

	<h1 style="text-align: center;">Dispatch of Cargoes for Delivery</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-OPS-09.14
	Department: F2 Logistics Philippines Inc.-Operations	Effective Date: November 22, 2022	Revision No 1

Scope

This document covers the procedure that applies to all deliveries of F2 Logistics based on the agreed delivery lead time with the customers.

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.

Procedures


At Destination Location

1. Destination operations in-charge/ branches/ accredited agents/ Customer Experience Specialist at destination to check pre-alert of shipment sent by origin station.
2. Destination Customer Experience shall coordinate with destination operations in-charge/ accredited agents for truck allocation and shall retrieve Master AWB/ BL and other pertinent document of F2 Logistics sent by the origin station.
3. Destination dispatch team/ Operations in- charge and/or accredited operations agent to book required truck and schedule pull out the shipment from carrier. *(Refer to 2P-SS-09.12 - Pull Out of Containers from Carrier (Incoming)).*
4. F2 representative at destination will check the quantity based on the information indicated in the Master AWB/ BL and shall verify if the shipment is complete and intact without any signs of tampering or pilferage. This applies for LCL shipments.

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5. Destination operations/ accredited agent proceeds to the warehouse/ office to turn over pulled out LCL shipments.

6. Destination operations/ warehouse personnel/ accredited agent to sort and perform actual piece count versus the quantity indicated in each PWB/ HWB/ client owned document.

7. Operations In-Charge/ Dispatch team at destination shall plan the delivery. Required truck/s and/or unit/s will now be dispatched to deliver the shipment based on shipment route and required delivery lead time.

8. For FCL, Customer Experience at destination shall call consignee to coordinate the delivery of the container van. CXS destination shall provide estimate delivery date and time to the consignee.

9. Destination station and/ or accredited agent/ trucker to deliver the shipments to the ultimate Consignee and/or authorized representative indicated in the HWB and/or proforma waybill

If needed or as required:

Destination Trucker to ask for an ID from the Ultimate Consignee / Authorized Representative.

Note:

- Shipment shall not be released if no valid ID is presented.
- If Authorized Representative, accredited destination trucker to require an Authorization Letter from Authorized Representative.


10. Destination station/ accredited agent/ trucker to ask the Ultimate Consignee/ Authorized Representative to sign and indicate name, the date and time of receipt of shipments on the following documents:

- F2 HWB and/or PWB as Proof of Delivery Copy
- Sales Invoice (if needed or as required by the customer)

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11. Destination Trucker/ accredited agent/ delivers the shipment to the Ultimate Consignee/ Authorized Representative.

Note:

Consignee to check actual shipments upon receipt on a per piece count based on the quantity indicated on the HWB / proforma waybill.

12. Destination Trucker sends update via SMS or via phone call to update the delivery status of the shipment. OPS In-charge of the destination updates delivery details in F2 System/HWB Module/Cargo Tracking.

CRITICAL:

- Make sure to RETAIN the following:
 - a. F2 Logistics HWB/ PWB Proof of Delivery
 - b. Authorization Letter (if any)
 - c. Documents attached to the HWB/ PWB that needs to be returned to Manila Office and/ or origin location based on the agreed SOP.
- Make sure the Consignee duly signs all the required documents.

13. Upon returning to the warehouse and/or office, the destination trucker submits all signed documents to the branch supervisor, Operations In-Charge, and/or Customer Experience.

Note:

Make sure to TURNOVER the following:

- a. F2 HWB/PWB Proof of Delivery
- b. Customer Invoice
- c. Other Documents needed to be returned

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14. Branch Supervisor, Operations Officer in charge, and/or Customer Experience to check for the completeness and correctness of the returned documents. Consolidation will be done for all documents for returned.

15. Branch Supervisor/ Operations In-charge, and/or Customer Experience shall return documents to Manila or Origin location via air or courier services.

16. Any delivery exception/ irregularity must be reported immediately to the destination Customer Experience and coordinated with the origin station Customer Experience for final disposition.

Consolidation of Return Documents

17. Origin Location Document (POD Custodian) to receive the documents returned from various agent / branch locations.

18. Origin POD Custodian checks the completeness of the documents received from destination agent/branch.

Note:

For Documents with incomplete signatures, or with irregularities, POD custodian to coordinate with concerned agent/branch. Documents will be returned and coordinated with the consignee at destination location for proper signature. Once all documents have been duly accomplished, it will again be returned to origin station.

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