



MANUAL

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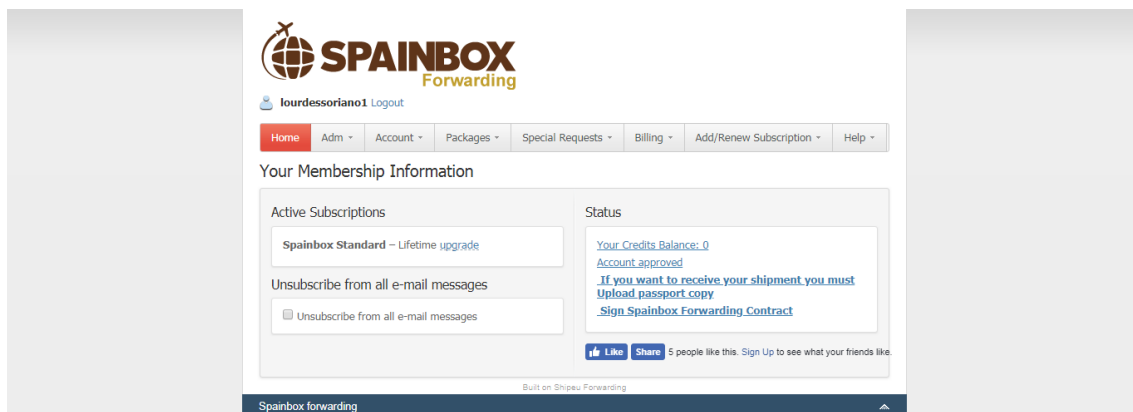
1. Home – Membership Information

On the “Home” button, you will find your membership information such:

- Active subscription: There you can see your status, and you can “Upgrade the status” of your profile.
- Status of your Account

1.1. Status

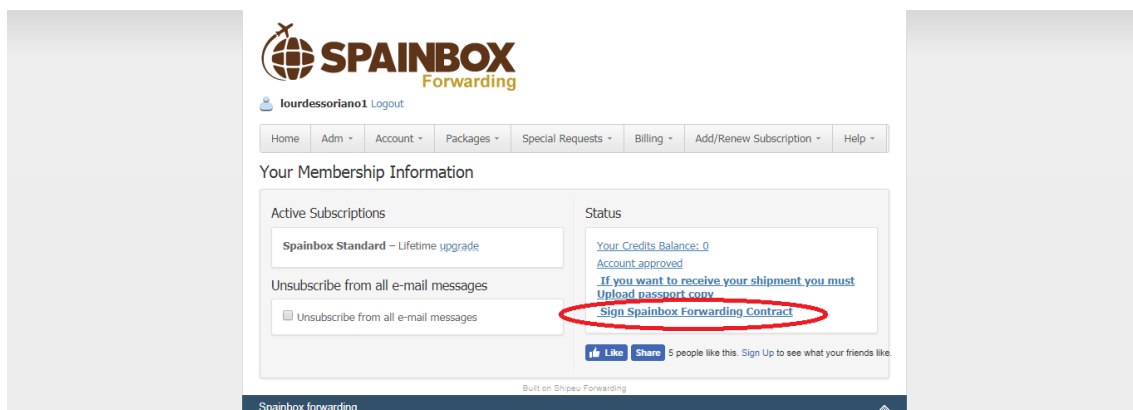
You can check your credit balance, upload your ID card/passport and sign the contract.



1.2. Contract

It's **mandatory** that you sign the contract to ship your parcels.

You have to click on **“Sign Spainbox Forwarding Contract”**



Then, the contract will be opened on a new page. At the end of the page, you can find a **“Sign here”** button, please click on it to sign.

The exemptions from liability enumerated above are given as examples but are not limitative, and it is understood that the Spainbox shall not be held responsible for any problem derived from the delivery, contents or removal of the correspondence received, and assumes no custodial obligation in relation thereto.

The Spainbox and the CLIENT expressly agree to establish the Spainbox 's maximum liability with respect to all of the obligations derived from this contract and from any complementary services contracted by means of an addendum hereto, in the amount of 50 Euros. The CLIENT hereby accepts the liability limit as set forth herein, expressly waiving in this act any claim to a higher amount.

SEVENTH - The CLIENT can have a security deposit or credit at his account. The Spainbox may charge against such security deposit any expenses incurred as a consequence of the CLIENT's failure to comply with its obligations, particularly as the expenses derived from all notifications made by Spainbox to the CLIENT even when such notification is not mandatory pursuant to the contractual relationship. The Spainbox may use such security deposit to cover shipping expenses for items to be sent to client at the address indicated above. The security deposit, or any part thereof, will be returned to the CLIENT once all responsibilities have been verified, settled and paid.

EIGHTH. COMPLEMENTARY SERVICES: Within the framework of this agreement, the CLIENT may arrange for complementary services, the purpose and price of which shall be set out in an addendum hereto. Said addendum shall be governed by the provisions of this agreement.

NINTH. NOTIFICATION: The addresses shown at the beginning of this document shall be used by the parties for notification purposes.

TENTH. JURISDICTION: The parties expressly waive the right to their own authority and agree to be bound by local courts and tribunals for any questions arising in connection with the application and interpretation of this agreement. In witness whereof, the parties have caused this document to be signed on the date and place first above shown.

The CLIENT

Sign Here X _____

Submit Form

Please sign with the mouse, stylus, finger or touchpad in the new box appeared. Then, click on the **green arrow** and on **“Submit Form”**.

SEVENTH - The CLIENT can have a security deposit or credit at his account. The Spainbox may charge against such security deposit any expenses incurred as a consequence of the CLIENT's failure to comply with its obligations, particularly as the expenses derived from all notifications made by Spainbox to the CLIENT even when such notification is not mandatory pursuant to the contractual relationship. The Spainbox may use such security deposit to cover shipping expenses for items to be sent to client at the address indicated above. The security deposit, or any part thereof, will be returned to the CLIENT once all responsibilities have been verified, settled and paid.

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Sign Here X _____

OR
Use Mouse, Stylus, Finger or Touchpad

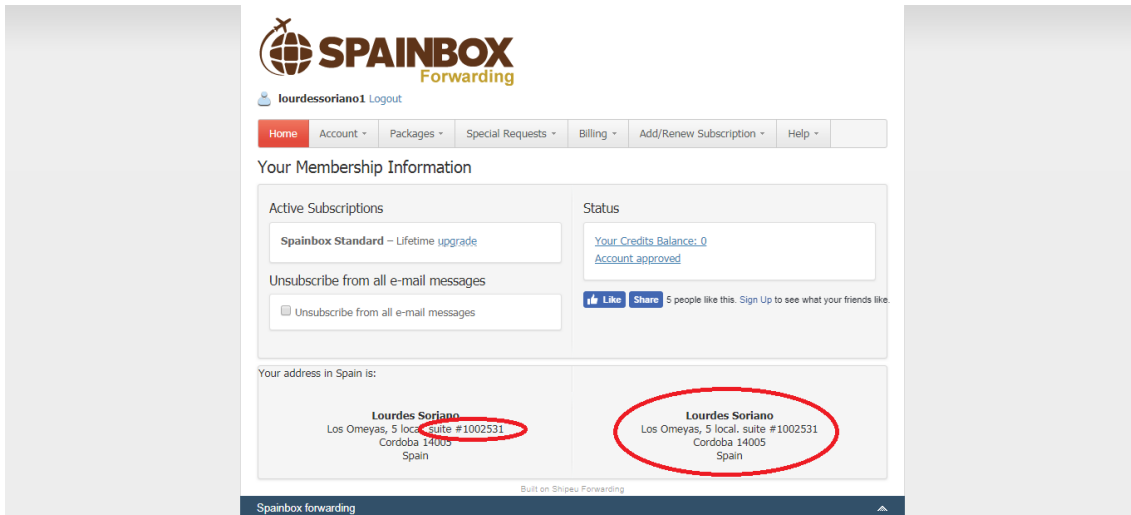
Sign In Box

Sign Here X _____

Submit Form

1.3. Spanish Address

You can find your SUITE number on **“Home”**



Remember that all the parcels received at the Spanish address must be identified with your **SUITE #_____**.

Example of your **Spanish address** on a parcel:

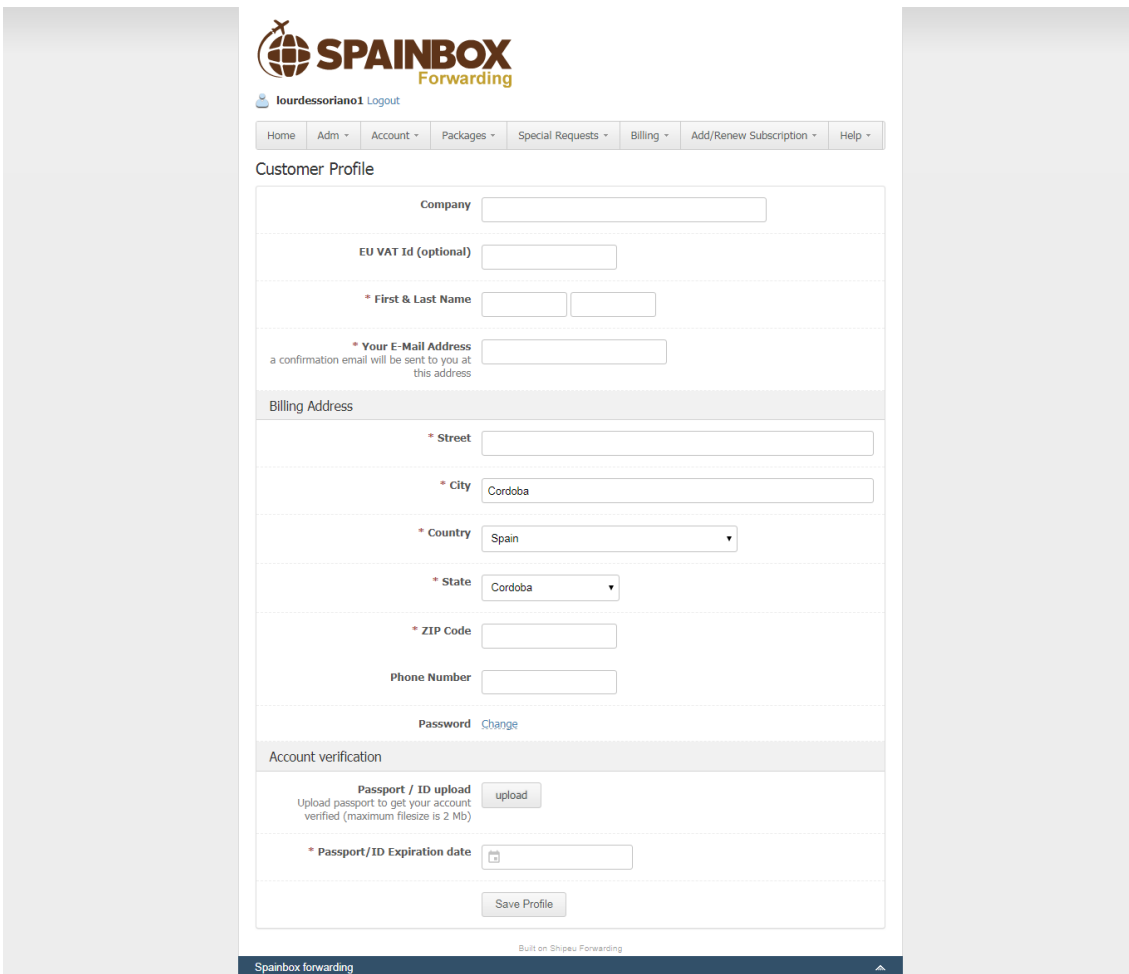
Company: _____
 First Name: _____
 Second Name: _____
 Street: Calle Los Omeyas, 5 local SUITE # _____
 Zip: 14005
 City: Cordoba
 Country: Spain

First Name: _____
 Second Name: _____
 Street: Calle Los Omeyas, 5 local SUITE # _____
 Zip: 14005
 City: Cordoba
 Country: Spain

2. Account

2.1. Profile

You can check all of your customer profile information on the tab **“ACCOUNT”** > **“PROFILE”**.



There you will find your complete profile, the billing address and the account verification. You can change any profile information when needed.

2.2. Upload your ID/Passport

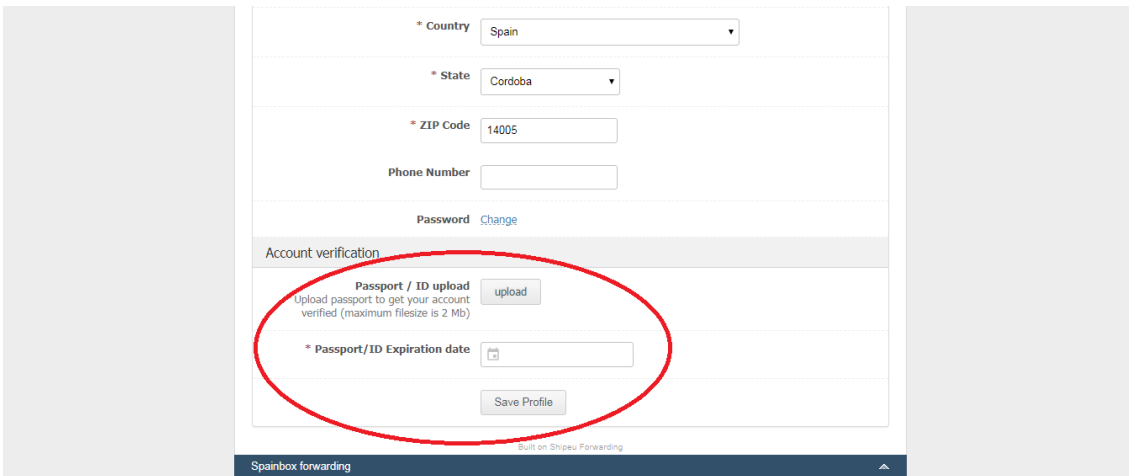
It's mandatory that you upload your identification to ship your parcels.

1. You can find it on **“Account” > “Profile”**.



2. There is a table at the end of the page where you have to upload the archive and the Expiration date.

If you do not attach this identification, we won't send any of your parcels.

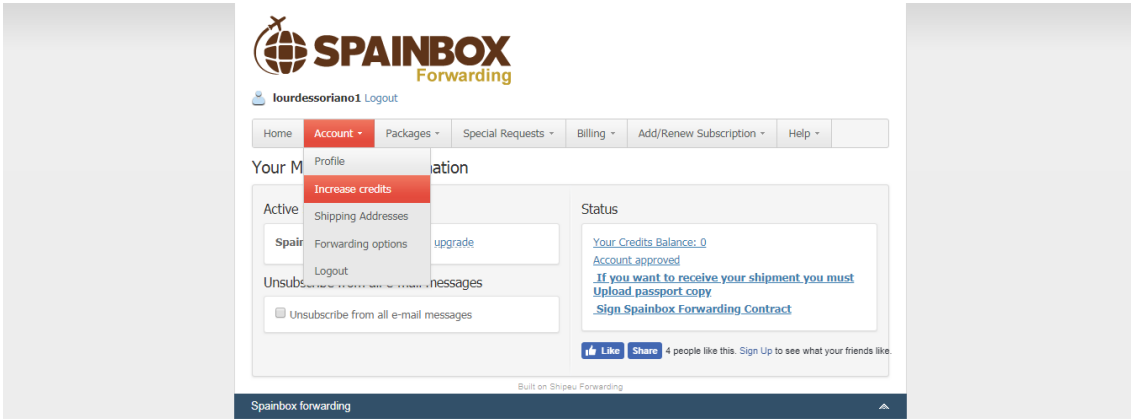


2.3. Credits

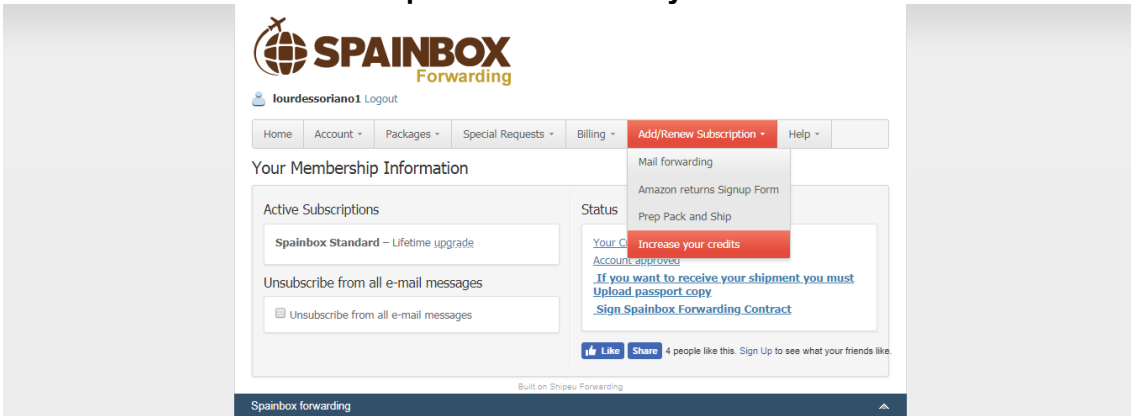
We will only send your parcels if you have enough credit in your account. If you need to add credit, you can choose between these two options:

Option 1:

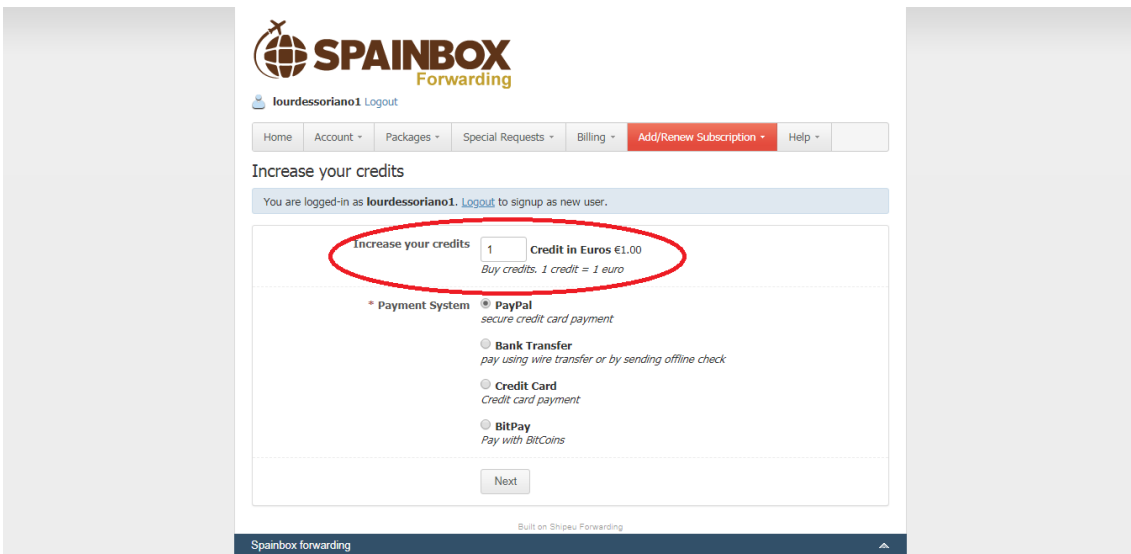
Click on **“Account”** > **“Increase credits”**.



Option 2:
Click on “Add/Renew Subscription” > “Increase your credits”.



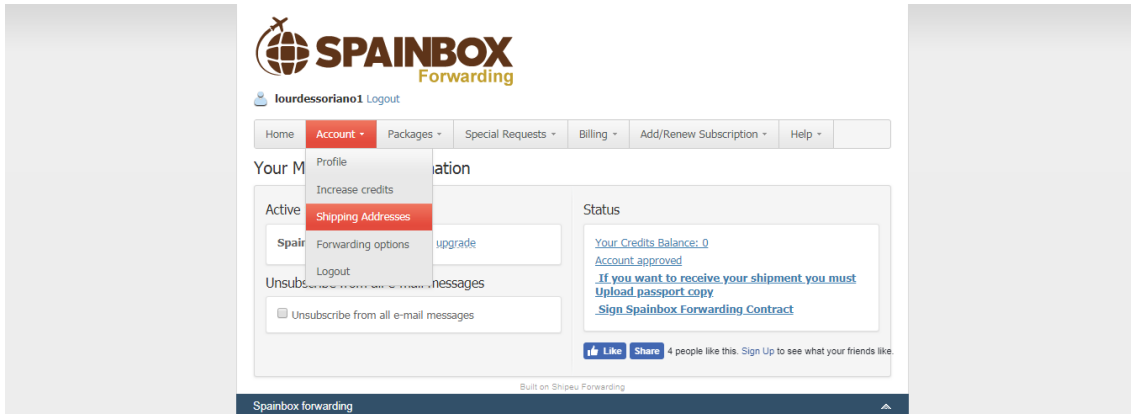
You can choose among credit card, Paypal, bank transfer or bitcoins. But take in consideration that, for Personal shopper services we would only accept bank transfer.



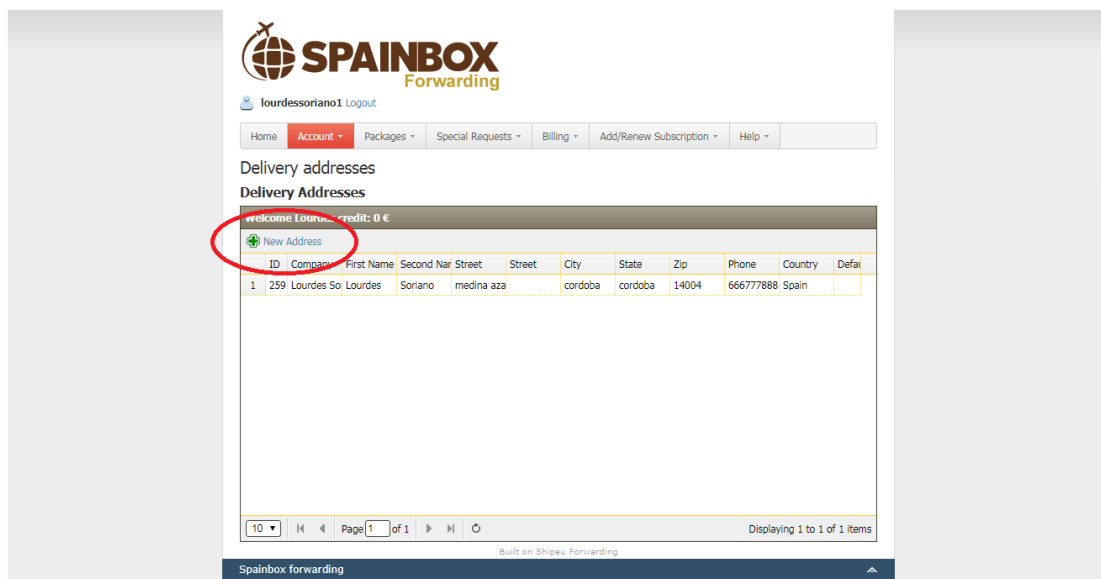
2.4. Add Shipping addresses

You can add new shipping addresses in a very easy way.

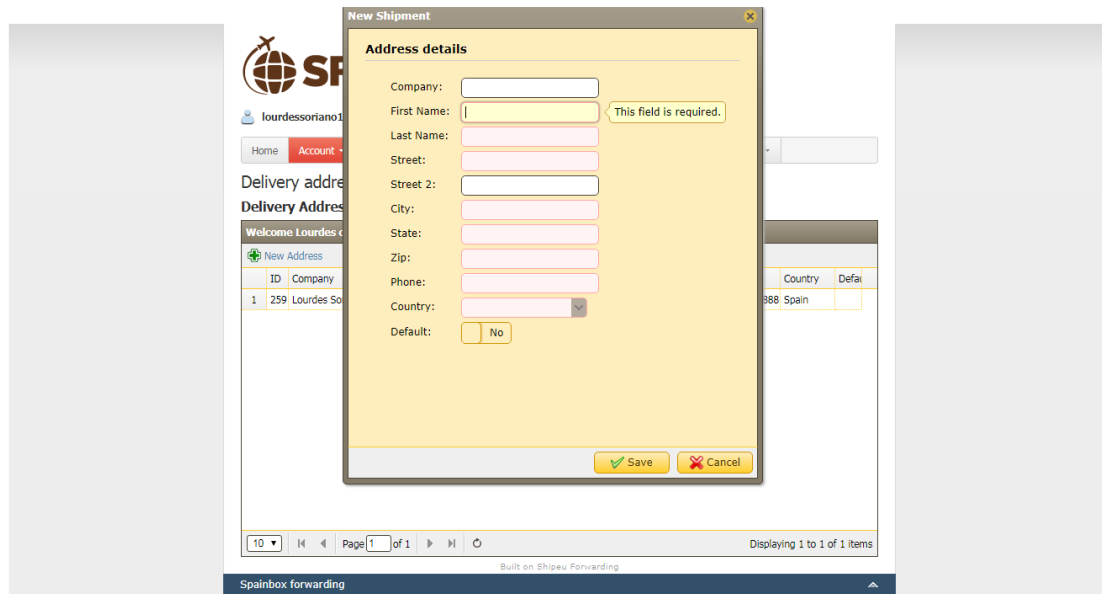
1. Click on **“Account”** > **“Shipping addresses”**.



2. Then click on the **“New Address”** button.

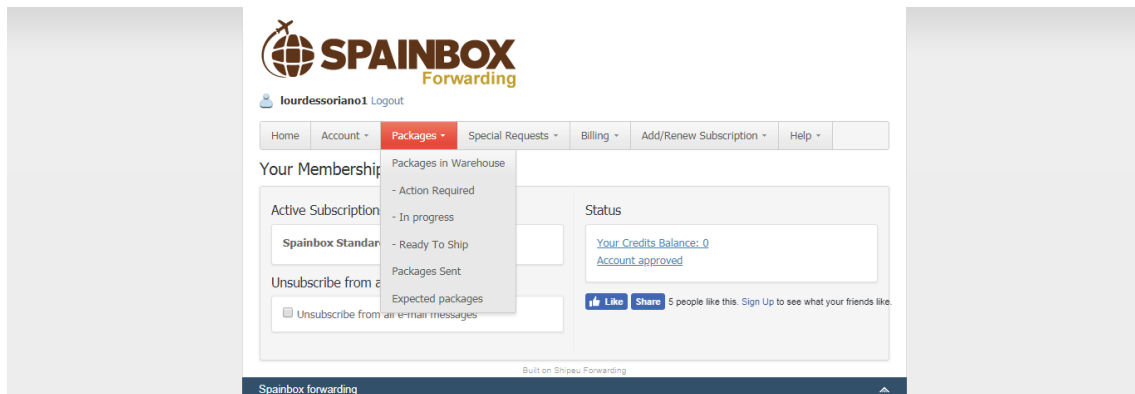


3. Fill in all the information about every new address where we will ship the parcels to.



3. PACKAGES

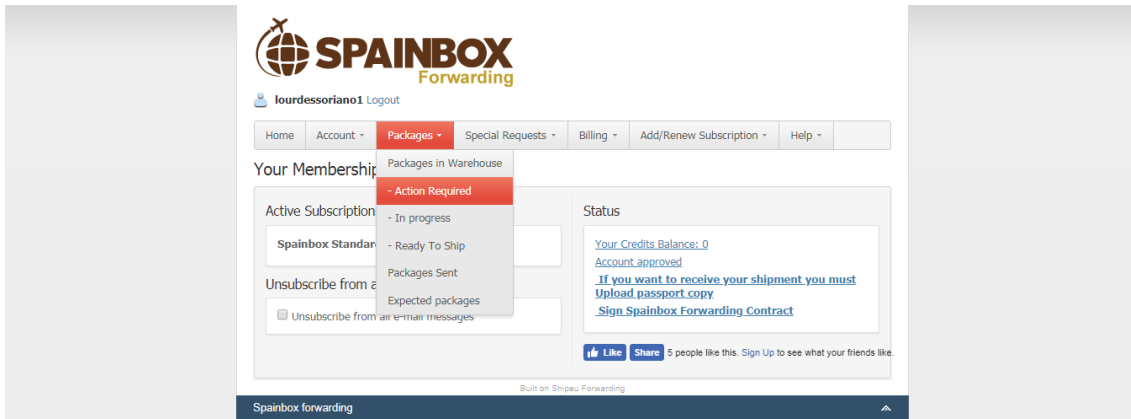
When you receive a parcel, the system sends you an email (revised Spam). You can find all the information in the tab “**Packages**”.



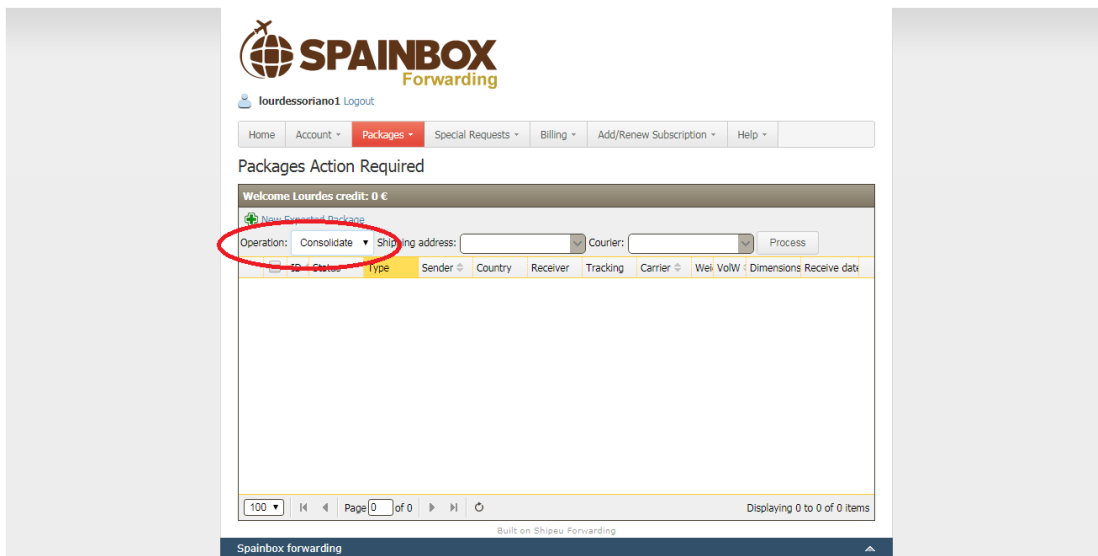
- Action Required: The parcel has been entered into the system and we need you to select some operations. (See next step)
- In progress: The parcel is being processed (only in some cases you can remove the parcel to “action required”).
- Ready to ship: the parcel will be sent.
- Packages sent: you can check all your parcels sent.

3.1. Action required

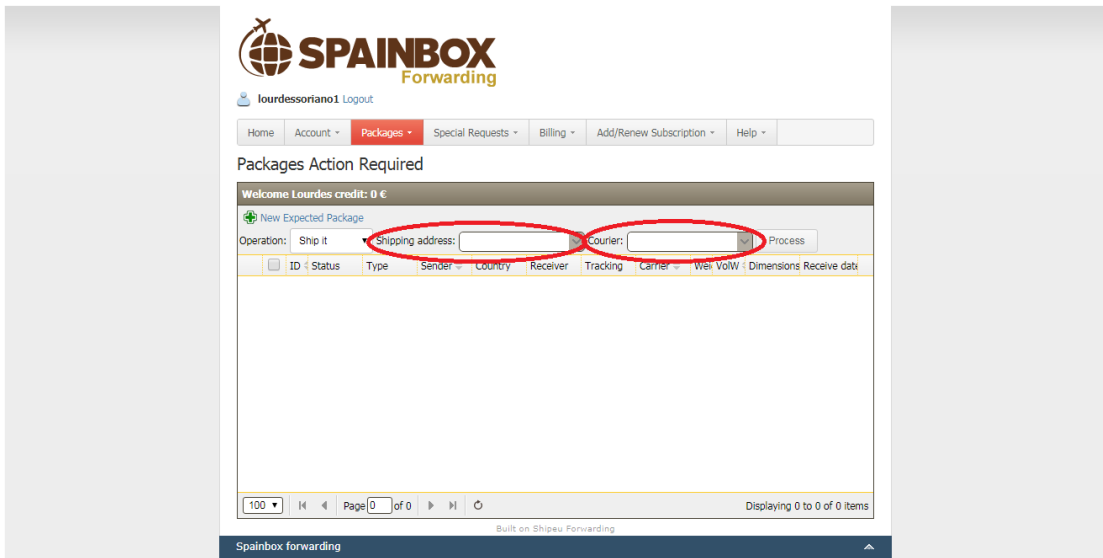
We enter the information of parcels in our system every working day. The system sends you an automatic email when the parcel information is entered into the system, and you can find it on “**Packages**” > “**Action Required**”.



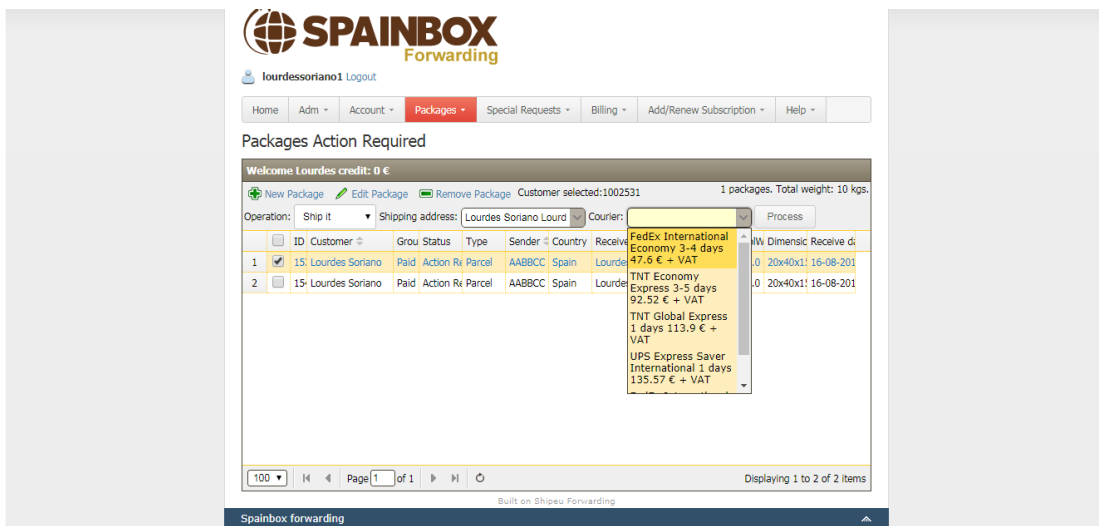
1. After we have received your parcel, and it is in **“Action Required”** status, you should select the parcel and **select an operation**:
 - Ship it: Send the parcel to you.
 - Consolidate: (Only available for PREMIUM accounts). We will combine all your parcels in one or the minimum number of boxes possible to save money on the shipment.



2. When you have selected the Operation, you should select the shipping address and the courier you prefer. Then, click **“Process”**.

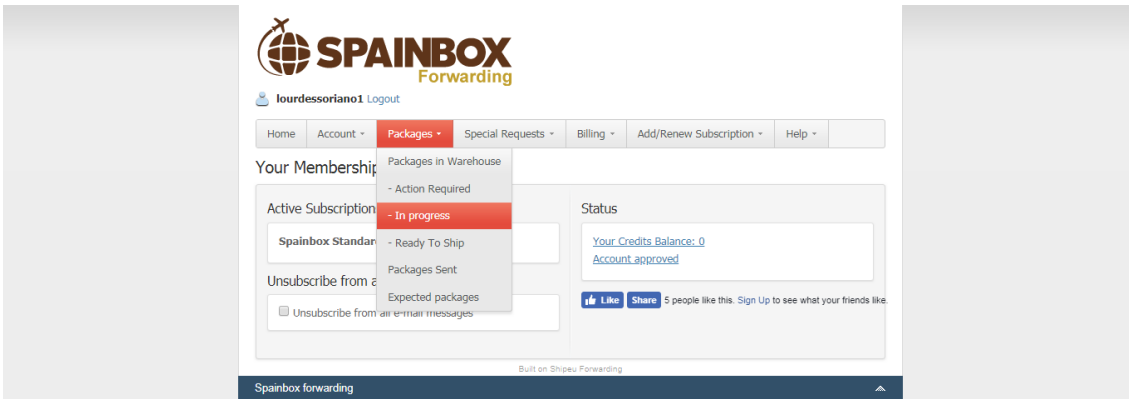


For example:

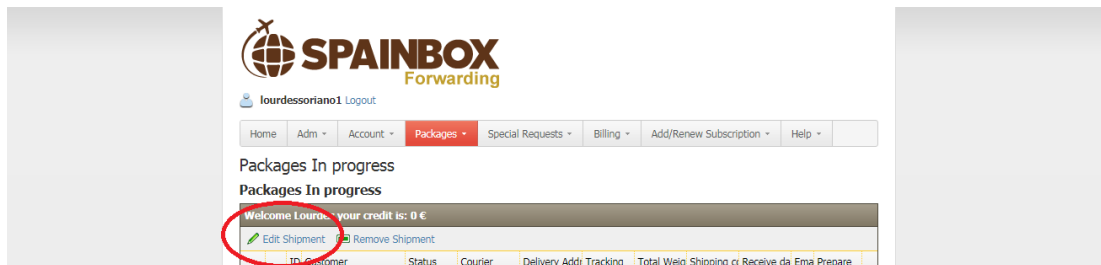


3.2. In progress

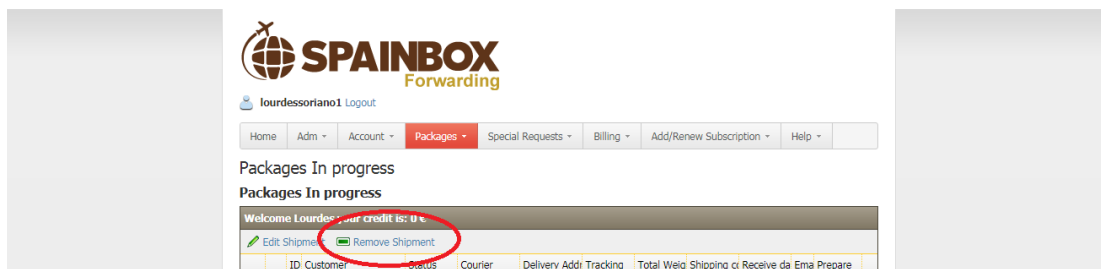
Once you have clicked on "Process", your parcel changes the status to "In progress", and you can see it in "Packages" > "In progress".



In this tab you can find all the parcels that have been “Ship it” or “Consolidated”
 When the parcel is in “In progress” you can edit some details of the shipment in “**Edit Shipment**” if necessary.



If you want to change the status of the parcel to “Action Required” again, you have to select the parcel and click “**Remove Shipment**”

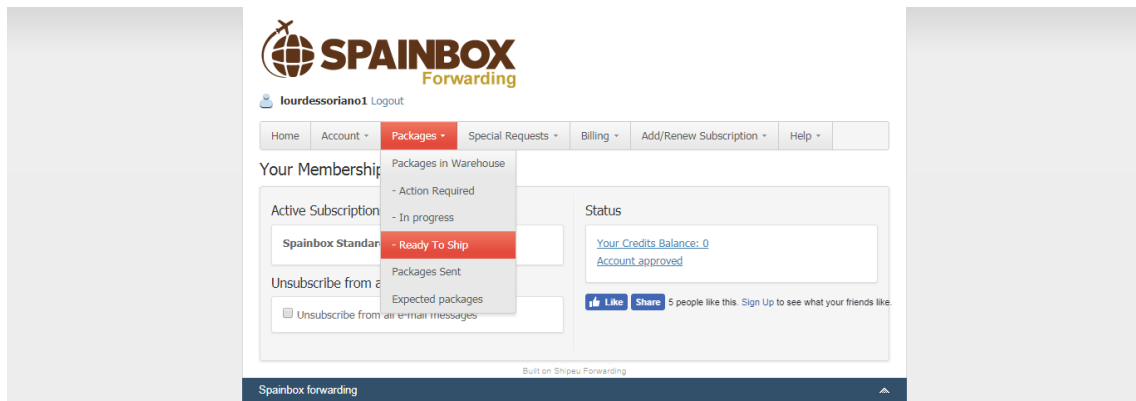


3.3. Ready to Ship

When the parcels are in the status “Ready to Ship” they can’t come back to “In progress” or “Action Required”.

When a parcel is in “Ready to Ship”, we send the parcel to the address you have selected in the previous step, and via the courier that you have selected.

You can check all the information in “**Packages**” > “**Ready to Ship**”.



3.4. Shipment Completed

We send your parcel when all the process is complete. The couriers we use are UPS, FedEx, TNT and PostNL.

You can trace it by visiting the web site of the specific shipping company that has been used to ship your parcel and enter the provided tracking number in the “track or track package” box indicated in each site. We will email you tracking number of the parcel so that you can follow it from the time it leaves our office to the time it arrives at your door.

3.5. Important to complete the process of shipment

You have to **check**:

- **Credit** in your account.
- **Proforma invoice**. It's ONLY necessary for non-European shipments.
- The **contract** (Find it in the site)
- Your **ID card/ passport** (The passport is mandatory for non-European shipments)

3.5.1. Proforma invoice

The proforma invoice is necessary for non-European shipments and you can download and fill it [here](#).

It's very simple to fill in a proforma invoice:

Paragraph 1: your full name and your phone number.

Paragraph 2: your full name, your shipping address and your phone number.

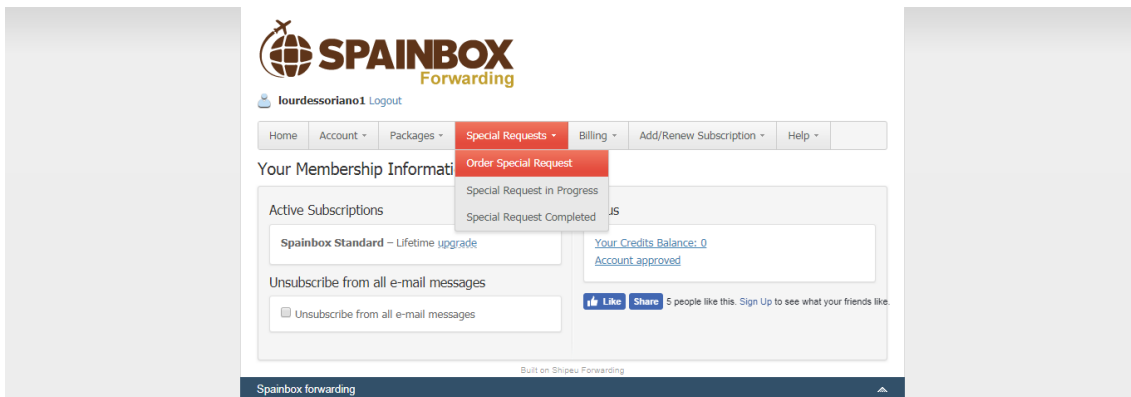
The table: Filling out with the DETAILED content of the parcel, indicating the prices for each individual item in euros. (This documented is presented to the Spanish Customs, so it must indicate detailed information of the content of the parcel. Do not indicate vague information such as: Clothing, electrical devices, samples, etc. You must list each item, quantities and value per item.)

4. Special request

In this section, you can find some special services that you can choose with an increase in the shipment cost.

4.1. Order special request

You can select special request clicking on “**Special request**” > “**Order special request**”.



You can find the following options in the column “Special request”:

Standard Account

You can choose:

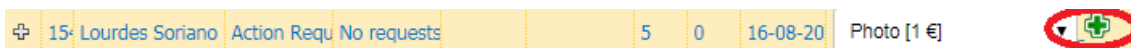
- Photo (€1): we take a photo of your parcel.
- Inspection (€2): we open and inspection your parcel.
- Remove labels (€0,2)
- Remove invoice (€1)
- Destroy (€0): we destroy your parcel.

Premium Account

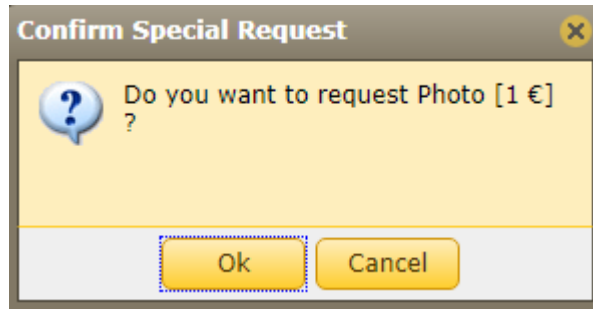
You can choose:

- Express Processing (€10)
- Write Prof. Invoice (€3): we write your proforma invoice to non-European shipments.
- Destroy (€0): we destroy your parcel
- Labelling products (€0.20)
- Labelling boxes (€1)
- Box 60x40x40 (€4.50): we ship the parcel into a box 60x40x40.
- Packaging supplies (€1)
- Inventory items (€0.02)

To choose a Special request, click on the button:



And confirm the order by clicking on “OK”.



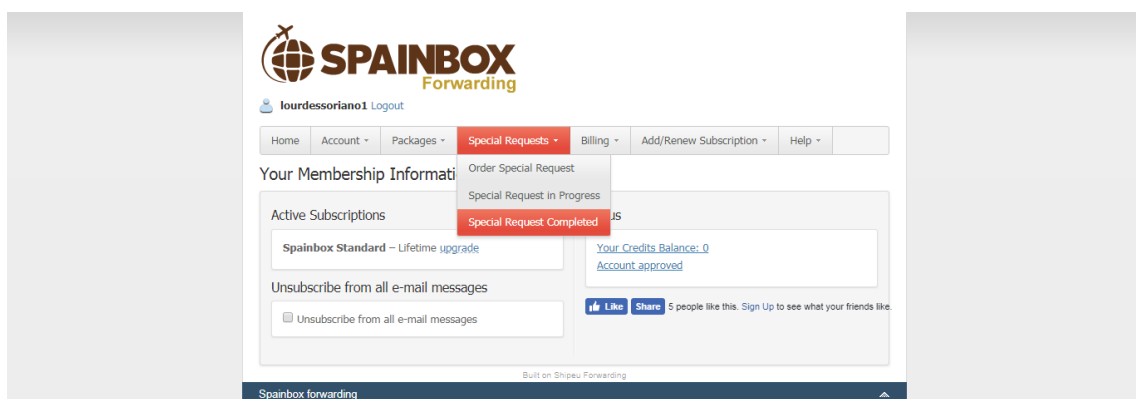
4.2. Special Request in Progress

When you have selected the parcel with special request, and you have confirmed it, you can see the order in **“Special request” > “Special request in Progress”**.



4.3. Special Request Completed

When we complete your special order, the order will change the status to **“Completed”**. You can see it in **“Special request” > “Special request Completed”**.



5. Billing

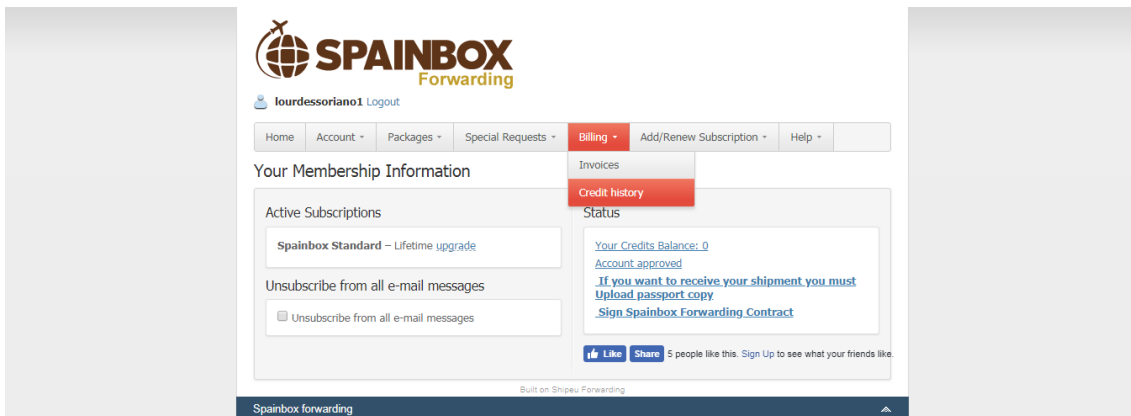
5.1. Invoice

You can see your invoice in “Billing” > “Invoices”



5.2. Credit History

You can see your credit history in “Billing” > “Credit history”

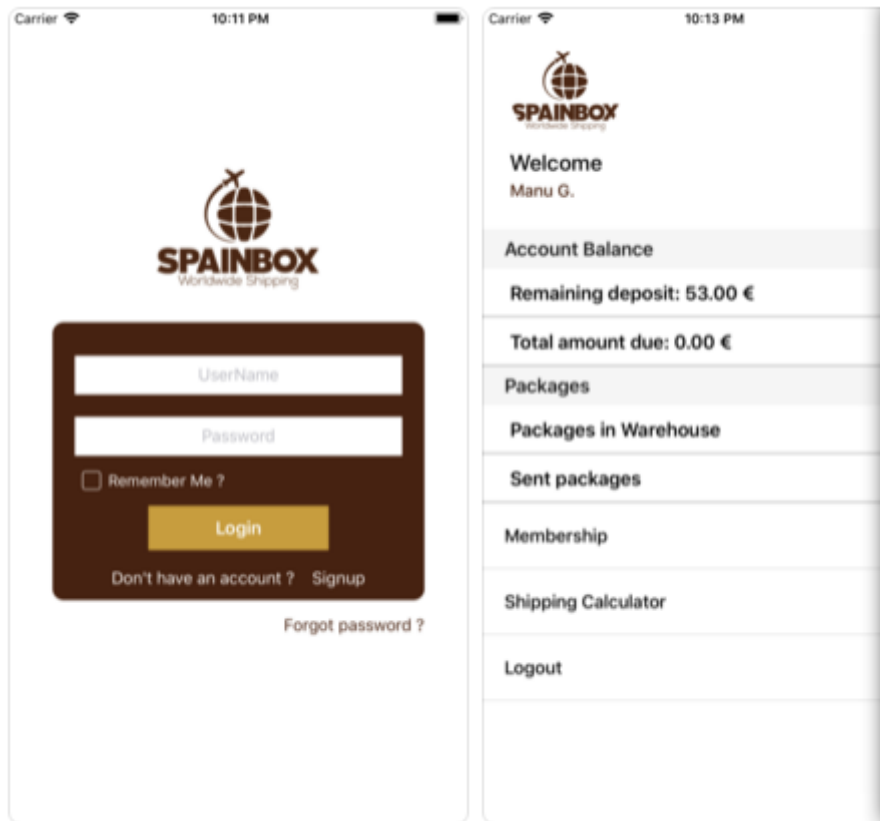


6. Spainbox Forwarding APP

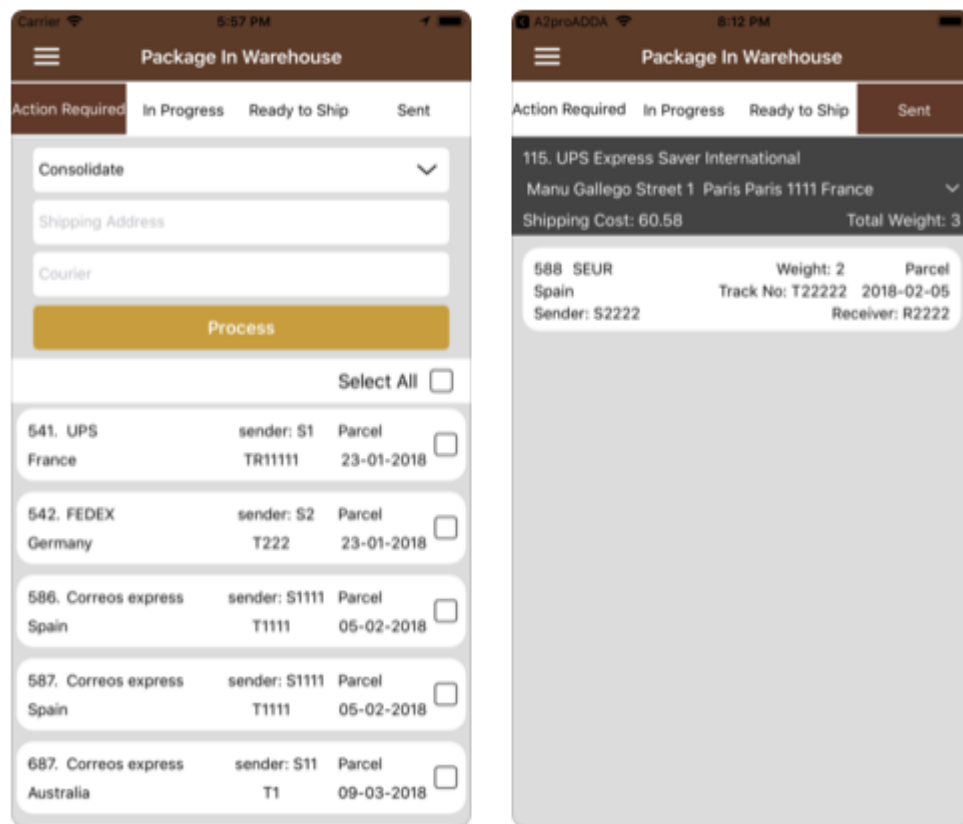
It is the easiest way to manage your European shipments with your mobile device. Spainbox forwarding makes it easier to process your packages, obtaining the best shipping rates at a single touch away.

This app is available to iOS devices. Compatible with iPhone, iPad and iPod touch.

You will only need your Username and your password to enter to the app.



You can also use the Spainbox Forwarding APP to manage your parcels.



And calculate the price of your shipments easily with the Shipping calculator.

