	<h1 style="text-align: center;">Guidelines for Non-Conforming Outputs</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-OPS-09.15
	Department: Operations	Effective Date: November 20, 2022	Revision No 2

Scope

This document covers the guidelines for Non-Conforming Outputs.

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.


Policies

1. All cargoes incidents will be recorded using the Cargo Incident Report Form “CIR”.
2. All duly accomplished cargo incident forms will be turned over to Customer Experience Specialist by Operations.
3. Customer Experience Specialist will encode in the Customer Relation Management “CRM” system all cargo incident reports form received after encoding a case number will be generated which shall be indicated by the Customer Experience Specialist on the issued cargo incident form.
4. Operations will retain a copy of the CIR, original copy shall be returned over by the Customer Experience Specialist to Claims Department.

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Guidelines

Guidelines for Nonconforming Output		
Nonconforming Output	Due to	Activity
Offloaded/Shutout	Delayed/Canceled Sailing	<ol style="list-style-type: none"> 1. Operations shall inform Customer Experience Specialist (CXS) regarding the incident. 2. Operations shall coordinate and ask carrier to provide Apology/Advisory Letter. 3. Customer Experience Specialist (CXS) shall inform the client about the issue encountered and action/s taken to resolve the issue.
Over/ Short Landed	Miscounting of Actual Cargo vs Customers Document	<ol style="list-style-type: none"> 1. Checker shall send Incident Report to Customer Experience Specialist (CXS). 2. Customer Experience Specialist (CXS) shall inform the operations regarding the incident and/or discrepancy 3. Operations to investigate the incident and provide needed Corrective Action/ Preventive Action. 4. Customer Experience Specialist (CXS) shall be informed by operations the corrective action/s taken and applied. 5. Customer Experience Specialist (CXS) shall inform by client with the issue encountered and action/s taken to resolved the issue.
Misrouted of Cargo		<ol style="list-style-type: none"> 1. Operations shall inform Customer Experience Specialist (CXS) regarding the incident. 2. Operations shall inform carrier regarding the misrouted shipment/s and ask requires the best alternative corrective action to be applied to resolve the issue. 3. If determined that the carrier is at fault, request for an Incident Report shall be required. 4. Customer Experience Specialist (CXS) shall notify the client about the incident. 5. Customer Experience Specialist (CXS) shall send an update to the client until the transaction has been delivered confirmed received by the correct consignee.

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Guidelines for Nonconforming Output		
Nonconforming Output	Due to	Activity
Damage Cargo and Pilferage		<ol style="list-style-type: none"> 1. Checker shall send Incident Report to Customer Experience Specialist (CXS). 2. Customer Experience Specialist (CXS) shall inform the operations regarding the incident and/or representative. 3. Operations to investigate the incident and provide Corrective Action/ Preventive Action. 4. Customer Experience Specialist (CXS) shall be informed by operations the corrective action/s taken and applied. 5. Customer Experience Specialist (CXS) shall inform the client with the issue encountered and action/s taken to resolve the issue.
Incomplete Documents		<ol style="list-style-type: none"> 1. Checker or encoder shall inform the Operations that documents received is incomplete. 2. Operations shall coordinate to Customer Experience Specialist (CXS) regarding the discrepancy. 3. Customer Experience Specialist (CXS) shall inform the client regarding the discrepancy and place on temporary hold the shipment until a resolution has been achieved.

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Guidelines for Nonconforming Output		
Nonconforming Output	Due to	Activity
Late Pick-up/ Delivery	Truck Breakdown	<ol style="list-style-type: none"> 1. Truck driver shall inform Operations team and Fleet of the incident. 2. Operations to call service maintenance (Fleet Department) to respond and provide assistance to the actual location of truck. 3. Service maintenance to assess the problem of the unit 4. If repair/s will be extended, service maintenance should notify operations. 5. If original schedule will be affected, Customer Experience Specialist (CXS) shall advise the client of the revised/ expected arrival time/ day and send incident report to client.
	Traffic Congestion	<ul style="list-style-type: none"> - Truck driver shall inform Operations of the incident. - Customer Experience Specialist (CXS) shall be inform by the Operations regarding the situation. - Truck driver shall continuously update Operations thru text until such time that flows of vehicles back to normal.
	Truck Flagged down or apprehended by traffic enforcers or police	<ul style="list-style-type: none"> - Truck Driver shall inform the Operations of the incident. - Customer Experience Specialist (CXS) shall be inform by the operations regarding the situation. - Operations to contact/ send police escort to assess the problem and if the original schedule can still be met, proceed with the delivery. - If original schedule will be affected, Customer Experience Specialist (CXS) shall advise the client of the revised/ expected arrival time/ day and send incident report to client.
Acts of God such as flood, earthquake, typhoon etc.		<ul style="list-style-type: none"> - Stop and go to secure plan. - Truck driver shall inform Operations regarding the situation encountered. - Customer Experience Specialist (CXS) shall be inform by the Operations regarding the situation and action/s taken. - Customer Experience Specialist (CXS) shall provide advisory (e.g. typhoon)/ report the incident to client.

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