



Exchain International Ltd Shipping Service

User Guide

Jan 2015 Version

Step 1. Create New Order

My SFC Account Billing Abnormal Shipping Fulfillment Fulfillment

Account Manager : 深圳销售02 | 0755-29234993 | 189 3809
1534 | jwquan@sendfromchina.com
Feedback : 4008818106 | SFC_QA@sendfromchina.com

- Shipment
- Create New Order
- Upload Batch Orders
- Custom Order
- My Orders
- Manage Products
- Print Pickup List
- Schedule Pickup
- Pickup List

Pending	Unconfirmed	Confirmed	Submitted	Collected	Shipped	Total Order
1108	2511	7	654	33	307	4766

My Orders

All Orders Pending Unconfirmed Confirmed Submitted Collected Shipped Deleted

Filter Orders

Destination Country : Please Select Shipping Method : Please Select Order Status : Please Select

Payment Status : Please Select Recipient's Name : Sender's Name :

Order Number : Shipped Date : To Customer Reference Number :

Insurance : All Tracking Number : Created Time : To

Full-Text Search : Filter Orders

Step 1. Create New Order

- Fill in the **Recipient's Information**. Fields marked with asterisk (*) are required.

Create New Order

Create Batch Orders **Create New Order** Custom Order

Recipient's Information Recipient's Address book ? Help

*Recipient's Country : Please Select

*Shipping Method : Please Select

Company Name :

Customer Reference Number :

*Recipient :

*Address1 :

Address2 :

*Province/State :

*City :

*Contact :

Step 1. Create New Order

- Fill in the information of your **Package Details**.
- Please note that the order may be subject to VAT, import duties and taxes levied by the destination country if the **Declared Value** exceeds a certain limit set by the local Customs.

Package Details [? Help](#)

Package Type: Goods Product/Goods

Product Reference Number :

*English Description :

*Chinese Description :

*Quantity(piece) :

*Unit ValueUSD(\$) :

*HS Code : [View](#)

*Origin :

Declared Value : USD(\$)

Step 1. Create New Order

- There will be extra charge if you select **Add-on Service** (i.e. Signature Proof of Delivery, Returnable, Insurance).
- For **Return Service**, please note that it may take a long time for return shipment to China, moreover, it may be subject to import duties and taxes levied by the Chinese Customs. Therefore, we suggest that you select **Returnable** only if the package is high-value.

Add-on Service [? Help](#)

*Signature Proof of Delivery? : Yes No

*Returnable? : Yes No

*Include Battery? : Yes No

*Insured Value : USD(\$)

Insurance: **RMB0.00**

Step 1. Create New Order

- Shipping Insurance Fee is 0.5% of “Insured Value + Shipping Fee”.
- Insurance is mandatory for package with declared value \geq **25 USD**.
- Insurance is mandatory for **Express Service** and **Registered International Air Mail**.
- Insurance is not available for **Non-Registered International Air Mail**.

*Noted: Insurance policy pends to be applied at HK centre

Declared Value : USD(\$)

Click to add more product information : 

Add-on Service Help

*Insured Value : USD(\$)

Insurance: **RMB0.36**

Step 1. Create New Order

- You may enter the weight and dimensions to get an **estimated cost**. We will weigh and measure the actual package when we receive it, and use the same calculator to charge the actual shipping fee.

Cost Details [? Help](#)

Number of Packages : (Items/one package)

Package1

Weight(kg) :

Volume(cm) : Length : Width : Height :

Chargeable Weight (kg) :

Estimate Total Cost : **RMB210.27**



Step 1. Create New Order

- Save the order as “**Unconfirmed Status**” --- You can still edit the order.
- Save the order as “**Submitted Status**” --- You cannot make any changes. If you need to make any modifications, then please contact customer service for further assistance.

Save Order Information

Remarks :

Saved as Unconfirmed Status

Save As **[Unconfirmed]** change status to **[Confirmed]** change status to **[Submitted]** Print and paste mailing label > Give package to SFC > Complete

Saved as Submitted Status


Save As **[Submitted]** Print and paste mailing label > Give package to SFC > Complete

Step 2. Print Address Label

Go to 1. "My Order" → 2. "Submitted" → 3. "Print"

The screenshot shows the 'My Orders' page with the following elements:

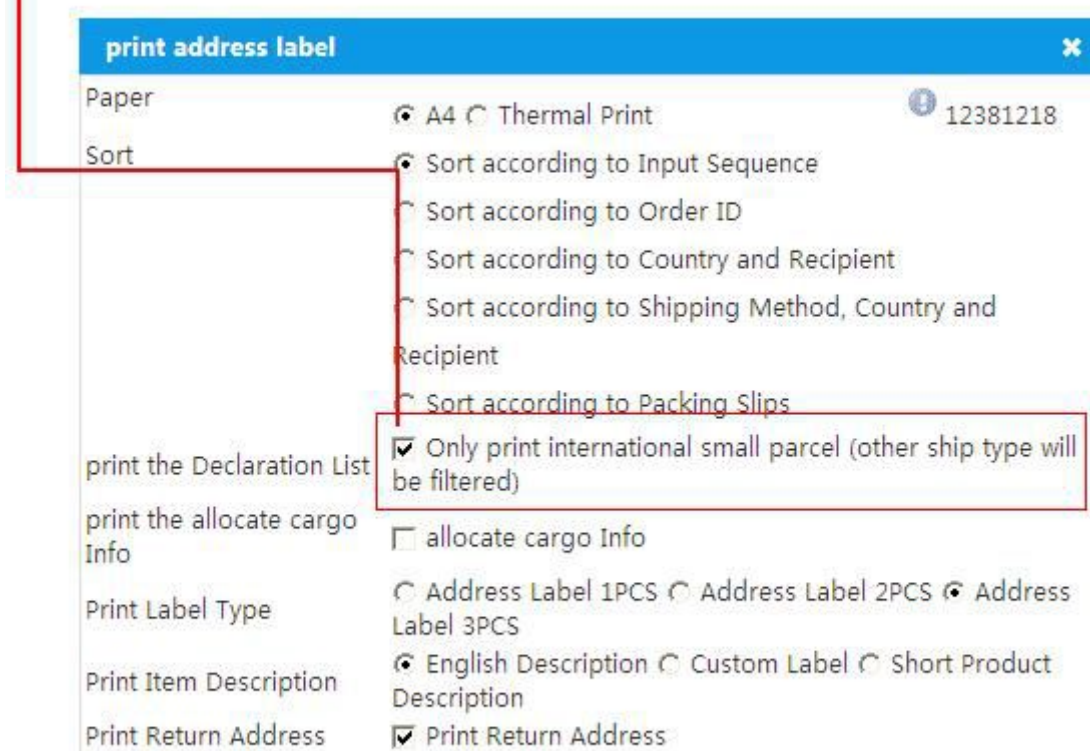
- Navigation Menu:** Manage Products, Print Pickup List, Schedule Pickup, Pickup List. The 'My Orders' link is highlighted with a red box.
- Order Status Filter:** All Orders, Pending, Unconfirmed, Confirmed, **Submitted** (highlighted with a red box), Collected, Shipped, Deleted.
- Filter Orders Section:** Includes dropdowns for Destination Country, Payment Status, Insurance, Shipping Method, Recipient's Name, Tracking Number, Order Status (set to Submitted), Sender's Name, Customer Reference Number, and Created Time. A 'Full-Text Search' field and a 'Filter Orders' button are also present.
- Process by Batch:** A dropdown menu set to 'Please Select' with a 'Submit' button.
- Order Table:**

#	Order Number	Customer Reference Number	Recipient's Name	Destination Country	Shipping Method	Tracking Number/waybill number	Description	Expand All	Action
1	QR7464311140001	T201311130001	Art Arquilla	United States Of America/.....	CNRAM		Data cable		
- Page Footer:** 'Process by Batch' dropdown, 'Submit' button, 'Previous 1 Next Display 20 Confirm'.

Red arrows and boxes indicate the navigation path: from 'My Orders' to the 'Submitted' filter, and from the 'Print' icon in the table back to the 'Submitted' filter.

Step 2. Print Address Label

- Please **tick** the Print Declaration List only if you choose **International Air Mail** such as HK Post, Swiss Post, China Post etc.



The screenshot shows a dialog box titled "print address label" with a close button (X) in the top right corner. The dialog contains several settings:

- Paper:** A4 Thermal Print (with an information icon and the number 12381218)
- Sort:** Sort according to Input Sequence, Sort according to Order ID, Sort according to Country and Recipient, Sort according to Shipping Method, Country and Recipient, Sort according to Packing Slips
- print the Declaration List:** Only print international small parcel (other ship type will be filtered) (This option is highlighted with a red box)
- print the allocate cargo Info:** allocate cargo Info
- Print Label Type:** Address Label 1PCS Address Label 2PCS Address Label 3PCS
- Print Item Description:** English Description Custom Label Short Product Description
- Print Return Address:** Print Return Address

Step 3. Paste Address Label

- Print the address label on A4 size paper and paste it on the package. This is free of charge.
- Alternatively, Exchain International Ltd can do it for you at a rate of **HKD5 RMB/label** but please write the **Order Number** on the outside of the package so that we can identify it.

航空 PARAVION	shenzhen China 航站四路邮件处理 中心国际业务部	验视人: 潘婷婷
国际小包		PAR AVION
已验视		代码: ST

From: Alex (R7464) T201311130001
1st F of Building E Wen Tao Industrial Park YingRenShi
Village Shiyan Baoan District Shenzhen China 518108
Send To: Art Arquila
Company:
1106 Second Street # 431
Encinitas , CA , 92024
United States Of America (美国)
Tel: 760-438-6276


QR7464311140001 **R⁵**
eCNRAM

報關單 CUSTOMS DECLARATION CN 22		Pos401G(3/05)
(本件得由海关開拆 May be opened officially)		
Postal administration		重要! Important! 請參閱背頁說明 See instructions on the back
<input checked="" type="checkbox"/> 禮物 Gift	<input type="checkbox"/> 商用樣本 Commercial sample	
<input type="checkbox"/> 文件 Documents	<input type="checkbox"/> 其他 Other (若適用請於背面註明) (Tick as appropriate)	
(1) 貨物名稱及數量 Quantity and detailed description of contents	(2) 重量 Weight (公斤 kg)	(3) 價值 Value
Data cable	0.200	USD1.00
只適用於商業 For commercial items only		(6) 總重量 Total weight (公斤 kg)
(4) 海關編號及(5) 貨物原產地(如有) If know, HS tariff number(4) and country of origin of goods(5)	0.200	(7) 總價值 Total Value USD1.00
在下圖簽署, 以證明此報關單上列貨物屬實正確, 及此郵件並不載有任何特別 或郵政規則或海關條例所禁寄的危險物品。本人的姓名及地址已載於郵件上。 I, the undersigned whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by customs regulations.		
(8) 日期及寄件人簽署 Date and sender's signature	SFC	

Step 4. Send to Exchain International Ltd

- You (or your supplier) or your 3rd party domestic courier can **Drop-Off** the package at our warehouse.
- If you want **Pickup by FedEx**, then please click "**Schedule Pickup**". You can pay the pick-up fee during collection or
- Exchain International Ltd can pay for you when it arrives and then debit from your prepaid account. FedEx cut-off time is 13:00 pm from Monday to Friday.
- **Pickup by Exchain International Ltd Driver** is

The screenshot displays the 'Schedule Pickup' form on the Exchain International Ltd website. The top navigation bar includes icons for 'My SFC', 'Account', 'Billing', 'Abnormal', 'Shipping' (highlighted with a red box), and 'Fulfillment'. The left sidebar lists various actions: 'Shipment', 'Create New Order', 'Upload Batch Orders', 'Custom Order', 'My Orders', 'Manage Products', 'Print Pickup List', 'Schedule Pickup' (highlighted with a red box), and 'Pickup List'. The main form area is titled 'Schedule Pickup' and contains the following fields:

- *your User ID is : R7464
- *Contact Person : Alex
- *Phone : 13915472365
- Phone2 :
- *City : 深圳(Shenzhen)
- *Pickup Area : 宝安区(Bao An)
- *Address : 中国 广东 深圳 宝安区 西乡固戍荣顺第二工业 A栋 7楼 二号
- *Pickup Method : Pickup by FedEx
- *Send To : 深圳分公司(Shenzhen)
- *Pickup Frequency : One-time Pickup
- *One-time PickupDate : 2013-11-15
- *Picking time wanted : 14:00 (*Deadline is ba
- *Number of Packages : 1 piece
- *Package Weight : 1 kg
- *Postal Code : 518103

A note at the bottom of the form states: "FedEx do not pickup or deliver packages on Saturday and Sunday."

available in some areas only. Please contact your Account Manager for help. If you have at least 20 packages or if total weight exceeds 5 kg, then we can pick-up free of charge. Otherwise, it will be 20 RMB per pick-up trip.



Step 4. Send to Exchain International Ltd

- Exchain International Ltd Warehouse Address

Exchain International Ltd
Flat A-C. 15/F,
Cheung Hing Shine Centre NO. 23
Sha Tsui Road, Tsuen Wan,
New Territories
Hong Kong



Top-Up Your Account

- Please indicate your **Exchain International Ltd User ID** when you top-up via PayPal or HSBC Bank Transfer, so that we can identify your payment and credit your account accordingly. It is your responsibility to ensure sufficient fund to avoid disruption of service. You may set-up a **balance reminder** in our system.
-
-
-

2. By **HSBC Bank Transfer**

Beneficiary Bank Name: HSBC Hong Kong

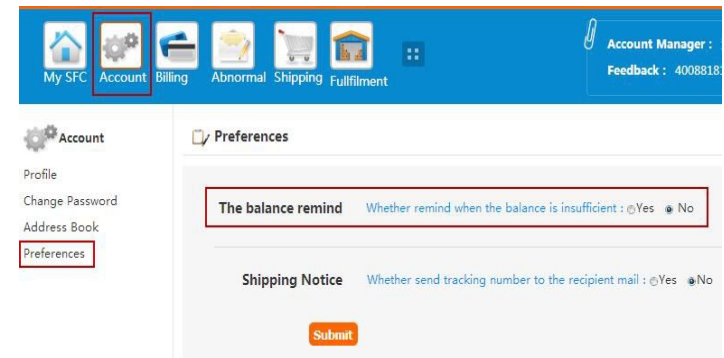
Beneficiary Bank Address: 1 Queen's Road Central, Hong Kong

Beneficiary Account Name: Exchain International Limited

Beneficiary Account Number: 033-404-633-838

Swift Code: HSBCHKHCHKH

Bank Code: 004 (optional)





Thank You!