	<h1 style="text-align: center;">Guidelines for Outright Deduction</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-SS-01.04
	Department: Claims	Effective Date: May 22, 2017	Revision No 1

Scope

This document covers the guidelines of outright deducted amounts by Clients from F2 Logistics' billings.

Responsibility


Claims Analyst shall be responsible for:

- Acceptance of summary of outright deductions with the corresponding validated documents such as Debit Notes, Miscellaneous Invoices and the likes and O.R. (Official Receipt)
- Validating accepted documents from Finance Team as mentioned above versus Claims records/files (via Claims System or hard copies)
- Coordinate to Finance Department findings of Claims Analyst on the validated documents for recommendation
- Submit a summary of validated outright deduction to Finance Team with the appropriate remarks and recommendation

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Guidelines:

1. Credit & Collection (C&C) Manager/Finance Assistant (C&C)/Account Receivable Analyst shall inform Claims Team via email on outright deduction they have received from clients
2. Finance Assistant (C&C) / Account Receivable Analyst shall turn-over the outright deduction notice or summary with the corresponding validated supporting documents to Claims Team within 48 hours upon receive of notice from the claimant.
 - Debit Memo/Debit Note/Miscellaneous Invoices (or any documents that supports the amount that has been outright deducted)
 - F2 Official Receipt
 - F2 House Waybill
 - Amount of Claims
3. Claims Analyst shall receive the notice of outright deduction and supporting documents as mentioned above from AR Analyst
4. Claims Analyst shall encode and validate the outright deduction versus claims system/claims files in hard copies within 48 hours upon receipt from the Finance Assistant (C&C)/AR Analyst
5. Claims Analyst shall prepare a summary of his/her findings on the validated outright deductions with recommendation/remarks.

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- With Claims Record
 - House Waybill number
 - Claimant Reference Documents (SI, DR and Transmittal)
 - Valid Claim Amount
 - Notice of Charge from client
- Without Claims Record
 - Evaluation Report indicate the “No Claims Filed”

5. Claims Analyst shall turn over to Credit Collection Team/Finance Team the following:

- a) Claims Recommendation Report with details
- b) Debit Memo, Debit Note, Miscellaneous Invoice from client
- c) F2 Official Receipt
- d) F2 House Waybill
- e) Amount of Claims

6. Claims Analyst to inform Credit & Collection/Finance Team to issue RFA

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