

Standard Operating Procedure (SOP)

Supplier Notification and Claims Submission Process

This SOP details the **supplier notification and claims submission process**, covering the timely communication with suppliers regarding order discrepancies, damaged goods, or service issues, the documentation requirements for claims, the submission procedures, and follow-up actions to ensure resolution. The process aims to maintain clear, efficient, and effective interactions with suppliers to address and resolve issues promptly, minimizing business disruptions and ensuring compliance with contractual terms.

1. Purpose

To outline the standardized process for notifying suppliers about discrepancies, damages, or service issues, and for submitting, tracking, and resolving claims.

2. Scope

This procedure applies to all staff involved in receiving and inspecting goods/services, as well as those responsible for supplier communication and claims management across all business units.

3. Responsibilities

Role	Responsibilities
Receiving Team	Inspect deliveries, identify and document discrepancies or damages, initiate notification process.
Procurement Team	Communicate with suppliers, coordinate claims submission and resolution, track progress.
Supplier	Respond to notifications, provide corrective action, replace or credit as necessary.

4. Procedure

- Inspection & Identification**
 - Upon receipt of goods/services, inspect for accuracy, quantity, and quality.
 - Record any discrepancies, damages, or service issues immediately.
- Documentation**
 - Gather supporting evidence (e.g., photos, packing slips, delivery notes).
 - Complete a Claims Report Form with details of the issue.
- Supplier Notification**
 - Notify the supplier within 2 business days of identifying an issue.
 - Send notification via agreed communication (e.g., email, supplier portal), including complete documentation.
- Claim Submission**
 - Submit the formal claim according to the supplier's designated process (e.g., online portal or email).
 - Attach all required documentation and reference purchase order number.
- Supplier Acknowledgement & Action**
 - Supplier to acknowledge receipt of claim within 2 business days.
 - Supplier to propose corrective action or resolution within the timeframe stated in the contract (typically 5-10 business days).
- Monitoring & Follow-Up**
 - Procurement team tracks claim status and maintains communication with supplier.
 - Escalate unresolved claims as necessary.
- Resolution & Closure**
 - Upon satisfactory resolution, document the outcome and close the claim in the internal system.
 - Inform all stakeholders of resolution and update supplier performance records as needed.

5. Documentation Requirements

- Claims Report Form (internal)
- Copy of Purchase Order and Delivery Documentation
- Photographic or written evidence of the issue
- Correspondence with supplier

6. References

- Supplier contract/Terms & Conditions
- Internal claims management policy

7. Review and Revision

This SOP should be reviewed annually or when significant changes occur in supplier management or claims processes.