



uBook End User Guide
PHILIPS, High Tech Campus
Lighting Solutions



a Swiss Post company

Contents

1. Initial Set up – Points to Note	3
2. Next Steps – Logging In for the First Time	3
3. Forgotten Password / Problems Logging In	4
4. Despatch Process – Things you need to do	4
5. Declaration of items on uBook	5
6. Insufficient / Bad Address.....	5
7. Creating you Courier Booking	6
7.1. Booking a shipment containing only documents.	6
7.2. Booking a non-document shipment.	10
8. Tracking your item.....	12

1. Initial Set up – Points to Note

If you do not have a login set up call the Mail & Logistics helpdesk on extension 42550 or sent an email to info.spsnl@swisspost.com in order to request for an application form.

You will be required to complete a uBook Account Application form which enables the Mail & Logistics team to validate your Philips employee details and respond by email with you new account login and password information.

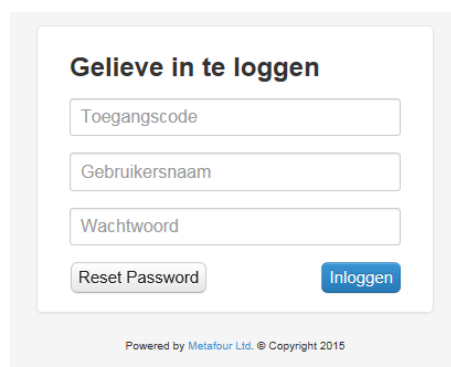
This form can be emailed to you for completion and should be returned after approval of your line manager.

2. Next Steps – Logging In for the First Time

Before you use uBook you will need to make sure your pop up blocker is disabled. To do this:

- Select Tools (along the top of the page)
- Select pop up blocker
- Select turn pop up blocker off.

Now you need to log into the uBook System.



- Open up the uBook URL : <http://www.spsdigitaal.nl/ubook>
- Fill in the access code provided. (For default users this is “lhct”)
- Fill in your username and password.

HINT: Keep in mind that all credentials are case sensitive.

If it is the first time you log in you will be asked to change your password first.
This password must meet the password policy of Philips Lighting.

3. Forgotten Password / Problems Logging In

If you have problems logging in call the Mail & Logistics helpdesk on extension 42550. They will be able to resolve your issues, with password reset requests emailed almost immediately.

Accounts that have been disabled are usually due to inactivity over a certain period (usually 30 days).

A new uBook Account Application form will need to be submitted by email so that the team can review the old account details and reactivate it.

4. Despatch Process – Things you need to do

If you are making a booking you have the choice of requesting a pickup of the parcel or that you will bring the parcel to the mailroom or drop off location. For picking up parcels SPS prefers central location like a reception desk or department assistant's office to prevent any disturbance to you colleagues while picking up the parcels.

You will need to take your items along with a printed copy of your uBook courier docket.

Bringing parcels to the mailroom or drop off location can be done during the opening hours, this option is preferred if you want assistance on packing the shipment or if you want to give special instructions to one of our staff members.

Please do not place the shipments in the Outgoing mail Pigeon hole.

5. Declaration of items on uBook

International Couriers

You will be asked to provide a description of the item(s) you are sending as well as an estimated value; this is customs purposes.

Failure to provide a correct and adequate description may lead to your items being held or seized by customs which will result in delays and additional charges.

Insurance

Insurance claims may also be invalidated if you fail to supply a correct description of the contents of your item and value.

By default shipments aren't shipped insured due to the high costs, insurance can be requested

6. Insufficient / Bad Address

When sending items abroad, please ensure that you provide a FULL ADDRESS and TELEPHONE NUMBER for the recipient.

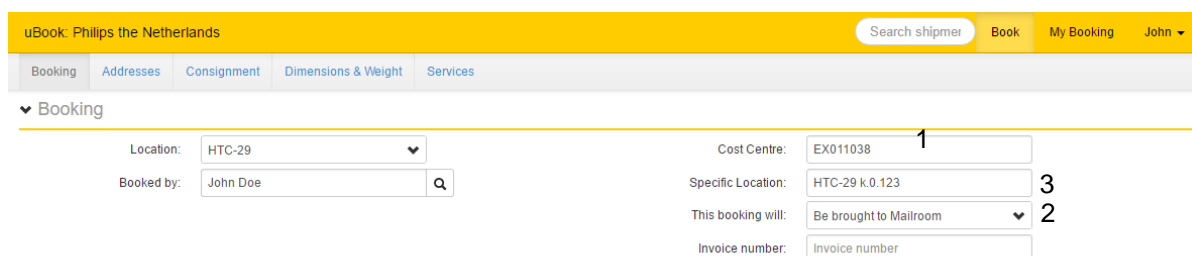
PO Box addresses cannot be used by courier companies unless in special cases and if they are accompanied by a direct phone number for the recipient.

The Mail & Logistics team will not make any amendments to the address details you provide on uBook without first making contact with you / the sender.

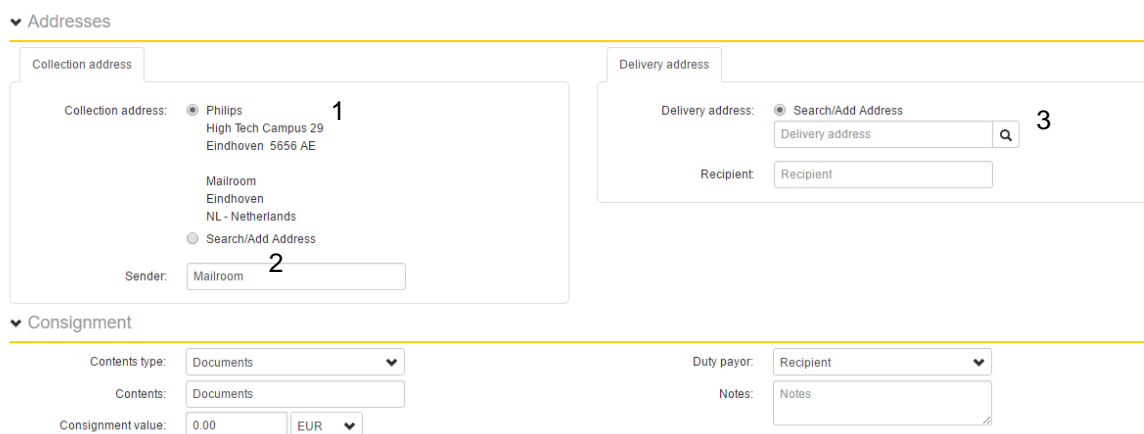
Where address information is insufficient, and no contact can be made, the courier booking is subject to delay and may not be despatched on the same day of receipt.

7. Creating you Courier Booking

7.1. Booking a shipment containing only documents.



1. Check if cost centre is correct
2. Choose if you want the shipment to be picked up or that you will bring it to the mailroom / drop point.
3. If you want the shipment to be picked up please make sure that the pickup location is filled in.



1. By default the collection address is the address of the mailroom of your location, you don't need to change this.
2. Replace "Mailroom" with the name of the sender
3. The delivery address can be chosen or added by typing part of the name.

Address	Post code	Country
Philips Belgium Turnhouseweg 1 Brussels, National 2100	2100	Belgium
Philips Testing Inc. 1st floor 1234 testing street NY 90201	90201	United States
Philips High Tech Campus 29 Eindhoven 5656AE	5656AE	Netherlands
philipd 121211212 12121 12121 Bangkok, International 1212121	1212121	Thailand

1. Type in a part of the name of the recipient to select a present address in the address book.
2. If the address isn't present in your address book select **Add new address**.

1. Select country
2. Fill in the Place and press Search to select the town/city.
3. Fill in the address details. (based on the country uBook will show the mandatory fields)
4. Fill in the contact person of the recipient incl. Phone number. (for some countries shipments are refused without a phone number of the recipient)
5. Press Save changes to store your address and proceed with your shipment.

▼ Consignment

Contents type:	Documents 1	Duty payor:	Recipient 4
Contents:	Documents 2	Notes:	Notes 5
Consignment value:	0.00	EUR	3

1. Choose the content type.
2. Specify the content.
3. Fill in the value of the shipment. (Change currency when needed)
4. Duty payer is by default the recipient, only change this when needed.
5. Notes: This is a free text note field, use this field to leave a special instruction for the mailroom. This field is mandatory when you choose the option “other courier”.

▼ Dimensions & Weight

Total items: 3

Total weight:	12.50	KG
---------------	-------	----

No. items	Length (cm)	Width (cm)	Height (cm)	Items' total weight (kg)
1	2			3
1	32.00	21.00	5.00	0.50
2	45.00	22.00	7.00	12.00

3 Items total

1. Fill in the amount of boxes/envelopes
2. Fill in the dimensions.
3. Fill in the total weight of the items.
4. If you have different items (other size parcels) use the second row to specify and add them to this shipment.

Services 1 [Show available services](#)

Note: Services are subject to availability. Mailroom cut off time is at 16:00, if booking after this time please add a day to delivery time as this won't be processed until the following day.

10 records per page Filter services

Service	Deliver on	Estimated Price	
Other courier - OROUTE	Fri, 15-Jul	Call for price	2 Select service
DHL - Economy Select (eu)	Mon, 18-Jul by 23:59	EUR 7.76	Select service
DHL - Express Worldwide Eu	Fri, 15-Jul by 23:59	EUR 8.19	Select service
DHL - Express 12:00 Doc	Fri, 15-Jul by 12:00	EUR 8.59	Select service
DHL - Express 9:00 Doc	Fri, 15-Jul by 09:00	EUR 9.82	Select service
FEDEX - International Priority - Your Packaging	Fri, 15-Jul by 18:00	EUR 11.91	Select service

Other services may be available

6 total records ← Previous 1 Next →

3 Failure to declare the contents of a shipment may result in the consignment being delayed or seized by customs. Fines and/or criminal charges may also be brought against the company for attempting to ship Contraband and/or Hazardous material. Falsification of contents description represents a direct contravention of international law. Please tick to confirm your acceptance.

4 [Book Job](#) [Abandon changes](#)

1. Click on the available services button to check for available Expresse services and prices.
2. Select the desired service, or choose **Other courier** when the desired service isn't listed. (When you choose other courier you have to leave a note in the Notes field in the consignee part).
3. Accept the disclaimer.
4. Click book to make your booking complete.

The conditions of the service you select will be outlined, please read this to ensure you have made the correct selection. If you would like advice on the most appropriate service for your needs the Mailroom Office will be happy to assist, please contact them on +31 40 27 42550.

Once you are satisfied with your booking please click on finish and print a copy of your confirmation. The printed confirmation should then be attached to the item. Once you have clicked on "Book Job" you will advance to the uBook Docket form.

DATE	PIECES	TRACKING NO.
14-Jul-2016	1	 UB000543
ACCOUNT NUMBER	WEIGHT	
HTC-29	0.5 kgs	

E-mail: info@swisspostsolutions.com
Web: http://www.swisspostsolutions.com

SHIPPER	CONSIGNEE
FROM : MAILROOM SHIPPER REF : EX011038	TO : FRAU A MERKEL
PHILIPS HIGH TECH CAMPUS 29 EINDHOVEN 5556 AE NETHERLANDS	PHILIPS LIGHTING BV ROENTGENSTRASSE 1 KÖLN 45121 GERMANY
BOOKED BY : JOHN DOE PHONE NUMBER :	P.O. BOX ADDRESSES WILL REQUIRE RECIPIENT'S PHONE NUMBER PHONE NUMBER : +3340545544

DESCRIPTION OF CONTENTS	VALUE FOR CUSTOMS	SPECIAL DELIVERY INSTRUCTIONS
DOCUMENTS		Service Level : Other courier

RECEIVED BY:			
SIGN:	PRINT NAME:	DATE:	TIME:

THIS IS A NON-NEGOTIABLE AWB ISSUED SUBJECT TO THE COMPANY'S STANDARD TRADING CONDITIONS, A COPY OF WHICH IS AVAILABLE ON REQUEST.

Booking a non-document shipment.

7.1.1. Non doc shipment inside the EU

If your items are not documents you will be required to give a description, please ensure you provide accurate information as this may be used at customs or ports.

Country of origin:
Country of destination:

▼ Consignment

Contents type:

Contents:

Consignment value:

Insurance value:

Duty payor:

Notes:

▼ Dimensions & Weight Total items: 1

Total weight:

No. items	Length (cm)	Width (cm)	Height (cm)	Items' total weight (kg)
<input type="text" value="1"/>	<input type="text" value="32.00"/>	<input type="text" value="22.00"/>	<input type="text" value="45.00"/>	<input type="text" value="5.00"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

1 Items total

▼ Services Show available services

Please click "Show available services" button to view available service list

If your department has the regulation that all goods (incl. EU) shipments needs to be registered in SAP and a pro forma invoice needs to be created see point 7.2.2.

You will notice this by the fact that the pro forma details are always visible also by non-document shipments.

7.1.2. Non doc shipment outside the EU

▼ Proforma details

Description	Commodity code	Unit number	Unit value	Total value
LED Driver 4522 121 14546	H12345	1	150.00	150.00
				0.00
				Overall total value: 150.00

Currency:
 Export reason:
 Manufacturer name & address:

Country of origin:
 Invoice notes:

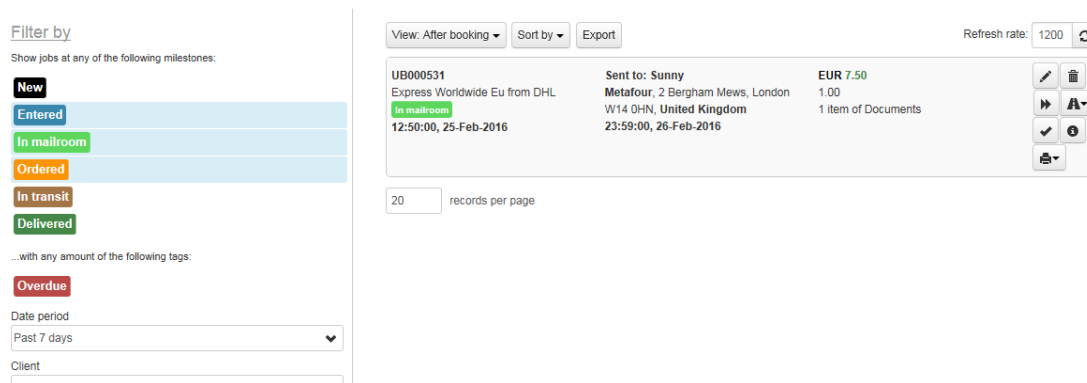
When shipping goods outside the EU your Finance department needs produce an invoice and export document for you. Therefore it is important to describe the contents as accurate as possible.

The proforma section will appear automatically when this information is needed.

Your finance department is granted access to uBook and will use your input to produce these documents.


After your finance department has delivered these documents to the mailroom your shipment will be further processed. You can monitor the status in your shipment overview. (see chapter 8)

8. Tracking your item



The screenshot shows a tracking interface with a left sidebar for filtering and a main area for shipment details. The sidebar includes filters for milestones (New, Entered, In mailroom, Ordered, In transit, Delivered) and tags (Overdue), along with a date period dropdown set to 'Past 7 days' and a client selection field. The main area has controls for 'View: After booking', 'Sort by', 'Export', and 'Refresh rate: 1200'. A shipment entry for 'UB000531' is shown, including its status 'Express Worldwide Eu from DHL', origin 'Sunny Metafour, 2 Bergham Mews, London W14 0HN, United Kingdom', cost 'EUR 7.50', and a timeline of events: 'In mailroom' at 12:50:00 on 25-Feb-2016 and 'Sent to: Sunny Metafour, 2 Bergham Mews, London W14 0HN, United Kingdom' at 23:59:00 on 26-Feb-2016. A '20 records per page' dropdown is also visible.

When you click My Booking on the top menu-bar you will get an overview of all your shipments. In this overview you can see the live status off all your shipments.

When you click the  button to see the detailed information incl. proof of delivery.

9. Changing your default profile information

uBook: Philips the Netherlands

[Book](#)
[My Booking](#)
[John : My profile ▾](#)

[Details](#)
[Preferences](#)

▾ Details

<p>Belongs to: <input type="text" value="Philips - High Tech Campus"/></p> <p>Name: <input type="text" value="John Doe"/></p> <p>Email: <input type="text" value="rendy.vennix@swisspost.com"/></p> <p>Mobile: <input type="text" value="06-12345678"/></p> <p>Phone: <input type="text"/></p>	<p>Department: <input type="text" value="▾"/></p> <p>Building: <input type="text" value="▾"/></p> <p>Floor: <input type="text" value="1"/></p> <p>Location: <input type="text" value="High Tech Campus"/></p>
--	---

▾ Preferences

Default client: <input type="text" value="HTC-29"/>	
Cost Centre: <input type="text" value="EX011038"/>	
Specific Location: <input type="text" value="HTC-29 k.0.123"/>	
This booking will: <input type="text" value="Be brought to Mailroom"/>	
Invoice number: <input type="text" value="Invoice number"/>	

Powered by Metafour Ltd. © Copyright 2016

When you click **My profile** in the top menu-bar you can change your default personal preferences. These values are used by default when you make a new booking.