



# **Operations Label and Forms System (OLAFS)**

## **Retail Application**

**Package Project Management  
Version 2.2**



**United Parcel Service**

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### Overview

Improving Access Point features to provide a greater customer experience.

- Allowing shipping customers to pay for “Retail to Retail” (R2R) shipments at the Access Point

### Glossary

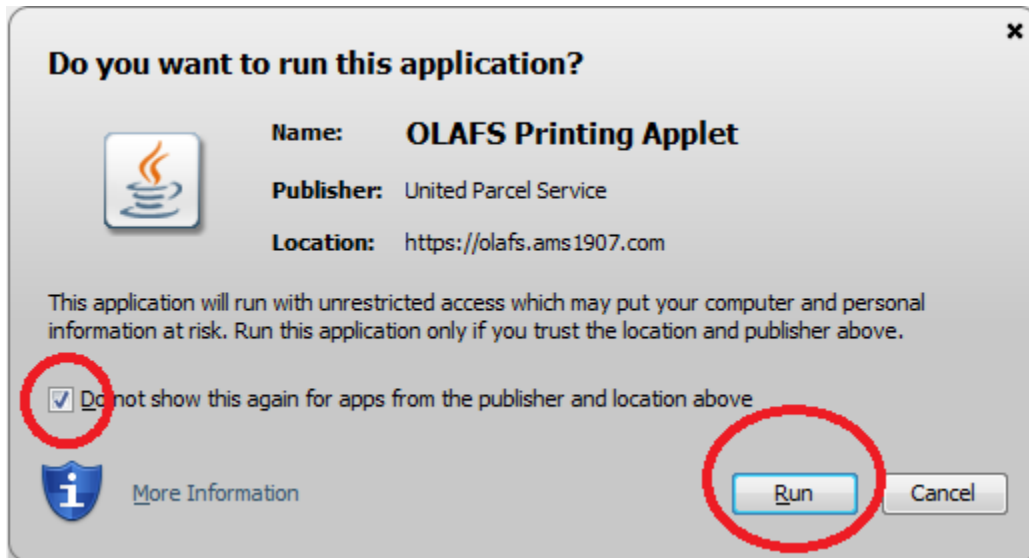
Term	Definition
OLAFS / Retail	<p>Operations Label and Forms System: Operations’ label print application.</p> <p>Retail - Operations scans/keys the AP Sticker ID’s to print out the official UPS Smart labels for each package.</p>
Shipping Ticket ID	<p>The unique ID generated by a shipping system to associate the R2R shipment details with the Shipping Ticket. The shipping ticket ID appears on the shipping ticket.</p> <p>The shipping ticket ID is used by the UPS AP attendant to retrieve the details about the shipment from UPS, including the amount to be collected from the shipper, and other details required by the UPS AP attendant for processing the pay at store R2R shipment.</p>
Pay at Store	<p>A feature of R2R shipping whereby the shipper elects to <u>pay for the R2R shipment at a UPS AP</u> instead of paying online at time of shipment creation. This feature provides the advantage of paying for the shipment with any means supported by the individual UPS AP, including cash and PIN debit. UPS does not charge for this shipment option.</p>
UPS Access Point	<p>UPS Access Points are staffed retail locations that provide an alternative for residential receivers who are not at home to receive packages or who live an area where it is difficult for drivers to complete the delivery. These retailers have a contract relationship with UPS and are paid for their services to receive UPS packages and hold them for pickup by the final consignee or UPS.</p>
AP Sticker (AP Sticker ID or Barcode #)	<p>R2R Pay at Store shipments are not labeled with UPS smart labels until after the shipments are paid and then brought to a UPS package center.</p> <p>AP Stickers with unique ID’s are applied to the packages at the UPS AP to serve as temporary unique identifiers for the packages.</p> <p>Operations scans the AP Sticker ID’s to print out the official UPS Smart labels for each package.</p>



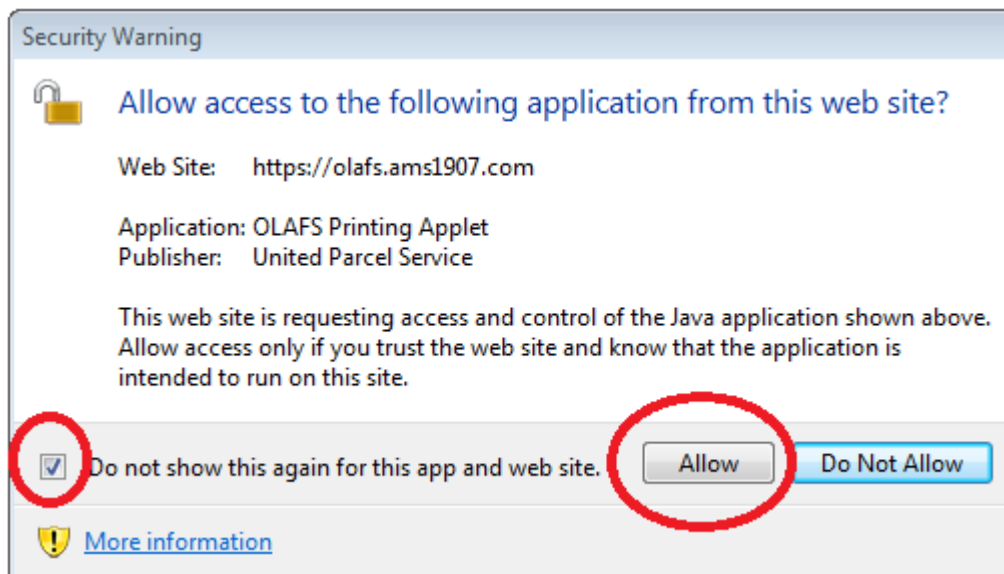
### OLAFS / Retail Application - URL access

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

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



- Check the [Do not show this again for this app...].
- Click [Run]

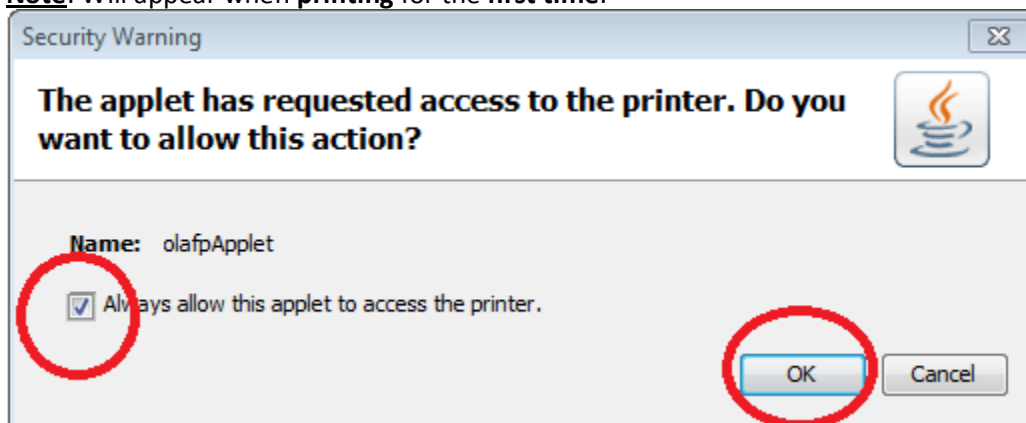


- Check the [Do not show this again for this app and web site].
- Click [Allow]



- Click [Cancel]

**Note:** Will appear when **printing** for the **first time**.



- Check the [Always allow this applet to access the printer].
- Click [OK]



### Accessing the Retail Application

Operations scans/keys the AP Sticker ID's to print out the official UPS Smart labels for each package.

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



- Click [RETAIL]

### Workstation / Printer Setup

- **Note:** When first accessing **RETAIL**, you will be prompted to setup your [Workstation Setup].

#### Operations Label and Forms System

**IMPORTANT:** 4x6 labels are required when selecting the ZP 450 and LP 2844

- Select GUI [Language]
- Select the [Printer Type]
- Select [Default Printer]
- Click on [Save]
- You can choose to print a 'test' label [Test]

### Sample Label



- Pressing the **[X]** or leaving the screen, will remove the sample label image.


6



### Print Label

Operations scans/keys the **AP Sticker ID's** to print out the official UPS Smart labels for each package.

- Scan/key the UPS AP Sticker ID (also known as the AP Sticker ID or Barcode #)
- Click [**Print**]
- UPS Shipping Label will print.
- Attach shipping label to the package.
  - **Note:** If the label gets damaged or if the wrong label stock was used, you can reprint the UPS Shipping Label. Re-Scan/key the UPS AP Sticker ID. Click [**Print**].

 Retail Application

Print Label

Workstation Setup

Print UPS Shipping Label

AP Sticker ID :

Print



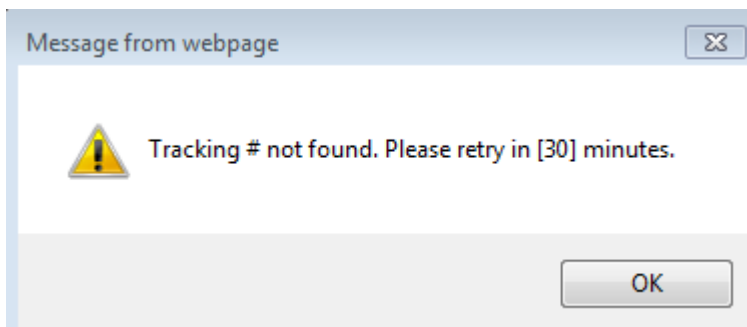
### Troubleshooting

#### Invalid AP Sticker ID

The screenshot shows the 'Retail Application' interface. At the top, there is a dark grey header with the 'ups' logo and the text 'Retail Application'. Below the header, there are two tabs: 'Print Label' (active) and 'Workstation Setup'. The main content area displays a red error message: 'Invalid AP Sticker ID.' To the right of the error message, there is a brown button labeled 'Print UPS Shipping Label'. Below this button, there is a text input field labeled 'AP Sticker ID : ' containing the value 'Z996000000', and a blue 'Print' button.

- The AP Sticker ID is invalid. Please re-enter the AP Sticker ID.
- The AP Sticker ID is 11 digits.

#### Tracking Number Not Found



- Please retry in 30 minutes.
- If message continues, call the HD and open a case for OLAFS / Retail

#### OLAFS application Hangs

- Most likely the Java version is below 1.7.0\_51
- Java will need to be updated to a later version. Contact TSG for assistance.

**END**