

Document Number:

2P-GL-09.05

Department:

Global - Operations

January 14, 2023

Revision No.:

6

Scope

This document covers the policies and procedures in export freight transactions with brokerage including preparation of Airway Bill, Bill of Lading and Export Declaration. This document covers both air and sea freight.

Ownership

The Brokerage/Declarant Operations Assistant 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
MSDS Material Safety Data Sheet

TABS Terminal Appointment Booking System

Incoterm

EXW Ex-Works (named place)

FCA Free Carrier (named place of delivery)

FAS Free Alongside Ship (named port of shipment)

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FOB Free Onboard (named port of shipment)

CPT Carriage Paid To (named place of destination)
CFR Cost and Freight (named port of destination)

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

DAP Delivery at Place (named place of destination)

DDP Delivery Duty Paid (named place of destination)

Policies

- Customer Experience Specialist (CXS) to turn over the Job Folder to Declarant/Ops assistant if necessary:
 - Booking confirmation (Sea)
 - Invoice & Packing List
 - Pre-cut Airway bill (Air)

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- 2. Cargoes and documents shall arrive at the Airline three (3) hours prior to scheduled departure and two (2) days for shipping line.
 - For Sea:
 - Export Declaration
 - Invoice & Packing List
 - Permits (Government Agencies Compliance)
 - For Air:
 - Master Airway Bill

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- House Airway Bill
- Invoice
- Packing List
- Transfer Manifest
- Permits (Government Agencies Compliance)
- 3. Customs Representative shall ensure that details in the transfer manifest (Actual weight) and Airway Bill (AWB) for air is tallied.
- 4. Customer shall provide completely the Pickup details to CXS
 - Pick up Location
 - Pick Up Time
 - Truck type
 - Cargo details
 - Contact person in delivery address
- 5. CXS In- Charge to send truck and container details to customer prior pick-up of cargoes.
 - Plate Number
 - Type of Truck
 - Mobile number
- 6. Transport coordinator shall deploy F2 owned trucks first before subcontracted truckers.
- 7. We are observing VGM Ruling for pick-up of container for sea freight and Airlines ruling on the allowable weight discrepancy of 3.4 kgs on the packing list versus actual weight.
 - In case of Shut-out / Off Load, Customer Experience Specialist shall coordinate with Customer.

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Upon approval of the Customer, Customer Experience Specialist shall rebook the cargo/container. *Refer to 2Ps of Departure of Cargoes for Door-to-Door Services, Departure of Cargoes for Door to Port and Port to Port Services*

8. 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.

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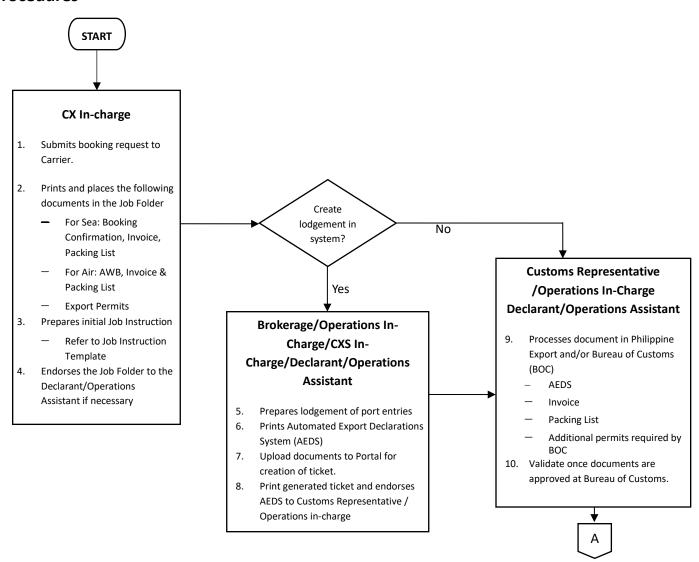
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Procedures



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Trucker 16. Picks up cargo-from Customer's warehouse and delivers to port or terminal Customer 11. Sends Pick up details to CXS Pick up Location **Customs Representative /** Pick Up Time **Operations In-**Truck type Cargo details Charge/Declarant/Operations Contact person in delivery **Assistant** address 17. Receives cargo from Trucker and turn-over cargo to airline's Operations/CXS Inwarehouse (air shipments) Pay port charges **Charge/Transport Coordinator** 12. Sends booking details and TABS if applicable to trucker through SMS Airline / Shipping Line 19. Checks approved documents **Transport Coordinator/Trucker** - For Air: AWB subject for approval of Airline's Acceptance - For Sea: MBL subject to approval 13. Sends booking confirmation of CXS through SMS or email to assigned trucker for pull out of empty containers No **Documents** and cargo **Operations In-Charge/CXS** approved? 14. Sends truck details to the customer through email Yes 15. Monitors the truck

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Customs Representative/ Operations Incharge/Declarant in Charge/Ops assistant/CXS 20. Prepares and endorses sealed envelope to Airline Representative with documents to be sent to the consignee: CXS MAWB and/or HAWB (as per customer's 23. Sends pre-alert to customer requirements) and/or agent. Invoice & Packing List Reflects actual costs in Job Transfer Manifest Instruction For Sea CSR will send the 25. Prints Job Instruction (JI) documents to the consignee Forwards Job Folder to through courier/email: MBL or Finance for Billing HBL (if any) Clearances and permits (If customer require) Invoice Packing List **END** 21. Liquidates actual cost of processing through liquidation form 22. Endorses Job Folder to CXS: - For Air: MAWB and/or HAWB (If Any) - Receipts - For Sea: MBL or HBL (if any) - Receipts

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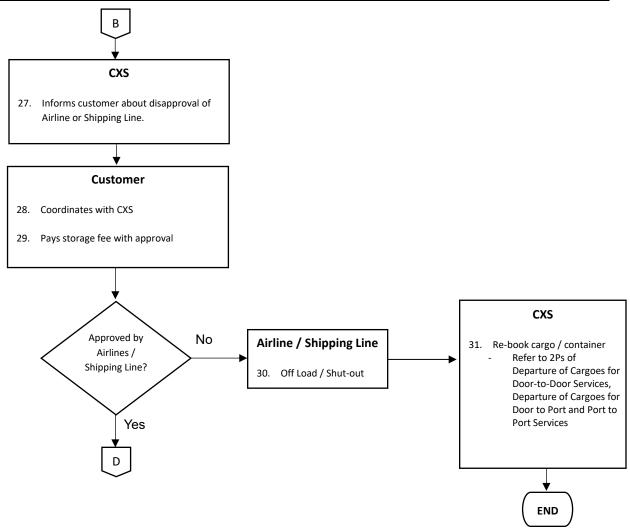
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