	<h1>Exportation of Cargoes</h1>		<b>Document Number:</b>  2P-GL-02.02
	<b>Department:</b> Customer Experience	<b>Effective Date:</b> November 15, 2023	<b>Revision No</b> 0

## Scope

This document covers the policies and procedures in acceptance of customer inquiries, booking from customers, coordination and confirmation of booking to shipping lines, airlines, consolidators, and agents. This also covers the preparation of Bill of Lading and Air Waybill. This document applies to services with Freight and Brokerage services.

## Ownership

The Customer Experience (CX) 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, consignee, date and time of pick-up, the location of pick-up
    - Requested departure date
    - Destination
    - Special instruction (if any)
  - 1.3 Terms of Shipment
    - Exworks (EWX), Freight on Board (FOB), Cost Insurance Freight (CIF), Delivered at Place (DAP) or Delivered Duty Paid (DDP).

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- 2) Upon receipt from the customer, the following shall be sent to Operations.
  - Cargo Details
  - Shipment details
  - Booking Confirmation
  - Invoice and Packing List
  - Other required documents
  
- 3) All booking confirmation to customers shall be documented through email. Sending of booking confirmation through Short Message Service (SMS) shall only be allowed if the customer has no email address.
  
- 4) All bookings confirmation of shipping lines and airlines shall be documented
  - Air and LCL – coordination through email
  - FCL – through Authority to Withdraw (ATW)
  
- 5) The following shall be sent to the customer upon booking confirmation
  - 5.1. FCL
    - Authority to Withdraw (ATW) received from shipping line
  - 5.2. LCL
    - Vessel
    - Estimated departure and arrival date/time
    - Document and cargo cut-off
    - Warehouse location / Delivery – for LCL
  - 5.3. Air
    - Airline
    - Estimated departure and arrival date/time
    - Flight number with shipping line/airline
    - Document and cargo cut-off
    - Warehouse location

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- Master Air Waybill (MAWB) or House Air Waybill (HAWB) Number
- 6) Final shipping instructions shall be sent according to the shipping line on or before the cut-off indicated in the Authority to Withdraw (ATW)
  - 7) A Pre-Alert for outgoing cargoes shall be sent to the agent.
    - For Sea:
      - within one to two days after vessel departure
    - For Air:
      - Within two (2) hours prior departure
  - 8) Customer Experience In-Charge shall ensure the accuracy of billing from shipping line/ airline/consolidator through comparing it with the Job Instruction or buying rates from shipping line, airlines or consolidator
  - 9) The preparation for the final Job instruction (JI) shall be done by the Customer Experience In-Charge within two (2) working days once vessel departed and upon receipt of billing invoice from the carrier.
  - 10) Processing and releasing of checks shall be done in Finance Manila.

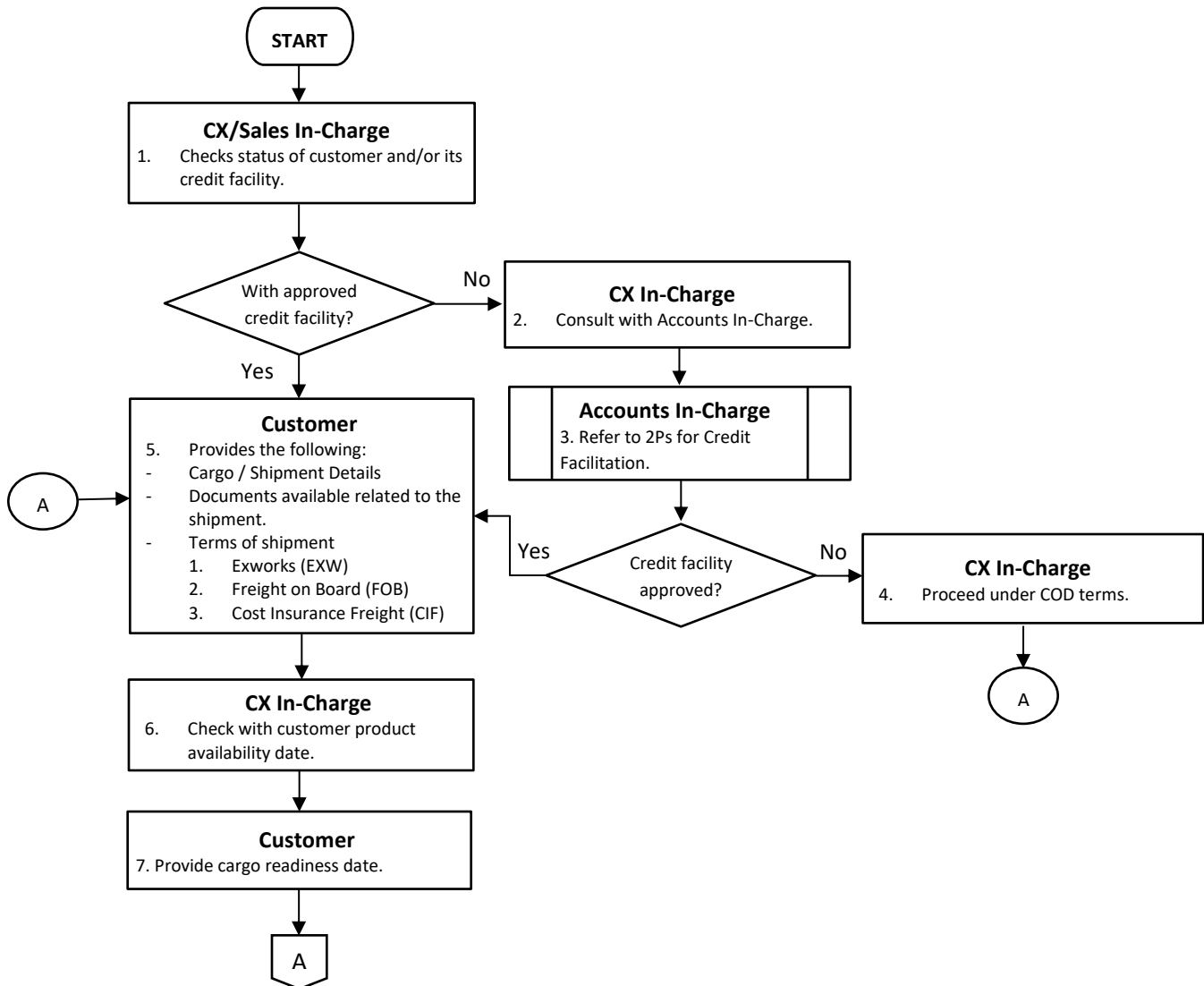
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### Procedures

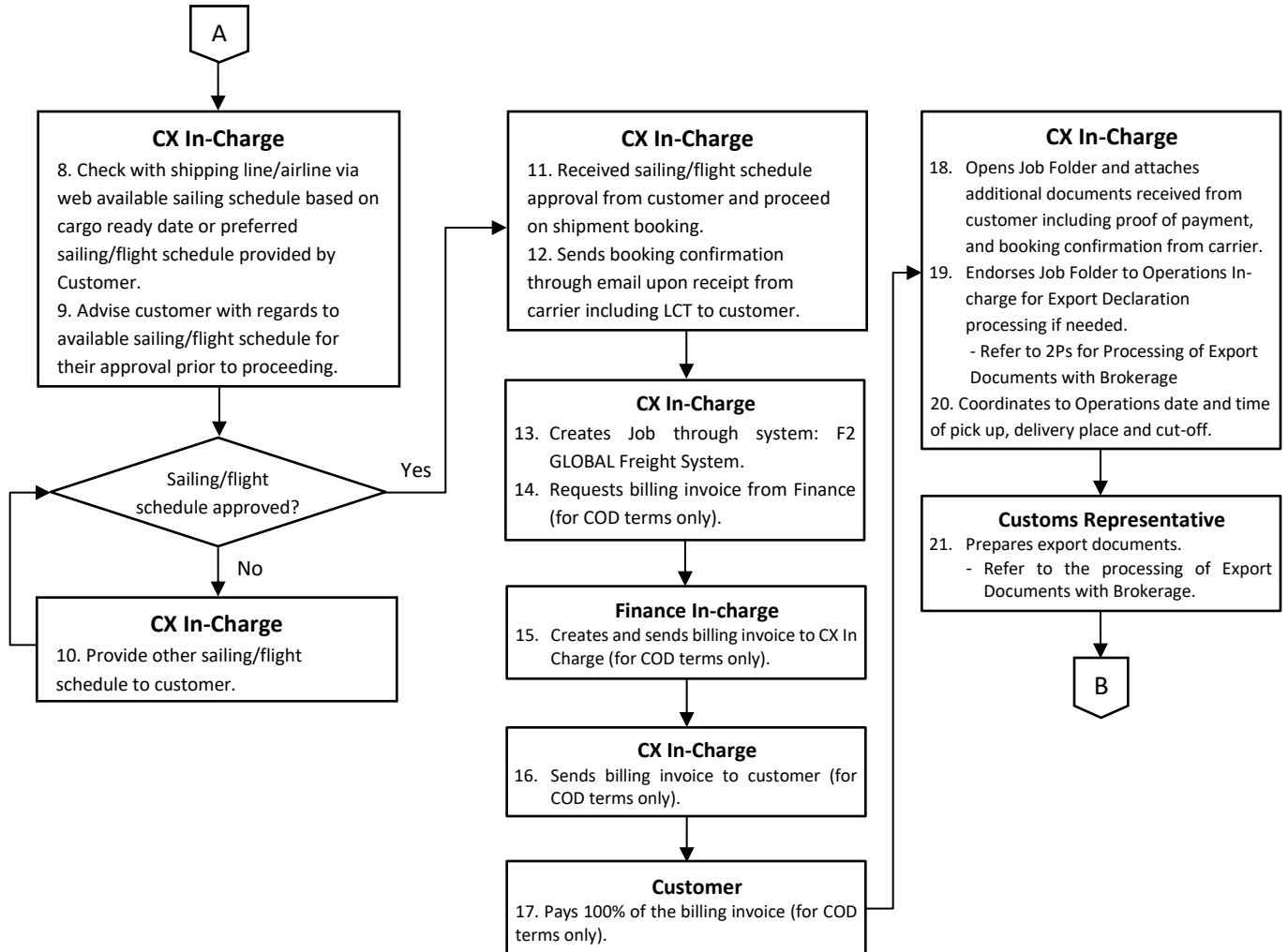


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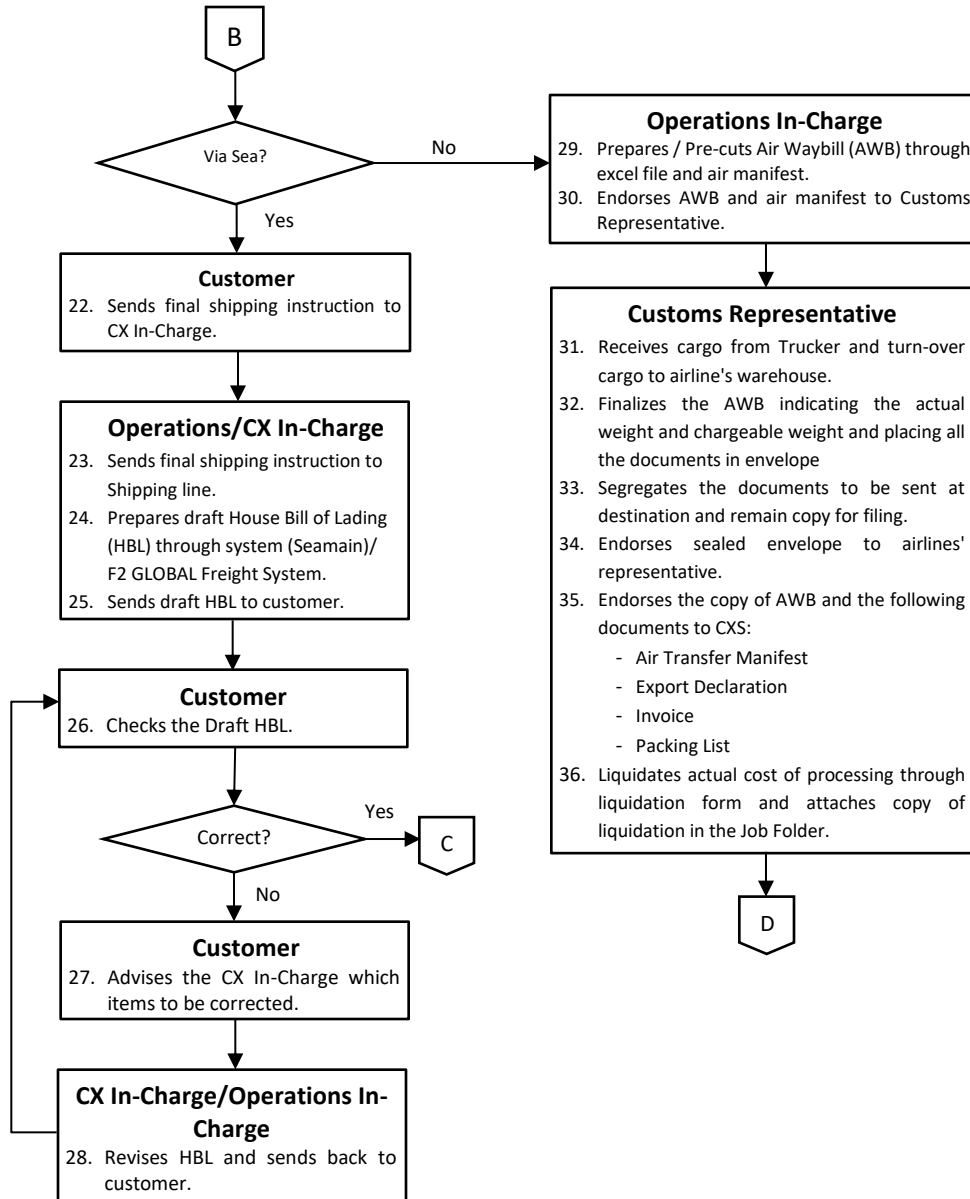


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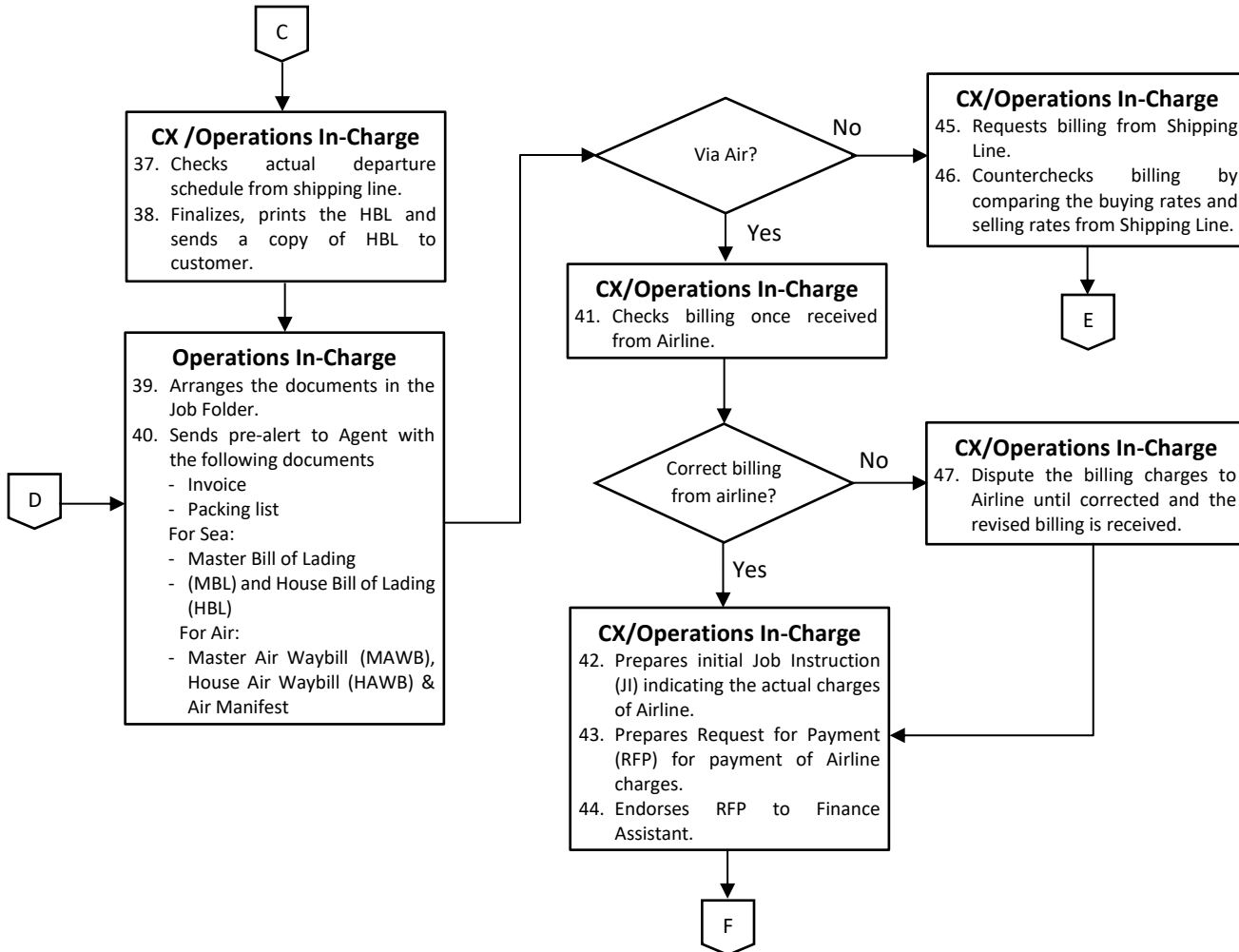


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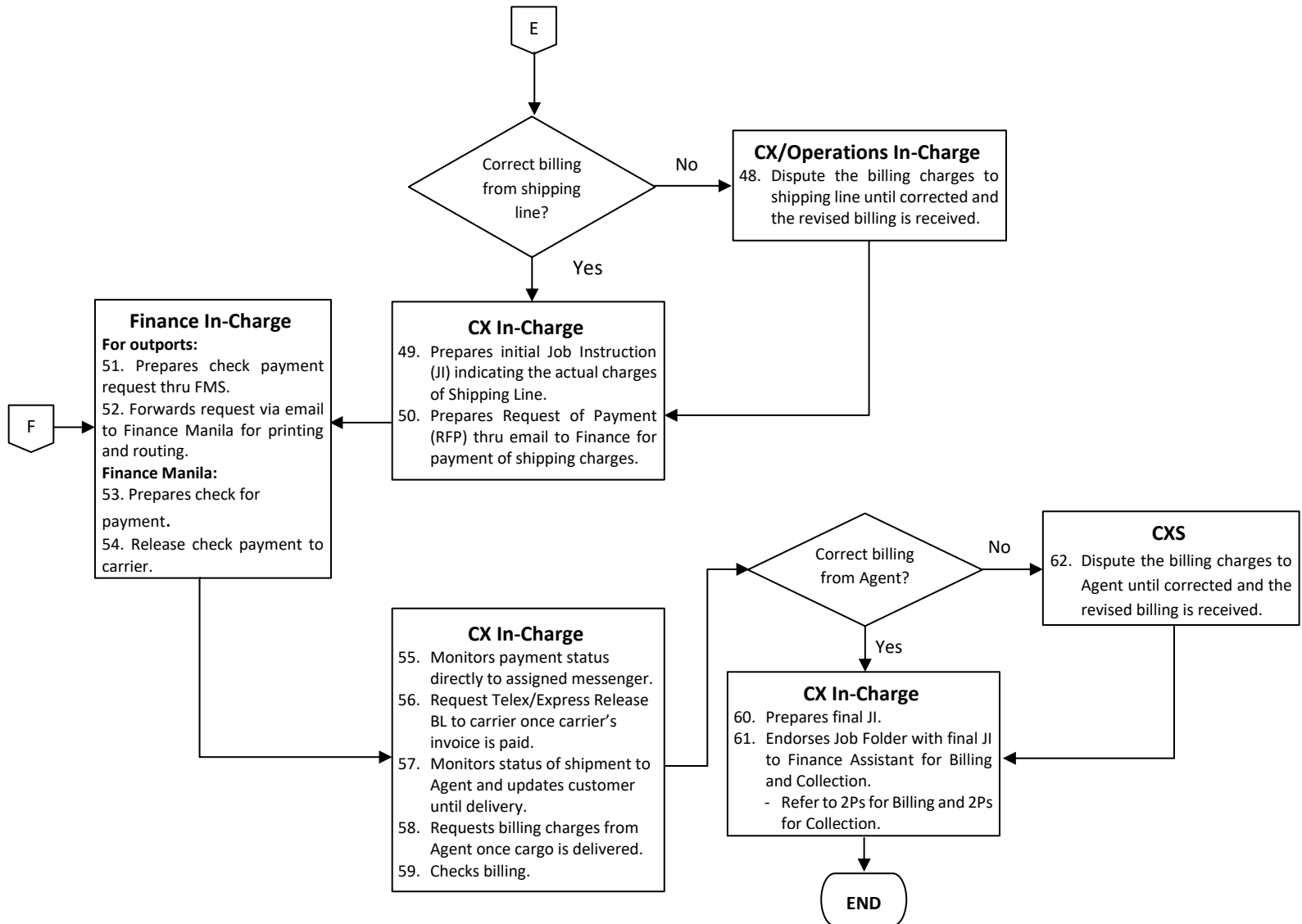


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