



# UBD Customer Portal

- User guide and FAQ's-

August 2016



Welcome to the UBD Customer Portal.

The UBD Customer Portal is a quick and secure way for you to access your invoices, adjustment notes and statements.

These simple instructions will enable you to use the UBD Customer Portal, however if you are comfortable with using the internet you might not need to refer to this document.

At this stage you would have received a welcome email with the link to the UBD Customer Portal as well as your login and your password.

The UBD Customer Portal is supported with Microsoft® Internet Explorer® versions 9, 10, and 11, Apple® Safari® version 8.x on Mac OS X, and Microsoft® Edge for Windows® 10. The most recent stable versions of Mozilla® Firefox® and Google Chrome™ are also supported

# Login – Terms and conditions



Penguin  
Random House  
Asia Pacific

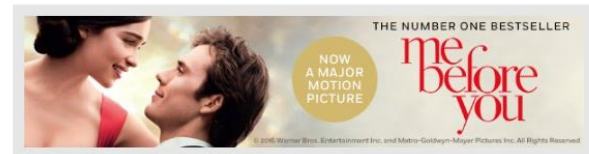
To login you need to go to the following address:

<https://penguinrandomhouse.force.com/community/s/>

You may wish to make this a favourite in your browser.

You will then need to click on the link to read the terms and conditions of usage of the portal. A pop-up window will show up **{please ensure you allow pop-up windows for this site}** . If you agree to the terms and conditions then click the box at the bottom and you can now access the portal.

Any updates to the website might require you to review the terms and conditions again for acceptance.



Welcome to our trade customers

Use of this portal is subject to acceptance of the Penguin Random House Terms & Conditions.  
[Click here to view and accept](#)

This portal has been designed to help you deal effectively with United Book Distributors. Using this portal you can retrieve your invoices, adjustment notes and statements. Please select from the options above.



To login you need to go to the following address:

<https://penguinrandomhouse.force.com/community/s/>

You then need to select the 'LOGIN' link in the top right hand corner of your screen. Once you login your name will appear over the LOGIN text. To logout just click on your name and select Logout.



## Welcome to our trade customers

This portal has been designed to help you deal effectively with United Book Distributors and Penguin Random House Australia online. Using this portal you can retrieve your invoices, statement, check price & availability and access order forms and catalogues. Please select from the options above.

## Password protection

The Bookseller Services portal is password protected. You will be required to enter your Penguin Random House Account details to view any area of this site. Please contact your sales representative for your details.

## TitlePage

TitlePage is the Australian Publishers Association price and availability service for booksellers and suppliers to search all titles available in Australia. [Click here to visit TitlePage.](#)

© 2016 Penguin Random House Australia Pty Ltd ACN 004 815 703. All rights reserved.

[Privacy Policy](#)

[Terms & Conditions](#)

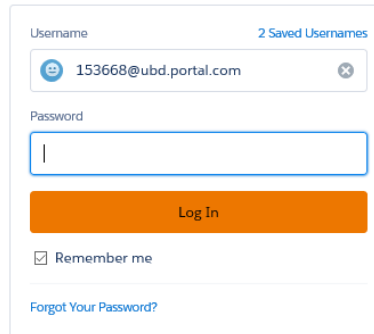
# Login screen

To login you need to enter data into two fields:

**Username** – which is the email address in which the login instructions were sent to you.

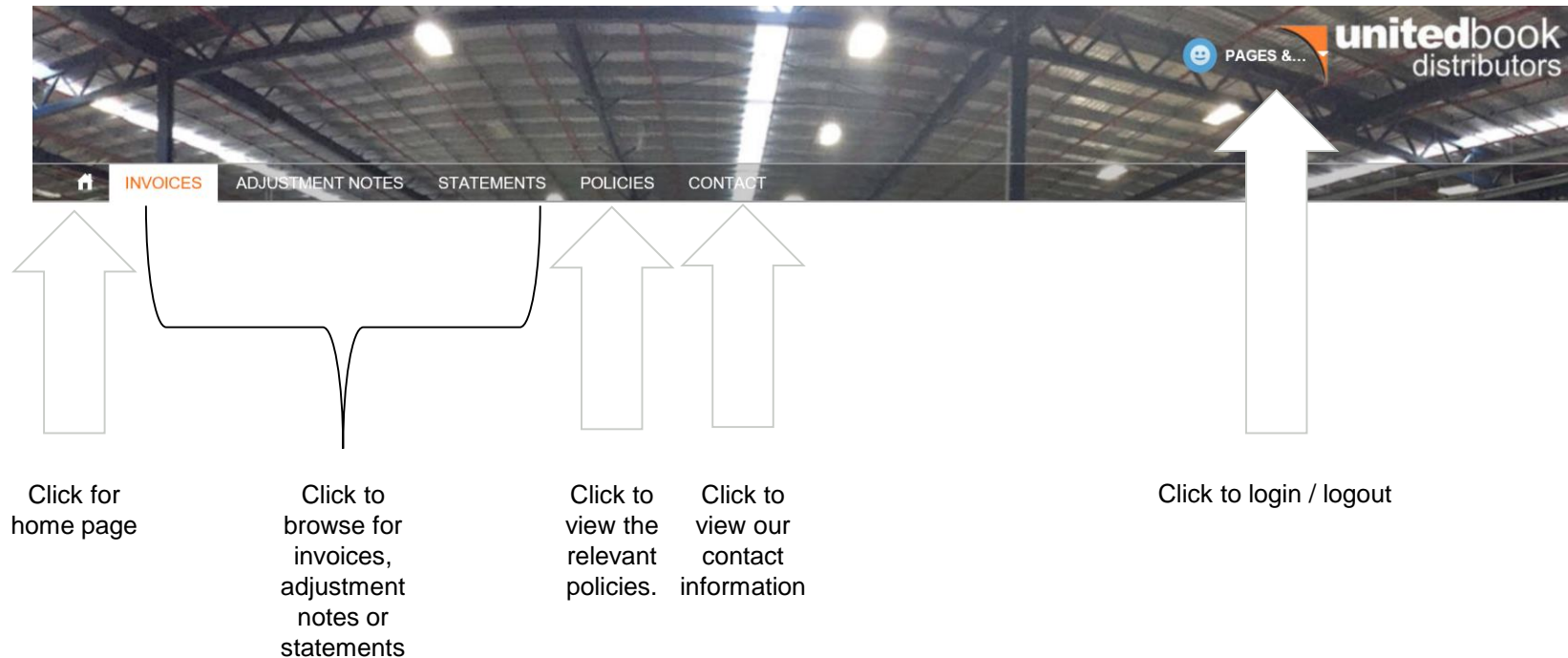
**Password** – which you generated when you logged in initially.

Once you have entered in the information select 'Log In'.

A screenshot of a login form. At the top, it says 'Username' and '2 Saved Usernames'. Below this is a text input field containing the email address '153668@ubd.portal.com'. Underneath the email field is a 'Password' label and an empty password input field. Below the password field is an orange 'Log In' button. At the bottom of the form, there is a checkbox labeled 'Remember me' and a blue link that says 'Forgot Your Password?'.

If you do happen to forget your password select the 'Forgot Your Password?' link at the bottom of the login screen. You will then be prompted to enter in your email address to have your password send to you.

The main navigation is through the menu bar which is located just under the main banner.



# Invoices – columns



Penguin  
Random House  
Asia Pacific



Search Term  Start Date  End Date

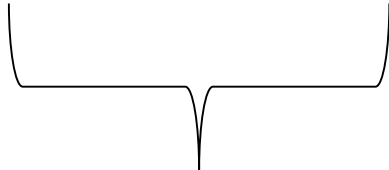
1 Invoice Found

Showing rows 1 to 20

Invoice Number	Customer Name	Customer Number	Customer Reference	Invoice Date	Total Invoice Amount	
12345678	My 2nd Store	000002	PO4444	01/08/2016	\$2339.30	<a href="#">Download PDF</a>



The invoice number



Customer name and Customer number will be visible for head offices only.



The customer reference number



The date the invoice was created



The total invoice amount

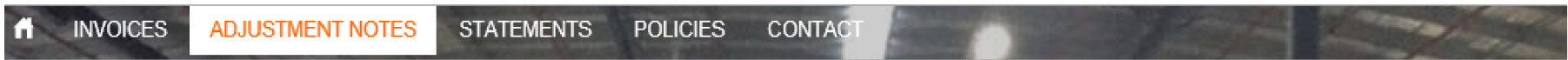


Click to download in PDF format

# Adjustment notes – columns



Penguin  
Random House  
Asia Pacific



Search Term

Start Date

End Date

Search

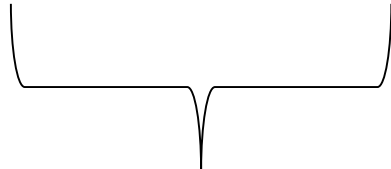
372 Adjustment Notes Found

Showing rows 1 to 20

Adjustment Note Number	Customer Name	Customer Number	Customer Reference	Adjustment Note Date	Total Adjustment Amount	
0123456	My 2nd Store	000002	PO12345	22/07/2016	-\$17.09	<a href="#">Download PDF</a>



The  
adjustment  
note  
number



Customer name and  
Customer number will be  
visible for head offices  
only.



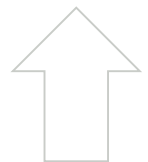
The customer  
reference  
number



The date the  
adjustment note  
was created



The total  
adjustment note  
amount



Click to  
download in PDF  
format



# Statements – columns

	INVOICES	ADJUSTMENT NOTES	STATEMENTS	POLICIES	CONTACT
--	----------	------------------	------------	----------	---------

12 Statements Found

Statement Name	Statement Date	
DEB_ST107116 JUL 2016	01/08/2016	<a href="#">Download PDF</a>



The  
statement  
name



The date the  
statement was  
generated



Click to  
download in PDF  
format

# Sorting – Invoices / Adjustment notes



Penguin  
Random House  
Asia Pacific



INVOICES

ADJUSTMENT NOTES

STATEMENTS

POLICIES

CONTACT

Search Term

Start Date



End Date



Search

1 Invoice Found

Showing rows 1 to 20

Invoice Number ▾	Customer Name	Customer Number	Customer Reference	Invoice Date	Total Invoice Amount	
12345678	My 2nd Store	000002	PO4444	01/08/2016	\$2339.30	<a href="#">Download PDF</a>

The sort arrow indicates what column is sorted and the direction of the sort

You can sort on any of the blue column headers by clicking on it.

# Searching – Invoices / Adjustment notes



Penguin  
Random House  
Asia Pacific



Search Term

Start Date

End Date

You can search on the following terms depend on which page you are on. Once you have entered in the search term click on the Search button.

The following are the Search Terms:

## **Invoice page**

Invoice Number  
Customer number\*  
Customer reference

## **Adjustment Notes**

Adjustment note number  
Customer number\*  
Customer reference

You can click either start or end date field and a date calendar will present. Select the date parameters that you require then click the Search button

\* Only for head offices

# Frequently asked questions



Penguin  
Random House  
Asia Pacific

Q: I've forgotten my password?

A: On the login page select 'Forgot Your Password?'

Q: I can't see a document that I know should be there?

A: Email [customerportalsupport@unitedbookdistributors.com.au](mailto:customerportalsupport@unitedbookdistributors.com.au)

Q: I can't access the UBD Customer Portal?

A: Can you access the internet? A good test is to try googling something you have never googled before. If your search results come up and you still can't access the UBD Customer Portal then email [customerportalsupport@unitedbookdistributors.com.au](mailto:customerportalsupport@unitedbookdistributors.com.au)

Q: I want to provide another user with access, so I want to share my login credentials. Is this allowed?

A: As per the terms and conditions of using the website, user management and associated security is your responsibility.

A screenshot of the UBD Customer Portal login interface. It features a 'Username' field with a dropdown menu showing '153668@ubd.portal.com' and a '2 Saved Usernames' indicator. Below is a 'Password' field. An orange 'Log In' button is positioned below the password field. A 'Remember me' checkbox is located below the button. At the bottom, there is a link for 'Forgot Your Password?'.

# Questions?



Penguin  
Random House  
Asia Pacific

---

If you have any general questions our preference is for you to email  
[customerportalsupport@unitedbookdistributors.com.au](mailto:customerportalsupport@unitedbookdistributors.com.au)