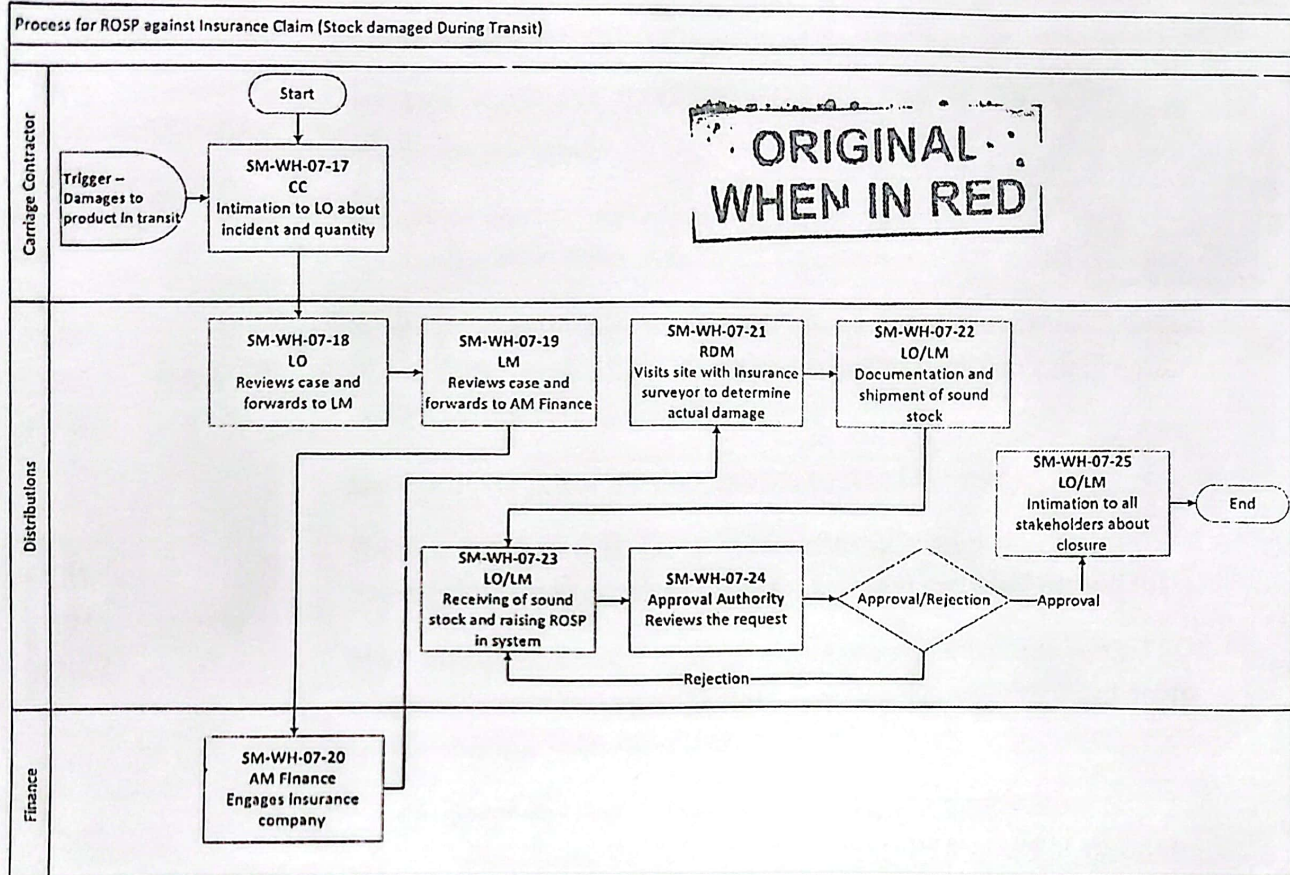


5.5.2 In Case Stock is Damaged During Transit



Narration

Sr	Responsibility	Process / Activity	Output
SM-WH-07.17	CC	Intimates about incident / damage of stock in transit with details to LO / LM of relevant plan and shall take care the stock at incident location till its final closure	Intimation of incident to LO/LM

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SM-WH-07.18	LO	Reviews the case and forwards to LM for his review	Review and forwarding of case
SM-WH-07.19	LM	Reviews the case and share with respective Assistant Manager Finance (Head Office) looping in destination warehouse RDM & ZDM	Intimation to finance
SM-WH-07.20	Assistant Manager Finance	Shall engage insurance company / surveyor at the destination where incident is incurred Will also request LO/LM to arrange documents required to insurance company Will share contact details with LO/LM/RDM & ZDM of the nominated POC from insurance company	Engaging insurance company
SM-WH-07.21	RDM	Destination WH RDM along with insurance surveyor will visit the site to determine actual damaged stock (which can take few days due to re-stacking activity)	Warehouse Visit
SM-WH-07.22	LO/LM	Shall provide required documents to AM Finance. Shall coordinate with CC to make alternate arrangement for delivery of sound stock at FG warehouse (in case of partial loss) Shall manage handing over of damaged stock to nominated POC from insurance surveyor and shall seek acknowledgement from CC for sharing with AM Finance	Documentation & shipment of sound stock
SM-WH-07.23	RDM	a) Shall manage receiving of product at destination warehouse for full quantity as per PTA in order to close the loop in system for in transit PTA Shall raise the ROSP for damaged stock handed over to insurance company b) ROSP shall be approved as per Clause 6.2 above Shall confirm to respective LO + LM + ZDM once ROSP is approved and stock is adjusted in system	Receiving of stock & ROSP in system
SM-WH-07.24	LO / LM	Shall intimate all stakeholders (AM Finance, Head of Logistics, Head of Warehousing, ZDM & RDM) about closure of activity.	Intimation regarding closure of activity

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