

**SKILLS FRAMEWORK FOR WHOLESALE TRADE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Trading, Sales and Operations Management					
TSC	Freight and Cargo Claim Administration					
TSC Description	Perform claim documentation and procedures including, filing and monitoring of claims and claims resolution					
TSC Proficiency	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		WST-FFO-2010-1.1	WST-FFO-3010-1.1	WST-FFO-4010-1.1-1		
		Support claims administration procedure	Implement claims procedure and maintain claim transaction records	Develop operating procedures for claim administration		
Knowledge		<ul style="list-style-type: none"> Procedures and key documents in claims settlement 	<ul style="list-style-type: none"> Claim assessment Freight and cargo shipping terms Financial accounting applications 	<ul style="list-style-type: none"> Procedures for monitoring payment and handling overdue payments Performance metrics on claims administration (e.g. % of claims processed on time) Claim administration due diligence process Claim administration effectiveness assessment Customer feedback system Emerging trends and technology in claims administration 		
Abilities		<ul style="list-style-type: none"> Perform documentation and procedures to process valid claims Support document proofing to process valid claims Perform documentation and procedures to process and track invalid claims 	<ul style="list-style-type: none"> Analyse claims filed with respect to freight and cargo shipping terms and ensure that they are complete Identify claim amount payable Implement organisation's standard operating procedures for claim administration Maintain accurate and up-to-date records of claims made 	<ul style="list-style-type: none"> Develop the organisation's standard operating procedures for claim administration Develop control procedures for claim administration to ensure due diligence is performed Monitor transactions to ensure accuracy and timeliness of claim resolutions Review claim handling systems 		

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			<ul style="list-style-type: none">• Maintain accurate and up-to-date records of invalid claims made	<ul style="list-style-type: none">• Investigate payment discrepancies• Review feedback from staff, buyers and suppliers regarding systems and procedures• Develop new methods and systems for improving claims administration process		
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