Controlled Package Application (CPA) User's Guide

Version 3.0

December 2014

Document Control

Revision History

Version	Description of changes	Submitted by	Phase	Date
2.0	Original UPS Premium Care Application User Guide			
3.0	Addition of Category A Hazardous Materials packages (ER1506)			

6/4/2015

Table of Contents

1 OVERVIEW

Whether required by law or due to customer need, certain products shipped through UPS require a higher level of monitoring and control. Certain customers who ship controlled substances (e.g. prescription medication, hazardous materials), need to ensure an accurate record is kept of each person who handles the package while in UPS's care, including the shipper and the consignee. These regulations and procedures are intended to reduce the likelihood of loss or tampering of a package and to facilitate the identification of parties involved if loss or tampering occurs. The spirit of the regulation and expectations of the shippers is that UPS would exercise a greater degree of care and control of a package containing a controlled substance than for a less sensitive shipment.

The Controlled Package Application (CPA) provides a mechanism for managing the special handling process for controlled substances and other packages of a highly sensitive nature even if the commodities are not subject to regulation. CPA also maintains all the required supporting documentation to meet the needs of our customers and required under government regulation.

Currently, the CPA application supports the UPS Premium Care service which is marketable to shippers in Canada only.

In January 2015, UPS will be expanding the transportation of Category A Hazardous Materials in the US and Puerto Rico. With the expansion of Category A packages, the CPA application will be updated to include the handling, tracking, and tracing of Category A packages as they move through the UPS network. (ER1506 Hazardous Material Expansion Infectious Substances Category A).

The CPA application allows UPS to:

- Key enter a 1Z number for a controlled package to start monitoring
- Identify a controlled package at pickup
- Monitor a controlled package through a special handling process
- Identify handlers, facilities, and vehicles throughout the supply chain and UPS network via the use of control documents, scan events, and record retention
- Provide proof of delivery including consignee signature for a pre-determined period of time
- Visibility of a controlled package within UPS visibility systems
- Information retrieval allowing UPS to provide shippers and government authorities a list of persons, facilities, unit load devices (ULD), and vehicles utilized during the movement of a specific controlled package
- Retention of a hard copy of UPS Premium Care control documents within the UPS facility for a pre-determined period of time.
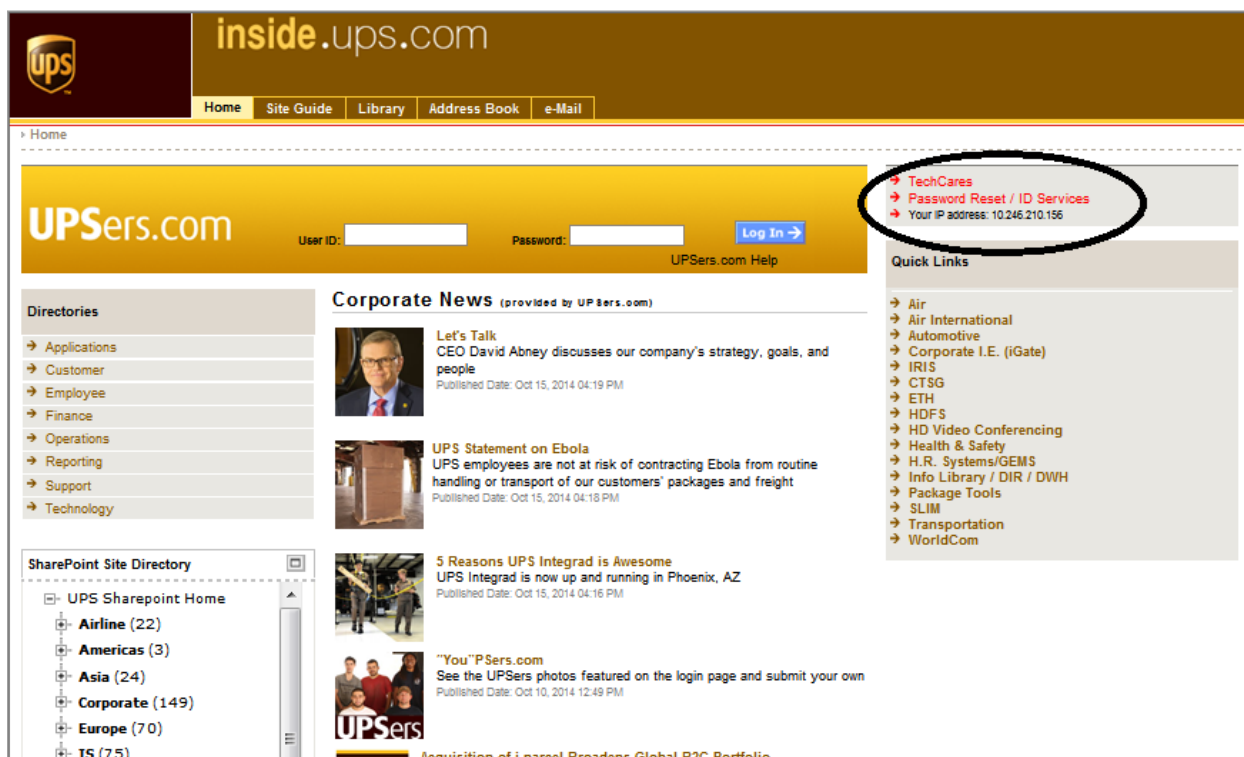
## 2 SECURITY

2.1 Requesting Access

The Controlled Package Application (CPA) uses your Active Directory ID and password for security. Access to the system is granted through the use of the Application Provisioning Request System (APRS). To request access to CPA, an APRS request must be submitted and approved by both your manager and the system administrator.

The APRS system can be located via inside.ups.com or the Data Security web site.

- To request access via inside.ups.com, select **Password Reset / ID Services link**.

- To request access via the Data Security web site select **APRS** using the following link
  http://datasec.inside.ups.com/datasecurity/content/
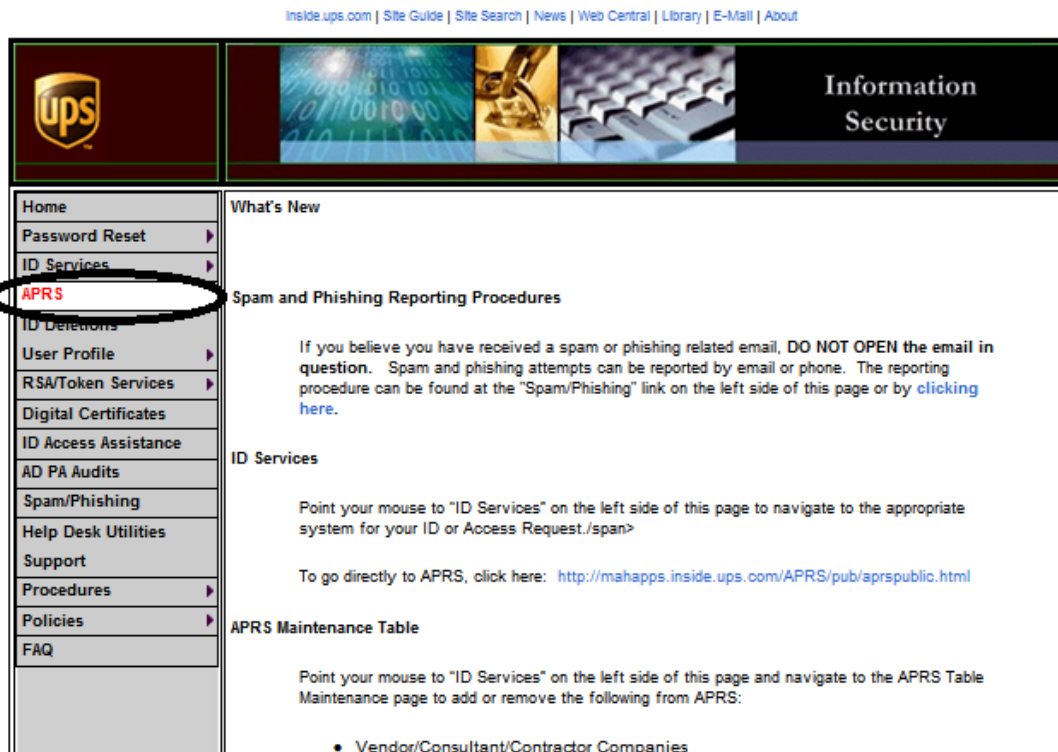
1. You will be directed to the **Access provisioning Request System (APRS)** log in page.

2. Choose the **Active Directory Login ID Login Here** button to log into APRS to request access to the Controlled Package Application.

    a. Please note: You <u>must</u> have an Active Directory ID in order to go through this process and gain access to CPA. Once you access is approved, you will use your AD ID and password to access CPA.

3. Enter you **AD ID** and **password** to log into APRS.

4. Select **Request Access** from the menu. Request access for **Yourself** and click on the **Continue** button.

5. Select **Application Access** check box and click on the **Continue** button.

6. Search under "C" for **Controlled Package Application**
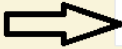
7. When selecting a role for CPA, **_ONLY_** select UPSPC_General/Controlled Package Application General and enter your business reason for needing access.

Request Application Access for Sharon Zaniewski-Heppes

Please enter required fields indicated by a red *
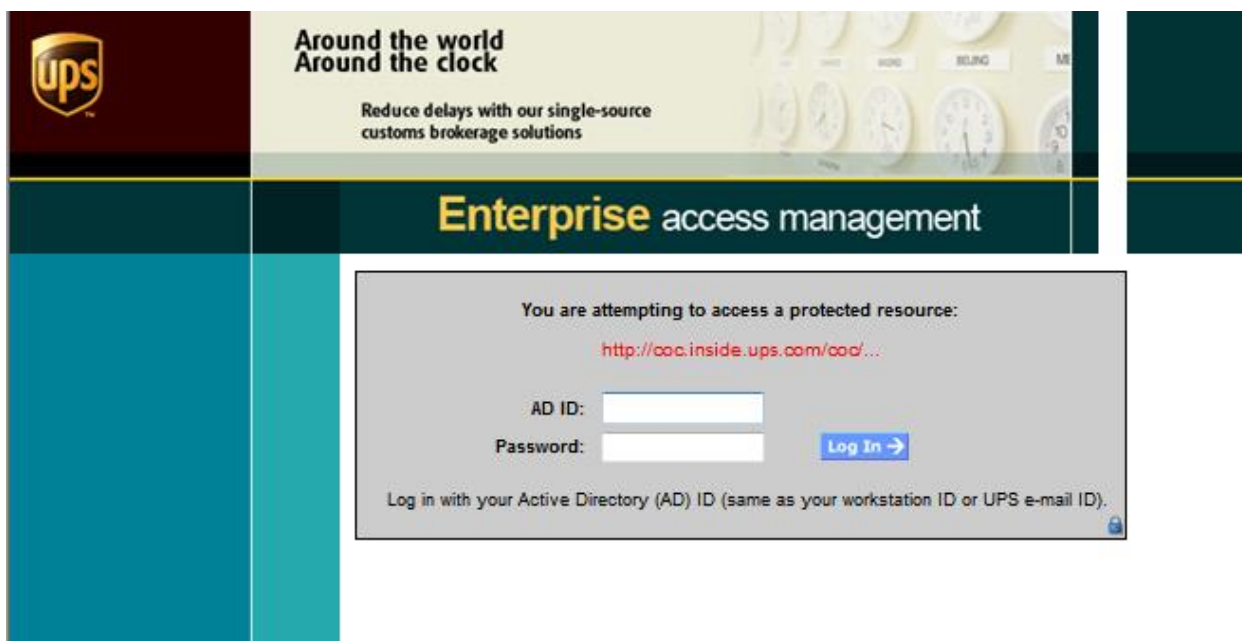
Selected Applications

Controlled Package Application

☐	UPSPC_Admin_Support/Controlled Package Application Admin Support
☑	UPSPC_General/Controlled Package Application General

*Business Justification	

Back   Cancel   Continue

2.2   Logging into the System

After your application access has been granted, you may log into the production environment by accessing this URL: http://coc.inside.ups.com/coc/facade/UPSPremiumCare.htm

This will send you to **Enterprise Access Management** for log in. Enter you Active Directory ID and password.

After successfully logging into the CPA application, first time users will be directed (by default) to the **User Profile** screen.

3 USER PROFILE

First time users will be directed to the **User Profile** screen where he/she will enter profile information such as country, building SLIC, language preference, and the type of packages he/she is monitoring. For first time users, the dropdown lists are defaulted to "Select". The User may change their preferences at any time by selecting the **User Profile** from the tool bar.

Once a user's preferences are selected, the preferences are automatically populated in the Activity Report screen, Exception Report screen, and Key Entry screen.

The Controlled Package Application will monitor Category A packages in the US & PR and UPS Premium Care packages in Canada.

The following fields will display on the User Profile page:

a. **User ID** – this field will be protected and populated with the user name returned from APRS login/User profile returned by CPA Security module

b. **Country code** – a dropdown list of countries supported by the CPA application

c. **Building SLIC** – a dropdown list of Building SLIC's supported by the CPA application

   - If a User Profile is not present in the system, this value will be initially set to blank

d. **Language** – a dropdown list of languages supported by the CPA application

e. **Package Type** – a dropdown list of package types the CPA application monitors and controls

f. **Save button** – permits a user to store / update their profile information in the CPA application. Selecting the Save button, stores your default information.

4 ACTIVITY REPORT

After your initial set up of preferences in the **User Profile** screen, subsequent log-ins to the Controlled Package Application will bring you to the 'main' page default for the Activity Report. Your country, language, and Building SLIC are shown as set up in your user profile.

The **Activity Report** will generate a list of tracking numbers from the CPA database that are for a given country, Building SLIC, sort, and data range. This report will display all the controlled packages that are forecasted to arrive at the building, currently in the building, being processed for delivery, and delivered to the consignee. In the case of a UPS Premium Care package, this report allows the user to view and print a UPS Premium Care Control Log.

4.1 Search Page

The Activity Report Search page will be pre-populated with country, building SLIC based on the user profile or the country building number, and sort used for the most recent search during your current session.

The user must perform the following actions:

a. Select a **country** (if different than default)
b. Select or enter a **Building SLIC**
   - As the user enters data, the cursor will move to the location in the list
c. **Sort** (optional)
d. Select **date range**
   - Both the **From Date** and **To Date** default to the current date
   - The date range will be validated as a required field and formatted as MM/DD/YYYY
   - The lower end of the date range must be less than or equal to 32 days prior to the current date. The end date cannot be greater than the current date.
e. Select the **Search** button to submit the request

4.2 Results Screen

Selecting the **Search button** on the previous screen will display the results. Results will be displayed for all statuses within the selected date range. This report allows for sorting by columns, filtering by package type and package status, entering of comments, and printing of UPS Premium Care Control Logs. The results of the search can be exported to an Excel spreadsheet.

The following fields will display on the Results screen:

a. **Package Type** – a dropdown list allowing the user to select the type of packages to search. The options are:
    a. **Premium Care** – visible only to Canada users
    b. **Category A, 6.2** – visible only to US & PR users
b. **Status** – a dropdown list displaying package disposition (see below)

Status (Disposition)	Category A	Premium Care	Description
Arrived	Y	Y	The package has arrived at a facility
Arrived Cancel	Y	Y	The previous arrive message was in error
Depart Cancel	Y	Y	The previous departure message was in error
Forecasted Cancel	Y	Y	The previous forecast message was in error
Delivered	Y	Y	The package was delivered and signed for
Processed	Y	Y	The package has left a facility
Forecasted	Y	Y	The package is scheduled to arrive at a facility
Key Entered	Y	Y	A user inputted information about a new package into the CPA database
Destination Scan	Y	Y	The package is out for delivery
Origin Manifest	Y	Y	The shipper provided UPS package information. The origin SLIC received the package information.
Destination Manifest	Y	Y	The shipper provided UPS package information. The destination SLIC received the package information.
Location Scan	Y	Y	The package has arrived at the origin, transit, or destination facility
Pickup Scan	Y		The driver has picked up the package
HazMat Audit **	Y		HazMat Auditor has inspected the package (Refer to additional notes below

Status (Disposition)	Category A	Premium Care	Description
			regarding HazMat Audit)
Handled without Scan	Y		A hand-off of the Category A package occurred without a scan so the user manually recorded the custody event for auditing purposes

c. Tracking Number – 1Z number only search
d. Reset button – clears the user entered 1Z number
e. Print button – only available for UPS Premium Care packages. Opens a PDF file of the UPS Premium Care Control log for printing
f. Export to Excel button – data is automatically transferred to an Excel spreadsheet
g. Comments button – selecting this button allows the user to enter free form text
h. Status Date – date the event occurred
i. Sort – if available
j. Status – the selected package disposition (see table above)
k. Package Type – Premium Care or Category A
l. Tracking Number – displays as a hyperlink. Selecting the 1Z hyperlink from the Activity Report screen
   a. For a UPS Premium Care package opens a PDF file containing the UPS Premium Care Control log for printing
   b. For a Category A package opens the Handled without Scan Event window
m. Inner / Outer ULD – both ULD's display, if available
n. Previous Building SLIC – building SLIC the package came from
o. Destination Center SLIC – SLIC package is being delivered from
p. Load Create Date – date the ULD was created
q. View All checkbox – enabled only for UPS Premium Care packages. Selects all UPS Premium Care packages
r. Viewed – Y/N indicates if the user viewed the UPS Premium Care Control Log for that package. N/A displays for a Category A package.

** HazMat Audit
When an Acceptance Auditor audits a Category A package, he records the audit event in the HMMS system. CPA will display the acceptance auditor's User ID and Building SLIC for the HazMat audit event along with the "HazMat Audit" status.

If the HazMat Auditor rejects the Category A package, because it is not packaged correctly, incorrect documentation, package is leaking, or for any other reason, the CPA application will display the tracking number and package movement but not the audit event. The user will have to access the HMMS system to view the status of the audit.

Activity Report

Package Type: CATEGORY A. ▼   Status: ALL ▼   Tracking Number: [   ] 🔍 Reset   Print   Export To Excel

Comments	Status Date	Sort	Status	Package Type	Tracking Number	Inner / Outer ULD	Previous Building SLIC	Destination Center SLIC	Load Create Date	View All ☐	Viewed
Comments			DESTINATION MANIFEST	CATEGORY A,6.2	1Z2283YY1500000654			2171		☐	N/A
Comments			DESTINATION MANIFEST	CATEGORY A,6.2	1Z2283YY1500000645			2171		☐	N/A
Comments			DESTINATION MANIFEST	CATEGORY A,6.2	1Z2283YY1500000636			2171		☐	N/A
Comments		P	FORECASTED	CATEGORY A,6.2	1Z2283YY0100000699	UPST303804 / UPST303804	4429	2171	2014-12-09	☐	N/A
Comments		P	FORECASTED	CATEGORY A,6.2	1Z2283YY0100000680	UPST303804 / UPST303804	4429	2171	2014-12-09	☐	N/A

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4.3 User Entered Comments

Comments about a package are entered into the CPA application using the **Comments button** or the **Handled without Scan Event** form. When entering comments, User ID and date is pre-populated. Any new comments added by the same user or another user will append to the comments. When the user saves comments, the window closes automatically. Comments are associated with a SLIC, not a package.
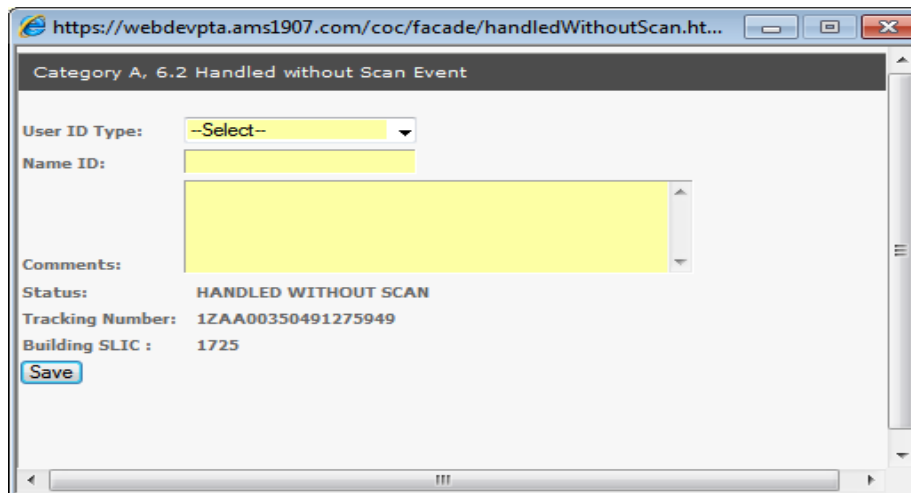
4.3.1 Comments button

Comments are entered by selecting the **Comments button** from the Activity Report screen. Selecting the Comments button displays a user input screen allowing the user to enter and view notes about the package. Comments may be entered for a Premium Care or a Category A package.
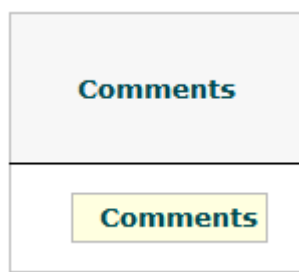
4.3.2 Handled Without Scan Event form

Clicking on the 1Z Tracking Number hyperlink for a Category A package displays the **Handled without Scan Event form**. When comments are entered via Handled without Scan Event form, they are accessible from the Comments button on the Activity Report. Refer to section 4.4 Activity Report 1Z Hyperlinks for additional information.

4.3.3   Viewing Comments

Once the notes are saved, the Comments button turns blue indicating a comment has been added or modified. Information entered about a package are accessible by selecting the **Comments button** from the Activity Report.

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4.4   Activity Report 1Z Hyperlinks

The **1Z Tracking Number** on the Activity report is a hyperlink.

Activity Report					
Package Type: PREMIUM CARE ▾			Status: DESTINATION MANIFEST ▾	Tracking Number:	
Comments	**Status Date**	**Sort**	**Status**	**Package Type**	**Tracking Number**
Comments			DESTINATION MANIFEST	PREMIUM CARE	⇨ 1ZRR0005D491370646

4.4.1   UPS Premium Care package hyperlink

Clicking on the 1Z Tracking Number hyperlink for a Premium Care package opens a PDF file containing the **UPS Premium Care Control log** for printing.

UPS Premium Care™
Soin absolu d'UPS^MC

Log Print Date / Date d'impression : 01/13/2015

Tracking Number / N° de suivi : 1Z 98644E 03 4008 8056

Building SLIC / Code du centre : CA 1725

Outbound Outer ULD / Vehicle Number :
N° UC extérieure / N° du véhicule : _____
Or / Ou
Package secure hold location / Lieu d'entreposage sécurisé : _____

UPS Premium Care Representative / Représentant, service Soin absolu d'UPS :
- Print first initial and last name and sign log when you take charge of this UPS Premium Care package.
  Veuillez inscrire la première lettre de votre prénom et votre nom, et apposer votre signature lorsque vous prenez possession du colis.
- Return form to control person at your location.
  Veuillez remettre ce formulaire au préposé à la vérification de votre centre.

Print Name (First Initial and Last Name) Nom en lettres moulées (1^re lettre du prénom et nom)	Signature / Signature	Date (MM/DD/YY) Date (MM/JJ/AA)

UPS WE♥LOGISTICS
NOUS ♥ LA LOGISTIQUE

4.4.2 Category A HazMat package hyperlink

Clicking on the 1Z Tracking Number hyperlink for a Category A package displays the **Handled without Scan Event** input screen.

When a hand-off without a scan occurs for a Category A package, a user will be allowed to manually record the custody event that wasn't automatically captured by a scan. In the event that a Category A package was handled without a scan, the operator would access Controlled Package Application and indicate that he or she has custody of the package.

Similarly, a user will be allowed to manually key enter package info into the system in the event no OPLD data is received.

User entered comments from the Handled without Scan Event input screen are viewable by selecting the Comments button from the Activity Report. Refer to section 4.3 User Entered Comments for additional information.

The user must perform the following actions:

a. Select a **User ID Type**:
   o AD ID
   o Employee Number
b. **Name ID** – enter either your AD ID or Employee Number depending on your selection in the User ID Type. The system validates the information.
c. **Comments** – free form text

    d. **Status** – defaults to HANDLED WITHOUT SCAN
    e. **Tracking Number** – defaults to the selected 1Z tracking number
    f. **Building SLIC** – defaults to the current location of the package
    g. **Save button** – stores the data to the CPA database

5   EXCEPTION REPORT

The Exception Report shows how effective a particular building was in processing controlled packages. The report provides a count of the number of packages that arrived at that building and the total number of packages that were processed by that building for a specified date range. Controlled packages still in the building are displayed by tracking number and can be filtered by package type and package status.

The Controlled Package Application automatically populates the search criteria according to the User Profile. The user can change the prepopulated search criteria.

The user must perform the following actions:
    a. Select a **date range** – Defaults to current date. You may select a date range. If you select a date range, the lower end of the range must be less than or equal to 32 calendar days prior to the current date. The end date cannot be greater than the current date.
    b. Select **Package Type** – dropdown list displaying Category A or UPS Premium Care depending on your user profile
    c. Select **Status** – dropdown list displaying available package dispositions within the date range selected
    d. **Tracking Number** – key entry (optional)
    e. **Reset button** – clears the Tracking Number field (optional)
    f. **Print button** – displays the UPS Premium Care Control Log for the selected Tracking Number(s). Allows user to print the Control Log. (optional)
    g. **Export to Excel** – downloads the data to an Excel spreadsheet (optional)

The report displays the date range selected (**Date**), the count of packages with a disposition of Arrived and Key Entered (**Total Packages Arrived**), the count of packages with a disposition of Departed (**Total Packages Processed**), and the percentage of Departed/Arrived will be displayed (**Percent Processed**).

This will be followed by a list of tracking numbers with associated date (Arrived date) grouped by Date. The list will be the packages that have not received a departure scan or have "not departed" from the current Building SLIC number. Each of these can be individually tracked in eTT for current package information. Access to eTT is required.

The Exception Report also provides the ability to enter comments about a package (via the Comments button), print the Premium Care Control log for the selected tracking number(s), sort by column, filter by package type and package status, and search for specific tracking numbers. The user can download the results to Excel for additional analysis and reporting.

The following fields will display on the Exception Report:

a. Date
b. Total Packages Arrived
c. Total Packaged Processed
d. Percent Processed
e. Package Type dropdown list
f. Status dropdown list
g. Tracking Number
h. Reset button
i. Print button
j. Export To Excel button
k. Comments button
l. Status Date
m. Sort
n. Status
o. Package Type
p. Tracking Number – hyperlinked to eTT
q. Inner / Outer ULD
r. Previous Building SLIC
s. Destination Center SLIC
t. Load Create Date
u. View All check box
v. Viewed

Exception Report

Date	Total Packages Arrived	Total Packages Processed	Percent Processed
12/13/2014-01/13/2015	2	0	0.0

Exception Report example showing the percent effective number of controlled packages that have entered the building and have yet to clear the building successfully. The 'exception' packages are shown below. Clicking on the hyperlinked tracking number will launch eTT for detailed tracking information

Package Type: CATEGORY A,6.2   Status: ALL   Print   **Export To Excel**

Comments	Status Date	Sort	Status	Package Type	Tracking Number	Inner / Outer ULD	Previous Building SLIC	Destination Center SLIC	Load Create Date	View All ☐	Viewed
Comments	2015-01-08		HANDLED WITHOUT SCAN	CATEGORY A,6.2	1Z2283YY1500000654					☐	N/A
Comments	2014-12-23	P	DESTINATION SCAN	CATEGORY A,6.2	1Z1827YY0100004405	B0000040717 / B0000040717		2171	2014-12-23	☐	N/A

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Clicking on the Tracking Number hyperlink on the Exception Report tab will launch **eTT** for additional tracking information.

6   KEY ENTRY

The Key Entry screen will be used when there is no current PLD for a controlled package and data is not found for a controlled package in the CPA database when the user performs a searched. Key entering the package into the application starts the process of monitoring package movement.

The user must perform the following actions:
   a.   Manually **key enter** or **scan** the tracking number into the system
   b.   Select the **Sort** from the dropdown list
   c.   **Package Type** defaults to your User profile. You may change the default by selecting from the dropdown list
   d.   **Save** the data to the CPA database

Note: The **Current Location** and **Building SLIC** will be pre-populated and not editable from within the Key Entry screen.

Selecting the **Save** button stores the data to the CPA application database with an activity type of Key Entered. For Premium Care packages, the Key Entry screen also allows the user to print a UPS Premium Care Control Log.

7 VIEW PACKAGE HISTORY

The View Package History screen allows the user to view historical events for a specific package. The user is able to access Category A package history for a period of 13 months and Premium Care package history for 10 days. Events for a particular package are displayed in chronological order. For a Premium Care package, a history of the internal control logs print times are also displayed.

The user must perform the following actions:
   a. Enter the **1Z Tracking Number**
   b. Select the **Submit** button

The following fields will display on the View Package History Report:

   a. Country Code
   b. Building SLIC
   c. Center SLIC - SLIC that processed the package within the Center
   d. Package Type
   e. Tracking Number
   f. Status
   g. Status Date
   h. User ID

For UPS Premium Care packages only, the View Package History Report also displays **Printed Forms for Tracking Number.**

The following fields will display on the Printed Forms for Tracking Number section of the report:
   a. Country Code
   b. Building SLIC
   c. Tracking Number
   d. Internal Document Number
   e. Document Type
   f. User ID
   g. Insert Timestamp

	Package History for Tracking Number						
Country Code	Building SLIC	Center SLIC	Package Type	Tracking Number	Status	Status Date	User ID
CA	0123	0123	PREMIUM CARE	1Z8847490292539849	ORIGIN MANIFEST		
CA	1725	1725	PREMIUM CARE	1Z8847490292539849	DESTINATION MANIFEST	2014-09-19	
CA	0123		PREMIUM CARE	1Z8847490292539849	KEY ENTERED	2014-10-15	app4rys
CA	1725		PREMIUM CARE	1Z8847490292539849	KEY ENTERED	2014-10-20	app1sjz

Show 10 ▼ entries

First Previous 1 Next Last

	Printed Forms for Tracking Number					
Country Code	Building SLIC	Tracking Number	Internal Document Number	Document Type	User ID	Insert Timestamp
CA	0123	1Z8847490292539849	166445647	Internal Control Log	app4rys	2014-10-15 13:09:12
CA	1725	1Z8847490292539849	1311975758	Internal Control Log	app1sjz	2014-10-20 15:21:00

8 ADMIN

Only the CPA support team will have **"ADMIN"** visible in the top tool bar as an option.

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9   TERMINOLOGY

Term	Definition
Biological Substance Category B	Also referred to as "Category B" in this document. Infectious Substances not meeting the criteria for inclusion in Category A, and must be assigned to UN3373. These materials do not cause life threatening or fatal disease or permanent disability in humans when exposure occurs. UPS will only accept UN3373 on a contractual basis internationally. Examples may include: Human or animal excreta, secreta, blood tissue, bodily fluids, etc. Biological Substance Category B is a non-regulated HazMat.
Class Division Number 6.2	Examples of Division 6.2 materials include Infectious Substances, biological products, regulated medical waste, sharps medical waste, used health care products, and forensic materials.
Controlling Facility	The facility maintaining the last completed Flow Through or Destination Walk-off control log for a Chain of Custody package.
Dangerous Goods	Dangerous goods are solids, liquids, or gases that can harm people, other living organisms, property, or the environment. They are often subject to chemical regulations. In the United States and sometimes in Canada dangerous goods are more commonly known as hazardous materials, (abbreviated as HAZMAT or Hazmat). In WS the shipper selects Dangerous Goods to ship HazMat.
HazMat	Refers to Hazardous Materials and is also known as Dangerous Goods.
Infectious Substance Category A	Also referred to as "Category A" in this document. An Infectious Substance transported in a form capable of causing permanent disability or life-threatening or fatal disease in otherwise healthy humans or animals when exposure occurs. A Category A Infectious Substance is assigned the identification number UN2814 or UN2900, based on the known medical history or symptoms of the source patient or animal, endemic local conditions, or professional judgment concerning the individual circumstances of the source human or animal. Infectious Substances that are Category A are identical if they have the following identical attributes: • Regulation Set • Class Division Number, • Identification Number • Proper Shipping Name.

Term	Definition
Scan data	Load Key information such as origin building, destination building, origin country, destination country, tracking number, service level, scheduled delivery date, recalculated delivery date, ULD load information, etc.
Summary Record	A summary record is the detail record of a package identifying its path, from origin building to destination building.
Transfer Points	The specific points within a facility where Chain of Custody packages may be turned over to a responsible person who must sign a control log. Transfer points include: **1. (Origin) Pickup** – Captures signatures of the driver, the origin control person accepting the package from the driver, the walk-off person taking the package to the outbound ULD (if different than control person), and the person responsible for loading the package in the outbound ULD (if different than the walk-off person). Note: if the pickup and delivery centre are the same location then the package is held in a security cage in the facility until dispatched to the delivery driver the following day using a Destination Walk-off Control Log – see #5. The last signature on the Control Log in this circumstance is the person who placed the package the security cage. **2. Flow Through Meet and Greet** – Captures the signature of the person retrieving the package from the inbound ULD and a control person (if different than the person retrieving the package from the ULD). **3. Flow Through Walk-off** – Captures the signature of the walk-off person taking the package to the outbound ULD and the person responsible for loading the package in the outbound ULD (if different from the walk-off person). **4. Destination Meet and Greet** – Captures the signature of the person retrieving the package from the inbound ULD, a control person (if different than the person retrieving the package from the ULD), and the person responsible for securing the package in the centre until it needs to be dispatched (if different that the control person). **5. Destination Walk-off** - Captures the signature of the walk-off person taking the package to the outbound ULD and the person responsible for loading the package in the outbound ULD (if different from the walk-off person) and the driver who will deliver the package.

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Term	Definition
Unit Load Device (ULD)	Devices used to pack and transport multiple or consolidated shipments. Examples of ULDs are trailers, aircraft, pallets, containers, and smalls bags. Outer ULD: In the ULD-to-package hierarchy, a ULD that contains packages or another ULD. For example, an aircraft that contains Air containers or a bag that contains packages.
UPS Premium Care Control Log	A hard copy document with the physical signature or signatures of the employee(s) assuming responsibility for a Chain of Custody package when it is in a specific UPS facility or delivery vehicle. The CoC Control Log consists of a single form used during Chain of Custody package turn-over within a facility.

Refer to your local MOP for specific processes.

10 CONTACTS

Name	Department	E-Mail Address	Atlas
Sharon Zaniewski	PPM	szaniewski@ups.com	5-283-2870
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