## 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.



### 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".

SF international

(	🛐 Order placement p	olatforr	n of SF International	Credit account application	il <i>s</i> f 🏳 China	English	主 tes*****@1**.com
e[	My information	×	Shipping				
V	Shipping						_
	Single shipment order		01 02 03				
	Import order		Shipping and receiving information Commodity info Order placement info				
	Address book		Shipping and receiving information The Item marked with " * " Is required				
	Goods warehouse		Shippar info			👩 Use ad	dress book
	Order management		* Name	Company name 🕕			
9	Clearance materials						
8	Task list		* Country/district Please select	State/province/city/district Please select  Please select	∨ Ple	ase select	
			Mobile phone No. Please select - Please Input	Fixed phone Please select V Please input			
			* Detailed address Please logut				
			* Posal code	Email Please input			
		≕	VAT NR. ①	EORI No. 🕃			Next

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".

(	SF) Order placement p	olatform	of SF International	Credit account application	S inti.sf	P China	🕀 English	tes*****@1**.com	
of	My information		Import order						
4	Shipping								
	Single shipment order	ent order	Download order template: System template						
	Import order		Select order file:						
	Address book		Expanded names of we assault appointed, the sace sharing experience on						
	Goods warehouse		agree E-waybill Terms and Conditions						
C	) Order management		Submit order						
0	Clearance materials		Tips  Import order (5,000 rows at maximum each time)						
8	1 Task list		COD-can only be used after signing a COD agreement with SF     If additional insurance service (paid) is required for Japan export shipment, please send the waybill No. and the invoice     If additional insurance service (paid) is required for Japan export shipment, please send the waybill No. and the invoice     OS CS-CMV9/hipment, CF China-USA one). The door cot- door tracking service is available as part of stanc     upon acceptance is required for your shipment, please select the DSS service (paid). "Direct Signature Service (DSS)" the     the Intender receiver.     The remote area surcharge and residential surcharge are now applicable for China-USA, please check the order	via email to SF's CSR cs1_jp@s1-express dard processes of international express refers to acceptance and signature by t	ucom. (excluding D he actual rec	irect Signatur eiver at the re	re Service (DSS eceiver's addre	i). If signature iss instead of	
			Copyright & 2003 SF Technolog				-Co	okie Setting Privacy Policies	
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# 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.

Waybill No. Input waybill No.			Origin Select or	gin	V Select	nation t destination		Receiver name Input receiver name		
teceiver District o	mobile code	No. V Please enter mobile phone Print waybill Print invoice	Order sta	<b>tus</b> der status	Order	placement time Start date To	End date	Inquiry Reset		
	No.	Waybill No.	Origin	Destination	Receiver name	Receiver mobile No.	Order status 💠	Order placement time	Operate	
	1	SF1020046242726 (10)	Thailand	China	Desmond	137****1698	<ul> <li>Confirmed</li> </ul>	2021-06-23 15:01:11	±⊚≁×	

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

tails of upload			
Waybill No. F1020046242726	Receiver name Desmond	Destination country China	Destination city Fuzhou
Jpload certificate information			
Identity certificate(s) to be upl	Daded		
Receiver: Commercial Invoice Receiver: Packing List (Pleas	<ul> <li>(Please upload the commercial invoice)</li> <li>upload the packing list)</li> </ul>		
Identity certificate(s) uploaded			
N/A			
Select a type of identity certificat	2		
Please select certificate type			
+ New upload			
Tips			
<ol> <li>The file information must be 2. The supported file formats f</li> </ol>	e consistent with the information of the ownership of the o or uploading are png, jpg, and pdf. For the sake of picture	order. e quality, it is recommended to upload in png or jpg forn	nat.

- The supported me formas for uploading are prig. Jpg. and put for the sake of picture quality, it is recommended to upload in prig of 3. Each picture file must be less than 3MB, Image clear.
   Support for one-time upload up to 50 (each file type is not more than 30).
   If it is a mother-child package (that is, multiple packages with one first weight), please use the mother air waybill number to upload.