ABSTRACT

Provided are a method for acquiring user information and a relevant device, the method including: acquiring, by a first terminal (10), a waybill identifier and a logistics platform identifier associated with the first terminal (10) (S301); invoking, by the first terminal (10), a communications module (11) in the first terminal (10) and sending an information acquisition request carrying the waybill identifier and the logistics platform identifier (S302) to a logistics management server (20) through the communications module (11); and receiving, by the first terminal (10) and through the communications module (11), a reply message sent by the logistics management server (20). The reply message may carry user information corresponding to the waybill identifier and the logistics platform identifier (S306). The first terminal (10) is enabled to acquire the user information from the logistics management server (20) through the built-in communications module (11). Therefore there is no need to print the user information on a logistics waybill, thereby achieving privacy for user information between different platforms and thus improving the security thereof.