

Draft Study Material



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WAREHOUSE CLAIMS COORDINATOR

(Qualification Pack: Ref. Id: LSC/Q2117)

Sector: Logistics

(Grade XI)



PSS CENTRAL INSTITUTE OF VOCATIONAL EDUCATION

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Preface

Vocational Education is a dynamic and evolving field, and ensuring that every student has access to quality learning materials is of paramount importance. The journey of the PSS Central Institute of Vocational Education (PSSCIVE) toward producing comprehensive and inclusive study material is rigorous and time-consuming, requiring thorough research, expert consultation, and publication by the National Council of Educational Research and Training (NCERT). However, the absence of finalized study material should not impede the educational progress of our students. In response to this necessity, we present the draft study material, a provisional yet comprehensive guide, designed to bridge the gap between teaching and learning, until the official version of the study material is made available by the NCERT. The draft study material provides a structured and accessible set of materials for teachers and students to utilize in the interim period. The content is aligned with the prescribed curriculum to ensure that students remain on track with their learning objectives.

The contents of the modules are curated to provide continuity in education and maintain the momentum of teaching-learning in vocational education. It encompasses essential concepts and skills aligned with the curriculum and educational standards. We extend our gratitude to the academicians, vocational educators, subject matter experts, industry experts, academic consultants, and all other people who contributed their expertise and insights to the creation of the draft study material.

Teachers are encouraged to use the draft modules of the study material as a guide and supplement their teaching with additional resources and activities that cater to their students' unique learning styles and needs. Collaboration and feedback are vital; therefore, we welcome suggestions for improvement, especially by the teachers, in improving upon the content of the study material.

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MODULE 1

SUPPLY CHAIN, LOGISTICS AND WAREHOUSING

Module Overview

Modern corporate operations rely heavily on supply chain management, logistics, and warehousing to ensure the seamless movement of goods and services from production to consumption. Supply chain management is coordinating several procedures and actions with the goal of maximising the sourcing, acquisition, manufacturing, and distribution of commodities. In order to effectively satisfy customer expectations while lowering costs and optimising profitability, this all-encompassing approach includes strategic planning, coordination, and integration of numerous stakeholders, including suppliers, manufacturers, distributors, and retailers.

A crucial part of carrying out the complex network of activities in the supply chain is logistics. It includes organising, carrying out, and managing the transfer and warehousing of products, services, and data from the point of origin to the site of consumption. The goals of logistics management are to guarantee on-time delivery, cut lead times, and improve overall operational efficiency. This includes managing warehouse operations, optimising inventory levels, and choosing the most economical mode of transportation. Effective logistics strategies are critical for organisations to remain competitive and responsive to ever-changing client expectations in today's worldwide marketplace, when speed and agility are important.

Warehousing offers storage facilities for inventory management and order fulfillment, it plays a critical role in the supply chain. Warehouses serve as distribution facilities for commodities waiting to be shipped to clients or transferred to other distribution sites. Their strategic location minimises transportation costs and delivery delays. The introduction of cutting-edge technologies like automation, robotics, and real-time inventory tracking systems has transformed contemporary warehouses into complex hubs capable of managing the intricacies of contemporary supply chains. Maintaining inventory accuracy, making the most out of storage space, and enabling order processing with ease are all made possible by effective warehouse operations, which in turn boost customer happiness and financial success.

This module will focus on various aspects of warehouse. The first session covers the basics of supply chain, the second session includes the concept of logistics, the third session describes about the fundamentals of warehousing, and the fourth session discusses about the functions & classification of warehouses.

Learning Outcomes

After completing this module, you will be able to:

- To understand the basic principles and components of supply chain management, including the flow of goods, information, and finances from suppliers to consumers.
- To learn about the key concepts of logistics, including transportation, inventory management, and the coordination of resources to ensure the efficient movement and storage of goods.
- To gain a fundamental understanding of warehousing operations, including the storage, handling, and distribution of goods within a warehouse environment.
- To learn about the various functions of warehouses, such as storage, cross-docking, and distribution, as well as the different types of warehouses and their specific uses in the supply chain.

Module Structure

Session 1: Basics of Supply Chain

Session 2: Concept of Logistics

Session 3: Fundamentals of Warehousing

Session 4: Functions and Classification of Warehouses

Session 1: Basics of Supply Chain

A supply chain is the network of all the individuals, organisations, resources, activities and technology involved in the creation and sale of a product. A supply chain encompasses everything from the delivery of source materials from the supplier to the manufacturer through its eventual delivery to the end user. The success of the business often depends on the success of the supply chain. Supply chain management deals with—

- a) Material flow
- b) Information flow
- c) Financial flow

a) Material flow: This is a physical flow of products from the supplier/seller/buyer to the customer, which is one directional or unidirectional (Fig. 1.1).



Fig. 1.1: Material Flow in Supply Chain

b) Information Flow: In this the information flows from supplier/seller to customer/buyer and then customer to supplier (Fig. 1.2).

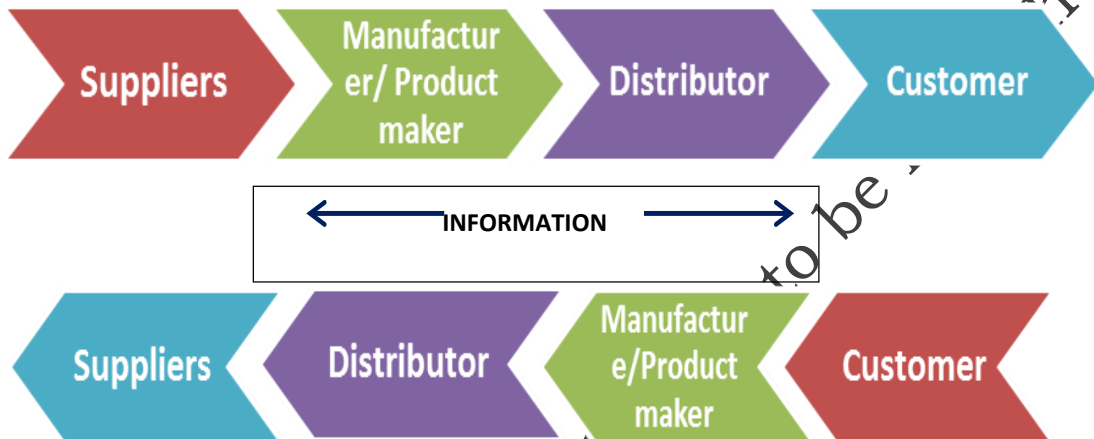


Fig. 1.2: Information Flow in Supply Chain

c) Financial Flow: In this the money flows from customer to supplier, when customer accepts the product and confirms the payment of money which goes to the supplier (Fig. 1.3).



Fig. 1.3: Financial Flow in Supply Chain

TYPES OF SUPPLY CHAIN

There are common models of supply chain viz.

1. Integrated make-to-stock model.
2. Build-to-order model.
3. Continuous replenishment model.

1. Channel assembly model.

2. Integrated make-to-stock model: This model is used to track client request in real time and production process, maintain finished goods inventory and storage of raw material.

- 3. Build-to-order model:** In this the company assembles the components to produce finished goods immediately upon the receiving of the order.
- 4. Continuous replenishing model:** In this model, the company works with intermediaries and suppliers to constantly replenish inventory. This is useful for the products with stable demand, for example- circulation of prescribed medicine.
- 5. Channel assembly model:** This model is a modification of build-to-order model.

COMPONENTS OF SUPPLY CHAIN

The supply chain consists of various components that work together to ensure the smooth flow of goods and services from the initial production to the end consumer. Following are the components of Supply Chain:

1. Suppliers provide the basic materials needed for production.
2. Manufacturers provide Production Facilities Where raw materials are transformed into finished goods.
3. Distribution and Logistics provide facilities like:
 - a) Warehousing Facilities for storing finished goods before distribution.
 - b) Transportation for the movement of goods from manufacturers to distributors and retailers.
 - c) Inventory Management for Monitoring and controlling the levels of stock in warehouses.
4. Retailers provide physical retail locations where consumers can purchase goods. There are Online Retailers who provide E-commerce platforms that facilitate online sales.
5. Customers are the end-users who purchase and consume the products or services.
6. Information Systems: Software and tools to manage and optimise the various processes within the supply chain. There are integrated software systems that help manage business processes across various departments.
7. Regulatory Bodies like Government Agencies which enforce regulations and standards related to manufacturing, transportation, and product safety.
8. For finance in supply chain Financial Institutions provide funding and financial services to support supply chain operations.
9. Reverse Logistics manages the return of products from customers and the associated logistics.

FUNCTIONS OF SUPPLY CHAIN

The functions of a supply chain within a warehouse context involve various activities aimed at efficiently managing inventory, processing orders, and ensuring smooth logistics operations. Following are the key functions for a warehouse in the supply chain:

- 1. Inventory Management:** Efficiently overseeing the storage and movement of goods within the warehouse like tracking inventory levels, implementing strategies for optimal storage and organisation, conducting regular stock counts and audits.
- 2. Order Processing:** Managing and fulfilling customer orders accurately and promptly like receiving and validating customer orders, picking, packing, and preparing orders for shipment, and updating inventory records in real-time.
- 3. Receiving and Put-away:** Handling the arrival of incoming goods and placing them in designated storage locations like unloading and inspecting incoming shipments, assigning storage locations based on product characteristics. Updating inventory systems with received quantities.
- 4. Picking and Packing:** Retrieving items from inventory and preparing them for shipment like selecting items from their designated storage locations, assembling and packing items according to order specifications by applying labels and preparing documentation for outbound shipments.
- 5. Shipping and Dispatch:** Coordinating the outbound movement of goods to customers or other destinations like arranging transportation and scheduling shipments.
- 6. Returns Management:** Handling and processing product returns efficiently like inspecting returned items for damage or defects.
- 7. Warehouse Safety and Security:** Ensuring the safety of personnel and the security of goods within the warehouse like implementing safety protocols and training programmes.
- 8. Technology Integration:** Incorporating technology solutions to enhance warehouse operations by implementing Warehouse Management Systems (WMS) for process automation.

IMPORTANCE OF SUPPLY CHAIN

The Supply chain is important because it:

- 1. Helps to reduce inventory cost:** For an effective warehouse management ensures optimal inventory levels, minimizing excess stock and reducing holding costs associated with storage and handling.

- 2. Helps to boost customer service and improve customer satisfaction:** Well-managed warehouses facilitate faster order processing and fulfillment, leading to shorter lead times and on-time deliveries.
- 3. Maintains better trust between partners:** For an efficient warehouse operations contribute to reliable supply chain performance, fostering trust and confidence among partners.
- 4. Provides efficient manufacturing strategy:** Warehouses play a crucial role in supporting manufacturing operations by providing timely access to raw materials, components, and supplies.
- 5. Increases cash flow:** Effective warehouse management enhances cash flow by reducing tied-up capital in excess inventory and minimizing storage costs.
- 6. Reduces operating cost:** Efficient warehouse practices, such as layout optimization, inventory consolidation, and labor productivity improvements, help reduce operational expenses.
- 7. Improves financial position by decreasing fixed assets:** Well-managed warehouses optimize asset utilization and reduce the need for excess fixed assets, such as storage facilities and equipment.
- 8. Improves quality and gives higher profit margin:** Effective warehouse management ensures product quality by implementing rigorous inspection and quality control processes.

Activities

Activity 1: Prepare a chart showing basic functions and requirements of Supply Chain.

Material Required: 1. Note Book 2. Pen/Pencil 3. Check list

Procedure:

1. Visit a warehouse along with peers.
2. Meet the inventory executives and others, and greet them.
3. Take a tour of the warehouse and enquire from the manager about the function and activities of supply chain:
 - a) Suppliers of various products and their locations.
 - b) Storage of the products.
 - c) Local distributors of these products and their locations.
 - d) Potential customers.
 - e) Transportation facility used for the products.

- f) Types of supply chain.
 - g) Supply chain management process.
4. Discuss with the executive(s) about supply chain practices.
 5. Prepare a chart and discuss with friends and show it to the teacher.
 6. Teacher should display that chart in class.

Activity 2: Draw a chart showing models of supply chain.

Material Required: Check list, Notepad, pen/pencil, drawing sheet, colour pencils, etc.

Procedure:

1. Collect the materials required to make the flow chart.
2. Draw a chart containing models of supply chain on a sheet.
3. Check the characteristics from the textbook and from what your teacher has taught in the class.
 - a) Integrated make-to-stock model.
 - b) Build-to-order model.
 - c) Continuous replenishment model.
 - d) Channel assembly model.
4. Ensure about your work completion.
5. Submit that chart containing models of supply chain to your concerned teacher.
6. Discuss your work with the classmates in presence of your teacher.
7. Teacher should display that chart on display board.

Activity 3: Supply Chain Components Matching Game

Materials Required: Printed cards with Supply Chain Components written on one side and their corresponding descriptions written on the other side., Timer (optional), Whiteboard or flip chart (optional)

Procedure:

1. Shuffle the printed cards with Supply Chain Components and their descriptions.
2. Place the cards with the descriptions facing down on a table.
3. Have participants take turns picking a card with a Supply Chain Component and try to match it with its corresponding description.

Column A	Column B
Helps to reduce inventory cost.	Inventory Management
Helps to boost customer service and improve customer satisfaction.	Order Processing
Maintains better trust between partners.	Receiving and Put-away
Provides efficient manufacturing strategy.	Picking and Packing
Improves process integration.	Shipping and Dispatch
Improves bottom line.	Returns Management
Increases cash flow.	Warehouse Safety and Security
Reduces operating cost.	Technology Integration
Improves financial position by decreasing fixed assets.	Inventory Management
Improves quality and gives higher profit margin.	Order Processing
Protects traditional freedom and development.	Receiving and Put-away

- Participants can flip the card with the Component to check if they made the correct match.
- If a participant matches a Component with its description correctly, they earn a point.
- Continue playing until all matches have been made or for a predetermined amount of time.
- The participant with the most points at the end wins the game.

Check Your Progress

A. Fill in the Blanks

- Supply chain consists of _____ suppliers, _____ manufacturers, _____ and customers.
- Flow of _____ in the supply chain is crucial.
- _____ provide the basic materials needed for production.
- _____ provide production facilities where raw materials are transformed into finished goods.
- There are online retailers who provide _____ platforms that facilitate online sales.

B. Multiple Choice Questions

- The order of a characteristic manufacturing is: -
 - Storage–Supplier–manufacturing–storage–distributor–retailer–

- customer
- b) Supplier–Storage–manufacturing–storage–distributor–retailer–customer
 - c) Supplier–Storage–manufacturing–distributor–storage–retailer–customer
 - d) Supplier–Storage–manufacturing–storage–retailer–distributor–customer
2. The purpose of supply chain management is -
- a) Being responsible for customer satisfaction
 - b) Increasing product quality
 - c) Integrating demand and supply
 - d) Increasing production
3. Logistics is involved with the onward and opposite flow of -
- a) Goods
 - b) Services
 - c) Cash
 - d) All of the above
4. The main decision areas in supply chain management -
- a) Planning, Production, Distribution, Inventory
 - b) Location, Production, Inventory, Distribution
 - c) Marketing, Location, Production, Distribution
 - d) Production, Scheduling, Inventory, Planning
5. The process of logistics is -
- a) Planning
 - b) Implementing
 - c) Controlling
 - d) All of the above

C. State Whether the Following Statements Are True or False

- 1. Supply chains are becoming more complex and dynamic.
- 2. The information flows from seller to customer and then customer to supplier.

3. Supply chain is the support of a company which accomplishes the serious issues.
4. Customers are the end-users who purchase and consume the products or services.
5. Retailers provide physical retail locations where consumers can purchase goods.

D. Match the Columns

	COLOUMN A		COLOUMN B
1	Integrated make-to-stock model	A	In this the company assembles the components to produce finished goods immediately upon the receiving of the order.
2	Build-to-order model	B	This model is a modification of build-to-order model.
3	Channel assembly model	C	This model is used to track client request in real time and production process, maintain finished goods inventory and storage of raw material.

E. Short Answer Questions

1. Define supply chain.
2. What is flow of supply chain?
3. What is logistics?
4. What is a marine service?
5. Draw a flow chart containing supply chain process.

F. Long Answer Questions

1. Explain various types of supply chain.
2. Deliberate the importance of supply chain.
3. Explain briefly about sub-sectors of logistics.
4. State the relationship between logistics and supply chain management?

G. Check your Performance

1. Draw a flow chart of material flow and financial flow.
2. List the functions of supply chain management with an example.
3. Demonstrate the importance of supply chain with an example.

4. Draw a flow chart containing list of subsectors in logistics.
5. Difference between warehousing and logistics.

Session 2: Concept of Logistics

Logistics is the process of planning, implementing and controlling procedures for the efficient and effective transportation and storage of goods. It includes movement of services and related information from the point of origin to the point of consumption. Its goal is to successfully meet the customer's requirements. This process includes inbound, outbound, internal and external movements.

According to the Council of Logistics Management, logistics is the management process of planning, implementing, and controlling the physical and informational flow concerned with material and final goods from the point of origin to the point of usage. International logistics involves the management of these resources in a company's supply chain across at least one international border.

The aim of logistics is to plan and coordinate all those activities necessary to achieve desired levels of delivered service and quality at lowest possible cost. Logistics must therefore be seen as the link between the marketplace and the operating activity of the business.

The role of logistics is changing from warehousing and transportation to provide an integrated set of services that delivers the right products, in the right quantities, right quality, at the right time all for the right cost. Basically, logistics has been divided in to two broad categories:

Inbound logistics is one of the primary processes of logistics concerned with in movement of purchased raw material from suppliers to company.

Outbound logistics is the movement of finished products from manufacturing unit (factory) to the end user (customer).

Functions of Logistics

The functions of logistics are given in the following chart (Fig.1.4):

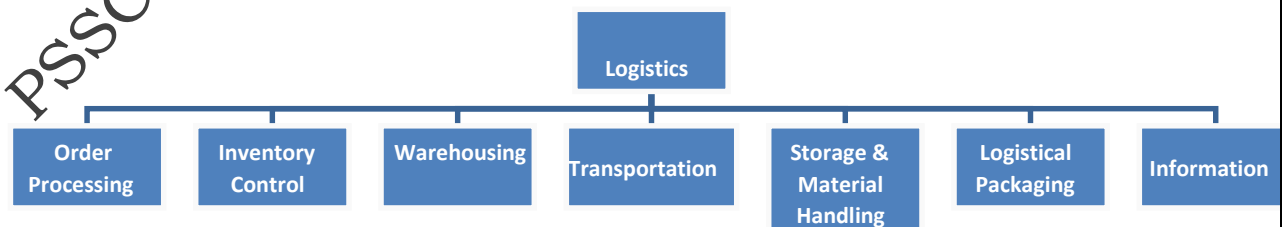


Fig. 1.4: Functions of Logistics

- 1. Order processing:** It is a transaction between two parties, i.e., Purchase Order (PO) placed by a buyer to the seller. The process document holds its own importance because it has direct relation to the order. This order document indicates order date and delivery date to the customer.
- 2. Inventory control:** Inventory control is the process of managing the inventory and striking a balance between the customer and the market.
- 3. Warehousing:** Warehousing involves a place used for storage. The finished goods or raw materials are kept at this place. The features of warehousing are—
 - Locality of warehouses and facilities.
 - Number of warehouses.
 - Size, mass or area of the warehouse.
 - Warehouse layout.
 - Ownership of warehouse.
- 4. Transportation:** The physical movement of goods from one place to another is known as transportation of goods.
- 5. Storage and Material Management:** The arrangement of goods in a specified area is known as storage material management.
- 6. Packaging:** Packaging is the function of protecting the goods in the physical distribution process. It extends the life of the product without any damage.
- 7. Information:** Information is shared from one person to another by using information technology tools.

Logistics is the process of planning, implementing and controlling procedures for the efficient and effective transportation and storage of goods.

Importance of Logistics

The success in logistics translates in business into higher efficiency, cheaper costs, higher production rates, better inventory control, more efficient use of warehouse space, higher customer and supplier satisfaction, and better customer experiences.

Each of these elements has a big impact on how successful a business is. Keep in mind that logistics also includes handling returns to maximise the profit from these goods.

INTERNATIONAL LOGISTICS

International logistics refers to the management and coordination of the flow of goods, services, and information across international borders. It involves the

entire process of planning, implementing, and controlling the efficient movement and storage of products, as well as the related information and financial transactions, from the point of origin to the point of consumption. Major key components of international logistics include:

- 1. Transportation:** This involves the physical movement of goods from one location to another. Modes of transportation can include air, sea, rail, and road. Choosing the right transportation mode depends on factors such as the type of goods, distance, time constraints, and cost considerations.
- 2. Warehousing and Distribution:** Efficient storage and distribution facilities are crucial in international logistics. Warehouses play a key role in inventory management, and distribution centers help ensure timely delivery to customers.
- 3. Customs and Compliance:** Navigating customs regulations and compliance requirements is a critical aspect of international logistics. This includes dealing with import/export documentation, tariffs, trade restrictions, and compliance with international trade laws.
- 4. Inventory Management:** Managing inventory levels is essential to meet customer demand while minimising carrying costs. Companies need to strike a balance between having enough stock to meet demand and avoiding excess inventory that can tie up capital.
- 5. Information Management:** Timely and accurate information is crucial in international logistics. This includes tracking shipments, managing inventory levels and staying informed about regulatory changes. Technology, such as supply chain management software, helps in effective information management.
- 6. Risk Management:** International logistics involves various risks, including geopolitical, currency fluctuations, natural disasters, and transportation-related risks. Companies need to implement risk management strategies to mitigate these potential challenges.
- 7. Collaboration and Communication:** Effective communication and collaboration with various stakeholders, including suppliers, distributors, and transportation providers, are essential for smooth international logistics operations.
- 8. Sustainability:** As environmental concerns grow, sustainable practices in logistics are becoming increasingly important. Companies are exploring ways to reduce their carbon footprint, optimise routes, and adopt eco-friendly packaging.

The complexity of international logistics requires a strategic and holistic approach to ensure the seamless movement of goods across borders. Companies

often collaborate with third-party logistics providers (3PLs) to leverage their expertise and resources in managing the complexities of international supply chains.

SUB SECTORS IN LOGISTICS

As per the Logistics Sector Skill Council, there are eleven subsectors operating in the entire logistic process which are shown in (Fig.1.5).

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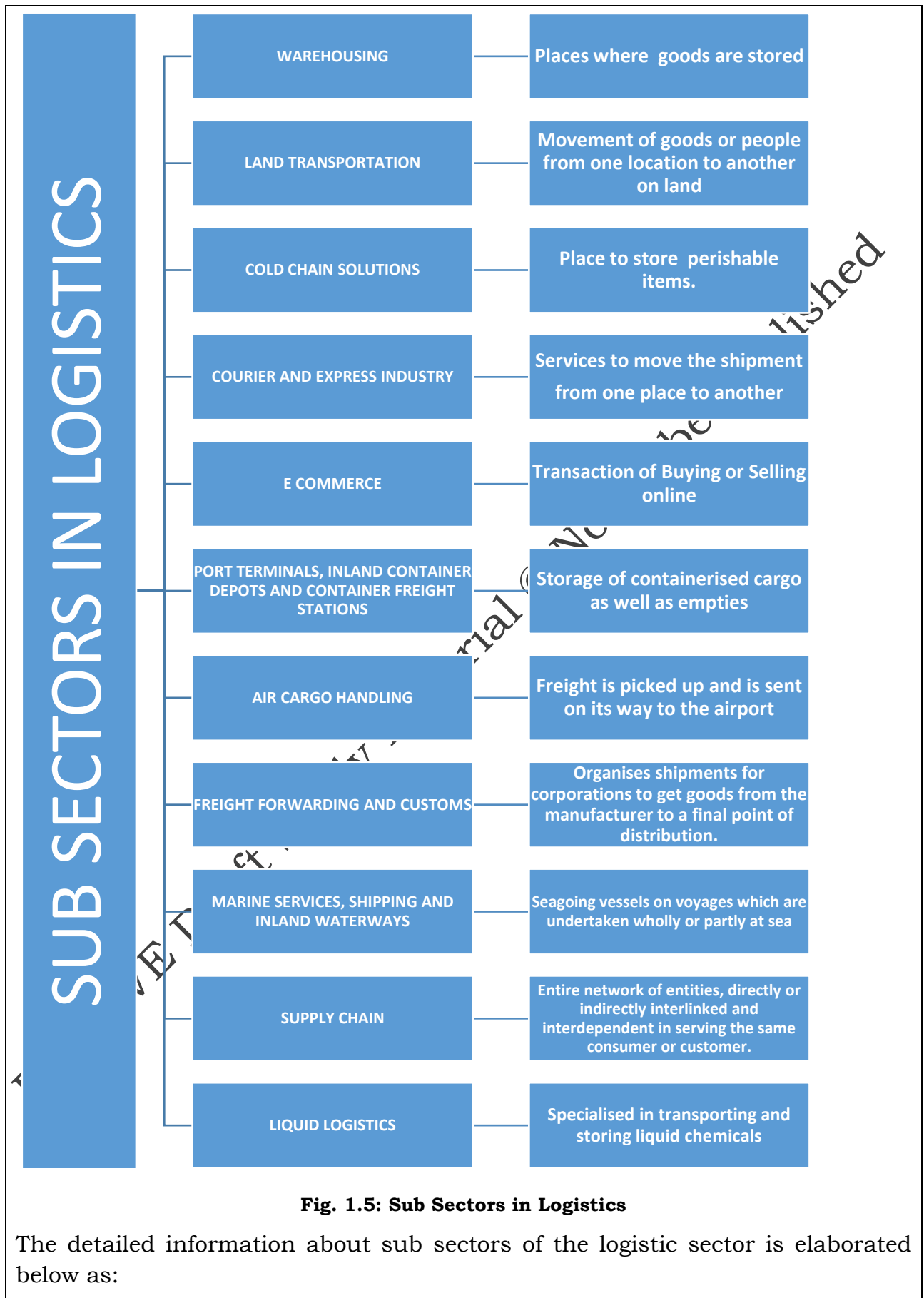


Fig. 1.5: Sub Sectors in Logistics

The detailed information about sub sectors of the logistic sector is elaborated below as:

1. Warehousing - Storage and Packaging (including tertiary packaging)

Warehousing is the act of storing goods that will be sold or distributed later. While a small, home-based business might be warehousing products in a spare room, basement or garage, larger businesses typically own or rent space in a building that is specifically designed for storage (Fig.1.6).



Fig. 1.6: Warehousing - Storage and Packaging

2. Land Transportation (including commercial vehicle drivers for cargo)

Land transport or land transportation, also referred to as ground transport or ground transportation, is the transport or movement of people, animals and goods from one location to another on land, usually by rail or road. The transportation subsector deals with consolidation of cargo, transportation and coordination of the transport network. Given the shortage of Commercial Vehicle Drivers especially in the Heavy Vehicle segment (Fig.1.7).





Fig. 1.7: Vehicles used in Land Transportation

3. Cold Chain Solutions

A cold chain or cool chain is a temperature-controlled supply chain. An unbroken cold chain is an uninterrupted series of refrigerated production, storage and distribution activities, along with associated equipment and logistics, which maintain a desired low-temperature range (Fig.1.8).

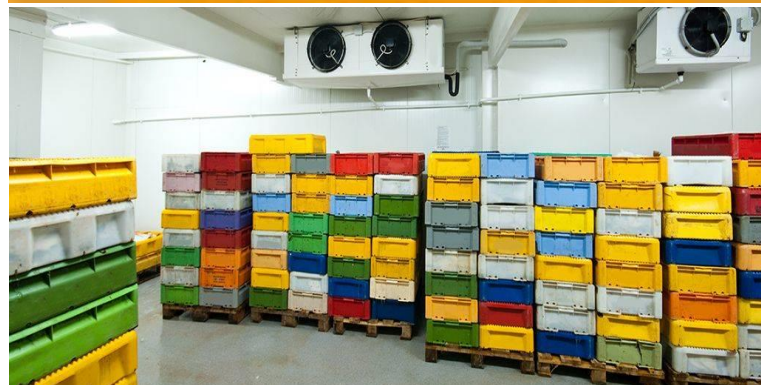




Fig. 1.8: Cold Storage and Cold Chain Solution

4. Courier and Express Industry

Couriers are distinguished from ordinary mail services by features such as speed, security, tracking, signature, specialisation and individualisation of express services, and swift delivery times, which are optional for most everyday mail services. As a premium service, couriers are usually more expensive than standard mail services, and their use is normally limited to packages where one or more of these features are considered important enough to warrant the cost (Fig.1.9).



Fig. 1.9: Courier Services

5. E - Commerce (e - logistics)

The E-Commerce is flourishing as a result of increasing internet and mobile penetration, growing acceptability of online payments and favourable demographics. E- Logistics is a dynamic set of communication computing and collaborative technologies that transform key logistical process to be customer centric by sharing data, knowledge and information with supply chain partners. Its main objective is to deliver the right products in right quantities at right place and time to right customer (Fig.1.10(a) and Fig 1.10 (b)).



Fig. 1.10 (a): E - Commerce



Fig. 1.10 (b): E - Commerce Logistics

6. Port Terminals, Inland Container Depots and Container Freight Stations

A port is a location on a coast or shore containing one or more harbors where ships can dock and transfer people or cargo to or from land. A port terminal is a place alongside navigable water with facilities for the loading and unloading of ships (Fig.1.11 (a)).



Fig. 1.11(a): Port Terminals

Inland Container Depots, otherwise known as ICDs, are dry ports equipped for handling and temporary storage of containerised cargo as well as empties. This means that hinterland customers can receive port services more conveniently closer to their premises (Fig.1.11 (b)).



Fig 1.11b): Inland Containers Depot

Container Freight Station, a facility where freight shipments are consolidated or de-consolidated and staged between transport legs. A CFS is typically located in proximity to an ocean, port, or airport, where cargo containers are transported to and from (Fig.1.11 (c)).



Fig. 1.11(c): Container Freight Station

7. Air Cargo Handling (other than tarmac side operations)

Air cargo is any property carried or to be carried in an aircraft. Air cargo comprises air freight, air express and airmail. Air cargo handlers require little formal education (Fig.1.12). Learn about the training, job duties and requirements for air cargo handling positions to see if this is the right career for you. Air cargo handlers work at airports loading and unloading baggage.



Fig. 1.12: Air Cargo and its Handling

8. Freight Forwarding and Customs:

Freight forwarding is the coordination and shipment of goods from one place to another via a single or multiple carrier via air, marine, rail or highway (Fig.1.13).

Customs Departments are the government designated authority to implement the policies related to import and export, collect customs duties and facilitate movement of people, goods, and cargo into and out of the country.



Fig. 1.13: Coordination of Freights

9. Marine Services, Shipping and Inland Waterways

Marine services are port-related activities conducted to ensure the safe and expeditious flow of vessel traffic in port approaches and harbours and a safe stay at berth when moored or at anchor (Fig.1.14).



Fig. 1.14: Marine Services at Sea Port

The term 'shipping' has evolved from its original relationship to ships and seaborne trade, to encompass any mode of transport that moves goods between two points. The implication of the extended meaning of 'shipping' is that the shipping industry has become more complex, as well as more dynamic (Fig.1.15).



Fig. 1.15: Shipping the Goods

Inland waterways are a network in the form of rivers, canals, backwaters and creeks that can be used for transportation in place of or in addition to roads and rails.

10. Supply Chain

A supply chain is the network of all the individuals, organisations, resources, activities and technology involved in the creation and sale of a product, from the delivery of source materials from the supplier to the manufacturer, through to its eventual delivery to the end user. The supply chain segment involved with getting the finished product from the manufacturer to the consumer is known as the distribution channel (Fig.1.16).

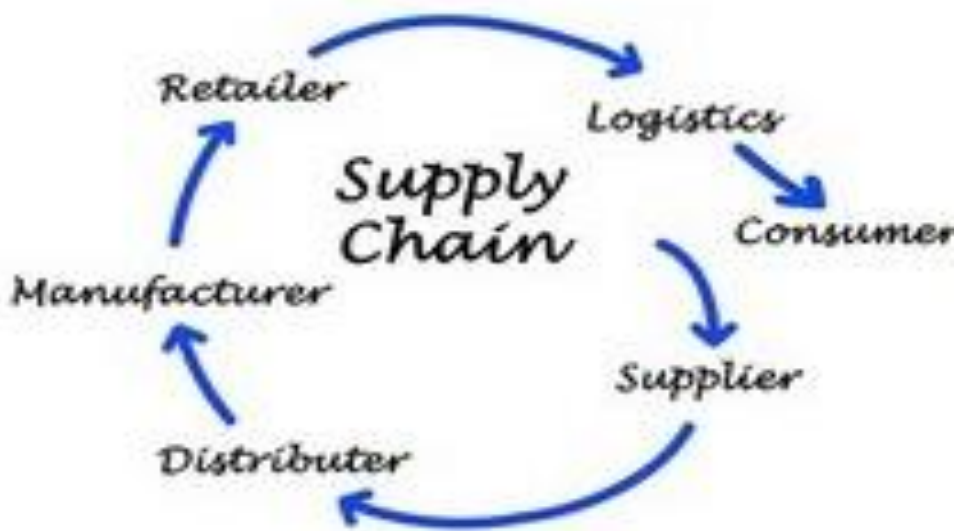


Fig. 1.16: Components of Supply Chain

11. Liquid Logistics

Liquid logistics is a specialized material-handling and transportation discipline that is used when moving liquid products through a supply chain (Fig.1.17).



Fig. 1.17: Liquid Logistics Vessels

RELATIONSHIP BETWEEN LOGISTICS WITH WAREHOUSING

Logistic is the process of planning, controlling and implementation of storage goods from the starting points and movement of the final product. Warehousing is a planned space for the handling and storage of goods and material. By storing the goods throughout the year and releasing them as and when they are needed, warehousing creates time utility.

Warehousing is holding inventory in a location. Logistics is the entire process of obtaining material from sources to putting it in the hands of users. Logistics includes transportation, information systems, warehousing and distribution, procurement, finance, performance metrics and so on.

POSITIVE RELATIONSHIP BETWEEN LOGISTICS AND WAREHOUSING

The relationship between Logistics and Warehousing is conceived as a breakeven point at which goods/services/ideas and persons can be conveyed from the place of production to the society/final consumers/customers; through many means of communication such as the use of mobile phones, the internet, and other communication pipelines. Many modes of transportation are used to move the items: trucks are used as a means of transporting products to a storage warehouse for safety, to avoid theft and exposure in certain climates.

Warehousing is a key component of logistics management and how businesses manage the transportation and storage of their inventories. Warehousing and logistics must be aligned within a firm to have a high effectiveness on overall manufacturing production as well as outbound logistics activities. The collaboration between these two functions must be utilized effectively while also maintaining high levels of synchronization in order to garner the most efficiency and effectiveness within the firm, as well as the supply chain as a whole.

DIFFERENCES BETWEEN LOGISTICS AND WAREHOUSING

Warehousing and logistics are two different aspects of similar functions within the supply chain. Warehousing is the safe storage of goods, inventory, information, etc. within a specified area or building. Logistics is the overarching principles and function of transportation, warehousing, internal movement, of the same goods, inventory, information, etc. to a manufacturing line or back to the firm from the customer (reverse logistics). Warehousing and logistics are a tandem in terms of their operational scope so ensuring these components collaborate in regards to operations is key.

CORRELATION OF SUBSECTORS

The subsectors of logistics are interrelated to each other. Each subsector is directly or indirectly interdependent. Logistics help to facilitate the goods movement from starting to the end (fig. 1.18).

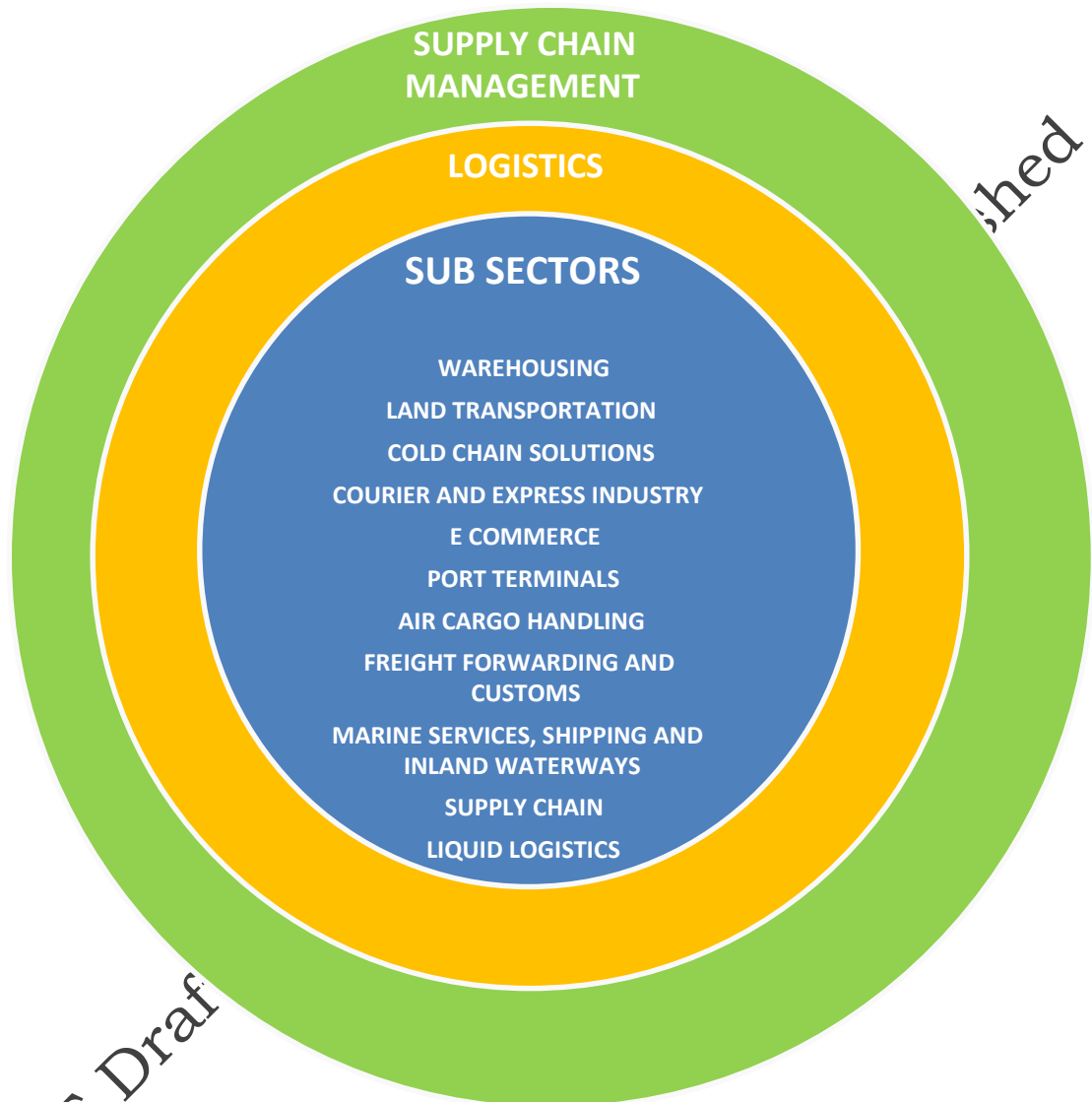


Fig.1.18: Correlation of Subsectors

Activities

Activity 1: Draw a chart containing sub sectors of warehousing industry

Material Required: Check list, Notebook, pen /pencil, drawing sheet, color pencils.

Procedure:

1. Purchase or arrange a drawing sheet

2. Collect the materials required to draw.
3. Draw a chart containing sub sectors of warehousing in a sheet.
4. Check the characteristics of sub sectors from the textbook and teacher taught in class
 - a) Scope of Operations
 - b) Market Dynamics
 - c) Technological Requirements
 - d) Labor Intensity
 - e) Value Chain Positioning
 - f) Economic Contribution
 - g) Environmental Impact
 - h) Risk Factors
 - i) Globalization and Trade
5. Ensure about your work completion
6. Discuss with the classmates in front of your teacher.
7. Handle queries asked by the classmates.
8. Incorporate the suggestions given by the friends and teachers in the class.
9. Submit the chart to the teacher.

Activity 2: Draw a chart to correlate the logistics with warehousing

Material required: Check list, Notebook, pen /pencil, drawing sheet, color pencils.

Procedure:

1. Purchase or arrange a drawing sheet
2. Collect the materials required to draw.
3. Draw a chart containing warehousing and correlate it with logistics industry.
 - a) Transportation
 - b) Inventory Management
 - c) Order Fulfillment
 - d) Distribution
 - e) Supply Chain Optimization
4. Check the characteristics from the textbook and teacher taught in class

5. Ensure about your work completion
6. Discuss with the classmates in front of your teacher.
7. Submit that chart to your teacher.
8. Teacher should display that chart in class.

Check Your Progress

A. Fill in the Blanks

1. _____ is the act of storing goods.
2. Movement of goods from one place to another is called as _____ transportation.
3. Warehouse is an important activity of _____ function.
4. A _____ cold chain is a temperature-controlled supply chain.
5. _____ is a dynamic set of communication computing technologies that transform key logistical process.
6. A _____ is a place alongside navigable water with facilities for loading and unloading of ships.

B. Multiple Choice Questions

1. Logistics is the process of
 - a) Planning,
 - b) Implementing
 - c) Controlling,
 - d) All of The Above
2. _____ is a critical element in the physical distribution of a product?
 - a) Industrial Packaging
 - b) Logistical Packaging
 - c) Both (a) and (b)
 - d) Only (a)
3. How many sub – sectors are there in logistics?
 - a) 10

- b) 20
c) 11
d) 12
4. A cold chain or cool chain is a _____ controlled supply chain
- a) Temperature
b) Monitor
c) Environment
d) None of the above
5. Air cargo comprises
- a) air freight
b) air express
c) airmail
d) All of the above

C. State Whether the Following Statements are True or False

1. Warehouse cannot store goods.
2. Supply chain and logistics are correlated with each other.
3. The term 'shipping' has evolved from its original relationship to ships and seaborne trade, to encompass any mode of transport that moves goods between two points.
4. Marine services are port-related activities
5. Customs Departments are the government designated authority to implement the policies
6. Air cargo is any property carried or to be carried in an aircraft.

D. Match the Columns

	COLOUMN A		COLOUMN B
	Transportation	A	The arrangement of goods in a specified area is known as storage material management.
2	Storage and Material Management	B	Information is shared from one person to another by using information technology tools.

3	Information	C	The physical movement of goods from one place to another is known as transportation of goods.
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E. Short Answer Questions

1. What is logistics?
2. Explain briefly about subsectors of logistics?

F. Long Answer Questions

1. What is a marine service?
2. Difference between warehousing and logistics?
3. What is difference between land logistics and liquid logistics?

G. Check Your Performance

1. Draw a chart containing list of subsectors in logistics?
2. Draw a chart containing supply chain process.

Session 3: Fundamentals of Warehousing

Any goods whether raw material or finished goods have to be stored during the course of production consumption or delivery. While going from a manufacturer to the final consumer, a product gets transferred at various levels and it has to be stored and transported from one level to another (fig. 1.19).

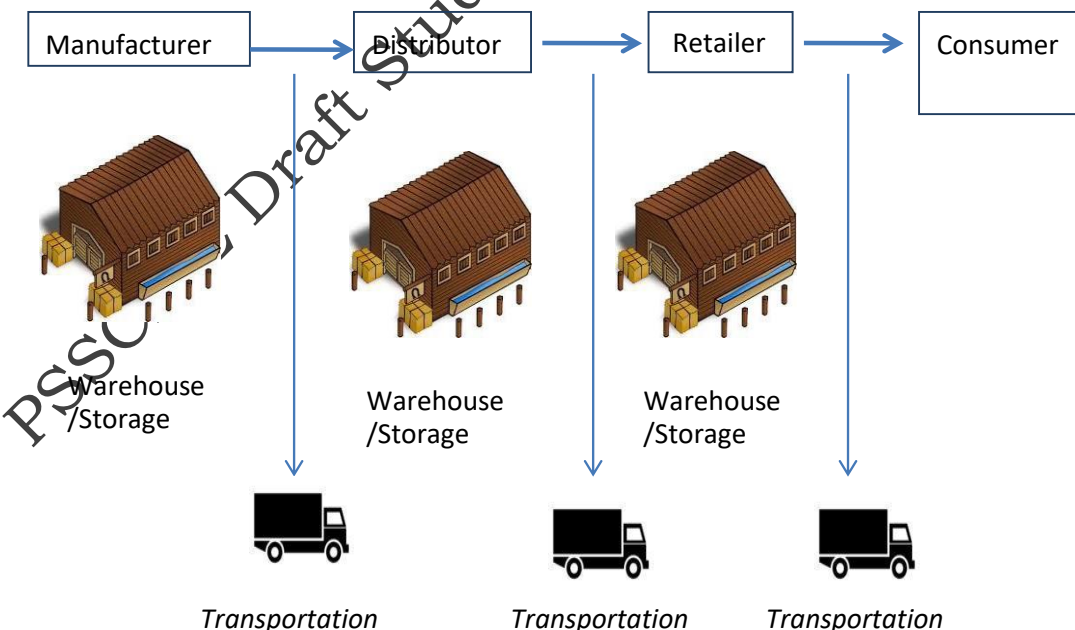


Fig. 1.19: Warehousing at Different Stages

This process of storage is termed as warehousing, and the place where the goods are stored is known as a 'warehouse'. So, we can say;

"Warehouse is a planned commercial space for well-organised storage and management of products".

"Warehousing is the process of storage, handling and management of goods in a warehouse."

Warehousing is an important function of logistics. Warehousing facility is availed by a trader, manufacturers, exporters, importers, transporters, agriculturists, etc. Thus, it can be said that warehouse provides storage solutions for number of clients having extensive range of products. There are specialised warehouses for specialised kind of products.

A place where inventories are stored is called as warehouse. Warehousing means maintaining raw material of stock, spare parts, components, fuels, work-in-process, finished goods, etc., in a convenient location and from there, retrieving the stock when required. It is the sorting of finished goods until they are sold. It is a part of development of facility structures. It is an important component of logistics as it is linked to the firm's ability to deliver the services to customer.

According to **Collins English Dictionary**, it is defined as:

"The act or process of storing large quantities of goods so that they can be sold or used at a later date."

According to **R.E Murphy**,

"Warehousing is concerned with storing function in the channel of distribution of goods".

Need of Warehousing

Storage is an essential activity for many business houses. Goods are stored to avoid sudden shortage. In order to avoid the situation such as price rise or sudden surge in demand, warehousing of goods is a good scheme. Raw material also needs to be stored for production cycle during off seasons. Thus, warehousing is needed:

- To safeguard against the condition of loss of production.
- To achieve the fundamental of mass production to reduce overall cost.
- To acquire in bulk and store instead of buying in small batches and pay more.
- To provide sufficient stock during the uncontrollable situations such as sudden price rise or variations in demand and supply.
- To maintain the availability of spares and adequate service items.
- To provide a safe storage environment to the goods with a guard from damage, deterioration and unauthorisation.
- To keep proper inventory record.

- To enhance company's goodwill with efficient warehouse handling systems.

Benefits of Warehousing

The benefits of warehousing are shown in (fig. 1.20):

- **Location advantage** – it provides a central location for storing and distributing products. This location is generally on a reasonable distance to the supplier and the buyer.
- **Storage benefits** - goods can be stored in a controlled and safe location. Even if the consumable goods are of seasonal use they can be produced during the whole year and can be stored for sale during the season of demand.

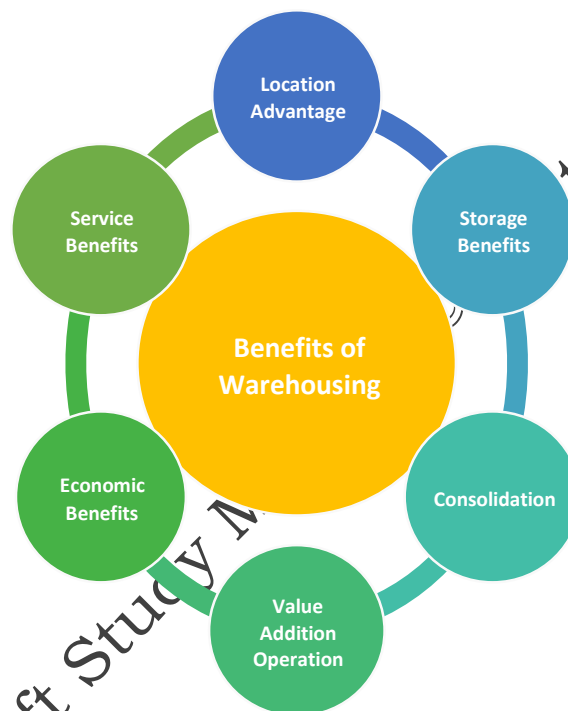


Fig. 1.20: Benefits of Warehousing

- **Consolidation** – goods from number of suppliers can be received in one warehouse and can be transported as a single bulk consignment to the buyer.
- **Value addition operation** - Value addition of the products such as packaging and labelling is also done in the warehouse to reduce the operational time.
- **Economic Benefits** - Warehouses provide economies of scale (benefit of large-scale production) to the manufacturer and buyer. This reduces their cost of operations.
- **Service benefits** - it provides a benefit of safety stocking.

Aims of Warehousing

The aims of warehousing encompass a range of objectives that contribute to the efficient management of inventory and the smooth functioning of supply chains (Fig. 1.21)

1. Storage—keeping goods in a safe and secured environment.
2. Safety—to ensure damage free and error free storage environment.
3. Utilisation of resources—for effective distribution of stored material.
4. Facing unprecedented conditions— For overcoming the situations, such as, sudden shortage of raw material.

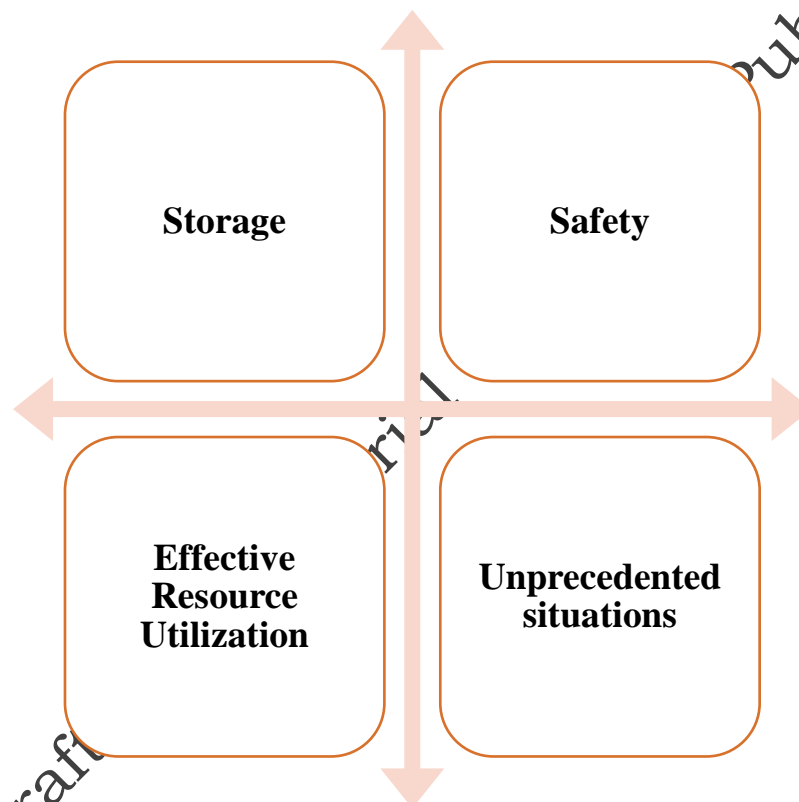


Fig. 1.21: Aims of Warehousing

PRINCIPLES OF WAREHOUSING

An effective warehousing should be based on the following principles:

1. **Utilisation of space** - Complete space in warehouse should be utilised and no space should be wasted. Vacant space in a warehouse means loss of revenue to the warehouse.
2. **Optimum stock levels** - Both excess stock levels as well as low stock levels are expensive for the warehouse. Excess stock directly means extra cost and holding less stock means case of loss of sales. Optimum quantity of stock has to be maintained.
3. **Process orders speedily** - Faster order processing of a company largely depends upon the efficient warehousing system. The process of receipt,

binning, value addition (packaging/labelling), despatch and transportation should be conducted uninterrupted and in connection with each other to avoid delays. Warehouse Management System (WMS) helps a lot in speedy processing of orders.

- 4. Timely entry-exit of products** - The time between receipt of order and delivery of goods (Turn-around Time) should be minimised so as to achieve efficiency of operation.
- 5. Control the movement and storage of material** - Accurate detailing of stock levels and the correct fulfilment of orders is an important aspect of assuring effective warehouse operations. Control and recording of stock, incoming and outgoing of cargo along with maintaining conducive storage conditions is an important principle of warehousing.
- 6. Warehousing works in a system** - Warehousing is an important aspect of the supply chain. All other aspects of supply chain, such as logistics, materials management, physical distribution work hand in hand with each other and no function can work in isolation. All components have to work together in consensus to ensure successful completion of the logistics process.

The basic motive of warehousing is to store goods. There are various other activities also like value addition, packaging, labelling, that are conducted in a warehouse. Warehousing operations involve successful completion of all allied functions along with the storage. Thus, we can say warehousing is a complete functional system. There are different types of warehouses depending upon the type of goods they store and type of facilities they offer.

JOB OPPORTUNITIES IN WAREHOUSING

Job opportunities in warehousing span a wide range of roles and responsibilities, catering to various skill sets and levels of experience. Following are the job opportunities in warehousing:

- 1. Warehouse Worker/Associate:** These employees are responsible for tasks such as receiving, storing, picking, packing, and shipping goods within the warehouse.
- 2. Forklift Operator:** These employees are responsible for operating forklifts and other material handling equipment to move goods within the warehouse safely and efficiently.
- 3. Inventory Control Specialist:** These employees are responsible for managing inventory levels, conducting cycle counts, and ensuring accuracy in inventory records.
- 4. Warehouse Supervisor/Manager:** These employees are responsible for overseeing day-to-day operations, coordinating tasks, managing staff, and ensuring compliance with safety and operational protocols.

- 5. Logistics Coordinator:** These employees are responsible for coordinating transportation, scheduling shipments, and managing documentation for incoming and outgoing goods.
- 6. Quality Control Inspector:** These employees are responsible for inspecting goods to ensure they meet quality standards before being shipped out to customers.
- 7. Maintenance Technician:** These employees are responsible for performing routine maintenance and repairs on warehouse equipment and facilities to ensure smooth operations.
- 8. Warehouse Clerk/Administrative Assistant:** These employees are responsible for handling administrative tasks such as data entry, filing paperwork, and assisting with customer inquiries.
- 9. Safety Coordinator:** These employees are responsible for implementing and enforcing safety protocols to prevent accidents and ensure a safe working environment for all warehouse staff.
- 10. Supply Chain Analyst:** These employees are responsible for analyzing data to optimize inventory levels, streamline processes, and improve overall efficiency within the warehouse.

Activities

Activity 1: Visit to a warehouse and note down fundamental aspects of warehousing.

Material Required: Checklist, Notebook, pen/pencil.

Procedure:

1. Plan a visit to a warehouse.
2. Greet the warehouse managers and executives including all who were present there.
3. Note down the activities of warehouse.
4. Understand the fundamental aspects of warehousing with the help of warehousing people.
 - a) Space Utilization
 - b) Inventory Management
 - c) Material Handling
 - d) Security and Safety
 - e) Order Fulfillment

- f) Information Management
 - g) Transportation and Logistics Integration
5. Note down the fundamentals in a note book, review with friends and finalize in consultation with the executives.
 6. Discuss the fundamentals of warehousing in the class.
 7. Ask teacher to comment on the discussion.
 8. Teacher will conclude the discussion.

Activity 2: Identify the needs of warehousing in the given situations.

Material required: Notebook, pen /pencil,

Procedure:

1. Visit at least three different types of warehouses
2. Greet the warehouse managers and executives including all who were present there
3. Request people to explain the needs of warehousing
4. Note down the needs of warehousing review with friends and finalize in consultation with the executives.
 - a) To safeguard against the condition of loss of production.
 - b) To achieve the fundamental of mass production to reduce overall cost.
 - c) To acquire in bulk and store instead of buying in small batches and pay more.
 - d) To provide sufficient stock during the uncontrollable situations such as sudden price rise or variations in demand and supply.
 - e) To maintain the availability of spares and adequate service items.
 - f) To provide a safe storage environment to the goods with a guard from damage, deterioration and un-authorization.
 - g) To keep proper inventory record.
 - h) To enhance company's goodwill with efficient warehouse handling systems.
5. Discuss the needs of warehousing in a class
6. Ask teacher to comment on the discussion
7. Teacher will conclude the discussion

Activity 3: Prepare a report on benefits of warehouse after a visit

Material required: Notebook, pen /pencil,

Procedure:

1. Arrange a group discussion in the class.
2. Student will give their views on warehouses.
3. Note down the different benefits of warehousing.
 - a) Location advantage
 - b) Storage benefits
 - c) Consolidation
 - d) Value addition operation
 - e) Economic Benefits
4. Prepare a short report on it.
5. Submit the report to the class teacher.
6. Teacher will analyses the report and write the comments.

Check Your Progress**A. Fill in the Blanks**

1. The process of storage is termed as _____ and the place where the goods are stored is called as _____
2. There are _____ warehouses for specialized kind of products.
3. Goods from number of suppliers can be received in one warehouse and can be transported as a single bulk consignment to the buyer. This is called as _____
4. The time between receipt of order and delivery of order is called as _____
2. Warehouse is an important activity of _____ function.

B. Multiple Choice Questions

1. Storage of goods is as important as
 - a) Manufacturing
 - b) Marketing
 - c) Transportation
 - d) All of the above
2. Warehouse is a planned _____ space for efficient storage.

- a) Commercial
 - b) Official
 - c) a) and b) both
 - d) None of the above
3. These are the benefits of warehousing
- a) Economic
 - b) Storage
 - c) Service
 - d) All of The Above
4. The basic motive of warehousing is
- a) Store goods
 - b) Loss Goods
 - c) Damage goods
 - d) None of the above
5. Warehousing facility is availed by a
- a) Trader
 - b) Manufacturer
 - c) Importer
 - d) All of the above

C. State Whether the Following Statements Are True or False

1. Warehouse provides storage solutions for number of clients.
2. Packing is not a function of warehouse.
3. Warehousing is an integral part of logistics.
4. Warehousing works as a system.
5. Effective resource utilization is not an aim of warehousing.

D. Short Answer Questions

1. What is warehousing?
2. Discuss the aim of warehousing?
3. What are the needs of warehousing?

E. Long Answer Questions

1. What are the various benefits attached to the warehousing process?

2. Discuss the various principles of warehousing?

F. Check Your Performance

1. Draw a chart on services of warehouse and display in the class.
2. Identify the various components of the warehouse design.
3. Demonstrate the operational steps followed in warehousing.

Session 4: Functions and Classification of Warehouses

Storage is not only the purpose of setting up a warehouse. But there are various other activities that take place in a warehouse such as security, processing, value addition like packaging etc., so, in broad terms these functions are also included in warehousing. It is very important to understand the various functions performed in the warehouse.

Following are the three **primary functions** performed in a warehouse:

<i>Storage Function</i>	<i>Movement Function</i>	<i>Information Management</i>
<ul style="list-style-type: none"> • <i>Stock of products at the warehouse</i> • <i>Order/ Consignment</i> • <i>Shipping</i> • <i>Receiving</i> • <i>Put-away</i> 	<ul style="list-style-type: none"> • Location at selected place • Rearranging goods • Relocating using transport vehicle • Receipt of goods from production place • Shifting to the warehouse 	<ul style="list-style-type: none"> • Record keeping • Documentation • Application of information technology and software for information management.

Fig. 1.22: Secondary Functions of a Warehouse

The secondary functions (fig. 1.22) of warehouse are as follows:

- 1. Protection of goods** - Protection of goods provides protection to goods against loss and damage arising due to theft, fire or mishandling.

- 2. Responsibility/liability sharing** – The responsibility of goods (damage and security of goods) is taken up by the warehouse, once the goods enter into the premises.
- 3. Processing** - Warehouse also provides processing option to the manufacturers. Certain goods have to be worked upon before final consumption such as Paddy is polished, processed foods are labeled, etc.
- 4. Checking and damage control** - Many times goods are checked for damages or maintenance in warehouse. Preventative and corrective measures are implemented accordingly on the products. Example, Anti-termite treatment on wooden products, Pest control treatment on agro-based products, and antirust coating on iron/metallic products.
- 5. Breaking the Bulk-** Goods are generally received in bulk inside a warehouse. These are distributed in small batches as and when required by the distributor. The breaking of the bulk lot into small batches is termed as 'breaking the bulk'.
- 6. Consolidation-** Small lots of goods are combined to form single big lot. Warehouses often act as a consolidation point where supplies from various suppliers are collected and combined into single lot for further transportation to a single buyer.
- 7. Identifying-** Warehouse receives goods and identify them to store at a particular location and space suitable for inventory.
- 8. Holding:** Holding of goods is a major function of warehouse. Goods received in warehouse for further transportation after some time. But sometimes due to different reasons, goods remain idle in the warehouse.
- 9. Assembling:** Warehouses often act as an assembly point where supplies from various suppliers are collected and combined into single lot for further transportation to a single buyer.

Classification of Warehouses

There are a number of ways in which warehouses can be classified. The selection of warehouse is based on consideration of several factors such as type of product, location, structure etc. ,(fig. 1.23).

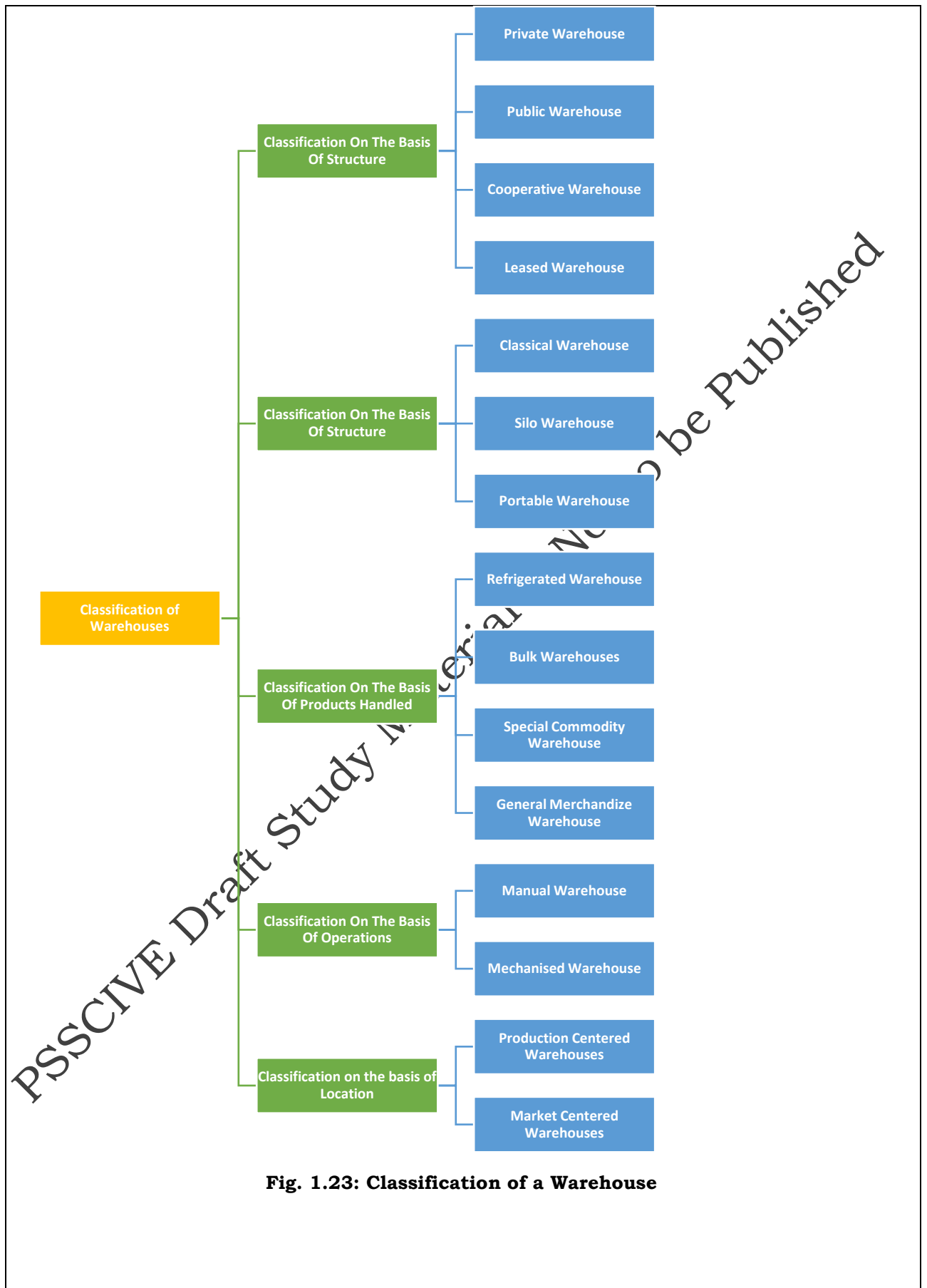


Fig. 1.23: Classification of a Warehouse

CLASSIFICATION ON THE BASIS OF OWNERSHIP

- a) **Private Warehouse:** This is a warehouse which is owned by a firm or a company. Large scale companies with large scale operations setup their own warehouse.
- b) **Public Warehouse:** These are government owned warehouses. Storage space is booked by any company or business entity and due fee is paid to the warehouse. Central Warehousing Corporation is an example of such warehouses in India. This is the best warehousing agency in India, it operates 438 warehouses across the country.
- c) **Cooperative Warehouse:** These are owned, controlled and managed by cooperative societies. These provide storage space to members on a nominal fee.
- d) **Leased Warehouse:** Leased warehouse is a warehouse which can be hired (whole premises) on lease or rent as and when required.

CLASSIFICATION ON THE BASIS OF STRUCTURE

- a) **Classical Warehouse:** It is a single building divided in rooms/sections through concrete walls. It is a common form of warehouse.
- b) **Silo Warehouse:** These are vertical units with options to store bulk items. Use of mechanical devices is highly prevalent. These are used for bulk storage of grain, cement, carbon black, coal, woodchips, food products and sawdust (fig. 1.24).



Fig.. 1.24: Modern Silo Warehouse

- c) **Portable Warehouse:** It is a type of temporary warehouse which can be built or transferred easily. Generally, it is a fabricated structure or shipping containers used for temporary storage of goods (fig. 1.125).



Fig. 1.125: A Portable Warehouse

CLASSIFICATION ON THE BASIS OF PRODUCTS HANDLED

- a) Refrigerated Warehouse:** It is a temperature-controlled warehouse specifically set up to store for perishable items. Generally processed foods, agricultural commodities, pharmaceutical products and cut flowers are stored in this type of warehouse (fig. 1.26).



Fig.. 1.26: Refrigerated Warehouse Storing cut Flowers

- b) Bulk Warehouses:** These are used to store bulk items, which are generally not packed such as wooden logs, scrap, sand, coal, grains etc. (fig. 1.27 (a) & (b)).



Fig. 1.27(a): Bulk Warehouse.



Fig. 1.27(b): Bulk Warehouse.

- c) Special Commodity Warehouse:** These are used to store specialised goods such as tobacco, cotton, wool, wheat, etc. These may be temperature and pressure controlled, depending upon the requirement (fig. 1.28).



Fig. 1.28: Specialised Tanks for Storing Natural Gas

- d) General Merchandise Warehouse:** Goods which do not require any special storage facilities are stored in these warehouses. For example: tires, rubber mats, etc., it has racks or shelves for stacking items or it can have a big hall for storing goods (fig. 1.29).



Fig. 1.29: General Merchandise Warehouse

CLASSIFICATION ON THE BASIS OF OPERATIONS

- a) **Manual Warehouse:** This warehouse uses manual handling of goods. Manpower rather than machines is used in this warehouse. Thus, the time and cost of operations is high.
- b) **Mechanised Warehouse:** This warehouse uses machines for handling and storage operations. Cranes, forklift trucks, conveyer belts and mechanical movers are used in place of man power (fig. 1.30).



Fig. 1.30: Production Centered Warehouse

Classification on the basis of Location

a) Production Centered Warehouses: These are positioned near the production facility. These are usually used to store raw materials, spares and intermediate supplies (fig. 1.31).

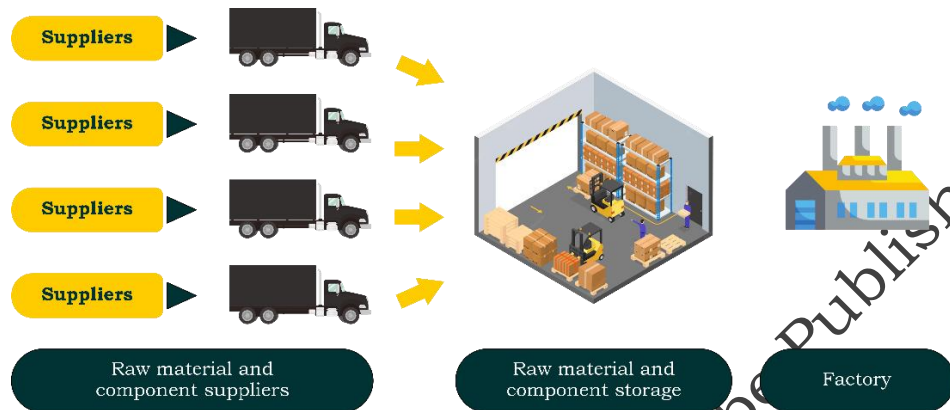


Fig. 1.31: Production Centered Warehouse

b) Market Centered Warehouses: These are located near to the market area or distribution centers. These are generally used to store final products and spares for after sales service (fig. 1.32).



Fig. 1.32: Market Centered Warehouse

Features:

1. Processing, packaging and shipping orders accurately.
2. Inspecting products related to defects and damages.
3. Examining incoming and outgoing shipments.
4. Organising and maintaining inventory.
5. Organising warehouse space.

6. Receiving, unloading and placing incoming inventory items appropriately.
7. Checking, verifying and filling customer invoices.
8. Abiding by all company safety and hygiene regulations.
9. Contributing ideas on ways to improve or optimise warehousing procedures.
10. Keeping warehouse clean and organised daily.

WAREHOUSE CLAIMS COORDINATOR

The claims coordinator is responsible for receiving notices of injury from employees and serves as the liaison between an injured employee and SORM. The claims coordinator is responsible for submitting the required injury reports and notices to SORM and collecting statements from witnesses.

DUTIES OF WAREHOUSE CLAIMS COORDINATOR

The duties of a warehouse claims coordinator typically involve managing and overseeing the process of filing and resolving claims related to damaged, lost, or delayed shipments. Here's a breakdown of the responsibilities commonly associated with this role:

- 1. Receiving Claims:** Receiving and reviewing claims submitted by customers, carriers, or other stakeholders regarding damaged, lost, or delayed shipments.
- 2. Necessary Documents:** Ensuring all necessary documentation, such as proof of delivery, inspection reports, and photographs, is provided with each claim.
- 3. Documentation and Record Keeping:** Maintaining accurate records of all claims received, including relevant details such as claimant information, shipment details, and the nature of the claim.
- 4. Investigation and Evaluation:** Investigating the circumstances surrounding each claim to determine its validity and assess liability.
- 5. Communication:** Liaise with internal stakeholders, such as warehouse managers, customer service representatives, and logistics personnel, to gather information and coordinate claim resolution efforts.
- 6. Claim Resolution:** Collaborating with relevant parties to negotiate settlements and resolve claims in a timely and satisfactory manner.
- 7. Reporting and Analysis:** Preparing regular reports on claim activity, including claim volumes, trends, and resolution outcomes.

8. Compliance and Regulatory Requirements: Ensuring compliance with applicable laws, regulations, and industry standards governing the handling and resolution of claims.

9. Customer Service: Providing responsive and professional customer service to claimants, addressing inquiries, concerns, and requests for updates in a timely and courteous manner.

RESPONSIBILITIES OF WAREHOUSE CLAIMS COORDINATOR

The responsibilities of a warehouse claims coordinator revolve around managing and resolving claims related to damaged, lost, or delayed shipments. Following are the responsibilities of Warehouse Claims Coordinator:

1. Receiving and Processing Claims: Receiving and documenting claims submitted by customers, carriers, or other parties regarding damaged, lost, or delayed shipments. They also review claim submissions to ensure all required information and documentation are provided.

2. Documentation Management: Maintaining organised and accurate records of all claim-related documentation, including claim forms, supporting evidence, correspondence, and settlement agreements. Ensuring proper documentation is stored and archived in compliance with company policies and regulatory requirements.

3. Investigation and Assessment: Investigating the circumstances surrounding each claim to determine the cause and extent of the loss or damage. Gathering evidence, such as photographs, inspection reports, and shipment tracking data, to support the investigation process. Assess the validity of claims and determine the appropriate course of action based on the findings.

4. Communication and Coordination: Communicating with internal stakeholders, including warehouse staff, customer service representatives, and logistics personnel, to gather information and coordinate claim resolution efforts. Liaise with external parties, such as customers, carriers, insurers, and regulatory agencies, to facilitate the resolution of claims and provide updates on claim status.

5. Claim Resolution: Negotiating settlements with claimants, carriers, or insurance providers to resolve claims in a fair and timely manner. Determining appropriate compensation or remedial actions based on the findings of the investigation and in accordance with company policies and contractual agreements.

6. Customer Service: Providing responsive and professional customer service to claimants, addressing inquiries, concerns, and requests for

updates regarding their claims. Maintain regular communication with claimants to keep them informed of claim status and resolution progress.

7. Compliance and Reporting: Ensuring compliance with applicable laws, regulations, and industry standards governing claims management. Preparing and submitting required reports on claim activity, including claim volumes, trends, and resolution outcomes, to management and regulatory authorities as necessary.

8. Continuous Improvement: Identifying opportunities to improve the efficiency and effectiveness of the claims management process, such as implementing automation tools, standardizing procedures, or providing training to staff. Proactively address root causes of claims and implement corrective actions to prevent recurrence in the future.

Activities

Activity 1: Identify the types of warehouses in a given situation

Material Required: Notepad, pen /pencil

Procedure:

1. Consider yourself to be the trader of following products
2. Take a group of six students from class give them below mention products
3. Then give them pen and notepad
4. Ask them- What type of warehouse would you use for the storage of each?
 - a. Cold drink _____
 - Write the function of above warehouse.
 - b. Sand- _____
 - Write the function of above warehouse.
 - c. Natural gas- _____
 - Write the function of above warehouse.
 - d. Garments- _____
 - Write the function of above warehouse.
 - e. Pickles - _____
 - Write the function of above warehouse

f. Newspaper - _____

- Write the function of above warehouse

5. In the end discuss all content in class.

Activity 2: Classify the goods and their respective warehouses in a given situation

Material Required: Notepad, pen /pencil

Procedure:

1. Enlist the types of goods stored in a warehouse
2. Draw a table containing various types of warehouses
3. List the goods on the basis of warehouses.
 - a) Raw Materials
 - b) Components and Parts
 - c) Finished Goods
 - d) Perishable Goods
 - e) Non-Perishable Goods
 - f) Bulk Goods
 - g) Hazardous Materials
 - h) Temperature-Sensitive Goods
4. Submit the chart to the teacher.
5. Ensure about your work completion
6. Discuss with the classmates in front of your teacher.
7. Write the conclusion of it.

Check Your Progress

A. Fill in the Blanks

1. Food and beverages are stored in _____warehouse.
2. Warehouse owned by individual companies is called as _____.
3. A private- refrigerated warehouse is a type of _____warehouse.
4. Market cantered warehouses store goods for _____.
5. _____ warehoused use labours whereas _____ warehouses use machines for handling goods.

B. Multiple Choice Questions

1. Warehouse layout is different in different warehouses:
 - a) Varies according to the types of operations performed in the warehouse
 - b) Varies according to the type of commodity handled in the warehouse
 - c) It is always same.
 - d) Both a & B
2. Warehouse layout objectives are:
 - a) Storage
 - b) Cubic capacity utilization
 - c) Protection
 - d) Both b and c
3. Following is not a part of warehousing layout
 - a) Arrival bay
 - b) Manufacturing bay
 - c) Storage bay
 - d) Shipping/departure bay
4. Natural gas is stored in
 - a) Silo
 - b) Specialty warehouse
 - c) Bulk warehouse
 - d) Refrigerated warehouse
5. Major function of warehouse is
 - a) Storage
 - b) Protection
 - c) Value addition
 - d) All the above

C. State Whether the Following Statements Are True or false

1. Silo is used for storage of grains.
2. Layout is not important for warehousing.
3. Public warehouse is owned by Government
4. Space is not a constraint for warehouse.
5. Private warehouses can be hired by any trader.

6. The warehouse is used for storage of goods.

D. Short Answer Questions

1. What do you mean by breaking the bulk?
2. Explain the concept of Assembling?
3. What is the meaning of portable warehouse?
4. Explain about refrigerated warehouse?
5. Define general merchandised warehouse.
6. What do you mean by merchandised warehouse?

E. Long Answer Questions

1. What are the characteristics of a good warehouse?
2. Discuss how Silo is different from classical warehouse.
3. Special commodities like cut flowers are stored in which type of warehouse and why?
4. Discuss in brief the classification of warehouses based on the nature of products they store.
5. What is the difference between public, private and leased warehouse?
6. How would you discriminate between market centered and production centered warehouse?

F. Check Your Performance

1. Draw a chart showing various categories of warehouse.
2. Draw a chart showing various functions of warehousing.

MODULE 2**WORK SCHEDULE AND CLAIM FORMS****Module Overview**

Warehouse Claims Coordinators are highly skilled and well trained professionals who handle claim related queries. It is a matter of utmost importance that they follow a work schedule in which they can address all the issues and queries related to claims on time, so that, pendency at their end could be minimised.

Work schedule in warehouse is often created by a manager or supervisor. In larger operations a human resources manager or scheduling specialist may be dedicated to create and maintain the schedule. A schedule by this description is sometimes referred to as workflow. A feasible system is used to ensure the workflow by scheduling specific working hours.

A claim form is a formal request to a warehouse or third party insurer asking for a payment based on the terms of the policy or contract of agreements.

Most important part of the job profile of a Warehouse Claims Coordinator is to have technical understanding of Claim forms. As there are many aspects of warehouse operations and many parties which deal with loss or theft of the stored Goods, it is expected from a coordinator to have command over the list of documents required for processing of claims and addressing queries. In case of claim, the warehouse claims coordinators facilitate the proceedings, review the claim for its validity, and then, file the record of the claim forms once it is approved/disapproved.

It is significant that the claims are addressed properly for warehouse maintenance which is a part of warehousing insurance plan to protect premises, stock, equipment and staff which are key elements to warehouse operations.

The list of form and supporting documents change with the type of claim. Claim Processing and Inspection Checklist are prepared as first step to resolve the claim, and are a part of preparation of claim resolution. Whenever there are number of queries and claims based on the factors set by organization, the claim forms are prioritized - which should be addressed first and which can wait. A warehouse claims coordinator has to file and report the reasons of pending claims so that his/her schedule includes the pendency also.

The first session describes about the Work Schedule for a warehouse claims coordinator. The second session describes types of claim forms. The third session

includes preparation of claims resolution. The fourth session describes about prioritization of claim processing.

Learning Outcomes

After completing this module, you will be able to:

- To learn how to create and manage effective work schedules to ensure that all tasks related to claim processing are completed in a timely and organized manner.
- To understand the different types of claim forms, their specific purposes, and how to accurately fill them out to ensure all necessary information is captured.
- To gain the skills to prepare for claim resolution by gathering all relevant documents, verifying details, and organizing information to facilitate a smooth and efficient resolution process.
- To learn how to prioritize claim processing based on urgency, complexity, and other relevant criteria to ensure that claims are handled in an efficient and fair manner.

Module Structure

Session 1: Work Schedule

Session 2: Type of Claim Forms

Session 3: Preparation for Claim Resolution

Session 4: Prioritization of Claim Processing

Session 1: Work Schedule

Work schedule is a statement which includes the list of employees, their location and work assigned for a day, a week or a month as per shift plan (Fig.2.1) created by manager or supervisor. Daily work schedule is usually prepared in chronological order and weekly and monthly schedules are made in alphabetic order. It records the expected start and end time of the work shifts and ensures availability of employees.

A work schedule for a warehouse coordinator is like a plan for who does what and when in a warehouse (Fig. 2.1). It helps make sure that there are enough people to do the jobs that need to be done, like moving things around, packing boxes, or loading trucks. The schedule says who works when, so everyone knows when they need to be at work and when they can take breaks. It's like having a timetable for school, but for the purpose of work in a warehouse. This helps

everything run smoothly and makes sure everyone knows what they're supposed to do.

A Work schedule necessarily include:

- Start and end time of his/her duty.
- List of claim form related queries.
- Targets which may be analysed daily, weekly and/or monthly.
- Check on the filing and recording of Claims Coordinated.

Work Schedule Weekly									
Week Beginning :			Company :				Dept. :		
Employee Name	Work Assigned	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Hours
		.../.../...	.../.../...	.../.../...	.../.../...	.../.../...	.../.../...	.../.../...	

Fig. 2.1: Work Schedule Template

NEED OF WORK SCHEDULE

Work schedule is required for successful operations at a warehouse and very much important for a Warehouse Claims Coordinator as he/she has to prioritise the claims and coordinate well to avoid pendency. Any negligence on the part of Warehouse Claims Coordinator can cost company serious financial losses and put it into legal hassles.

Work Scheduling is an important part of any business activity especially at warehouses as they are shift-based organisation (Fig. 2.2). For a warehouse accurate work scheduling helps in:

- Smooth running of warehouse operations.
- Better organisation and planning of claim activities.
- Easier tracking of performance of warehouse staff.
- Controlling labour costs, pay checks, unpaid breaks and schedule changes.
- Easy communication to warehouse staff.
- Avoiding jumbling and overlapping of works.
- Fixation of time for completion of each job.

- h) Accomplishment of more work by end of the day.
- i) Avoiding confusion in the mind of the workers on tasks.
- j) Smooth work-flow from one operation to another.
- k) Reducing supervision time since the time of completion is determined in advance.
- l) Creating baseline for future references.

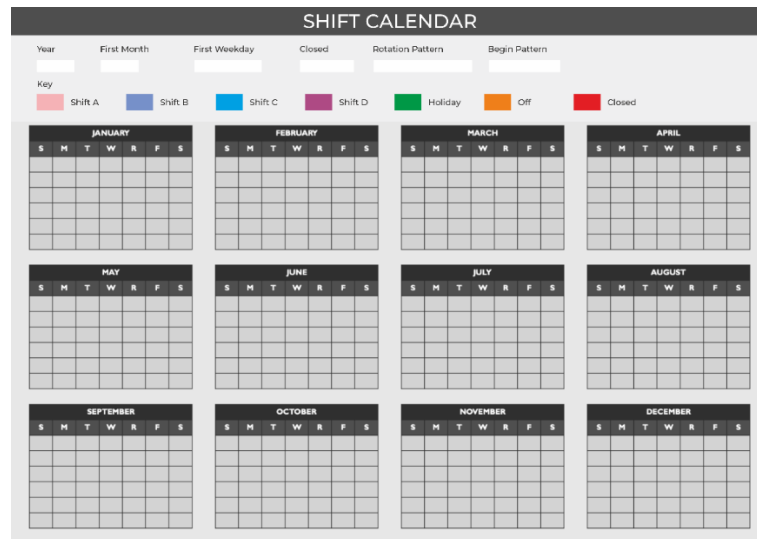


Fig. 2.2: Shift Work Calendar for the Year

Creating a work schedule for a warehouse claims coordinator involves considering various factors

such as the workload, shift timings, team size, and the nature of the claims being handled. Following are the general outline to help warehouse coordinator to create a work schedule:

- 1. Identify Workload Patterns:** It is beginning by analysing the workload patterns over different days or times of the week. This analysis will help you determine peak hours or days when more staff is required.
- 2. Define Shift Timings:** It is based on workload analysis and operational requirements, define the shift timings. For a warehouse claims coordinator, shifts may vary depending on the warehouse's operating hours and the need for coverage during peak times.
- 3. Allocate Resources:** To determine the number of coordinators needed per shift based on workload analysis and operational requirements. Ensure that there is sufficient coverage during all shifts to handle incoming claims promptly.
- 4. Consider Rotation:** If feasible, implement a rotation schedule to ensure fairness and prevent burnout among staff. This could involve rotating shifts weekly or bi-weekly.

- 5. Factor in Breaks and Rest Periods:** To ensure that the schedule includes adequate breaks and rest periods for coordinators to maintain productivity and well-being.
- 6. Communicate Expectations:** Warehouse Claims Coordinator should clearly communicate the schedule to all team members well in advance. Make sure they understand their shift timings, responsibilities, and any special instructions.
- 7. Flexibility:** Warehouse Claims Coordinator should allow for some flexibility in the schedule to accommodate unforeseen circumstances or last-minute changes. This could include having on-call staff or a system for shift swaps among team members.
- 8. Use Technology:** Warehouse Claims Coordinator should consider software or apps to streamline the scheduling process and facilitate communication among team members.

ELEMENTS OF WORK SCHEDULE

The elements of a work schedule can vary depending on the nature of the work, industry, and organisational requirements. However, a typical work schedule typically includes the following elements:

- 1. Employee Information:** This section includes basic information about the employees scheduled, such as their names, employee IDs, positions, and contact information.
- 2. Shift Dates and Times:** The schedule specifies the dates and times for each shift. This includes start and end times for each workday, as well as any breaks or meal periods.
- 3. Shift Assignments:** It indicates which employees are assigned to each shift. This could be indicated by employee names, IDs, or other identifiers.
- 4. Days Off:** The schedule should clearly designate the days off for each employee, indicating when they are not scheduled to work.
- 5. Work Locations:** For organisations with multiple locations or departments, the schedule may specify where each employee is expected to work during their shift.
- 6. Overtime Assignments:** If applicable, the schedule may indicate which employees are required or permitted to work overtime hours, as well as any restrictions or guidelines related to overtime.
- 7. Leave Requests:** Any approved leave requests, such as vacation time, sick leave, or personal days, should be noted on the schedule to ensure accurate staffing coverage.

8. Shift Rotation: For organisations with rotating shifts, the schedule may outline the rotation pattern, indicating which employees are scheduled for day, evening, night, or weekend shifts.

It consists of several other elements as discussed above. The elements of work schedule can be customised depending on the nature of business of an organisation. Some basic points on work schedule are as under:

- **Daily Work Schedules:** The smallest unit of the work schedule is the Daily Work Schedules. The authorised working times for a particular day are recorded in the daily work schedules. These times include fixed working times and flextime as well.
- **Break schedule:** At some organisations separate break schedule is also prepared which shows the break time allotted to departments/staff.
- Combination of both working days and days off (for example Monday to Friday = work; Saturday and Sunday = days off). This pattern of working and non-working days repeats itself within a fixed period of time or repeats as rotating shifts within a particular number of weeks.
- It is also assigned to a public holiday calendar so that it can be applied to a specific calendar month.

Employee Work Schedule software is now widely adopted by warehouses. In this mode a computer software or system generates the work schedule (Fig. 2.3) by applying work schedule rule to a calendar. The concrete working times for employee groupings and individual employees are based on these work schedules.

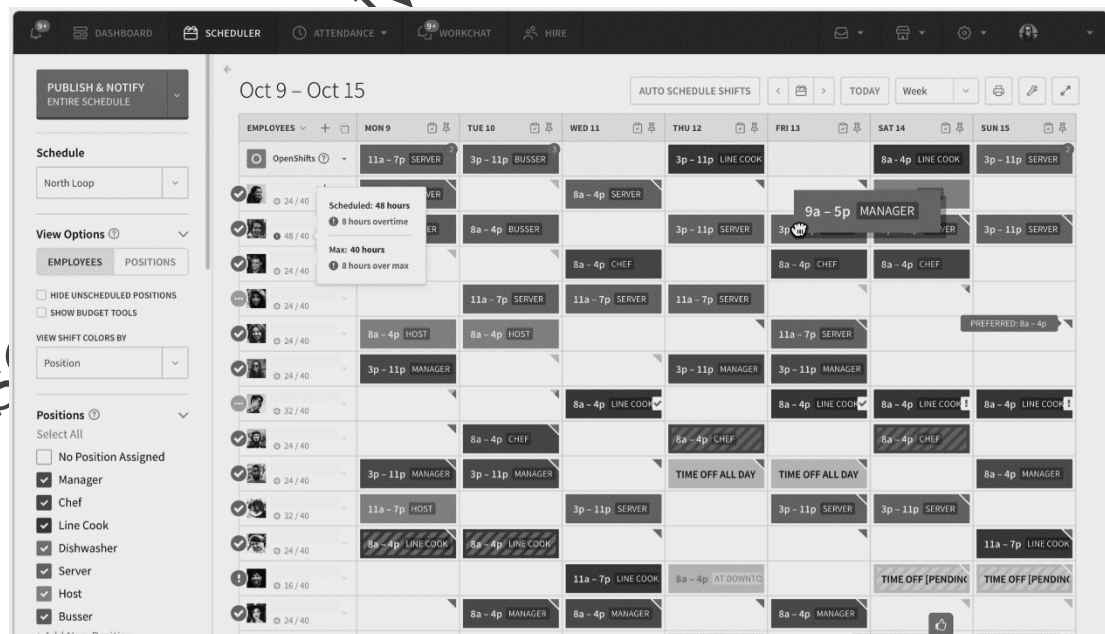


Fig. 2.3: Employee scheduling software

Some features of System based work schedule are;

- a) There is no limit of entries of numbers of employees, positions, shifts, locations and assignments for a department/organisation.
- b) Easy access to all employee information at one place.
- c) It is easy to insert an employee's photo into their employee record as well as contact information, work locations, skills, availability, and work hour limitation.
- d) From employment history such as start dates, review dates, training dates, to certification renewal dates can be included.
- e) Daily view shows all shift and time off jobs allotted to each employee for each day in the specified period.
- f) Shift view shows employee staffing for each shift along with reporting summary for each job position.
- g) Calendar view presents work and time off assignments for each employee in a department similar to a calendar or monthly planner.
- h) Task view shows all task assignments in a shift.

The biggest benefit of using a computer or system enabled work schedule is that best employees for shifts based on availability, labour cost, work hour limits or other criteria can be selected by watching track record any time of the day. Thus preparation of work schedule gives clarity about the daily assignments which needs to be done by a warehouse claims coordinator and improves productivity of entire system.

Activities

Activity 1: Preparation of a Chart to Recognize Work Schedule.

Material Required: Internet connection, colored drawing sheets, colored pencils/sketch pens.

Procedure:

1. Divide class in four groups.
2. With the help of websites of warehouses find out the format of work schedules followed by different organisations.
3. With the help of material provided to you, prepare an attractive chart mentioning the elements of the Work Schedule followed by particular organisations.
 - a) Work Hours
 - b) Breaks
 - c) Shift Rotation

- d) Overtime
 - e) Holidays
 - f) Paid Time Off (PTO)
 - g) Remote Work Options
4. Mention the advantages of the work schedule.
 5. Discuss the learnings within group.
 6. Present your chart in the class.
 7. Exchange information from other groups.
 8. Conclude the activity by mentioning the learnings from the activity.

Activity 2: Perform Role-Play - Creating a Work Schedule

Materials Required: Whiteboard or chart paper, Markers, Printed copies of Fig. 2.1 and Fig. 2.2 (optional), Pens/pencils.

Procedure:

1. Divide the class into small groups, assigning each group a role: warehouse claims coordinators, warehouse managers/supervisors, and warehouse staff.
2. Provide each group with a copy of Fig. 2.1 and Fig. 2.2 to reference during the activity.
3. Instruct the warehouse claims coordinators to identify workload patterns, define shift timings, allocate resources, and consider rotation, breaks, and communication methods.
4. Instruct the warehouse managers/supervisors to oversee the scheduling process, ensure fairness, and provide guidance as needed.
5. Instruct the warehouse staff to review and provide feedback on the proposed work schedule.
6. Allow the groups to collaborate and create a work schedule for the warehouse claims coordinator position.
7. Encourage discussion and negotiation among the groups to address any conflicting scheduling preferences or concerns.
8. Remind students to consider factors such as workload, shift timings, team size, and nature of claims.
9. Student's should submit their script to their teacher.

Check Your Progress

A. Fill in the Blanks

1. Work schedule is also called _____.

2. A _____ schedule is usually prepared in a chronological way.
3. A weekly or monthly schedule is usually ordered _____
4. At warehouses work schedule is often created by a _____
5. The _____ management can indicate the number of working employees at a certain time period.

B. Multiple Choice Questions

1. Which of the following is NOT a benefit of using a work schedule for a warehouse claims coordinator?
 - a) Ensuring availability of employees
 - b) Reducing supervision time
 - c) Increasing confusion among workers
 - d) Controlling labour costs
2. What is the primary purpose of creating a work schedule for a warehouse claims coordinator?
 - a) To increase legal hassles for the company
 - b) To ensure smooth running of warehouse operations
 - c) To reduce the number of tasks assigned to coordinators
 - d) To decrease employee productivity
3. What is one factor to consider when defining shift timings for warehouse claims coordinators?
 - a) Employee IDs
 - b) Weather conditions
 - c) Operational requirements
 - d) Employee hobbies
4. Which element of a work schedule specifies where each employee is expected to work during their shift?
 - a) Shift Dates and Times
 - b) Days Off
 - c) Work Locations
 - d) Special Instructions
5. Which feature is NOT associated with system-based work schedules?
 - a) Limit on the number of entries

- b) Easy access to employee information
- c) Manual scheduling of tasks
- d) Selection of best employees based on criteria

C. State Whether the Following Statements Are True or False

1. Calendar view in work schedule software shows all task assignments in a shift.
2. Shift view shows employee staffing for each shift along with reporting summary for each job position.
3. Break Schedule reflects summary of breaks allotted to staff.
4. The smallest unit of the work schedule is the Weekly Work Schedules.
5. Work schedule helps in smooth running of warehouse operations.

D. Match the Columns

	Column A		Column B
1	Calendar view	A	Employee staffing for each shift along with reporting summary for each job position.
2	Shift view	B	All shift and time off jobs allotted to each employee for each day in the specified period.
3	Daily view	C	Shows all assignments in a Shift.
4	Task view	D	Similar to a monthly planner.

E. Short Answer Questions

1. What is a work schedule?
2. Explain the need of work schedule.
3. State the elements of work schedule.

F. Long Answer Questions

1. What are the features of work schedule of a warehouse claims coordinator?

G. Check Your Performance

1. Give presentation on the chart prepared explaining the format of work schedule of organisation selected by you.
2. Demonstrate the components of work schedule prepared by your school or any nearby office mentioning key elements covered in the schedule.

Session 2: Type of Claim Forms

A claim form is an official document which is used to request an amount of money or compensation of damaged or stolen/missing goods when a warehouse customer thinks they owe it from the warehouse. Here, the important point is that the requestor (Claimant) may have a legal right to claim for his/her compensation as per the contract or agreement made with the warehouse before the commencement of business activities.

So, it is said that a claim form is a formal request to a warehouse asking for a payment based on the terms of the contract or agreements. In case of claim the warehouse claim coordinator facilitates the proceedings, reviews the claim for its validity and then files the record of the claim forms once it is approved/disapproved.

NEED OF CLAIM FORM

Claim forms are the basic document or backbone of claims department. Without them it is not possible to address any claim. It serves several important purposes in various contexts, including insurance, legal, and administrative processes. Need of claim forms can be given in the following points:

- 1. Documentation:** Claim forms provide a standardised format for documenting details related to a claim. This documentation is essential for maintaining accurate records and facilitating communication between parties involved in processing the claim.
- 2. Information Gathering:** Claim forms gather essential information about the claimant, the nature of the claim, and any relevant circumstances surrounding the claim. This information helps assess the validity of the claim and determine the appropriate course of action.
- 3. Verification:** Claim forms often require claimants to provide supporting documentation or evidence to verify the validity of their claim. This verification process helps prevent fraudulent claims and ensures that claims are processed fairly and accurately.
- 4. Legal Compliance:** In many cases, filing a claim requires adherence to legal or regulatory requirements. Claim forms help ensure compliance with these requirements by capturing necessary information and documentation in a standardised format.
- 5. Efficiency:** Standardised claim forms streamline the claims process by providing a structured framework for submitting and processing claims. This efficiency benefits both claimants and those responsible for reviewing and adjudicating claims.

- 6. Communication:** Claim forms serve as a means of communication between claimants, insurance companies, government agencies, or other entities involved in the claims process. Clear and concise documentation provided on claim forms helps facilitate effective communication and reduces the likelihood of misunderstandings or disputes.
- 7. Record-Keeping:** Completed claim forms become part of the official record of the claim, which is important for record-keeping and audit purposes. These records may be needed for future reference, analysis, or legal proceedings related to the claim.
- 8. Decision Making:** Information collected on claim forms informs decision-making processes related to the handling and resolution of claims. This includes assessing liability, determining coverage, calculating damages, and issuing payments or benefits.
- 9. Customer Service:** Providing claim forms to claimants demonstrates a commitment to customer service by offering a clear and accessible process for initiating and resolving claims. Clear instructions and guidance on claim forms can also help alleviate any confusion or frustration experienced by claimants.
- 10. Risk Management:** By documenting claims in a systematic manner, claim forms support risk management efforts by identifying trends, patterns, or recurring issues that may require further investigation or mitigation measures.

ELEMENTS OF CLAIM FORM

Elements of the claim form (Fig. 2.4) typically includes the following fields which need to be completed by claimant. The form may vary depending on industries but these are some of the main components.

- 1. Date & time:** This provides information about the date and time the claim was made by the claimant and used to check if it is made within the specified time.
- 2. Claimant claim number:** This is a unique reference number allotted to the particular claim and provides information of the progress of the claim at various stages. It is allotted by the warehouse for the internal systems.
- 3. Address and details of Shipper/Transporter:** This section provides the information of the transporter or the shipper of the goods. It also includes all the details of the shipment and delivery receipts and delivery records which help to identify the shipment and all relevant details related to its receipt.

- 4. Address and details of Claimant/Requestor:** This helps to know all the details of the claimant such as name, address, contact numbers, email address, etc.
- 5. Address and details of Warehouse (Consignee):** This helps to know all the details of the Warehouse such as name, address, contact numbers, email address, etc.
- 6. Remittance details of the Claimant/Representative:** This section provides details of the claimant or the representative such as bank account, name of bank, IFSC code, etc. to make payments if the claim is settled in cash instead of goods.
- 7. Reason of claim:** This section provides information about the reason whether it is a damage claim or missing claim or loss of goods claim.
- 8. Details of damaged or missing goods:** This section gives details of the damaged/missing goods with quantity and condition of the goods and a value of those goods.
- 9. Supporting document of evidence or the information provided:** This section provides the supporting documents such as documents which provide valuation of goods, documents detailing the occurrence of damage or theft, documents detailing the condition of damaged goods, transportation documents and any other documents of the claimant's identity.
- 10. Signature and contact details of claimant or representative:** The form is signed by the claimant along with his/her details and designation.

Claim and Pre-approval

WarehouseMoney

You can make a claim online on your Warehouse Money Health Insurance Policy. Go to www.wmhealth.co.nz for more information.

1 About your policy

Policy number

Contact details

Name:

Phone: ()

Mobile: ()

Fax: ()

Email:

Address details

Street/Box number:

Street name:

Suburb:

Town/City:

Postcode:

Please answer the applicable sections fully before you date and sign this form. If you need assistance in completing this form please phone us on **0800 801 810** or visit wmhealth.co.nz

1.1 Please tick one of the boxes below, indicating what type of health claim you are making

- Pre-approval request** for surgery, private hospitalisation, chemotherapy, radiation therapy, diagnostic investigation (including CT and MRI) and/or specialist consultation. (Please complete sections 1.0, 2.0, 3.0, 3.1 and 6.0) (PAF)
- Payment request for a claim that has been pre-approved.** Please attach the Pre-approval letter to the invoices and submit or supply pre-approval number here: and complete sections 1.0, 4.0 and 6.0 (HCFD)
- Payment request for a claim that has NOT been pre-approved** for surgery, private hospitalisation, chemotherapy, radiation therapy, diagnostic investigation (including CT and MRI), and/or specialist consultation. (Please complete sections 1.0, 2.0, 3.1, 4.0 and 6.0) (HCFUS)
- Payment request** for GP, dental, optical or other **medical expenses.** (Please complete sections 1.0, 4.0 and 6.0) (OHCF)
- Payment request** for a specialist consultation (not related to surgery). (Please complete sections 1.0, 3.1, 4.0 and 6.0) (OHCF)

Note: For pre-approvals, please ensure your GP referral and specialist letter are attached. Please note there will be a delay in processing your claim if all relevant sections are not completed.

2 About your claim (to be completed by the patient)

Name of patient (insured person): Date of birth:

Proposed treatment/operation/diagnostic investigation:

Proposed length of hospital stay (number of days): Day stay? Yes No Proposed date:

Do you have any other insurance policy you could claim against? Yes No (If yes, give details, including policy number)

Note: You must attach a copy of your specialist consultation letter and the quotation for the treatment/operation/diagnostic investigation.

3 About the pre-approval cost

Note: please attach quotes obtained.

Treatment/operation/diagnostic investigation costs as quoted by your specialist

Provider/service	Cost	Name of Hospital and Specialist
Specialist	\$	
Anaesthetist	\$	
Radiology (i.e. MRI scan, CT scan)	\$	
Prosthesis	\$	
Hospital costs	\$	
Other	\$	
Total procedure cost	\$	

PG 1 OF 4

3.1 Medical report (to be completed only by your usual family doctor, GP, dentist or optometrist)

- Please attach a copy of the Referral Letter to the Specialist
 Please also attach any supporting documentation stating when symptoms or signs of this health condition first became apparent to you

Current doctor's details

Doctor's name:
Phone: ()
Fax: ()
How long have you attended him/her?

Previous doctor's details (if known)

Doctor's name:
Phone: ()
Fax: ()
How long did they attend him/her?

Current doctor's address details

Street number and name:
Suburb:
Town/City:
Postcode:

Previous doctor's address details

Street name and number:
Suburb:
Town/City:
Postcode:

Patient details

Patient's surname:	Given name(s):
--------------------	----------------

What is the underlying health condition that made the surgery/treatment/diagnostic necessary?

What was the date the patient first noted the symptoms?

What was the date the patient first sought investigation or medical advice?

Please provide details of any subsequent consultations/investigation/treatment/surgery including dates. (Please provide copy of GP referral letter and first consultation letter)

If the patient has required surgery/treatment/investigations for this or a similar condition before, please provide details including dates.

Please attach a histology report if applicable, regarding the above health condition. Attached

Is this condition ACC related? Yes No (Please attach the ACC Acceptance/Decline letter)

Signature

Authorised signature
Family doctor/GP, dentist or optometrist

Doctor's full name

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Date

Signature

6 Important information and declaration (to be completed by the policyowner(s) and the patient)

Duty of Disclosure
You and anyone else named in this claim form must tell us everything you know (or ought to know) which would influence the decision of a prudent insurer whether to accept this claim, and if so, on what terms. When in doubt, disclose.

Privacy Act 1993 and Health Information Privacy Code 1994
nib is collecting information about you or anyone named in this form to evaluate, administer and assess your benefits. We may be required to collect information from or disclose an insured person's personal information to:

- Other nib companies
- TW Financial Services Operations Limited or its related companies
- Health service providers including private health insurers, recognised private hospitals and public hospitals, doctors and medical specialists, and professional medical authorities, including the ACC and the Ministry of Health
- Our contractors and service providers performing services including (but not limited to) legal services, mail house services and product development services
- Our existing and future strategic partners in respect of co-branded covers and services.

You have the right to access and correct your personal information under the Privacy Act 1993 and the Health Information Privacy Code 1994. If you believe that any personal information we hold is not accurate, complete or up-to-date, you should contact us immediately. The information is being collected and held by nib whose contact details are set out at the bottom of this page.

All information is true and correct
Each policy owner and insured person signing below declares that all information given by them is true, correct and complete. If it is not, we may, at our discretion, cancel this policy from the commencement date, effective date or join date (as applicable). If we cancel this policy, any premiums paid may be retained by us. If we have already made any claims payments, we may recover these from the policyowner. If you have provided information on behalf of another person, you confirm that you are authorised to do so.

Signature
Before signing please ensure that you have answered all the questions and have read and understood the 'important information and declaration' above.
Note: For patients under the age of 16, this form should be signed by their parent/legal guardian.

Full name of patient	Date	Signature
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>
Full name of policyowner (if different to the patient above)	Date	Signature
<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/>

6.1 Important reminders

- Please ensure you have completed all the relevant sections, and signed and dated section 6.0.
- Please note that completion and submission of this form is not an acceptance of your claim.

WMH/CF/09-15

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Please send this form to: nib nz limited, PO Box 91 630, Victoria Street West, Auckland 1142, Phone: 0800 801 810, Email: claims@wmhealth.co.nz

PG 4 OF 4

Fig. 2.4: Claim Form

Source: <https://shorturl.at/luDR4>

TYPES OF CLAIM FORMS

There are many types of Claim Forms used in warehouse processes. Some of them are:

- 1. Goods Insurance Claims Form/Liability Forms:** Goods or legal liability Claim forms (Fig. 2.5) means that if the warehouse operator is negligent in taking care of the customer's goods the insurance service directly pays the

customer for the loss incurred. As warehouse owner's legal liability policy only pays a customer if the warehouse operator has been negligent in caring for a customer's goods.

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.						
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER Eastern States Insurance Agency, Inc. 50 Prospect St. Waltham MA 02453		CONTACT NAME PHONE (A/C, H/S, Ext): 781-642-9000 FAX (A/C, H/S): E-MAIL: ADDRESS: PRODUCER CUSTOMER ID#:				
INSURED Customer's Name & Address		INSURER(S) AFFORDING COVERAGE INSURER A: Insurance company name INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:		NAIC #		
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
TYPE	TYPE OF INSURANCE	AGGREGATE	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PER <input type="checkbox"/> LOC		Insurance Policy #			EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 1,000,000 PRODUCTS - COMPROP AGG \$ 1,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		Insurance Policy #			COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
	UMBRELLA LIAB EXCESS LIAB DEDUCTIBLE \$ RETENTION \$	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below	Y/N	N/A			INDUSTRIAL TOOLS LIMITS \$ OTHER \$ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) Colvin's Inc. Named as Additional Insured						
CERTIFICATE HOLDER COLVINMA Colvin's, Inc. 185 Prospect St. Waltham MA 02453				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE		

ACORD 25 (2009/09)

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Fig. 2.5: Goods Insurance Claim/Liability Certificate

Source: Colvins (<https://shorturl.at/ftH37>)


2. Warehouse Insurance Claim Forms: Warehouse Maintenance requires claims which is a part of right warehousing insurance plan to protect premises, stock, equipment and staff which are key elements to warehouse operations. Whether extra stock is being stored, raw materials, or goods ready for distribution, warehouse insurance can protect against a variety of unforeseen events, from property damage to public liability claims. Different kind of warehousing insurance includes claim forms for:

- Property
- Contents
- Stock in Trade
- Business Interruption
- Theft & Money Insurance
- Public Liability
- Glass Breakage
- Employee Dishonesty
- Marine Transit Insurance
- Machinery Breakdown
- Management liability
- Cyber Liability Insurance
- Staff

It is the job of warehouse claims coordinator to proceed as per the clauses in the agreement.

3. Loss and Damage Claim Forms It is (Fig. 2.6) a record of a loss that has been occurred. It provides details of the commodity lost, where the loss occurred and the person responsible or the causes of loss or damage. It is also used for compiling loss claim register. Loss or damage of goods can be due to following reasons:

- a) Degradation of goods.
- b) Misplaced goods.
- c) Theft
- d) Poor or Mishandling of goods.



733 West 22nd Street
Tempe, AZ 85282
PH: 480.634.9190
Fax: 480.634.0634

LOSS AND DAMAGE CLAIM FORM

OTE Pro No.: _____ Date of Claim: _____
 PO or Ref. No.: _____ Claimant's Claim No.: _____
 This claim for \$ _____ is made against On Time Express for: Loss Damage
 Shipper: _____ Consignee: _____
 Origin City: _____ Destination City: _____
 Date Shipped: _____ Date Delivered: _____

DETAILED STATEMENT SHOWING HOW AMOUNT CLAIMED IS DETERMINED
 (Number and description of articles, nature and extent of damage, invoice price of articles, amount of claim, etc. Include serial numbers, full description and value) **All discounts, allowances, and salvage must be shown**

	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
	\$ _____
Total Amount Claimed:	\$ _____

The following documents have been submitted in support of this claim (check all that apply):

<input type="checkbox"/> Replacement Parts Invoice (if applicable)	<input type="checkbox"/> Original/Copy Bill of Lading
<input type="checkbox"/> Original Invoice from Vendor	<input type="checkbox"/> Carrier Inspection Report/Waiver
<input type="checkbox"/> Original paid freight bill	<input type="checkbox"/> Other Documents (please specify)

Notes/Remarks:

I HEREBY ACKNOWLEDGE THAT THE FOREGOING STATEMENT OF FACTS ARE CORRECT.

Claimant Signature _____ Date _____
 Claimant Name _____
 Company Name _____ Ph Number _____
 Address _____
 City _____ State _____ Zip _____

On Time Express, Inc. Cargo Claims © 2013 Page 1 of 3

Fig. 2.6: Loss Damage Claim Form at a Warehouse

Source: Arc Best (<https://arcb.com/tools/claims.html>)

4. Shipping Claim Form: It is a claim form (Fig. 2.7) which includes loss or damage during transit. It is the job of Warehouse Claims Coordinator to keep a record of:

- a) A copy of Bill of Lading.
- b) A Copy of delivery receipt.
- c) Documents supporting the value of damaged or lost goods.
- d) Documents supporting the weight of lost or damaged items.
- e) Loss damage inspection report or any other information or picture pertaining to the claim.

Cargo Loss & Damage Claim Form

Review the information on the reverse before completing this form

Date:

These Items Must Be Completed Or Your Claim Will Be Returned

Your reference # (optional):

Claim Amount \$	YRC Freight PRO # & p/u date (If unknown, attach a copy of the Bill of Lading)	
	PRO No.	P/U date

Preparer's Name:

 Shortage Damage Other (specify)

Claimant's CORRESPONDENCE (MAILING) address:

Complete ONLY if different Make Check Payable (REMIT TO)

Firm name (please print)

Firm name (please print)

Address

Address

City State Zip

City State Zip

Phone #

Fax #

Phone #

Fax #

Claimant's Email address :

Shipper

Consignee

Shipper City/State/Zip

Consignee City/State/Zip

Briefly describe what the claim represents and how the claim amount was calculated.

If the claim involves damaged goods, please check one or more of the following:

Please attach copies of:

- Damaged goods can be repaired for approximately \$
- Damaged goods can be used "as is" for an allowance of \$
- Damaged goods are available for carrier pickup.
- Damaged goods are unavailable (please explain):
- Is item New or Used?
- Other:
- Photos showing extent of damage (required for damages)

- Vendor's original invoice **REQUIRED for the original shipment** showing the price of lost or damaged goods (including the final page.)
- Vendor's original invoice for the **replacement shipment**.
- Consignee's copy of the freight bill bearing loss or damage notations.
- If applicable, please attach itemized repair bill.
- If applicable, please attach Inspection Report.
- A chargeback or debit memo is required on shortage claims.
- The weight of the goods being claimed.

FAX TO:**866-840-5691** (toll-free) or **913-905-8726****MAIL TO:**

YRC Freight
Cargo Claims
P. O. Box 7903
Overland Park, Ks 66207
Claim status available at yrcfreight.com

If you fax your claim, please do not send a copy by mail.

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The following provisions of the Bill of Lading and National Motor Freight Classification are furnished to assist claimant in determining:

- When to file a claim.
- With whom the claim must be filed.
- How to file the claim.

**Bill of Lading Contract Terms and Conditions
Section 3(b)**

As a condition precedent to recovery, claims must be filed in writing with one of the following:

- Receiving or delivering carrier.
- Carrier issuing the bill of lading.
- Carrier on whose line the loss, damage, injury, or delay occurred.
- Carrier in possession of the property when the loss, damage, injury, or delay occurred.

Such claims must be filed within nine months after the delivery of the property (or, in the case of export traffic, within nine months after delivery to the port of export); except that claims for failure to make delivery must be filed within nine months after a reasonable time for delivery has elapsed.

Suits for loss, damage, injury, or delay shall be instituted against any carrier no later than two years and one day from the day when written notice is given by the carrier to the claimant that the carrier has disallowed the claim or any part or parts of the claim specified in the notice. Where claims are not filed or suits are not instituted thereon in accordance with the foregoing provisions, no carrier shall be liable, and such claims will not be paid.

**National Motor Freight Classification
Filing of Claims (300105)**

- a. Claims in writing required. A claim for loss or damage to baggage or for loss, damage, injury, or delay to cargo will not be voluntarily paid by a carrier unless filed in writing, as provided in subparagraph (b) below, with the receiving or delivering carrier, or carrier issuing the bill of lading, receipt ticket, or baggage check, or carrier on whose line the alleged loss, damage, injury, or delay occurred, within the specified time limits applicable thereto and as otherwise may be required by law, the terms of the bill of lading or other contract of carriage, and all tariff provisions applicable thereto.
- b. Minimum filing requirements. A communication in writing from a claimant, filed with a proper carrier within the time limits specified in the bill of lading or contract of carriage or transportation, and (1) containing facts sufficient to identify the baggage or shipment (or shipments) of property involved, (2) asserting liability for alleged loss, damage, injury, or delay, and (3) making claim for the payment of a specified or determinable amount of money, will be considered as sufficient compliance with the provisions for filing claims embraced in the bill of lading or other contract of carriage.
- c. Bad order reports, appraisal report of damage, notations of exceptions on freight bills or other documents, inspection reports issued by carrier inspectors or inspection agencies, tracers, or inspection requests do not comply with claim filing requirements.

Documents Required in Support of Claims (300110)

- a. A written demand for payment, asserting carrier liability for alleged loss, damage, injury, or delay and containing facts sufficient to identify the shipment or shipments involved will constitute a claim, regardless of form, and will be required.

When claimant does not appear from the supporting documents to be an interested party, carrier will require any necessary written assignment or other proof to determine the claimant is the proper party to receive any claim payment.

- b. Claim must be supported by either the original invoice; a photographic copy of the original invoice; an exact copy thereof, or an extract therefrom, certified by the claimant or his authorized representative to be true and correct with respect to the property involved in the claim and reflecting all trade or other discounts, allowances, or deductions of any nature. When the original invoice is not submitted, such document must be made available for inspection by carrier representative upon request.
- c. When determined by the carrier to be a necessary part of the investigation, the following will be required:

1. The original freight bill and bill of lading or other contract of carriage. When claimant cannot furnish these documents, carrier may require suitable indemnity from the claimant.
2. When the property involved in the claim has not been invoiced to the consignee or where invoice does not show price or value, or where the property has not been sold but transferred at bookkeeping values only, or where property has been shipped on consignment or approval, documentation to establish destination value in the quantity shipped and certification of the correctness thereof.
3. In order to establish the full recoverable loss caused by the carriers, the original account of sale, showing the date of sale and the amounts realized on the damaged and undamaged portions, respectively, showing grade, brands, quality, variety, size, and condition, together with any deductions, allowances, and commissions, or a copy thereof certified correct over the signature of the claimant or an authorized representative thereof.
4. When shipment has received prior transportation and is reshipped from a distribution or warehousing point but has been opened and examined and contents verified as being in undamaged condition, certification thereof must be made by a person having actual knowledge of such inspection and a statement to that effect incorporated in such certification.
5. When an asserted claim for loss of an entire package or on an entire shipment cannot be otherwise authenticated upon investigation, the carrier will obtain from the consignee of the shipment involved, a certified statement in writing that the property for which the claim is filed has not been received from any source.
6. Photographs that demonstrate the nature and extent of the damage.

Note: Shipments originating in Canada are subject to the Canadian Bill of Lading Contract Terms and Conditions.

**Canadian Bill of Lading—Conditions of Carriage
Notice of Claim**

- a. No carrier is liable for loss, damage, or delay to any goods carried under the bill of lading unless notice thereof setting out particulars of the origin, destination, and date of shipment of the goods and the estimated amount claimed in respect of such loss, damage, or delay is given in writing to the originating carrier or the delivering carrier within sixty days after delivery of the goods or, in the case of failure to make delivery, within nine months from the date of shipment.
- b. The final statement of the claim must be filed within nine months from the date of shipment together with a copy of the paid freight bill.

Declared Valuations

Maximum liability shall not exceed \$4.41 per kilogram (\$2.00 per pound) computed on the total weight of the shipment unless declared valuation states otherwise (Section III, Items 9–10).

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Fig. 2.7: Shipping Claim Form

Source: YRC Logistics

Thus, we can say that it is extremely important for warehouse claims coordinator to study the need of claims in time and application of claim forms for settlement.

Activities

Activity 1: A field visit for learning the types of claim forms used in warehouse.

Material Required: Check-list to visit notes, notebook and pen/pencils.

Procedure:

1. Visit a warehouse near your location.
2. Take note of their activities, functions and keenly observe the premises.
3. Mention the appropriate option (Yes, No and give reasons/remarks after conformation with the binner).

Sl. No	Activity and Functions	Yes	No	Reasons/ Remarks
1	Do they have warehouse claims coordinator?			
2	How often they need a claim forms?			
3	List out the need of Claim forms.			
4	List out the elements of Claim forms available with them.			
5	Do they have Goods insurance/Liability claim form			
6	Do they have warehouse insurance?			
7	Have they ever claimed for warehouse insurance?			
8	Do they have loss/damage claim forms?			
9	Do they have shipping claims form?			
10	Any other type of claim form they deal with?			

4. Collect the details with the warehouse claims coordinator.

5. Prepare a chart mentioning types of claim forms and their features.

6. Discuss the chart with warehouse claims coordinator and warehouse supervisor.

7. Discuss with classmates and teacher.

Activity 1: Prepare a presentation on Understanding Claim Forms

Material Required: Printed copies of different types of claim forms (Goods Insurance Claims Form, Warehouse Insurance Claim Form, Loss and Damage Claim Form, Shipping Claim Form), Pens/pencils, Whiteboard or chart paper, Markers

Procedure:

1. Divide the class into small groups.
2. Instruct each group to examine one type of claim form provided to them.
3. Encourage students to discuss and identify the key elements and sections of the claim form, such as
 - a) date & time
 - b) claimant details
 - c) reason for claim
 - d) supporting documents, etc.
4. Invite each group to present their findings to the class.
5. As each group presents, facilitate a discussion by asking questions to clarify any uncertainties and encourage participation from the rest of the class.
6. Use the whiteboard or chart paper to list down the common elements identified across different types of claim forms.
7. Student should submit their presentation to their teacher.

Check Your Progress

A. Fill in the Blanks

1. _____ is a claim form which includes loss or damage during transit.
2. _____ is a record of a loss that has been occurred.
3. Theft & money insurance come under _____ insurance category.
4. Claimant claim number is a unique _____ allotted to the particular claim.
5. Claim forms are the _____ of claims department.

B. Multiple Choice Questions

1. Which of the following is incorrect about claim forms?
 - a) It is an official document and it may help in future for any legal matters
 - b) It includes complete information required to be produced to local police, especially in case of theft
 - c) Claim form is not required in case of damaged or missing goods
 - d) Claim form acts as a document which helps the claimant to record all his/her actions
2. Which of the following is not an element of claim form?
 - a) Address and details of shipper/transporter
 - b) Claimant claim number
 - c) Date of birth of claimant
 - d) Date and time
3. Which of the following is a type of claim form?
 - a) Shipping Claim Form
 - b) Goods Insurance Claims Form
 - c) Warehouse Insurance Claim Forms
 - d) All of the above
4. Which supporting document is mostly produced with Shipping claims;
 - a) Loss damage inspection report
 - b) Voter ID
 - c) Date of Birth Proof
 - d) Driving License

C. State Whether the Following Statements Are True/False:

1. A claim form is a personal document.
2. According to claim form a claimant may have a legal right to claim for his/her compensation as per the contract or agreement.
3. It is not necessary to produce claim forms in case damaged or missing goods are insured.
4. Address and details of warehouse/consignee is a part of claim form.
5. Insurance of stock in trade comes under shipping insurance.

D. Match the Columns

	Column A		Column B
1	Remittance details of the claimant	A	Reference number allotted to the particular claim
2	Details of shipper/transporter	B	Documents of the claimant's identity
3	Reason of claim	C	Details of the claimant or the representative such as bank account, name of bank, IFSC code, etc.
4	Supporting document of evidence	D	Whether it is a damage claim or missing claim
5	Claim number	E	Details of the shipment and delivery receipts

E. Short Answer Questions

1. What do you mean by claim forms?
2. Describe the need of claim form.
3. Explain the elements of claim form.

F. Long Answer Questions

1. Describe the types of claim forms.
2. Describe in detail elements of the claim form

G. Check Your Performance

1. Demonstrate observations and suggestions from the practical session in visit to warehouse.
2. Spell out the types of claim forms required in a warehouse in any two different situations.
3. Draw a chart containing various elements and types of claim forms.

Session 3: Preparation for Claim Resolution

A warehouse claims' coordinator is responsible for coordinating and supporting plan related to the evaluation, processing, and handling of compensation claims for the warehouse. They act as a liaison between the organisation, its insurance provider, agencies, claimants and policy holders regarding the status and eligibility for coverage for all relevant claims. He/she reviews claims to make sure that billing requirements are met, updates accounts (as necessary), answers inquiries, and makes recommendations for resolution.

LIST OF CLAIM FORMS

The Warehouse Claims Coordinator prepares a list of claims (Fig. 2.8) which is subjected to be resolved later after discussions with warehouse manager or supervisor.

Date :					
LIST OF CLAIM FORMS					
S No.	Particulars of the Claim	Claim Number	Type/Category of Claim	Insured/Not Insured	Amount Involved
1	Party A				
2	Party B				
3	Party C				
4	Party C				


Fig. 2.8: The List of Claim Forms

The list of claim forms has following fields:

- 1. Serial Number:** It denotes the number of claims made in a day. This can be compiled for a week, month and so on.
- 2. Particular of the claim:** It includes the details of the claimant - full name, contact numbers and other details.
- 3. Claim number:** It denotes the unique identification number of the claim form. It may happen if there are two claimants of the same name. In that case they will be distinguished by the claim numbers.
- 4. Type/category of the claim:** It signifies the type or category of claim whether it falls under loss or damage category, medical claims, theft or claims of warehouse insurance. For the claims of the same category the warehouse claims coordinator proceeds for preparation and desired coordination activities.

INDIVIDUAL CLAIM FORM

After preparing a list of the claim forms the warehouse claims coordinator looks at the individual claim forms (Fig. 2.9). Warehouse claims coordinator makes sure that the claim forms are handled efficiently and payment for valid claims only is made. There are certain conditions which need to be fulfilled before ascertaining a claim which may differ from industry to industry.



Customer Claim Form

CLAIMANT INFORMATION

Name _____

Address _____

City, Province, ZIP _____

Phone _____

Fax _____

Email _____

CARRIER INFORMATION

Carrier _____

Vessel / Voyage _____

Arrival Date _____

Bill of Lading _____

Container # _____

of Cartons Affected _____

Type of Damage _____

Claim Amount _____

CLAIM DESCRIPTION

Brief Description of the Incident:
Please include a brief description of the events.

Breakdown of Claim amount: Please list items/charges

OFFICE USE ONLY

MBL	Ref #
APPROVED BY	Date

I accept the above claim to be true and free of error.

Submitted by (Claimant authorized representative) _____ Date _____

Fig. 2.9: Individual Claim Form

Source: Maple Freight

Following are the steps for assessing individual forms and preparing for the claim process:

1. The claim form should have full details and no fields should be left blank.
2. In case of claims for damaged goods, the damaged goods should be produced for inspection, if required.
3. Provide the relevant quotes for repair costs and a detailed report of the reason of damage from the repairer.
4. If the goods cannot be repaired, obtain a report from a repairing firm as to why it is not repairable.
5. If the item is irreparable, obtain two quotes for replacement. Quotations for replacement must be of same style and quality to the original consignment.
6. In case of lost or stolen goods, the claim form should include details like age and purchase price for each lost or stolen item, and attach required supporting documentation.
7. Proof of ownership such as receipts, photos, manufacturers' booklets, etc. should be provided.
8. Obtain two quotes for each of the lost or stolen items. Quotations for replacement must be of same style and quality to the original consignment.
9. Obtain a police acknowledgement of lost property report, quoting the police reference number in case of stolen goods.

10. This final step is for evaluation of the form and checking the supporting documents. It can be understood in (Fig 2.10) which shows the HDFC life claim evaluation process:

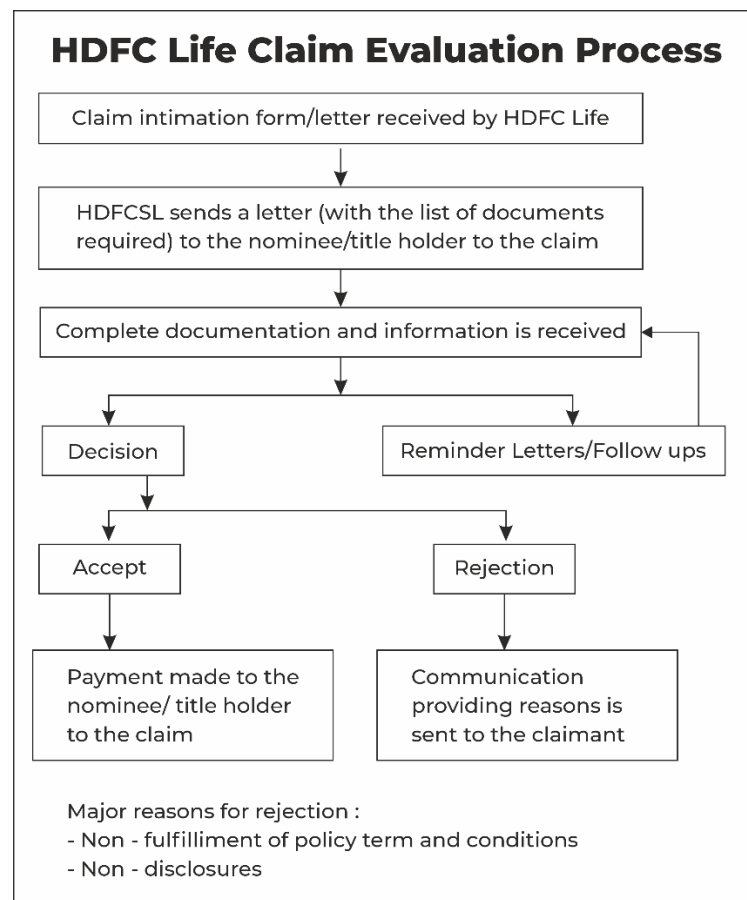


Fig. 2.10: Evaluation of Individual Claim Form

CLAIM PROCESSING CHECK LIST

After making the list of the claims and scanning the individual forms the warehouse claims coordinator checks the completeness of the documentations and any other requirements related to the claim before, further, forwarding the claim forms for the claim process. The features of the checklist may differ with the nature of warehouse operations and the category of claims.

A sample checklist is shown here as under (Fig 2.11).

After checklist, the claims are forwarded to another department. It should be noted that claims are processed as per terms and conditions applied at the time of contract or agreement.

CLAIM PROCESSING CHECK LIST
Claim Number
Claim Form Type/Category
Claim Form Title

Sl. No.	Particulars	Yes	No	N/A	Remarks
1	Supporting documents				
a.	Bill of lading				
b.	Delivery receipt				
c.	Proof of value of damaged/lost good				
d.	Proof of weight of lost/damaged good				
e.	Loss damage inspection report				
2.	Validity of claim				
3.	Potential fraudulent activity				
4.	Other services required				
5.	Communicated with claimants				
6.	Communicated with Insurers				
7.	Liaison with external experts like lawyers				
8.	Loss investigating agencies needed				
9.	Recovery of money required from party responsible for loss				
10.	Analysed the claim made with the policy				
11.	Repairs needed				
12.	Contacted Repair Agency				
13.	Claim is as per industry and company guidelines				
14.	Claim is as per quality standards				
15.	Any kind of inspection is required				
16.	Survey report submitted				
17.	Photograph of damage submitted				

18.	All the freight and duties paid				

Fig. 2.11: Claim Processing Check-List

From the (fig. 2.11) it is clear that warehouse claims coordinator prepares for claim process by checking activities against the check list and ensures:

- a) Whether necessary supporting documents are submitted along with the claim.
- b) Whether the claim is valid or not, or might have exceeded the last date or limit of the claim.
- c) Whether any fake or fraudulent activity is being indicated.
- d) Whether any other services are required, if yes, then he/she will write that in remarks column.
- e) Whether he/she has communicated with claimant and/or insurers. Without their knowledge claim process cannot be started.
- f) Whether there is any need to liasoning with external experts like; lawyers, for legal requirements.
- g) Whether any loss investigating agencies are needed against the claim.
- h) Whether any recovery of money is required from the party responsible for loss.
- i) Whether the claim is made as per policy.
- j) Whether in claim, any repair agency is required.
- k) If yes, then whether the agency is contacted.
- l) Whether the claim is as per industry and company guidelines.
- m) Whether the claim is as per quality standards.

After completion of all the above checks, the claim coordinator proceeds to the next step.

INSPECTION CHECKLIST

To prepare for this inspection checklist (Fig.2.12) is used:

INSPECTION CHECK LIST
Claim Number
Claim Form Type/Category
Claim Form Title

Sl. No.	Particulars	Yes	No	N/A	Remarks
1	Supporting documents attached required for inspection				
a.	Bill of lading				
c.	Proof of value of damaged/lost good				
d.	Proof of weight of lost/damaged good				
e.	Loss damage inspection report				
2.	Contacted quality assurance department				
3.	In-house inspection is required				
4.	Finalised the date of inspection				
5.	Third party inspection required				
6.	Third party inspection agency contacted				

Fig. 2.12: Inspection Check-list

Claim forms are checked for requirements of inspection. A warehouse claims coordinator checks for the:

- a) Need of inspection.
- b) Facility required for inspection.
- c) Communication for inspection.
- d) Any third party required to be contacted or not.
- e) If yes, whether it has contacted or not.

Thus, it is important for the warehouse claims coordinator to take responsibility about the preparation of claims resolution.

Activity

Activity 1: Perform Role-play on preparation of claim resolution.

Material Required: Check-list to visit notes, notebook and pen/pencils.

Procedure:

1. It is a group activity.

2. This role play activity is to learn the preparation of claim Resolution from the perspective of warehouse claims coordinator.
3. Divide the class in four groups.
4. One group will play the role of warehouse claims coordinator.
5. Other groups will be customers who have given claim forms to the warehouse.
6. Prepare a chart mentioning the individual claim forms, check-list and their features.

Group A	Customer	Claim for loss of goods at the warehouse and submit a claim form
Group B	Customer	Claim for damage of goods at the warehouse and submit a claim form
Group C	Customer	Claim for loss of goods while shipping and submit a claim form
Group D	Warehouse Claims Coordinator	Prepare list of claim form, claim processing check list and inspection check list for the three customers A, B and C

7. Student should submit their script to their teacher.

Activity 2: Understanding Claim Process

Material Required: Printed copies of individual claim forms, Whiteboard or chart paper, Markers, Pens/pencils

Procedure:

1. Divide the class into small groups.
2. Provide each group with a set of scenarios involving different types of claims (e.g., damaged goods, lost items, theft).
3. Instruct each group to analyze the scenarios and fill out an individual claim form for each scenario based on the steps discussed earlier.
4. Encourage students to think critically and apply their understanding of the claim process to each scenario.

(For example, students will imagine they work for a warehouse and are responsible for processing claims related to damaged or lost goods)
5. Teacher should conclude the activity by asking students to reflect on what they learned about the process of handling individual claim forms.

6. Teacher should encourage students to discuss any challenges they encountered and how they overcame them.
7. Teacher should summarize the key points covered during the activity and address any remaining questions or concerns.

Check Your Progress

A. Fill in the Blanks

1. _____ is responsible for coordinating and supporting initiatives relative to the evaluation, processing, and handling of insurance claims.
2. Warehouse claims coordinator _____ claims to make sure that billing requirements are met.
3. In list of claim forms _____ denotes the number of claims made in a day.
4. The claim form should be _____ by providing full details.
5. In case of lost or stolen goods, the claim form should include details of the _____ and _____ for each lost or stolen item.
6. The features of the checklist may differ with the _____ of warehouse operations and the _____ of claims.

B. Multiple Choice Questions

1. What is the role of a warehouse claims coordinator?
 - a) Managing inventory levels
 - b) Coordinating and processing compensation claims
 - c) Handling transportation logistics
 - d) Overseeing order fulfillment
2. What is included in the list of claim forms prepared by the warehouse claims coordinator?
 - a) Serial Number and Particulars of the Claim
 - b) Claim Number and Type/Category of Claim
 - c) Insured/Not Insured and Amount Involved
 - d) All of the above
3. What is the purpose of the individual claim form assessment process?
 - a) To identify potential fraudulent claims
 - b) To ensure all fields are filled out accurately

- c) To determine the validity of the claim and gather necessary documentation
- d) To calculate the total amount of claims processed
4. What is the function of the claim processing checklist?
- a) To verify the authenticity of supporting documents
- b) To determine the date and time of claim resolution
- c) To coordinate with external experts such as lawyers
- d) To track the progress of claim investigations
5. What is the purpose of the inspection checklist in the claims resolution process?
- a) To identify potential fraudulent activity
- b) To ensure all necessary documents are attached for inspection
- c) To finalize the date of inspection and contact third-party agencies if required
- d) To calculate the total amount of claims involve

C. State whether the following statements are true or false

- Warehouse claims coordinator is not responsible for evaluation, processing, and handling of insurance claims.
- In the list of claim forms, particulars of the claim include the number of claims made in a day.
- If the goods cannot be repaired, a warehouse claims coordinator obtain a report from a repairer as to why not.
- Claims are processed as per terms and conditions applied at the time of contract or agreement.
- Through check-list it is checked that any fake or fraudulent activity is being indicated.

D. Match the Columns

	Column A		Column B
1	Serial number	A	Includes the details of the claimant
2	Claim number	B	Loss or damage, medical claims, theft or claims of warehouse insurance
3	Type/category of the claim	C	The unique identification number of the claim form

4	Particular of the claim	D	Denotes the number of claims made in a day
----------	-------------------------	----------	--

E. Short Answer Questions

1. Describe the list of claim forms.
2. Explain the individual claim form.

F. Long Answer Questions

1. Explain claim processing check-list.
2. Explain inspection check-list.

G. Check Your Performance

1. Display a chart based on the preparation of claim resolution.
2. Prepare inspection Checklist.

Session 4: Prioritization of Claim Processing

The warehouse claims coordinator is the primary point of contact between the claimant and the agency. Claimants communicate with the claims coordinator soon after receiving the confirmation report to verify that all the information on the report is correct. Claims coordinator is responsible for conveying appropriate information and the necessary forms so that management can properly process the claims.

PRIORITIES OF CLAIM

Whenever warehouse claims coordinator receives a claim, he/she has to make sure that all the paper work is completed with documentary evidences, photographs and reports as soon as he/she starts scanning the claim forms. The following tasks and considerations comes in the priority (Fig. 2.13):

1. As soon as the issue is identified, he/she has to provide proper notice to all insurers.
2. Gather the details of the insurance policies and review the insurance provisions.
3. Review any other sort of contracts that may exist between parties.
4. Determine all potentially available coverage.
5. Based on the list of claim forms, he/she sets priority based on;

Sl. No.	Prioritising criteria
------------	-----------------------

1	What policies may be triggered?
2	What are the remaining policy limits?
3	What other claims have been made on these policies?
4	What is covered under the policy?
5	Who are all the possible insureds under the policy and are they in the claim?
6	What losses erode policy limits?
7	Which tasks are in risk of missing due dates?
8	Which claims need specialised resources?

Fig. 2.13: Prioritising criteria

In order to decide the priority, the claims coordinator decides the priority by claim analytics which is based on the urgency as figure out from the claim form.

Risk Assessment Matrix (Fig. 2.14) provides a comprehensive analytical approach to priority setting. A risk score is calculated which depends on the probability of risk associated with a claim and its impact on the continuing operations of the warehouse. It is just an example; there may be other several factors on deciding priorities.

Risk Assessment Matrix

Impact \ Probability	1	2	3
	Extremely unlikely	Likely	Extremely likely
1 Not critical	1	2	3
1 Significant	2	4	6
1 Fundamental to continuing operations	3	6	9

Impact x Probability = Risk score




Priority
 Low 
 Medium 
 High 

Fig. 2.14: Risk Assessment Matrix in Prioritising Claims

Source: Claim Analytics (<https://shorturl.at/eIHSU>)

Following points describe the risk assessment with the claims and priority decisions:

1. Priority is low when impact is not critical and probability of any risk associated is extremely unlikely.
2. Priority is medium when we have impact and probability likely.
3. High or highest priority is given to the claims in which the probability of risk is extremely likely and have highest impact fundamental to continuing operations.

FACTORS WHICH AFFECT THE PRIORITIES OF CLAIM FORM

Claim management is a core issue for the protection of insurance policyholders and hence a priority concern for the warehouse as after an agreement has been reached between the warehouse/insurer and the policyholder/claimant/beneficiary on the amount of compensation it is expected that the claims are processed within a reasonable amount of time. Following are the factors which affect the priorities of the claim:

- 1. Valuation of the Claim:** After assessment of the claim form, those claim which are of high value are given priority or loss associated with them is more. After comparing with the magnitude of the loss and price value associated with the claim the priority is fixed.
- 2. Need of Goods:** Those claims which involve the interruption in operations because of loss/damage/repair of goods are given priority.
- 3. Urgency:** Some claims are there which become urgent like medical claims, delay in that may be a life question of claimant is given priority. Warehouse claims coordinator weighs urgency factor of the claim.
- 4. Time Frame:** When all the parameters of evaluation of a claim form are at par, then the claim which is submitted first in all respects is given priority.
- 5. Validity of policy:** If the claim is made for which the insurance policy is to be valid for shorter period than other claims; then it is given priority.
- 6. Internal targets:** The claims which come under the internal targets set in the work schedule of the claims coordinator are given priority.
- 7. External factors:** For those claims in which there is high dependency on external factors, like lab reports, investigation reports, survey are prioritised based on the dependence on the external factors.
- 8. Risk:** We have seen the risk assessment matrix gives a score which is helpful in prioritising claims. There are some other risks which can be associated with the goods stored in the warehouse. For example, damaged gas cylinders for which claim are made. In such cases, the claims associated with high value of risk are given top priority.

These are the factors which affect the priority of the claim.

REASONS OF PENDING CLAIM FORMS

Despite well coordination there is pendency in some claim forms for the following reasons:

- 1. Incomplete form:** Claimant submits incomplete form by negligence or purposefully omitting few columns.
- 2. Incorrect information:** When the claim forms are checked and the information is found mismatched or not correct, they are in the pending box till clarity is received from the claimant.
- 3. Policy lapse:** Claims move to pending when there are issues with the insurance policy of the claim made. It means policy has lost its existence on papers. Filing claim for a lapsed policy won't fetch anything.
- 4. Delays in intimation:** Claim should be intimated immediately upon occurrence of loss or damage as per policy conditions. A delay in intimation can cause extension or exaggeration of loss.
- 5. Missing documentary evidence:** If proper documentary evidences are not there, like photographs, survey/investigation, reports/proof of weight/value of goods claimed, etc., then it moves to pendency.
- 6. Amount:** If the amount offered is different from the amount claimed, the insurance company or the coordinator has to explain the reason for this to the claimant/beneficiary.
- 7. Policy Clause:** When the insurance company is not accountable (by virtue of policy clauses) for meeting all or any part of the claim, it notifies the claims department of the warehouse or the claimant/beneficiary of this fact and explains why.

INCLUDING THE PENDING CLAIMS IN THE SCHEDULE WORK

Warehouse claims coordinator works on the schedule made as per instructions of warehouse manager/supervisor. The pending claims are also included in the work so that they can be addressed properly on time (Fig. 2.15).

Insurer Web Interface

Manage Buyers Account

[Search for Offsurers](#) [Requests](#) [Manage Offsurers](#) [Manage Buyers](#) [Sign Out](#)
[Edit Plans](#) [Add New Plans](#) [Support](#) [Profile](#)

Manage Buyers Account:

<input type="checkbox"/>	Buyer	View Profile	PremiumStatus	Remind	Claim Case	Claim Status	EDIT	DELETE
<input type="checkbox"/>	Buyer A		Clear	Remind	None	None		
<input type="checkbox"/>	Buyer B		Clear	Remind	None	None		
<input type="checkbox"/>	Buyer C		Pending	Remind	None	None		
<input type="checkbox"/>	Buyer D		Pending	Remind	None	None		
<input type="checkbox"/>	Buyer E		Pending	Remind	None	None		
<input type="checkbox"/>	Buyer F		Pending	Remind	Case No.123	Pending		
<input type="checkbox"/>	Buyer G		Pending	Remind	None	None		
<input type="checkbox"/>	Buyer H		Clear	Remind	None	None		
<input type="checkbox"/>	Buyer I		Clear	Remind	Case No.102	Pending		

[Previous](#) [Next](#)

Fig. 2.15: Including Pending Claims in the Schedule

Source : Slide Player (<https://shorturl.at/gruJN>)

Thus, it is extremely important for a warehouse claims coordinator to have control over the prioritisation of claim processing for efficient warehouse operations.

Activities

Activity 1: Field visit to study the prioritisation of claims processing.

Material Required: Check-list to visit notes, notebook and pen/pencils.

Procedure:

1. Visit a warehouse and discuss with the warehouse claims coordinator about the following:

Sl. No.	Activity and Functions	Yes	No	Reasons/Remarks
1	Do you set priorities of claims?			
2	Do you analyse risk associated with claims?			
3	Do you estimate valuation of claim?			

4	Do you assess urgency needs of the claims?			
5	Do you have internal targets for addressing claims?			
6	Do external factors have any impact on claim resolution?			
7	Do you experience pendency of claims?			
8	Are there any factors you can identify for pending claims resolution?			
9	Do you take action against pendency?			
10	Do you include pending claims in the work schedule?			

2. Prepare a note and show the warehouse claims coordinator.
3. Present a report in the class.
4. Discuss with teacher and other students.

Check Your Progress

A. Fill in the Blanks

1. The warehouse claims coordinator is the primary point of contact between the _____ and the _____.
2. For a claims coordinator all parties are with the same potential _____.
3. Whenever warehouse claims coordinator receives a claim he/she has to make sure that all the _____ is completed.
4. _____ provides a comprehensive analytical approach to priority setting.
5. When the claim forms are checked and the information is found _____ they are moved to pending box.

B. Multiple Choice Questions

1. What is the primary responsibility of a warehouse claims coordinator?

- a) Managing inventory levels
 - b) Coordinating and processing compensation claims
 - c) Handling transportation logistics
 - d) Overseeing order fulfillment
2. What are the priorities of a warehouse claims coordinator when receiving a claim?
- a) Valuation of the claim, need of goods, and urgency
 - b) Gathering details of insurance policies and reviewing contracts
 - c) Determining available coverage and setting priority criteria
 - d) All of the above
3. What factors affect the priorities of claim forms?
- a) Need of goods, urgency, and time frame
 - b) Valuation of the claim, time frame, and internal targets
 - c) Urgency, time frame, and policy validity
 - d) All of the above
4. Why do some claim forms remain pending?
- a) Due to incomplete forms and incorrect information
 - b) Policy lapses and delays in information
 - c) Missing documentary evidence and discrepancies in amount offered
 - d) All of the above
5. How are pending claims managed within the warehouse claims coordinator's schedule?
- a) By excluding them from the work schedule
 - b) By addressing them properly and including them in the schedule
 - c) By prioritizing them based on the nature of the claims
 - d) By delegating them to external agencies for resolution

C. State whether the following statements are true/false

1. Policy lapse cannot be a reason for pending claims.
2. Claim should be intimated immediately upon occurrence of loss or damage as per policy.
3. Priority is high when impact of risk or claim is not critical.
4. Those claims which involve the interruption in operations because of loss/damage/repair of goods are given priority.

5. Some claims are there which become urgent like medical claims.

D. Match the Columns

	Column A		Column B
1	Policy lapse	A	Insurance company is not accountable
2	Policy clause	B	Damaged gas cylinder
3	External factors	C	Medical claims
4	Risk	D	Photographs
5	Urgency	E	Policy has lost its existence on papers
6	Missing documentary evidence	F	Investigation reports

E. Short Answer Questions

1. What are the priorities of claim?
2. Explain the factors which affect the priorities of the claim.
3. State the reasons of pending claims.

F. Long Answer Questions

1. Describe the way to include pending claims in the schedule.
2. Despite well coordination there is pendency in some claim forms. Justify.

G. Check Your Performance

1. Prepare poster on the factors affecting the priorities of claim. Display the posters in the class.
2. Draw Risk Assessment Matrix.

MODULE 3**PREPARING CLAIMS****Module Overview**

The process of preparing claims entails compiling and presenting documentation to seek compensation or reimbursement for damages, losses or expenses covered under an insurance policy or warranty. This documentation usually consists of evidence like invoices, receipts, photographs and reports, which support the claim.

Effective processing of claims is essential for upholding customer satisfaction, maintaining vendor connections, and facilitating seamless warehouse operations. It aids in reducing disruptions and financial setbacks caused by inventory discrepancies or shipping mistakes. In instances involving equipment malfunction, product defects or quality issues, testing equipment assumes a pivotal role in claim preparation. The objective of examining claims is to identify any disparities, inaccuracies, or incongruities, that might be present within the claim. This careful examination aids in evaluating the validity of the claim and whether it aligns with the necessary standards or requirements.

Inspection typically entails a methodical examination and assessment of the evidence provided to gauge its trustworthiness and credibility. Pending claims may linger unresolved for numerous reasons, including delays in information gathering, complexities in claim assessment, or a large influx of claims being handled by the insurance company. Effective communication and collaboration between policyholders and insurers are vital to swiftly and equitably resolve these pending claims. Proactive management of the issues allows organisations to strengthen the dependability and efficiency of equipment inspections.

This module focuses on preparing claims which contains four sessions. The first session covers the concept of claims processing and data collection. The second session deals with the necessary equipment required for preparing claims. The third session focuses on pending claims and adjustment corrections of testing equipment. And, the fourth session imparts knowledge about the pre-inspection testing of equipment.

Learning Outcomes

After completing this module, you will be able to:

- To learn how to efficiently process claims and collect relevant data, ensuring accuracy and completeness in claim documentation and reporting.
- To develop the ability to conduct thorough inspections of claimed items, identifying any discrepancies or issues that may affect the validity of the claim.
- To acquire the skills to manage pending claims and make necessary adjustment corrections, ensuring that all claims are processed accurately and in a timely manner.
- To learn the procedures for pre-inspection and testing of equipment to verify functionality and compliance with claim requirements before finalizing the claim process.

Module Structure

Session 1: Claims Processing and Data Collection

Session 2: Inspection in Claims

Session 3: Pending Claims and Adjustment Corrections

Session 4: Pre-Inspection and Testing of Equipment's

Session 1: Claims Processing and Data Collection

The goods in a warehouse undergo various handling, movement and storage procedures. In the process, damages and/or discrepancies may occur.

‘Claim’ pertains to the procedures and paperwork involved in addressing and rectifying issues concerning damaged, misplaced, shortage or inaccurate items, quality issues or incorrect shipments within the inventory (Fig.3.1).



Fig. 3.1: Reasons for Claims in a Warehouse

CLAIMS PROCESSING: Claims processing entails a workflow comprising multiple checkpoints that each claim must successfully pass before receiving approval. Once a claim navigates through these checkpoints without encountering any issues/objections, the insurance company grants approval and proceeds with processing any applicable insurance payments.

It is carried out in steps (Fig. 3.2)

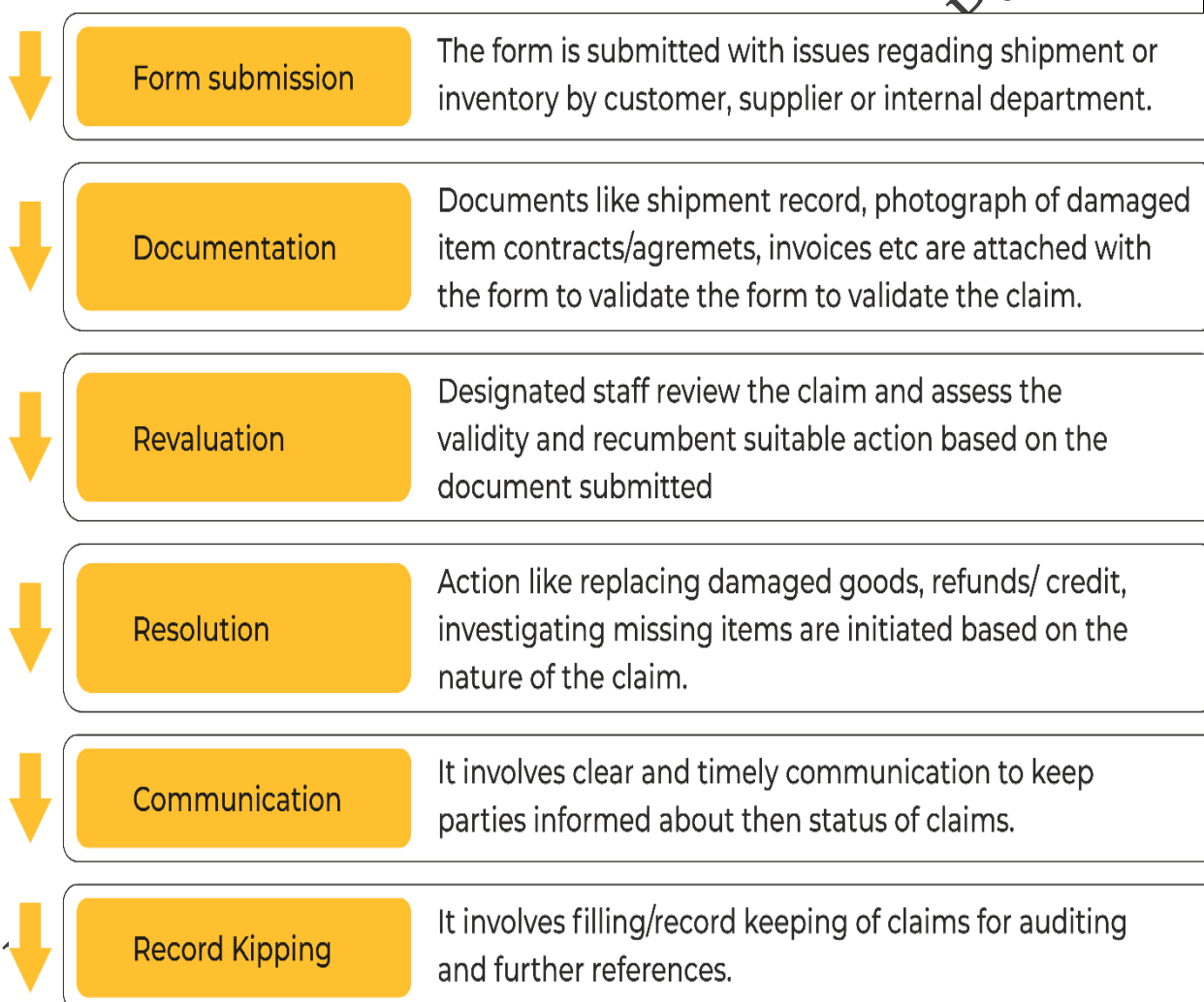


Fig. 3.2: Steps in Claims Processing

CLAIM PROCESSING CHECKLIST

A claim processing checklist is a well-defined document or series of steps made for resolution of claims. This checklist functions as a systematic reference for warehouse personnel to adhere to while dealing with claims resolution.

It is made in order to;

- a) Keep a track of all the steps in claims processing.
- b) Check the items from the list.
- c) Remind tasks at the right time.
- d) Delegate work.
- e) Monitor progress.

Components which are included in a warehouse's claim processing checklist are (Fig. 3.3)

CLAIMS DATA

Claims data involves the;

- Collection or Gathering,
- Retention and;
- Structuring of details concerning insurance claims.

Were House Name :			
District :			
Date :			
S. No.	Particular	Details	Yes/No
1.	Claim Receipt	Source of claim	
		Date and time	
		Documents submitted (photograph, invoices etc.)	
2.	Initial Assessment	Inspection of items	
		Document the condition	
		Criteria check for claims (warranty etc.)	
3.	Inspection Report	Submission of the report to the authority	
4.	Status of Claim	Communication to the stakeholders	
5.	Resolution plan	Replacement Repair Reimbursement Credit Issuance	
6.	Responsibility	Delegated the execution of resolution.	

Fig. 3.3: Components of a Claims Processing Check List

This dataset holds noteworthy importance for insurance firms as it enables them to scrutinise trends, recognise patterns and render judgments concerning risk assessment, pricing strategies and the detection of fraudulent activities.

This dataset holds noteworthy importance for insurance firms as it enables them to scrutinise trends, recognise patterns and render judgments concerning risk assessment, pricing strategies and the detection of fraudulent activities.

Essential data required for claims include;

1. Comprehensive inventory records maintained within the warehouse like;
 - a) Detailed descriptions of stored items,
 - b) Their quantities and values,

c) Any relevant serial numbers or unique identifiers.

This data aids in assessing the magnitude of the loss and determining the value of damaged or lost items (Fig. 3.4).

2. Date and time of incident.
3. A clear description of the reason behind the damage or loss, including instances like fire, theft, water damage, natural disasters, or other relevant incidents.
4. Specific location in the warehouse.
5. Data on details regarding the scope and the severity of the damage. Additionally, visual documentation such as photographs or videos can aid in effectively documenting the situation.
6. Data on safety measures and compliance records.
7. Data on details concerning the security protocols implemented within the warehouse, including surveillance cameras, access controls, alarms, and security personnel. Such information assists in assessing whether any security breaches may have played a role in the incident.
8. Documentation of routine maintenance and inspections performed on both the warehouse facility and its equipment.

Claims data management comprises of (Fig. 3.4):



Fig. 3.4: Details of Claims Data

In summary, the claims data stored in a warehouse stands as a valuable resource for insurance companies, empowering them to proficiently mitigate risk, enhance operational efficiency, and provide value to policyholders and stakeholders alike.

Activities

Activity 1: Prepare a chart showing the claims processing check list.

Material Required: Notebook, Paper, Pen, Pencil, and colours.

Procedure:

1. Divide the class in 4 groups.
2. Discuss the importance of claims processing checklist in the class.
3. Ask the group to prepare a chart showing claims processing checklist.
 - a) Supporting documents attached required for inspection
 - Bill of lading
 - Delivery receipt
 - Proof of value of damaged/lost goods
 - Proof of weight of lost/damaged goods
 - Loss damage inspection report
 - b) Validity of claim
 - c) Potential fraudulent activity
 - d) Other services required
 - e) Communicated with claimants
 - f) Communicated with Insurers
 - g) Liaison with external experts like lawyers
 - h) Loss investigating agencies needed
 - i) Recovery of money required from party responsible for loss
 - j) Analysed the claim made with the policy
 - k) Repairs needed
 - l) Contacted Repair Agency
 - m) Claim is as per industry and company guidelines
 - n) Claim is as per quality standards
 - o) Any kind of inspection is required
 - p) Survey report submitted
 - q) Photograph of damage submitted
 - r) All the freight and duties paid
4. Present chart in the class.
5. Discuss the learning within the group.
6. Submit that chart to your teacher.
7. Teacher should conclude the activity by mentioning the learnings from the activity.

Activity 2: Perform Role Play on Essential data required for claims

Material Required: Pen, Pencil, Notebook

Procedure

1. Divide the class in 4 groups.
2. Discuss the concept of data required for claims.
3. Assign roles within each group, such as warehouse claims coordinator, warehouse in-charge, security in-charge, etc.
4. Provide a situation in which a claim is made on account of losses.
5. Instruct the groups to perform the scenario, assigning specific tasks to each role on;
 - a) Claims processing,
 - b) Check list,
 - c) Claims data
6. After the scenario, have a debriefing discussion where students share their experiences and observations.
7. Ask each group to explain the data required for claims.
8. Discuss learnings in the class.
9. Student should submit script to their teacher.

Activity 3: Field visit to understand claims processing and data collection and prepare report.

Material required: Notebook, Paper, Pen and Pencil.

Procedure:

1. Visit the warehouse.
2. Meet the warehouse in-charge and claims coordinator and greet them.
3. Take a tour of the warehouse and enquire from the manager about the;
 - Frequency of claims in a month/year.
 - Basic reasons of claim in the warehouse.
 - The process of claims processing. Ask them questions on;
 - a) Claim form submission.
 - b) Documentation.
 - c) Evaluation.
 - d) Resolution.

- e) Communication.
 - f) Record keeping.
4. Prepare notes on the practices they follow while preparing for claims.
 5. Ask them for claims processing checklist.
 6. Ask them questions on the essential data required for claims.
 7. Closely watch the formats they use.
 8. Show your notes to the executive and confirm that they are correct.
 9. Prepare a report and discuss with classmates and show it to the teacher.
 10. Discuss your report in the class.

Check Your Progress

A. Fill in the Blanks

1. _____ pertains to the procedures and paperwork involved in addressing and rectifying issues.
2. _____ entails a workflow comprising multiple checkpoints.
3. A _____ is a well-defined document or series of steps made for resolution of claims.
4. _____ contains structuring of details concerning insurance claims.
5. Review of the claim and assess the validity and recommend suitable action is called _____.

B. Multiple Choice Questions

1. Reasons for claim include;
 - a) Quality issues
 - b) Misplaced items
 - c) Damaged items
 - d) All of the above
2. Resolution in the claims processing include;
 - a) Action
 - b) Communication
 - c) Record-keeping
 - d) Evaluation

3. Claims processing checklist;
 - a) Keep a track of all the steps in claims processing.
 - b) Check the items from the list.
 - c) Monitor progress.
 - d) All of the above
4. Claims data include;
 - a) Date and time of incident
 - b) Detailed descriptions of stored items
 - c) Specific location in the warehouse
 - d) All of the above
5. Initial assessment includes;
 - a) Source of claim
 - b) Inspection of items
 - c) Replacement
 - d) Delegation of the plan

C. State Whether the Following Statements are True or False

1. Essential data required for claims include a clear description of the reason behind the damage or loss.
2. Documentation of routine maintenance and inspections performed is not important.
3. Claim receipt may include photographs invoices, etc.
4. Approval of claim doesn't depend on the check points or objections.
5. The goods in a warehouse undergo various handling, movement and storage procedures.

D. Match the Columns

S.No	Column A	S.No	Column B
1	Communication	A	Filing of claims for auditing and further reference
2	Record keeping	B	Replacing damaged goods, credit or refunds
3	Resolution	C	Review the claim and assess the validity
4	Evaluation	D	Shipment record/contract

5	Documentation	E	Status of claims
---	---------------	---	------------------

E. Short Answer Questions

1. What is claim?
2. What do you understand by claims processing?
3. What is claims processing checklist?
4. What do you understand by claims data?
5. What are the reasons for claim?

F. Long Answer Questions

1. Describe the essential data required for claims.
2. Elaborate the components of claims processing checklist.
3. Explain the steps in claims processing.
4. Explain claims data management.

G. Check Your Performance

1. Prepare a chart on the reasons for claims. Include real life examples.
2. Discuss in the class about the essential data required for claims.
Include the importance of;
 - a) Comprehensive inventory records.
 - b) Reasons for damage or loss.
 - c) Location in the warehouse.
 - d) Scope and severity of damage.
 - e) Safety measures and compliance.
 - f) Security protocols.
 - g) Documentation of routine maintenance and inspections.

Session 2: Inspection in Claims

Inspection in claims involves a comprehensive review of the particulars, evidence or statements presented within a claim (Fig. 3.5). This scrutiny is geared towards confirming the precision, legitimacy and trustworthiness of the claim.




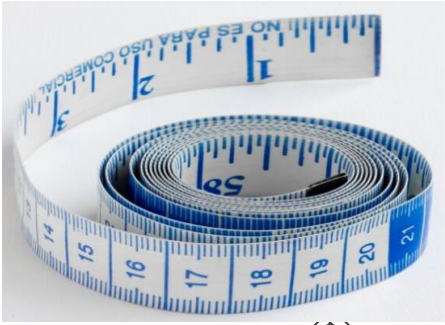


Fig. 3.5: Inspection in Claims at a Warehouse



It comprises of a close examination of diverse elements, including supporting documents, factual data, figures and other relevant information, aimed at validating the claim ensuring its credibility.

EQUIPMENT REQUIRED FOR PRERPARING CLAIMS

For preparing claims, proper documentation and substantiation of damages, losses or discrepancies that arise during the handling or storage of goods in a warehouse this equipment is essential:

S No	Equipment	Image	Use

1.	Digital Camera or Smart Phone		It is used to document the damaged goods and/or catch the incident.
2.	Measuring Tape		Assists in precisely measuring the dimensions of damaged goods or affected areas, aiding in evaluating the extent of the damage.
3.	Barcode Scanner/RFID Reader		Enables effortless tracking and recording of item details, including serial numbers, batch codes or SKU numbers.
4.	Weighing scale		Useful for weighing damaged goods or items to ascertain their precise weight for evaluating claims.

5.	Label Printer		Used for producing precise and clear labels for accurate identification and tracking throughout the claims process.
6.	Documentation Software and Apps		They are used in claims to get; <ul style="list-style-type: none"> a. Centralised data b. Real time reports c. Accurate compensation d. Timely resolution e. Documentation

INSPECTION PROCEDURE FOR CLAIMS

The inspection process for claims follows a systematic approach for evaluating and documenting damages/losses or discrepancies (Fig. 3.6). Following are the Step-by-step inspection procedure for claims:

- 1. Documentation:** It includes;
 - a) The claimant's information.
 - b) Date of incident.
 - c) Description of the damage/loss and/or any supporting document provided.
- 2. Schedule inspection:** It is finalising date and time when the warehouse representative and claimants can be present.
- 3. Preparation:** It is keeping all equipment and paperwork ready.
- 4. Visual inspection:** It is visual examination of affected areas.
- 5. Verification:** It is cross verification of claim with records.

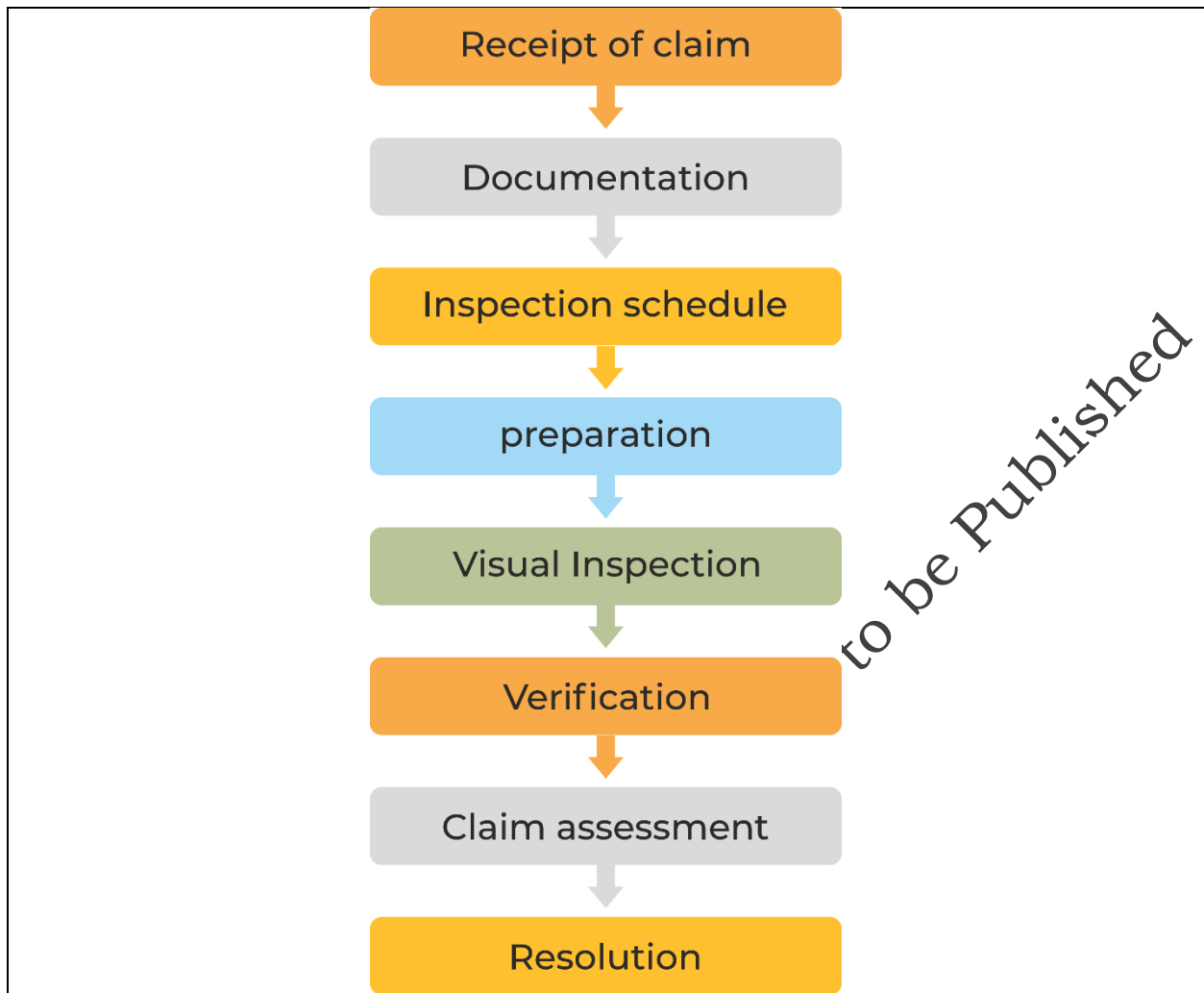


Fig. 3.6: Step-by-step Inspection Procedure for Claims

6. Claim assessment: It is assessment of validity of claim with the inspection report.

7. Resolution: It is final result which can be;

- a) Approved for compensation,
- b) Denied, if found invalid, or
- c) Subject to further investigation.

By following a systematic inspection process, warehouses can capably assess claims, minimize risks and guarantee reasonable resolution.

Activities

Activity 1: Demonstrate the procedure of inspection for claims.

Material Required: Notebook, Paper, Pen, and Pencil.

Procedure:

1. Begin with a discussion on the procedure of inspection for claims.

2. Divide the class in eight groups.
3. Ask each group to demonstrate one point (step) of the procedure of inspection and its purpose.
 - a) Documentation Submission
 - b) Assignment of Adjuster
 - c) Initial Assessment
 - d) Investigation
 - e) Evaluation
 - f) Claim Decision
 - g) Payment
 - h) Claim Closure
4. Support the demonstration activity with real life examples related to each point.
5. Conclude the activity with a discussion on the demonstrations.
6. One by one mention the learning from the activity.

Activity 2: Field visit to enlist the necessary equipment required for preparing claims and prepare report.

Material required: Notebook, Paper, Pen and Pencil.

Procedure:

1. Visit the warehouse along with your peers.
2. Meet the warehouse in-charge and claims coordinator and greet them.
3. Take a round of the warehouse and enquire from the manager about the;
 - a) Equipment required for preparing claims.
 - Computer or Laptop
 - Printer/Scanner
 - Internet Connection
 - Office Supplies
 - Claim Forms
 - Documentation
 - Digital Storage
 - Communication Tools
 - Claim Processing Software

- b) Uses of equipment required for preparing claims.
 - c) Inspection procedure for claims.
 - d) Prepare a list of necessary equipment required for preparing claims.
 - e) Ask questions and queries.
4. Show your notes to the executive and confirm that they are correct.
 5. Prepare a report and discuss with classmates and show it to the teacher.
 6. Discuss your report in the class.

Activity 3: Prepare Class Presentation and Discussion Inspection procedure in claims

Materials Required: Pen/Pencil, Eraser, and Notebook.

Procedure:

1. Divide the class in 3 groups.
2. Assign each group a topic out of the three topics mentioned above.
3. Allow time for students to gather information about their assigned topic.
 - a) Concept of inspection in claims.
 - b) Necessary equipment required for preparing claims.
 - c) Inspection procedure for claims.
4. Have each group present their topics.
5. Open the floor for questions and further discussion about the presented documents.
6. Conclude the activity by mentioning the learnings from the activity.


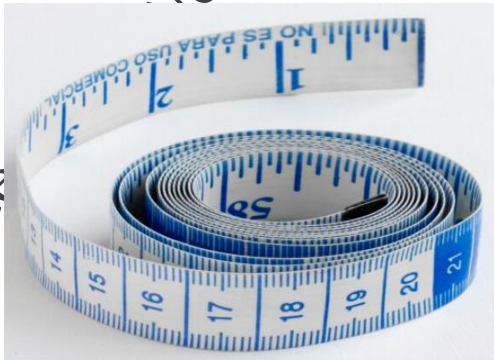

Activity 4: Prepare Equipment Matching Game

Materials Required: Printed pictures or drawings of various equipment required for claim, labels with the names of the equipment. Large poster board or whiteboard.

Procedure:

1. Divide the class into small groups.
2. Distribute the printed pictures or drawings of equipment required for claims to each group.
3. Place the labels with the names of the equipment.
4. Instruct each group to match the pictures with the corresponding labels.
5. Once they have completed the matching, have them stick the labels next to the correct equipment on the poster board or whiteboard.

6. Review the answers as a class.
7. Discuss the use of each type of equipment.
8. Mention learning from the activity.

Sr.No.	Equipment	Image
9.	Digital Camera or Smart Phone	
10.	Measuring Tape	
11.	Barcode Scanner/RFID Reader	

12.	Weighing scale	
13.	Label Printer	
14.	Documentation Software and Apps	

Check Your Progress

A. Fill in the Blanks

- _____ in claims involves a comprehensive review of the particulars, evidence or statements presented within a claim.
- _____ is used for producing precise and clear labels.
- Final result is called _____
- _____ enables effortless tracking and recording of item.
- Visual examination of affected areas is called _____.

B. Multiple Choice Questions

- Documentation includes;


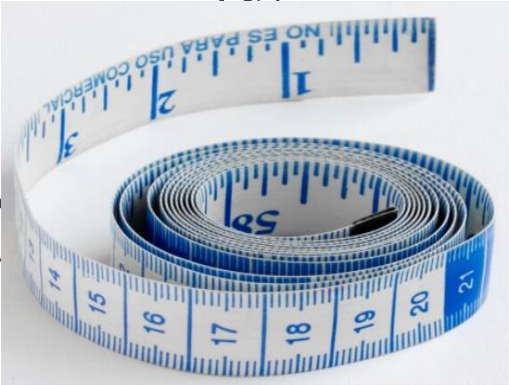
- a) The claimant's information
 - b) Date of incident
 - c) Description of the damage
 - d) All of the above
2. To document the damaged goods and/or catch the incident warehouses use;
 - a) Scanner
 - b) Label printer
 - c) Camera
 - d) None of these
 3. For precisely measuring the dimensions of damaged goods or affected areas warehouses use;
 - a) Scale
 - b) Measuring tape
 - c) Scanner
 - d) Plotter
 4. Finalising date and time when the warehouse representative and claimants can be present is called;
 - a) Schedule inspection
 - b) Preparation
 - c) Verification
 - d) Inspection
 5. Visual examination of affected areas is called;
 - a) Preparation
 - b) Visual inspection
 - c) Verification
 - d) Documentation

C. State Whether the Following Statements Are True or False

1. Verification is the cross verification of claim with records.
2. Date of incident is at first registered in the preparation.
3. Claim assessment is the final stage in the inspection procedure.

4. Measuring tape is used for weighing damaged goods or items to ascertain their precise weight.
5. Bar code/RFID scanner enables effortless tracking and recording of item.

Match the Columns

S. No	Column A	S. No	Column B
1		A	Weighing scale
2		B	Barcode scanner

3		C	Documentation software and apps
4		D	Measuring tape
5		E	Camera

Short Answer Questions

1. What do you understand by inspection in claims?
2. Why equipment is necessary for preparing claims?
3. What do you understand by inspection procedure?
4. What do you understand by documentation?
5. Define resolution in the inspection process.

F. Long Answer Questions

1. Explain the importance of inspection in claims.
2. Enlist the necessary equipment and their uses which are required for preparing claims.

3. Explain the inspection procedure for claims?

G. Check Your Performance

1. Prepare a chart on the usage of equipment required for preparing claims.
2. Imagine a situation of theft in a warehouse in which losses are amounting to 5 crore INR and the inventory disturbed at all corners.
 - a) List the equipment which will be required for the inspection and preparation of claims.
 - b) Jot down the inspection procedure followed for claims.

Session 3: Pending Claims and Adjustment Corrections

Pending claims are the claims which are received but haven't yet been approved, denied or finalised.

Pending claims may linger due to factors like;

- a) Delays in acquiring necessary information.
- b) Complexities in evaluating the claim.
- c) Backlog of claims being handled by the insurance company.
- d) Ineffective communication and collaboration between policyholders and insurers.

PROCEDURE OF SCHEDULING FOR PENDING CLAIMS

Scheduling for pending claims involves organizing and prioritizing the processing of claims that are awaiting review, assessment, or further action (Fig.3.7)



Fig. 3.7: Procedure of Scheduling for Pending Claims

Procedure for scheduling pending claims starts with;

S No	Steps	Details
1.	Receipt of claim	Claim is logged into the system. A reference number is generated
2.	Initial Review	Checking all the relevant documents and information.
3.	Assessment (Pending status)	Categorising pending claim.
4.	Determination of priority	Scheduling is done which depends on; Nature of claim, deadlines, any other criteria.
5.	Examiner allocation	A competent authority is assigned for the pending claims.
6.	Gather information (additional)	Additional details/clarification are done.
7.	Review and analysis	Pending claim review with evidences.

8.	Decision and notification	Approve. Deny. Further investigation of claim. Finally, notification of decision is made to claimant.
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PROCEDURE OF TESTING EQUIPMENT WHILE CLEARING CLAIMS

The process of testing equipment during claim clearance in a warehouse entails multiple steps aimed at guaranteeing accuracy, integrity, and fairness throughout the claim's procedure. The procedure starts with (Fig.3.8):

- 1. Receipt of claim:** Upon receiving a claim from a client or customer, the initial action involves obtaining the necessary claim documentation. This usually covers information regarding the testing equipment, the damages and any accompanying evidence such as photographs, reports, or invoices.
- 2. Verification:** Examine the claim documents to ensure their completeness and validity. Confirm the inclusion of the claimed equipment and evaluate the type and magnitude of the alleged damage.
- 3. Documentation:** Ensure comprehensive documentation of the claim, encompassing all correspondence, photographs, inspection reports and any other pertinent evidence.
- 4. Initial (visual) Inspection:** Perform an initial (visual) examination of the equipment to evaluate the damage and ascertain its alignment with the claim. Record the observations through photographs and written reports.
- 5. Detailed inspection:** If required, conduct a more thorough examination of the equipment utilising specialised testing equipment or methodologies. This may entail assessing functionality, structural soundness or other pertinent parameters based on the equipment's nature and the reported damage.
- 6. Comparison to standards:** Assess the condition of the equipment against established standards or specifications to ascertain if the damage surpasses acceptable thresholds.
- 7. Consultation:** If necessary, seek guidance from experts or pertinent stakeholders (such as manufacturers, engineers or quality control specialists) to evaluate the magnitude of the damage and its probable cause.
- 8. Report findings:** Compile a thorough report outlining the results of the inspection, covering descriptions of the damage, likely causes, and suggestions for resolution.

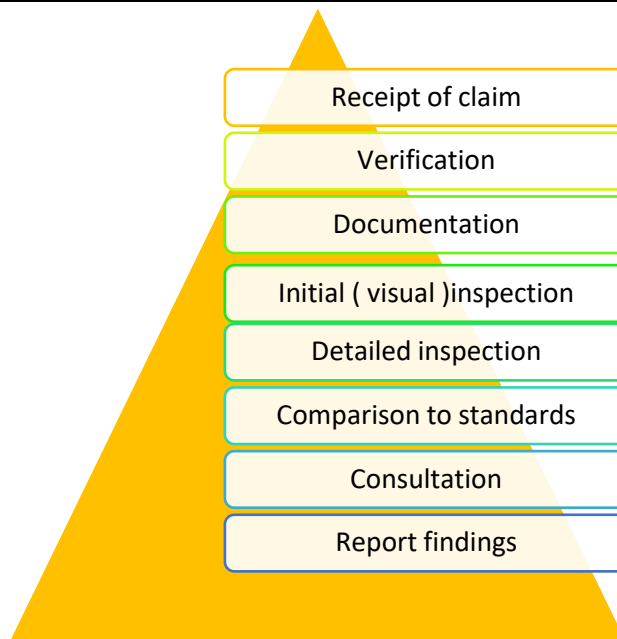


Fig. 3.8: Procedure of Testing Equipment While Clearing Claims

PROCEDURE TO MAKE ADJUSTMENT CORRECTION

Ensuring the precision and dependability of testing equipment during claim processing involves making necessary adjustments to accurately evaluate claims. The procedure for implementing these adjustment corrections is:

1. **Identification of need for adjustment:** Identify any disparities or irregularities in the testing apparatus that could impact result accuracy. This may entail detecting calibration discrepancies, sensor deviations or other technical anomalies.
2. **Documentation of issue:** Document the specifics of the identified issue, including details of the equipment implicated, the nature of the problem encountered, and any discernible impact on testing outcomes.
3. **Verification of problem:** To verify the extent and existence of problem tests are conducted, the results of which are compared with standards.
4. **Identification of adjustment correction:** This step involves the adjustment correction like:
 - a) Recalibration.
 - b) Replacement of faulty components.
 - c) Software adjustments.
5. **Perform adjustment:** This step involves performing adjustment conferring to guidelines and established procedures.

For maintaining and calibrating testing equipment it is necessary to;

- a) Follow the instructions given by manufacturer.

b) Internal protocols.

6. **Verify correction:** It is to ensure that the issues have properly addressed after the equipment give reliable and accurate results in compliance with the standards.

Activities

Activity 1: Demonstrate the process of scheduling for pending claims

Material Required: Notebook, Paper, Pen, Pencil

Procedure:

1. Begin with a discussion on the process of scheduling for pending claims.
2. Divide the class in eight groups.
3. Ask each group to demonstrate the one point of the process and its purpose. Include the significance of;
 - a) Receipt of claim.
 - b) Initial review.
 - c) Assessment.
 - d) Priority determination.
 - e) Examiner allocation.
 - f) Gathering information.
 - g) Review and analysis.
 - h) Decision making and notification.
4. Support the demonstration activity with real life examples related to each point.
5. Discuss the significance of scheduling.
6. Conclude the activity by mentioning the learning from the activity.

Activity 2: Perform Role Play on procedure to make adjustment corrections while clearing claims

Material Required: Notes, pen, paper, writing pad.

Procedure

1. Divide the class in four groups.
2. Discuss the procedure to make adjustment corrections while clearing claims.

3. Imagine a situation in which necessary adjustments are to be made to accurately evaluate claims.
4. Assign role of warehouse claims coordinator to the groups.
5. Ask the groups to perform on adjustment correction in the situation based on;
 - a) Need for adjustment.
 - b) Documentation of issue.
 - c) Verification of problem.
 - d) Identification of adjustment correction.
 - e) Perform adjustment.
 - f) Verify correction.
6. Ask each group to explain the experience of preparation and performance in role play.
7. Discuss learnings in the class.

Activity 3: Go through Case studies on pending claims.

Material Required: Case studies or scenarios related real life situation in pending claims

Procedure

1. Discuss with students the concept of pending claims.
2. Provide students with case studies involving pending claims.
3. Instruct them to analyse the case studies on these points;
 - a) Understand the task.
 - b) Initially recite the case gain an outline or synopsis of the situation.
 - c) Understand the case.
 - d) Read the case thoroughly again.
 - e) Identify and list the main problem.
 - f) Analyse the problems.
 - g) Evaluate and develop solutions.
 - h) Make recommendations for action.
4. Identify the challenges in the procedure of pending claims.
5. Ask students to present their findings and discuss as a class.
6. Mention learnings from the activity.

Check Your Progress**A. Fill in the Blanks**

1. _____ are the claims which are received but haven't yet been approved, denied or finalized.
2. The process of testing equipment during claim clearance starts with _____.
3. To evaluate the magnitude of the damage and its probable cause, _____ is required.
4. Precision of testing equipment during claim processing involves making necessary _____.
5. Checking all the relevant documents and information is called _____.

B. Multiple Choice Questions

1. Logging of claim in the system is;
 - a) Receipt of claim
 - b) Initial review
 - c) Assessment
 - d) Analysis
2. Pending claims may linger due to factors like;
 - a) Delays in acquiring necessary information
 - b) Complexities in evaluating the claim
 - c) Ineffective communication and collaboration between policyholders and insurers.
 - d) All of the above
3. The decision action of a claim can be;
 - a) Approved
 - b) Denied
 - c) Further investigation of claim is required
 - d) All of the above
4. Examine the claim documents to ensure their completeness and validity is called;
 - a) Verification

- b) Communication
 - c) Inspection
 - d) Consultation
5. Identification of adjustment correction includes;
- a) Recalibration
 - b) Replacement of faulty components
 - c) Software adjustments
 - d) All of the above

C. State Whether the Following Statements are True or False

1. Pending claims may linger due to complexities in evaluating the claim.
2. The process of testing equipment during claim clearance starts with verification.
3. Detailed inspection is conducting thorough examination of the equipment utilising specialised testing equipment or methodologies.
4. Assess the condition of the equipment against established standards is not required.
5. Need for adjustment include detecting calibration discrepancies, sensor deviations or other technical abnormalities?

D. Match the Columns

S. No	Column A	S. No.	Column B
1	Examiner allocation	A	Additional details/clarification are done.
2	Gather information	B	Checking all the relevant documents and information.
3	Determination of priority	C	Categorising pending claim.
4	Initial review	D	Scheduling.
5	Assessment	E	A competent authority is assigned for the pending claims.

E. Short Answer Questions

1. What are pending claims?
2. How is priority scheduled in pending claims?
3. What do you understand by verification in claims settlement?
4. What is detailed inspection?

5. How is need for adjustment identified?

F. Long Answer Questions

1. Explain the procedure to make adjustment correction.
2. Describe the process of testing equipment during claim clearance.
3. Explain the procedure of scheduling for pending claims:
4. Explain in details the factors lingering of pending claims.

G. Check Your Performance

1. Prepare a chart on the factors of lingering of Pending claims.
2. Organise a quiz on the procedure of testing equipment while clearing claims. Ask real life questions on;
 - a) Receipt of Claim
 - b) Verification
 - c) Documentation
 - d) Visual inspection
 - e) Detailed inspection
 - f) Comparison to standards
 - g) Consultation
 - h) Findings
3. Demonstrate the adjustment corrections to the testing equipment in claims procedure.

Session 4: Pre Inspection and Testing of Equipment's

Pre-inspection testing of equipment for claims involves conducting comprehensive assessments and evaluations of the equipment before it undergoes inspection in relation to an insurance claim. This process aims to verify that the equipment is functioning correctly and to accurately assess any damages or issues claimed.

TRAIL OF VISUAL INSPECTION OF EQUIPMENT

Conducting a visual inspection trail of equipment within a warehouse entails methodically examining the assortment of tools, machinery, and other equipment within the facility. The aim is to verify their operational integrity, safety and adherence to applicable regulations and standards (Fig. 3.9).

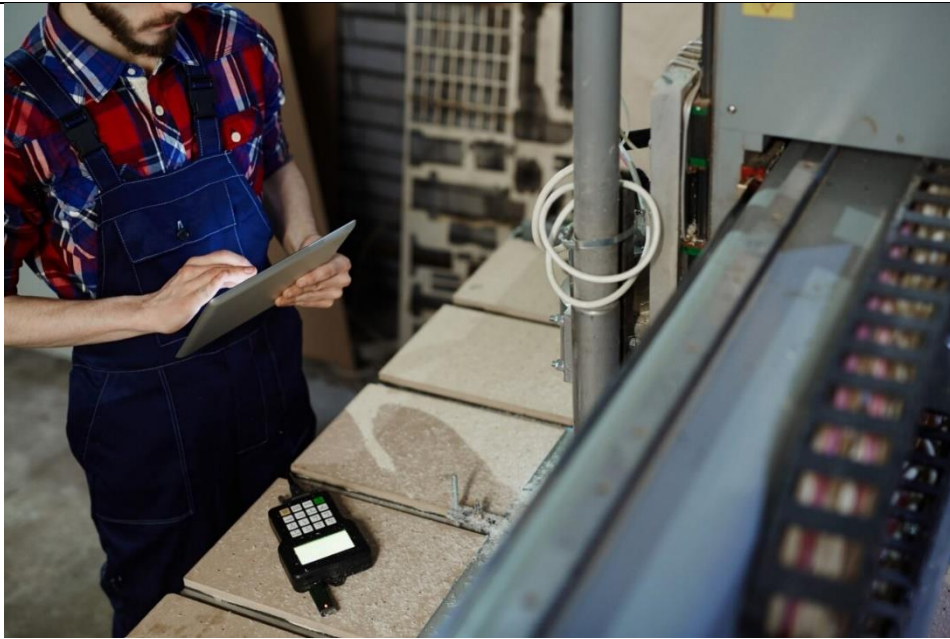


Fig. 3.9: Trail of Visual Inspection of Equipment

The trial of visual inspection is carried by;

1. Keep and refer the documents such as inspection checklists, safety guidelines and equipment manuals at a place.
2. Identify the equipment that needs to be inspected.
3. Perform a comprehensive visual examination to identify indications of wear and tear, loose or absent components, leaks, rust or any other anomalies that may impact its functionality or safety.
4. Evaluate the operational capacity of each equipment component whenever feasible. Activate controls, switches and movable elements to verify their smooth and proper functioning.
5. Ensure that all safety features and mechanisms are functioning correctly.
6. Verify that all equipment possesses current documentation, encompassing maintenance records, inspection logs and certification documents.
7. Examine the cleanliness of the equipment and its nearby environment. Eliminate any debris, dirt or obstacles that might hinder its operation.
8. Assess if the equipment complies with pertinent regulatory standards, industry norms, and internal protocols.

CHECK THE FITNESS OF EQUIPMENT FOR PRE-INSPECTION

Checking the fitness of equipment means verifying the suitability of testing equipment before inspection. It is a crucial step to guarantee the accuracy and dependability of the inspection procedure (Fig. 3.10).

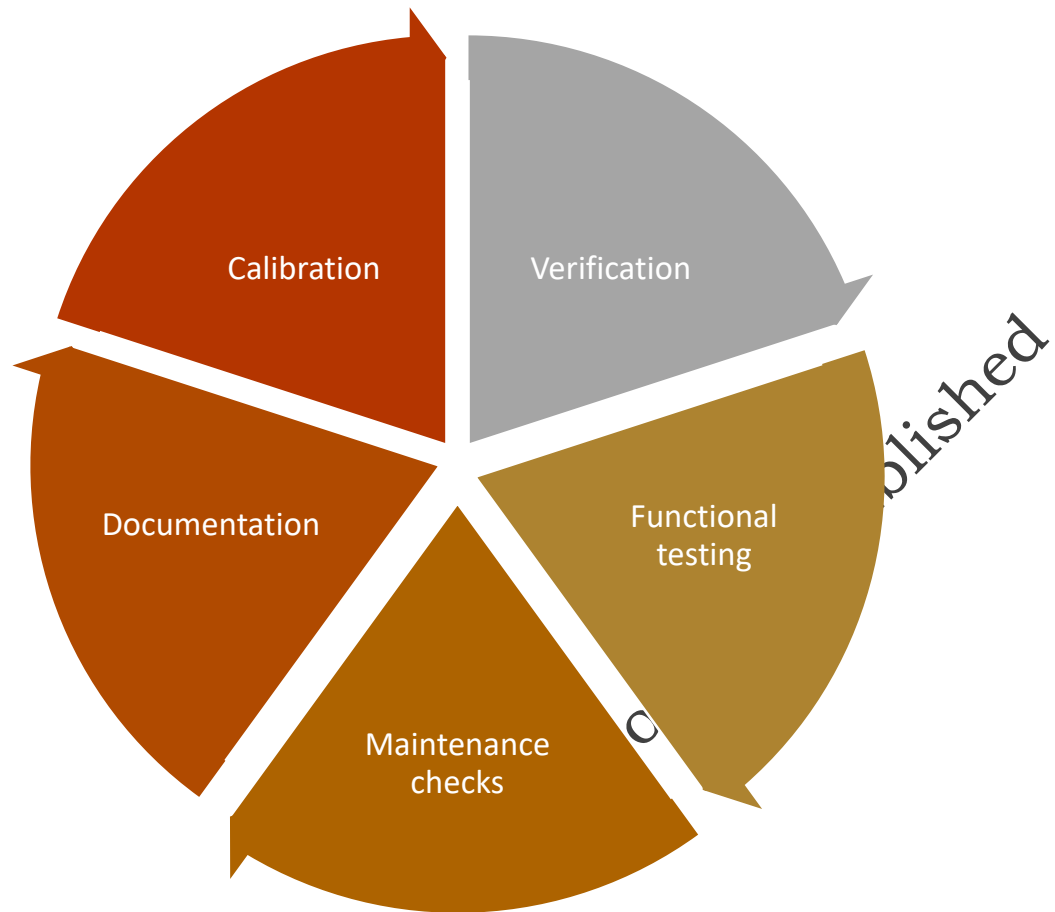


Fig. 3.10: Parameters of Checking Fitness of Equipment

The fitness of equipment is checked on following parameters;

S No	Parameter	Details
1.	Calibration	It entails comparing the measurements of the tested equipment with those of a recognised standard ensuring precise measurement.
2.	Verification	It involves checking whether the equipment is operating within its specified parameters. This may involve running predefined tests or procedures to verify that the equipment is functioning correctly and producing accurate results.

3.	Functional Testing	<ul style="list-style-type: none"> • Functional testing guarantees the proper operation of all components within the testing equipment. • It verifies that sensors, detectors, displays and other vital parts perform as anticipated.
4.	Maintenance checks	<ul style="list-style-type: none"> • Regular maintenance inspections are crucial to ensure the testing equipment maintains optimal functionality. • This could entail tasks such as cleaning, lubricating and replacing any worn-out components as necessary.
5.	Documentation	<ul style="list-style-type: none"> • Keeping detailed records of all calibration, verification, and maintenance activities is crucial. • This documentation provides evidence that the testing equipment has been properly checked and maintained, which is often required for regulatory compliance.

WORKING PROBLEM OF INSPECTION OF EQUIPMENT

The examination of equipment may encounter diverse operational issues that could impede the efficiency and precision of the inspection procedure.

It can be;

- a) Equipment malfunctions like mechanical failures, software glitches or electrical issues which can lead to inaccurate readings.
- b) Inaccurate measurements and assessments can result from improper calibration of inspection equipment.
- c) Environmental factors such as extreme temperatures, humidity or exposure to dust and debris can influence the performance of inspection equipment.
- d) Lack of adequate training or expertise among personnel conducting inspections can lead to errors.

- f) Complicated user interfaces, unclear instructions, or intricate procedures can all contribute to operational challenges.
- f) Complicated user interfaces, unclear instructions, or intricate procedures can all contribute to operational challenges.
- g) Inadequate data management systems or insufficient analytical tools may hinder the ability to extract meaningful insights from inspection results.

SOLVE ISSUES AND PROBLEMS BEFORE CLEARING OF CLAIMS

The problems and issues before clearing of claims can be resolved by:

- a) Regular maintenance and calibration of equipment.
- b) Ensure that testing equipment adheres to designated standards and functions dependably.
- c) Offer thorough training to personnel tasked with utilising testing equipment aids in reducing operator errors.
- d) Introduce measures to manage environmental conditions, including humidity, temperature and cleanliness.
- e) Adopt more advanced technology which can enhance performance, reliability and efficiency.
- g) Create user friendly interfaces and offer precise instructions.
- g) Create user friendly interfaces and offer precise instructions.
- h) Promote collaboration among equipment users, maintenance staff, and manufacturers which streamlines the identification and resolution of recurring issues.

Organisations can effectively tackle issues and challenges related to testing equipment by implementing these solutions thereby guarantee precise results, dependable performance and compliance with quality standards.

Activities

Activity 1: Demonstrate the trail of inspection of equipment.

Material Required: Notebook, Paper, Pen, and Pencil.

Procedure:

1. Begin with a discussion on the trial of inspection of equipment.
2. Divide the class in eight groups.

3. Ask each group to demonstrate the trial of inspection of equipment and its purpose based on;
 - a) Documentation
 - b) Identification of equipment
 - c) Visual examination
 - d) Operational capacity of equipment
 - e) Safety features and mechanisms
 - f) Maintenance records
 - g) Analysis of environment
 - h) Compliance with standards and norms
4. Support the demonstration activity with real life how examples related to each point.
5. Conclude with a discussion on the demonstrations.
6. Conclude the activity by mentioning the learning from the activity.

Activity 2: Prepare a report on a visit to a warehouse and enquire from the executive(s) about pre-inspection testing of equipment

Material Required: Notebook, Paper, Pen, Pencil, and Questionnaire.

Procedure:

1. Visit the warehouse along with your peers.
2. Meet the warehouse in-charge and claims coordinator and greet them.
3. Take a round of the warehouse and enquire from the manager about the following:
 - a) Working problems during inspection of equipment.
 - b) Working problems of inspection of equipment.
 - c) Conditions of working area before work starts.
 - d) Follow the solutions of the issues and problems before clearing the claims.
 - e) Make a list of solutions.
 - f) Ask questions and queries.
4. Discuss with the executive(s) about pre-inspection testing of equipment.
5. Show your notes to the executive and confirm that they are correct.
6. Prepare a report and discuss with friends and show it to the teacher.
7. Discuss your report in the class.

Activity 3: Prepare Class Presentation and Discussion

Materials Required: Pen/Pencil, Eraser, and Notebook.

Procedure:

1. Divide the class in four groups.
2. Assign each group a topic out of the four topics mentioned above.
3. Allow time for students to gather information about their assigned topic.
4. Have each group present their topics:
 - a) Trail of visual inspection of equipment.
 - b) Checking the fitness of equipment
 - c) working problem of inspection of equipment
 - d) Solution of issues and problems before clearing of claims
5. Open the floor for questions and further discussion about the presented documents.
6. Conclude the activity by mentioning the learning from the activity.

Check Your Progress

A. Fill in the Blanks

1. _____ guarantees the proper operation of all components within the testing equipment.
2. Regular _____ inspections are crucial to ensure the testing equipment maintains optimal functionality.
3. _____ like mechanical failures, software glitches or electrical issues which can lead to inaccurate readings.
4. To solve issues, create _____ interfaces and offer precise instructions.
5. Checking the _____ of equipment means verifying the suitability of testing equipment before inspection.

B. Multiple Choice Questions

1. The trial of visual inspection is carried by;
 - a) Identify the equipment that needs to be inspected
 - b) Evaluate the operational capacity of each equipment component

- c) Ensure that all safety features and mechanisms are functioning correctly
- d) All of the above
2. Comparison of the measurements of the tested equipment with those of a recognised standard is called;
- a) Calibration
- b) Maintenance check
- c) Verification
- d) Documentation
3. Environmental factors can cause problems due to;
- a) Extreme temperatures
- b) Humidity
- c) Exposure to dust and debris
- d) All of the above
4. The problems and issues before clearing of claims can be resolved by;
- a) Regular maintenance and calibration of equipment.
- b) Create user friendly interfaces and offer precise instructions
- c) Promote collaboration among equipment users, maintenance staff, and manufacturers
- d) All of the above
5. Keeping detailed records of all calibration, verification, and maintenance activities is;
- a) Documentation
- b) Calibration
- c) Inspection
- d) Functional testing

State whether the following statements are True or False

1. The examination of equipment may encounter diverse operational issues.
2. Inaccurate measurements and assessments have no relation with the improper calibration of inspection equipment.
3. Lack of adequate training or expertise among personnel conducting inspections can lead to errors.

4. Before inspection it is necessary to ensure that all safety features and mechanisms are functioning correctly.
5. Inadequate data management systems do not hinder the ability to extract meaningful insights from inspection results.

D. Match the Columns

S. No	Column A	S. No	Column B
1	Equipment malfunctions	A	Humidity
2	Environmental factor	B	Running predefined tests
3	Verification	C	Inspection checklist
4	Document	D	Assessment and valuations
5	Pre-inspection testing	E	Mechanical failures

E. Short Answer Questions

1. What do you understand by pre-inspection testing of equipment?
2. What is trial of visual inspection of equipment?
3. Define calibration.
4. Define verification.
5. What do you understand by functional testing of equipment?

F. Long Answer Questions

1. Describe the parameters of checking fitness of equipment.
2. Explain the working problem of inspection of equipment.
3. Explain the process of trial of visual inspection of equipment.
4. Explain the solution of issues and problems before clearing of claims.
5. Elaborate the importance of pre-inspection testing of equipment.

G. Check Your Performance

1. Prepare a chart on the parameters of checking fitness of equipment. Explain the chart in class based on;
 - a) Documentation
 - b) Calibration
 - c) Verification
 - d) Functional Testing

- e) Maintenance checks
2. List the working problems and the solution of issues before clearing of claims.
3. Discuss the pre-inspection and testing of equipment for claims in the class based on;
 - a) Trial of visual inspection.
 - b) Checking fitness of equipment.
 - c) Working problem of inspection of equipment.
 - d) Solution of issues/problems before clearance of claims.

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MODULE 4**VISUAL INSPECTION OF GOODS****Module Overview**

The Visual inspection of goods is a critical step in the supply chain management process to ensure that products are in good condition, meet required specifications, and are free from defects. Visual inspection of goods involves physically examining the items to assess their condition, quality, and conformity to specifications. In logistics, visual inspections are crucial for identifying damages, defects, or discrepancies in goods during various stages of transportation, storage, and handling.

Claim inspection involves the thorough assessment of goods or items that are subject to a claim, typically due to damages, defects, or discrepancies. This process ensures that the claim is accurately evaluated, and appropriate actions are taken to resolve it.

Recording of results in inspection checklist and photography for the evidence in visual inspection for claim goods is a critical step that should not be overlooked. By following best practices and utilising the right tools, we can ensure that your records are accurate, well organised, and easily accessible when needed. The importance of proper documentation in visual inspections for claim goods and provide tips on how to effectively record the results and photograph of goods to use it as for evidence.

Visual inspection to claim goods is crucial in determining the reasons for damages, assessing the accuracy of the claim, and estimating the reimbursement amount. When conducting a visual inspection, it is important to thoroughly examine the goods to identify any visible signs of damage. This may include assessing the condition of the packaging, checking for any dents or scratches, and noting any discrepancies between the claimed damage and the actual state of the goods. By carefully documenting the damages and comparing them to the claim, it becomes possible to determine whether the claim is valid and to what extent the goods have been affected. The reimbursement amount is directly tied to the visual inspection findings, as it provides the necessary evidence to support the valuation of the damages and the subsequent compensation for the claimant.

This module focuses on preparing claims in which the first session covers inspection of goods, the second session includes the necessary equipment required for verification of claim, the third session focuses on recording of results in claims, and the fourth session imparts knowledge about the estimation of the reimbursement amount.

Learning Outcomes

After completing this module, you will be able to:

- To learn how to accurately inspect and document the condition and specifics of claimed goods to ensure all necessary information is captured for further verification.
- To gain the skills to verify the authenticity and eligibility of claims by cross-checking with policy details, supporting documents, and relevant data sources.
- To learn how to systematically record the results of claim inspections and verifications in a manner that is organized, accurate, and easily accessible for future reference.
- To understand the process of calculating and processing claim reimbursements, ensuring compliance with policy terms and providing timely and accurate compensation to claimants.

Module Structure

Session 1: Claim Inspection

Session 2: Claim Verification

Session 3: Recording of Results for Claim Goods

Session 4: Claim Reimbursement

Session 1: Claim Inspection

The inspection of goods involves a detailed assessment of the physical condition and quality of the goods stored or handled within the warehouse environment. This inspection is a critical aspect of the claims process, as it helps identify any damages, discrepancies, or issues that may have occurred during transit or storage. Warehouse claims coordinator in logistics typically uses various methods of visual inspection to assess the condition of goods. These methods depend on the type of goods being inspected and the specific requirements of the warehouse or logistics operation. Following are some common methods of visual inspection:

S. No.	METHODS	EXPLANATION
1.	Visual Examination	This involves physically inspecting the goods with the naked eye to identify any visible damage, defects, or discrepancies. Warehouse claims coordinators carefully examine the exterior packaging, labels, and the actual products themselves for signs of damage, such as dents, tears, scratches, or other physical defects.

2.	Photographic Documentation	Warehouse claims coordinators may use cameras or smart phones to take photographs of the goods during the inspection process. Photographs serve as visual evidence of the condition of the goods at the time of inspection and can be included in documentation to support claims or reports.
3.	Video Inspection	In some cases, warehouse claims coordinators may use video recording equipment to capture footage of the goods being inspected. Video inspection allows for a more detailed and comprehensive review of the condition of the goods and can provide additional documentation to support claims or investigations.
4.	Checklists and Templates	Warehouse claims coordinators may use standardised checklists or inspection templates to guide visual inspections and ensure that all relevant aspects of the goods are thoroughly assessed. These checklists typically include criteria such as packaging integrity, product quality, and any specific requirements or specifications provided by the customer or supplier.
5.	Comparative Analysis	Warehouse claims coordinators may compare the condition of the goods observed during visual inspection with reference standards or previous inspection records. This comparative analysis helps identify any deviations from expected quality or condition and facilitates decision-making regarding claims processing or further investigation.
6.	Instrumentation (Equipment)	In some cases, specialised instrumentation or equipment or measurement tools may be used during visual inspections to assess specific characteristics of the goods, such as dimensions, weight, or temperature. For example, handheld scanners or measurement devices may be used to verify product dimensions or check for temperature variations in perishable goods.
7.	Training and Expertise	Warehouse claims coordinators rely on their training, expertise, and knowledge of industry standards and regulations to conduct thorough visual inspections effectively. Continuous training and professional development help ensure that claims coordinators are equipped with the necessary skills and knowledge to accurately assess the condition of goods and

		make informed decisions regarding claims processing.
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By employing these methods of visual inspection, warehouse claims coordinators in logistics can effectively assess the condition of goods, identify any issues or discrepancies, and facilitate the resolution of claims or disputes in a timely and efficient manner.

REASONS MENTIONED IN CLAIM FORMS

Claim forms in logistics typically include various reasons for filing a claim, depending on the specific circumstances surrounding the shipment or storage of goods. Some common reasons mentioned in claim forms include:

1. **Damage in Transit** - It is the common reason for filing a claim. It refers to any damage incurred by the goods during transportation, such as mishandling, rough handling, accidents, or improper packaging.
2. **Loss or Theft** - Claims may be filed for goods that are lost or stolen during transit or while in storage. This could include cases where items go missing from a shipment or warehouse without a clear explanation.
3. **Shortages** - Shortages occur when the quantity of goods received or stored is less than what was originally documented or expected. This could be due to miscounting, mislabeling or theft.
4. **Wrongful Delivery** - Claims may be filed if goods are delivered to the wrong location or recipient, resulting in additional costs or delays in fulfilling orders.
5. **Quality Issues** - Claims related to quality issues involve goods that do not meet the specified quality standards or are not in the expected condition upon receipt. This could include defects, damage, or deterioration that occurred before or during transit.
6. **Late Delivery** - Claims for late delivery may be filed if goods are not delivered within the agreed-upon timeframe, leading to financial losses or missed opportunities for the recipient.
7. **Incorrect Documentation** - Claims may be filed if there are discrepancies or inaccuracies in the documentation accompanying the shipment, such as incorrect invoices, packing lists, or shipping labels, which result in additional costs or delays.
8. **Temperature or Climate Control Issues** - For goods that require specific temperature or climate control during transit or storage, claims may be filed if these requirements are not met, leading to spoilage, degradation, or other quality issues.

9. Customs or Regulatory Compliance - Claims related to customs or regulatory compliance involves issues such as customs delays, fines, or penalties incurred due to incorrect or incomplete documentation, improper labelling, or failure to comply with import/export regulations.

10. Other Unforeseen Circumstances - Claims may also be filed for other unforeseen circumstances not covered by the above categories, such as natural disasters, political unrest, or greater force events that impact the shipment or storage of goods.

These reasons are typically detailed in the claim forms to provide a clear explanation of the circumstances surrounding the claim and facilitate the investigation and resolution process.

VISUAL INSPECTION OF QUARANTINED GOODS AS PER MENTIONED IN CLAIM FORMS

Visual inspection of quarantined goods, as mentioned in claim forms, refers to the process of visually assessing goods that have been placed under quarantine due to suspected issues or concerns regarding their quality, condition, or compliance with regulatory requirements. Quarantine may be imposed by authorities, regulatory agencies, or the organisation responsible for handling the goods (e.g., warehouse operator, logistics provider) as a precautionary measure to prevent the spread of infection, address safety concerns, or ensure compliance with relevant regulations. When conducting visual inspections of quarantined goods as part of the claims process, several key steps are typically involved:

- 1. Identification and Segregation** - Quarantined goods are identified and segregated from other inventory to prevent potential contamination or mixing with unaffected goods.
- 2. Documentation Review** - Relevant documentation, including shipping manifests, packing lists, and any accompanying paperwork, is reviewed to understand the nature of the goods, their intended destination, and any specific requirements or concerns that led to their quarantine.
- 3. Physical Examination** - A thorough visual examination of the quarantined goods is conducted to assess their condition, quality, and compliance with applicable standards and regulations. This may involve inspecting packaging integrity, product appearance, labelling accuracy, and any visible signs of damage, contamination, or tampering.
- 4. Sampling and Testing** - In some cases, samples of the quarantined goods may be collected for further testing and analysis to confirm or rule out suspected issues related to quality, safety, or regulatory compliance. This could include laboratory testing for contaminants, microbiological analysis, or other specialised tests as necessary.

5. Documentation and Record-Keeping - Detailed records of the visual inspection findings, including photographs, written descriptions, and any test results, are documented and maintained as part of the claims process. These records serve as evidence to support the resolution of claims and may be required for regulatory compliance or legal purposes.

6. Risk Assessment - Based on the findings of the visual inspection and any additional testing or analysis conducted, a risk assessment is performed to determine the appropriate course of action for the quarantined goods. This could involve releasing the goods for further processing or disposal, depending on the nature and severity of any identified issues.

7. Resolution and Communication - The results of the visual inspection and any related actions taken are communicated to relevant stakeholders, including the party filing the claim, regulatory authorities (if applicable), and other parties involved in the handling or transportation of the goods. Depending on the outcome of the inspection, further steps may be taken to resolve the claim and address any issues identified with the quarantined goods.

Overall, visual inspection of quarantined goods as per mentioned in claim forms involves a systematic and thorough assessment of the goods to determine their condition, quality, and compliance with relevant regulations, with the goal of resolving any issues or concerns raised in the claims process.

Activities

Activity 1: A Case Study on Visual Inspection of Quarantined Goods.

Arjun is warehousing a coordinator executive of medicine supply company. His purpose is to provide medicine to the wholesalers. The warehouse is large and so the unsold medicine is stored back. Arjun's role is to check the medicine with respect to expiry date and humidity check. Since the medicine sometimes are not supplied to the wholesaler, they have to be stored in quarantine area. The quarantine area has different compartments for these unsold medicines.

Material Required: Checklist of medicines, List of Perishable and non-perishable medicines, Equipment, Pen, Paper, etc.

Procedure:

1. Make a list of all medicines that are inside the warehouse with:
 - a) Expiry date
 - b) Compartment number
 - c) Report column

2. Differentiate the medicine according to the columns in form report.
3. Check the humidity inside the room.
4. Check for temperature of the room.
5. Draw a table showing perishable and non-perishable medicines.
6. Show quarantine goods in a table.
7. Submit the following table to the teacher.

Activity 2: Draw a chart showing various methods of inspection of goods.

Materials Required: Pen, Paper, Scale, etc.

Procedure:

1. Visit a warehouse nearby your school.
2. Take permission of in-charge of that warehouse.
3. Write down what methods they use for inspection
 - a) visual inspection,
 - b) mechanical inspection,
 - c) chemical inspection.
4. Note down the items inspected with equipment in claim form.
5. Make a table listing all items of the warehouse and collect pictures.
6. Check for goods that are inspected visually and goods that are inspected with equipment.
7. Mention items on chart to be inspected with specific equipment.
8. Prepare a claim form of goods that are damaged.
9. Discuss with the fellow students and confirm with coordinator.
10. Prepare a Chart and submit to the teacher

Activity 3: Prepare a report on visiting a Warehouse for studying the reasons that were mentioned in past claim forms.

Material Required: Pen, Paper, Pencil, Paper Pad, etc.

Procedure:

1. Visit a nearby warehouse, and do the following:
 - a) Ask in-charge or warehouse coordinator of warehouse about the old claims form.
 - b) Take the sample of claim form.
2. Collect the reasons given in the claim form.

3. Note down the reasons.
4. Ask the coordinator to explain about the reasons mentioned in the form.
5. Prepare an analytical report.
6. Discuss those reasons in class.
7. Prepare Reason with unique reasons and submit it to teacher

Check Your Progress

A. Fill in the Blanks

1. _____ involves physically inspecting the goods with the naked eye to identify any visible damage, defects, or discrepancies.
2. _____ allows for a more detailed and comprehensive review of the condition of the goods and can provide additional documentation to support claims or investigations.
3. Claims may be filed for goods that are _____ during transit or while in storage.
4. _____ occur when the quantity of goods received or stored is less than what was originally documented or expected.
5. For goods that require _____ during transit or storage, claims may be filed if these requirements are not met, leading to spoilage, degradation, or other quality issues.

B. Multiple Choice Questions

1. Warehouse claims coordinators may use cameras or smart phones to take photographs of the goods during the inspection process.
 - a) Photographic documentation
 - b) Comparative analysis
 - c) Check list & templates
 - d) None of the above
2. Claims coordinators may use standardised _____ to guide visual inspections and ensure that all relevant aspects of the goods are thoroughly assessed.
 - a) Comparative analysis
 - b) Checklists or inspection templates

- c) Separated sign
 - d) None of the above
3. Claims for _____ delivery may be filed if goods are not delivered within the agreed-upon timeframe, leading to financial losses or missed opportunities for the recipient.
- a) Late delivery
 - b) Incorrect documentation
 - c) Both the above
 - d) None of the above
4. Some common methods of visual inspection:
- a) Photographic documentation
 - b) Check list and templates
 - c) Instrumentation
 - d) All of the above
5. Reasons mentioned in claim forms include:
- a) Damage in transit
 - b) Loss and theft
 - c) Wrongful delivery
 - d) All of the above

C. State Whether the Following Statements Are True or False

- 1. Quarantined goods are identified and segregated from other inventory to prevent potential contamination or mixing with unaffected goods.
- 2. samples of the quarantined goods may be collected for further testing and analysis to confirm or rule out suspected issues.
- 3. Claims related to customs or regulatory compliance involves issues such as customs delays, fines, or penalties incurred due to incorrect documentation.
- 4. Claims related to quality issues involve goods that do not meet the specified quality standards are in the expected condition upon receipt.
- 5. This comparative analysis helps identify any deviations from expected quality or condition and facilitates decision-making regarding claims processing or further investigation.

D. Match the Columns

	Column A		Column B
1	Video Examination	A	Training and Expertise
2	Damage in Transit	B	Physical Examination
3	Visual inspection of quarantined goods	C	Quality issue
4	Claim documentation for	D	Reason for Claim
5	Warehouse claims coordinator rely on	E	Method of visual inspection

E. Short Answer Questions

1. Explain visual examination by suitable example.
2. What is photographic documentation?
3. Explain temperature or climate control issues for claim form.
4. Explain documentation review process.
5. What is damage in transit?

F. Long Answer Question

1. Write down various steps required while conducting visual inspections of quarantined goods as part of the claims process.
2. Explain various reasons mentioned in claim forms.
3. What are the various methods of visual inspection?

G. Check Your Performance



1. Prepare a chart for various method of inspection, collect pictures and paste in notebook.
2. Demonstrate the claim form with various quarantined goods, check goods that are for visual inspection.



Session 2: Claim Verification



Verification of a claim involves thoroughly examining the goods in question to assess their condition and verify the validity of the claim. This process is crucial in logistics to ensure accuracy and fairness in resolving claims related to damaged, lost, or mishandled goods. Such verification helps maintain trust and integrity in the logistics operations and ensures customer satisfaction.

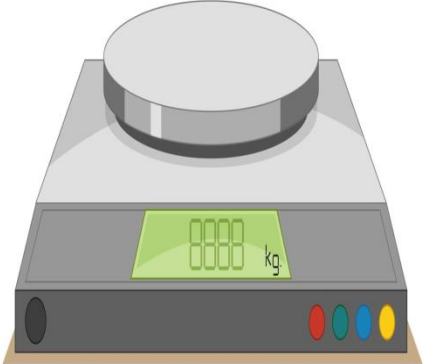
VISUAL INSPECTION WITH EQUIPMENT TO VERIFY THE CLAIMS

Visual inspection with equipment involves using specialized tools or devices to enhance the accuracy and efficiency of verifying claims regarding the condition of goods in logistics. These tools can help warehouse claims coordinators detect damages, assess quality, and gather objective data to support their findings. Here are some examples of equipment commonly used for visual inspection in logistics:

S. No	Equipment	Explanation	Images
1.	Seal Integrity Testers	Seal integrity testers are used to verify the integrity of seals on packaging, containers, or shipping containers. This helps detect tampering or breaches in seals that may compromise the safety or quality of the goods.	
2.	Thermal Imaging Cameras	Thermal imaging cameras detect temperature variations, allowing warehouse claims coordinators to identify hotspots or anomalies that may indicate issues such as overheating, spoilage, or leakage in	

		temperature-sensitive goods.	
3.	Moisture Meters	Moisture meters are used to measure the moisture content of goods, particularly in perishable items or products sensitive to moisture damage. This helps detect moisture-related issues such as mold, decay, or water damage.	
4.	UV Lights	UV lights can reveal hidden stains, spills, or contaminants that may not be visible under normal lighting conditions. They are particularly useful for identifying biological or chemical contaminants in food products, pharmaceuticals, or hazardous materials.	

5.	Magnifying Devices	<p>Handheld magnifying glasses or magnifying lamps are used to inspect small or detailed components of products, such as labels, packaging seals, or fine print. This helps identify illegible or tampered markings that may indicate tampering or counterfeit goods.</p>	
6.	Colorimeters/ Spectrophotometers	<p>Colorimeters or spectrophotometers measure colour accuracy and consistency in products, ensuring they meet specified colour standards or requirements. This is particularly important for industries such as textiles, cosmetics, or printing where colour matching is critical.</p>	

7.	Weighing Scales	Weighing scales are used to accurately measure the weight of goods, helping verify the quantity of products received or shipped. This is important for detecting discrepancies in quantity claims, such as shortages or overages.	
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By utilising these specialised tools and equipment, warehouse claims coordinators can enhance the accuracy, efficiency, and reliability of visual inspections to verify claims regarding the condition, quality, and compliance of goods in logistics. These tools help gather objective data and evidence to support their findings, leading to more effective claim resolution and risk management in the supply chain.

ACCURACY CHECK AND REFER TO QUALITY ASSURANCE TEAM

If these testing supplies show the absence of precision of products, they are quickly isolated for additional examination. The case structure is subsequently confirmed with the assistance of reviewing team. This guarantee structure presently should be checked for exactness of goods.

- 1. Check the accuracy** - To check the accuracy of products in a distribution center it is essential to be aware and examine guarantee structures. When the case structure is prepared it is being outwardly investigated and the products are truly confirmed for harmed merchandise to be isolated. The check accuracy structure prompts exactness in assessing merchandise. In the event that the harmed merchandise are confirmed for their harms, they ought to be remembered for guarantee frames, the harms should be checked with gear resembles in the event that a holder was not fixed as expected and on the off chance that some spillage happens, it ought to be referenced in the case structure. This implies guarantee structure is checked for its

exactness and further referred to quality assurance team (Fig.4.1).

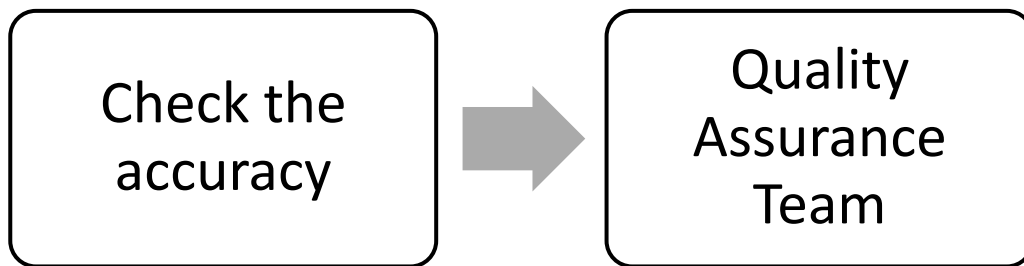


Fig. 4.1: Showing relationship check the Accuracy and Q.A.T.

- 2. Quality Assurance Team (Q.A.T.)** - recognises errors or damages in products and evades issues while dispatching merchandise in a warehouse. The quality confirmation group in the wake of checking merchandise in a warehouse will check the case structures connected with damages of goods. Generally, team will check for claim forms on the basis of sampling of good from each container, recording of packages, visual examining, marking and labelling. Thus, the claim form is verified through visual inspection taking help of above equipment and quality is assured.

USEFULNESS OF VISUAL INSPECTION EQUIPMENT

Visual inspection equipment is highly useful in various industries, including logistics, due to its ability to enhance the accuracy, efficiency, and reliability of inspections. Following are some key benefits/usefulness of visual inspection equipment: -

- 1. Improved Accuracy:** Visual inspection equipment provides precise and objective measurements, reducing the likelihood of human error in assessing the condition, quality, or compliance of goods. This leads to more accurate inspection results and helps ensure consistency in quality control processes.
- 2. Enhanced Efficiency:** Visual inspection equipment enables faster and more efficient inspections compared to manual methods. Automated tools such as barcode scanners, RFID readers, and thermal imaging cameras streamline the inspection process, allowing for quicker identification of issues or discrepancies.
- 3. Detection of Hidden Defects:** Certain visual inspection equipment, such as UV lights, magnifying devices, and microscopes, can detect hidden defects or contaminants that may not be visible to the naked eye. This helps identify potential quality issues or safety hazards that could otherwise go unnoticed.

4. Data-driven Decision Making: Visual inspection equipment provides objective data and measurements, enabling informed decision-making based on quantitative information rather than subjective assessments. This supports evidence-based approaches to quality control, risk management, and claim verification.

5. Compliance Verification: Equipment such as colorimeters, seal integrity testers, and particle counters help verify compliance with regulatory standards, industry specifications, or customer requirements. This ensures that goods meet the necessary quality, safety, and performance criteria before being shipped or delivered.

6. Risk Mitigation: By identifying defects, damages, or discrepancies early in the inspection process, visual inspection equipment helps mitigate risks associated with product quality, safety, and compliance. This reduces the likelihood of costly recalls, rejections, or claims related to defective or non-compliant goods.

Streamlined Documentation and Reporting: Visual inspection equipment often integrates with digital systems for documentation and reporting, facilitating real-time data capture, storage, and analysis. This streamlines the documentation process, reduces paperwork, and enables easier access to inspection records for auditing or dispute resolution purposes.

Activities

Activity 1: Prepare a chart and a table on visual inspection via equipment of various damaged goods.

Materials Required: safety gears, pen, pencil, paper, chart of equipment that are available at the warehouse, etc.

Procedure:

1. Divide the class into some groups.
2. Go to the nearest warehouse.
3. Take permission of warehouse coordinator.
4. Ask for equipment types:
 - a) Seal integrity tester
 - b) Humidity tester
 - c) Thermal imaging
 - d) UV rays

- e) Moisture meter, etc.
5. Prepare a chart and table of various equipment available at the warehouse and their procedure to operate.
6. Discuss with other students.
7. Submit it to the teacher.

Activity 2: Prepare a claim form and test the equipment of the good in Warehouse.

Material Required: Pen, Paper, Pre-examined claim form, safety gears, etc.

Procedure:

1. Prepare a pre-examined claim form or take a sample from the warehouse.
2. Ask teacher for examination while checking for the accuracy of equipment.
3. Now check for errors in the equipment used for checking goods.
 - a) Weighing Scale Working Properly
 - b) Measuring Tape Accurate Measurement
 - c) Calipers Functioning Correctly
 - d) Thermometer Reading Temperature
 - e) Barcode Scanner Scanning Successfully
 - f) Inspection Lights Illuminating Adequately
 - g) Moisture Meter Providing Accurate Readings
4. Ask teacher to verify.
5. Prepare a proper report.
6. Submit the form to the teacher.

Activity 3: Prepare a report on how Quality Assurance Team (QAT) works.

Material Required: Pen, Paper, Pencil, etc.

Procedure:

1. Divide the class into two groups.
2. Let one group to be a member of Quality Assurance Team and other as warehouse executive.
3. Let one team to do accuracy check, as per activity-2
 - a) Prepare report

- b) Forward report to teacher
 - c) Find the errors and refer it to QAT
4. The QAT group on reference from accuracy check team,
 - a) try to remove errors
 - b) improve the accuracy
 - c) Solve the problem with equipment if any
 5. Prepare an in-depth report.
 6. Submit it to teacher.

Check Your Progress

A. Fill in the Blanks

1. Visual inspection with equipment is essential in logistics to verify the condition and validity of _____.
2. Seal integrity testers are used to verify the _____ of seals on packaging or containers.
3. Moisture meters are helpful in detecting _____ issues in perishable items.
4. UV lights can reveal hidden _____ that may not be visible under normal lighting conditions.
5. The Quality Assurance Team (Q.A.T.) plays a crucial role in identifying errors or damages in products to ensure _____ while dispatching goods in a warehouse.

B. Multiple Choice Questions

1. Equipment that are used in visual inspection are
 - a) Seal Integrity Tester
 - b) Thermal Imaging Cameras
 - c) Both (a) and (b)
 - d) None of the above
2. This helps identify illegible or tampered markings that may indicate tampering or counterfeit goods:
 - a) Magnifying devices
 - b) Heat seekers

- c) BP device
 - d) None of the above
3. In accuracy check:
- d) Equipment are checked for accuracy
 - e) Equipment are not checked
 - f) Goods are verified
 - g) None of the above
4. Quality Assurance Team
- a) Error in Equipment are verify and repair by the QAT
 - b) QAT look for the errors in the claim form
 - c) Both (a) & (b)
 - d) None of the Above
5. Automated tools such as _____ streamline the inspection process, allowing for quicker identification of issues or discrepancies:
- a) Barcode scanners
 - b) RFID readers
 - c) Thermal imaging cameras
 - d) All of the Above

C. State Whether the Following Statements Are True and False

1. Visual inspection equipment provides incorrect measurements, increasing the likelihood of human error in assessing the condition, quality, or compliance of goods.
2. Equipment such as colorimeters, seal integrity testers, and particle counters help verify compliance with regulatory standards, industry specifications, or customer requirements.
3. To check the accuracy of products in a distribution center it is essential to be aware and examine guarantee structures.
4. Weighing scales are used to accurately measure the height of goods, helping verify the quality of products received or shipped.
5. Verification of a claim involves thoroughly examining the goods in question to assess their condition and verify the validity of the claim.

D. Match the Columns

	Column A		Column B
1	Inspection check-list	A	Seal integrity device
2	Quality assurance Team	B	Inspection equipment
3	Check the accuracy of	C	Accuracy of goods
4	Visual inspection for	D	Goods in warehouse
5	Weight measuring equipment	E	Error rectification in equipment

E. Short Answer Questions

1. Why quality assurance team is required in a warehouse?
2. What are weight measuring equipment of visual inspection?
3. What is accuracy check?
4. Write usefulness of visual inspection of equipment.

F. Long Answer Type Question

1. Explain various types of visual inspection equipment.
2. What are visual inspection with equipment to verify the claims?
3. Explain seal integrity equipment required for visual inspection.

G. Check Your Performance

1. Check the accuracy of testing equipment used in visual inspection.
2. Write down the visual inspection equipment that you have seen.
3. Write down the equipment that are used at your school, home, etc.

Session 3: Recording of Results for Claim Goods

On the completion of visual inspection, it is necessary to isolate damaged goods in a warehouse and further inspection for quality check-up in claim forms. It not only helps in examining the validation of the claim forms but also increases the company's expertise. The result of a visual inspection for claimed goods can vary depending on various factors, including the nature of the claim, the condition of the goods, and the findings during the inspection. Following are some possible outcomes (Fig.4.2):

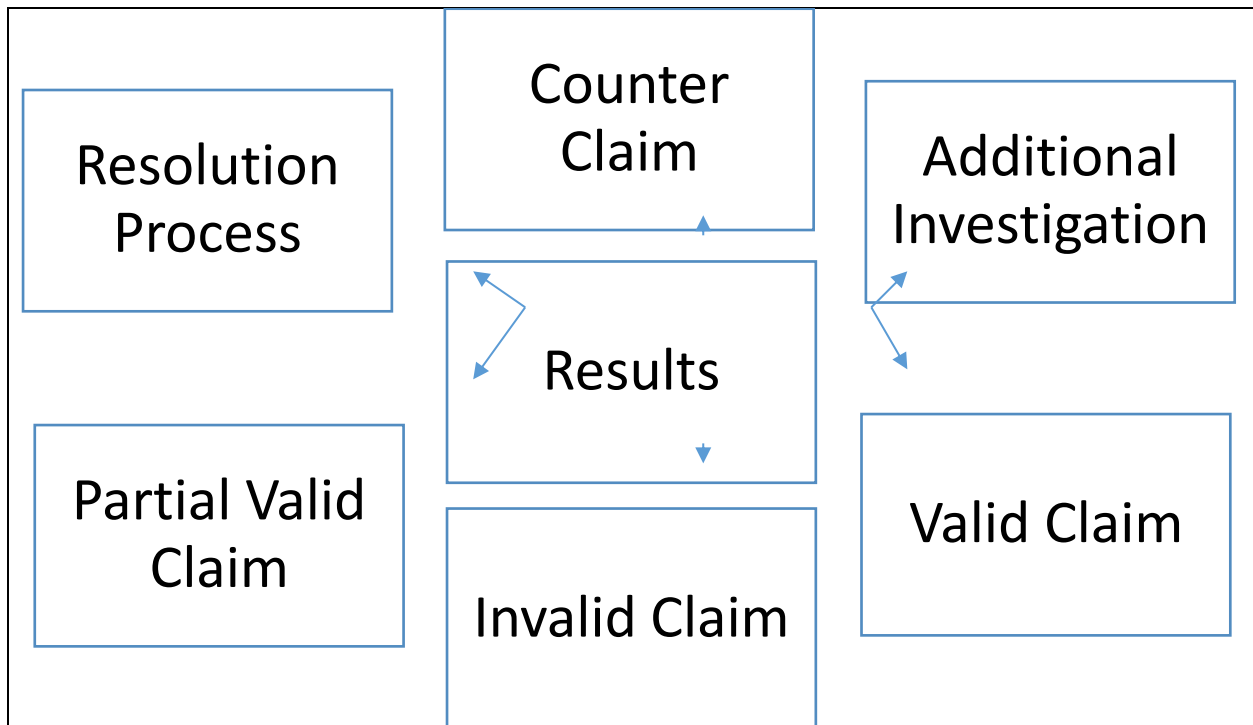


Fig. 4.2: Showing various outcomes of Visual Inspection

1. **Valid Claim** - If the visual inspection confirms the damages or issues reported in the claim documentation, the claim is considered valid. The logistics provider may proceed with compensating the claimant, replacing the damaged goods, or taking other corrective actions as per the terms of the agreement or contract.
2. **Invalid Claim** - If the visual inspection does not reveal any damages or issues consistent with the claim documentation, the claim may be deemed invalid. The logistics provider may deny the claim, and the claimant may not be entitled to compensation or replacement of goods.
3. **Partial Validation** - Sometimes, the visual inspection may confirm only a portion of the claimed damages or defects. The logistics provider may offer partial compensation or take partial corrective actions to address the confirmed issues.
4. **Additional Investigation required** - If the visual inspection provides inconclusive evidence, further investigation or analysis may be needed. The resolution may be delayed while additional information is gathered to make a more informed decision regarding the claim.
5. **Counterclaim** - In rare cases, the visual inspection may reveal evidence suggesting that the damages were caused by factors beyond the logistics provider's control or due to negligence on the part of the claimant. The logistics provider may initiate a counterclaim seeking compensation for damages or disputing the validity of the initial claim.

6. Resolution Process - The logistics provider communicates the findings of the visual inspection to the claimant and other relevant stakeholders. Depending on the results, the parties may engage in negotiations to reach a mutually agreeable resolution. This could involve compensation, replacement of goods, or other corrective actions.

RECORDING THE RESULTS IN INSPECTION CHECKLIST

Recording the results of inspection helps in verifying the checklist. It will help in inspecting the goods in the claim form and problem can be sort out. Below is a template for recording the results of a visual inspection for claimed goods in an inspection checklist (Fig. 4.3):

Instructions:

1. Fill in the relevant details in each section based on the findings of the visual inspection.
2. Provide detailed and objective descriptions of the inspection findings and supporting evidence.
3. Ensure that the checklist is signed by the inspector and any witnesses present during the inspection.
4. Record the date of completion for reference.

By using this checklist template, you can systematically record the results of the visual inspection for claimed goods and ensure that all relevant information is captured accurately for further analysis and resolution.

Inspection Report and Check list									
Received from				Date				Shift	
					Check carrier				
Address				Parcel service				Shipper's truck/	
				Parcel post				Air express/	
Shipped from				Truck				Express mail/	
				Rail				Other	
					Check where inspected				
		On dock		On dock		In quality control			
Quality received			Quality received			Quality received			
					Inspection action				
Item	Description		Approved	Rejected	Reason			Disposition	
Inspected by				Approved by					
Signature, Seal Date:				Signature, Seal Date:					

Fig. 4.3: Showing general table of Inspection Report, Checklist & Instruction.

PHOTOGRAPHY FOR THE EVIDENCE

Subsequent to filling of the inspection check-list, it is important to have confirmations, which are typically finished by photos. Taking photos for proof

and directing meetings help in recording of results during stockroom review. When conducting a visual inspection for claimed goods, capturing clear and detailed photographs is crucial for providing visual evidence to support the findings (Fig. 4.4).

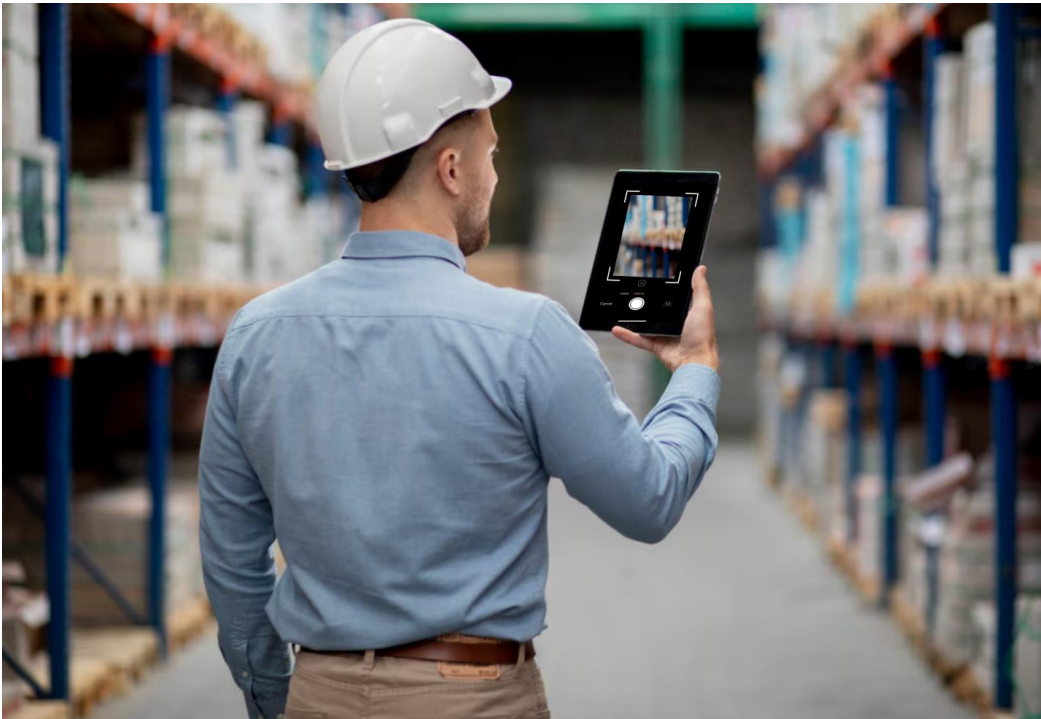


Fig. 4.4: Showing person collecting Photograph for Evidence of goods.

Following are some guidelines on how to approach photography for evidential purposes during the inspection:

- 1. Before-and-After Shots** - Take overall photographs of the goods before and after the inspection to show their initial condition and any changes observed.
- 2. Close-ups of Damages** - Capture close-up shots of any damages, defects, or discrepancies identified during the inspection. Ensure the photos clearly depict the nature and extent of the issues.
- 3. Labels and Packaging** - Document labels, barcodes, and any identifying information on the packaging. This helps establish the identity of the goods and their condition at the time of inspection.
- 4. Batch/Lot Numbers** - If applicable, photograph batch or lot numbers on the goods or packaging. This information is crucial for traceability and verification.
- 5. Serial Numbers or Codes** - If the goods have serial numbers or specific codes, capture clear images to help with identification and verification.

- 6. Packaging Integrity** - Document the overall condition of the packaging, including any signs of tampering, tearing, or other issues that may have contributed to damages.
- 7. Quantity Verification** - If the claim involves quantity discrepancies, take photos that clearly show the quantity of goods present during the inspection.
- 8. Environment and Location** - Capture images of the inspection environment, including the storage area or warehouse. This provides context and helps establish where the inspection took place.
- 9. Use a Reference Scale** - Include a ruler or another reference scale in the photographs to provide a sense of scale for damages or defects.
- 10. Lighting Considerations** - Ensure proper lighting to capture accurate and clear images. Use flash or additional lighting sources if needed, especially in dimly lit areas.

Activities

Activity 1: Prepare a report on inspection checklist for a warehouse.

Materials Required: Format of checklist, Checklist for goods in quarantined area, Specifications for all good based on damage, ok and good scale

Procedure:

1. Visit the nearest Warehouse
 - a) Ask for permission to visit from the warehouse manager
 - b) Ask the manger for the check-list format, get a copy of it.
2. Visually inspect the checklist.
 - a) Serial Number
 - b) Particulars of the Claim
 - c) Claim Number
 - d) Type/Category of Claim
 - e) Insured/Not Insured
 - f) Amount Involved
 - g) Completeness of Supporting Documents
 - h) Validity of Claim
 - i) Communication with Claimants and Insurers
 - j) Compliance with Industry and Company Guidelines

- k) Accuracy and Quality Standards
 - l) Need for Additional Inspection or Documentation
 - m) Record Keeping
 - n) Verification of Signatures
 - o) Overall Compliance
3. Tick down in the check-list.
 4. Write the reasons of claim form.
 5. Write down the damage goods according to descending order in a scale.
 6. Make a chart for quarantine goods.
 7. Prepare a report file on the check-list form.
 8. Submit the papers to the teacher.

Activity 2: Prepare a chart and report on Evidence of segregated goods in a warehouse.

Materials Required: Camera, Printer, Pen, Pages, File.

Procedure:

1. Visit a warehouse nearby.
2. Check inspection list for claim forms and take a copy of it.
 - a) Seal Integrity Test
 - b) Thermal Imaging
 - c) Moisture Levels
 - d) UV Inspection
 - e) Magnification
 - f) Color Consistency
 - g) Weight Verification
3. Check the goods that can be claimed for visual inspection.
4. Take photos with your camera.
5. Take printouts of the photos.
6. Tally it with claimed goods.
7. Make a file of the photos.
8. Segregate damaged good, and prepare a report on it.
9. Prepare an analytical chart.

10. Submit the report to the class teacher.

Activity 3: Make a format on general inspection report and check list.

Material Required: Pen, paper, scale.

Procedure:

1. Research on internet and nearby warehouse.
2. Take help from your teacher
 - a) To collect various format from the warehouse
 - b) Internet exploring
 - c) To complete the format
3. Prepare a general inspection report on format.
4. Also make a check-list.
5. After completion share it with your fellow students.
6. And submit it to your teacher.
7. Ask the teacher for further editing if required.
8. Later explain it to the class students.

Check Your Progress

A. Fill in the Blanks

1. Visual inspection confirms the damages or issues reported in the claim documentation, the claim is considered _____.
2. If the visual inspection does not reveal any damages or issues consistent with the claim documentation, the claim may be deemed _____.
3. Take overall photographs of the goods _____ the inspection to show their initial condition and any changes observed.
4. Recording the result of _____ helps in evaluating inspection.
5. _____ is the way for evidence of visual inspection.

General Inspection Format

Date: [Date of Inspection]

Time: [Time of Inspection]

Location: [Location of Inspection]

Inspector: [Name of Inspector]

Purpose: [Reason for Inspection]

1. Area Inspected:

2. Inspection Criteria:

3. Inspection Checklist:

4. Observations:

5. Recommendations:

6. Corrective Actions:

7. Follow-Up Plan:

8. Conclusion:

Approval:

Signature of Inspector: _____

Date: _____

B. Multiple Choice Questions

1. Photography Guidelines for Evidence in Visual Inspection
 - a) Before-and-After Shots
 - b) Date and Time Stamps
 - c) Both the above
 - d) None of the above
2. Results of Visual Inspection list contains:
 - a) Valid
 - b) Invalid
 - c) Partial Valid
 - d) All of the above

3. By using _____, you can systematically record the results of the visual inspection for claimed goods and ensure that all relevant information is captured accurately for further analysis and resolution
 - a) Checklist template
 - b) Inscription list
 - c) Accuracy claim
 - d) None of the above
4. Photographs are recorded for
 - a) The newspaper
 - b) Records
 - c) Evidence
 - d) None of the above
5. The visual inspection may reveal evidence suggesting that the damages were caused by factors beyond the logistics provider's control or due to negligence on the part of the claimant. The logistics provider may initiate a _____ seeking compensation for damages or disputing the validity of the initial claim.
 - a) Counterclaim
 - b) Valid claims
 - c) Invalid claims
 - d) Partial claims

C. State Whether the Following Statements Are True and False

1. Visual inspection does not confirm the damages reported in the valid claim documentation.
2. Visual inspection does not reveal any damages or issues consistent with the invalid claim documentation.
3. By using this checklist template, you can systematically record the results of the visual inspection for claimed goods and ensure all information is captured accurately.
4. Take overall photographs of the goods before and after the inspection to show their initial condition and any changes observed.
5. Goods have serial numbers or specific codes that is required to capture clearly to help with identification and verification.

D. Match the Columns

	Column A		Column B
1	Resolution Process	A	Required due to inconclusive evidence
2	Counterclaim	B	Evidence
3	Photos	C	Damages due to negligence of Claimant
4	Additional Investigation	D	Photography needed
5	Label and Packaging	E	Parties may engage in negotiations to reach mutually agreeable resolution

E. Short Answer Questions

1. What are valid and invalid claims?
2. Draw a general format of Inspection Report and check list?
3. Write down three points on recording the result of inspection checklist use.
4. Photography is important for the claim of damage goods, explain?
5. What is Resolution Process?

F. Long Answer Questions

1. Write down the possible outcomes Results of Visual Inspection for Claim Goods.
2. List down the steps for recording of the result in Visual Inspection check list.
3. Why photography is important for the evidence during the claim of goods?

G. Check Your Performance

1. Make a document on photographic evidences for claims.
2. Make your own check list for your home-based goods.

Session 4: Claim Reimbursement

Visual inspection for guarantee goods is pivotal in deciding the explanations behind harms, evaluating the exactness of the case, and assessing the reimbursement amount. While leading a visual examination, it is essential to

completely inspect the goods to recognise any noticeable indications of harm. This might incorporate evaluating the state of the bundling, checking for any marks or scratches, and noticing any errors between the guaranteed harm and the real condition of the goods.

REASONS OF DAMAGES

When conducting a visual inspection for claimed goods in logistics, it's essential to identify and document the reasons for damages observed during the inspection. These reasons provide valuable insights into the root causes of the issues and help determine responsibility and appropriate corrective actions. Following are some common reasons for damages to goods in logistics-

1. **Inadequate Packaging** - Inadequate packaging materials may fail to protect goods from external impacts, leading to damages during transit or storage.
2. **Environmental Factors** - Exposure to extreme temperatures, humidity, moisture, bacteria, etc., can cause damages such as corrosion, mold, or degradation of goods.
3. **Incorrect Loading or Stacking** - Incorrectly loaded or stacked goods in containers, trucks, or warehouses can lead to shifting, compression, or crushing, resulting in damages.
4. **Collisions or Accidents** - Collisions with other objects or vehicles during transit, mishaps during loading/ unloading operations, or accidents can cause damages to goods.
5. **Product Defects or Manufacturing Issues** - Inherent defects or manufacturing issues in the goods themselves, such as weak materials, faulty components, or design flaws, can lead to damages.
6. **Tampering or Vandalism** - Intentional tampering, vandalism, or theft during transit or storage can cause damages to goods, including breakage, pilferage, or contamination.
7. **Packing or Loading Errors** - Errors in packing procedures or loading configurations, such as improper weight distribution or incorrect stacking methods, can result in damages.
8. **Inadequate Inspection or Quality Control** - Lack of proper inspection protocols or quality control measures during manufacturing, packing, or handling processes can lead to undetected defects or damages.

INSPECTING THE ACCURACY OF CLAIMS

Inspecting the accuracy of claims regarding damaged goods in logistics involves a detailed assessment to verify the validity of the claims. Here's how the accuracy of claims can be inspected-

- 1. Review Claim Documentation** – It is beginning by thoroughly examining the claim documentation provided by the claimant. This includes the claim form, invoices, delivery receipts, and any other relevant paperwork detailing the claimed damages.
- 2. Verify Goods Identification** – To Confirm the identification of the claimed goods, including their description, batch/lot number, and quantity, to ensure they match the details provided in the claim documentation.
- 3. Conduct Visual Inspection** – To Perform a visual inspection of the claimed goods to assess their condition and verify the reported damages. Note any discrepancies observed during the inspection compared to the details provided in the claim documentation.
- 4. Document Inspection Findings** - Document the findings of the visual inspection, including descriptions and photographs of any damages or discrepancies identified. This documentation serves as evidence to support the accuracy check.
- 5. Compare Findings with Claim Documentation** - Compare the findings from the visual inspection with the details provided in the claim documentation. Pay attention to any inconsistencies or discrepancies between the claimed damages and the actual condition of the goods observed during the inspection.
- 6. Assess Cause of Damages** - Identify and assess the likely cause(s) of the observed damages based on the inspection findings. Consider factors such as handling practices, packaging quality, environmental conditions, or other relevant factors that could have contributed to the damages.
- 7. Evaluate Supporting Evidence** – To Review any additional supporting evidence provided by the claimant, such as photographs, videos, or witness statements, to corroborate the accuracy of the claims. Evaluate the credibility and relevance of the supporting evidence in relation to the claimed damages.
- 8. Consider Contractual Terms** - Refer to the terms and conditions outlined in the shipping contract or agreement between the parties to determine the responsibilities and liabilities related to damaged goods. Ensure that the inspection findings align with the contractual terms.

ESTIMATION OF THE REIMBURSEMENT AMOUNT

Estimating the reimbursement amount for damaged goods in logistics involves considering various factors such as the extent of damage, the value of the goods, applicable insurance coverage, contractual terms, and any additional

costs incurred. Here's a general approach to estimating the reimbursement amount (Fig.4.5) -

Assessment of Damages- Evaluate the extent of damage to the goods based on the findings of the visual inspection. Determine the severity and scope of damages, including any partial or total loss of value.

Valuation of Goods- Determine the value of the damaged goods based on factors such as their original purchase price, market value, or replacement cost. Consider any depreciation or salvage value if applicable.

Applicable Insurance Coverage- Check if the goods are covered under any insurance policy, such as cargo insurance or liability insurance. Determine the coverage limits and deductibles applicable to the claim.

Contractual Terms- Review the terms and conditions outlined in the shipping contract or agreement between the parties. Consider any clauses related to liability, damages, or reimbursement obligations.

Calculation of Reimbursement- Calculate the reimbursement amount based on the assessed damages, the value of the goods, and any applicable insurance coverage. Deduct any deductibles or limits specified in the insurance policy.

Additional Costs- Consider any additional costs incurred as a result of the damages, such as transportation expenses for returning the goods, storage fees, or administrative costs associated with processing the claim.

Negotiation and Settlement- Engage in negotiation with the claimant to reach a mutually agreeable settlement amount. Consider factors such as liability, mitigating circumstances, and the potential impact on the ongoing business relationship.

Documentation and Record-Keeping- Document the calculation of the reimbursement amount, including all relevant details such as inspection findings, valuation of goods, insurance coverage, and any additional costs incurred. Maintain accurate records for future reference and auditing purposes.

Approval and Payment- Obtain approval for the reimbursement amount from the appropriate stakeholders, such as management or insurers. Process the payment to the claimant in accordance with the agreed-upon settlement terms.

Follow-Up and Closure- Follow up with the claimant to ensure timely receipt of the reimbursement payment and confirm closure of the claim. Document the resolution of the claim for future reference.

Fig. 4.5: Showing general steps for Reimbursement Process

It's essential to conduct a thorough assessment and calculation to ensure that the reimbursement amount accurately reflects the damages incurred and is in line with contractual obligations and insurance coverage. Additionally, maintaining transparency and open communication throughout the reimbursement process helps in resolving claims effectively and preserving positive business relationships.

Activities

Activity 1: Prepare a report on Estimation of the Claim reimbursement amount.

Materials Required: Pen, Notebook, camera, Printed copy of Claim Form.

Procedure:

1. Visit a warehouse nearby.
2. Take the permission of the warehouse coordinator.
3. Enquire about quarantined goods.
4. Check for damaged items and click photos.
5. Prepare claim form.
6. Estimate the claim reimbursement with the help of executive, faculty and manager in-charge of warehouse.
 - a) Review claim details
 - b) Assess claim validity
 - c) Determine reimbursement amount
 - d) Consult with insurance provider
 - e) Finalize reimbursement decision
7. Inspect for accuracy, verify the results later click photo.
8. Prepare an analytical report.
9. Submit the report to the teacher.

Activity 2: Prepare the reasons for damages of goods while visiting a warehouse.

Materials Required: Pen, Paper, Scale, Pad.

Procedure:

1. Visit the nearest warehouse by making multiple groups after dividing the class.

2. Take the permission of the warehouse coordinator.
3. Communicate with the manager of the warehouse.
4. Ask warehouse manager about the reason for damages of goods.
 - a) Inadequate Packaging
 - b) Improper Handling
 - c) Environmental Factors
 - d) Equipment Malfunction
 - e) Lack of Supervision
 - f) Congestion in Aisles
 - g) Inadequate Signage
 - h) Poor Warehouse Layout
 - i) Insufficient Staff Training
5. Create a table on a paper and write down the reasons.
6. Discuss the reasons in the class.
7. Sort out with the solution.
8. Submit the paper to the teacher and warehouse manager.

Activity 3: Prepare a chart on Inspection for the Accuracy of claims

Materials Required: Pen, Paper, scale, paper pad.

Procedure:

1. Visit the nearest warehouse.
2. Ask the manager in-charge of the warehouse on how to conduct the accuracy claim.
3. Review the document.
 - a) Initial Review
 - b) Document Verification
 - c) Claim Analysis
 - d) Physical Inspection
 - e) Expert Consultation
 - f) Claims Committee Review
 - g) Final Approval

4. Verify the claim document.
5. Compare the claim from the document.
6. Communicate with the teacher.
7. Discuss it in class.
8. Submit the findings to the teacher.

Check Your Progress

A. Fill in the Blanks

1. _____ during transportation, loading/unloading, or storage can lead to damages such as dents, scratches or breakage.
2. Inspecting the _____ regarding damaged goods in logistics involves a detailed assessment to verify the validity of the claims.
3. When conducting a _____ for claimed goods in logistics, it's essential to identify and document the reasons for damages observed during the inspection.
4. Maintaining transparency and open communication throughout the _____ process helps in resolving claims effectively and preserving positive business relationships.
5. Identifying and documenting the specific _____ during the visual inspection provides valuable information for determining liability, implementing corrective measures, and preventing similar issues in the future

B. Multiple Choice Questions

1. Some common reasons for damages to goods in logistics:
 - a) Improper Handling or Storage
 - b) Inadequate Packaging
 - c) Equipment Malfunction
 - d) All of the above
2. The accuracy of claims form includes:
 - a) Verify Goods Identification
 - b) Conduct Visual Inspection
 - c) Document Inspection Findings

- d) All the above
3. General approach to estimating the reimbursement amount:
- a) Applicable Insurance Coverage
 - b) Calculation of Reimbursement
 - c) Both a) and b)
 - d) None of the above
4. Estimation of reimbursement of amount form must be submitted
- a) With amount of reimbursement
 - b) With accuracy claim check
 - c) With both amount of reimbursement and accuracy claim check.
 - d) None of the above
5. The _____ helps in resolving claims effectively and preserving positive business relationships
- a) Reimbursement process
 - b) Photography
 - c) Goods warehouse
 - d) None of the above

C. State Whether the Following Statements Are True and False:

1. Rough handling during transportation, loading/unloading, or storage can lead to damages such as dents, scratches, or breakage.
2. Exposure to extreme temperatures, humidity, moisture, bacteria, etc., can cause damages such as corrosion, mold, or degradation of goods.
3. Intentional tampering, vandalism, or theft during transit or storage can cause damages to goods, including breakage, pilferage, or contamination.
4. Determine the value of the damaged goods based on factors such as their original purchase price, market value, or replacement cost.
5. Inherent defects or manufacturing issues in the goods themselves, such as weak materials, faulty components, or design flaws, can lead to damages.

D. Match the Columns

	Column A		Column B
1	Reimbursement amount	A	Reasons for damages to goods
2	Accuracy of claims	B	Estimation of damaged goods
3	Improper handling/storage	C	Verify goods identification
4	Inspecting the accuracy of claims regarding damaged goods	D	Helps in resolving claims effectively
5	Maintaining transparency and open communication	E	Involves a detailed assessment to verify the validity of the claims

E. Short Answer Questions

1. What is valuation of goods?
2. Explain documentation inspection findings in accuracy of claim.
3. Explain estimation of reimbursement of claim form.
4. Why material handling cost is important in checking accuracy of claim form?
5. What are the valuations of goods in reimbursement of claim forms?

F. Long Answer Questions

1. Explain estimation of reimbursement of claim form with suitable points.
2. List the reasons of damages of goods with explanation.
3. What is estimation of reimbursement of amount? Write the steps that are needed.

G. Check your Performance

1. Make a table on various reasons for damage of goods as a warehouse coordinator.
2. Authenticate the estimation of reimbursement of claim form.
3. Create your own way to verify the accuracy of claim.

Answer Keys

MODULE 1: SUPPLY CHAIN, LOGISTICS AND WAREHOUSING

SESSION 1: BASICS OF SUPPLY CHAIN

A. Fill in the Blanks

1.distributors 2. goods 3. Suppliers 4. Manufacturers 5.e-commerce

B. Multiple Choice Questions

1.B, 2.C, 3.A, 4.A, 5.D

C. State whether the following statements are True or False

1.True, 2. False, 3. True, 4. True, 5. True

D. Match the Column

1.C, 2.A, 3. B

SESSION 2: CONCEPT OF LOGISTICS

A. Fill in the Blanks

1.Warehousing, 2. transportation, 3. logistics, 4. refrigerated, 5. Supply chain management, 6. port

B. Multiple Choice Questions

1.D, 2.C, 3.C, 4.A, 5.D

C. State whether the following statements are True or False

1.False, 2. True, 3. True, 4. True, 5. True, 6. True

D. Match the Column

1.C, 2.A, 3. B

SESSION 3: FUNDAMENTALS OF WAREHOUSING

A. Fill in the Blanks

1.warehousing, warehouse, 2. specialized, 3. consolidation, 4. order lead time, 5. logistics

B. Multiple Choice Questions

1.D, 2.A, 3.D, 4.A, 5.D

C. State whether the following statements are True or False

1.True, 2. False, 3. True, 4. True, 5. False

SESSION 4: FUNCTIONS AND CLASSIFICATION OF WAREHOUSE

A. Fill in the Blanks

1. refrigerated, 2. private warehouse, 3. specialty, 4. distribution, 5. Manual, automated

B. Multiple Choice Questions

1.D, 2.D, 3.B, 4.C, 5.D

C. State whether the following statements are True or False

1.True, 2. False, 3. False, 4. False, 5. True, 6. True

MODULE 2: WORK SCHEDULE AND CLAIM FORMS**SESSION 1: WORK SCHEDULE****A. Fill in the Blanks**

1. Roster, 2. Daily, 3. Alphabetically, 4. Manager or Supervisor, 5. Shift

B. State whether the following statements are True or False

1.False, 2. True, 3. True, 4. False, 5. True

C. Match the Column

1.D, 2.A, 3.B,4.C

SESSION 2: TYPES OF CLAIM FORMS**A. Fill in the Blanks**

1- Shipping Claim Form, 2- Loss and Damage Claim Forms, 3- Warehouse Insurance claim, 4-reference, 5-backbone

B. Multiple Choice Questions

1-C, 2-C, 3-D, 4-A

C. State whether the following statements are True or False

1-F, 2-T, 3-F, 4-F, 5-F

D. Match the Column

1-C, 2-e, 3-d, 4-b, 5-a

SESSION 3: PREPARATION OF CLAIMS RESOLUTION**A. Fill in the Blanks**

1-Warehouse claims coordinator, 2-reviews, 3- Serial Number, 4-completed, 5- age and purchase price, 6-Nature and category

B. State whether the following statements are True or False

1-F,2-F, 3-T,4-T,5-T

C. Match the Column

1-D, 2-C,3-B, 4-A

SESSION 4: PRIORITIES OF CLAIMS PROCESSING

A. Fill in the Blanks

1-Claimant and agency, 2-Liability, 3-Paper work, 4-Risk Assessment Matrix, 5-Mismatched

B. State whether the following statements are True or False

1-F, 2-T, 3-F, 4-T, 5-T

C. Match the Column

1-E, 2-A, 3-F, 4-B, 5-C, 6-D

MODULE 3: PREPARING CLAIMS**SESSION 1: CLAIMS PROCESSING AND DATA COLLECTION****A. Fill in the Blanks**

1.Claim, 2. Claims processing, 3. Claim processing checklist, 4. Claims data, 5. Evaluation

B. Multiple Choice Questions

1.D, 2.A, 3.D, 4.D, 5.B

C. State whether the following statements are True or False

1.True, 2. False, 3. True, 4. False, 5. True

D. Match the Column

1.E, 2.A, 3.B, 4.C,5. D

SESSION 2: INSPECTION IN CLAIMS**A. Fill in the Blanks**

1.Inspection, 2. Label printer, 3. Resolution, 4. Barcode scanner
5.Visual inspection

B. Multiple Choice Questions

1.D, 2.C, 3.B, 4-A, 5-B

C. State whether the following statements are True or False

1.True, 2. False, 3. False, 4. False, 5. True

D. Match the Column

1.E, 2.D, 3.B, 4.A, 5.C

SESSION 3: PENDING CLAIMS AND ADJUSTMENT CORRECTIONS**A. Fill in the Blanks**

1, Pending Claims, 2. Receipt of claim, 3. Consultation, 4. Adjustments 5. Initial review

B. Multiple Choice Questions

1.A, 2.D, 3.D, 4.A, 5.D

C. State whether the following statements are True or False

1.True, 2. False, 3. True, 4. False, 5. True

D. Match the Column

1.E, 2.A, 3.D, 4.B, 5.C

SESSION 4: PRE-INSPECTION TESTING OF EQUIPMENTS

A. Fill in the Blanks

1.Functional testing, 2. Maintenance, 3. Equipment malfunctions, 4. User friendly, 5. Fitness

B. Multiple Choice Questions

1.D, 2.A, 3.D, 4.D, 5.A

C. State whether the following statements are True or False

1.True, 2. False, 3. True, 4. True, 5. False

D. Match the Column

1.E, 2.A, 3.B, 4.C, 5.D

MODULE 4: VISUAL INSPECTION OF GOODS

SESSION 1: CLAIM FORMS

A. Fill in the Blanks

1.Visual Examination, 2. Video Inspection, 3. Loss or Theft, 4. Shortages, 5. Temperature or Climate Issues

B. Multiple Choice Questions

1.Photographic Documentation, 2. Check list and Templates, 3. Late Delivery, 4. All of the above, 5. All of the above

C. State whether the following statements are True or False

1.T, 2.T, 3.T, 4.F, 5.T

D. Match the Columns

1.E, 2-D, 3-B, 4-C, 5-A

SESSION 2: VERIFICATION OF CLAIMS

A. Fill in the Blanks

1. Moisture Meters, 2. UV Lights, 3. Colorimeters/Spectrophotometers, 4. Quality Assurance Team, 5. Seal Integrity Testers

B. Multiple Choice Questions

1. Both of the Above, 2. Magnifying Devices, 3. Equipment's are checked for accuracy, 4. Both a & b, 5. All of the above

C. State whether the following statements are True or False

1.F, 2.T, 3.T, 4.F, 5.T

D. Match the Columns

1.D, 2.E, 3.D, 4.C, 5.B

SESSION 3: RECORDING RESULTS OF VISUAL INSPECTION**A. Fill in the Blanks**

1.Valid Claims, 2. Invalid claims 3. Before and After Shots 4. Visual Inspection 5. Photography

B. Multiple Choice Questions

1.Both of the Above, 2. All of the Above, 3. Checklist template, 4. Evidence, 5. Counter claim

C. State whether the following statements are True or False

1.F, 2.T, 3.T, 4.T, 5.F

D. Match the columns:

1.E, 2.C, 3.B, 4.A, 5.D

SESSION 4: CLAIM REIMBURSEMENT**A. Fill in the Blanks**

1.Rough handling, 2. Accuracy of claims, 3. Visual inspection, 4. Reimbursement, 5. Reasons for damages

B. Multiple Choice Questions

1.All of the Above, 2. All of the Above, 3. Both a & b, 4. With both amount of reimbursement and accuracy claim check, 5. Reimbursement Process.

C. State whether the following statements are True or False

1.T, 2.T, 3.T, 4.T, 5.T

D. Match the Column

1.B, 2.C, 3.A, 4.E, 5.D

Glossary

Word	Meaning
Supply Chain	The network of interconnected entities, activities, and resources involved in producing and delivering goods or services to customers.

Logistics:	The management of the flow of goods, information, and resources between the point of origin and the point of consumption to meet customer requirements.
Warehousing	The process of storing goods in a facility designed for the purpose of inventory management, consolidation, and distribution.
Warehouse Functions	Activities performed within a warehouse including receiving, storing, picking, packing, and shipping goods.
Warehouse Classification	Categorization of warehouses based on factors such as ownership, functionality, location, and specialization.
Work Schedule	A plan specifying the tasks to be completed, their sequence, and the resources required within a specified timeframe.
Claim Forms	Documents used to formally request compensation or resolution for damages, losses, or discrepancies in the supply chain process.
Claim Resolution	The process of addressing and resolving claims submitted by stakeholders within the supply chain.
Prioritization	The act of arranging items, tasks, or issues in order of importance or urgency.
Claims Processing	The systematic handling and evaluation of claims to determine eligibility and facilitate resolution.
Data Collection	Gathering and compiling relevant information for analysis and decision-making purposes.
Inspection	A systematic examination or assessment of goods, equipment, or processes to ensure compliance with standards or specifications.
Adjustment Corrections	Rectification of errors or discrepancies identified during the claims processing or inspection.
Pre-Inspection Testing	Testing conducted prior to inspection to assess the condition or performance of equipment.
Visual Inspection	Examination of goods or equipment using visual cues or observations to detect defects or damage.
Claim Verification	Process of confirming the validity and accuracy of submitted claims through documentation and examination.
Recording	Documenting and storing information related to inspection results, claims, or reimbursement.
Reimbursement	Compensation provided to stakeholders for losses, damages, or expenses incurred within the supply chain process.
Goods	Physical products or items that are produced, stored, and distributed within the supply chain.
Results	Outcomes or findings derived from inspections, evaluations, or analyses conducted within the supply chain.

Inspection Records	Documents containing detailed information about the findings, observations, and actions taken during inspections.
Compensation	Payment or other forms of remuneration provided to individuals or organizations as a result of a claim or loss.
Stakeholders	Individuals, organizations, or entities with an interest or involvement in the supply chain process.
Inventory Management	The strategic control and monitoring of goods throughout the supply chain, including ordering, storage, and replenishment.
Consolidation	The process of combining multiple shipments or orders into a single unit for transportation or storage efficiency.
Distribution	The allocation and delivery of goods to their final destination or end-users within the supply chain network.
Documentation	The creation, processing, and management of records, forms, and reports within the supply chain.
Compensation Process	Steps involved in assessing, approving, and disbursing compensation for valid claims or losses.
Discrepancies	Variances or inconsistencies observed between expected and actual outcomes, quantities, or conditions.
Standards	Established criteria, guidelines, or benchmarks used to measure or assess the quality, performance, or compliance of goods or processes.
Specifications	Detailed descriptions or requirements outlining the characteristics, features, or attributes of goods or services.
Claims Resolution Process	The sequence of steps followed to investigate, evaluate, and resolve claims within the supply chain.
Eligibility	The qualification criteria or conditions that must be met for a claim to be considered valid or eligible for compensation.
Resources	Assets, personnel, equipment, or materials required to perform tasks or activities within the supply chain.
Timeframe	The designated period within which tasks, activities, or processes are expected to be completed.
Documentation Requirements	The specific forms, records, or reports needed to support and process claims within the supply chain.
Inspection Procedures	Standardized methods or protocols followed during inspections to ensure consistency and accuracy.
Verification Process	The steps undertaken to confirm the authenticity and accuracy of information, documents, or claims.

Remuneration	Compensation or rewards provided to individuals or entities for their contributions or losses within the supply chain.
Claimants	Individuals or organizations submitting claims for compensation or resolution within the supply chain.
Compliance	Adherence to regulations, standards, policies, or agreements governing the operation and conduct within the supply chain.
Audits	Systematic examinations or reviews conducted to assess compliance, performance, or effectiveness within the supply chain.
Quality Control	Measures implemented to ensure that goods or services meet specified quality standards and requirements.
Risk Management	The identification, assessment, and mitigation of risks or uncertainties that could impact supply chain operations.
Performance Metrics	Quantitative measures used to evaluate and monitor the efficiency, effectiveness, and quality of supply chain processes.
Reconciliation	The process of resolving discrepancies or differences between two or more sets of records or accounts.
Non-Conformance	Deviation from established standards, specifications, or requirements within the supply chain.
Root Cause Analysis	A methodical approach used to identify the underlying causes of problems or issues within the supply chain.
Transparency	Openness and clarity in communication, processes, and transactions within the supply chain.
Continuous Improvement	Ongoing efforts to enhance efficiency, quality, and effectiveness within the supply chain through incremental changes and innovations.