	<b>User Account Creation</b>  <b>Policies and Procedures</b>		<b>Document Number:</b>  2P-SS-07.06
	<b>Department:</b> Information Technology	<b>Effective Date:</b> February 09, 2022	<b>Revision No</b> 2

## Scope

This document covers the process of user account creations for the following F2 systems:

- Company Email
- F2 Intranet
- F2 System
- F2 Enterprise
- F2 WMS
- Infor WMS
- F2 CRM
- SAP R3 Financial

A user can be both identified as organic (regular) and inorganic (contractual, project-based) employment type.


## Ownership

IT Manager is responsible for cascading to all concerned personnel and that it reflects actual practices.

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## Policies

- User's Immediate Manager/Supervisor shall email IT Helpdesk ([it.helpdesk@f2logistics.com](mailto:it.helpdesk@f2logistics.com)) for the account creation request providing the following information:
  - Name
  - BU/Location
  - Position  
Type: [ORGANIC or INORGANIC]
  - Requested F2 Systems with corresponding Roles
- IT Technical Assistant shall create IT Ticket log. Email will be forwarded to succeeding recipients with following header format:

Subject:	[IT Ticket Number] - Original Subject
To:	<ul style="list-style-type: none"> <li>IT Team</li> <li>HR Team</li> </ul>
CC:	<ul style="list-style-type: none"> <li>Original Senders (Operations)</li> <li>SVP CRO/CFO (Optional)</li> </ul>

Refer to Ticket Trouble 2Ps for the Service Level Agreement (SLA) regarding system account creation.


- For Organic employees, IT Technical Assistant shall check the personal information in RISA – Employee Information module.

If personal information is valid and complete. IT Team shall proceed with the request.

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If there's no personal information of the employee found in RISA – Employee Information module, IT shall require the HR department to encode the personal information and proceeds with the request.

For Inorganic employees, IT Technical Assistant shall validate the personal information of the employee and request an approval to HR Manager.

4. HR Manager shall approve the request, otherwise, he/she shall provide reason of rejection. Once approved, Technical Assistant shall advise IT Team to proceed with the request.
5. IT Team shall create user accounts based on request list. Once done, he/she shall email user for their corresponding username and password.


**NOTE:** User company email shall be created and setup first in order to send other created accounts.

6. User shall validate if their accounts are working properly. If yes, he/she shall advise IT Team, otherwise, he/she shall revert to IT Team until created accounts have work completely.
7. Once all request has been completed, IT Technical Assistant shall update the IT Ticket log with status CLOSED.

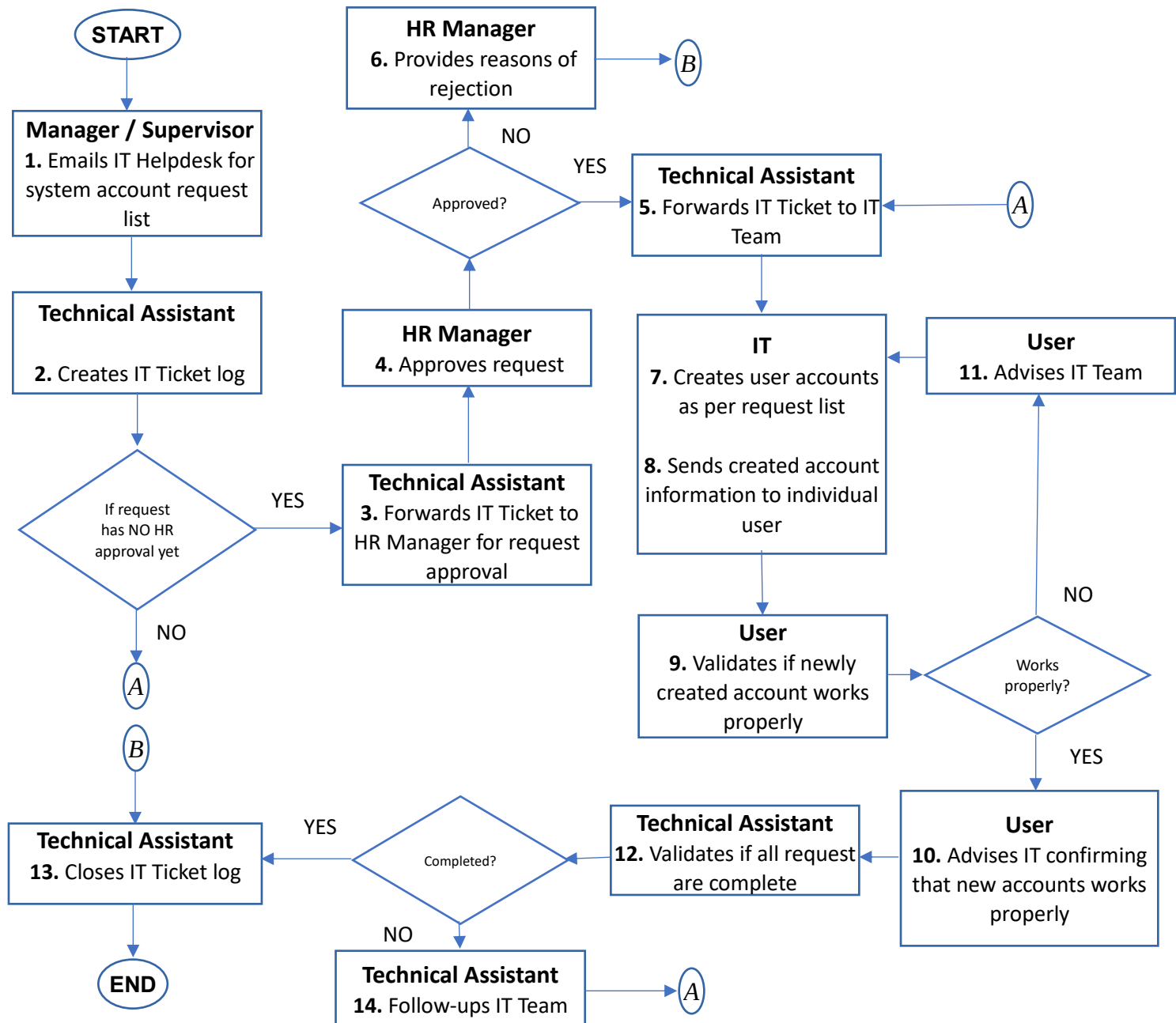
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	<h1>User Account Creation</h1> <h2>Policies and Procedures</h2>		<b>Document Number:</b> 2P-SS-07.06
	<b>Department:</b> Information Technology	<b>Effective Date:</b> February 09, 2022	<b>Revision No</b> 2

### Procedure



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