



IMPORT PURCHASE SUPPLY CHAIN MANAGEMENT

Claims Administration

Claim Policy & Procedures
For
Perishable Products



CLAIM POLICY & PROCEDURES

Claim Policy and Instructions Overview

GSPC is implementing a set of required guidelines for claims presentation in collaboration with SHIPPER & Shipper's guidelines/policy. In the event of an arrival problem, please follow and use these guidelines. It is always our goal to settle claims as quickly as possible.

Kindly fulfill all of these requirements when reporting a claim:

A. Notification: When reporting an arrival problem, please complete the form on page 6 of this packet "**Notice of Intent to Claim form**" and email or fax the completed form to SHIPPER OR GSPC. SHIPPER must be notified of all claims upon carrier discharge, or **within 24 hours**.

- Invoice Number
- Container Number
- Variety
- Label
- Quantity
- Vessel Name
- And a brief description of the problem.

B. Survey: It is also very important that you conduct an **in-house** quality control inspection immediately upon receiving the product.

- An **in-house** survey must be **performed with in 48 hours** of possession of the product from the steamship company.
- The surveyor must examine at least 2 cartons per pallet or at least 10% of the total cartons in the shipment. Must include percentage of damage by size, grade, variety, and pack codes.
- The surveyor must submit at least 20 color **photographs** per load/container and should clearly show the problem(s). Please submit at least 10 different cartons showing the carton's end panel next to the opened carton.



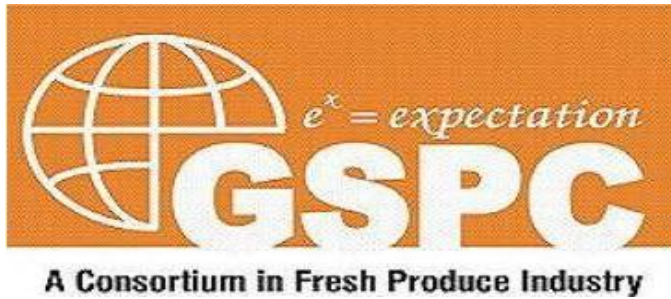
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- The ***in-house survey*** must include the ***original shipper temperature recorder tape***.
- Immediately upon discovering a quality problem that could be ***temperature related***, you must ***notify the carrier*** of a potential claim in writing and request the carrier's representative to conduct their own survey. Please fax a copy of this request to SHIPPER OR GSPC on the same day you send a letter to carrier in your city. SHIPPER will follow up with the carrier representative in the CONCERNED COUNTRY.
- ***Airway Bill Exceptions***, in case of air shipments only, instruct your clearing agent at your airport to note an exception on the airway bill. Which means to state in writing on the airway bill any arrival problems or discrepancies, including carton shortages. Please fax a copy of the airway bill showing the exception on the same day. Failure to have the exception noted on the airway bill will greatly reduce the chance of settling the claim.
- ***SHIPPER reserves the right to request a Independent Official Survey.***
- In the case of a Independent Official Survey, the ***original*** survey claim package must to be completed and received by SHIPPER within 21 days of fruit arrival. The summary of survey must be faxed to SHIPPER OR GSPC immediately upon survey completion.

Please be advised that SHIPPER treats claims and payments as two different issues. SHIPPER invoices are to be paid in ***full***, within the specified terms without discount for pending claim values. Upon completion of the claim negotiation, an appropriate credit note will be issued.

SHIPPER ***will not:***

- Accept claims for review that fail to meet the above guidelines.
- Accept claims based upon; market decline, market loss, anticipated loss profit.



CLAIM POLICY & PROCEDURES

Fruit and Pack Definitions

General:

Please use the following terms to complete the ***Notice of Intent to Claim Form***.

- Few
- Slight
- Medium
- Considerable
- Severe

Fruit Defects:

Few	A very small number: of little significance in volume but perhaps worth reporting.
Slight	<u>Less than 10% of the total surface of the fruit</u> Of small importance or intensity; barely enough to consider.
Medium	<u>Between 10-20% of the total surface of the fruit</u> Of moderate intensity: sufficient to draw attention and a detriment to the grade.
Considerable	<u>Between 20-50% of the total surface of the fruit</u> Somewhat large in amount: a large part or portion of.
Severe	<u>Over 50% of the total surface of the fruit</u> Extreme and outstanding in an unfavorable manner.



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Fruit Conditions:

Bruising	Depression on the fruit surface caused by compression. Often characterized by being soft and/or discolored.
Sunburn	Orange to brown area on the skin of the apple due to severe sunlight.
Russet	Rough areas on the skin that deter from the appearance of the fruit, but does not affect the flesh.
Stem bowl russet	Russet confined to the stem bowl area. Most often problem with goldens, galas and fujs.
Mature/soft fruit	Over ripe fruit. Flesh is soft and eating quality is low. Pressures typically below 10 lbs psi.
Decay	A complete breakdown in the flesh of the fruit. Easily noticed and is not edible.
Stem end decay	Decay in the stem bowl of the apple. Caused by crack in the stem bowl or breakage of the stem.
Internal breakdown	Internal browning of the fruit. Invisible from the outside.
Lenticle breakdown	Lenticles of the apple beginning to deteriorate.
Water core	Characterized by the presence of liquid soaked tissue around the core of the apple. Most evident when apple is cut in half.
Bitter pit	Most commonly found on golden delicious, but occasionally seen on red delicious. Often found on calex or bottom end of apple. Very small, round. Brown to black spots.
Scald	Confined to the skin of the fruit. Browning of the skin, and feels rough in sever cases.
Psylla	A cluster of black spots found on pears. Often sticky.
Punctures	Small breaks in the skin typically caused by stems or other mechanical mishaps.
Shriveled	Contracted until wrinkled or withered. Extremely aged.
Splits/cracks	Open wounds on the skin of the fruit. Most commonly found on steam end of apple.
Mealy	Flesh of the fruit is soft and spongy.



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Notice of Intent to Claim

ALL AGENTS AND IMPORTERS, please complete the following for *each* claim.

Date: _____

INVOICE NUMBER (S): _____

NAME OF VESSEL & CONTAINER No.: _____

CARGO INFORMATION

Variety	Number of Cartons	Brand/Label	Potential Per Carton Claim Amount

PROVIDE A BRIEF DESCRIPTION OF ARRIVAL PROBLEM

Fax or Email to Within 24 Hours of Arrival
FAX THIS SHEET TO: 0091-22-27720928/ 65285576
Failure to provide this form timely (over 24 hours from arrival)
Will result in the denial of claim.

_____ Date 1 st Notice received from customer	Ship Date _____
_____ Date Survey received from customer	Sailing Date _____
	Discharge Date _____
	Survey Date _____
	Elapsed Time _____
	Deductible _____ %