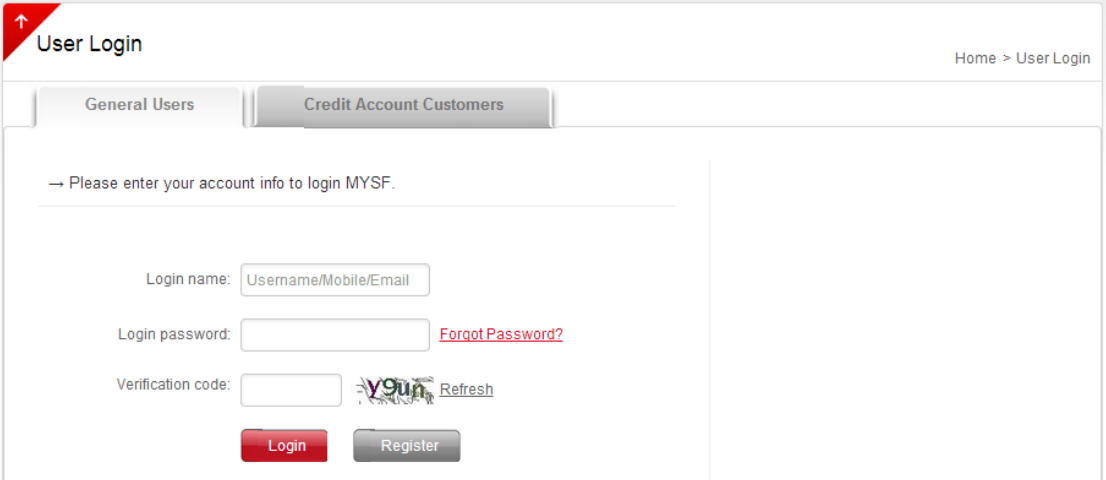


## MYSF Guideline – Non-S.F. Credit Account Customers

### 1. Login MYSF



The screenshot shows the MYSF User Login interface. 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 a message: "→ Please enter your account info to login MYSF." Below this message are three input fields: "Login name:" with a placeholder "Username/Mobile/Email", "Login password:" with a "Forgot Password?" link, and "Verification code:" with a "Refresh" link and a CAPTCHA image. At the bottom, there are two buttons: "Login" (red) and "Register" (grey).

1.1 [Click here](#) to login

1.2 Non-credit account customers please login as "General Users"

1.3 Enter login name, customers can enter username/ mobile number/ email address

Remarks:

- If you forgot your password, please click "Forgot Password?". Please enter your username, you can reset your password with mobile or email verification
- To change password, please refer to Part 4.3 of this guideline

## 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 Online Ordering & Print Out Waybill

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.:

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

Company Name:

Mobile No.:   \*  
Please provide a telephone no. or mobile no.

Phone 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:

[Address Book](#)

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 content and other information (marked with\*)

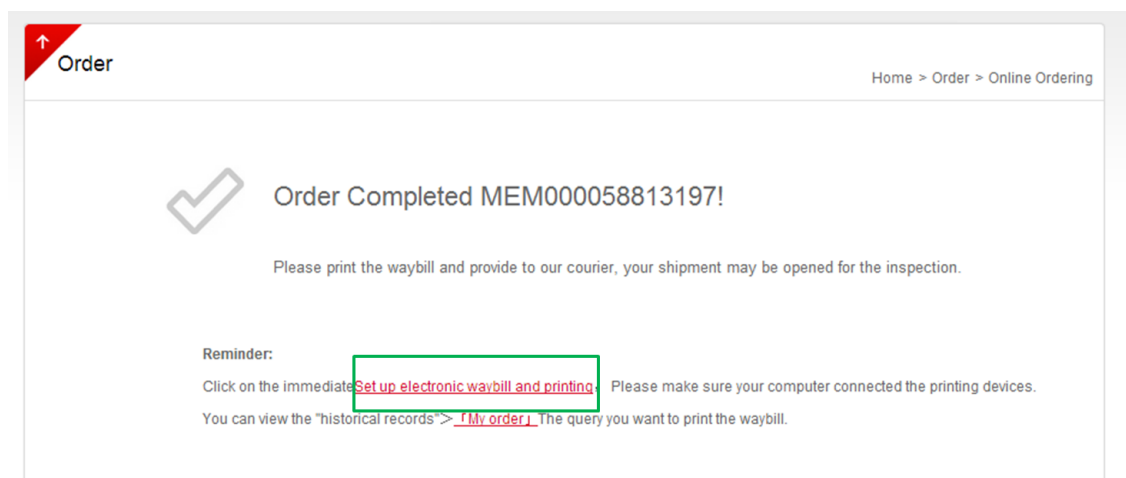
2.2.4 If customers do not require the Door-to-Door Delivery Service, please select "Self-drop off" or "Self-pickup" (See red box)

**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

Home **Order** History Record My Information Track & Trace MYSF Guideline

Online Ordering  
Online Ordering + Print Out Waybill  
**Pickup Authorization Service**

**Track & Trace**  
Check the shipment status  
301 432 099 506  
Search now

S.F provides you online ordering on apps  
**SF-Flexiship APP**  
Download on the App Store  
GET IT ON Google play

**Services**

- Self-Order Placement**  
Enjoy order placement and shipment tracking at anywhere and anytime
- Shipment Protection Plus Service**  
Stronger protection reducing the risk you bore
- SF-Flexiship APP**  
Click & Collect seamless express services
- Track & Trace**  
Subscribe your shipments  
Tracking courier service

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

order home > order > Pickup Authorization Service

**Pickup Authorization Service**

**Authorization Party**

Name :  \* Company Name :

Mobile No. :  Phone No. :  -  -

Hong Kong +852 Address : City  District  Area

Select All

1

**Shipper's Information**

Name:  \* Company Name:

Mobile No.:  [Add Phone No.](#)

Hong Kong +852 Address:

**Receiver's Information**

Name:  \* Company Name:

Mobile No.:  [Add Phone No.](#)

Hong Kong +852 Address:

Shipment Content:  \* Weight:  KG \* Shipment Type:  SPPS: Cargo Value:

Document  HKD  Payment Method: Remark(s):

Paid by shipper

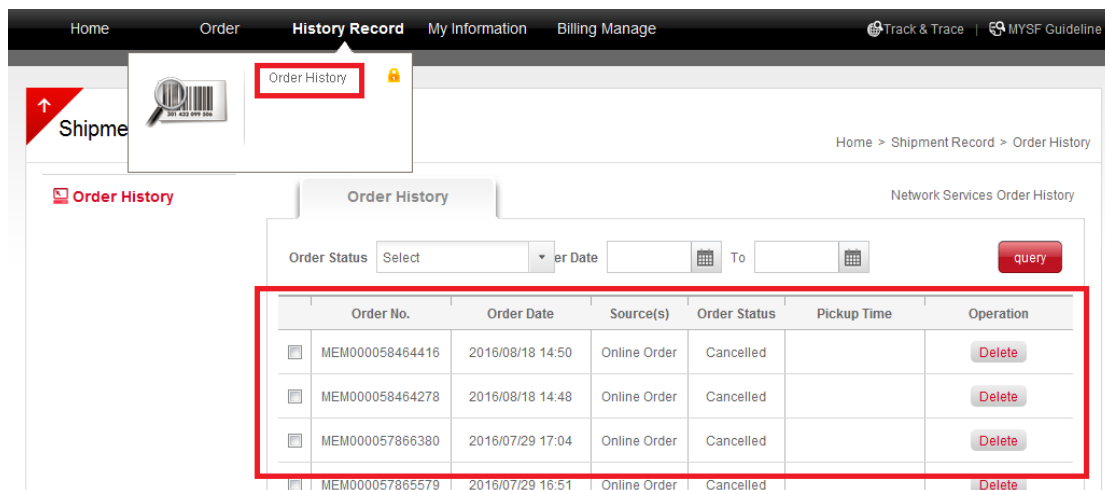
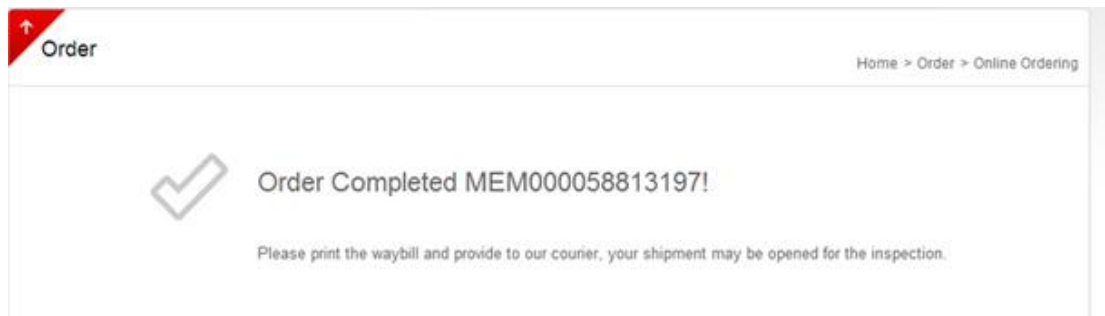
I have read and agreed the [Terms and conditions](#) And [Additional Terms and Conditions for Authorized pick up service for Hong Kong and Macau](#)

### 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 the shipment status

### 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'. Below the navigation bar, there is a sidebar with 'Shipment' and 'Order History' (highlighted with a green box). The main content area has a breadcrumb trail 'Home > Shipment Record > Order History'. Below the breadcrumb, there is a search form with 'Order Status' (a dropdown menu with 'Select' as the current value) and 'Order Date' (a date range selector with 'To' and calendar icons). A red 'Enquiry' button is located to the right of the search form. Below the search form is a table with the following data:

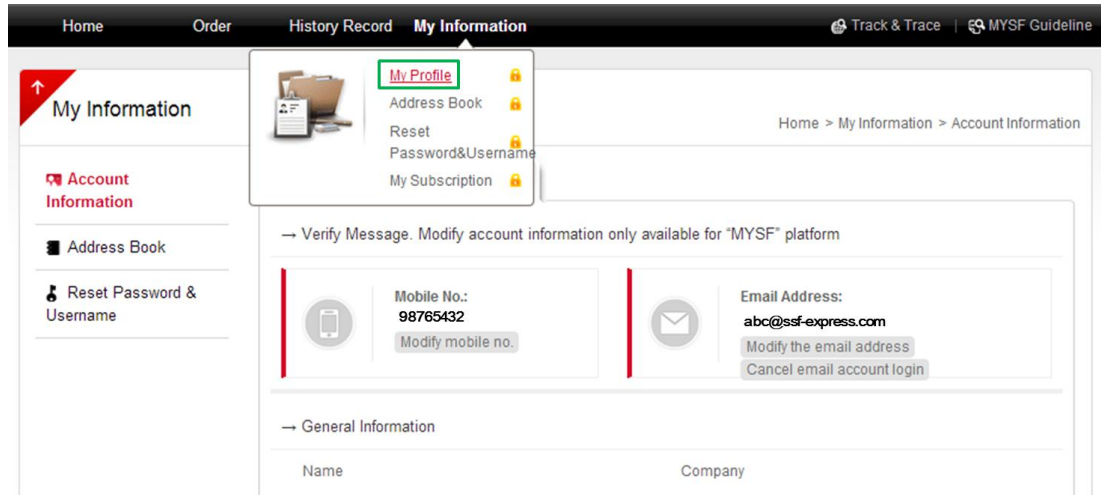
Order No.	Order Date	Source(s)	Order Status	Pickup Time	Operation
<input type="checkbox"/> MEM000058393472	2016/08/16 14:31	Online Order	Cancelled		<input type="button" value="Delete"/>

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

## 4. Account Management

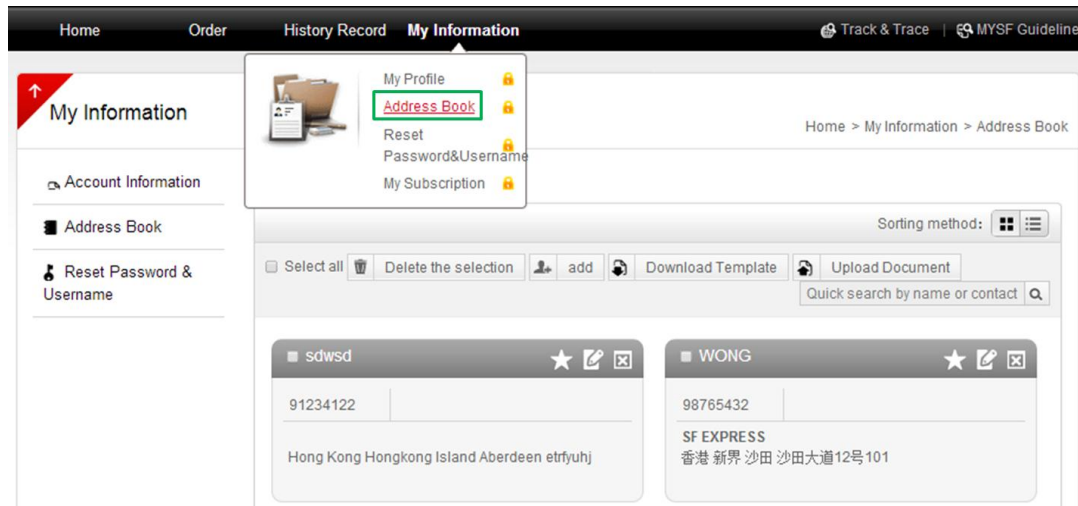
Click "My Information" and you can select "My Profile", "Address Book", "Reset Password & Username" or "My Subscription"

### 4.1 Edit the Profile



Select "My Profile" (See green box) to change the mobile number and email address

### 4.2 Address Book



Select "Address Book" (See green box) to add, edit or save 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 the 'My Information' page with a navigation menu at the top: Home, Order, History Record, and My Information. On the right, there are links for 'Track & Trace' and 'MYSF Guideline'. The main content area has a left sidebar with 'My Information', 'Account Information', 'Address Book', and 'Reset Password & Username'. A dropdown menu is open, showing 'My Profile', 'Address Book', 'Reset Password&Username' (highlighted in a green box), and 'My Subscription'. Below the dropdown, there is a 'Modify Username' button and a form with three password fields: 'Current Password', 'New Password', and 'Re-enter Password', each with a 'Please input old username' or 'Please enter new password again' instruction. A 'Save' button is at the bottom.

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

### 4.4 Email Notification

The screenshot shows the 'My Subscription' page. The navigation menu is the same as in the previous screenshot. The left sidebar has 'My Information', 'Account Information', 'Address Book', and 'Reset Password & Username'. The dropdown menu is open, showing 'My Profile', 'Address Book', 'Reset Password&Username', and 'My Subscription' (highlighted in a green box). The main content area has a 'Subscription Channel(s)' section with an 'E-mail' option. Below that is a 'Subscription Topic(s)' section with four checkboxes: 'Pickup Notification', 'On The Way Notification', 'Delivering Notification', and 'Delivered Notification'. An 'Edit' button is highlighted in a red box at the bottom.

Select "My Subscription" (See green box) and click "Edit" (See red box). Customers can enter email address and then click "Save" to get the notification regarding shipment status