

Policies and Procedures

Document Number:

2P-GL-02.01

Department:

Customer Experience

Effective Date:
November 15, 2023

Revision No

Scope

This document covers the policies and procedures in coordination with the agent regarding the arrival of cargoes, preparation, and submission of initial and final Job Instructions. This document applies to transactions with freight alone or with freight and brokerage.

Ownership

The Customer Experience In-Charge is responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice.

Policies

- 1. The following details shall be required from the customer
 - 1.1 Cargo details
 - Commodity,
 - Mode of shipment:
 - Full Container Load (Sea FCL) Container Size and weight
 - Less-than-Container Load (Sea LCL) Number of boxes and pallets, size of boxes and weight
 - Air Number of boxes and pallets, size of boxes and weight

1.2 Shipment details

- Shipper and Consignee
- Requested departure date
- Destination
- Special instruction (if any)

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1.3 Terms of Shipment

Exworks (EXW), Freight on Board (FOB), Cost of Insurance Freight (CIF),
 Delivered at Place (DAP) or Delivered Duty Paid (DDP)

2. The draft Bill of Lading or Air Waybill shall be immediately sent to the customer once received by the Customer Experience Specialist (CXS).

Sea Freight:

Draft HBL – within 24 hours prior departure

Air Freight:

Draft HAWB – within 24 hours prior departure

3. The Customer Experience Specialist (CXS) shall advise the agent within 24 hours for the confirmation of the customer's confirmation on draft HBL/HAWB.

4. The CSR shall send the actual Pre-Alert / Notice of Arrival Sea Freight:

Pre-Alert – within 48 hours after departure from origin.

Air Freight:

Pre-Alert – within 12 hours upon cargo transfer from origin warehouse.

5. The preparation for the final Job Instruction (JI) shall be done within 48 hours once the Customer Experience Specialist (CXS) receives the Job Folder from Operations.

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preferred sailing/flight schedule provided by Customer or thru

8. Advise customer with regards to available sailing/flight schedule for their approval prior proceeding.

partner agent.

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Procedures START CX/Sales In-Charge 1. Check status of customer's credit **CX In-Charge** No With approved 2. Consults with Accounts Incredit facility? Charge. Yes Customer **Account In-Charge** 5. Provides the following: 3. Refer to 2Ps for credit - Cargo / Shipment details facilitation. - Documents available related to the shipment - Terms of shipment Yes No **CX In-Charge** Credit facility 1. Exworks (EXW) approved? 4. Proceed under COD terms. 2. Freight on Board (FOB) 3. Cost Insurance Freight (CIF) Customer/Shipper 6. Provide cargo readiness date. **CX In-Charge** 7. Check with shipping line/airline via web available sailing schedule based on cargo ready date or

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CX In-Charge CX In-Charge 10. Received sailing/flight 17. Advises agent to finalize BL (Sea) or AWB (Air). schedule approval from customer. Yes 11. Books shipment with carrier, Sailing/flight airline or thru agent. schedule approved? 12. Sends booking confirmation Agent 18. Sends Pre-alert with the through email upon receipt from No following documents to CX Incarrier/airline or agent including **Charge and Operations** LCT to customer. CX In-Charge Supervisor: 9. Provide other sailing/flight For Sea: Master Bill of Lading schedule to customer. (MBL) and House Bill of Lading Agent (HBL) 13. Sends draft to CX In-Charge for - For Air: Master Air bill (MAWB) checking: and House Air Waybill (HAWB), - For Sea: Bill of Lading (BL) Air Manifest For Air: Air Waybill (AWB) - Debit note If already available, include also: - Invoice CX In-Charge - Packing List 14. Sends draft BL or AWB to Customer for checking/approval. CX In-Charge 19. Print documents received from Yes Agent agent and place in the Job Correct? 16. Revises AWB or BL and sends Folder. back to CX In-Charge. 20. Create Job Number through F2 GLOBAL Freight System. 21. Endorse Job Folder to Operations In-Charge. **CX In-Charge** No 15. Advises the Agent which items to be corrected.

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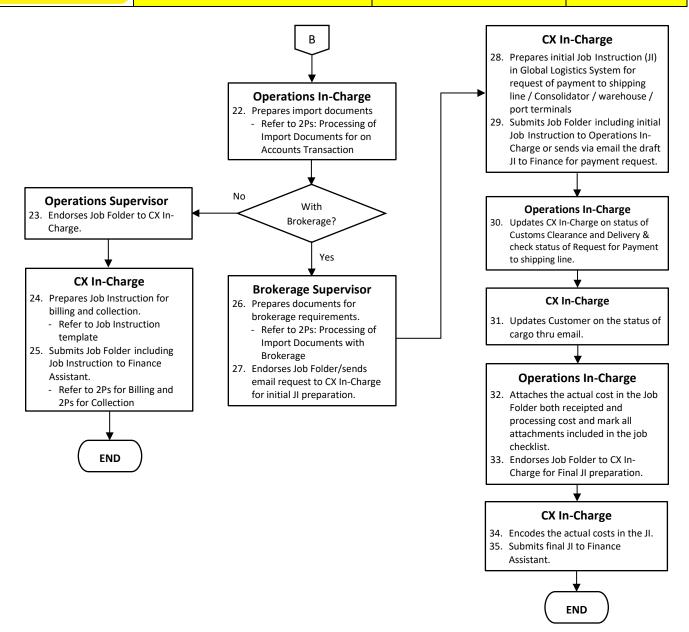
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