	Importation of Cargoes Policies and Procedures		Document Number: 2P-GL-02.01
	Department: Customer Experience	Effective Date: November 15, 2023	Revision No 0

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.

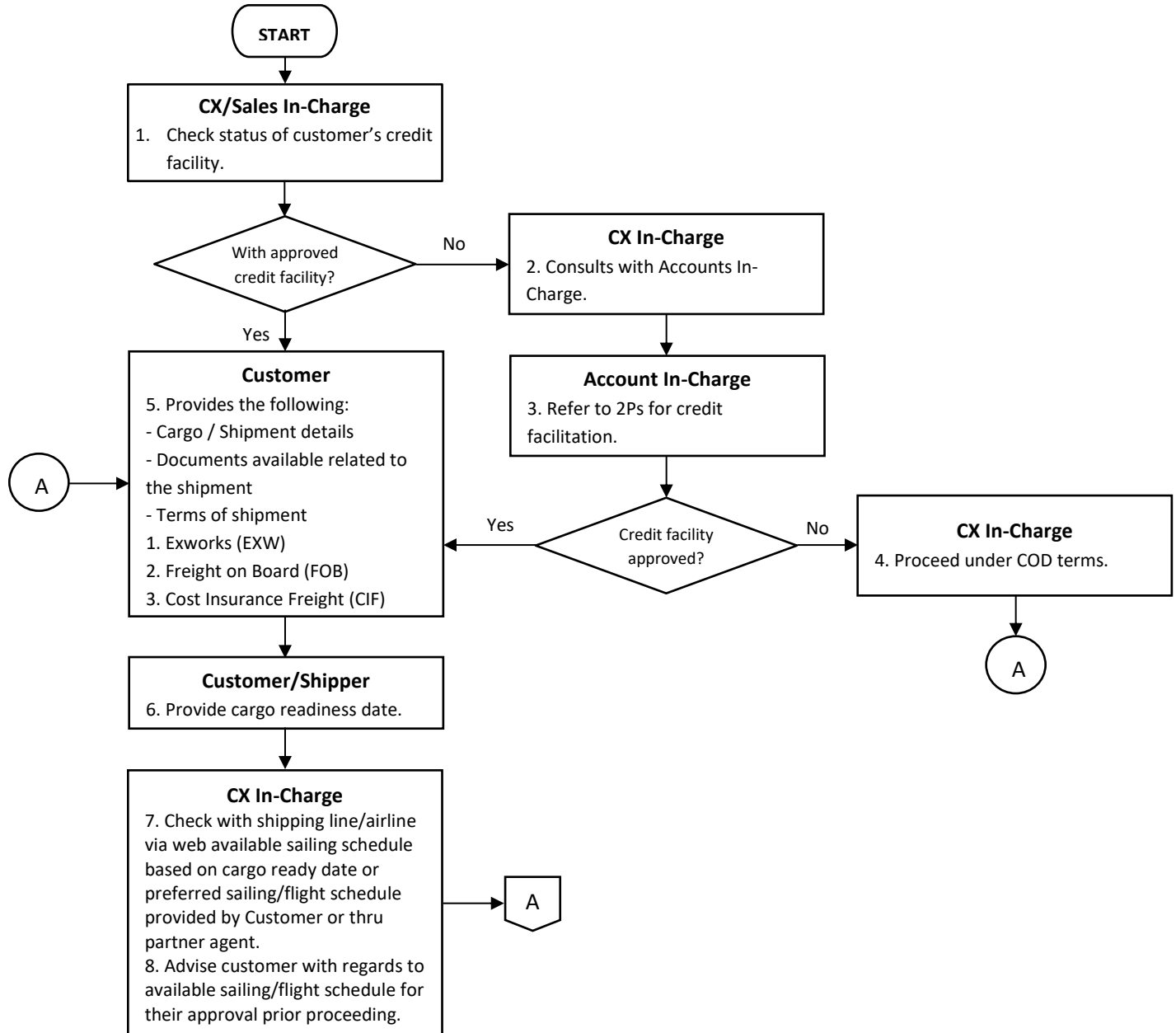
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 F2 GLOBAL LOGISTICS <small>LET'S MOVE. NOW.</small>	<h1 style="text-align: center;">Importation of Cargoes</h1> <h2 style="text-align: center;">Policies and Procedures</h2>	Document Number: 2P-GL-02.01
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Procedures

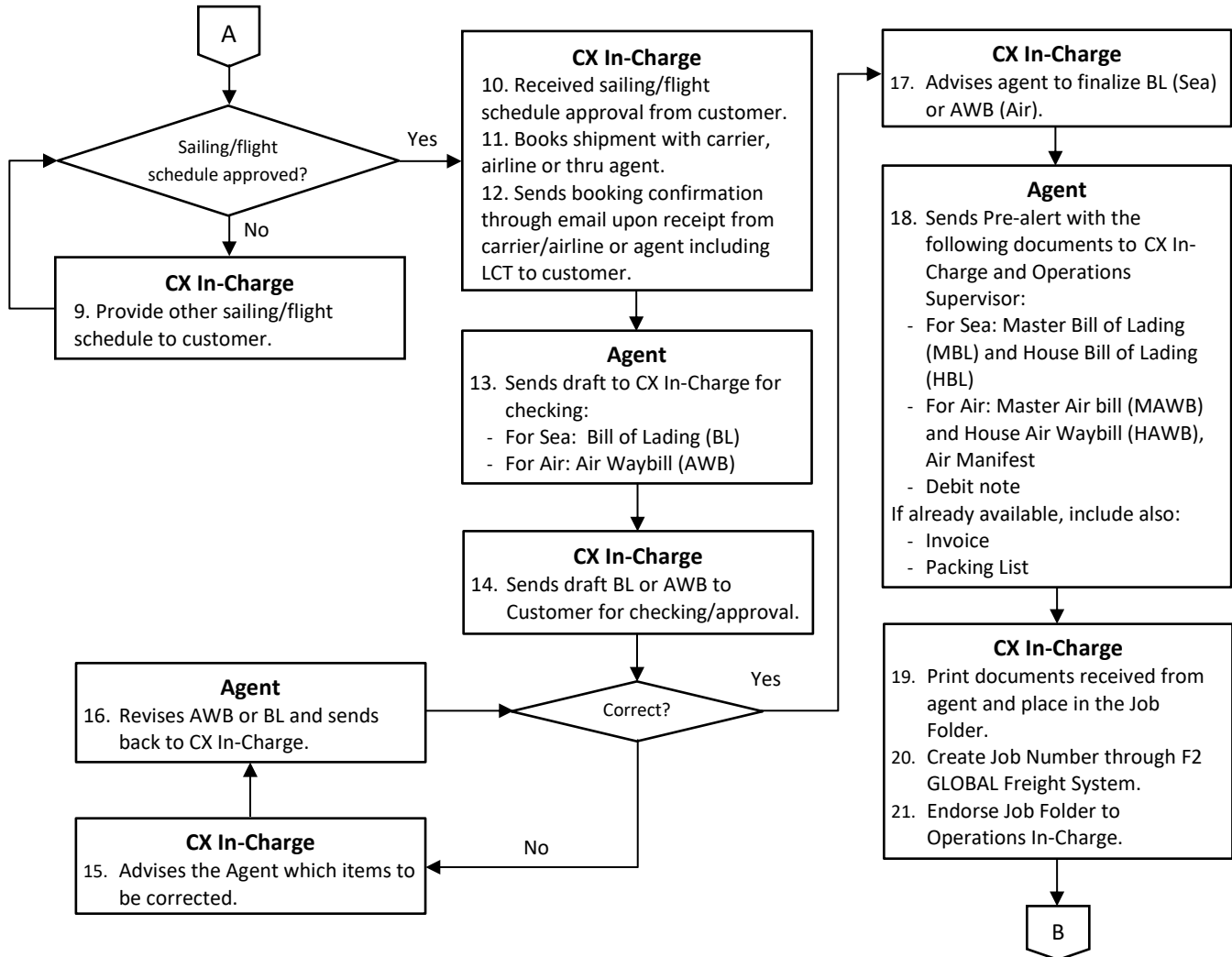


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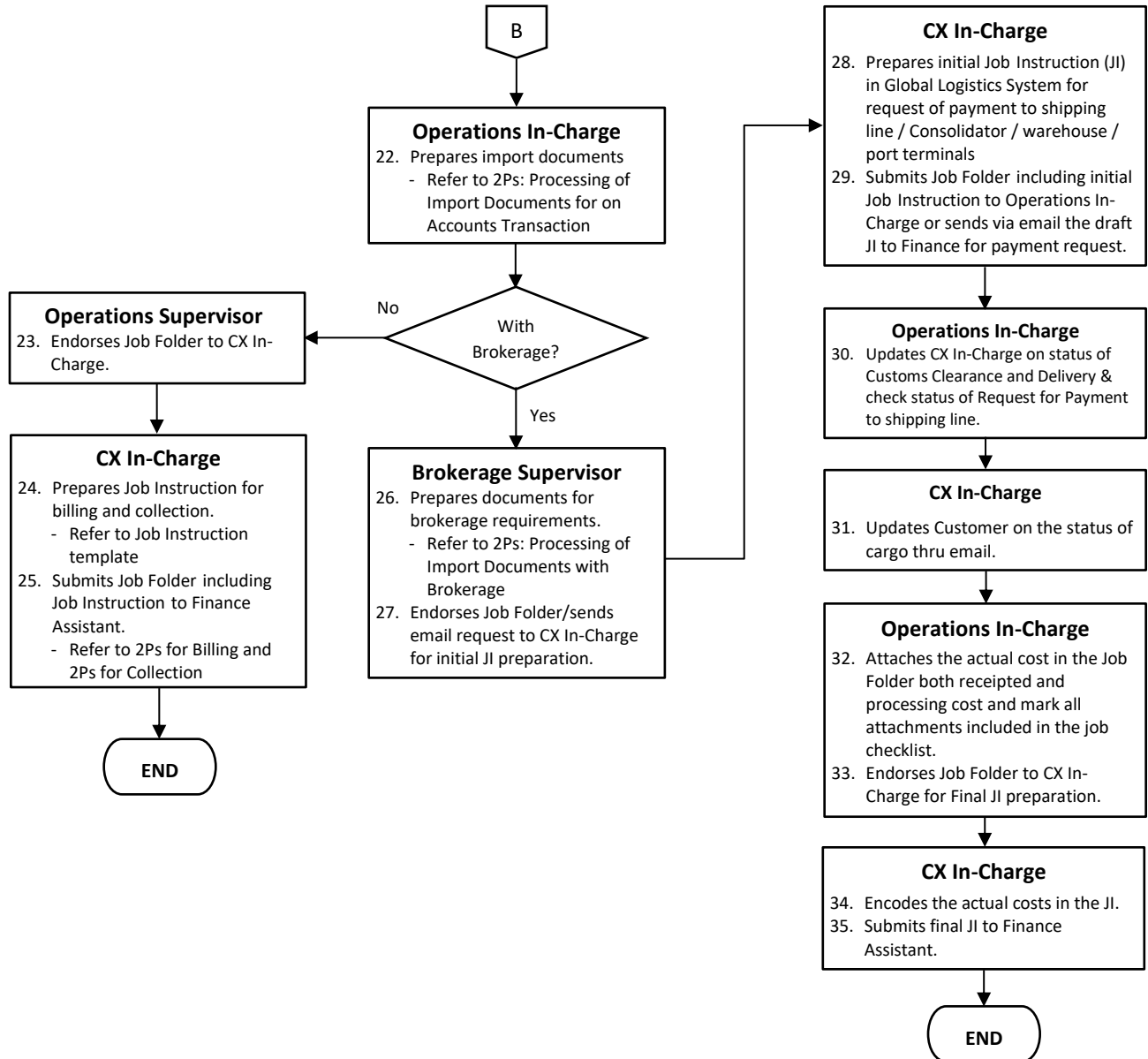


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