OLAFS-COPS User Guide

Version 1.2
January 2017

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     2/3/2017

1   Overview

The new home for the Customer Order Processing System (COPS) will be in the Operation Label and Forms System (OLAFS) application. The OLAFS-COPS application was deployed December 2015 supporting pickup functionality for a limited number of countries.

With the deployment of the July 2016 Enterprise Release, the remaining functionality in COPS will be migrated to OLAFS-COPS

The OLAFS-COPS application provides the center operations the ability to receive and print the following requests:

- Same Day Pick-Up (SDPU) and Future Day Pick-Up (FDPU) data to non-ODS countries
- Return Services (RS1, RS3) one attempt and three attempts
- Customs Invoices for international return movements
- Pack and Collect return services (PAC)
- Customer Instructions
- Damage Call Tags (DCT)
- Drop-Offs (DO)

This training guide covers the functionality and tools that have been implemented in OLAFS-COPS including:

- How to access OLAFS-COPS
- Requesting access and AD ID login process
- User profile setup
- Printing capabilities
- Reporting

2   What is the OLAFS-COPS System

The Customer Order Processing System (COPS) is a center printing and reporting application. It is web based and can be accessed via any workstation with UPS intranet web access.

The OLAFS-COPS application prints the following forms and labels:

- Return Services (RS1, RS3)
- Pack and Collect return services (PAC)
- Customs Invoices
- Customer Instructions
- Damage Call Tags (DCT)
- Same Day Pickups (SDPU)
- Future Day Pickups (FDPU)
- Drop-Offs (DO)

The OLAFS-COPS application provides the following reports:
- Return Services Control Report
- Return Services High Value Report
- PAC Return Services Control Report
- PAC Return Services High Value Report
- Damage Call Tag Report
- Same Day Pickup Report
- Future Day Pickup Report
- Drop Off Report

The OLAFS-COPS application supports printing for any SLIC in any location as a way of providing immediate contingency to a local SLIC(s) that may not be able to print due to a building power outage or other types of disasters. The manual business process for each location should be agreed to prior to takeover occurring to eliminate any confusion or redundant label printing my multiple sites.

3   How to Access the OLAFS-COPS Application

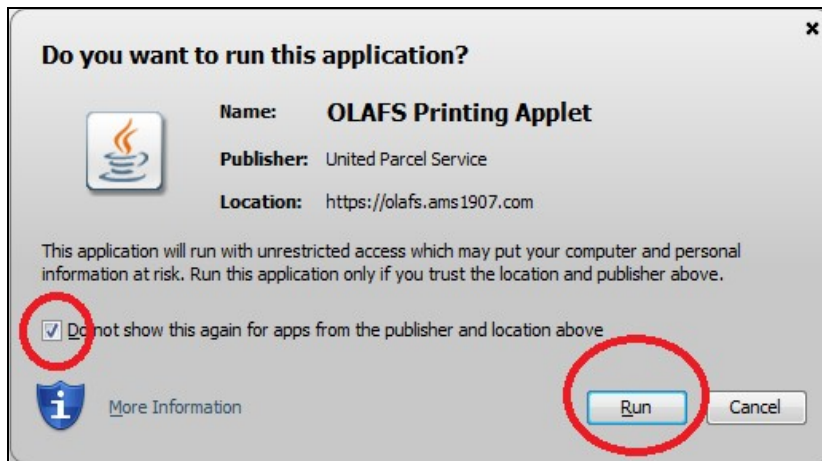### 3.1   Link to Access OLAFS
The link to access the OLAFS application is:

https://olafs.inside.ups.com/olafp/facade/olafsportal.html

3.2 Pop Up Messages

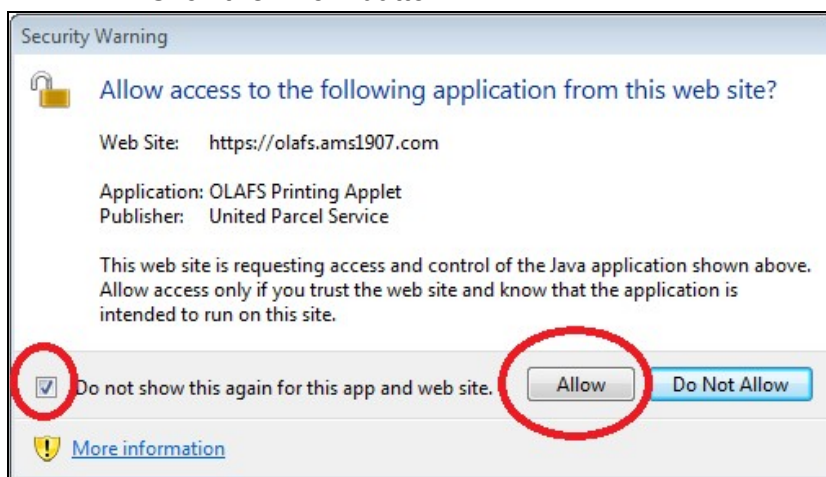Several pop-ups **may** display. Please follow the instructions below.

3.2.1 OLAFS Printing Applet

- Check "Do not show this again for apps from… "
- Click the Run button

3.2.2 Security Warning – Allow access

- Check "Do not show this again for apps from… "
- Click the Allow button
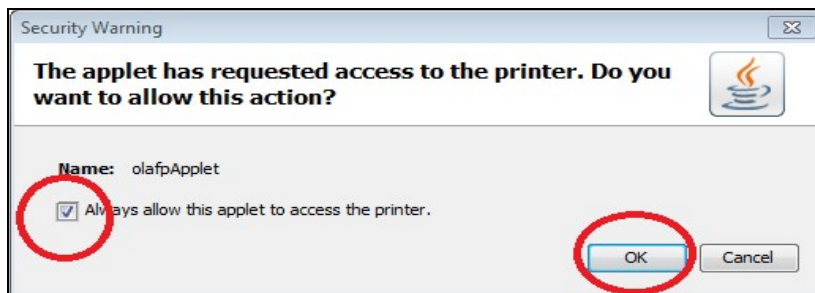

3.2.3 Authentication Required – Java

- Click the Cancel button

3.2.4 Security Warning – Access to Printer
- Check "Always allow this applet to access the printer."
- Click the OK button

3.2.5 User Account Control – SQL Server Reporting Services
- May display on 32 bit workstations
- Enter network user id and password
- Click on the Yes button
- If you do not have Admin rights to your workstation, contact TSG for assistance
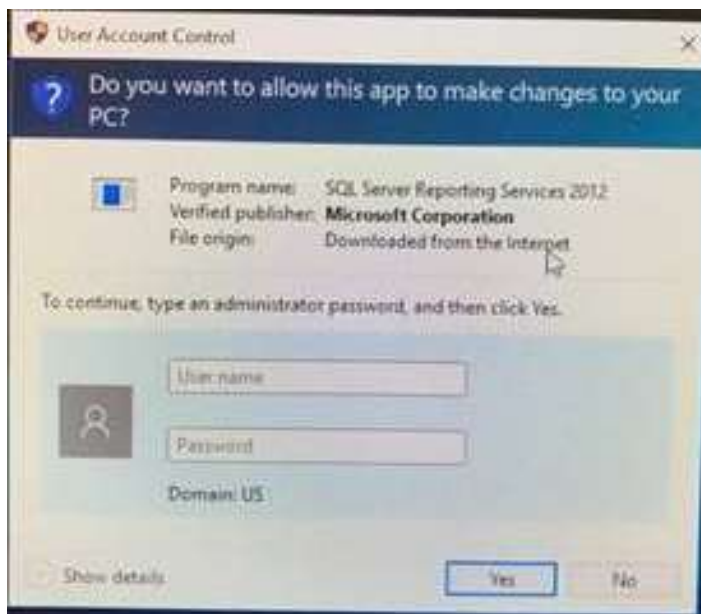
3.3   OLAFS Landing Page

To access the COPS application from the OLAFS landing page, click on COPS.

To return to the OLAFS landing page, click on icon. The OLAFS menu displays.

3.4   OLAFS-COPS Home Page

The user will be taken to the COPS home page. From the home page, a user can login to the application, request access to COPS, view unprinted forms/labels not yet printed, access the contacts list of users who have printed forms for a specific SLIC, change GUI languages, and view Broadcast messages. The home page also contains links to the COPS CSI and User Guide.
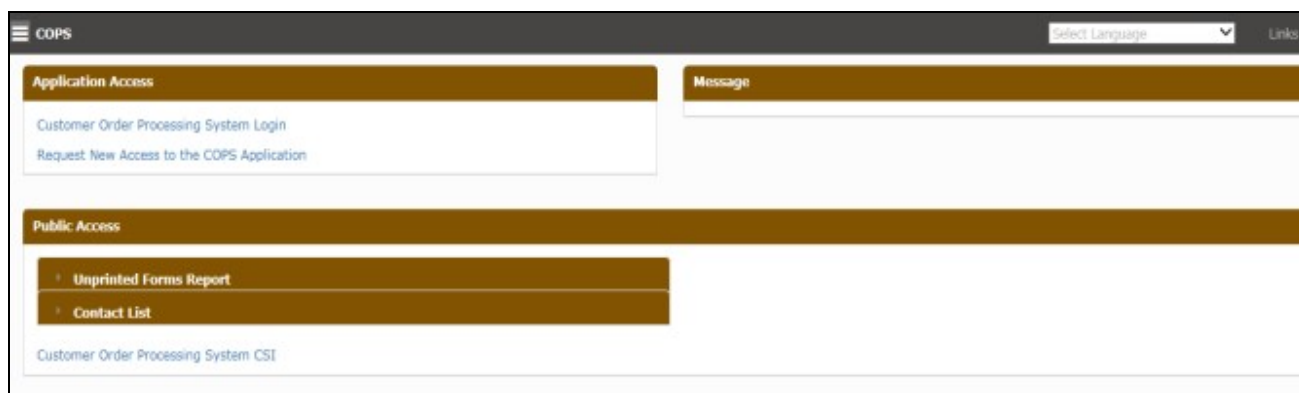
3.5   New Users – Requesting Access to OALFS-COPS

This application uses your Active Directory ID and password for security. Access to COPS is granted through the use of the Application Provisioning Request System (APSR).

New COPS users should select, *Request New Access to the COPS Application* link.

Users will then be directed to the APRS application page to apply for OLAFS-COPS access. A valid AD ID and password are required to login to APRS.

The user will then select *Request Access* from the APRS homepage

Select the appropriate selection for requesting access then select Continue

Select *Application Access* then select Continue

Type the letter 'O' in application search then click on GO or select the letter 'O'

Select *Operations Label and Forms System (OLAFS),* then select the Continue button.

Select *OLAFS_COPS general/Can access COPS application. Run reports. Print COPS forms.* Enter an appropriate Business Justification and then select Continue.

> **Note:** Once completed, the OLAFS-COPS APRS request will go to your management team for approval. Once approved, it will be sent to the COPS support team for processing. The APRS system will send out an email to the requestor providing a status of your access request.

3.6 Existing Users – OLAFS-COPS Login
Under the Application Access header, existing users should select *Customer Order Processing System Login* link.
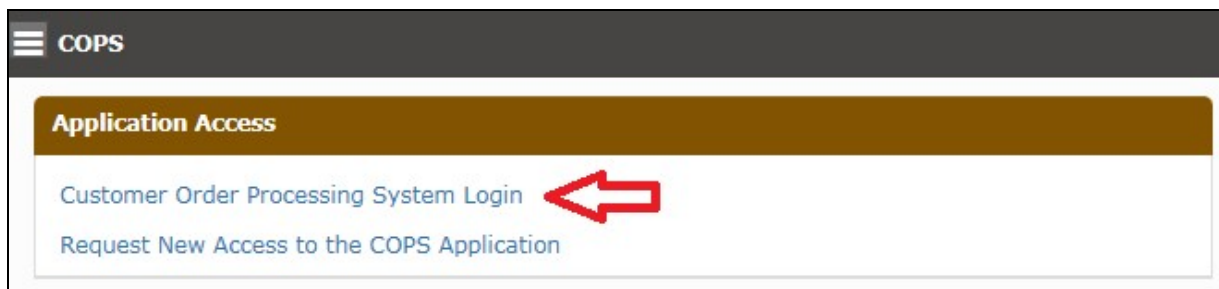
The Enterprise Access Management login window displays.

- Enter your AD ID and password

- Click SIGN IN

4   OLAFS-COPS Functionality

4.1   COPS Homepage

The COPS homepage displays three tabs – Print, Reprint, and User Profile. From the homepage, users can set up their profile and manage SLIC assignment, print out forms and labels, and perform searches to reprint data.
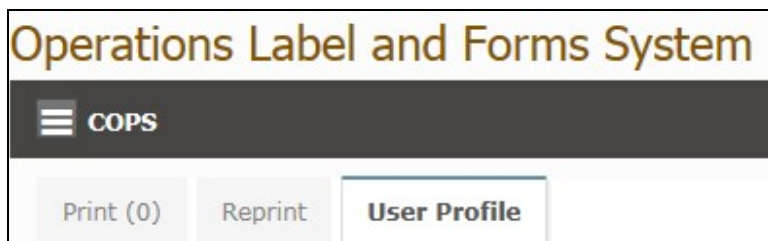
4.2   User Profile Tab

This tab allows the user to set up their language preferences and user profile.
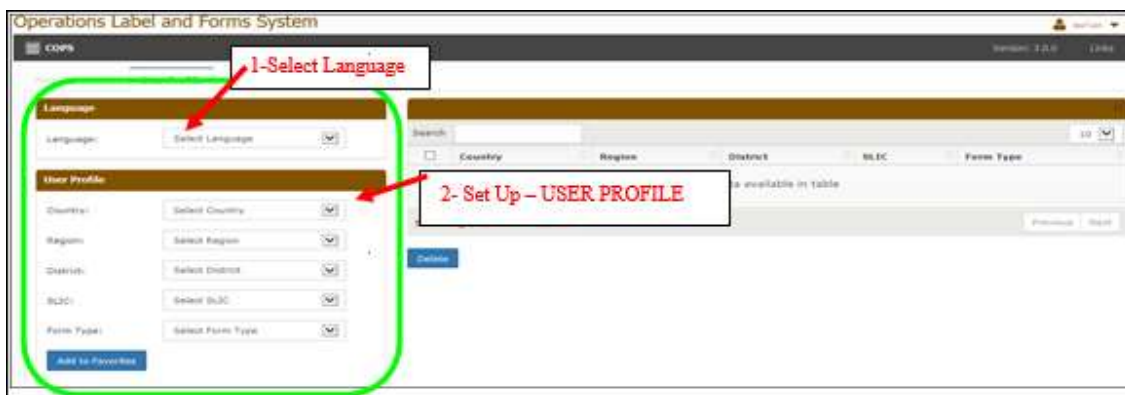
4.2.1   Languages

The default language is English. COPS will support the following languages in the user interface:

- English
- French
- German
- Italian
- Spanish
- Czech
- Hungarian
- Polish

- Romanian
- Turkish

The language used in Printed Forms and Report headings is based on the user's language selection in the COPS application. There is no default language configuration by country. Users printing for multiple countries with different languages may need to print in each language based on local needs.

The application will initially be set up with the browser's default language on initial login. It will default to English if the browser's default language is not supported.

The user selected language will be the default language on subsequent login. If the user logs in from a different computer, English will be the default if the computer does not support the user's selected language.

4.2.2 Managing SLICs

The selection of the initial default SLIC(s) is managed via the User Profile section. The user chooses Country, Region, District, and SLIC for each SLIC and Form Type necessary to print. After each selection, the must select the "Add to Favorites" button. As the user adds each additional SLIC and/or form type, the choices will display on the right side of the page. The user can also remove Country, Region, District, SLIC, and Form Type from their Favorites List by using the "Delete" button.

When selecting SLIC favorites, the different Form Type options will display only if it is used for the country selected. For example, Same Day and Future Day Pickups will not display counts in the United States since they are not application for that country. Therefore, they cannot be selected as forms to be printed by US users.

Once SLIC(s) are added to favorites, click on the Print tab to view the unprinted forms for the Form Types defined in your profile.

SLIC(s) are maintained and fed from Corporate Town Master (CTM). SLIC(s) can change, be added, or be removed throughout the course of the year by the local district. Users will need to update their Favorites List if this occurs (e.g., add new SLIC(s), remove old SLIC(s)). There is no impact if a district consolidation occurs as COPS does not store the Region and District each SLIC is associated with. Region/District SLIC association is retrieved directly from CTM.

4.3   Print Tab

The user needs to set up printers for each Service/Form Type listed in their profile. The Print Configuration will remain in place until the user changes it. Once the editing and saving of favorites is complete, user are ready to print labels and forms.
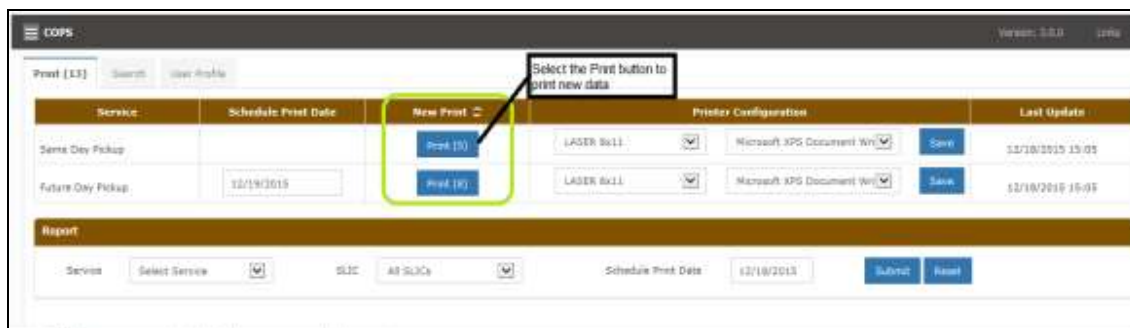
From the Print tab, users can see at a glance what labels and forms are ready for printing for the SLIC(s) in the user's favorite list:

- Return Services
- PAC Return Services
- Customs Invoices
- Damage Call Tags
- Same Day Pickups
- Future Day Pickups
- Drop Offs

4.3.1   Printer Configuration

Before beginning to print any labels for forms, all users must select a printer from which labels and forms will print.

a) The original 'Print Configuration' will remain in place until the User changes the configuration.

b) Select type of local label/form stock size (8.5 x 11 or A4) from Select Printer Type menu

c) Select from all availabe network Printers on Select Printer menu and save it

d) When the Printer Configuration is completed and save; the User can select the Print tab to print all new print data.

4.3.2 Print Notification

COPS will notify users there are unprinted forms through the following methods:

a) Through the count buttons that appear in the New Print column
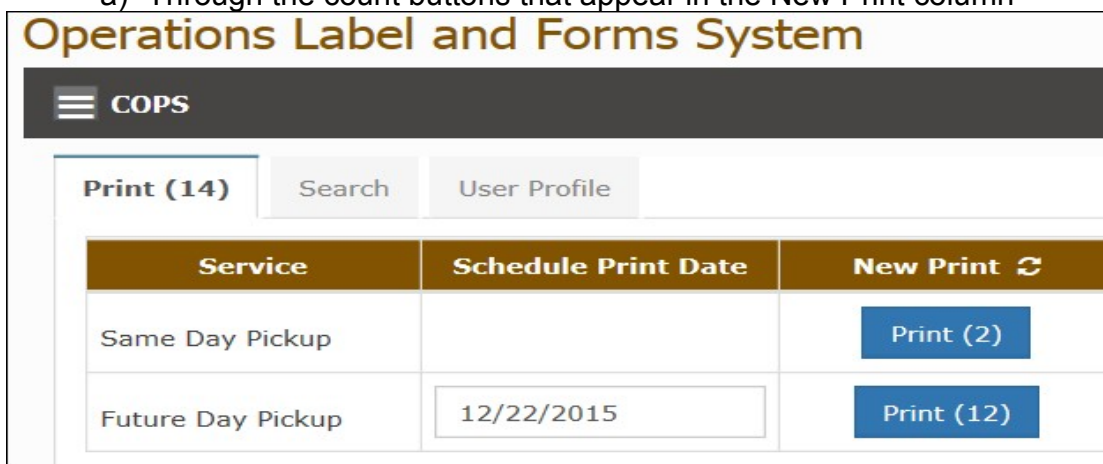
b) If the application is opened and minimized, the counts appear when hovering the mouse over the COPS icon in the system tray.

c) For non –ODS pickup forms, a chime will also sound from the workstation (volume on the computed cannot be muted.)
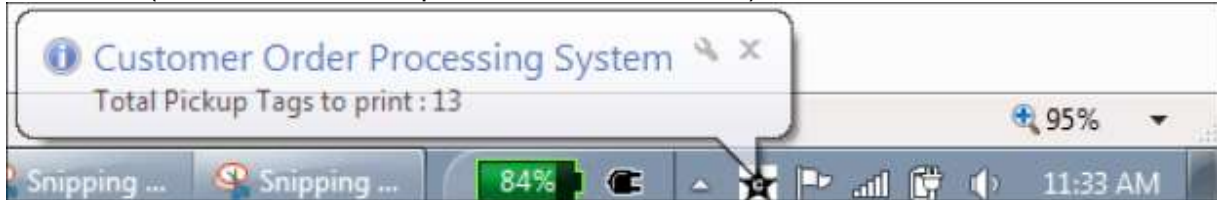
4.3.3 New Print

On Print request, transactions for all SLIC(s) in the user's Favorites List will be printed. Once the transactions are printed, the counts in the New Print column and on the Print tab will be updated.

All unprinted transactions must print. No filtering of data will be allowed on unprinted transactions.

COPS will display the counts in **RED** if the count contains transactions that are older than 3 calendar days. The system will use the Scheduled Pickup Date as a basis to start the clock.

Only Form Types that are in the user's Favorites List will display. To print the New Print data, select the Print button for each Service Type and the data will print.

Return Services and PAC Return Services – defaults to the current date and can be change to any future date. If the current date is a Friday, the Scheduled Pickup Date defaults to the next business day. This date can be changed manually to a Saturday date for pickups in designated areas.

Return Service labels will sort and print by postal code only. The labels are used to notify a Package Center it has received a pickup order.

When selecting the Print button, there will be a prompt to insert the label stock in the printer if this is a new form type print request and plain paper stock for the corresponding Customer Instructions.

Note: prior to printing, users should ensure that the proper paper or label stock is loaded into their local printer. Paper size varies by country and label type. COPS supports both 8.5 x AA and A4 paper/label stock sizes.

Customer Instructions – COPS automatically prints the Customer Instructions with each printed Return Service and PAC Return Service. The user may also print the Customer Instructions and the PAC Customer Instructions as a separate document (without a Return Service or PAC Return Service) by selecting the hyperlinks in the Report section of the screen. The user determines the country and quantity for which instructions are to be printed.

Customs Invoices – a date field appears so the user can enter a pickup date. The system will default to the current date. It may be changed by the user.

When selecting the Print button, there will be a prompt to insert the paper for the Customs Invoices if this is a new form type print request. The COPS application will print three (3) copies of the Customs Invoice.

Same Day Pickups – when selecting the Print button, there will be a prompt to insert the paper for Same Day Pickup forms in the printer if this is a new form type print request.

Future Day Pickups – the system defaults the Scheduled Print Date field with the next day's date, including Saturday and Sunday. It may be changed by the user. The Future Print Date may be a previous date, the current date, or a future date beyond the default. There is no restriction on a date that can be entered.

When selecting the Print button, there will be a prompt to insert the paper for the Future Day Pickup forms if this is a new form type print request.

Drop Offs – the system defaults the Scheduled Print Date field to the current date. It may be changed by the user.

Damage Call Tags – when selecting the Print button, there will be a prompt to insert label stock in the printer if this is a new form type print request.

The labels are used to notify a Package Center it has received a pickup order.

Damage Call Tag labels will sort and print in the following sequence:
- Postal code
- Street name
- Street number

4.3.4 Failed to Print

The Failed to Print column identifies the number of forms or labels that did not print successfully due to system error, invalid or missing data. Selecting the Print button will automatically print the transactions which failed to print on initial request. Once printed, the count turns to zero.

4.3.5 Reports

The user will have the ability to print various Control Reports. The COPS user will be able to process Service reports by selecting the appropriate criteria.

When the user selects the specific report to print, the printed transactions are retrieved from the server.

Non-ODS Pickup Reports

The Non-ODS Pickup Reports do not display the pickup type for each record if it is "revised" or "cancelled."

RS High Value Reports

The High Value Reports (Domestic & International) are generated when there are high value amounts on the Return Services Control Report. The report will display Domestic or International. The value shown under the "Value" column is the insurance value converted into local currency.

Damage Call Tag Reports

The International DCT report is broken into two (2) sections – Transportable and Non-Transportable. Each section handles its respective transaction type. In order for each report to print, transactions must be available.

The US Domestic DCT report will not display separate sections as with the International DCT report. Each center is responsible for printing its respective transactions. Only one type of DCT report is printed at each center, i.e., Transportable at one center, Non-Transportable at another center. The Non-Transportable domestic DCT transactions will route to a SLIC and be assigned a District Damage Coordinator Workgroup Type. The label will not print.

"2nd Request" prints when a transaction has been requested for a second time. And under the Confirmation/Call Tag No. prints "Revised," "Cancelled," or blank depending on the actions.

4.3.6 Entering Search Criteria
a) Select Service/Form Type

b) Select SLIC

c) Select the Scheduled Print Date then submit

4.3.7 Report Results

When running a report within OLAFS, the results may appear on multiple tabs depending on the service type selected. Click each tab to view the results. Click on the 'x' in the tab to close the report.

The report below show data for Domestic Return Services. Click on the 'x' in the tab to close the report.
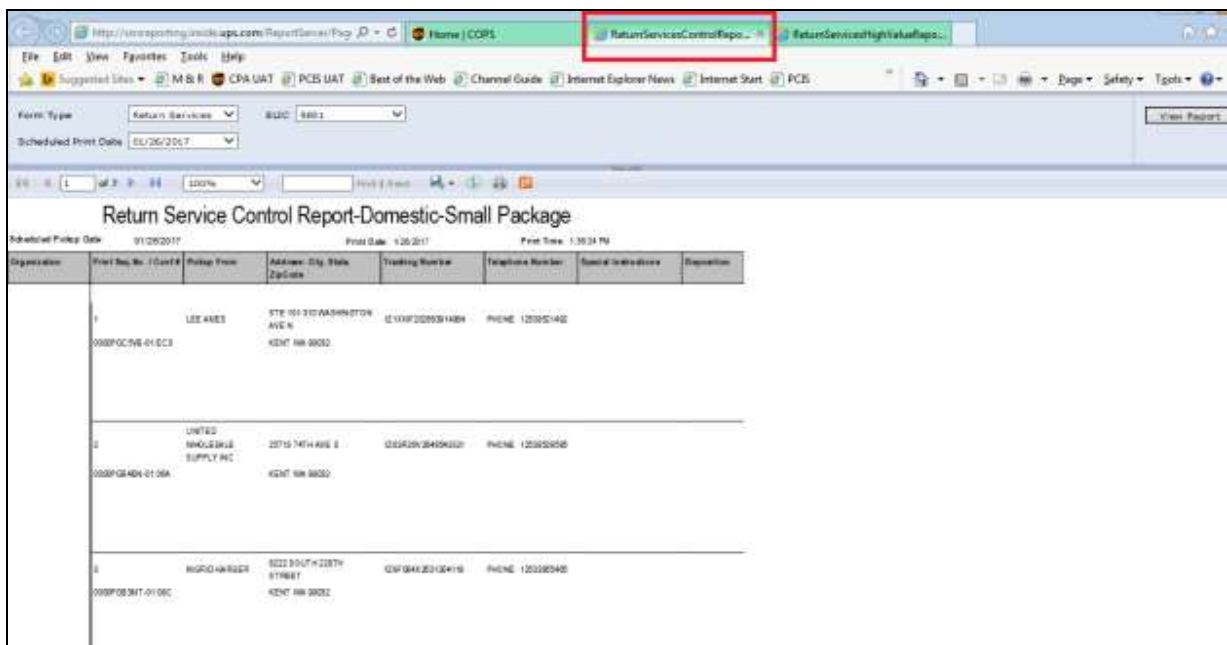
The same reports shows no data was returned for the Return Services High Value Report. Click on the 'x' in the tab to close the report.
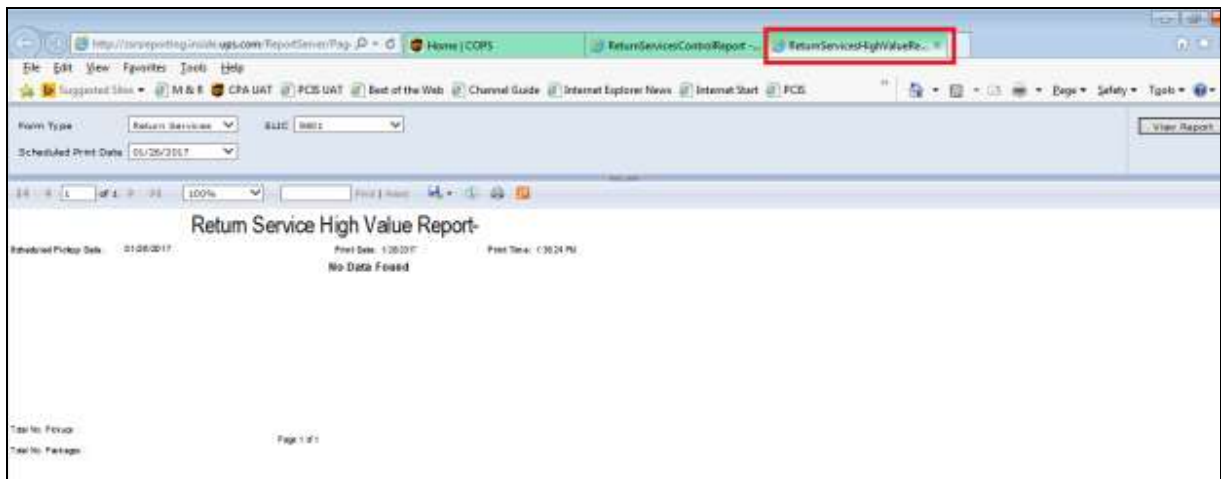
4.3.8 Refresh Intervals by Form Type

The Refresh button is used to manually update the Count totals when the user clicks on it. The counts will also refresh automatically based on form type.

4.4   Reprint Tab

The Reprint tab allows the user to view, sort, and filter summary and detailed descriptions of printer activities, reprint forms, and print details. The Reprint tab displays and labels in the following states:

- Reprint
- Error (status assigned by the application when data is invalid or missing
- Ready to Print

The user will need to define filter criteria in order for transactions to display. COPS will retrieve and display the transactions based on the user defined criteria. COPS will display a maximum of 99 records. If more than 99 transactions exist (as per the filter criteria) COPS will display a navigation bar in the lower right hand corner where the user can select to move to the next set of records or previous set of records.

Transactions will be displayed by one SLIC at a time. Transactions for multiple SLICs will not be displayed at the same time.

4.4.1   Selecting Search Criteria

The COPS Reprint functionality allows the user to query the Print data using four (4) different methods depending on the Form Type selected – **General, Sequence Number, Print Date Range, and 1Z Tracking Number.**

a)   Select the Service/Form type from the drop down menu

b)   Select the SLIC to obtain the reprint data

General

    a) Select Search Criteria: General

    b) General Criteria screen – the user will need to specify Query Type from the drop down menu, then select the Search button

Sequence Number

    a) Select Search Criteria: Sequence Number

b) Sequence Number screen – the user will need to enter the Schedule Date.

c) Sequence Number screen – the user will need to enter the Sequence From number and the Sequence To number and then select the Search button. The user can enter a sequence number from 1 to 9999.

Print Date Range

a) Select Search Criteria: Print Date Range

b) Print Data Range screen - the user will need to enter the From Print Date and To Date. A calendar displays to select a date.

c) Print Data Range screen – the user will need to enter the From Print Time and To Print Time. Time is entered in military time, from 00:00 to 23:59.

1Z Tracking Number

a) Select Search Criteria: 1Z Tracking Number

b) 1Z Tracking Number search – only displays for Return Services, PAC Return Services, Customs Invoices, and Damage Call Tags. The user will need to enter

From/To Date and Time and the 1Z Tracking Number and then select the Search button.

4.4.2 Reprint Results

The user can print ALL the search results by selecting the check box ☑ next to Confirmation header or can choose to print individual records by selecting the check box next to that record.

The user can perform a search by Confirmation number by entering the number in the Search field ⬚.

Additional features on the Search Results screen include sort arrows ⬚, allowing the user to sort columns in ascending or descending order. The user can choose how many rows to display on each page-10, 25, 50, or 100 by using ⬚. The bottom of the page identifies how many records appear on a page and the total records retrieved from the search **Showing 1 to 10 of 100 entries**. The user can navigate to the next set of records or go back to pervious records by using ⬚.

By selecting the Print button or the Export to Excel button the user can view the reprinted data ⬚.

4.4.3 Export to Excel

The user can save the report in an Excel spreadsheet. By selecting the Export to Excel button, the data is downloaded to the user's workstation where it can be saved and retrieved.

Excel Spreadsheet

5   COPS Public Access

The COPS Public Access page contains the links to the Unprinted Forms Report, the Contact List, and the Customer Order Processing System CSI.
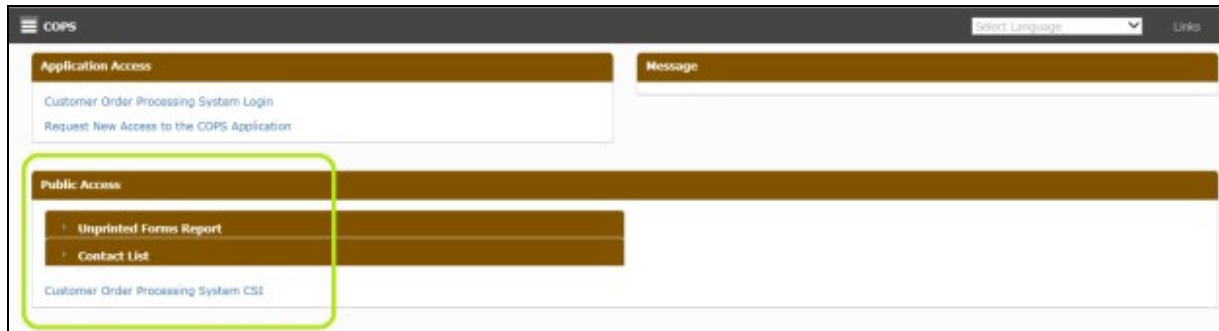
5.1   Unprinted Forms Report

The Unprinted Forms Reports allow Region, District, and Center users to view all unprinted data.

   a) Selected country, region, district, or SLIC. Then select the Form Type and click the Submit button.

b) All the COPS Unprinted Forms for the specific selection requested will populate.

c) The Unprinted Forms Report is available to View or Export to a file

d) Other options include Refresh, Print, and Export to Data Feed

e) Close the Unprinted Forms Report by selecting the "X" in the browser
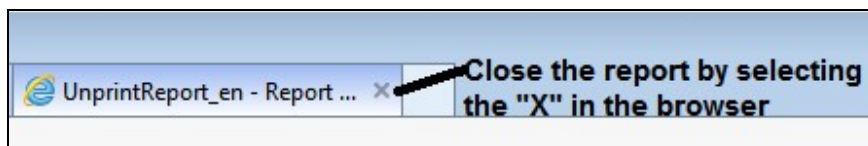
5.2   Contact List

The Contact List displays users who have printed for a SLIC and Form Types.

5.3   COPS CSI

The COPS Customer Satisfaction Index Application Survey allows the user to provide comments and suggestions about the COPS application.
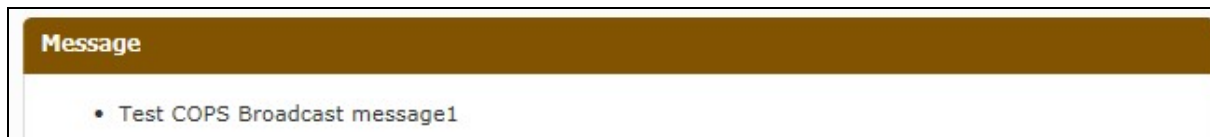
5.4   User Guide & Release Notes

Access to the OLAFS-COPS User Guide and Release Notes are located under Links.
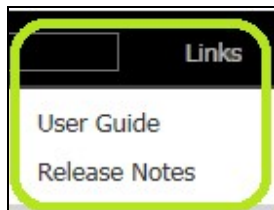
5.5   Broadcast Messages

COPS provides a messaging center where messages are viewable by all COPS users. Messages are read only. Only COPS administrators have authority to add/modify/delete broadcast messages.

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6   Contacts

Please use the following contact information if you have any questions regarding the content or use of this training guide:

Name	Department	E-Mail Address	Atlas
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7   Terminology

Acronym	Description
COPS	Customer Order Processing System
DCT	Damage Call Tag
DO	Drop Off
FDPU	Future Day Pick-up
OLAFS	Operation Label and Forms System
PAC RS	Pack and Collect Return Service
RS	Return Service
SDPU	Same Day Pick-up
SLIC	Standard Location Identification Code

2/3/2017