	Claims Outright Deduction		Document Number:
	Policies and Procedures		2P-FIN-03.09
	Department: F2 Logistics Philippines Inc.-Finance	Effective Date: June 05, 2017	Revision No 0

Scope

Starts with the recognition of deduction as related to claims from customer payment and ends with confirmation and recording in SAP.

Objective

To be able to confirm outright deduction as claims, record entries accurately and provide available supporting documents to other concerned departments.

Definition of Terms

Claims – is a demand by a shipper or consignee to a carrier for financial reimbursement for a loss or damage of a shipment

Outright Deduction – an immediate amount of deduction from collection by the shipper or consignee.

Ownership

The Accounts Receivable Team/Claims Team is responsible for ensuring that the deductions are related to claims.


Policies

1. All deduction should have valid supporting documents or claim letter.

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	Claims Outright Deduction		Document Number: 2P-FIN-03.09
	Policies and Procedures	Department: F2 Logistics Philippines Inc.-Finance	Effective Date: June 05, 2017
			Revision No 0

Procedures

AR Analyst

1. Receives collection, validates if with discrepancy
2. Checks if with supporting documents for deductions.

If none go to task#3, otherwise go to #4
3. Request from customer any document to support the deductions but not limited to the following
 - 3.1 F2 HWB
 - 3.2 Invoice
 - 3.3 Debit Memo
 - 3.4 Letter of advise
4. Identifies reason of discrepancy from customer payment (official receipt) as related to claims.
5. Endorses related documents together with copy of official receipt to Claims department within 2 working days.
6. Receives approved Claims settlement documents. (From claims team).


If denied go to #7, otherwise go to #8.
7. Inform customer for the denial and follow-up collection.
8. Records in SAP validated claims deduction to complete the posting of payment.

End of Activity

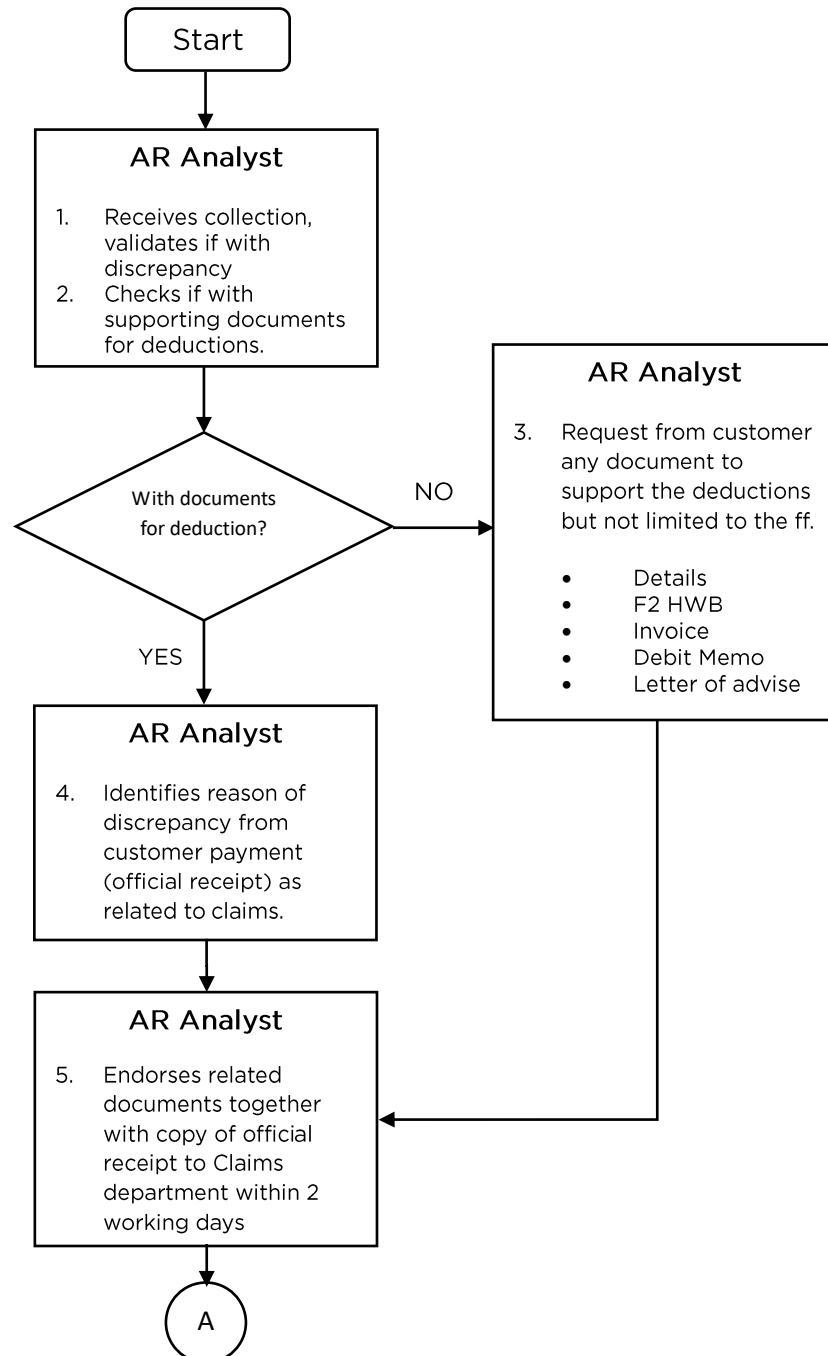
DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1>Claims Outright Deduction</h1> <h2>Policies and Procedures</h2>		Document Number: 2P-FIN-03.09
	Department: F2 Logistics Philippines Inc.-Finance	Effective Date: June 05, 2017	Revision No 0


Procedures

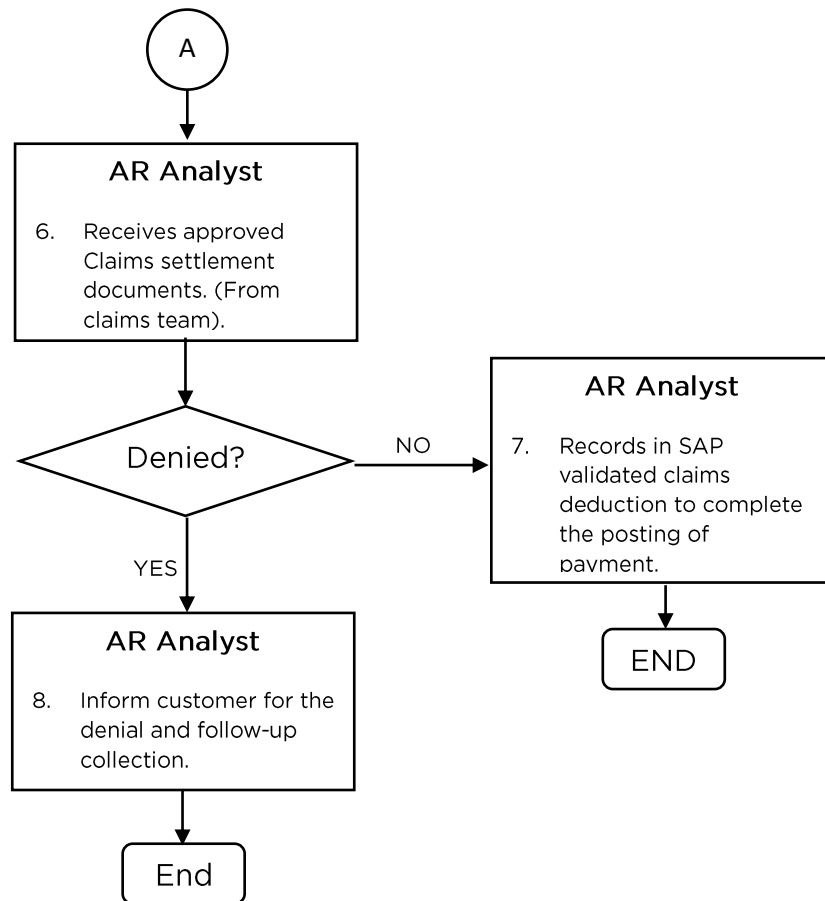


DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1>Claims Outright Deduction</h1> <h2>Policies and Procedures</h2>		Document Number: 2P-FIN-03.09
	Department: F2 Logistics Philippines Inc.-Finance	Effective Date: June 05, 2017	Revision No 0



DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled