

## MYSF Guideline – S.F. Credit Account Customers

### 1. Login MYSF

The screenshot shows the 'User Login' page. At the top left, there is a red arrow icon and the text 'User Login'. At the top right, there is a breadcrumb trail 'Home > User Login'. Below this, there are two tabs: 'General Users' and 'Credit Account Customers', with the latter being selected. The main content area contains the following elements:

- A message: '→ Please enter your account info to login MYSF.'
- A 'Login name:' label followed by a text input field. Below the field is a red reminder: 'Reminder: For credit account customers, please use ZD + credit account no. to login'.
- A 'Login password:' label followed by a text input field. To the right of the field is a red link: 'Forgot Password?'.
- A red 'Login' button.

#### 1.1 [Click here](#)

#### 1.2 Credit account customers please login as "Credit Account Customers"

#### 1.3 Enter login name, please enter "ZD + your credit account number"

Example: If your credit account number is 8521234567, your login name will be "ZD8521234567"

#### Remarks:

- To change password, please refer to Part 4.3 of this guideline
  - If you forget your password, please click "Forgot Password?". Our system will automatically generate a new password and send to your registered Email address
- \*For first time login, we suggest you to change your password at once

## 2. Self-Order Placement

### 2.1 Online Ordering

Order Home > Order > Online Ordering

Online Ordering

Country/Region: Hong Kong

Shipper's Information

Name: 陳大文 \* Company Name:  [Address Book](#)

Mobile No.: HongKon 98765432 Phone No.:  -  -   
Please provide a telephone no. or mobile no. Format: District code-Tel no.-Ext no.

Address: Hong Kong 新界 沙田 沙田大道12號101 \*

Shipment Content:  \* Shipment Value: HKD  \*

Weight:  KG \* (Remark: This estimated weight is for reference only. The actual weight will be subject to the pickup from courier. )

Remark(s):  Within 100 characters only.

I have read and agreed the [Terms and Conditions](#).

**Submit**

Select "Order" and click "Online Ordering". Customers can fill in the shipment information and click "Submit" to place order (See green box)

### 2.2 Self-Order Placement & Waybill Print Out

Order Home > Order > Online Ordering + Print Out Waybill

Online Ordering + Print Out Waybill

Country/Region: Hong Kong

Shipper's Information Do not require the courier to pick up the shipment and I prefer:  Self drop-off (If you select "self-drop off", there will be no courier to pick up your shipment. Please print the E-waybill and provide to our courier.)

Individual Customers [What is a personal piece?](#)  Business Customers [What is a business member?](#)

Credit Account No.: 8526663027 Shipper's Tax ID:  [Address Book](#)

Name: 陳大文 \* Please provide the full name of shipper's name Company Name:

Mobile No.: Hong Kor 98765432 \* Phone No.:  -  -   
Please provide a telephone no. or mobile no. Format: District code-Tel no.-Ext no.

Address: 香港 新界 沙田 沙田大道12號101 \*

Remote Area [What is Remote Area?](#)  Non-industrial / commercial address [What is Non-industrial / commercial address?](#)

Remark(s):  Within 100 characters only!

I have read and agreed the [Terms and conditions](#).

Receiver's Information Do not require the courier to drop off and I prefer:  Self-pickup

Credit Account No.:  Address Book

Name:  \* Company Name:   
Please provide the full name of receiver's name

Mobile No.:   \* Phone No.:  -  -   
Please provide a telephone no. or mobile no. Format: District code-Tel no.-Ext no.

Address:     \*  
 Remote Area [What is Remote Area?](#)  Non-industrial / commercial address [What is Non-industrial / commercial address?](#)

Payment Method for Surcharge:

Shipment Content and Other Information

Description of Content *	Brand	ingredient	Unit Price *	Quantity *	Unit *	Total	Currency	Country of origin
Heel		11	4	3	piece	12	HKD	

Weight:  KG \* (Remark: This estimated weight is for reference only. The actual weight will be subject to the pickup from courier.)

No. of Pieces:  pcs \*

Payment Method:  Account Number:  \* Area Code:  \*

Shipment Type:

Remarks for Customer:

Type of Invoice:  Prepare Own Invoice  Fill in Invoice  
Reminder: If you choose "Prepare Own Invoice", please provide your own invoice to our courier when pickup. For "Fill in Invoice", please provide the required information.

If the order is placed when the cut-off time has passed, we will arrange pickup on the next day. For enquiries, please call our Customer Service Hotline at (852) 2730 0273 (Hong Kong) or (853) 2873 7373 (Macau).

2.2.1 Select "Order" and click "Online Ordering + Print Out Waybill"

2.2.2 Select the Country/Region of the destination

2.2.3 Enter the shipper's and receiver's information, shipment details and other information (marked with\*)

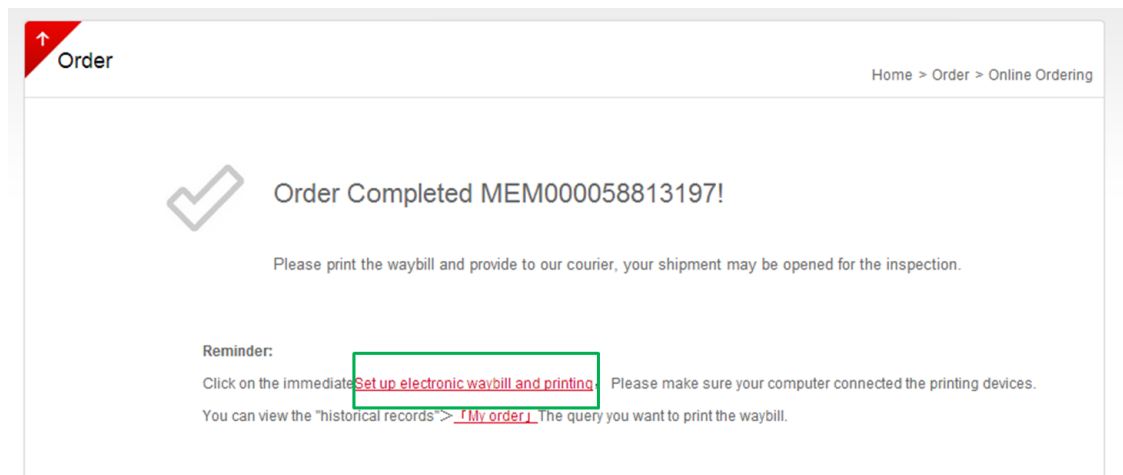
2.2.4 If customers do not require the Door-to-Door Delivery Service, please select "Self-drop off" or "Self-pickup" (See red box)

**2.2.5** Please select "Remote Area" or "Non-industrial/commercial address" for the shipments collected from or delivered to the remote area or non-industrial/commercial address. Please note that additional fee is required (See blue box)

**2.2.6** Click "Submit" to place order (See green box)

Remark:

Customers can click "Address Book" (See yellow box) to add the shipper's and/or receiver's information. Information can be saved so that customers do not need to re-enter all information for upcoming shipment order placements



**2.2.7** Click "Set up electronic waybill and printing" to print out the waybill after the order placement (See green box) and then submit to our couriers during shipment pickup which is more time-saving comparing with the traditional handwritten waybill

## 2.3 Pickup Authorization Service

The screenshot shows the top navigation bar with 'Home', 'Order', 'History Record', and 'My Information'. The 'Order' menu is open, highlighting 'Pickup Authorization Service'. Below the menu is a 'Track & Trace' section with a search bar and a 'Search now' button. To the right is an advertisement for the 'SF-Flexiship APP'. Below these is a 'Services' section with four cards: 'Self-Order Placement', 'Shipment Protection Plus Service', 'SF-Flexiship APP', and 'Track & Trace'.

### 2.3.1 Select "Order" and click "Pickup Authorization Service"

The breadcrumb navigation shows 'order' with an upward arrow icon. To the right, the path 'home > order > Pickup Authorization Service' is displayed.

The form is titled 'Pickup Authorization Service'. It contains an 'Authorization Party' section with fields for Name, Company Name, Mobile No., Phone No., and Address. The 'Address Book' icon is highlighted in yellow. Below the form are buttons for 'Select All', 'Add Order', 'Add Batch Order', 'Batch Install', 'Batch Delete', 'Upload Batch Attachment', and 'Batch Delete Attachment'.

The form is divided into two columns: 'Shipper's Information' and 'Receiver's Information'. Both columns have fields for Name, Company Name, Mobile No., and Address. The 'Address Book' icon is highlighted in yellow in both columns. Below these columns are fields for Shipment Content, Weight, Shipment Type, SPPS, and Cargo Value. At the bottom, there is a 'Paid by shipper' dropdown and a checkbox for agreeing to terms and conditions.

Submit

### 2.3.2 Enter the authorization party, shipper's and receiver's information, shipment content and other information (marked with\*)

### 2.3.3 Click "Submit" to place order

Remark:

Customers can click "Address Book" (See yellow box) to add the authorization party, shipper's and/or receiver's information. Information can be saved so that customers do not need to re-enter all information for upcoming shipment order placements

The image shows two screenshots from a web application. The top screenshot is titled 'Order Completed MEM000058813197!' and includes a checkmark icon and the instruction: 'Please print the waybill and provide to our courier, your shipment may be opened for the inspection.' The bottom screenshot shows the 'Order History' page. It features a navigation bar with 'Home', 'Order', 'History Record', 'My Information', and 'Billing Manage'. A dropdown menu is open under 'History Record', highlighting 'Order History'. The main content area shows a table of order history with columns: Order No., Order Date, Source(s), Order Status, Pickup Time, and Operation. A red box highlights the first three rows of the table. A search bar with 'Order Status' and 'Order Date' fields and a 'query' button is also visible.

Order No.	Order Date	Source(s)	Order Status	Pickup Time	Operation
MEM000058464416	2016/08/18 14:50	Online Order	Cancelled		Delete
MEM000058464278	2016/08/18 14:48	Online Order	Cancelled		Delete
MEM000057866380	2016/07/29 17:04	Online Order	Cancelled		Delete
MEM000057865579	2016/07/29 16:51	Online Order	Cancelled		Delete

### 2.3.4 Select "History Record" and click "Order History" to check or cancel the orders

### 3. Check the Shipment Status

The screenshot shows a web application interface with a navigation bar at the top containing 'Home', 'Order', 'History Record', and 'My Information'. The 'History Record' menu is highlighted with a green box. Below the navigation bar, there is a sidebar with 'Order History' and 'Address Book' options. The main content area features a search form with 'Order Status' (a dropdown menu) and 'Order Date' (a date picker) fields, followed by a red 'Enquiry' button. Below the search form is a table with the following data:

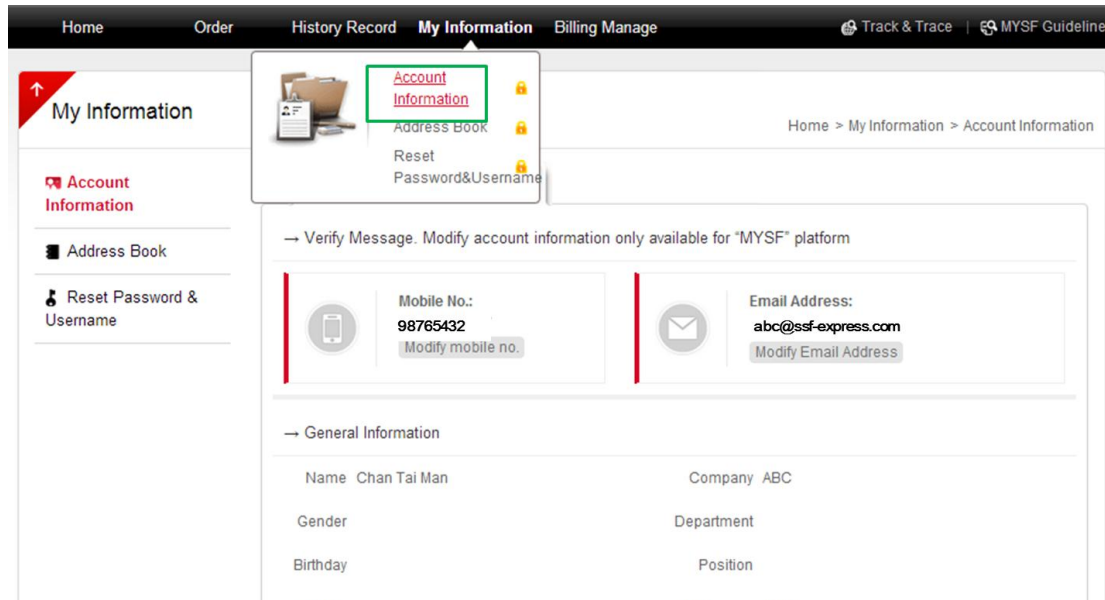
Order No.	Order Date	Source(s)	Order Status	Pickup Time	Operation
<input type="checkbox"/> MEM000058393472	2016/08/16 14:31	Online Order	Cancelled		<input type="button" value="Delete"/>

Select "History Record" and click "Order History" to check the shipment status (See green box)

## 4. Account Management

Select "My Information" and you can select "Account Information", "Address Book" or "Reset Password & Username"

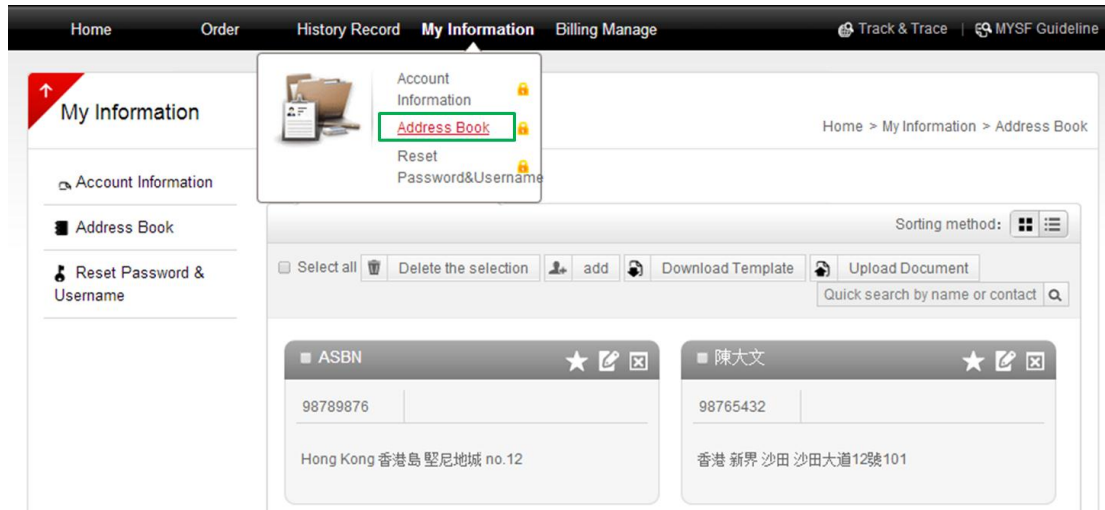
### 4.1 Account Information



The screenshot shows the 'My Information' page with a navigation menu on the left containing 'Account Information', 'Address Book', and 'Reset Password & Username'. A dropdown menu is open over the 'My Information' header, with 'Account Information' highlighted in a green box. The main content area shows a 'Verify Message' section with fields for 'Mobile No.: 98765432' and 'Email Address: abc@sfs-express.com'. Below this is a 'General Information' section with fields for Name (Chan Tai Man), Company (ABC), Gender, Department, Birthday, and Position.

Select "Account Information" (See green box) to reset information of your account, including name and email address, etc.

### 4.2 Address Book



The screenshot shows the 'My Information' page with a navigation menu on the left containing 'Account Information', 'Address Book', and 'Reset Password & Username'. A dropdown menu is open over the 'My Information' header, with 'Address Book' highlighted in a green box. The main content area shows a list of addresses with columns for name and address. Two address cards are visible: one for 'ASBN' with phone number '98789876' and address 'Hong Kong 香港島 堅尼地城 no.12', and another for '陳大文' with phone number '98765432' and address '香港 新界 沙田 沙田大道12號101'. The interface includes a search bar and various action buttons like 'Select all', 'Delete the selection', 'add', 'Download Template', and 'Upload Document'.

Select "Address Book" (See green box) to add or edit the shipper's and/or receiver's information. Customers do not need to re-enter all information for upcoming shipment order placements



### 4.3 Reset Password & Username

The screenshot shows a web application interface with a navigation bar at the top containing 'Home', 'Order', 'History Record', 'My Information', and 'Billing Manage'. On the right side of the navigation bar are links for 'Track & Trace' and 'MYSF Guideline'. Below the navigation bar is a 'My Information' section with a sidebar on the left containing 'Account Information', 'Address Book', and 'Reset Password & Username'. A dropdown menu is open over the 'My Information' header, listing 'Account Information', 'Address Book', and 'Reset Password&Username', with the last option highlighted by a green box. The main content area contains three password input fields: '\* Current Password:' with the placeholder 'Please input old username', '\* New Password:', and '\* Re-enter Password:' with the placeholder 'Please enter new password again'. A red 'Save' button is located at the bottom of the form.

Select "Reset Password & Username" (See green box) to reset the password or change the username

## 5. Billing Management

### 5.1 Search E-bill

The screenshot shows the SF Express website interface. The top navigation bar contains links for Home, Order, History Record, My Information, Billing Manage, Track & Trace, and MYSF Guideline. The Billing Manage dropdown menu is expanded, highlighting the E-bill option. Below the navigation, there are several promotional banners and service cards. The E-bill search section is highlighted with a red box.

The screenshot shows the E-bill search interface. It features a search bar for Monthly Statements, query conditions (Per Month, Per Day), and a table of search results. The table has columns for Date, Waybill No., Shipper, Company Name, Receiver's Address, Tel, Charge Type, Weight, Total, After Discount, Download, and Waybill.

**Reminder:** System provides last three months historical data only temporarily. Search range cannot exceed 30 days.

Selec	Date	Waybill No.	Shipper	Shipper's R	Company Name	Receiver's Ad	Tel	Charge Type	Weight	Total	After Discoun	Download	Wayb
<b>Reminder:</b> 1、System provides last three months historical data only temporarily; 2、System billing cycle according to normal months sequence;													

**E-bill** Home > Billing Manage > E-bill

**Monthly Statements**

→ Query Conditions

Per Month Enquiry Month: 
  
 Per Day Start Date:  End Date:

Waybill No. :

Reminder: System provides last three months historical data only temporarily. Search range cannot exceed 30 days.

Select	Date	Waybill No.	Company Name	Receiver's Ad	Tel	Charge Type	Weight	Total (After Discoun	Download	Wayb
<input type="checkbox"/>										

Reminder:

- System provides last three months historical data only temporarily;
- System billing cycle according to normal months sequence;

**5.1.1** Select "Billing Management" and click "E-bill" (See red box), you can search statements by month or by date

- By month: Enter the month of the statement
- By date: Enter the starting and ending dates

Remark: Customers can check and export the statements for last three months for reference

**E-bill** Home > Billing Manage > E-bill

**Monthly Statements**

→ Query Conditions

Per Month Enquiry Month: 
  
 Per Day Start Date:  End Date:

Waybill No. :

Reminder: System provides last three months historical data only temporarily. Search range cannot exceed 30 days.

Select	Date	Waybill No.	Shipper	Shipper's R	Company Name	Receiver's Ad	Tel	Charge Type	Weight	Total (After Discoun	Download	Wayb
<input type="checkbox"/>	07/11/2016					香港	-				<input type="button" value="POD"/>	
<input type="checkbox"/>	07/11/2016					香港	-					POD

**5.1.2** Click "POD" (See red box), you can download waybill for reference

Monthly Statements

→ Query Conditions

Per Month Enquiry Month: 2016-11

Per Day Start Date:  End Date:

Waybill No. :

Reminder: System provides last three months historical data only temporarily. Search range cannot exceed 30 days.

Select	Date	Waybill No.	Shipper	Shipper's Co	Company Name	Receiver's Ad	Tel	Charge Type	Weight	Total	(After Discoun	Download	Wayb
<input checked="" type="checkbox"/>	07/11/2016					香港	-						POD
<input checked="" type="checkbox"/>	07/11/2016					香港	-						POD
<input checked="" type="checkbox"/>	07/11/2016					香港	-						POD

5.1.3 Select “Select” (See blue box) or specific waybill no. (See green box), and click “Download Batch Waybill” (See yellow box), you can download batch waybills for reference

## 5.2 Modify the Billing Info

### 5.2.1 Email, Contact Person and Contact Number

Home Order History Record My Information **Billing Manage**

**Edit Info** Home > Billing Manage > Edit Info

E-bill

Modify the Billing Info

Contact Us

Invoice Type  E-bill  Paper statement

E-mail  \*

Contact Person  \*


Tel. Number  \*

Fax Number  \*

Address  \*

Select “Modify the Billing Info” to update the information (including email, contact person, contact number, etc.) and click “Save”

## 5.2.2 Invoice Type

 **Modify the Billing Info** Home > Billing Manage > Modify the Billing Info

Invoice Type	<input checked="" type="radio"/> E-bill <input type="radio"/> Paper Statement *
E-mail	<input type="text"/> *
Contact Person	<input type="text"/> *
Tel. Number	<input type="text"/> *
Fax Number	<input type="text"/> *
Address	<input type="text"/> *

Customer can choose the invoice type as "E-Bill" or "Paper Statement" (See red box)

## 5.3 Contact Us

If you have any enquiries, please contact our Finance Department at (852) 2787 1222 or email to [acchkg@sf-express.com](mailto:acchkg@sf-express.com)