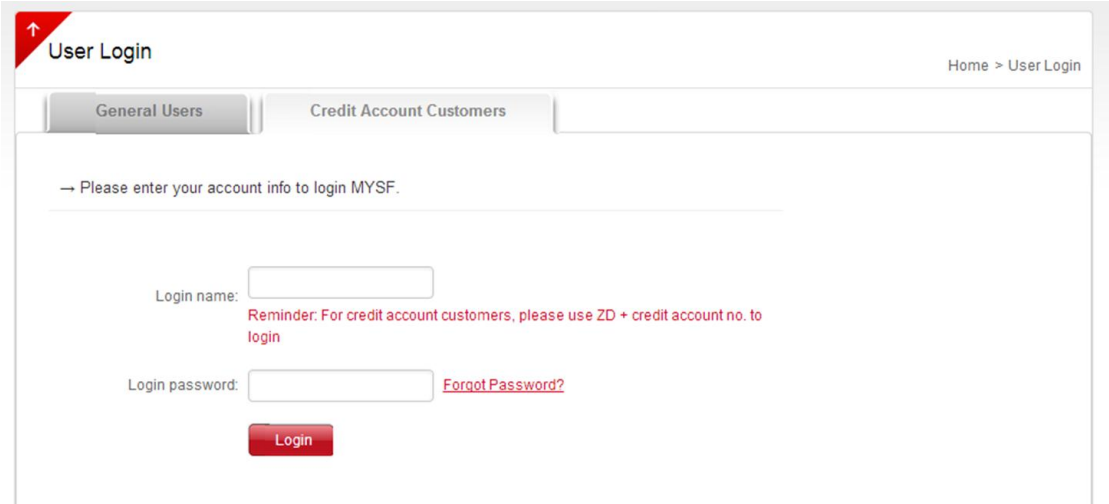
MYSF Guideline – S.F. Credit Account Customers

1. Login MYSF



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:

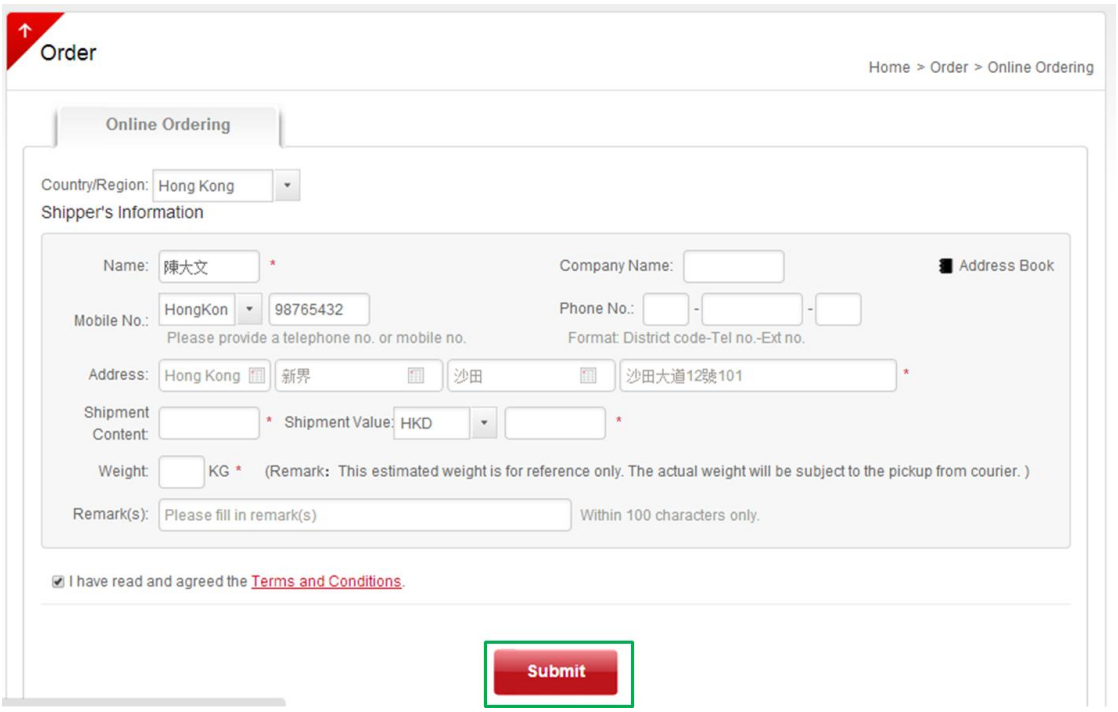
• To change password, please refer to Part 4.3 of this guideline

• 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

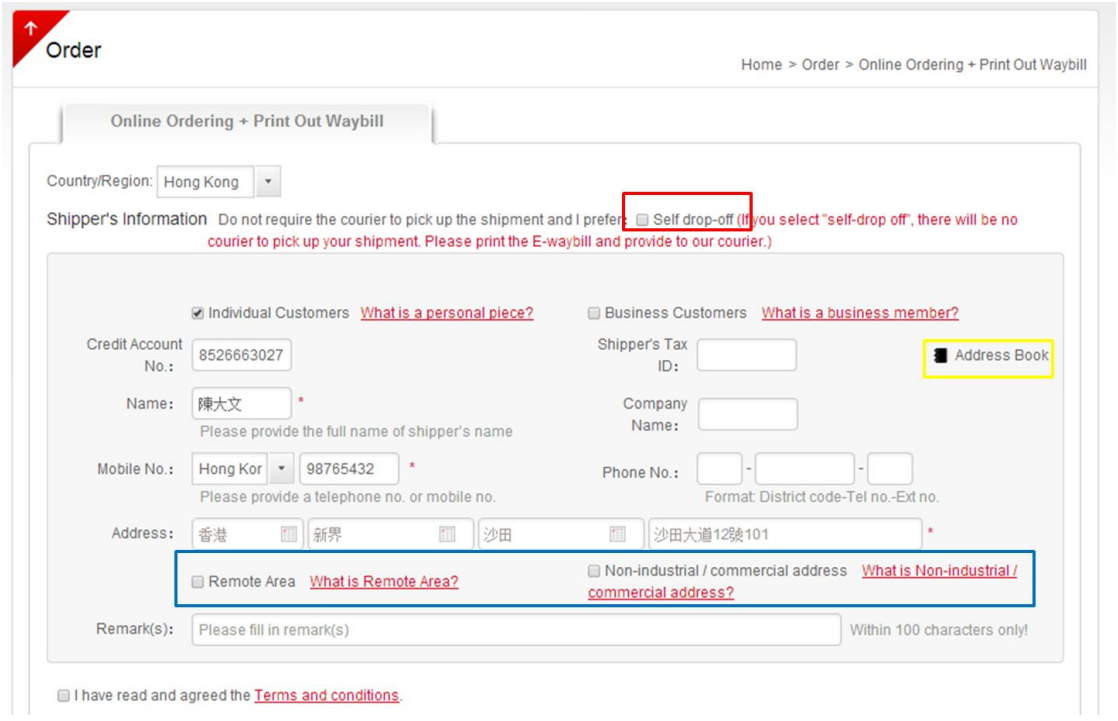
2. Self-Order Placement

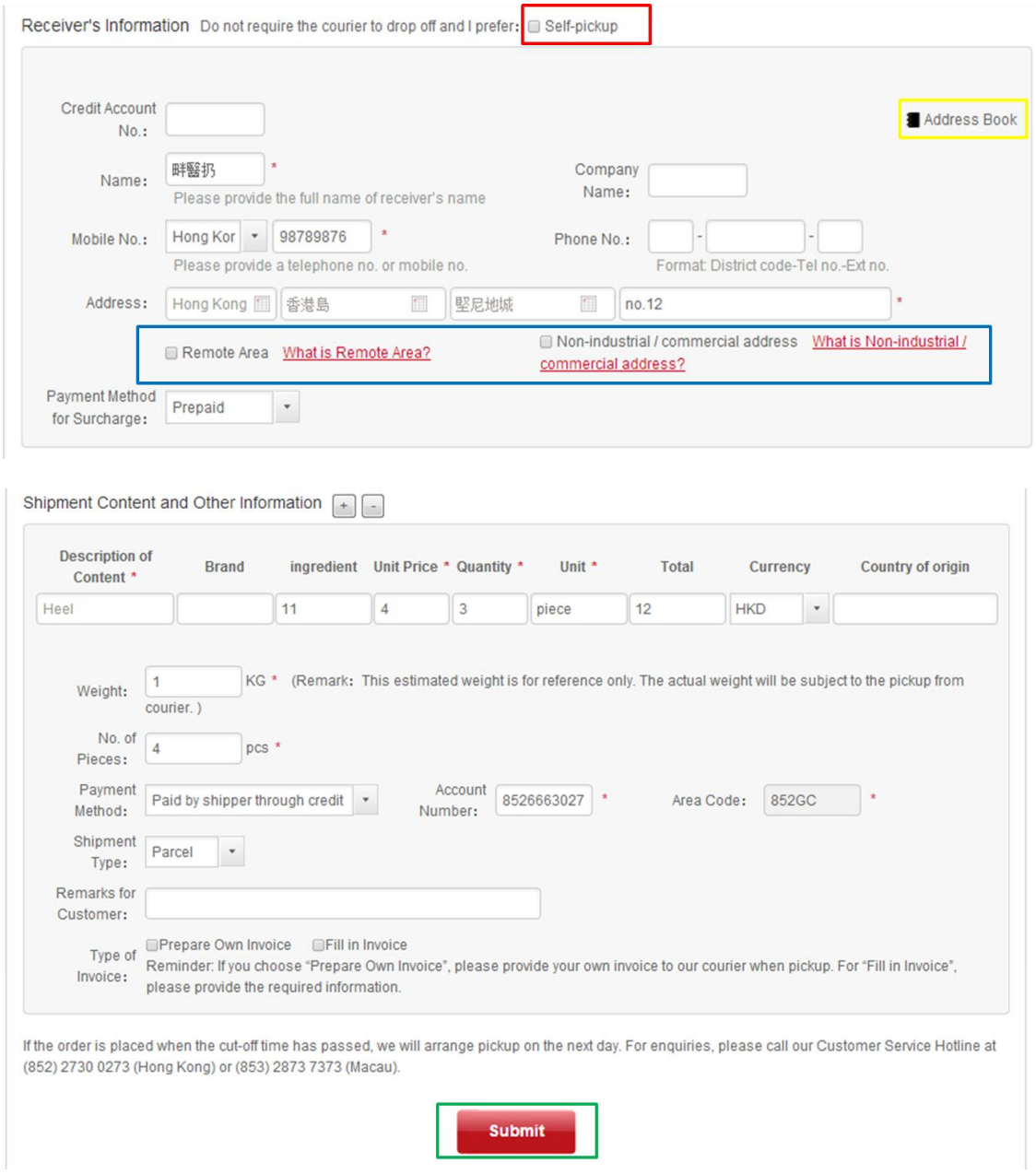
2.1 Online Ordering



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





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*)

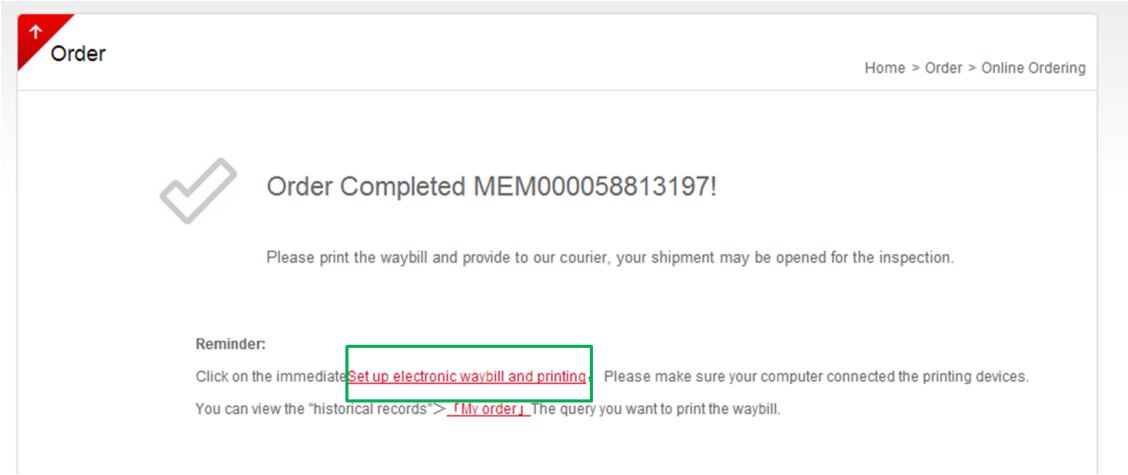
2.2.4 If customers do not require the Door-to-Door Delivery Service, please select "Self-drop off" or "Self-pickup" (See red box)

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)

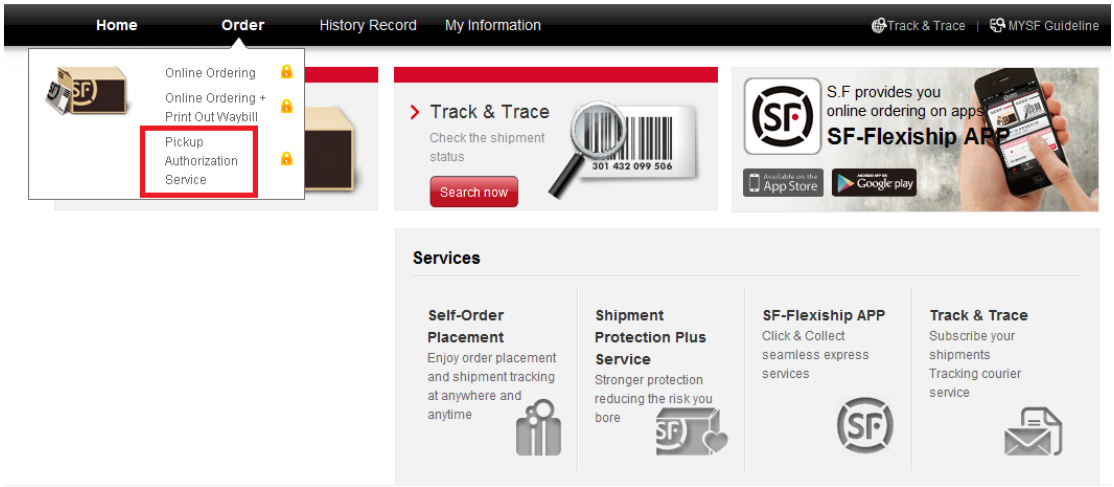
Remark:

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

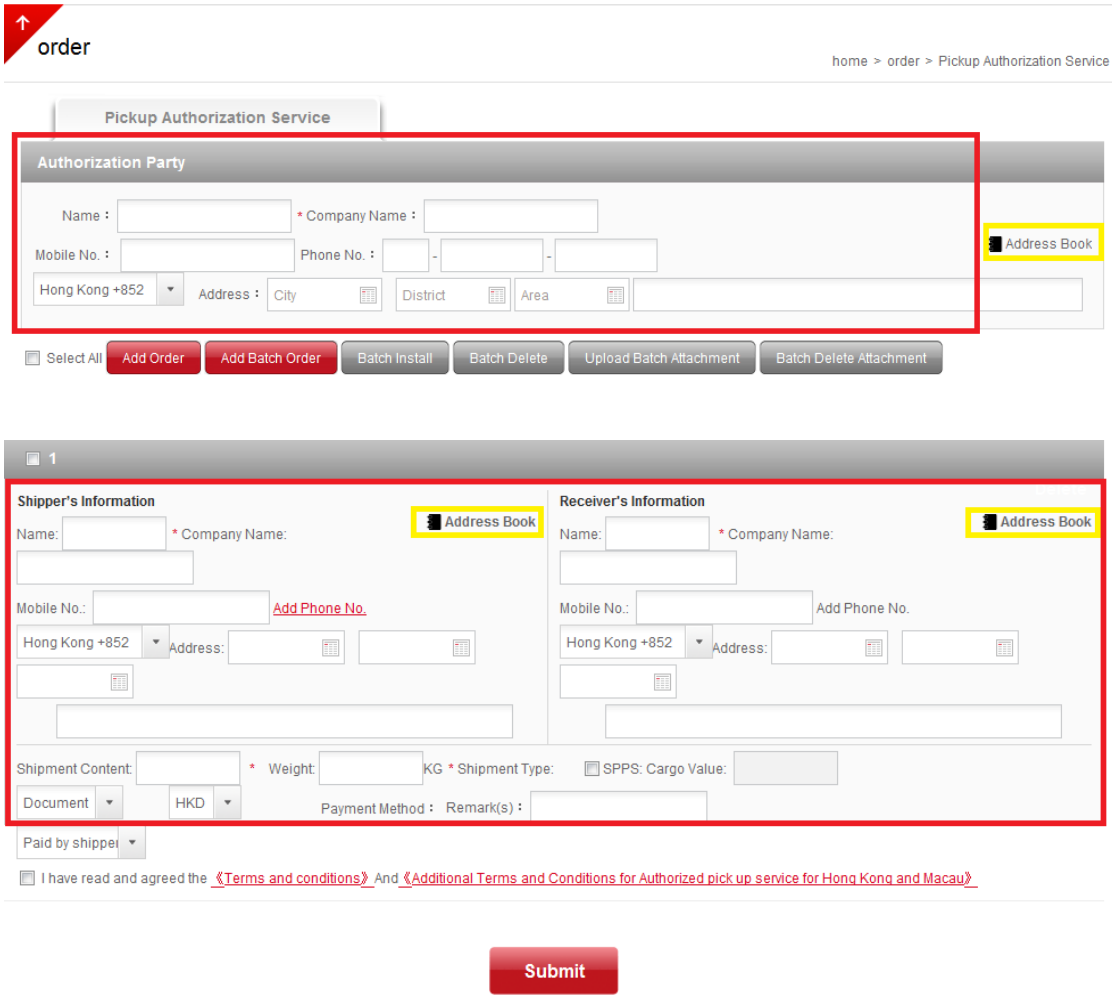


2.2.7 Click "Set up electronic waybill and printing" to print out the waybill after the order placement (See green box) and then submit to our couriers during shipment pickup which is more time-saving comparing with the traditional handwritten waybill

2.3 Pickup Authorization Service



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

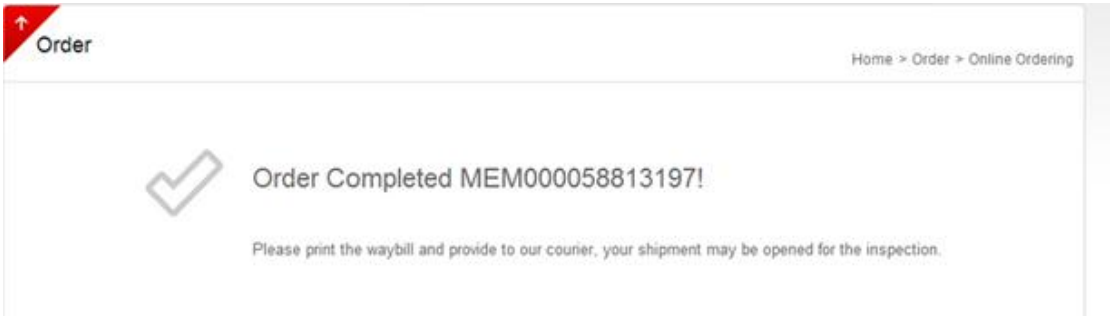


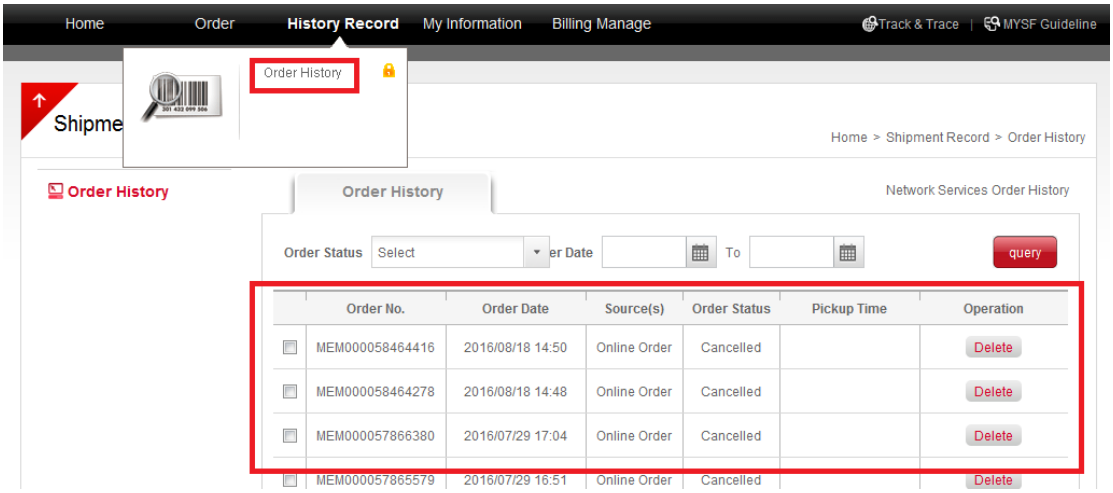
2.3.2 Enter the authorization party, shipper's and receiver's information, shipment content and other information (marked with*)

2.3.3 Click "Submit" to place order

Remark:

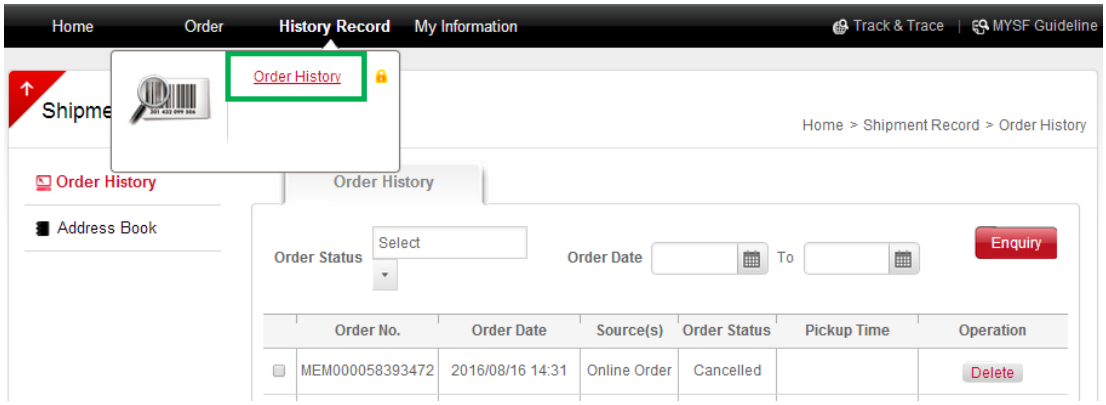
Customers can click "Address Book" (See yellow box) to add the authorization party, shipper's and/or receiver's information. Information can be saved so that customers do not need to re-enter all information for upcoming shipment order placements





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

3. Check the Shipment Status

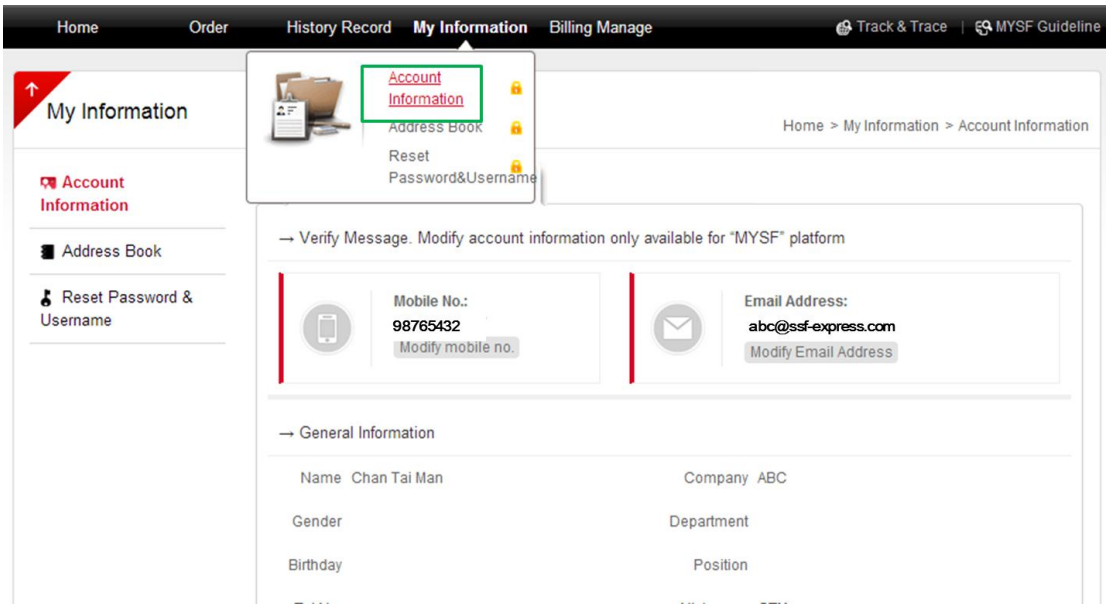


Select "History Record" and click "Order History" to check the shipment status (See green box)

4. Account Management

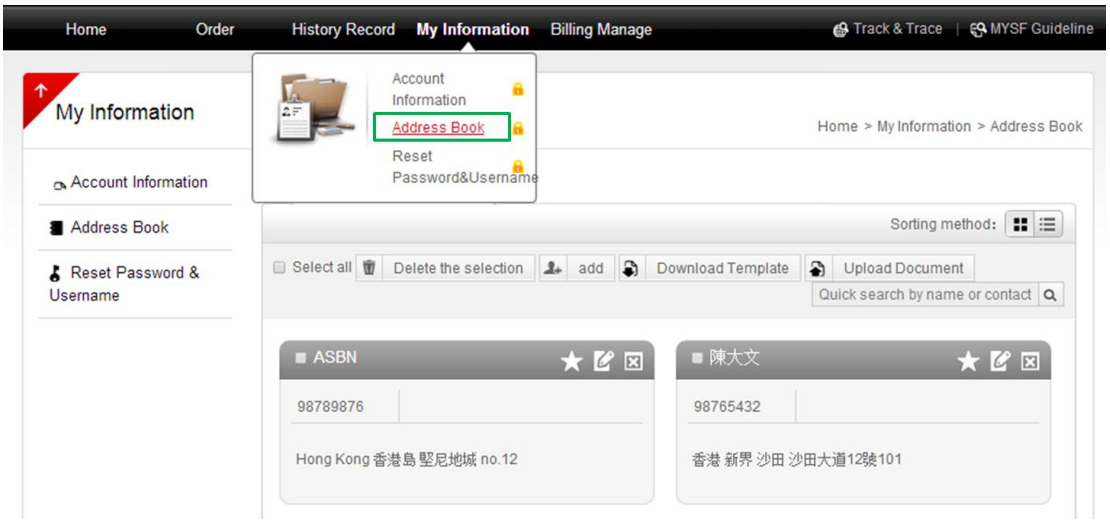
Select "My Information" and you can select "Account Information", “Address Book" or "Reset Password & Username"

4.1 Account Information



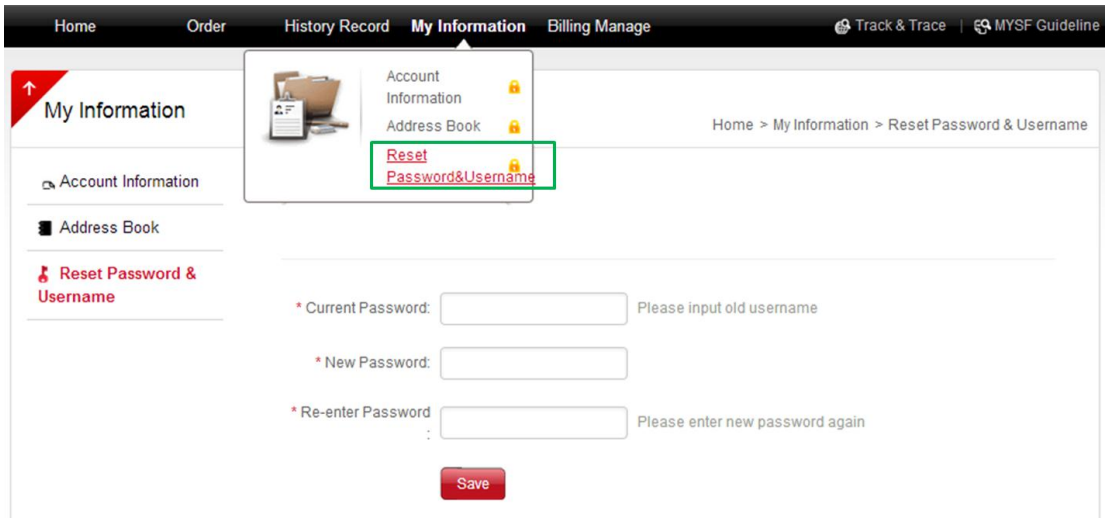
Select “Account Information" (See green box) to reset information of your account, including name and email address, etc.

4.2 Address Book



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

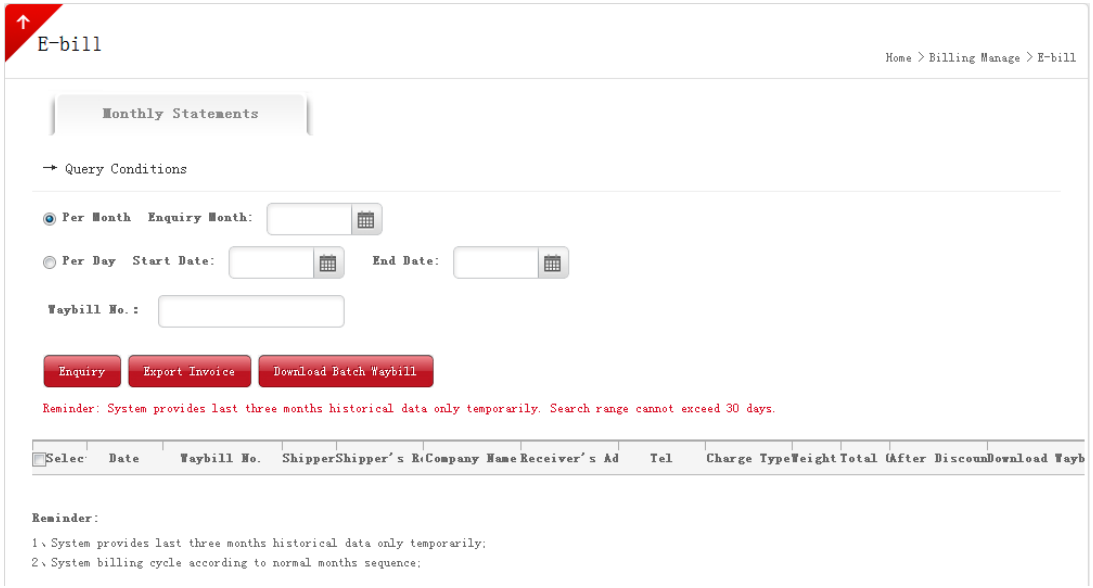
4.3 Reset Password & Username

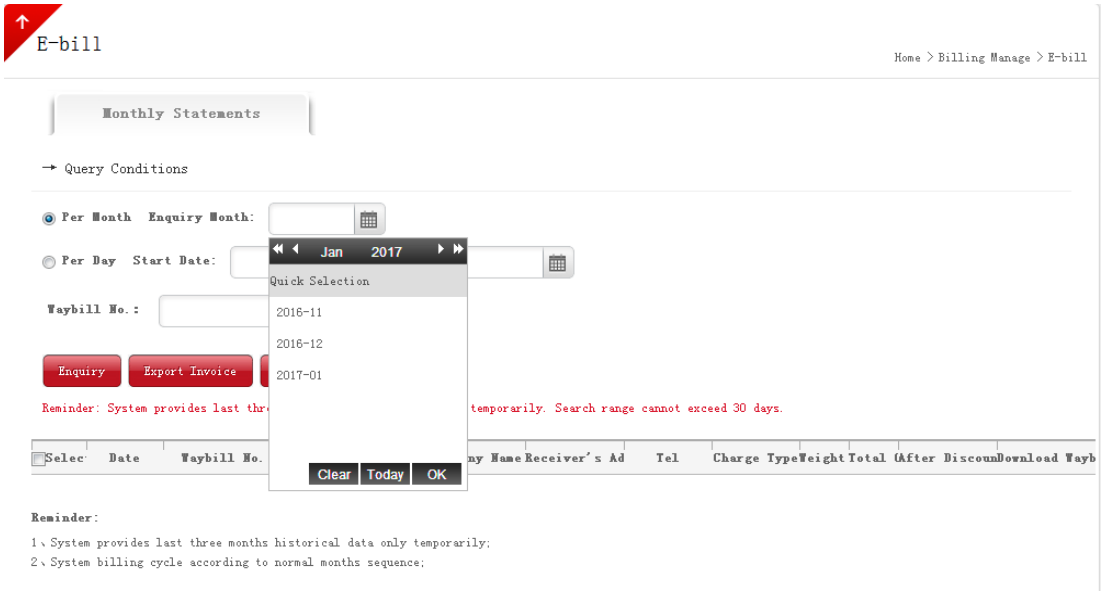


Select "Reset Password & Username" (See green box) to reset the password or change the username

5. Billing Management

5.1 Search E-bill

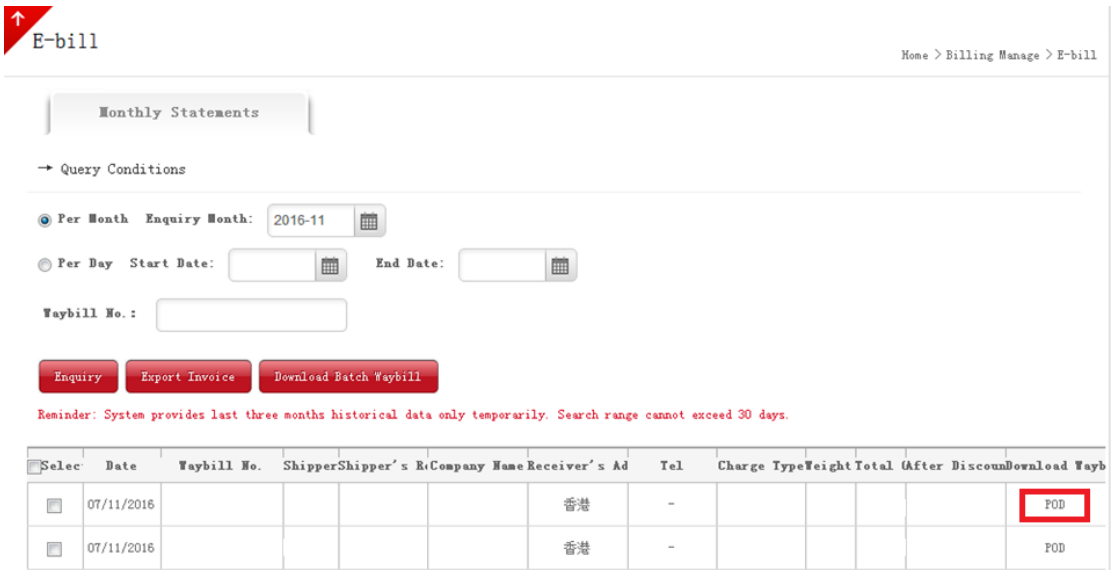




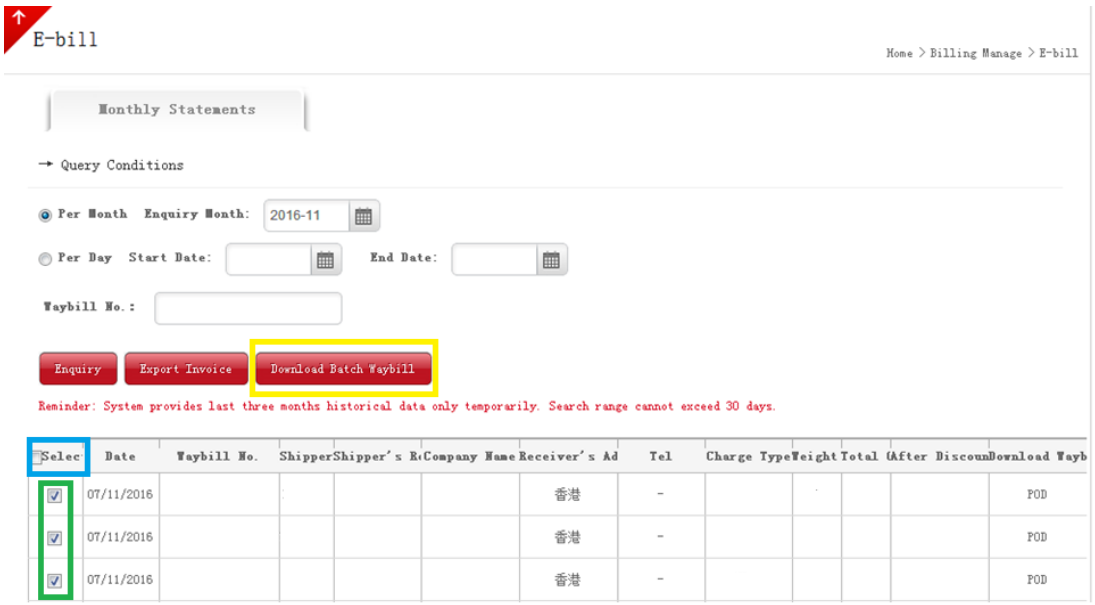
5.1.1 Select "Billing Management" and click "E-bill" (See red box), you can search statements by month or by date

- 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



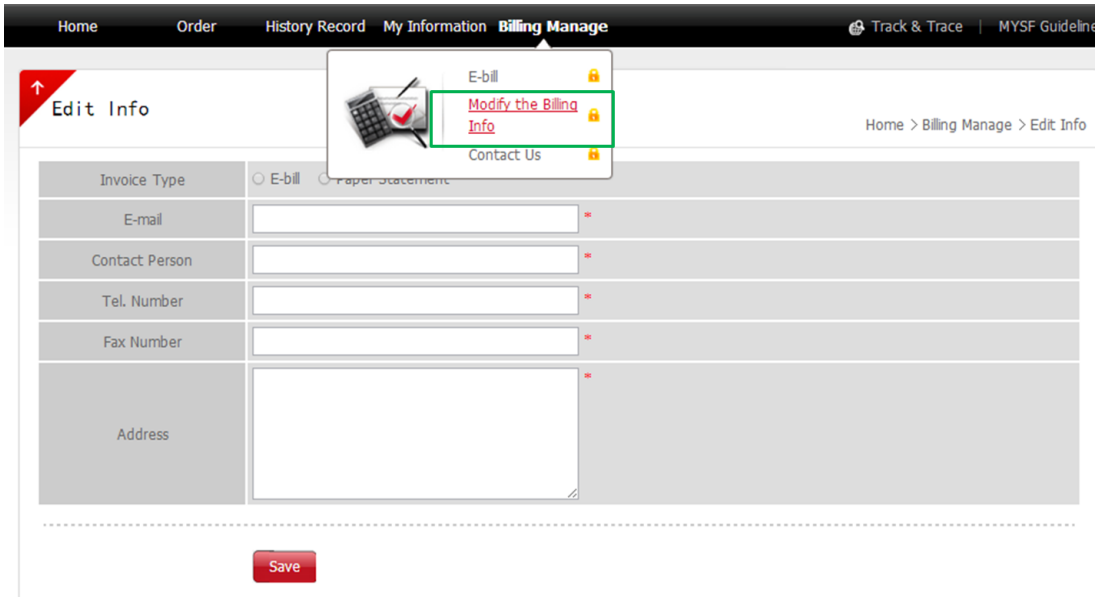
5.1.2 Click "POD" (See red box), you can download waybill for reference



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

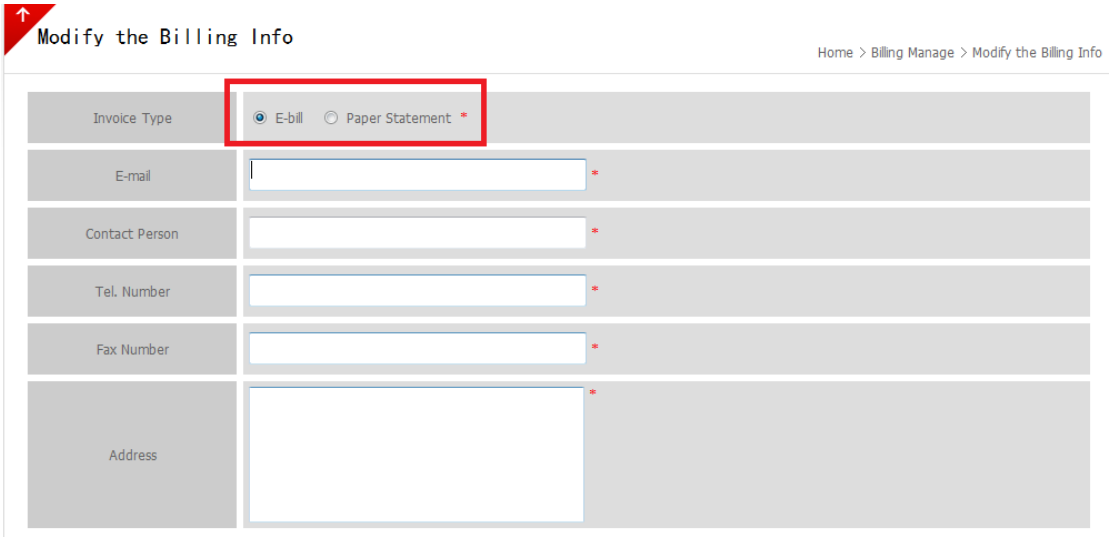
5.2 Modify the Billing Info

5.2.1 Email, Contact Person and Contact Number



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

5.2.2 Invoice Type



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