

**SKILLS FRAMEWORK FOR SEA TRANSPORT  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Business Finance					
<b>TSC</b>	Claims Processing					
<b>TSC Description</b>	Manage claims processing to ensure accurate and timely payment on laytime and demurrage billing					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>STP-BFN-3003-1.1</b>	<b>STP-BFN-4003-1.1</b>		
			Process claims and monitor accounts receivables	Develop procedures for claims processing and investigate payment discrepancies		
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>• Concept of laytime and methods of calculating laytime and re-billing expenses</li> <li>• Concept of demurrage and methods of calculating demurrage and re-billing expenses</li> <li>• Documentation required to support expenses</li> <li>• Timelines for claims</li> <li>• Charter party clauses and shipping terms</li> <li>• Hire calculations and re-billing expenses</li> <li>• Broker commissions</li> <li>• Procedures for monitoring payment and handling overdue payments</li> <li>• Techniques for monitoring, evaluating and reviewing payment handling processes</li> </ul>	<ul style="list-style-type: none"> <li>• Concept of laytime and methods of calculating laytime and re-billing expenses</li> <li>• Concept of demurrage and methods of calculating demurrage and re-billing expenses</li> <li>• Documentation required to support expenses</li> <li>• Timelines for claims</li> <li>• Charter party clauses and shipping terms</li> <li>• Hire calculations and re-billing expenses</li> <li>• Broker commissions</li> <li>• Payment monitoring methods</li> <li>• Techniques for handling payment discrepancies</li> <li>• Organisation's standard operating procedures for claims and payments</li> </ul>		

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<p><b>Abilities</b></p>			<ul style="list-style-type: none"> <li>• Check calculations of expenses for completeness and inclusion of required, supporting evidence</li> <li>• Determine that claims amounts are correct, and are in line with the amounts payable</li> <li>• Identify and decline invalid claims</li> <li>• Process valid claims for expenses within agreed timelines</li> <li>• Maintain accurate and up-to-date records of claims made</li> <li>• Ascertain outstanding receivables due</li> <li>• Monitor transactions to ensure timely collection of receivables</li> <li>• Verify records of outstanding receivables due</li> </ul>	<ul style="list-style-type: none"> <li>• Develop the organisation's standard operating procedures for collecting claims and payments</li> <li>• Monitor and evaluate payment handling systems</li> <li>• Instruct staff in operating payment handling systems and procedures</li> <li>• Monitor feedback from staff and customers regarding systems and procedures</li> <li>• Identify new methods and systems for dealing with payments</li> <li>• Monitor payments and ensure data is updated timely and accurately</li> <li>• Investigate payment discrepancies</li> </ul>		
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