

Manual of IUOP

1. Log in (for IBS users)

After logging in IBS system, click "Switch to IUOP". For credit account customers, please contact your sales manager bound IUOP account with credit account.

Notice on the Migration of International Express Order Function

Dear customers,

In order to unify the ordering entry and improve customer service experience, we have launched the new international business ordering system (hereinafter referred to as IUOP system). And the international express order function will be migrated to IUOP system gradually from order IBS system. During and after the system migration, the international express delivery range, time, price and discount will not be affected. Please choose the new system to place your order according to the prompts.

We apologize for any inconvenience caused to you. If you have any questions, please contact 95338 for mainland Chinese users, or local customer service hotline for overseas users.

SF international



2. Order &Ship

2.1 Single Shipment Order

In the menu "Shipping"-“Single Shipment Order”, enter shipping and receiving info, commodity info and order placement info. After preview, click “Submit Order”.

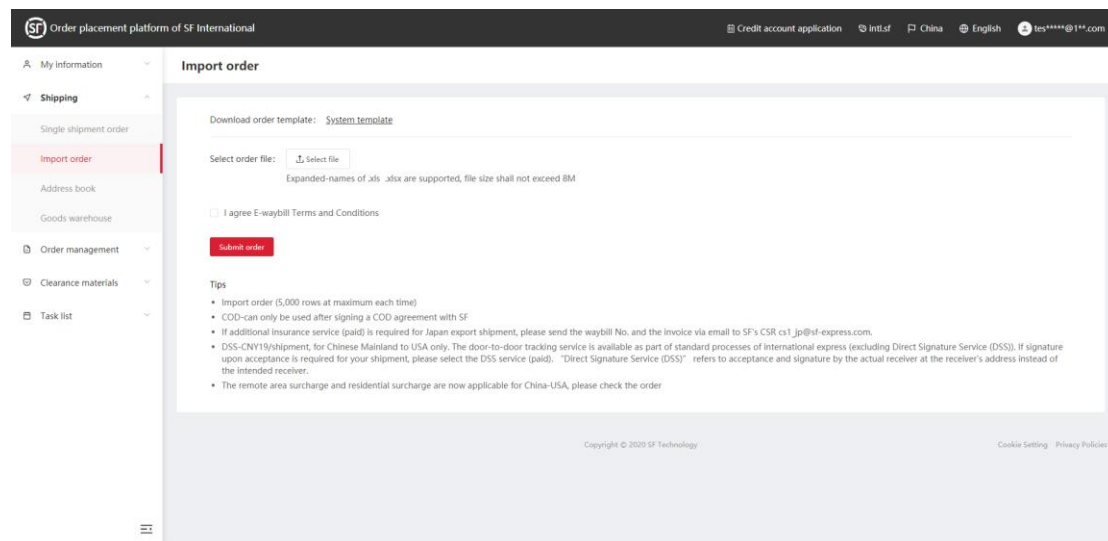
The screenshot shows the 'Shipping' section of the SF International Order placement platform. The page is divided into three steps: 01 Shipping and receiving information, 02 Commodity info, and 03 Order placement info. The 'Shipping and receiving information' step is active, showing fields for Shipper info (Name, Country/district, Mobile phone No., Detailed address, Postal code, VAT No.) and Receiver info (Company name, State/province/city/district, Fixed phone, Email, EDRI No.). A 'Use address book' button is also visible.

Notice:

- The information of the shipper and receiver must be valid and complete. After entering shipper and receiver information, you can save them to the address book;
- At least one declared item must be filled in, and prohibited items can't be included;
- Making an appointment for pickup is available;
- Value-added services can only be displayed after selecting the payment method;
- The rate displayed after the product is selected is for reference only. The actual rate is confirmed after handing over to courier; Residential surcharges will be charged according to actual conditions;
- Checking "I agree to E-waybill Terms and Conditions" is mandatory;

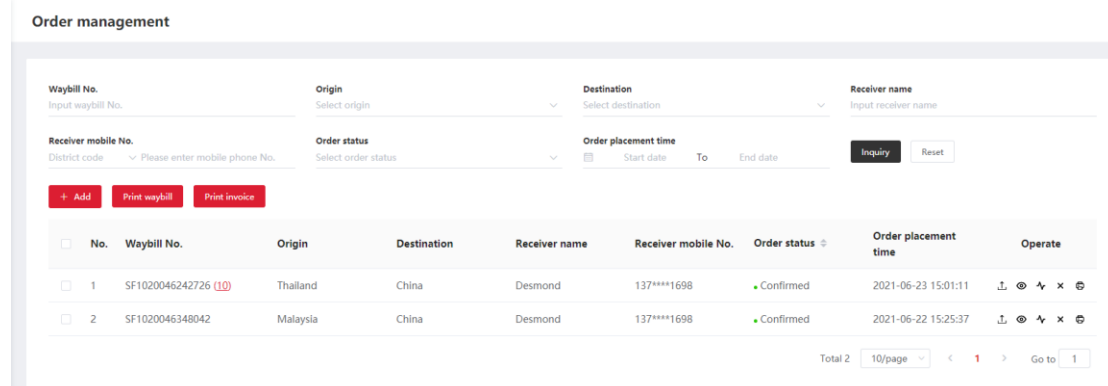
2.2 Bulk order

In the menu “Shipping”-“Import Order”, select “System template”(business customer can select Custom template as well), and upload the order file. Check “E-waybill Terms and Conditions” and click “Submit Order”.



3. Upload Documents

According to the different flow, the requirements for customs clearance materials are different. Please upload documents according to the requirements. In the menu "Customs Clearance Information" - "Upload List", click "Upload" icon in the column of waybill number.



The page lists the required upload documents, click "New upload", and submit.

Details of upload

Waybill No.
SF1020046242726

Receiver name
Desmond

Destination country
China

Destination city
Fuzhou

Upload certificate information

Identity certificate(s) to be uploaded

Receiver: Commercial Invoice (Please upload the commercial invoice)
Receiver: Packing List (Please upload the packing list)

Identity certificate(s) uploaded

N/A

Select a type of identity certificate

Please select certificate type



[New upload](#)

Tips

1. The file information must be consistent with the information of the ownership of the order.
2. The supported file formats for uploading are png, jpg, and pdf. For the sake of picture quality, it is recommended to upload in png or jpg format.
3. Each picture file must be less than 3MB, image clear.
4. Support for one-time upload up to 50 (each file type is not more than 30).
5. If it is a mother-child package (that is, multiple packages with one first weight), please use the mother air waybill number to upload.