



# *McCain Talk: Claims for Calatiners*

**Glorimar Pérez González**

# About Glorimar Pérez

A CALATINER since September 15, 2014 - 6 years

## Work Experience

- Account Receivable Analyst - Cemex, Nestle, Kraft/Mondelez & McCain
- Freight, Trade & Claim Analyst - McCain

## Studies

- Bachelor Degree in Psychology
  - **From The University of Puerto Rico**
- Currently studying a Grade in Administration/Finance
  - **Interamerican University of Puerto Rico**



# What is a Claim?

Type of situation or discomfort that the distributor has regarding the product, at receiving the merchandise.



# Claim Overview

## LATAM

- CSR or Logistic Department
- Quality Department
- Marketing

## CALATIN

- Finance



# Claims = Loss

## CALATIN Assumes a Loss

My mission is to mitigate those losses.



# In my mind there are only two types of claims...

- **Refundable** - Any claim where the responsibility for what happened lies in another part, other than CALATIN and therefore we will obtain a partial or a total refund of it.
- **Non-Refundable** - Any claim where the responsibility corresponds to CALATIN and therefore no refund will be obtained.

**For any charge, we need the respective support documents.**



# Types of Claims

• 1. Damages	Volume
• 2. Shortages	Volume
• 3. Overage	Volume
• 4. Demurrage, electricity, etc.	Variance
• 5. Freight charges	Variance
• 6. Temperature Abuse*	Working Capital/Variance
• 7. Swap *	Working Capital/Variance
• 8. Quality	Volume/Variance



# Working Capital & Claims

## Example

NET SALES	89,995,312
Account Receivables	10,582,108
Other Receivables	
Prepaid and Deferred Charges	50,000.00
Acct Payable	600,000.00
Inventory	0.00
Working Capital	10,572,108
% Net sales	11.75%
Challenge	11.80%



### Temperature Claims:

\$25,995.00	INV 982540000
\$3,500.00	Destruction
<u>\$1,200.00</u>	<u>Taxes</u>
<b>\$30,695.00</b>	<b>Total Credit Note</b>
\$30,990.00	Inv 98252400001
\$3,500.00	Destrucion
\$1,000.00	Almacenaje
<u>\$254.00</u>	<u>Mano de Obra</u>
<b>\$36,090.00</b>	<b>Total Credit Note</b>

**\$66,785.00**

NET SALES	89,995,312
Account Receivables	10,582,108
Other Receivables	<b>66,785.00</b>
Prepaid and Deferred Charges	50,000.00
Acct Payable	600,000.00
Inventory	0.00
Working Capital	9,232,108
% Net sales	11.82%
Challenge	11.80%

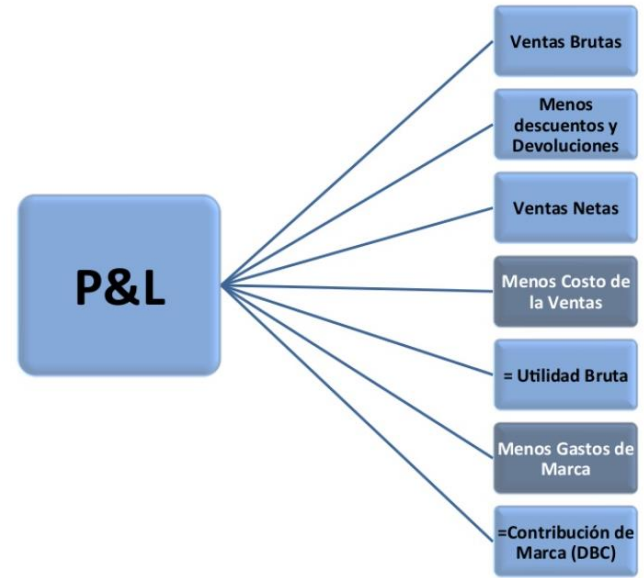




# Variance

## Refund Receipt May 2020

Temperature Claim:		
\$25,995.00	INV 982540000	-10,000.00
\$3,500.00	Destruction	-1,200.00
<u>\$1,200.00</u>	Taxes	
\$30,695.00	Total Credit Note	\$19,495.00/30,695= 63%
\$30,990.00	Inv 98252400001	-10,000.00
\$3,500.00	Destruction	-254.00
\$1,000.00	Storage	\$25,836.00/36,090= 71%
<u>\$254.00</u>	Hand Labor	
\$36,090.00	Total Credit Note	Mitigated \$45,331.00
\$66,785.00		Loss \$21,454.00



Values	Ejercicio 1
<b>Vol</b>	<b>19,538</b>
GS	\$ 37,122
TE	\$ 850
<b>NS</b>	<b>\$ 36,272</b>
COS	\$ 13,677
Freight	\$ 5,471
<b>GP</b>	<b>\$ 17,125</b>
<b>Variances</b>	<b>-\$ 50</b>
<b>GP Actual</b>	<b>\$ 17,075</b>
Selling	\$ 1,235
Mkt&Media	\$ 1,523
<b>Marketing Contrib</b>	<b>\$ 14,317</b>
G&A	\$ 2,477
Other Income	\$ 50
<b>OI</b>	<b>\$ 11,790</b>
<b>ns/kg</b>	<b>1.86</b>
Freight/kg	0.28
COS/kg	0.70
<b>gp/kg</b>	<b>0.87</b>



**From March  
2020**

**Claim Policy was  
made official to meet  
Audit Requirements**

# Workflow



# Audit F20

- This Policy is completely align to audit requirements points found on F20 revision.
- Therefore, it is important to comply in each requirement.
- Requirement such as:
  - Supporting Documents
  - Authorization Chain and Clearly explicit
  - NO Ambiguity
  - Full understanding of the reason for creating a credit note and plan of action to mitigate it on the future

# Approval Range

## NON REFUNDABLE CLAIMS

	Customer Service Representative	Customer Service Supervisor	Logistic Manager
RANGE	\$1-\$299	\$300- \$1000	Up to \$1000

- NON-Refundable claims are authorize once we have all supporting documents.
- All Communications should include Customer Service Supervisor and Logistics Manager.
- **Refundable claims** are authorize once we have all supporting documents.

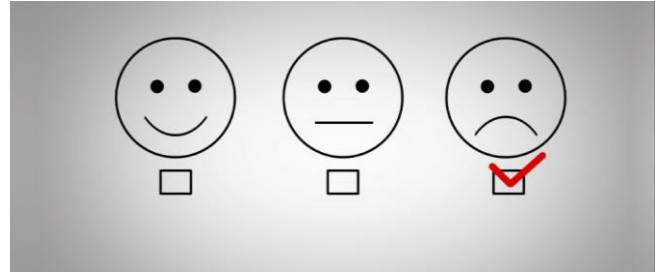
**CLAIM APPROVED**

# Supporting Documents Examples

- Damages
  - Claim Format
  - Pictures of the Product
- Demurrage/Electricity/ETC
  - Claim Format
  - Support for every expense claim
  - Conversion detail



# Claims For Clients





# Reminder...

1. Pictures of damage product.
2. Claim Format



PO

AMOUNT  
\$\$\$

Invoice

AMOUNT  
IN CS

SKU

[claims.calatin@mccain.com](mailto:claims.calatin@mccain.com)

**Date**  
**Customer Name**  
**Customer SAP Id**  
**PO**  
**SAP No.**  
**DC Name**  
**Container**  
**Invoice**  
**Vessel**  
**Ocean Carrier**

**Contact**  
**Customer Email**  
**Customer Phone**  
**Sales Calatin**  
**Sales Email**  
**Sales Phone**  
**Country**  
**Port of Discharge**

Reason for Claim	Comments
Shortage	
Damaged	
Expired	
Temperature Abuse	
Wrong Product	
Demurrage - Carrier	
Demurrage - Late Docs	

Product Code	Product Name	Cases	Cases	Price per Case	Total	posit
				\$ -		
				\$ -		
				\$ -		
				\$ -	\$ -	
				\$ -	\$ -	
				\$ -	\$ -	
				\$ -	\$ -	
				\$ -	\$ -	
				<b>TOTAL</b>	\$ -	

In addition to the information given above, please provide the following documents to support this claim.

**Comments**  
 Packing List  
 Invoice  
 Proof of Delivery Tally Sheet  
 Pictures of product on container  
 Picture of skid and trailer reporting shortage

# Timeline

- North America Policy establish that the claim should come between 2 and 5 days of receiving the container.
- There has been some exceptions for up to 10 days.
- Temperature Abuse should be informed immediately.

¡Gracias!  
Gràcies!  
Thank you!  
DANKE!  
Merci!  
你很