

Smartship Guide

Qxpress Delivery Service

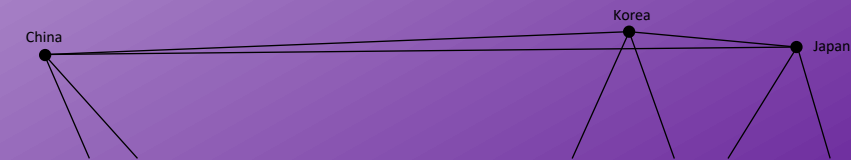
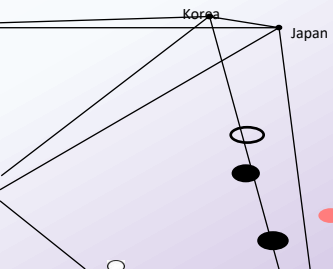
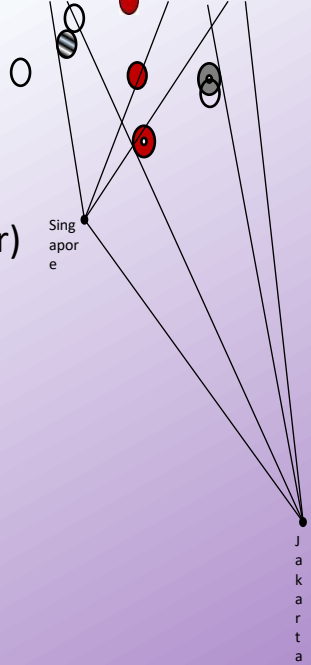
We offer a worldwide delivery service to the customers all over the world

A Step-by-Step Guide



Content

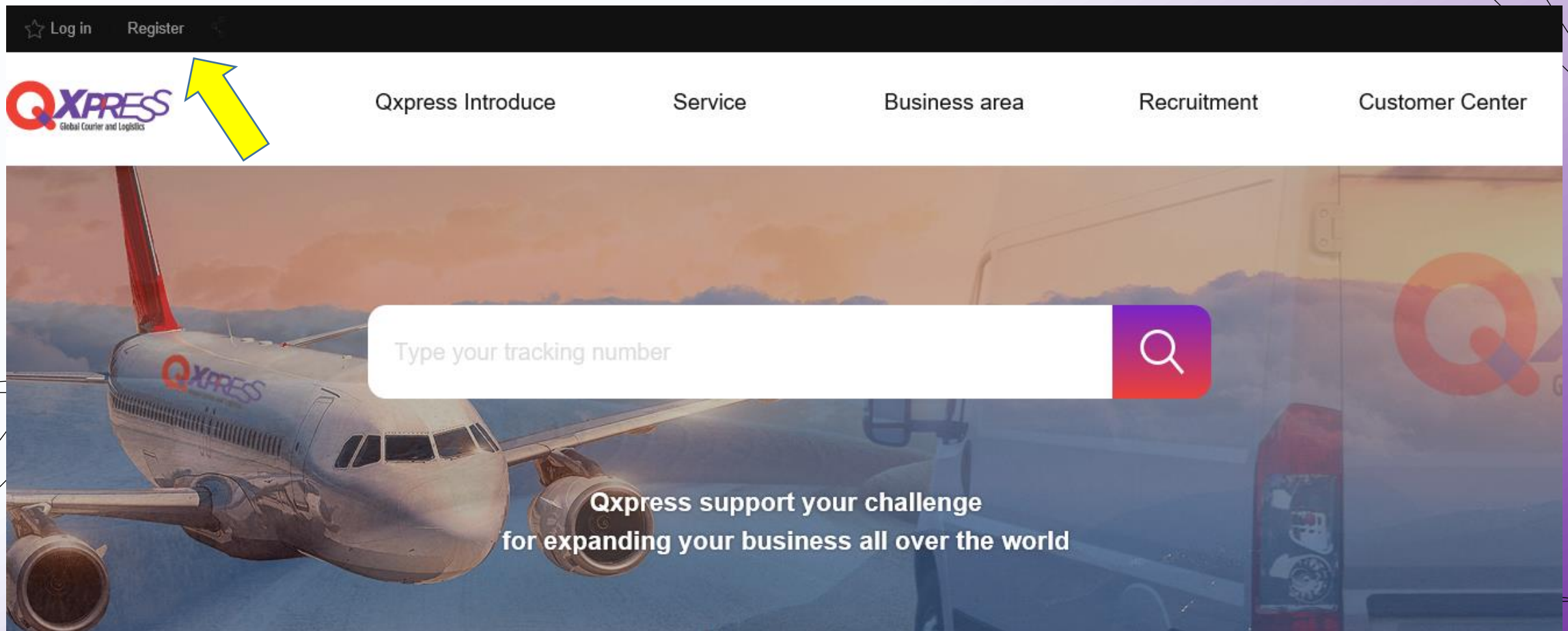
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Registration Page

Go to <http://www.qxpress.net/>

Select the “Register” on the top left corner.



1. Account Information

1. Key in the Login ID
2. Select SG +65 for your Cellphone and input the number in
3. Key in the Password
4. Tick the Agree to the user agreement

Qxpress Business Member Registration

1 Account Information *

Login ID *

Cellphone *

Select 

- -

Password *

Confirm Password *

☐ I Agree to the user agreement and [privacy policy](#), and also being registered as a member of Qoo10.com.

1.1 Basic Company Information

1. Update your company information
2. In case any customer didn't register their own company, they are allow to key in their full NRIC number
3. Customer may skip to upload their business registration file

2 Basic Company Information *

Country *

Select

Company Name
(English) *

Company Name
(Local Language) *

Postal
Code *



Business
Registration NO. *

Enter No.



Address
(English) *

Address
(Local Language) *

CEO Name
(English) *

CEO Name
(Local Language) *

Company
Telephone *

Select

Company E-mail *

1.2 Contacts Information

- 1. Key in the Person In Charge of Finance and Logistics Operations
- 2. The address in the Person In Charge of Logistics Operations will appear as your pickup default address and the information will appear in the Waybill shipper column
- 3. If the person In Charge is the same person, you can tick the small box

3 Contacts Information

Person In Charge of Finance ☐ Same As Basic Information

Name.

Email.

Mobile.

Select



Person In Charge of Logistics Operations ☐ Same As Basic Information

*Name

*Email

*Mobile

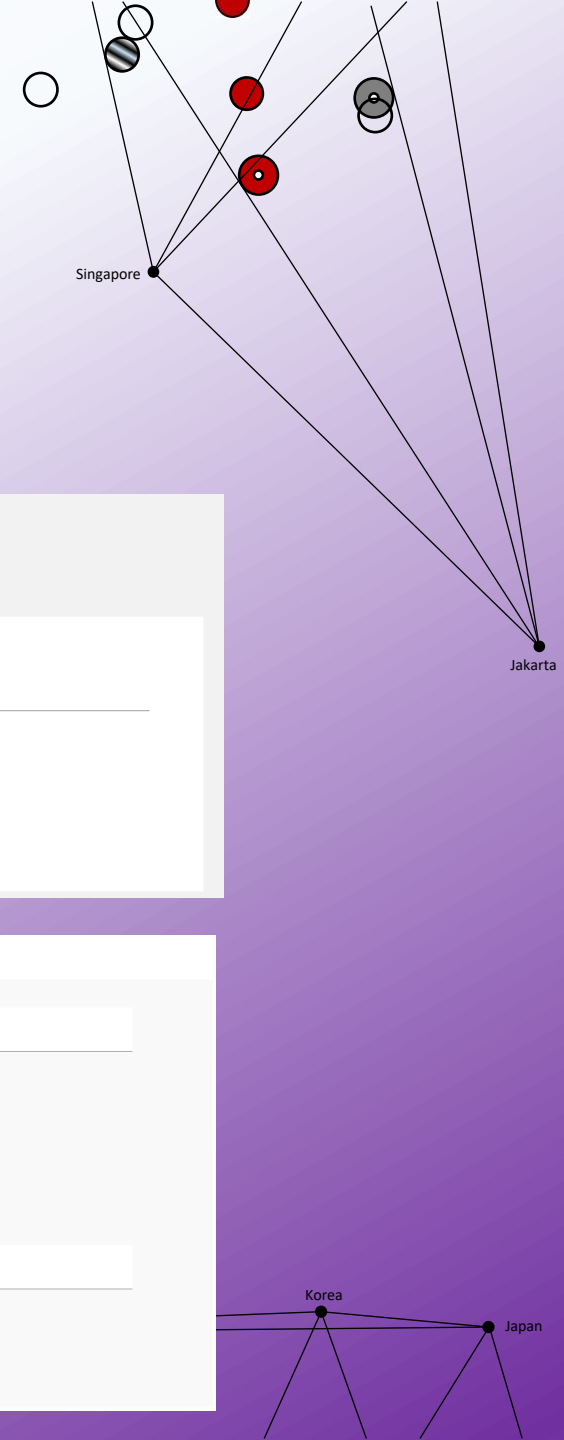
Delivery Nation

Singapore



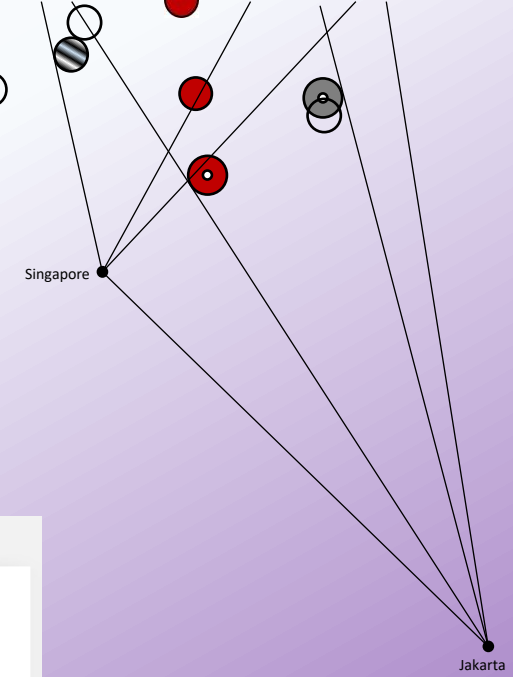
AddressBook

Address
(EN)



1.3 Select Qxpress Service

1. Select Global Smart Shipping follow by select **Singapore** follow by **Qxpress SG DPC**
2. Select ADD
3. Update Name, Mobile, Email in Contact Information of Logistics Operations **(If needed)**



4 Select Qxpress Service

☒

- Global Smart Shipping

Smart Shipping Service is by operating international courier services and the Singapore domestic courier business for products sold by e-commerce



Select Delivery Processing Center.
(Multiple Centers/Multiple Countries Allowed)

Select

Select a center

+ ADD

☐

- Fulfillment Services

Q Fulfillment Service (QFS) has been being provided to meet with the various requirements which have been brought from the 3PL & 4PL for the basis of E-Commerce platform performing in the area of ASIA



Select Delivery Processing Center.
(Multiple Centers/Multiple Countries Allowed)

Select

Select a center

+ ADD

☐

- B2B Cargo

Q Fulfillment Service (QFS) has been being provided to meet with the various requirements which have been brought from the 3PL & 4PL for the basis of E-Commerce platform performing in the area of ASIA



Select Delivery Processing Center.
(seller can set Only one center)

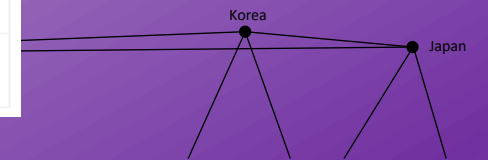
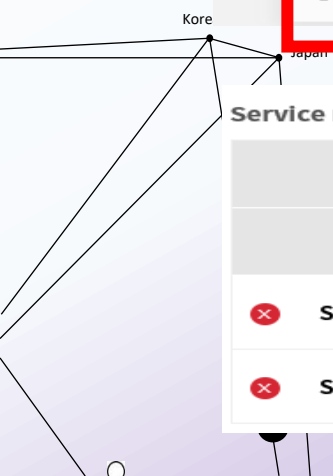
Select

Select a center

+ ADD

Service result in use

Requested Service Detail Information				Requested Logistics Manager Info		
Service	Country	Warehouse	Rate Table	Name*	Mobile*	Email*
 Smart Shipping	Singapore	Qxpress SG DPC	Download			
 Smart Shipping	Singapore	Qxpress SG FSC	Download			



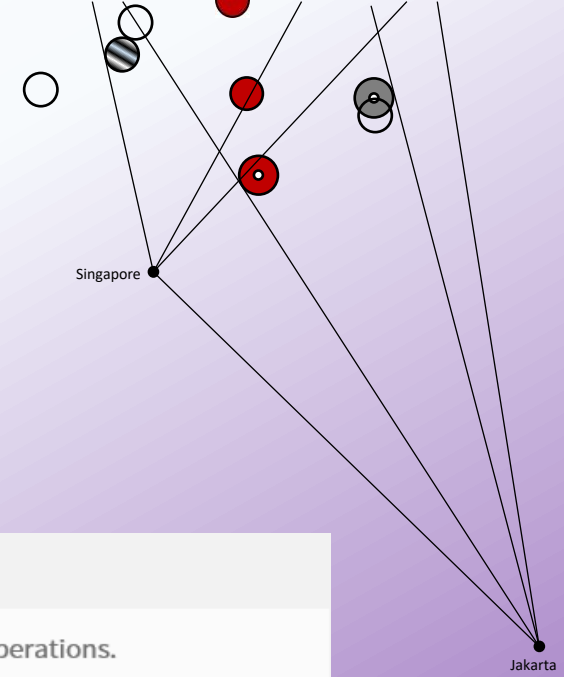
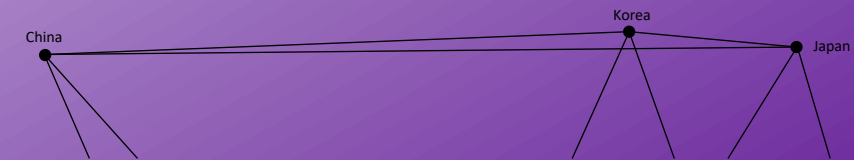
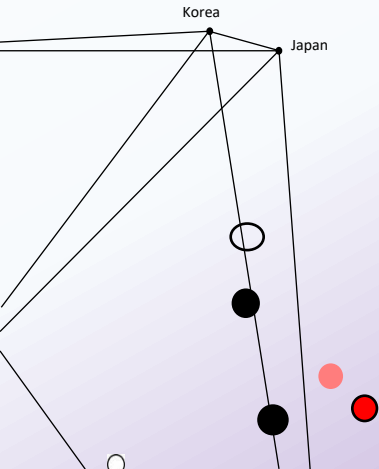
1.4 View Shipping Rate

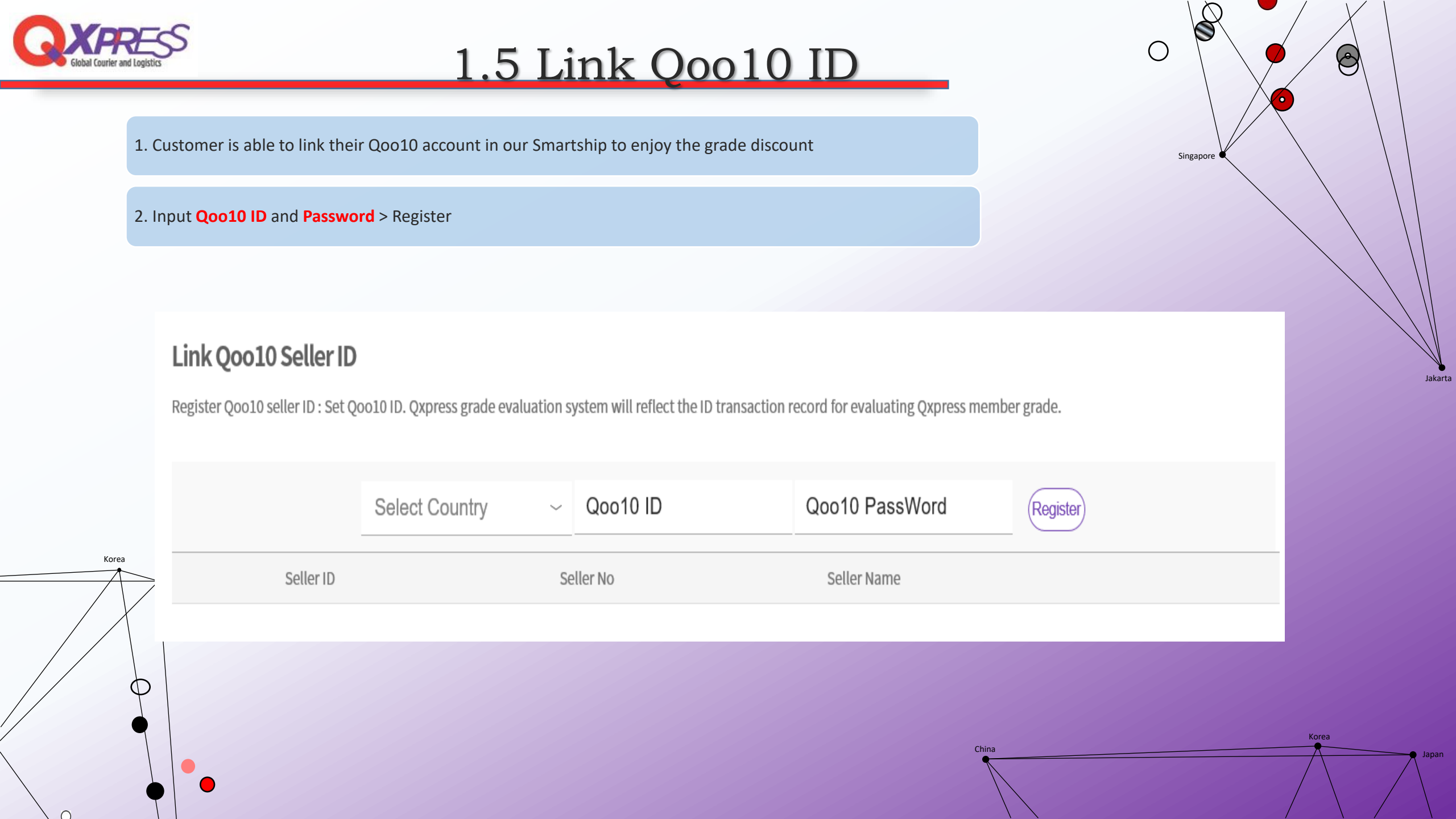
1. Shipping is able to view by selecting “Download”

2. If there is any changes of the rate, Qxpress will update in the “Rate Table”

Registered Qxpress Services.

Registered Service				Contact Information of Logistics Operations.		
Service	Country	Warehouse	Rate Table	Name.	Mobile.	Email.
 Smart Shipping	Singapore	FSC	Download			





1.5 Link Qoo10 ID

- 1. Customer is able to link their Qoo10 account in our Smartship to enjoy the grade discount
- 2. Input **Qoo10 ID** and **Password** > Register

Link Qoo10 Seller ID

Register Qoo10 seller ID : Set Qoo10 ID. Qxpress grade evaluation system will reflect the ID transaction record for evaluating Qxpress member grade.

Select Country	Qoo10 ID	Qoo10 PassWord	Register
Seller ID	Seller No	Seller Name	

1.6 Additional Pickup Address

1. All sender are allow to add a max of 5 different pickup address in our system
2. Setting > My Account > Contact Information > Person In Charge Of Logistics Operations
2. Select Address Book > Title & Staff Name will the PIC name > Address information > Add

Person In Charge of Logistics Operations ☐ Same As Basic Information

*Name		*Email	
*Mobile	/		
Delivery Nation	Singapore	AddressBook	
Address (EN)			

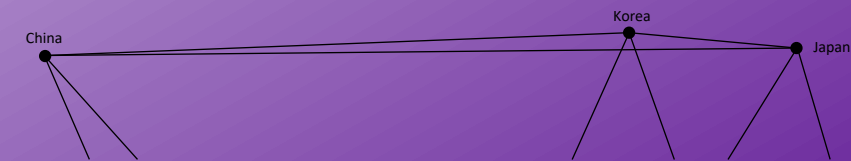
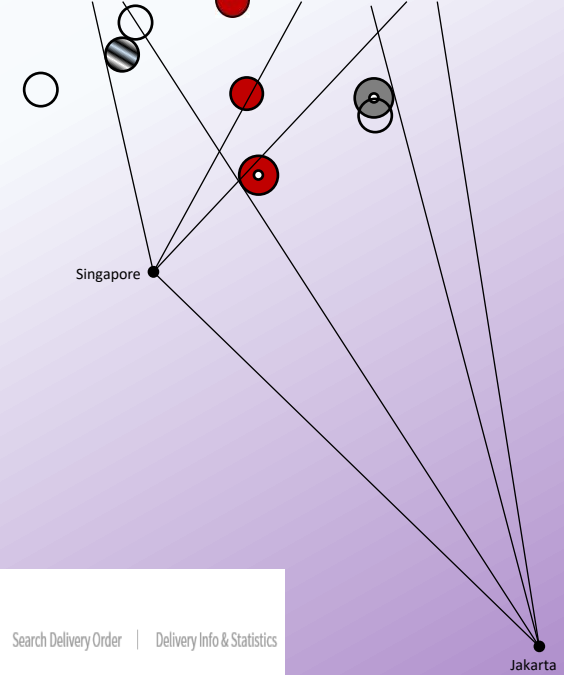
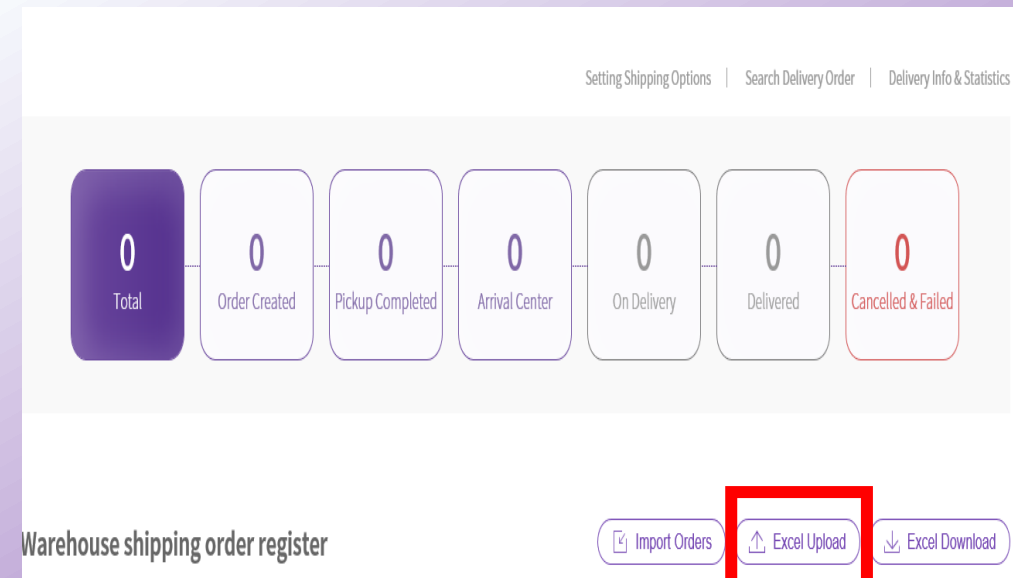
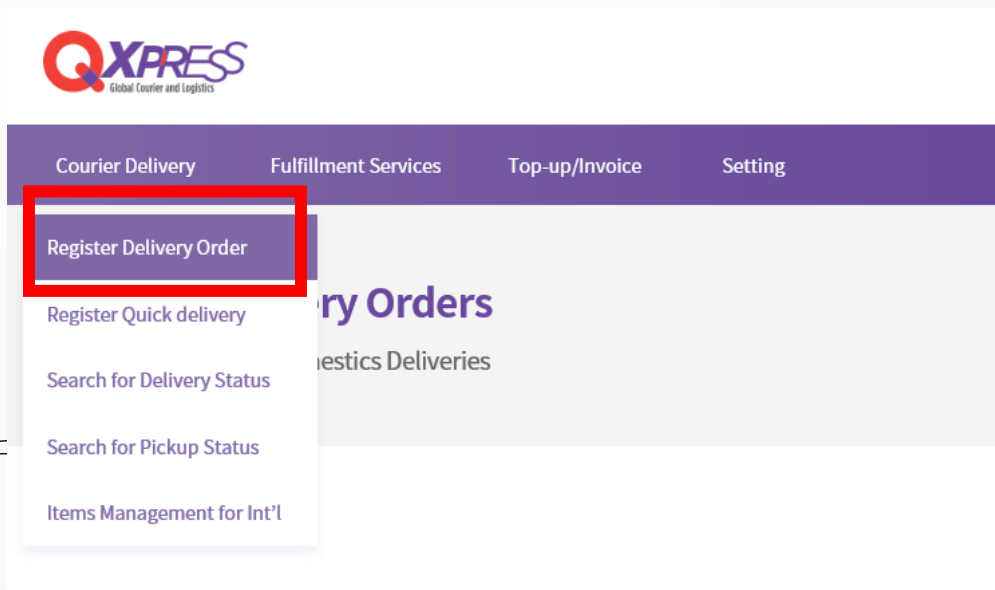
Address information All information should be entered to register and edit.

Type *	Pickup address	Title *	Title
	☐ Make it as Primary address of this type.		
Staff Name *	Name	Email *	Email
Country *	Korea	Postal code *	Postal Code Search
Address * (local language)	Front Address	Last Address	
Address * (English)	Front Address	Last Address	
Phone No *	Select	/	Select
At least one phone number is needed.			
Delete Modify Add Use			

2. Register Delivery Order (Bulk)

1. Select Courier Delivery > Register Delivery Order

2. Select the Excel Upload



2.1 Download Excel Templated

1. Select the "Download Excel" and open the excel file

2. Sender may use this excel to upload even for 1 parcel

Smart-ship order Bulk Upload

For customers convenience, Qxpress provided Qxpress excel form, outer site excel form and custom excel form to upload smart-ship orders.



Smart-ship Excel Upload

You can use Qxpress basic excel form to bulk-upload Smart-ship orders.
You can click the [Download Excel] button on the right to download excel form.

Download Excel



Outer site orders bulk-upload.

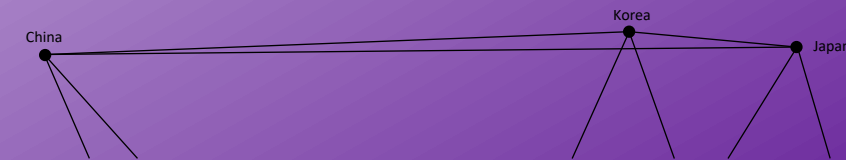
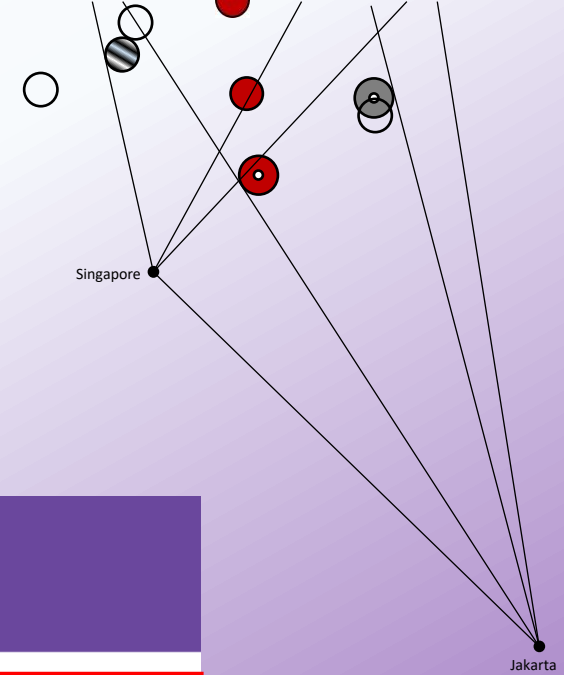
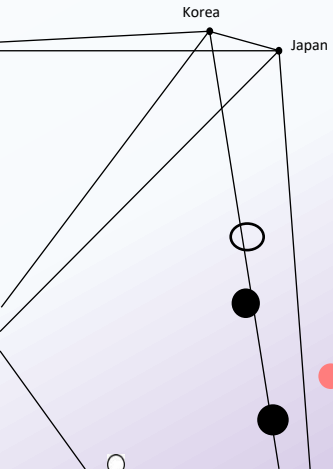
You can upload the excel downloaded from outer sites without modifying.
* Supported sites : Rakuten, Lazada, Shopee, Qoo10    



Use my excel form

The Excel form that Smart Shipping users want to use can be set up in the system and registered directly using the Excel form that they personally edited.

Edit my excel form



2.2 Excel Fomat

1. Update the information highlighted in “yellow” (Skip Seller ID)

2. Complete the parcel detail and receiver information (For Address 1 & 2, customer may input same information such as Block, Street Name & Unit)

3. Sender may skip those in white column

4. Skip those highlighted in “Orange”

Singapore

Jakarta

	A	B	C	D	E	F	G	H	I
1	Seller ID	Sender Name	Departure Country	Destination Country	Your Ref No	Item Name	Qty of Items	Parcel Amount	Name
2			SG	SG		Shoes	1	5 Tan	
3									

	J	K	L	M	N	O	P	Q	R	S
1	Postal Code	Recipient Address 1	Recipient Address 2	Mobile	Phone	Email	Currency	Remarks	Use Fukuoka Route	Service Grade
2	608830	5A Toh Guan Road	#01-02	9000000			SGD			STD
3										

	R	S	T	U	V	W
1	Recipient Name(Hurigana)	Premium Service	Date of Birth	Purchase customer clearance number	Item URL	Item Detail Category
2						
3						

Korea

Korea

Japan

2.3 Upload Excel Format

1. Save the excel file once completed

2. Select the file you save

3. Upload Excel

Excel Upload for Multiple Orders

How To Upload in Excel

※ You may enjoy the below Excel Templates if you want to upload in Excel.

Download Excel Templates

※ [*] means mandatory data field

※ Please proceed as [Step 1. Select File] > [Step 2. Upload File] > [Step 3. Register]

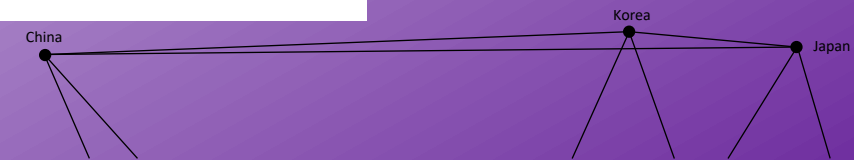
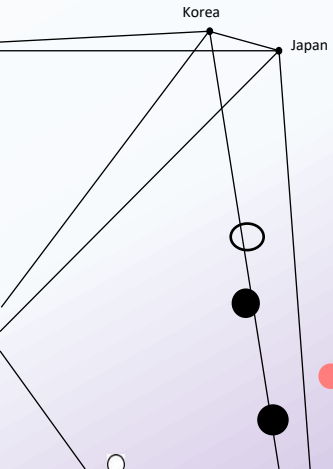
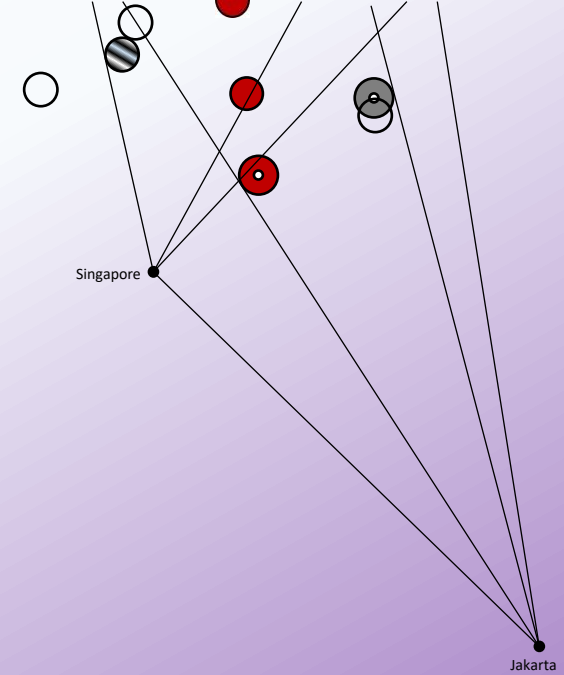
※ Upload excel template from external form

Select a file

Error Guide.xlsx

Upload Excel

Request : 1



2.4 Upload Error

1. Take note for the result for the excel upload
2. If there is an error, check the details for the error
3. Amend the error in your excel

Upload Excel		Success: 0 Fail: 1						
Results	Details	Seller ID	Sender Name	Departure Cou...	Destination Co...	Your Ref No	Item Name	Qty of Items
ERR	Invalid postal code			SG	SG		shoes	1

Upload Excel

Success: 0 Fail: 1

Item Name	Qty of Items	Parcel Amount	Recipient Name	Postal Code	Recipient Addr...	Recipient Addr...	Recipient Mobile	Recipient Phone	Recipient Emai
shoes	1	5	Tan	100000	5A Toh Guan...	#01-02	90000000		

2.5 Upload Successful

1. Once the excel is amended, re-upload the excel again
2. Once result show "Success", sender may "Close" the Excel Upload page
3. Select "Search" at the "Warehouse Shipping Order Register" and the order will show in the page

Upload Excel

Success: 1 Fail: 0

Results	Details	Seller ID	Sender Name	Departure Cou...	Destination Co...	Your Ref No	Item Name	Qty of Items
OK				SG	SG		Shoes	1

Warehouse shipping order register

[Import Orders](#) [Excel Upload](#) [Excel Download](#)

2020-05-02 ~ 2020-05-16

Search

☐	Tracking no.	Your Ref No	Registered Date	Status	Print Waybill	Parcel Amount	Parcel Amount...	Qty of Items	Delivery company	The number of clearance	Departure Country	Service
☐	QSP101876176		2020-05-16	Registered Order		5.0000	3.5100	1			Singapore	Stand



3. Print Waybill

- 1. Select the order you need
- 2. Select "Print QX Waybill + (A5)"

Warehouse shipping order register

Import Orders

Excel Upload

Excel Download

2020-05-02 ~ 2020-05-16

Barcode

over 150 USD

Search

☒	Tracking no.	Your Ref No	Registered Date	Status	Print Waybill	Parcel Amount	Parcel Amount...	Qty of Items	Delivery company	The number of clearance	Departure Country	Service
☒	SP101876176		2020-05-16	Registered Order		5.0000	3.5100	1			Singapore	Standard

Rows: 1

Bundle shipping

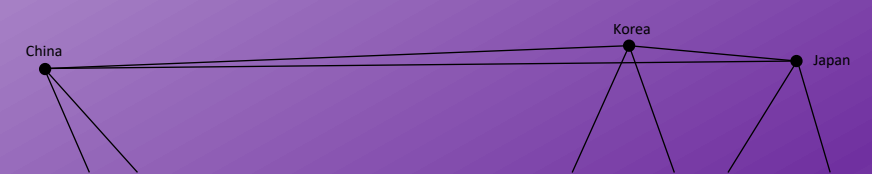
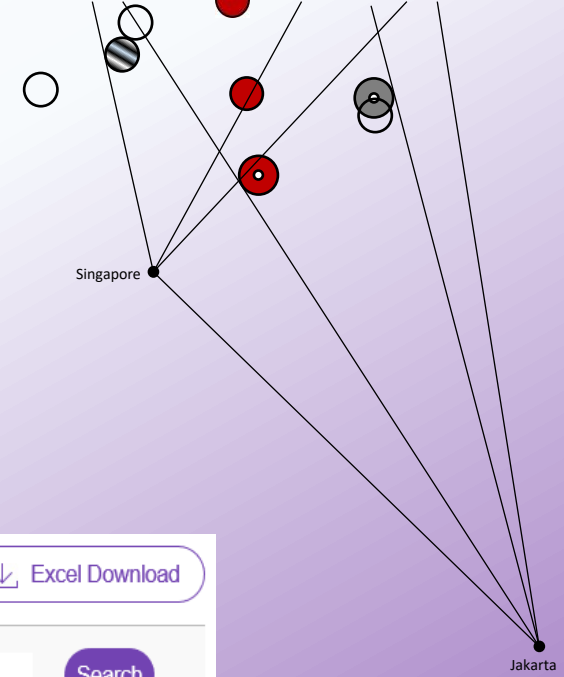
individual

Print Waybill

Print QX WayBill + (A5)

Request for pickup

Delete

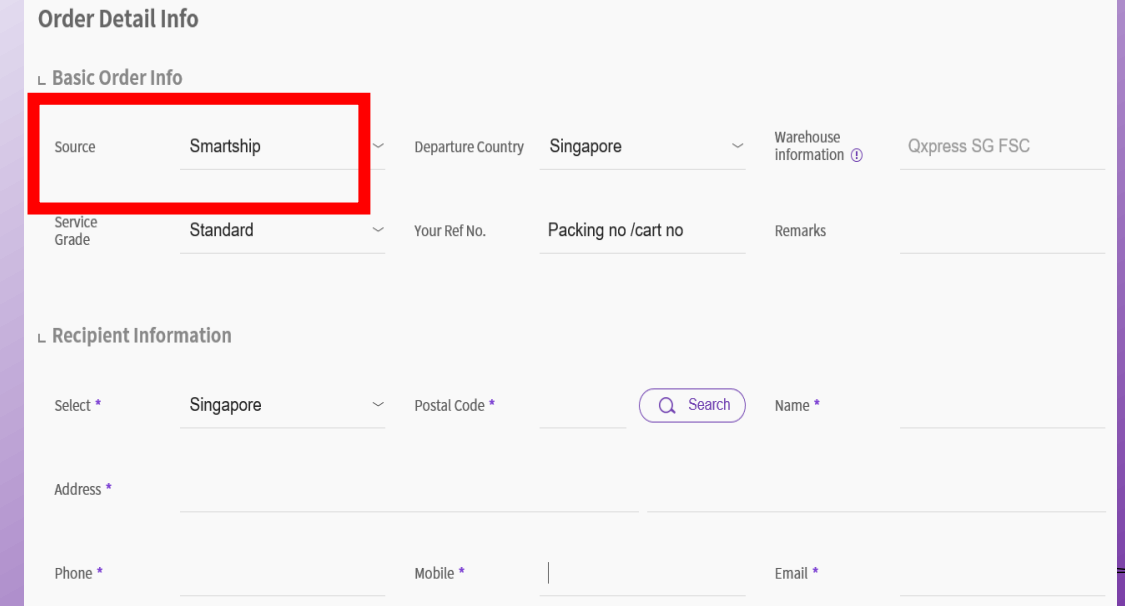
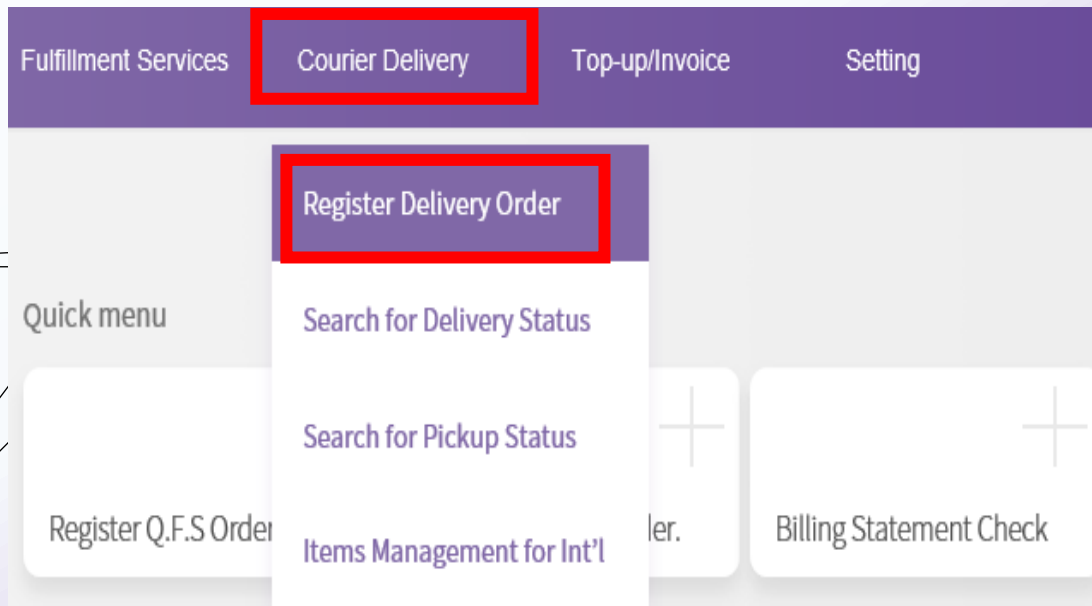


4. Register Delivery Order (Single Order)

1. Select Courier Delivery > Register Delivery Order

2. Basic Order Info > Source (Smartship)

3. Complete the detail needed

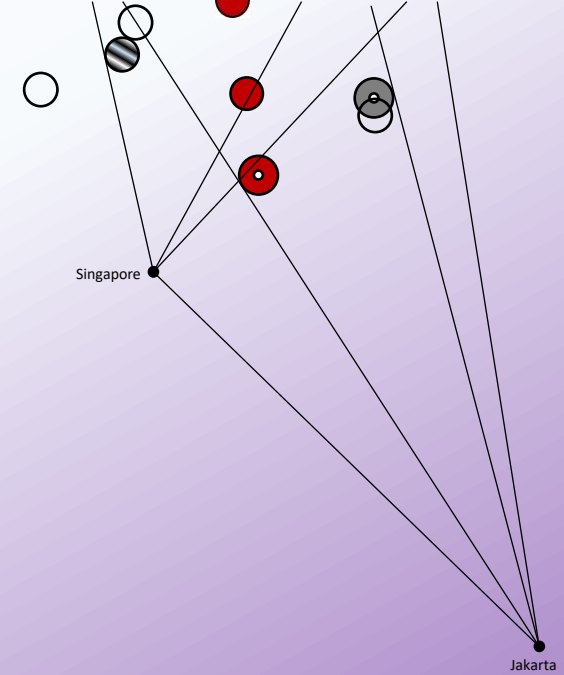


The screenshot shows the 'Order Detail Info' form. The 'Basic Order Info' section is highlighted with a red box and contains the following fields:

Source	Smartship	Departure Country	Singapore	Warehouse Information	Qxpress SG FSC
Service Grade	Standard	Your Ref No.	Packing no /cart no	Remarks	

The 'Recipient Information' section contains the following fields:

Select *	Singapore	Postal Code *	Search	Name *
Address *				
Phone *	Mobile *	Email *		



4.1 Parcel Information

1. Input the parcel item information in the "Order Items"

2. Register

Order Items

Item name *

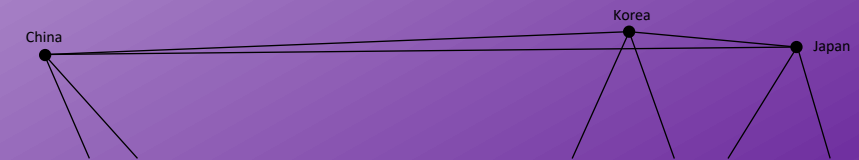
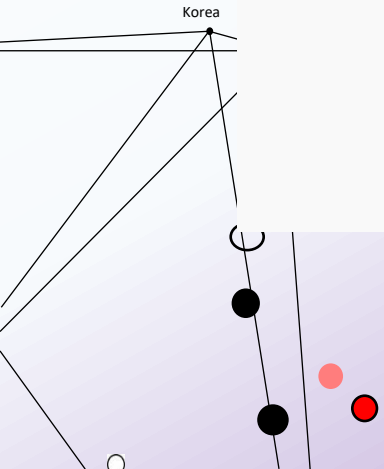
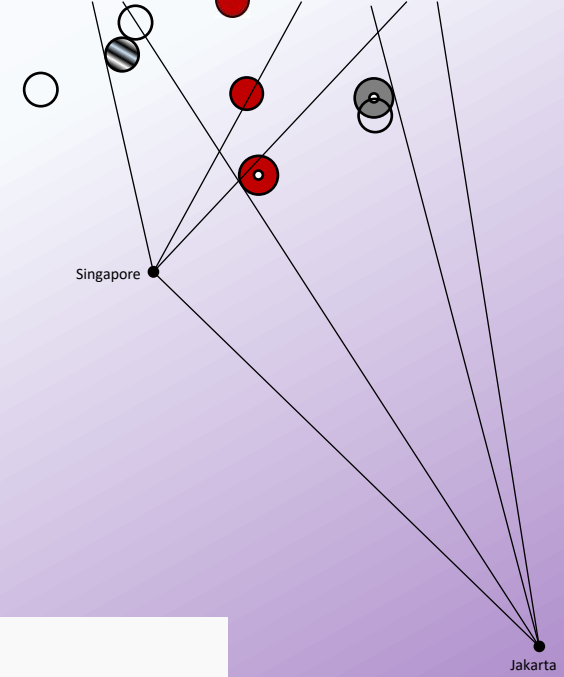
Total qty *

Total amount *

Initialize

Register

Edit



4.2 Confirm Order & Print Waybill

1. Go to "Warehouse Shipping Order Register"

2. Select "Search"

2. Select the order & Print Waybill

Warehouse shipping order register

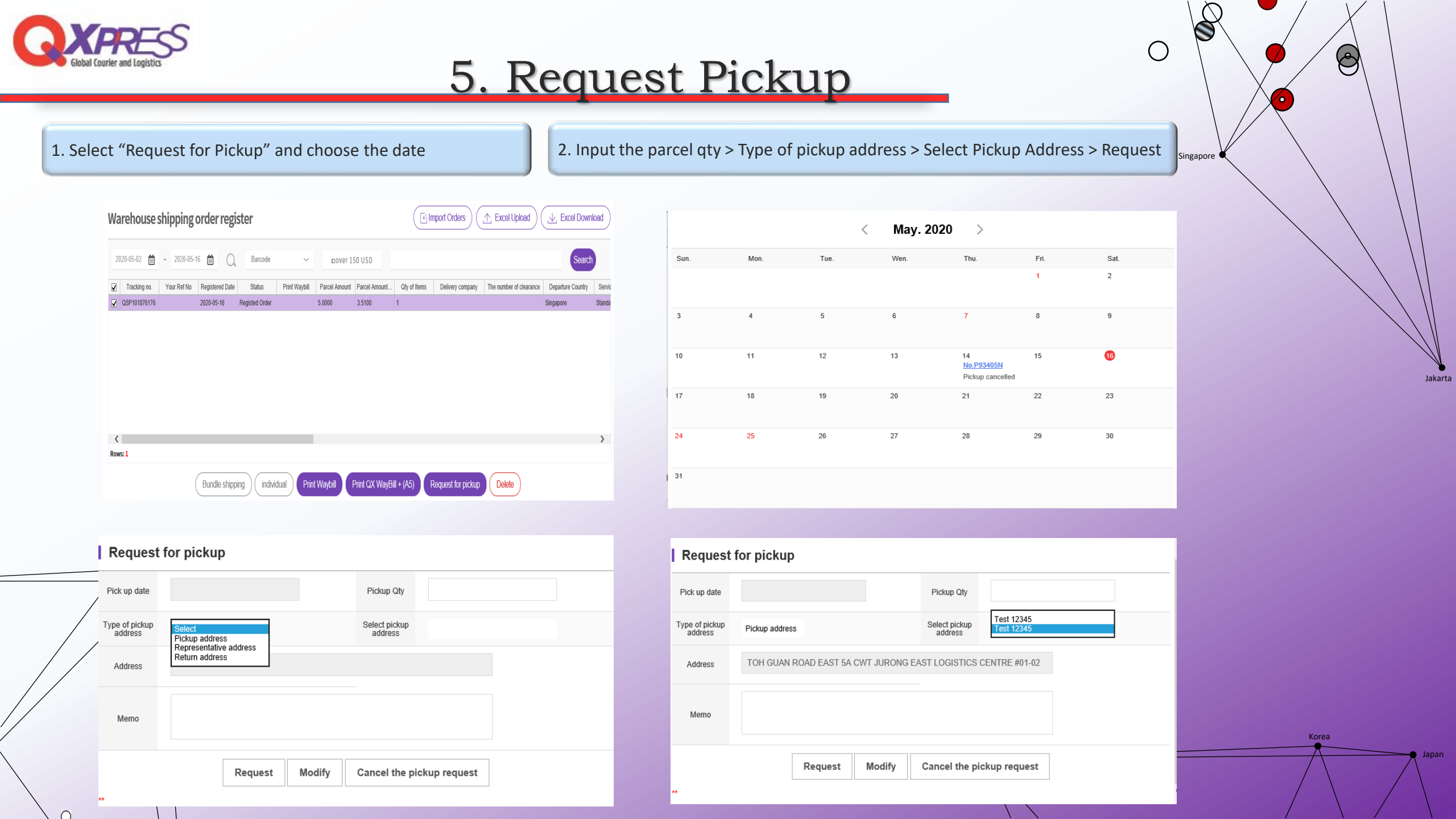
Import Orders Excel Upload Excel Download

2020-05-02 ~ 2020-05-16 Barcode over 150 USD Search

☒	Tracking no.	Your Ref No	Registered Date	Status	Print Waybill	Parcel Amount	Parcel Amount...	Qty of Items	Delivery company	The number of clearance	Departure Country	Service
☒	QSP101876176		2020-05-16	Registered Order		5.0000	3.5100	1			Singapore	Standard

Rows: 1

Bundle shipping individual Print Waybill Print QX WayBill + (A5) Request for pickup Delete



5. Request Pickup

1. Select “Request for Pickup” and choose the date

2. Input the parcel qty > Type of pickup address > Select Pickup Address > Request

Warehouse shipping order register

☒ Import Orders

2020-05-02

2020-05-16

Barcode

cover 150 USD

Search

☒	Tracking no.	Your Ref No	Registered Date	Status	Print Waybill	Parcel Amount	Parcel Amount...	Qty of Items	Delivery company	The number of clearance	Departure Country	Service
☒	QSP101878176		2020-05-16	Registered Order		5.0000	3.5100	1			Singapore	Stand

Rows: 1

Bundle shipping

individual

Print Waybill

Print QX Waybill + (A5)

Request for pickup

Delete

< May. 2020 >						
Sun.	Mon.	Tue.	Wen.	Thu.	Fri.	Sat.
					1	2
3	4	5	6	7	8	9
10	11	12	13	14 No.P93405N Pickup cancelled	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Request for pickup

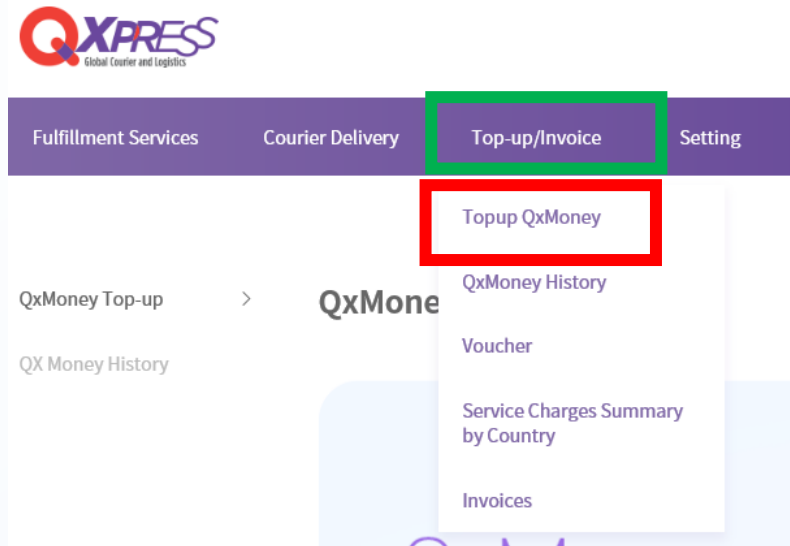
Pick up date		Pickup Qty	
Type of pickup address	Select Pickup address Representative address Return address	Select pickup address	
Address			
Memo			
RequestModifyCancel the pickup request			

Request for pickup

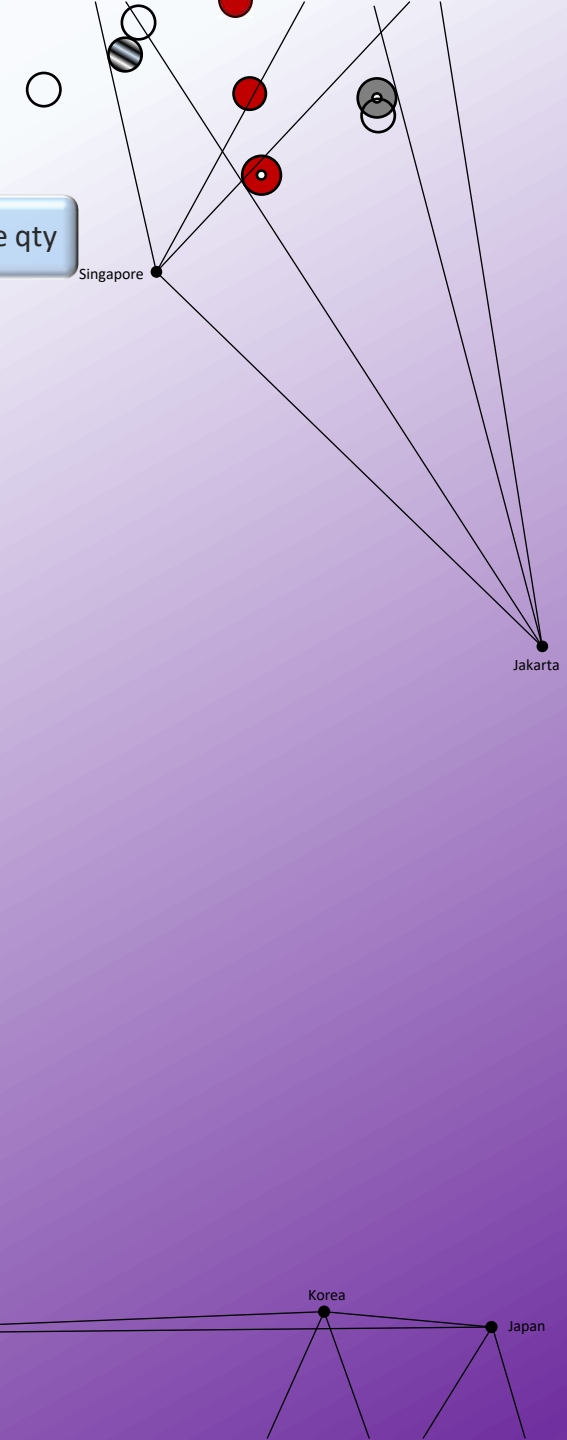
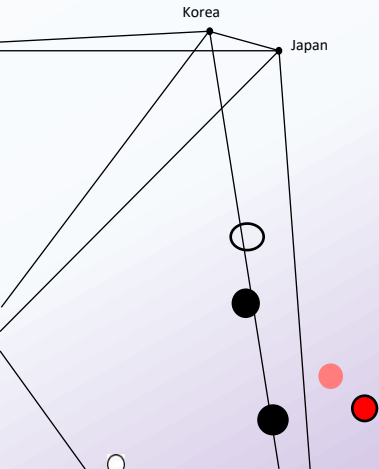
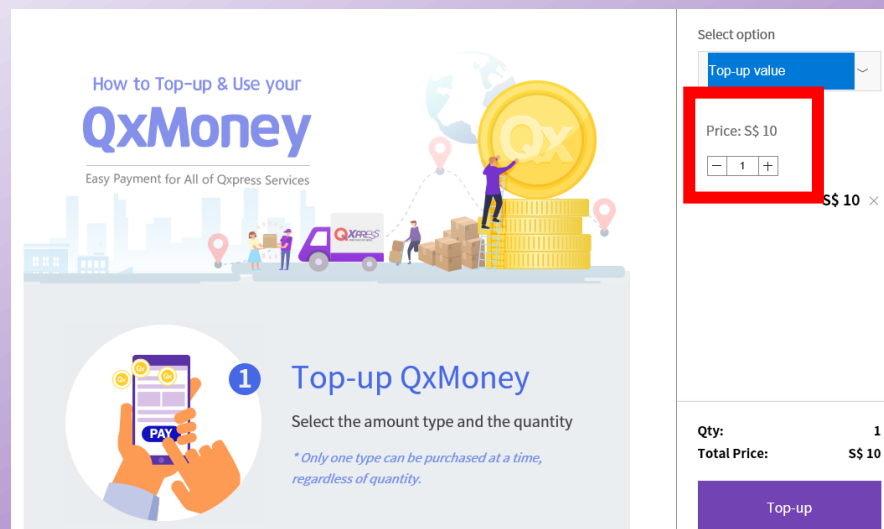
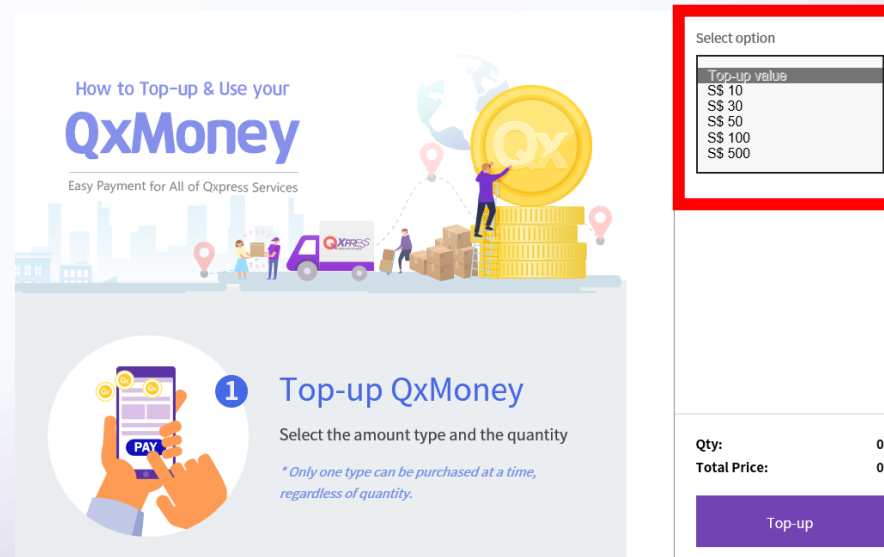
Pick up date		Pickup Qty	
Type of pickup address	Pickup address	Select pickup address	Test 12345 Test 12345
Address	TOH GUAN ROAD EAST 5A CWT JURONG EAST LOGISTICS CENTRE #01-02		
Memo			
RequestModifyCancel the pickup request			

6. Top-up

1. Select Top-up / Invoice > Topup QxMoney



2. Sender may select the amount of QxMoney to top-up follow by the qty



6.1 Top-up Info

1. Input your email in

Order Info (Total 1 items)



SG\$10

1

SG\$10.00

Total Price

Discount

Shipping rate ⓘ

Total Payment

SG\$10.00

-

SG\$0.00

+

SG\$0.00

=

SG\$10.00

(US\$7.25)

Email for Order Information

* E-mail address

* You will receive order and shipping information via this email.

2. Select VISA > Order Now > Input Credit Card Detail

Payment Information ⓘ Payment Notice

Global Payment

☐ Q*coin Q*coin Pay

[Buy Q*coin](#)

☒ **VISA** Credit Card (VISA and MasterCard)

☐ JCB Credit Card (JCB)

☐ UnionPay

☐ PayPal Paypal

☐ 支付宝 Alipay (Chinese ID card holder only)

☐ WeChat Pay WeChat Pay (Chinese ID card holder only)

☐ Convenience store (Only available in Japan)

Local Payment

☐ Credit Card (Korean credit card only)

☐ **PAYCO** PAYCO (Korean card only)

☐ **toss** Toss

☐ eBanking (Korean bank only)

☐ Virtual Account (Korean Only)

☐ **bithumb** BITHUMB CASH

Total amount

SG\$14.00

(US\$10.00)

Order Now

Please be informed

- The currency exchange rate shall be fixed.
- In case you may cancel your payment via the credit card or the debit card, you shall be refunded to your Q-Account of Qoo10.com.

Singapore

Jakarta

China

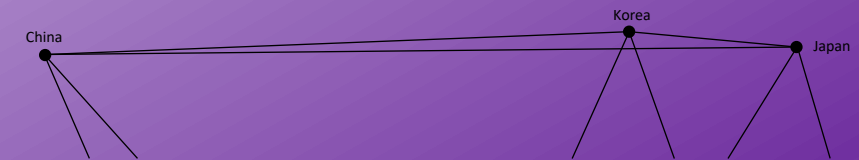
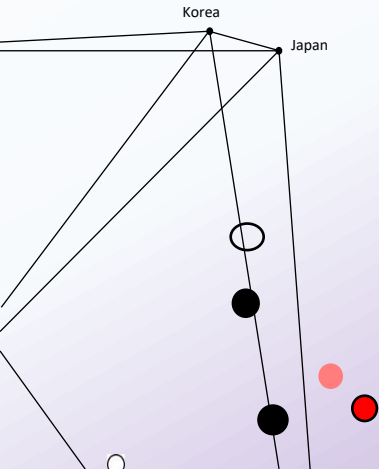
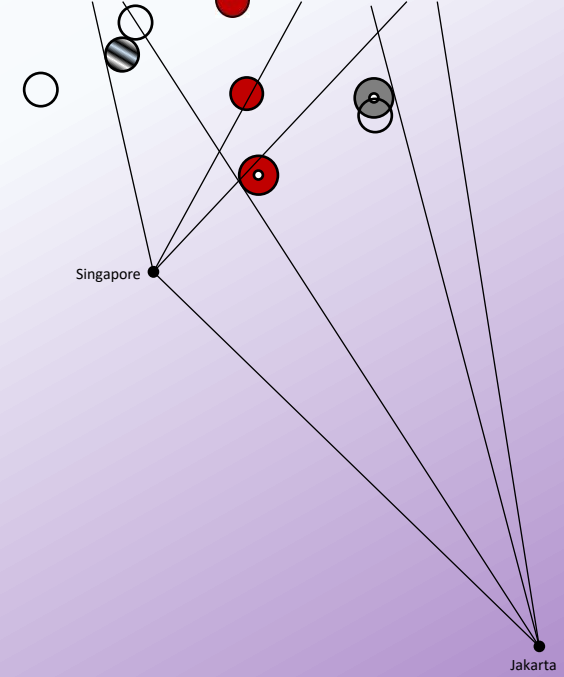
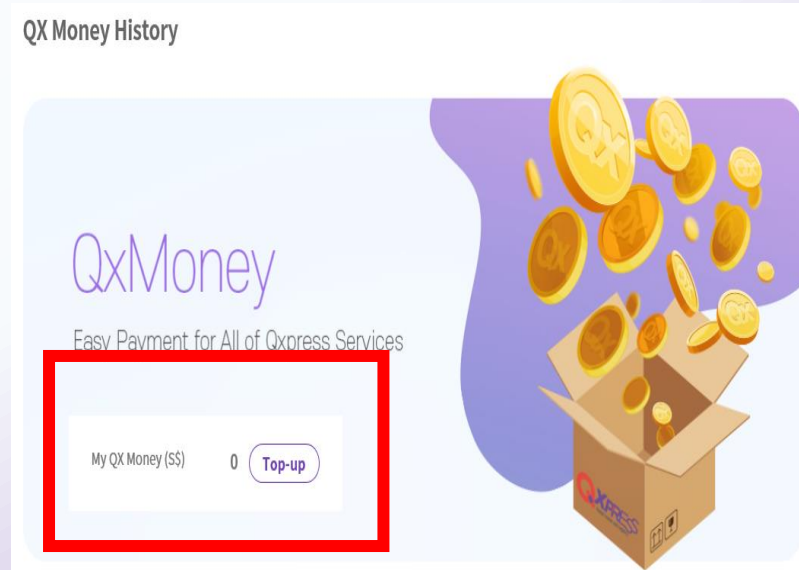
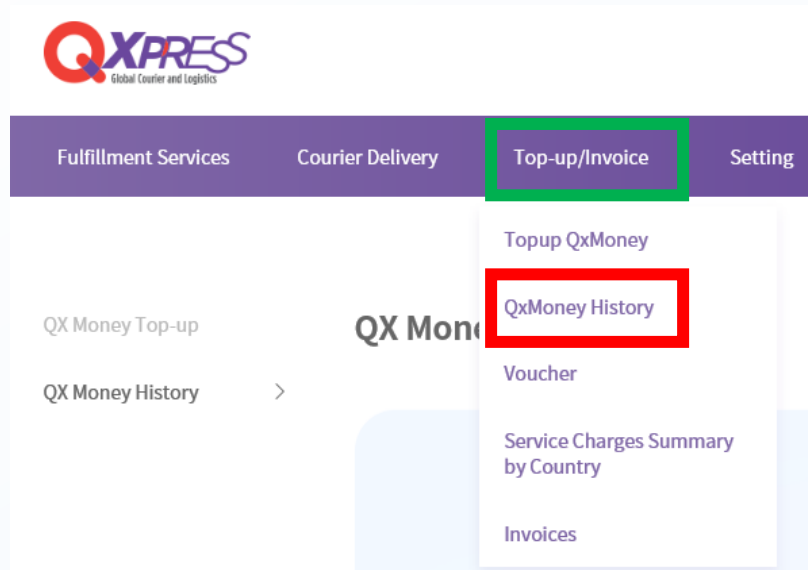
Korea

Japan

6.3 Account History

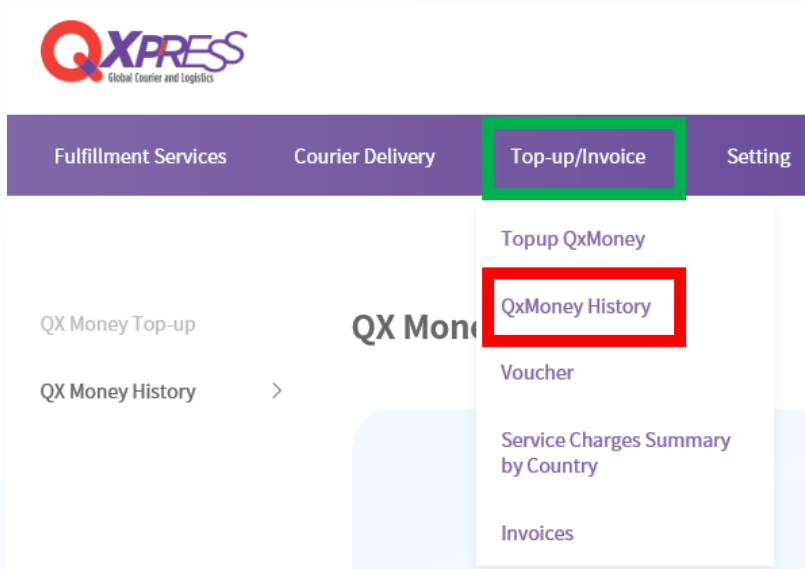
1. Customer may check their QxMoney History

2. Customer will be able to view the balance amount

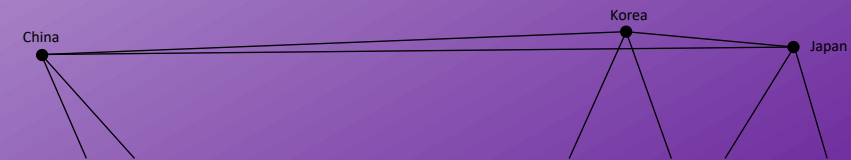
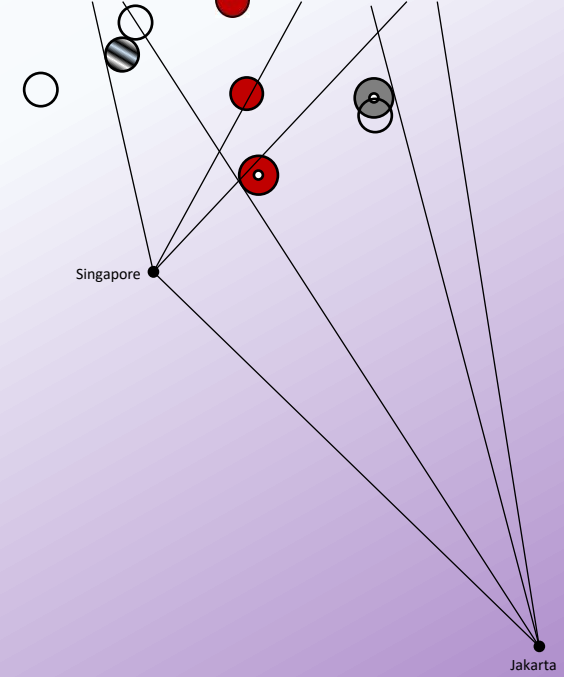
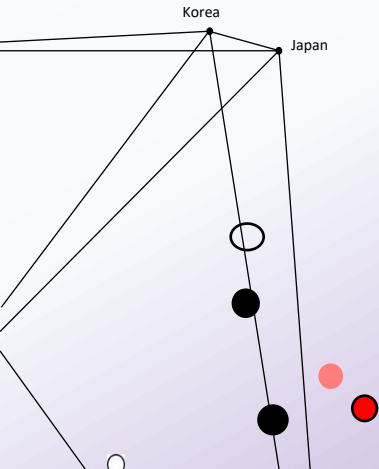
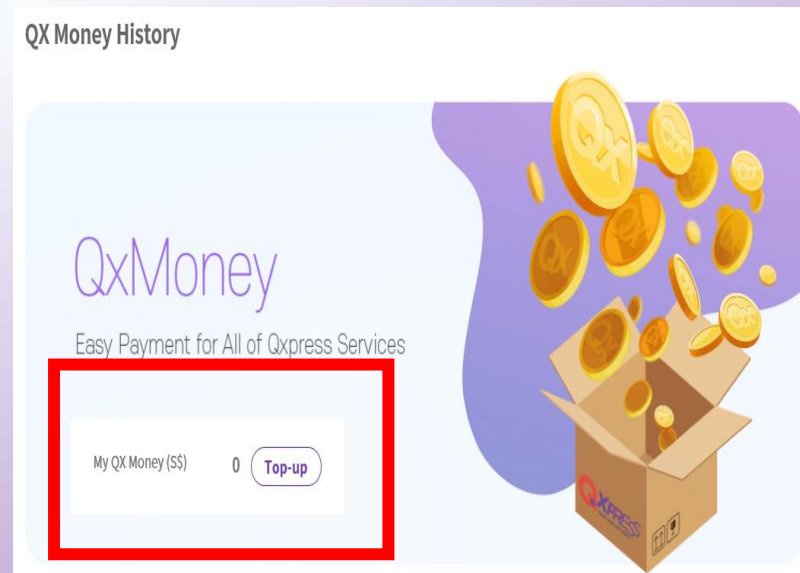


6.2 Account Balance & History

1. Select Top-up / Invoice > QxMoney History



2. Customer will be able to view the balance amount



6.3 View Account History

1. Select the date to view the break down history of the QxMoney

My Account Balance

Excel Download

2020-07-01 ~ 2020-07-31 Search

Date	Amount (In) S\$	Count (In)	Amount (Out) S\$	Count (Out)
------	-----------------	------------	------------------	-------------

Rows: 0

2. Highlight the Account Balance to view the detailed history

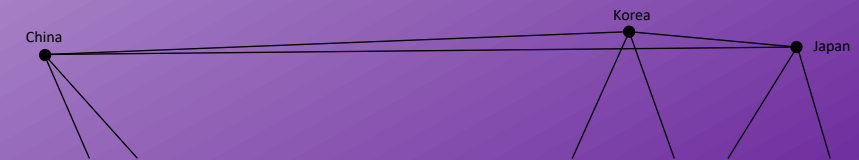
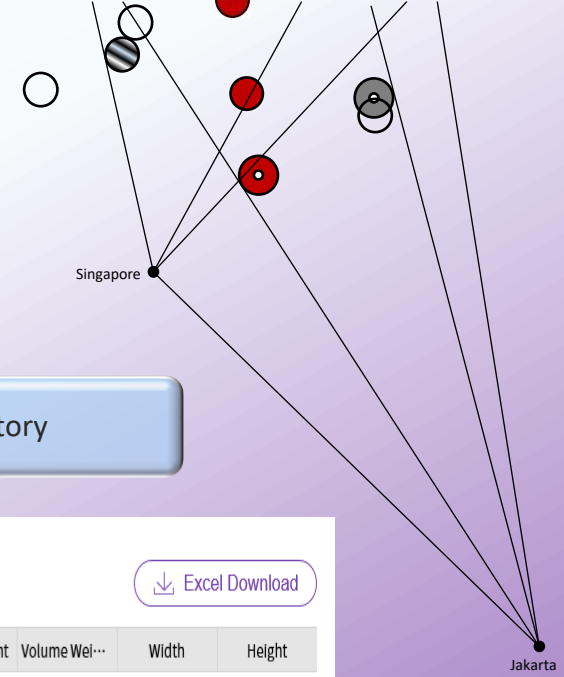
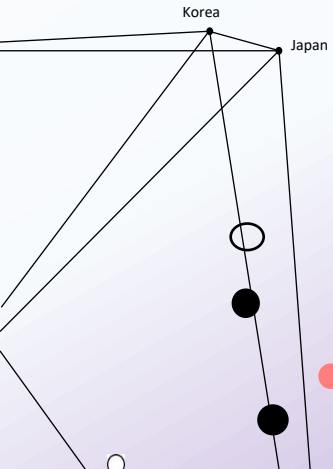
Detailed history

Excel Download

Date	Type	Amount (S\$)	Comment	Packing No	Actual Weight	Volume Wei...	Width	Height
------	------	--------------	---------	------------	---------------	---------------	-------	--------

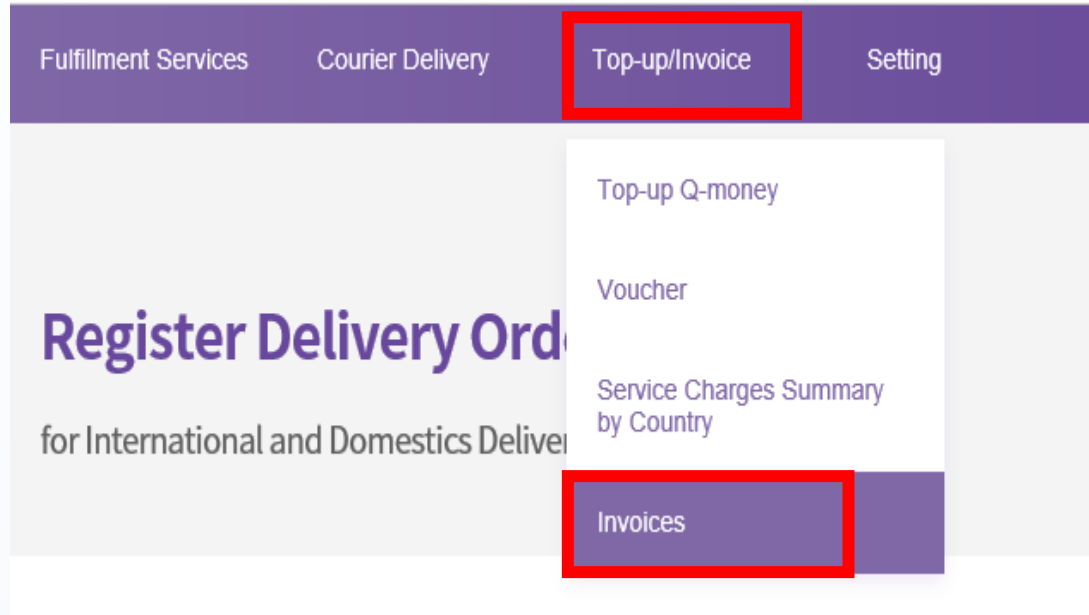
< >

Rows: 0

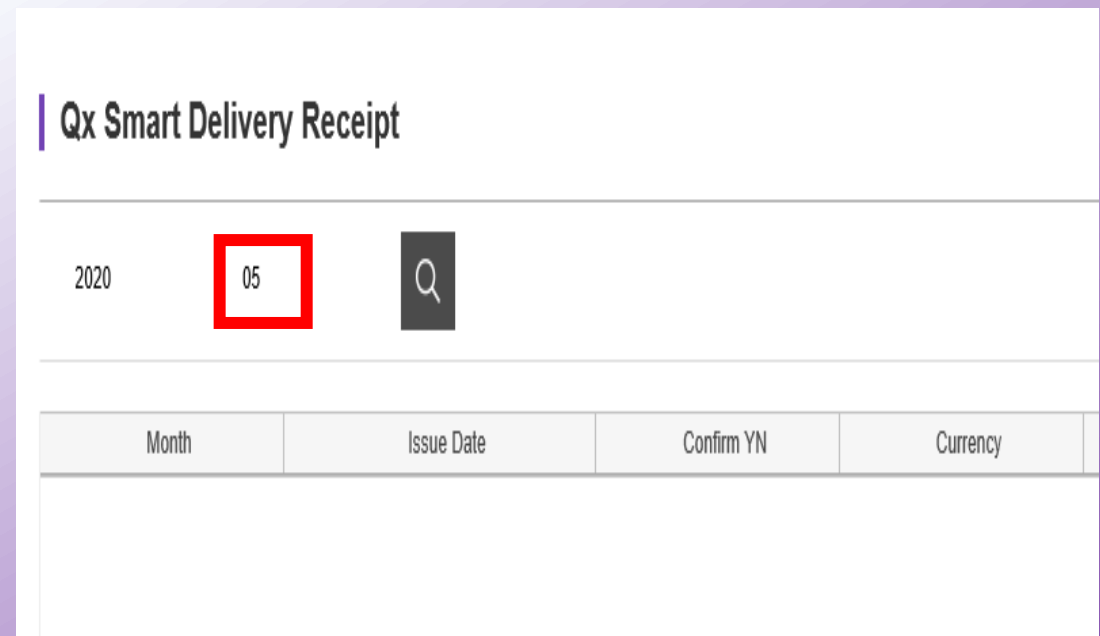


7. Invoice

1. Select Top-up / Invoice > Invoice



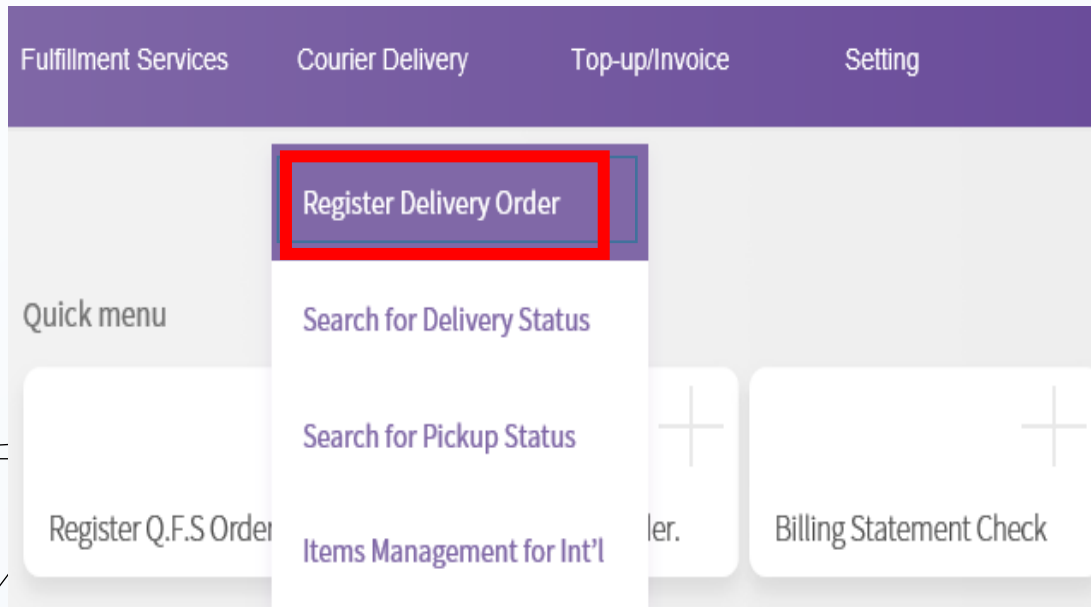
2. Select the month you need to view



8. Register Delivery For Other Platform

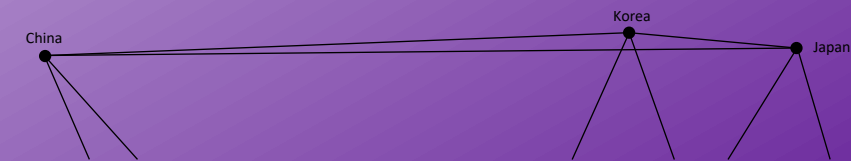
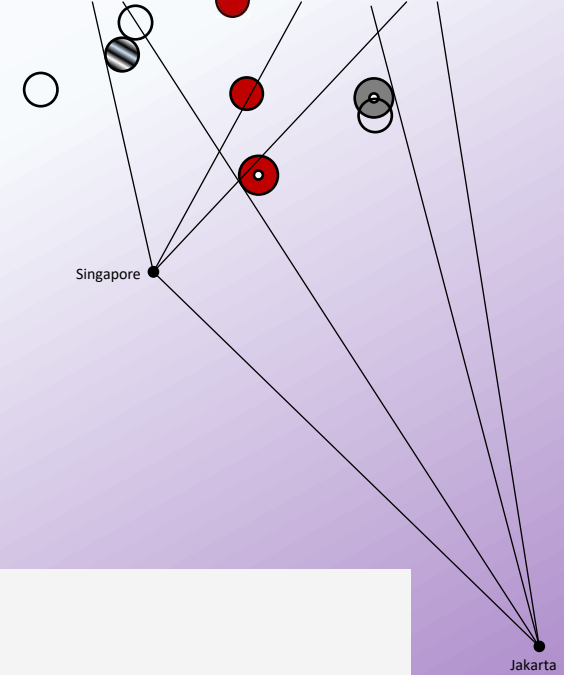
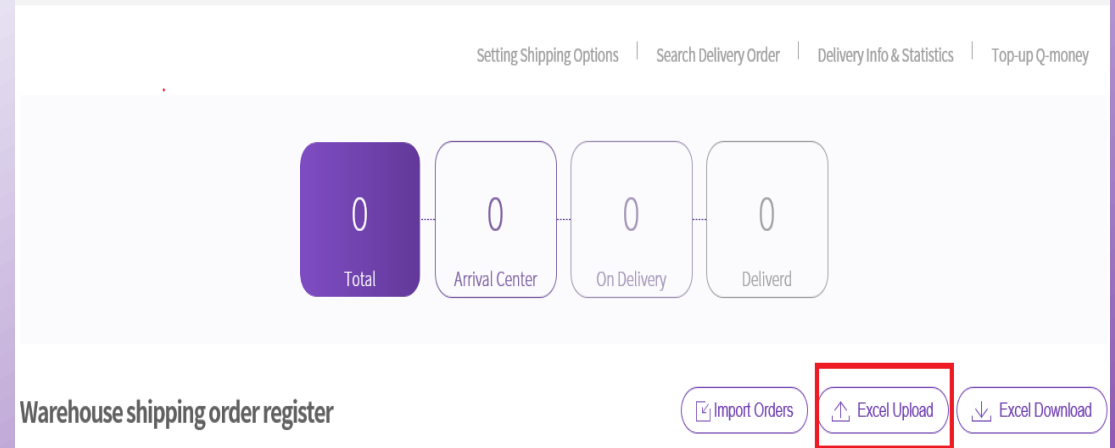
1. Select Courier Delivery > Register Delivery Order

2. Select the Excel Upload



Register Delivery Orders

for International and Domestic Deliveries



8.1 Download Excel Templated

1. Select external form

2. Select the platform

3. Select a file you need to download

4. Upload Excel

5. Close the page and back to main page

Excel Upload for Multiple Orders

How To Upload in Excel

※ You may enjoy the below Excel Templates if you want to upload in Excel.

Download Excel Templates

※ [*] means mandatory data field

※ Please proceed as [Step 1. Select File] > [Step 2. Upload File] > [Step 3. Register]

※ Upload excel template from external form

Select external form

Set form

Basic
M JPKR
M USJP
Rakuten
Shopee
Lazada

Select a file

Upload Excel

Results

Details

Order ID

Order Status

Return / Refun...

Tracking Num...

Shipping Option

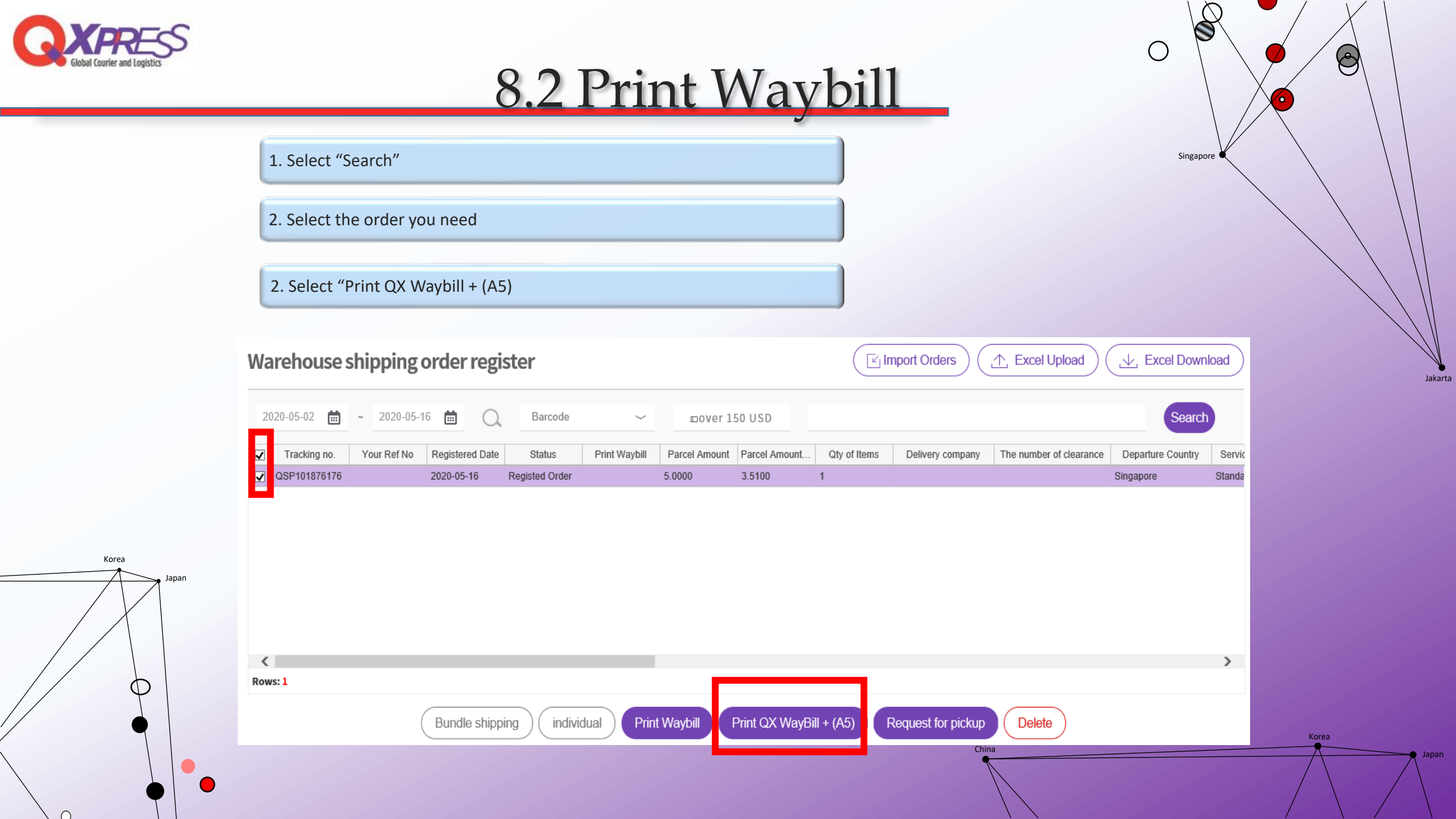
Shipment Met...

Estimated Shi...



Jakarta

Japan



8.2 Print Waybill

1. Select "Search"

2. Select the order you need

2. Select "Print QX Waybill + (A5)"

Warehouse shipping order register

Import Orders

Excel Upload

Excel Download

2020-05-02 ~ 2020-05-16

Barcode

over 150 USD

Search

☒	Tracking no.	Your Ref No	Registered Date	Status	Print Waybill	Parcel Amount	Parcel Amount...	Qty of Items	Delivery company	The number of clearance	Departure Country	Service
☒	QSP101876176		2020-05-16	Registered Order		5.0000	3.5100	1			Singapore	Standard

Rows: 1

Bundle shipping

individual

Print Waybill

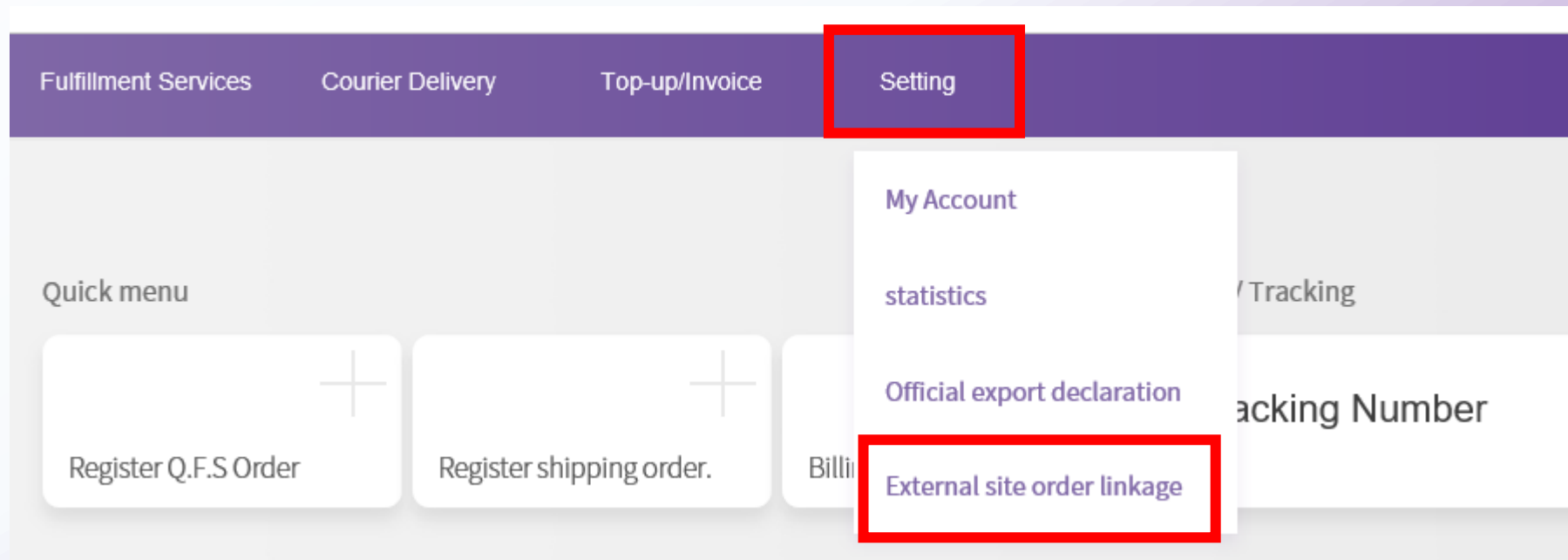
Print QX WayBill + (A5)

Request for pickup

Delete

9. Create Shopify Order

1. Select Setting > External Site Order Linkage



9.1 How to Sync Order

1. Select "How to Sync Order" for the guide

Register a Shopping Site Account for importing orders

How to Sync Order

Qoo10

Qoo10
ebay

shopify

Add an Account

www.shopify.com

Login ID

Shop Name

https:// Shop Domain .myshopify.com

Api Key

Password

Register

Registered Accounts

☐	Domain	Login ID	Shop Name	Auto YN
--------------------------	--------	----------	-----------	---------

Rows: 0

Modify

Delete

* Auto YN: Whether the order information of the linked account is imported automatically at the specified time every day.

Singapore

Jakarta

Korea

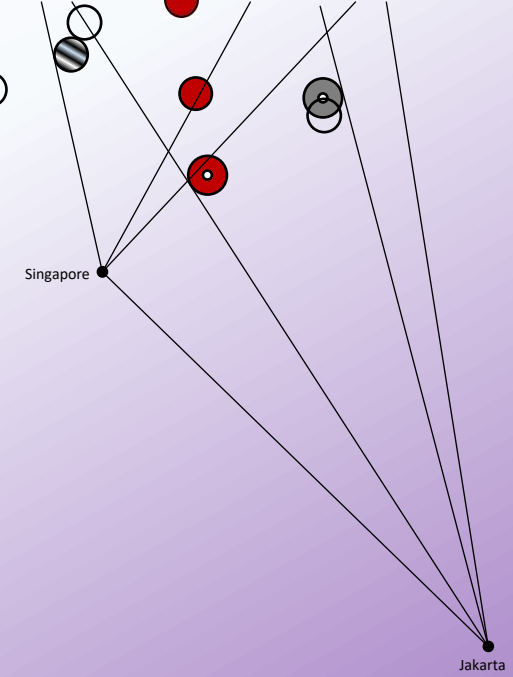
Japan

China

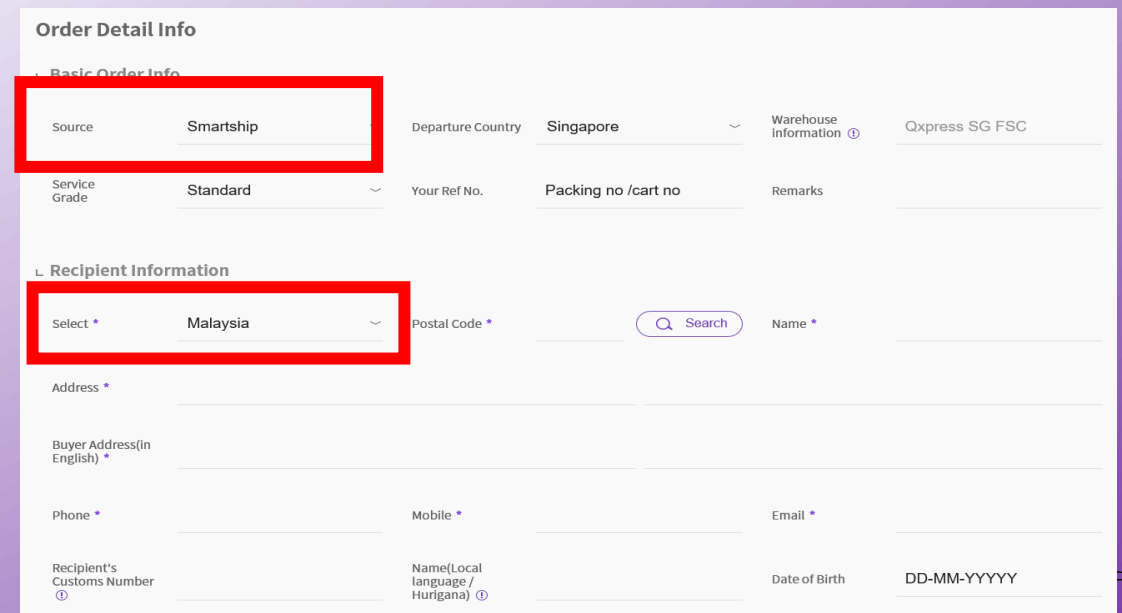
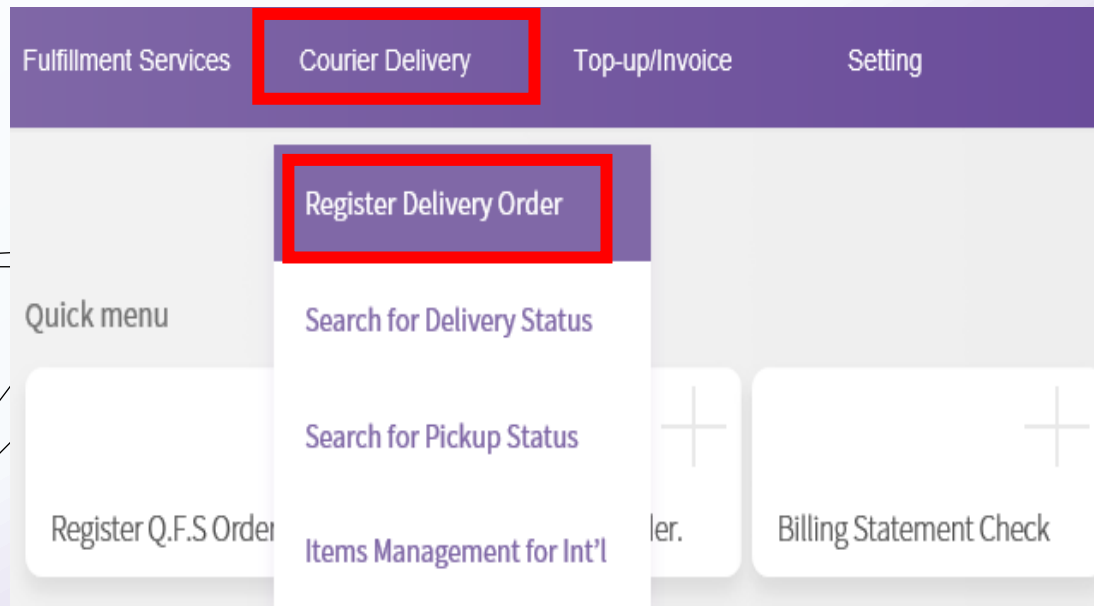
Korea

Japan

10. International Process (Single Order)

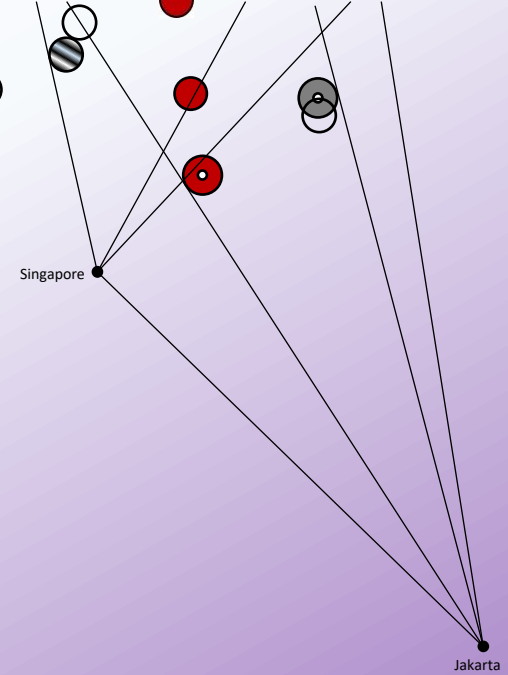


1. Select Courier Delivery > Register Delivery Order
2. Basic Order Info > Source (Smartship) > Complete the Basic Order Info
3. Select the country > complete the Recipient information (Skip Date of Birth)

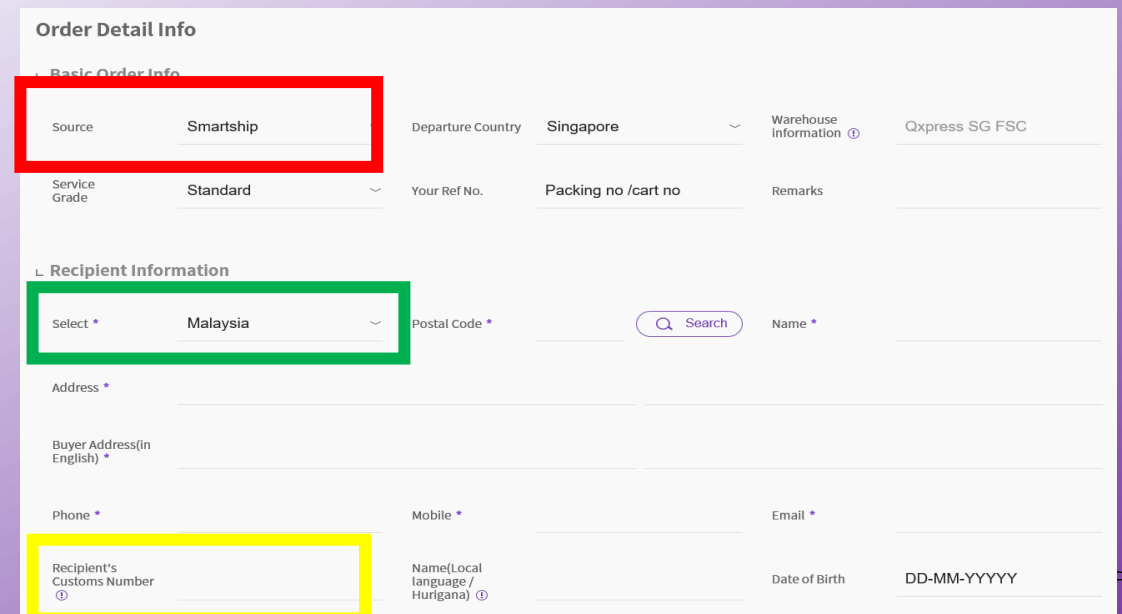
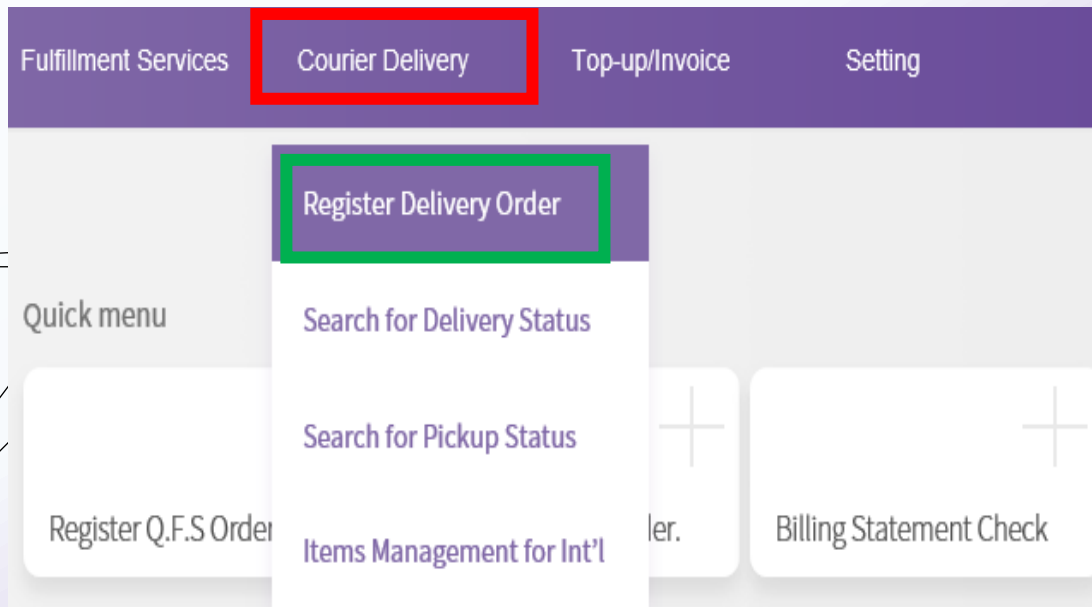


The screenshot shows the 'Order Detail Info' form. The 'Basic Order Info' section includes fields for 'Source' (Smartship, highlighted with a red box), 'Departure Country' (Singapore), 'Warehouse Information' (Qxpress SG FSC), 'Service Grade' (Standard), 'Your Ref No.', 'Packing no /cart no', and 'Remarks'. The 'Recipient Information' section includes a 'Select' dropdown (Malaysia, highlighted with a red box), 'Postal Code', 'Name', 'Address', 'Buyer Address(In English)', 'Phone', 'Mobile', 'Email', 'Recipient's Customs Number', 'Name(Local language / Hurigana)', and 'Date of Birth' (DD-MM-YYYY).

10. International Process (Single Order)



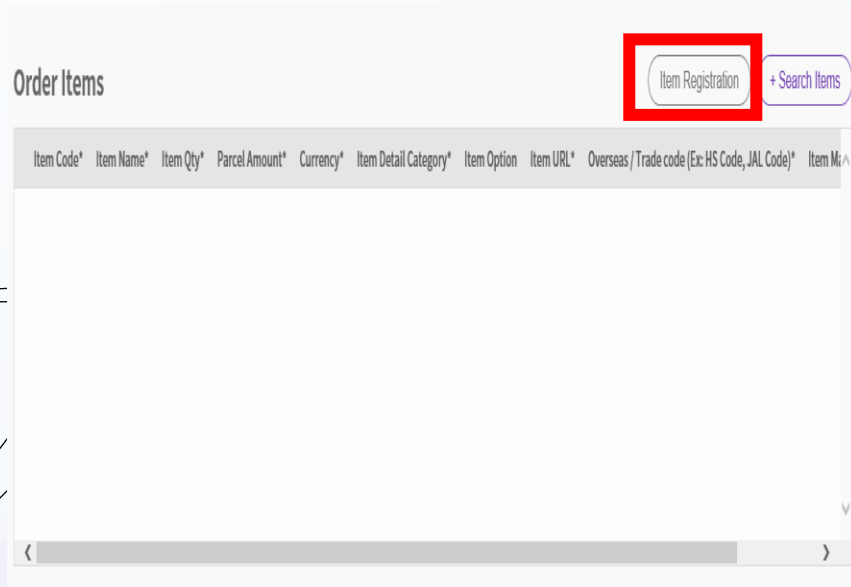
1. Select Courier Delivery > Register Delivery Order
2. Basic Order Info > Source (Smartship) > Complete the Basic Order Info
3. Select the country > complete the Recipient information (Skip Date of Birth)
4. Recipient Customers Number mean Recipient NRIC Number (Only for China, Taiwan, Indonesia or Korea)



The screenshot shows the 'Order Detail Info' form. The 'Basic Order Info' section includes fields for 'Source' (Smartship, highlighted with a red box), 'Departure Country' (Singapore), 'Warehouse Information' (Qxpress SG FSC), 'Service Grade' (Standard), 'Your Ref No.', 'Packing no /cart no', and 'Remarks'. The 'Recipient Information' section includes a 'Select' dropdown (Malaysia, highlighted with a green box), 'Postal Code', 'Name', 'Address', 'Buyer Address(In English)', 'Phone', 'Mobile', 'Email', 'Recipients Customs Number' (highlighted with a yellow box), 'Name(Local language / Hurigana)', and 'Date of Birth' (DD-MM-YYYY).

10.1 Create Order Item

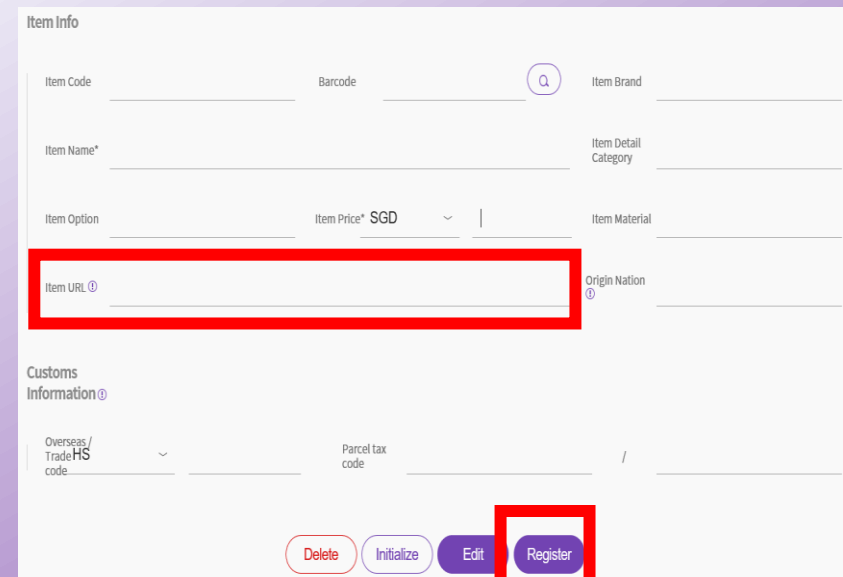
1. Register the item
2. Complete the item information
3. For URL, Eg: https://www.qoo10.sg/item/3-LAYER-DISPOSABLE-BLUE-WHITE-MASK-50PCS-FOR-ADULT-QOO10-LOWEST/677731868?banner_no=1305330
4. Once all information complete > Register



Order Items

Item Registration + Search Items

Item Code*	Item Name*	Item Qty*	Parcel Amount*	Currency*	Item Detail Category*	Item Option	Item URL*	Overseas / Trade code (Ex: HS Code, JAL Code)*	Item Mi
------------	------------	-----------	----------------	-----------	-----------------------	-------------	-----------	--	---------



Item Info

Item Code _____ Barcode _____ Item Brand _____

Item Name* _____ Item Detail Category _____

Item Option _____ Item Price* SGD _____ Item Material _____

Item URL ⓘ _____ Origin Nation ⓘ _____

Customs Information ⓘ

Overseas / Trade code HS _____ Parcel tax code _____ / _____

Delete Initialize Edit Register

10.1 Select Order Item

1. Search Items > Search
2. Select the Order Item, customer may select more than 1 item
3. Register

Order Items

Item Registration **+ Search Items**

Item Code*	Item Name*	Item Qty*	Parcel Amount*	Currency*	Item Detail Category*	Item Option	Item URL*	Overseas / Trade code (Ex: HS Code, JAL Code)*	Item Mi
------------	------------	-----------	----------------	-----------	-----------------------	-------------	-----------	--	---------

Order Items

Item Registration **+ Search Items**

Item Code*	Item Name*	Item Qty*	Parcel Amount*	Currency*	Item Detail Category*	Item Option	Item URL*	Overseas / Trade code (Ex: HS Code, JAL Code)*
TM100203806	shirt	1		SGD				
TM100202179	t-shirt / tote bag	1		SGD				

Register

10.2 Print Waybill

1. Go to "Warehouse Shipping Order Register"

2. Select "Search"

2. Select the order & Print Waybill

Warehouse shipping order register

Import Orders Excel Upload Excel Download

2020-05-02 ~ 2020-05-16 Barcode over 150 USD Search

☒	Tracking no.	Your Ref No	Registered Date	Status	Print Waybill	Parcel Amount	Parcel Amount...	Qty of Items	Delivery company	The number of clearance	Departure Country	Service
☒	QSP101876176		2020-05-16	Registered Order		5.0000	3.5100	1			Singapore	Standard

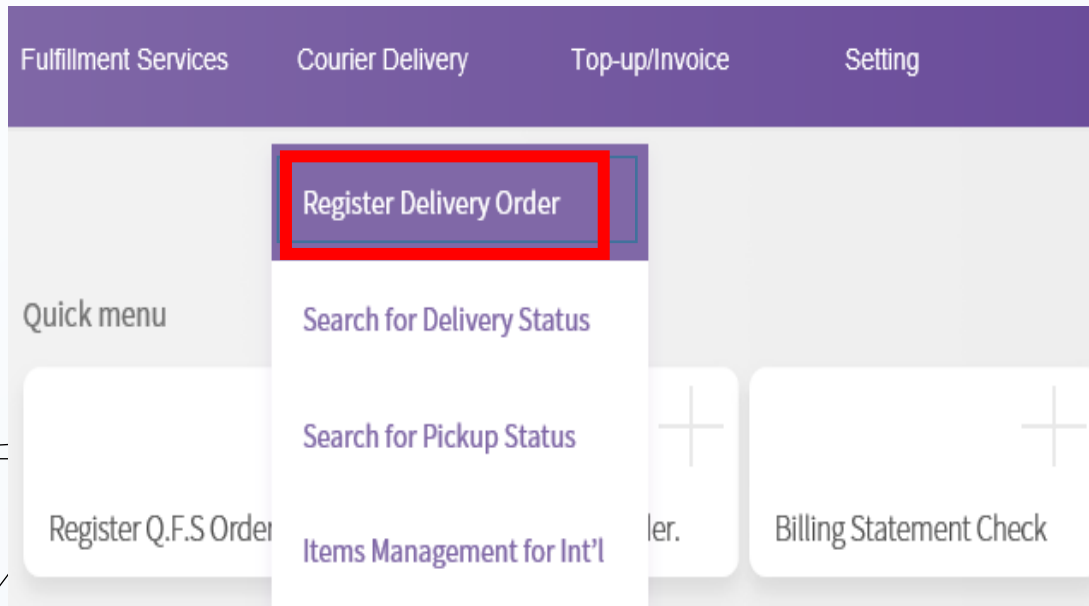
Rows: 1

Bundle shipping individual Print Waybill Print QX WayBill + (A5) Request for pickup Delete

11. International Process (Bulk)

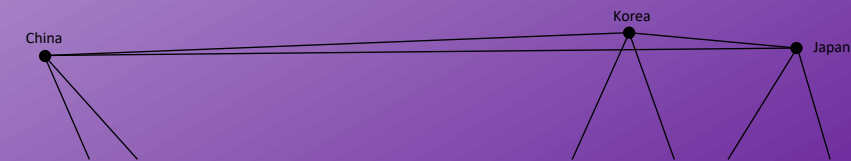
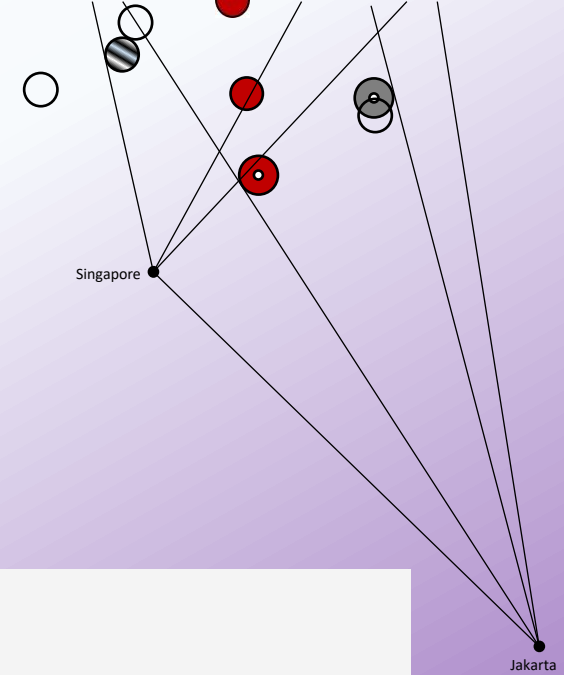
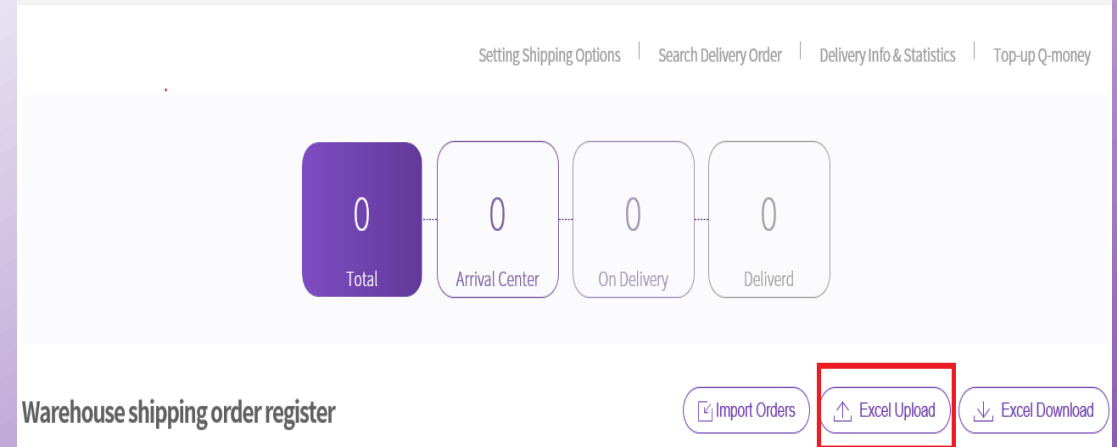
1. Select Courier Delivery > Register Delivery Order

2. Select the Excel Upload



Register Delivery Orders

for International and Domestic Deliveries



11.1 Download Excel Templated

1. Select the “Download Excel Templated” and open the excel file

2. Sender may use this excel to upload even for 1 parcel

Close

Excel Upload for Multiple Orders

How To Upload in Excel

※ You may enjoy the below Excel Templates if you want to upload in Excel.

Download Excel Templates

※ [*] means mandatory data field

※ Please proceed as [Step 1. Select File] > [Step 2. Upload File] > [Step 3. Register]

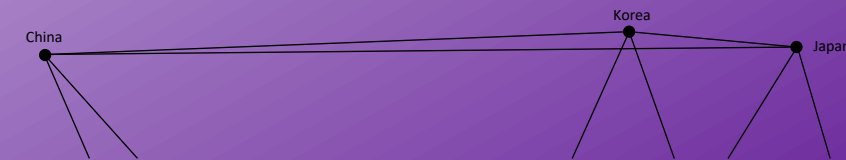
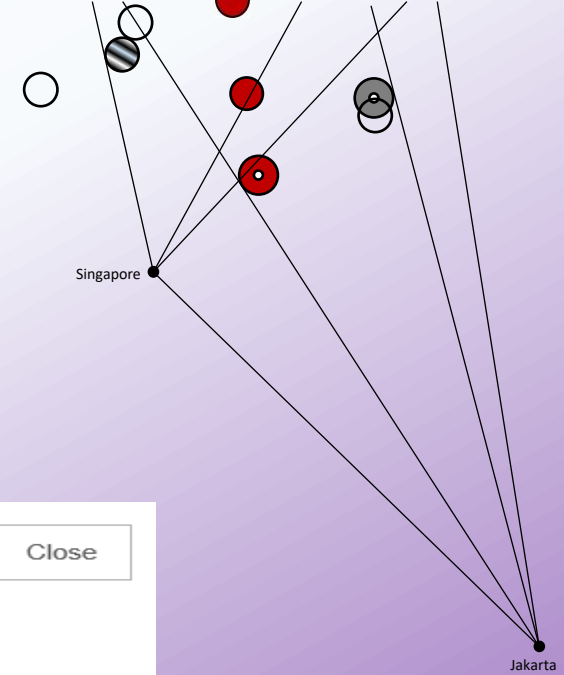
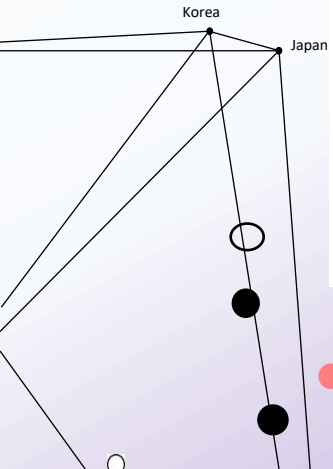
※ Upload excel template from external form

Select external form

Set form

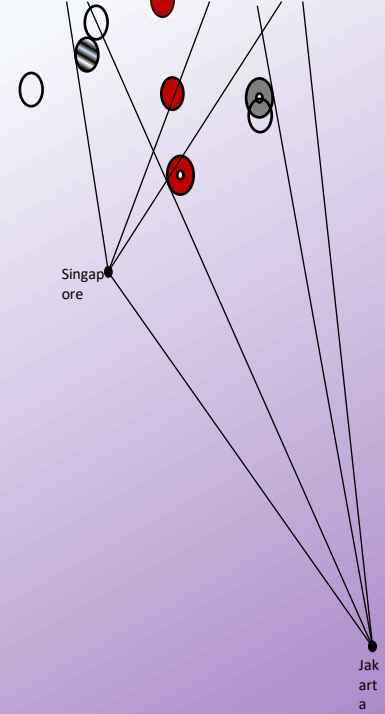
Select a file

Upload Excel



11.2 Excel Fomat

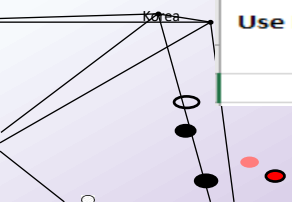
1. Update the information highlighted in “yellow” and “Orange” (Skip Seller ID)
2. Complete the parcel detail and receiver information
3. Recipient Name (Hurigana Japaness) – Only for Japan
4. Purchase customer clearance number + receiver NRIC number
5. Item URL is the item website link. (Eg: <https://www.qoo10.sg/gmkt.inc/Goods/Goods.aspx?goodscode=677706164>)



A	B	C	D	E	F	G	H	I
Seller ID	Sender Name	Departure Country	Destination Country	Your Ref No.	Item Name	Item Qty	Parcel Amount	Name
		SG	KR		Shoes	1	5	Tan

J	K	L	M	N	O	P	Q	R
Postal Code	Recipient Address 1	Recipient Address 2	Mobile	Phone	Email	Currency	Remarks	Use Fukuoka Route
			+6090000000			SGD		

R	S	T	U	V	W	X	Y
Use Fukuoka Route	Service Grade	Recipient Name Name Name(Hurigana)	Premium Service	Date of Birth	Purchase customer clearance number	Item URL	Item Detail Category
	STD					https://www.qoo10.sg/item/3-LAYER-DISPOS	



11.3 Upload Excel Format

1. Save the excel file once completed

2. Select the file you save

3. Upload Excel

Excel Upload for Multiple Orders

How To Upload in Excel

※ You may enjoy the below Excel Templates if you want to upload in Excel.

Download Excel Templates

※ [*] means mandatory data field

※ Please proceed as [Step 1. Select File] > [Step 2. Upload File] > [Step 3. Register]

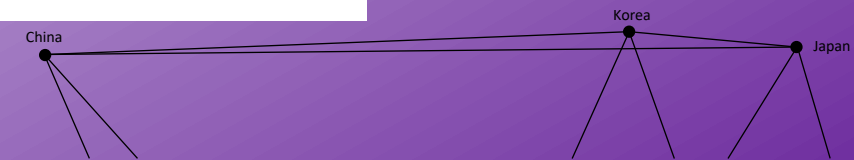
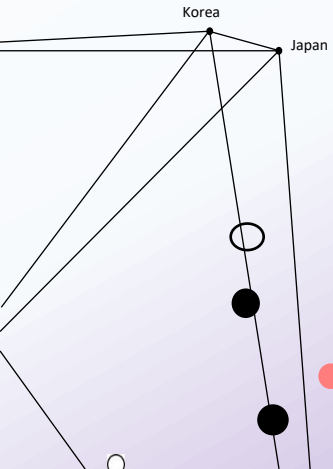
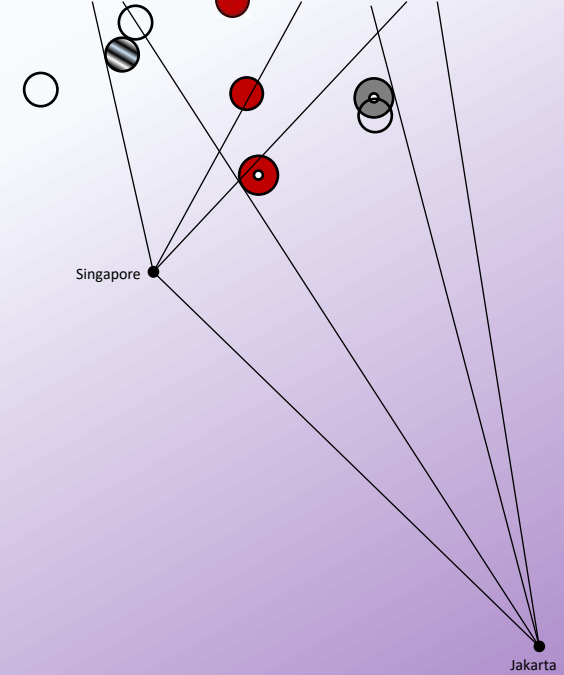
※ Upload excel template from external form [Select external form](#) [Set form](#)

Select a file

Error Guide.xlsx

Upload Excel

Request : 1



11.4 Upload Successful

1. Once the excel is amended, re-upload the excel again
2. Once result show "Success", sender may "Close" the Excel Upload page
3. Select "Search" at the "Warehouse Shipping Order Register" and the order will show in the page

Upload Excel

Success: 1 Fail: 0

Results	Details	Seller ID	Sender Name	Departure Cou...	Destination Co...	Your Ref No	Item Name	Qty of Items
OK				SG	SG		Shoes	1

Warehouse shipping order register

Import Orders

Excel Upload

Excel Download

2020-05-02 ~ 2020-05-16

Barcode

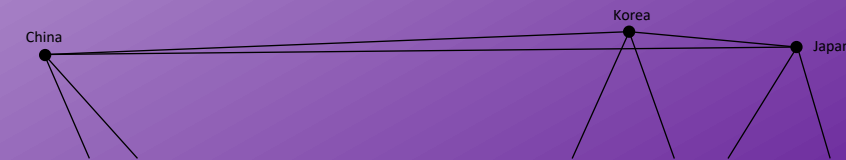
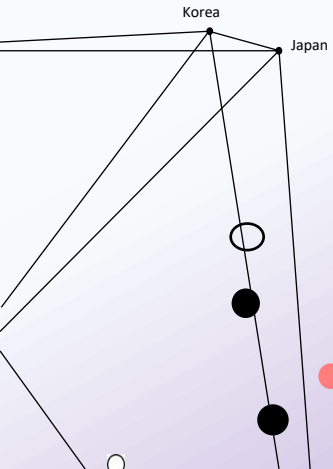
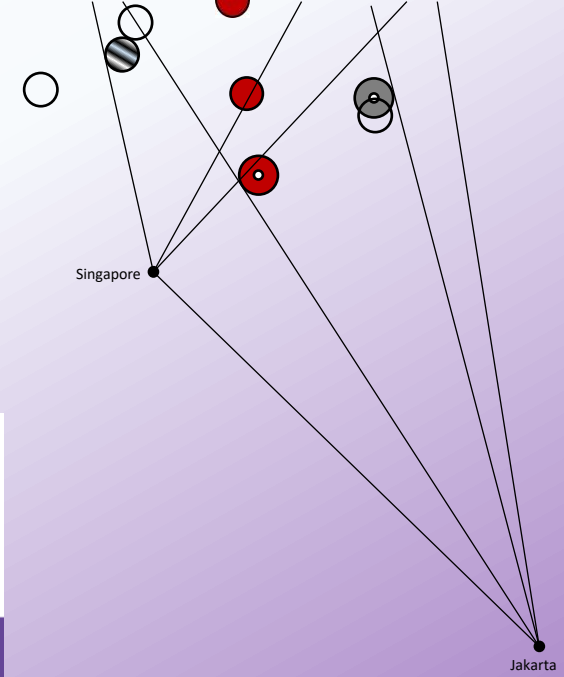
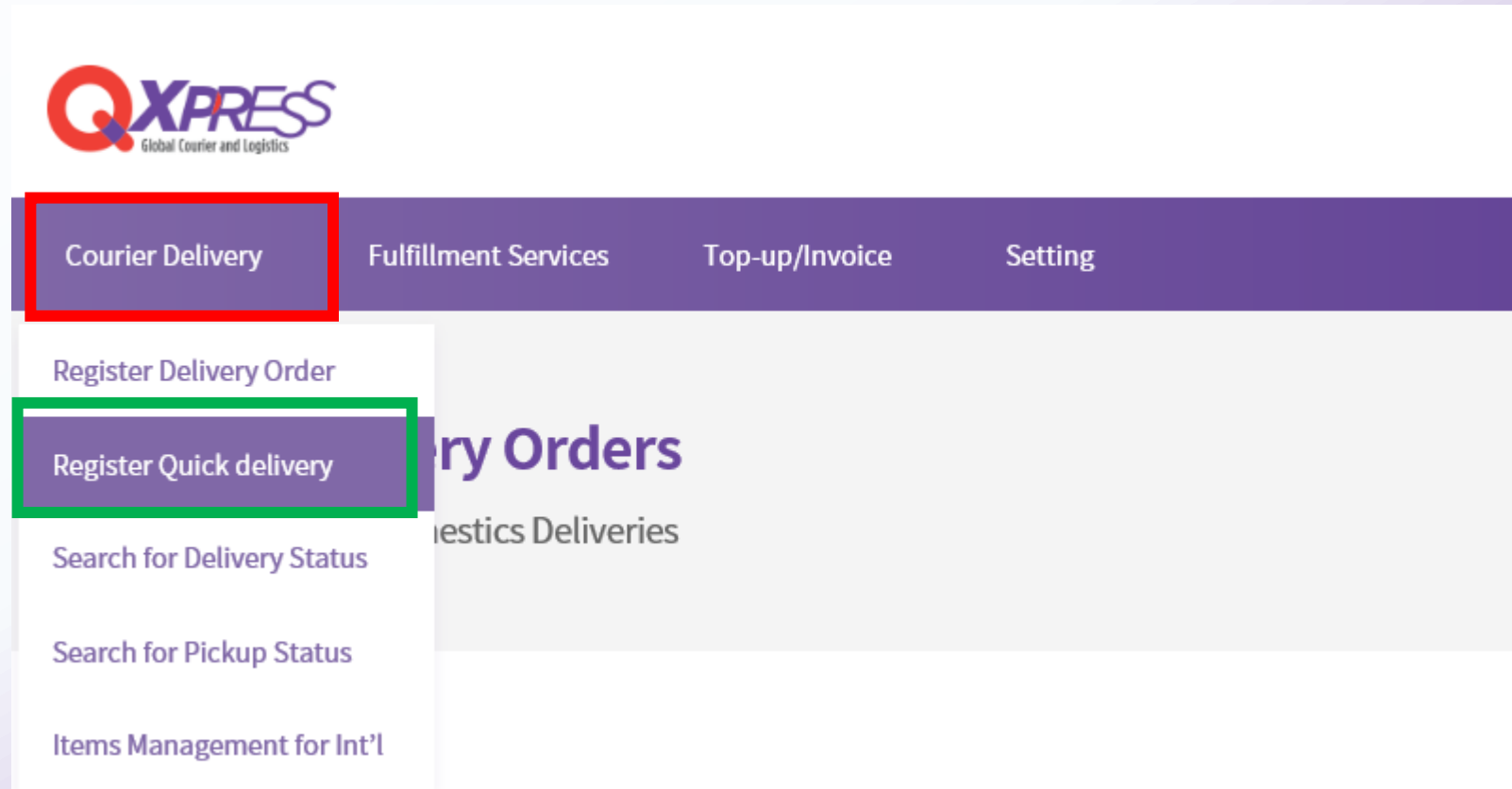
over 150 USD

Search

☐	Tracking no.	Your Ref No	Registered Date	Status	Print Waybill	Parcel Amount	Parcel Amount...	Qty of Items	Delivery company	The number of clearance	Departure Country	Service
☐	QSP101876176		2020-05-16	Registered Order		5.0000	3.5100	1			Singapore	Stand

12. Same Day Time Slot Service

1. Select Courier Delivery > Register Quick Delivery



12.1 Create Order

1. Complete Basic & Sender Information

Order Detail

Basic Info

Order site

Smartship

▼

Your Ref No.

Packing no /cart no

Remarks

Sender Info

Nation

Singapore

▼

Zipcode *

Search

AddressBook

Address *

Name *

Phone *

Mobile *

2. Complete Recipient Information

Recipient Info

Nation *

Singapore

▼

Zipcode *

Search

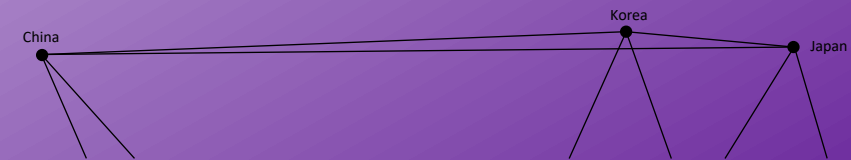
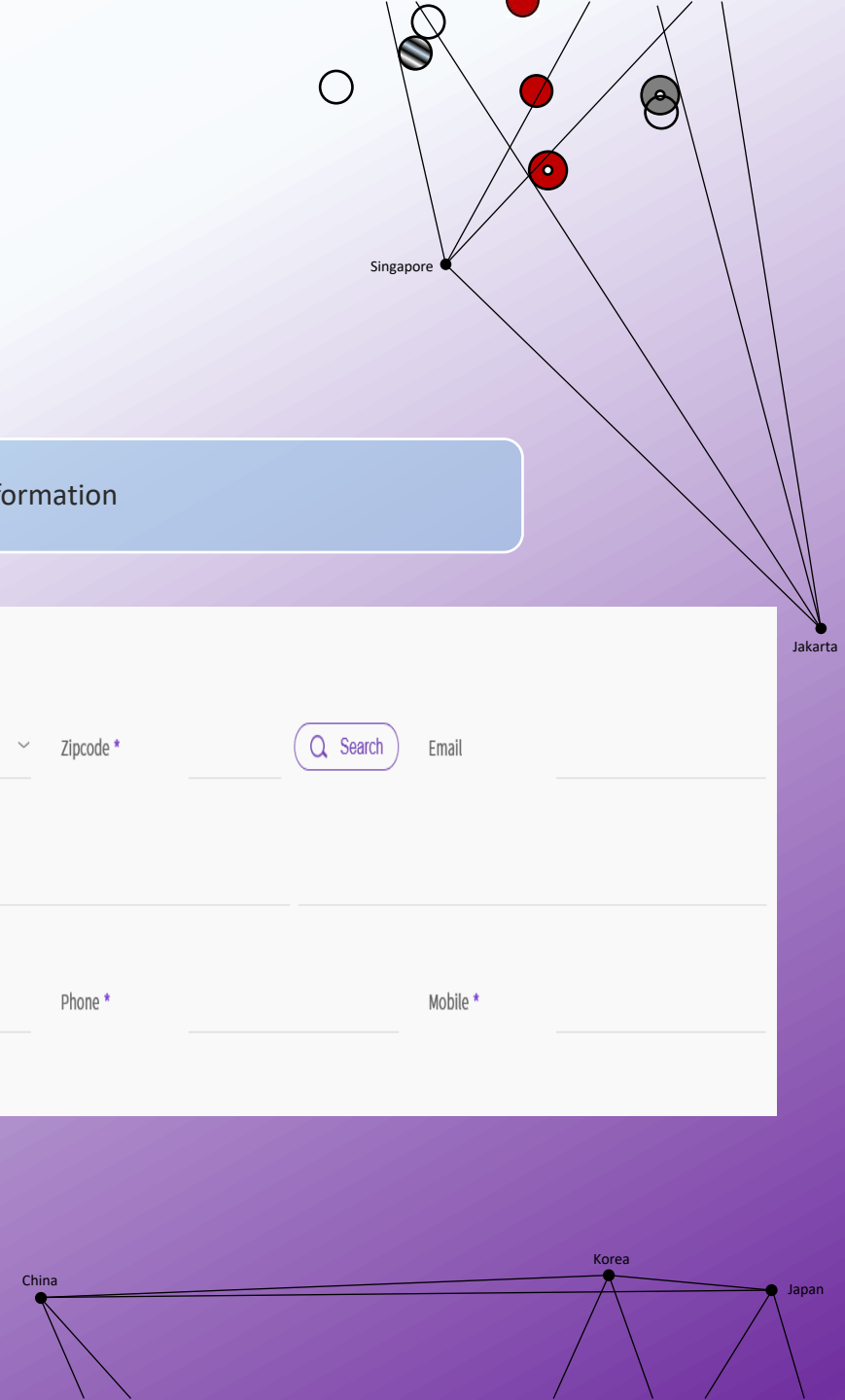
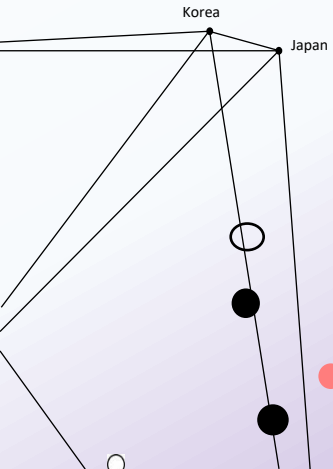
Email

Address *

Name *

Phone *

Mobile *



12.2 Select Date & Time

1. Select the Date

Quick Pickup Date ⓘ

Pickup Date * 2020-08-04 X Pickup Time Slot 18:00~20:30 Arrival Time * 19:00~22:00

Pickup Memo

Recipient Info

Aug		2020				
SU	MO	TU	WE	TH	FR	SA
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

2. Select the Time Slot and input memo if needed

3. Take note of the Pickup Time Slot for driver to collect your parcel

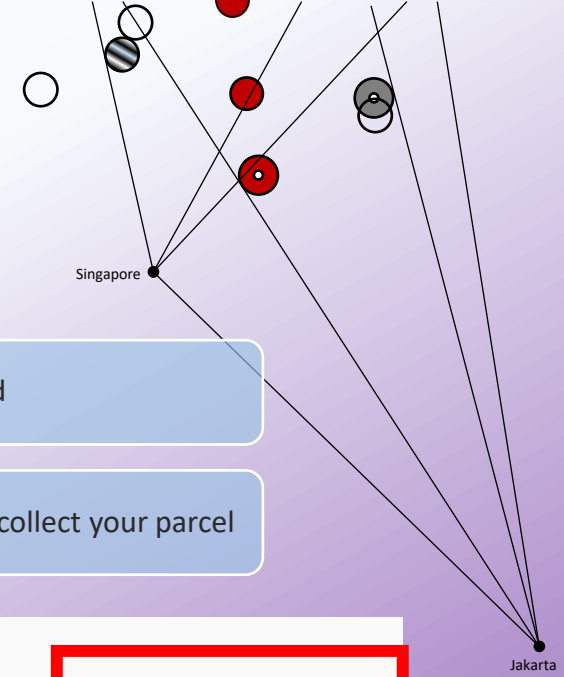
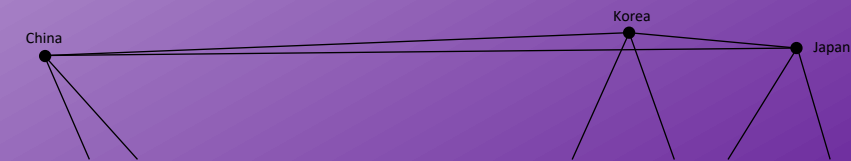
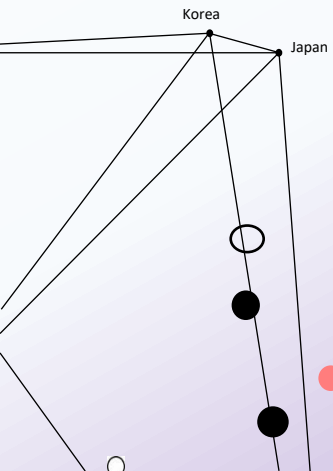
Quick Pickup Date ⓘ

Pickup Date * 2020-08-04

Pickup Time Slot 18:00~20:30

Arrival Time * 10:00~13:00
13:00~16:00
16:00~19:00
19:00~22:00

Pickup Memo



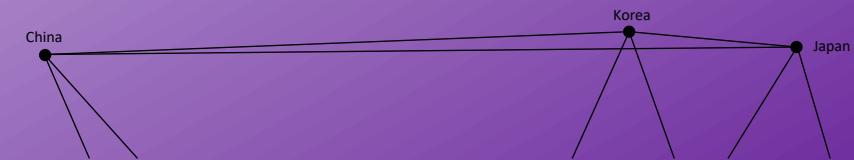
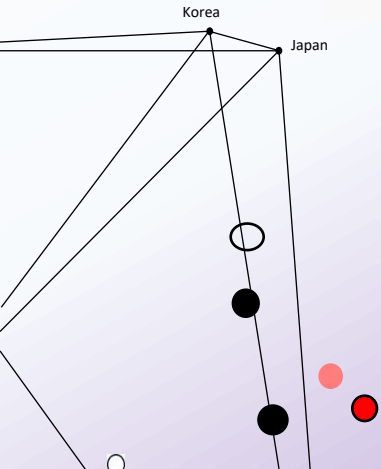
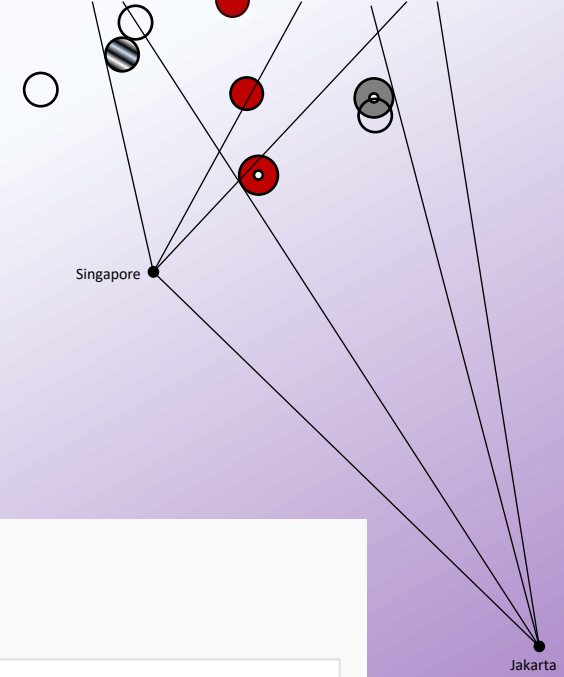
12.3 Delivery Fee

1. Once all information completed, you may check the delivery fee

↳ Shipping cost by distance ⓘ

-

Check Shipping charge





12.4 Add / Check Items

1. Select “+ Search Item” to select your item to be send

2. Once you have selected your item, Register your order

Add/ check items

Item Management **+ Search Item**

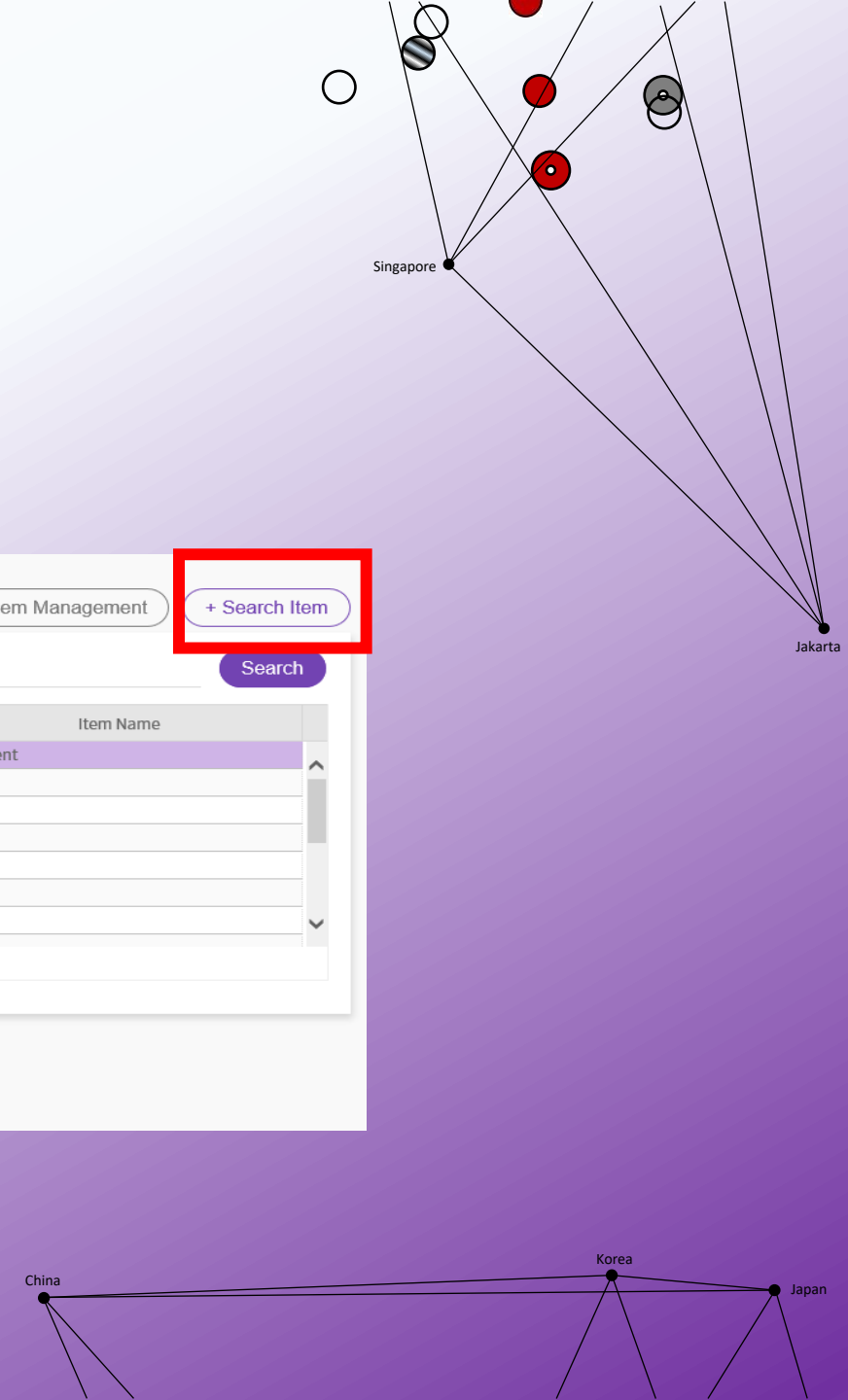
Item Code*	Item Name*	Item Qty*	Parcel Amount*	Currency*	Item Detail Category*
------------	------------	-----------	----------------	-----------	-----------------------

Search ALL Search

Item Code	Item Name
TM100269274	supplement
TM100269258	case
TM100265039	screen
TM100264908	Book
TM100264239	mouse
TM100263664	wallet
TM100263103	bottle
TM100255754	Pen

Rows: 15

Initialize Register Edit



12.5 Register Item

1. If your item is not register in the system, create your order by Item Management

Add/ check items

Item Management

+ Search Item

Item Code*	Item Name*	Item Qty*	Parcel Amount*	Currency*	Item Detail Category*	Item Option	Item URL	Item Material	Item Brand
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Initialize

Register

Edit

2. Input "Item Name" and "Item Price" follow by "Register"

Item Info

Item Code	Barcode	Q	Item Brand
Item Name*			Item Detail Category
Item Option	Item Price* SGD	▼	Item Material
Item URL ①			Origin Nation ①
User Defined Item Code			

Customs Information ①

Overseas / Trade HS code	▼	Parcel tax code	/
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Delete

Initialize

Edit

Register

Account Grade Q&A

Q: How often is the grade reviewed?

- The Grade is reviewed every two months;
- A new grade would apply on the 1st day of every even month i.e. the 1st of February, April, June, August, October and December.

Q: How is the grade calculated?

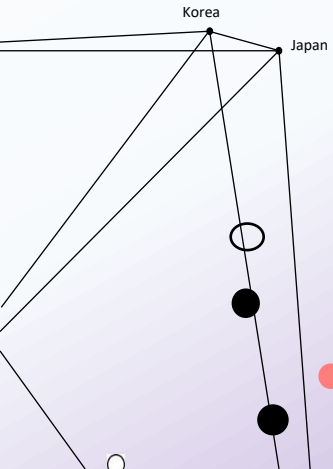
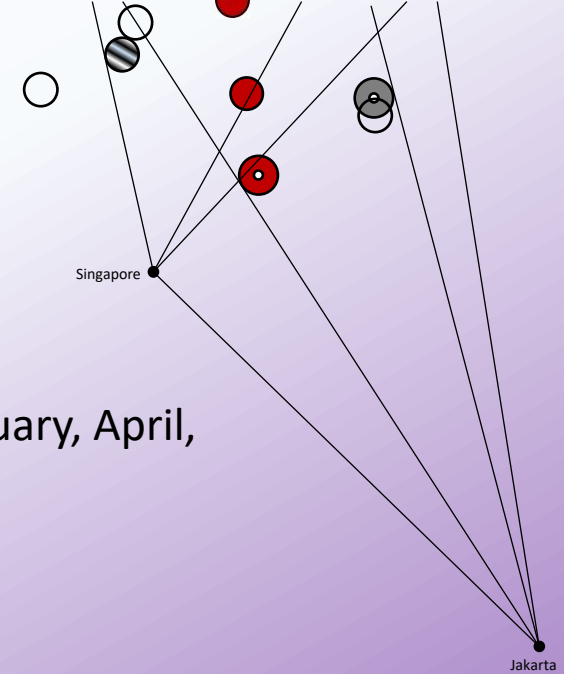
- It is calculated based on the higher volume of the prior 2 months (2 months before the start of the even month).

For better clarity, we provide an example:

1. In December, a seller had 489 parcels delivered;
2. In January, he only had 181 parcels delivered.
3. Qxpress will use the higher of the two volume to award the grade i.e. December's volume of 489 parcels delivered.
4. February's new grade will be "Premium"

*Disclaimer: Terms and Conditions, including but not limited to the methodology of grade review is

subject to change by Qxpress Pte. Ltd. without prior notice.



Account Grade Q&A

Q: If I have a Qxpress Corporate Account ID and 2 Qoo10 Seller ID which are linked, how is the grade calculated?

- Each account will be reviewed independently.
- If your accounts are linked, the highest grade among the three IDs (1 Qxpress Corporate Account ID and 2 Qoo10 seller ID) will be used as the universal grade for all accounts.

To better clarity, allow us to provide an example:

1. Qxpress Corporate Account grade: Premium
2. Linked Qoo10 "Seller ID 1" grade: VIP
3. Linked Qoo10 "Seller ID 2" grade: General

The highest grade among the 3 linked accounts is the VIP grade. Therefore, the VIP rate will be applied across all accounts.

