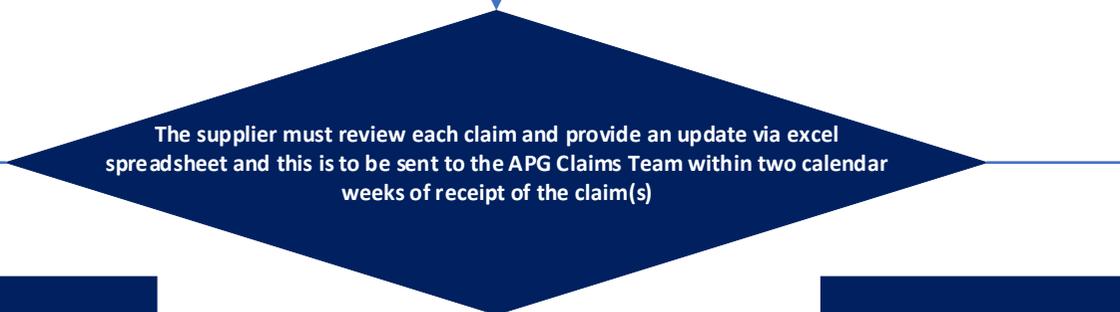


The APG Claims Team will submit an excel spreadsheet to the Suppliers agreed email addresses by Friday of each week for all new claims received within that week

Details submitted with all of the relevant information required in order to be able to investigate the claims within two weeks

1. Amount being claimed – full value, partial value, cost price, commercial value as relevant.
2. Currency of claim and exchange rate if applicable
3. Reason for claim e.g. damaged, lost goods
4. Tracking number, order number, ship date
5. Any other information reasonably required by the supplier to investigate each claim



Claim agreed by the Supplier is notified to the APG Claims Team email by excel with updated commentary confirming that a credit note has been agreed and the value

The Supplier will email the APG Claims Team all rejected claims by excel spreadsheet with commentary to detail why the claim has been rejected (partial or full rejection) with any necessary supporting documentation.

The supplier will issue and send a credit note to APG on the 15th calendar day (or the preceding working day) and the last working day of each month.
This will cover all agreed claims raised for the previous two weeks and is to be emailed to the APG Claims Team and APG Finance Team with supporting details as to what claim(s) the credit note relates to

The Supplier will email the APG Claims Team all rejected claims by excel spreadsheet with commentary to detail why the claim has been rejected (partial or full rejection) with any necessary supporting documentation.

The Supplier will respond within five working days, if resolution is reached then a credit note will be raised or if still rejected/response is received from the Supplier within this time, the APG Claims Team will escalate within APG

Claim Accepted

The APG escalation point will liaise with the Suppliers escalation point to find a resolution to all disputed claims within five working days

Claim Rejected

