	<h1 style="text-align: center;">Guidelines and Procedures in Processing, Rescheduling and Cancellation of Booking</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		<p><b>Document Number:</b></p> <p style="text-align: center;">2P-CXD-02.08</p>
	<p><b>Department:</b></p> <p style="text-align: center;">Customer Experience</p>	<p><b>Effective Date:</b></p> <p style="text-align: center;">November 5, 2022</p>	<p><b>Revision No</b></p> <p style="text-align: center;">3</p>

### Scope

These are the procedure and guidelines for processing, rescheduling and cancellation of bookings, which starts from gathering of information from customer as input and encoding to F2 System.

### Guidelines:


#### Processing of Booking

1. All request for booking shall be coursed through the following:
  - Customer Experience Hotline:  
Supply Chain: (02) 5328-2332  
Value Chain: (02) 553-5632  
Business Solutions: (02) 8826-0590, (02) 8866-0573
  - Assigned Customer Experience Specialist (CXS) mobile number
  - CXS group email:  
Supply Chain: sc.customerservice@f2logistics.com  
Value Chain: vc.customer care@f2logistics.com  
Business Solutions: bs.csr@f2logistics.com
  - CXS email address
2. The following information shall be obtained and encoded accurately:
  - Contact details of Customer/Shipper
  - Pick-up Address
  - Requirement such as destination, commodity, volume, truck type, container size
  - Special Instructions, if any
3. All requests for booking shall be done at least one (1) day prior the requested pick-up day.
4. Same day pick-up request will be treated as best effort.

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5. If requested via email, the Customer Experience Specialist (CXS) shall send email confirmation to the customer. If requested via phone call/text, CXS to provide the F2 generated Booking Number to customer through SMS or other messaging platforms.
6. Shipments that are out of service area (OSA) will be accepted provided that branch/agent confirmed that they can cater the delivery to the area and is subject for additional delivery charges.
7. All bookings are coordinated and monitored by the CXS with the Operations Team.
8. Customer Experience Specialist to provide Cargo Status Report through email and/or fax, if required by client.

### **Rescheduling/Cancellation of Booking**

1. All requests for rescheduling/cancellation of booking shall be done at least one (1) day prior the requested day of pick-up. CXS shall update status in the F2 System Booking Module.
  - a. If same day rescheduling/cancellation, CXS shall coordinate with Operations Team.
  - b. If there will be additional charges to be incurred, CXS shall coordinate with the Sales Team if this will be billed to customer.
2. For rescheduled booking, if requested via email, the Customer Experience Specialist (CXS) shall send email confirmation to the customer. If requested via phone call/text, CXS to provide the F2 generated Booking Number to customer through SMS or other messaging platforms.
3. For cancellation of booking, the Customer Experience Specialist (CXS) shall send confirmation to the customer through email, SMS or any other messaging platforms.

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