Scope

Starts with conducting meeting with customer together with Customer Experience Specialist (CXS)/Operations Representative and Finance Representative to discuss and gather all information and end with cascading of final SOP to all concerned personnel.

SOP shall be created for the following shipments:

- New Customer

- Regained Account (if needed)

- Renewal / Renewal of SLA (if needed)

Objective

- To align with customer's requirement by creating customized Standard Operating Procedure (SOP) to meet both parties' expectation.

Policies

1. Standard Operating Procedure (SOP) shall duly be acknowledged by both parties F2 Department Leaders and Customer Authorized Personnel.

2. SOP shall be encoded by Sales In-charge in F2 System upon approval of both parties and before start of movement of cargo.

3. CXS, Operations, Finance (Billing Team), Claims shall be provided with approved hard/soft copy of the SOP document, acknowledged and signed upon receipt.

4. Sales in-charge shall ensure that the SOP is up to date until superseded.

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5. Sales in-charge shall cascade to the concerned departments both in origin and destination the approved SOP through the following:

   a. Conduct of meeting (face to face or virtual meeting) to cascade the approved SOP.

   b. Send through email the scanned copy of approved SOP and the screen shot as evidence of posting of approved SOP to F2 System/SI module.

6. Follow the SOP Template.

7. All new / revised SOP shall go through review and for physical approval by department heads or through email, if necessary.

References/ Source:

- F2 System / Standing Instruction Module

Definition/s:

- SOP – Standard Operating Procedures is a written instruction that documents the routine or repetitive activities followed by different departments and as agreed with customers.
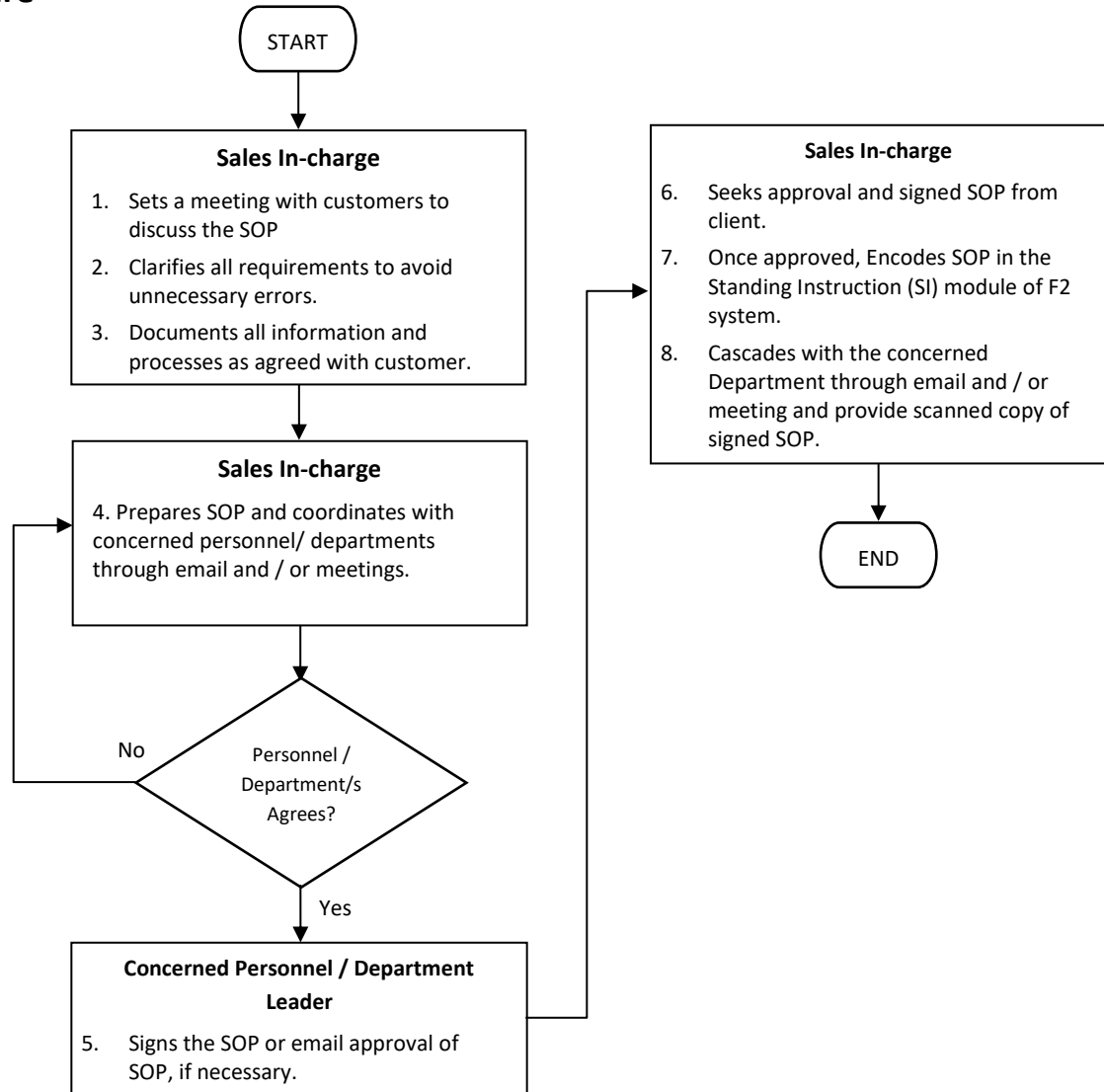
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Procedure

Flowchart:

START
↓
Sales In-charge
1. Sets a meeting with customers to discuss the SOP
2. Clarifies all requirements to avoid unnecessary errors.
3. Documents all information and processes as agreed with customer.
↓
Sales In-charge
4. Prepares SOP and coordinates with concerned personnel/ departments through email and / or meetings.
↓
Decision: **Personnel / Department/s Agrees?**
— No → (loops back to step 4)
— Yes ↓
Concerned Personnel / Department Leader
5. Signs the SOP or email approval of SOP, if necessary.
→
Sales In-charge
6. Seeks approval and signed SOP from client.
7. Once approved, Encodes SOP in the Standing Instruction (SI) module of F2 system.
8. Cascades with the concerned Department through email and / or meeting and provide scanned copy of signed SOP.
↓
END