71 Ticket ID

Claim Form

Dated: 12 Dec 2023

Day	Process Flow	Customer	Corporate	e :			Checklist	
		Account #					□ CN	
	Originator I	Sales Person					Claim Letter	
,	Forward to origin Ops on the same day	Average Revenue /Month					DVR Email	
1		CN#	238			Agreement		
	\bigvee	Booking Date	01 Jan 2	2023			FIR	
2	Origin to investigate within 24 hrs. & attach all	Claim Date					Pictures Investigation	
	docs.	From					Statement	
	Forward to	Shipment Content	test					
3	destination CN #	Nature of Claim	Corpora	ite				
		Amount	Claimed: 1799		Negotiated: 100			
	V	Issue /Case:					Origin	
4	Destination will investigate it within						LAHORE	
	24 hrs., attach all docs	Origin Findings	test fina	I			Name & Sign	
	\downarrow	- Doctination Findings						
5	Forward complete set to HO CX	Destination Findings: test fianl dest Name & Si						
	CN#	Opinion:					HOS	
	V							
6	HO CX will process the claim within 24 hrs.	Recommendations:					DGM Ops	
		CX/OE: final cx remarks					Name & Sign	
		Case Status:	7	Amount to P	av:	Amount to F	l Pay:	
		Case Status: Valid	Invalid	Invalid	☐ Cheque	Credit Note		
DGM:								
CX/OE:								
V/D·								