



SFC Shipping Service

User Guide

May 2017 Version



Step 1. Create New Order

My SFC Account Billing Abnormal **Shipping** Warehouse Marketplace

Shipment **Create New Order**

Create Batch Orders **Create New Ord** New FBA order Custom Order

Recipient's Information Recipient's Address book ? Help

*Distribution center : 东莞仓储

*Recipient's Country : Please Select

*Shipping Method : Please Select

Company Name :

Customer Reference Number :

*Recipient :

*Address1 :

Address2 :

Sender's Info Sender's Address book ? Help

Name : SUNTEK SZ

Company : te2

Phone : 789456123

Email : 1212121@123AAA1321.com

Address : huahankeji

Cost Details ? Help

Number of Packages : 1 (Items/one package)

Package1

Weight(kg) :

Note 1: Please fill in the **Recipient's Information** accordingly. The blanks with  " is required.



Note2: Fill in the information of your **Package Details**.

- Please be kindly informed that there might be VAT or Import Duty & Tax occurred in destination countries if the **Declare value** exceeds the certain limit at local Custom.

Package Details Help

Package Type: Goods Product/Goods

Product Reference Number :

*English Description :

*Chinese Description :

*Quantity(piece) :

*Unit ValueUSD(\$) :

*HS Code : [View](#)

*Origin :

Declared Value : USD(\$)

Click to add more product information :



Note 3: There will be extra charges when you select **Add-on Service** (i.e. Signature Proof, Returnable, Insurance).

For **Return Service**, it usually takes longer time for return a shipment from destination place to China; moreover, the Import Duty & Tax may also occurred in Chinese Custom for import process. We would like to suggest customers select the return service only if your package is high value to save your cost.

Add-on Service Help

*Customs fees in advance : Yes No

*Signature Proof of Delivery? : Yes No

*Returnable? : Yes No

*Include Battery? : Yes No

*Insured Value : USD(\$)

Insurance: **RMB 0.00**



- The **Insurance Fee** is **0.5%** of the Declared Value.
- The declared value greater than or equal to **25.00USD** must be insured.
- The Insurance Service applies on all **Express Service** and **International Air mail with Registered Service** (Tracking Number available) only.
- The **International Air Mail service with Non-Registered** service has **NO** Insurance covered.

Declared Value : USD(\$)

Click to add more product information : 

Add-on Service ? Help

Insured Value : USD(\$)

Insurance: **RMB2.46**

Fragile cargoes will not be compensated. (Such as glasses, porcelains, potteries etc.)



You can enter the **Weight and Dimension** to check the cost as for your reference, but the actual shipping cost depends on the package we received.

Cost Details Help

Number of Packages : (Items/one package)

Package1

Weight(kg) :

Volume(cm) : Length : Width : Height :

Chargeable Weight(kg) :

Estimate Total Cost : **RMB286.81**



- Save the order as “**Unconfirmed Status**” --- You still can edit the order.
- Save the order as “**Submitted Status**” --- You can not make any changes, if you need to make any modification, please contact with customer service for further assistance.

Save Order Information

Remarks :

Saved as Unconfirmed Status

Save As **[Unconfirmed]** change status to **[Confirmed]** change status to **[Submitted]** Print and paste mailing label > Give package to SFC > Complete

Saved as Submitted Status

Save As **[Submitted]** Print and paste mailing label > Give package to SFC > Complete



Step 2. Print the address label

Go to 1. "My Orders" → 2. "Submitted" → 3. "Print"

Shipment

Pending	Unconfirmed	Intercepted	Confirmed	Submitted	Collected	Shipped	Total Order
29	1028	84	184	1834	52	66	3297

My Orders

All Orders Pending Unconfirmed Intercepted Confirmed **Submitted** Collected Shipped

Filter Orders

Destination Country: Please Select Shipping Method: SFCQM1R(快邮小包一级挂号) Order Status: Submitted

Payment Status: Please Select Recipient's Name: Sender's Name:

Order Number: Shipped Date: To Customer Reference Number:

Insurance: All Tracking Number: Created Time: To

Full-Text Search: Is FBA orders or not: All **Filter Orders**

Process by Batch Please Select **Submit**

<input type="checkbox"/>	Order #	AE Order Number	Customer Reference Number	Recipient's Name	Destination Country	Shipping Method	Tracking Number/waybill number	Description	Expand All	Action
<input checked="" type="checkbox"/>	1	QA0200705220001	SFC2QA0200705220001	Mr. Walter C. Brown	United Kingdom/英国	SFCQM1R		Case of metal		



Please **tick** the Print Declaration List only if you choose **International Air Mail Service** such as HK Post, Swiss Post, China Post, etc.

print address label ✕

Paper A4 Thermal Print 12381218

Sort Sort according to Input Sequence
 Sort according to Order ID
 Sort according to Country and Recipient
 Sort according to Shipping Method, Country and Recipient
 Sort according to Packing Slips

print the Declaration List Only print international small parcel (other ship type will be filtered)

print the allocate cargo Info allocate cargo Info

Print Label Type Address Label 1PCS Address Label 2PCS Address Label 3PCS

Print Item Description English Description Custom Label Short Product Description

Print Return Address Print Return Address

Print Bar Code Print Label

Confirm **Cancel**



Step 3. Paste the address label on your package

Note: Customer can print the address label as A4 Size paper and paste on each package by yourself or by your local suppliers for **Free of Charge**.


- SFC to paste the address label on each package, we charge **RMB 5.00/Label**, customer need to inform local supplier to mark **your SFC-ID number** on the shipment for us to recognize.

Exchain International Limited Unit B, 24/F,Excelsior Building,68-76 Sha Tsui Road,Tsuen Wan,HongKong	E	POSTAGE PAID HONG KONG	PERMIT No.
		PORT PAYE	T0243
AIR MAIL			

QA0200702170034

From: crop. shenke (EN-A0200) 15
Send To: ziqian
Company: 26898198
SONGPINGSHAN sdfjj
shenzhen , guangdong , 12345
Canada (加拿大)
Tel: 18575552185

R HONG KONG
RT 908 745 662 HK



② R

報關單 CUSTOMS DECLARATION		CN 22
<small>(本件得由海關開驗時 May be opened officially)</small>		<small>Pos4013(3/05)</small>
Postal administration 香港郵政 HONGKONG POST		重要 Important! <small>請認明背頁說明</small> See instructions on the back
<input type="checkbox"/> 禮物 Gift	<input type="checkbox"/> 商用樣本 Commercial sample	
<input type="checkbox"/> 文件 Documents	<input checked="" type="checkbox"/> 其他 Other <small>(在適當方格內註上“R”號) (Tick as appropriate)</small>	
(1)內載物品詳情及數量 Quantity and detailed description of contents	(2)重量 Weight (公斤 kg)	(3)價值 Value
Phone case	0.200	USD11.00
<small>只適用於商業 For commercial items only</small>		(6)總重量 Total weight
(4) 證明編號及(5) 物品原產地(如知) If know, HS tariff number(4) and country of origin of goods(5)	0.200	(7)總價值 Total Value
		USD11.00
在下面簽署，以證明此報關單上列資料全屬正確，及此郵件並不載有任何法例 或郵政條例或海關條例所禁寄的危險物品。本人的姓名及地址已載於郵件上。 I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by customs regulations.		
(8)日期及寄件人簽署 Date and sender's signature		Royalway



Step 4. Send your shipment to us

1. **Drop-Off** by your local factory / supplier /
/3rd Party domestic courier service

2. Arrange **CN FedEx** for domestic pick-up from your local factory, Click **“Schedule Pickup”** to place shipping order. The shipping cost can be either prepaid by your supplier or SFC pay it once we received your shipment and charge back from your account (CNFedEx cut-off time is 13:00 pm from Monday to Friday).

3. **Pick-up by SFC Drivers**, but only within certain areas, please contact your local Account Manger for help.

Either your total package is above 5KG, or greater than 20 pcs, we can provide pick-up service for free of charge. If less than 5KG, or below 20pcs, we need to charge RMB20.00/ pick-up.

The screenshot shows the SFC web portal interface. The top navigation bar includes icons for My SFC, Account, Billing, Abnormal, Shipping (highlighted with a red box), and Fulfillment. The left sidebar lists various actions, with 'Schedule Pickup' also highlighted by a red box. The main content area is titled 'Schedule Pickup' and contains a form with the following fields:

- *your User ID is : A0200
- *Contact Person : 刘
- *Phone : 400400
- Phone2 :
- *City : 上海(Shanghai)
- Pickup Area : 浦东区(PuDong)
- *Address : Park, Ying Ren Shi Village, Shivan_Banan_Shenzhen_Guangdong
- *Pickup Method : Pickup by FedEx
- *Send To : 深圳分公司(Shenzhen)
- *Pickup Frequency : One-time Pickup
- *One-time PickupDate :
- Picking time wanted : (Deadline)
- *Number of Packages : piece

A note at the bottom of the form states: FedEx do not pickup or deliver packages on Saturday and Sunday.



- **SFC Warehouse Address:**

Mr. Zhangzhen
HuMen Cross - Border E-Commerce Park
warehouse, South Gate, Jianmin Road,
Lane 1, No. 6. HuMen Town. Dongguan
City, GUANG DONG Province, Zip code:
523000

Contact Number:
18682248511/18938971034

张振

东莞市虎门镇南栅健民路 1巷6号（虎
门跨境电商园仓储）
邮编：523000

联系电话：18682248511/18938971034

- **SFC Operation Center Address:**

Mr LiuZheng
1st Floor, Block 2, Meitai Sci-Tech Park,
Guanguang Road, Guanlan, Longhua New
District, Shenzhen
Contact Number:
18682248511/18938971034

刘正

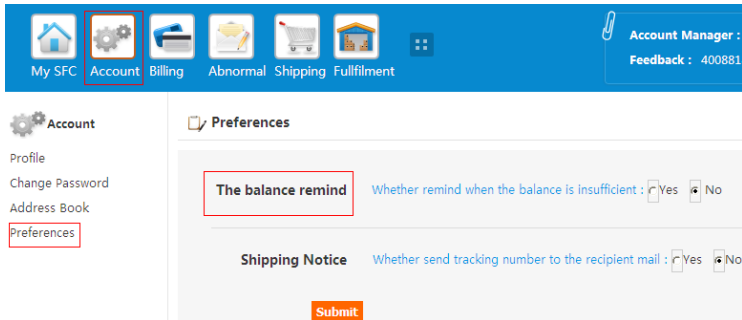
深圳龙华新区观澜观光路美泰科技园2
栋一楼

联系电话：18682248511/18938971034



Top-UP your Account

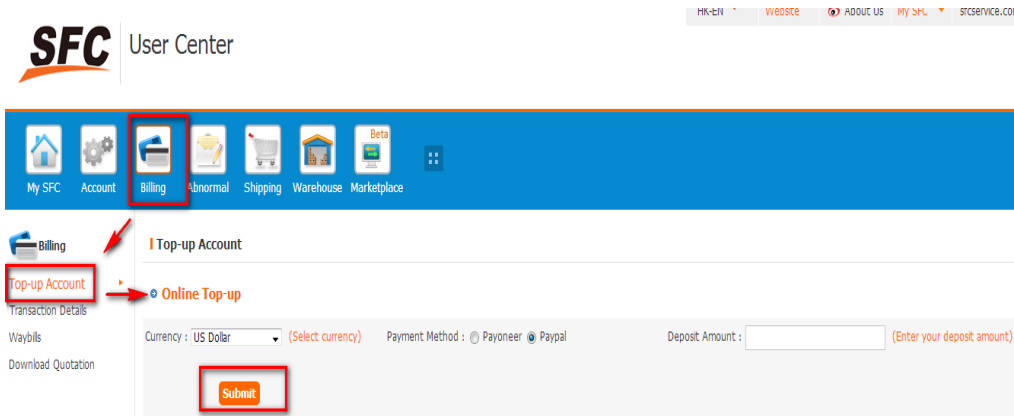
- Top-Up (Please mark your ID when you top-up either by PayPal or HSBC which enable our F/A to recognize and process in advance). Please make sure your account has sufficient amount before delivery, you may also set-up the balance reminder in our system:



1. By Pay-Pal or Payoneer

Go to 1. **“Top-Up Account”** 2. input **“Currency”** 3. **“Submit”**

Please be kindly noticed that there will be transaction fee charged by PayPal or Payoneer.





Top-UP your Account

- 2. By HSBC

Account name: ROYALWAY SUPPLY CHAIN MANAGEMENT LIMITED

Account number: 801 323 544 838

Beneficiary Bank: HSBC Hong Kong

Bank code: 004

Swift Code: HSBCHKHCHK

Bank Address: 1 Queen's Road Central, Hong Kong

Bank Phone: (852) 2748 8288

Please be kindly noticed that there will be transaction fee charged by HSBC.