

Exhibit VIII. User Information and Manual:

1.) User Card - 2 pages

User Safety Training and Safety Information

Operational Instructions and Training Guidelines

2.) User Manual - 119 pages

DIAD III Reference Guide



DIADIII Terminal with GPRS Radio-Modem

User Safety, Training, and General Information

READ THIS IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION BEFORE USING YOUR MOTOROLA HANDHELD PORTABLE TERMINAL

The information provided in this document supersedes the general safety information contained in user guides published prior to June 2001. For information regarding terminal use in a hazardous atmosphere please refer to the Factory Mutual (FM) Approval Manual Supplement or Instruction Card, which is included with terminal models that offer this capability.

Compliance with RF Energy Exposure Standards

Your Motorola terminal is designed and tested to comply with a number of national and international standards and guidelines (listed below) regarding human exposure to terminal frequency electromagnetic energy. This terminal complies with the IEEE (FCC) and ICNIRP exposure limits.

Your Motorola terminal complies with the following RF energy exposure standards and guidelines:

- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998
- United States Federal Communications Commission, Code of Federal Regulations; 47CFR part 2 sub-part J
- American National Standards Institute (ANSI) / Institute of Electrical and Electronic Engineers (IEEE) C95. 1-1992
- Institute of Electrical and Electronic Engineers (IEEE) C95.1-1999 Edition
- Ministry of Health (Canada) Safety Code 6. Limits of Human Exposure to Terminal frequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz, 1999
- Australian Communications Authority Terminal communications (Electromagnetic Radiation - Human Exposure) Standard 1999 (applicable to wireless phones only)
- ANATEL, Brasil Regulatory Authority, Resolution 256 (April 11, 2001) "additional requirements for SMR, cellular and PCS product certification."

OPERATIONAL INSTRUCTIONS AND TRAINING GUIDELINES

Body-worn operation

- **Always place the terminal in a Motorola approved clip, holder, holster, case, or body harness for this product.** Use of non-Motorola-approved accessories may exceed FCC RF exposure guidelines.

Antennas & Batteries

- **Use only Motorola approved supplied antenna or Motorola approved replacement antenna.** Unauthorized antennas, modifications, or attachments could damage the terminal and may violate FCC regulations.
- **Use only Motorola approved, supplied batteries or Motorola approved replacement batteries.** Use of non-Motorola-approved antennas or batteries may exceed FCC RF exposure guidelines.

APPROVED ACCESSORIES

The list of Approved Motorola accessories is given below:

- DIADIII Battery FNN5101
- UPS Carrying Bag for DIADIII
- DIADIII Handle (part of terminal)

ELECTROMAGNETIC INTERFERENCE/COMPATIBILITY

Note: Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility.

Facilities

To avoid electromagnetic interference and/or compatibility conflicts, turn off your terminal in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be using equipment that is sensitive to external RF energy.

Aircraft

When instructed to do so, turn off your terminal when on board an aircraft. Any use of a terminal must be in accordance with applicable regulations per airline crew instructions.

Medical Devices

Pacemakers

The Advanced Medical Technology Association (AdvaMed) recommends that a minimum separation of 6 inches (15 centimeters) be maintained between a

68P02963C77-O, March 2002

Safety
Please retain for future use

handheld wireless terminal and a pacemaker. These recommendations are consistent with those of the U.S. Food and Drug Administration.

Persons with pacemakers should:

- ALWAYS keep the terminal more than 6 inches (15 centimeters) from their pacemaker when the terminal is turned ON.
- not carry the terminal in the breast pocket.
- use the ear opposite the pacemaker to minimize the potential for interference.
- turn the terminal OFF immediately if you have any reason to suspect that interference is taking place.

Hearing Aids

Some digital wireless terminals may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.

Driver Safety

Check the laws and regulations on the use of terminals in the area where you drive. Always obey them.

When using your terminal while driving, please:

- Give full attention to driving and to the road.
- Use hands-free operation, if available.
- Pull off the road and park before making or answering a call if driving conditions so require.



WARNING

OPERATIONAL WARNINGS

For Vehicles With an Air Bag

Do not place a portable terminal in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a portable terminal is placed in the air bag deployment area and the air bag inflates, the terminal may be propelled with great force and cause serious injury to occupants of the vehicle.

Potentially Explosive Atmospheres

Turn off your terminal prior to entering any area with a potentially explosive atmosphere, unless it is a terminal type especially qualified

for use in such areas as "Intrinsically Safe" (for example, Factory Mutual, CSA, UL, or CENELEC). Do not remove, install, or charge batteries in such areas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

The areas with potentially explosive atmospheres referred to above include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Areas with potentially explosive atmospheres are often but not always posted.

Blasting Caps and Blasting Areas

To avoid possible interference with blasting operations, turn off your terminal when you are near electrical blasting caps, in a blasting area, or in areas posted: "Turn off terminal." Obey all signs and instructions.



Caution

OPERATIONAL CAUTIONS

Batteries

All batteries can cause property damage and/or bodily injury such as burns if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.

Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

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68P02963C77-O



DIAD III

Reference Guide

This guide is current through DIAD 21.32

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INTRODUCTION

How to Use the Reference Guide

This reference guide is designed to assist you in using the DIAD. It is broken into several sections, reflecting the DIAD menus. In general, the sections are arranged according to the order of events followed by a typical driver on a typical day. The events you will encounter earlier and most frequently are covered first.

The Table of Contents shows you where particular sections begin, and graphics indicate quick reference pages. These step-by-step instructions will show you how to complete a common activity.

To find information on a particular topic, you can also check the index in the back of the book.

Purpose

The DIAD is used by service providers to:

- Record and store:
 - Delivery information.
 - Pickup information.
 - Statistical information (automatically calculated).
- Send and receive On Demand messages.
- In most units, transmits tracked and exception data to the tracking system through a radio link built into the DIAD.

About DIAD III

DIAD stands for **D**elivery **I**nformation **A**cquisition **D**evice. The DIAD III is the third model of DIAD to be put into service. The changes in design incorporated into DIAD III are the result of many recommendations by experienced service providers. The primary features of the DIAD III are described in the following paragraphs.

Features

- The DIAD case has a contoured, hourglass shape. The carrying handle retracts when not in use.
- The DIAD III is equipped with more data memory and a faster digital processor than previous models.
- A small built in flashlight is provided for viewing package labels or other objects in low light conditions. The keypad glows in the dark for easy viewing in low light conditions.
- Pressing any key activates the DIAD. The DIAD is deactivated automatically (without loss of screen data) if no keyboard activity occurs during any 30-second interval.
- The DIAD has a 10-line, 40-character LCD display screen for the display of information during operation.
- Display screen is backlit for easy viewing in low light conditions.
- The DIAD stylus is used to record signatures on the display screen.
- The DIAD contains a bar code scanner, which scans tracking and other bar-coded labels.
- A small speaker is mounted in the hand rest area near the top of the unit. It signals certain operating conditions and is also used to transfer data over the telephone.
- The DIAD III has an automatic dialing system, when transferring data over the telephone.
- Most DIAD III units are supplied with a built-in radio for use in transmitting data to the tracking system.
- The DIAD is powered by a rechargeable battery that provides power for 12 hours of operation. The unit is recharged at night in the base station at the center. The service provider can exchange the battery for a fresh one during use if necessary.



Safety Information

SAFETY INFORMATION

WARNING

Potentially Explosive Atmospheres

Most battery-powered equipment, including DIAD III, should not be used in areas where potentially explosive atmosphere is present. If the DIAD III battery is removed in a potentially explosive atmosphere, a spark from the battery contacts could cause an explosion of fire. To avoid such an occurrence, record packages and obtain signatures at the package car.

Blasting Areas

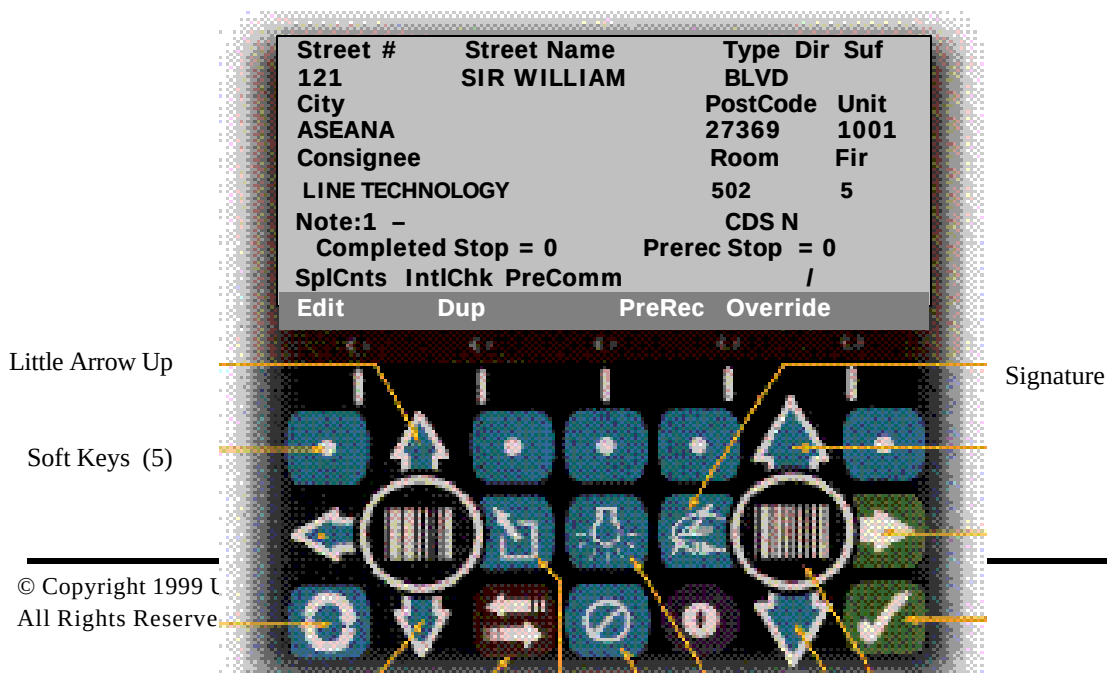
Many blasting operations use radio signals to trigger their explosions. In the event that a blasting operation is vulnerable to radio interference, the DIAD III radio could trigger an explosion. To avoid such an occurrence, turn off the transmitter in any areas marked as "blasting areas" or areas with notices posted instructing you to turn off cellular telephones or two-way radios.

Health Care Facilities

Most medical equipment is shielded from electromagnetic interference. However, in the event that medical equipment is not shielded, the DIAD III device could interfere with the operation of the equipment. To avoid such an occurrence, turn off the DIAD III transmitter in any health care facilities with notices posted instructing you to turn off cellular telephones or two-way radios.

DIAD KEYS AND FUNCTIONS

DIAD III has three types of keys: **Alpha**, **Numeric**, and **Function** keys.



DIAD Keys and Functions

	Cycle Shifts function of space key between space and backspace. Shifts control of light key between backlight and DIAD flashlight. Shifts selection of soft key functions between bottom two lines on display screens.		Space/Backspace Inserts space character when keying in data. Backspaces over previous character when cycle key is pressed before space key.	
Little Arrow Left Cycle		Soft Key (Five Available) Selects highlighted option that is directly above the specific key in bottom line and next to bottom line of screen.	Big Arrow Up Enter Stop Complete Scan (2)	
	Little Arrow Down A through Z keys record text data (such as information or package detail).	Space/Backspace Escape Void	Big Arrow Down	
	Numeric 0 through 9 keys are used to record numeric data (such as address information or package detail).			
	Scan Activates the laser bar code scanner. There is a Scan key on each side of the DIAD for ease of access.			
	Void Deletes previously entered information.			
	Escape Deletes data from current field, and returns to Main Menu from scheduled Pickup screen. Also allows DIAD to exit from most lists.			

DIAD Keys And Functions

	Lights Pressed to turn backlight on and off. Also controls small flashlight at top underside of DIAD. To control flashlight press and release cycle key before pressing backlight key.
	Signature Displays DIAD signature screen. Pressed while in signature screen, it displays signature clarification screen.
	Stop Complete Signals DIAD that all information on the current stop has been entered and DIAD should prepare to receive data for next stop.
	Big Arrow Up (Right Side) Moves cursor to previous screen, or in lists, moves up four lines of data.
	Big Arrow Down (Right Side) Moves cursor to next screen, or in lists, moves down four lines of data.
	Enter Arrow (Right Side) Accepts key-entered data or highlighted information and stores it in the DIAD.
	Little Arrow Up (Left Side) Moves cursor up one line.
	Little Arrow Down (Left Side) Moves cursor down one line.
	Little Arrow Left (Left Side) Moves cursor left one character.

DIAD Keys And Functions

Use of Function Keys

The DIAD selects most functions and data processing operations through the use of five general selection keys (called Soft Keys because of they are used in conjunction with DIAD software). The following paragraphs describe the use of Soft Keys in DIAD operation, define the functions controlled by Soft Keys (as listed on the two bottom function lines), and provide examples of Soft Key operation as an aid in understanding their use.

Soft Key Function Selection

The five Soft Keys are identical in appearance and are used to select varying functions as they appear on the display screen above each key. The bottom two lines of the display screen designate functions associated with the specific screen. Pressing the Soft Key directly beneath a function on the screen chooses that function. The illustration on the next page shows the Soft Key selection procedure.

In that example, any of the functions listed in the bottom two rows of the Delivery Address Screen can be selected. In the picture, notice that the Delivery Address Screen appears with the upper line highlighted. As shown, the Precommunication Screen can be selected by pressing the **Cycle Key**  to highlight the upper function select line and pressing the **Soft Key**  that is just beneath the "PreComm" designation in the upper function line.

Similarly, to select the "Prerecord" function, simply press the **Soft Key**  that is just beneath the "PreRec" designation in the lower function line.

Note: The "PreRec" selection described above is based on the lower line being highlighted (i.e. This is the default condition). If the upper line is highlighted, press the **Cycle Key**  to highlight the lower function select line before pressing the **Soft Key** .

DIAD Keys And Functions

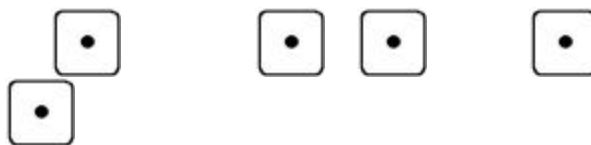
Daily Totals			Unit Totals for	
	Add	Tot	this Stop	
ARS	XXX	XXX		Special A XXXX
Special 1	XXX	XXX		Special B XXXX
Special 2	XXX	XXX		

Street #	Street Name	Type	Dir	Suf
121	SIR WILLIAM	BLVD		
City		PostCode	Unit	
ASEANA		27369	1001	
Consignee		Room	Flr	
LINE TECHNOLOGY		502	5	
Note:1			CDS N	
Completed Stop = 0 Prerec Stop = 0				
SplCnts		IntlChk	PreComm	/
Edit	Dup		PreRec	Override



Cycle Key

Used to highlight upper and lower function lines



Function Lines

DIAD III Soft Key Function Selection Sample Procedures

QUICK REFERENCE – A.M. ROUTINE

A.M. Routine

1. After obtaining your DIAD from the base station, review the Verify Driver Information screen. Make sure all information is correct. Edit as necessary.

Verify Driver Information	

Name: KONG, WAI	
ID#: 000000001	SUP GROUP: 1
Code: 06	Sched Start: 8:30
OJS:	Driv/Help (D/H): D
Ctr: 9999	Time: 08:15
Route: A01	Date: 05/03/99
Battery: E	Radio

Verify Driver Information Screen

2. Verify that battery has been charged by viewing next to last line of display screen. If not, replace with charged battery.
Note: “Ctr”, “Date”, “Route”, and “Time” are display only fields. They cannot be modified.
3. When all driver information is correct, press **Big Arrow Up** .
4. DIAD displays “Do You Want To Start the DIAD (Y/N)?” and “Yes” function designation appears on bottom line. Select **Soft Key**  directly beneath “Yes”. Vehicles screen will automatically display.
Note: If the DIAD is being used by a driver helper or at a customer counter, the Vehicles screen will not be displayed. This is indicated by entering “H” for Helper or “C” for Counter in the “Driv/Help” field on the Verify Driver Information screen.
5. Key enter vehicle starting mileage. If applicable, enter trailer numbers.
Note: The “Car #” field will remain blank. Once you insert the DIAD into the DVA, the DIAD will automatically retrieve the car number. If you do not have a DVA, manually enter the car number.
6. Press **Big Up Arrow**  to get to Statistics Card Menu.
7. Press **2** (“Inside Building”). Record Trip 1 Start Time when actually leaving UPS property.
8. Press **Big Arrow Up**  twice to return to the Main Menu.
9. Press **4** (“Delivery”). Enter address for your first stop.
10. Press **Big Arrow Down**  to get to Delivery Package screen.

A.M. Routine

11. Place DIAD in DVA while vehicle is in motion.

Verify Driver Information Screen

The Verify Driver Information screen is used to verify information downloaded to the DIAD, such as pay code and scheduled start time. Verify or make any changes needed.

Verify Driver Information	

Name:	KONG, WAI
ID#:	000000001 SUP GROUP: 1
Code:	06 Sched Start: 08:30
OJS:	Driv/Help (D/H): D
Ctr:	9999 Date: 05/03/99
Route:	A01 Time: 08:15
Battery:	

Battery gauge in fully charged condition

Verify Driver Information Screen

Note: “Ctr”, “Date”, “Route”, and “Time” are view only (display only). Fields are listed below in order of cursor movement.

Verify Driver Information Screen Definitions

- **Name** - Driver Name: Last name, first initial.
- **ID#** - Driver’s Identification number.
- **Sup Group** – Your supervisor group number.
- **Code** – Pay code.
- **Sched Start** – Scheduled start time.
- **OJS** – Your supervisors initials (when you have an OJS).
- **Driv/Help** – Indicates whether DIAD is being used by:
 - D-Driver
 - H-Helper
 - C-UPS customer counter.
- **Ctr** – Center SLIC code.
- **Date** – Date as set by DCS computer.
- **Time** – Time as set by DCS computer.
- **Battery** – Make sure battery is fully charged.

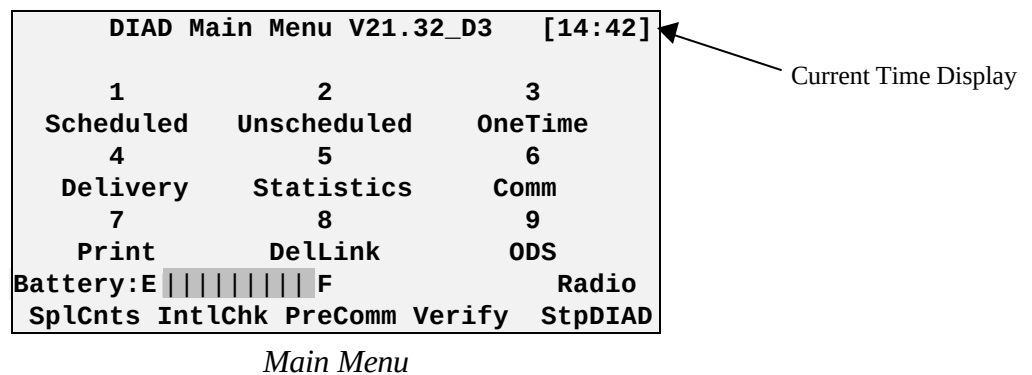
A.M. Routine

MENU OVERVIEW

DIAD III is menu driven, making it fast and easy to operate. This means you will choose an option from a menu in order to reach another screen. Now we will explore the DIAD menus in greater detail, beginning with the Main Menu.

Main Menu

The Main Menu has nine selections, which are discussed in the following paragraphs. We will start with Option 5, “Statistics”.



Statistics Menu (Main Menu Option 5)

The Statistics Card Menu also has nine numbered selections. “StpDIAD” and “Verify” functions can also be selected by Soft Keys. Various options that can be selected in the Statistics Card Menu are shown below, and are discussed in the following pages.

Statistics Card			[14:42]
1	2	3	
BreakLunch	InsideBldg	OtherWork	
4	5	6	
Recap	ReviewCols	Roadcall	
7	8	9	
Summary	TurnIn	Vehicles	
S=StopDIAD		V=Verify	
Battery: E F			Radio
SplCnts IntlChk PreComm Verify			StpDIAD

Statistics Card Menu

Break/Lunch (Statistics Card Option 1)

This screen is used to record the times of your breaks and lunch.

Break		Lunch	
Start	Finish	Start	Finish
:	:	:	:
:	:	:	:

Break and Lunch Screen

1. From the Statistics Card Menu, press **1**. Break and Lunch screen is displayed with cursor in first empty data field. (E.g. If no data has been entered, cursor appears in “Break” “Start” field as shown below.)
2. Enter the start and/or finish time for each period. Press **Enter** ➡ to accept entered data and move to next field or cursor will move automatically to next field when a field is full.
3. Press Big **Arrow Up** ⬆ to store entered data and return to the Statistics Card menu.

Inside Building (Statistics Card Option 2)

This screen contains fields for entry of specific activities performed while inside the center.

Inside Building Data Entry Procedure

From the Statistics Card Menu, press **2**. Inside Building screen is displayed with cursor in first empty field.

Inside Building					[08:30]
	Start	Finish	Counts		
Srt&Ld	:	:	DT Unload		0
LocSrt	:	:	DT Load		0
			Wash		
Trip 1	:	:	N	Recovery	0
Trip 2	:	:	N	High Value	0
Trip 3	:	:	N	Waybill	0
			Yes	No	

Inside Building Screen

Inside Building Data Field Definitions

- **“Srt&Ld” (Sort and Load)** – Enter times under “Start” and “Finish” for any package sorting or vehicle loading activities before departure from the center in the morning.
- **“LocSrt” (Local Sort)** - Enter times under “Start” and “Finish” for any unloading of vehicles at the end of the working day.
- **“Trip 1”, “Trip 2”, and “Trip 3”** - Enter the time you leave UPS property (under “Start”) and the time you return to UPS property (under “Finish”) for up to three separate trips during a workday.
- **“Wash”** – Field has a default of no (“N”). Press soft key under “Yes” if you washed the vehicle on the associated trip.
- **“DT Unload” (Double Trip Unload)** - Enter the number of packages unloaded after each trip when the same vehicle is to be used for an additional trip.
- **“DT Load” (Double Trip Load)** - Enter the number of packages loaded for an additional trip after returning from a previous trip.
- **“Recovery”** - Enter the number of packages unloaded at a recovery point, that are not clerk packages or send again packages.
- **“High Value”** - Enter the number of packages that require additional processing during the End-of-Day routine.
- **“Waybill”** - Enter the number of international shipments picked up.

Statistics Menu

Other Work (Statistics Card Option 3)

This screen is **used** to record other tasks performed during a workday.

Other Work [9:00]				
Center	Grp	Description	Start	Finish
8491	4	Train New	8:30	9:00
			:	:
			:	:

Other Work Screen

Other Work Screen Definitions

- **Center** – Enter the center’s SLIC where the work is performed.
- **Grp** – Enter the number of the supervisory group where the work was performed.
- **Description** – Select the description of the work performed from the menus, or press **Big Arrow Down** ⬇ for additional selections.
- **Start and Finish** – Enter the start and finish times for each task performed.

Note: Highlight cursor moves only to fields that can logically be entered. A “Finish” field, for example, cannot be entered until a time has been entered in the associated “Start” field.

Other Work Codes		
1	2	3
Physical	Train Area	Train Recu
4	5	6
Train Oth	Optional	Train New
7	8	9
Serv Aware	TLA/JRD	APP PCM
		t

Other Work Codes Screen

Other Work Screen Selections

If required description does not appear on Other Work Codes screen, press **Big Arrow Down**.  Other Work Codes screen 2 is displayed.

A-Drvr Mrktg	I-Funeral	Q-Ls-unskills
B-Auto accid	J-Comp Train	R-Lunch
C-Car wash	K-Acct Ride	S-Orientatn
D-Clk-cash	L-Injury	T-Paid Break
E-Clk-count	M-Jury Duty	U-Pd trav tm
F-Clk-other	N-Group Meet	V-Dispatch
G-Dr as help	O-Train Insd	W-Shifting
H-FeederWash	P-Ls-skilled	X-OTHER t

Other Work Codes Screen 2

If required description does not appear on Other Work Codes screen 2, press **Big Arrow Down**.  Other Work Codes screen 3 is displayed.

a-Ship Audit	i-Union/LP	q-Future 93 s
b-Sick	j-Union time	r-Future 94
c-Sl-skilled	k-Safe Meet	s-Future 95
d-Sl-unskill	l-Hskpg	t-Future 96
e-Split Shft	m-AIR Shut	u-Future 97
f-Trans-feed	n-Other Shut	v-Future 98
g-Trans-hub	o-Fam Leave	w-Future 99
h-Trans-w/in	p-Drv Assist	

Other Work Codes Screen 3

Select appropriate description by pressing associated number, capital letter, or small letter.

Statistics Menu

Recap (Statistics Card Option 4)

This screen shows work performed by the Delivery or Pickup Loop Detail unit. This is a display-only screen.

DEL	A	TOT	TOT	DR	PU	PU	PL	LS
UNIT		PKGS	STP	STP	STP	PKGS	LT	TR
1001		90	10	3	11	14	0	0
P1004		30	50	20	10	100	0	0*
* Spec A= 1 Spec B= 1								

Paper Packages →

→ Special Counts

Recap Screen

Recap Screen Field Definitions

- **Del Unit** - Delivery or pickup unit.
- **A** - Area type.
- **Tot Pkgs** - Total number of packages per unit.
- **Tot Stp** - Total number of stops per unit.
- **Dr Stp** - Driver release stops.
- **PU Stp** - Pickup stops.
- **PU Pkgs** - Pickup packages.
- **PL LT** - Pallets picked up.
- **LS TR** - Loose trailer packages.
- **Spec A** - Total number of packages delivered weighing over 70 pounds.
- **Spec B** - Total number of packages picked up weighing over 70 pounds.

Note: Check local guidelines for recording Special A and Special B packages. A “*” will appear when a package has been tagged as Special A or Special B.

Note: A “P” displays to the left of a defined area that contains paper-recorded packages.

Review C.O.D. Data (Statistics Card Option 5)

This screen allows you to view C.O.D. information by stop and by package. This is a display-only screen.

Shipper	Col Amt	Check Amt	Stop
333333	12.00	12.00	D4
333333	6.00	6.00	
666666	9.00	9.00	ODS D
ASD OP	3.00	3.00	ODS P
222222	150.00	150.00	P3
ASD S	15.00	15.00	P8
ASD U	11.00	11.00	P4

Review C.O.D. Screen

Review C.O.D. Screen Field Definitions

- **Shipper**—Shipper number.
- **ASD S**—Collection amount for an ASD at a scheduled pickup.
- **ASD U**—Collection amount for an ASD at an unscheduled pickup.
- **ASD OP**—Collection amount for an ASD at an On Demand pickup.
- **Col Amt**—C.O.D. amount.
- **Check Amt**—Check amount if recorded.
- **Stop**—Delivery or pickup stop number.

D = Delivery.

P = Pickup.

ODS = On Demand System Event.

Statistics Menu

Road Call (Statistics Card Option 6)

This screen is used to record road call information.

Road Call Menu		[17:30]
Start	:	
Finish	:	
Memo Number		
Mechanic's Init		
Bkdown Code (Ctr/Road)	R	
Road	Center	

Road Call Menu

Note: Highlight cursor moves only to fields that can logically be entered. The “Finish” field, for example, cannot be entered until a time has been entered in the “Start” field.

Key in the appropriate data, or select soft key under “Road” or “Center” to select the Breakdown Code.

Road Call Menu Definitions

- **Start**—Time breakdown began.
- **Finish**—Time road call ended.
- **Memo Number**—From the automotive department breakdown memo.
- **Mechanic's Init**—Mechanic's initials.
- **Bkdown Code**

C = In center.

R = On road.

Summary (Statistics Card Option 7)

The Statistics Summary screen is a display only screen, which shows information on the shipments delivered and picked up during the course of the day. Press **Big Arrow Down**  to access two additional summary screens, which contain information on special counts and service class totals.

	Delv	PU	Assist	DR Stops=	21
-----				Net Col =	15
Stops =	123	34		Net Cal =	1
Pkgs =	234	879		Fur =	0
Missed=	0	0		Prerec =	0
				Handwrit=	0
ODSEvt=	3	4	0		t

Statistics Summary Screen

Statistics Summary Screen Field Definitions

- **Delv**—Delivery information.
- **PU**—Pickup information.
- **Assist**—Assist information.
- **Stops**—Total number of stops recorded.
- **Pkgs**—Total number of packages recorded.
- **Missed**—Total number of missed delivery and pickup stops.
- **ODSEvt**—Total number of ODS deliveries, generic pickups, and assists.
- **DR Stops**—Total number of driver release stops.
- **Net Col**—Completed collection packages.
- **Net Cal**—Completed Call Tag packages.
- **Fur**—Fur call packages.
- **Prerec**—Pre-recorded (PPRS) packages.
- **Handwrit**—Total number of packages handwritten on the Delivery Information Record.

Press Big Arrow Down  to access the Special Counts summary screen.

Special Counts Summary Screen

Special Counts			Pickup Counts	s
ARS =	3	PAS		
Spc1=	21	Stps=	1	
Spc2=	0	Pkgs=	80	
Spkr=	0	Pgs =	2	
RA =	0	OMsg=	2	COP= 5
OCAStps=	5			Tracked Pickup Scan
				Scan= 35 Keyd= 2
				t

Special Counts Summary Screen

Special Counts Summary Screen Definitions

- **ARS**—Number of Authorized Return Service packages picked up.
- **Spc1**—Number of CDS packages and additional information.
- **Spc2**—Number of phone calls to CSC to report tracking information.
- **Spkr**—Number of successful Speaker-Comm calls.
- **RA**—Number of remote area deliveries.
- **PAS** (Print-At-Stop Information):
 - **Stps**—Print-At-Stop delivery stops.
 - **Pkgs**—Print-At-Stop packages.
 - **Pgs**—Print-At-Stop pages.
 - **OMsg**—Number of On Demand messages received.
- **OCA Stps**—On Call Air Stops
- **COP**—Collect on Pickup packages recorded.
- **Tracked Pickup Scan**
 - **Scan**—Number of tracking labels origin scanned.
 - **Keyd**—Number of tracking labels key entered as origin.

Press **Big Arrow Down**  to access the Service Class Totals screen.

Service Class Totals

This screen displays bar code totals scanned during pickup and delivery by service class.

Service Class Totals					
	Del	Pup		Del	Pup
EAM	3	1	3DS	2	6
1DA	3	4	Stand	0	0
1DS	20	15	Economy	0	2
2DA	0	0	Inter'l	5	6

Service Class Totals Screen

Turn-In (Statistics Card Option 8)

The Turn-In Summary screen and the Turn-In Signature screen allow you to:

- Turn in C.O.D. and C.O.P. collections.
- Scan your daily turn-in envelopes.
- Complete your signature for your daily turn-in envelopes.

		Cash Recd	12.34
Currency	12.00	-Vouchers	0.00
Coins	.34	-M/O	0.00
		=Cash Due	12.34
		Currency	12.00
		Coins	0.34
		Over/Short	0.00
Edit		NoBarCd	

Turn-In Summary Screen

Tot Tags:	1	Cash Turn-In:	12.34
Tot Checks:	0	Amt Ov/Sht:	0.00
W. Kong			
Driver Signature		CASH ENV	1
Ovrride			

Turn-In Signature Screen

These screens are used at the end of the day just before you stop the DIAD.

Vehicles (Statistics Card Option 9)

The Vehicles screen is used to record daily information for up to three vehicles.

Vehicle 1	Car #	221234		
Start	1243	Finish	0	Tot 0
Pump1	0	Fuel1	0	Oil 0
Pump2	0	Fuel2	0	t
---	Trailer #	-----	Couple	---Uncouple---
1			1	0
2			0	0
3			0	0
				Override

Vehicles Screen

Vehicles Screen Definitions

- **Vehicle**—Displays the number of the vehicle driven.
- **Car #**—Displays the UPS car number. You can enter this manually, or let the DIAD retrieve it automatically from the DVA.
- **Start**—Starting mileage.
- **Finish**—Ending mileage.
- **Tot**—Total mileage for each vehicle (automatically calculated).
- **Pump1**—Pump number used.
- **Fuel1**—Gallons (or liters) used.
Note: For outside (off-area) fuel purchases, your supervisor will provide you with the **Pump2**—Pump number used.
- **Fuel2**—Gallons (or liters) used.
- **Oil**—Amount of engine oil added (if any).
- **Trailer #**—Enter the UPS trailer number. Enter the PT 60 trailer number.
- **Couple**—Number of times the trailer is coupled.
- **Uncouple**—Number of times the trailer is uncoupled.

Press Big Arrow Up  or Big Arrow Down  to display additional Vehicles screens or other vehicles.

First trip must be completed with entry of start and finish mileage before starting a second trip.
A prompt is displayed requesting load quality information at the finish of each trip.

Vehicle 1		Car # 221234	
Start 1243	Finish 1298	Tot	55
Pump1 1	Fuel1 5	Oil	0
Pump2 0	Fuel2 0		t
----Trailer #-----Couple---Uncouple--			
1		1	0
2		0	0
Was Load Quality Acceptable (Y/N)? N			
		Yes	No

Vehicles Screen With Load Quality Prompt

QUICK REFERENCE – TYPICAL DELIVERY STOP

Delivery (Main Menu Option 4)

1. From the Main Menu, press **4** (“Delivery”). Delivery Address screen is displayed.

Street #	Street Name	Type	Dir	Suf
121	SIR WILLIAM	BLVD		
City	PostCode	Unit		
ASEANA	27369	1001		
Consignee	Room	Flr		
LINE TECHNOLOGY	502	5		
Note:1		CDS	N	
Completed Stop =	0	Prerec Stop =	0	
SplCnts	IntlChk	PreComm		/
Edit	Dup	PreRec	Ovrride	

Delivery Address Screen

2. Key in correct data in “Street #” field. Press **Enter** → to accept data and move cursor to “Street Name” field.
3. Key in first few letters of street name in “Street Name” field. Press **Enter** →.
Note: This activates the DIAD address guidance system. The DIAD displays a list of all street names that match what you have entered.
4. Highlight the correct street in the street name list and press **Enter** →. Delivery Address screen will reappear with selected street data in “Street Name”, “Type”, “Dir”, and “Suf” fields.
5. Key in correct data, if necessary, in “Consignee,” “Room,” and “Flr” fields. Press **Enter** → to accept entry in each field and move cursor to next field.
6. Press **Big Arrow Down** ⬇. Delivery Package screen is displayed.

Recording Package information

7. Press **Scan**.

Bar Coded Packages

- **Scan** or key enter bar coded label information.
- If bar code number starts with 1Z, cursor automatically moves to “Remark” field.
- If bar code is PTN number, enter correct Shipper Number in “Ship #” field and cursor will automatically move to “ID#” field.

Non-Bar Coded Packages

- On Non-Bar Coded Packages, **key enter** six-digit alphanumeric shipper number in “Ship #” field and cursor will automatically move to “ID#” field.
8. Key enter ID number into “ID#” field. After three numbers are keyed, cursor moves to “Remark” field.
 9. For additional packages, press **Enter →** or **Little Arrow Up ↑↑** then **scan** or key enter any additional packages.

Getting the Signature

Note: Whenever possible, obtain the signature before entering package detail.

10. Press **Signature** – to display signature screen, and press **Enter →** to verify number of packages and stops.
11. Present the DIAD with the top of the unit toward the customer. It does not need to be reversed. Signature screen image will be reversed so that it appears correctly for the customer.

Note: Customer must sign directly on display within boxed area. Signature appears directly beneath tip of stylus.

12. Press **Signature** – again. Signature screen (with signature) will be reversed so that it appears correctly to you. Key enter receiver’s last name in “Clarification” field. Press **Enter →** again.
13. Press **Stop Complete 4** or record packages.

Delivery Address Screen

Street #	Street Name	Type	Dir	Suf
121	SIR WILLIAM	BLVD		
City	PostCode	Unit		
ASEANA	27369	1001		
Consignee	Room	Flr		
LINE TECHNOLOGY	502	5		
Note:1			CDS	N
Completed	Stop = 0	Prerec	Stop = 0	
SplCnts	IntlChk	PreComm		/
Edit	Dup	PreRec	Ovrride	

Delivery Address Screen

Delivery Address Screen Definitions and Operations

- **Street #**

Note: When the “Street #” data includes a fraction (e.g. 123 ½ Wing Hong St), type the whole numbers followed by the **Space key** and the “1” key. Then press the **Cycle key**  to shift the highlight from the lower to the upper line, followed by the **Soft key**  located directly beneath the “/” function to type the slash. Finally type the “2” to complete the fraction.

- **Street Name**

Select “Street Name” by using the DIAD’s built-in address guidance system. Loop Detail information for specific delivery areas is downloaded to each DIAD. Select streets from the downloaded list using an Alphabetical Search, using a Delivery Order List, or overriding the list and keying in the street name.

Alphabetical Search

1. From the “Street Name” field, key enter first few letters of street name. Each additional letter you enter will narrow selection list.
2. Highlight correct street from displayed list and press **Enter** →. (If only one street displays, it is automatically highlighted.)

Delivery Order Listing

1. From the “Street Name” field, press **Little Arrow Down** ↓ A street selection list will appear.
2. Highlight correct street name. Press **Enter** → to select it.

Override Feature

If the desired address is not contained in your Loop Detail, you can manually key enter information by overriding the address guidance function.

1. From the “Street Name” field, key enter the entire street name.
2. Observe that highlight is on lower function selection line. If not, press **Cycle key**  to highlight lower line.
3. Press **Soft key**  directly beneath “Ovrride” to accept data and move cursor to “Typ” field.
 - **Type** - Type of street (Ave., Blvd., etc.).
 - **Dir** - Direction prefix (N., N.E., S., etc.).
 - **Suf** - Direction suffix (N., N.E., S., etc.).
 - **City** – City name.
 - **PostCode** – Postal code.
 - **Unit** - Loop Detail unit number.
 - **Consignee** - Receiver’s name on package.
 - **Room** - Office, suite, or apartment number.
 - **Flr** - Floor number.
 - **Note** - Driver release risk levels and any additional comments relating to driver release.
 - **CDS** - Indicates if the stop is a CDS account.

Delivery Package Screen

The Delivery Package screen is where you enter all delivery information about each package.

Street #	Street Name	Type	Dir	Suf
121	SIR WILLIAM	BLVD		

4	Col Amt	Ship #	ID#	Remark
1		#994934	W	
2		#517821	E	
3		#123456	E	
Edit	Dup	Ship#6	+Paper	
COD	NonDel	PkgInfo	PreRec	Deliver

Delivery Package Screen

Note: The top two lines of the Delivery Package screen display the address information for the stop.

Delivery Package Screen Definitions

- **“4”** – Indicates the Driver Release risk level (for that address).
- **Col Amt** - Shows the collection/C.O.D. amount entered for each package. Press the **Soft key**  located directly beneath the “COD” function to access the C.O.D. screen and enter the collection amount. For more on C.O.D. collections, see pages 36-38.
- **Ship # (Shipper Number)** - Requires that six characters be entered in the field. If a shipper number is not available and you enter a name with fewer than six characters:
 1. Enter name (e.g. ABC). Press **Cycle key**  to highlight upper line.
 2. Press **Soft key**  directly beneath “Ship#6” and then press **Enter**  to move the cursor to the “ID#” field.
- **ID# (Package Identification Number)** - If there are fewer than three characters, press **Enter**  to move the cursor to the “Remark” field.
- **Remark** - This field is for specific information, such as left at, Non-Delivery, and package type.
- **Line Number (1)** - Line number of packages recorded (1 to 999)

ASD Delivery

Additional information is required when you deliver a package that has an ASD, or Air Shipping Document, attached. Proceed as follows:

1. From the Delivery Package screen, **scan** the ASD bar code and the ASD screen will display.

Air Shipping Document	
ASD Trk #	-> N2151613179
BIN	->
Shipper #	->
Pkg Weight	-> (or N=None L=Ltr)
Msg->	
Dup	Ship#<6

ASD Screen

2. If the BIN is present, key enter it. Otherwise, press **Enter** ➔ to go to the “Shipper #” field. Key enter the shipper number from the ASD.

Note: The BIN field will only accept a valid 10-digit BIN number.

Air Shipping Document	
ASD Trk #	-> N2151613179
BIN	-> 2165413743
Shipper #	-> ASDASD
Pkg Weight	-> L (or N=None L=Ltr)
Msg->	
Dup	Ship#<6

ASD Screen (Example)

Note: If a BIN is entered, and no shipper number is entered, the DIAD will automatically fill the field with “ASDASD.”

3. Enter the weight. Use “N” if there is no weight and “L” for “letter.” Accurate weights are important because they can affect billing.
4. Press **Big Arrow Up** ⬆ and complete the delivery stop.

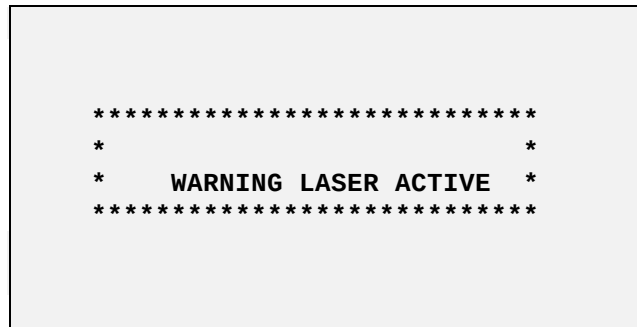
Note: Entering information in the “Pkg Weight” field automatically fills in the “ID Number” field on the Delivery Package screen.

Scanning

Bar Coded Packages

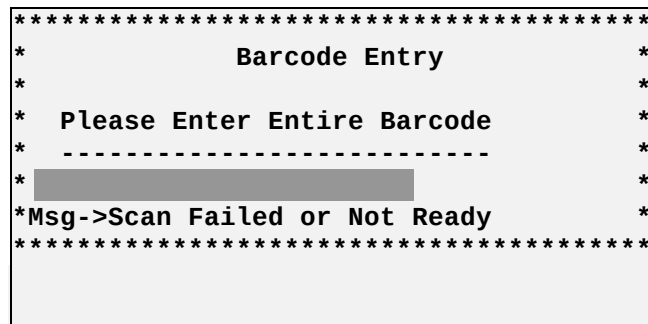
1. From the Delivery Package screen, **scan**. The Warning Laser screen will appear.

Note: Be sure that the laser beam is pointing away from your eyes before scanning.



Warning Laser Screen

2. Hold the DIAD about 12 inches above the bar code at a 45° angle. The laser beam projects downward and forward at a slight angle, so you will be able to see the beam.
3. The scanning beam must cover the bar code completely from left to right for a successful scan.
4. When the scan is successful, you will hear a DIAD confirmation tone.
5. If the scan is unsuccessful, you will see this screen:



Bar Code Entry Screen with Message

- Try once more to scan the bar code. If the second attempt fails, key enter the numbers exactly as they appear below the bar code, but do not enter any spaces. Press **Enter** ➔. Delivery Package screen is displayed.

Street #	Street Name	Type	Dir	Suf
121	SIR WILLIAM	BLVD		

1	Col Amt	Ship #	ID#	Remark
1		#123456	E	
Edit	Dup	Ship#<6	+Paper	
COD	NonDel	PkgInfo	PreRec	Deliver

Delivery Package Screen

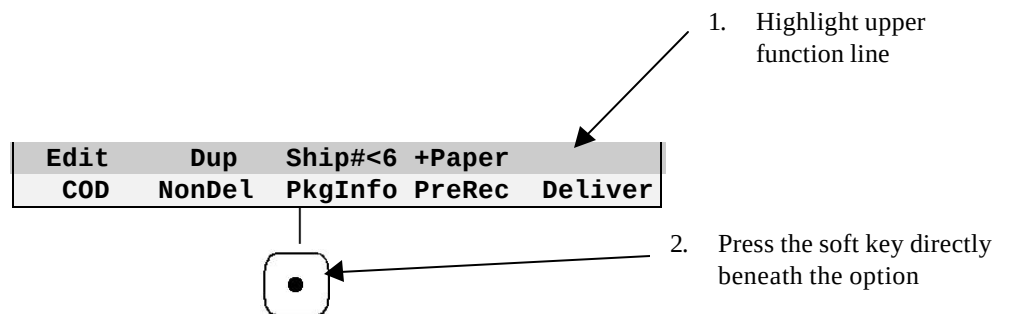
- Key enter additional delivery package detail.

Note: When multiple bar codes are present, **scan** the highest level first. Then **scan** all remaining bar codes.

Non-Bar Coded Packages

- From Delivery Package screen, **key enter** six-digit alphanumeric shipper number.

Note: If there is no shipper number, use the first six letters of the shipper's name. If six letters are not available, use as many as are available. Then press **Cycle key**  if necessary to highlight upper function line and press **Soft key**  directly beneath "Ship#<6" to complete the entry.



Delivery Package Screen – Shipper Number Less Than 6 Selection

- Key enter** additional delivery package detail following current procedures.

Signature Screen

This is where you obtain the customer's signature on the DIAD.

1. Press **Signature** – to display signature screen, and press **Enter →** to verify number of packages and stops.
2. Present the DIAD with the top of the unit toward the customer. It does not need to be reversed. Signature screen image will be reversed so that it appears correctly for the customer.

Note: Customer must sign directly on display within the boxed area. Signature appears directly beneath tip of stylus.

3. Press **Signature** – again. Signature screen (with signature) will be reversed so that it appears correctly to you. Key enter receiver's last name in the Clarification field. Press **Enter →** again.

121 SIR WILLIAM 502
Stops: [1] Pkgs: [1]

R. Leung

Clarification: [MR LEUNG]

Override

Signature Screen

Hint: The key sequence is **Signature** – - **Enter →** - **Signature** – - **Enter →**.

Signed Service Notice

Use this procedure whenever you deliver a package by accepting a signed Service Notice.

1. Press **Soft key**  directly beneath “SDN”.
2. Delivery Package Screen is displayed with “Clarify Signature” field.

Street #	Street Name	Type	Dir	Suf
121	SIR WILLIAM	BLVD		

1	Col Amt	Ship #	ID#	Remark
1		#123456	E	

Clarify Signature

/

Delivery Package Screen Showing Enter Location Field

3. Perform steps 3 through 7 of Driver Release procedure to select the appropriate release location and complete the stop.

Note: Turn in your signed Service Notice(s) at your center during the End-of-Day routine.

C.O.D. Packages

Recording C.O.D. Packages

After scanning the bar code and/or entering the shipper number proceed as follows from the Delivery Package screen:

1. Press **Soft key**  beneath “COD”. Collection Due Entry screen is displayed.

Press the soft key
beneath COD →

Street #	Street Name	Type	Dir	Suf
121	SIR WILLIAM	BLVD		

1	Col Amt	Ship #	ID#	Remark
1		#123456	E	

Edit	Dup	Ship#<6	+Paper	
COD	NonDel	PkgInfo	PreRec	Deliver

Delivery Package Screen

Delivery

Collection Entry		Ship#/ID: 123456 E	
Col Barcode	Type	Amount	

		COD	10.00
		FC	
			Check

Collection Due Entry Screen

2. Key enter the C.O.D. amount.
3. When you accept a check for the C.O.D., press **Soft key**  beneath “Check” on screen. The C.O.D. Calculation screen will display.

Cash (Stop):		130.00	
Ship #	Cash due	Col Amt	Chk Amt
123456		10.00	0.00
455655		25.00	0.00
		30.00	0.00
		15.00	0.00
666666		50.00	0.00
Edit			
Multchk NonDel			Check

C.O.D. Calculation Screen

4. Press **Soft key**  beneath “Check” again if the check is for the full amount. The default amount will automatically display the total amount of the C.O.D.s for that shipper number. For example, in the screen below, the default check amount for shipper #111111 will be \$10.00. For shipper #455655 the default check amount will be \$70.00.

Ship #	Cash due	Col Amt	Chk Amt
123456		10.00	10.00
455655		25.00	70.00
		30.00	0.00
		15.00	0.00
666666		50.00	50.00
Multchk NonDel			
			Check

C.O.D. Calculation Screen (Example)

5. If the check amount does not equal the total amount due, key enter the amount of the check. Press **Enter** → the “Cash Due” field will show the balance due.

You may change the status of a C.O.D. to show it was not collected by pressing **Soft key** **⊙** beneath “NonDel” while in the C.O.D. Calculation screen or the Delivery Package screen. If a C.O.D. is marked as a Non-Delivery, the C.O.D. is no longer displayed on this screen.

All C.O.D.s on this screen are used to calculate the revenue collection to be turned in.

Note: You can accept multiple checks for one package by pressing **Soft key** **⊙** beneath “Multchk” from the “Chk Amt” field.

C.O.D. Requirements Prompt

The DIAD prompts you with the “Does Shipper Require Cash (Y/N)?” message when a C.O.D. package has a “Not In” or “Closed” status. You must determine if the C.O.D. requires cash only or if the customer may pay with a check.

Street #	Street Name	Type	Dir	Suf
121	SIR WILLIAM	BLVD		

1	Col Amt	Ship #	ID#	Remark
1	10.00	#123456	E	NI1
Does Shipper Require Cash (Y/N)? N				
Yes				No

Delivery Package Screen with C.O.D. Requirements Pop-Up

Non-Delivery

The Non-Delivery Menu is used to select a reason for a package that could not be delivered or picked up. When you press **Non-Delivery**, the DIAD will prompt you for the necessary information.

Non Delivery Menu		
1 Other	2 REFused	3 CLosed
4 Not In	5 No Money	6 Not Ready

Non-Delivery Menu

1. Select a reason from the Non-Delivery Menu or press **1** (“Other”) to display the Other Non-Delivery Reasons screen.

Other Non Delivery Reasons		
1 Damaged	2 Future	3 Moved
4 Need Apt	5 Need Dir	6 NS Co./Per
7 NS Number	8 NS Street	9 Will Call

Other Non-Delivery Reasons Screen

2. For additional options press **Big Arrow Down** . The Additional Non-Delivery Reasons screen will appear. Select a reason or press X (“Other”) to key enter a reason.

A-AP0/FPO	I-Out Of Ter	Q-RemoteAres
B-Deceased	J-Over 108	R-
C-Emer Cond	K-Over 130	S-
D-Missed	L-Overgoods	T-
E-Need Suite	M-Overweight	U-
F-No COD Amt	N-Strike	V-
G-NS Cty/Twn	O-Vacation	W-
H-Out Of Bus	P-Will Keep	X-Other

Additional Non-Delivery Reasons Screen

3. Record your next package or follow stop complete procedures.

Non-Delivery Menu Definitions

- **1** (“Other”)—Select this option if the reason for Non-Delivery does not appear.
- **2** (“REFused”)—The DIAD will display a list of reasons for refusal. Select the appropriate reason and the DIAD will prompt you for the return address.
- **3** (“CLOsed”)—Indicates a business that is closed during normal delivery hours. The DIAD will prompt for attempt number 1, 2, or 3 (or H = Holiday).
- **4** (“Not In”)—Use this selection when the consignee is not in and you are unable to make an indirect delivery. The DIAD will prompt you for attempt number 1, 2, or 3. If this is the third delivery attempt, the DIAD will prompt you for the return address.
- **5** (“No Money”)—For C.O.D. packages. The DIAD will prompt you for attempt number 1, 2, or 3. If this is the third delivery attempt, the DIAD will prompt you for the return address.
- **6** (“Not Ready”)—For Call Tag packages and one-time pickups. The DIAD will prompt you for attempt number 1, 2, or 3. If this is the third delivery attempt, the DIAD will prompt you for the return address.

Missed Packages

Reporting missed packages correctly is important. Be sure to record every package for which you are unable to make a delivery attempt. Examples of missed packages:

- Damages loaded on car, no delivery attempt made.
- Needed to be re-wrapped.
- Delivery attempt to business before or after posted hours or during lunch (1200 to 1300).
- Mis-load, not delivered. (Requires Center authorization.)

To record a missed package, press **D** (“Missed”) from the Additional Non-Delivery Reasons screen.

Package Info

The Package Info Sort Key is used to capture additional package information. When you select the package type, the DIAD will prompt you for the necessary information.

Package Type Menu		
1	2 Return	3
4 AOD	5 Call	6 MX FC DF
SplCnts	IntlChk	PreComm

Package Type Menu

Package Type Menu Definitions

- **2 (“Return”)**—A package that is being returned to the original shipper. Enter the name of the original receiver.
- **4 (“AOD”)**—A package, with an AOD, or Acknowledgement of Delivery, attached.
Important: This package type is not used for a Delivery Confirmation package. Scan the Delivery Confirmation label instead. Continue to pull and turn in all AOD tags.
- **5 (“Call”)**—Call Tag. Select when picking up a Call Tag package without a 1Z bar code. There are two ways to process Call Tags. Not applicable worldwide.
- **6 (“MX/FC/DF”)**—Use to record merchandise exchange packages, fur calls, and driver follow-ups.

Late Air Reasons

The DIAD requires you to select a late air reason after a stop complete when one of the following types of packages is delivered past its commit time:

- Early A.M.
- Next Day Air.
- Next Day Air Saver (Commercial stop only).
- 2nd Day Air A.M. (Commercial stop only).
- Time-Sensitive International.

If you scan a Worldwide waybill bar code, you will be prompted to select the service class that has been designated on the waybill. The DIAD cannot determine which class of service is indicated on the waybill (such as Express, Expedited, or Standard).

Select Service Class A-Early AM/Express Plus B-Express C-Express Saver D-Expedited/Rapido E-3 Day Select F-Standard G-Economy

Select Service Class Screen

The commit times for Postal Codes and city exceptions have been downloaded to the DIAD. The DIAD also distinguishes between rural and city address ranges that have two different commit times. These commit times reflect the commit times listed in the current *Air Services Guide* that is distributed to our customers.

121 SIR WILLIAM BLVD LINE TECHNOLOGY RM:502 Select Late Air Reason A - Customer Opens After Commit Time/ Consignee Requested Late Delivery B - Severe Weather Delay On Area C - Other
--

Late Air Reasons Screen

Late Air Reasons Screen Definitions

- **A** (“Customer Opens After Commit Time/Consignee Requested Late Delivery”)—Choose this reason when the firm’s posted hours show that the business is closed until after the commit time or when the consignee requested a delivery time later than the commit time.
- **B** (“Severe Weather Delay On Area”)—Choose this reason to indicate an on-area delay caused by environmental circumstances beyond your control (such as earthquake, flood, etc.). You must have center approval to use this reason.
- **C** (“Other”)—Select for any other reason.

Note: The DIAD will prompt you for a late air reason on enhanced UPS Next Day Air Saver and UPS 2nd Day Air A.M. packages that are delivered past their commit times to a commercial stop only. Only the first two choices will be transmitted to TTS. You will not be prompted for a late air reason if a previous attempt was made prior to the commit time (with the same DIAD).

Edit Late Air Reason Screen

If you choose to edit a stop, and that particular stop has a late air reason, you will be prompted by the following screen.

121	SIR WILLIAM	BLVD
LINE TECHNOLOGY	RM:502	
Edit Late Air Reason		
=====		
Other		
Change Late Air Reason Y or N ? N		
Yes		No

Edit Late Air Reason Screen

Either accept the existing late air reason or select another.

- Press **Soft key**  beneath “Yes” to return to the Late Air Reasons screen.
- Press **Soft key**  beneath “No” to accept the current reason and return to the Delivery Address screen.

OTHER DELIVERY OPTIONS

Pre-Recording

To Pre-Record a Stop

- 1. From Delivery Address screen, key enter the street number and street name.
- 2. Highlight last line and press **Soft key**  beneath “PreRec” to automatically pre-record the stop.

Highlight last line and press the soft key beneath PreRec

SplCnts	IntlChk	PreComm	/
Edit	Dup	PreRec	Ovrride

Delivery Address Screen

Note: A stop can also be pre-recorded after the package detail has been added.

To Access Stops From the Pre-Record List

- 1. From “Street #” field on Delivery Address screen, highlight bottom line and press **Soft key**  beneath “PreRec” to access pre-record stop list.

121	LINE TECHNOLOGY	
SIR WILLIAM		BLVD
ASEANA	Rm 502	Flr 5
-----		# Pkg-LA
SIR WILLIAM	BLVD	2
TAMAN WARNA	RISE	1
Dup/Com Dup/Res		LA/Com LA/Res

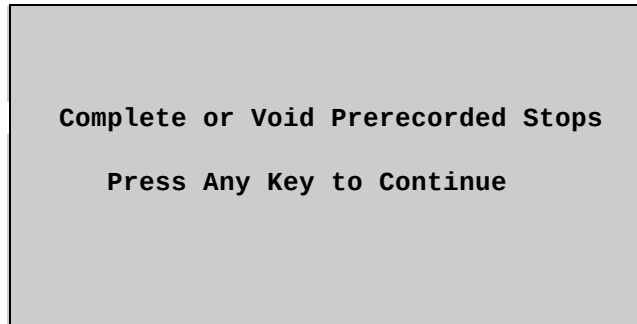
Pre-Record List

- 2. Press **Little Arrow Down**  or **Little Arrow Up**  to highlight appropriate consignee and press **Enter** .

Other Delivery Options

Stop the DIAD Alert Screen

You cannot stop the DIAD until all pre-recorded pickup or delivery stops are given a stop completed status. If any pre-recorded scheduled pickup stops are not complete at the end of the day, the Pre-Record Pickups Exist screen will display to alert you.



Pre-Recorded Pickups Exist Screen

Press **Big Arrow Up**  and enter stop disposition.

Multiple Stops Left At One Location

Follow these steps if you attempt to deliver multiple stops and leave them at one address. Each recorded address is counted as a stop.

1. Highlight bottom line and press **Soft key**  beneath “PreRec” to access pre-record stop list.

121	LINE TECHNOLOGY		
SIR WILLIAM		BLVD	
ASEANA	Rm 502	Flr 5	
-----# Pkg-LA			
SIR WILLIAM	BLVD	2	
TAMAN WARNA	RISE	1	
Dup/Com Dup/Res		LA/Com	LA/Res

Pre-Record List

2. Use **Little Arrow Up**  and **Little Arrow Down**  to scroll to each stop that will be tagged as “left at”.
3. Press **Soft key**  beneath “LA/Com” (commercial) or “LA/Res” (residence) at each stop. Original Receiver Residence/Commercial Indicator screen will display for each stop.

Note: The flag “LR” will appear next to packages marked “Left At-Residence.”
The flag “LC” will appear next to packages marked “Left At-Commercial.”

121	LINE TECHNOLOGY		
SIR WILLIAM		BLVD	
ASEANA	Rm 502	Flr 5	
-----# Pkg-LA			
SIR WILLIAM	BLVD	2	LR
TAMAN WARNA	RISE	1	LC
Dup/Com Dup/Res		LA/Com	LA/Res

Pre-Record List

2. The corresponding Left At flag appears here

1. Press the soft key under the appropriate Left At option

Other Delivery Options

4. After tagging the necessary stops, press **Signature** –.
5. Verify the number of stops and packages and press **Enter** ➔.
6. Have the receiver sign the DIAD using the stylus. Press **Signature** – again.
7. Clarify the receiver's last name in the "Clarification" field. Press **Enter** ➔.
8. Press **Stop Complete 4**. The Delivery Location/Receiver screen will appear.

Delivery Location/Receiver		
1	2	3
Residence		Dock
4	5	6
Front Desk	Reception	Mail Room
7	8	9
Office	Receiver	Guard
0-OTHER		

Delivery Location/Receiver Screen

9. Indicate where you left the packages.
10. **Key enter** the left-at address for the packages.

Left - At Address Screen	
Left - At Location:	
/	

Left - At Address Screen

Multiple Stops Left At Central Receiving Location/Mail Room

Follow these steps to deliver multiple delivery addresses to one central receiving location or mailroom. This type of delivery counts as one stop.

1. From the “Street #” field on the Delivery Address screen, press **Soft key**  beneath “PreRec” to access pre-record stop list.

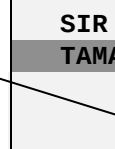
121	LINE TECHNOLOGY		
SIR WILLIAM		BLVD	
ASEANA	Rm 502	Flr 5	
-----# Pkg-LA			
SIR WILLIAM	BLVD	2	
TAMAN WARNA	RISE	1	
Dup/Com	Dup/Res	LA/Com	LA/Res

Pre-Record List

2. Use **Little Arrow Up**  and **Little Arrow Down**  to highlight appropriate consignee.
3. Press **Soft key**  beneath “Dup/Com” (commercial) or “Dup/Res” (residence) at selected stop to tag each one, as left at the receiving location or mailroom.

Note: The flag “LR” will appear to the right of the “# Pkg” column for the consignee’s first package. The flag “DR” or “DC” (for “Duplicate”) will appear for additional packages left at the same address.

1. Press the soft key under the appropriate Duplicate option



121	LINE TECHNOLOGY		
SIR WILLIAM		BLVD	
ASEANA	Rm 502	Flr 5	
-----# Pkg-LA			
SIR WILLIAM	BLVD	2	LR
TAMAN WARNA	RISE	1	DC
Dup/Com	Dup/Res	LA/Com	LA/Res

2. The corresponding Duplicate option appears here



Pre-Record List

4. After tagging the necessary stops, press **Signature** .
5. Verify the number of stops and packages and press **Enter** .
6. Have the receiver sign the DIAD using the stylus. Press **Signature**  again.
7. Clarify the receiver’s last name in the “Clarification” field. Press **Enter** .

8. Press **Stop Complete 4**. The Delivery Location/Receiver screen will appear.

Other Delivery Options

Delivery Location/Receiver		
1	2	3
Residence		Dock
4	5	6
Front Desk	Reception	Mail Room
7	8	9
Office	Receiver	Guard
	0-OTHER	

Delivery Location/Receiver Screen

9. Indicate where you left the packages.
10. **Key enter** the left-at address for the packages.

Left - At Address Screen
Left - At Location:
/

Left - At Address Screen

Editing a Completed Stop and Tracking Information

Completed Stop

1. From “Street #” field on Delivery Address screen, highlight last line and press **Soft key**  beneath “Edit” to access the stop. **Big Arrow Down**  displays Delivery Package screen.

Street #	Street Name	EDIT	Type	Dir	Suf
121	SIR WILLIAM		BLVD		
City			PostCode	Unit	
ASEANA			27369	1001	
Consignee			Room	Flr	
LINE TECHNOLOGY			502	5	
Note:1				CDS	N
Completed Stop =	0	Prerec Stop =	0		
SplCnts	IntlChk	PreComm			/
Edit	Dup	PreRec	Ovrride		

Delivery Package Screen With EDIT Designation

2. Make the changes, then press **Stop Complete** 4.

Package Tracking Information

1. In the Delivery Package screen, move the cursor to the shipper number to be edited.
2. Highlight next to last line and press **Soft key**  beneath “Edit” to access Package Edit screen to view and edit information.

Package Edit Screen		
Shipper / ID #	->	ASDASD N
1Z/3Z Tag #	->	
Tracking #	->	02100000006
Delivery Conf#	->	
Cons Billing #	->	Edit Addl Info
Edit		

Package Edit Screen

Package Edit Screen Definitions

- **Shipper/ID#**—Shipper number and identification number of the package.
- **1Z/3Z Tag #**—Shipper number, service class, and package reference number.
- **Tracking #**—Tracking number (PTN).
- **Delivery Conf #**—Delivery Confirmation control number from the Delivery Confirmation label.
- **Cons Billing #**—Consignee Billing tracking number from the Consignee Billing label.
- **Edit Addl Info**—This package has additional information (PO#, Dept#, or Ref#).
- **Saturday Pkg**—Will only appear if the DIAD is used for Saturday delivery.

Voiding a Delivery Package or Stop

To Void a Package

1. In the Delivery Package screen, move cursor to the shipper number and press **Void** .
2. Press **Soft key**  beneath “Yes” to answer the question: “Void This Package (Y/N)?”
3. If stop is active, package data disappears. If stop is complete, package is marked as void.

To Void a Delivery Stop

1. Void all packages first on the Delivery Package screen.
2. Press **Big Arrow Up**  key to display Delivery Address screen.
3. Press **Void**  and press **Soft key**  beneath “Yes” to answer the question: “Void Stop (Y/N)?”

Note: You cannot void a delivery stop once you have pressed **Stop Complete 4**.

Paper Record Totals

This screen is used both to enter packages that have been recorded on the Delivery Information Record, and to record the total number of packages delivered to a stop.

1. From the Delivery Package screen, with cursor in “Ship #” field, press **Soft key**  beneath “+Paper”. Paper Delivery Record screen appears.

Street #	Street Name	Type	Dir	Suf
121	SIR WILLIAM	BLVD		

1	Col Amt	Ship #	ID#	Remark
1		#123456	E	
Edit	Dup	Ship#<6	+Paper	
COD	NonDel	PkgInfo	PreRec	Deliver

Delivery Package Screen

Gross Pkgs This Stop:	30
Total Pkgs Handwritten by Driver:	6

Paper Delivery Record Screen

Other Delivery Options

Paper Delivery Record Screen Definitions:

- **Gross Pkgs This Stop**—Includes all packages delivered to this stop whether recorded on DIAD, PPRS (pre-recorded), or Delivery Information Record.
 - **Total Pkgs Handwritten by Driver**—Number of packages handwritten by driver either on the Delivery Information Record or on customer copy.
2. Enter gross packages for this stop.
 3. Enter total packages recorded on paper.
 4. Press **Big Arrow Up**  to return to the Delivery Package screen.
 5. Record your next package or complete the stop.

Delivery Confirmation

The Delivery Confirmation screen appears after you **scan** or key enter a green Delivery Confirmation tracking label. These labels are used by shippers without automated shipping systems.

Delivery Confirmation		
Shipper #->	123456	
Tracking #->	D1807155665	
Alt Ctrl #->	654321	
Sig Req'd Y/N	Y	
Msg->		
Ship#<6	Yes	No

Delivery Confirmation Screen

Delivery Confirmation Screen Definitions:

- **Shipper #**—Shipper number on the package.
- **Tracking #**—Tracking number on the package.
- **Alt Ctrl #**—Alternate control number that a shipper may be using to track the package.
- **Sig Req'd**—"Y" is default.
- **Msg**—For messages.

1. **Scan** or key enter the shipper number.
 - Key enter the alternate control number or press **Enter** ➔ if there is not one.
2. If Delivery Confirmation label has “Y” in the “Signature Required” field, you must obtain signature.
3. Complete required information and press **Big Arrow Up** ⬆ to return to Delivery Package screen.
4. Record your next package or complete stop.

Note: Some Delivery Confirmation PTN and 1Z bar code ranges automatically require you to obtain a signature when they are scanned.

Special Counts Screen

The Special Counts screen allows you to keep track of specific events.

1. From most Delivery, Pickup, or Statistics Card screens, or at the Package Type Screen, press **Soft key**  beneath “Splcnts”.

Package Type Menu		
1	2	3
	Return	
4	5	6
AOD	Call	MX FC DF
SplCnts	IntlChk	PreComm

Package Type Menu

2. The Special Counts screen will display.

Daily Totals			Unit Totals for	
	Add	Tot	this Stop	
ARS	0		Special A	0
Special 1	0		Special B	0
Special 2	0			

Special Counts Screen

3. Use Big Arrow Up  and/or Big Arrow Down  to select move the cursor to appropriate field, and enter information.

Special Counts Screen Definitions:

- **ARS**—Number of Authorized Return Service packages picked up.
- **Special 1**—Number of CDS packages requiring key-entered additional package detail.
- **Special 2**—Number of calls made to CSC to report tracking information on deliveries or exceptions.
- **Special A**—Number of packages delivered that weighed over 70 lbs.
- **Special B**—Number of packages picked up that weighed over 70 lbs.

Important Note: Check local guidelines for recording Special A and Special B packages.

Preload Communications

You can key enter information about:

- The car load condition.
- Misloaded packages.

This information is printed out each morning on the Preload Communications Report and given to the preloader.

Accessing the Preload Communication Misload Screen

If you access Preload Communications after you have key entered the delivery address, the DIAD will attach misload information to the specific address.

Use this option to enter more detailed information about a misloaded package.

To access the Preload Communication Misload screen:

1. From Delivery Address screen, key enter address of misloaded package. Press **Big Arrow Down** .
2. Press **Soft key**  beneath “PkgInfo”. Package Type Screen is displayed.
3. Press **Soft key**  beneath “PreComm” from the Package Type Screen. The Preload Communication Misload screen displays.

Preload Communication (Misload)	
Found in Section: 1A	
Should be Section: 1B	
Out of Seg Y/N: Y	
Seq Nbr on Pkg: N	
On Area Y/N: Y	
On Trailer Y/N: N	
Yes	No

Preload Communication Misload Screen

4. Enter specific information about a misloaded package as listed on the Delivery Package screen.
5. Press **Soft key**  beneath “Yes” or “No” as required to answer Y/N questions.
6. Press **Big Arrow Up**  to return to the Delivery Package screen. Complete key entry of package detail.

Other Delivery Options

7. If you are not going to deliver the misloaded package, follow the steps to record a missed package.
 - Select “Non-Del” and then press **1** (“Other”).
 - Press **Big Arrow Down**  and press “D” (“Missed”).
8. Record your next package or complete the stop.

Selecting the Preload Communications Load Screen

Use the Preload Communications Load screen for information on the package car load in general.

1. From most Delivery, Pickup, or Statistics Card screens, except the Delivery Package screen, press **Soft key**  beneath “PreComm”.
2. The Preload Communications Load screen will display.

Preload Comm (Load)		Car 221234
Y 1. Was load acceptable?		
Y 2. Commit time pkgs in proper area?		
Y 3. Labels spaced for selection?		
Y 4. Pkgs loaded securely?		
Y 5. Pkgs loaded in sequential order?		
Comments:		
		Yes No

Preload Communications Load Screen

3. The Preload Communications Load screen describes the quality of the package car load in general. Press **Soft key**  beneath “Yes” or “No” as required to answer questions.
4. If necessary, you can enter and edit any additional “Comments” information, up to 71 characters.
5. Press **Big Arrow Up**  to return to the previous screen.

Load Quality Prompt

If you key enter an ending mileage without entering the load quality rating for the current vehicle, a Load Quality prompt will display.

Vehicle 1	Car # 221234	
Start 1234	Finish 1298	Tot 64
Pump1 1	Fuel1 15	Oil 0
Pump2 0	Fuel2 0	t
----Trailer #-----Couple---Uncouple--		
1	1	0
2	0	0
Was Load Quality Acceptable (Y/N)? ☐		
Yes		No

Vehicle Screen With Load Quality Prompt

International Shipment Checklist

The International Shipment Checklist on the DIAD allows you to review and obtain information on each international package picked up. The International Shipment Checklist can be accessed from most Delivery, Pickup, or Statistics Card screens, and is view-only.

1. From most screens, press **Soft key**  beneath “IntlCkList” or select “IntlChk” from any of several screens. International Shipment Checklist screen displays.
2. Press **Little Arrow Up**  or **Little Arrow Down**  to move the highlight bar up or down one row.

ALL INTERNATIONAL SHIPMENTS CHECKLIST
Verify invoice on lead package: o Value
o Currency o Description of Goods
o Country of Origin
Except Express Envelopes, Documents of
No commercial value and EU to EU goods
in Free Circulation
o Verify all packages in multiple

International Shipment Checklist Screen (Initial Screen)

Other Delivery Options

pkg shipment
WAYBILL AUDIT (All Shipments):
o Shipper number/account number
o Name of sender & phone number
o Shipper name & address (including postal code)
o Receiver contact person/phone number
o Receiver name & address (including

International Shipment Checklist (First Continuation Screen)

postal code)
o One Payment of Charges selected
o One Service Level selected for all Packages within the shipment
o No. of Packages in Shipment is Recorded
o Description of goods
o Shipper signature and current date

International Shipment Checklist (Second Continuation Screen)

o Tracking labels on all other packages in shipment (2 of _, 3 of _)
Additionally, Audit For:
o T doc present for all goods not in Free circulation
o EUR Certification stamped by customs if applicable

International Shipment Checklist (Third Continuation Screen)

Note: This screen is view only. No entry can be made.

3. Review the list of instructions to verify that all the documentation needed by Customs is on each international package that is picked up.
4. Press Big Arrow Up  to return to screen you were viewing prior to selecting International Shipment Checklist.

Note: Whenever the DIAD experiences a memory restart, the International Shipment Checklist may be deleted.

QUICK REFERENCE - PICKUPS

Typical Scheduled Pickup Stop (Non-Letter Center)

Scheduled pickups have been downloaded to the DIAD and must be picked up daily.

1. Press **1** (“Scheduled”) from the Main Menu.

DIAD Main Menu V21.32_D3 [12:14]		
1	2	3
Scheduled	Unscheduled	OneTime
4	5	6
Delivery	Statistics	Comm
7	8	9
Print	DeLLink	ODS
SplCnts	IntlChk	PreComm

Main Menu

2. The Scheduled Pickup Account List will appear. This list shows each of your regular pickup accounts in pickup order. Scroll through the Scheduled Pickup Account List using **Little Arrows** or **Big Arrows**. (**Little Arrows** advance one line at a time. **Big Arrows** advance four lines at a time.) Highlight the pickup account to be edited and press **Enter→**.

1025	LEUNG ENTERPRISES	17:30
VICTORIA HARBOUR	DOCK	
ASEANA	Rm	Flr
-----	0	Prerecorded --
LEUNG ENTERPRISES	90123456	17:30
DAVIS INVESTMENTS	78901234	17:30
PEARL GARDEN HOTE	56789012	18:00
MAJESTIC HOTEL	34567890	18:00

Scheduled Pickup Account List

3. The Scheduled Pickup Package screen will appear. Key enter number of packages being picked up and record any money collected at pickup (C.O.P.).

Pickups

LEUNG ENTERPRISES		DOCK	17:00
Scheduled		Ship#:123456	
Unit:1001	LBX (Y/N):	N	

Totl:0			
		Tot:	0.00
Loos:0		Ck:	0.00
Pall:0			
SplCnts	IntlChk	NoLBXBC	
COP	NonPU	PreRec	Check

Scheduled Pickup Package Screen

4. Press **Stop Complete** 4. You will return to Account List. Highlight next pickup account using **Little Arrow Up** ↑ and **Little Arrow Down** ↓, or press **Escape** [Esc] to return to Main Menu.

Note: If you are unable to complete the pickup for any reason, use **Soft key** Ⓢ to select “NonPU”. The Non-Pickup Menu will appear.

Note: You can pre-record a scheduled pickup stop. Enter the stop, then press the **Soft key** Ⓢ beneath “PreRec” while you are in the Scheduled Pickup Package screen. A “P” is displayed to the left of a pre-recorded account in the Scheduled Pickup Account List. An asterisk “*” is displayed to the left of a completed stop account.

A “P” indicates a
Pre-recorded
account

An “*”
Indicates a
completed
Stop Account

1025	LEUNG ENTERPRISES	17:30
VICTORIA HARBOUR	DOCK	
ASEANA	Rm	Flr
----- 1 Prerecorded -----		
LEUNG ENTERPRISES	90123456	17:30
DAVIS INVESTMENTS	78901234	17:30
PPEARL GARDEN HOTE	56789012	18:00
*MAJESTIC HOTEL	34567890	18:00

Scheduled Pickup Account List

Overview

There are several types of pickups you can complete with the DIAD. The first three appear on the Main Menu.

- **Scheduled Pickup**—A pickup that has been downloaded to the DIAD and is completed daily.
- **Unscheduled Pickup**—A pickup that is not requested on a daily basis. For example, when you assist other service providers by completing pickups for them.
- **One-Time Pickup**—A customer-requested pickup for a predetermined number of packages.
- **On Demand Pickup** (On Call or Generic)—See On Demand section, page 80.

Scheduled Pickups (Main Menu Option 1)

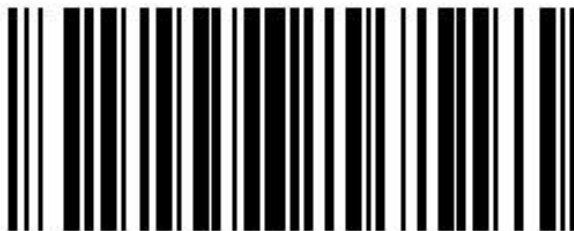
Letter Center

Use the following procedures when the pickup location is a Letter Center.

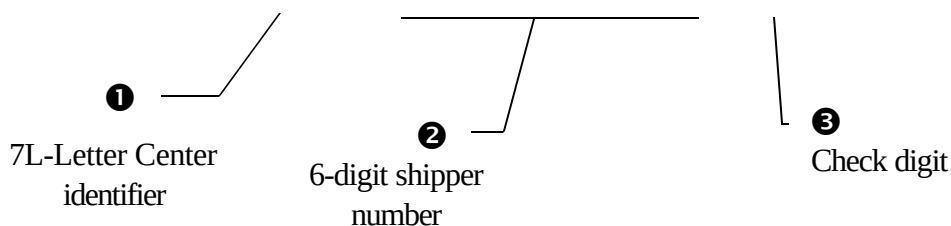
Note: You can also make Letter Center pickups as unscheduled or On Demand.

1. Locate the nine-digit, unique Letter Center bar code inside the Letter Center, on the upper-right corner of the opened door. (Example: 7L0005414.)

LETTER CENTER SOURCE NUMBER



7L 000 541 4



Scheduled Letter Box Pickup Package Screen

ASD Label

Tracking #	Cr	Cash	Check
2 N1421618234	N	0.00	15.50
1 N3214687425	N	0.00	20.00
COP		Check	

Tracking Number Screen

- Press Big Arrow Up .
- Record additional pickup package information and the total number of packages picked up. The ASD revenue fields display ASD totals. These fields only display if cash or checks are associated with the scanned ASD.

ASD Fields

Total = cash and checks

Check = total checks

10:50	
Scheduled	LBX Id:XE1234
Unit:1001	LBX (Y/N):Y

Totl:2	----- ASD -----
Tot:	35.50
Ck:	35.50
Cash Due:	0.00
SplCnts	IntlChk NoLBxBc
COD	NonPU PreRec Check

Scheduled Letter Box Pickup Summary Screen - Display ASD Revenue Feature

- The “Cash Due” field displays total cash due at this Letter Center stop. Non-ASD totals do not display.
 - Follow normal stop complete and Letter Center routine.
- Note:** For prepaid ASDs, leave the credit indicator at “Y.”
- Note:** If you are unable to complete the pickup for any reason, use **Soft key**  to select “NonPU”. The Non-Pickup Menu will appear.

Alert Screens

You will see this screen if you press **Stop Complete 4** and one or both of the conditions shown on the screen exists.

```
*****
*Notice: Following Condition(s) Exist *
① *--Revenue Exists, but no pkgs present *
② *--Pickup Scanned pkgs > Total pkgs *
*                                     *
*                                     *
*Complete This Stop (Y/N)? N *
*****
                                     Yes    No
```

Stop Complete Conditions Exist Screen

- ① Occurs when revenue from a scanned ASD has been entered and a stop shows an exception, such as “NI-1.”
- ② Indicates more origin-scanned packages than the “Totl” field displays.

Unscheduled Pickups (Main Menu Option 2)

Non-Letter Center

1. Press 2 (“Unscheduled”) from the Main Menu.
2. If there are ASDs at the pickup point, verify the ASD to ensure that it is complete. Fill in the missing information. Make sure that billing information and weight are complete.
3. Key enter address information and press **Big Arrow Down** .
4. Key enter the customer’s shipper number.
5. Remove the green UPS copy and return it to your center.
6. At the Unscheduled Non-Letter Box Pickup Package screen, **scan** or key enter the ASD bar code. All ASDs must be origin scanned!

GREAT EAGLE HOTEL				
Unscheduled			Ship#:123456	
Unit:1001 LBX (Y/N):N				

Totl:0				
			Tot:	0.00
Loos:0			Ck:	0.00
Pall:0				
SplCnts	IntlChk	NoLBxBc	Yes	No
COP	NonPU	Ship#<6		Check

Unscheduled Non-Letter Box Pickup Package Screen

Note: For an unscheduled Letter Center pickup, scan the Letter Center bar code and the DIAD will automatically prompt you with “Make This a LBX Pickup (Y/N)?” Select Yes and the “Ship #” field will automatically display the LBX ID.

7. After scanning, the Tracking Number screen displays. Enter the method of payment for each ASD. If the package is prepaid, leave default for “CR” as “Y.”

Tracking #	Cr	Cash	Check
2 N1421618234	N	0.00	45.00
1 N3214687425	N		32.00
COP		Check	

Tracking Number Screen

Note: The DIAD provides an override feature for ASD bar codes that might not be recognized by the DIAD. Select “COD” after scanning the ASD to display the “Revenue Amounts” fields.

Pickups

8. Press **Big Arrow Up** . Record additional pickup package information and the total number of packages picked up. ASD revenue fields display any cash or checks that were entered as a method of payment on the previous Tracking Number screen. These fields only display if cash or checks are associated with the scanned ASD. ASD fields include: “Totl” (total cash and checks) and “Chk.”

GREAT EAGLE HOTEL				
Unscheduled			Ship#: 123456	
Unit:1001 LBX (Y/N):N				

Totl:3		----- ASD -----	--- NON ASD --	
Tot:		77.00	Tot: 0.00	
Ck:		45.00	Ck: 0.00	
Cash Due:		32.00		
SplCnts		IntlChk	NoLBxBC	Yes No
COP		NonPU	Ship#<6	Check

ASD Fields

Total = cash and checks

Check = total checks

ASD Fields
Total = cash and checks
Check = total checks

Unscheduled Non-Letter Box Pickup Summary Screen - Display ASD Revenue Feature

9. Key enter any non-ASD amounts. Non-ASD fields include: “Totl” (total cash and checks) and “Chk.”

GREAT EAGLE HOTEL				
Unscheduled			Ship#:123456	
Unit:1001 LBX (Y/N):N				

Totl:3		----- ASD -----	--- NON ASD --	
Tot:		77.00	Tot: 15.00	
Ck:		45.00	Ck: 15.00	
Cash Due:		32.00		
SplCnts	IntlChk	NoLBxBC	Yes	No
COP	NonPU	Ship#<6	Check	

Non-ASD Fields
Total=cash and checks
Check = total checks

Unscheduled Non-Letter Box Pickup Summary Screen - Display ASD Revenue Feature

10. View the “Cash Due” field for the total amount of cash (no checks) due on both ASD and non-ASD pickups.
11. Press **Stop Complete 4**.

Note: If you are unable to complete the pickup for any reason, use **Soft key**  to select “NonPU”. The Non-Pickup Menu will appear.

One-Time Pickup (Main Menu Option 3)

To record one-time pickup stops:

1. Press **3** (“OneTime”) from the Main Menu.
2. Key enter the address. Press **Big Arrow Down** .
3. Key enter the last three digits of the One-Time ID (the last three digits of the customer’s telephone number).
4. Record the pickup information.

COOMBS RESTAURANT			
One Time		Ship#:123456	
Unit:1001	ID:		

Totl:0		Tot:	0.00
Loos:0		Ck:	0.00
Pall:0			
SplCnts	IntlChk		
COP	NonPU	Ship#<6	Check

Pickup Screen

5. Key enter the amount of money collected.
6. Press **Stop Complete** 4. You will return to the Main Menu.

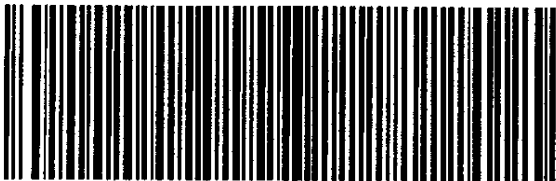
Note: If you are unable to complete the pickup for any reason, use **Soft key**  to select “NonPU”. The Non-Pickup Menu will appear.

Non Pickup Menu		
1	2	3
Missed	Cancelled	Closed
4	5	6
Not In	No Money	Not Ready

Non-Pickup Menu

Pickup Summary Bar Codes

With the automation of UPS shipping systems, many of our customers generate a Pickup Summary Bar Code Report when they close out their shipping activity at the end of the day. The Pickup Summary Bar Code (PSB) is a 23-character code generated by any customer using an automated shipping system, such as TeleShip, OnLine Office, or OnLine Professional.

PICKUP SUMMARY BARCODE REPORT FOR 07/07/96 PICKUP RECORD: 0 03 3 SHIPPER NUMBER: 123456 MARYLAND TECHNOLOGIES 2131 YORK ROAD TIMONIUM, MD 21093						
 91 123 456 000000003 00004 6						
DRIVER SUMMARY TOTAL NUMBER OF PACKAGES = 2 Pkgs. w/ Declared Value up to \$5000 = 0 Pkgs. w/ Declared Value over \$5000 = 0 <table><tr><td>1DA 2</td><td>INT'L 0</td></tr><tr><td>2DA 0</td><td>CODS 0</td></tr><tr><td>3DS 0</td><td></td></tr></table> SHIPMENTS SUBJECT TO TERMS OF AGREEMENT ON FILE	1DA 2	INT'L 0	2DA 0	CODS 0	3DS 0	
1DA 2	INT'L 0					
2DA 0	CODS 0					
3DS 0						
Received by: _____ Pickup Time: _____ Pkgs: _____						

Pickup Summary Bar Code Report

Pickups

6. Key enter the total number of packages picked up in the DIAD.
7. Sign the Pickup Summary Bar Code Report, recording the pickup time and the number of packages picked up. The report stays with the shipper.
8. If high-value packages are in the pickup, the automated shipping system will generate a High Value Report. The system can produce two separate reports for total value over \$1,000 and \$5,000. Sign the High Value Report and return it to the center.

Pickup Dates: 6/26/96 Pickup Records: 123456789		UPS High Value Report		Shipper Number: 123456 Page: 1 of 1	
Shippers International North Tower 4th Floor 1550 W. George Street Phoenix, AZ 85027					
Declared Value from \$1000 up to \$5000					
#	Tracking Number	Reference Number	Reference Identifier #	Declared Value	
1	121234560390123456			\$1000	
2	121234560390123456			\$4999	
3	121234560390123456			\$2500	
Number of Packages = 3					
Declared Value \$5000 and Over					
#	Tracking Number	Reference Number	Reference Identifier #	Declared Value	
1	121234560390123456			\$9001	
Consignee Name		Consignee Address Field 1 City, State, Zipcode			
2	121234560390123456			\$9250	
Consignee Name		Consignee Address Field 1 City, State, Zipcode			
Number of Packages = 2					
Total Number of High Value Packages = 5					
Received By: _____		Date _____		Package Count _____	

High Value Report

ON DEMAND EVENTS (MAIN MENU OPTION 9)

System Overview: How it Works

DIAD III, which is equipped with a data radio, can send messages to a center and/or dispatch site, and receive messages from either site. The service provider can receive messages such as requests for a pickup, a delivery, or an assist. These are called On Demand events.

You can receive or initiate these types of On Demand events:

Pickup:

- **OCA**—A pickup with the service type of On Call Air (OCA).
- **Generic**—A pickup with the service type of generic will include Rapid Recovery requests, such as a customer's request for an additional pickup.

Delivery:

- **Generic**—A delivery with the service type of generic will include Rapid Recovery requests. Examples include a customer's request for a re-delivery attempt or request to pick up a package that was previously delivered, such as a misdelivery, a refused, or a damaged package.

Assist:

- **Generic**—An assist with the service type of generic.

Receiving On Demand Event Messages

The On Demand Alert screen appears on your DIAD whenever the center or dispatch site transmits an On Demand event message. This indicates that a customer needs a specific service, such as an On Call Air pickup (OCA).

On Demand Alert		New
Pickup	- OCA	
KENNETH CHAN CHEVROLET		
145	SIR WILLIAM	BLVD
ASEANA		
Commit: 17:45		Pkgs: 3
Ready: 17:00	Close: 18:00	Time: 15:00
Enter OVERRIDE, PRERECORD or ETA:		
	PreRec	Ovrride

On Demand Alert Screen

On Demand Events

On Demand Alert Screen Definitions

- **Alert**—Status of the alert.
 - **New**—First time message has been dispatched.
 - **Modify**—Contains updated information about an existing event, such as an address or commit time change. Check the screen for new or changed information. Appears only if the event has not been stop completed.
 - **Cancel**—Cancels a previously dispatched event and removes it from the list (only if the stop has not been stop completed).
- **Comment**—May contain additional information about the event (up to 24 characters) or future service type information, such as Rapid Dispatch Recovery.
- **Customer Name**
- **Address**
- **Ready**—The time that the customer will be ready.
- **Commit**—The time committed for completion of the service.
- **Pkgs**—The number of packages expected.
- **Close**—The time that the customer facility closes.

Accepting On Demand Events

To acknowledge receipt and accept the On Demand Event enter an “ETA” (Estimated Time of Arrival). Once you accept the event, the DIAD adds it to the On Demand Event List. Highlight the bottom line. Then press **Soft key** Ⓢ beneath “Ovrride” to tell the center you are unable to service the event.

Overriding an On Demand Event

If you receive an On Demand message that you are unable to service due to a breakdown or being out of the area:

1. When “Ovrride” has been selected, DIAD displays Select Override Response screen. Enter a reason for answering with an override.

Select Override Response	
1	- Vehicle breakdown
2	- Out of area
3	-
4	-
5	-
0	- Other

Select Override Response Screen

2. Select a listed option or press **2** for (“Out of area”).

Enter Details (Optional):

To:
Out of area

Escape - Clear Enter - Send

Override Response Key Entry Screen for Pre-Defined Response

3. To send the completed message, press **Enter** ➔. Then press **Soft key** Ⓢ to select “Yes” to respond to the question, “OK to Send Y/N?”

Enter Details (Optional):

To:
Out of area

OK to Send Y/N?

Yes No

Override Response Key Entry Screen With OK Message

Editing On Demand Events

1. Access the On Demand Event List from the On Demand Services Menu. This process is similar to servicing an event for a pickup, delivery, or assist.
2. Use **Little Arrow Down** ↓ to place the cursor on the On Demand stop to be edited.
3. Press **Enter** ➔.
4. Update as needed.
5. Press **Stop Complete** 4.

On Demand Events

On Demand Event: Pickup

1. Press **9** (“ODS”) on the Main Menu.

DIAD Main Menu V21.32_D3 [12:14]		
1	2	3
Scheduled	Unscheduled	OneTime
4	5	6
Delivery	Statistics	Comm
7	8	9
Print	DeLLink	ODS
SplCnts IntlChk PreComm		

Main Menu

2. Press **1** (“Pickup”) from the On Demand Services Menu.

On Demand Services Menu		
1	2	3
Pickup	Assist	
4	5	6
Delivery		

On Demand Services Menu

3. The On Demand Pickup List will appear. Select an event from the On Demand Event List and service it, or add an event by using **Soft key**  to select “AddStop”.

Note: When adding an event, the Delivery Address screen will appear prior to the ODS Pickup Detail screen.

KENNETH CHAN CHEVROLET			18:00
BILL MUNSON			ASEANA
press PRERECORD to add Pickup			---ETA-
197	AYUTHAYA LOOP		17:30
*246	LONG XUYEN	TERR	17:45
493	YAMAGUCHI	W	18:00
505	FINNALYSON	RD	18:10
AddStop			

ODS Pickup List

4. Press **Enter**  and the ODS Pickup Detail screen will appear.

```
On Demand Event Pickup Detail
Commit: 17:45   Ready: 17:00   ETA: 17:30
Event #:0000AB1234   Close: 18:00
Phone #:4100-4567   Type: OCA
Pkgs: 3   Wgt: 75
Contact:BILL MUNSON   O/W

SplCnts IntlChk PreComm PreRec
```

ODS Pickup Detail Screen

5. Verify or key enter information in the On Demand Event Pickup Detail screen.

Notes:

- Once the On Demand event is pre-recorded, the ETA can't be modified until you receive a new ETA alert.
- If you have the event number, enter it. Otherwise, the DIAD automatically assigns an event number.
- If the dispatch site sends the message, most fields will already be filled. If you initiate the communication, then you will need to enter the appropriate details.

6. Press **Big Arrow Down** . The On Demand Event Pickup Summary screen will appear.

```
KENNETH CHAN CHEVROLET   18:00
Pickup OCA   Ship#:123X56
Unit:1001 LBX (Y/N):N
-----
Totl:3
Wgt :75   Tot: 70.50
Loos:0   *Ck: 70.50
Pall:0   Credit:N
SplCnts IntlChk PreComm
COD NonPU PreRec Check
```

ODS (Non Letter Box) Pickup Summary Screen

7. Enter data as you would with any unscheduled pickup.

8. Press **Big Arrow Down** . The ODS Pickup Package Level Detail screen will appear.

```
KENNETH CHAN CHEVROLET   18:00
On Demand Event Pickup - OCA 123X56
-Pkg--Weight---Srv Cls-----Cost-----
1 72 2DA 46.50
2 1 1DA 13.75
3 2 2DA 10.25
4 .
5 .

SplCnts IntlChk PreComm PreRec
```

On Demand Events

ODS Pickup Package Level Detail Screen

Note: This screen appears only if the dispatch site transmits package detail information for five or fewer packages.

9. Verify customer-provided package detail information.
10. To complete the On Demand Event, press **Big Arrow Up**  to return to the Pickup Summary screen. Then press **Stop Complete 4**.

ODS Pickup Status Menu

1. If you were unable to complete the pickup for any of the reasons listed, use **Soft key**  to select “NonPU” from summary screen.
2. ODS Pickup Status Menu is displayed. Select appropriate reason you were unable to complete the pickup.

On Demand Pickup Status Menu		
1	2	3
Missed	Cancelled	CLO Early
4	5	6
Not In	No Money	Not Ready
7	8	9
Already PU		

ODS Pickup Status Menu

On Demand Event: Delivery

To complete an On Demand delivery, follow the same procedures as you would for an On Demand pickup.

1. From the On Demand Services Menu, press **4** (“Delivery”).

On Demand Services Menu		
1	2	3
Pickup	Assist	
4	5	6
Delivery		

On Demand Services Menu

2. The On Demand Delivery List will appear. Select an event from the On Demand Event List and service it, or add an event by using **Soft key**  to select “AddStop”.

On Demand Events

Note: When adding an event, the Delivery Address screen will appear prior to the ODS Pickup Detail screen.

GUAT KENG INC				18:00
PAT REDDAN		ASEANA		
press PRERECORD to add Delivery ----ETA-				
103	N	ZAMA SEN		14:00
*250		OAK JUNCTION		15:00
790		CHEMPAKA RING	RD	15:30
AddStop				

ODS Delivery List

- The DIAD displays the ODS Delivery Address screen. Verify and correct necessary address information.

Street #	Street Name	Type	Dir	Suf
103	ZAMA SEN		N	
City		PostCode	Unit	
ASEANA		27369	1001	
Consignee		Room	Flr	
GUAT KENG INC		412	4	
Note:			CDS	N
On Demand Event Delivery - Gen				
SplCnts	IntlChk	PreComm	/	
Dup		PreRec	Ovrride	

ODS Delivery Address Screen

- Press **Big Arrow Down**  ODS Delivery Detail screen will appear.

On Demand Event Delivery Detail			
Commit: 14:00	Ready: 13:30	ETA: 14:00	
Event #:0000BC1425		Close: 18:00	
		Type: Gen	
		Amt:	25.00
SplCnts	IntlChk	PreComm	PreRec

ODS Delivery Detail Screen

- View or key enter detail data beginning with “Commit” field. DIAD will display additional comments received from dispatch site or center.
- Press **Big Arrow Down**  to display ODS Delivery Package screen.

Street #	Street Name	Type	Dir	Suf
103	ZAMA SEN		N	

Col	Amt	Ship #	ID#	Remark
Edit COD	Dup NonDel	Ship#<6 PkgInfo	+Paper PreRec	Deliver

ODS Delivery Package Screen

7. **Scan** or key enter package detail.

ODS Delivery Status Menu

If you are unable to complete the delivery, follow the current procedures for accessing Non-Delivery reasons by selecting “NonDel” from package screen.

On Demand Event: Assist

1. Select 2 (“Assist”) from On Demand Services Menu.

On Demand Services Menu		
1 Pickup	2 Assist	3
4 Delivery	5	6

On Demand Services Menu

2. The ODS Assist List will appear. Select an event from the On Demand Event List and service it, or add an event by using **Soft key**  to select “AddStop”.
3. Verify or key enter information in the ODS Assist Address screen.

Street #	Street Name	Type	Dir	Suf
1123	PACIFIC	AV		
City		PostCode	Unit	
ASEANA		27369	1001	
Consignee		Room	Flr	
MO DAVIS INVESTMENTS		200	2	
On Demand Event Assist - Gen				
SplCnts	IntlChk	PreComm	/	
	Dup	PreRec	Ovrride	

ODS Assist Address Screen

4. Press **Big Arrow Down**  to view the ODS Assist Detail screen.

On Demand Event Assist Detail		
Commit: 15:00	Ready: 14:30	ETA: 15:00
Event #: 0000GB1525	Close: 17:00	
Type: Gen		
SplCnts	IntlChk	PreComm
NonDel	PreRec	

ODS Assist Detail Screen

On Demand Events

ODS Assist Status Menu

If you are unable to complete an assist you previously accepted, use **Soft key** ☉ to select “NonDel” in ODS Assist Detail Screen. ODS Assist Status Menu will be displayed.

On Demand Assist Status Menu		
1	2	3
Missed	Cancelled	CLO Early
4	5	6
Not In		Not Ready
7	8	9
AlreadySvc		

ODS Assist Status Menu

DIAD ALERTS

Alerts can:

- Notify you of upcoming ETA and commit times.
- Ask you for information about a missed commitment time.
- Review work that needs to be completed.
- Alert you to On Demand System (ODS) communication conditions.

ETA Alert

The ETA Alert Screen reminds you that an Estimated Time of Arrival (ETA) is approaching. The alert is defaulted to 20 minutes prior to the ETA.

ETA Alert			
Delivery - Gen			
MO DAVIS INVESTMENTS			
1123	PACIFIC	AV	
ASEANA			
Commit: 14:00	ETA: 14:00	Pkgs: 1	
Ready: 13:30	Close: 18:00	Time: 13:40	
BIG UP to Return			
PreRec Ovrride			

ETA Alert Screen

Commit Time Alert

The Commit Time Alert Screen notifies you that an On Demand event commit time is approaching. The DIAD highlights the commit time (the default is set at 20 minutes.)

Commit Time Alert			
Delivery - Gen			
MO DAVIS INVESTMENTS			
1123	PACIFIC	AV	
ASEANA			
Commit: 14:00	ETA: 14:00	Pkgs: 1	
Ready: 13:30	Close: 18:00	Time: 13:40	
BIG UP to Return			
PreRec Ovrride			

Commit Time Alert Screen

Missed Commit Alert

The Missed Commit Alert screen requires you to establish a new ETA and requests information about the missed commit time.

```
Missed Commit Alert
Delivery - Gen
MO DAVIS INVESTMENTS
1123          PACIFIC          AV
ASEANA
  Commit: 14:00          Pkgs: 1
Ready: 13:30  Close: 18:00  Time: 14:00
      Enter ETA:

                               PreRec  Ovrride
```

Missed Commit Alert Screen

1. Enter new ETA and Select Missed Commit Reason screen appears.

```
      Select Missed Commit Reason

1 - Received past commit time
2 - Packages not ready
3 - Incorrect pickup address
4 - Delayed in traffic
5 -
0 - Other
```

Select Missed Commit Reason Screen

2. Select one of the four options, or **O** (“Other”). The Missed Commit Reason Key Entry screen will appear.

```
      Missed Commit Reason Key Entry

      Delayed in traffic

Escape - Clear          Enter - Send

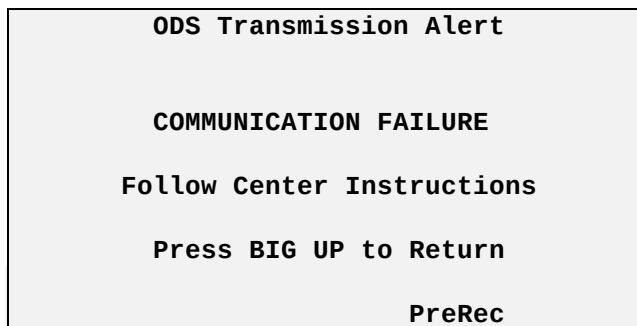
                               Yes    No
```

Missed Commit Reason Key Entry Screen - For Pre-Defined Response

3. Enter additional information at the Missed Commit Reason Key Entry screen if necessary.
4. To send the completed message, press **Enter** ➔ and press **Soft key** Ⓢ to select “Yes” to respond to the question, “OK to Send Y/N?”

Exceeded Maximum Retries Alert

When the DIAD has exceeded the maximum number of retries while attempting to transmit data through the DVA back to the dispatch site or center, the Exceeded Maximum Retries Alert screen will appear. See next page.



Exceeded Maximum Retries Alert ScreenPhone ODS

PHONE ODS (Communications Menu Option 6)

The Exceeded Maximum Retries Alert screen tells you that you need to use the telephone to verbally communicate your messages.

1. To perform this function, return to the Main Menu.

DIAD Main Menu V21.32_D3 [12:14]		
1 Scheduled	2 Unscheduled	3 OneTime
4 Delivery	5 Statistics	6 Comm
7 Print	8 DelLink	9 ODS
SplCnts IntlChk PreComm		

Main Menu

2. Select **6** (“Comm”). The Communications Menu will display.

Communications Menu		
1 Phone	2 DVA Send	3 Send Txt Msg
4	5	6 Phone ODS
Rad On		Rad Off

Communications Menu

Note: When the radio has been disabled, a prompt to enable the radio transmitter appears every 10 minutes. Press the soft key beneath “**Yes**” to enable the radio or beneath “**No**” to continue the disable function.

- From the Communications Menu, select **6** ("Phone ODS"). The Phone ODS Instructions screen will display.

```
Phone ODS - Instructions
1) Dial 9999-9999
2) The next screen displays a list of
   On Demand Messages that need to be
   Communicated to the On Demand System.
3) Press Stop Complete on each message
   when finished communicating.
   Press Big Down to continue....
```

Phone ODS Instructions Screen

- Dial the dispatch number listed, and prepare to talk through your pending messages.
- Press **Big Arrow Down** ➡ The ODS Messages Waiting for Communication screen will display.

```
ODS Messages Waiting for Communication

-Event #-----Message Info--Time---Dest--
*0000GH1328  Delivery ETA   12:30
0000DE1620  Pickup Comp    10:50
0000GB1525  Assist Comp    10:00
              Text                      DISP
              Resp Req
```

ODS Messages Waiting for Communication Screen

- An asterisk "*" will display to the left of the first event on the list. It indicates that the message exceeded the maximum retry count.

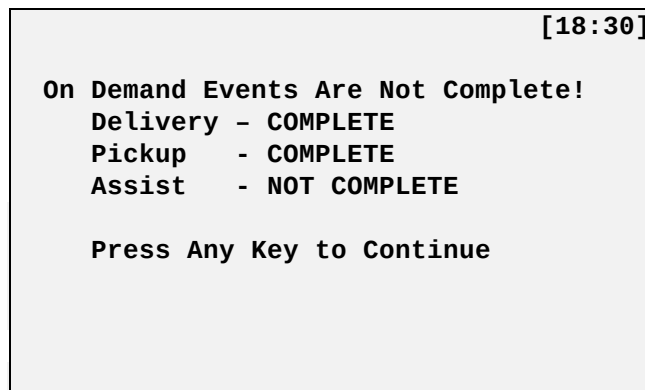
Note: The DIAD also lists all the other ODS messages that have not been transmitted.

- Press **Enter** ➡ if you need more details about the selected event.
- To show that you've verbally communicated the message, press **Stop Complete 4**. This removes the event from the list. Complete all messages.

ODS Alerts

On Demand Events Not Complete Alert

The following screen warns you that you still need to complete pre-recorded On Demand events before stopping the DIAD.



On Demand Events Not Completed Warning Screen

Messages Pending Communication Alert

If you attempt to stop the DIAD while On Demand messages are pending transmission to the ODS System, even if all On Demand events are complete, the following screen appears.



On Demand Events Messages Pending Communication Screen

1. Press **Big Arrow Up**  to return to the ODS Messages Waiting for Communication screen.

ODS Messages Waiting for Communication			
-Event #-----	Message Info--	Time---	Dest--
*0000GH1328	Delivery ETA	12:30	
0000DE1620	Pickup Comp	10:50	
0000GB1525	Assist Comp	10:00	
	Text		DISP
	Resp Req		

ODS Messages Waiting for Communication Screen

2. Verbally communicate all the pending messages before stopping the DIAD.

TEXT MESSAGES (Communications Menu Option 3)

Text Messages Overview

The DIAD is capable of sending and receiving text messages. These messages can alert you to traffic problems, Next Day Air arrivals, meet points, etc. You can receive two types of messages:

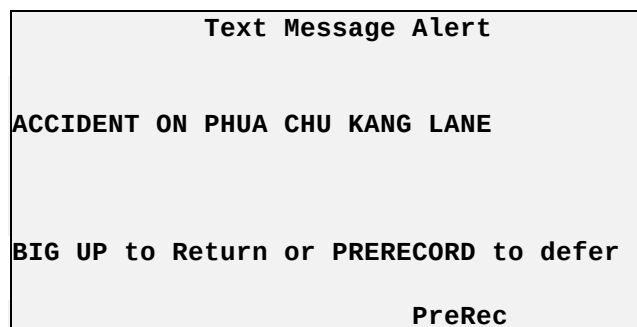
- Response Required.
- Text.

To send and receive this essential information, you need to establish contact between the DIAD and the ODS system. This link or log-in automatically occurs.

Text Only Messages

When a text message is sent by the dispatch site or center, it is displayed on the Text Message Alert screen.

Read the text message, making a mental note of its contents.



Text Message Alert Screen

Note: If you were in the process of completing a stop when you received the text message, you could defer it once by using **Soft key**  beneath “PreRec”. This is also true for On Demand event alerts. If you defer an alert while other alerts are pending for display, the DIAD will automatically defer the other alerts as well.

The DIAD displays the text message again following the next stop complete. To exit the message permanently, press Big Arrow Up .

Response Required Messages

Messages that require a response to the center will appear on the Response Required Alert screen.

Response Required Alert HAS THE ACCIDENT CLEARED ON PHUA CHU KANG LANE BGDN to continue or PRERECORD to defer PreRec

Response Required Alert Screen

1. To respond to this message, press **Big Arrow Down** . The Select Required Response screen will appear.

Select Required Response 1 - Will Contact ASAP 2 - Request acknowledged and accepted 3 - Yes 4 - No 5 - 0 - Other
--

Select Required Response Screen

2. Choose a reason from the menu, or press **O** ("Other"). The Override Response Key Entry screen will be displayed.

Enter Details (Optional): To: Will contact ASAP Escape - Clear Enter - Send Yes No
--

Override Response Key Entry Screen for Pre-Defined Response

3. Key enter more information, if necessary.
4. To send the completed message, press **Enter** . Then press **Soft key**  to select "Yes" to reply to the question, "OK to Send (Y/N)?"

Radio Status Indicator

Service Provider Created Text Messages

To create and send a text message:

1. Go to the Main Menu. Press **6** (“Comm”). The Communications Menu will display.

Communications Menu		
1 Phone	2	3 Send Txt Msg
4	5	6 Phone ODS
Rad On		Rad Off

Communications Menu

2. Press **3** (“Send Txt Msg”).

Note: Text messages cannot be sent by phone (Speaker-Comm).

3. The Select Message Destination screen will display. Decide where your message will go.

Select Message Destination
1 - Center
2 - Dispatch Site
3 - Center & Dispatch Site

Select Message Destination Screen

4. The Select Text Message screen will display. Select a reason, or **O** for (“Other”).

Select Text Message
1 -Finished Work
2 -
3 -
4 -
5 -
0 - Other

Select Text Message Screen

Override Response Key Entry Screen for Pre-Defined Response

← Indicates a radio-equipped unit

← Indicates a DVA unit
(Not available worldwide)

← Indicates the radio is inoperable

DIAD Alerts

Transmission of delivery tracking information and exception data is crucial in keeping our commitment to our customers. The DIAD will prompt you with alert screens in the following situations:

- when data needs to be sent
- if there is a problem transmitting the information

If the DIAD radio does not transmit the data, make a Speaker-Comm call. A successful Speaker-Comm call sends all DIAD package tracking information and exception package detail.

Transmission Commit Times

Always respond to DIAD alert screens within 10 minutes.

Transmission commitments to areas with cellular coverage:

Transmission Commit Times		
	Data Transmitted by DIAD Radio or Phoned In	Data Transmitted by Speaker-Comm Call
Next Day Air and Worldwide Express	ASAP not to exceed 20 minutes	Within 30 minutes
2nd Day Air and Worldwide Expedited	ASAP not to exceed 20 minutes	Within 30 minutes
3 Day Select	ASAP not to exceed 20 minutes	Within 30 minutes
GroundTrac, Consignee Billing, and DeliveryTracII	90 minutes	Within 120 minutes

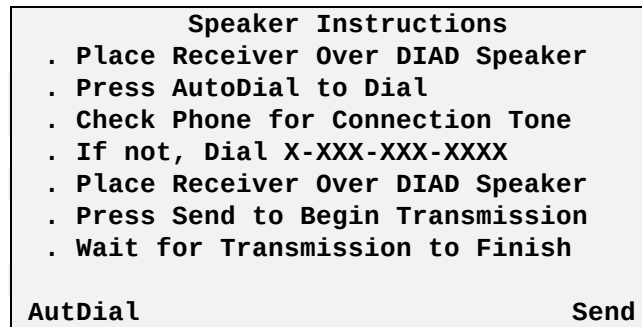
In non-cellular areas, transmit information by Speaker-Comm.

In non-radio coverage areas, transmit information by Speaker-Comm.

SPEAKER-COMM CALLS (Communications Menu Option 1)

A Speaker-Comm call is one where you use the DIAD's built-in speaker to transmit package tracking data and exceptions over a telephone.

1. From the Communications Menu, press **1** ("Phone"). The Speaker Instructions screen will display.

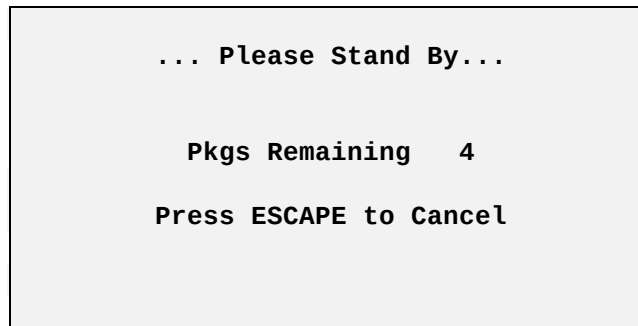


Speaker Instructions Screen

2. Follow the instructions on the Speaker Instructions screen.

Note: The telephone receiver must not be moved during the call.

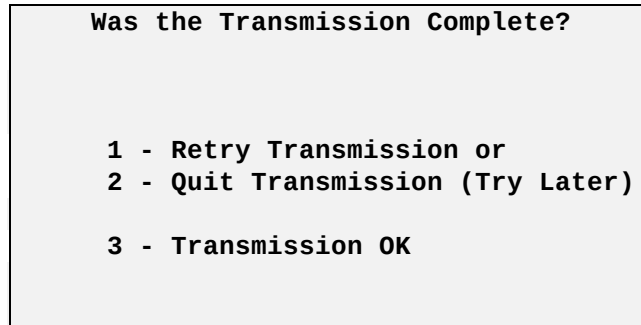
3. While transmitting data, the DIAD will show this screen:



Please Stand By Screen

Radio Transmitter Disable Function

- When the transmission is complete, the DIAD will show the following screen, asking you to confirm that the transmission was completed successfully:



A rectangular screen with a light gray background and a black border. The text is centered and reads:

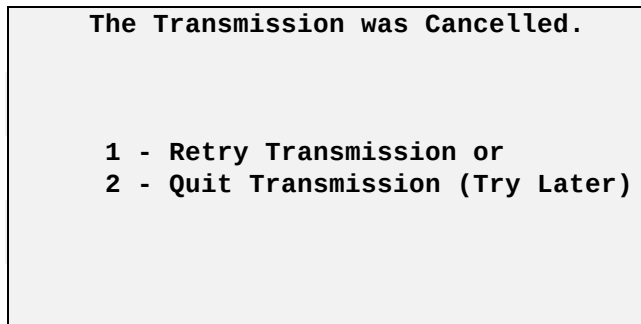
Was the Transmission Complete?

1 - Retry Transmission or
2 - Quit Transmission (Try Later)

3 - Transmission OK

Transmission Complete Screen

- Press **1** ("Retry Transmission") to retry it now, or press **2** ("Quit Transmission") to save the information for a later call.
- If the call was successful, press **3** to return to the Delivery Package screen.
- If you want to cancel the transmission for any reason, press **Escape** . The Transmission Cancelled screen will display.



A rectangular screen with a light gray background and a black border. The text is centered and reads:

The Transmission was Cancelled.

1 - Retry Transmission or
2 - Quit Transmission (Try Later)

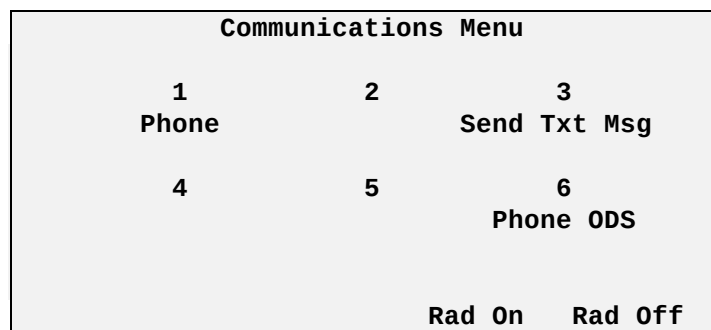
Transmission Cancelled Screen

- Press **1** ("Retry Transmission") or **2** ("Quit Transmission") to save the information for a later call.

RADIO TRANSMITTER DISABLE FUNCTION

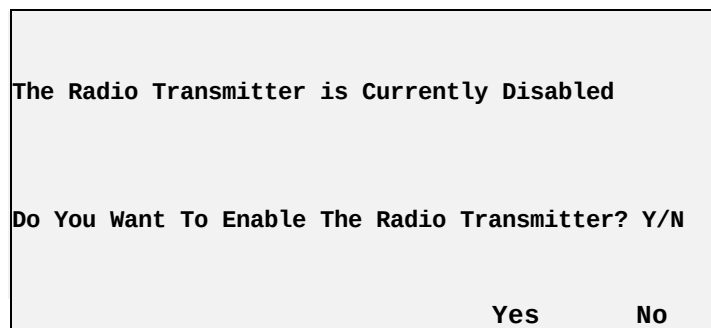
To disable the radio transmitter in areas with notices to turn off electronic devices:

1. From the Main Menu, press **6** (Comm).
2. From the Communications Menu, press the soft key beneath **“Rad Off”**. The radio transmitter is then disabled.



Communications Menu

- When disabled, the DIAD will prompt the user every 10 minutes asking if they want to enable the radio transmitter.



Radio Disabled Alert Screen

- Press the soft key beneath **“Yes”** to enable the radio or beneath **“No”** to continue the disable function.

Print

PRINT (Main Menu Option 7)

This option is used for uploading delivery stop information so it can be printed at the customer's location using either:

- **Print Buffer (replaces the PAS)**—A small print buffer box uploads delivery data from the DIAD using a DOI, and prints directly on the customer's printer, or
- **Print At Stop (PAS)**—A small printer and DOI (DIAD Optical Interface) held in a carrying case.

Note: A limited number of these are left in the field.

Transmitting Data

1. Make sure the optical window on the DIAD (under the DIAD on the upper-right corner) is aligned with the DOI (DIAD Optical Interface). This has to be a snap-on clip with DIAD III.
2. After recording all the packages at the stop and clarifying the customer signature, press **Stop Complete 4**.
3. Press **Big Arrow Up** . The Main Menu appears.
4. Press **7** ("Print"). The DIAD screen displays the Print Stop Menu List.

121 LINE TECHNOLOGY			
SIR WILLIAM		BLVD	
ASEANA	Rm 502	Flr 5	
-----			Stp #
GALLOW ISLAND			1
ISLE CREEK			2
UNIVERSITY CENTRAL		S	3
SIR WILLIAM		BLVD	4

Print Stop Menu List

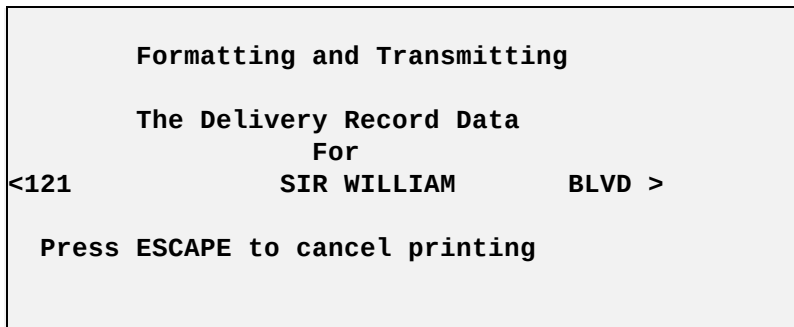
5. Use the appropriate key to select the desired stop information to be transmitted to the buffer or PAS printer. Press **Enter** . The Printer Check Off List appears.

Printer Check Off List 1. Printer on? 2. Printer on line? 3. Paper properly aligned? 4. DIAD connected to printer? Press ENTER to continue ESCAPE to cancel
--

Printer Check Off List

Print

6. Press **Enter** → to continue or press **Escape**  to cancel.
7. Ensure that the printer is online and paper is aligned.
8. Connect the DOI and verify that the correct address is displayed.
9. Press **Enter** →. The Printer Formatting and Transmitting screen appears.



```

      Formatting and Transmitting

      The Delivery Record Data
      For
<121          SIR WILLIAM          BLVD >

      Press ESCAPE to cancel printing

```

Printer Formatting and Transmitting Screen

10. If there is a problem, press **Escape**  to cancel printing.
11. The data will be automatically transmitted to the print buffer or to the Print at Stop (PAS) unit. When the transmission is complete, the DIAD beeps and displays the Delivery Address screen.

DEL LINK (Main Menu Option 8)

UPS Delivery Link (“Del Link”) is a product that allows the transfer of delivery information from the DIAD to the customer’s computer within seconds. The software must be on the customer’s computer and running in order for you to transfer data.

Using UPS Delivery Link

Follow these steps to transfer information to the customer’s computer.

1. Notify the customer on arrival at the stop that the UPS Delivery Link software must be running on the computer in order to transfer data.
2. Scan or key enter package information.
3. Obtain and clarify the receiver’s signature, and press **Stop Complete** 4.
4. On the DIAD press **Big Arrow Up**  The Main Menu appears.
5. Press **8** (“DelLink”). The following screen displays the last four stops you entered. Additional stops can be accessed by pressing **Little Arrow Up** .

121 LINE TECHNOLOGY			
SIR WILLIAM		BLVD	
ASEANA	Rm 502	Flr 5	
-----			Stp #
GALLOW ISLAND			1
ISLE CREEK			2
UNIVERSITY CENTRAL		S	3
SIR WILLIAM	BLVD		4

Print Stop Menu List

6. Highlight the stop to be transferred to the customer’s computer and press Enter. The DelLink Check Off List displays.

Del Link Check Off List		
1. DIAD connected to DOI?		
2. Correct Address?		
<LINE TECHNOLOGY	>	
<121	SIR WILLIAM	BLVD >
Press ENTER to continue ESCAPE to cancel		

Del Link Check Off List

Delivery Link

7. Verify that the UPS Delivery Link computer program is on the Main Menu and the computer monitor displays: "DIAD Communications: Enabled."
8. Place the DIAD Optical Interface (DOI) in the correct position on the DIAD. Be sure to align the optical interface on the DIAD with the DOI. The DOI has to be a clip style DOI with DIAD III. Verify that the monitor displays: "Establishing connection with DIAD. Please continue with DIAD entry..."
9. Press **Enter** ➔. The following screen displays.

```
Del Link Check Off List
1. DIAD connected to DOI?
2. Correct Address?

<LINE TECHNOLOGY      >
<121 Establishing Link w/DOI      BLVD >

Press ENTER to continue ESCAPE to
cancel
```

Del Link Check Off List With Establishing Link Pop-Up

10. The DIAD beeps and returns to the DIAD Main Menu when it is finished transferring information to the computer.

Alert Screen

If data transfer fails, the following screen will appear:

```
Del Link Check Off List
1. DIAD connected to DOI?
2. Correct Address?

<LINE TECHNOL No Link - Retry or Bring >
<121      3rd Copy Tomorrow      BLVD >

Press ENTER to continue ESCAPE to cancel
```

Del Link Check Off List with No Link Pop-Up

1. Check for proper alignment of the DIAD and the DOI.
2. Verify that the computer monitor displays: "Establishing connection with DIAD. Please continue with DIAD entry..."
3. If successful transfer cannot be made:
 - You will need to bring a third copy to the stop on the following day.

- Notify your supervisor about the data transfer failure and the need for a third copy for the customer.

DIAD RESTART

The DIAD is able to restart after certain recoverable faults. These might include network switch or certain hardware-related items. After a brief delay to restart the system, you can continue to use the DIAD with most of the previous data intact.

1. When the DIAD determines that a recoverable fault has occurred, the DIAD Restart screen displays.

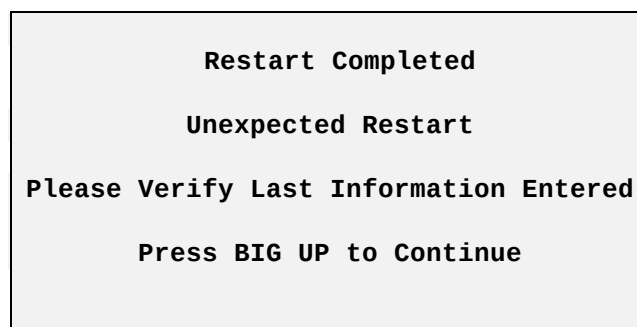


DIAD Restart Screen

2. The DIAD Restart Screen will show one of the following messages:
 - “Network Switch” indicates no radio coverage, switching to cellular network.
 - “Unexpected Restart” indicates a possible hardware problem.

Note: This process takes approximately 30 seconds to complete.

3. After restart occurs, the Acknowledge DIAD Restart screen displays.



Acknowledge DIAD Restart Screen

4. You must acknowledge this screen by pressing **Big Arrow Up**  The DIAD will return to the function that was active prior to the restart.

Note: The DIAD will attempt to restart a defined number of times (default is five) during the day. After reaching that defined number, the DIAD will go to Basecom without any additional restart attempts.

P.M. Routine

If a DIAD restart occurs while you are in the middle of a stop (prior to pressing Stop Complete), the last line of data must be re-entered. The DIAD will restart and return to the Delivery Address screen. You must go to the screen you were working on prior to the restart and key enter the last line of information.

You should report any DIAD restarts to the center team at the end of the day.

EXCEPTION REPORTING

DIAD Drivers

On Next Day Air and International or 2nd Day A.M. (Commercial) packages, phone in these exception types to the CSC (or center) within 30 minutes.

- Misloads not delivered.
- Bad address (NSS, NSP, NSN, Moved, etc.).
- Damages.
- Off area (out of service area, out of territory).
- Delivered after committed time.
- No delivery attempt.
- Not delivered.

Non-DIAD Drivers

Phone in exceptions on all tracked packages to the CSC or center.

RECORDING ON THE PAPER DELIVERY RECORD

If you are recording on a Delivery Information Record due to a DIAD failure, report the failure to your center and request a replacement DIAD.

When recording on paper, keep in mind that tracking information must be phoned in to the CSC to meet the transmission-time commitments.

When you phone in, provide the CSC (or the center) with:

- Your name.
- SLIC number.
- Package tracking number.
- Shipper number (required only if a standard label is used instead of a 1Z label).
- Last name of the receiver.
- Time of delivery.
- The code number on the Delivery Information Record when reporting non-deliveries.

QUICK REFERENCE – P.M. ROUTINE

P.M. Routine

1. Press **5** (“Statistics”) from the Main Menu.
2. Press **2** (“Inside Bldg”) from the Statistics Card Menu. Enter the return-to-building time and wash information.
 - Verify or enter totals for:
 - Recovery
 - High Value
 - Waybills
3. Press **9** (“Vehicles”) on the Statistics Card Menu.
 - Enter the ending mileage.
 - Record fuel and oil as well as couple/uncouple of TP-60 trailers.
4. At the center’s turn-in area, press **8** (“Turn In”) on the Statistics Card Menu. The DIAD will automatically total the amounts entered and post them against the amount due on the right side of the screen. When the turn-in is complete, the amount over/short should be \$0.00.
5. **Scan** the daily turn-in envelope.
6. Press **Signature** – Enter the number of currency envelopes to be turned in and press **Enter** ➔.
7. Sign the signature pad and press **Signature** – again.
8. Press **Big Arrow Up** .
9. Select **Soft key**  beneath “StpDIAD” from the Statistics Card Menu. Confirm the stop process. The DIAD is now in Basecom.
10. Place the DIAD in your assigned slot in the base station.

Turn-In Summary Screen

At the end of the day, when you are ready to turn in the C.O.D. amounts collected, use the following screen to enter the appropriate denominations.

		Cash Recd	12.34
Currency	12.00	-Vouchers	0.00
Coins	.34	-M/O	0.00
		=Cash Due	12.34
		Currency	12.00
		Coins	0.34
		Over/Short	0.00
Edit		NoBarCd	

Turn-In Summary Screen

When the turn-in is complete, the amount over/short should be \$0.00.

Scanning a Daily Turn-In Envelope

1. Press **8** ("Turn In") from the Statistics Card Menu. The Turn-In Summary screen will display.
2. From the Turn-In Summary screen, press **scan**. The DIAD will accept up to five bar coded turn-in envelopes. If the scan fails, this screen will appear:

* Bar Code Entry *
* *
* Please Enter Entire Barcode *
* ----- *
* *
*Msg->Scan Failed or Not Ready *

Bar Code Entry Screen with Message

3. Manually key enter the bar code number exactly as it appears on the turn-in envelope.

Note: If you are unable to scan or key enter the bar code, press **Void**. Then use **Soft key**  to select "NoBarCd".

Turn-In Signature Screen

The total tags and checks displayed on the Turn-In Signature screen must be reconciled to the physical documents enclosed in your daily turn-in envelope.

1. Press Signature – The Turn-In Signature screen will appear.

Tot Tags:	1	Cash Turn-In:	12.34
Tot Checks:	0	Amt Ov/Sht:	0.00
<i>W. Kong</i>			
Driver Signature		Cash Env 1	
Ovrride			

Turn-In Signature Screen

2. Count the number of C.O.D. tags and the total number of checks collected.
3. Verify that the number of tags and total number of checks counted matches the Turn-In Signature screen.
4. If a discrepancy exists, utilize the Review C.O.D. screen to make appropriate corrections in the DIAD.
5. Enter the number of currency envelopes, then press **Enter** ➔.
6. Sign your name on the signature pad and press **Signature** –. (The Signature Clarification screen will not appear.)

DIAD III Maintenance

- While the DIAD III is designed to be rugged and resistant to damage, it is still a sensitive piece of electronic equipment.
 - Use only the stylus marked “DIAD III ONLY” when obtaining a customer or turn in signature. Using any other object will damage the display screen.
 - Special care needs to be taken to protect the display from scratches.
 - The DIAD III is equipped with a handle, which retracts when not in use.
 - The DIAD III should be visually inspected for any cracks or broken or missing parts. If any faults are found, the unit should be returned for repair. The rubber feet located on the bottom of the unit should also be inspected for wear.
 - The battery compartment should be checked to ensure that the holding screw is in the fully locked position.
- The DIAD III should be cleaned twice per week (or as needed) with a towel from the DIAD cleaning station. To keep the unit in good working order, it is crucial that all electrical contacts, optical windows, and other critical areas be kept clean and free of debris.

Soft key Function Definitions

The following table lists all DIAD III functions that can be selected by the five **Soft key** ☉ and gives a definition for each. Most of these functions are identical to the function of the same name in DIAD II. Only the method of selection is different.

Soft key Functions

Function Designation	Function Definition
“Center”	On Road Call Screen, indicates that a breakdown was at the center.
“Check”	Displays COD Calculation screen if that screen is not already displayed. In COD Calculation Screen indicates to DIAD that C.O.D. entry was paid by check.
“COD”	Indicates to the DIAD that money is due on the current delivery package. DIAD then prompts for amount due.
“COP”	Indicates to the DIAD that money is due on the current pickup package. DIAD then prompts for amount due.
“Counter”	In verify driver information screen, indicates when DIAD is being used at customer counter.
“Deliver”	Displays driver release locations along with signed delivery notice, left at, and release number data.
“Driver”	In verify driver information screen, indicates when a driver uses the DIAD.
“Dup”	Copies previous entry into “Shipper Number” and “Street Number” fields. Also indicates that stop is a duplicate stop in “Room” field.
“Dup/Com”	Indicates that Left At stop is commercial, and indicate that stop is a duplicate stop.
“Dup/Res”	Indicates that Left At stop is residential, and indicate that stop is a duplicate stop.
“Edit”	Displays information on a stop that has already been completed, or allows editing of package detail information.
“Intelchk”	Displays International Checklist Screen.
“LA/Com”	Indicates that Left At address is commercial.
“LA/Res”	Indicates that Left At address is residential.
“Left At”	Indicates that a stop is an indirect delivery. After pressing Stop Complete  DIAD prompts for the location at which delivery was left.
“MultChk”	Allows entry of more than one check for a COD or COP payment.
“AddStop”	Allows entry of data manually on an ODS stop.
“No”	Indicates a negative response to a question on the display screen.
“NonDel”	Displays Non-Delivery Menu to allow selection of the reason for non- delivery.

Soft Key Functions Definitions

Soft key Functions

Function Designation	Function Definition
“NonPU	Displays Non-Pickup Menu to allow selection of the reason for non-pickup.
“Override”	Allows entry of address information that is not contained in DIAD Loop Detail database. Also used to enter multiple checks on COD Calculation screen and accesses Paper record screen from “Shipper Number” field.
“+Paper”	Displays Paper record Screen when selected from “Shipper Number” field.
“PreComm”	Allows entry of information on car load conditions and misloaded packages.
“PreRec”	Temporarily stores stop/package information in DIAD for later retrieval.
“Rad Off”	Disables radio transmitter.
“Rad On”	Enables radio transmitter.
“Road”	On Road Call Screen, indicates that a breakdown was on the road.
“Ship#<6”	Used when shipper number is less than six digits. Places a “/” in last digit position and allows DIAD to process shipper number.
“SplCnts”	Displays Special Counts Screen for input of ARS, Special 1, 2, A, and B counts.
“StpDIAD”	Allows the user to stop the DIAD at the end of the day.
“Verify”	Displays Driver Verification screen.
“Yes”	Indicates a positive response to a question on the display screen.
“.”	Used in addresses, return addresses, and text messages.
“/”	Used in street numbers when the address is a fraction (e.g. 123 ½ York Rd.).