

FAQ of Credit Account Management Platform

Account Registration			
Item	Question	Answer	Remarks
1	How to register on the SF Credit Account Management Platform?	Register by email → Enter your email address → Click "Send Verification Code" → Check email to get the verification code → enter the verification Code → Click "Register Now" → Successfully registered.	Password set up rule: Must include Uppercase letters + Lowercase letters + Numbers/Special symbols to form an 8-digit password, for example: Hk27300273, hk27300273*, etc.;
2	How to bind the account with my credit account?	Successfully registered→Bind with the Credit Account→ Click "Send Verification Code" → Check email to get the verification code → Enter the Verification Code → Click "Next Step" → Complete the binding.	<ol style="list-style-type: none"> 1. The email address for receiving the verification code is the reconciliation email address for receiving monthly statements. 2. The interface for obtaining the verification code will display the corresponding email address.
3	Why can't I register on the SF Credit Account Management Platform?	Only email address is applicable to register on The Credit Account Management Platform. Credit account number is not applicable to do so, so it is recommended that you use email address to register on The Credit Account Management Platform.	
4	My email address/company has never been registered on the SF Credit Account Management Platform. Why it shows that it is	If you are prompted that your email address is already registered during the registration process, we suggest you to use the "forgot password" function to reset password and register again.	

	already registered?		
5	Why' s that the administrator needs to approve my registration? How do I know who is the administrator?	<ol style="list-style-type: none"> 1. The administrator is usually the reconciliation email holder. It is recommended that you can contact the relevant person of your company to approve the registration. 2. The administrator needs to log in to the credit account platform to make approval. <p>Path: Credit Account Settings - Account Review</p>	<ol style="list-style-type: none"> 1. The initial registered mailbox is the administrator (For example, the credit account is bound to mailbox A. The initial registered mailbox is mailbox B then mailbox B will be the administrator). 2. The administrator is required to log in to the credit account platform to approve the verification. It cannot be done by verification code/via email operation.
6	Why am I being prompted to enter a password when I register?	The administrator has set up a security password. Please contact the relevant person of your company to obtain the security password;	<p>The administrator has set up a security password. Please contact the administrator to obtain the security password.</p> <p>It is a 6-digit number password.</p> <p>Path: Credit Account Settings -Security settings</p>
7	I am an administrator, how do I turn off the security code?	You can login the Credit account platform – Credit Account Settings – Security Setting and choose “No” to shut down	

Login			
1	Why can't I log in to the SF Credit Account Management Platform?	<ol style="list-style-type: none"> 1. It is requested to use the email address to login to the SF Credit Account Management Platform. Credit Account number is not applicable to login to the platform. 2. Please check whether if you have entered the correct email address (even uppercase and lowercase letter included) 3. Check if the login email address is already registered. Otherwise it will fail to login if registration has not been done. It is recommended that you should register the email address first. 	
2	Why can't I log in after logging in to the SF Credit Account Management Platform for times?	Please clear the history and cookies in your browser and re-login the SF Credit Account Management Platform.	
3	Why does it prompt "User information verification failed" when I log in? My account was locked after I verified more than 5	The password you entered is incorrect. We suggest that you can click the "Forgot password" to reset your login password.	

	times.		
4	How can I reset my password?	Click Forgot Password, then follow the instructions to get the verification code from the registered email, and then enter the verification code to reset the password.	<ol style="list-style-type: none"> 1. When user or the administrator reset a password, the verification code will send to the reconciliation mailbox 2. Password set up rule: Must include Uppercase letters + Lowercase letters + Numbers/Special symbols to form an 8-digit password, for example: Hk27300273, hk27300273*, etc.; 3. If the reconciliation mailbox is no longer using or changed, please contact our customer service hotline 27300273.
5	Why does the password change fail when I try to change the password?	The password consists of 8 digits, when setting the password, it must contain three types of characters including either uppercase or lowercase English letters, numbers or symbols. Please try setting again. (Password Example: Hk27300273, hk27300273)	
6	Why can't I pass the puzzle verification ?	It may be caused by the Tencent plugin. Please zoom out the browser on your screen to pass the puzzle verification.	

Using Condition			
1	Why can't I print the waybill after I place the order?	The order function is currently being optimized. For single shipment, you can use the bulk shipping to place the order, then you can print the waybill immediately after the order is placed.	If bulk shipping is used to print the waybill. The address must be added to the address book in advance.
2	Why can't I find the batch sending?	Single and batch sending services are combined. If batch sending service is needed, You can download the excel template and place order in the "Import Excel"	
3	I have entered the correct information of the sender and recipient, but the system prompts an error, and it does not indicate the problem,	Fill in the sender' s information→ Fill in the recipient' s information → System error → Confirm → Refinements and modifications → Item declaration /consignment items information (fully completed) → Save → Import again → Place the order °	<p>1 · If the system does not indicate the problem with the address, then you will need to complete the declared item(s).</p> <p>2 · The information of the consigned items must be fill out.</p>

	what should I do?		
4	Why there is no remarks column?	After placing an order, you can select "Batch Edit Reservation Information" → corresponding order → click the pencil symbol in the lower right corner to edit → add relevant information in the "Remarks" column.	
5	Why does the relevant terms pop up every time I place an order?	If you tick "Terms and Conditions of Electronic Waybill " in the ordering interface, the terms will not pop up again. It is recommended that you tick it before placing an order.	
6	Why do I need to enter a password every time I submit an order?	This measure is used to protect your account, and the administrator has set a secure password (a 6-digit password) . Please contact the administrator for a secure password.	

7	Why can't I print the waybills?	Please clear the history and cookies in your browser and try to print the waybills. OR find "Track & Trace – Waiting for collection" to print the waybills	
8	Why is there no indication in the system after clicking on the address book?	Please clear the history and cookies in your browser and try to click the address book again.	
9	Why can't I redirect to the IUOP platform when I click International Shipping?	Please clear the history and cookies in your browser and try to click again. OR register/login IUOP platform to place the order.	
10	Why there is no MYSF address book on the SF Credit Account Management Platform?? Didn't you say that it will migrate over?	The data transfer is only applicable to credit account customers who have successfully registered an account on the "Credit Account Management Platform" on or before 8 October 2021. If your account was registered on or before this date, please contact our customer service hotline at 27300273 for following up.	