

	<h1 style="text-align: center;">Guidelines in Processing Walk in Accounts Policies and Procedures</h1>		Document Number: 2P-CXD-02.10
Department: Customer Experience	Effective Date: November 5, 2022	Revision No 1	

Scope

These are the guidelines in processing of walk-in accounts (first time and/or with no credit line customers) accommodated in the head office.

Guidelines:

1. Walk-in inquiries may be received through email, telephone call, and walk in customers.
2. The following information shall be obtained from the customer by the Customer Experience Specialist (CXS):

Primary Requirements	Destination, Commodity, Dimension, Weight, and Declared Value
Service Mode	Door to Door, Door to Port, Port to Door, and Port to Port
Mode of Transport	Airfreight or Sea freight (FCL and LCL)
Mode of Payment	Prepaid or Collect
Shipper and Consignee Details	Complete Address, Contact Person and Contact Numbers
Special Handling Instructions	(If any) Crating and other special packaging, Heavy Lift, DG, etc.
Others	Pictures (if available)

3. CXS to provide quotation and customer should approve the rate before shipment.
4. Once rate has been approved:
 - a. Customer to advise complete pick-up details and final instructions. CXS to book in the F2 system, if Door transaction.
 - b. For walk-in; endorse to operations for cargo acceptance.
 - c. CXS to provide the approved rate to the Encoder for encoding in F2 System/HWB module.
5. For prepaid transactions, customer to pay the charges based on agreed rate upon acceptance of the cargo.
6. For collect transactions, consignee to pay the charges based on agreed rate upon releasing of the cargo.

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