

SFC Warehouse Fulfillment

User Guide

2019 Version



Create individual SKU: Please fill in the required information as indicated below:

1:17 Dashboard	o-a a stehesine	
â My Account →		
Storage		
E Create Product	E Create Product	
🖉 Edit Product	Create Product Uploa	d Products
I Create ASN	Standard products Packing M	aterials
ASN List	1、Product Base Info	
Create RMA	* SKU	Please Input
RMA List		Your self-defined product ID. Letters and/or numbers only. No spacing, punctuations or special characters. Maximum 20 characters. Must be unique. SKU is required!
	* SKU Name	Please Input
Inventory List		SKU Name is required!
	* Chinese Name	Please Input
🕒 Shipping		Product Chinese name is required!
	* Description for Customs	Please Input



Different SKU should have different barcodes for them. If the products did not have the barcodes for themselves, please define your SFC barcodes in the system then our warehouse would paste the barcodes when received the stocks with **0.12RMB/label**.

Storage	<u>م</u>	This is for Customs Declaration. Please input the usage or purpose of the product. For example, if this is a cell phone, then Usage: For Usage is required!	or Communicatic
E Create Product	* HS Code		
		This is the international standard code for classifying your product at the Customs. Download the HS Code List HS Code is required!	
Edit Product	* Country of Manufacture		
2 Create ASN	* Include Battery	Country of Manufacture is required! No Yes	
🖹 ASN List	* Does the product has an	No Yes Learn More	
Create RMA	existing barcode on it?		
RMA List	* Please input your preferred barcode	Please input your self-defined or self-assigned character string. No spacing, punctuations or special characters. Maximum 10 characters Barcode is required for Custom Label!	ers More

Tips: Please upload one image at least for each SKU in the system, which enables us to recognize the product we received is exactly same as you uploaded.



Create SKUs in batch: Create Product - Upload Products - Download the Excel Format; please fill in the required information for Excel Format then upload into the system.





Before activating your product, you can "Edit Product" at anytime.

After your product is activated, you can only modify the SKU Name, Description, HS Code and Country of Manufacture. For other information, you need to deactivate your product before making any changes.

la My Account →								
🗊 Storage 🗠		> 🔊	>	 >				1 0-0
① Create Product								
2 Edit Product	2 Product List							
I ⊈I Create ASN	SKU	Keywords		Warehouse Please	e Select 🛛 🗸	Customer Product Numb	er	
	SKU Name	Туре	Standard produ 🗸	Activation Date	option date	Search Clear		
ASN List	Deleted (26) Draft (284	Pending Approval (2)	Reject (0)	(9.(2771)	Export	Enable new warehouse	Deactivate	Print Product Label
Create RMA	Dian (20)	1 ending Approvar(2)	Neject (D)	AG (2111)				
RMA List	No Image	SKU	SKU Name	Warehouse	Weight(kg)	Product Value (US D)	Time	Action(s)
	1002						2040 44 44 47 25 4	



Step 2. Activate product

Select the SKU which you want to activate, then click Confirm button.

RMA List	🛛 No image	sku	SKU Name	Warehouse	Weight(kg)	Product Value (US D)	Time	Action(s)
Create RMA	Deleted (1)	Pending Approval (0)	Reject (0) Active (3)				Export	Active Delete
🗟 ASN List	SKU Name	iype	Standard produ	Activation Date	option date	Search		
E Create ASN	SKU	Keywords	1	Narehouse Please S	elect V Cu	stomer Product Num	ber	
2 Edit Product	🖉 Product List							
Create Product								
🗊 Storage 🗠		>	> [>	>	
읍 My Account 🗠								

Step 2. Print and Paste Barcode Label

🔝 Storage		print				
E Create Product		Warehouse SHE	NZHEN 🗸			
@ Edit Product	🖉 Product List	SKU	SKU Name	Quantity		
	SKU	MC12L	MOBICASE 12 Litre	1	Jumber	
Create ASN		MC13	MOBICASE 13	1		
国 ASN List	SKU Name	MC15	MOBICASE 15	1	ar	
Create RMA	Deleted (2) Draft	Barcode Type 🧿 SF	C Barcode O FBA Barc	ode	se. Deactivate	Print Product Label
RMA List	🛛 No Ima	Volume 🧿 5c	m*2cm O Custom size		S Time	Action(s)
⊕ ⁺ Add-on Services	1	Bar code number 4	Zhang/per line		2018-11-23 10:53:1	R Ľ
Inventory List				Cancel	Confirm	





Manually Add Products

Batch Uploading Products

 \longrightarrow

 \rightarrow

Create ASN Create ASN

-22128.16 Details		∆You must crea	ate an ASN to notify us of your	incoming stock. Please do this bef	ore sending your products to our w	varehouse. If you need Add-on Se	rvices (such as Product Barcode	Labeling, Product Photography, A	Assembly/Disassembly, Repackag	ing, Special QC, Scanning
Тор-ир		Product Serial N	umber), then please add produ /arehouse	uct first and select the "Add-on Ser	vices" checkbox for that product.					
A My Account	V	SHEN	ZHEN02				~			
Storage	^	2 Prepack	ing :							
Create Product		• Prep	ack by SFC 🔵 Prepa	ICK Myself Prepack by SFC: Fo	r order which consists of just 1 uni	it of a single SKU, we can prepact	c before sending over to oversea:	s warehouse for storage. We will b	oill you accordingly, based on our t	fees structure.
Edit Product Create ASN		3 Add/Mod	dify Product Information							
ASN List		Add Pr	oduct Batch Upload Pro	ducts						
Create RMA			SKU	SKU Name	Chinese Name	Quantity	Weight(kg)	Declared Value (USD)	Add-on Services	Action(s)
RMA List						No Data				



Input the QTY of	3 Add/Modify Product	KU that you	would like	to send	to our war	ehouse.						
Create Product	Add Product Ba	ch I Inland Products										
Edit Product	Additiodate	Add Product Baich Opioad Products										
Create ASN	SKU	SKU Name	Chinese Name	Quantity	Weight(kg)	Declared Value (USD)	Add-on Services					
ASN List	> 1205TEST06	1205TEST06	音乐老虎投影灯	10	0.200	213.00						
Create RMA	total			10	2.000	2130.00						
RMA List	ree											
Add-on Services	4 Input other ASN Info	mation										
Inventory List	Send to Wareh	ouse 🧿 Drop-off 🛛 3rd Part	y Carrier									
Shipping ~	unloading o	tion 🧿 SFC Unloading 🔷 u	Inloading on your own Notes	: "SFC Unloading" means the :	services of unloading cargo from true	:ks.Unloading charges: Unit Price * Ca	rton QTY * discount.					
Dverdue Amount	destina	shenzheno2	╱ 深圳市龙华区观澜街道桂月	月路306号仪表世界工业园3栋34	×							



Select the Add-On Service Based on your needs (i.e. Photograph, Barcode labeling, Assembly & Disassembly, Repackaging, Special QC, Scanning for Serial Number)

project name	project description	Action(s)
Photography	Photography	Add
Labeling	Labeling	Add
Assembly/Disassembly	Assembly/Disassembly	Add
Repackaging	Repackaging	Add

* Replacing & Adding packaging and assembling & disassembly cannot be selected at the same time.



You also could remark your **Special Requirement** for Add-On Service.

🔏 My Account 🖂 🧃	Add/Mo	odify Product Infor	mation								
🗊 Storage 🔨	Add F	Product Batch l	Jpload Products								
E Create Product		SKU	SKU Name	Chinese Name	Quantity	Weight(kg)	Declared Value (U SD)	Add-on	Services	Action(s)
Edit Product	~	1205BATEST05	english name	A207白色	1000	1.000	3.00			Ī	
Create ASN	Name	of value-added se	ervice	Specific Requirem	ents				Action(s)		
🖾 ASN List	Photo	graphy		Specific Requirement	nts				Delete	Add	
Create RMA	total Fee				1000	1000.000	3000.00				



Drop-Off by your local factory / supplier / 3rd Party domestic courier service

If you choose 3rd Party domestic courier service, please enter the Tracking number into system which allows us to track the status in advance. If you have no tracking number available, or your supplier will directly send to us, just select the Drop-off.

8	My Account	~	4 Input other ASN Information	on
	Storage	^	Send to Warehouse	 Drop-off 3rd Party Carrier
	Create Product		unloading option	• SFC Unloading O unloading on your own Notes: "SFC Unloading" means the services of unloading
	Edit Product		destination	SHENZHEN02 ※ 深圳市龙华区观澜街道桂月路306号仪表世界工业园3栋3楼
	Create ASN		Peterance No.	
	ASN List		Reference No.	
	Create RMA		ASN Level	Standard Priority
	RMA List		Does it send to FBA	No Yes
	Add-on Services		warehouse	
	Inventory List		Tracking No.	
	Shipping	~		
			Carrier	Please Input V
Ë	Overdue Amount			



Step 5. Print ASN

Create RMA	>	2018-11-14 17:37:18	RR203618111400002	2	HONGKONG	24	24	0	0	[2] [3] [4] (7] [4]
Click Storage		AS	N List	Print Pa	cking Lis	st				

Storage	^	Delete	ed (139) Awaiting Arrival (2	28) Processing (6) Pendi	ing Approval (0) Fir	hish (18) Partial Arrival (5)						Expand ASN(s) Export
Create Product			Create Time	A SN No.	Reference No	. No. of SKU	Warehouse	Expected Qty	Not Arrived	Qualified Qty	Unqualified Qty	Action(s)
Create ASN		>	2019-03-11 10:20:48	RR203619031100001		1	SHENZHEN02	1	1	0	0	₫ ₹ ₽? ₫
ASN List		>	2019-03-07 10:21:40	RR203619030700001		1	SHENZHEN02	1	1	0	0	☞ 2 \$ \$ 3 \$
Create RMA		>	2018-11-14 17:37:18	RR203618111400002		2	HONGKONG	24	24	0	0	0670



Step 5. Pastethe ASN

Please make sure putting the blue part (Packing List) into the inner cartons which enables us to check the QTY when we received your goods.

		重要提示	j	Importan	t Notice	
诸将粕粕标须次如税为至将此内内签明。果。了少	首页(入库5 页 (装箱清5 的碎品与数3 的碎件产品。 。 调先在创刻 显区分。 以7 包装是从国外 避先能的产品	B条码 + 合噬丝丝) 贴在包裹外 B) 放入相內。 B必须頭鏡相待单一致。 必须贴上产品条码标签。如果用 B入库单时申请增值服务。和内 5便识别。否则每款产品将收取 5.进口, 您必须负责所有清关审 B.入库延误,请在激活产品前明 t。	(面。 (要SFC	Please attach the first page (outside of carton. Insert this page (Packing List Packing list and inventory co- sent to SFC. Every piece of product must Label. If you want SFC to pa please apply for such Add-or ASN. Different products mus identifiable, otherwise, there i per product. If carton is coming from outs free and clear of all duties ar SFC. It is important that you provi (s) to avoid delays in proces (for example during visual Q4	Barcode + /) into cartor unt must m iste label for service wi at be clearly iste a handling ide China, id fees befor de relevant sing your in C inspection	Address) on n latch what will b induct Barcode r you, then hen creating y separated and g fee of ¥20 then it must be ore arriving at product image coming stock h of product).
	RR020013	1010002	装织 Pac	箱清单 cking List	User ID:A Date:2013	0200 3-10-10 17:43:03
序号 No.	产品観片 Image	客户产品号 customer product number		产品名 等 SKU Name	数 章 Quantity	皇豊(kg) Weight(kg)
20 - E	×	402004000002		Ladies' Blouse	100	0.500
1		A02001000002			08642	



Step 5. Pastethe ASN

Please paste the first page with your SFC ID number for the outer cartons which enables us to recognize your goods from other customers.



地址:深圳市龙华区观澜街道桂月路306号仪表世界工业 园3栋3楼三态速递中国仓储中心收货处 邮编:518109 前台:0755 84550927 电话:+8618938971034 电话:18126258730 收件人:三态速递仓储中心收货处 吴廉艺(收) **SFC Warehouse Address:** SFC China Fulfillment Center, Floor 3, Building 3, Instrument World Industrial Park, NO 306 Guiyue Road, Guanlan Town, Longhua District, Shenzhen City, Guangdong Provience. Postal Code: 523000 reception desk:0755 84550927 Contact Number: +86 18938971034 Contact Number: +86 18126258730



English Address:SFC China Fulfillment Center, Floor 3, Building 3, Instrument World Industrial Park, NO 306 Guiyue Road, Guanlan Town, Longhua District, Shenzhen City, Guangdong Provience.

中文地址:深圳市龙华区观澜街道桂月路306号仪表世界工业园3栋3楼三态速递中国仓储 中心收货处 收货人:吴廉艺 联系电话: +86 18077947297



Inventory List



E Create Product		Image	SKU	SKU Nam e	Barcode	Warehouse	Weight(kg)	Available Quantity	Quantity	Time	Action(s)
Z Edit Product	>	2	808	Product X	808xx808x	SHENZHEN	0.340	2999	2999	2018-09-	5
Create ASN		Projection		10000000	x						24
ASN List	×	ii -	1205TEST	06	64564545	SHENZHEN	0.200	0	0		Eq
RMA List	>	Pass	0752333	Gingu	R2036075 2333	SHENZHEN	2.000	o	D		Ēa
Add-on Services	>	Ø	10000112	Transform er 3pcs in One kit set	3794732	SHENZHEN	1.000	993	991	2018-09-	2
Shipping ~	>	leg <mark>E</mark> x	20151123	TestEcom ers	R2036201 51123	SHENZHEN	0.260	967	967	2018-09-	R



Create Individual Order

After receiving the stocks \longrightarrow IQC inspection \longrightarrow Labeling \longrightarrow Put the stocks into the shelf \longrightarrow Then there would be available units under inventory for you to create the orders.

Top-up		E Create Order							
🖉 My Account	~	Create Order Batch U	Upload Orders						
Storage	~	Select Warehouse Plea	ise select "SHENZHEN02"which is "I	DONGGUAN" originally					
Shipping	^	SHENZHEN02			~				
Create Order		2 Add/Modify Product Inf	formation						
Orders List		Add Product Batch	h Upload Products						
Upload History Upload tracking template		SKU	SKU Name	Chinese Name	Product Value per L it (USD)	n Declared Value per U nit (USD)	Quantity	Weight per Unit (kg)	Action (s)
Dverdue Amount		1205TEST06	1205TEST06productDescription	音乐老虎投影灯	213.00	213.00	1	0.200	
		Total Fee			213.00	213.00	1	0.20	
		▲ Note: If you want to modif price.	fy the overall Declared Value of this order, the	n please do so by adjusting the Declared Value of inc	lividual product(s) above. Declared Value mus	t not be less than its actual cost (f	Product Value) and yo	u should declare honestly based	on its sales



Create Individual Order

Please fill in the required receipient information as below:

1 Dashboard		* Order Type	• Standard (Fulfill and Ship) O Non-Standard (Withdraw Stock)	O FBA
名 My Account	Y	* Country	United States Of America(美国)	~
Storage	Y	* Shipping Method	EEXPHKW	~
🗟 Shipping	~	Reference No.		
Create Order	c	* Recipient First Name		
🗐 Orders List		* Recipient Last Name	This field is required!	
令 Upload Histo	гу	Recipient Company		
		* Postal Code	This field is powered	
		* State	Select	~
		* City	This field is required!	
		* Address Line 1	Please enter address	
			This field is required!	
		Address Line 2	Please enter address	



Create Individual Order

The Shipping Insurance Fee is 0.6% of the Declared Value and shipping fee, 1RMB per order is the minimum requirement. The declared value greater than or equal to 25.00USD must be insured. The Insurance Service applies on all Express Service and International Air mail with Registered Service (Tracking Number available) only. The International Air Mail service with Non-Registered service has NO Insurance covered.

Insured Value	USD *
	Shipping Insurance Fee is 0.6% of "Insured Value + Shipping Fee", minimum 1 RMB. No compensation for fragile items (glass, porcelain, ceramics, etc).
Insurance Fee	:: 1.00RMB
	I have read and accept the Insurance Agreement
	Insured amount is equal to the amount filled in Party B's logistic system by Party A, and cannot exceed 110% of actual value. Party A should be sure to fill in the right amount.
	Party B provides insurance service for Party A. In the insurance contract, Party B is insurance applicant, Party A is the insurant, and PICC (People's Insurance



You also could Batch Upload Orders if you have more orders at one time imported. Fill in the Excel Format as instruction showed.





When fill in the batch upload template for the orders, please input different **Reference Numbers** for different orders as we would combine the ones with same reference number as one order.

Warehouse Name	Reference No.	Recipient First Name	Recipient Last Name	Recipient Address Line 1	Recipient Address Line 2
SHENZHEN02	10001	David	Poon	241 86th Avdde	
	10001				
SHENZHEN02	10002	Jassica	HUI	Yzermolenstraat 63	
(Required)	(Required)	(Required)	(Required)	(Required)	(Optional)



When batch uploading your orders in Excel Template, if one order has more than one SKU: Please add another SKU in the next row (i.e. SKU200001, SKU200002). Please add all Insured Value of each SKU together (10+10=USD20) and leave the 2nd row as blank.

G	Н	I	T	K		М	N	0	Р	
Recipient City	Recipient State	Recipient Country Code	Recipient Zip Code	Recipient Tel	SKU	Quantity	Shipping Method	Insured Value (USD)	Description EN	ľ
New York	CA	US	56789	26980140	200001	1	HKBRAM	20	14	t
					200002	2				Ť
Heverlee Leuven	Kent	UK	MEB 8TS	26980140	200003	1	CNSFEDEX	10		
(Required)	(Required)	(Required)	(Required)	(Required)	(Required)	(Required)	(Required)	(Required)	(Optional)	

st input those for "Reference No.", "SKU" and "Quantity" fields only (as in above example).



After filling in the order template, please import it into the system. And you would see they are imported into the pending submit status or processing status which is up to you. If there are wrong information for the orders, you could check the results for system notification under Deatils of Upload History to do the corresponding correction.

a omppnig	🗊 U	pload History			
Create Order	Filen	ame	Upload Time 📋 option date Search Clear		
Orders List	Proc	essing (0) Processed (1	04)		
(Upload History					\cap
	No.	Upload Time	Filename	No. of Orders	Details
	1	2018-12-06 14:58:43	20181206145843_副本Order_Standard(10-12)-test_R2036.xls	0	E
	2	2018-12-06 14:48:54	20181206144854_副本Order_Standard(10-12)-test_R2036.xls	0	Ea
	3	2018-12-06 14:48:41	20181206144841_副本Order_Standard(10-12)-test_R2036.xls	0	Ea
	4	2018-12-06 14:46:53	20181206144653_副本Order_Standard(10-12)-test_R2036.xls	0	E
	5	2018-12-06 10:16:32	20181206101632_Order_Standard(T1)_(1)_R2036.xls	0	8



Orders List

After you submit your orders, you can check the order status via Orders List accordingly, our warehouse staff will pick & pack the orders under processing status according to submitted time. Please note that 16:00PM is our deadline for processing the orders.

🗟 Shipping 🔷										
Create Order	🗟 Orders L	ist								
	Warehouse	Please Select 🗸 🗸	Reference No			Create Date	🔲 option date			
Orders List	Shipping Me	thod Please Select	✓ Recipient I	Name	c	Order No.				
令 Upload History	Tracking No.		Order Type	e Please Seler	t ~] [Submitted V	🗐 Start Data T	o End Data		
	Country	Please Select 🛛 🗸	SKU		Searc	hClear				
	All (785)	Deleted (498) Draft (58)	Pending Submit (24)	Abnormal (106)	Processing	(55) Pending App	oroval (0) Pack	ed (0) Shipped	I (44) Expand	Order(s) Exp
		Order No.	Reference N o.	Shipping Met hod	Country	Tracking No.	SFC Shippin g No.	Estimate Frei ght	Warehouse	Action(s)
	> 🗆	WR20361809300007		DEAM2	Australia	HKEN203697 6	SFC1WR2036 812030003	51.90	HONGKONG	
	ж П	WR20361809190001	123	Self-Pickun	China			0.00	HONGKONG	



Processing Status orders

When the shipping order is entered into stage "Processing", you can not make any changes; if you want to hold the orders or cancel the orders, please contact with our customer service and the 2 times of Items resources will be deducted.

Shipping ^	🗟 Orders Li	ct								
Create Order	Warehouse	Plasse Select V	Reference No			Create Date	E option date			
Orders List	Shipping Met	hod Please Select	Recipient N	Name] 3	Order No.				
令 Upload History	Tracking No.		Order Type	Please Seler	at 🗸 🗸	Submitted V	🗐 Start Data 🎵	o End Data		
	Country	lease Select 🗸 🗸	SKU		Sear	ch Clear				
	All (785)	eleted (498) Draft (58) F	ending Submit (24)	Abnormal (106)	Processing	(55) Pending App	proval (0) Pack	ed (0) Shipped	(44) Expand	Order(s) Exp
			Reference N	Shipping Met			SFC Shippin	Estimate Frei		
		Order No.		hod	Country	Tracking No.	g No.	ght	Warehouse	Action(s)
	>	WR20361809300007		DEAM2	Australia	HKEN203697 6	SFC1WR2036 812030003	51.90	HONGKONG	
		WR20361809190001	123	Self-Pickun	China			0.00	HONGKONG	



Top-UP your Account

Top-Up (Please mark your ID when you top-up either by PayPal or HSBC which enables our F/A to recognize and process in advance). Please make sure your account has sufficient amount before delivery, you may also set-up the balance reminder in our system:

My SFC Account	Image: Billing Image: Billin
Account	Preferences
Profile Change Password Address Book	The balance remind Whether remind when the balance is insufficient : @Yes No Sets the account balance : 5100 RMB (Send remind message when account balance is below the set amount)
Preferences API Certificate	Shipping Notice Whether send tracking number to the recipient mail : ©Yes ®No
User sub account User role SAEXP Protocol	Distribution information



Top-UP your Account

1.By Pay-Pal or Payoneer

Billing - Top-up Account - Enter the amount you would like to wire Please be kindly noticed that there will be transaction fee charged by PayPal or Payoneer.

Enter your deposit amount)
En



Top-UP your Account

2. By HSBC

Account name: ROYALWAY SUPPLY CHAIN MANAGEMENT LIMITED Account number: 801 323 544 838 Beneficiary Bank: HSBC Hong Kong Bank code: 004 Swift Code: HSBCHKHHHKH Bank Address: 1 Queen's Road Central, Hong Kong Bank Phone: (852) 2748 8288

Company Address: RMS 1318-19、13 HOLLYWOOD PLAZA,610 NATHAN RD MONGKOK,KLN