

MySpring How to Guide

V1 2024



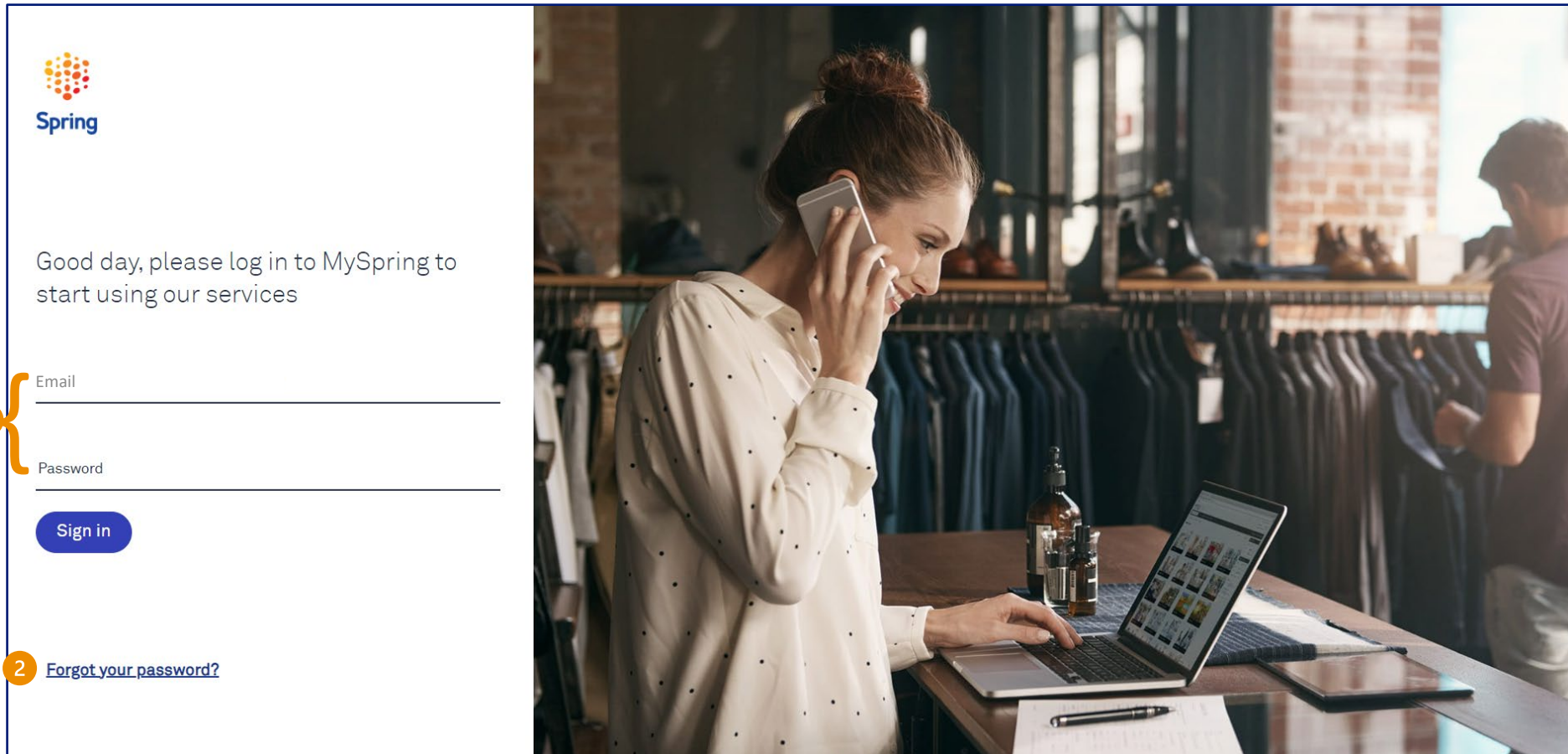
Spring

global delivery solutions



Login page

Use email and password to login



1. Login using your email and password.
2. **Forgot password?** Click link to request your new password. You will receive an email with instructions.

Dashboard

General view with short cuts and the main menu at the left-side

The screenshot shows a web dashboard for a user named Thomas. At the top right, there is a user profile section with the name 'Thomas', a person icon, and a bell icon. Below this, there are two buttons: 'Switch to internal view' and 'Exit user'. The main header area displays 'Thomas, Customer Admin, Spring Global Delivery Solutions'. On the left side, there is a vertical navigation menu with the following items: 'Dashboard' (home icon), 'Create order' (document with plus icon), 'Upload multiple orders' (document with plus icon), 'Order confirmation' (document with checkmark icon), 'Schedule a pickup' (truck icon), 'Order history' (document with checkmark icon), 'Invoices' (document with checkmark icon), and 'Customer service' (headset icon). The main content area features a large banner with a photo of a smiling man and the text: 'Hello Thomas, would you like to create a new [mail order](#)?'. Below the banner is a section titled 'YOUR DASHBOARD' containing three cards. The first card, 'You have no open mail orders', includes a mail icon, the text 'Click here to start creating mail orders.', and a link 'View orders'. The second card is a dashed box with an upload icon and the text 'Drop an order file to upload (.xlsx) or browse'. The third card, 'You have 1 unpaid invoice', includes an invoice icon, the text 'There are 1 overdue invoices with a total amount of CA\$10.80', and a link 'View invoices'. The Spring logo is visible in the bottom left corner of the dashboard.

Please note: the dashboard may look different based on your account.

Create order

Order creation in 4 easy steps, simply answer some questions

The screenshot shows a web application interface for creating a new mail order. The top navigation bar includes the name 'Thomas', a user profile icon, a notification bell, and buttons for 'Switch to internal view' and 'Exit user'. A left sidebar menu lists various actions: Dashboard, Create order (highlighted), Upload multiple orders, Order confirmation, Schedule a pickup, Order history, Invoices, and Customer service. The main content area is titled 'New mail order >' and features a numbered step '1' with the question 'What are your customer details?'. The form contains a dropdown menu for 'Customer Number *' with the value '00000000 - ABC Company'. Below this are two input fields for 'Customer Reference 1' and 'Customer Reference 2', each with an information icon. There are also two checkboxes: 'My order is pre-franked' and 'Voucher code/Quote ref', both with information icons. A blue 'Next' button is located at the bottom left of the form. At the bottom right, there is a link 'Do you have multiple orders? Upload them in a file' with an upward arrow icon.

Step 1-New mail order

What are your customer details?

New mail order >

1 What are your customer details?

Customer Number *
00000000 - ABC Company

1 Customer Reference 1 ⓘ 2 Customer Reference 2 ⓘ

3 Count & Sort my order ⓘ 4 My order is pre-franked ⓘ 5 Voucher code/Quote Number ⓘ

6 [Do you have multiple orders? Upload them in a file](#) ⬆

Next

Legend

1. Items here will show up on your invoice.
2. Special instructions for Spring GDS Canada Operations.
3. Select this box for Spring GDS to count, sort and weigh your material for you.
4. Pre-franked box is not applicable.
5. If applicable, please reference the quote number given by the Spring GDS Canada Sales Team.
6. To be used only when country profile is available.

Please note ⓘ the information icon for your notifications may not apply to your account.

Step 2

What products would you like to use?

2 What product would you like to use?

Multiple products can be selected.

Product #1 Product #2

Next


Please note: the available products are tailored to your shipping profile with Spring GDS Canada. Please select all applicable product(s) for this order.

Step 3

To which destinations are you shipping?

INT'L PREMIUM MAIL

Destination *	Weight break *	No. of items *	Total weight (kg) *
Rest of World	1 gr - 30 gr		



Add line

Next

Please note:

- If destination split is not available use Rest of World (ROW) as the default setting.
- If the weight break is unknown use the **first weight break** as the default.

Step 4

How did you pack this order?

At least one satchel, bag, box or pallet is mandatory, neither of these were provided

No. of satchels _____


No. of bags _____

No. of boxes _____

No. of pallets _____

No. of trays _____

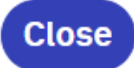
Pop up window – Example of the reminder

Please don't forget to confirm your orders. 

Due to a change in the Mail creation process you now receive your consignment documentation before confirming.

Please don't forget to confirm your orders after creation and printing the consignment.

Without confirmation Spring is not able to properly process your orders this will cause delays in shipping times.

 Close

Please don't show this warning again.

Step 5

Your order has been created!

The screenshot shows a web application interface for a customer administrator. The top navigation bar includes the user name 'Thomas', a profile icon, and a notification bell. Below this, a secondary bar shows the user's role 'Thomas, Customer Admin, Spring Global Delivery Solutions' and two buttons: 'Switch to internal view' and 'Exit user'. A left-hand sidebar contains a list of navigation options: Dashboard, Create order, Upload multiple orders, Order confirmation, Schedule a pickup, Order history, Invoices, and Customer service. The main content area displays a confirmation message: 'Your order has been created!' followed by the instruction 'Please find below the final steps to finalize your order'. This instruction is followed by four numbered steps, each with an icon and a description: Step 1 (Printer icon) 'Print the below order documentation', Step 2 (Signature icon) 'Sign the documentation at the signature space', Step 3 (Mailbox icon) 'Firmly attach the documents to your box or pallet or insert them into your mailbag', and Step 4 (Envelope icon) 'Create a new order or confirm your orders'. Below the steps are two buttons: 'Create new order' and 'Confirm orders'. At the bottom of the main area is a table with columns for 'Customer Number', 'Customer name', 'Date', and 'Time', and a 'Print' button on the right. The table contains one row of data: '00000000', 'Spring Global Delivery Solutions', '07-08-2024', and '11:55'. The Spring logo is visible in the bottom left corner of the interface.

Thomas, Customer Admin, Spring Global Delivery Solutions

Switch to internal view Exit user

Dashboard
Create order
Upload multiple orders
Order confirmation
Schedule a pickup
Order history
Invoices
Customer service

Your order has been created!
Please find below the final steps to finalize your order

Step 1
Print the below order documentation

Step 2
Sign the documentation at the signature space

Step 3
Firmly attach the documents to your box or pallet or insert them into your mailbag

Step 4
Create a new order or confirm your orders


Create new order Confirm orders

Customer Number	Customer name	Date	Time	
00000000	Spring Global Delivery Solutions	07-08-2024	11:55	Print

Spring

Please note: for multiple orders you have the option to confirm all the orders after they have been created.

Consignment Note - Sample

 Spring <small>global delivery solutions</small>	 *CA10132593*	CONSIGNMENT NOTE							
		SHIPMENT DATE: 31/07/24 09:11 (UTC -7)							
SENDER DETAILS									
Customer Number	000000000	Contact Name	Thomas						
Customer Name	ABC Company Corporate	Mobile							
Country	Canada	E-mail	ABCCompany@test.com						
ORDER DETAILS									
Quote Reference		Customer Ref. 1	88530						
Count Items*	No	Customer Ref. 2							
Pre-franked									
Destination	Weight Break	# Items	Total Weight						
USA PREMIUM MAIL	IAM								
UNITED STATES OF AMERICA	1 gr - 28 gr	168	1.68 KG						
TOTAL		168	1.68 KG						
OUTER PACKAGING DETAILS									
Type/# Items									
Satchels	0	Bags	0	Boxes	3	Pallets	0	Trays	0

Download your Consignment PDF and add with shipment.

Please print out two copies of the consignment note.

Mail order history - Sample

View created mail orders by selecting a period

Mail order history

Orders Shipments

Search for from the last [Export orders](#) Orders: total 10

Type	Customer no. Date	Product name No. of items, weight (kg)	Order no. Voucher code/Quote ref	Customer ref 2nd Customer ref	Status	
✉	000000000 Created 20-09-2023	631 items, 14 kg	CA10001825	MAILORDER2	Confirmed	⋮
✉	000000000 Created 19-09-2023	500 items, 3.2 kg	CA10001823	TEST ORDER #7	Confirmed	⋮
✉	000000000 Created 19-09-2023	40 items, 10.3 kg	CA10001822	MAILORDER3	Confirmed	⋮
✉	000000000 Created 19-09-2023	631 items, 14 kg	CA10001821	MAILORDER2	Confirmed	⋮
✉	000000000 Created 19-09-2023	232 items, 0.641 kg	CA10001820	MAILORDER1	Confirmed	⋮

Invoices - Sample


Live overview of your paid and open invoices. Download as a PDF or Excel file




How can Spring GDS Canada help you?

Have questions or need help? Visit the [Customer Service page](#)

Customer service




How can I help you?

Search for a topic * 

NEWS & SERVICE ALERTS


We aim to listen to our customers to improve our service. Stay up to date with our service updates and any service alerts.



[Portal status](#)
[News](#)
[International Service Alerts](#)

ORDER SUPPLIES

We'll send you the supplies needed to fulfill your orders. We have bags, boxes and pallets that you can order.



[Order supplies](#)

Customer Service Contact Information:

Email: customer.service.ca@spring-gds.com

Phone: 1-888-624-5327 (within Canada)
905-405-8900 (outside Canada)

Website: www.spring-gds.com/en-ca