	Documentation Policies and Procedures		Document Number: 2P-OPS-09.02
	Department: F2 Logistics Philippines Inc.-Operations	Effective Date: November 20, 2022	Revision No 1

Scope

This document covers the policies and procedures in receiving documents and encoder execution of the House Way Bill (HWB) and checking of pertinent documents as stipulated in the Standard Operating Procedure (SOP)/Service Level Agreement (SLA) before uplift /sailing for planning and consolidation of the Operations dispatch In-Charge.

Definition of Terms

PWB – Proforma Way Bill

HWB – House Way Bill

SOP – Standard Operating Procedure

SLA – Service Level Agreement

CBM – Cubic Meter


Ownership

The Assistant Operations Manager/ Operations Manager/ Senior Operations Manager/ Operations Head/ Assistant Vice President (AVP) – Operations is responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice.

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Objective

- To prepare the accurate house waybill documents needed before uplift /sailing of cargo on its intended flight/voyage.
- To ascertain that rates used for the application of the freight charges are true and correct and will generate accurate invoice and distribute said form for proper disposal.
- To prepare an accurate advice to the destination station prior to the arrival of the cargo as basis for delivery planning and scheduling through the data encoded in the system.


Policies

1. Operations pick-up team to turn-over PWB and/or client owned documents within 24 hours after pick-up to assigned Encoder.
2. All transactions shall be encoded within 24 hours upon acceptance of encoding documents from checkers/truckers/drivers.
3. Encoder to check completeness of the documents based on agreed SOP /SLA. Encoder shall check completeness of details in proforma waybill and ensure the following information is provided by the client: Pick-up Date, Origin/Destination, Consignee's Name/Address/Contact Number, Quantity, Measurement, Service/Paymode (OR number if prepaid), Movement, Declared Value, Cargo Description, Weight (air transaction)
4. Encoder shall make sure that all information encoded in the F2 Logistics system will be accurate and correct.
5. Encoder shall place on temporary hold encoding for transactions with incomplete details; coordinate with person in-charge (Sales/Customer Experience).
6. Encoder shall observe proper distribution of documents.
7. POD/Consignee's copy/Customer documents to be forwarded to Central Documentation Department.
8. Encoder's copy to be retained for filing.

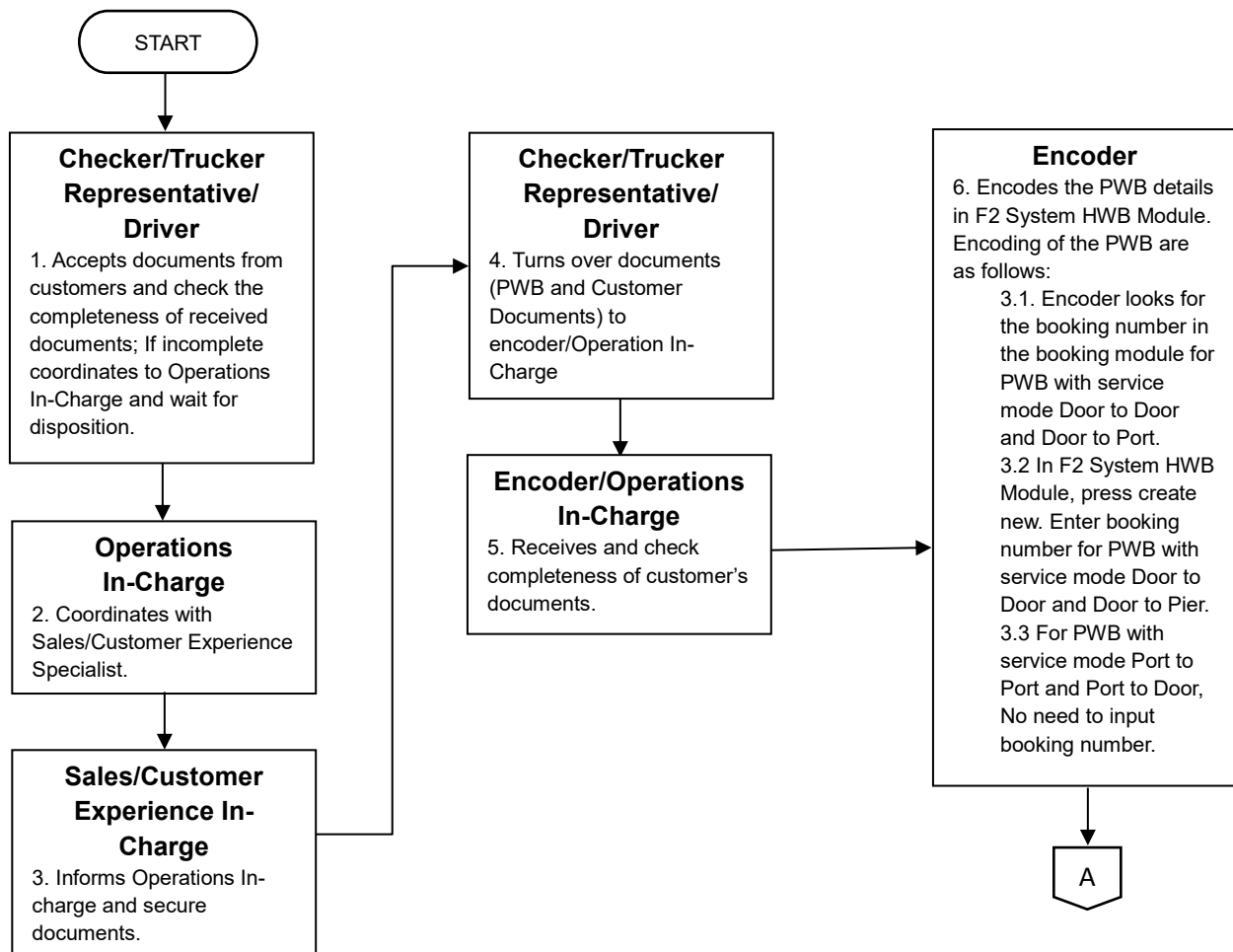
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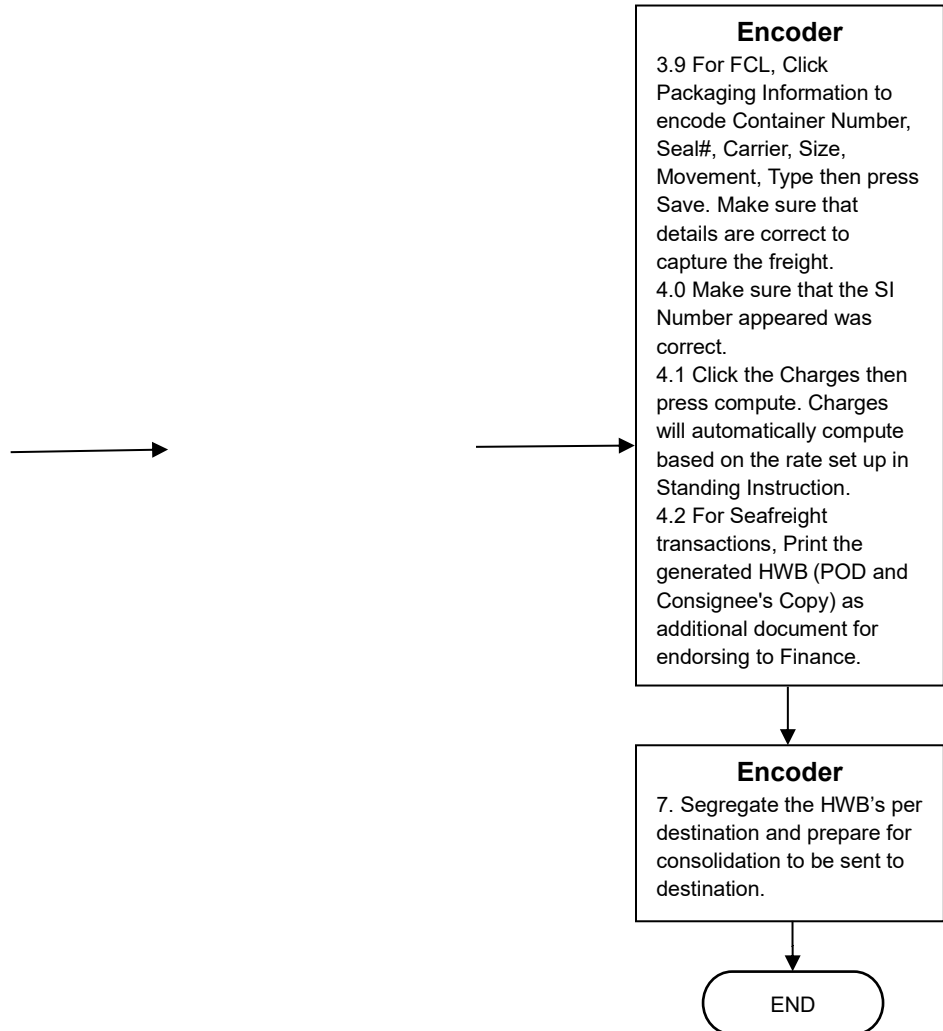
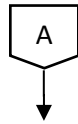
Procedure



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Encoder 3.4 (Note: Information from the Booking Module will automatically appear. However, you can edit the details based on the actual PWB and Documents.) Encode the details indicated in the PWB such as	<i>se refer to p</i> Encoder 3.6 Click the Cargo Tracking - Events. Select Cargo Pick Up on the Event Tab and Encode the Estimated and Actual Date of the Transaction indicated on the PWB. Note: System will not issue HWB # if there	<i>res of approvers.</i> considered uncontrolled
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