

# **Sending Hard Copies of Application Documents by SF Express** Step-by-step Guide

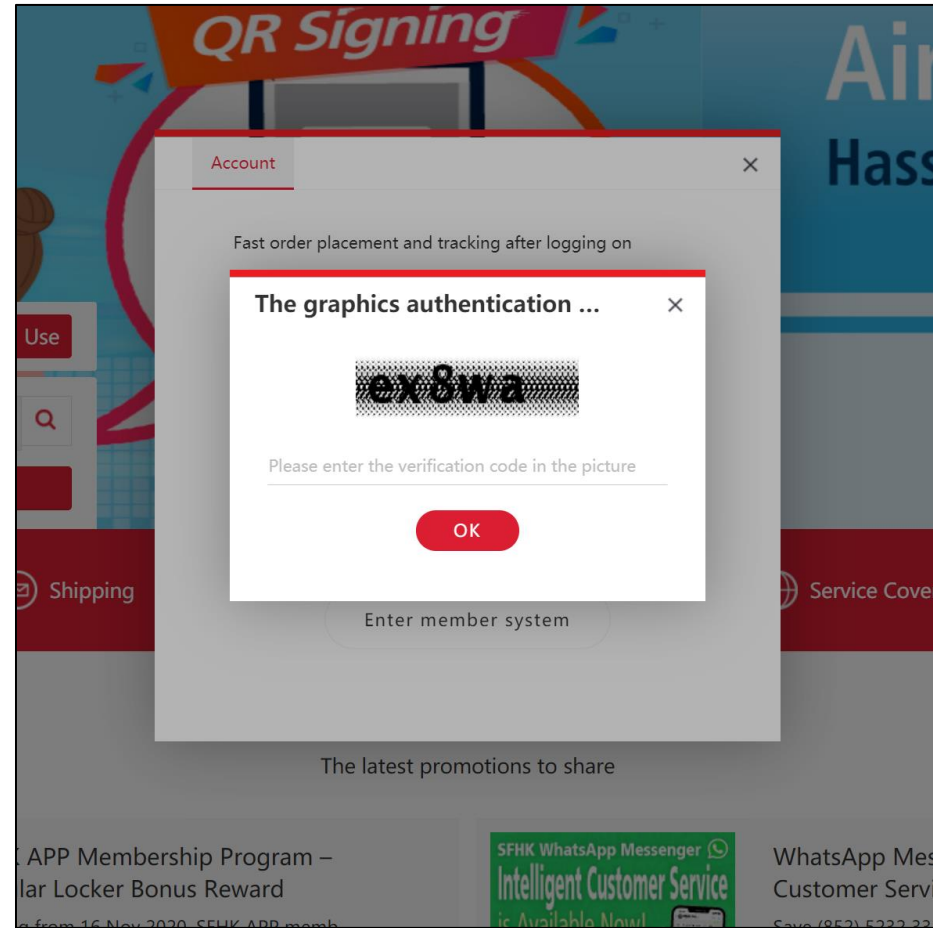
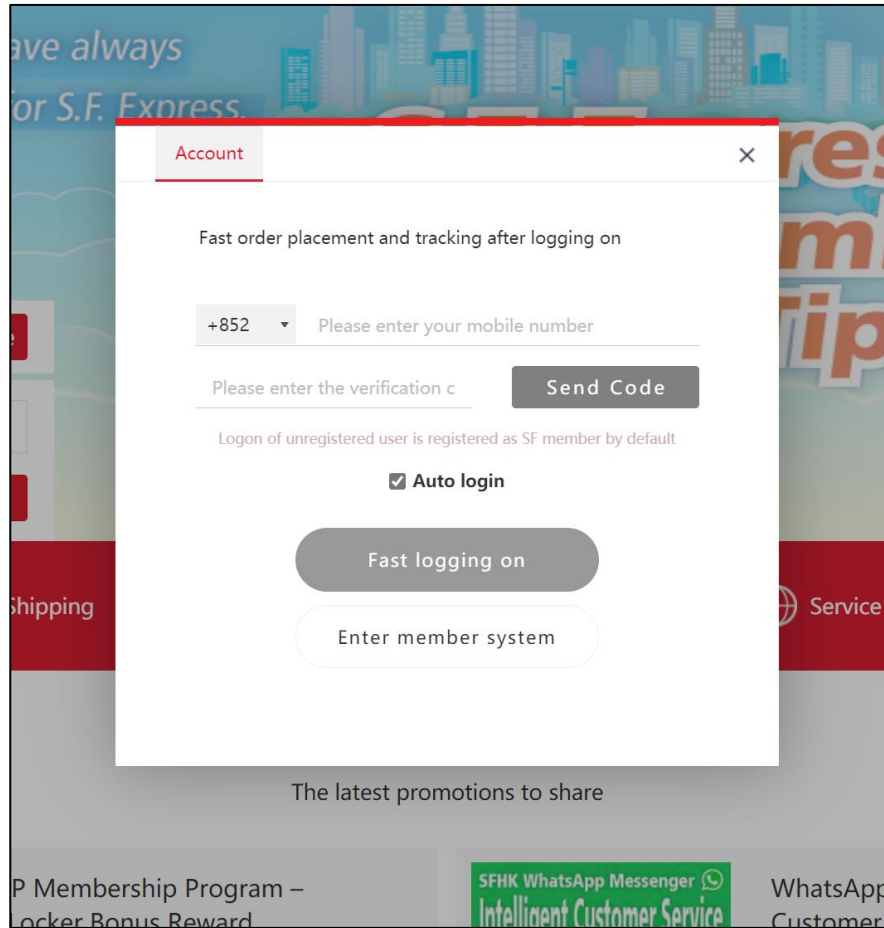
Hong Kong Institute of Clinical Psychologists

**Website Version**

1. Visit <https://www.sf-express.com/hk/en/> and click Logon/register

The screenshot shows the SF Express website homepage. At the top left is the SF EXPRESS logo (順豐速運) and a navigation menu with links: Home, Products and Services, Other Services, Help Center, SF Network, and About Us. In the top right corner, a red box highlights the 'Log on/register' link, which includes a user icon, a plus sign, and a minus sign. Below the navigation is a large promotional banner with a yellow background. The banner features the text 'Drop & Pick at 1000+ Network Points' in large, stylized letters. It also includes a 'Scan-to-Send Address Book' button with a 'Use' button, a search bar for 'Enter your waybill number' with a 'Track Now' button, and a cartoon illustration of a delivery person holding a smartphone. To the right of the illustration, it says 'As low as HK\$20 for the first 1...'. Below the banner is a red navigation bar with icons and text for: Track & Trace, Shipping, Rates & Transit Time, Service Point, Service Coverage, and Online Service. The main content area below the navigation bar is titled 'Promotions and events' with the subtitle 'The latest promotions to share' and a 'more>' link. There are three promotional cards: 1. 'SFHK APP Membership Program - Regular Locker Bonus Reward' with a 'Register' button, starting from 16 Nov 2020. 2. 'SFHK WhatsApp Messenger Intelligent Customer Service is Available Now!' with a 'WhatsApp' icon. 3. 'WhatsApp Messenger Intelligent Customer Service Is Available Now!' with a 'Save (852) 5232 3333 into your WhatsApp ...' link.

2. Enter your mobile number, finish the graphics authentication, obtain the verification code via SMS and complete the logon



### 3. Click "Shipping"

SF EXPRESS 順豐速運 Home Products and Services Other Services Help Center SF Network About Us Welcome: \*\*\*\*9247

# Drop & Pick at 1000+ Network Points

Scan-to-Send Address Book Use

Enter your waybill number

Track Now

As low as HK\$20 for the first

Track & Trace | Shipping | Rates & Transit Time | Service Point | Service Coverage | Online Service

## Promotions and events

The latest promotions to share [more>](#)

SFHK APP Membership Program  
Regular Locker Bonus Reward

SFHK WhatsApp Messenger  
Intelligent Customer Service

WhatsApp Messenger Intelligent Customer Service Is Available Now!

# 4. On the tab "Consignor", fill-in your contact and pick-up details, then click "Next"

SF EXPRESS 順豐速運 Home Products and Services Other Services Help Center SF Network About Us Welcome: \*\*\*\*9247

Shipping Track & Trace Service & Support

Regular Express Batch mail

01 02 03 04  
Consignor Receiver Appointment information Complete order placement

Consignor Mandatory field \*

\* Name Please enter the contact name  
Company name Please enter the company name

Mobile phone

\* City/district Please select the district, e.g. Hong Kong - Central and Western District - Sheung Wan

\* Address Please enter the street name and detailed address

Next →

*Please provide a number that the courier team could reach out to you for pick-up arrangement*

*Please provide the address for parcel collection*

# 5. On the tab "Receiver", fill-in the below information and click "Next"

SF EXPRESS 順豐速運 Home Products and Services Other Services Help Center SF Network About Us Welcome: \*\*\*\*

Shipping Track & Trace Service & Support

Ship Mainland & HK, MO, TW Ship International 200+ Countries & Cities Ship in Batch Mainland & HK, MO, TW

01 02 03 04  
Consignor Receiver Appointment information Complete order placement

Receiver Mandatory field \*

\* Name HKICP Company name Please enter the company name

Mobile phone 91969247 Telephone Please enter the telephone number

\* City/district Hong Kong-Sai Kung District-Tseung Kwan O

\* Address  Please enter the street name and details of address

For batch shipments, please use the [Ship in Batch](#) function  Save to address book

Previous Next →

- Name: HKICP
- Mobile phone: 91969247
- City/ district: Hong Kong – Sai Kung – Tseung Kwan O
- Address: Click "Select Self-Pick up Point", input "H852TK03P" and click "Enquiry", then select "香港新界西貢區將軍澳坑口南豐廣場1樓B28-B31舖順豐智能櫃" and confirm

Search Self-Pick up Point

H852TK03P

All  SF station  Store  EF locker

Enquiry

6. On the tab "Appointment information", choose "Door-to-door pickup by courier" and choose your preferred pickup time, then click "Next" and agree to the terms and conditions

SF EXPRESS 順豐速運 Home Products and Services Other Services Help Center SF Network About Us Welcome: \*\*\*\*9247

Shipping Track & Trace Service & Support

Regular Express Batch mail

01 Consignor 02 Receiver 03 Appointment information 04 Complete order placement

Appointment information

Door-to-door pickup by courier  Please contact the courier or send the shipment on your own

\* Pickup Time:  
🕒 2020-11-15 Within 4 hours

\* Services  
HKD30 From  
served by Tomorrow 22...

Send word to the courier.  
🗨 N/A

I agree (E-waybill Terms and Conditions)

Previous Next →

SF EXPRESS 順豐速運 Home Products and Services Other Services Help Center SF Network About Us Welcome: \*\*\*\*9247

### E-waybill Terms and Conditions

When using SF's services you, as "Shipper", agree, on your behalf and on behalf of the receiver of the Shipment ("Receiver") and anyone else with an interest in the Shipment that these Terms and Conditions shall apply.

#### 1 Definitions

1.1 "SF", "us" and "our" refers to S.F. Express (Hong Kong) Limited or S.F. Express (Macau) Limited (as applicable), its subsidiary, branch, affiliate, agent, or independent contractor, which originally accepts your Shipment.

1.2 "Shipment" means all packages which are tendered to and accepted by us on one waybill.

1.3 "Personal Data" means any data relating directly or indirectly to an individual, from which it is possible and practical to ascertain the identity of the individual from the said data, in a form in which access to or processing of the data is practicable.

1.4 "T&C" refers to these terms and conditions and are subject to change by SF from time to time at its own discretion without prior notification. For the avoidance of doubt, any such change shall become effective and binding on the Shipper upon its publication on the official website of SF.

1.5 A "waybill" shall include any Shipment identifier or document produced by SF or Shipper automated systems such as a label, barcode or waybill as well as any electronic version thereof.

#### 2 Unacceptable Shipments

Shipper agrees that its Shipment is deemed unacceptable if:

2.1 it is classified as hazardous material, dangerous goods, prohibited or restricted articles by International Air Transport Association, International Civil Aviation Organization, any applicable government department or other relevant organization;

2.2 no customs declaration is made when required by applicable customs regulations;

2.3 the goods are classified as dangerous goods or SF believes that it cannot be carried safely or legally, including but not limited to animals and parts thereof, currency, bearer instruments, negotiable instruments, counterfeit goods, precious metals and stones, firearms and parts thereof, ammunition, human remains, pornography, illegal narcotics/drugs; or

2.4 Receiver's address is incorrect, incomplete or not properly marked or Shipment's packaging is defective or inadequate to be carried safely with ordinary and reasonable care. SF shall have the absolute right to deal with the Shipment as it sees fit, including destroy any unacceptable Shipment as specified in this clause.

#### 3 Right to Inspect

Shipper agrees that SF or any governmental authorities may open and inspect the Shipment without notice at any time. SF shall not be responsible for any loss whatsoever for any delay caused to the Shipment due to such inspection.

#### 4 Shipper's Warranties and Indemnity

Shipper shall indemnify and hold SF harmless for any loss or damage in connection or resulting from the Shipper's failure to comply with any applicable laws or

I have read this E-waybill Terms and Conditions and agreed to abide by it



# 7. The order is completed. If needed, you may click into "Complete the shipment information to amend the shipping details"


**SF EXPRESS** 順豐速運 Home Products and Services Other Services Help Center SF Network About Us Welcome: \*\*\*\*

Shipping Track & Trace Service & Support

**Ship** Mainland & HK, MO, TW Ship International 200+ Countries & Cities Ship in Batch Mainland & HK, MO, TW

01 Consignor 02 Receiver 03 Appointment information **04 Complete order placement**

Order placement succeeds! Cancel

 SF Courier ★★★★★ 0 Estimated time of pickup Today **09:00**  
Tel.

**F** Christine 91231234 Hong Kong Eastern District North Point North Point  
⋮  
**T** HKICP 91969247 Hong Kong Sai Kung District Tseung Kwan O H852TK03P

Appointment No.: CX2609949773840440

Sending goods information	Payment	valuation	Value-added services
N/A	Cash on shipment	No valuation services	N/A

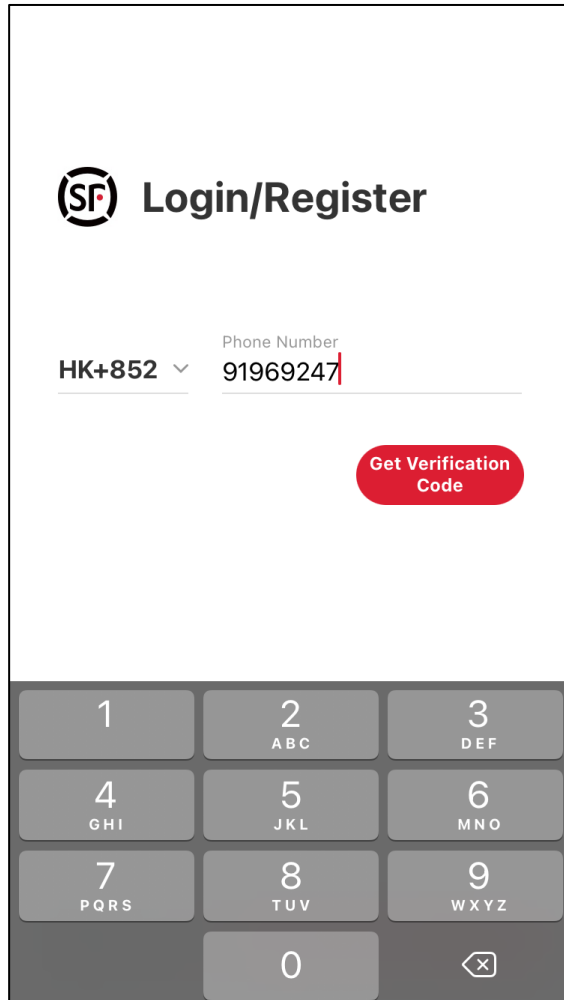
[View order list](#) Complete the shipment information

**Mobile Version**

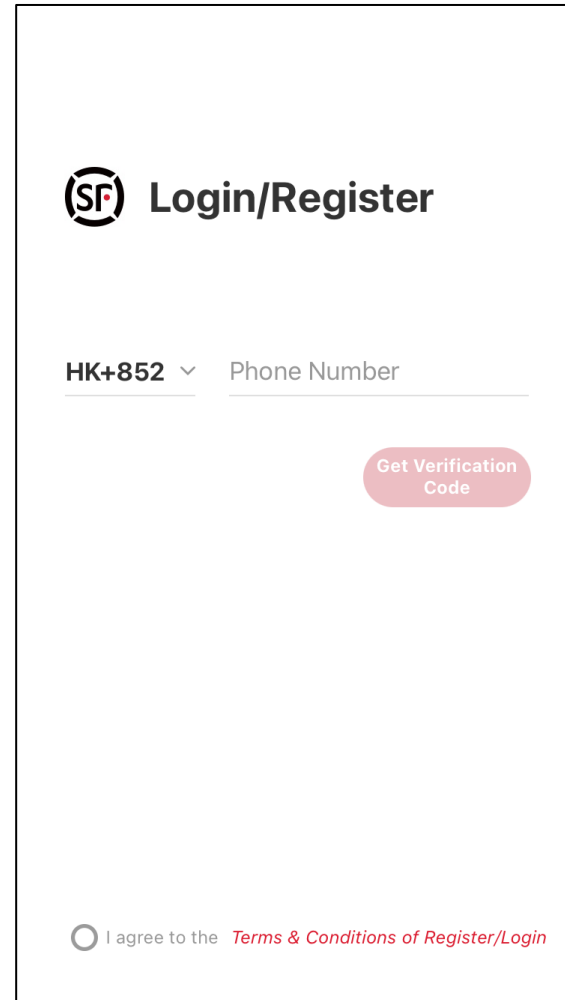
1. Download "SF-Express" App on mobile phone



## 2. Register / Login to the app



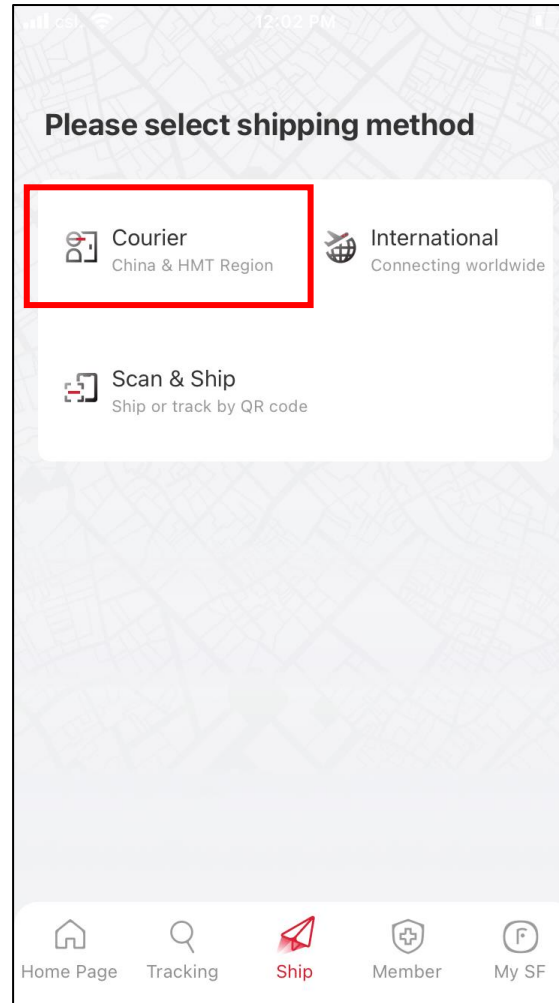
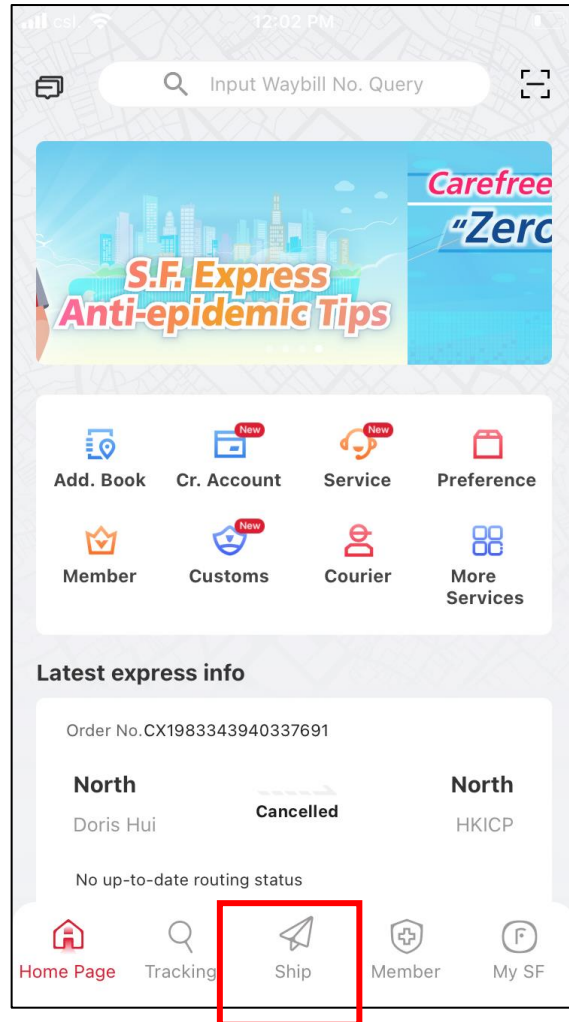
The screenshot shows the app's Login/Register screen. At the top left is the SF logo followed by the text "Login/Register". Below this, there is a dropdown menu showing "HK+852" and a text input field labeled "Phone Number" containing the number "91969247". A red button labeled "Get Verification Code" is positioned below the input field. At the bottom of the screen is a numeric keypad with digits 1-9, 0, and a backspace key.



The screenshot shows the app's Login/Register screen. At the top left is the SF logo followed by the text "Login/Register". Below this, there is a dropdown menu showing "HK+852" and a text input field labeled "Phone Number". A light red button labeled "Get Verification Code" is positioned below the input field. At the bottom of the screen, there is a checkbox followed by the text "I agree to the [Terms & Conditions of Register/Login](#)".

1. Enter your phone number
2. Receive a verification code via SMS
3. Enter the verification code and click "I agree to the Terms & Conditions of Register/ Login" to log into the app

### 3. Tab "Ship" and select "Courier"



## 4. Complete the Sender's information

The image displays two screenshots of a mobile application interface for shipping.

**Left Screenshot (Ship screen):** The screen shows a list of shipping options. The first option, "Please enter sender's information", is highlighted with a red box. Below it is "Please enter recipient's information". Further down, there are sections for "Shipping method" (with "To-door" selected), "Expected collection time" (within 1h), "Commodity Description" (Required), "Payment" (Pay by sender), and "SPP" (recommended if >1000). At the bottom, there is an "Estimated value HKD --" and a "Place order" button.

**Right Screenshot (Sender's Address screen):** This screen is for entering the sender's details. It includes fields for "Sender" (Chan Tai Man), "Address" (Hong Kong Central and Western District Admiralty), "Phone Number" (+852 91234567), and "Company Name (Optional)". There are also checkboxes for "Set as default" and "Save to add. book", and a "Clear" button. A red "Confirm" button is located at the bottom.

1. Tab "Please enter sender's information"
2. Enter your contact and collection details
  - *Please provide a number that the courier team could reach out to you for collection arrangement*
  - *Please provide the address for parcel collection*
3. Click "Confirm"

## 5. Complete the Recipient (HKICP)'s information

**Ship**

**F** Chan Tai Man 91234567  
Hong Kong Central and Western District | Add. Book  
Admiralty 13/F, ABC Building, Central

**T** Recipient's Info  
Please enter complete information | Add. Book

**To-door** Self drop-off SF Points  
Drop off

default shipping method

Expected collection time Tomorrow 08:00-09:00 >

Commodity Description • Please fill in >

Payment • Please fill in >

SPP recommended if >1000 >

I agree to the 《SF's Terms and Conditions of Carriage》

Estimated value HKD — | Detail ▾ **Place order**

**Recipient's Address**

**T** Recipient Add. Book Select contacts

HKICP

Hong Kong Sai Kung District Tseung Kwan O ▾

+852 ▾ 91969247 - Ext No.

H852TK03P

Company Name(Optional)

Save to add. book Clear

Address history

HKICP 91969247  
H852TK03P

**Confirm**

1. Tab "Please enter recipient's information"
2. Enter the below delivery details:
  - *Name: HKICP*
  - *Region: Hong Kong - Sai Kung-Tseung Kwan O*
  - *Mobile: 91969247*
  - *Location: H852TK03P*
3. Click "Confirm"

## 6. Choose Shipping Method and Collection Time

The screenshot shows the 'Ship' screen with the following details:

- Sender:** Chan Tai Man 91234567, Hong Kong Central and Western District, Admiralty 13/F, ABC Building, Central. Add. Book
- Recipient's Info:** Please enter complete information. Add. Book
- Shipping Method:** To-door (selected), Drop off. A red box highlights the 'To-door' section.
- Expected collection time:** Tomorrow 08:00-09:00 >
- Commodity Description:** Please fill in >
- Payment:** Please fill in >
- SPP:** recommended if >1000 >
- Footer:** I agree to the 《SF's Terms and Conditions of Carriage》, Estimated value HKD — | Detail, Place order

The screenshot shows the 'Expected collection time' selection dialog with the following details:

- Shipping Method:** To-door (selected), Drop off. A red box highlights the 'To-door' section.
- Expected collection time:** Tomorrow 08:00-09:00 >
- Commodity Description:** Please fill in >
- Payment:** Please fill in >
- SPP:** recommended if >1000 >
- Expected collection time dialog:** Tomorrow 08:00-09:00 (selected with a red checkmark), The day after tomorrow 09:00-10:00, 10:00-11:00, 11:00-12:00, 12:00-13:00

1. Shipping method: chose "To-door"
2. Expected collection time: choose your preferred time for courier to collect the parcel



# 7. Enter the Commodity Description

**Ship**

**F** Chan Tai Man 91234567  
Hong Kong Central and Western District | Add. Book  
Admiralty 13/F,ABC Building, Central

**T** HKICP 91969247  
Hong Kong Sai Kung District Tseung Kwan O | Add. Book  
O H852TK03P

**To-door** Self drop-off SF Points  
Drop off

default shipping method

Expected collection time Tomorrow 08:00-09:00 >

**Commodity Description \*** Please fill in >

**Payment \*** Please fill in >

SPP recommended if >1000 >

VAS Please Select >

I agree to the 《SF's Terms and Conditions of Carriage》

Estimated value HKD — — | Detail ▾ **Place order**

**Commodity Description**

**Commodity \*** Pickup/Delivery Standards

**Document** Grocery Footwear and apparel

Books Food Cosmetic product

Toy Digital products Others

**Commodity Value \***

0 HKD

**Total Quantity** — 1 SET +

**Estimated Weight** — 0.5 KG +

Remarks: Actual weight determined by SF staff shall be final

**Remarks**

Matters that SF staff need to pay attention to

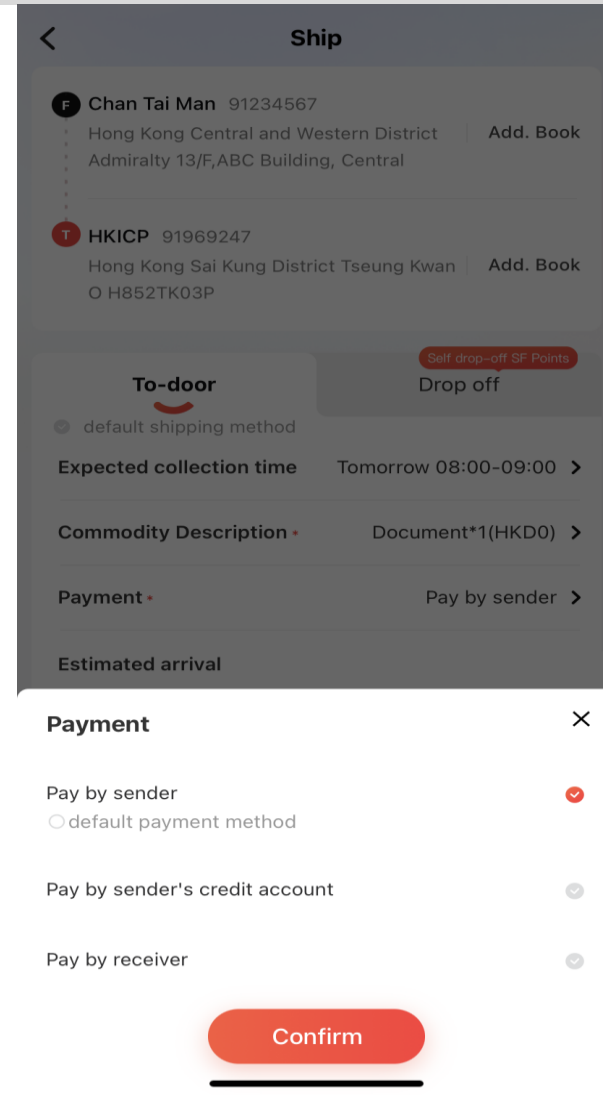
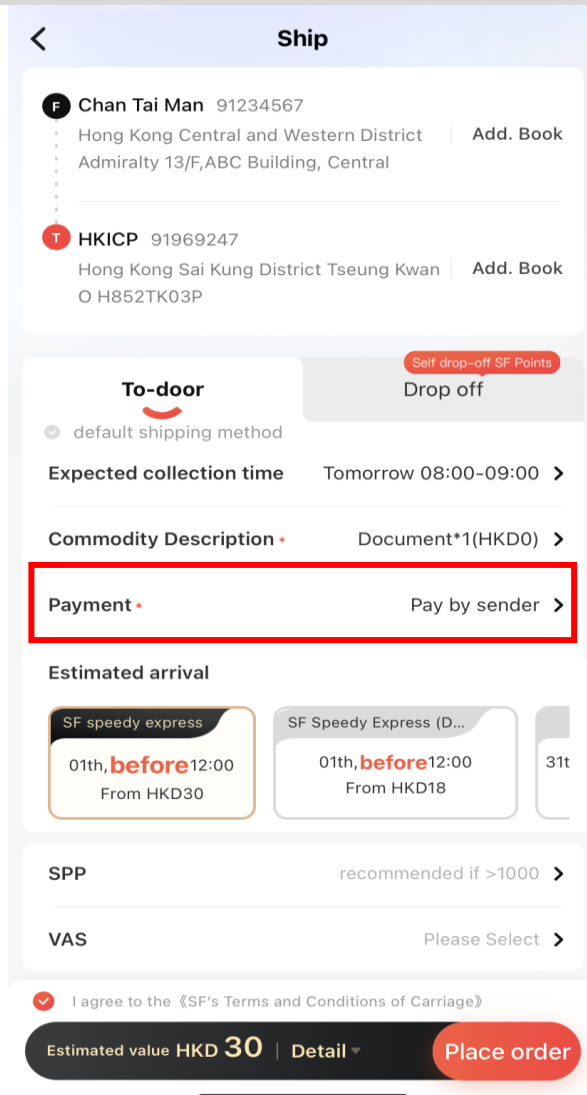
With carton Require trolley for parcel pick-up 0/60

Call before door-to-door pick-up

**Confirm**

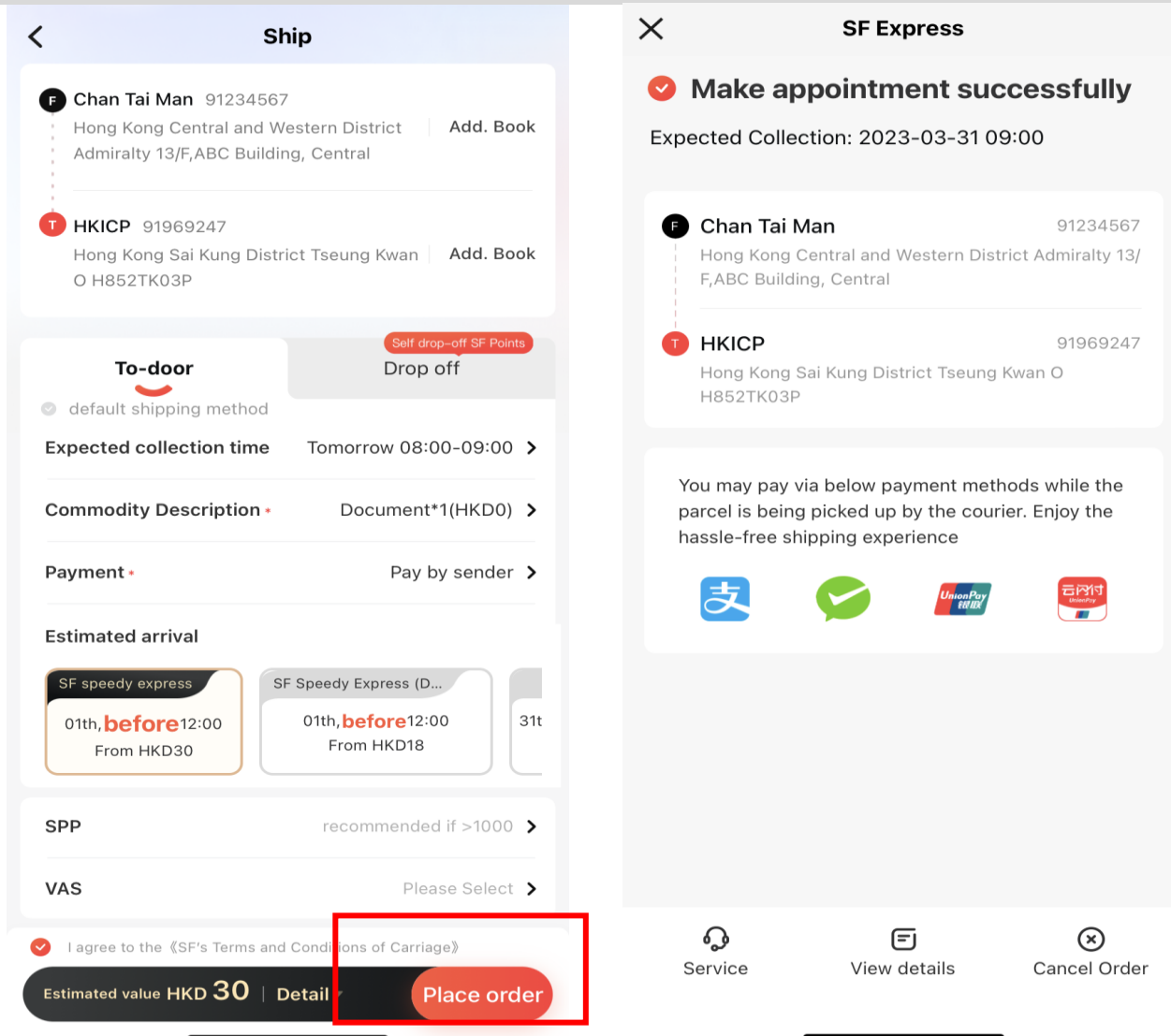
1. Tab "Commodity Description"
2. Agree to the Terms & Condition
3. Choose "Document" and enter "0" for Commodity Value
4. Tab "Confirm"

# 8. Choose Payment



1. Tab "Payment"
2. Choose "Pay be sender"
3. Click "Confirm"

# 9. Complete the order



1. Click "Place order" and complete the order

**Sending from Overseas Areas**

# 1. Visit SF Express website ([sf-express.com](https://www.sf-express.com)) and select your location

The screenshot displays the SF Express website interface. At the top left is the SF Express logo (順豐速運). The navigation menu includes Home, Products and Services, Other Services, Help Center, SF Network, and About Us. On the top right, there is a 'Log on/register' link with a user icon and a flag icon. A dropdown menu is open, listing various regions and languages. The main banner features the text 'Customers and employees have always been top priorities for S.F. Express.' and 'S.F. Express Anti-epidemic Tips'. Below the banner, there is a 'Scan-to-Send Address Book' button and a tracking input field with a 'Track Now' button. The footer contains icons for Track & Trace, Shipping, Rates & Transit Time, Service Point, Service Coverage, and Online Service.

Home Products and Services Other Services Help Center SF Network About Us

Log on/register

中国内地 Chinese Mainland | 简 EN  
中国香港/中国澳門 HongKong China /Macau China | 繁 简 EN  
中国台湾 Taiwan China | 繁 EN  
新加坡 Singapore | EN 简  
韩国 Korea | 한국어 简 EN  
马来西亚 Malaysia | EN 简  
日本 Japan | 日本語 简 EN  
美国/加拿大 United States/Canada | EN 简  
俄罗斯 Russia | русский 简 EN  
英国 United Kingdom | EN 简  
泰国 Thailand | ภาษาไทย 简 EN  
越南 Vietnam | Tiếng Việt 简 EN  
澳大利亚/新西兰 Australia/New Zealand | EN 简  
法国 France | Français 简 EN  
德国 Germany | 简 EN

Scan-to-Send Address Book Use

Enter your waybill number

Track Now

Track & Trace | Shipping | Rates & Transit Time | Service Point | Service Coverage | Online Service

## 2. Contact local customer service and arrange door-to-door parcel pick-up

### Local SF Express Customer Service:

Area	CS Hotline / E-mail
USA / Canada	1 855 901 1133
United Kingdom	gzgjtsz@sfmail.sf-express.com
Singapore	1800 311 1111
Australia / New Zealand	1300 148 168

### Delivery details

- *Name: HKICP*
- *Region: Hong Kong SAR – Sai Kung – Tseung Kwan O*
- *Mobile: (852) 91969247*
- *Location: H852TK03P*
- *Postal fee: Pay be sender*