

 F2 GLOBAL LOGISTICS LET'S MOVE. NOW.	<h1>Export Quality Plan</h1>	Document Number: QP-GL-11.01
	F2 Global Philippines, Inc.	Effective Date: July 25, 2022
		Revision No 3

QUALITY PLAN- EXPORT						
Key Support Service Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
Account Solicitation / Booking Request	Sales Revenue Response/ Acknowledgement to customer	Sales Revenue Target Amount Timeliness and accuracy	Achievement of target sales Revenue Sales Proposal should be based on Budget Plan (any deviation in the numbers will be subjected for review by the Sales Manager and VP/COO) Response shall be based on customer requirements and feedback from airline and shipping line	Sales Customer Experience	Customer Portfolio e.g. Proposal, SOPs, email etc. Documentation and checking of cargo and shipment requirements from customer, of the response of airline/shipping line and of the booking confirmation	Job Folder 2P-GL-12.01 2P-GL-12.04 2P-GL-02.02 2P-GL-02.04
Booking to Airline/Shipping Line	Booking to Airline/Shipping Line	Accuracy and timeliness	Based on customer requirements, and response of airline shipping line to Customer Service Inquiry	Customer Experience	Documentation and checking of cargo and shipment requirements from customer, of the response of airline/shipping line and of the booking confirmation	Email 2P-GL-02.02 2P-GL-02.04
Processing of Export Documents	Export Documents - MBL, HBL, House and Master AWB, Transfer Manifest, Export Declaration, Invoice and Packing List, Permits if any	Accuracy and completeness	Export Documents shall be based on customer requirements MBL, HBL, House and Master AWB Accuracy of Job Instruction	Operations	Cargo information are the same on the ff documents: Seafreight - MBL/HBL; or Airfreight - Transfer Manifest/ MAWB/HAWB	2P-GL-09.05
Booking of Trucks	Booking to Trucker	Accuracy and timeliness	Booking to trucker shall be one (1) day prior to required time of customer (Sea)	Operations	Checking and Monitoring of confirmation	Booking request

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QUALITY PLAN- EXPORT						
Key Support Service Process Name	Item to be Controlled	Dimension	Standard	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
Pick- up of Cargoes	Booking to Trucker	Accuracy and timeliness	Booking to trucker shall be one (1) day prior to required time of customer (Sea)	Operations	Checking and Monitoring of confirmation	Booking request
Delivery of Cargoes at Port/Terminal/ Warehouse	Delivery Receipt	Timeliness and completeness	Booking to trucker shall be one (1) day prior to required time of customer (Sea) Booking to trucker shall be based on customer requirement (Air)	Operations	Checking of Delivery Receipt	Delivery receipt
Sending of Reports (Pre- alert and Updates)	Pre-alert	Completeness and Timeliness	Complete details Complete attachments - Master BL - House BL (if any) - Invoice and Packing List Sending of pre-alert For Sea: within 1-2 days for asia and within 3-4 working days for US and Europe For Air: Within twelve (12) hours upon receipt of the original documents	Customer Experience	Checking and Validation of airway bill/bill of lading	Email 2P-GL-02.02 2P-GL-02.04
Billing	Billing Invoice	Accuracy and completeness	Documents in the Job Folder shall be required to be completed prior the preparation of billing invoice.	Finance	A checklist is available to ensure the completion of the documents	Job Folder 2P-GL-03.01
Collection	Official Receipt	Accuracy and completeness	Ensure all official receipt issued are posted through the Financial Management System (FMS) on a daily basis to update accounts receivables.	Finance	Checking and Validation of Official Receipt	Job Folder 2P-GL-03.02

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