IBS User Manual - Personal Account

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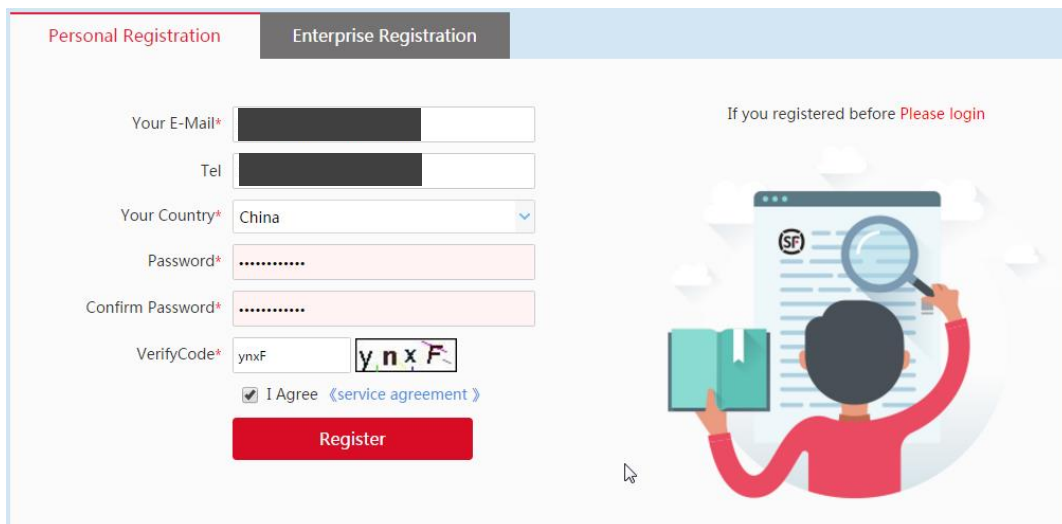
1. IBS-WEB Account Registration

- Open IE or Google Chrome browser to website "http://osms.sf-express.com/osms"
- Select language option that you prefer to display in "Personal Login" tab, and click on "Register" to register your personal account.


- Key in all the credentials to create a new personal account and select "Register".

- A pop up window will display to inform that a separate e-mail will be sent for account activation.
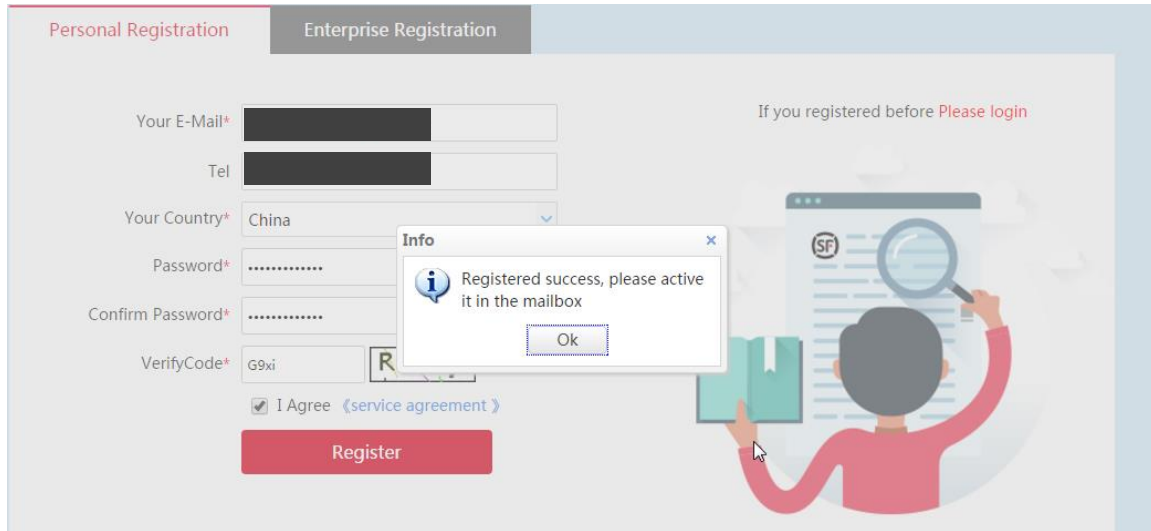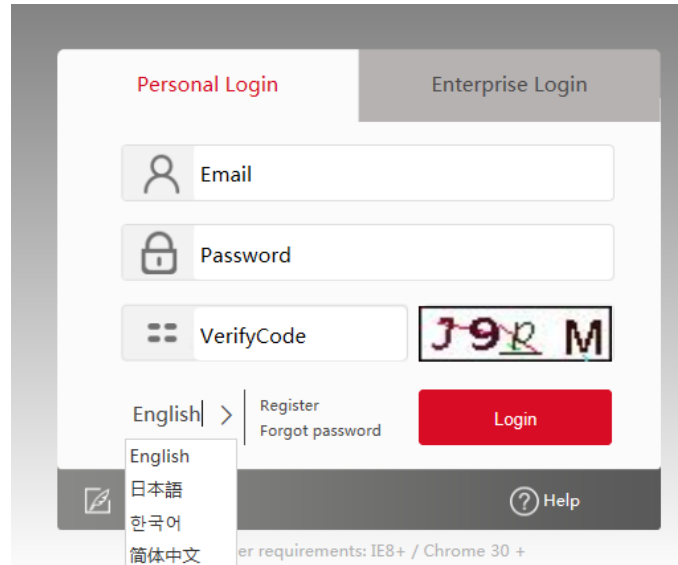

- Click on "Activation link" to activate the account in the e-mail. A pop up widow will show up to inform that the account has been activated and will automatically redirect to IBS-WEB official webpage.
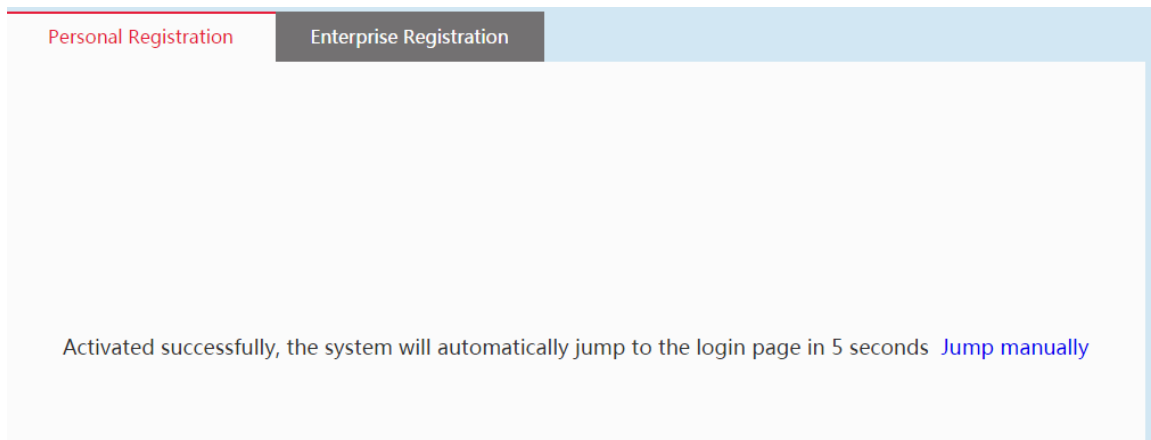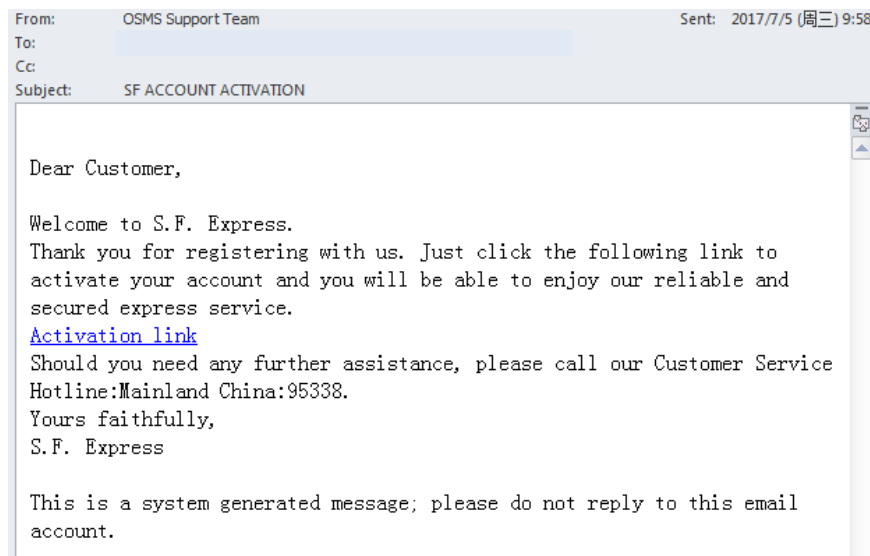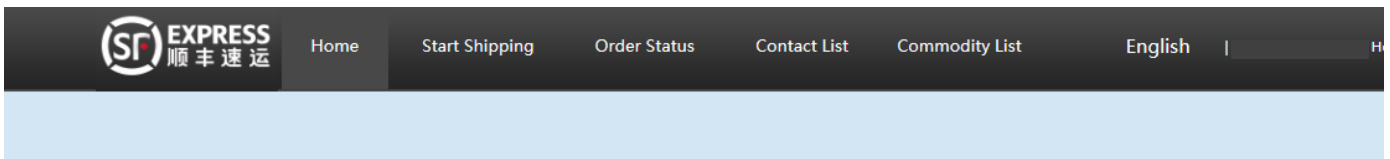
2. Login IBS-WEB

● Open IE or Google Chrome browser to website "http://osms.sf-express.com/osms"

● Select the language option that you prefer to display in "Personal Login" tab. Key your credential and click on "Login" button to login

● A welcome page will display after logging in successfully. Go to the "Order" tab to place order.

Dear customer:

Welcome to use International Business System

IBS is a self-service software developed by SF Express that is tailored to the needs of customers sending international shipments (both Standard Express and Economy Express). With a flexible and personalized interface, IBS makes it easy to place orders, as well as manage shipments, shipment items and your address book. It is supposed to provide you with close and comprehensive service.
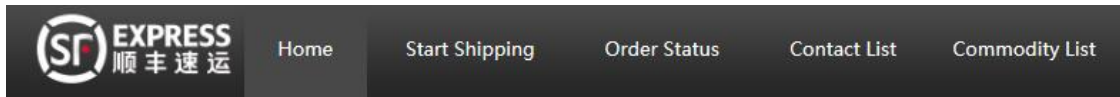
Step 1 Register

Open the registration page, click "Personal Registration", fill in your information, agree with the Terms of Service and click "Register". Finish the registration by activating your account in the provided email box.

3. Online Shipment Order Placing

● Go to "Start Shipping" tab to place order.

● There are 3 steps to place online shipment order: Address Information, Package Description, Shipment Details.

Step 1/3: Address Information

Enter address of Shipper and Receiver and click "Save Address" button to save.

Step 2/3: Package Description

Input necessary information and select desired service. Required items are highlighted in red. Click "Save" to confirm.

Total no. of Pieces	Currency*		Dimensions	Length	Width	Height	
1	[▾]						Cm

[+ Add]   [🗑 Del]   Estimated total weight : [max 10000]   TTL input Dimensional Weight : 0KG

Description	Material Quality	Quantity*	Unit*	Unit Value*	Total Value*	Country Of Origin*	HS Code	
Select [ ]	[ ]	[ ]	piece ▾	[ ]	[ ]	[▾]	[ ]	Save

Our Service	Estimated weight	Estimated transit time(Work days)	Estimated rate
⦿ International Standard Express-Doc	0.000kg	3-5Day	CNY190.0
○ International Standard Express- Parcel	0.000kg	3-5Day	CNY220.0
○ International Economy Express – Doc	0.000kg	5-6Day	CNY116.0
○ International Economy Express – Parcel	0.000kg	5-6Day	CNY118.0
○ US Direct	0.000kg	4-7Day	CNY130.0
○ US Pack1	0.000kg	4-7Day	CNY120.0
○ US Pack3	0.000kg	4-7Day	CNY220.0

1、The order content cannot be modified after submission, please double confirm all information.

2、The quotation is only for reference freight charge, the possibility remains that tax and duty may be incurred in customs clearance, it is subjected to specific gateway regulations.

3、For more details of each service, please refer to http://www.sf-express.com/cn/en/, thank you.

Payment	Customer A/C No.	AWB Remark
Shipper ▾	[ ]	[ ]

Value Added Servive	Estimated rate	remark
☐ Insurance service		Insurance service supports China mainland export to Singapore, Malaysia, Japan, South Korea, the United States and Russia, charge 1% of declared value, and minimum charge 8 yuan
☐ Direct signature service	CNY19	Direct signature service only supports China mainland export to United States, charge is 19 CNY/piece. Only applicable to Economy Express, Standard Express and International Heavy Freight.

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Step 3/3: Shipment Detail

- Complete the 'Commercial Invoice' information.

Preview: will show us the sample of the waybill

Reset：All the data that you entered will be deleted and you will see a clean page.

Save: Order status will be saved as draft (Please kindly be reminded that this is still an UN-SENT order). You could still modify/ change any content on the order.

Sent: Order will be sent and confirm as soon as you click the "sent" button. This is un-reversible. Our courier will schedule to pick up your order in a timely manner.

- An "Order Status" page will display after process "2/3: Package Description", order will be listed in "Draft" tab. Click "Submit" to confirm your order. A "Waybill number" will be assigned for your order.

4. Waybill Label and Commercial Invoice: View and Print

- In "Order Status" tab, select order and choose following actions:
  View: To view and print order
  Cancel: To cancel order
  Printer icon: To view and print waybill label
  Invoice icon: To view and print commercial invoice

Waybill label Sample

SF EXPRESS	755 原寄地 Origin:
‖‖‖‖‖‖‖‖‖‖‖ (barcode)	US 001 目的地 Dest: LAX
1/1 子Child Waybill No.: 070034502707 母Mother Waybill No.: 070034502707	国际标快-包裹 SE – Parcel
To: Timson 收件人信息 Timson 87383920 Oregon ANTELOPE Testing road USA 97001	Signature 收件人签署 Date 日期 派件员工号 Delivery ID
实际重量（Actual Weight）(KG): 计费重量(Chargeable Weight)(KG): 运费(Freight): 附加服务 (Add'l Services) :INSURE	备注 Remarks:
寄付 Shipper Pay 3rd第三方: 卡号A/C No.:	合计费用 TTL Charge	代收贷款 COD	
‖‖‖‖‖‖‖‖‖‖‖ (barcode) 1/1 母Mother Waybill No.: 070034502707	CN:95338 US:18559011133 www.sf-express.com
From: Brandon 寄件人信息 Brandon 13800138000 Guangdong Shenzhen city Nanshan District Xuefu, road, buliding, A 518000	Description	Qty
	cloth+(cotton)	1
To: Timson 收件人信息 Timson 87383920 Oregon ANTELOPE Testing road	
	Declared Value:20.000 Currency USD
参考编号 Ref No.:	

Commercial Invoice Sample

5. Cancel Online Shipment Order

- In "Order Status" tab, select an order you would like to cancel. Click "Cancel" button to cancel the order.
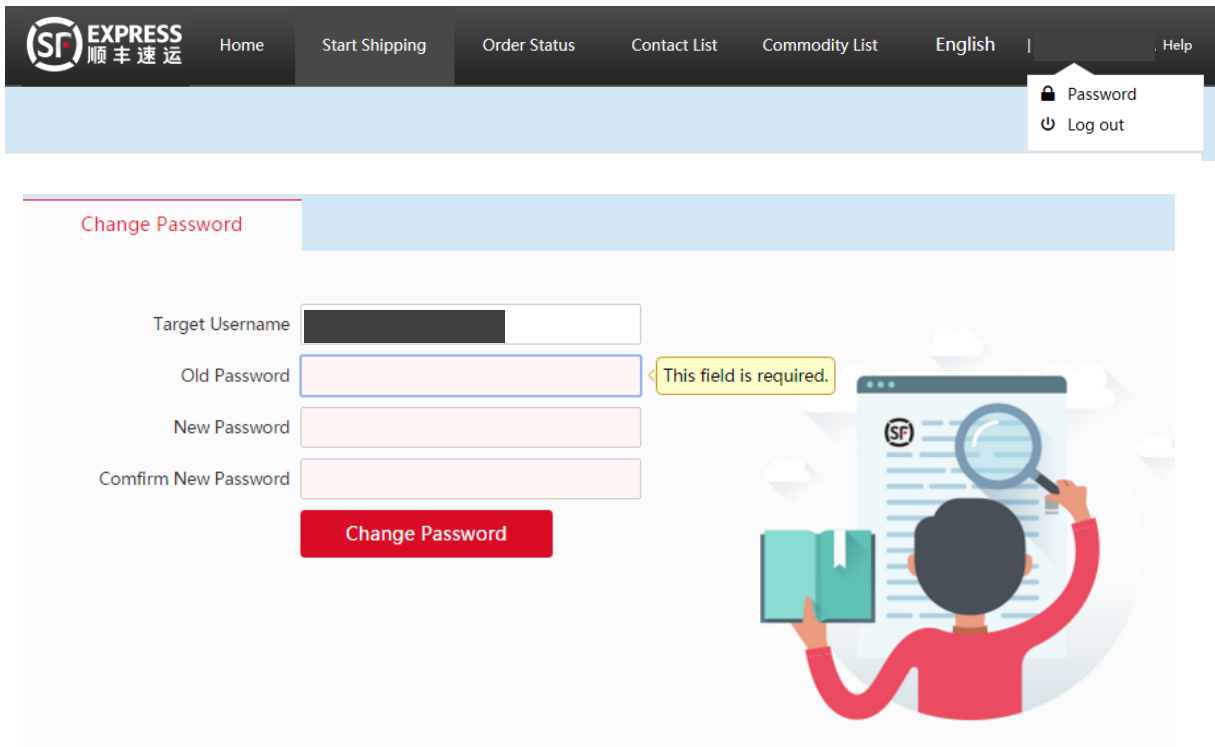
6. Change Login Password

● Click on login name at a top right corner, select "Password" to change password.