### TSC Category
Freight Forwarding

### TSC
Freight and Cargo Claim Administration

### TSC Description
Perform claim documentation and procedures including filing and monitoring of claims and claim resolution

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<td>TSC Proficiency Description</td>
<td>LOG-FFO-2010-1.1</td>
<td>LOG-FFO-3010-1.1</td>
<td>LOG-FFO-4010-1.1</td>
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<tr>
<td>Support claim administration procedures</td>
<td>Implement claim assessment procedures and maintain claim transaction records</td>
<td>Develop assessment and operating procedures for claim administration</td>
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<tr>
<td>Knowledge</td>
<td>Procedures and key documents in claim settlements</td>
<td>Customer claim assessments</td>
<td>Procedures for monitoring payment and handling overdue payments</td>
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<td></td>
<td>Freight and cargo shipping terms</td>
<td>Performance metrics on claim administration such as percentage of claims processed on time</td>
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<td></td>
<td>Financial accounting application</td>
<td>Claim administration due diligence processes</td>
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<td>Claim administration effectiveness assessments</td>
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<td>Customer feedback systems</td>
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<td>Emerging trends and technology in claim administration</td>
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### Abilities

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<tbody>
<tr>
<td>Perform documentation and procedures to process valid claims</td>
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<tr>
<td>Support in document proofing to process valid claims</td>
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<tr>
<td>Perform documentation and procedures to process and track invalid claims</td>
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<tr>
<td>Analyse claims filed with respect to freight and cargo shipping terms and ensure completeness</td>
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<td>Identify claim amount payable</td>
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<td>Implement organisation’s Standard Operating Procedures (SOPs) for claim administration</td>
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<td>Maintain accurate and up-to-date records of claims made</td>
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<tr>
<td>Maintain accurate and up-to-date records of invalid claims made</td>
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<td>Develop organisation’s Standard Operating Procedures (SOPs) for claim administration</td>
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<td>Develop control procedures for claim administration to ensure due diligence is performed</td>
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<tr>
<td>Monitor transactions to ensure accuracy and timeliness of claim resolution</td>
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<td>Review claim handling systems</td>
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<td>Investigate payment discrepancies</td>
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<tr>
<td>Review feedback from staff and customers regarding systems and procedures</td>
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<td>Develop new methods and systems for improving claim administration processes</td>
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