

	<h1 style="text-align: center;">Claims</h1> <h2 style="text-align: center;">Quality Plan</h2>		Document Number: QP-SS-01.01
	Department: Claims	Effective Date: November 14, 2016	Revision No 0

CLAIMS QUALITY PLAN						
Key Support Service Process Name (2Ps/ Guideline Title)	Item to be Controlled	Dimension (Timeliness, Quality, Cost)	Standard	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
Reporting of claims incident	Incident Report & HWB	Accuracy & timeliness	IR shall be submitted through email within 24hrs upon actual discovery of incident Complete and correct details of the cargo to be shipped to the customer	Checker Cutter or Encoder	Actual checking of the incidents and reported in detailed	PWB/S.I./IR/Actual Pictures 2P-SS-01.01
Filing of Claims	Claim Letter	Accuracy & timeliness	Claim Letter shall be submitted within 30 days after the incident date together with the Incident Report, clear copy of the HWB, PWB, S.I. and actual pictures	Customer Claims Analyst	Remind CSR in-charge on the account to secure formal claim letter from the customer including the required documents Checking completeness of supporting documents and reviewing claim letter	Formal Claim Letter/PWB/S.I./IR/Actual Pictures 2P-SS-01.02
Claim Settlement	Claim Settlement Form	Accuracy & timeliness	Claim settlement shall be processed within the allocated timeline as per agreement with the customer	Claims Analyst	Investigation and validation of the documents submitted	Formal Claim Letter/PWB/S.I./IR/Actual Pictures 2P-SS-01.03
Outright Deduction	Official Receipt and RFA (Request For Adjustment) provided by the Finance Dept.	Completeness	Detailed information on the RFA shall be provided by Finance Dept. for validation on the outright deducted amount versus the documents provided by the customer's finance dept.	Claims Analyst	Investigation and validation of the documents submitted	Finance documents such sales invoice, letter of advise, debit memo, O.R. issued by F2, F2 HWB, amount of claims 2P-SS-01.04
Preparation and Selling Activity	Purchase Order (P.O.)	Completeness & Accuracy	P.O. shall be 3 copies: copy for finance, copy for claims, copy for guard All P.O. shall be signed by claims representative and finance representative	Claims Representative & Finance Representative	Checking and validation of detailed information such as # of items purchased, item purchased, B.U. & amount of the item purchased	Purchase Order (P.O.) 2P-SS-01.05
Claims Disposal	Certificate for Disposal (CFD)	Completeness	Shall contain all the items to be inspected	Claims Supervisor and or Claims Assistant	Checking and validation of detailed information of all the items for disposal	Audited List of Items to be disposed 2P-SS-01.06

DDC: Please refer to printed files for signatures of approvers.

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