



Cloud Fleet Manager

MANUAL

CFM OFF-HIRE & CLAIMS

2022-10-11

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1. About This Guide

This user guide provides an introduction to CFM Off-hire & Claims and describes how you can leverage the application to meet your business needs.

CFM Off-hire & Claims allows you to keep accurate records of your fleets off-hires, charterer claims and related costs. It also enables you to stay informed about the causes of individual off-hires.

It consists of the following tabs:

- [Dashboard](#)
- [Off-hires](#)
- [Claims](#)
- [Reports](#)
- [Power BI](#)
- [Settings](#)



NOTE

If you cannot access the [Off-hire & Claims](#) tile from the Cloud Fleet Manager (CFM), please contact your system administrator to assign the relevant permissions to your user in the [Users](#) app.

This user guide describes the features and functions available to a user with full access to the application. If you're expecting rights that your user currently doesn't have, get in contact with your system administrator.

2. Initial Setup

Before you can start to use CFM Off-hire & Claims, certain settings have to be made.

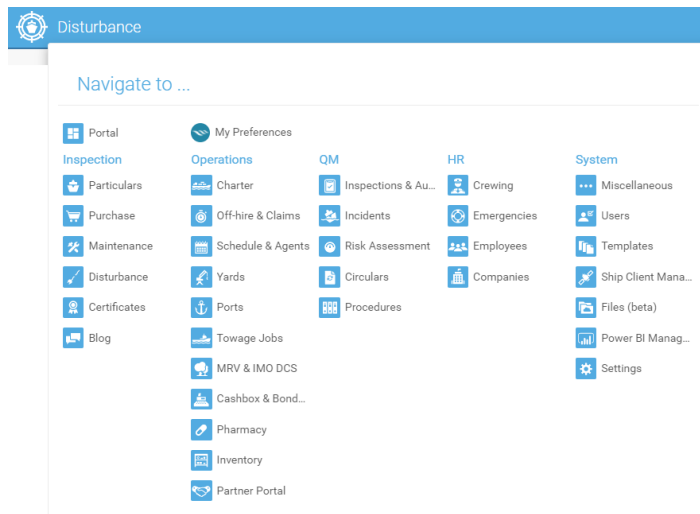
1. Create users for CFM in CFM Users.
2. Assign the users the relevant permission roles for CFM Off-hire & Claims.
3. Set up notifications (optional).

3. General Features

The following general features are available from the main navigation bar in CFM Off-hire & Claims:

- **Navigation**

You can directly navigate to other CFM apps by choosing the CFM logo (🌀) from the main navigation bar. Then choose the respective app that you want to launch and the app automatically opens in another tab.



- **What's New**

Choose the 📺 **gift** icon to get an overview of new features, improvements, and bug fixes that were released since the last time you checked. The number displayed in red indicates how many new features, improvements, and bug fixes were released.

A flyout window allows you to navigate to the timeline of updates for all CFM applications, as well as to the changelog and module history of CFM Off-hire & Claims.

- **Add Off-hire / Add Claim**

The + plus icon in the main navigation bar allows you to add a new off-hire or claim from everywhere in CFM Off-hire & Claims.

For detailed information on how to add an off-hire or how to add a claim, see [Add Off-hire \[17\]](#) or [Add Claim \[25\]](#).

- **Notifications**

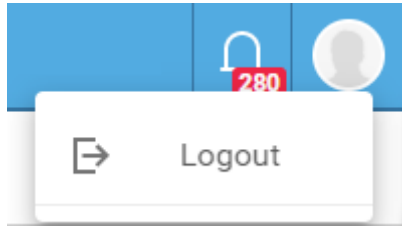
The 🔔 **bell** icon indicates whether any notifications from the current app and other apps within CFM are available. This allows you to get relevant information without the need to open all apps.

Choose the ⚙️ **cogwheel** icon to define for which applications and their actions you want to receive notifications.

CFM Off-hire & Claims

- **User Menu**

To log out of CFM Blog, choose the user avatar and then **Logout**



4. Dashboard

The dashboard tab in CFM Off-hire & Claims provides an overview of statistics, current and unconfirmed off-hires, as well as current claims and general vessel activities.

The tab consists of the following cards:

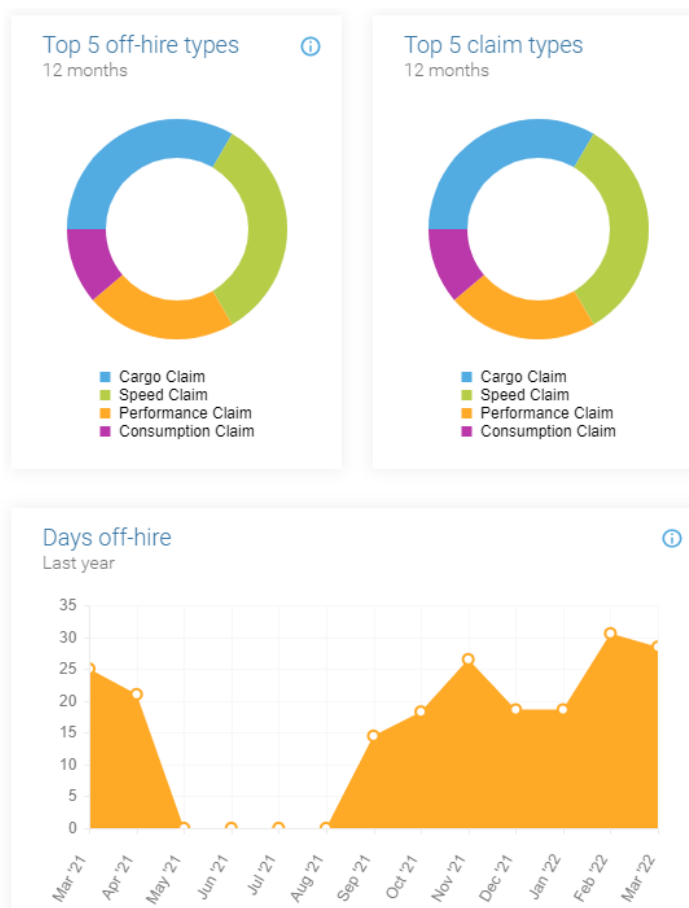
- **Statistics**
- **Current Off-hires**
- **Unconfirmed Off-hires**
- **Current Claims**
- **Activities**
- **Comments**
- **Vessel Activities**

4.1. Statistics

The statistics card displays visualized statistics as donut and line charts. The following statistics are visualized:

- **Top 5 off-hire types**
Displays the 5 most used off-hire types of your total fleet within the last 12 months in a donut chart. Hover across the types to read the exact value.
- **Top 5 claim types**
Displays the 5 most used claim types of your total fleet within the last 12 months in a donut chart. Hover across the types to read the exact value.
- **Days off-hire**
Displays the off-hire days per month of your total fleet within the last 12 months in a line chart with markers. Hover across these markers to read the exact value.

Statistics



4.2. Current Off-hires

The current off-hires card lists all off-hires that are currently ongoing. These are sorted in ascending order, based on the actual start date of the off-hire.

The following information per off-hire is provided:

- **Image**
Displays the vessel's image that is currently off-hire.
- **Vessel**
Displays the name of the vessel that is currently off-hire.
- **Off-hire type**
Displays the type of off-hire the vessel is in.
- **Duration**
Displays the duration since the start date of the off-hire, separated by days, hours, and minutes.



NOTE

The UTC is taken into account to calculate the duration.

Current off-hires ⓘ

	No charter	772 Days	0 Hours	42 Minutes
	Crewing	116 Days	13 Hours	22 Minutes
	Crewing	111 Days	13 Hours	22 Minutes
	P&I	23 Days	13 Hours	22 Minutes
	Crewing	31 Days	2 Hours	8 Minutes
	Docking	2 Days	14 Hours	0 Minutes





4.3. Unconfirmed Off-hires

The unconfirmed off-hires card displays all off-hires that were either not confirmed from an office user or a user on board the vessel yet. The list is sorted in ascending order, based on the actual start date of the off-hire.

The following information per off-hire is provided:

- Image
Displays the image of the vessel whose off-hire is not confirmed, yet.
- Vessel
Displays the name of the vessel that has not confirmed the off-hire, yet.
- Off-hire type
Displays the unconfirmed off-hire type the vessel is in.
- Duration
Displays the start date and end date of the unconfirmed off-hire.

Unconfirmed off-hires ⓘ

 Crewing	07.03.2021 - 07.09.2021
 Crewing	05.10.2021 - 09.11.2021
 Crewing	08.11.2021 - 30.11.2021
 Crewing	23.11.2021 - 25.11.2021
 Crewing	14.01.2022 - 14.01.2022
 Crewing	01.02.2022 - 02.02.2022



4.4. Current Claims

The current claims card displays all vessels that are currently claimed. These are sorted in ascending order, based on the claimed value.

The following information per claim is provided:

- **Image**
Displays the vessel's image that is currently claimed.
- **Vessel**
Displays the name of the vessel that is currently claimed.
- **Claim type**
Displays the type of claim made on this vessel.
- **Charterer**
Displays the company that chartered the vessel.
- **Claim value**
Displays the total cost for the claim of this vessel.

Current claims ⓘ

 Cargo Claim ONE	\$ 500 Claim value
 Performance Claim Hede	\$ 26.010,32 Claim value

4.5. Vessel Activities

The vessel activities card displays an overview of all added or changed off-hires that were created by users on board a vessel in chronological order. This is limited to activities of vessels for which you are either marked as responsible or backup. Select **Show Changes** to view a complete activity log.

The following information per vessel activity is provided:

- **Date and time**
Displays the date and time when the activity was performed on board the vessel.
- **Vessel**
Displays the name of the vessel on which the activity was performed.
- **Activity type**
Displays the type of activity that was performed. This can be either added or modified.
- **Date and time of off-hire**
Displays the date and time when the vessel was off-hire.
- **Off-hire type**
Displays the type of off-hire in which the vessel is.
- **Modified information**
Displays the type of information that was changed. This only applies to activity types that are considered a modification.

Vessel Activities



23.03.2022



23.03.2022 11:25 (UTC)

Vessel [redacted] added the offhire document '**Procedure-0.0.1 General-2022-03-15_11-57**' of an offhire from 03/23/2022 11:00 of the offhire type 'Technical failure' for Vessel [redacted].



23.03.2022 11:25 (UTC)

Vessel [redacted] added an offhire from **03/23/2022 11:00** of the offhire type 'Technical failure' for Vessel [redacted].

14.03.2022



14.03.2022 07:00 (UTC)

Vessel [redacted] modified an offhire from **02/16/2022 00:00 to NA** of the offhire type 'Accident' for Vessel [redacted] and changed *Remark*.

[Show Changes](#)

21.12.2021



21.12.2021 09:43 (UTC)

Vessel [redacted] modified an offhire from **01/16/2022 00:00** of the offhire type 'Docking' for Vessel [redacted] and changed *Start* and *Stop*.

[Show Changes](#)

5. Off-hires

The off-hires tab displays a list of your entire fleet in a panel on the left-hand side. This list is sorted by the vessel's respective status, whether it is off-hire or on duty. This tab additionally allows you to add, edit, delete and export off-hires to or from your vessels. Furthermore, you are provided with a details card when a particular off-hire is selected. You can also view an off-hire's documents as well as comments and respective activities.

You can also filter the list of vessels on the left-hand side. To do so, simply provide the name of the desired vessel or its vessel type into the text box above the list.

Utilize the + plus icon next to the text box, to add an off-hire for the selected vessel. For more detailed information on how to add an off-hire, see [Add Off-hire \[17\]](#).

Moreover, the off-hire tab allows you to view the details of a selected off-hire in a card placed right next to it. Simply select the desired off-hire to access its details. For more information, see [Details \[16\]](#).

The screenshot displays the 'Off-hires' tab in the software. On the left, there's a 'Filter vessels' box and a list of vessels categorized as 'Currently Off-hire' and 'On Duty'. The main area shows a 'Crane breakdown' for a specific date (06.01.2022) with a total cost of \$0. Below this is a table of off-hire events with columns for Date, Type, Charterer, Reason, and Duration. The right panel provides detailed information for the selected off-hire, including 'No charter' status, 'Reason' (Crane breakdown), 'Effective' date, 'Total Cost' (\$0), 'Planned End', 'Actual End', and 'Consumptions' (HFO HS 13,000 mt).

Selecting a vessel displays the following information:

- Current status
The status of a vessel can either be **Currently off-hire** or **On duty**. The following information is provided if a vessel is off-hire.
 - Duration
 - Off-hire type
 - Total cost



IMPORTANT

The following information is only displayed if the vessel was previously off-hire.

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- Color Code

A color-coded ribbon is added to each off-hire. This indicates the effectiveness of the off-hire. The following color codes may be applied:

- Red - A red color-coded ribbon indicates the effectiveness of 100%
- Orange - An orange color-coded ribbon indicates the effectiveness between 1% - 99%
- Green - A green color-coded ribbon indicates the effectiveness of 0%

- Year

The year when the vessel was off-hire is displayed above the list.

- Show Chart

Choose **Show Chart** above the list for a particular year to view a visualized statistic of off-hire types for this year.



NOTE

This is only available for past years.

- Date

Displays the start date of the off-hire.

- Type

Displays the type of off-hire the vessel was in.

- Reason

Displays the reason why the vessel was off-hire.

- Duration

Displays the duration for which the vessel was off-hire.

- Icons

A green check mark is displayed to indicate that an off-hire was confirmed from an office user.

A ☰ paragraph icon is displayed to indicate that a remark is available. Hover across the icon to read the remark.

You can also create an export for a specific vessel. Simply choose **Export** and specify the time range.



NOTE

You can also open the sidebar that provides you with further in-depth information regarding the selected vessel, respectively off-hire.

Choose either **Documents**, **Comments** or **Activities** in the secondary navigation bar to do so.

For more information, see the respective chapters for [Documents \[20\]](#), [Comments \[20\]](#) or [Activities \[21\]](#).

5.1. Details

The Details card caters you with additional in-depth information about a particular off-hire, respectively claim. Simply select the vessel in question and the corresponding off-hire, respectively claim to access the corresponding details card.

The following information per entry is provided on the details card:

- **Off-hires**

The following information about off-hires is provided on the details card.

- **Confirmation status**

A color-coded checkmark indicates whether the off-hire was confirmed by an office user. The following color codes may be applied:

- Grey - A grey color-coded checkmark indicates that the off-hire was not confirmed yet.
- Green - A green color-coded checkmark indicates that the off-hire was confirmed already.

- **Off-hire Type**

Displays the type of off-hire that is selected when it is initially created.

- **Reason**

Displays the specified reason for the off-hire.

- **Effective**

Displays the effectiveness of the off-hire measured in percent.

- **Total Cost**

Displays the total cost of the off-hire. This is calculated by considering the daily hire rate, the duration of the off-hire as well as the effectiveness.

- **Effective Cost**

Displays the arisen costs due to the effectiveness of the off-hire.

- **Bunker Total**

Display the costs for bunkered quantities. This is calculated by considering the initial bunker quantity, the final quantity as well as the price per ton.

- **Final Cost**

Displays the final cost of the entire off-hire. This value is only available to off-hires that ended already. Final costs are calculated by adding the total cost to the bunker total.

- **Planned Start**

Displays the planned start of the off-hire when the off-hire was initially created.

- **Planned End**

Displays the planned end of the off-hire when the off-hire was initially created.

- **Actual Start**

Displays the actual start date of the off-hire.

- **Actual End**

Displays the actual end date of the off-hire.

- **Has Commercial Impact**

CFM Off-hire & Claims

Indicates whether the off-hire had a commercial impact on the vessel.

- Voyage Number

Displays the voyage number that the vessel underwent when the off-hire occurred.

- Consumptions

Displays an overview of debunkered quantities and the corresponding costs.

- **Claims**

The following information of claims is provided on the details card.

- Charter

Displays the chartering company.

- Duration

Displays the duration of the claim in days and hours.

- Effective

Displays the specified effectiveness of the claim in percent.

- Effective Cost

Displays the effective cost. This reflects the effective percentage of the total costs.

- Total Cost

Displays the specified total cost of the claim.

- Bunker Total

Displays the costs for consumed bunker quantities. This is calculated by considering the difference between allowed and actual consumption, multiplied times the price per ton.

- Final Cost

Displays the final cost of the entire claim. Final costs are calculated by adding the *bunker total* to the *total cost*.

- Claim Number

Displays your internal claim number.

- Invoice Number

Displays your internal invoice number for this claim.

- Voyage Number

Displays the voyage number that the vessel underwent during the claim.

- Remark

Displays the remark of the claim if available.

- Extended Status

Displays the status that was specified when it was initially created.

- Consumptions

Displays an overview of consumed bunker quantities and the corresponding costs.

5.2. Add Off-hire

To add an off-hire for a vessel, proceed as follows.



NOTE

You can also edit and delete entries. To do so, select the desired entry from the card and choose either [Edit](#) or [Delete](#).

1. Open CFM Off-hire & Claims
2. Select the [Off-hires](#) tab and select the vessel from the panel on the left hand side for which you want to add an off-hire.
3. Select [Add](#) and provide the requested information:



NOTE

Be aware that the requested information varies and therefore not every described information may be applicable in your case.

- Vessel
The pre-selected vessel is already defined. You can still change and select another vessel from the drop-down menu.
- Type
Specify the off-hire type from the drop-down menu.



NOTE

You can manage your off-hire types under [Settings](#). For more information, see [Add Off-hire Types \[36\]](#).

- Reason
Enter the reason why the vessel is off-hire.
- Schedule
Specify the affected schedule from the drop-down menu.
- Voyage Number
The voyage number automatically populates, based on the selected schedule. You can also enter a voyage number without selecting a schedule from the drop-down menu.
- Location Type
Specify the location type in which the off-hire occurred from the drop-down menu.
 - Port
Select the port where the off-hire occurred.
 - Latitude and Longitude
Enter the latitude and longitude where the off-hire occurred.
 - Location
Enter the location in which the off-hire occurred.

CFM Off-hire & Claims

- **Start (UTC)**
Select the date and time picker to specify the point in time in which the off-hire started.
- **End (UTC)**
Select the date and time picker to specify the point in time in which the off-hire ended.
- **Daily hire**
Specify the cost of a daily hire.
- **Currency**
Select the applicable currency from the drop-down menu.
- **Total Cost**
The total cost is automatically calculated based on the given formula: [Daily Hire * (Start - End)]
- **Effective (%)**
Specify the proportional distribution of costs for the off-hire in percent.
- **Final Cost**
The final cost is automatically calculated based on the given formula: [Total Cost * (Effective (%) / 100)]
- **Charterer**
Select the chartering company from the drop-down menu.
- **Has commercial impact**
Select this checkbox if the off-hire has a commercial impact on the vessel.
- **Remark**
Provide any additional relevant remarks to the off-hire.
- **Bunker Quantities**
Add bunker quantities if applicable. For more information, see [Bunker Quantities](#).

The screenshot shows the 'Add off-hire' form with the following details:

- Vessel:** [Dropdown menu]
- Type:** Accident
- Reason:** [Red box]
- Schedule:** Choose... [Dropdown menu]
- Voyage Number:** [Text field]
- Location type:** Port
- Port:** Start typing to get suggestions [Text field]
- Start (UTC):** 05.03.2022 14:10 [Date/Time picker]
- End (UTC):** [Date/Time picker]
- Daily hire:** \$ 0 [Text field] [Copy from charter](#)
- Currency:** US Dollar [Dropdown menu]
- Total cost:** \$ 0
- Effective (%):** 100
- Final cost:** \$ 0
- Charterer:** Charterer [Text field]
- Has commercial impact:**
- Remark:** [Text area]
- Bunker quantities:** Table with columns: Type, Start, End, Price p. ton, Total. Below the table: "There are no bunker entries." and a "+" button.
- Save:** [Button]

5.3. Documents

The Documents sidebar caters you all documents that were attached to a particular off-hire, respectively claim. A bracketed number indicates the number of available documents.

To attach a document yourself, simply navigate to the off-hire, respectively claim in question, and choose **Documents** in the secondary navigation bar. Then select **Upload Document** and browse for the desired file. Specify the title for the document which then will be displayed in the sidebar to you and other users. You can also provide a remark that will be displayed below the document itself. In the last step, you can check the checkbox **Invoice Relevant**.

The following information per document is provided:




- **Title**
Displays the specified title of the document.
- **Remark**
Displays the provided description of the document. **No remark** is shown by default when no remark was provided.



TIP

You can delete, edit or download any available documents. This also applies to documents that other users uploaded.

To do so, simply navigate to the desired document and choose one of the following icons:

-  - Select the trash bin icon to remove an attachment.
-  - Select the pencil icon to apply changes to the title or remark.
-  - Select the download icon to initiate the download of the attachment.

5.4. Comments

The comments sidebar displays all comments of a particular off-hire, respectively claim from all users in chronological order and allows you to add comments yourself. A bracketed number indicates the number of available comments

To articulate a comment yourself, simply navigate to the off-hire, respectively claim in question and choose **Comments** in the secondary navigation bar. Then select **Add Comment** and write your comment. You can select the checkbox **Send to Vessel** to provide your comment to seafarers on board the corresponding vessel. If you decide not to check this checkbox, your comment will only be available to other office users. Choose **Post** to make your comment available to other users.

The following information per comment is provided:

- **Date and time**

Displays the point in time in which the comment was added to the off-hire, respectively claim.

- User
Displays the full name of the user that commented on the off-hire, respectively claim.
- Comment
Displays the actual comment.
- Icon
A 🚢 vessel icon is displayed on comments which were sent to the vessel.



TIP

You can edit or delete the comments you posted.

To do so, simply navigate to the desired comment and choose the ✎ pencil icon to apply changes or the 🗑 bin icon to remove your comment entirely.

5.5. Activities

The activities sidebar provides a chronological overview of activities for a particular off-hire, respectively claim. This depends on which tab you currently use. To view activities, simply navigate to the off-hire, respectively claim in question, and choose **Activities** in the secondary navigation bar. A bracketed number indicates the number of available activities. The sidebar includes all added, changed or confirmed off-hires respectively claims by you and other users. To see more details on applied changes, simply choose **Show Changes** at the end of an entry.

You can also filter the list of activities. Simply enter your search criteria in the text box above the list.

Additionally, choose **Export** and specify the date since when the activities will be exported to create an Excel file.



TIP

A 🚢 vessel icon indicates activities in which information was sent to the vessel.

6. Claims

The claims tab allows you to manage your claims for your entire fleet and consists of three cards. A panel on the very left-hand side displays a list of your entire fleet, sorted by their respective status, whether the vessel is currently claimed or not. The center of the screen provides an overview of all claims for a selected vessel, whereas the card on the very right-hand side provides in-depth information about a selected claim. You can also view further information, such as documents, comments as well as activities of a claim.

You can also filter the list of vessels on the left-hand side. To do so, simply provide the name of the desired vessel or its vessel type into the text box above the list.

Utilize the + plus icon next to the text box to add a claim for the selected vessel. For more information, see [Add Claim \[25\]](#).

To view in-depth information of a particular claim, select one and navigate to the details card on the very right-hand side. For more information, see [Details \[16\]](#).

The following information per claim is provided:

- Year
The year when the vessel was off-hire is displayed above the list.
- Show Chart
Choose **Show Chart** above the list of a particular year to view a visualized statistic of claim types.



NOTE

This is only available for past years.

- **Color Code**
A color-coded ribbon is added to each claim. This indicates whether the claim is currently ongoing or not. The following color codes may be applied:
 - Orange - An orange color-coded ribbon indicates that the claim is in progress.
 - Green - A green color-coded ribbon indicates that the claim is confirmed and closed already.
- **Date**
Displays the start date of the claim.
- **Charterer**
Displays the company that is chartering the vessel.
- **Type**
Displays the type of claim that was raised.
- **Cost**
Displays the accumulated costs for the claim.
- **Invoice Nr.**
Displays the internal number of the invoice for the claim.
- **Status**
Displays the current status of the claim.
- **Check mark**
A ✓ check mark indicates that the claim is confirmed by an office user.



NOTE

You can also open the sidebar that provides you with further in-depth information regarding the selected vessel, respectively claim.

Choose either **Documents**, **Comments** or **Activities** in the secondary navigation bar to do so.

For more information, see the respective chapters for [Documents \[20\]](#), [Comments \[20\]](#) or [Activities \[21\]](#).

6.1. Details

The Details card caters you with additional in-depth information about a particular off-hire, respectively claim. Simply select the vessel in question and the corresponding off-hire, respectively claim to access the corresponding details card.

The following information per entry is provided on the details card:

- **Off-hires**
The following information about off-hires is provided on the details card.
 - Confirmation status

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A color-coded checkmark indicates whether the off-hire was confirmed by an office user. The following color codes may be applied:

- Grey - A grey color-coded checkmark indicates that the off-hire was not confirmed yet.
- Green - A green color-coded checkmark indicates that the off-hire was confirmed already.
- **Off-hire Type**
Displays the type of off-hire that is selected when it is initially created.
- **Reason**
Displays the specified reason for the off-hire.
- **Effective**
Displays the effectiveness of the off-hire measured in percent.
- **Total Cost**
Displays the total cost of the off-hire. This is calculated by considering the daily hire rate, the duration of the off-hire as well as the effectiveness.
- **Effective Cost**
Displays the arisen costs due to the effectiveness of the off-hire.
- **Bunker Total**
Display the costs for bunkered quantities. This is calculated by considering the initial bunker quantity, the final quantity as well as the price per ton.
- **Final Cost**
Displays the final cost of the entire off-hire. This value is only available to off-hires that ended already. Final costs are calculated by adding the total cost to the bunker total.
- **Planned Start**
Displays the planned start of the off-hire when the off-hire was initially created.
- **Planned End**
Displays the planned end of the off-hire when the off-hire was initially created.
- **Actual Start**
Displays the actual start date of the off-hire.
- **Actual End**
Displays the actual end date of the off-hire.
- **Has Commercial Impact**
Indicates whether the off-hire had a commercial impact on the vessel.
- **Voyage Number**
Displays the voyage number that the vessel underwent when the off-hire occurred.
- **Consumptions**
Displays an overview of debunkered quantities and the corresponding costs.
- **Claims**
The following information of claims is provided on the details card.
 - **Charter**
Displays the chartering company.

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- **Duration**
Displays the duration of the claim in days and hours.
- **Effective**
Displays the specified effectiveness of the claim in percent.
- **Effective Cost**
Displays the effective cost. This reflects the effective percentage of the total costs.
- **Total Cost**
Displays the specified total cost of the claim.
- **Bunker Total**
Displays the costs for consumed bunker quantities. This is calculated by considering the difference between allowed and actual consumption, multiplied times the price per ton.
- **Final Cost**
Displays the final cost of the entire claim. Final costs are calculated by adding the *bunker total* to the *total cost*.
- **Claim Number**
Displays your internal claim number.
- **Invoice Number**
Displays your internal invoice number for this claim.
- **Voyage Number**
Displays the voyage number that the vessel underwent during the claim.
- **Remark**
Displays the remark of the claim if available.
- **Extended Status**
Displays the status that was specified when it was initially created.
- **Consumptions**
Displays an overview of consumed bunker quantities and the corresponding costs.

6.2. Add Claim

To add a claim for a vessel, proceed as follows.



NOTE

You can also edit and delete entries. To do so, select the desired entry from the card and choose either [Edit](#) or [Delete](#).

1. Open CFM Off-hire & Claims
2. Select the **Claims** tab and select the vessel from the panel on the left-hand side for which you want to add a claim.

3. Select **Add** and provide the requested information:



NOTE

Be aware that the requested information varies and therefore not every described information may be applicable in your case.

- **Vessel**
Select the vessel that was claimed from the drop-down menu.
- **Type**
Select the applicable claim type from the drop-down menu.
- **Schedules**
Select the applicable schedule from the drop-down menu.
- **Voyage Number**
The voyage number automatically populates, based on the selected schedule. You can also enter a voyage number without selecting a schedule from the drop-down menu.
- **Location Type Start**
Select the location type where the claim started.
 - **Port**
Select the port where the claim started.
 - **Latitude and Longitude**
Enter the latitude and longitude where the claim started.
 - **Location**
Enter a free text where the claim started.
- **Location Type End**
Select the location type where the claim ended.
 - **Port**
Select the port where the claim ended.
 - **Latitude and Longitude**
Enter the latitude and longitude where the claim ended.
 - **Location**
Enter a free text where the claim ended.
- **Daily Hire**
Specify the daily hire that arises for the claim.
- **Currency**
Select the applicable currency from the drop-down menu.
- **Date (UTC)**
Select the date picker to specify the date when the claim started.
- **Days**
Enter for how many days the vessel is claimed.

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- **Hours**
Enter for how many hours the vessel is claimed.
- **Effective (%)**
Specify the proportional distribution of costs for the claim in percent.
- **Effective Cost**
The effective cost is automatically calculated based on the given formula: [Total Cost * (Effective (%)/100)]



NOTE

You can enter a value for effective cost manually and thus override the automatically calculated value.

- **Total Cost**
The total cost is automatically calculated based on the given formula: [Daily Hire * (Days + Hours)]
- **Claim Number**
Enter a claim number.
- **Invoice Number**
Enter an invoice number.
- **Status**
Enter the status of the claim into the free text box.
- **Remark**
Enter any additional remarks relevant to the claim.
- **Closed**
Select this checkbox if the claim is considered closed.
- **Bunker Quantities**
Add bunker quantities if applicable. For more information, see [Bunker Quantities](#).

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Add claim

Claim 1

Vessel ¹ Type ¹ Speed Claim

There are no charters for this vessel.

Charters ^{*}

Schedules

Voyage Number

Location type start

Port

Location type end

None

Daily hire [Copy from charter](#) Currency

US Dollar

Date (UTC) ¹ Days Hours

29.03.2022 n/a n/a

Effective (%)

0 %

Effective Cost

\$ 0

Total Cost

\$ 0

Claim number

Invoice number

Status

Remark

Closed

Bunker quantities Add Entry

Type	Allowed Consumption	Actual Consumption	Price p. ton	Total
There are no bunker entries.				

6.3. Documents

The Documents sidebar caters you all documents that were attached to a particular off-hire, respectively claim. A bracketed number indicates the number of available documents.

To attach a document yourself, simply navigate to the off-hire, respectively claim in question, and choose **Documents** in the secondary navigation bar. Then select **Upload Document** and browse for the desired file. Specify the title for the document which then will be displayed in the sidebar to you and other users. You can also provide a remark that will be displayed below the document itself. In the last step, you can check the checkbox **Invoice Relevant**.




The following information per document is provided:

- Title
Displays the specified title of the document.
- Remark
Displays the provided description of the document. **No remark** is shown by default when no remark was provided.

**TIP**

You can delete, edit or download any available documents. This also applies to documents that other users uploaded.

To do so, simply navigate to the desired document and choose one of the following icons:


-  - Select the trash bin icon to remove an attachment.
-  - Select the pencil icon to apply changes to the title or remark.
-  - Select the download icon to initiate the download of the attachment.

6.4. Comments

The comments sidebar displays all comments of a particular off-hire, respectively claim from all users in chronological order and allows you to add comments yourself. A bracketed number indicates the number of available comments



To articulate a comment yourself, simply navigate to the off-hire, respectively claim in question and choose **Comments** in the secondary navigation bar. Then select **Add Comment** and write your comment. You can select the checkbox **Send to Vessel** to provide your comment to seafarers on board the corresponding vessel. If you decide not to check this checkbox, your comment will only be available to other office users. Choose **Post** to make your comment available to other users.

The following information per comment is provided:

- **Date and time**
Displays the point in time in which the comment was added to the off-hire, respectively claim.
- **User**
Displays the full name of the user that commented on the off-hire, respectively claim.
- **Comment**
Displays the actual comment.
- **Icon**
A  vessel icon is displayed on comments which were sent to the vessel.

**TIP**

You can edit or delete the comments you posted.

To do so, simply navigate to the desired comment and choose the  pencil icon to apply changes or the  bin icon to remove your comment entirely.

6.5. Activities


The activities sidebar provides a chronological overview of activities for a particular off-hire, respectively claim. This depends on which tab you currently use. To view activities, simply navigate to the off-hire, respectively claim in question, and choose **Activities** in the secondary navigation bar. A bracketed number indicates the number of available activities. The sidebar includes all added, changed or confirmed off-hires respectively claims by you and other users. To see more details on applied changes, simply choose **Show Changes** at the end of an entry.

You can also filter the list of activities. Simply enter your search criteria in the text box above the list.

Additionally, choose **Export** and specify the date since when the activities will be exported to create an Excel file.



TIP

A  vessel icon indicates activities in which information was sent to the vessel.

7. Reports

The reports tab provides an overview of your entire fleet in a panel on the left-hand side. You can select a vessel to view corresponding reports on off-hires and the availability of the vessel.

The tab consists of the following cards:


- Off-hires
- Vessel Availability KPI

Vessel	Voyage Num.	Start	End	Location	Type	KPI relevant	Comm. imp.	Bunker costs	Final costs	Incl. bunker	Reason	Duration (d)
		02.09.2021	02.11.2021		Technical fail...	yes	no	\$ 2.796,00	\$ 915.072,92	\$ 917.868,92	Main engine F...	61.005
		28.10.2021	28.02.2022	Longitude: 12...	Docking	no	no	\$ 10.000,00	\$ 2.206.312,50	\$ 2.216.312,50	Repair Main E...	122.573
		09.11.2021	08.12.2021		Crewing	yes	no	\$ 0,00	\$ 0,00	\$ 0,00	Accident	29.000
		16.02.2022			Accident	yes	yes	\$ 50.000,00	\$ 33.279,54	\$ 83.279,54	123	41.374
		16.11.2021	17.11.2021	Bremerhaven ...	Crewing	yes	no	\$ 0,00	-	-	Deviation due ...	1.000
		29.11.2021	30.11.2021	Wilhelmshave...	Docking	no	no	\$ 0,00	-	-	Hull cleaning ...	1.000
		06.01.2022	17.01.2022	Manila (Philip...	Docking	no	no	\$ 0,00	\$ 0,00	\$ 0,00	Repairs in Ma...	11.000
		26.10.2021	27.10.2021		Crewing	yes	no	\$ 0,00	\$ 0,63	\$ 0,63	this that	0.625
		01.11.2021	01.11.2021	somewhere o...	Technical fail...	yes	no	\$ 0,00	\$ 0,00	\$ 0,00	automatic En...	0.250
		05.11.2021	09.11.2021		Engine Overh...	no	yes	\$ 0,00	\$ 350,00	\$ 350,00	Overhaul du t...	4.000
		15.11.2021	16.11.2021		Technical fail...	yes	yes	\$ 0,00	\$ 0,00	\$ 0,00	Aux Engine Br...	1.333
		05.12.2021	09.12.2021		Technical fail...	yes	no	\$ 0,00	\$ 0,00	\$ 0,00	Main Engine S...	4.000
		23.03.2022	31.03.2022	some Where ...	Accident	yes	yes	\$ 1.250.000,00	\$ 1.357,50	\$ 1.251.357,50	ME Cyl Head L...	7.542
		21.02.2022	22.02.2022	Longitude: 58...	Technical fail...	yes	no	\$ 0,00	\$ 0,69	\$ 0,69	Sample Reas...	0.686
		20.02.2022	21.02.2022		Technical fail...	yes	no	\$ 0,00	\$ 0,68	\$ 0,68	Sample Reas...	0.677
		11.11.2021	19.11.2021		Accident	yes	no	\$ 0,00	\$ 0,00	\$ 0,00	ff	7.612


You can also filter the list of vessels on the left-hand side. To do so, simply provide the name of the desired vessel or its vessel type into the text box above the list.


The **Select All** and **Deselect All** functionality allows you to easily check or uncheck all vessels checkboxes to narrow your selected vessels conveniently down. Additionally, you can switch the toggle **Show my vessels** as well to display only your assigned vessels.

The following general features are available on both cards:


- Export
Choose **Export** to create an Excel file of your report.
- Filter
Choose the  filter icon to specify the displayed time range of your report.


7.1. Off-hires Reports

The off-hires card provides you with a complete overview of all off-hires for your selected vessels. The total number of items is provided, as well as the search function, that is indicated by the  magnifier icon, to specify the displayed off-hires. You can provide search criteria, such as vessel, location, or type.

Off-hires Export 

Vessel ▲	Voyage Num...	Start	End	Location	Type	KPI relevant	Comm. imp...	Bunker costs	Final costs	Incl. bunker	Reason	Duration (d)
		02.09.2021	02.11.2021		Technical fail...	yes	no	\$ 2.796,00	\$ 915.072,92	\$ 917.868,92	Main engine F...	61.005
		28.10.2021	28.02.2022	Longitude: 12...	Docking	no	no	\$ 10.000,00	\$ 2.206.312,50	\$ 2.216.312,50	Repair Main E...	122.573
		09.11.2021	08.12.2021		Crewing	yes	no	\$ 0,00	\$ 0,00	\$ 0,00	Accident	29.000
		16.02.2022			Accident	yes	yes	\$ 50.000,00	\$ 33.279,54	\$ 83.279,54	123	41.378
		16.11.2021	17.11.2021	Bremerhaven ...	Crewing	yes	no	\$ 0,00	-	-	Deviation due ...	1.000
		29.11.2021	30.11.2021	Wilhelmshave...	Docking	no	no	\$ 0,00	-	-	Hull cleaning ...	1.000
		06.01.2022	17.01.2022	Manila (Philipp...	Docking	no	no	\$ 0,00	\$ 0,00	\$ 0,00	Repairs in Ma...	11.000
		26.10.2021	27.10.2021		Crewing	yes	no	\$ 0,00	\$ 0,63	\$ 0,63	this that	0.625
		01.11.2021	01.11.2021	somewhere o...	Technical fail...	yes	no	\$ 0,00	\$ 0,00	\$ 0,00	automatic En...	0.250
		05.11.2021	09.11.2021		Engine Overh...	no	yes	\$ 0,00	\$ 350,00	\$ 350,00	Overhaul du t...	4.000
		15.11.2021	16.11.2021		Technical fail...	yes	yes	\$ 0,00	\$ 0,00	\$ 0,00	Aux Engine Br...	1.333
		05.12.2021	09.12.2021		Technical fail...	yes	no	\$ 0,00	\$ 0,00	\$ 0,00	Main Engine S...	4.000
		23.03.2022	31.03.2022	some Where ...	Accident	yes	yes	\$ 1.250.000,00	\$ 1.357,50	\$ 1.251.357,50	ME Cyl Head L...	7.542
		21.02.2022	22.02.2022	Longitude: 58...	Technical fail...	yes	no	\$ 0,00	\$ 0,69	\$ 0,69	Sample Reas...	0.686
		20.02.2022	21.02.2022		Technical fail...	yes	no	\$ 0,00	\$ 0,68	\$ 0,68	Sample Reas...	0.677
		11.11.2021	19.11.2021		Accident	yes	no	\$ 0,00	\$ 0,00	\$ 0,00	ff	7.612

 Number of items: 16

Selecting the  filter icon and an employee, above the list of vessels, allows you to display only these vessels.

The following information per off-hire is provided:

- **Vessel**
Displays the name of the vessel that was off-hire.
- **Voyage Number**
Displays the internal voyage number of the off-hire.
- **Start**
Displays the date when the off-hire started.
- **End**
Displays the date when the off-hire ended.
- **Location**
Displays the location where the off-hire occurred.
- **Type**
Displays the type of off-hire that occurred.
- **KPI relevant**
Displays, whether the off-hire is considered as KPI relevant.
- **Commercial Impact**
Displays, whether the off-hire has a commercial impact on the vessel.





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- **Bunker Costs**
Displays the total value of bunkered goods, based on the quantity at the end of the off-hire.
- **Final Costs**
Displays the final cost of the off-hire, excluding bunker costs.
- **Incl. Bunker**
Displays the final cost of the off-hire, including bunker costs.
- **Reason**
Displays the reason of the off-hire, if it is provided.
- **Duration (d)**
Displays the duration of the off-hire in days.

7.2. Vessel Availability KPI









































The vessel availability KPI card provides you with an overview of a vessels KPI, based on their planned unavailability in relation to the actual unavailability. The actual availability is calculated on a quarterly basis. A color coding is applied to easily differentiate the performance of vessels.

The following color code is applied:

-  - Great - Above 99% availability
-  - Good - Above 97% availability
-  - OK - Above 95% availability
-  - Bad - Below 95% availability

Vessel availability (KPI032)

Export 

Vessel	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Last 365 Days
	 100,0 %	 100,0 %	 100,0 %	 100,0 %	 100,0 %
	 100,0 %	 100,0 %	 100,0 %	 100,0 %	 100,0 %
	 100,0 %	 100,0 %	 100,0 %	 100,0 %	 100,0 %
	 100,0 %	 100,0 %	 100,0 %	 100,0 %	 100,0 %
	 100,0 %	 100,0 %	 100,0 %	 100,0 %	 100,0 %
	 100,0 %	 100,0 %	 100,0 %	 100,0 %	 100,0 %
	 100,0 %	 100,0 %	 100,0 %	 100,0 %	 100,0 %

The following information per entry is provided:

- **Vessel**
Displays the name of the vessel.
- **Q1 Year**

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Displays a color coded bar, indicating the availability of the vessel in the first quarter of the year.

- Q2 Year

Displays a color coded bar, indicating the availability of the vessel in the second quarter of the year.

- Q3 Year

Displays a color coded bar, indicating the availability of the vessel in the third quarter of the year.

- Q4 Year

Displays a color coded bar, indicating the availability of the vessel in the fourth quarter of the year.

- Last 365 Days

Displays a color coded bar, indicating the availability of the vessel in the last 365 days.



NOTE

Each color coded bar of a quarter contains its exact value underneath. An indicator is displayed next to the current value if the availability differs to the previous quarter.

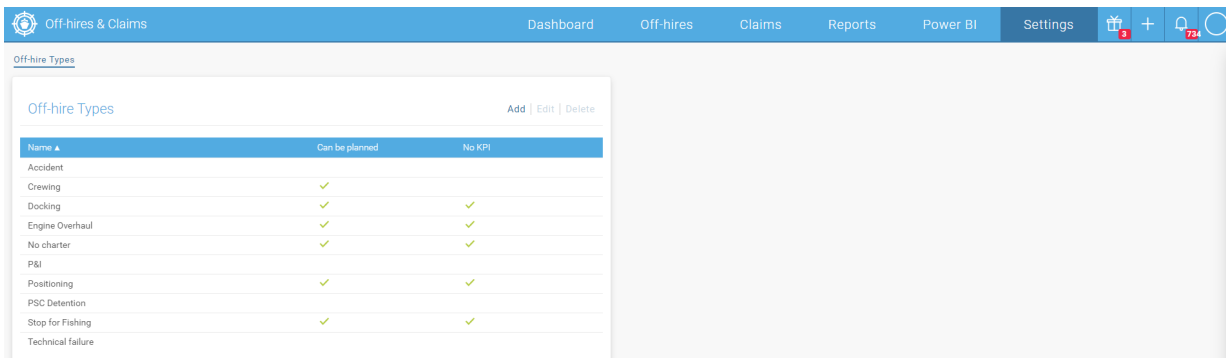
8. Power BI

The Power BI tab allows you to manage master reports that were predefined in the system as well as to upload and manage your own customised reports.

Power BI reports for CFM Off-hire & Claims are coming soon!

9. Settings

The settings tab allows you to manage your off-hire types to ensure that appropriate off-hire types are available that reflect the status of a vessel properly.



The screenshot shows the 'Settings' tab in the CFM Off-hire & Claims application. The 'Off-hire Types' section is active, displaying a table with the following data:

Name	Can be planned	No KPI
Accident	✓	
Crewing	✓	
Docking	✓	✓
Engine Overhaul	✓	✓
No charter	✓	✓
P&I		
Positioning	✓	✓
PSC Detention		
Stop for Fishing	✓	✓
Technical failure		

The following information per off-hire type is provided:

- **Name**
Displays the name of the off-hire type.
- **Can be planned**
A ✓ check mark indicates if this off-hire type can be used for future off-hires.
- **No KPI**
A ✓ check mark indicates if this off-hire type is **not** included into the KPI for a vessels availability.

9.1. Add Off-hire Types

To add an off-hire type, proceed as follows.

1. Open CFM Off-hire & Claims
2. Open the **Settings** tab
3. Choose **Add** and provide the requested information:



NOTE

You can also edit and delete entries. To do so, select the desired entry from the card and choose either **Edit** or **Delete**.

- **Name**
Enter a name for the off-hire type.

CFM Off-hire & Claims

- Can be planned
Select this checkbox, if the off-hire type is considered as plannable.
- Do not include in availability KPI
Select this checkbox, if the off-hire type is not included into the calculation of a vessels availability KPI.

4. Choose **Save** to confirm your settings.

✕

Name *

Can be planned

Do not include in availability KPI

Save

10. Revision History

The revision history provides you with a table, containing a summary of applied changes to the user guide based on its corresponding module. The user guide's version stamp is available to you in its file name. The revision history gives you the gist of minor and major changes rather than explaining everything in detail. Refer to the **What's New** section for our daily features, updates, and bug fixes. You can also reach out to our Helpdesk if you come across any uncertainties or questions.

Semantic versioning will be applied and uses a three-part version number (Major.Minor.Patch). Significant changes are indicated by an increased major number; new, less significant adaptations increment the minor number and all other updates increase the patch number.

Version	Changes	Date of Publication	Author
v.1.0.0	• Initial creation of the user guide	11.10.2022	Ricardo da Costa Lima