



Participant Handbook

Sector
Logistics

Sub-Sector
Warehousing (Storage and Packaging)

Occupation
Claims Management

Reference ID: **LSC/Q2117, Version 3.0**
NSQF Level 4



Warehouse Claims Coordinator



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Logistics Sector Skill Council

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Shri Narendra Modi
Prime Minister of India



Certificate

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SKILLING CONTENT: PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Warehouse Claims Coordinator'** QP No. **'LSC/Q2117,V3.0 NSQF Level 4'**

Date of Issuance: 31/03/2022
Valid up to*: 31/03/2025

**Valid up to the next review date of the Qualification Pack
'Valid up to' date mentioned above (whichever is earlier)*

Authorized Signatory
(Logistics Sector Skill Council of India)

Acknowledgements

We wholeheartedly thank all the organizations who have immensely helped us in endorsing the contents of this Participant Handbook thus contributing towards Government of India's initiative in skilling based on the Qualification Pack (QP) & National Occupational Standards for Warehouse Claims Coordinator.

About this Book

This Participant Handbook is designed to facilitate training to the Warehouse Claims Coordinator Qualification Pack (QP). It provides learners with necessary knowledge relating to major topics in supply chain and warehousing, such as preparing for the claims processing, claims processing and documentation while complying with safety and security issues. Its decision making orientation provides a real-world approach focusing on all types of warehouse operations.

The book elaborates on how individuals in this position interact with customers and insurance companies by understanding the organization processes and procedures, performing claims resolution on time, and meeting the organization needs as a face of the organization in working cordially with all stakeholders - internal and external.

This handbook also provides the latest information on current advancements in technology and its impact on the industry. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of the warehousing service. The handbook is divided into 4 NOSs. NOSs are Occupational Standards which have been endorsed and agreed to by the Industry Leaders for various roles. The NOSs are based on educational, training, and other criteria required to perform the job role of a Warehouse Claims Coordinator.

Key characteristics of this handbook:

- (i) It discusses the concept of claims coordination in an easy to learn manner.
- (ii) It presents concepts of claims in an interactive and professional way.
- (iii) It gives the opportunity to learners to visualize themselves in a professional claims resolution set-up.

Key Learning Objectives for the specific NOS mark the beginning of the Units for that NOS. The symbols used in this book are described below.

Symbols Used



Key Learning
Outcomes



Summary



Unit
Objectives



Tips



Notes



Exercise

Table of Contents

S. No	Modules and Units	Page No
1.	Introduction to Warehouse Claims Coordinator	1
	Unit 1.1 - Supply Chain Management	2
	Unit 1.2 - About the Course	6
	Unit 1.3 - Activities in Warehousing	12
	Unit 1.4 - Role of Claims Coordinator	16
2.	Preparation for Claims Processing (LSC/N2115)	21
	Unit 2.1 – Claims Detailing	23
	Unit 2.2 – Resource Planning	27
3.	Inspection and Validation of claims (LSC/N2116)	32
	Unit 3.1 - Claims Processing	34
	Unit 3.2 – Claims Resolution	43
4.	Reporting and Documentation (LSC/N2117)	47
	Unit 4.1 - Claims Documentation	49
	Unit 4.2 - Claims Reporting	53
5.	Compliance to Health, Safety and Security Measures (LSC/N2125) Unit	57
	5.1 - Safety measures at workplace	59
	Unit 5.2 - The 5S Concept	86

6. Employability Skills - 60 hours (DGT/VSQ/N0102)

The book on New Employability Skills is available at the following location:

<https://eskillindia.org/NewEmployability>

Scan the QR code below to access the ebook





1. Introduction to Warehouse Claims Coordinator



- Unit 1.1 - Supply Chain Management
- Unit 1.2 - About the Course
- Unit 1.3 - Activities in Warehousing
- Unit 1.4 - Role of Claims Coordinator



Key Learning Outcomes



At the end of this module, participant will be able to:

1. Describe Supply Chain and Logistics Management
2. Detail employment opportunities in Supply Chain and Logistics
3. Discuss warehousing and opportunities in it
4. Describe the various activities in a warehouse
5. Explain the importance of warehousing
6. Describe the organizational structure in the warehousing
7. Explain the role of Claims Coordinator and the functions involved
8. Describe the qualifications and prerequisites for this role

UNIT 1.1: Supply Chain Management

Unit Objectives

At the end of this unit, participant will be able to:

1. Define supply chain and logistics management
2. Explain the components of supply chain management

1.1.1 What is Supply Chain Management?

Supply Chain definition: The movement of materials as they flow from their source to the end customer. Supply Chain includes purchasing, manufacturing, warehousing, transportation, customer service, demand planning, supply planning and Supply Chain management. (Source: CII-IL, SCM pro, Module 1)

Supply chain management is an integrating function with primary responsibility for linking major business functions and business processes within and across companies into a cohesive and high-performing business model. It includes all of the logistics management activities noted above, as well as manufacturing operations, and it drives coordination of processes and activities across marketing, sales, product design, finance, and information technology.

1.1.2 What is Logistics Management?

Logistics management is that part of supply chain management that plans, implements, and controls the efficient, effective forward and reverse flow and storage of goods, services, and related information between the point of origin and the point of consumption in order to meet customers' requirements. (Source: CSCMP)

Supply chain management essentially ensures three flows:

- a. Product flow / Service Flow
- b. Information Flow
- c. Finance/Money Flow

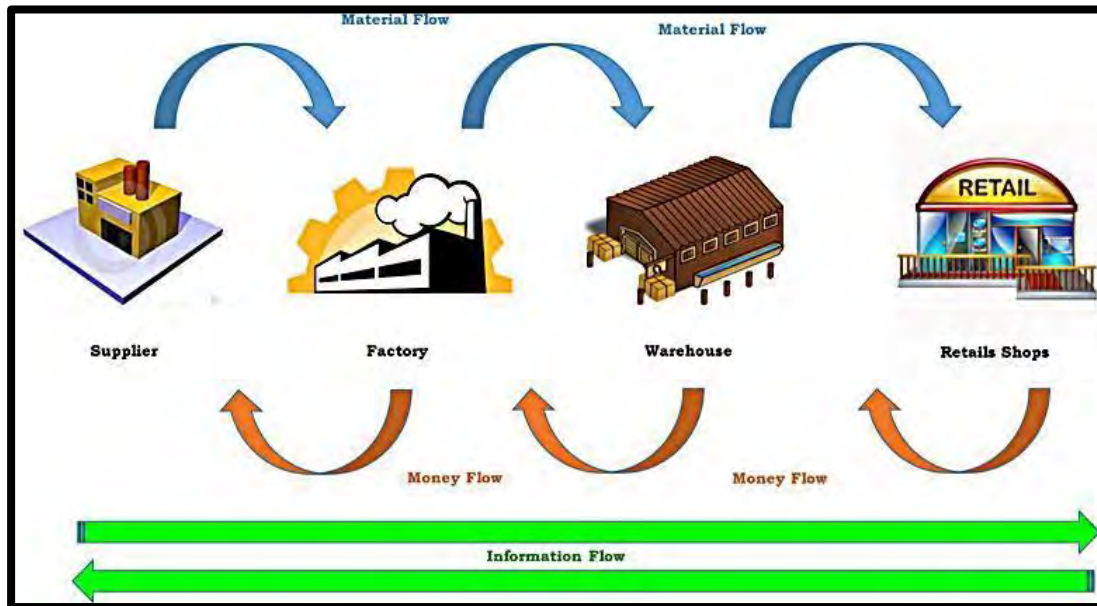


Fig 1.1.1 Supply Chain Flow

- The product flow is the movement of goods from supplier to customers and customer to manufacturer in case of any customer returns or service requirements.
- The information flow covers updating the status of delivery as well as sharing information between suppliers and manufacturers. Information flow is supposed to happen on a real time basis, without any distortion and delay to ensure demand is met with correct supplies. The information flow in the supply chain includes the market signalling amongst the supply chain members regarding end-user preferences.
- The finance flow is the result of first two flows that encompasses credit terms, payment schedules and consignment and title ownership arrangements.

1.1.3 Introduction to Supply Chain Management

A supply chain is a network of facilities and distribution options that performs the functions of procurement of materials, transformation of these materials into intermediate and finished products, and the distribution of these finished products to customers. Supply chains exist in both service and manufacturing organizations, although the complexity of the chain may vary greatly from industry to industry and firm to firm.

Supply chain management is typically viewed to lie between fully vertically integrated firms, where the entire material flow is owned by a single firm and those where each channel member operates independently. Therefore, coordination between the various players in the chain is key in its effective management.

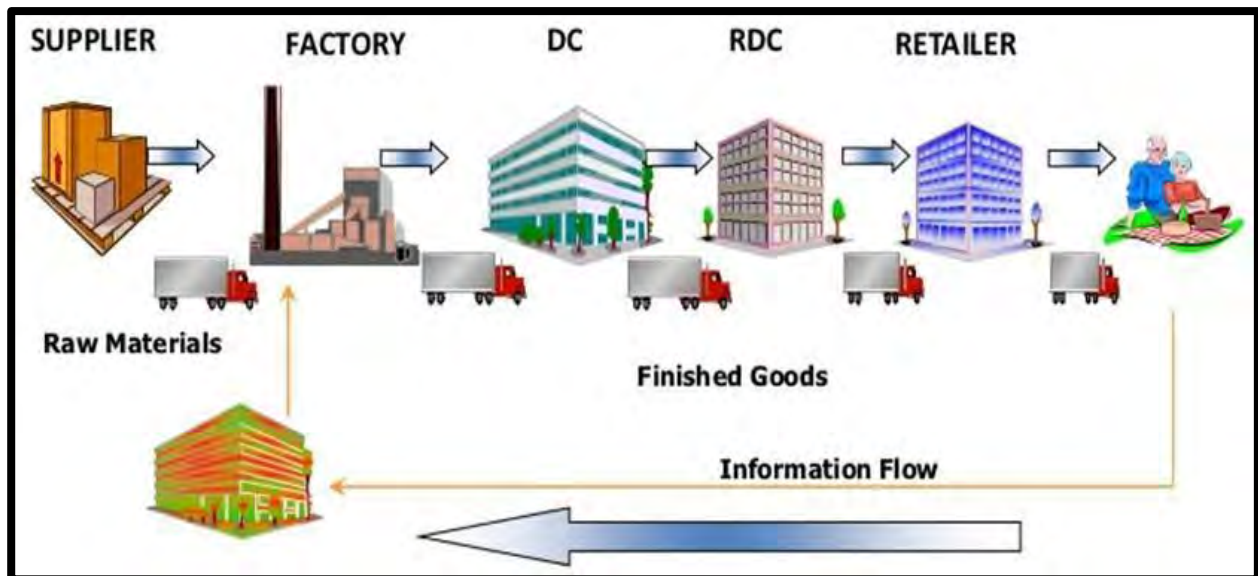


Fig. 1.1.2 Supply Chain Flow

Above is an example of a very simple supply chain for a single product, where raw material is procured from suppliers, transformed into finished goods in a single step, and then transported to distribution centers, and ultimately, customers. Realistic supply chains have multiple end products with shared components, facilities, and capacities.

1.1.4 Components of Supply Chain Management

The following are the five basic components of Supply Chain Management:

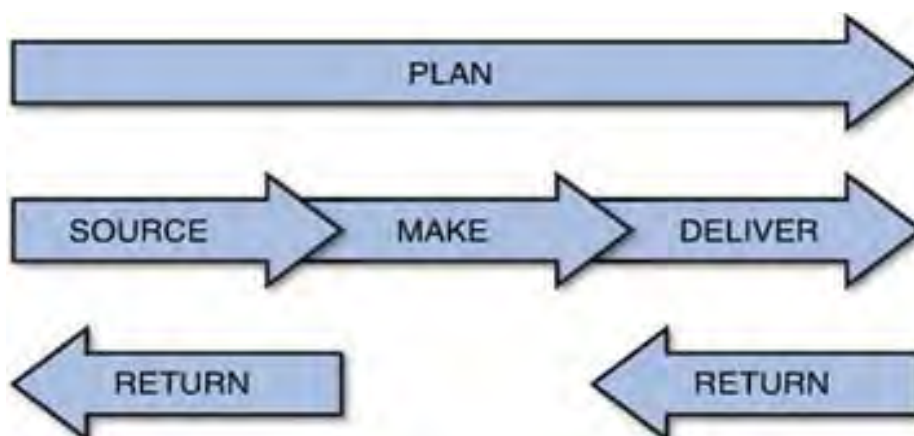


Fig. 1.1.3. Components of Supply Chain Management

The five important components of supply chain management are -

PLAN - SOURCE- MAKE- DELIVER- RETURN

PLAN: This stage addresses how customer demand will be met through the supply. As can be seen in the picture, plan function interacts with customer to get demand forecast. This gets translated into supply plan and communicated to the supplier for sourcing raw material.

SOURCE: This is the step where one must identify the various possible vendors for the raw materials required for the manufacturing. Just identifying suppliers will not be enough. It should also include the availability of products, the cost involved, ease in transporting goods and even the payment terms.

MAKE: The third component involve the activities like designing, producing, testing, packaging and then synchronizing all these activities for delivery. The raw material from suppliers are transformed to finished goods for the customer.

DELIVER: This stage involves delivering the right product at the right place at the right time at the right quantity and at the right price. Here the supply chain transports the finished goods from factory to the warehouses, warehouse to distributors, distributors to retailers and finally retailers to final consumer.

RETURN: This is the last stage in supply chain which is becoming increasingly important. Here the defective, damaged or even the rejected goods are returned by the customer. The supply chain must respond to the customer quickly and return the goods by optimizing the cost.

Notes



UNIT 1.2: About the Course

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain organization structure in supply chain and warehousing
2. Detail the role of a claims coordinator
3. Explain warehousing
4. Differentiate between traditional warehouse and modern warehouse
5. Identify the Employment opportunities in Logistics

1.2.1 Claims Coordinator

A Claims Coordinator (also called Claims Processor) is one who works in a warehouse, who processes and evaluates the claims made by the receiving parties on the warehouse.

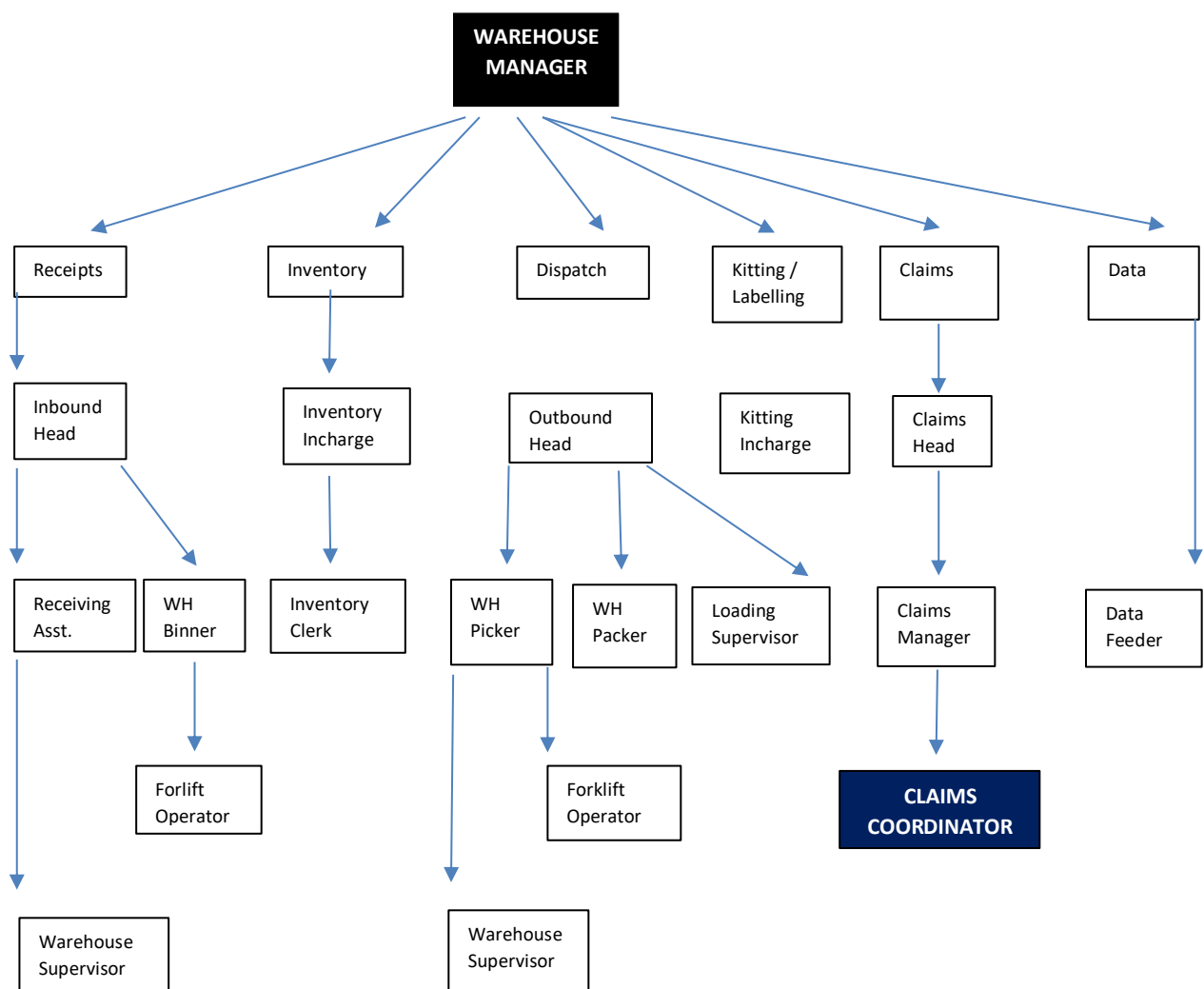


Fig. 1.2.1. Warehouse Organization Structure

Warehouse Claims Coordinators are also known as Warehouse Claims Processors . Individuals in this role are responsible for receiving claims, assessing the goods concerned to ensure the claim is genuine and estimating the reimbursable amount. They are also required to verify all the documents, send the claims to the insurance companies, and provide detailed reports to the management.

This job requires the individual to work well with his/her team to achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his / her shift.

1.2.2 Objective of the course

While there are different job functions in a warehouse, the main objective of the course is to bring about an understanding about the activities involved with the claims coordinator.

The objectives include:-

- Training the individuals on the process involved in claims processing.
- Developing the key skills required for performing the claim resolution activities without errors. These skills include understanding the processes in detail, preparing the necessary documentation, planning for the necessary resources, be a team player to achieve joint goals and ability to make a judgement on the genuineness of the claim.
- Communicate clearly with managers and peers
- Need to act objectively, rather than being impulsive or emotional while doing the claim processing
- Flexibility to re-assess schedule in case of delays/ additional orders.

1.2.3 What is Warehousing?

- The basic function of the warehouse is storage of items that are not immediately required for dispatch. Storage of goods may also be necessary in view of Demand Seasonality, Promotional Campaigns and Speculative purchases. Apart from the basic storage functionality, the warehouse has the following benefits:
- Safeguarding of goods – against theft, deterioration, fire, floods etc.
- Value-added Services like re-packaging, grading, processing, re-branding can be done at warehouse
- Warehouse inventory can be financed to provide working capital.
- Price stability - Warehouses reduce the variations in the prices of the goods. It alleviates the product prices by storing goods when their supply surpasses the need whereas distributing them as their supply is less than the requirement in the market. This becomes important for commodity items that witness huge fluctuations in their prices.

1.2.3 Modern warehouses vs. Traditional warehouse

Traditional warehouses operate with less automation, low technology and rely on manual handling and systems. These warehouses are more prone to dispatch errors as many of the processes are manual.



Fig 1.2.2 Traditional Warehouse



Fig 1.2.3 Modern Warehouse



Fig 1.2.4. Wood Pallet



Fig 1.2.5 Plastic Pallet



Fig 1.2.6 Heavy-duty Racking



Fig 1.2.7 Regular Racking

The use of automation and technology in Modern warehouses reduce the chances of error. In traditional warehouses storage is on ground and handling is done manually. This increases chances of both handling damages and picking/dispatch errors. In modern warehouses, storage is done in well-defined rack locations and shelf locations. The handling is done with Battery Operated Pallet Trucks (BOPT), Forklifts Reach Trucks. This minimises errors in dispatch and also therefore reduces claims.



Fig 1.2.8 Pallet Truck



Fig 1.2.9 Reach Truck



Fig 1.2.10 Forklift



Fig 1.2.11 Order Picker

The use of technology enables tracking the items not only inside the warehouse but also at the time of returns. Barcode labels and QR code labels are very common, that need to be scanned at each activity stage in the warehouse – receiving, put-away (storage), picking, packing and finally dispatch. The scanning helps capture the various stages of activities providing clear visibility of operations in the warehouse. Advances have been made with use of RFID tags which does not require individual scan but gets captured when the tag moves past a sensor in the warehouse.



Fig 1.2.12 Barcode Scanner, Barcode Printer, Barcode on shipping carton

Thus, both automation and technology reduce errors/ damages and also provides tracking and visibility for the entire life cycle of the item till it is returned. As all the items to be dispatched are scanned before dispatch, chances of wrong dispatch are reduced. Many items have serialised barcodes that provide easy identification at the time of returns and warranty claim processing.

For mid to large sized warehouses with size over 30000 sq. ft., it has been seen that the cost of automation and technology more than compensates for the benefits in terms of higher storage/ sq. ft. of space and higher handling and processing / person. The reduced errors also result in lower claims on the warehouse.

Modern warehouses therefore are in a position to monitor the claims very carefully and ensure that the root cause of these claims is found so that corrective action can be taken on time.

Market Overview – Logistics in India

The logistics industry in India is estimated to touch US\$250 billion (INR 20 lakh crore) by end of 2022. When compared to India projected 2022 GDP of US\$ 3500 billion (INR 280 lakh crore), logistics industry accounts for approx. 7% of India GDP and is therefore considered as one of the crucial sectors contributing to the Indian economy. The logistics industry is growing at a CAGR (Compounded Annual Growth Rate) of 12% in recent years.

Logistics Management comprises outbound transportation, inbound transportation, fleet management, material handling, warehousing, order fulfilment, demand planning, and inventory management. It employs 2.2 crore people and is expected to add another 30 lakh jobs in 2022.

The four trends that are favouring the logistics industry are (i) Ever-growing demand, (ii) e-commerce growth, (iii) foreign infrastructure investments and (iv) digitization of supply chain processes. The e-commerce growth has led to a ripple effect of increased use of technology with resultant improvement in productivity and efficiency, transparency and visibility and increased job requirements.

Some of the essential factors like cost, quality, delivery, and flexibility make the environment more competitive for the logistics companies in India that demand the proficient staff to fulfil the instant delivery mechanism, enhanced customer satisfaction, and lower operational cost.

With this, we can clearly say that the logistics industry is now no longer a low skilled industry and is actively hiring for highly skilled human resources to herald the speedy deployment of digital transformation. With the ever-rising demand for professionals with specialised skills like project mapping and process conversion, the logistics sector is widening scope for the work opportunities for both skilled and unskilled labourers. Thus, a career in logistics offers good growth opportunities for a skilled professional.

Notes



A large rectangular area with a thin orange border, containing 25 horizontal lines for writing notes.

UNIT 1.3: Activities in Warehousing

Unit Objectives

At the end of this unit, participant will be able to:

1. Describe the activities in warehouse.
2. State the Reasons for claims management.
3. Explain the Importance of keeping claims under control.

1.3.1 Warehouse Activities

The activities carried out in the warehouse are as follows.

- Receiving the Shipments
- Storage of the products
- Inventory Management
- Processing Orders and Distributions to the customers
- Fleet Management
- Space Management
- Safety and Security practices
- Returns and Claims Management

a) Receiving the shipments-

This activity commences with a gate-in process with the vehicle entering the warehouse premises. The vehicle is then docked for unloading. The vehicle is unloaded, and materials kept in the staging area. Materials are reconciled for shortage/damages according to the input document and the Goods Receipt Note (GRN) is generated.

b) Storage of the products-

Items are then taken for storage. This process is referred to as Put-away or Binning. Prior to put-away, some warehouses may do a quality check for a sample of received items. In some cases, this quality check may be done even before the generation of GRN. Some warehouses may also do pre-packing or kitting before the storage e.g., Spares Warehouses. In these cases, the inventory of packing materials must be maintained and monitored by the warehouse to avoid stock-outs.

In modern warehouses that operate with Warehouse Management software, all locations are tagged with a barcode, when items are stored, the location of storage is recorded in the WMS. The storage is done in such a way for easy retrieval based on a pre-decided picking formula. Some of the picking algorithms could be FIFO (First IN First Out) or FMFO (First Manufactured First Out) .

c) Inventory Management-

As the warehouse is the custodian of inventory, it is important to keep a close tab on inventory. This is done by cycle counts wherein stock of few items is counted with a pre-decided frequency. Typically, fast moving items are counted at least once a month whereas medium and slow moving items are counted with less frequency. At the time of cycle count, one may find a mix up in storage with items being binned at wrong locations. These are also corrected at the time of these stock checks to maintain good inventory hygiene.

Another practice is to do pallet mergers regularly. Here partly filled pallets of the same item and batch/manufacturing date are merged to free pallet positions for fresh stock arrivals and optimize the storage.

d) Processing Orders and Distribution to the customers-

Orders received at the warehouse are processed for dispatch. Initially a pick list is generated which will mention the items to be picked as well as their location. The picked items may also need to be packed before dispatch. Once they are packed, the items are loaded on the vehicle for the desired destination along with all the necessary outbound documents including the statutory documents like e-way bill.

e) Fleet Management-

Transport team at the warehouse need to ensure vehicles are arranged for the orders to be dispatched. These could be vehicles hired on a trip basis or attached / own vehicles. Vehicles need to be arranged on time to ensure no delay in dispatch.

f) Space Management-

It is very important to manage space properly and ensure no stocks are stored in the aisle or vehicle movement areas. All the stocks need to be segregated properly according to category, good/ defective and should be retrievable. This calls for proper inventory management practices both by the principal as well as the warehouse management team.

g) Safety and Security Practices-

As items are being handled, it is essential that all safety and security practices are adopted to ensure no accidents/ incidents take place inside the warehouse causing injury to the working staff as well as handling damages for the inventory.

h) Returns and Claims Management-

Items returned to the warehouse are called "Returns". These Claims by the receiving parties need to be assessed and evaluated at the warehouse and timely resolution provided.



Fig 1.3.1 Unloading

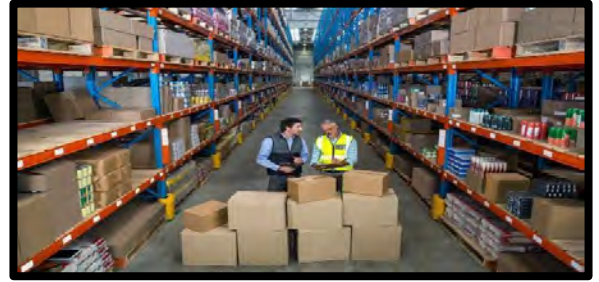


Fig 1.3.2 Binning and Storage



Fig 1.3.3 Picking



Fig 1.3.4 Packing



Fig 1.3.5 Vehicle loading

1.3.2 Claims Management

Claims Management is associated with returns of the defective, damaged, disputed items by the receiving location. These claims must be resolved by the Claims Coordinator after making a fair assessment and evaluation.

WAREHOUSE CLAIMS – HOW DOES IT HAPPEN?

Warehouse Management involves movement of stocks to other storage locations and customers. Claims arise from receiving parties on account of:

- 1) Accident Claims – These happen due to accidents of the vehicle carrying the goods in transit. The damaged items must be assessed, and claims filed with insurers of the goods. These claims are most common and are also of relatively high value
- 2) Dispatch Errors – Shortage or Mismatch in dispatches

3) Manufacturing errors- Product that has been dispatched is not as per specifications and cannot be used.

4) Warranty Claims – Products that have a warranty for a certain duration and have become defective before the warranty period is completed

There are many reasons for these claims to happen - some of the claims are related to quality of the product, while some of them are related to warehouse efficiency and transit risk. The damaged items are generally returned to the origin warehouse where the claims are processed. The Claims Coordinator has an important role of evaluating the claim by handling and inspecting the damaged items and arriving at a decision on reimbursing or not reimbursing the claim. The evaluation needs to be done on facts and proof to convince the claiming party of the decision.

It is possible that Claims are made for extraneous reasons that are not the responsibility of the warehouse. These could be product damages due to improper handling or usage. The *Warehouse Claims Coordinator* needs to analyse and ensure that these cases are found out and no reimbursement made for such claims.

Most organizations have norms for claim generation. Claims are measured in *PPM – Parts Per Million* - number of claims per million instances. Typically, instances will be the number of lines picked or dispatched in the timeframe. Norms are fixed based on industry and complexity of operations. For instance, PPM of 1000 will mean an error allowance of 0.1%.

Claims resolution will normally have timelines which would again depend on industry and complexity. The timeline that is allowed could vary from 05 to 30 days after lodging the claim with all details and damaged items.

Control on Claims

While it will be very difficult to have a zero-claim operation, targets of 0.5% or 0.1% for claims are very common. It's extremely important to have a good control on the claims as it directly reflects the efficiency and effectiveness of the warehouse operation as well as product quality. Claims are also a reflection on the efficiency of the operations and lower claims build the trust between the parties.

A low claim operation also ensures that efforts can be directed to improvements in warehouse operations and enhancement of service levels with new initiatives. At the same time, it is important for the warehouse to acknowledge genuine claims on time and resolve quickly.

Notes



UNIT 1.4: Role of Claims Coordinator

Unit Objectives

At the end of this unit, participant will be able to:

1. Describe the role of Claims Coordinator
2. Describe the functions involved
3. Explain the employment opportunities available
4. List the prerequisites of joining the industry.

1.4.1 Claims Coordinator – Roles

Warehouse Claims Coordinators are also known as Warehouse Claims Processors. Individuals in this role are responsible for receiving claims, assessing the goods concerned to ensure the claim is genuine and estimating the reimbursable amount. They are also required to verify all the documents, send the claims to the insurance companies, and provide detailed reports to the management.

The job requires the individual to work well with his / her team to achieve joint goals. The individual must be able to prioritise and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Summary of key functions:

- Understand the schedule and receive claim forms
- Gather required equipment and perform inspection
- Inspect the quarantined goods
- Conduct interviews, get expert opinions and segregate false claims
- Documentation and clarifications with insurance companies
- Maintain health, safety and security measures while processing the claims

1.4.2 Description of Functions

- Obtain the list of claims and schedule the work. Be flexible to alter these schedules in case of delays or increase in claims
- Plan and collect the resources required to do the inspection – forklifts to retrieve material, personal protective equipment as required, camera and testing equipment and other support staff to help in movements and inspection
- Inspect the quarantined goods after checking the reason in claim form
- Interview the claimants and other parties in knowledge of the claim including clients, suppliers, transporters, witnesses (if any) and insurance companies
- File claim with insurance companies with complete documentation and give clarifications
- Comply with safety and security regulations
- Be objective in deciding on genuineness of claim without being emotional

1.4.3 Employment Opportunities in Warehousing

The role of Claims Coordinator in a supply chain organization is very important. There are immense career opportunities across Third Party Logistics Service Providers operating warehouses, Courier organizations who operate hubs and deliver throughout India, e-Commerce companies and other organizations who run their own warehouses. This role also offers the opportunity to have a birds eye view of the entire operations of the warehouse and offers growth opportunities both laterally (other warehouse functions) and vertically within the Claims Team.



Fig 1.4.1 3PL Organizations

1. Logistics service Providers –

AllCargo™, Mahindra Logistics™ and TVS Supply Chain Solutions™ are Indian Supply Chain Organizations providing end to end logistics services including warehousing and transportation. Multinational Organizations like DHL and Kuehne Nagel also provide contract logistics services in addition to their core freight forwarding operations.

2. Courier Organizations –

Both Indian and MNC courier organizations operate hubs and warehouses all over India. They offer a lot of opportunities as a Claims Coordinator is required for every major hub.



Fig 1.4.2 Courier Organizations

3. E-Commerce- Also operate large hubs and delivery warehouses –



Fig 1.4.3 E-commerce organizations

Pre – Requisites

- Training in inspecting and valuing damaged goods
- A Team man capable of engaging with various stakeholders
- Ability to arrive at a judgement objectively based on facts
- Need to maintain concentration and also be flexible to reschedule based on urgent workloads

Tips 

All household items you buy - grocery, electronics, household items are delivered from a warehouse to the shop/warehouse of the shop from where you get the delivery. In case you get an item that is defective, it will be dealt with by the Claims Coordinator of the Company’s warehouse .

Notes 

Summary

In this chapter, the understandings on basics of Supply Chain management have been discussed. Apart from this, an overview about the warehousing , its organizational structure is also dealt with. The various activities in warehousing have been explained. The job roles and the opportunities for the Claims Coordinator were discussed.

Exercise

1. For a two wheeler manufacturer, the tyre provider is a _____
2. The different components of supply chain are _____, _____, _____ , _____, _____ and _____
3. Warehouse Claims Coordinators are responsible for receiving _____, _____ the goods concerned to ensure the claim is _____ and estimating the _____ amount.
4. Mention 02 reasons why claims may happen ? _____
5. Name few Logistics Service Providers operating in India.

Scan the QR codes for the related videos



Supply Chain Management

<https://www.youtube.com/watch?v=lZPO5RclZEO>



Logistics management

<https://www.youtube.com/watch?v=4QU7WiVxh8>





2. Preparation for Claims Processing

Unit 2.1 – Claims Detailing

Unit 2.2 – Resource Planning



Key Learning Outcomes



At the end of this module, participant will be able to:

1. Describe the various steps in the preparatory process for warehouse claims processing.
2. List the documents including Claim Forms and Inspection Checklist to be collected from Manager.
3. Describe the process of including pending claims into the schedule.
4. List the data to be collected regarding claims, claim processing checklist and inspection checklist.
5. Plan and arrange the resources required to process the claims.
6. List the necessary equipment required to start inspection.
7. Operate the equipment to complete Pre-inspection testing and adjustment corrections.

UNIT 2.1: Claims Detailing

Unit Objectives

At the end of this unit, participant will be able to:

1. Prepare the daily schedule, adding the pending claims to this schedule.
2. Prioritize among the claims and schedule accordingly.
3. List the necessary documentation regarding the claim.
4. Interpret the claims correctly after seeking additional information from stakeholders, if necessary.

2.1.1 Claims Detailing - Steps

Step1 – Collect the work schedule for the day from the manager. This could be a hard copy or on a hand device.

The work schedule will give a list of all claims to be processed for the day. (sample given below)



Fig 2.1.1 Collect Work Schedule

	WORK SCHEDULE			DATE:	21/07/2022		
Claim #	CustCode	CustName	StorLocation	Claim Val	Boxes Vol.	Wt.	Claim Reason
211	124	ALPHA	B3	54900	22	240 Kg	Accident
212	128	BETA	A5	77000	35	450 kg	Product damage

Table 2.1.2 Sample Daily Work Schedule

The schedule has details of the claimant, claim value, number of boxes, weight, and reason for claim. Based on the product , storage location, number of boxes and weight , the Warehouse Claims Coordinator can assess the work content and also the resources required to complete the processing.

The criteria for assessing the work content for the various factors are :

Product - Product complexity and the number of standard dimensions / tests to be done will determine the work content.

Storage location - The location will indicate the time required for retrieving the items and putting them back. The fork lift requirement can also be gauged.

Number of Boxes and Weight - This determines the total items available to be tested. Based on the standard process, a sample of these items will be processed in detail while a visual inspection maybe done on all the items received.

Step 2 – Add the pending claims to the work schedule. Understand the process clearly to add it, both in hard copy and soft copy format.

The pending claims from previous days are added to arrive at the total claims pending. The total boxes and weight give an idea of the work content to do the processing.

	WORK SCHEDULE			DATE:	21/07/2022		
Claim #	CustCode	CustName	StorLocation	Claim Val	Boxes Vol.	Wt.	Claim Reason
211	124	ALPHA	B3	54900	22	240 Kg	Accident
212	128	BETA	A5	77000	35	450 kg	Product damage

	WORK SCHEDULE			DATE:	20/07/2022		
Claim #	CustCode	CustName	StorLocation	Claim Val	Boxes Vol.	Wt.	Claim Reason
208	125	GAMMA	A2	25000	17	100 kg	Product Damage

	WORK SCHEDULE			DATE:	18/07/2022		
Claim #	CustCode	CustName	StorLocation	Claim Val	Boxes Vol.	Wt.	Claim Reason
205	137	THETA	A1	125000	51	900 kg	Accident

Table 2.1.3 Sample Consolidated Work Schedule

Based on the sample consolidated work schedule , the total work including the pending work from previous days can be estimated.

Step 3 – Understand the priorities (if any) among claims. Else the claims will be processed on FIFO basis.

The Manager will indicate which of the claims need to be processed urgently. Typically, large claims or claims from large customers are given priority. The Claims Coordinator needs to plan his schedule according to the priorities.

CLAIM #	DATE	PRIORITY
211	21/7/22	NORMAL
212	21/7/22	HIGH
208	20/7/22	NORMAL
205	18/7/22	HIGH

Table 2.1.4 Claim-wise Priority List

As per above , claims number 205 and 212 are High Priority and need to be processed ahead of other claims, even if they came in earlier. This priority could be based on size of claim, importance of customer, criticality of defect/ claim or any other factor and is decided by a suitable designated authority . This authority should give the priority for the claim and keep a record of the reasons for assigning the priority in confidence for future reference / analysis and re-calibration of the priority process if necessary.

Priority is as on a particular date and may be changed at a later date due to any of the above reasons. The priority status should be updated with reasons for future reference.

Step 4 – Obtain the claim form, claim processing checklist and inspection checklist

The documents for each claim need to be obtained. In case there are any discrepancies in the claim form, they need to be highlighted to the claimant immediately.

The claim processing Checklist will detail all the documents to be collected in case of a claim.

In case of an accident claim, the following needs to be collected:

1. Copy of valid insurance policy,
2. FIR filed with nearest Police station,
3. Accident date with photos,
4. Assessment certificate along with Claim form. The damaged items should visually corroborate the incident

In case of a product damage claim,

- a) Claim form should give details of the discrepancy in specs along with date of original purchase.
- b) It must be stated that product damage is not a result of extraneous reasons like handling or while using/assembling the product- else the claim will be invalid
- c) Normally organizations have a time limit before which such claims are made, and it has to be made with purchase invoice details.

So based on the nature of the claim , the supporting documentation with photos(if any) needs to be compiled and tagged with the claim form.

Step 5 – Go through the claim forms, claim processing checklist and the inspection checklist to prepare the list of testing equipment required to do the inspection.

In case there are gaps in the documentation, they need to be highlighted to the claimant immediately. He needs to be informed that claim processing can take place only after the documentation is complete.

Step 6 – In case any extra information is required to process the claim, list out the same along with the likely source of that information. For instance, you may need to talk for clarifications from the claimant or you may seek additional information from the supplier/ client. The stakeholder should be informed in case claim processing can commence only after receipt of the pending documents and information.

In case the Claims Coordinator requires extra information after going through the Claim form and visually inspecting the goods, he should seek that information from the Claimant before proceeding further.

Notes



UNIT 2.2: Resource Planning

Unit Objectives



At the end of this unit, participant will be able to:

1. List the necessary Personal Protective Equipment as required by the product or environment.
2. Plan and arrange the resources required to process the claims.
3. List the necessary equipment required to start inspection.
4. Operate the equipment to complete Pre-inspection testing and adjustment corrections.

2.2.1 Planning

Step 1 – Plan for resources required – including Forklift Operator and Casual Labour for handling the items.

Based on the checklist, the Claims Coordinator needs to plan the inspection of the items for each claim. Based on the measurement to be made, the relevant testing equipment will be taken to the site.

In case of any support required for inspection of items, list out and seek that help. Plan for the necessary resources required to handle the inspection. This includes organising the workspace, forklift for bringing items and putting it back to storage, casual labour for support (if required) and ensure these are available without interruption during the entire process

Step 2 – Talk to the concerned authority to provide for the resources if required.

In case , resources are getting delayed, talk to the concerned authority for help.



Fig 2.2.1 Plan for resources - forklift, labour

Step 3 – Collect and wear the necessary Personal Protective Equipment (PPE) as required for the product and considering the warehouse environment.

Based on the safety requirement helmets, safety shoes, goggles, gloves, and reflective vests need to be worn. In case there will be extra team members doing the inspection, PPE must be arranged for them as well. Assist the new entrants in use of the PPE. Always ensure that the PPE is used properly by the entire team. Reflective vests need to be fastened by belt; Helmets need to be strapped for them to be effective. Make sure all team members follow the process and use the PPE properly.



Fig 2.2.2 Personal Protection Equipment used at Warehouse

Step 4 – Inspect the camera and testing equipment such as Vernier Callipers, Screw Gauge, Densimeter etc to check if they are in good working condition

The Claims Coordinator needs to be fully conversant with the measuring equipment. He should seek out help in the initial days to get updated on all aspects of the equipment and its working. He should also train and supervise his team members when they are using the equipment. This is essential as improper usage can damage the test equipment. The Claims Coordinator is responsible for the proper use and condition of the test equipment.



Fig 2.2.3 Collect and Inspect Testing equipment

Step 5 – Make any configuration adjustments in the equipment to ensure they are ready

The common errors like zero error of the equipment measuring linear dimensions like Vernier Callipers and Screw Gauge needs to be checked. The camera needs to be aligned properly to capture the videography of the operation and its position must also be changed during the process if required. There should be a person or the Claim Coordinator himself who should take care of the vide.

2.2.2 Camera and Testing Equipment

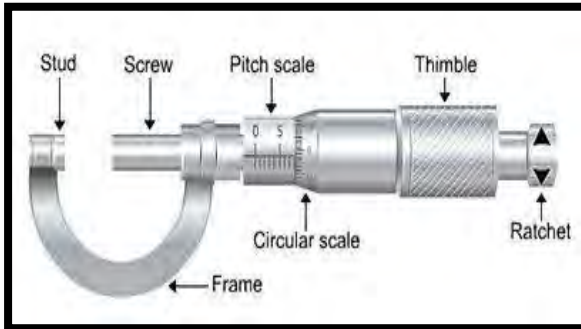


Fig 2.2.4 Screw Gauge



Fig 2.2.5 Densimeter

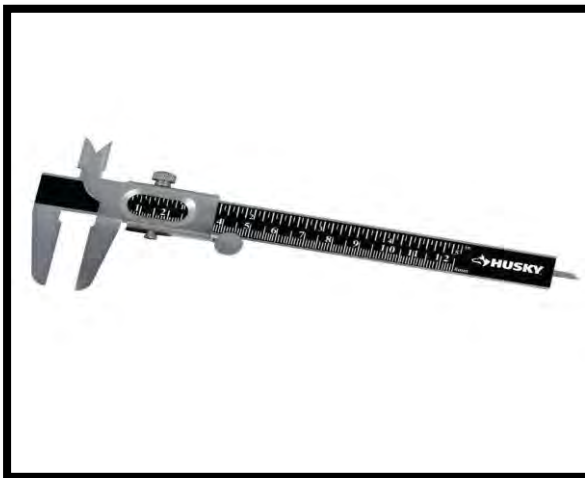


Fig 2.2.6 Vernier Callipers



Fig 2.2.7 Cameras for Videography of process

The Claims Coordinator needs to study the equipment and be very conversant with their usage. He should also be able to take readings from these instruments and train others in their usage

Adjustment Corrections and Testing of equipment

All equipment will have calibration frequencies like 6 months, 01 year where they need to be calibrated. However, they need to be tested always for adjustment corrections prior to usage to avoid errors.

Vernier Callipers and Screw Gauge are equipment to measure linear dimensions. They need to check for "Zero Error" prior to usage.

Densimeters must be calibrated for temperature and viscosity control to ensure they work correctly.

Tips

A person whoever is entering into the warehouse floor/operation area (Storage location, Handling machine, equipment etc.) must wear Personal Protective Equipment all the time for his/her own safety. Usage of PPE is much important considering the safe workplace procedures, training and guidance to encourage people to work safely and responsibly.

Notes

Summary

In this chapter, the process for preparing for Claims processing was discussed. The Warehouse Claims Coordinator collects the daily work schedule, adds the pending claims, and plans the work for the day. He seeks any additional information if required for processing the claim. He then plans the resources required including handling equipment like forklift, labour, and testing equipment. He and his team wear the required Personal Protective Equipment (PPE), collect the camera and the necessary test equipment and plan for the necessary resources including forklift and labour. The testing equipment is then tested, and adjustment corrections are made if required.

Exercise

1. The Warehouse Claims Coordinator needs to add ____ ____ to his daily schedule to plan his work .
2. Mention 3 details in the Daily Work Schedule _____ _____ _____
3. The resources that need to be planned for Claim Processing are ____ and _____
4. Name a few testing equipments
5. The Testing equipments need to be tested ad _____ corrections made for before the inspection starts

Scan the QR codes for the related videos



Steps in claims detailing
<https://youtu.be/M1kAZsYcvIo>





3. Inspection and Validation of Claims

Unit 3.1 - Claims Processing

Unit 3.2 - Claims Resolution



Key Learning Outcomes



At the end of this module, participant will be able to:

1. Describe the process of visually inspecting consignments such as testing, taking photographs etc.
2. Measure using the testing equipment and take readings.
3. Review the inspection checklist.
4. Analyse with interviews and expert opinions to evaluate the genuineness and reason of the claim.
5. Evaluate documentation for correctness of dates, reasons, valuation, supporting documentation etc.
6. Classify the claims as genuine claims and false claims.
7. Calculate the reimbursable amount based on the reason of damage and accuracy of the claims.
8. Explain the claim documentation process.
9. Collaborate with internal stakeholders, customers, and insurance agencies for claims processing.
10. Evaluate the claim and communicate the decision to the claimant

UNIT 3.1: Claims Processing

Unit Objectives

At the end of this unit, participant will be able to:

1. Infer with a visual inspection and use the testing equipment to verify the accuracy of the claim.
2. Write down results of tests and review the inspection checklist.
3. Discuss with the claimants, witnesses (if any), clients, suppliers, or insurance companies to evaluate the genuineness and the reason for the claim.
4. State the reasons for the damage, the accuracy of the claim and estimate the reimbursable amount.
5. Classify genuine claims from false claims. If claims are false or outdated, escalate them to the manager.
6. Assess the claim and update client/claimant on status of the claim.

3.1.1 Inspect the quarantined goods



Fig 3.1.1 Inspect goods



Fig 3.1.2 Interview claimants & witnesses



Fig 3.1.3 Form hypothesis on claim



Fig 3.1.4 Clean up after inspection

Claims Coordinators should organise the workplace and resources, and then inspect the quarantined goods. In some cases, measurements will be taken for all the items (especially the expensive items) while for others a sample of items is taken for measurement. Measurements need to be taken and entered in forms and signed by the Claims Coordinator. The common equipment used are Vernier Calipers, Screw Gauge and Densimeter.

What is a Vernier Caliper?

A Vernier Caliper is a precision tool that may be used to measure internal as well as external ranges/intervals with extremely high accuracy. The measured results construed from the tool's scale

by the operator. Vernier Calipers are used manually and remain popular because of being cheaper compared with the digital variant.

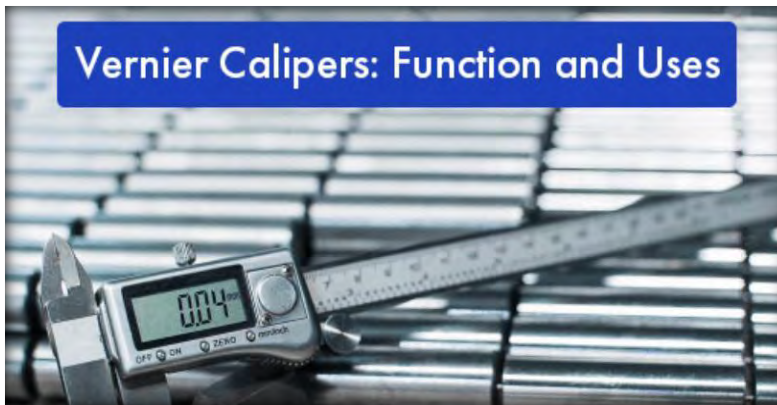


Fig 3.1.5 Digital Vernier Calipers

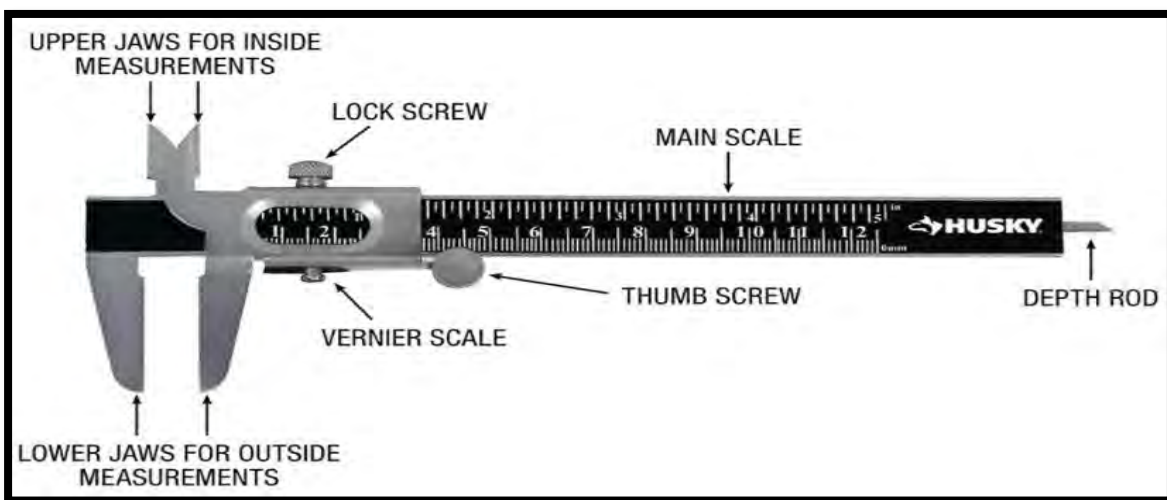


Fig 3.1.6 Parts of a Caliper

Using Vernier Caliper

{Refer Figures 3.1.7 to 3.1.10}

A Vernier caliper measures internal or external dimensions and distances. More precise measurements can be taken with it when compared to a regular ruler.

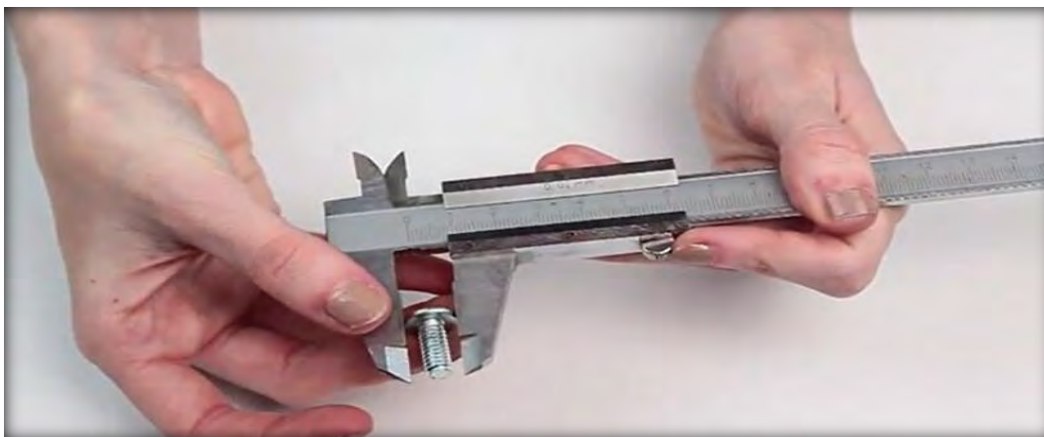


Fig 3.1.7 Step 1

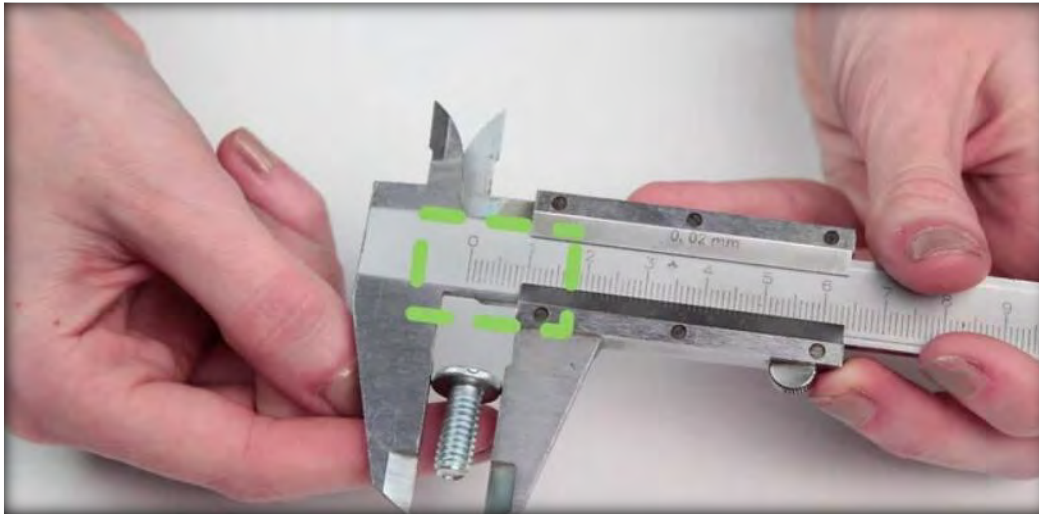


Fig 3.1.8 Step 2

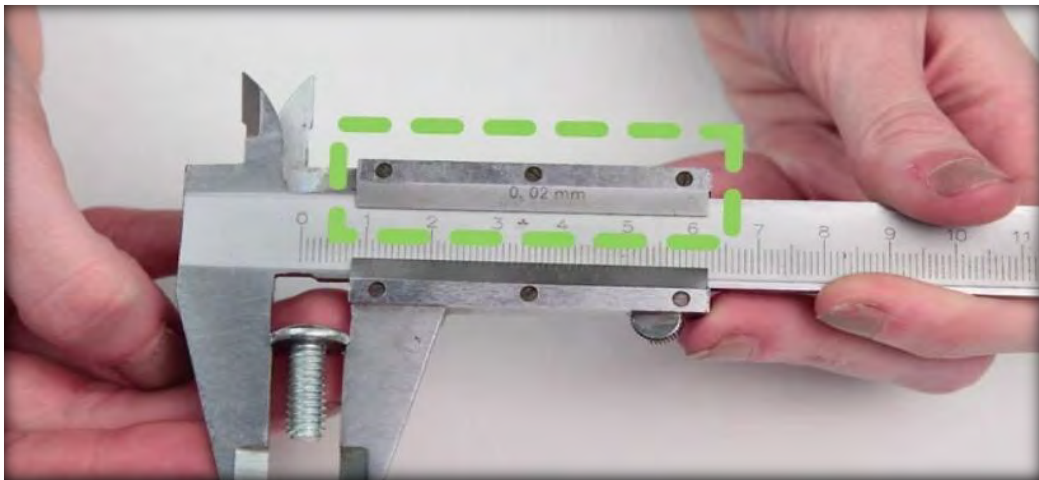


Fig 3.1.9 Step 3

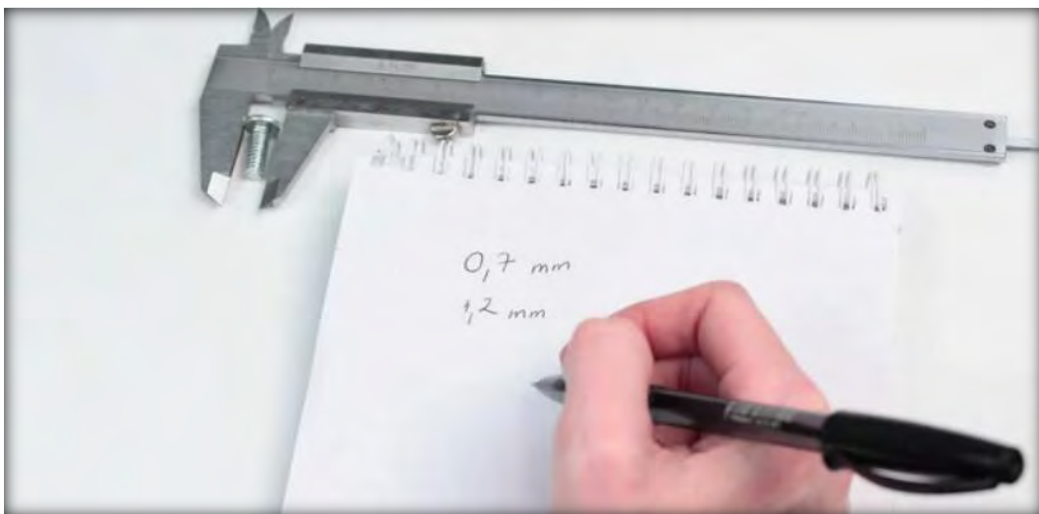


Fig 3.1.10 Step 4

Summary - Vernier Callipers

A Vernier caliper is amongst the most accurate measuring tools. It is mostly preferred by most professionals for its efficiency and precision in giving correct measurements. The art of using a caliper is important for any woodworker because it helps to create perfect and precise projects.

The care and maintenance of the measuring tool is critical. Care should be taken that the caliper doesn't accumulate dirt and grime after usage. The caliper has to be cleaned thoroughly before storage. Calipers are of two types, traditional calipers and digital calipers. It is important to learn to use traditional calipers before using a digital caliper.

Density Meters

A density meter, also known as a densimeter, is a device which is used to measure the density of objects.

Many density meters can measure both the dry portion and the wet portion of a sample. The wet portion contains the density from all liquids present in the sample. The dry solids comprised exclusively of the density of the solids present in the sample.

A density meter does not measure the exact gravity of a sample directly. Nevertheless, the specific gravity can be inferred from a density meter. The exact gravity is defined as the density of a sample compared to the density of a reference (typically that of water with a density of 1.0).

Density meters are used to measure sludges, slurries and other liquids that flow through the pipeline. Industries such as dredging, mining, wastewater treatment, oil, paper, and gas all have usages for density meters at numerous points during their respective processes. Developed for a broad range of industries, the densimeters can now measure almost any sample with a very high accuracy – even detecting one drop of oil in a bathtub full of water.

With highly accurate measurements of up to six decimal places, intuitive operation, and a modular workflow, you can easily terminate inaccuracy and generate repeatable results. Compensation done to account for variations in temperature, pressure, vibration, and damage.

Most accurate results can be thanks to the latest in digital technology, including:

- Automatic bubble detection for error-free sampling
- Integrated video view and replay function, for better control of the sampling process
- Viscosity correction for viscous samples
- Precise oscillating U-tube coupled with spot-on Peltier temperature control for exact measurements

The user interface provides easy and fast access to all tasks, simplifying daily work.

Automate Your Analysis

Save time, reduce costs, and improve operational safety by minimizing the need for operator interaction. Increase the quality of your measurement data by automating your analysis: ensure that all steps are performed the same way each time. With fully automatic determination, you can take results repeatability and reliability to a whole new level.

3.1.2 Conduct Interviews, get expert opinions and segregate false claims

The Claim Coordinator will need to engage with stakeholders to get more details on the damaged items based on the claim form as well as the inspection report. In case of product specific technical issues, he should get expert opinions from the concerned persons.

That is based on facts of the case, the interviews, and expert opinions, he needs to form an objective opinion on the claim and make a judgement on whether it can be reimbursed. He should segregate the false claims and if necessary, get concurrence from his Manager.



Fig 3.1.11 Seek opinions and discuss

3.1.3 Form hypothesis on reason for damage, accuracy of claim & estimate the reimbursable amount

Based on the inspection and information gathering, the Claim Coordinator has to form a judgement on the reason of damage and the authenticity of the claim. He should be in a position to decide whether the claim is genuine or not and assess the reimbursable amount.

In case he is not able to do that, he must gather more information until he is able to form a firm opinion. He can also take help from his Managers to arrive at a judgement.

The Claim Coordinator needs to form a hypothesis whether claims are genuine or not based on the visual inspection, test equipment measurement and the discussions with stakeholders. This is also based on prior experience of similar events in the past. Based on this hypothesis, he may need to carry out further tests and measurements to prove/ disprove the hypothesis. It is important that the hypothesis is validated objectively using scientific methods so that the resolution can be communicated effectively. This is very important and personal biases/ emotional approach should be avoided as it will affect the quality of the Claim Processing.

Based on this hypothesis, he may sound out the experts (in product development) or his seniors and seek their views if he deems necessary. Some companies have authority limits for resolving claims for various management levels. To give an example , Claims up to ₹1,00,000/- (Rupees One Lac only) could be decided by the Warehouse Claims Coordinator while the limit could be ₹5,00,000/- (Rupees Five Lacs only) for Claims Manager and Rupees ₹100,00,00/- (Rupees Ten Lacs only) for the Claims Head with claims in excess of Rupees Ten Lacs to be approved by the CEO.

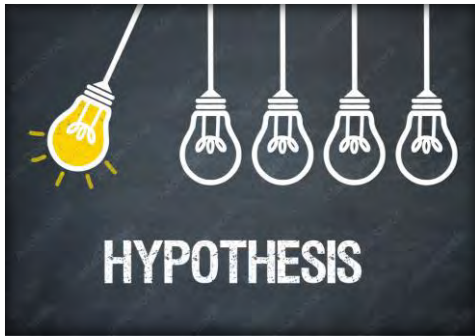


Fig 3.1.12 Forming a hypothesis

The Warehouse Coordinator should check if he can validate the hypothesis based on already collected data and discussions. In case of doubt, further testing has to be done to validate the hypothesis.

The reimbursable amount is also estimated based on the insurance policy details and the test measurements.



Fig 3.1.13 Further testing to validate the hypothesis

3.1.4 Clean-up after the inspection

Cleaning up the area after inspection is completed would be viewed as a “true team man” action. This would help the regular operations go smoothly and not hinder the same. These actions will also help get continued support from the warehouse operations team in future with full cooperation.

- a) Return any PPE used
- b) Testing equipment should also be returned to the storage racks in the specified location
- c) Supervise the housekeeping staff to dispose the quarantined goods and clean up any spillage or breakages that occurred while testing
- d) Do an inspection of the quarantine area to ensure that is clean and safe.



Fig 3.1.14 Cleaning up after the inspection

UNIT 3.2: Claims Resolution

Unit Objectives



At the end of this unit, participant will be able to:

1. Evaluate the claim and communicate to the claimant.
2. Outline suggestions for process improvement in claim processing.

3.2.1 Take Decision on Claim and Update Status

It is very important for the Claims Coordinator to take a decision on the Claim. Being indecisive and keeping decisions on hold does not generate confidence among stakeholders. In case of doubts, the Claim Coordinator can have more discussions with the concerned stakeholders. At one point of time, it may be necessary to use one's judgement and decide. In case of persisting doubts, the issue may be escalated to the concerned Manager for his advice before taking the final decision.



Fig 3.2.1 Timely communication of claim resolution

While dealing with large and influential customers, it is prudent for the Claims Coordinator to keep his Manager in the loop. There could be situations where management may take a decision keeping in mind the relationship and future business prospects. The communication on the decision and steps to avoid future recurrence may also be done by a Senior Manager to such customers. So, in effect the Claims Coordinator must be a team man who must take the stakeholders along and ensure that organizational interests are taken care of.

The Claims Coordinator needs to take responsibility for the timely communication of the claims resolution to all claimants. As a process this could be automated and automatic emails or SMS sent by the software, once the decision is taken. It will however be advisable to talk to the claimant in person in the event of rejection of the claim, citing reasons. This will give an opportunity to the claimant to give additional supporting documents on the basis of which the decision may even be reversed. In case the claim is accepted, the communication should state clearly that the claim is being forwarded to the insurance company with a maximum reimbursable amount and claimant should help with clarifications as desired by the insurance company.

The Claims Coordinator needs to also update his knowledge continuously on processes by reading all manuals. He needs to understand the business angle while dealing with customers. He should also develop the knowledge on the parts specifications and quality issues. Unless he is fully updated on processes, products and the customers, the Claims Coordinator will not be able to decide on his own with conviction and will have to rely on other experts.

3.2.2 Give suggestions for improvement in Claim Processing

Based on the experience of claim processing, the Claim Coordinator needs to give suggestions to:

- 1) Eliminate redundant processes - Historically, the process could be followed but these could become redundant on changes in product, technology, and market conditions. It is necessary to eliminate these processes to save on time and improve the efficiency of claims processing.
- 2) Suggest Process Improvements- The present process may have some gaps and lacuna in not highlighting certain issues that may have arisen recently. In this case, fresh measurements or processes will become necessary. These need to be incorporated to strengthen the claim processing. With the advent of technology, existing processes could be simplified and made more efficient to perform. So, continuous improvements must be done with use of contemporary technology & equipment.
- 3) Suggestions for Products - Based on the experience in claims processing and incidence of product damages, the Claims Coordinator can talk to the Product development team about these incidences for product improvements. These steps will contribute to improved product quality and lower claims

Tips



- Do an inspection of the quarantine area to ensure that is clean and safe.
- Ensure timely communication of Claims Resolution

Summary



In this chapter, the detailed steps involved in claims processing have been discussed. The Warehouse Claims Coordinator goes through the Claim Form and inspects the items received. Measurements are taken wherever necessary and noted down. Interviews and discussions with claimants, suppliers and other stakeholders are done. Adequate information collected to make a judgement on the claim and non-genuine claims are segregated. The maximum reimbursable amount is calculated, and the documentation completed for claim submission to the insurance company. The decision taken on the Claim is communicated to the Claimant.

Exercise



1. The test results are noted down in _____ checklist.
2. Interviews and expert opinions for Claims Processing are sought from _____ and _____.
- 3.. At the end of Claims processing, The Warehouse Claims Coordinator should be able to separate _____ claims and _____ claims.
4. Mention 03 ways the Warehouse Claims Coordinator can suggest improvements.

Scan the QR code for the related videos



Claims Processing

<https://youtu.be/8LXDFyinQYE>



4. Reporting and Documentation



Unit 4.1 - Claims Documentation

Unit 4.2 - Claims Reporting



UNIT 4.1: Claims Documentation

Unit Objectives

At the end of this unit, participant will be able to:

1. Verify that all the documents required are present and genuine
2. Process the claim forms and forward to insurance companies
3. Resolve clarifications or issues raised by insurance company

4.1.1 Claim Form Preparation

Step 1 – Go through the Claims Processing checklist

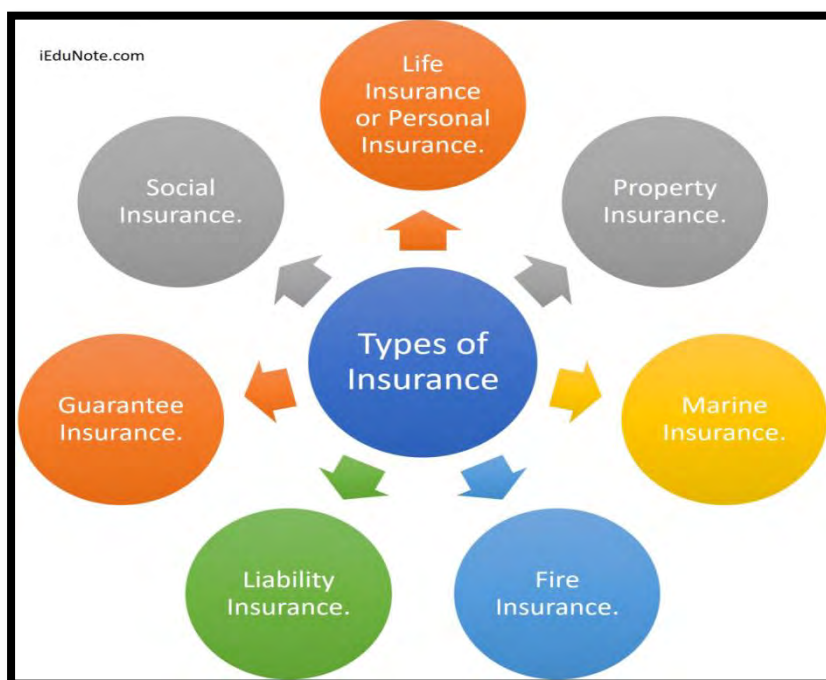


Fig 4.1.1 Insurance types

There are various types of insurance and the claims to be made on the relevant insurance policy. The first step is to go through the insurance policy and check for date and claim validity before proceeding.

Go through the Checklist to check for all documents required. Prepare a file for every claim. If all documents are in soft copy, prepare a separate folder for every claim, filename should have claim number and all documents and photos should be stored in the folder.

Step 2 – Collect all documents like assessment certificate, invoice/bill, claims, and insurance forms and ensure they are properly filled.

LOSS / DAMAGE REPORT						
Format No.:	<input type="checkbox"/> Loss Report		Report No.:			
Rev. No.:	<input type="checkbox"/> Damage Report		Report Date:			
Rev. Date:						
Internal References						
Shipment Ref. No.	Shipped Date	Order No.	Material ID	Material Qty	Values	BL No.
Description of Shipment						
Destination	Nos. of Days	Insurance No.	Description of Insurance on Loss / Damage			
Loss / Damage Date & Time	Responsible person	Authority	Details			
Description of Loss / Damage						
<i>Item Loss / Damage</i>						
Particulars	Item Name	Qty	Value	Repair / Recovery / Loss / damage status		
<i>Investigation / Impact - Corrective Actions / Preventive Actions</i>						
Nature of Loss / Damage	Responsible Agency	Current Location of Material	Contacts			
Remarks						
						Prepared by
						Approved by

Fig 4.1.2 Damage report

The damage certificate needs to be obtained from an authorised surveyor who needs to sign this report and give his authorisation details - either as a signature seal or with a self-attested document.

The invoice/ bill details and the dates have to correspond to the damage assessment certificate. In case of contradictions, claims are liable to be rejected.

Go through the claim form and get the details of the claim. Depending on the claim, collect all relevant documents and photographs as supporting documents.

MARINE HULL CLAIM FORM	
Claim No.	Regist. Office: 24, Nehru Place, New Delhi - 110 019
Policy No.	From To
Period of Insurance	
The issuance of this form is not to be taken as an admission of liability Please answer all questions fully.	
Insured Name
Address for correspondence
Telephone No.
Date of loss
Vessel name:
Type of Vessel, Year of Build, Port of Registry & Class:
Brief Description of loss:
Cause of loss:
When did incident occur? Date // Time
Place of incident
Estimate of loss (with complete breakup)
Any other information which you would like to provide
I/We the above named, do hereby, to the best of my/our knowledge and belief, warrant the truth of the foregoing statement in every respect and I/We agree that if I/We have made, or in any further declaration the Company may require in respect of the said accident, shall make any false or fraudulent statement, or any suppression or concealment the Policy shall be void and all rights to recover there under shall be forfeited.	
Date	Signature of the Insured
Marine Hull - Hull & Machinery UIN: IRDAN 106P0019V01200102	

Fig 4.1.3 Claim Form

For instance, if it's an accident claim, collect the Police FIR, Photos of the accident and the assessment certificate.

If it's a product damage claim, the exact specification causing the failure must be mentioned along with the actual measurement(if applicable). Photos of the parts which can give details on the damage specification can be mentioned.

Relevant supporting documents including origin invoice and transport carrier way bills may also be attached.

Step 3 – Ensure that the claim amounts are within the maximum legally permitted range

Insurance policies are subjected to limits, sub-limits for categories in some cases and also life of asset related depreciation. The claim amount that is claimed should consider all the factors and compute the maximum legally permissible amount . Claim forms with correct calculations are likely to be processed faster and it's advisable to give the correct figures.

Step 4 – Inform claimant whether claim would be processed or not, explain the maximum permissible claim amounts and resolve any clarifications

In case there were errors in the calculation in the claim amount, this needs to be informed to the claimants immediately. The claimant may have a few clarifications. After discussions, the maximum reimbursable amount needs to be agreed upon.

If necessary, the Claim Coordinator may escalate to the Manager and ensure the communication is done.

Step 5 – Process the claim forms and forward them to the concerned insurance companies along with evidence

In case of accident claim with insurance companies, the claim form with all supporting documents is submitted and acknowledgement obtained for the submission.

In case of product damage or warranty claims, these have to be approved by the manufacturer and the documents have to be submitted accordingly.

Step 6 – Resolve any clarifications raised by insurance company

After submission of claims , the insurance company may ask for clarifications. It is important that these clarifications are responded to immediately and the issue is not kept pending. This is important for speedy settlement of the claim.

Step 7 – Escalate to manager if there is a delay in resolution of issues with insurance company

There could be some cases that are complicated and are also of high value. These will definitely require interventions from the senior team in the Claims Department . They need to engage directly with the external parties like insurers and supplies and ensure that Claim Processing is not delayed, and the Claim is obtained.

UNIT 4.2: Claims Reporting

Unit Objectives

At the end of this unit, participant will be able to:

1. Report list of claims under process and reasons for delay
2. Report deviations as per escalation matrix

4.2.1 Detailed Reporting

Reporting is done by the Claims team on various parameters to cover the entire gamut of claims management. The objective of doing detailed reporting is to review the claims resolution and take corrective action to reduce the claims as well as improve claims processing efficiency. The detailed reports that are prepared by the Claims Coordinator are:

1. Claims resolution and pending report - This gives an idea of the number of claims being received and the activity levels. Focus will be on increasing the resolution %.
2. Claims rejected report - rejected by Claims team and rejected by Insurance company- The objective of the Claims Team will be to have NIL rejections by the Insurance company. Also claims rejected by the Claims team will be analysed according to claimant, reasons etc to ensure that genuine claims proportion goes up.
3. Detailed claims report analysed by claimant, reason, product - The analysis of these reports can help find the root cause of claim generation and address the same.
4. Detailed pending claims report with ageing - claims pending over the time normally taken by insurance companies for processing are focused upon.

Prepare Detailed Reports on Pending Claims

The details will include:-

Claim number	:
Claim submission Date	:
Claimant name	:
Insurance company	:
Status of claim	:
Number of days lapsed	:
Reason for delay (if any)	:

One could designate various stages in the Status of claim to give a clear picture.

Stage 1 – Claim submitted

Stage 2 – Clarifications sought by insuring company

Stage 3 – Clarifications resolved

Stage 4 – Claim approval awaiting

Stage 5 – Claim approved

Larger claims to be given more emphasis for ensuring their early resolution.

The projected time to settle a claim by insurance claim is declared by the company at the time of submission. Apart from this, the Claims team has experience in handling claims from the Insurance company and has an agreed service level of the number of days it takes to settle a claim. If the settlement takes longer than this, it will be termed as a delay.

4.2.2 Deviations as per Escalation Matrix

All claims will have norms on the number of days required for processing. After these days are exceeded, the deviations have to be highlighted to the management.

The overdue claims have to be escalated to the Claims manager and the following issues to be reported :

- 1) Claim Number
- 2) Claimant
- 3) Claim Submitted Date
- 4) Claim Amount
- 5) Reason for claim
- 6) Reason for delay in the claim

The reasons for the delay in the claim have to be reported separately. In case clarifications sought by insurance companies have not been responded to yet, they need to be responded immediately.

In case Insurance company has indicated that the documentation submitted is not adequate for them to decide in settling the claim, fresh evidence and documents need to be submitted after discussing with the claimants. This activity should be done on priority basis for speedy processing of the claim.

Escalation matrix is generally pre-defined in any organization. While the timelines may vary, the escalation of the issue is done for every delay. For instance, if the base timeline for resolving the claim is 30 days by the insurance company, a grace period of 15 days is given for normal delays. Escalation matrix is defined for any deviation (delay) beyond 45 days and thereafter:

- > 45 days - Claims Manager
- >75 days - Claims Head
- > 120 days - Operations Head

The performance of the Claims team will be directly measured based on the deviation in receipt of claims. The larger the number of deviations, the Claims Team will be seen as performing below expectations. It is therefore very important for the Claims Coordinator to ensure that the deviations are escalated to the minimum.

All overdue claims will be discussed by the Claims Head/ Manager with Claims Coordinator in detail:

- (a) Support the Claim Coordinator with more information to clarify doubts raised by Insurance Company
- (b) Claim Head/ Manager intervenes by talking directly to the senior Managers in Insurance company to speed up the claim processing.

Notes



Summary



In this chapter, the process of forwarding the claim documentation to insurance companies is discussed. Clarifications sought by insurance companies need to be resolved for timely settlement of the claim by the insurance company. The process of Claim Reporting was also discussed where the overdue pending claims are focused upon. These deviations have an escalation matrix for timely resolution.

Exercise



1. Mention a few forms that are part of the Claims Processing Checklist.
2. When submitting claims to the insurance company, it has to be ensured that claims are within the _____ permitted range.
3. The _____ raised by the Insurance companies have to be resolved.
4. The pending claims report mentions _____ for delay in claims processing.

Scan the QR codes for the related videos



Claims Documentation

<https://youtu.be/rycdDh72jhA>



Claims Reporting

<https://youtu.be/zPu2CePrHhc>



5. Compliance to health, safety and security standards



Unit 5.1 - Safety measures at workplace

Unit 5.2 - The '5S' concept



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Comply with the health, safety, and security measures while processing claims in the warehouse.
2. Comply with Standard Operating Procedure(SOP) while handling dangerous and hazardous goods.
3. Describe the concept of 5S to be implemented at the workplace.

UNIT 5.1: Safety measures at workplace

Unit Objectives

At the end of this unit, participant will be able to:

1. Comply with the safety regulations and procedures in case of fire hazards, etc.
2. Comply with organizational safety procedures with respect to documentation.
3. Interpret appropriate safe conditions by visually inspecting the activity area and equipment.
4. Discriminate unsafe conditions and practices and report them to management.
5. Write reports on all Safety Incident/Accidents and track them.

5.1.1 Safety measures at workplace

1. Handling Fire hazard

In tune with the nature of the product and the environment, safety measures against fire. The selection of fire extinguisher type will be based on the products stored. There are norms for number of fire extinguishers depending on the warehouse area. This needs to be complied with.

Also, frequent live training is to be given to all warehouse staff on how to deal with an actual fire incident by operating the fire extinguishers and for all to assemble at an assembly point.



Fig 5.1.1 Fire Extinguishers: Water, Foam & Powder

- | | |
|---------------------------|---|
| Water fire extinguishers | – Paper, wood, coal, cardboard, solid fuel fires – Class A fire |
| Foam fire extinguishers | – Solid fuel fires, flammable liquids – Class A and B |
| Powder fire extinguishers | – Use any kind of fire except Class F Cooking Oils |

2. Handling Bio-Hazard

For workplaces that have exposure to microorganisms like bio tech labs, it's very important to consider the bio hazard. All of us have been exposed to the PPE used by health workers during the Covid pandemic. The PPE for combating Bio Hazard is also on these lines.



Fig 5.1.2 Bio Hazard PPE kit

The kit is composed of Body Kit, 3-ply mask to cover nose and mouth, Goggles, Gloves and Shoe-cover. All the PPE should be disposed safely using a Biohazard Bag.



Fig 5.1.3 PPE for Warehouse

The most widely used PPEs are the Reflective Jackets and Helmets. Reflective Jackets worn by Warehouse staff help Forklift drivers drive safely and Helmets protect the Head from falling objects.

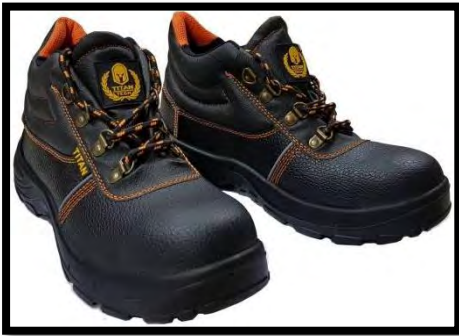


Fig 5.1.4 Safety Shoes working

Safety shoes are also essential in work spaces to protect your legs and toes from heavy falling objects. Many safety conscious workplaces do not allow entry to visitors who don't wear safety shoes. Safety shoes have a metal cladding inside to protect the leg and toes.

Safety shoes are a must in warehouses and manufacturing locations handling heavy items and using racked storage.



Fig 5.1.5 Special PPEs for low temperature warehouses and warehouses handling hazardous items

UNIT 5.2: The '5S' concept

Unit Objectives

At the end of this unit, participant will be able to:

1. Describe the concept of 5S to organise the workplace.
2. Illustrate the usefulness of the concept and make it a daily practice in life.

5.2.1 What is '5S' System?

The history of 5S System appears as old as the 16th Century and Venice shipbuilders. To rationalize the assembly process, workers used quality process manufacturing to build ships and changed to hours instead of days or weeks. In the 1970s, it was Sakichi Toyoda who developed the 5S System within the broader Total Production System (TPS).



Fig 5.2.1 '5S' - Sort-Set in Order- Shine- Standardize- Sustain

The 5S system is a lean fabrication tool which eliminates waste and improves workplace efficiency. There are five steps in the system.

5S helps facilities avoid reduced productivity from delayed work or unexpected downtime by providing a systematic framework for organizations and cleanliness.

The Steps of 5S

5S was created in Japan, and the original “S” terms were in Japanese, so English translations for each of the five steps may vary.

STEP NAME	JAPANESE TERM	EXPLANATION
1. Sort	Seiri (tidiness)	Remove unnecessary items from each area
2. Set In Order	Seiton (orderliness)	Organize and identify storage for efficient use
3. Shine	Seiso (cleanliness)	Clean and inspect each area regularly
4. Standardize	Seiketsu (standardization)	Incorporate 5S into standard operating procedures
5. Sustain	Shitsuke (discipline)	Assign responsibility, track progress, and continue the cycle

The steps feed into each other, so the sequence is critical.

Clearing out needless materials in step 1 (Sort) will help provide the space required to organize the important items in step 2 (Set-In-Order).

Once the work space is organized, grime and dirt can be removed in step 3 (Shine).

These changes to work environment and worker’s duties should be reflected in up-to-date procedures through step 4 (Standardize).

The new actions won’t amount to much until responsibility is assigned, and progress is followed — as required for step 5 (Sustain). And with tracking and responsibility, the employees will continue to implement the steps, returning to step 1.



Step 1: Sort

The first step is Sort, or “seiri,” which translates to “tidiness.” The target of the Sort step is to remove clutter and clear up space by eliminating the things that don’t belong in the area.

Clearing the Work Area

This step requires to take a close look at the items, tools and materials in the work area. Items that are essential for the work being done should be kept there. Everything else should be removed.



Fig 5.2.2 Red-Tagging Unknown Items

Some of those removed items will require to be thrown away or recycled. The item which belong to other location should be returned. However, there will be some items that you will not be sure about.

Red tag is used for item that's can't be identified or has uncertain ownership. "Red-Tagging" temporarily attaches a highly visible tag to the object, which notes where it has been found and when. The red-tagged items from all the work areas are collected in a single location. In a situation where a work area is missing something important, the red tag collection area should be checked. A periodic check of the red tag collection area should be done by the supervisors.

Reallocating Tagged Items

Items may wait in the red tag collection area for a long time. In that case, the original work area doesn't seem to need it anymore. It may be useful elsewhere.

One common approach would be to leave the items in the red tag area for thirty days. After that, the item can be claimed by any supervisor for their work area. If for another week, nobody wants the item, then it can be removed from the facility entirely.

If an item will surely be required by the company, but isn't needed right now, it is best to store it for later. Before putting anything away into storage, be sure that it will actually be needed again. It's important to have a specific plan for getting that item out of storage space again and at a specific time. Don't store things without good reason and keep a proper track of what has been stored.

2

SET IN ORDER | SEITON



Step 2: Set In Order

The second step, Set In Order, was initially called “seiton,” which means “orderliness”. The purpose of this step is to organize the work area. Every item should be easy to locate, use and return.

Tools that are used often should be stored near the place they are used. Spare equipment, tools, and other supplies that are used less often should be kept in a central location, where multiple teams can share them. Items that are typically used together (such as drills and drill bits) should be stored near each other. It may be useful to make a 5S map as part of this process.

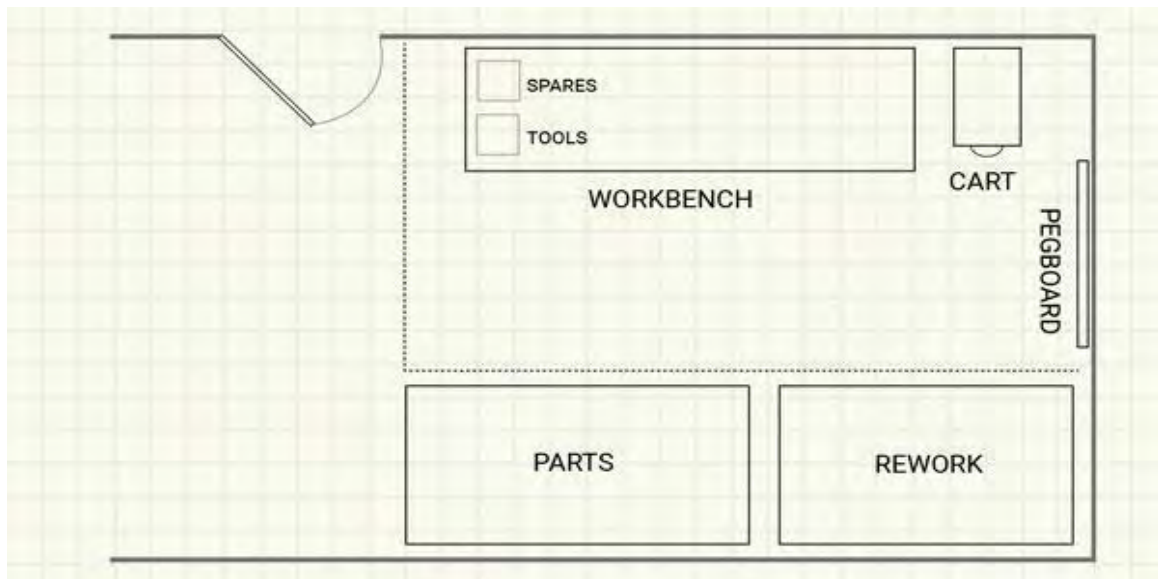


Fig 5.2.3 Building a 5s Map

A 5S map is a drawing or floor plan that gives an overview of a work area, station or process. It gives a visual reference to display where the supplies, workers, tools and travel paths are, and how all of them link to each other. A good map should also include a description of the work that happens in the area showed.

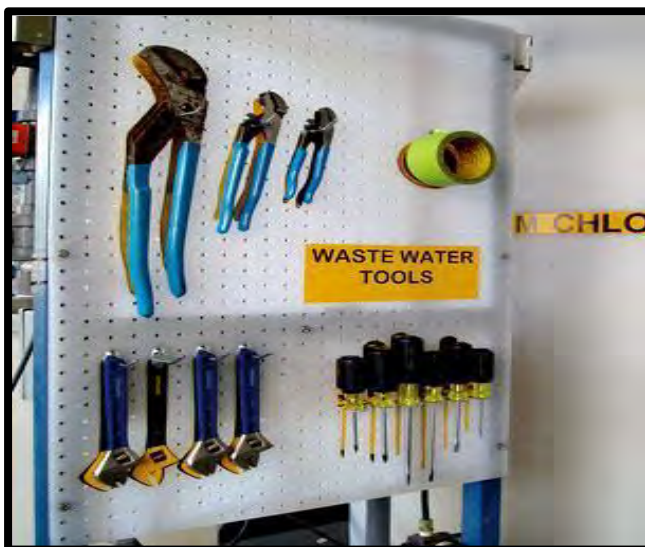


Fig 5.2.4 Items practically arranged in a 5S Map

- Depending on your facility's needs, one approach would work better than the other
- Map as you go, testing ideas & writing down what works well.
- Create the map, and then implement it.
- Physically arrange the workplace first, and then map it out.

It doesn't matter which technique is used to make the 5S map, it should be kept as a training tool and used for reference in the later steps of 5S. The map should be restructured over time as the work area changes.

Communicating the Plan

Once the storage locations are assigned, each storage area should be labelled. The outside of cabinet doors should be labelled so that the worker's could easily identify what is inside them. Then, the interior shelves should be labelled to show where the different supplies belong. The same labelling should be done for bins, racks and warehouse systems.

Many facilities use a "shadow board" for tool storage. This is done to ensure that each tool is easy to replace in the right storage place. In this technique a label matching the size and shape of the tool is placed where the tool belongs. This helps with identifying items.

The same can be done for movement lanes, work areas and storage for supplies and finished products.



Step 3: Shine

The third step of 5S is Shine, or "seiso," which means "cleanliness. This step attacks the grime and dirt that builds up underneath the clutter.



Fig 5.2.5 Routine Cleaning

Shine is not just about moving the broom around once in a while. This involves regular cleaning of every part of the work area.

Prominently, the Shine step is not suppose to be a job for the cleaning staff. Each worker should clean their own work area, and the equipment they use. There are several benefits to this step:

- Workers who are familiar with the area will speedily notice any problems that arise
- Workers will tend to keep their own workspaces cleaner during normal operations
- Hazards will be understood and accounted for
- Items that are out of place or missing will be recognized

Everyone should care for the overall cleanliness of the workplace. They should be willing to pick up trash. For the effectiveness of 5 S each worker should take personal accountability for their own working place.

Shine as Preventative Maintenance

Keeping workspaces clean will have many advantages. One major benefit is that it's easy to spot leaks, cracks, or misalignments. If the people keeping the area tidy are the same people that work there frequently, they will be quick to recognize any of these problems.

Leaving those problems unobserved and unsolved could lead to equipment failure, safety hazards, and loss of productivity. With the constant cleaning and inspections used to shine step of 5S, the system can feed into a preventative maintenance program. This way, 5S can prolong the working life of gear and help decrease emergency downtime.



Step 4: Standardize

The first three steps of 5S comprises the basics of clearing, organizing, and cleaning a work space; on their own, those steps will provide short-term benefits. The fourth step is Standardize, or “seiketsu,” which simply means standardization. By writing down what is being done, where, and by whom, you can incorporate the new practices into normal work procedure. This paves the way for long-term change.



Fig 5.2.6 The Power of Writing Things Down

Writing down the decisions that you make in your 5S program will help guarantee that your work doesn't disappear. If you made a 5S map in the Set in Order step, that map can be part of your new standard for the area. Similarly, the procedure that you use for red-tagging items can be written down and included in the standards.

Writing out your decisions doesn't imply that you cannot change your mind. The purpose of 5S is to make your workplace better, not to make it unalterable. You are writing the standards for your facility, and you can change them to fit new information or new business needs.



Fig 5.2.7 Labels & Signs

Once the decisions on how to change the work practices have been made, these need to be communicated to the workers. This message is a key part of the Standardize step. Common tools for this process include the following:

- **Job cycle charts** – Identify each task to be performed in a work area and decide on a schedule for each of those tasks. Then, assign responsibility to a particular worker. The resulting chart can be posted visibly to resolve questions and promote accountability.
- **Procedure labels and signs** – Provide operating instructions, cleaning steps, and preventative maintenance procedures right where that information will be needed.
- **5S checklists** – Listing the individual steps of a process makes it easy for workers to follow that process completely. It also provides a simple auditing tool to check progress later on.

5

SUSTAIN | SHITSUKE



Step 5: Sustain

The fifth step of a 5S program is Sustain, or “shitsuke,” which literally means “discipline.” The concept here is continuing commitment. It’s critical to thoroughly follow up on the decisions made and to return continuously to the earlier steps of 5S.

Never “Once and Done”

Tips



Safety and 5S concepts can be used in daily life. Practice safety concepts like wearing helmets while driving and ensure residential apartments are adequately protected against fire and flood hazards. Practice the 5S concept in ordering your workstation at office and also arranging the living spaces at home.

Notes



Summary

In this chapter, the safety measures that need to be followed were discussed. The measures to be taken to counter various hazards like fire, biohazard (if applicable) was discussed. In addition, the use of PPE for various operating environments and products handled were described. The Concept of 5S to organize the workplace in a systematic and disciplined way was covered in detail.

Exercise

1. Mention different types of Fire Extinguishers
2. The common PPE used in warehouses are _____
3. Safety shoes have a _____ cladding and protects from _____
4. Who started the 5S Concept?
5. What does 5 S stand for?

Scan the QR code for the related videos



Warehouse Safety
<https://youtu.be/YlXwCm58Uk8>



5S concept
<https://youtu.be/pBhAtbMEjFs>



Handling Fire hazard
<https://www.youtube.com/watch?v=mSDFZIAIKhE>







Handling Bio-Hazard
<https://www.youtube.com/watch?v=-3-kpi2rZwc>



Annexure – QR Codes

S.No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR code(s)
1	Chapter 1- Introduction to Claims Coordinator	Unit 1.1- Supply chain management	What is Supply Chain Management	https://www.youtube.com/watch?v=I ZPO5RclZEo	19	 Supply Chain Management
2	Chapter 1- Introduction to Claims Coordinator	Unit 1.1- Supply chain management	What is Logistics Management	https://www.youtube.com/watch?v=4-QU7WiVxh8	19	 Logistics management
3	Chapter 2- Preparing for claiming Process	Unit 2.1- Claims Detailing	Steps in claims detailing	https://youtu.be/M1kAZsYcvlo	30	 Claims Detailing
4	Chapter 3 - Inspection and validation of claims	Unit 3.1- Claims Processing	Claims Processing	https://youtu.be/8LXDFynQE	43	 Claim Processing
5	Chapter 4- Reporting and Documentation	Unit 4.1 – Claim Documentation	Claim Documentation	https://youtu.be/rycdDh72jhA	52	 Claim Documentation
6	Chapter 4- Reporting and Documentation	Unit 4.2 - Claim Reporting	Claim Reporting	https://youtu.be/zPu2CePrHhc	52	 Claim reporting

7	Chapter 5- Maintain Health, Safety and Security Measures for processing claims in the warehouse	Unit 5.1 - Safety measures at workplace	Safety measures at workplace	https://youtu.be/YIXwCm58Uk8	68	 Warehouse Safety
8	Chapter 5- Maintain Health, Safety and Security Measures for processing claims in the warehouse	Unit 5.2 – The '5S' concept	The 5s Concept	https://youtu.be/pBhAtbMEjFs	68	 5S concept
9	Chapter-5 Compliance to Health, Safety and Security Measures	UNIT 5.1: Safety measures at workplace	Handling Fire hazard	https://www.youtube.com/watch?v=mSDFZIAIKhE	68	 Handling Fire hazard
10	Chapter-5 Compliance to Health, Safety and Security Measures	UNIT 5.1: Safety measures at workplace	Handling Bio- Hazard	https://www.youtube.com/watch?v=-3-kpi2rZwc	68	 Handling Bio- Hazard



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