

Policies and Procedures

Document Number:

2P-GL-09.03

Department:

Global - Operations

Effective Date: January 14, 2023 Revision No 5

Scope

This document covers the policies and procedures of import freight transactions with brokerage. This document applies to both air and sea freight, consumption and transshipment.

Ownership

The Operations Supervisor/Documentation Supervisor/ Brokerage Manager is responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice.

Definition of Terms

HBL House Bill of Lading

HAWB House Airway Bill of Lading

MBL Master Bill of Lading

MAWB Master Airway Bill of Lading
VASP Value Added Service Provider
CIPL Commercial Invoice Packing List

Incoterm

EXW Ex-Works (named place)

FCA Free Carrier (named place of delivery)

FAS Free alongside Ship (named port of shipment)
FOB Free Onboard (named port of shipment)
CPT Carriage Paid To (named place of destination
CFR Cost and Freight (named port of destination)

CIF Cost, Insurance and Freight (named place of destination)
CIP Carriage and Insurance Paid to (named place of destination)
DAT Delivered at Terminal (named terminal at port or place of destination)

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DAP Delivered at Place (named place of destination)
DDP Delivery Duty Paid (named place of destination)

Policies

- 1. Customer Experience Specialist (CXS) in charge shall prepares or turn over complete set of documents to Operations In-charge:
 - a. Master BL/HBL
 - b. MAWB/HAWB
 - c. CIPL if applicable
- 2. CXS In-charge/Documentation In-charge shall prepare or turn over complete set of documents to Operations In-charge:
 - Master BL/HBL
 - MAWB/HAWB
 - Validated Manifest
 - Delivery Order
 - Container Guarantee
 - Arrival Notice
 - Approved JI prepared by CXS
- 2. Original Invoice and Packing List shall be required from the customer in compliance to the Bureau of Customs.
- 3. Estimated computation of the Duties and Taxes shall be sent to the customer prior arrival. Computation shall be aligned with Philippine Tariff and Customs Law Rules and Regulations / Customs Modernization and Tariff Act.
- 4. For the customers who exceeded the terms of their credit line the approval of the EVP & COO /Sales Manager shall be required before the Operations Supervisor/Documentation Supervisor /Declarant In-Charge will release the documents needed by Bureau of Customs (BOC).

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- 5. The cargo shall be released once all payments are settled for Customers that are Cash on Delivery (COD).
- 6. The import or admission permit shall be prepared before the arrival of cargo, whichever is applicable:
 - Transshipment Cargo Subic Bay Freeport Zone (SBFZ) Admission Permit thru Trade Automation & Facilitation System (TAFS)
 - Transshipment Cargo Clark Freeport Zone (CFZ) Admission Permit thru Trade Declaration & Admission Permit System (E-TAPS)
 - Transshipment Cargo Freeport Area of Bataan (FAB) Admission Permit thru Electronic Transit Admission Permit System (E-TAPS)
 - Transshipment Cargo Philippine Economic Zone Authority (PEZA) Import Permit thru Import Permit System (IPS)
- 7. Customer Experience Specialist shall prepare the Job Instruction as attachment to all request made for payment. Any charges to be paid shall be supported by JI.
- 8. CXS/OPS In-charge to send details to customer prior delivery, if requested by customer.
 - Driver's name
 - Plate Number
 - Type of Truck
 - Mobile number if requested
- 9. Transport in charge shall deploy F2 owned trucks first before subcontracted truckers.

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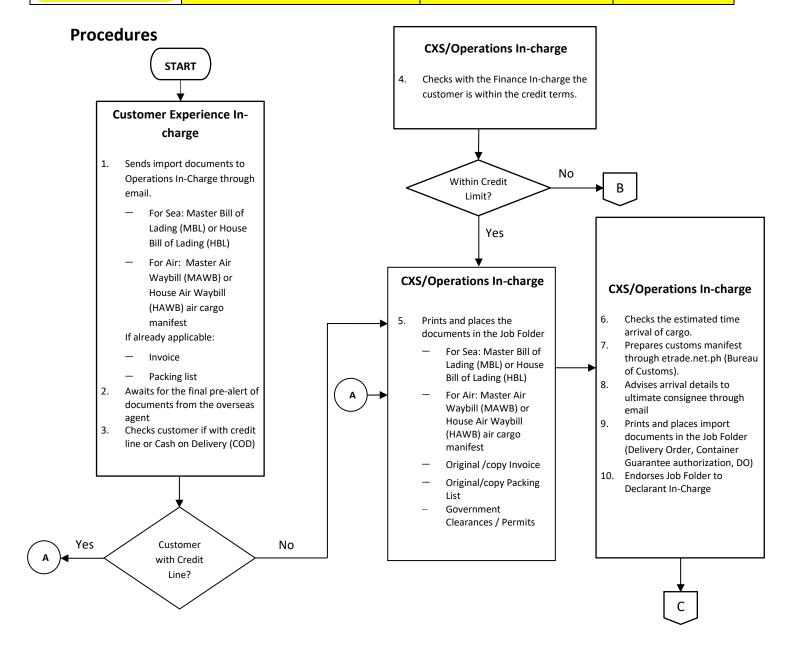
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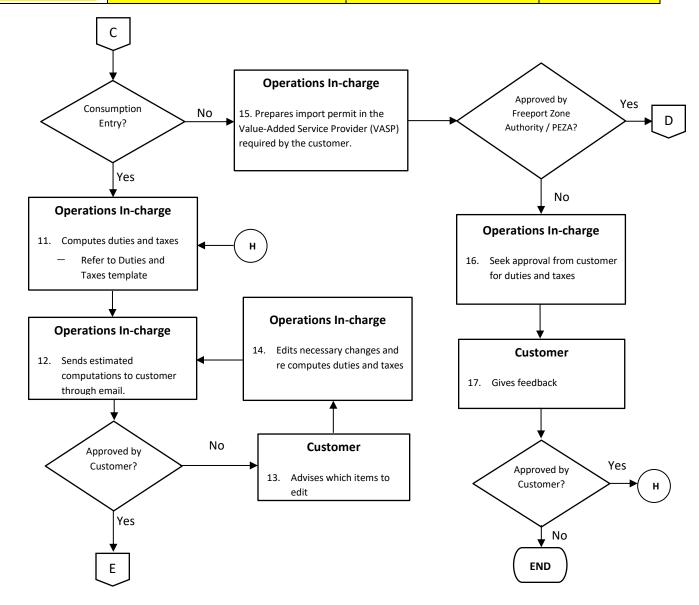
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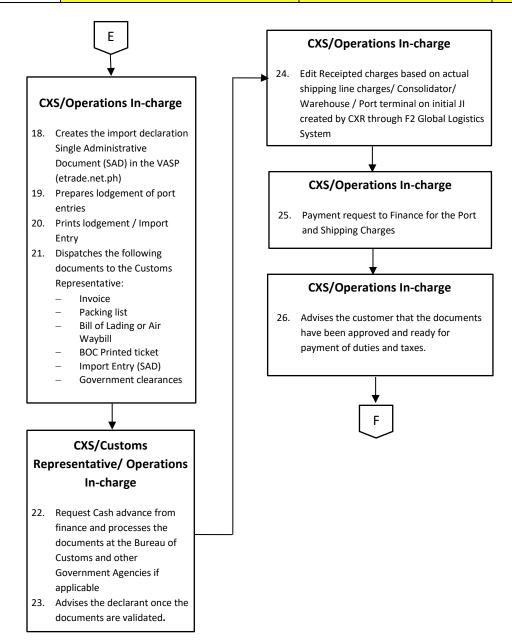
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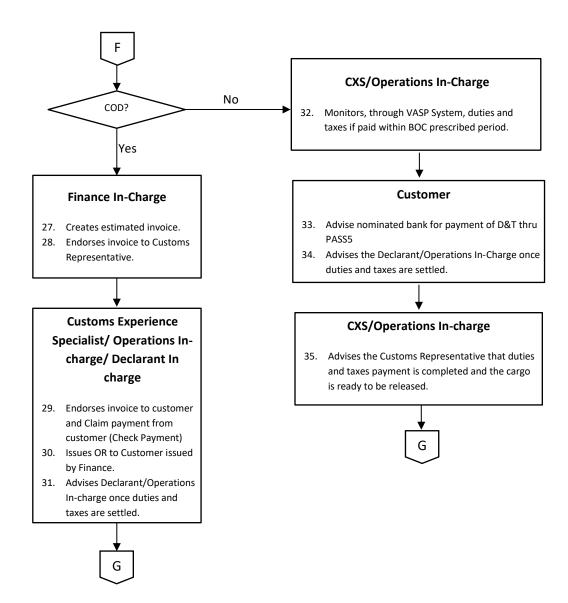
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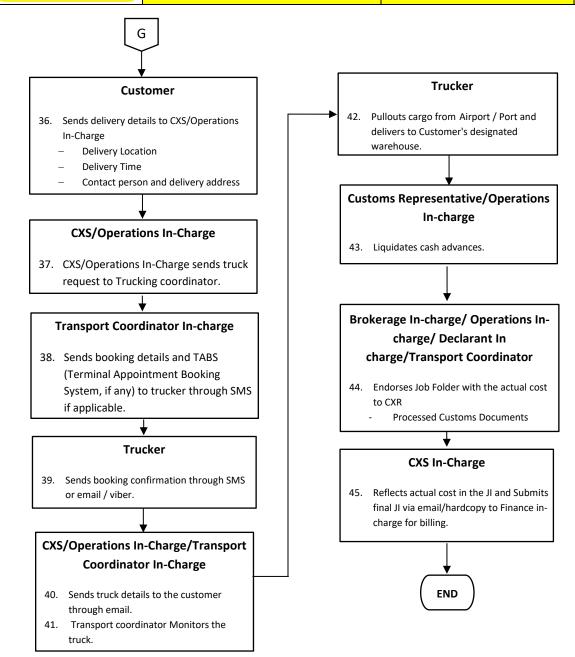
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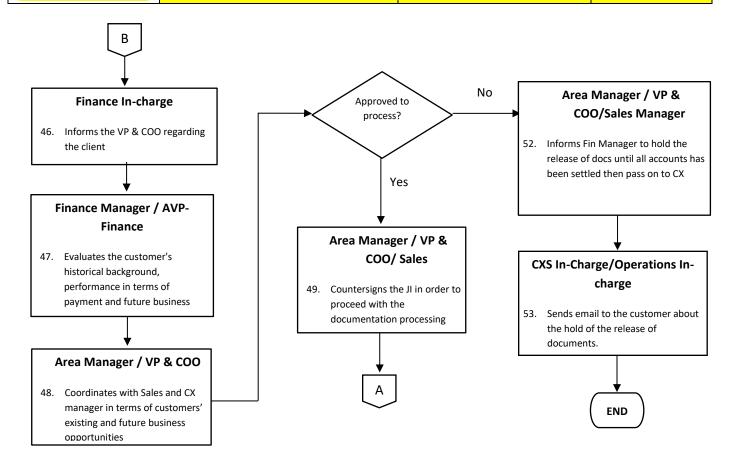
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