



User Guide

A quick guide to your online print system

easyJet

CUBIQUITY

YOUR TEAM.

Who are we?

We're an award-winning, integrated creative design and specialist print procurement agency. We help our clients better connect with their customers, whoever and wherever they are, by providing them with both products and solutions that enhance their business operations.

Get in touch

We're on hand to offer advice, discuss projects, manage all your orders and ensure that processes run efficiently and smoothly. For all standard day to day orders you can use our handy on-line system (details follow on the next page).

If you have a project that requires more input then please give us a call. For all email enquires and quotes drop us a line at easyjet@cubiquitymedia.com.

Help Desk

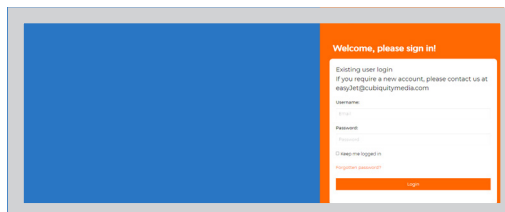
Call
01883 621 133

Email
easyjet@cubiquitymedia.com

GETTING STARTED.

Getting started and accessing the site

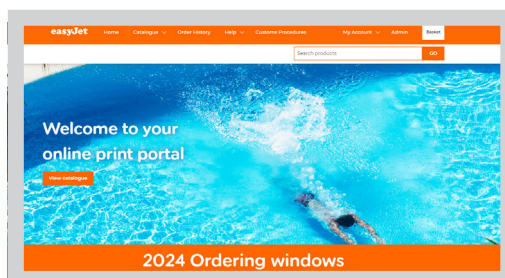
- 1 To access the Cubiquity portal please, copy and paste the link below into your web page address bar and click enter **easyjet.cubiquityonline.com**
- 2 You can also save this in your browser's Favourites for ease of access.
- 3 Simply enter your username in the username field, enter in your password and click **login**. If this is your first time accessing the system, please click on **Forgot Password** link and reset password accordingly.
- 4 Once logged on, you will see the **welcome page** from which you will now be able to access the catalogue and begin your order.



Help Desk

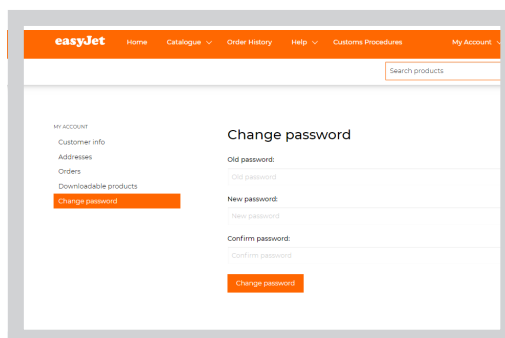
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Changing your password and checking your details

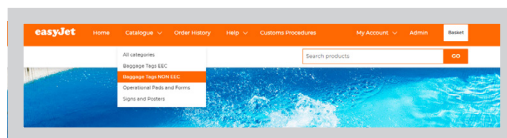
- 1 Simply click on the **My Account** menu
- 2 Click on the **Reset Password** link. Enter your old and new password details and click **Change password**.
- 3 This is now your new password for the next time you log in.



ORDERING.

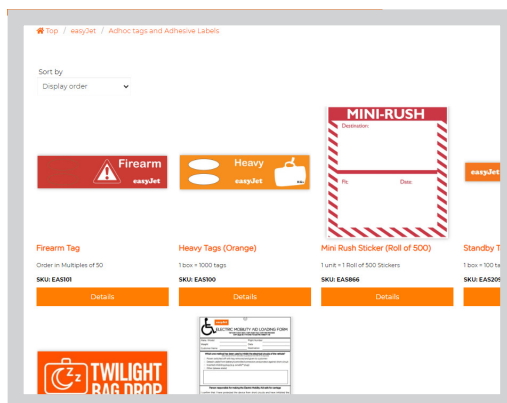
Online ordering

1 Click on the **catalogue** menu at the top of the page and choose folder you wish to access.

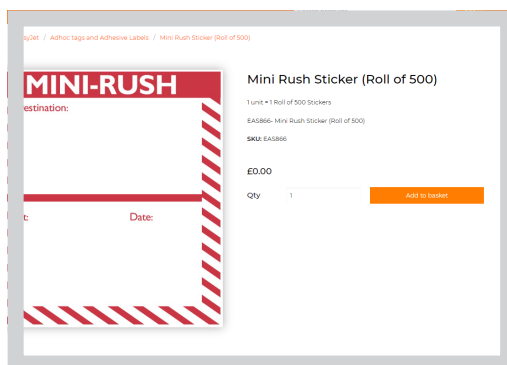


2 Depending on what you choose, you will be presented with a list of categories or products.

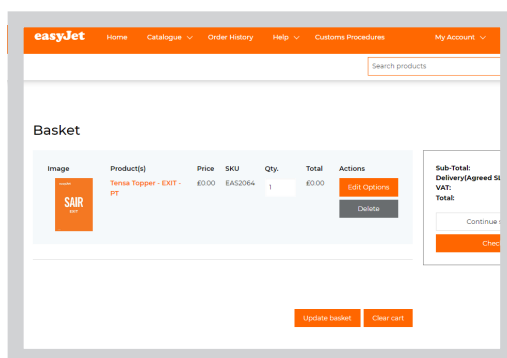
Once you find an item you wish to order, you can view more **details**.



3 If you choose to view more details, you can choose your quantity from within this screen, then add to basket. Don't worry, you can change your quantity from your basket too. More on that later.



You can also choose your quantity from within your basket. If you do this, be sure to click **Update Basket** after making the change.



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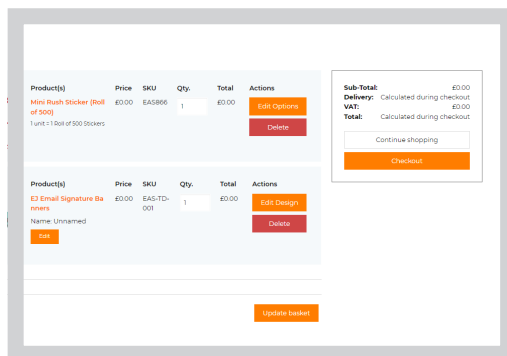


[Click here](#) or scan QR
code to watch video on
how to add products to
your basket

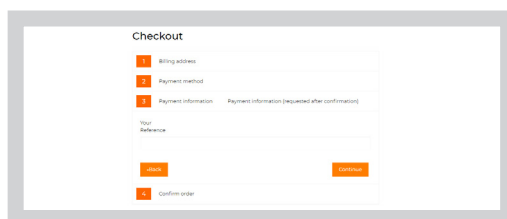
CHECKOUT.

Completing your order

- 1 To return to your basket, click the **Basket** button in the top right corner. You can keep your shopping basket open for as long as you like and simply add to it next time you log in.
When you're ready to place your order, click **Checkout**.

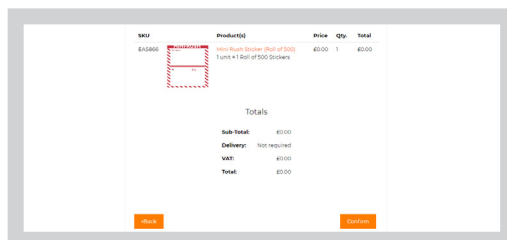


- 2 Enter your reference in the reference field. (This is optional)



- 3 You will then be presented with the confirm order screen. Please check all details are correct, then press **Confirm**.

Note: Your address will have already been set on your behalf. If this needs to be amended, please get in touch with your account management team using the email above.



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[Click here](#) or scan QR code to watch video on how to update order quantities in basket and checkout

DELIVERY INFORMATION.

Delivery and Ordering Schedule

All deliveries will be made to landside locations only - address and contact details of all locations will be an essential requirement for a smooth delivery process. Cubiquity will contact you to establish any additional information that may be useful to their drivers when delivering.

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Ground Operations Teams

- One consolidated delivery per scheduled cycle
- Orders to be placed on the web ONLY
- Cut-off for placing orders is displayed at <https://easyjet.cubiquityonline.com>
- Cubiquity will extract the orders from the online server and will despatch according to the following timescales:
 - UK Delivery by close of play within **5 working days**
 - EU mainland (Non-UK) Delivery by close of play within **10 working days** subject to customs
 - Non-EU Delivery by close of play within **13 working days**

Note: Stations must at all times hold a minimum of one month's stock.

Engineering Teams

One consolidated delivery per month, place order by 25th of the month.

Emergency Deliveries

To be used in exceptional circumstances only, e-mail sara.dipeolu@easyjet.com, where approval will be given to proceed.

Note: Communication to this e-mail address will be monitored and should not be used as a platform for general ordering.

TOP TIPS.

In order to ensure you maximise the benefit of the easyJet online stock ordering system we have compiled a short list of top tips to enable more efficient use.

1. You can check what orders have been previously placed through your specific login simply by clicking on the Order History link at the top of the screen. This will ensure you or your department do not order double what is required and will ensure costs are kept to a minimum.
2. Your airport is on a cycle, the home screen will give you a window in which to order. We will collate these orders together to reduce the distribution costs. Therefore, rather than leave the order open and then you possibly miss the deadline date for that month's orders, please process all orders as you enter them on the system. This will help reduce the amount of emergency orders placed.
3. Emergency orders are expensive and too many are being processed. Please review what you use on a monthly basis and ensure you have at least one month's stock on site.
4. To avoid duplication of orders we recommend that each site identify one central email address and username – please ensure all people responsible for ordering stocks know this access and password when placing orders. This means that anyone ordering can check previous orders to ensure you do not order double or check that an order has been placed to prevent items becoming out of stock. This aids communication between team members who are on different shifts and removes any guess work about what has or has not been ordered. If you email easyJet@cubiquitymedia.com with your chosen email address then we will ensure all other users for your airport are suspended to ensure the benefits of one central email are maximised, any change of personnel please email us.
5. You can search for products by simply typing the product code or description in the 'Search' Field in the top right hand corner.
6. You can check on the status of your order at any time by click on the [Order History](#) and checking the status at the side of your order.

In Progress – means the order has yet to be processed. Please see order processing schedule for your airport on [home page of ordering portal](#).

Awaiting Approval – means that you have placed an order for a specific product that is a higher quantity than easyJet have set. Therefore this will be sent to easyJet to authorise, change or decline.

Shipped – this means that your order has been fulfilled and will be with you shortly. If you have not received your order please contact easyJet@cubiquitymedia.com and we will track your delivery.

7. Customs Information - we now have a page added to show you how to handle any customs request you may receive. You may view this here:
<https://easyjet.cubiquityonline.com/t/Custom%20Procedures>

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[Click here](#) or scan QR code to watch video about your order history screen