

OLAFS-COPS User Guide



Version 1.2
January 2017

NOTICE: CONFIDENTIAL, UNPUBLISHED, PROPERTY OF UNITED PARCEL SERVICE. USE AND DISTRIBUTION LIMITED SOLELY TO AUTHORIZE PERSONNEL.

The use, disclosure, reproduction, modification, transfer, or transmittal of this work for any purpose in any form or by any means without the written permission of United Parcel Service is strictly prohibited.

Table of Contents

1	Overview.....	1
2	What is the OLAFS-COPS System	2
3	How to Access the OLAFS-COPS Application	2
3.1	Link to Access OLAFS	2
3.2	Pop Up Messages.....	3
3.2.1	OLAFS Printing Applet.....	3
3.2.2	Security Warning – Allow access.....	3
3.2.3	Authentication Required – Java.....	3
3.2.4	Security Warning – Access to Printer	4
3.2.5	User Account Control – SQL Server Reporting Services	4
3.3	OLAFS Landing Page	5
3.4	OLAFS-COPS Home Page	6
3.5	New Users – Requesting Access to OALFS-COPS.....	6
3.6	Existing Users – OLAFS-COPS Login	9
4	OLAFS-COPS Functionality	11
4.1	COPS Homepage	11
4.2	User Profile Tab.....	11
4.2.1	Languages.....	11
4.2.2	Managing SLICs	12
4.3	Print Tab	13
4.3.1	Printer Configuration	13
4.3.2	Print Notification.....	15
4.3.3	New Print	16
4.3.4	Failed to Print.....	18
4.3.5	Reports	19
4.3.6	Entering Search Criteria.....	20
4.3.7	Report Results	21
4.3.8	Refresh Intervals by Form Type	22
4.4	Reprint Tab	23

OLAFS-COPS Training Guide

4.4.1	Selecting Search Criteria	23
4.4.2	Reprint Results	27
4.4.3	Export to Excel.....	28
5	COPS Public Access	29
5.1	Unprinted Forms Report.....	29
5.2	Contact List.....	31
5.3	COPS CSI	31
5.4	User Guide & Release Notes	32
5.5	Broadcast Messages	32
6	Contacts	32
7	Terminology	33

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:

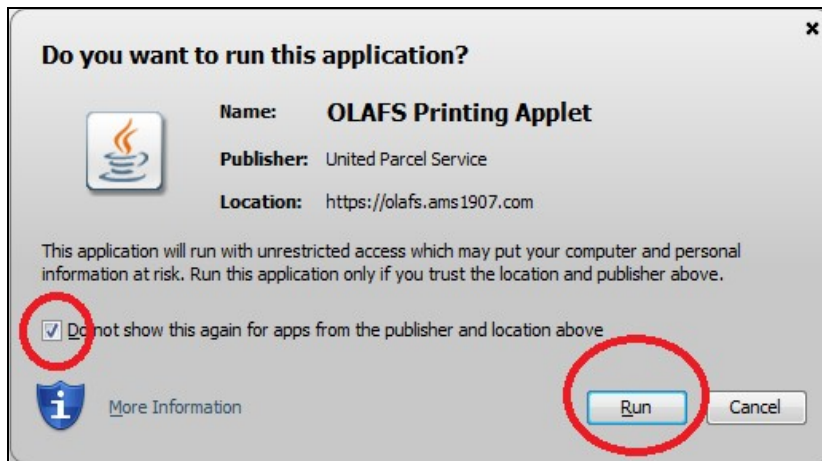
<https://olafs.inside.ups.com/olafp/facade/olafsportal.html>

3.2 Pop Up Messages

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

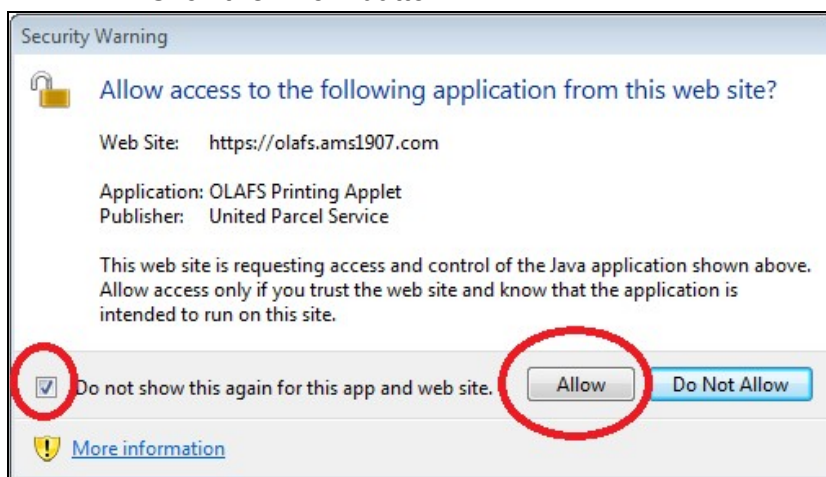
3.2.1 OLAFS Printing Applet

- 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

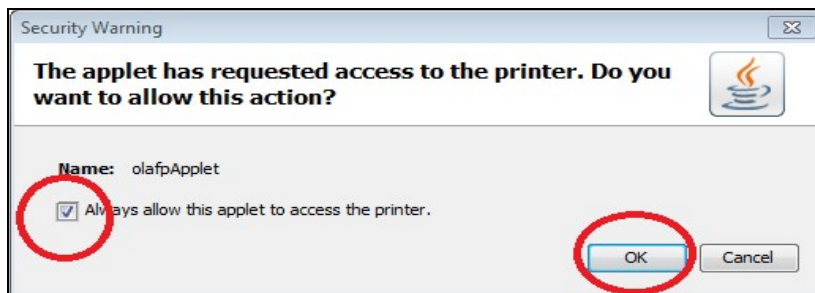
- Click the Cancel button



The image shows a Java-based authentication dialog box titled "Authentication Required". It features the Java logo and text asking for login details to access the IronPort Web Security Appliance on the proxy.njc.ups.com/153.2.227.107. There are input fields for "User name:" and "Password:". A checkbox labeled "Save this password in your password list" is present. At the bottom are "OK" and "Cancel" buttons. A large red arrow points down towards the "Cancel" button.

3.2.4 Security Warning – Access to Printer

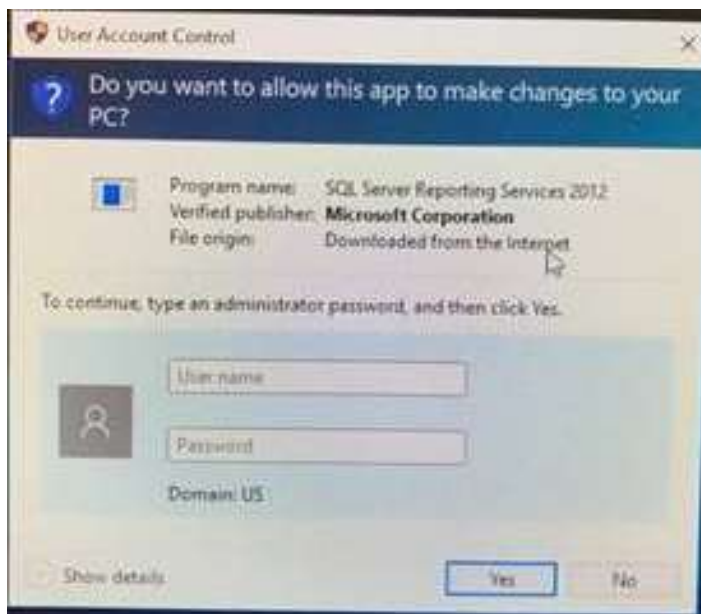
- Check "Always allow this applet to access the printer."
- Click the OK button



The image shows a "Security Warning" dialog box. The main text asks: "The applet has requested access to the printer. Do you want to allow this action?". Below this, it says "Name: olafpApplet". There is a checkbox labeled "Always allow this applet to access the printer." which is checked. At the bottom are "OK" and "Cancel" buttons. Red circles are drawn around the checkbox and 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.

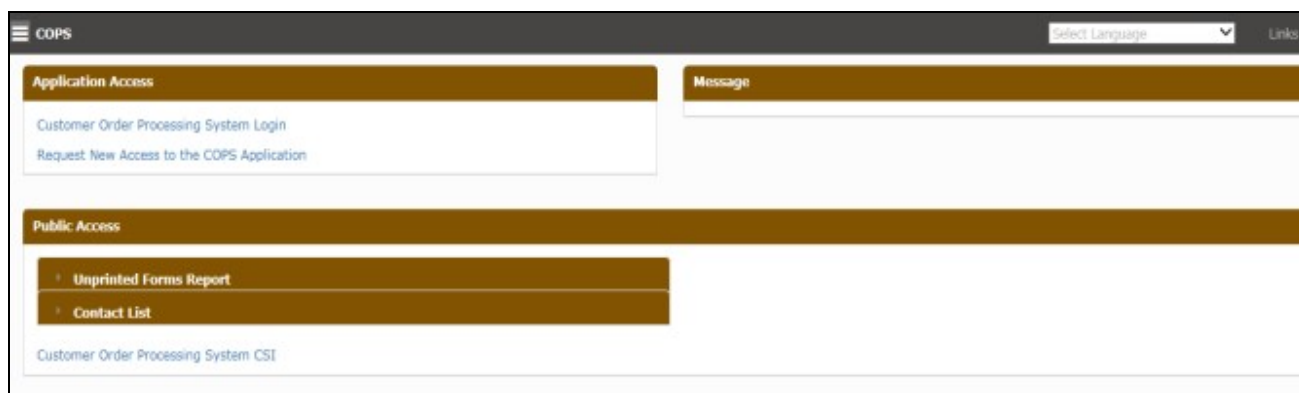


To return to the OLAFS landing page, click on  icon. The OLAFS menu displays.



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 image shows a web form titled "Sign in to continue" for OLAFP. It includes a language selector set to "English" with a dropdown arrow and a green checkmark. Below this are input fields for "User ID" and "Password", each with a small icon to its left. A blue "Sign in" button is positioned below the password field. At the bottom, there are two links: "Forgot Password?" and "Sign in Help".

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



The image displays the APRS homepage. At the top is a header with the UPS logo and the title "Access Provisioning Request System (APRS)". Below the header is a navigation bar with links: "Request Access", "Delete Access", "Modify Account", "Check Status", "Approve", and "Reports". The main content area is titled "Access Provisioning Request System (APRS) Home Page" and contains a welcome message, a "COMPLIANCE POLICY" section with a link to the policy, and a "RELEASE NOTES" section for September 28, 2015. The release notes list several items, including requests for Campus Groups and a new option for "Other" requests. At the bottom, there is a note about the request process and a link to the Help page.

Select the appropriate selection for requesting access then select Continue

Access Provisioning Request System (APRS)

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

Are you requesting access for:

☐ Yourself ***selfreq***

☐ Other - UPS Employee

UPS User ID: ID Type:

Use Other - UPS Employee to make a request for UPS employees and OO Resources. Select the radio button and enter the people (UPS Employee ID, AD ID, SLUP ID or SecurID Type). Then Continue.

☐ Other - Non Employee

UPS User ID: ID Type:

Use Other - Non Employee to make a request for Non-UPS employees and OO Resources. Select the radio button and enter the people (UPS Employee ID, AD ID, SLUP ID or SecurID Type). Then Continue.

☐ Consultant/Vendor Employee

*** No UPS User ID (AD ID) - Remote Access Only ***

Select *Application Access* then select Continue

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

- ☐ Active Directory/Internet Requests/Privileged Access (Includes Email, IM, Citrix & ISMS Change)
- ☒ Application Access
- ☐ APRS Role Request
- ☐ Linux Application Access
- ☐ UNIX Application Access
- ☐ AS400 Application Access
- ☐ Data Repository Application Access (DW/DIR/infoLib)
- ☐ RACF
- ☐ SecurID Access (Token)
- ☐ Special ID Group (Restricted Access)
- ☐ Email Distribution List (DL)
- ☐ 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 Application Access for DE DATA READY COMPARE

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 Eligibility Engine
<input checked="" type="checkbox"/>	Operations Label and Forms System (OLAFS)
<input type="checkbox"/>	OPNET Dashboard
<input type="checkbox"/>	OpsConsole
<input type="checkbox"/>	OPNET Business A.D. (OPNET)

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)

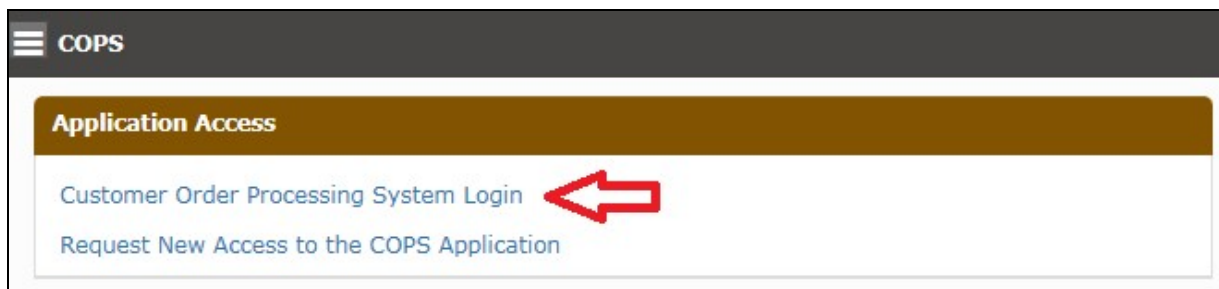
<input type="checkbox"/>	OLAFS_COPS_admin/Can setup user access to Slica.
<input checked="" type="checkbox"/>	OLAFS_COPS_general/Can access COPS application. Run reports. Print COPS forms.
<input type="checkbox"/>	OLAFS_ICOD_general/Role can access ICOD application. Run reports. Print ICOD forms.

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. 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.

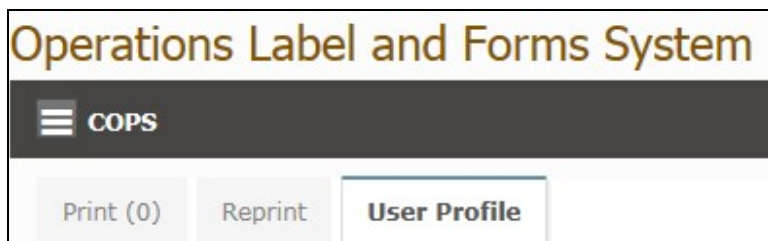
A screenshot of a login window titled "Sign in to continue". The window has a light grey background. At the top, the text "OLAFP" is displayed. Below it, there is a language selection dropdown menu showing "English" with a green checkmark. Underneath, the "User ID" label is followed by a text input field. Below that, the "Password" label is followed by a password input field with an eye icon. A large blue "Sign in" button is positioned below the password field. At the bottom, there are two links: "Forgot Password?" and "Sign in Help".

- Enter your AD ID and password
- Click SIGN IN

4 OLAFS-COPS Functionality

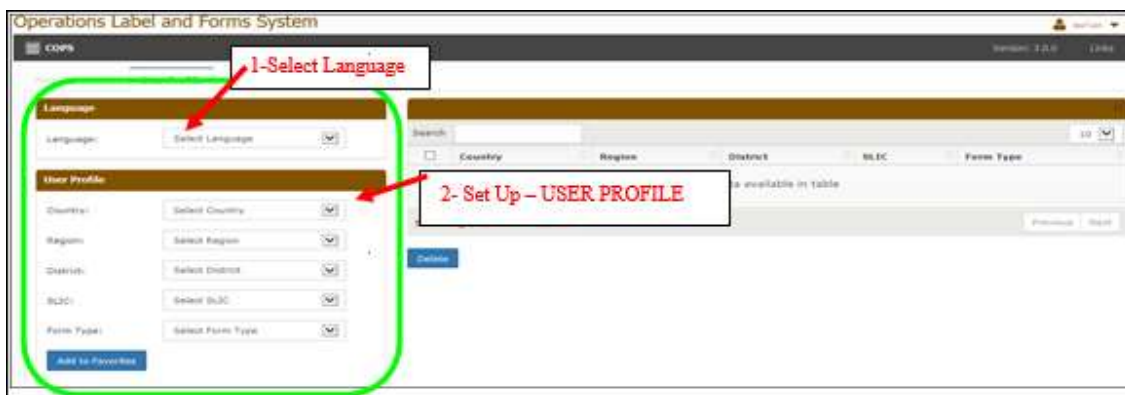
4.1 COPS Homepage

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

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.

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"/> SE	16	80	3445	Same Day Pickups
<input type="checkbox"/> SE	16	80	3445	Drop Offs
<input type="checkbox"/> SE	16	80	3445	Future Day Pickups
<input type="checkbox"/> SE	16	80	1104	Same Day Pickups
<input type="checkbox"/> SE	16	80	1104	Drop Offs
<input type="checkbox"/> SE	16	80	1104	Damage Call Tags
<input type="checkbox"/> SE	16	80	1104	Return Services

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.

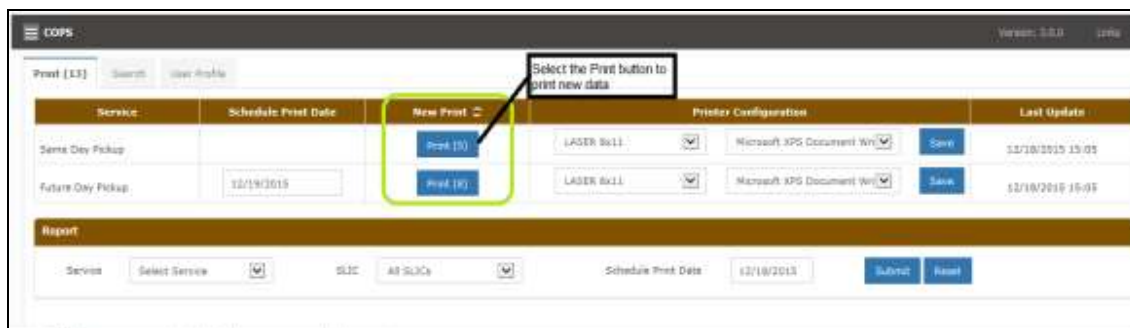
From the Print tab, users can see at a glance what labels and forms are ready for printing for the SLIC(s) in the user's favorite list:

- 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.

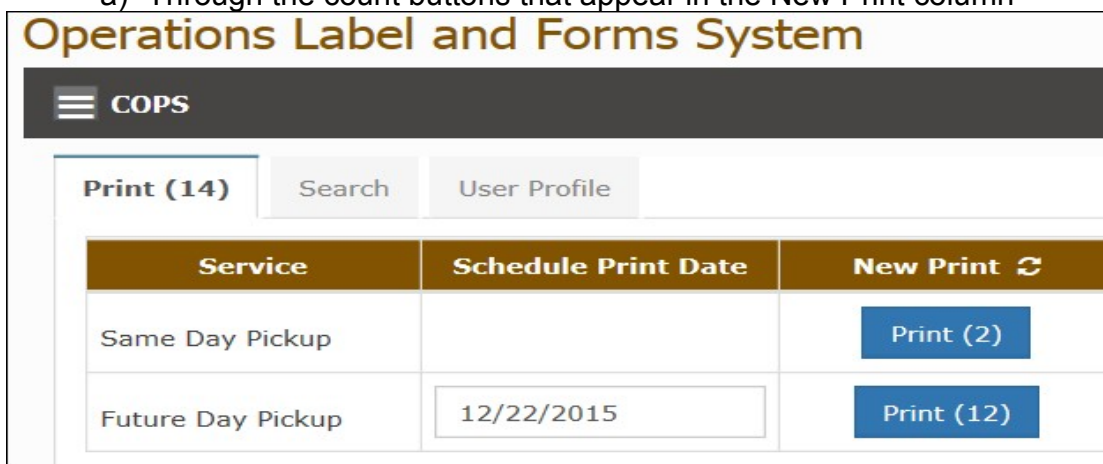
- The original 'Print Configuration' will remain in place until the User changes the configuration.



4.3.2 Print Notification

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

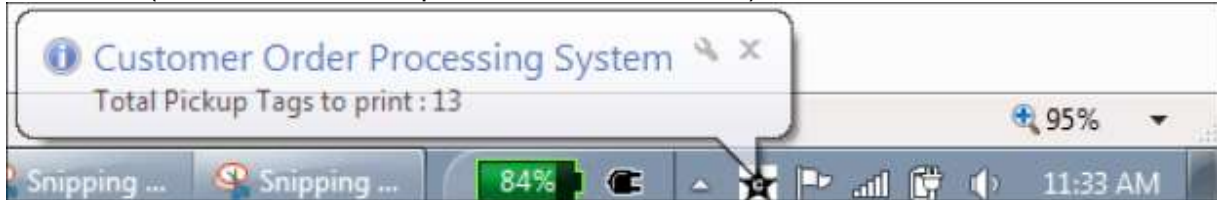
- Through the count buttons that appear in the New Print column



- 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.

Print (26)		Report	User Profile				
Services	Scheduled Print Date	New Print	Failed Print	Printer Configuration			
Return Services	06/19/2016	Print (0)	Print (0)	LASER 8x11		\\SVRP0001F78FVR_670	Save
PAC Return Services	06/19/2016	Print (5)	Print (0)	LASER 8x11		\\SVRP0001F78FVR_670	Save
Customs Invoice	06/19/2016	Print (0)	Print (0)	LASER 8x11		\\SVRP0001F78FVR_670	Save
Damage Call Tags		Print (4)	Print (0)	LASER 8x11		\\SVRP0001F78FVR_670	Save
Same Day Pickups		Print (4)		LASER 8x11		\\SVRP0001F78FVR_670	Save
Future Day Pickups	06/20/2016	Print (3)		LASER 8x11		\\SVRP0001F78FVR_670	Save
Drop Offs	06/19/2016	Print (10)		LASER 8x11		\\SVRP0001F78FVR_670	Save

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

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

Report

Service: Select Service SLC: All SLCs Schedule Print Date: 05/20/2016

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

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.

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

Report

Service: Select Service SLC: All SLCs Schedule Print Date: 05/20/2016

[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.

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

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	05/20/2016 03:59 PM
Customs Invoice	05/20/2016	Print (0)	Print (0)	LASER A4	05/20/2016 03:59 PM
Damage Call Tag		Print (1)	Print (0)	LASER 8x11	05/20/2016 03:59 PM
Drop Off	05/20/2016	Print (0)		LASER 8x11	05/20/2016 03:59 PM

Report

Service: **Return Services** | SLIC: All SLICs | Schedule Print Date: 05/20/2016 | Submit | Reset

b) Select SLIC

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	05/20/2016 03:59 PM
Customs Invoice	05/20/2016	Print (0)	Print (0)	LASER A4	05/20/2016 03:59 PM
Damage Call Tag		Print (1)	Print (0)	LASER 8x11	05/20/2016 03:59 PM
Drop Off	05/20/2016	Print (0)		LASER 8x11	05/20/2016 03:59 PM

Report

Service: Return Services | SLIC: All SLICs | Schedule Print Date: 05/20/2016 | Submit | Reset

c) Select the Scheduled Print Date then submit

Services	Schedule Print Date	New Print	Failed Print	Printer Configuration	Last Update
Return Services	05/20/2016	Print (75)	Print (0)	LASER Bx11	05/20/2016 03:59 PM
Customs Invoices	05/20/2016	Print (0)	Print (0)	LASER 94	05/20/2016 03:59 PM
Damage Call Tags		Print (1)	Print (0)	LASER Bx11	05/20/2016 03:59 PM
Drop Offs	05/20/2016	Print (0)		LASER Bx11	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 Report Results

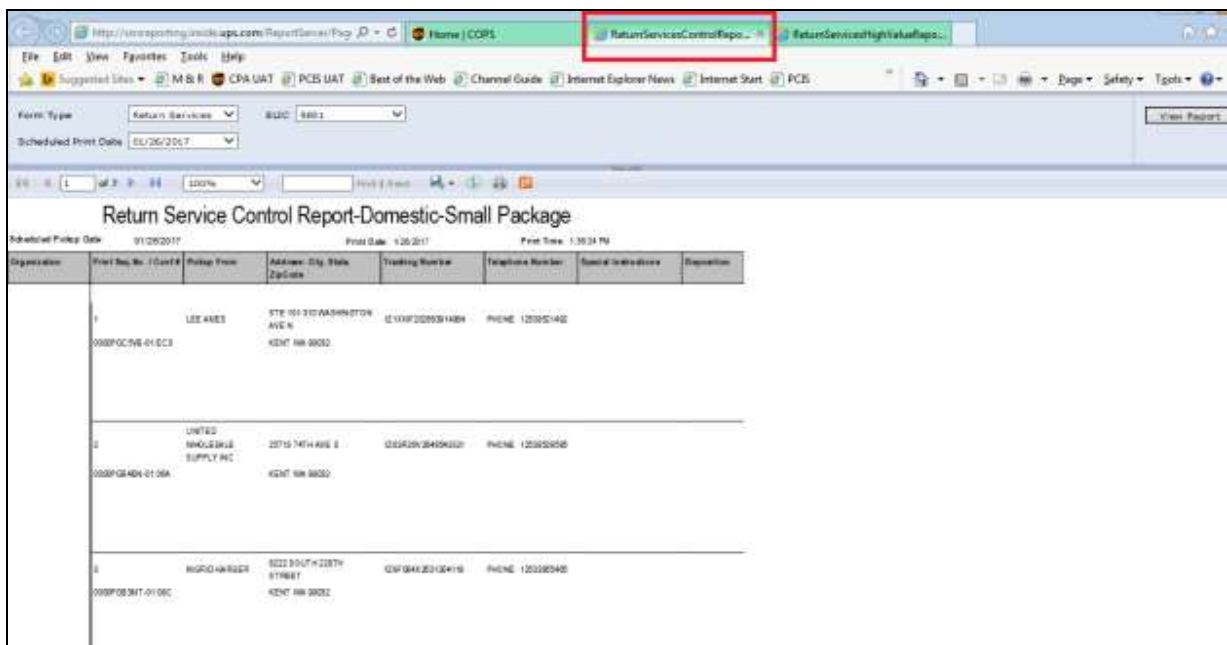
When running a report within OLAFS, the results may appear on multiple tabs depending on the service type selected. Click each tab to view the results. Click on the 'x' in the tab to close the report.

When running a report, the results may appear on multiple tabs depending on the service type selected. In the example above, Domestic DCT and International DCT appear on separate tabs. Click each tab to view the results. Select the 'x' in the tab to close the report.

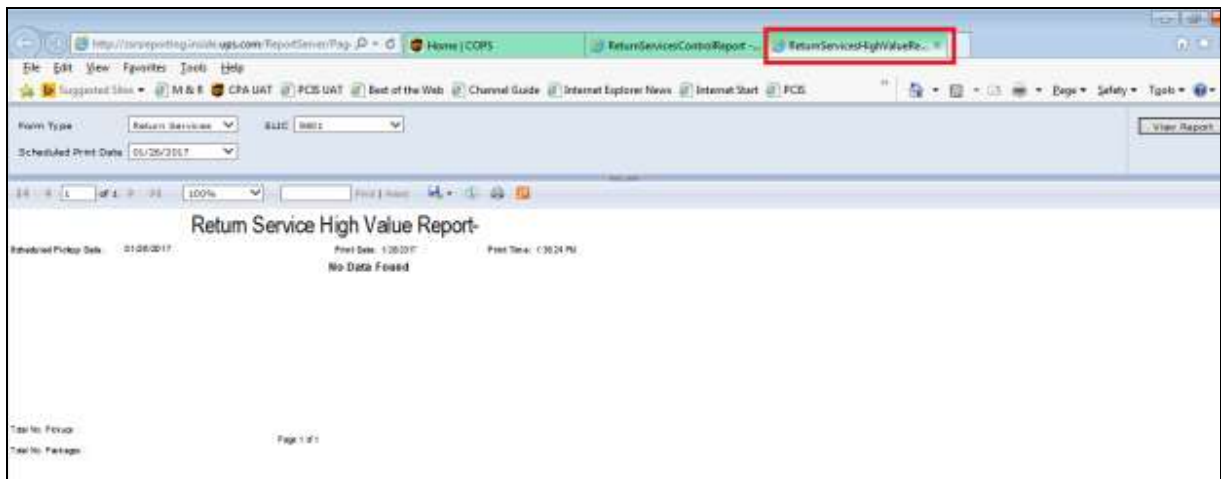
Date	Organization	Print Seq No	Confirmation/Cal Tag No	Tracking No	And No	Invoice	Est/Est Request	Contact Telephone No	Item Address	Item Desc	Weight	Value	Department/Service Date
05/20/2016	0000000000	0000000000	0000000000	0000000000	0000000000	0000000000	0000000000	0000000000	0000000000	0000000000	0000000000	0000000000	0000000000

Total Call Tag Labels: 1 Page 1 of 1


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

The screenshot shows the COPS application interface. At the top, there are tabs for 'Print (3)', 'Reprint', and 'User Profile'. Below the tabs is a 'Search' section. On the left, there is a 'Form Type' dropdown menu which is currently open, showing a list of options: 'Return Services', 'PAC Return Services', 'Customs Invoice', 'Damage Call Tags', 'Same Day Pickups', 'Future Day Pickups', and 'Drop Offs'. To the right of the dropdown, there is a 'Select Search Criteria' section with radio buttons for 'General' (selected), 'Sequence Number', 'Print Date Range', and '1Z Tracking Number'. Further right, there is a 'Query Type' dropdown menu set to 'Reprint'. At the bottom of the search section are 'Search' and 'Clear' buttons.

b) Select the SLIC to obtain the reprint data

The screenshot shows the COPS application interface. At the top, there are tabs for 'Print (3)', 'Reprint', and 'User Profile'. Below the tabs is a 'Search' section. On the left, there is a 'Select SLIC' dropdown menu which is currently open, showing a list of options: '0740', '0762', '2180', and '3812'. To the right of the dropdown, there is a 'Select Search Criteria' section with radio buttons for 'General' (selected), 'Sequence Number', 'Print Date Range', and '1Z Tracking Number'. Further right, there is a 'Query Type' dropdown menu set to 'Reprint'. At the bottom of the search section are 'Search' and 'Clear' buttons.

General

a) Select Search Criteria: General

The screenshot shows the COPS application interface. At the top, there is a header bar with the COPS logo, version information (Version 4.0.0), and a link. Below the header, there is a navigation bar with buttons for 'Print [2]', 'Reprint', and 'User Profile'. The main content area is titled 'Search'. It contains a 'Form Type' dropdown menu with 'SLIC' selected. To the right of the dropdown is a 'Select Search Criteria' section with four radio buttons: 'General' (selected), 'Sequence Number', 'Print Date Range', and '12 Tracking Number'. Below these radio buttons are 'Search' and 'Clear' buttons. To the right of the search criteria is a 'Query Type' dropdown menu with 'Reprint' selected. The 'Search' button is highlighted with a yellow box.

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

The screenshot shows the COPS system interface. At the top, there's a navigation bar with 'COPS' and 'Version 4.0.0'. Below it, there's a 'Print (3)' button and a 'User Profile' link. The main section is titled 'Search'. It contains a 'Form Type' dropdown set to 'Return Services' and a 'SLIC' dropdown set to '9998'. To the right, there's a 'Select Search Criteria' section with three radio buttons: 'General' (selected), 'Sequence Number', and 'Print Date Range'. Below this is a 'Query Type' dropdown menu that is open, showing three options: 'Select Query Type', 'Error', and 'Ready to Print'. At the bottom of the search section, there are two buttons: 'Search' and 'Clear'. A green box highlights the 'Search' and 'Clear' buttons, and another green box highlights the 'Query Type' dropdown menu.

Sequence Number

a) Select Search Criteria: Sequence Number

COPS

Version: 3.0.0

Unlink

Print (10)

Search

User Profile

Search

Service

Future Day Pickup

SLIC

7392

Select Search Criteria:

☐ General

☒ Sequence Number

☐ Print Date Range

Search

Reset

Schedule Date:

12/01/2015

Sequence From:

6000

Sequence To:

6005

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

Form Type: Future Day Pickups
SUC: 3912
Select Search Criteria:
☐ General
☒ Sequence Number
☐ Print Date Range
Schedule Date: 05/23/2016
Sequence From:
Sequence To:
Search Clear

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.

Form Type: Future Day Pickups
SUC: 3912
Select Search Criteria:
☐ General
☒ Sequence Number
☐ Print Date Range
Schedule Date: 05/23/2016
Sequence From: 1
Sequence To: 9999
Search Clear

Print Date Range

a) Select Search Criteria: Print Date Range

Form Type: Future Day Pickups
SUC: 3912
Select Search Criteria:
☐ General
☐ Sequence Number
☒ Print Date Range
From: 05/24/2016 00:00
To: 05/24/2016 00:00
Search Clear

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. The 'Search' section has 'Form Type' set to 'Future Day Pickups' and 'SLIC' set to '3912'. Under 'Select Search Criteria', 'Print Data Range' is selected. The 'From' and 'To' fields are highlighted with a green box, showing a calendar for May 2016. The 'From' field is set to 05/24/2016 00:00 and the 'To' field is set to 05/24/2016 23:59.

- 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.

This screenshot is identical to the previous one, showing the 'Print Data Range' search criteria selected. The 'From' and 'To' fields are highlighted with a green box, showing the date and time selection interface.

1Z Tracking Number

- a) Select Search Criteria: 1Z Tracking Number

The screenshot shows the OLAFS-COPS interface. The 'Form Type' is set to 'Return Services' and 'SLIC' is set to '3912'. Under 'Select Search Criteria', '1Z Tracking Number' is selected and highlighted with a green box. The 'From' and 'To' fields are set to 05/23/2016 00:00. The '1Z Tracking Number' field is highlighted with a green box, showing the input field for the 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 previous records by using .

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

Search Results

Search Search by Confirmation Number Sort column in ascending or descending order Number of rows to display

☒ Confirmation ☒ SLIC Assigned ☒ Country ☒ Print Sequence No ☒ Scheduled Print Date ☒ Print Date/Time ☒ Status ☒ Printed By ☒ Commit Time ☒ Pickup Type ☒ Original Date/Time

Selects all records

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"/> EW500Q7	7392	SA	1001	04/13/2016 12:00:00 AM	04/13/2016 8:53:05 AM	P	RFLFFP	4:00:00 PM	Pickup Message	04/13/2016 12:23:47 AM
<input checked="" type="checkbox"/> EW500RQ2	7392	SA	1002	04/13/2016 12:00:00 AM	04/13/2016 8:19:55 AM	P	RFLFFP	4:30:00 PM	Pickup Message	04/13/2016 11:00:24 AM
<input checked="" type="checkbox"/> EW500RMM	7392	SA	1003	04/13/2016 12:00:00 AM	04/13/2016 8:19:55 AM	P	RFLFFP	4:30:00 PM	Pickup Message	04/13/2016 12:45:36 PM
<input checked="" type="checkbox"/> EW500RFT	7392	SA	1004	04/13/2016 12:00:00 AM	04/13/2016 7:39:05 AM	P	RFLFFP	5:30:00 PM	Pickup Message	04/13/2016 02:31:42 PM
<input checked="" type="checkbox"/> EW500RQC	7392	SA	1005	04/13/2016 12:00:00 AM	04/13/2016 2:27:09 AM	P	RFLFFP	5:30:00 PM	Pickup Message	04/13/2016 05:44:07 PM
<input checked="" type="checkbox"/> EW500TOW	7392	SA	1001	04/14/2016 12:00:00 AM	04/14/2016 9:11:56 AM	P	RFLFFP	3:40:00 PM	Pickup Message	04/14/2016 10:00:58 AM
<input checked="" type="checkbox"/> EW500TH3	7392	SA	1002	04/14/2016 12:00:00 AM	04/14/2016 9:11:55 AM	P	RFLFFP	4:00:00 PM	Pickup Message	04/14/2016 10:01:13 AM
<input checked="" type="checkbox"/> EW500TY3	7392	SA	1003	04/14/2016 12:00:00 AM	04/14/2016 9:35:40 AM	P	RFLFFP	4:30:00 PM	Pickup Message	04/14/2016 03:13:56 PM
<input checked="" type="checkbox"/> EW500TY5	7392	SA	1004	04/14/2016 12:00:00 AM	04/14/2016 9:35:40 AM	P	RFLFFP	4:30:00 PM	Pickup Message	04/14/2016 03:24:36 PM
<input checked="" type="checkbox"/> EW500Y57	7392	SA	1001	04/17/2016 12:00:00 AM	04/17/2016 4:20:20 AM	P	RFLFFP	4:00:00 PM	Pickup Message	04/17/2016 11:01:24 AM

Showing 1 to 10 of 100 entries Displays the number of records

Print Export to Excel To view data, select the Print button or Export to Excel button

Moves user to Next set of records or back to Previous set of records Previous 1 2 3 4 5 10 Next

4.4.3 Export to Excel

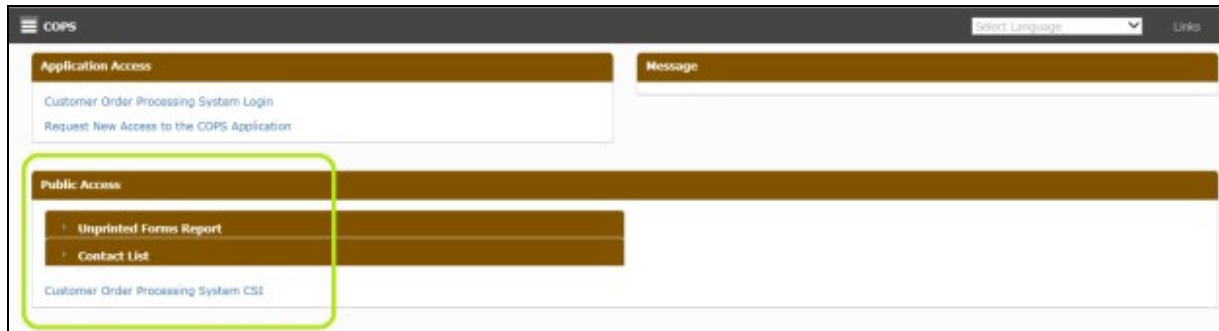
The user can save the report in an Excel spreadsheet. By selecting the Export to Excel button, the data is downloaded to the user's workstation where it can be saved and retrieved.

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		EW500Q7	7392	SA	6003	12/17/2015 12:00:00 AM	12/18/2015 4:09:34 PM	P	app4nys	9:00:00 PM	Pickup Message	12/16/2015 11:57
3		EW500Q8	7392	SA	6001	12/17/2015 12:00:00 AM	12/18/2015 4:09:39 PM	P	app4nys	9:00:00 PM	Pickup Message	12/16/2015 11:40
4		EW500Q9	7392	SA	6002	12/17/2015 12:00:00 AM	12/18/2015 4:09:39 PM	P	app4nys	9:00:00 PM	Pickup Message	12/16/2015 11:42
5		EW500M9	7392	SA	6001	12/19/2015 12:00:00 AM	12/18/2015 4:09:39 PM	P	app4nys	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.

- 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.

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	18	09			05/23/2016	00:00:00	Future Day Pickup		PK
EB0531R7	7	0531	5/24/2016 12:00:00 AM	18	09			05/23/2016	00:00:00	Future Day Pickup		PK

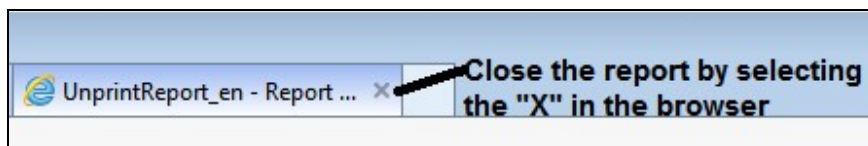
c) The Unprinted Forms Report is available to View or Export to a file

Confirmation No.	Form Type	SLIC	Pickup Date	Region	District	Status	Action	Create Date	Create Time	Pickup Type	Tracking Number	IATA Co
EB0531LV	7	0531	5/24/2016 12:00:00 AM	18	09			05/23/2016	00:00:00	Future Day Pickup		PK
EB0531R7	7	0531	5/24/2016 12:00:00 AM	18	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
clg1	PK - LAHORE	+92-42-111669877	23-A BLOCK -G GILBER -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.

COPS Application Survey

General Information

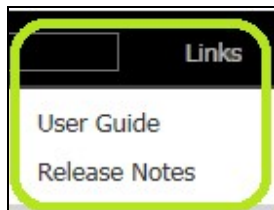
Title: COPS Application Survey

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

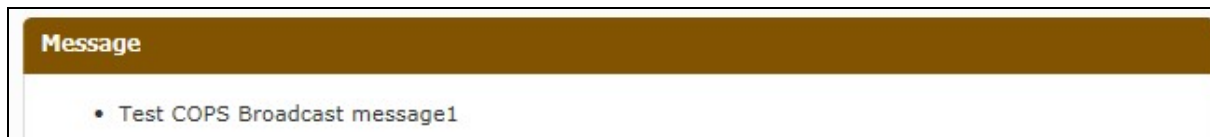
5.4 User Guide & Release Notes

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.



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
Carlos Flores	PPM	cflores@ups.com	283-1768
Sharon Zaniewski	PPM	szaniewski@ups.com	283-2870

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