

A large light gray circle with a subtle drop shadow is the central focus. It is surrounded by several smaller circles of varying sizes and shades of gray, some with drop shadows, creating a layered, 3D effect.

# 2024

# SF Credit Account Management Platform User Manual

MAR-2024

Website : <https://v.sf-express.com/>

It is recommended to use IE11 or above / Chrome to login

For further enquiries, please contact our Customer Service Hotline at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).



# User Permissions



## Normal user

Permissions included:

- **Send parcel** : Shipping
- **Track parcel** : Use the "phone/phone number" to query all related senders' express shipments (the specific method is described in detail in Part 8)



## CS User

Permissions included:

- **Send parcel** : Shipping
- **Track Parcel** : Parcel tracking and process all shipments under SF credit account management platform

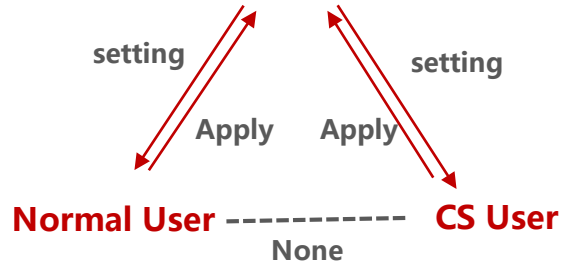
Remark: Normal user

## Administrator

Can assess all functions:

- **Send Parcel** : Shipping
- **Track Parcel** : Parcel tracking and process all shipments under SF credit account management platform
- **Check Statement** : Statement, receipt and unpaid data viewing
- **Credit Account Settings** : Account management and security settings
- **Outbound**: Upload outbound form and Review upload record
- Materials ordering: shipping

## Administrator





# Content

**1** Register / Login

**2** Administrator adding / verification

**3** Track Parcel

**4** Send Parcel

**5** Check Statement

**6** Credit Account Settings

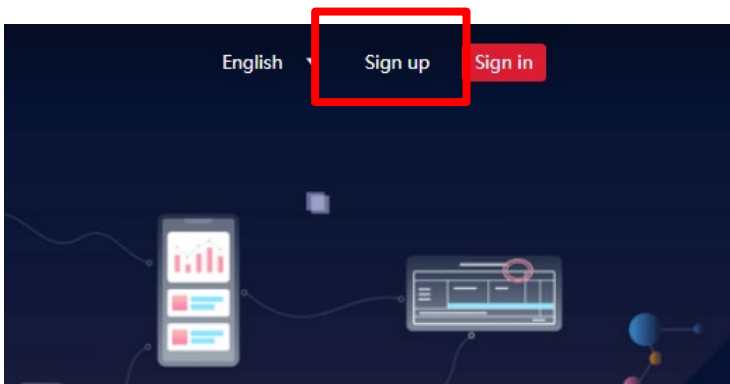
**7** Outbound

**8** Materials Application

**9** FAQ

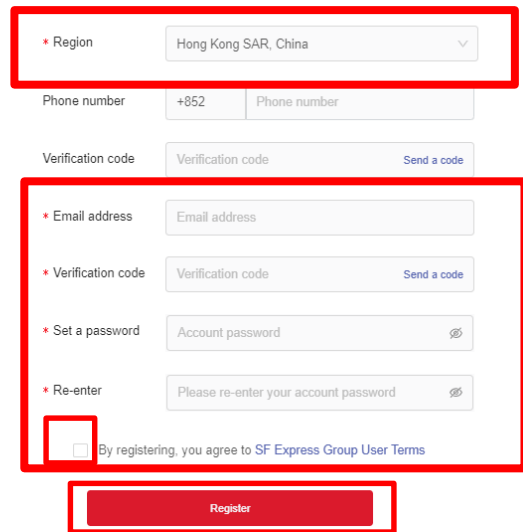
**Step 1:** Click "Sign up "

Choose Region "Hong Kong SAR China" → fill in email address and password → Click " Send a Code" → Check the email  
→ input the verification Code → Click " Register"



#### SF Enterprise Account Registration

If you already have an SF enterprise account, to login >

A screenshot of the SF Enterprise Account Registration form. Red boxes highlight the following fields and buttons: the 'Region' dropdown menu (set to 'Hong Kong SAR, China'), the 'Phone number' input field, the 'Verification code' input field with a 'Send a code' link, the 'Email address' input field, the 'Verification code' input field with a 'Send a code' link, the 'Set a password' input field, the 'Re-enter' input field, the checkbox for 'By registering, you agree to SF Express Group User Terms', and the 'Register' button at the bottom.

**Note :** When customer first registers, It is recommended to use the same email address registered in the SF Monthly Account application for binding with the system (generally the email address for receiving monthly statements). This email address also can be used to receive the verification code and acts as an administrator.

For further enquiries, please contact our Customer Service Hotline at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).



## Step 2: Check the email to get the verification code

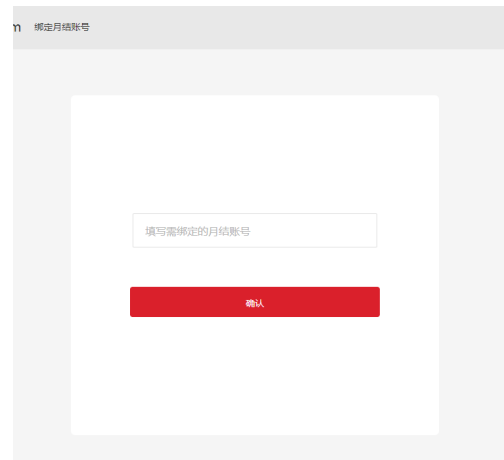
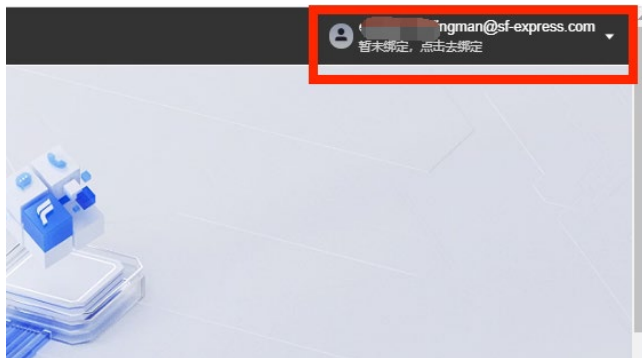
Dear SF customers:

Your verification code is : **8381**

You are registering for SF Credit Account Management Platform with this email. Please fill in the verification code on the registration page. The verification code will be valid on the same day. If not registered by yourself, please ignore the email and keep verification code properly.

If necessary, please visit SF Express Credit Account Service website: <https://v.sf-express.com/> To manage your account.

**Step 3:** Click the email after registration → Bind SF account number → Enter the credit account number to bind with the system





#### Step 4 : Enter the verification code for account verification

System will show the email address bind with the credit account number, user **must** check the related email box to obtain the verification code, user will automatically become **Administrator**.

請登入以下賬單接收郵箱接收驗證碼

■\*\*\*\*\*@s\*\*\*\*\*.com

請輸入驗證碼

獲取驗證碼

[修改郵箱?](#)

[未能收取驗證碼?](#)

溫馨提示：驗證碼當天輸入均有效，如果您未能收取郵箱驗證碼，請查看郵件是否被過濾到垃圾郵箱。

下一步



SF Fengyao Account Platform 认证服务

手机认证

邮箱认证

决策人姓名: \*玉清

对账邮箱: 852\*\*\*\*\*@sf-express.com

请输入验证码

Send  
verification  
code

[修改邮箱?](#)

[收不到验证码?](#)

确认并提交

温馨提示：邮箱验证码当天输入均有效，如果邮箱收不到验证码，请先查看验证码是否被过滤到垃圾箱



**Bug :** Couldn' t received verification code

1. verification code is only valid on the same day , Please check the spam as well.
2. After send verification code , **send an email to [jianrong.zhang1@service.sf-express.com](mailto:jianrong.zhang1@service.sf-express.com)** before 17:00 on the same day . Please provide the **credit account number and mobile number** when logging in. Also, heading please use "cant received verification code" , we will reply by email on the same day; , Once Overtime, please try "send verification code" again on the next day.



**Step 5 :** Select "Account Login" , enter the registered email address and password, then click "Login"



The screenshot shows the SF login page with three main sections: QR code login, verification code login, and password login.

- 扫码登录 (QR Code Login):** Includes the text "使用微信扫一扫" (Use WeChat to scan), a QR code, and a "刷新" (Refresh) button.
- 验证码登录 (Verification Code Login):** Includes a "请输入手机号码/电子邮箱/用户名" (Please enter mobile number/email/username) field.
- 密码登录 (Password Login):** Includes a "请输入密码" (Please enter password) field with an eye icon for toggling visibility.

Below the password field, there is a checkbox labeled "我已阅读并同意《顺丰隐私政策》" (I have read and agree to the SF Privacy Policy). At the bottom, there is a "登录" (Login) button, and links for "注册" (Register) and "忘记密码?" (Forgot password?).

**Note :** No more than 50 monthly accounts are managed under the same platform account

**Step 6 :** Click 【Credit Account Setting- Account Management】 , set up Name and account

### Account Management

Account:  Role:

No.	Name	Account	Role	Department	Create a time	Operate
1		cha*****@s*****.com	Administrator	无	2021-07-22 13:26:54	 
2	curtis	shu*****@s*****.com	Customer service	无	2022-01-03 11:03:04	 
3	用戶1	cur*****@y****.com.hk	Normal user	无	2021-08-05 19:14:31	 

### Add account

\* Name:

\* Account:

\* Role:

Department:

## 2

## Non- Administrator Binding (1)

**If you are not the administrator :**

When binding credit account, notice will be sent to the administrator. After review, you will become normal user.

**If you are the administrator :**

Go " Account Review " and click accept or reject; Once you **【Accept】** , applicant will bind to become normal user.

月结账号:

759

您的登录请求已提交成功。为保障月结账号安全，管理员审核通过之后方可使用，如需立即使用，请联系管理员(DJ)为您审核！

我知道了

还没有月结账号？ [去申请](#)

No.	Name	Account	Application time	Audit
1			07-21 13:02:10	<input type="button" value="Reject"/> <input type="button" value="Agree"/>



Please contact your administrator for the password;  
Otherwise, please contact our Customer Service .

月结账号:

7553017474

帐号密码:

请输入密码



绑定



You can add other administrator through the " Credit account settings - Account Management" , and also can set normal user as one of the administrator.

Statement

Credit account settings

Account Management

Account review

Security Settings

Data maintenance

Security settings

Password settings: ☒ Yes ☐ No

Once the password is on, all users will bind to the monthly account. To protect the account security, the password must be set.

Password settings:

please enter 6 digits

Save

## 2

## Administrator Adding / Verification

If you are the administrator :

You can add other administrator through the " Credit account settings - Account Management" , and also can set normal user as one of the administrator.

If you are not the administrator :

You can authenticate as an administrator through the registered email box which being used for receiving statements,

When the email is enabled to receive e-bills, normal users can verify to become an administrator in order to check information such as billing related issues.

**Account Management**

Account: Chinese Mainland mobile phone No./phone No./email/Name Role: All Query Import in batches Add

No.	Name	Account	Role	Department	Create a time	Operate
1	FANNY	SZ1****@sf-express.com	Administrator	銷售部	2019-04-16 15:50:42	Modify Delete
2	rice	fan****@sf-express.com	Administrator	Sales	2020-03-12 18:13:45	Modify Delete
3	Sam	LAJ****@sf-express.com	Administrator	銷售部	2020-01-07 17:05:23	Modify Delete
4	852****	852****@sf-express.com	Administrator	銷售部	2019-04-16 15:39:25	Modify Delete
5	郭詠潔	kwo****@sf-express.com	Administrator	銷售部	2019-04-16 15:16:01	Modify Delete
6	CalvinSEE	see****@sf-express.com	Customer service	銷售部	2020-05-14 15:24:26	Modify Delete
7	Tracy	LEU****@sf-express.com	Normal user	銷售部	2021-02-08 13:55:54	Modify Delete
8	Adrian	ayg****@sf-express.com	Normal user	運率中心	2021-01-04 09:51:01	Modify Delete
9	matthew	cho****@sf-express.com	Normal user	銷售部	2021-01-04 09:49:53	Modify Delete
10	Joseph	LOQ****@sf-express.com	Normal user	銷售部	2021-01-04 09:49:42	Modify Delete

**Add account**

Name: Please enter a name  
Account: Chinese Mainland mobile phone No./phone No./email  
Role: Please select a role  
Department: Please fill in the cost center

**Edit account**

Name: FANNY  
Role: Administrator  
Department: 銷售部

**If you are not the administrator :**  
You can authenticate as an administrator through the registered email box which being used for receiving statements, only administrator can use the function to check the information and statement on the platform

**Apply for administrator**

Tip: Dear user, to ensure data security, the relevant data is only to be viewed by administrators. If you need to view, please apply to become an administrator.

Go to apply

Please contact any of the following administrators for adding permissions:

administrator	Contact
FANNY	SZ1****@sf-express.com
852****	852****@sf-express.com
郭詠潔	kwo****@sf-express.com
Sam	LAJ****@sf-express.com

Go to administrator authentication

Please log in to the following bill receiving mailbox to receive the verification code: 852\*\*\*\*@sf-express.com

Please enter a verification code Get verification code

Modify Mailbox? Can't receive the verification code?

Tip: The verification code is valid on the same day. If you can't receive the verification code email, please check if the email is in the spam.

Next

Identity needs to be verified after correct input of verification code. One can then become the administrator upon success.

Diverse Track Parcel ways in the system:

### Query by waybill Number

- ✓ Waybill Number
- ✓ Order Number

Query by waybill number | Query by receiver/sender | Query by destination

☒ Waybill number ☐ Order number ?

Please manually enter or paste the waybill number. The system will automatically filter the duplicate number and generate up to 100 results at the same time.

Shipment status: All Shipping date: 2020-03-09 To 2020-04-08 [Query](#) [Reset](#) [Export](#)

### Query by receiver/sender

- ✓ Sender
- ✓ Recipient

Query by waybill number | Query by receiver/sender | Query by destination

☒ Sender ☐ Recipient

Name: Enter the sender name Contact method: Enter the contact No.

Shipment status: All Shipping date: 2020-03-09 To 2020-04-08 [Query](#) [Reset](#) [Export](#)

### Query by Destination

- ✓ Origin
- ✓ Destination

Query by waybill number | Query by receiver/sender | Query by destination

Origin: Please select an address Destination: Please select an address

Shipment status: All Shipping date: 2020-03-09 To 2020-04-08 [Query](#) [Reset](#) [Export](#)



### 3

## Track Parcel

User-Friendly Tracking Tools, for example, in " All Shipments – Query by waybill number" :

### Tracking Rules

- ✓ Support manual input
- ✓ Only can query the current monthly account
- ✓ Support bulk copying
- ✓ Query limitation is 200 orders
- ✓ Query time period is limited to 3 months
- ✓ Auto deletion on duplicates
- ✓ Identity invalid order numbers
- ✓ Identify order numbers with no data found

#### Shipment search

All shipments

r delivery

Query by waybill number

Query by receiver/sender

Query by destination

☒ Waybill number

☐ Order number ?

SF1047743018639

SF1311687492185

SF6026184053519

SF6026184053546

SF6026184053467

SF1100535032215

SF602618405342

SF6026184053500

SF6026184053528

Shipment status:

All

Shipping date

2020-12-25

To

2021-03-25

Query

Reset

Export

No.

Waybill number

Ship time

Origin

Sender

Shipper Com...

Sender contact

Destination

Recipient

Consignee C...

61

SF1311687492185

2021-03-15 16:47

香港

Fanny WAN

S.F. Express (...)

852\*\*\*\*7097

香港

MS.LAW SI...

Telefield Me...

62

SF1047743018639

2021-03-15 16:47

香港

Fanny WAN

S.F. Express (...)

852\*\*\*\*7097

香港

馮先生/方小...

SUPERGO C...

1 2 3

The three rules can be applied individually or in combination



Waybill numbers, shipping time, sender and recipient info and the updated shipment status can be viewed in the sorted list

#### Shipment search

All shipments    Waiting for delivery

Query by waybill number    Query by receiver/sender    Query by destination

☒ Waybill number    ☐ Order number ?

SF6026184053573    SF1047028473284    SF6026183772072    SF1071051313362    SF1094070958988    SF6026183389931    SF1094053879918  
SF1198452067864    SF1100536849412

Shipment status: All    Shipping date: 2021-03-02 To 2021-04-01    [Query](#)    [Reset](#)    [Export](#)

No.	Waybill number	Ship time	Origin	Sender	Shipper Com...	Sender contact	Destination	Recipient	Consignee C...
81	SF6026183386567	2021-03-15 16:48	香港	FRANKIE LEE	SF EXPRESS	****7349	香港	Sindy Lok	price.com
82	SF6026183389931	2021-03-15 16:48	香港	FRANKIE LEE	SF EXPRESS	****7349	香港	鍾坤耀	全朋友有限公司
83	SF1311687492185	2021-03-15 16:47	香港	Fanny WAN	S.F. Express (...)	852****7097	香港	MS.LAW SI...	Telefield Me...
84	SF1047743018639	2021-03-15 16:47	香港	Fanny WAN	S.F. Express (...)	852****7097	香港	馮先生/方小...	SUPERGO C...

Note : Default display the shipments sent by the bind monthly account number (excluding uncollected shipments) ; Data can be viewed for the last 3 months.

Click on the waybill no.  
to view the details

## Waybill Detail

✓ Routing Status    ✓ Electronic Receipt

Routing dynamics
Electronic invoice
Signing receipt

SF1047743018639

Delivery time 2021-03-16 09:55  
Arrived 1 day in advance

馮先生/方小姐 \*\*\*\*7311  
香港香港香港觀塘區道52號8樓

03-16 09:55

For Sign Info, please see "AWB Info & POD" in our website

03-16 09:55

Signed by 3rd party (前發). Thank you for using SF Express. Looking forward to serving you again(Total quantity of package :1 piece(s))

03-16 08:57

The shipment is handed over to and being delivered by 譚藍藍 (contact number: 55663506. Please answer the call at ease as your privacy is properly protected by "safety call")(Total quantity of package :1 piece(s))

03-16 08:11

Shipment arrive at: 【Kwun Tong】

03-16 07:24

Departed

03-16 07:24

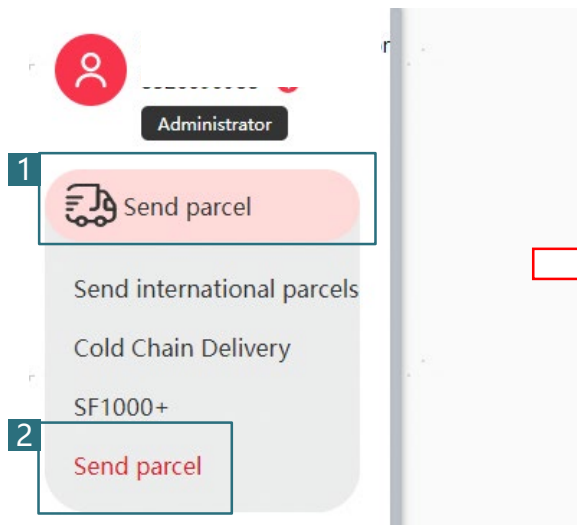
Shipment loaded at: 【Hong Kong Tsing Yi Distribution Center】, prepare to send to: 【Kwun Tong】



## 4 Send parcel – Single parcel

**Step 1 :** Click on the Send Parcel" after logged in to enter the order interface

**Step 2 :** Fill in the sender' s information by (1) Input directly,  
(2) Use **Address book** or (3) Use **Smart Address**



Regular Express Batch Order

Sender Information Item Info

Send Mark \* is required Use Address Book Smart address

\* sender Region

Please select sender region

\* Name Company

Please fill-in name Please fill-in company

\* Contact

Please Please fill-in mobile r Please Please fill-in fixed ph

\* City/Area

Please select city/area

\* Detail Address

Please fill-in detail address

☐ Save Address Book Clear Information

## 4

## Send parcel – Single parcel



## Step 2 : Fill in the sender's information

In Address Book, you can add, edit or save any contacts

"Smart Address" function can automatically recognize the name, phone number, and address

Sender information   Item information   Order information

Sender Address Book

Enter keyword search

Query   + Add   Sync

Name	Detail Address	Company	Action
<input type="radio"/> TESTJackie	香港/觀塘區/油塘 創智天地大廈		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="radio"/> Kyla	香港/北區/北區 花鄰廣場1座		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="radio"/> HK ALEX	香港/東區/天后 下一站天后		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="radio"/> !	澳門/路氹城		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="radio"/> 黃樂 13131313131	廣東省/深圳市/福田區	誠坤公司	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Total 20 item   < 1 2 3 4 >

Cancel   Confirm

Query contact  
Add contact  
Delete saved contact  
Default contact  
Edit saved contact

Smart address

Paste the entire address and automatically recognize the name, phone number, and address

eg: Mr Chen, 96666666, HongKong, xxxxxx

0/100

Submit

## 4

## Send parcel - Single parcel



Step 3 : Fill in the receiver's information

(1) input directly,

(2) Use **Address Book** or

(3) Use **Smart Address**

**Send** Mark \* is required Use Address Book Smart address

\* sender Region  
Please select sender region ▾

\* Name Company  
Please fill-in name Please fill-in company

\* Contact  
Please ▾ Please fill-in mobile n Please ▾ Please fill-in fixed ph

\* City/Area  
Please select city/area ▾

\* Detail Address  
Please fill-in detail address

☐ Save Address Book Clear Information

**Receive** Mark \* is required Use Address Book Smart address

\* receiver Region  
Please select receiver region ▾

\* Name Company  
Please fill-in name Please fill-in company

\* Contact  
Please ▾ Please fill-in mobile nc Please ▾ Please fill-in fixed ph

\* Delivery Type  
 Door-to-door Delivery Pick Up

☐ Save Address Book Clear Information

Fill-in either  
"Mobile Number"  
or "Fixed Number"

Click to save address book

(i) Click on "Door-to-door Delivery" and enter detailed address or;  
(ii) If delivery area is Hong Kong or Macau, you can click "Pick Up" and select the network point

## 4

## Send parcel - Single parcel



**Step 4 :** Fill in the item information, including Consignment information and Parcel information (\*marked in red is required)


(1) Fill in Consignment information

\*marked in red is required

Sender Information   **Item Information**   Order Information

1

Consignment Information

No.	* Item Name	Quantity	Unit	Value	Currency	* Weight (KG)	Origin
1	<input type="text"/>	<input type="text"/>	Please select ▾	<input type="text"/>	Please select ▾	<input type="text"/>	Please select ▾ 

Delete consignment

+ Add Item

(2) Fill in Parcel information

(i) If a shipment only contains one parcel, fill in "1"  
(ii) If multi-piece shipment is going to be sent, fill in the exact number of parcels. The corresponding number of waybills will be printed.

Parcel Information

\* Total Parcel Quantity

Please fill-in Total Parcel Quantity

\* Total Parcel Weight (KG)

Please fill-in Total Parcel Weight (KG)

If the order contains more than one consignment, click on "Add item"

## 4

## Send parcel - Single parcel



**Step 5 :** Fill in the order information, including Product type, Payment method, Value-added service (if any), and shipping method (\*marked in red is required)

Sender Information   Item Information   Order Information

**Product Information** Mark \* is required

\* Product Type

HKD 18.00 Up 顺丰特快 (文件)	HKD 30.00 Up 顺丰特快	HKD 28.00 Up 电商盒子F1	HKD 33.00 Up 电商盒子F2	HKD 48.00 Up 电商盒子F3	HKD 58.00 Up 电商盒子F4
HKD 98.00 Up 电商盒子F5	HKD 98.00 Up 电商盒子F6				

**Payment Method** Mark \* is required

\* Payment Method

Pay by Credit Account	Pay by Receiver
-----------------------	-----------------

(3) Select the suitable product

(4) choose the payment method

## 4

## Send parcel - Single parcel



**Step 5 :** Fill in the order information, including Product type, Payment method, Value-added service (if any), and shipping method (\*marked in red is required)

(5) Default not require Value-added service

If necessary, press to expand:

- (i) Shipment Protection Plus
- (ii) Return Proof of Delivery
- (iii) Secret Key Authentication Service
- (iiii) Cash on Delivery (HK and Macau)

(6) Fill in other information

(7) Check the box to complete the order

5

Value-added service

6

Other Information

\* Shipping Method

Door-to-door Collection

Self Send

Customer Order No.

Please fill-in customer order no.

Remark

Please fill-in remark

Tell the Courier

Please fill-in tell the courier

Express Note: 

Contact before visiting

\* Shipping Method

Door-to-door Collection

Self Send

\* Expected Parcel Pick-up Period

Please select Expected Parcel Pick-up F

2024-02-01

2024-02-02

2024-02-03

12:00 ~ 13:00

13:00 ~ 14:00

14:00 ~ 15:00

15:00 ~ 16:00

16:00 ~ 17:00

17:00 ~ 18:00

7

I agree to 《SF Waybill Terms and Treaties》

8

Add Order

Estimated shipping costs

Previous

Clear Information

Select Door-to-door Collection, you can reserve a date and time slot for collection

(8) After filling in all the information, click "Add Order"

## 4

## Send parcel - Single parcel




Step 6: After successfully placing the order, verify the order information

(1) Confirm the order and print the electronic waybill

(2) Cancel the current order and place a new one


**Confirmation**


Order list **1** Print orders **2** Cancel order Next order

 ★ ★ ★ ★

SF Courier

Order No./Customer Order No.: SF1670021721129/HK\_ACSP\_CC1752940329704812544

 Kyla HK: 96002210  
香港/北區/北區  
花都廣場1座

 Kyla HK: 96002210  
香港/北區/北區  
花都廣場1座

**Consignment Information**

1 1 KG

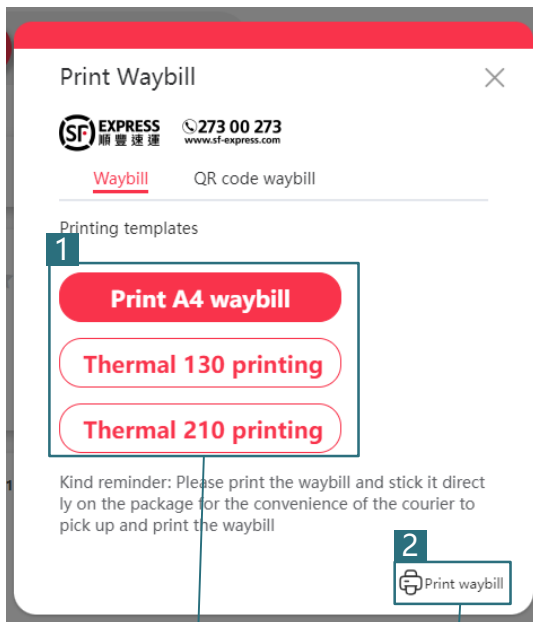
**Parcel Information**

Total Parcel Quantity: 1 Total Parcel Weight (KG): 1

## 4

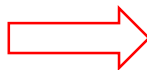
## Send parcel - Single parcel

## Step 7 : Print the electronic waybill



(1) Select the applicable printing template

(2) Click the print waybill



(3) Print and stick on the parcel and wait for the staff to collect (reserved when placing the order), or go to the network point to send by self





## 4

## Send parcel - Single parcel



If you did not choose to print the electronic waybill on the order success page, you can go to "Track parcel-Waiting for delivery" to continue printing

Shipment search

All shipments

Waiting for delivery

Query by receiver/sender | Query by destination

☒ Sender
 ☐ Recipient

Name:

Contact method:

Shipping date:

Search

Reset

Batch cancel

Batch printing

	No.	Order number	Flow direction	Sender	Sender cont...	Recipient	Recipient co...	Ship time	Operation
<input checked="" type="checkbox"/>	1	HK_ACSF_CC17529446...	大埔區 → 香港	eric	852****4444	Eren Jaeger	852****4444	2024-02-01 14:39	Print Details Cancel
<input type="checkbox"/>	2	HK_ACSF_CC17529403...	北區 → Hong Kong	Kyla	***2210	Kyla	***2210	2024-02-01 14:21	Print Details Cancel
<input type="checkbox"/>	3	HK_ACSF_CC17529391...	大埔區 → 香港	eric	852****4444	Eren Jaeger	852****4444	2024-02-01 14:17	Print Details Cancel

Print settings

温馨提示: 面单打印出来, 请直接贴在包裹上, 方便小哥取件

打印模板

热敏150打印

Total: 1

打印面单



## 4

## Send parcel – Batch Order

**Step 1 :** After logging in, click “ Send parcel” to enter the order interface

(1) Click Batch order



Regular Express



Batch Order

2

(2) Click Model Download

Model Download

Last Update Date: 2024.01.31



Click to select or drag files to upload here

Maximum upload file size: 8M

☐ I Agree 《SF's Terms and Conditions of Carriage》

Place Order

## 4

## Send parcel – Batch Order



## Step 2 : Fill in the order model

W31

	A	W	X	Y	Z	AA	AB																																								
1	<b>Customer Order I.D.</b>	<b>Consignment - Total Weight ( kg )</b>	<b>Parcel Quantity</b>	<b>Product</b>	<b>Payment Method</b>	<b>Duties and Taxes</b>	<b>Bill Account for Consignment</b>																																								
2																																															
3		(3) Order Content: Fill in the order information in detail, items in red are required																																													
4		(4) Info: Reference element for the order information																																													
5																																															
6		<table border="1"> <thead> <tr> <th>Unit</th> <th>Currency</th> <th>Origin</th> <th>Payment Method</th> <th>Product</th> <th>Bill Account for Duties and Tax</th> <th>V.A.S. - Secret Key</th> <th>Authentication</th> </tr> </thead> <tbody> <tr> <td>piece</td> <td>HKD</td> <td>Albania</td> <td>Pay by Credit Account</td> <td>SF Speedy Express</td> <td>Pay by Credit Account</td> <td></td> <td>Need</td> </tr> <tr> <td>set</td> <td>MOP</td> <td>Algeria</td> <td>Pay by Receiver</td> <td>SF Speedy Express (Document)</td> <td>Pay by Receiver</td> <td></td> <td></td> </tr> <tr> <td>strip</td> <td>CNY</td> <td>Afghanistan</td> <td></td> <td>EC Box F1</td> <td></td> <td></td> <td></td> </tr> <tr> <td>bag</td> <td>NTD</td> <td>Argentina</td> <td></td> <td>EC Box F2</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>						Unit	Currency	Origin	Payment Method	Product	Bill Account for Duties and Tax	V.A.S. - Secret Key	Authentication	piece	HKD	Albania	Pay by Credit Account	SF Speedy Express	Pay by Credit Account		Need	set	MOP	Algeria	Pay by Receiver	SF Speedy Express (Document)	Pay by Receiver			strip	CNY	Afghanistan		EC Box F1				bag	NTD	Argentina		EC Box F2			
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7																																															
8																																															
9																																															
10		(5) Sample: Order sample																																													
11		<table border="1"> <thead> <tr> <th>Customer Order I.D.</th> <th>Sender - Full Name</th> <th>Sender - Area Code</th> <th>Sender - Mobile</th> <th>Sender - Fixed No.</th> <th>Sender - Company</th> <th>Sender - City</th> <th>Sender - District</th> <th>Sender - Area</th> <th>Sender - Detail Address</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Mary Lam</td> <td></td> <td>852</td> <td>88880000</td> <td>29292929 SF Express</td> <td>香港</td> <td>葵青區</td> <td>青衣</td> <td>航運路36號亞洲物流</td> </tr> <tr> <td>B</td> <td>Mary Lam</td> <td></td> <td>852</td> <td>88880000</td> <td>29292929 SF Express</td> <td>香港</td> <td>葵青區</td> <td>青衣</td> <td>航運路36號亞洲物流</td> </tr> </tbody> </table>						Customer Order I.D.	Sender - Full Name	Sender - Area Code	Sender - Mobile	Sender - Fixed No.	Sender - Company	Sender - City	Sender - District	Sender - Area	Sender - Detail Address	A	Mary Lam		852	88880000	29292929 SF Express	香港	葵青區	青衣	航運路36號亞洲物流	B	Mary Lam		852	88880000	29292929 SF Express	香港	葵青區	青衣	航運路36號亞洲物流										
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12																																															
13																																															
14		(6) Template instruction: Detailed description of the model, please read carefully before placing orders																																													
15																																															
16		<div> <p>Template Instruction</p> <ol style="list-style-type: none"> <li>Must fill in either a mobile number or a fixed number.</li> <li>Consignment: Either documents or items. If you are sending items, specific item names must be filled in, such as clothes, food, etc. The number of recipient information is limited to 100 rows per importation.</li> <li>If parcel is sent to the SF Network Point, you can directly fill in the point code (must be accurate) instead of filling in the specific address.</li> </ol> </div>																																													
17																																															
18																																															
19																																															
20																																															
21																																															

3 Order Content

4 Info


5 Sample


6 Template Instruction


Template Version

# 4

## Send parcel – Batch Order


**Step 3 :** Click  to select the filled excel model, or drag excel to the middle of the screen to upload

 Regular Express
 

 Batch Order

Model Download


Last Update Date: 2024.01.31



Click to select or drag files to upload here

Maximum upload file size: 8M

7

 Send Parcel Batch Ordering Import Template.xlsx
 (7) "Upload Successful" appear after the upload completed

8

☐ I Agree 《SF's Terms and Conditions of Carriage》
 (8) Click agree

9

Place Order

(9) Click Place Order

×

Uploaded templates can be cancelled

## 4

## Send parcel – Batch Order



**Step 4(a) :** If the order information is incorrect, the system will display the reason of failure and the number of lines after upload. Modify the order or re-upload the template again, the order can be placed successfully

Send Parcel Batch Ordering Import Template (2).xlsx

Import Archive

Model Download Data

Import Success	Import Fail	Num. of Data
0	2	2

(1) Check the total number of successful and failed import orders

Table Rows	Customer Order Number	Check Result	Reason Failure	Action
2		Error	You must fill in at least one item in [Sender - Mobile Number] or [Sender - Fixed Number]. Please modify and resubmit the document.	<a href="#">Edit</a> <a href="#">Delete</a>
3		Error	You must fill in at least one item in [Sender - Mobile Number] or [Sender - Fixed Number]. Please modify and resubmit the document.	<a href="#">Edit</a> <a href="#">Delete</a>

(2) Check the failed orders and their reason of failure

(3) Click to edit the specific order

## 4

## Send parcel – Batch Order



**Step 4(a)** : If the order information is incorrect, the system will display the reason of failure and the number of lines after upload. Modify the order or re-upload the template again, the order can be placed successfully

**Reason Failure:** You must fill in at least one item in [Sender - Mobile Number] or [Sender - Fixed Number], Please modify and resubmit the document.

\* Sender - Full Name  ✓

\* Receiver - Full Name  ✓

\* Sender - Area Code

\* Receiver - Area Code

\* Contact

\* Contact

Please fill-in Mobile No.  ⊗

Please fill-in Mobile No.

You must fill-in either "Mobile Number" or "Fixed Number"

Please fill-in Fixed Phone No.

Sender - Company Name

Receiver - Company Name

Cancel Confirm

(4) Modify the order as instructed. Then, confirm the modification

## 4

## Send parcel – Batch Order



**Step 4(a) :** If the order information is incorrect, the system will display the reason of failure and the number of lines after upload. Modify the order or re-upload the template again, the order can be placed successfully

Table Rows	Customer Order Number	Check Result	Reason Failure	Action
<input type="checkbox"/>	2	Modified	You must fill in at least one item in [Sender - Mobile Number] or [Sender - Fixed Number]. Please modify and resubmit the document.	Edit Delete
<input type="checkbox"/>	3	Modified	You must fill in at least one item in [Sender - Mobile Number] or [Sender - Fixed Number]. Please modify and resubmit the document.	Edit Delete

5

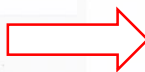
Check

Batch Deletion

☒ I Agree (SF's Terms and Conditions of Carriage)

Place Order

(5) After modifying the order, click "Check" to confirm all the necessary information has been inserted



(6) If the information is correct, "Success" will be shown in the Check Result

Table Rows	Customer Order Number	Check Result	Reason Failure	Action
<input type="checkbox"/>	2	Success		Edit Delete
<input type="checkbox"/>	3	Success		Edit Delete

6

Check

Batch Deletion

☒ I Agree (SF's Terms and Conditions of Carriage)

Place Order

(7) Check the box and place the order

## 4

## Send parcel – Batch Order



**Step 4(b) :** If the order information is correct, you can place the order and print the waybills

(1) Display the number of successfully imported orders

Send Parcel Batch Ordering Import Template (2).xlsx

Import Archive

Model Download Data

1	Import Success	2
	Import Fail	0
	Num. of Data	2

2

	Table Rows	Customer Order Number	Check Result
<input checked="" type="checkbox"/>	2		Success
<input checked="" type="checkbox"/>	3		Success

(2) Click the order that need to be placed

Send Parcel Batch Ordering Import Template (2).xlsx

Import Archive

Model Download Data

Import Success 2

Import Fail 0

Num. of Data 2

Successfully submitted order

4

Import Success

Import Fail

	Table Rows	Customer Order Number	Operate
<input checked="" type="checkbox"/>	2	HK_ACSP_CC1762323860491042816	<input type="button" value="Print"/> <input type="button" value="Cancel"/>
<input checked="" type="checkbox"/>	3	HK_ACSP_CC1762323862076489728	<input type="button" value="Print"/> <input type="button" value="Cancel"/>

5

Batch Print

(4) Select orders

(5) Batch print or Print the specific waybill

3

Check

Batch Deletion

☒ I Agree «SF's Terms and Conditions of Carriage»

Place Order

(3) Click to agree SF T&C and place order



## 4

## Send parcel – Batch Order

Step 5 : Print the waybills after placing the orders successfully



(1) Select applicable printing template

(2) Click Print Label



(3) Print and stick on the parcel and wait for the staff to collect or go to the network point to send by self

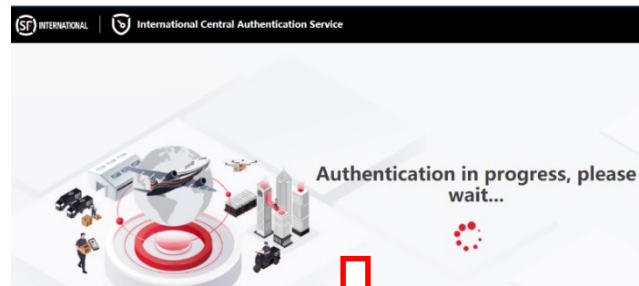
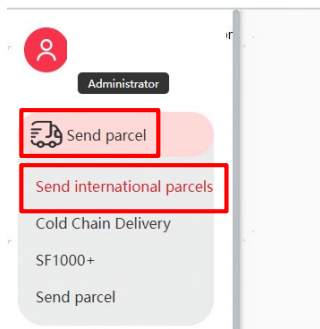


## 4

## Send parcel - Single parcel



Credit Account Management platform can only ship HK/MO/CN directions. If you would like to send international shipment. Click "international parcel", system will automatically transfer to IUOP

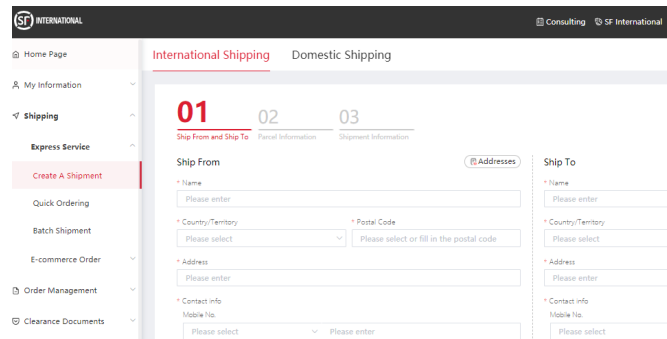


### Notes

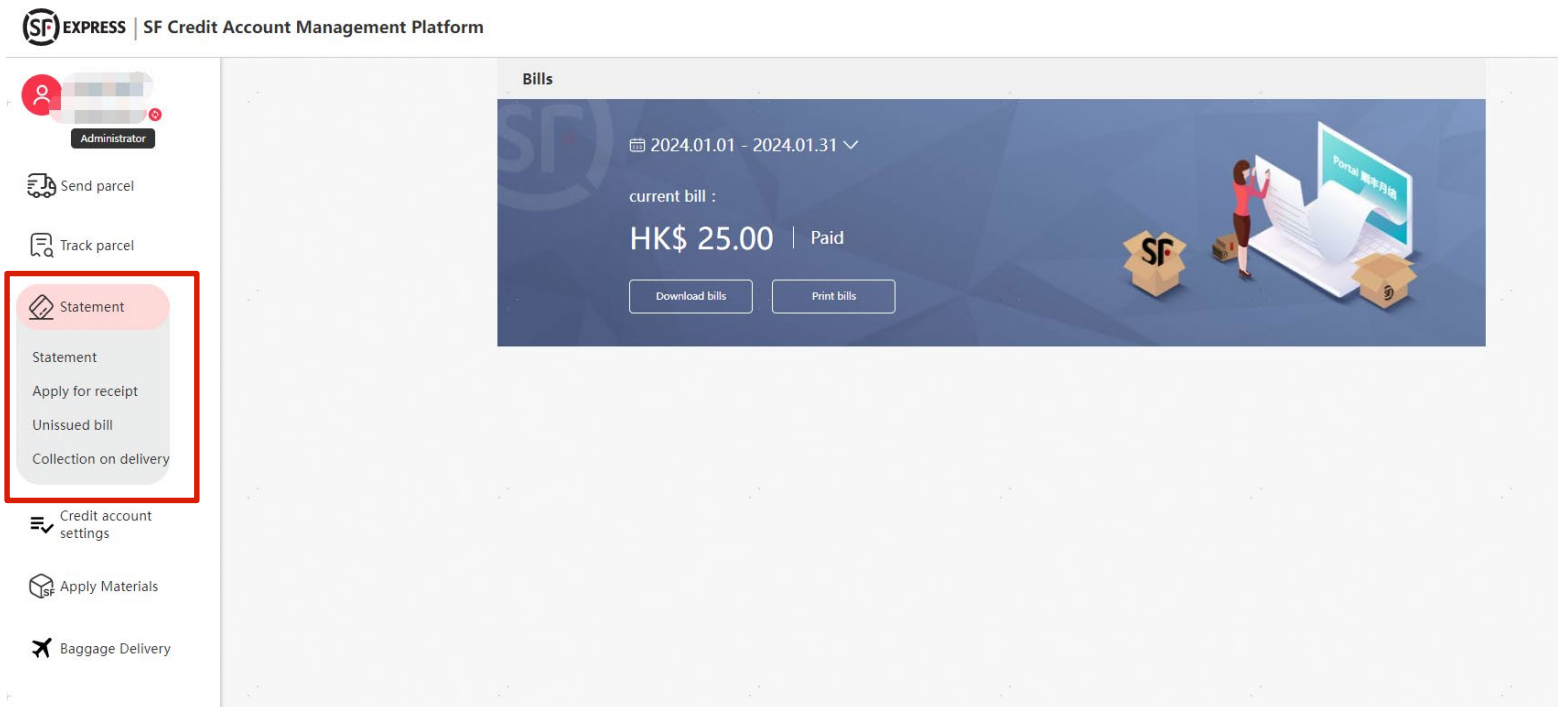
1) No password is required when customer login through credit account management platform. If customer would like to create new account for IUOP:

- 1) Click "My information" - "Account security" - "change password"
- 2) You may click "Forgot password" to reset new password"

2) Customer could directly place order on website and without login IUOP account. If you would like to use other products, please contact our sales for more information.



The Check statement function allows you to view the statement, apply for receipt, viewing the unpaid data and Collection on Delivery (only applicable for CoD customer)



The screenshot displays the SF Credit Account Management Platform interface. On the left sidebar, the 'Statement' option is highlighted with a red box. The main content area shows the 'Bills' section for the period 2024.01.01 - 2024.01.31. The current bill amount is HK\$ 25.00, and it is marked as 'Paid'. There are buttons for 'Download bills' and 'Print bills'. The interface also includes a user profile section with the role 'Administrator' and a list of navigation options: Send parcel, Track parcel, Statement, Apply for receipt, Unissued bill, Collection on delivery, Credit account settings, Apply Materials, and Baggage Delivery.

**SF EXPRESS | SF Credit Account Management Platform**

**Administrator**

- Send parcel
- Track parcel
- Statement**
  - Statement
  - Apply for receipt
  - Unissued bill
  - Collection on delivery
- Credit account settings
- Apply Materials
- Baggage Delivery

**Bills**

2024.01.01 - 2024.01.31

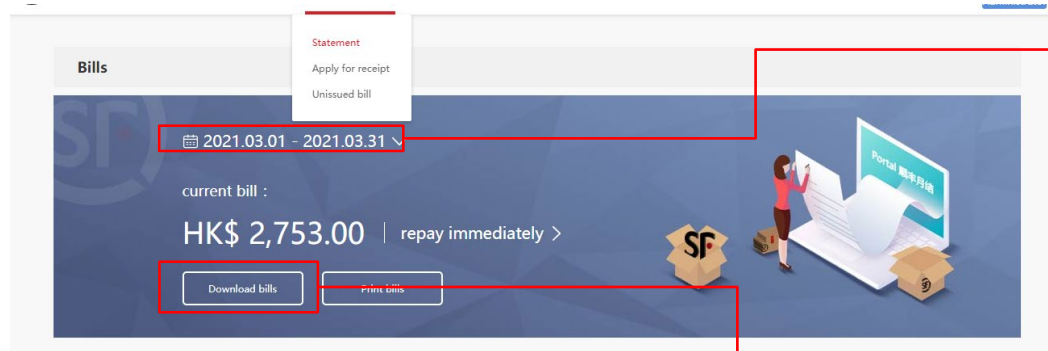
current bill :  
**HK\$ 25.00** | Paid

Download bills | Print bills

# 5

## Check statement

**Select billing period and obtain the statement :** Allows you to check the statement in designated billing period, system supports download and printing



### Select billing period:

2021.03.01 - 2021.03.31

2021.02.01 - 2021.02.28

2021.01.01 - 2021.01.31

Direct to the page of the billing period you choose in the system

Select the download type:





5

## Check statement

Enter the past waybill numbers to obtain e-receipt, support bulk downloads and printing

The system will automatically filter the duplicated waybill when you enter or paste the waybill numbers. System supports 500 waybills each time.

**Get a receipt**

Enter the waybill number to be obtained. You can get a receipt within 90 days currently [Empty](#)

The system will automatically filter the duplicated waybill when you enter or paste it manually. System supports 500 waybills each time

You can select **single receipt/page** or **2,4,6 receipts/page** for downloading and printing

**Typesetting settings:** There are four automatic typesetting modes for selection


Single receipt/page

Two receipts/page

Four receipts/page

Six receipts/page

**Receipt style preview**

		Destination: 755
Sender: 顺丰速运 138****9999 王丰 广东省深圳市福田区新洲11街138号万基商务大厦		
Receiver: 顺丰速运 139****8888 陈顺 广东省深圳市南山区软件产业基地		
Shipment details: 文件 Quantity: 1	运费: 12.00RMB Additional fees: none Total fees: 12.00RMB	
Product type: 顺丰次日	Number of pieces: 1	
Payment method: Pay by sender's bill account	Total chargeable weight: 1	
Courier: 948249	Delivery time: 2018/3/19 13:44:10	

## 5

## Check statement

You can also create customized billing period for statement viewing and downloading, viewing the freight under designated **monthly** account in advance

Unpaid data

2023.05.01-2023.05.03 Issue the bill within 5 days after

Unissued bill ⓘ :  
HK\$0.0

Select the billing period you wish to create

Date:  Start date To  End date

Hint: Only provide your unpaid data, not including any discounts or claims.

Generated data created

Date	Status	Operation
2021.04.01-2021.04.01	Completed	<a href="#">Download data</a>
2021.04.01-2021.04.13	Completed	<a href="#">Download data</a>
2021.04.02-2021.04.03	Completed	<a href="#">Download data</a>



Date:  2021-04-01 To  2021-04-13

Hint: Only provide your unpaid data, not including any discounts or claims.

Generated data created  Please click to

Date	Status	Operation
2021.04.01-2021.04.01	Completed	<a href="#">Download data</a>
2021.04.01-2021.04.13	Completed	<a href="#">Download data</a>
2021.04.02-2021.04.03	Completed	<a href="#">Download data</a>

Create the statement under the selected billing period after clicking "refresh"

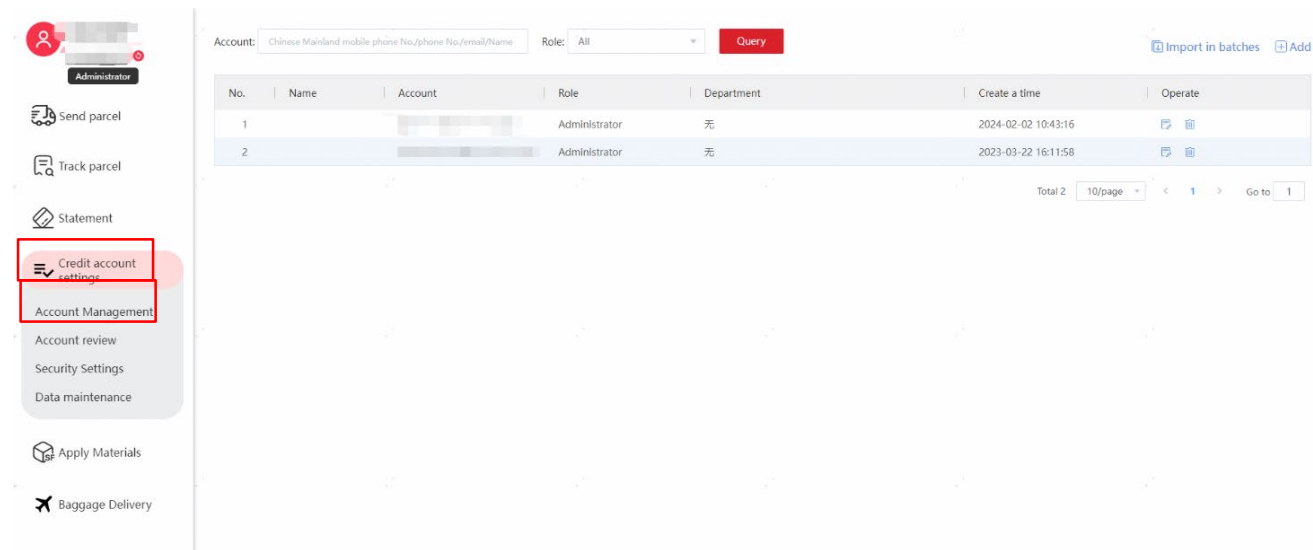
Date:  2021-04-01 To  2021-04-13

Hint: Only provide your unpaid data, not including any discounts or claims.

Generated data created  Please click to

Date	Status	Operation
2021.04.01-2021.04.01	Completed	<a href="#">Download data</a>
2021.04.02-2021.04.03	Completed	<a href="#">Download data</a>
2021.04.01-2021.04.13	Processing	

Administrator can manage all the users in the “Account Management” page

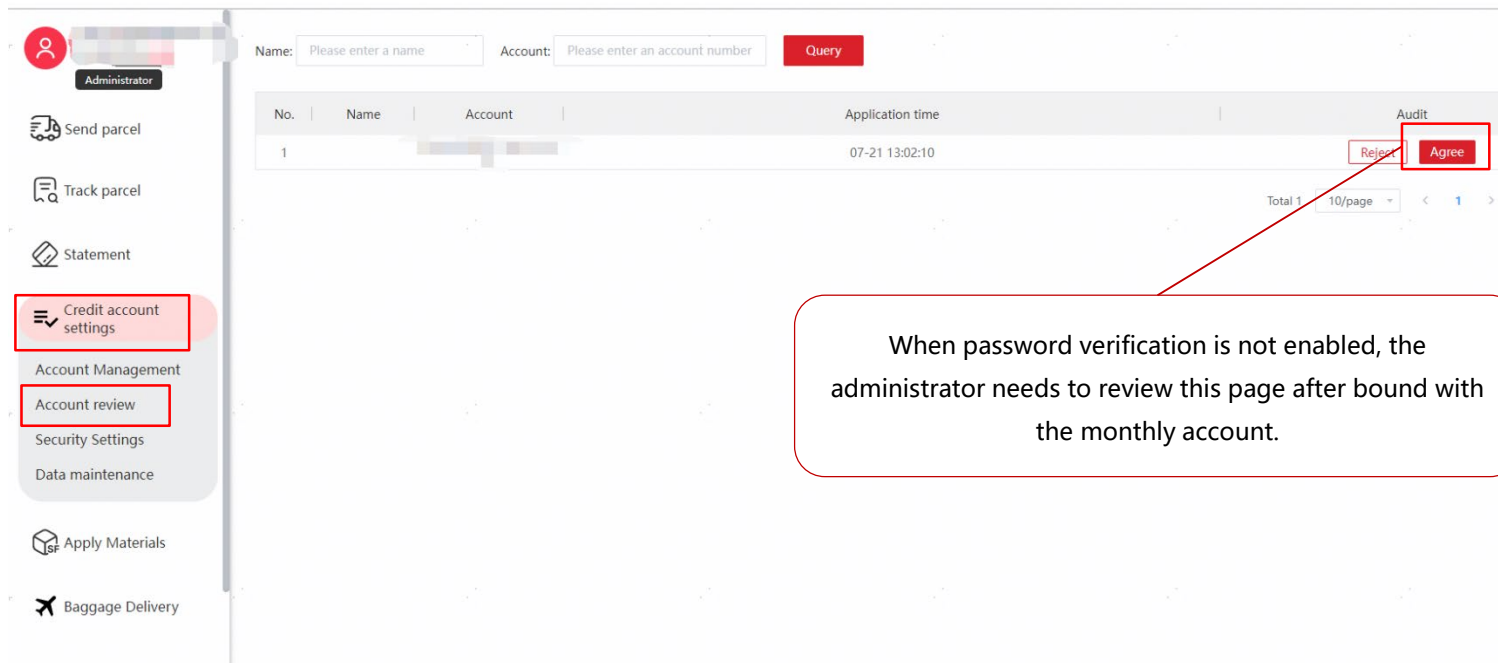


The screenshot shows the 'Account Management' page. On the left is a sidebar with navigation options: Administrator, Send parcel, Track parcel, Statement, Credit account settings (highlighted with a red box), Account Management (highlighted with a red box), Account review, Security Settings, Data maintenance, Apply Materials, and Baggage Delivery. The main area displays a table of users with columns: No., Name, Account, Role, Department, Create a time, and Operate. There are two rows of data, both for Administrators. Above the table are search filters for 'Account' and 'Role', a 'Query' button, and links for 'Import in batches' and 'Add'. Below the table is a pagination bar showing 'Total 2', '10/page', and 'Go to 1'.

No.	Name	Account	Role	Department	Create a time	Operate
1			Administrator	无	2024-02-02 10:43:16	
2			Administrator	无	2023-03-22 16:11:58	

- ✓ Support single or bulk adding of normal user
- ✓ Support adding administrator (up to 5 administrator per account)
- ✓ Support setting administrator as normal user
- ✓ Support setting normal user as administrator

Administrator can verify the binding application from other users. After approved by the administrator, the user can send shipments, collect pay by receiver shipments and track shipments by using the said monthly account



The screenshot shows the 'Credit account settings' interface. On the left sidebar, the 'Credit account settings' menu item is highlighted with a red box. Below it, 'Account review' is also highlighted with a red box. The main content area displays a table with columns: No., Name, Account, Application time, and Audit. The first row shows an application with No. 1, Name [redacted], Account [redacted], and Application time 07-21 13:02:10. In the Audit column, there are two buttons: 'Reject' and 'Agree'. The 'Agree' button is highlighted with a red box, and a red line points from it to a text box on the right. At the top of the main area, there are input fields for 'Name' and 'Account', and a 'Query' button. The bottom of the table shows 'Total 1' and '10/page'.

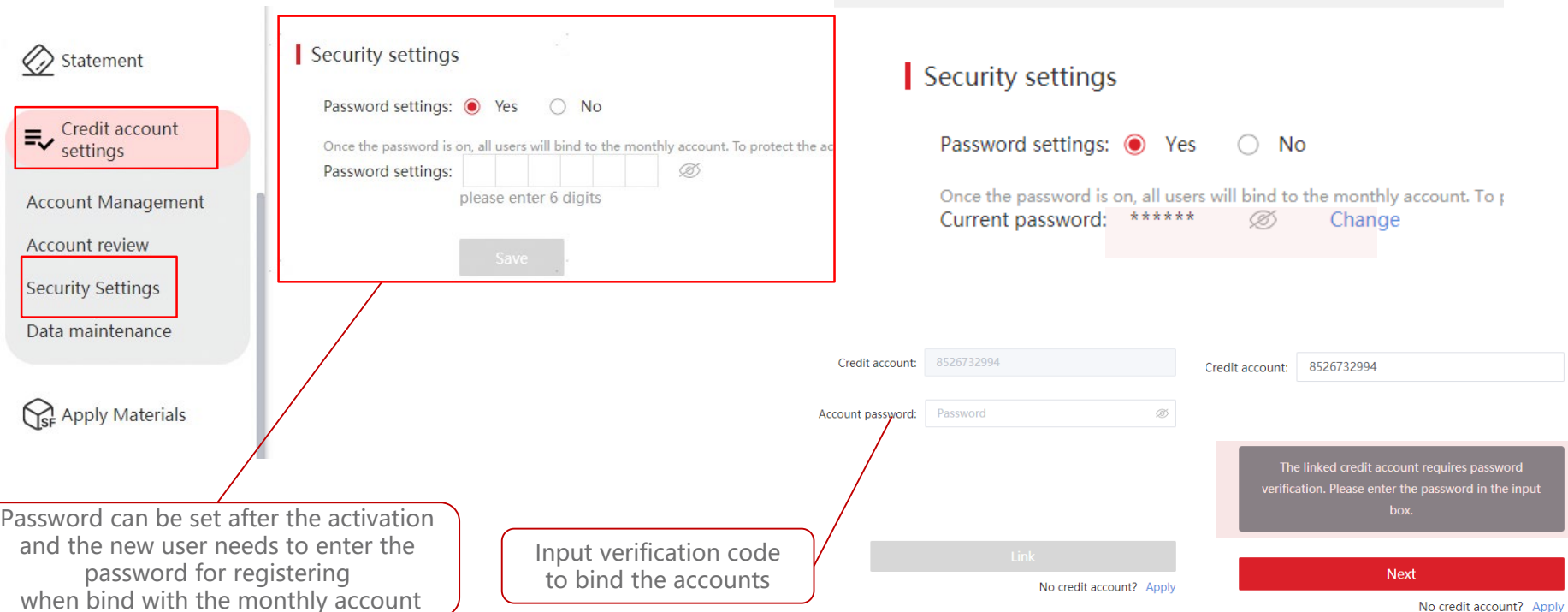
No.	Name	Account	Application time	Audit
1	[redacted]	[redacted]	07-21 13:02:10	<div>Reject Agree</div>

Total 1 10/page < 1 >

When password verification is not enabled, the administrator needs to review this page after bound with the monthly account.



Administrator can activate/deactivate the security setting of the monthly account, including the password verification and permission list verification



The screenshot displays the 'Security settings' page. On the left, a sidebar contains navigation links: 'Statement', 'Credit account settings' (highlighted with a red box), 'Account Management', 'Account review', 'Security Settings' (highlighted with a red box), and 'Data maintenance'. Below these is a section for 'Apply Materials'. The main content area is titled 'Security settings' and includes a 'Password settings' section with radio buttons for 'Yes' (selected) and 'No'. Below this, a text box explains that once the password is on, all users will bind to the monthly account. A 'Password settings' input field is shown with a placeholder 'please enter 6 digits' and a 'Save' button. A red box highlights this section, with a callout stating: 'Password can be set after the activation and the new user needs to enter the password for registering when bind with the monthly account'. Below the 'Save' button, another red box highlights the 'Account password' input field, with a callout stating: 'Input verification code to bind the accounts'. The bottom of the page features a 'Link' button, a 'No credit account? Apply' link, and a 'Next' button. A message box at the bottom right states: 'The linked credit account requires password verification. Please enter the password in the input box.'

Statement

Credit account settings

Account Management

Account review

Security Settings

Data maintenance

Apply Materials

### Security settings

Password settings: ☒ Yes ☐ No

Once the password is on, all users will bind to the monthly account. To protect the account, please enter 6 digits

Save

Credit account: 8526732994

Account password: Password

Link

No credit account? [Apply](#)

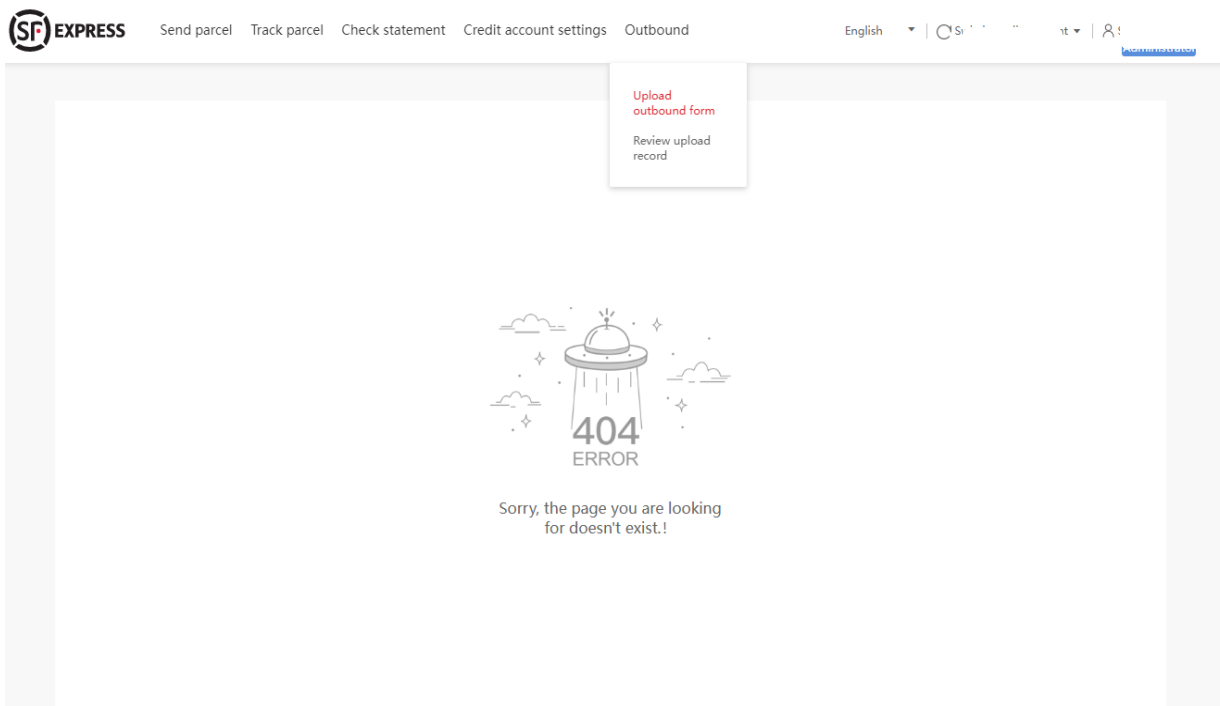
Next

No credit account? [Apply](#)

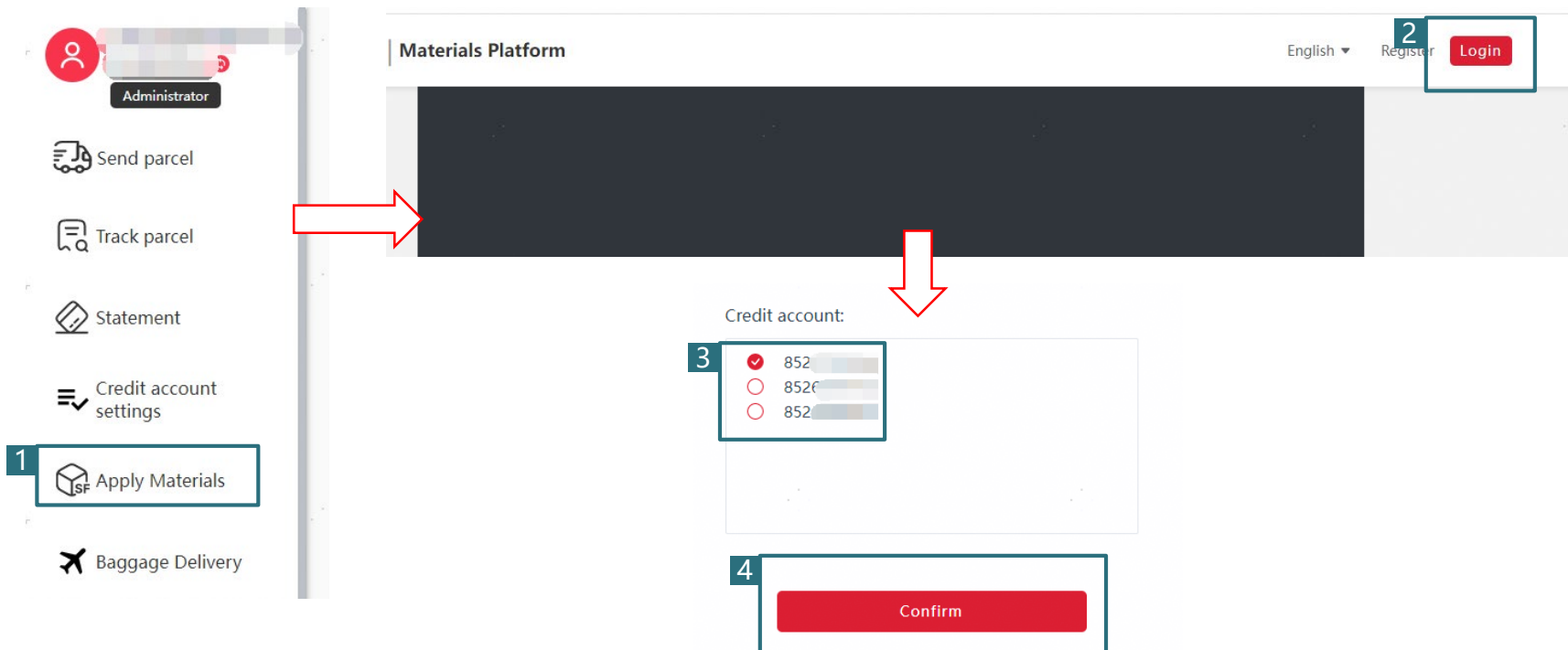
The linked credit account requires password verification. Please enter the password in the input box.

Current password: \*\*\*\*\* [Change](#)

- **Coming soon**



**Select Materials Application function:** Select "Materials Application" from the Menu Bar, then direct to Materials Application Platform, click sign in again and choose the credit account;



The screenshot illustrates the process of selecting a credit account on the Materials Platform. The interface includes a left sidebar with navigation options and a main content area.

**Step 1:** The "Apply Materials" button in the sidebar is highlighted with a red box and the number 1.

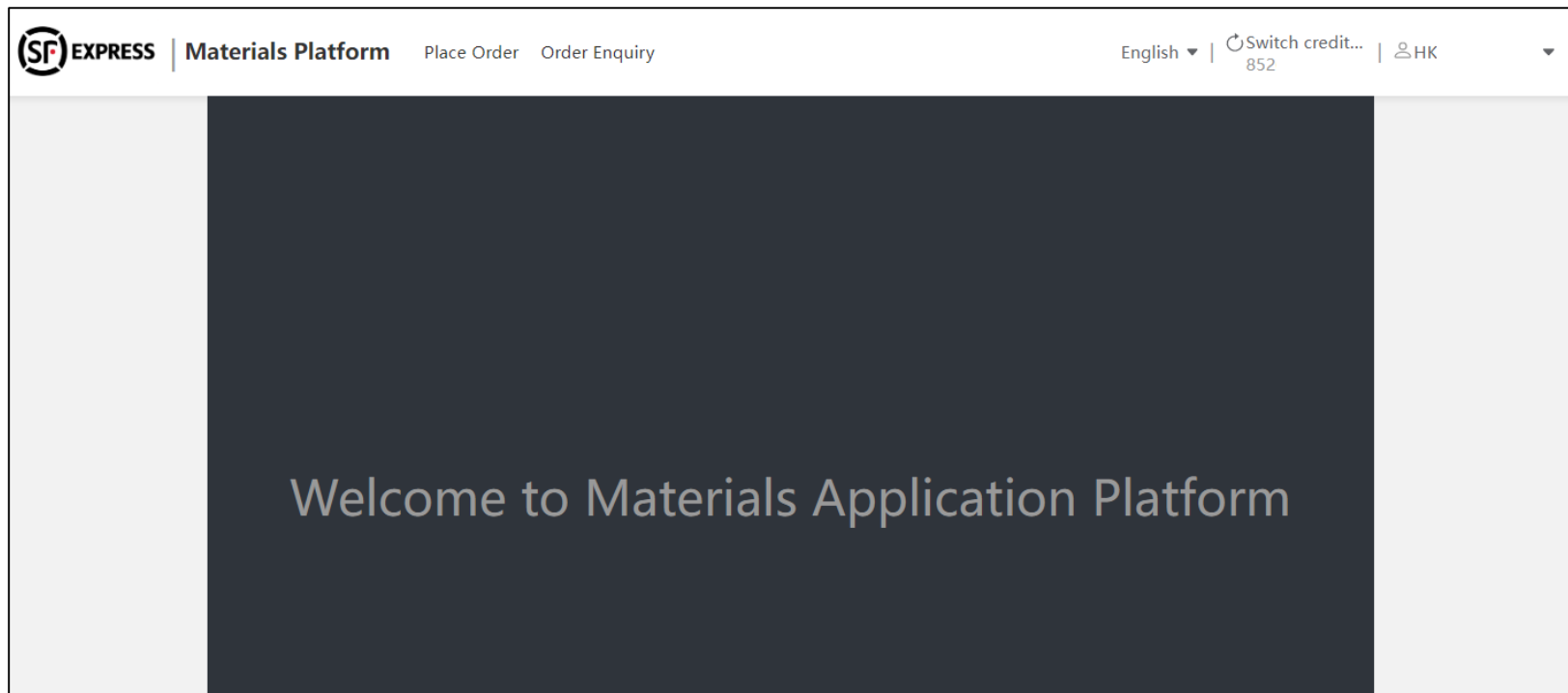
**Step 2:** The "Login" button in the top right corner is highlighted with a red box and the number 2.

**Step 3:** The "Credit account:" section shows a list of options: 852 (selected), 852€, and 852. This section is highlighted with a red box and the number 3.

**Step 4:** The "Confirm" button at the bottom is highlighted with a red box and the number 4.

Red arrows indicate the flow from the "Apply Materials" button to the "Credit account:" section, and from the "Credit account:" section to the "Confirm" button.

**Function introduction:** Materials application platform can "Place Order" for materials, and also search for material order information in the past three months in the "Order Enquiry";



**Step 1:** Fill in the recipient information for receiving materials;

**Materials order**

**R**

**Receiver** \* Mandatory field. To save frequently used addresses, please add them to the address book

\*Name:

ko

Select from Address Book

\*Area code

852

▼

\*Phone Number:

7556

\*District/city/province:

New Territories / Tuen Mun District / Tuen Mun

▼

\*Address:

Flat N,

The address book function can be used for storing recipient information, or set a default address;



**Step 2:** Select the model and application quantity according to the demand;

**Packaging materials:**  
Such as SF Box, SF Shipping Bag, SF Envelope

**Waybill material:**  
Such as QR Waybill

**Select the application quantity according to the shipping requirements** (in multiples, such as the multiple is "10", ie need 10, 20, 30 applications)

**Note: Please submit material application according to shipping demand**

The quota is a preliminary monthly quota. If the application exceeds the quota due to the increasing of shipments, customers can submit an additional application (one working day approval); Customers can check the approval status in "Materials Application-Order Enquiry";

#### Packaging materials

Type	Model	Size	Unit price(PCS)	Unit	Multiple	Quantity (fill in multiples)	Amount
SF Box	No. F2	30x20x15cm	\$ 4	pcs	10	- 0 +	\$ 4
	No. F2S	20x20x15cm	\$ 4	pcs	10	- 0 +	\$ 4
	No. F3	30x25x20cm	\$ 8	pcs	10	- 0 +	\$ 8
	No. F4	40x30x20cm	\$ 8	pcs	10	- 0 +	\$ 8
	No.F5	40x30x30cm	\$ 12	pcs	10	- 0 +	\$ 12
	No. F6	70x40x32cm	\$ 20	pcs	10	- 0 +	\$ 20
	No. F6S	60x40x30cm	\$ 20	pcs	10	- 0 +	\$ 20

#### Waybill materials

Type	Model	Size	Unit price(PCS)	Unit	Multiple	Quantity (fill in multiples)	Amount
SF Waybill	QR Waybill	-	-	pcs	10	- 0 +	-
Subtotal:						0	\$ 0
Total:						0	\$ 0



**Step 3:** Confirm the total quantity of applications and place an order immediately;

Subtotal:	10	\$ 0
Total:	10	\$ 0

☒ I agree 《SF's Terms and Conditions of Carriage》

**Place an order now**

SF Packing Materials and material delivery service, please [click here](#) for details.

Confirm the total quantity of applications

Agree SF's Terms and Conditions of Carriage

Place an order now

#### Attention

Confirm Order Placement

Cancel

Confirm

#### Attention

Order Number: MC2023050300002-1

Order submit successful!

Confirm

**Last Two Order Information:** Show the last two orders and copy the previous order information to placing an order;

### Last Two Order Information

Order Number	Order Date	Order Status	Order Confirmation Date	Receiver	Phone Number	Waybill Number
MC2023050300002-1	03-05-2023 10:08	NEW ORDER	03-05-2023 10:08	ko	852- 556	
MC2023050300001-1	03-05-2023 09:28	NEW ORDER	03-05-2023 09:28	kc	852- 556	

Copy order

Copy order


If the order is consistent with or similar to the previous order, you can click "Copy Order" Place an order easily;

Click on the order number, You can view the order information

Receiver Information

Order Information

Order Number : MC2023050300003-1



Name: ko  
Phone Number: 852- 7556  
Address: Flat H,  
Order Status: NEW ORDER

Receiver Information

Order Information

Order Number : MC2023050300003-1

SF Envelope	SF Envelope	10	\$10
-------------	-------------	----	------

### Materials order

Receiver

\* Mandatory field. To save frequently used addresses, please add them to the address book

\*Name: Select from Address Book

ko

\*Area code \*Phone Number:

852 7556

\*District/city/province:

New Territories / Tuen Mun District / Tuen Mun




\*Address:

Flat N,



**Order Enquiry:** Support to search the material order information of the account in the past three months;

**Order Enquiry**

Order Status: ALL  Order Date:  04/03/2023 To  05/03/2023 Search Reset

Order Number	Order Date	Order Status	Order Confirmation Date	Receiver	Phone Number	Waybill Number	
MC2023050300003-1	03-05-2023 10:11	NEW ORDER	03-05-2023 10:11	ko	852- 556		<span>Copy order</span> <span>Cancel order</span>
MC2023050300002-1	03-05-2023 10:08	NEW ORDER	03-05-2023 10:08	ko	852- 556		<span>Copy order</span> <span>Cancel order</span>



**Q1 : How to bind with a new monthly account?**

**Ans :** When login with the account password, you can add and bind the new monthly account in the "Select credit account "page, or bind the new monthly account in the "Personal settings – Credit account "page after logged in.

Credit account: 8526732994

Account password: \*\*\*\*\*

[Link](#)

[No credit account? Apply](#)

**Personal settings**

**Credit account information**

Current account: 8526732994

Linked credit account: 3

Index	Credit account	Linking time	Belong	Action
1	8526732994	2019-04-16 15:50:42	聯豐速運(香港)有限公司...	<a href="#">Remove</a>
2	8526896163	2021-03-25 14:24:00	聯豐速運(香港)有限公司...	<a href="#">Remove</a>
3	8526896165	2019-04-17 09:22:16	聯豐速運(香港)有限公司...	<a href="#">Remove</a>

**Q2 : Why verification is needed when login/switch account while the password has already been verified before?**

**Ans :** For account security, normal user has to re-verify the password after the password has been changed by the administrator, to ensure the user has the right to use the account.

**Q3 : Why I can't bind new monthly account number with the platform account?**

**Ans :** ( 1 ) For account security, only 50 monthly account number can bind with each platform account;  
( 2 ) Please check if the said account number has been cancelled.

**Q1 : How to modify the email address during the administrator verification?**

**Ans :** When normal user apply for email administrator authentication can follow the below to modify statement receiving email.

Click on the “Modify Mailbox” , download and fill in the “credit account info modification form”

Mailbox verification code authentication

Please log in to the following bill receiving mailbox to receive the verification code

cal\*\*\*\*\*@s\*\*\*\*\*.com

Please enter a verification code

Get verification code

Modify Mailbox? Can't receive the verification code?

Tips: The verification code is valid on the same day. If you can't receive the verification code email, please check if the email is in the spam.

Next

Download "credit account info modification form"

Info modification form



Q2 : When verifying administrator, why my email has never received the verification code?

Ans : Click the “Can’ t get the verification code” on the verification page, follow the indication and obtain the verification code.

Q3 : When verifying administrator, is the verification code received valid for the day?

Ans : Yes, the code is valid until 00:00 of the day.

Q4 : When verifying administrator, what should I do if the verification code is entered incorrectly and exceeded the enter limit?

Ans : You could simply retry on the next day.

Q5 : When verifying administrator and it shows the email is incorrect, why the system indicated that I need to download the modification form?

Ans : Yes, the statement receiving mailbox is sensitive information of the company, SF Express needs a clear company indication to assist with account modification / opening, after downloading the application form, you need to fill in the relevant information, seal with company chop and pass to the courier for further arrangements. If you cannot get in touch the courier, you can email to the "Financial Reconciliation Hotline" on the page for help.



**Q6 : When verifying administrator, I can't recognize the email address displayed on the system.**

**Ans :** You can try as follows if the said situation encountered :

- (1) Please make sure the monthly account you login is correct, monthly account info can be viewed in the " Personal Settings – Credit Account "page · re-login if the email is incorrect ;
- (2) If there is no problem when login into the monthly account, this is the current email that receives the monthly statement from SF.

**Q7 : The account was blocked after input incorrect password more than 5 times ?**

**Ans:** You can try as follows if the said situation encountered :

You may click "Forget password" and reset password.



**Q1 : What is the time range of shipment query?**

**Ans :** You can inquire all shipment information of the last three months from current date under the bind monthly account number, for example, if today' s date is 9 July, you can search all the shipment information from 9 April to 9 July.

**Q2 : Where can I check the routing status, electronic receipts and the receiver' s signature copy?**

**Ans :** You can check the routing status, electronic receipts and the receiver' s signature copy in the "Track Parcel" page.

**Note :** For account security, email verification is needed for administrator to check on the routing status, electronic receipts and the receiver' s signature copy etc.

**Q3 : Can I check on my individual shipment or all the shipments under the monthly account in the "Track Parcel" function?**

**Ans :** Administrator can check all the shipment information in the account. Normal user can check shipment status through "Tracking setup" , this function would able to set mobile phone/phone number for tracking.



## Q1 : How normal user use Tracking Setup?

Ans : Credit account settings- Enter mobile phone/phone number of shipper or receiver, Please keep the Hong Kong and Macau numbers and fixed telephone numbers the same as when you send the shipment, and enter them in the format of "area code-number", such as "010-12345678 ". After verification, you may check the waybills in "Track Parcel ".

The screenshot shows the 'Tracking setup' page on the SF Express website. The top navigation bar includes the SF Express logo, links for 'Send parcel', 'Track parcel', 'Check statement', 'Credit account settings' (which is highlighted with a red underline), and 'Outbound'. On the right, there are links for 'English', 'Switch credit account', and a user profile labeled 'Normal user'. The main content area is titled 'Tracking setup' and contains a section 'Set mobile phone/phone number for tracking'. This section has a text input field for the 'Mobile phone/phone number for tracking' with a placeholder 'Mobile phone/phone number of shipper or receiver'. Below this is a red instruction: 'Please keep the Hong Kong and Macau numbers and fixed telephone numbers the same as when you send the shipment, and enter them in the format of "area code-number", such as "010-12345678"'. There is also a 'Verification code' input field and a red 'Get verification code' button. At the bottom, a hint states: 'Hint: After binding, you can query the waybill sent / received by this number, and view more information under All Shipments'. A 'Save' button is located at the bottom left of the form area.

Send parcel Track parcel Check statement **Credit account settings** Outbound English Switch credit account 852 Normal user

### Tracking setup

**| Set mobile phone/phone number for tracking**

Mobile phone/phone number for tracking:

Please keep the Hong Kong and Macau numbers and fixed telephone numbers the same as when you send the shipment, and enter them in the format of "area code-number", such as "010-12345678"

Verification code:  **Get verification code**

Hint: After binding, you can query the waybill sent / received by this number, and view more information under All Shipments

Save



## Mobile phone set up:

1. Enter "area code number" (example: 852-91111111), click "get verification code"
2. Receive SMS message with verification code
3. Enter verification code and click " Save"

### Tracking setup

#### Set mobile phone/phone number for tracking

Mobile phone/phone number for tracking:

944

Please keep the Hong Kong and Macau numbers and fixed telephone numbers the same "code-number", such as "010-12345678"

Verification code:

Verification code

Get verification code

Hint: After binding, you can query the waybill sent / received by this number, and view more information

Save



#### Set mobile phone/phone number for tracking

Mobile phone/phone number for tracking:

852-94418566

Please keep the Hong Kong and Macau numbers and fixed telephone "code-number", such as "010-12345678"

Verification code:

065555

275

Hint: After binding, you can query the waybill sent / received by this number, and view more information

Save





## Tracking Setup

### ➤ Phone number setup:

1. Enter “area code number” (example: 852-21111111), click “Save”

#### Tracking setup

##### | Set mobile phone/phone number for tracking

Mobile  
phone/phone  
number for  
tracking:

852-3

Please keep the Hong Kong and Macau numbers and fixed telephone code-number\*, such as \*010-12345678\*

Hint: After binding, you can query the waybill sent / received by this number, and

Save

### ➤ Track Parcel- Modify/Delete

- Click “Modify” to review Tracking setup
- Click “Delete” to undo Tracking setup

#### Tracking setup

##### | Set mobile phone/phone number for tracking

Mobile phone/phone number for tracking: 852\*\*\*\*35197

Delete

Hint: After binding, you can query the waybill sent / received by this number, and view more information under All Shipments

Modify



**Q1: How can I get to know in advance if the freight has reached the discount limitation for this month?**

Ans : You can check and estimate the amount by checking the number of shipments and total amount from the start date of the billing period to the current date in the “Unpaid Data” page.

**Q2 : How can I obtain the monthly statement?**

Ans : You can download and print out the monthly statement by selecting the designated billing period on the “Check Statement – Statement ”page in the SF Credit Account Management Platform.

**Q3 : How can I obtain the electronic receipts?**

Ans : You can obtain the e-receipts on the “Apply for receipt” page in the platform by entering the waybill numbers within the past 90 days. System supports single receipt/page or six receipts/page for downloading and printing.

**Q4 : Why the statement remain unchanged even on the first day of month?**

Ans : Statement will be reviewed on every fifth of month.



**Q1: The SF Credit Account Management Platform has added a customer self-service application function. Can I still contact customer service hotline to order materials?**

**Ans:** Customers can still contact customer service hotline to apply, and the materials application function allows customers to experience the online self-service.

**Q2: What is material quota?**

**Ans:** The material quota consists of packaging materials (including SF Box, SF Shipping Bag, SF Envelope) and waybills; the quota will be evaluated and changed quarterly based on the customer's historical shipments.

**Q3: Can I apply for more materials if the quota for the current month has been exhausted ?**

**Ans:** Customers can submit an excess application which needs one working day to approve within; customers can log in to the SF Credit Account Management Platform and check the approval status of the application in the "Materials Application-Order Enquiry" function.



**Q4: Materials delivery region?**

**Ans:** Only for Hong Kong and Macau region.

**Q5: What are the requirements for filling in the quantity of material application?**

**Ans:** Each material must be applied for in multiples. For example, the multiple is "10", which means that the application quantity for this material should be 10pcs, 20pcs, 30pcs.



# Thank You!

**Website : <https://v.sf-express.com/>**

It is recommended to use IE11 or above / Chrome to login

For further enquiries, please contact our Customer Service Hotline at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).