



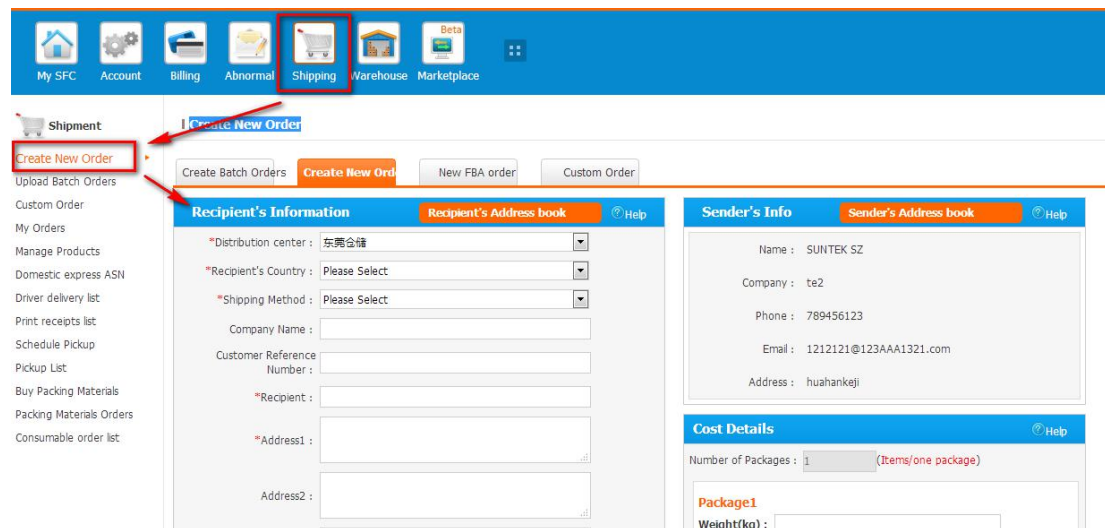
Excellent Cross-Border E-Commerce providers

SFC Shipping Service User Guide

July 2018 Version

Step 1-- Create New Order

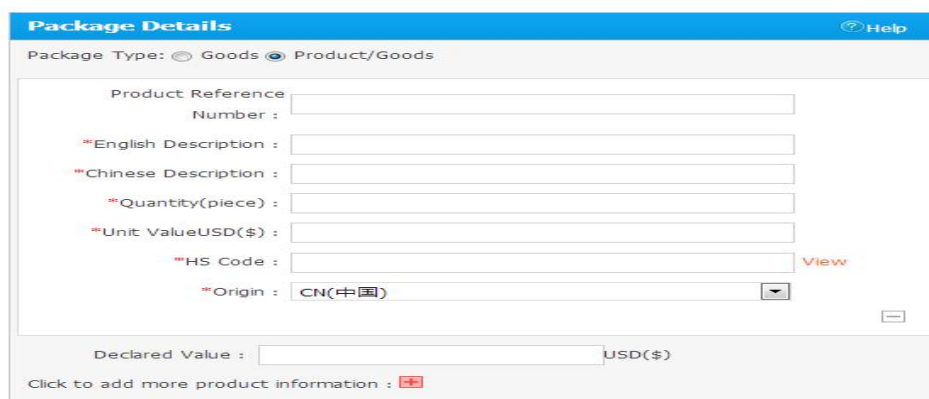
Shipping-Create Order



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

Note 2: 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.



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. And some channels do not have return service. If you need more details, please consult your account manager for certain channels.

The screenshot shows a form titled "Add-on Service" with a "Help" icon in the top right corner. The form contains the following fields and options:

- **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**

For **Shipping Insurance** service , **Insurance Fee** is **0.6%** of the Declared Value + Shipping Cost. Minimum charge is 1 rmb per shipment.

- 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**

[Check Cost Details](#)

- 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

Notes: Please make sure that your order is under "Submitted" if your packages were sent to SFC.

Step 2-- Print the address label

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


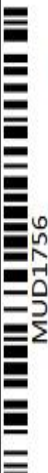
Please **Stick** the Print Declaration List only if you choose International Air Mail Service such as HK Post, Swiss Post, China Post etc.

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 Customer ID / SFC shipping order number** on the shipment for us to recognize.

Examples:

 中国邮政 CHINA POST 国际小包面单		航空 small packet BY AIR		UA 乌克兰											
协议客户：44190000256001		 中国邮政 CHINA POST 报关标签 CUSTOMS DECLARATION 邮2113 CN22		可自行开拆 May be opened officially											
From: tutu Yang Wu industrial zone Dalingshan Town Dongguan City, Guangdong Province, China ZIP:523918 TEL:075526556280-8050		 R MUDI756 NO TRACKING SFC 2WR2036807190003WWRAM		<table border="1"> <tr> <td> 邮件种类 Category of item (在适当的文字前划"x") </td> <td> <input checked="" type="checkbox"/> 礼品 Gift </td> <td> <input type="checkbox"/> 商品货样 Commercial sample </td> </tr> <tr> <td></td> <td> <input type="checkbox"/> 文件 Documents </td> <td> <input type="checkbox"/> 其他 Other </td> </tr> </table>		邮件种类 Category of item (在适当的文字前划"x")	<input checked="" type="checkbox"/> 礼品 Gift	<input type="checkbox"/> 商品货样 Commercial sample		<input type="checkbox"/> 文件 Documents	<input type="checkbox"/> 其他 Other				
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TO: Al Ju Perspektivna, d. 33, kv. 8, Zaporozhe, Zaporozhskiy Ukraine(乌克兰) ZIP:69009 TEL:09 200809		<table border="1"> <tr> <td> 内件详细名称和数量 Quantity and detailed description of contents </td> <td> 重量(千克) Weight(kg) </td> <td> 价值 Value </td> </tr> <tr> <td>ded(斯值克)</td> <td>0.200</td> <td>USD5.00</td> </tr> <tr> <td> 协调系统税则号列和货物原产国(只对商品邮件填写) HS tariff number and country of origin of goods(For commercial items only) </td> <td> 总重量 Total Weight </td> <td> 总价值 Total Value </td> </tr> <tr> <td></td> <td>0.200</td> <td>USD5.00</td> </tr> </table>		内件详细名称和数量 Quantity and detailed description of contents	重量(千克) Weight(kg)	价值 Value	ded(斯值克)	0.200	USD5.00	协调系统税则号列和货物原产国(只对商品邮件填写) HS tariff number and country of origin of goods(For commercial items only)	总重量 Total Weight	总价值 Total Value		0.200	USD5.00
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	0.200	USD5.00													
退件单位：  RX7 149486CN		我保证上述申报准确无误，本邮件内未装寄法律法规和海关规章禁止寄递的任何危险物品 I, the undersigned, certify that the particulars given in this declaration are correct and this item does not contain any dangerous articles prohibited by legislation or by postal or customs regulations.		寄件人签字 Sender's signature SFC											

Step 4. Send your shipment to SFC

1. Drop-Off by your local factory / supplier/
2. 3rd Party domestic courier service. If you choose domestic courier to send package to SFC, then you need to create **Domestic Express ASN**.

Go to shipping-Domestic Express ASN- Create Packing List

Input the courier company name (**please input Chinese Name**), Tracking No, Quantity of Parcels, total weight, choose it's shipping method.

No.	Shipping Method	SFC Quantity of Parcels	SFC Total Weight
1	HKBAM		
2	HKBAM		
3	SWBRAM		
4	SWBRAM		
5	CNAM		

Please input the SFC shipping order number input "Remarks" Column, then submit.

Remarks

Submit



SFC Operation Center Address:

English

Recipient: Mr Liu Zheng

Contact Number: 0755-28767094/82717391/28761925/28761247

Address : 1st Floor, Block 2, Meitai Sci-Tech Park, Guanguang Road,
Guanlan Town, Longhua New District, Shenzhen City, Guangdong
Province.

Chinese:

收件人：刘正

联系电话：0755-28767094/82717391/28761925/28761247

地址：深圳龙华新区观澜观光路美泰科技园 2 栋一楼

2. **Pick-up by SFC Drivers**, but only within certain areas, please contact your local Account Manger to check if your address are within our picking up service or not.

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.

Here is the way to arrange pick up:

Shipping- Schedule pick up-input your name, address, contact number ect,



- Shipment
- Create New Order
- Upload Batch Orders
- Custom Order
- My Orders
- Manage Products
- Domestic express ASN
- Driver delivery list
- Print receipts list
- Schedule Pickup**
- Pickup List
- Buy Packing Materials
- Packing Materials Orders
- Consumable order list

Schedule Pickup

***Your User ID is :** R2036 [Pick-up Address History](#)

***Contact Name :**

***Phone :**

Phone2 :

***City :**

Pickup Area :

***Address :**

***Pickup Method :**

***Pickup Frequency :**

Sorry, SFC trucker can not go to your location to pickup, please choose to pickup by Fedex

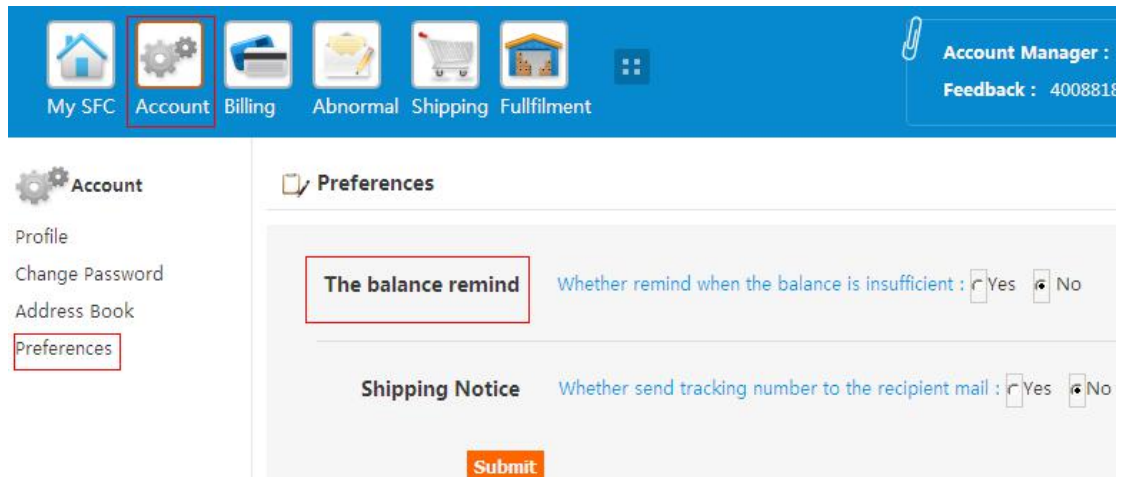
Step 5 -- Top-UP your Account

- 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:

Account-Preference- The balance Remind- Set a certain amount you need, such as 500 RMB/ 1000 RMB.



The screenshot shows the SFC account management interface. The top navigation bar includes icons for My SFC, Account, Billing, Abnormal, Shipping, and Fullfilment. The 'Account' icon is highlighted with a red box. Below the navigation bar, the 'Account' menu is visible on the left, with 'Preferences' selected and highlighted with a red box. The main content area shows the 'Preferences' section, where 'The balance remind' is highlighted with a red box. The 'Whether remind when the balance is insufficient' option is set to 'No' (radio button selected). The 'Shipping Notice' option is set to 'No' (radio button selected). A 'Submit' button is located at the bottom of the form.

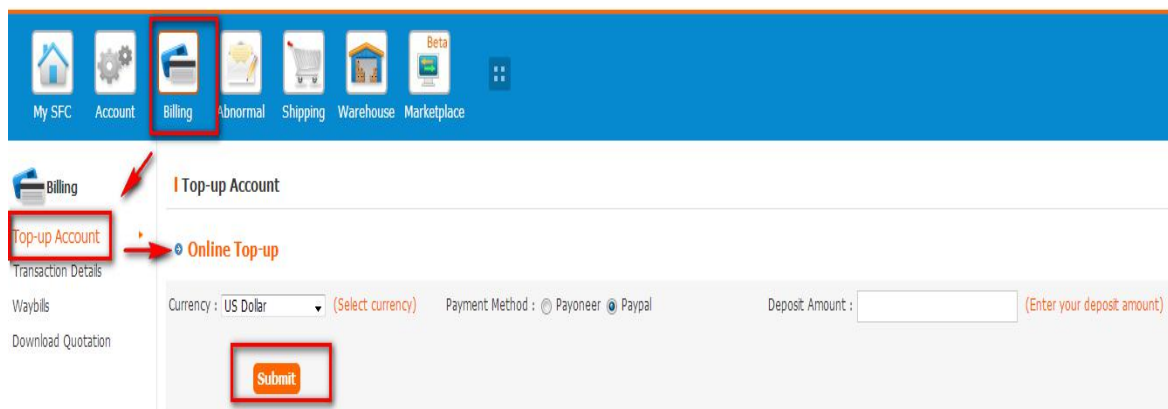
Payment Method

1. By PayPal or Payoneer

Go to Billing- 1. "Top-Up Account" -2. input "Currency" -

3."Submit"

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



● 2. Wire Transfer

HSBC-Account

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

RMB-Account

Account name : 深圳前海三态现代物流有限公司



Bank name : 招商银行深圳科技园支行

Bank code : 755923391910101

Standard-Account

Account Name : ROYALWAY SUPPLY CHAIN MANAGEMENT LIMITED

Account Number : 36811468581 (USD account)

36811468573 (HKD account)

Beneficiary Bank : Standard Chartered Bank (Hong Kong) Limited

Bank Address : 15/F, Standard Chartered Tower, 388 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong

SWIFT Code : SCBLHKHHXXX

Please be noted that there will be some transaction fee charged by bank, and SFC will top up the amount according to the amount reached to SFC account.