

 F2 GLOBAL LOGISTICS LET'S MOVE. NOW.	<h1 style="text-align: center;">Import Quality Plan</h1>	Document Number: QP-GL-11.02
	F2 Global Philippines, Inc.	Effective Date: July 25, 2022
		Revision No 3

QUALITY PLAN- IMPORT						
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-02.02 2P-GL-02.04
Coordination with Overseas Agent	Booking Confirmation of Shipment	Timeliness and Accuracy	The Customer Experience Specialist (CXS) shall advise the agent within 24 hours for the confirmation of the customer.	Customer Experience	Monitoring through email communication	Email 2P-GL-02.01 2P-GL-02.03
Submission of Customs Manifest	Master Bill of Lading, House Bill of Lading and Arrival details	Timeliness and Accuracy	The manifest shall be prepared and verified, in the Value Added Service Provider (VASP), within six (6) hours before the arrival of cargo in port for sea freight and one (1) hour before the arrival of cargo in terminal for air freight	Operations	Checking and documentation of Arrival to carrier	Email VASP System 2P-GL-09.01 2P-GL-09.02 2P-GL-09.03
Arrival of Cargoes	Master Bill of Lading, House Bill of Lading and Arrival details	Timeliness and Accuracy	The manifest shall be prepared and verified, in the Value Added Service Provider (VASP), within six (6) hours before the arrival of cargo in port for sea freight and one (1) hour before the arrival of cargo in terminal for air freight	Operations	Checking and documentation of Arrival to carrier	Email VASP System 2P-GL-09.01 2P-GL-09.02 2P-GL-09.03
Turn over of documents	Bill of Lading with F2 endorsement, Delivery order Container Guarantee Authorization to carrier	Accuracy	Correctness of details	Operations	checking and validation of details in the ff documents: Bill of Lading with F2 endorsement, Delivery order Container Guarantee Authorization to carrier	Receiving copy and authorization letter of ultimate consignee 2P-GL-09.01 2P-GL-09.02 2P-GL-09.03
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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