

Document Number:

2P-SS-01.07

# **Policies and Procedures**

**Department:** 

Claims

Effective Date:

January 22, 2021

Revision No

Scope

This document covers the policies and procedures of monitoring of claims inventory from RUD to actual turn-over, selling, destruction and give away.

#### **Definition of terms:**

CIR - Incident Report, being used to document the transaction that have the irregularities.

RUD - Rejected Upon Delivery due to improper handling of cargoes, damage items, not in purchase order, and etc.

#### Policies:

- 1. Claims Coordinator must submit the irregularity report to Claims Department (MNL) in every transactions.
- 2. All rejected upon deliveries (RUD) must be monitored and qualified for claims from operations to turn-over to claims department.

7 days for Consumable items and indicates the expiry dates.

15 days for Non-Consumable items

3. All irregularities that subject to claims with complete documents must be added in the warehouse inventory file (excel).

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Claim Letter

- Photo copy of HWB# and PWB#
- Photocopy of Commercial Invoice/ Sales Invoice.

Claims

- F2 Incident Report
- Photographs
- 4. All claims items must be stored in assigned designated area inside the warehouse.
- 5. All Consumable and Non-consumable items must be separated in the warehouse
- 6. Claims Coordinator must submit a price proposal to Claims Assistant for the selling of claims items.
- 7. All near expiry dates claims items must be prioritized and have an adjustment price
- 8. Claims Assistant must check all the items near expiry, sales invoice, and condition of the claims items and submit the price for approval for the selling of the claims items.
- 9. Claims items must be properly stored and jack wrap after selling activity.
- 10. All claims item that were sold from Salvage Proceeds File with reconciliation with Finance must be encoded and deducted from quantity and amount of the claims items in the warehouse inventory file (excel).

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- 11. All claims coordinator and claims assistant must check all their claims item in their warehouses.
- 12. In case of absence of assigned personnel in Claims Department, Operations Team to include Claims Inventory Monitoring activity in operations work load rotations, if necessary.
- 13. All claims items that subject for disposal must submit the claims disposal form with actual inventory signed by:
  - President/ CEO
  - SVP- CRO/CFO
  - AVP for AUDIT
  - MMD Manager
  - Claims Manager
- 14. All claims items that will be given for give aways must submit an approved MJOR signed by:
  - President/ CEO
  - SVP, CFO/ CRO
  - BU HEAD

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**Procedures** 

Start

### **CHECKER**

- Creates Cargo Incident Report during unloading.
- 2. Submits the CIR to Ops/CSR upon discovery of Irregularity

## Ops/ CSR

- 3. Receives CIR from Checker.
- 4. Provide a copy to Claims Coordinator.

### **CLAIMS COORDINATOR**

- 5. Creates e-mail Irregularity report to Claims Team Manila.
- 6. Encodes irregularity in the Claims System.

#### **CLAIMS ASSISTANT**

- 7. Receives the Irregularity Report via email
- 8. Creates excel file of Irregularity Report

#### **CLAIMS ANALYST**

9. Validates documents w/ Irregularities that are subject for claims.

## **CLAIMS COORDINATOR**

- 10. Receives claims Item w/ complete documents from Operations and perform actual Inventory and checking of items in each BU.
- 11. Store the claims item in the warehouse

## CLAIMS COORDINATOR/ CLAIMS ASSISTANT

12. Segregates the consumables and non – consumables items

#### CLAIMS COORDINATOR

13. Email the price for approval of claims items w/ expiry Best Before dates & Photos

### **CLAIMS ASSISTANT**

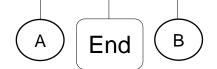
14. Validates emailed price for approval w/ regards to condition of the items and expiry and best before dates

## CLAIMS ASSISTANT/ CLAIMS COORDINATOR

- 15. Sends approved selling price.
- 16. Sells the claims items in the warehouse
- 17. Encodes the sold items in the Salvage Proceeds File after selling activity

## CLAIMS COORDINATOR/ CLAIMS ASSISTANT

- 18. Updates the warehouse inventory file (excel).
- 19. Secures the claims items in the Warehouse.



A

Please refer to Disposal 2Ps for destruction of claims items Please refer to Claims Inventory Monitoring 2Ps for Give Aways

В

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