

	<h1>Records Retention Schedule- Customer Experience Records Manual</h1>		<b>Document Number:</b>  RM-CXD-02.01
	<b>Department:</b> F2 Logistics Philippines Inc.- Customer Experience	<b>Effective Date:</b> January 24, 2022	<b>Revision No</b> 3

Record Code	Record Name	Type	Records Definition	Retention Schedule		Disposal Method
				Active	Inactive	
CXD 1.0	Cargo Status	Soft	Contains delivery performance report	2 years	1 year	Delete
CXD 2.0	Summary of Complaints	Soft	Contains any of the following: 1. Incident reports received thru email/phone/fax/letter 2. Copy of complaint letter 3. Claim form 4. Apology letters 5. NCAR	2 years	2 years	Delete
CXD 3.0	Customer Profile	Soft	Contains List of Accounts with Name of company, address(pick-up/warehouse and main office), Contact number, contact person and SOP (If any)	Until superseded	1 year	Delete
CXD 4.0	Carrier Schedule	Soft	Contains vessel/ flight schedule based on updated schedule from carriers	Until superseded	1 year	Delete
CXD 5.0	Minutes of Meeting	Soft	Clients update/KPI review/Weekly report and other meetings	2 years	1 year	Delete
CXD 6.0	Management Report	Soft	Mancom Report, KPI	2 years	1 year	Delete

**DDC: This Document is already Approved and Posted on Intranet.**

*Please refer to printed files for signatures of approvers.*

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