

# **OLAFS-COPS Train the Trainer Guide**



**Version 1.1**  
**June 2016**

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# 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 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)

The Train the Trainer sessions 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

## **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>

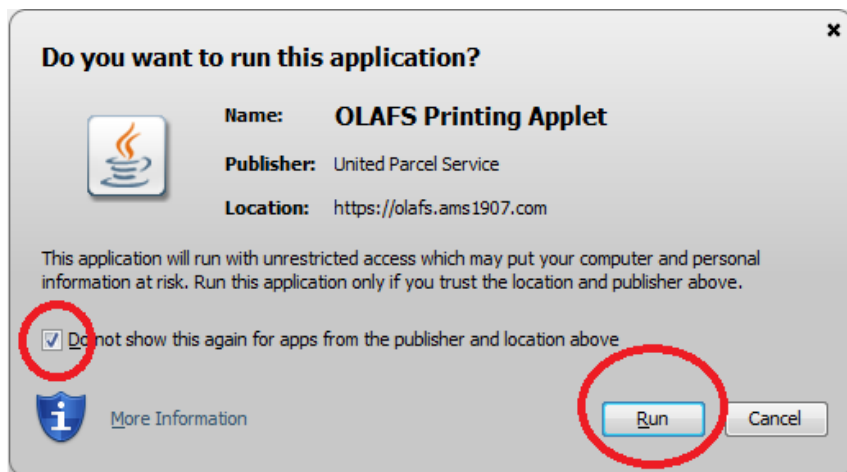
Note: Non-UPS workstations will NOT be allowed to access OLAFS-COPS.

## 3.2 Pop Up Messages

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

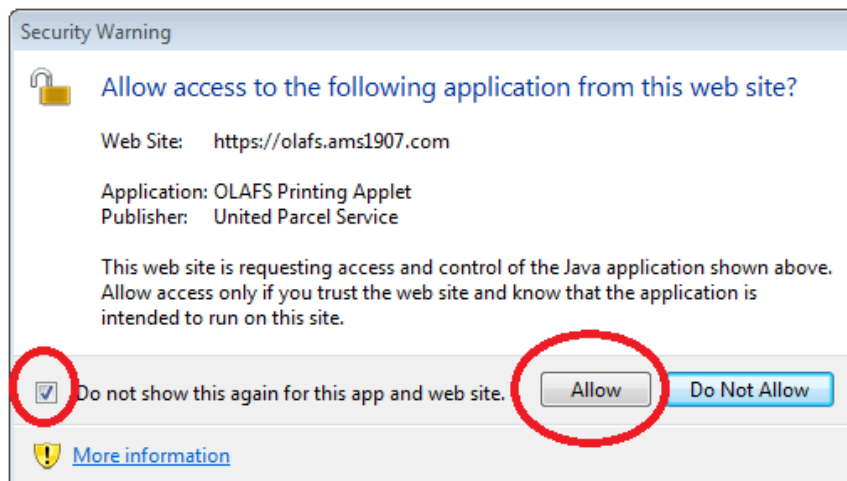
### 3.2.1 OLAFS Printing Applet

- Check “Do not show this again for apps from...” “
- Click the Run button



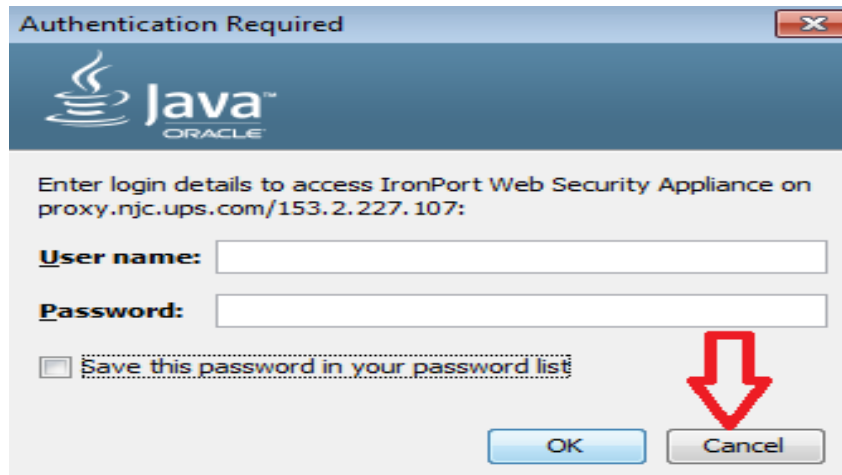
### 3.2.2 Security Warning – Allow access

- Check “Do not show this again for apps from...” “
- Click the Allow button



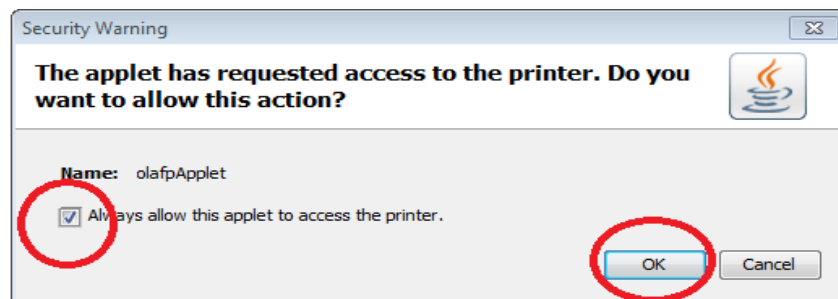
### 3.2.3 Authentication Required – Java

- Click the Cancel button



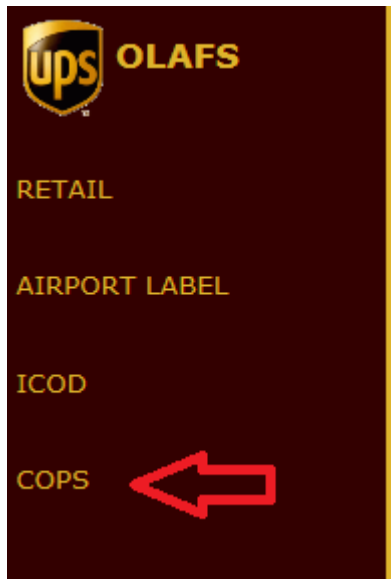
### 3.2.4 Security Warning – Access to Printer


- Check “Always allow this applet to access the printer.”
- Click the OK Button



### 3.3 OLAFS Landing Page

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

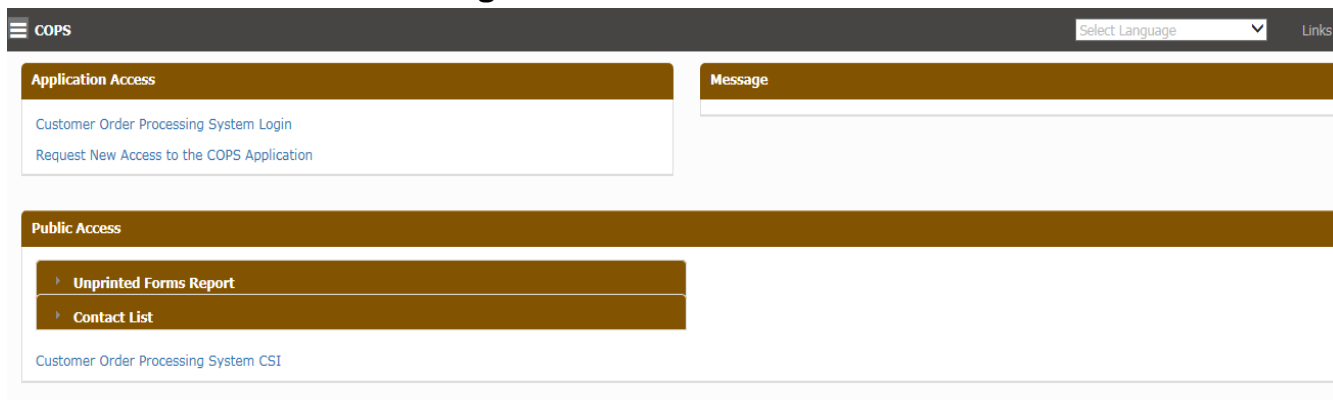


To return to the OLAFS landing page, click on  icon. The OLAFS menu displays.





### 3.4 OLAFS-COPS Home Page



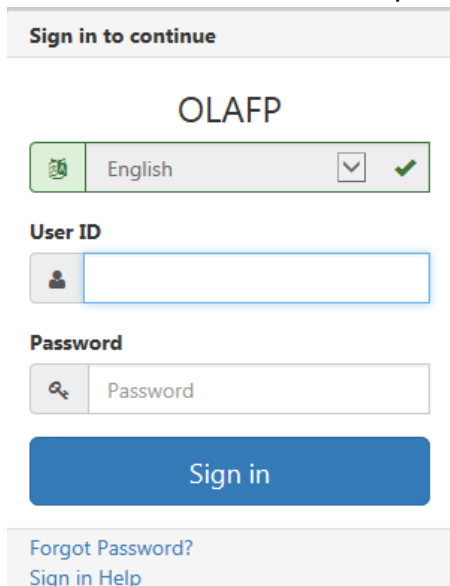
The screenshot shows the OLAFS-COPS Home Page. At the top, there is a dark header bar with a hamburger menu icon, the text "COPS", a "Select Language" dropdown menu, and a "Links" link. Below the header, the page is divided into two main sections. The left section, titled "Application Access", contains two links: "Customer Order Processing System Login" and "Request New Access to the COPS Application". The right section, titled "Message", is currently empty. Below these sections, there is a "Public Access" section with two expandable items: "Unprinted Forms Report" and "Contact List". At the bottom of the "Public Access" section, there is a link for "Customer Order Processing System CSI".

### 3.5 New Users – Requesting Access to OLAFS-COPS

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

From the OLAFS-COPS Home page, new users should select, *Request New Access to the COPS Application* link.

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



The screenshot shows the OLAFS-COPS Sign-in page. At the top, there is a header bar with the text "Sign in to continue". Below the header, the page is divided into two main sections. The left section, titled "OLAFP", contains a language selection dropdown menu set to "English" with a green checkmark icon. The right section, titled "User ID", contains a text input field with a user icon. Below the "User ID" field, there is a "Password" section with a text input field and a password icon. At the bottom of the sign-in section, there is a blue "Sign in" button. Below the sign-in section, there are two links: "Forgot Password?" and "Sign in Help".

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

## OLAFS-COPS Train the Trainer Guide

The screenshot shows the APRS Home Page. At the top is the UPS logo and a navigation bar with links: Home, Edit My Profile, Help, and Logout. Below the navigation bar is a menu: Request Access, Delete Access, Modify Account, Check Status, Approve, and Reports. The main content area has a heading "Access Provisioning Request System (APRS) Home Page" and a message: "You have successfully logged onto APRS. Please click on any of the above Tabs or Links to continue." Below this are two sections: "COMPLIANCE POLICY" and "RELEASE NOTES". The "RELEASE NOTES" section is dated "Release Notes for September 26, 2015" and contains a bulleted list of updates. At the bottom, there is a paragraph of text explaining the request process and a link to "Release Notes in the Help link in the Welcome Banner above."

Welcome **New User's Name** Home | Edit My Profile | Help | Logout

Request Access | Delete Access | Modify Account | Check Status | Approve | Reports |

Access Provisioning Request System (APRS) Home Page

You have successfully logged onto APRS. Please click on any of the above Tabs or Links to continue.

**COMPLIANCE POLICY**

All UPSers are required to comply with the UPS Information Use and Security Compliance Policy. Please click on the link to review the policy <http://corplegal.inside.ups.com/ComLegal/apps/content/ISP.cfm>. If you are submitting a request for another person, please instruct that person to read the policy.

**RELEASE NOTES**

Release Notes for September 26, 2015

- Requests for Campus Groups (Atlanta, Maryland and New Jersey) are now available in the request path for Active Directory / Privileged Access.
- When requesting access, the Requester Identification screen now has two separate options for "Other".
  - o Other - UPS Employee/GD: Select this for requests for UPSers and GD Resources. This selection requires an Employee ID/Unique ID to be entered.
  - o Other - Non Employee: Select this for requests for contingent resources (non-GD).

For more details, click on Release Notes in the Help link in the Welcome Banner above.

When a user enters a request for another person, the user should enter the other person's AD ID, RACF ID, Unique ID/Employee ID, SecurID or External Vendor ID. This information may be omitted if the person for whom the request is being made does not have any of these IDs.

ALL application requests will be first sent to the user's (for whom access is being requested) Supervisor/Responsible UPSer for approval or rejection. The Supervisor/Responsible UPSer must approve the request before it is sent to the application approver.

Select the appropriate selection for requesting access then select Continue

The screenshot shows the "Requester Identification" form. It asks "Are you requesting access for:" and has four radio button options: "Yourself", "Other - UPS Employee/GD", "Other - Non Employee", and "Consultant/Vendor Employee". The "Yourself" option is selected. Below the "Other - UPS Employee/GD" and "Other - Non Employee" options, there are fields for "UPS User ID" and "ID Type" (a dropdown menu). The "Consultant/Vendor Employee" option has a note: "\*\*\* No UPS User ID (AD ID) - Remote Access Only \*\*\*".

Requester Identification

Are you requesting access for:

☒ Yourself \*\*\*apptups\*\*\*

☐ Other - UPS Employee/GD UPS User ID ID Type Select ID Type

Use Other - UPS Employee/GD to make a request for UPS employees and GD Resources. Select the radio button and enter the user's Unique ID/Employee ID, AD ID, RACF ID or SecurID Type, then Continue.

☐ Other - Non Employee UPS User ID ID Type Select ID Type

If Other - Non Employee has an existing Unique ID, AD ID, RACF ID, SecurID or External Vendor ID enter it in the blank field, select ID Type, then Continue.

If Other - Non Employee does not have an existing Unique ID, AD ID, RACF ID, SecurID or External Vendor ID select the radio button only, leave the field blank, then Continue.

☐ Consultant/Vendor Employee \*\*\* No UPS User ID (AD ID) - Remote Access Only \*\*\*

Select Application Access then select Continue

The screenshot shows the "Please make your selection(s) from the options below:" screen. It lists various application access types with checkboxes. The "Application Access" checkbox is checked. The other checkboxes are grayed out. Below the list is a note: "Grayed out check boxes indicate an unavailable request type for whom you are submitting the request. See Help for additional information."

Please make your selection(s) from the options below:

<input type="checkbox"/>	Active Directory/Internet Requests/Privileged Access (Includes E mail, IM, Citrix & ISMS Change)
<input checked="" type="checkbox"/>	Application Access
<input type="checkbox"/>	APRS Role Request
<input type="checkbox"/>	Linux Application Access
<input type="checkbox"/>	UNIX Application Access
<input type="checkbox"/>	AS400 Application Access
<input type="checkbox"/>	Data Repository Application Access (DWH/DIR/InfoLib)
<input type="checkbox"/>	RACF
<input type="checkbox"/>	SecurID Access (Token)
<input type="checkbox"/>	Special ID Group (Restricted Access)
<input type="checkbox"/>	Email Distribution List (DL)
<input type="checkbox"/>	Database Access (Oracle or MS SQL)

Grayed out check boxes indicate an unavailable request type for whom you are submitting the request. See Help for additional information.

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

Request Access | Delete Access | Modify Account | Check Status | Approve | Reports

Request Application Access for REGINA BRADY-CORRINE

You can Search for an Application or Select the first letter of the Name:

Application Search

ABCDEFGHIJKLMNOPQRSTUVWXYZ

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

Request Application Access for SHARON ZANIEWSKI-HEPPES

You can Search for an Application or Select the first letter of the Name:

Application Search

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Use the checkboxes to add Applications to your request. When you are finished selecting applications click 'Continue'

<input type="checkbox"/>	Operations Contingency Response Team (OCT)
<input type="checkbox"/>	Operations Eligibility Engine
<input checked="" type="checkbox"/>	Operations Label and Forms System (OLAFS)
<input type="checkbox"/>	OPNET Dashboard
<input type="checkbox"/>	OpsConsole
<input type="checkbox"/>	OPVS - Region 13 Only

Selected Applications  
Un-Checking an Application will remove it from your request.

<input checked="" type="checkbox"/>	Operations Label and Forms System (OLAFS)
-------------------------------------	---

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

Request Application Access for SHARON ZANIEWSKI-HEPPES

Please enter required fields indicated by a red \*

Selected Applications

Operations Label and Forms System (OLAFS)

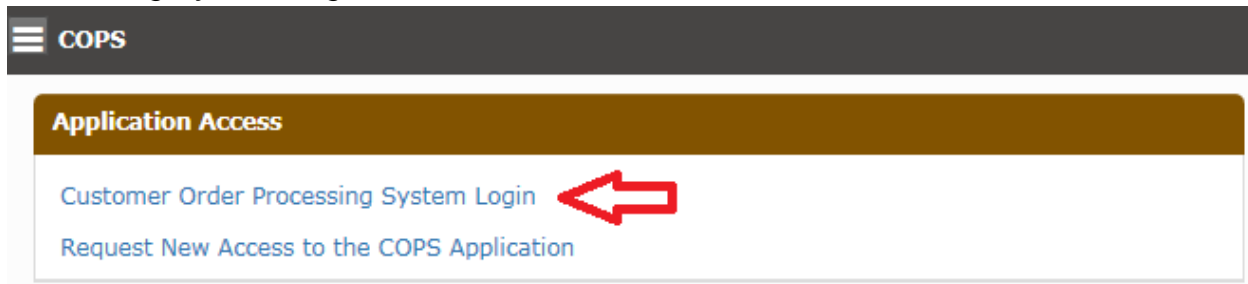
<input type="checkbox"/>	OLAFS_COPS_admin/Can setup user access to Slics.
<input checked="" type="checkbox"/>	OLAFS_COPS_general/Can access COPS application. Run reports. Print COPS forms.
<input type="checkbox"/>	OLAFS_ICOD_general/Role can access ICOD application. Run reports. Print ICOD forms.

\*Business Justification

**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.

### 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.

A screenshot of the OLAFP login window. At the top, it says 'Sign in to continue'. Below that is the 'OLAFP' logo. There is a language selection dropdown set to 'English' with a checkmark. Below that is a 'User ID' field with a person icon. Then a 'Password' field with a magnifying glass icon. A blue 'Sign in' button is at the bottom. At the very bottom, there are links for 'Forgot Password?' and 'Sign in Help'.

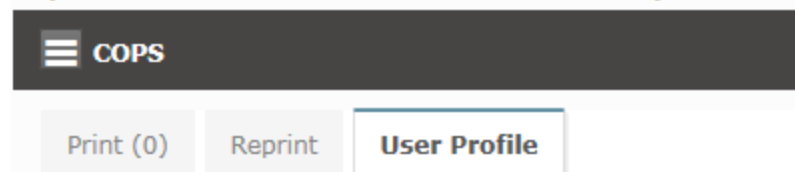
- Enter your AD ID and password
- Click SIGN IN

## 4 OLAFS-COPS Functionality

### 4.1 COPS Homepage

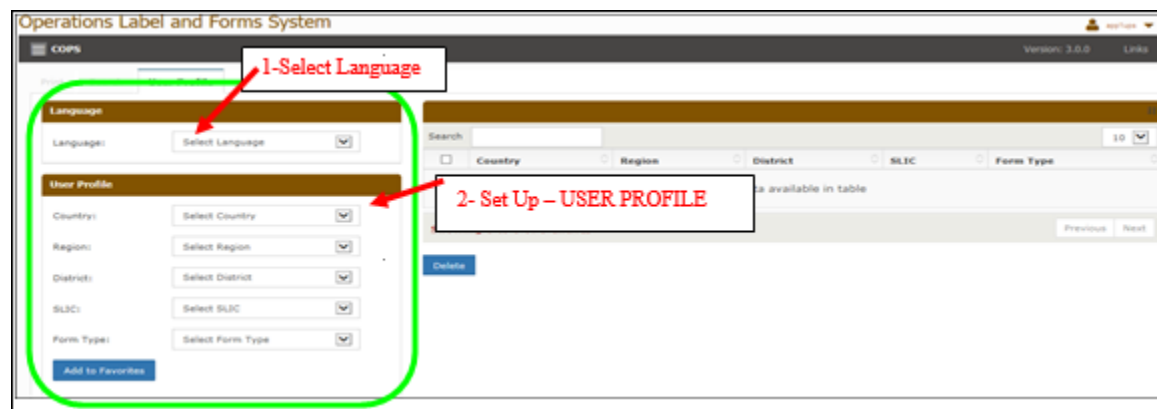
The COPS homepage displays three tabs – Print, Reprint, and User Profile.

## Operations Label and Forms System



### 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

## 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 user 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.

Print (26) Reprint **User Profile**

**Language**

Language: English

**User Profile**

Country: Select Country

Region: Select Region

District: Select District

SLIC: Select SLIC

Form Type: Select Form Type

Add to Favorites

**Manage SLICs**

Search 10

<input type="checkbox"/>	Country	Region	District	SLIC	Form Type
<input type="checkbox"/>	AU	17	05	9674	Same Day Pickups
<input type="checkbox"/>	AU	17	05	9674	Drop Offs
<input type="checkbox"/>	AU	17	05	9674	Future Day Pickups
<input type="checkbox"/>	BE	16	80	3445	Same Day Pickups
<input type="checkbox"/>	BE	16	80	3445	Drop Offs
<input type="checkbox"/>	BE	16	80	3445	Future Day Pickups
<input type="checkbox"/>	BE	16	80	1104	Same Day Pickups
<input type="checkbox"/>	BE	16	80	1104	Drop Offs
<input type="checkbox"/>	BE	16	80	1104	Damage Call Tags
<input type="checkbox"/>	BE	16	80	1104	Return Services

Showing 1 to 10 of 61 entries

Previous 1 2 3 4 5 6 7 Next

Delete

### 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.

#### 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.

1- Set-Up Printer Configuration for each Form Type

2- Select SAVE after each entry

Service	Schedule Print Date	New Print	Printer Configuration	Last Update
Same Day Pickup		Print (5)	Select Printer Type Please select Printer Type.	12/18/2015 15:19
Future Day Pickup	12/19/2015	Print (6)	Select Printer Type Please select Printer Type.	12/18/2015 15:19

Report

Service: Select Service SLIC: All SLICs Schedule Print Date: 12/18/2015 Submit Reset

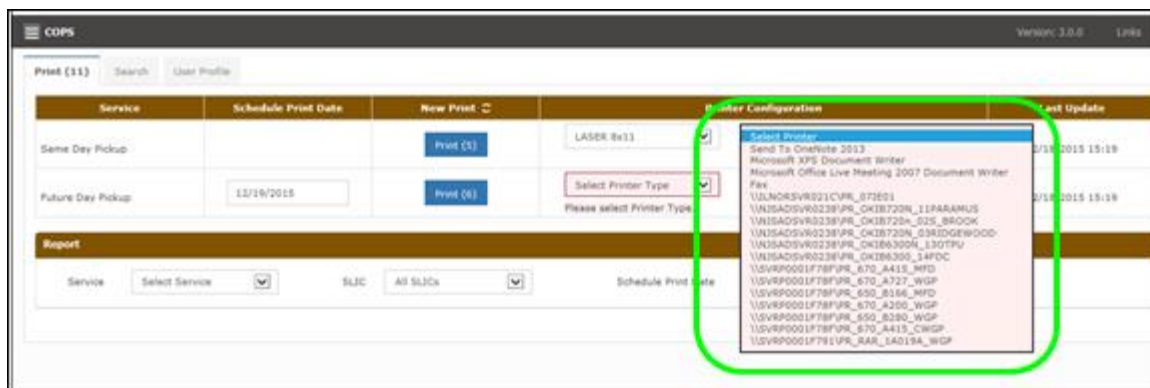
- b) Select type of local label/form stock size (8.5 x 11 or A4) from Select Printer Type menu

Service	Schedule Print Date	New Print	Printer Configuration	Last Update
Same Day Pickup		Print (5)	Select Printer Type Please select Printer Type.	12/18/2015 15:19
Future Day Pickup	12/19/2015	Print (6)	Select Printer Type Please select Printer Type.	12/18/2015 15:19

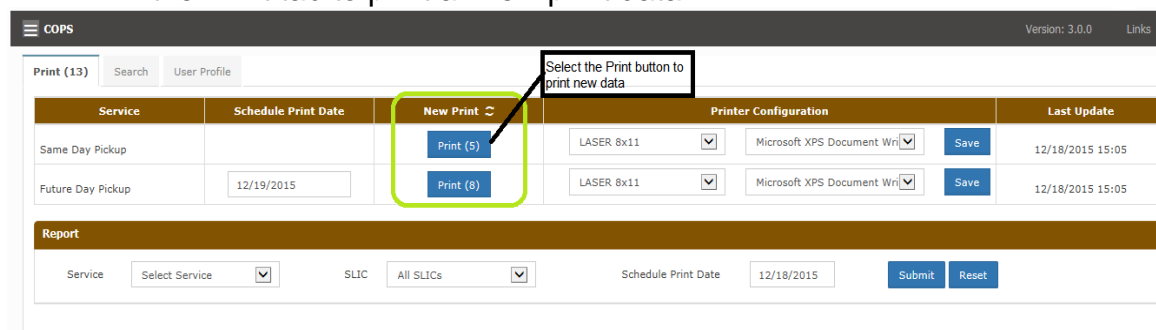
Report

Service: Select Service SLIC: All SLICs Schedule Print Date: 12/18/2015 Submit Reset

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



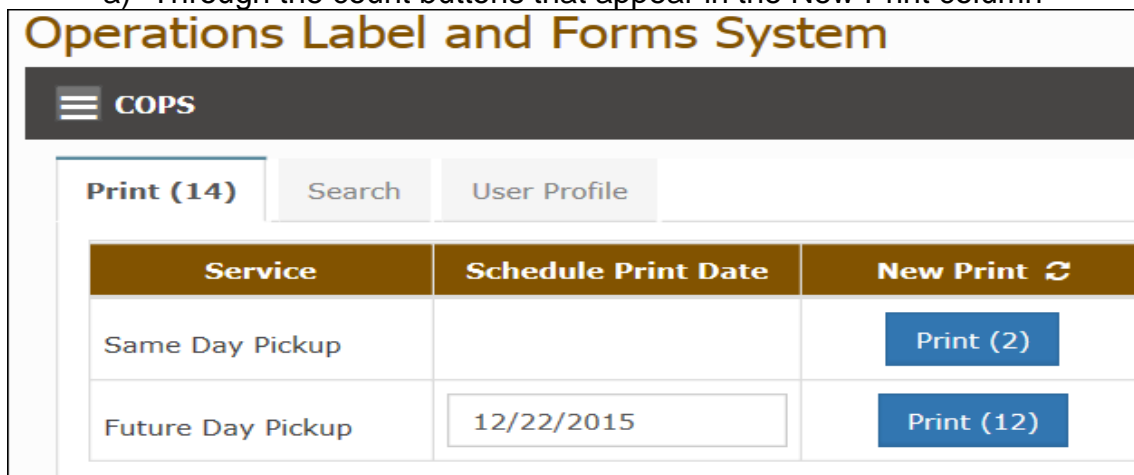
d) When the Printer Configuration is completed and save; the User can select the Print tab to print all new print data.



## 4.3.2 Print Notification

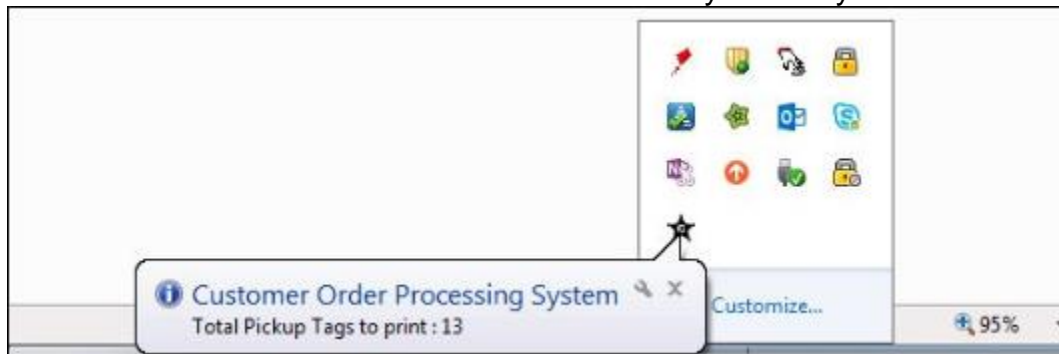
COPS will notify users there are unprinted forms through the following methods:

a) Through the count buttons that appear in the New Print column

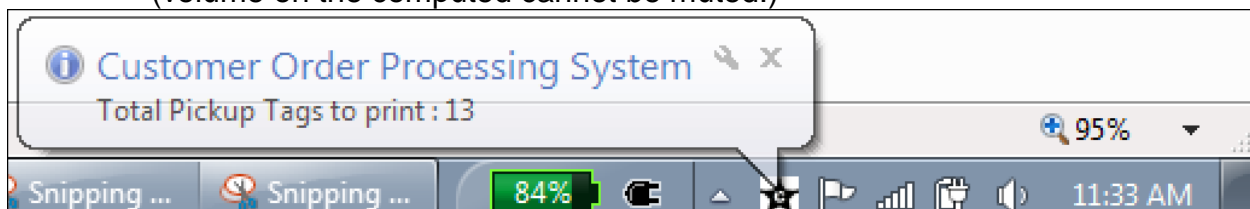




- b) If the application is opened and minimized, the counts appear when hovering the mouse over the COPS icon in the system tray.



- c) For non –ODS pickup forms, a chime will also sound from the workstation (volume on the computer 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.

Print (26) Reprint User Profile						
Services	Scheduled Print Date	New Print ↻	Failed Print	Printer Configuration		
Return Services	06/19/2016	Print (0)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	Save
PAC Return Services	06/19/2016	Print (5)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	Save
Customs Invoice	06/19/2016	Print (0)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	Save
Damage Call Tags		Print (4)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	Save
Same Day Pickups		Print (4)		LASER 8x11	\\SVRP0001F78F\PR_670	Save
Future Day Pickups	06/20/2016	Print (3)		LASER 8x11	\\SVRP0001F78F\PR_670	Save
Drop Offs	06/19/2016	Print (10)		LASER 8x11	\\SVRP0001F78F\PR_670	Save

#### 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.

**COPS** Version: 4.0.0 Links

Print (3) Reprint User Profile

Services	Schedule Print Date	New Print ↻	Failed Print	Printer Configuration		Last Update
Return Services	05/20/2016	Print (2)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670_A	05/20/2016 04:13 PM
PAC Return Services	05/20/2016	Print (0)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670_A	05/20/2016 04:13 PM
Customs Invoice	05/20/2016	Print (0)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670_A	05/20/2016 04:13 PM
Damage Call Tags		Print (1)	Print (0)	LASER A4	\\SVRP0001F78F\PR_670_A	05/20/2016 04:13 PM
Same Day Pickups		Print (0)		LASER A4	\\SVRP0001F78F\PR_670_A	05/20/2016 04:13 PM
Future Day Pickups	05/21/2016	Print (0)		LASER 8x11	\\SVRP0001F78F\PR_670_A	05/20/2016 04:13 PM
Drop Offs	05/20/2016	Print (0)		LASER A4	\\SVRP0001F78F\PR_670_A	05/20/2016 04:13 PM

**Report**

Service: Select Service SLIC: All SLICs Schedule Print Date: 05/20/2016 Submit Reset

[Customer Instructions](#)  
[PAC Customer Instructions](#)

#### 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.

#### 4.3.6 Entering Search Criteria

##### a) Select Service/Form Type

**COPS** Version: 4.0.0 Links

Print (77) Reprint User Profile

Services	Schedule Print Date	New Print ↻	Failed Print	Printer Configuration		Last Update
Return Services	05/20/2016	Print (76)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM
Customs Invoice	05/20/2016	Print (0)	Print (0)	LASER A4	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM
Damage Call Tags		Print (1)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM
Drop Offs	05/20/2016	Print (0)		LASER 8x11	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM

**Report**

Service: Select Service Return Services Damage Call Tags Drop Offs SLIC: All SLICs Schedule Print Date: 05/20/2016 Submit Reset

[Customer Instructions](#)

## b) Select SLIC

COPS

Version: 4.0.0 Links

Print (77)

Reprint

User Profile

Services	Schedule Print Date	New Print ↺	Failed Print	Printer Configuration		Last Update
Return Services	05/20/2016	Print (76)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM
Customs Invoice	05/20/2016	Print (0)	Print (0)	LASER A4	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM
Damage Call Tags		Print (1)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM
Drop Offs	05/20/2016	Print (0)		LASER 8x11	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM

Report

Service

Return Services

SLIC

All SLICs

0740

0750

0761

2180

Schedule Print Date

05/20/2016

Submit

Reset

☒ Return Services  
☒ Return Services High Value  
[Customer Instructions](#)

## c) Select the Scheduled Print Date then submit

COPS

Version: 4.0.0 Links

Print (77)

Reprint

User Profile

Services	Schedule Print Date	New Print ↺	Failed Print	Printer Configuration		Last Update
Return Services	05/20/2016	Print (76)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM
Customs Invoice	05/20/2016	Print (0)	Print (0)	LASER A4	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM
Damage Call Tags		Print (1)	Print (0)	LASER 8x11	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM
Drop Offs	05/20/2016	Print (0)		LASER 8x11	\\SVRP0001F78F\PR_670	05/20/2016 03:59 PM

Report

Service

Return Services

SLIC

All SLICs

Schedule Print Date


05/20/2016

Submit

Reset

☒ Return Services  
☒ Return Services High Value  
[Customer Instructions](#)

## 4.3.7 Refresh

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 has the following options:

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

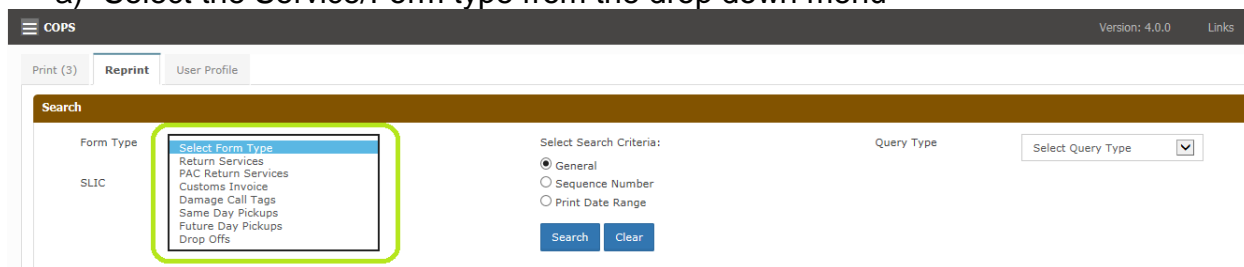
COPS will display a maximum of 99 records. If more than 99 transactions exist, COPS will display a navigation bar in the lower right hand corner where the user can select to move to the next set of records or previous set of records.

Transactions will be displayed by one SLIC at a time.

#### 4.4.1 Selecting Search Criteria

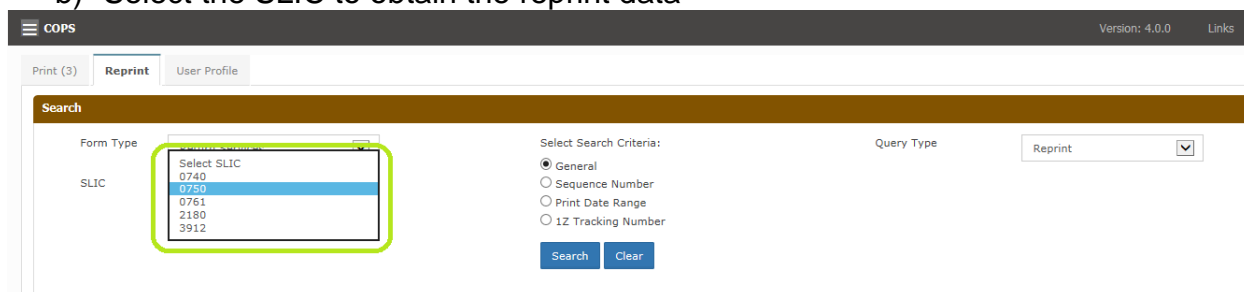
The COPS Reprint functionality allows the user to query the Print data using four (4) different methods depending on the Form Type selected – **General, Sequence Number, Print Date Range, and 1Z Tracking Number**.

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



The screenshot shows the COPS application interface. At the top, there is a header bar with 'COPS' on the left, 'Version: 4.0.0' and 'Links' on the right. Below the header, there are three tabs: 'Print (3)', 'Reprint' (which is active), and 'User Profile'. The main content area is titled 'Search'. On the left, there are two labels: 'Form Type' and 'SLIC'. The 'Form Type' dropdown menu is open, showing a list of options: 'Select Form Type', 'Return Services', 'PAC Return Services', 'Customs Invoice', 'Damage Call Tags', 'Same Day Pickups', 'Future Day Pickups', and 'Drop Offs'. To the right of the 'Form Type' dropdown, there is a 'Select Search Criteria' section with three radio buttons: 'General' (which is selected), 'Sequence Number', and 'Print Date Range'. Below these radio buttons are 'Search' and 'Clear' buttons. To the right of the 'Select Search Criteria' section, there is a 'Query Type' section with a 'Select Query Type' dropdown menu.

b) Select the SLIC to obtain the reprint data



The screenshot shows the COPS application interface. At the top, there is a header bar with 'COPS' on the left, 'Version: 4.0.0' and 'Links' on the right. Below the header, there are three tabs: 'Print (3)', 'Reprint' (which is active), and 'User Profile'. The main content area is titled 'Search'. On the left, there are two labels: 'Form Type' and 'SLIC'. The 'SLIC' dropdown menu is open, showing a list of options: 'Select SLIC', '0740', '0750', '0761', '2180', and '3912'. To the right of the 'SLIC' dropdown, there is a 'Select Search Criteria' section with four radio buttons: 'General' (which is selected), 'Sequence Number', 'Print Date Range', and '1Z Tracking Number'. Below these radio buttons are 'Search' and 'Clear' buttons. To the right of the 'Select Search Criteria' section, there is a 'Query Type' section with a 'Reprint' dropdown menu.

### 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.

The screenshot shows the OLAFS-COPS Search interface. The 'Form Type' is set to 'Future Day Pickups' and the 'SLIC' is '3912'. Under 'Select Search Criteria', 'Sequence Number' is selected. The 'Schedule Date' is '05/23/2016'. A calendar for May 2016 is shown on the right, with the date 05/23/2016 highlighted.

- 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.

The screenshot shows the OLAFS-COPS Search interface. The 'Form Type' is set to 'Future Day Pickups' and the 'SLIC' is '3912'. Under 'Select Search Criteria', 'Sequence Number' is selected. The 'Schedule Date' is '05/23/2016'. The 'Sequence From' field is set to '1' and the 'Sequence To' field is set to '9999'. The 'Search' button is highlighted.

## Print Date Range

- a) Select Search Criteria: Print Date Range**

The screenshot shows the OLAFS-COPS Search interface. The 'Form Type' is set to 'Future Day Pickups' and the 'SLIC' is '3912'. Under 'Select Search Criteria', 'Print Date Range' is selected. The 'From' field is set to '05/24/2016' and the 'To' field is set to '05/24/2016'. The 'Search' button is highlighted.

- 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.

The screenshot shows the OLAFS-COPS interface with the 'Print (3)' button highlighted. The 'Search' section has 'Form Type' set to 'Future Day Pickups' and 'SLIC' set to '3912'. Under 'Select Search Criteria', 'Print Date Range' is selected. The 'From' field is '05/24/2016' and the 'To' field is 'May 2016'. A calendar widget is open for the 'To' field, showing the month of May 2016 with the 23rd and 24th highlighted.

- 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.

The screenshot shows the OLAFS-COPS interface with the 'Print (3)' button highlighted. The 'Search' section has 'Form Type' set to 'Future Day Pickups' and 'SLIC' set to '3912'. Under 'Select Search Criteria', 'Print Date Range' is selected. The 'From' field is '05/24/2016' and the 'To' field is '05/24/2016'. The 'From' time is '00:00' and the 'To' time is '23:59'.

## 1Z Tracking Number

- a) Select Search Criteria: 1Z Tracking Number

The screenshot shows the OLAFS-COPS interface with the 'Print (3)' button highlighted. The 'Search' section has 'Form Type' set to 'Return Services' and 'SLIC' set to '3912'. Under 'Select Search Criteria', '1Z Tracking Number' is selected. The 'From' field is '05/23/2016' and the 'To' field is '05/23/2016'. The '1Z Tracking Number' field is empty.

- 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.

The screenshot shows the OLAFS-COPS Search interface. At the top, there is a header bar with 'COPS' on the left and 'Version: 4.0.0' and 'Links' on the right. Below the header, there are three tabs: 'Print (3)', 'Reprint', and 'User Profile'. The 'Reprint' tab is currently selected. The main content area is titled 'Search' and contains several input fields and a search button. On the left, there are two dropdown menus: 'Form Type' with 'Return Services' selected, and 'SLIC' with '3912' selected. In the center, there are radio buttons for 'Select Search Criteria': 'General', 'Sequence Number', 'Print Date Range', and '1Z Tracking Number' (which is selected). Below these are 'Search' and 'Clear' buttons. On the right, there are three input fields: 'From' with '05/23/2016', 'To' with '05/23/2016', and '1Z Tracking Number' with a placeholder '1Z Tracking Number'. These three fields are highlighted with a green box.

#### 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 previous records by using [Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) ... [10](#) [Next](#).

By selecting the Print button or the Export to Excel button the user can view the reprinted data [Print](#) [Export to Excel](#).

**Search Results**

Search  [X](#)

☒ Search by Confirmation Number

Sort column in ascending or descending order

Number of rows to display

<input checked="" type="checkbox"/>	Confirmation	SLIC Assigned	Country	Print Sequence No	Scheduled Print Date	Print Date/Time	Status	Printed By	Commit Time	Pickup Type	Original Date/Time
<input checked="" type="checkbox"/>	E8050QFZ	7392	SA	1001	04/13/2016 12:00:00 AM	04/13/2016 3:53:35 AM	P	MFL1FFP	4.00.00 PM	Pickup Message	04/13/2016 12:23:47 AM
<input checked="" type="checkbox"/>	E8050RG0	7392	SA	1002	04/13/2016 12:00:00 AM	04/13/2016 6:19:55 AM	P	MFL1FFP	4.30.00 PM	Pickup Message	04/13/2016 11:00:24 AM
<input checked="" type="checkbox"/>	E8050RMM	7392	SA	1003	04/13/2016 12:00:00 AM	04/13/2016 6:19:55 AM	P	MFL1FFP	4.30.00 PM	Pickup Message	04/13/2016 12:45:36 PM
<input checked="" type="checkbox"/>	E8050RPT	7392	SA	1004	04/13/2016 12:00:00 AM	04/13/2016 7:39:35 AM	P	MFL1FFP	5.30.00 PM	Pickup Message	04/13/2016 02:31:42 PM
<input checked="" type="checkbox"/>	E8050RQC	7392	SA	1005	04/13/2016 12:00:00 AM	04/14/2016 2:27:09 AM	P	MFL1FFP	5.30.00 PM	Pickup Message	04/13/2016 02:44:07 PM
<input checked="" type="checkbox"/>	E8050TGW	7392	SA	1001	04/14/2016 12:00:00 AM	04/14/2016 3:31:56 AM	P	MFL1FFP	3.40.00 PM	Pickup Message	04/14/2016 10:00:58 AM
<input checked="" type="checkbox"/>	E8050TH3	7392	SA	1002	04/14/2016 12:00:00 AM	04/14/2016 3:31:55 AM	P	MFL1FFP	4.00.00 PM	Pickup Message	04/14/2016 10:01:23 AM
<input checked="" type="checkbox"/>	E8050TYS	7392	SA	1003	04/14/2016 12:00:00 AM	04/14/2016 8:35:40 AM	P	MFL1FFP	4.30.00 PM	Pickup Message	04/14/2016 03:13:59 PM
<input checked="" type="checkbox"/>	E8050TYS	7392	SA	1004	04/14/2016 12:00:00 AM	04/14/2016 8:35:40 AM	P	MFL1FFP	4.30.00 PM	Pickup Message	04/14/2016 03:24:36 PM
<input checked="" type="checkbox"/>	E8050YS7	7392	SA	1001	04/17/2016 12:00:00 AM	04/17/2016 4:28:20 AM	P	MFL1FFP	4.00.00 PM	Pickup Message	04/17/2016 11:01:24 AM

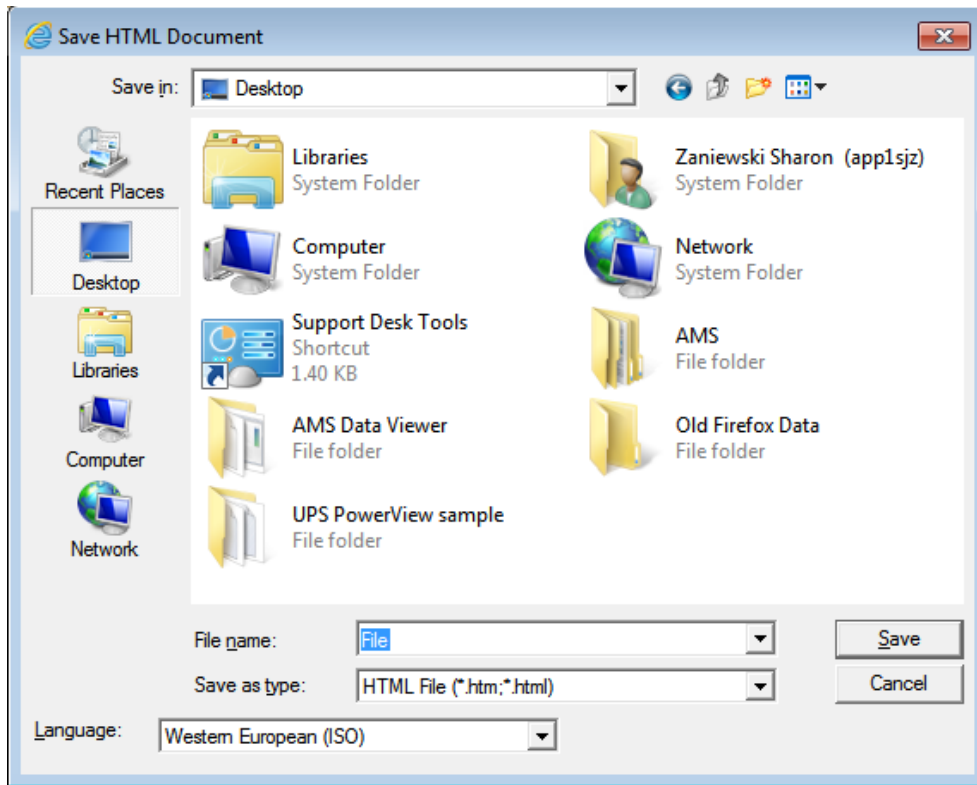
Showing 1 to 10 of 100 entries

[Print](#) [Export to Excel](#)

[Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) ... [10](#) [Next](#)

### 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

	A	B	C	D	E	F	G	H	I	J	K	L
1		Confirmation	SLIC Assigned	Country	Print Sequence No	Schedule Pickup Date	Print Date/Time	Status	Printed By	Commit Time	Pickup Type	Original Date/Time
2		EW300YQ7	7392	SA	6003	12/17/2015 12:00:00 AM	12/18/2015 4:09:34 PM	P	app4rys	9:00:00 PM	Pickup Message	12/16/2015 11:37
3		EW300YQ8	7392	SA	6001	12/17/2015 12:00:00 AM	12/18/2015 4:09:39 PM	P	app4rys	9:00:00 PM	Pickup Message	12/16/2015 11:40
4		EW300YQ9	7392	SA	6002	12/17/2015 12:00:00 AM	12/18/2015 4:09:39 PM	P	app4rys	9:00:00 PM	Pickup Message	12/16/2015 11:42
5		EW300YT9	7392	SA	6001	12/19/2015 12:00:00 AM	12/18/2015 4:09:39 PM	P	app4rys	9:00:00 PM	Pickup Message	12/18/2015 10:10

## 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.

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

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

## OLAFS-COPS Train the Trainer Guide

Country:  Form Type:

Region:  District:

SLIC:

1 of 1 100% Find | Next

### Unprinted Forms Report

Confirmation No.	Form Type	SLIC	PickUp Date	Region	District	Status	Action	Create Date	Create Time	Pickup Type	Tracking Number	IATA Co
EB0531LV	7	0531	5/24/2016 12:00:00 AM	16	09			05/23/2016	00:00:00	Future Day Pickup		PK
EB0531R7	7	0531	5/24/2016 12:00:00 AM	16	09			05/23/2016	00:00:00	Future Day Pickup		PK

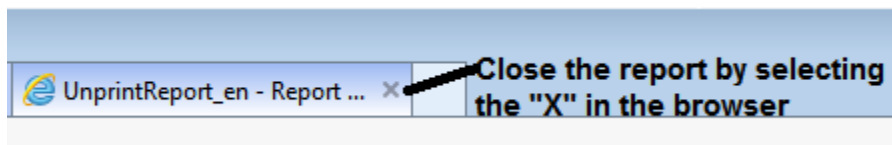
c) The Unprinted Forms Report is available to View or Export to a file

Confirmation No.	Form Type	SLIC	Pickup Date	Region	District	Status	Action	Create Date	Create Time	Pickup Type	Tracking Number	IATA Code
EB0531LV	7	0531	5/24/2016 12:00:00 AM	16	09			05/23/2016	00:00:00	Future Day Pickup		PK
EB0531R7	7	0531	5/24/2016 12:00:00 AM	16	09			05/23/2016	00:00:00	Future Day Pickup		PK

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.

User Name	Organization	Contact Phone	Contact Address	Country	Region	District
ckq2	PK - LAHORE	+92-42-111669877	23-A BLOCK -G GULBER -3 LAHORE 53000	PAKISTAN	16	09

### 5.3 COPS CSI

The COPS Customer Satisfaction Index Application Survey allows the user to provide comments and suggestions about the COPS application.

**Customer Satisfaction Index**

[Options](#)

[Submit](#)

## COPS Application Survey

### General Information

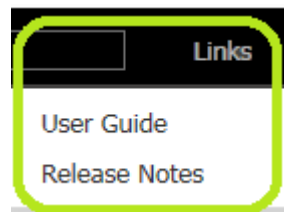
Title: COPS Application Survey

Description: \*\*\*This Survey will allow you to make comments and provide suggestions regarding the COPS application. \*\*\*NOTE THAT THE MAJORITY OF QUESTIONS CAN BE ANSWERED BY USING THE USER GUIDE LINK ON THE COPS WEB SITE\*\*\* THIS CSI SITE IS NOT FOR REQUESTING TECHNICAL SUPPORT. FOR IMMEDIATE ASSISTANCE WITH COPS RELATED ISSUES ALL DOMESTIC US LOCATIONS SHOULD CALL 1-888-UPS-TECH (1-888-877-8324). ALL LOCATIONS OUTSIDE OF THE US INCLUDING CANADA MUST DIAL 201-828-2700.

### Respondent Information

### 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.

END