

ABOUT THE COURSE

TOTAL DURATION:	45HRS
MODE OF DELIVERY	PHYSICAL CLASSROOM TRAINING AT RESPECTIVE COLLEGES
TRAINER TO STUDENT RATIO:	1:50
TOTAL MARKS:	75

TABLE 1	
Overall course objective:	<ul style="list-style-type: none"> ● Develop end-to-end claims processing cycle ● Process claims accurately and efficiently ● Identify effective strategies for resolving claim disputes and managing conflicts ● Master the art of maintaining meticulous documentation throughout the claims processing journey ● Analyze the process of validating claims and how to deal with false claims ● Develop proficiency in analyzing claim-related data ● Explore the health, safety, and security norms to be followed for processing claims in the warehouse
Learning outcome:	<p>At the end of the course, the students can</p> <ul style="list-style-type: none"> ● Evaluate claim documentation for accuracy and completeness using established criteria. ● Investigate claims thoroughly to uncover potential fraud or discrepancies. ● Maintain organized records of claim processing activities for audit and reporting purposes. ● Assess claim disputes and negotiate resolutions with involved parties. ● Develop and maintain comprehensive documentation standards and procedures for claim processing.

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TABLE 2: MODULE WISE COURSE CONTENT AND OUTCOME

SL.NO	MODULE NAME	MODULE CONTENT	MODULE LEARNING OUTCOME	DURATION (HRS)
1	Basics of Warehouse Claims Analyst	Warehouse claims and their significance - types of warehouse claims - the importance of maintaining accurate records and documentation	demonstrate warehouse claims, including their significance, types, and the importance of maintaining accurate records and documentation for effective warehouse management and dispute resolution.	5
2	Preparation for claims processing	Various important forms and documents to be collected - process of including pending claims into the schedule - list of data to be collected - necessary equipment to be collected before starting inspection - pre inspection testing of cameras and other equipment - procedure to make adjustment	identify, collect, and utilize various important forms and documents, integrate pending claims into schedules, compile essential data, prepare necessary equipment, conduct pre-inspection testing, and execute adjustment corrections to testing equipment, ensuring accurate and efficient inspection processes.	5

		corrections to the testing equipment		
3	Inspection and validation of claims	Process of visual inspection of shipment - procedure to use testing equipment and how to take readings - process of calculating reimbursable amount - steps to be followed to segregate false claims - claims documentation process	demonstrate proficiency in conducting visual inspections of shipments, utilizing testing equipment to obtain accurate readings, calculating reimbursable amounts, effectively segregating false claims, and appropriately documenting claims processes, ensuring thorough and reliable claim resolution in logistics operations.	5
4	Documentation and reporting	Documents in the claims processing checklist - legally permitted range for claims amount - procedure for processing claims amount - report list of claims under process and reason for delay - escalation matrix for reporting deviation	fill process claims including the documentation checklist, adhering to legally permitted claim amounts, processing procedures, tracking and reporting of claims under process with reasons for delays, and utilizing an escalation matrix for reporting deviations,	5

			ensuring efficient resolution of claims in logistics operations.	
5	Compliance to health, safety and security standards	Importance of health, safety and security norms to be followed during processing claims in the warehouse - concept of 5s	explore the critical importance of adhering to health, safety, and security norms during claims processing in warehouses, while also comprehending the principles and implementation of the 5s methodology for optimizing workplace organization and efficiency.	5
6	Practical projects and case studies			20
	Total			45

TABLE 3: OVERALL COURSE LEARNING OUTCOME ASSESSMENT CRITERIA AND USE CASES

LEARNING OUTCOME	ASSESSMENT CRITERIA	USE CASES
<p>At the end of the course, the students are able to</p> <ul style="list-style-type: none"> ● Detail the various functions of warehouse claims coordinator ● Detail the various steps in the preparatory process for warehouse claims processing ● Demonstrate the inspection and validation procedure for processing claims as per sop ● Prepare the necessary reports and documents for claims processing ● Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms 	<ul style="list-style-type: none"> ● Multiple choice questions ● Projects ● Case studies 	<p>Case study 1: A warehouse claims analyst is responsible for processing claims related to damaged goods. A customer has submitted a claim for damaged merchandise, but the documentation provided is incomplete and inaccurate. How should the analyst handle this situation?</p> <p>Case study 2: You are responsible for inspecting a shipment of electronic components for damage claims. Describe the process of conducting a visual inspection of the shipment and how you would document any damage.</p>

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TABLE 4: LIST OF FINAL PROJECTS (5 PROJECTS THAT COMPREHENSIVELY COVER ALL THE LEARNING OUTCOME) TOTAL HOURS - 20	
SL.NO	FINAL PROJECT
1	Claim form: This project helps the students to know about the document completed by the claimant, providing details such as claimant information, nature of the claim (e.g., damage, loss), item descriptions, and requested resolution, serving as the official request to initiate the claims process.
2	Delivery receipt: This project helps the students to know about the document signed upon delivery of the goods from the warehouse, containing information such as item descriptions, quantities delivered, and condition at the time of delivery.
3	Damage report: This project helps the students to know about the comprehensive report documenting any damages observed during the handling or storage of goods in the warehouse.
4	Inspection report: This project helps the students to learn about the formal report generated after a thorough inspection of the claimed items, outlining findings such as damages, discrepancies, or defects.
5	Claim resolution document: This project helps the students to learn about formal document issued upon resolution of the claim, summarizing the agreed-upon actions, compensation, or remedies, signed by all parties involved.