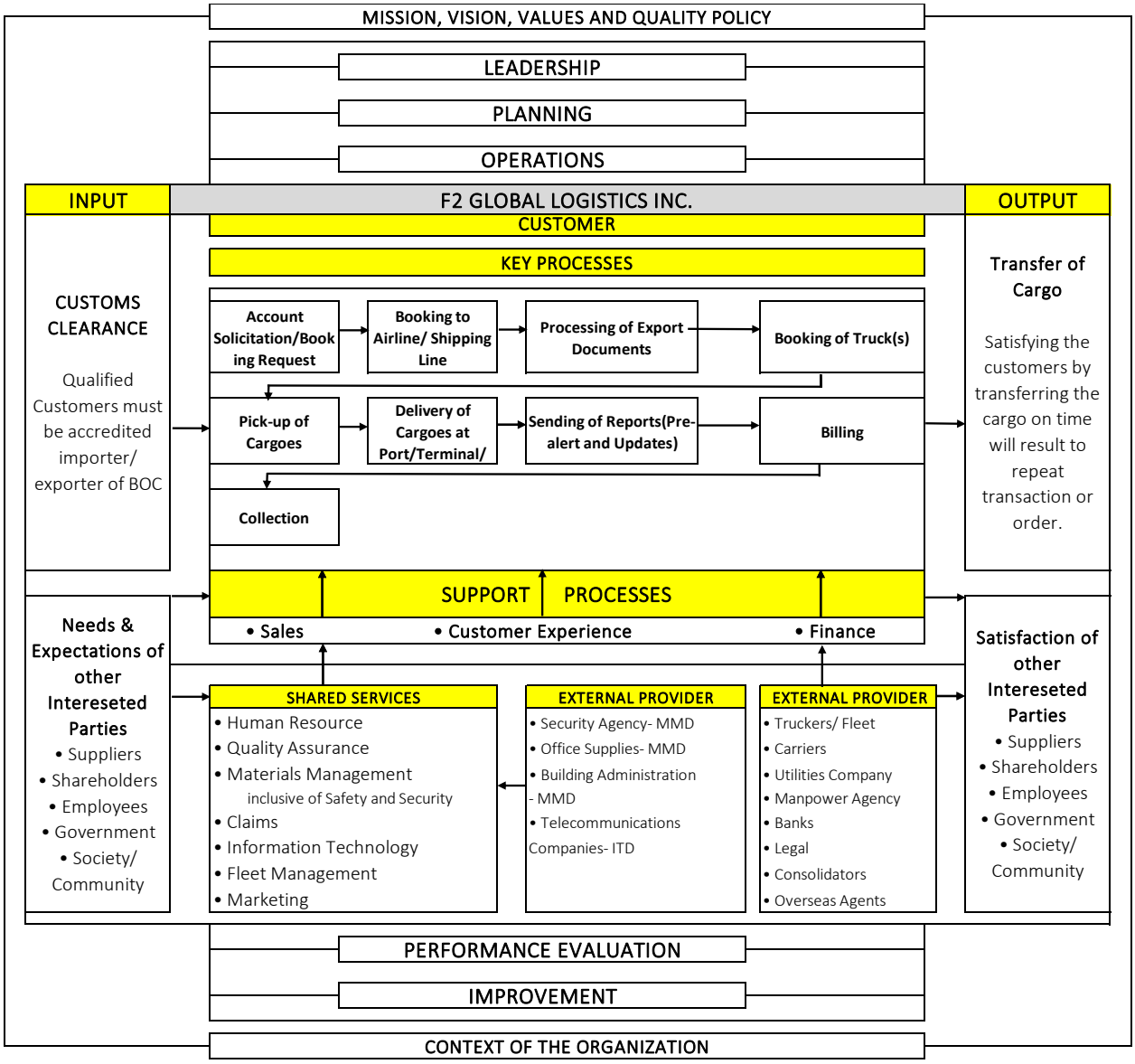
Export Business Process



Input- Process- Output (IPO) Matrix

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INPUT	KEY PROCESS	OUTPUT	PROCEDURE TITLE PER KEY PROCESS
Prospect Customer/ Submission of Proposal/ Qoutations	Account Solicitation/ Booking Request	Booking Details from Customer	1. Profiling and Qualifying of Accounts 2. Company Presentation and Sales Proposal 3. Credit Facilitation 4. Preparation of Itinerary
Booking Details from Customer	Booking to Airline/ Shipping Line	Booking Confirmation from Airline/ Shipping Line	1. Arrival of Cargoes for DD Services 2. Departure of DD Services 3. Arrival of Cargoes for DP and PP Services 4. Departure of Cargoes for for DP and PP Services 5. Handling Customer Complaints
Booking Confirmation from CXS	Processing of Export Documents	Solicitation of Trucker	Processing of Export documents with brokerage
Solicitation of Trucker and Agreed truck rates	Booking of Trucks	Pick-up advise from Customer or Customer Experience	Processing of Export documents with brokerage
Pick- up advise from Customer or CXD	Pick-up of Cargoes	Cargo Transfer	Processing of Export documents with brokerage
Cargo Transfer	Delivery of Cargoes at Port/Terminal/Warehouse	Invoice and Packing List (Air) Final Shipping Instruction (Sea)	Processing of Export documents with brokerage
Invoice and Packing List (Air) Final Shipping Instruction (Sea)	Sending of Reports (Pre- alert and Updates)	Airway Bill (Air)/ Bill of Lading (Sea)- Cutting of Airway Bill/ Encodes Bill of Lading to Seamain System	1. Arrival of Cargoes for DD Services 2. Departure of DD Services 3. Arrival of Cargoes for DP and PP Services 4. Departure of Cargoes for for DP and PP Services 5. Handling Customer Complaints
Job Folder	Billing	Processing of Billing to Customer/ Supplier	Billing
Job Folder	Collection	Collection to Customer	Collection

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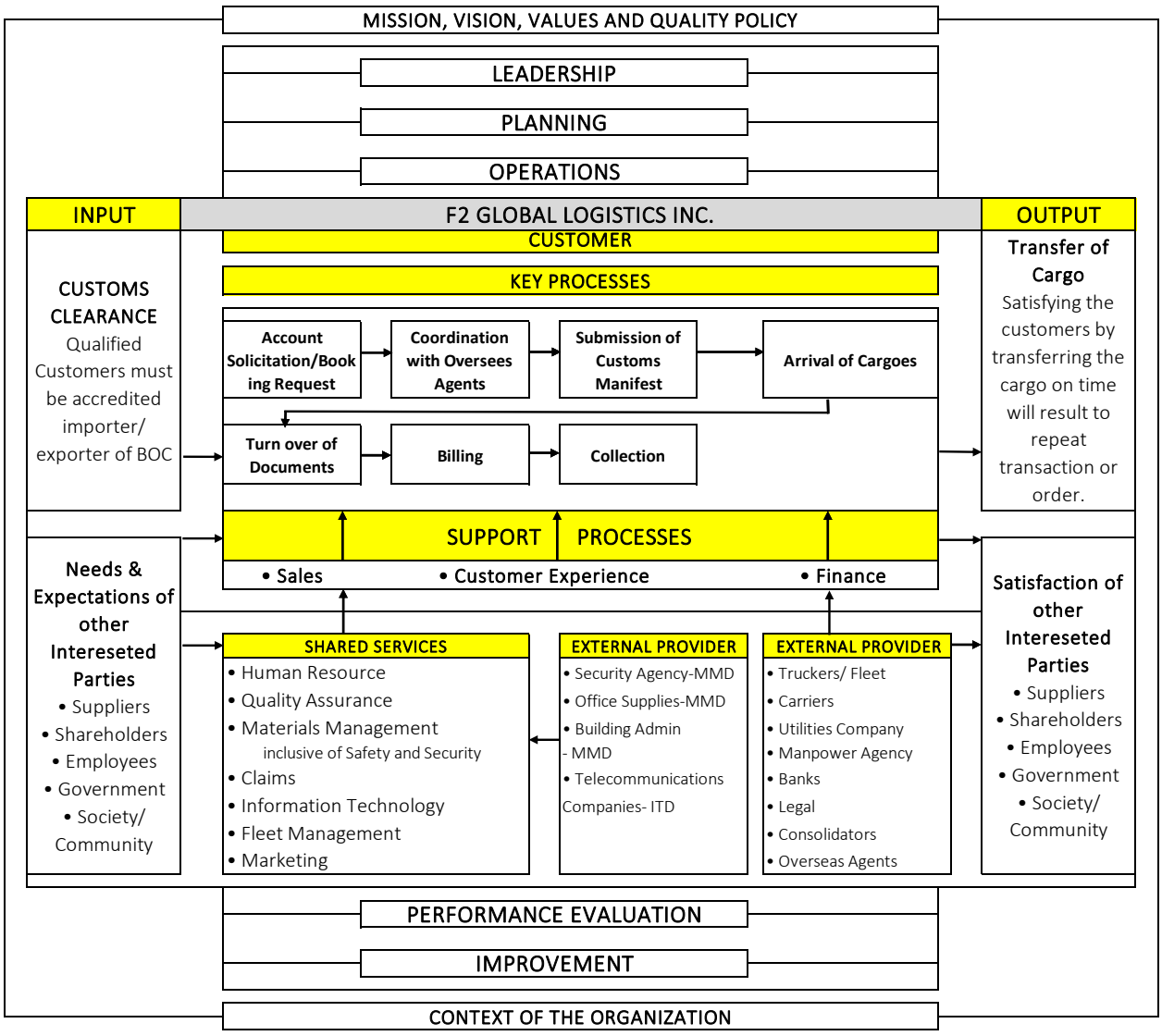
Import Business Process



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Input- Process- Output (IPO) Matrix

INPUT	KEY PROCESS	OUTPUT	PROCEDURE TITLE PER KEY PROCESS
Prospect Customer/ Submission of Proposal/ Qoutations	Account Solicitation/ Booking Request	Booking Details from Customer	1. Profiling and Qualifying of Accounts 2. Company Presentation and Sales Proposal 3. Credit Facilitation 4. Preparation of Itinerary
Booking Details from Customer	Coordination with Overseas Agents	Master Bill of Lading, House Bill of Lading & arrival details (Sea)/ Master Airway Bill, House Airway Bill & Arrival Details (Air)	1. Arrival of Cargoes for DD Services 2. Departure of DD Services 3. Arrival of Cargoes for DP and PP Services 4. Departure of Cargoes for for DP and PP Services 5. Handling Customer Complaints
Master Bill of Lading, House Bill of Lading & arrival details (Sea)/ Master Airway Bill, House Airway Bill & Arrival Details (Air)	Submission of Customs Manifest	Lodgement of Shipment Details to VASP	Processing of Import Documents
Lodgement of Shipment Details to VASP	Arrival of Cargoes	Validated Customs manifest	Processing of Import Documents
Endorsed House Bill of Lading, Container Guarantee, Authorization & Delivery Order (Sea) House Airway bill (Air)	Issuance of Container Release Order from the carrier	Releasing of Cargo	Processing of Import Documents
Job Folder	Processing of Billing to Customer/ Supplier	Revenue	Billing
Job Folder	Collection to Customer	Revenue	Collection

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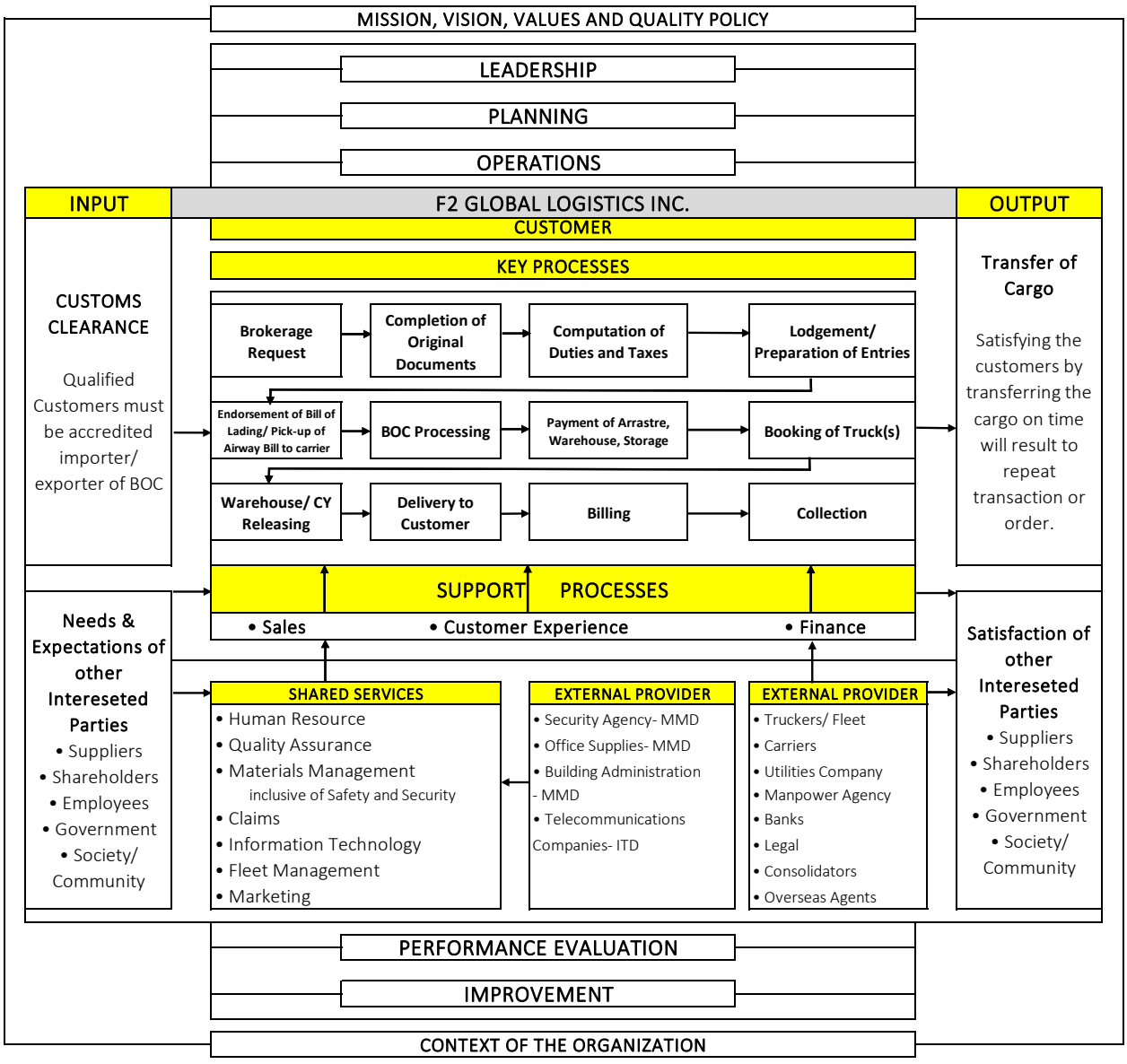
Import - Brokerage Business Process



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Input- Process- Output (IPO) Matrix

INPUT	KEY PROCESS	OUTPUT	PROCEDURE TITLE PER KEY PROCESS
Bill of Lading, Invoice, Packing List and other documents may be required	Brokerage Request	Sending of Estimated Computation of Duties and Taxes to Customer	1. Brokerage 2. Processing of Import Documents with Brokerage
Approved Estimated Computation of Duties and Taxes from Customer	Completion of Original Documents	Completed original documents	1. Brokerage 2. Processing of Import Documents with Brokerage
Completed original documents	Lodgement/ Preparation of Entries	Temporary Assessment Notice	1. Brokerage 2. Processing of Import Documents with Brokerage
Temporary Assessment Notice	Endorsement of Bill of Lading/ Pick-up of Airway Bill to Carrier	Endorsed Bill of Lading/ Pick-up of Airway Bill for BOC Processing	1. Brokerage 2. Processing of Import Documents with Brokerage
Endorsed Bill of Lading/ Pick-up of Airway Bill for BOC Processing	BOC Processing	Final Assessent notice	1. Brokerage 2. Processing of Import Documents with Brokerage
Final Assessent notice	Payment of Arrastre, Warehouse, Storage	Gate Pass	1. Brokerage 2. Processing of Import Documents with Brokerage
Gate Pass	Booking of Trucks	Booking Confirmation	1. Brokerage 2. Processing of Import Documents with Brokerage
Booking Confirmation	Warehouse/ CY Releasing	Releasing of Cargo & Pre-alert to Customer	1. Brokerage 2. Processing of Import Documents with Brokerage
Releasing of Cargo & Pre-alert to Customer	Delivery to Customer	Signed Delivery Receipt	1. Brokerage 2. Processing of Import Documents with Brokerage
Job Folder	Billing	Processing of Billing to Customer/ Supplier	Billing
Job Folder	Collection	Collection to Customer	Collection

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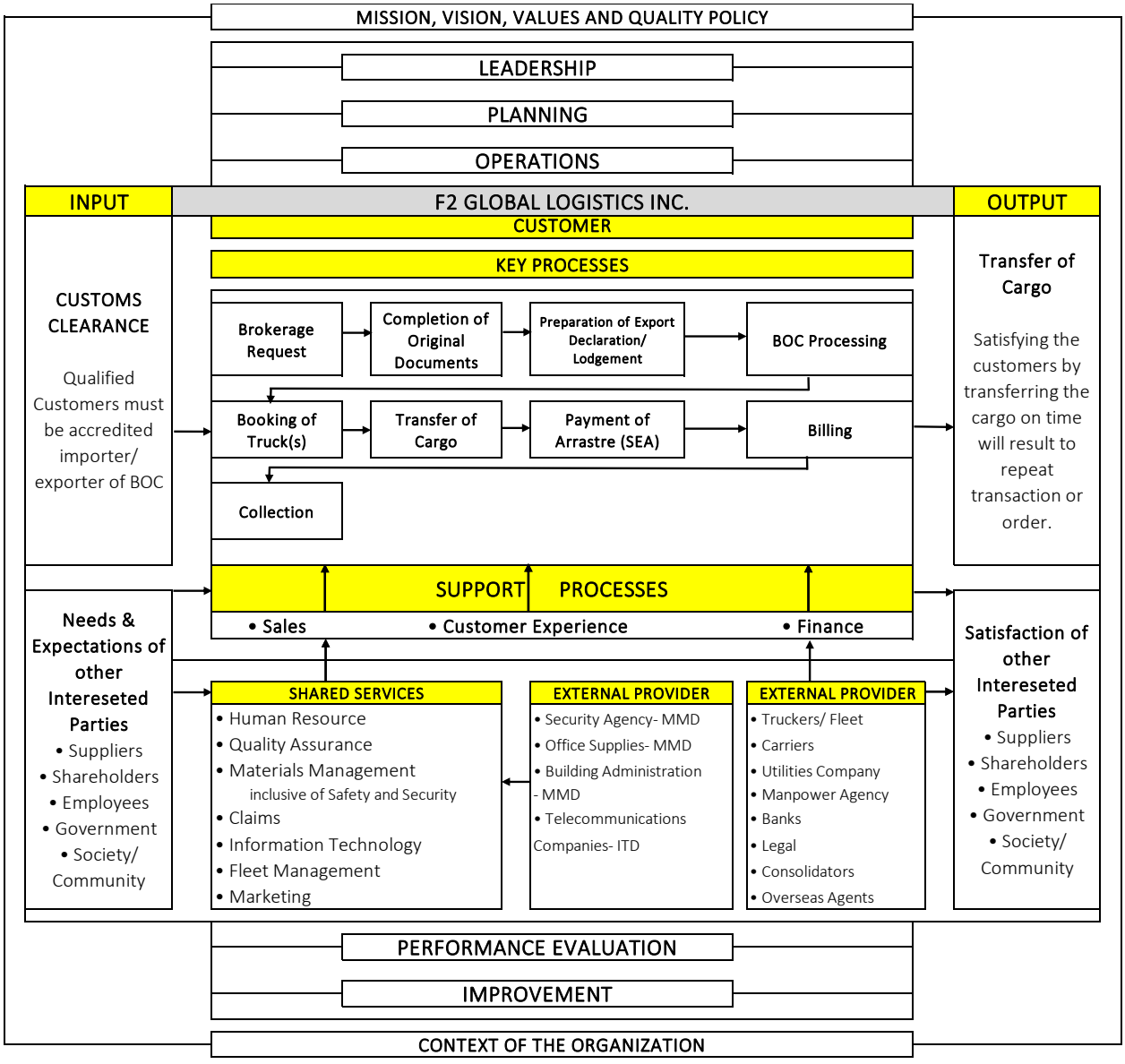
Export - Brokerage Business Process



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Input- Process- Output (IPO) Matrix

INPUT	KEY PROCESS	OUTPUT	PROCEDURE TITLE PER KEY PROCESS
Bill of Lading, Invoice, Packing List and other documents may be required	Brokerage Request	Preparation of Export documents	1. Brokerage 2. Processing of Export Documents with Brokerage
Prepared Export documents	Completion of Original Documents	Completed original documents	1. Brokerage 2. Processing of Export Documents with Brokerage
Completed original documents	Preparation of Export Declaration/ Lodgement	Turn over to assigned processor	1. Brokerage 2. Processing of Export Documents with Brokerage
Segregate turned over documents	BOC Processing	Approved Export Declaration	1. Brokerage 2. Processing of Export Documents with Brokerage
Approved Export Declaration	Booking of Trucks	Pick-up of Cargo	1. Brokerage 2. Processing of Export Documents with Brokerage
Pick-up of Cargo	Transfer of Cargo	Signed copy of arrastre receipt (Sea) Signed copy Transfer Cargo Manifest (TRM) (Air)	1. Brokerage 2. Processing of Export Documents with Brokerage
Final Assessent notice	Payment of Arrastre, Warehouse, Storage	Gate Pass	1. Brokerage 2. Processing of Export Documents with Brokerage
Job Folder	Billing	Processing of Billing to Customer/ Supplier	Billing
Job Folder	Collection	Collection to Customer	Collection

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