



Quick Start Guide

We would like to welcome you to our website.

We do our best to make our site easy, flexible and efficient for our customers to use.

This guide will help you to get started quickly with the basics. We are in a continual process of improvement and we welcome your suggestions which are invaluable to us.

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Logging in and logging out

Your login credentials should have been migrated from our old website.

The new website allows you to login with either your **UBX UK Customer Number** or the **Email Address** in your profile.

The UBX UK Customer number is the number always beginning with a 'C'. This should have been communicated to you when you registered and it should also appear on your documents.

Your Password would be the same password you used to login on the old website.

There are a number of things you can do if you are unable to login:

1. You can click on the Forgot Password link.

This will ask for your email address and if found in our database it will send the password to the same address.

2. Members Profile

If the system does not recognise your email address but you are able to login with your Customer Number than you can go to your Member Profile page in the Member Area.

Here you can check the Email Address that is in our system and which can also be used for logging in. It is the main email address (not the accounts or the notifications email).

If the email is missing or incorrect, you can correct it here. You should then be able to login with this email address.

3. Support

If using this email address you are still unable to log in then please contact our office in order to be assigned a new password.

Once assigned, you will be able to login and you can then change the password to whatever you prefer.

Please note, the system times out after a reasonable gap in activity. This is to protect your account and details. Please be aware of this and if the system does log out you will simply be taken back to the login page when you attempt to go to a section which requires logging in.

Registering a New Account

This is only applicable if you do not already have an account with us.

The link to Register is available from the Login Page.

Simply complete the on-line registration form, read our terms and conditions and press the Register button.

We will set up your account and confirm back to you when your account is ready.

As soon as you receive confirmation, you can log in with the email and password you provided on registration. Optionally you can use the Customer Number as well.

Your Profile and Personal Data

All the data we hold on you is visible to you in your profile which is accessible from the Member Area after login.

The customer number displayed here and the email address can both be used for logging in.

Please always ensure these details are correct for your company.

We take the security of your information very seriously. Your details are only used for the purposes intended and are kept secure in our database within a secure data centre environment.

Your password is encrypted to the highest standard and even our staff do not have access to this.

Obtaining Help and Support

We pride ourselves in our ability to help and assist our customers.

You are always welcome to:

- Call us on +44 (0) 1753682616
- Email us at ops@ubxuk.com
- Use the website Contact Us form.

Additionally, there is a useful FAQ document in Members Area menu.

Please do not hesitate to contact us if you have any queries or suggestions at all.

Booking a Collection

Booking a Collection is very simple. The system allows you to book a collection up to 5 days in advance not including weekends.

Please note that you can only have one open collection at any given time. Open collections are listed at the top of the page. If there is an open collection, the system will not let you book another.

If you have an open collection that is preventing you from booking another it means that you have not run the EOD Manifest yet. The procedure is to run the EOD Manifest when you are done with adding consignments to a collection.

Running the EOD Manifest closes open collections.

Conveniently a calendar is displayed. The selectable days are highlighted in green.

- First select a date from the calendar
- Next you can select a time for the collection
- If the date you have selected is today's date, the times available will depend on the current time

You can also leave any useful instructions you might have for our driver.

Please remember to tick that you have read our terms and conditions.

Finally, click the 'Add Collection' button and a new collection will be created.

This will now appear in the 'Add Consignments' page where you can add consignments to it.

Adding Consignments

You must first have an open Collection in the system before you can add Consignments. If you do not have an open collection, you will see a warning message at the top of the 'Add Consignment' page which looks like this:

There are no open collections. Please add a collection first.

Adding a Consignment is as straight-forward as completing the on-line form.

You can select addresses from your address book or enter them manually.

When selecting addresses from the address book, please note that only those addresses within the same Origin and Destination country you have entered in the form will appear for selection. So if you are sending to India for example than in the Delivery Address book drop down, only addresses in India from your address book will appear.

When you press the book button a final confirmation page will be displayed with a 'Confirm and Book' button.

Although , we receive your booking immediately as soon as you press the 'Confirm and Book' button we do not normally schedule your collection until you have run EOD Manifest.

The EOD Manifest tells us that you are done with that collection and that it can be scheduled by us.

The system sends an email confirmation.

Your documents are also stored in our database and can be accessed in the 'Airway Bill History' option of the Members Area menu.

Running End of Day Manifest

The End of Day Manifest should be run when you are done adding Consignments to a Collection.

This process closes the collection and we receive notification of your Consignments for the Collection. We are then able to schedule the collection.

Please note that if after running the EOD Manifest you need to add further Consignments, you must make a new Collection.

You can only have one open Collection at a time.

Your Documents

You have access to your document history from the Members Area in the Airway Bill History page.

The documents are listed with the newest on top.

Each column in the list can be sorted in Ascending or Descending order by clicking on the column header.

There is also a page number sequence at the bottom footer of the list.

To view and reopen a document, simply click on the link.

Tracking your Parcels

Tracking information is available as soon as you have added a consignment and you have a booking reference number to-hand.

You can enter one or more booking numbers in the tracking box in order to track multiple items at once.

The results show the date and time of the last update, a visual progress bar and various delivery progress milestones.

Tracking results can be emailed to yourself or to someone else.

Once the results are displayed on the page, simply enter the email address in the box provided and click on the Email button.