

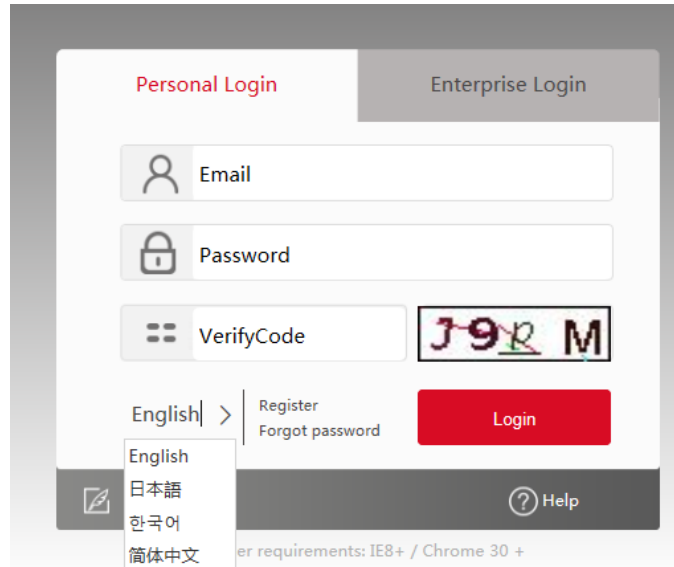
# IBS User Manual - Personal Account

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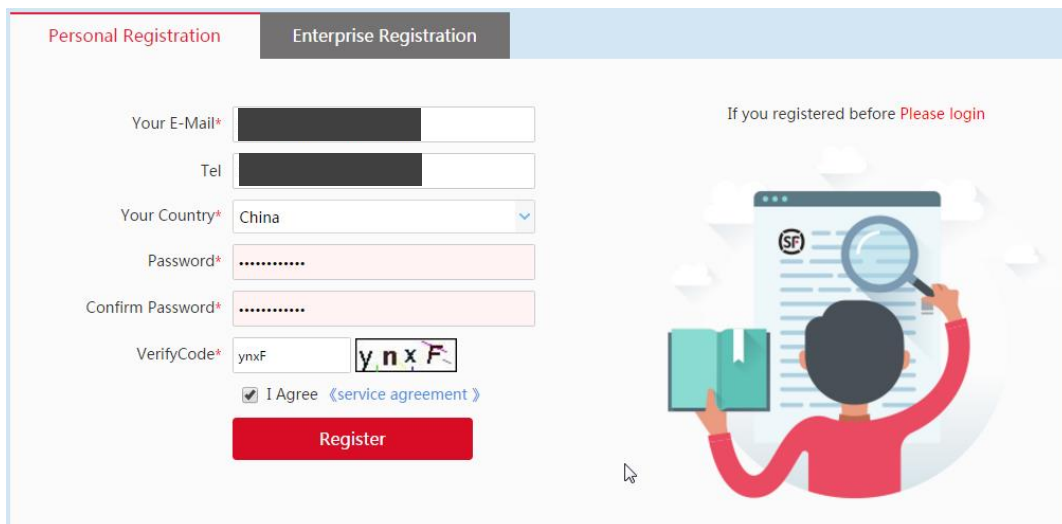
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## 1. IBS-WEB Account Registration

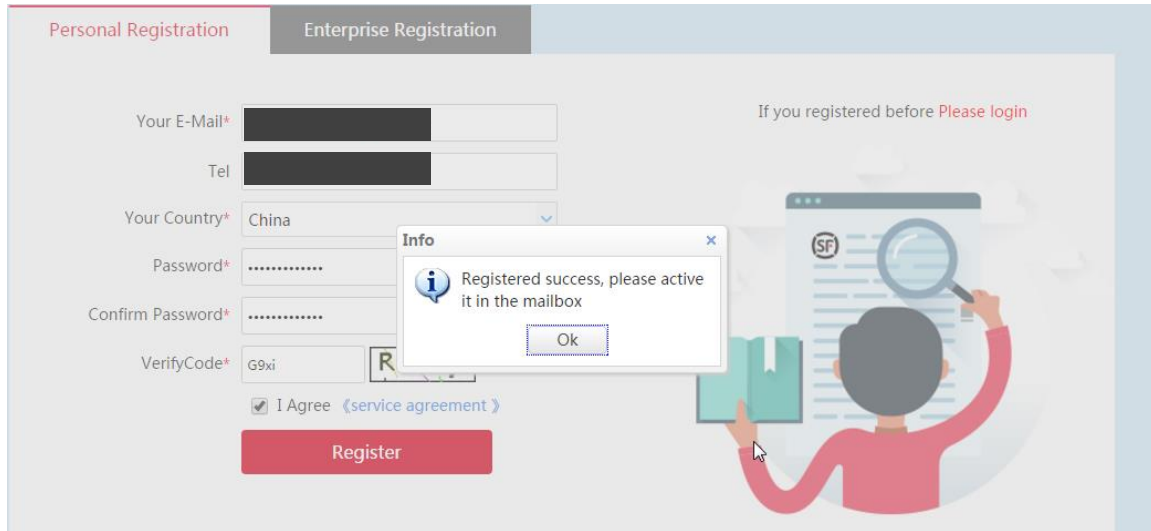
- Open IE or Google Chrome browser to website “<http://osms.sf-express.com/osms>”
- Select language option that you prefer to display in “Personal Login” tab, and click on “Register” to register your personal account.



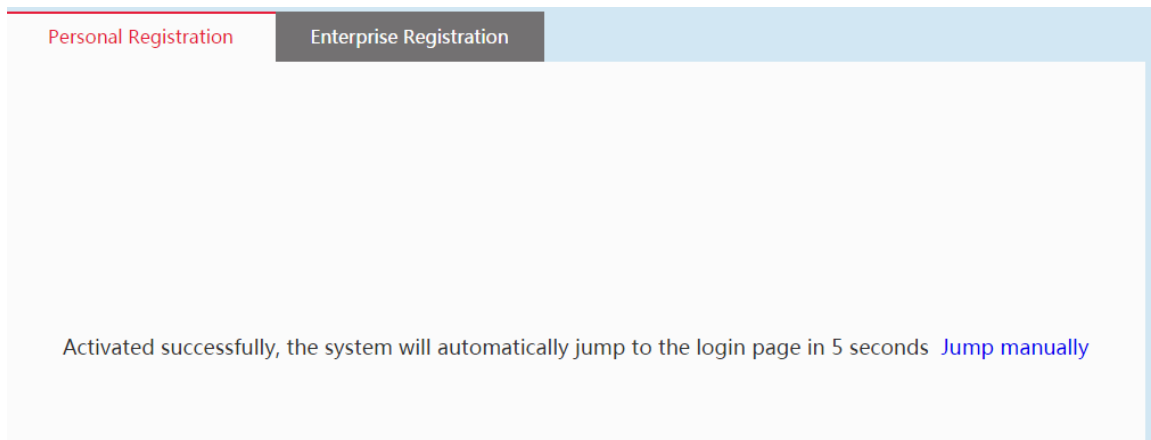
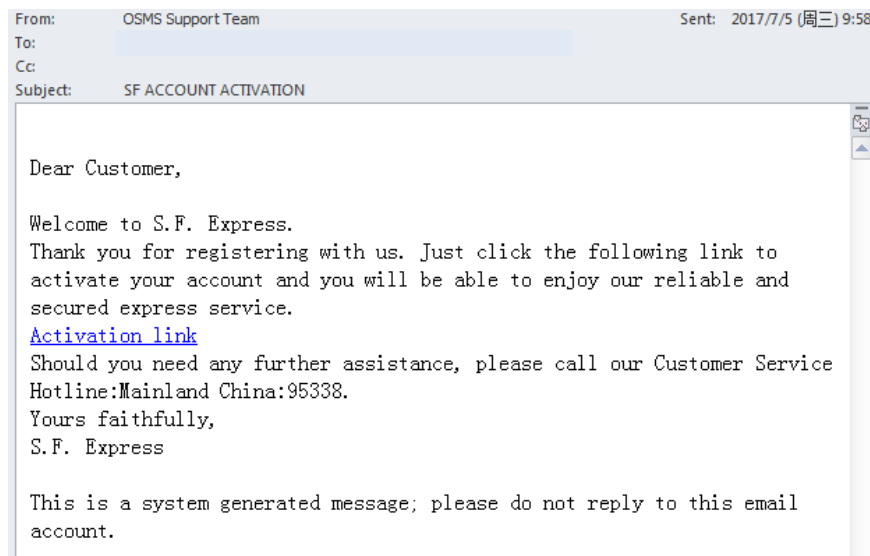
- Key in all the credentials to create a new personal account and select “Register”.



- A pop up window will display to inform that a separate e-mail will be sent for account activation.

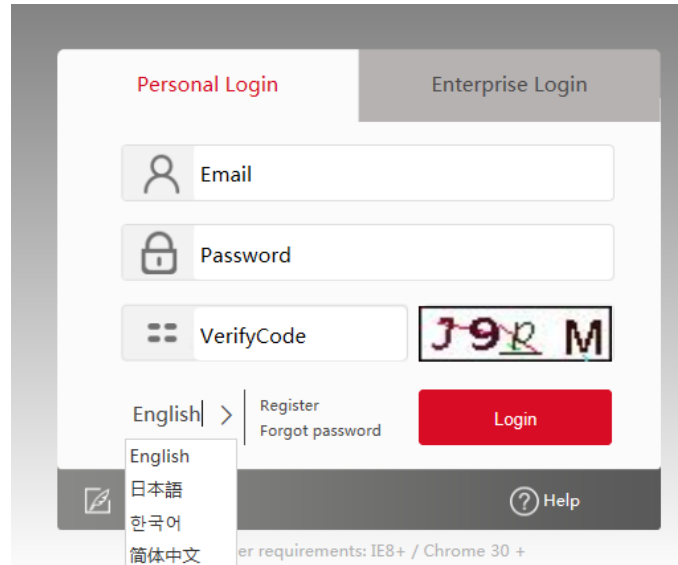


- Click on "Activation link" to activate the account in the e-mail. A pop up widow will show up to inform that the account has been activated and will automatically redirect to IBS-WEB official webpage.

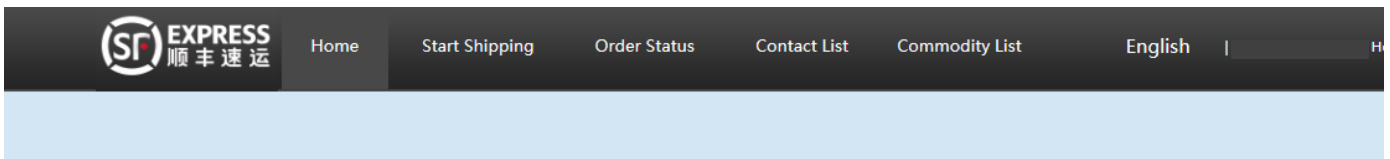


## 2. Login IBS-WEB

- Open IE or Google Chrome browser to website “http://osms.sf-express.com/osms”
- Select the language option that you prefer to display in “Personal Login” tab. Key your credential and click on “Login” button to login



- A welcome page will display after logging in successfully. Go to the “Order” tab to place order.



Dear customer:

### Welcome to use International Business System

IBS is a self-service software developed by SF Express that is tailored to the needs of customers sending international shipments (both Standard Express and Economy Express). With a flexible and personalized interface, IBS makes it easy to place orders, as well as manage shipments, shipment items and your address book. It is supposed to provide you with close and comprehensive service.

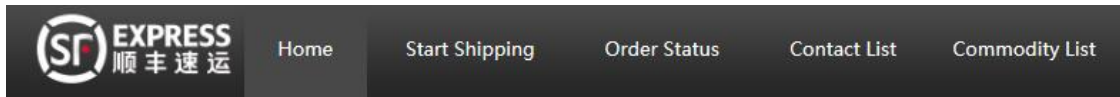


#### Step 1 Register

Open the registration page, click “Personal Registration”, fill in your information, agree with the Terms of Service and click “Register”. Finish the registration by activating your account in the provided email box.

### 3. Online Shipment Order Placing

- Go to “Start Shipping” tab to place order.



- There are 3 steps to place online shipment order: Address Information, Package Description, Shipment Details.

#### Step 1/3: Address Information

Enter address of Shipper and Receiver and click “Save Address” button to save.

**Step 1/3**   **Address Information**

Shipper's Address	Address	Receiver's Address	Address
Company Name <input type="text"/>		Company Name <input type="text"/>	
Shipper's Name* <input type="text" value="Lilu"/>	Country/Region* <input type="text" value="China"/>	Receiver's Name <input type="text" value="Claire Davids"/>	Country/Region* <input type="text" value="USA"/>
Postal Code* <input type="text" value="523000"/>	Province/State* <input type="text" value="广东"/>	Postal Code* <input type="text" value="08837"/>	Province/State <input type="text" value="New Jersey"/>
City* <input type="text"/>	TelePhone No.* <input type="text" value="+86"/>	City <input type="text" value="EDISON"/>	TelePhone No.* <input type="text" value="+1"/>
Area <input type="text"/>		Receiver's Address* <input type="text"/>	
Shipper's Address* <input type="text"/>		Email <input type="text"/>	
Email <input type="text"/>		<b>Save Address</b>	

#### Step 2/3: Package Description

Input necessary information and select desired service. Required items are highlighted in red. Click “Save” to confirm.

Step 2/3

Package Description

Total no. of Pieces:  Currency\*:  Dimensions: Length  Width  Height  Cm

Estimated total weight:  TTL input Dimensional Weight: 0KG

Description	Material Quality	Quantity*	Unit*	Unit Value*	Total Value*	Country Of Origin*	HS Code
<input type="button" value="Select"/> <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="piece"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Our Service	Estimated weight	Estimated transit time(Work days)	Estimated rate
<input checked="" type="radio"/> International Standard Express-Doc	0.000kg	3-5Day	CNY190.0
<input type="radio"/> International Standard Express- Parcel	0.000kg	3-5Day	CNY220.0
<input type="radio"/> International Economy Express – Doc	0.000kg	5-6Day	CNY116.0
<input type="radio"/> International Economy Express – Parcel	0.000kg	5-6Day	CNY118.0
<input type="radio"/> US Direct	0.000kg	4-7Day	CNY130.0
<input type="radio"/> US Pack1	0.000kg	4-7Day	CNY120.0
<input type="radio"/> US Pack3	0.000kg	4-7Day	CNY220.0

1. The order content cannot be modified after submission, please double confirm all information.
2. The quotation is only for reference freight charge, the possibility remains that tax and duty may be incurred in customs clearance, it is subjected to specific gateway regulations.
3. For more details of each service, please refer to <http://www.sf-express.com/cn/en/>, thank you.

Payment:  Customer A/C No.:  AWB Remark:

Value Added Service	Estimated rate	remark
<input type="checkbox"/> Insurance service		Insurance service supports China mainland export to Singapore, Malaysia, Japan, South Korea, the United States and Russia, charge 1% of declared value, and minimum charge 8 yuan
<input type="checkbox"/> Direct signature service	CNY19	Direct signature service only supports China mainland export to United States, charge is 19 CNY/piece. Only applicable to Economy Express, Standard Express and International Heavy Freight.

### Step 3/3: Shipment Detail

- Complete the 'Commercial Invoice' information.

Step 3/3
Shipment Detail
▼

**Commercial Invoice**

Reason For Sending Terms of Trade

Reason For Sending Content

Invoice Remark

Please note that your order will be processed on the next working day for orders being placed out of service hours

Say to pickup

I have read and I agree on the Terms and Conditions of S.F. Express service.

Preview
Reset
Save
Send

**Preview:** will show us the sample of the waybill

		<b>755</b>	原寄地 Origin:
		<b>US</b>	目的地 Dest:
1/1 子Child Waybill No.: 000000000000 母Mother Waybill No.: 000000000000		001	<b>LAX</b>
		国际标快-包裹 SE - Parcel	
To: Timson Timson Oregon ANTELOPE Testing road		收件人信息 87383920	
美国 97001		Signature 收件人签署	
实际重量 ( Actual Weight )(KG): 计费重量(Chargeable Weight)(KG): 运费(Freight): 附加服务 (Add'l Services) :		Date 日期	
寄付 Shipper Pay 3rd第三方: 卡号A/C No.:	合计费用 TTL Charge	代收货款 COD	派件员工号 Delivery ID
	SAMPLE		
1/1 母Mother Waybill No.: 000000000000	CN:95338 US:18559011133 www.sf-express.com		
From: Brandon Brandon 广东 深圳市 南山区 xuefu road, building A		寄件人信息 13800138000	
518000		Description	Qty
To: Timson Timson Oregon ANTELOPE Testing road		cloth	1
		Declared Value:20.000 Currency USD	
参考编号 Ref No.:			

**Reset:** All the data that you entered will be deleted and you will see a clean page.

**Save:** Order status will be saved as draft (Please kindly be reminded that this is still an UN-SENT order). You could still modify/ change any content on the order.

**Sent:** Order will be sent and confirm as soon as you click the “sent” button. This is un-reversible. Our courier will schedule to pick up your order in a timely manner.

- An “Order Status” page will display after process “2/3: Package Description”, order will be listed in “Draft” tab. Click “Submit” to confirm your order. A “Waybill number” will be assigned for your order.

**Draft**

Waybill#  Import Date (From) 2017-04-21 09:55  Import Date (Until) 2017-07-21 09:55

Receiver's Name  Receiver's Tel  Receiver's Address

Search Reset

Waybill#	Receiver/sender	Date Created(CN)	Local Time	Actions
070034502707	Claire Davids/Lilu	2017-07-19 10:35:16	2017-07-19 10:35:16	Edit Submit Delete

10 | Page 1 of 1 | Displaying 1 to 1 of 1 items

The order saving time is maximum 1 month

#### 4. Waybill Label and Commercial Invoice: View and Print

- In “Order Status” tab, select order and choose following actions:  
View: To view and print order  
Cancel: To cancel order  
Printer icon: To view and print waybill label  
Invoice icon: To view and print commercial invoice

Waybill#	Receiver/sender	Date Created(CN)	Local Time	Actions
070034502707	Timson/Brandon	2017-07-19 14:19:57	2017-07-19 14:19:57	View Cancel

10 | Page 1 of 1 | Displaying 1 to 1 of 1 items



Waybill label Sample

		<b>755</b> 原寄地 Origin:	
		<b>US</b> 目的地 Dest: 001 <b>LAX</b>	
1/1 子Child Waybill No.: 070034502707 母Mother Waybill No.: 070034502707		国际标快-包裹 SE - Parcel	
To: Timson 收件人信息 Timson 87383920 Oregon ANTELOPE Testing road		Signature 收件人签署  Date 日期	
USA 97001		派件员工号 Delivery ID	
实际重量 ( Actual Weight ) (KG): 计费重量(Chargeable Weight)(KG): 运费(Freight): 附加服务 (Add'l Services) :INSURE		备注 Remarks:	
寄付 Shipper Pay 3rd第三方: 卡号A/C No.:	合计费用 TTL Charge	代收货款 COD	
		CN:95338 US:18559011133 www.sf-express.com	
1/1 母Mother Waybill No.: 070034502707		Description Qty cloth+(cotton) 1	
From: Brandon 寄件人信息 Brandon 13800138000 Guangdong Shenzhen city Nanshan District Xuefu, road, building, A  518000		Declared Value:20.000 Currency USD	
To: Timson 收件人信息 Timson 87383920 Oregon ANTELOPE Testing road		参考编号 Ref No.:	

Commercial Invoice Sample

**INVOICE**  
**发票**

HAWB(运单号):  
079934592797

<b>From: (Shipper 寄件方)</b> Company:  Contact Name: Brandon Address: China Guangdong Shenzhen city Nanshan District Xuehu, road, building, A  Post code: 518000  Tel No: 13800138000	<b>To: (Receiver 收件方)</b> Company:  Contact Name: Timson Address: USA Oregon ANTELOPE Testing road  Post code: 97001  Tel No: 87383920
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DESCRIPTION OF GOOD 寄件物名称	QUANTITY 数量	UNIT PRICE 单价(USD)	VALUE 金额(USD)	Country of Origin 原产地
cloth+(cotton)	1	20.000	20.000	CN

Total Declared Value 申报总价值: (USD) 20.000

Terms of Trade(贸易条件):  C.I.F.  F.O.B.  C&F

Reason For Sending:  
 发票用途(勾选):  Business 商业  Non-Business 非商业

REMARKS:  
 备注:  
 I hereby certify the information on this declaration is true and correct; and the contents of this shipment are as stated above. 本人以此证明以上内容属实。

SIGNATURE: 寄件人签名(盖章) \_\_\_\_\_ DATE: 日期: \_\_\_\_\_

## 5. Cancel Online Shipment Order

- In "Order Status" tab, select an order you would like to cancel. Click "Cancel" button to cancel the order.

Draft

Confirmed

Pick up

In transit

Delivered

Canceled

All

Waybill#  Import Date (From) 2016-05-16 16:20  Import Date (Until) 2016-08-16 16:20

Contact  Receiver's Tel  Receiver's Address

Search

Waybill#	Receiver/sender	Create Time	Actions
080000736466	Irene Woo/Wing Tsang	2016-08-15 16:02:38	View Cancel <input type="button" value="Print"/>

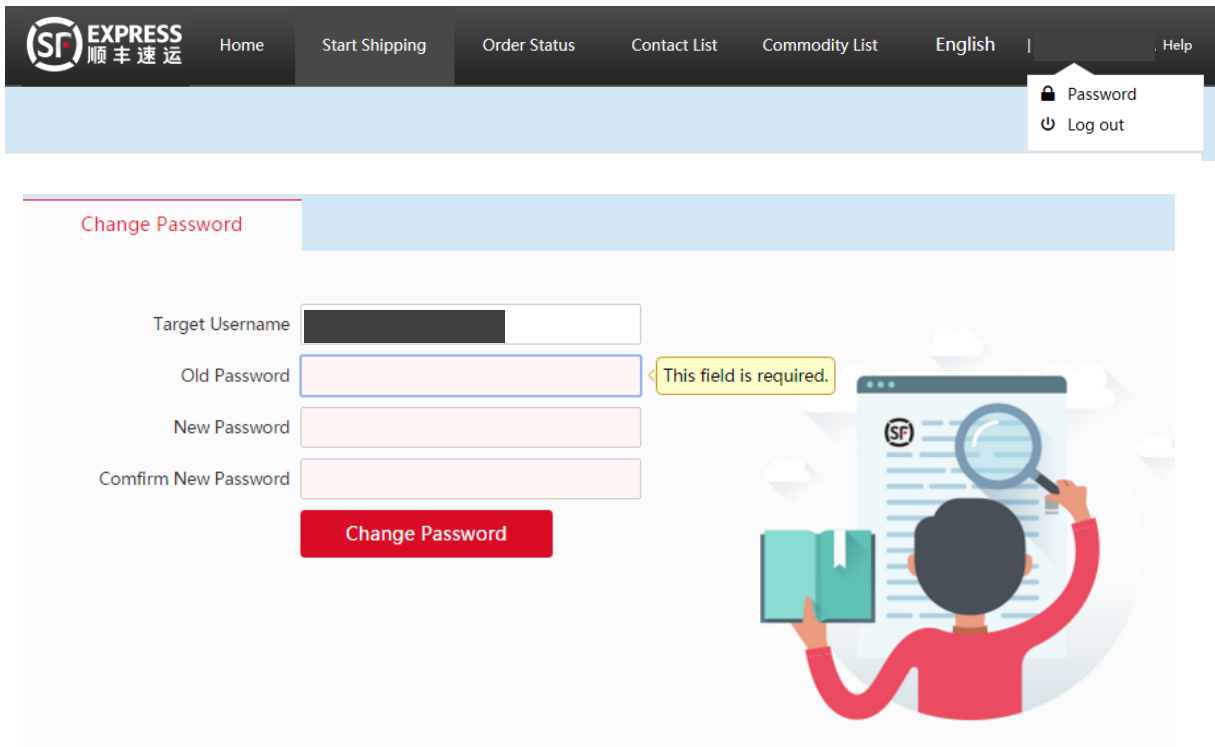
Page 1 of 1 Displaying 1 to 1 of 1 items

**Tips**

Confirm to cancel the order data

## 6. Change Login Password

- Click on login name at a top right corner, select "Password" to change password.



The screenshot shows the top navigation bar of the SF Express website with the following links: Home, Start Shipping, Order Status, Contact List, Commodity List, English, and Help. A dropdown menu is open under the user profile, showing 'Password' and 'Log out' options.

The 'Change Password' form contains the following elements:

- Target Username:** A text input field with a blacked-out username.
- Old Password:** A text input field with a yellow tooltip that says "This field is required."
- New Password:** A text input field.
- Comfirm New Password:** A text input field.
- Change Password:** A red button.

An illustration on the right shows a person in a red shirt holding a magnifying glass over a document with the SF logo, symbolizing a search or verification process.