Customer User Guide

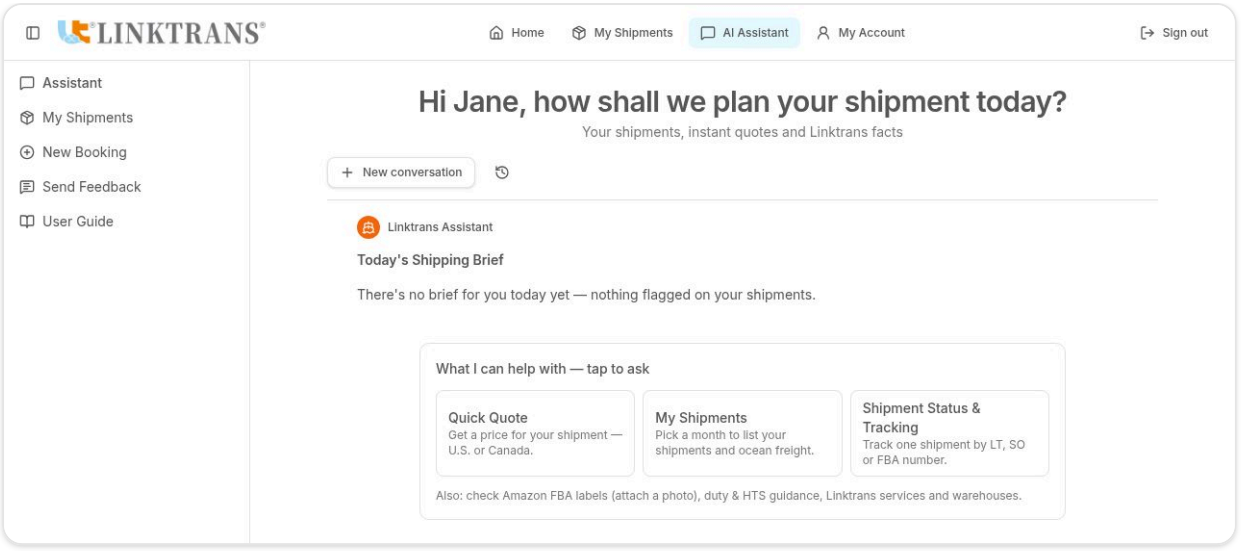
How to book China-to-U.S. and China-to-Canada shipments online, follow them in My Shipments, use the AI Assistant and send us feedback. Updated November 9, 2026.

1. Getting started

- **New booking:** us.link-trans.com/booking
- **Sign in:** top-right **Login** on any page. Use the email registered with your Linktrans account manager.
- **After signing in**, the left menu gives you **Assistant**, **My Shipments**, **New Booking**, **Send Feedback** and **User Guide**. On the main website the same links are in the **My Account** menu.

Prepare before booking: destination warehouse codes or delivery ZIP codes, carton count, carton size (inches), gross weight per carton (lbs), product names, the factory city/address and your supplier's contact.

> Sign in before booking so the order appears automatically in My Shipments.



After signing in: left menu with Assistant, My Shipments, New Booking, Send Feedback and User Guide.

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2. Online booking — 5 steps

Open **Booking**, watch the short introduction if needed, then click **Get My Price Now**. The booking has five steps shown at the top: **Shipment** → **Packing** → **Service** → **Contact Details** → **Submit**. Click any earlier step to go back; your entries are kept.

- **Automatic saving:** about 2 seconds after you stop typing, your draft is saved ("Saved" appears next to **Save draft**). Signed in, it is saved to your account; otherwise to this browser.
- When you come back, choose **Continue** to resume the draft or **Discard** to start fresh. The draft is deleted after you submit.

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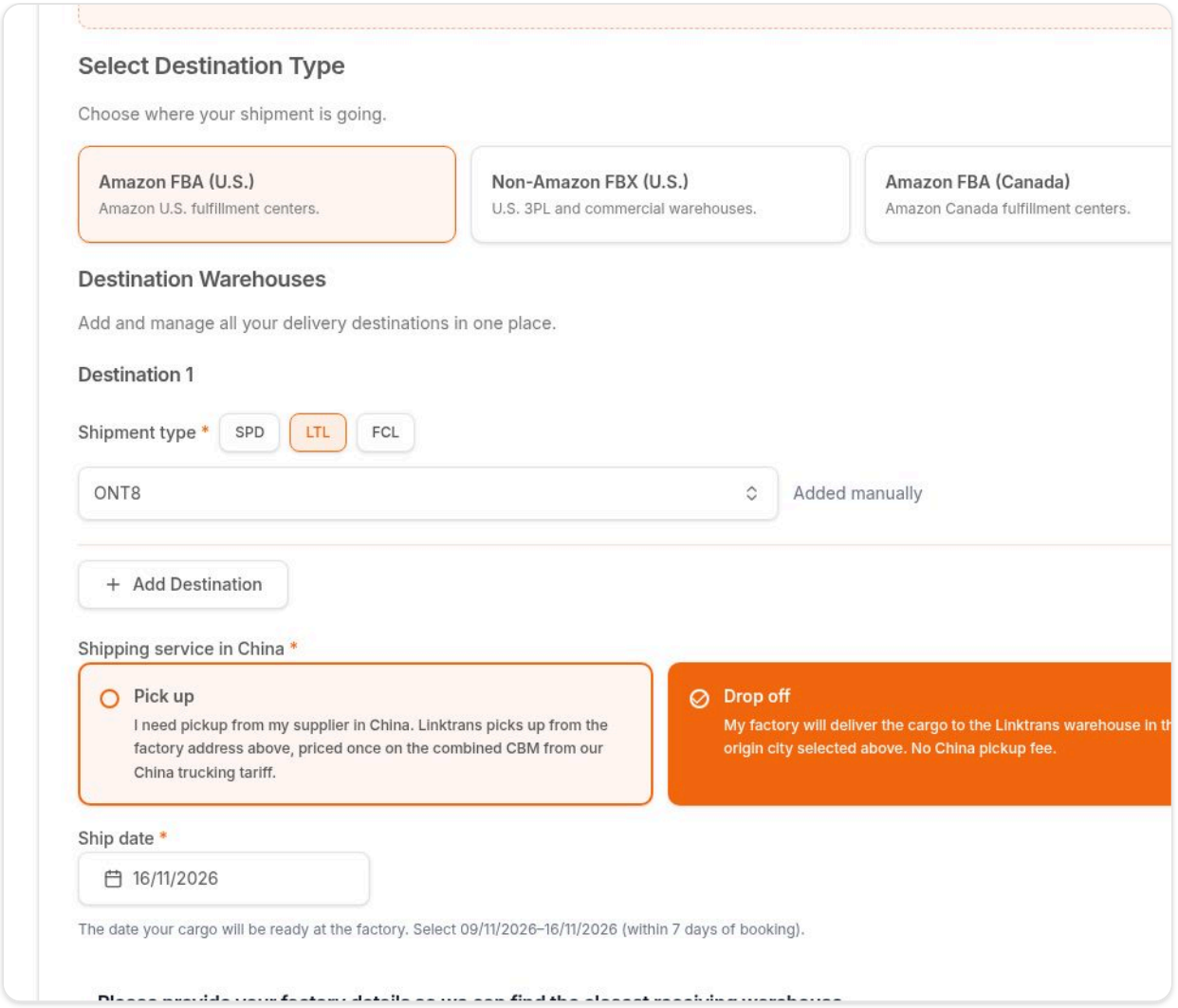
3. Step 1 · Shipment

1. **Upload shipment template** (top of the page, optional — the fastest way to book many destinations):
   - Click **Download template** to get the Excel file.
   - Fill **one row per carton size per destination**: product name, warehouse code (or delivery address / ZIP for FBX), number of cartons, length, width, height and gross weight of one carton. Shipment value is optional.
   - Use **inches** and **lbs**, and keep the column headings unchanged.

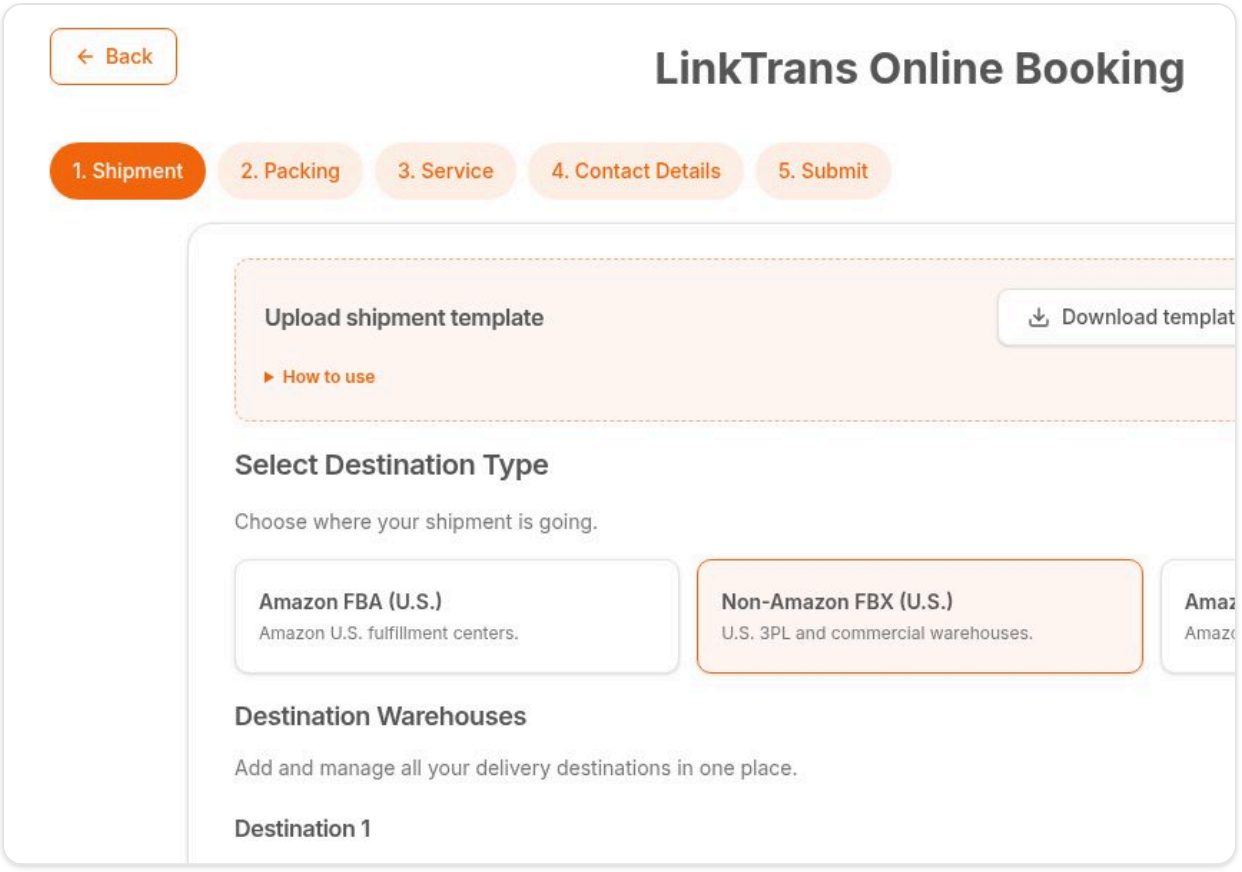
- Click **Upload spreadsheet** and choose the .xlsx/.xls file. Every destination and carton line is filled in automatically and can still be edited.
- Using your own spreadsheet with different headings or cm/kg? A column-matching window opens so you can confirm each field and unit before importing.
- Rows with an unknown warehouse code or missing numbers are pointed out so you can fix them.

2. Choose the destination type: **Amazon FBA (U.S.)**, **Non-Amazon FBX (U.S.)** or **Amazon FBA (Canada)**. One booking uses one destination type.
3. Add each destination. Amazon: search the warehouse code (e.g. ONT8, YYZ1).
4. **FBX:** in **Destination warehouse code** you can pick a platform warehouse code *or type the 5-digit delivery ZIP code* — the list shows matching ZIP codes as you type. Or choose **Street address** and enter City, Street and ZIP. The price is matched from the ZIP automatically.
5. Fill in the factory city, whether we **Pick up** or you **Drop off**, and the receiving warehouse (selected automatically, can be changed).
6. **Ship date** (goods-ready date): at least 7 days from today. The calendar closes automatically after you pick a date.

An FBX ZIP or code that is not in our weekly price table cannot be priced online — contact us for a quote.



Step 1: choose the destination type, add warehouses, choose Pick up or Drop off and the ship date.



FBX: type the 5-digit delivery ZIP code in the warehouse code box and select it.

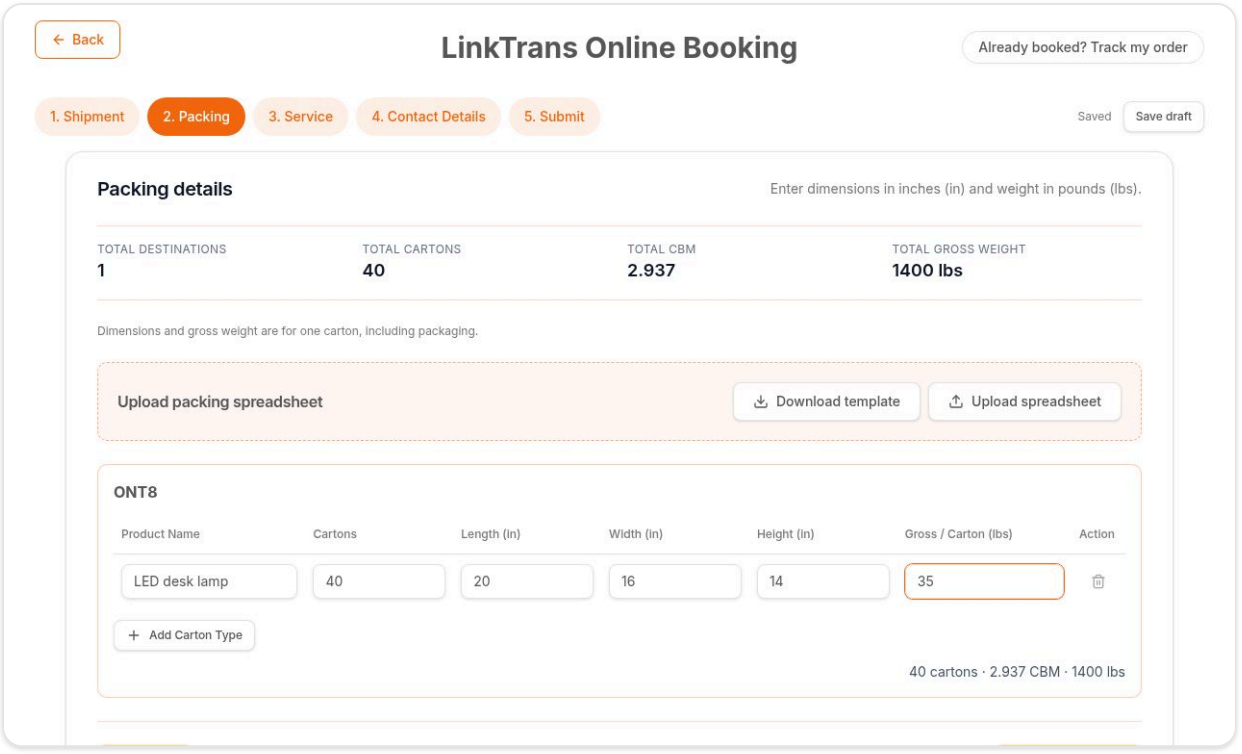
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4. Step 2 · Packing

For every destination, enter one line per carton size: **Product name, Cartons, Length (in), Width (in), Height (in), Gross / Carton (lbs)**. Dimensions are in inches and weight in pounds. The summary shows cartons, total CBM and total weight in lbs.

- **You can still upload your spreadsheet here.** Click **Upload spreadsheet** at the bottom of Step 2 to import your template or your own packing list. The system automatically recognizes the warehouse code / ZIP, product name, carton quantity, carton dimensions and gross weight, and converts cm/kg into inches/lbs. If the headings are different, confirm the columns in the matching window.
- **Amazon FBA (U.S.):** you can also upload your FBA carton labels (PDF, one file per shipment). We read the FC code, number of cartons, weight per carton and box sizes automatically.
- Use **Add box size** for cartons with a different size or weight.
- Enter the weight of **one** carton, not the total.

- Truck/LTL chargeable volume = greater of actual CBM or gross kg ÷ 363. FBX is per CBM with a 2 CBM minimum. Final charges follow warehouse-measured size and weight.



Step 2: one line per carton size, in inches and pounds. Totals update automatically.

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5. Step 3 · Service

Compare the available services side by side; the price is always on the right of each card. FBX services are named **Standard** (later also Express and Premium). Each card shows the number of destinations, each warehouse's price and a separate **China pickup** line when pickup applies (charged once per booking).

- Prices use this week's tariff and a CNY/USD rate fixed every Tuesday for the whole week. Duties and taxes are not included.
- FBX commercial-address extras: lift-gate truck USD 100, special/restricted address USD 200 (only if selected).

Step 3: compare services and click one to select it, then Continue.

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6. Step 4 · Contact Details

Your details: full name, email (and optional company). Fields filled from your account or draft are highlighted in orange with an **Auto-filled** tag — please check them.

Supplier Details: Supplier company name (e.g. Shenzhen ABC Electronics Co., Ltd.), **Contact name**, and **Email** or **Phone** — at least one of the two is required.

Step 4: orange Auto-filled fields come from your account — check them, then add the supplier.

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7. Step 5 · Submit

Review the total price card (ocean freight & delivery, surcharges, one-time China pickup) and each warehouse card with its transit time, price and packing details.

- **Amazon FBA (U.S.):** we recommend creating the shipment in Amazon Send. Use the **Amazon Seller Central** link, the **PDF guide** and the **video tutorial** shown at the top. To book directly with us instead, open **Review your booking and submit here**.
- Tick the cargo confirmation box and click **Submit booking**. Keep the page open until **Booking received** shows your **LT number**.
- A confirmation email is sent **only to your own email**; we contact your supplier separately.

"Booking received" means submitted for review — not yet accepted, shipped or paid.

Step 5 (Amazon FBA U.S.): Amazon Send guide and video on top; open the bar below to book directly with us.

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8. My Shipments

- One list for online bookings (LT) and imported shipments (SO). Filter by status, month, dates, country and source.
- Search by LT number, SO number or FBA ID — results update as you type; press Enter or the magnifier to search immediately.

- Open **View Details** for routes, tracking and charges. **Edit** / **Cancel order** appear only while the booking is still eligible (normally before an SO is issued). After an edit you receive an updated confirmation email.
- Shared charges (e.g. China pickup) are billed once; "Pending confirmation" is a status, not a second charge.

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9. AI Assistant

- Ask about shipment status, booking details, monthly volumes, U.S./Canada quotes or cargo checks. It reopens your last conversation; click **New conversation** for a fresh one.
- Click **My Shipments** in the left menu to open your shipments beside the chat and ask about one directly.
- Attach labels, packing lists or templates (JPG, PNG, PDF, Excel, Word, CSV; up to 20 MB). Assistant quotes are estimates — use **New Booking** to actually book.

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10. Feedback & support

- **Send Feedback** is in the left menu after you sign in, and in the **My Account** menu on the website. Describe the issue and attach screenshots (up to 6 images).
- Not signed in? Use the Contact page.
- Price changed? The weekly tariff or your booking details changed — review the new price and submit again. Missing email? Check spam before booking again.

Send Feedback: subject, description and optional screenshots.