



**TRANSPORTATION OPERATIONAL
PERSONAL PROPERTY
STANDARD SYSTEM
(TOPS)**

USER'S MANUAL

QA

Version 9.4.3

January 22, 2004

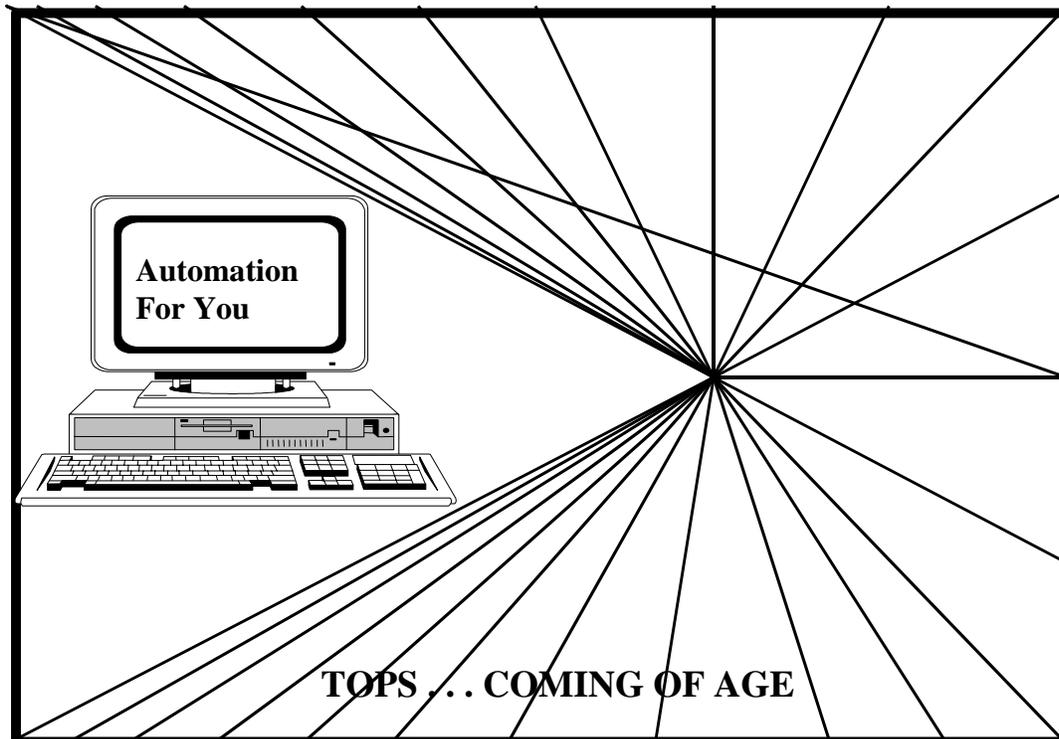
Prepared for the
MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND (SDDC)
ATTN: MTIM-AP
200 Stovall Street
9th Floor, Room 9S09
Alexandria, VA 22332-5000

Under Contract GS-35F-4594G
Task Order Number W81GYE-04-F-0088
SOW SUBTASK 3.1.1
DCN: 1804369-311-004

**TRANSPORTATION OPERATIONAL
PERSONAL PROPERTY
STANDARD SYSTEM
(TOPS)**

USER'S MANUAL

QA



**January 22, 2004
Version 9.4.3**

FOREWORD

This user's manual explains the **TOPS** QA Module.

Section 1 explains general information about TOPS.

Section 2 shows the structure of the **TOPS** QA process.

Appendix A provides screen-by-screen explanations of each process listed alphabetically by keyword.

Appendix B provides a list of acronyms.

Appendix C explains the function keys and their use.

Appendix D provides a list of codes and descriptions for additional services that may be requested for a shipment.

Use this manual as it applies to your specific needs. If you have used **TOPS** before and are familiar with the information in Section 1, proceed to Section 2.

This manual is based on ICP 9.4.3 of TOPS.
Future changes will be identified by version at the
bottom of each page.

ABOUT THIS MANUAL

This manual was created with the USER in mind. The goal is to make working through the processes as simple as possible. Below are the instructions for using the format in this manual.

Keywords

Keywords are set in CAPS and in **bold** type, e.g., **CARRANK**, **DD1780**, **PRTMGTO**, and **PRTCARR**. See Section 2 of the introduction and page A-2 of Appendix A for a complete listing. Keywords represent processes in each module.

Page Set-Up

Screens and their instructions are on facing pages. The Keyword and its definition appear at the top of the page. On the first page of each process is a brief description of the process. Below each screen is a short explanation of what can be done on that screen and indication of where the cursor will appear on the screen. A data field description follows.

Screens

The screens have been depicted as they appear within the TOPS application based on the version indicated at the bottom of this page and are as accurate as possible. In some cases, the grammar within the screens is incorrect; these screens have been intentionally left in that form.

Text

Text has been written in instructional form. Each step is numbered in sequential order. Direct actions are in **bold** type and information is in normal type. It is recommended that you 1) read the process description and/or the screen explanation, 2) look at the printed screen and the field descriptions, and 3) read all text instructions thoroughly before attempting to execute the steps.

The word "type" is used in the instructional text to indicate that values are to be typed into a field. The word "enter" is only used in data field descriptions. The words "Press/Pressing" are used when you are required to push a key.

When an instruction requires a "Y" or "N" answer that will retrieve a different screen or instruct you to go to an additional step, an "If" statement is used. "If" statements are also used when more than one value can be typed into a data field. "If" statements follow a direction.

Notes are provided when further information is necessary or useful. When a NOTE refers to only the instruction preceding it, it is indented once. When the NOTE refers to the whole process, it appears at the beginning or at the end of the page and starts at the left margin.

Keystrokes/Function Keys

Keystrokes/Function Keys are in UPPER case **bold** type and are enclosed by brackets. Keystrokes within quotes are neither in bold or in brackets, but are in uppercase. You will be directed when to press these keys. (See Appendix C, Function Keys, for a complete listing.) Examples of keystrokes are: [↓] and/or [↑], [EXEC QUERY], [NEXT FIELD] or [ENTER], etc. The words "NEXT FIELD" pertains to the **ENTER** key on a PC and is identified as **RETURN** on a dumb terminal.

TABLE OF CONTENTS

SECTION 1. INTRODUCTION.....	1-1
TOPS	1-1
STARTING TOPS	1-1
<i>Log On.....</i>	<i>1-1</i>
<i>QA Output.....</i>	<i>1-2</i>
HELPFUL TIPS FOR USING TOPS.....	1-3
THE TOPS QA MODULE.....	1-3
 SECTION 2. TOPS QA PROCESSES.....	 2-1
KEYWORDS.....	2-1
FUNCTIONAL BREAKDOWN.....	2-1
 APPENDIX A Keyword Process Descriptions (Alphabetical Order)	 A-1
APPENDIX B Acronyms.....	B-1
APPENDIX C Function Keys	C-1
APPENDIX D keysTROKES.....	D-1
APPENDIX E Codes.....	E-1

LIST OF FIGURES

Figure 2-1. Functional Breakdown of TOPS QA Module.....	2-2
---	-----

LIST OF TABLES

Table E-1. Loss/Damage Type	E-2
Table E-2. Loss/Damage Data Source.....	E-2
Table E-3. QA Action Code	E-2
Table E-4. Suspension Reg/Imed.....	E-2

SECTION 1. INTRODUCTION

TOPS

TOPS is a multi-service, standard database system for managing all forms, financial statements, and information involved with moving the personal effects of U.S. service members and their dependents, and civilian employees of the Department of Defense (DoD) when they relocate on assignment. **TOPS** consist of six modules: Counseling, Outbound, Nontemporary Storage (NTS), Inbound, Quality Assurance (QA) and General. These modules are designed to assist you in the transportation process.

TOPS automates, streamlines, and coordinates virtually every aspect of handling personal property shipments. It ends duplication of effort and documentation; allows you to perform follow-up checks more effectively; enables you to prepare notifications for member and contractors quickly and efficiently; and simplifies organizing, summarizing, reviewing, and transmitting periodic activity reports to management.

Starting TOPS

Initially, you need an authorized user name and password to use **TOPS**.

You also need to be familiar with the *three types of screens* within **TOPS**: menu, data, and information. *Menu* screens move to a function, such as printing. *Data* screens enter or retrieve data so you can then change, delete, and/or save new data. *Information* screens display data about a shipment or a report. Data on these screens cannot be changed.

Log On

You will be logging on to a **TOPS** Server utilizing the following steps.

- Bring up the log-on screen.
- Type your system user name.
- Type your system password.

The **TOPS** menu screen will appear.

- Type the number 1 for the **TOPS** Menu System; press **[NEXT FIELD]** or **[ENTER]**.

The **TOPS** user name/password screen will appear.

- Type your **TOPS** user name in the upper data field.
- Type your **TOPS** password in the lower data field.

After you enter your password, **TOPS** will begin operating and display the following message: 'FOR OFFICIAL USE ONLY.'

- When ready to move to the next screen, press **[NEXT FIELD]** or **[ENTER]**.

The second screen containing the PRIVACY ACT warning message will be displayed.

- When ready to move to the **TOPS** Main Menu, press **[NEXT FIELD]** or **[ENTER]**.

The **TOPS** Main Menu will be displayed. You are now ready to begin selecting processes within **QA** or any other module.

QA Output

<u>KEYWORDS</u>	<u>OUTPUT PRODUCED</u>	<u>DISTRIBUTION</u>
CARRANK	Carrier Overall Ranking Report	Carrier
DD1780	Shipment Evaluation and Inspection Record Supplemental Attachment	MTMC Destination ITO Carrier
DD1814	DD Form 1814, Carrier Warning, Suspension, Reinstatement, Cancellation of Warning Supplemental Attachment	Carrier, MTMC, Carrier Agent, Destination or Origin ITO
DPMQARPT	DPM Contractor Service Failure Report	QA
LABELSQ	Local Site ITO Return Address Label	QA
PRTCARR	Print Carrier Evaluation Worksheet Report	QA
PRTFAC	Facility Inspection Status Report	QA
PRTMGTO	Agent - Carrier LOI List	QA
PRTMGTO	Carrier Punitive Actions Report	QA
PRTMGTO	Carrier Information Report	QA
PRTMGTO	Daily Inspection Schedule Report	QA
PRTMGTO	Management Statistical Report for QA	QA
PRTMGTO	Missed RDD Report	MTMC
PRTMGTO	Shipments Inspected List	QA

Log Off

At the end of the work session, you can log off TOPS in one of *two* ways:

- Press the [**SPECIAL-1**] key from any menu screen
- or
- Press the [**EXIT**] key as many times as necessary until you exit the system.

Helpful Tips for Using TOPS

- Press keys firmly, and then wait for the effect of the keystroke before pressing another key.
- Execute **QUERY** from the query mode. If the message "Query Mode" does not appear at the bottom of the screen, you are not in query mode. Press [**ENTER QUERY**] to access query mode. Enter data, and press [**EXEC QUERY**].
- The Message Line is an information response line displayed at the bottom of the screen.
- If *prompted*, use the [**SELECT**] key, rather than the [**NEXT FIELD**] or [**ENTER**] key, to select items or options.
- Information has not been entered correctly on a previous screen or the current screen. If you are unable to correct the problem yourself, notify your **TOPS** Administrator for further instructions.

The TOPS QA Module

This manual gives step-by-step illustrated instructions for processing origin inspection data, destination inspection data, monitor/score shipment data, update display/scoring information, and generating forms and reports from **TOPS QA**.

This module describes five major divisions: **PROCQA**, **MONITOR**, **QAFORMS**, **QARPTS**, and **DPMQA** called submodules. Each submodule has one or more specific processes (which are defined in this manual by keywords) that help you to accomplish specific personal property shipping tasks.

When you use the **TOPS QA** Module, you will be able to do any of the following functions:

- Create/update origin inspection data for a shipment.
- Create/update destination inspection data for a shipment.
- Score shipments at origin.
- Print DD Form 1780.
- Update a scored shipment.
- Review general, scoring, origin inspection, destination inspection, and warning information for shipments.
- Review carrier performance.
- Create a punitive action on a carrier.
- Print DD Form 1814.

- Print TQAP management reports, carrier evaluation worksheet reports, facility inspection status reports, and labels.
- Maintain SIT Warehouse facility information and warehouse inspection data.
- Create or update the QA service failure record for a domestic or international DPM shipment.
- Print DPM service failure reports.

SECTION 2. TOPS QA PROCESSES

You can complete the following process using the QA module. The list below shows the structure of the QA Module.

The five QA submodules are listed below, by keyword.

Keywords

- **PROCQA**
- **MONITOR**
- **QARPTS**
- **QAFORMS**
- **DPMQA**

The following list is organized such that the major processes are identified first, followed by listing of the associated sub-processes:

Functional Breakdown

KEYWORD

PROCQA
 ADDORIGN
 ADDDEST
 MON1780
 SCOREUP
 DISPSHIP
 *SHIPINFO
 *SCORINFO
 *ORIGINFO
 *DESTINFO
 *WARNINFO
 CARRANK

MONITOR
 PUNIACTN
 PREAWARD
 REVCARR
 EVALCARR

QARPTS
 PRTMGTO
 PRTCARR
 PRTFAC
 LABELSQ
 DPMQARPT

PROCESS/FUNCTION

Process QA Functions
 Add Destination Inspection Data
 Add Destination Inspection Data
 Monitor/Score DD1780 Data
 Shipment Score Updating
 Display Ship/Scoring Info Screens
General Shipments Information
Shipment Scoring Information
Origin Inspection Information
Destination Inspection Information
Shipment Warning Status Information
 Compare Carrier Ranking to All Carriers

Monitoring Carrier/Agent Performance
 Punitive Action Data
 Add Pre-Award Inspection Data
 Review Carrier Performance
 Calculate Carrier Average Scores

Print QA Reports
 Print General QA Management Reports
 Print Carrier Evaluation Worksheet
 Display Facilities Inspection Data
 Print QA Mailing Labels
 Log DPM Contractor Service Failures

QAFORMS

DD1780

DD1814

DPMQA

Print QA Forms

Print DD Form 1780

Print DD Form 1814

DPM Shipment Inspection Data

*These applications must be accessed through **DISPSHIP**.

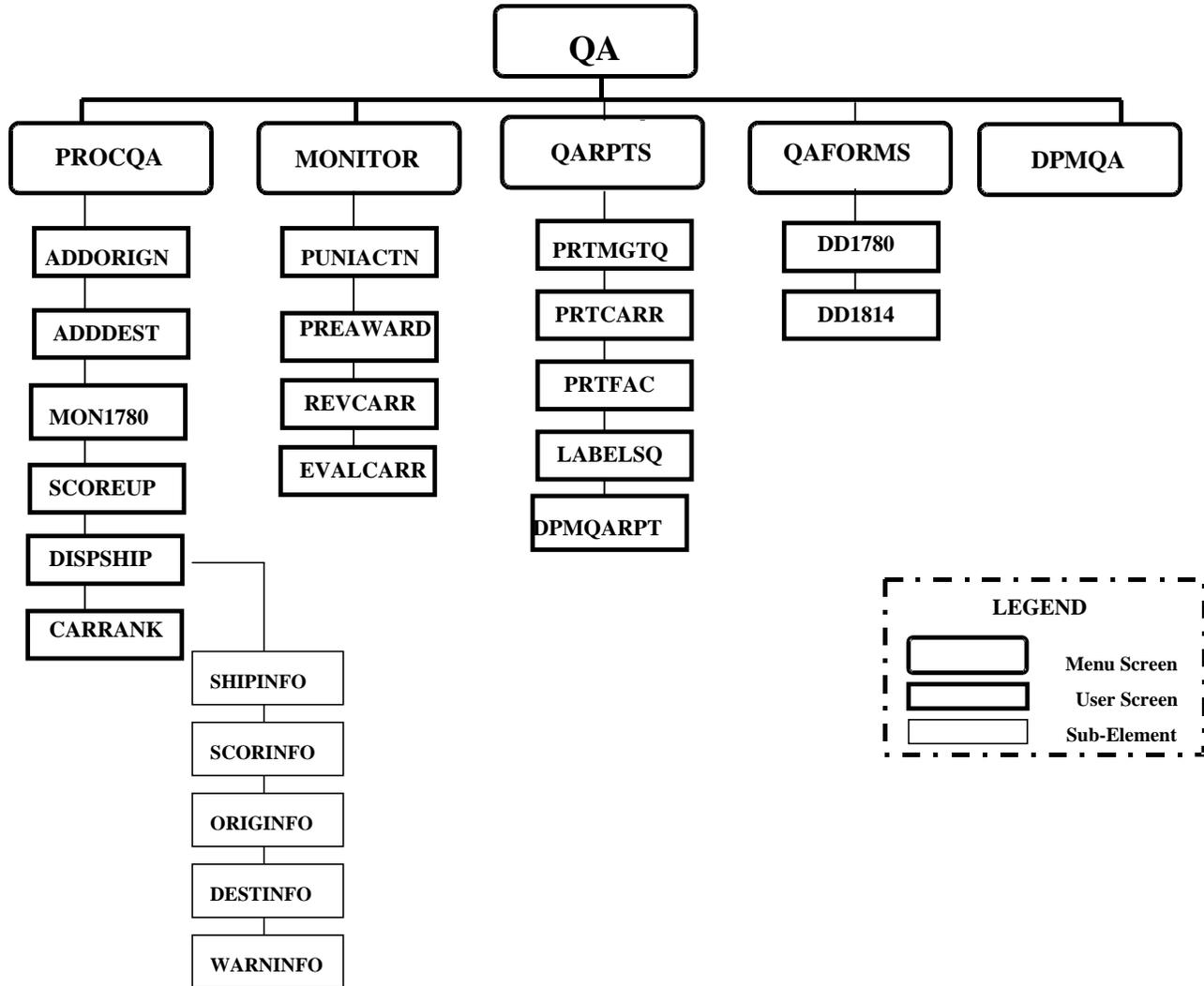


Figure 2-1. Functional Breakdown of TOPS QA Module

APPENDIX A
KEYWORD PROCESS DESCRIPTIONS
(ALPHABETICAL ORDER)

KEYWORD PROCESS DESCRIPTIONS

<u>KEYWORD</u>	<u>PROCESS/FUNCTION</u>	<u>PAGE</u>
ADDDDEST	Add Destination Inspection Data	A-10
ADDORIGN	Add Origin Inspection Data	A-04
CARRANK	Compare Carrier Ranking to All Carriers	A-34
DD1780	Print DD Form 1780	A-63
DD1814	Print DD Form 1814	A-65
DISPSHIP	Display Shipment/Scoring Information Screens	A-22
~DESTINFO	Destination Inspection Information	A-30
~ORIGININFO	Origin Inspection Information	A-27
~SCORINFO	Shipment Scoring Information	A-26
~SHIPINFO	General Shipment Information	A-24
~WARNINFO	Shipment Warning Status Information	A-33
*DPMQA	DPM Shipment Inspection Data	A-67
DPMQARPT	Print DPM Contractor Service Failure Report	A-60
EVALCARR	Calculate Carrier Average Score	A-51
LABELSQ	Print QA Mailing Labels	A-59
MON1780	Monitor/Score DD1780 Data	A-16
*MONITOR	Monitoring Carrier/Agent Performance	A-38
PREAWARD	Add Pre-Award Inspection Data	A-44
*PROCQA	Perform QA Functions	A-03
PRTCARR	Print Carrier Evaluation Worksheet Report	A-56
PRTFAC	Display Facilities Inspection Data	A-58
PRTMGTO	Print General QA Management Reports	A-54
PUNIACTN	Punitive Action Data	A-39
*QAFORMS	Print QA Forms	A-62
*QARPTS	Print QA Reports	A-53
REVCARR	Review Carrier Performance	A-48
SCOREUP	Shipment Score Updating	A-20

*Keywords with * are menu screens.

Keywords with ~ are options on the **DISPSHIP** screen.

MENU SCREEN**Screen 1: Select Function**

QA	PROCQA	Perform QA Functions
	ADDORIGN :	Add Origin Inspection Data
	ADDDEST :	Add Destination Inspection Data
	MON1780 :	Monitor/Score DD1780 Data
	SCOREUP :	Shipment Score Updating
	DISPSHIP :	Display Ship/Scoring Info Screens
	CARRANK :	Compare Carrier Ranking To All Carriers
Enter Keyword Here:		
Enter keyword or use Up or Down Arrow to select option, the press SELECT.		

Use this MENU screen to select a QA process.

To Choose an Option from this Menu

1. Press the [↓] and/or [↑] keys to place the arrow on the desired keyword.

or

Type in a keyword.

2. Press [SELECT]. The first screen of whichever keyword you selected will be displayed.
3. Turn to that section of Appendix A to proceed.

To Return to the TOPS Main Menu:

1. Press [EXIT] once.

To Exit TOPS

1. Press [EXIT] twice.

ADDORIGN is used to create or update the origin QA inspection record for domestic and international shipments.

Screen 1: Enter or Update the Origin Inspection Data

/QA	PROCQA	Add Origin Inspection Data	
GBL No.:		Member Last Name:	
Failed to Perform Premove Survey Improperly Packed/Loaded Shipment Improper/Inadequate Packing Material Used Prepared Inventory Improperly Prepared DD619-1/DD1840 Improperly Used Unqualified Personnel Improperly Service/Deserviced Appliances Folded/Failed to Properly Roll Rugs Failed to Record Loss/Damage Failed to Weigh Shipment as Prescribed by ICC	Failed to Remove Materials/Debris Failed to Reweigh when Requested Failed to Provide Required Documents to PPSO Failed to Provide Required Documents to Member Failed to Unpack/Reassemble Failed to Comply With Sit Requirements Containers Not Properly Marked Failed to Protect Containers from Weather Failed to Pack, Weigh, and Enter PBP&E on Inventory	Press NEXT PAGE to continue with inspection	

This screen allows you to enter or update the origin inspection data.

The cursor appears at the “GBL No.” data field.

Description:

GBL Number: Maximum length is nine characters.
 Format is AA-123456.

Member Last Name: Retrieved by the system.

For all other fields enter an “X” next to the “Tender of Service” violation if applicable, otherwise leave blank.

To Create a Record

1. Type in the GBL number and press **[NEXT FIELD]** or **[ENTER]**. The member's last name is retrieved, and the cursor moves to the first inspection question.
2. Type an "X" in each field that applies, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.

***NOTE:** Press **[EXIT]** at any time to leave this record without committing new updated information. The cursor will return to the GBL Number field and all fields will become blank.*

3. Press **[NEXT PAGE]** to go to Screen 2.

To Update a Record

1. Type in the GBL number, press **[NEXT FIELD]** or **[ENTER]**. The current information for this record is displayed.
2. Type an "X" in each field that applies, pressing **[NEXT FIELD]** or **[ENTER]** after each entry. You may update or note violations. To remove a violation, cursor to that field and press **[NEXT FIELD]** or **[ENTER]**.
3. Press **[NEXT PAGE]** to go to Screen 2.

Screen 2: Continue Adding Origin Inspection Information

/QA PROCQA		Add Origin Information Data	
GBL No.:		Member Last Name:	
Failed to Report Shipment on Weekly Report	UB/HHG Containers Failed to Meet Specs	Failed to Trace Within 24/48 Hours	Failed to Notify PPSO of Arrival/Delivery
Failed to Notify PPSO of Inability to Meet RDD		Failed to Containerize at Residence	Others (See Remarks)
Remarks:			
	Loss/Damage Type	:	
	Loss/Damage Source	:	
	Estimated Value of Loss/Damage	:	
Inspection Date:		Request Inspection at Destination:	
Inspector Name :		Request Reweigh at Destination :	
Press COMMIT to enter data into the database / PREV PAGE to return to page 1 Press NEXT PAGE to Enter Additional Remarks (if any) or Press EXIT.			

This screen allows you to continue adding origin inspection data information. The cursor appears at the "Failed to Report Shipment on Weekly Report" data field.

Description:

Enter an "X" next to those "Tender of Service" fields in violation.

- Remarks: Length is 240 characters.
- Loss/Damage Type: Mandatory field. Enter one of the following:
N = No Loss, W = Water Damage, H = High Value, D = All Other Damage, L = Other Loss
- Loss/Damage Source: Mandatory field. Enter one of the following:
D = DD1840, X = Other Documents, C = DD1840R, I = Inspection
- Estimated Value of Loss/Damage: Mandatory field. Enter dollar amount of estimated Loss/Damage, which occurred at origin.
- Inspection Date: Mandatory field. Format is DDMMYY.
- Inspector Name: Mandatory field. Length is 15 characters.
- Request Inspection at Destination: Automatically retrieved, but can be updated. Enter "Y" or "N".
- Request Reweigh at Destination: Automatically retrieved, but can be updated. Enter "Y" or "N".
- Enter Additional Remarks: Press [NEXT PAGE] to enter additional remarks (if any). This field can only be accessed after COMMIT has been pressed.

Screen 3: Entering/Viewing Additional Remarks

/ QA	PROCQA	Add Origin Inspection Data
SCAC : GBL No.:	Carrier Name: Member Last Name:	
<hr/> <hr/>		
<p>Press F6 twice to save the record and return to the previous page. Press F10 twice to exit and return to previous page.</p>		

This screen allows you to add/view additional origin remarks for the GBL number. The cursor appears in the entry portion of the screen.

When accessing this screen using a **TERMINAL KEYBOARD**, the following keys can be used:

- | | |
|--------------------------|---|
| LEFT/RIGHT ARROWS | Moves the cursor left/right on the screen. |
| F6 | Must be pressed TWICE to save the data and return to the previous page. |
| F10 | Must be pressed TWICE to exit and return to previous page. |
| BACKSPACE KEY | Moves the cursor back and deletes any characters it encounters. The characters to the right will move backwards also. |
| [ESC T] | Clears the field of all data entered. |

Add Origin Inspection Date**ADDORIGN**

When accessing this screen using a PC disregard the "Press EXIT Twice" message at the bottom of the screen. The following keys can be used:

- LEFT/RIGHT ARROWS** Moves the cursor left/right on the screen.
- [CTRL BACKSPACE]** Moves the cursor back and deletes any characters it encounters.
The characters to the right will move backwards also.
- [ESC T]** Clears the field of all data entered.

The information entered in this screen will print when the DD1780/DD1814 is printed. It will print as a supplemental page on a Reports printer and must be matched to the DD1780/DD1814.

To Create a Record

***NOTE:** All violations need to be described in the remarks section. This will aid the carrier in correcting the problem(s) cited.*

1. Type in the appropriate value in each applicable field that applies press **[NEXT FIELD]** or **[ENTER]** after each entry.
2. Press **[COMMIT]** to save the data. The system will display a message "Transaction completed - 1 records processed. Press any function key to acknowledge the message."
3. After **[COMMIT]** is pressed, the cursor moves to the "Enter Additional Remarks" field. If the user wishes to enter additional remarks concerning this GBL number, press **[NEXT PAGE]**. The Additional Remarks screen will be displayed.
4. To create another record, repeat Steps 1-3 on the previous page. To return to the menu, press **[EXIT]**.

***NOTE:** If the data is not to be saved, press **[EXIT]** instead of **[COMMIT]**.*

To Update a Record

1. Type in an appropriate value in each applicable field that is to be updated; press **[NEXT FIELD]** after each entry.
2. Press **[COMMIT]** to save the data. The system will display a message "Transaction completed - 1 records processed. Press any function key to acknowledge the message."
3. After **[COMMIT]** is pressed, the cursor moves to the "Enter Additional Remarks" field. If the user wishes to enter additional remarks concerning this GBL number, press **[NEXT PAGE]**. The Additional Remarks screen will be displayed.

***NOTE:** If the data is not to be saved, press **[EXIT]** instead of **[COMMIT]**.*

***NOTE:** You may view more information about the shipment by pressing **[SPECIAL-1]**. Refer to the instructions for **DISPSHIP**.*

To Create a Record

1. Type in a valid GBL Number and press **[NEXT FIELD]** or **[ENTER]**. The member's last name is retrieved, and the cursor moves to the first inspection question.

***NOTE:** If the GBL Number was one generated locally "Verification Note: Shipment originated locally." will appear in the message line.*

2. Type "X" in each field that applies, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.

***NOTE:** Press **[EXIT]** at any time to leave this record without committing new updated information. The cursor will return to the GBL Number field and all fields will become blank.*

3. Press **[NEXT PAGE]** to go to Screen 2.

To Update a Record

1. Type in the GBL Number and press **[NEXT FIELD]** or **[ENTER]**. The current information for this record is displayed.

***NOTE:** If the GBL Number was one generated locally "Verification Note: Shipment originated locally." will appear in the message line. The cursor will move to the "Failed to Perform Premove Survey" field. An "X" will appear next to any violations that have already been committed to the database.*

2. Type "X" in each field that applies, pressing **[NEXT FIELD]** or **[ENTER]** after each entry. You may update or note violations. To remove a violation, cursor to that field and press **[NEXT FIELD]** or **[ENTER]**.
3. Press **[NEXT PAGE]** to go to Screen 2.

Screen 2: Continue Adding Destination Inspection Data

OA	PROCQA	Add Destination Inspection Data	
GBL No.:		Member Last Name:	
UB/HHG Container failed to meet Spec Failed to Notify PPSO of Inability to meet RDD Failed to Trace within 24/48 Hours (As Applicable)		Failed to Notify PPSO of Arrival/ Delivery Failed to containerize at residence Others (See Remarks)	
Remarks : Member Satisfied* : Estimated Value of Loss/ Damage* : Loss/Damage Type : Loss Damage Data Source :			
Inspection Date:	required	available	missed RDD*
Inspector Name :			
(* Required Items) Press COMMIT to save changes / PREV PAGE to go to page 1 Press NEXT PAGE to Enter Additional Remarks (if any) or Press EXIT.			

This screen allows you to continue adding destination inspection data. The cursor appears at the "UB/HHG Container failed to meet Spec" data field.

Description:

- Remarks: Length is 240 characters.
- Member Satisfied: Enter Y, N, or U. Automatically retrieved when updating a record but can be changed.
- Estimated Value of Loss/Damage: Enter dollar amount of estimated of loss or damage. Automatically retrieved when updating a record but can be changed.
- Loss/Damage Type: Mandatory field. H= High Value, W= Water Damage, L= Other Loss, N= No Loss/Damage or D= All Other Damage
- Loss/Damage Data Source: Mandatory field. X= Other document, C= DD1840R. D= DD1840, I= Inspection
- Inspection Date: Format DDMMYY.
- Inspector Name: Length is 15 Characters.
- Missed RDD*: Derived by the system.
- Enter Additional Remarks: Press [NEXT PAGE] to enter additional remarks (if any). This field can only be accessed after COMMIT has been pressed.

Screen 3: Entering/Viewing Additional Remarks

/QA PROCQA	Add Destination Inspection Data
SCAC :	Carrier Name:
GBL No.:	Member Last Name:
Press F6 twice to save the record and return to the previous page. Press F10 twice to exit and return to previous page.	

This screen allows you to add/view additional destination remarks for the GBL number. The cursor appears in the entry portion of the screen.

When accessing this screen using a TERMINAL KEYBOARD, the following keys can be used:

- | | |
|--------------------------|---|
| LEFT/RIGHT ARROWS | Moves the cursor left/right on the screen. |
| F6 | Must be pressed TWICE to save the data and return to the previous page. |
| F10 | Must be pressed TWICE to exit and return to previous page. |
| BACKSPACE KEY | Moves the cursor back and deletes any characters it encounters. The characters to the right will move backwards also. |
| [ESC T] | Clears the field of all data needed. |

When accessing this screen using a PC disregard the "Press EXIT Twice" message at the bottom of the screen. The following keys can be used:

- LEFT/RIGHT ARROWS** Moves the cursor left/right on the screen.
- [CTRL BACKSPACE]** Moves the cursor back and deletes any characters it encounters.
The characters to the right will move backwards also.
- [ESC T]** Clears the field of all data needed.

The information entered in this screen will print when the DD1780/DD1814 is printed. It will print as a supplemental page on a Reports printer and must be matched to the DD1780/DD1814.

To Create a Record

***NOTE:** Required, available, and missed RDD* fields are retrieved by the system and cannot be updated. Missed RDD* is the number of days by which the carrier missed the Required Delivery Date. All violations need to be described in the remarks section. This will aid the carrier in correcting problems cited.*

1. Type in the appropriate value in applicable fields, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.
2. Press **[COMMIT]** to save data. The cursor returns to the GBL Number field on the previous page.
3. After COMMIT is pressed, the cursor moves to the "Enter Additional Remarks" field. If the user wishes to enter additional remarks concerning this GBL number, press **[NEXT PAGE]**. The Additional Remarks screen will be displayed.
4. To create another record, repeat steps 1-3 on previous page.

5. Press **[EXIT]** to return to main menu.

*NOTE: If not saving data, press **[EXIT]** instead of **[COMMIT]**.*

To Update a Record

1. Type in the appropriate value in each field that is to be updated, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.
2. Press **[COMMIT]** to save the data.
3. After **COMMIT** is pressed, the cursor moves to the "Enter Additional Remarks" field. If the user wishes to enter additional remarks concerning this GBL number, press **[NEXT PAGE]**. The Additional Remarks screen will be displayed.

*NOTE: If not saving data, press **[EXIT]** instead of **[COMMIT]**.*

MON1780 identifies and scores shipments that are waiting for scoring.

Screen 1: Monitor/Score DD1780 Data

/ OA PROCOA		Monitor/Score DD1780 Data				
GBL No.:						
Ready to Score	Pull/Turn Back	Pickup or Pull/Turn Back Date	SIT Y/N	Delivery Date	Suspense Date	GBL No.
Enter GBL No., then press NEXT PAGE OR To query a specific record, press NEXT FIELD, enter data and press EXEC QUERY. Press UP or DOWN ARROW keys to move between the records, then press SELECT.						
Shipments must be scored prior to their suspense date. Today's date is <input type="text"/>						
Enter GBL Number of shipment then press NEXT PAGE or press NXTFLD to see list.						

This screen allows you to identify shipments originating and picked up at this PPSO that have not been scored, including shipments that were pulled back or turned back within seven days or less prior to the established pickup date where there was a penalty to the carrier.

The cursor appears in the "GBL No." data field.

Description:

- Ready to Score: Valid Values 'Y' or 'N'.
- Pull/Turn Back: Enter P or T.
- Pickup or Pull/Turn Back Date: Format is DD-MON-YY.
- SIT Y/N: Is shipment in storage at destination
- Delivery Date: Format is DD-MON-YY.
- GBL Number: Mandatory field.
Format is AA-123456.

To Perform a Specific Query

1. Type in a valid GBL number and press **[NEXT PAGE]** to view the data for this shipment.

To Perform a General Query

1. Press **[NEXT FIELD]** or **[ENTER]** to move the cursor down to the second block of the screen.
2. Press **[EXEC QUERY]** to list all records.
or
3. Type in any combination of Pull/Turn Back, Pickup or Pull/Turn Back Date, or GBL No. to list specific records.
4. Press the [↓] and/or [↑] keys to move the cursor to the record to be scored.
5. Press **[SELECT]** to view the data for this shipment.

Screen 2: Monitor/Score DD1780 Data

/ QA PROCQA		Monitor/Score DD1780 Data		
GBL No.:		Member Last Name:		
Pull/Turn Back Information	DATES		Requested	Actual
	Pickup :	Required	Available	
Delivery:		Carrier Code :	Code of Service :	
		RATE AREA		
		Origin :	Destination :	
Provided DD1840 :				
Missed Pickup Date :				
RDD Failure by Number of Days :				
Estimated Value of Loss/Damage :				
Loss/Damage Type :				
Loss/Damage Data Source :				
Shipment Score :				
Issue Warning :				
Press COMMIT to enter data into the database.				

This screen allows you to score the shipment chosen on the previous screen. The cursor appears at the "Provided DD1840" data field.

Description:

Information in the following fields can be entered:

Provided DD1840: Enter "Y" or "N".

Loss/Damage Data Source: Enter on of the following codes:
 D = DD1840 C = DD1840R
 I = Inspection X = Other Document

Information in the following fields is derived by the system:

Missed Pickup Date: Enter "Y" or "N".

RDD Failure by Number of Days: Values are 0 through 10.

Estimated Value Loss/Damage: Enter dollar amount of estimated of Loss/Damage.

Loss/Damage Type: Enter one of the following codes.
 H= High Value, N= No Loss, L= Other Loss,
 W= Water Damage, D= All other Damage,
 W= Water Damage, D= All other Damage

Issue Warning: Mandatory field. Enter "Y" or "N".

All other fields are view only; they cannot be entered or updated.

1. Update the values for each applicable field, pressing [**NEXT FIELD**] or [**ENTER**] after each entry.
2. Press [**COMMIT**] to save this score.
3. Press [**NEXT FIELD**] or [**ENTER**] key when the message, "Transaction completed - 1 records posted and committed", is displayed. Screen 1 will appear.
4. Press [**EXEC QUERY**] to score another shipment or press [**EXIT**] to return to the menu.

NOTE: *You may view more information about the shipment by pressing [**SPECIAL-1**]. Refer to the instructions for **DISPSHIP**.*

SCOREUP is used to update shipment scores.

Screen 1: Update the Information used to Score a Shipment.

/ OA PROCQA		Shipment Score Updating	
GBL No.:		Member Last Name:	
Pull/Turn Back Information	DATES Requested	Actual	Carrier Code :
	Pickup :	Required Available	Code of Service :
Delivery:			RATE AREA
	Provided DD1840	:	Origin :
	Missed Pickup Date	:	Destination :
	RDD Failure by Number of Days	:	
	Estimated Value of Loss/Damage	:	
	Loss/Damage Type	:	
	Loss/Damage Data Source	:	
	Shipment Score	:	
	Issue Warning	:	
Enter GBL Number and press NEXT FIELD. Press COMMIT to enter data into the database.			

This screen allows you to update information on a previously scored shipment through **MON1780**. The cursor appears at the "GBL No." data field.

Description:

GBL No.: Mandatory field.
Format is AA-123456

The information in the following fields cannot be entered or updated:

Member Last Name	Pull/Turn Back Information	Carrier Code
Requested Pickup Date	Actual Pickup Date	Code of Service
Required Delivery Date	Available Delivery Date	
Origin Rate Area	Destination Rate Area	
Shipment Score (system calculates score based on data entered)		

In the following fields, the value is derived by the systems but can be changed.

Provided DD1840: Enter "Y" or "N".

Missed Pickup Date: Enter "Y" or "N".

RDD Failure by Number Values are 0 through 10 of Days:

Shipment Scoring Updating

SCOREUP

- Loss/Damage Type: Enter one of the following codes:
N = No Loss/Damage, W = Water Damage,
D = Other Damage, O = Other Damage, H = High Value
- Loss/Damage Data Source: Enter one of the following codes:
D = DD1840, C = Claims Data, X = Other Document,
I = Inspection or leave blank
- Issue Warning: Enter "Y" or "N".

To Update a Shipment Score

1. Type in a valid GBL Number and press **[NEXT FIELD]** or **[ENTER]**.
2. Type in an appropriate value in each applicable field to be updated, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.
3. Press **[COMMIT]** to save the new score. Press the **[NEXT FIELD]** or **[ENTER]** to acknowledge system message. You will return to the "GBL No." field. Repeat Steps 1-3 to update the score of another shipment.
4. Press **[EXIT]** to return to menu.

NOTE: You can see more information about the shipment by pressing **[SPECIAL-1]**. Refer to the instructions for **DISPSHIP**.

DISPSHIP process gives rapid access to information about any shipment that has been assigned a valid GBL number within TOPS.

Screen 1: Ship/Scoring Info Screens

OA	PROCOA	Display Ship/Scoring Info Screens
1.	SHIPINFO	: General Shipment Information
2.	SCORINFO	: Shipment Scoring Information
3.	ORIGINFO	: Origin Inspection Information
4.	DESTINFO	: Destination Inspection Information
5.	WARNINFO	: Shipment Warning Status Information
Enter Menu Selection Number Here:		
KEYWORD option not available from this screen.		

The five applications under **DISPSHIP** allow you to review specific information about shipments: scores, warnings, and inspection data. To access keywords in **TOPS**, you select the keyword at a menu screen. **DISPSHIP** applications may only be accessed from the **DISPSHIP** screen. Listed on the next page are the two methods for using the **DISPSHIP** applications.

The cursor appears at the "Enter Menu Selection Number Here" data field.

NOTE: *If you are performing ADDORIGN, ADDDEST, MON1780 or SCOREUP and then access any of the DISPSHIP applications (Method 2), the current record will be retrieved.*

Method 1

1. Type the keyword **DISPSHIP** from any menu screen and press [**SELECT**]. The DISPSHIP menu will display.
2. Press [↓] and/or [↑] keys to move cursor to the desired application; press [**SELECT**] or type the number corresponding to the application on the menu and press [**SELECT**].
3. The first screen of the selected application will display. Go to instructions for that application or press [**EXIT**] to return to **DISPSHIP** menu.

Method 2

1. You must be at a screen within one of the four applications listed below, with a shipment record showing on the screen.

ADDORIGN	MON1780
ADDDEST	SCOREUP

2. Press [**SPECIAL-1**] to display the DISPSHIP menu.
3. Press [↓] and/or [↑] keys to move cursor to the desired application; press [**SELECT**] or type the number corresponding to the application on the menu and press [**SELECT**].
4. When finished viewing the information screen, press [**EXIT**] to return to the **DISPSHIP** menu.
5. Press [**EXIT**] again to return to your starting screen.

SHIPINFO displays member data, pickup and delivery addresses, shipment, and carrier information for view only. Access **SHIPINFO** through **DISPSHIP**, **ADDORIGN**, **ADDDEST**, **MON1780**, or **SCOREUP**.

Screen 1: Review General Shipment Information

/ QA		PROCOA		Review General Shipment Information	
GBL:	Name :	Orders No.:	Ship. No.:		
SSN:	Branch:				
Pickup Address					
Street:		State:	Zip:	Ext:	
City:		Phone :			
Country			Origin Agent		
Origin Installation					
Delivery Address					
Street:		State:	Zip:	Ext:	
City:		Phone:			
Country			Destination Agent		
Destination Installation					
Status :		Local Move:	Add. Pickup :	Addl. Deliv.:	
Carrier:		Code of Service:	Split Shipment:	No. Portions:	
			Services:	GOCS Ordered:	
Signer:					
Enter the GBL number of the desired shipment and press NEXT FIELD.					

This screen allows you to retrieve general information. You can review the member's data, pickup and delivery addresses, carrier information, and other shipment data.

The cursor appears at the "GBL" data field.

Description:

All fields except the following are retrieved and can only be changed in the **COUNSELING** module.

GBL: Mandatory field.
Format is AA-123456.

To Perform a Specific Query

NOTE: *SHIPINFO* is one of the five applications in **QA** that cannot be accessed by its keyword. You must first access **DISPSHIP**, then select **SHIPINFO** from that menu screen.

NOTE: If you are performing **ADDORIGN**, **ADDDEST**, **MON1780** or **SCOREUP** and then access any of the **DISPSHIP** applications (Method 2 of **DISPSHIP**), the current record will be retrieved.

1. Type in a valid GBL number and press **[NEXT FIELD]** or **[ENTER]**. All other data will be retrieved.

NOTE: In the field "Signer", if someone other than the member signed the DD Form 1299, this field gives the special circumstance (**MIA**, **BLUEBARK**), relationship of signer to member, and the signer's full name.

2. Press **[EXIT]** to return to the **DISPSHIP** menu.

NOTE: **TOPS** will return you to the **DISPSHIP** menu. Choose another process or press **[EXIT]** again to return to the **QA** application you were working in.

SCORINFO shows pullback/turn back information, requested and actual pickup and delivery dates, scoring data, etc., for view only. Access **SCORINFO** through **DISPSHIP**, **ADDORIGN**, **ADDDEST**, **MON1780** or **SCOREUP**.

Screen 1: Review Shipment Scoring Information

/ QA PROCQA		Review Shipment Scoring Information	
GBL No.:		Member Last Name:	
Pull/Turn Back Information	DATES		Carrier Code :
	Pickup :	requested actual	Code of Service :
Delivery :	required available	RATE AREA :	
		Origin :	Destination :
		Provided DD1840 :	
		Missed Pickup Date :	
		RDD Failure by Number of Days :	
		Estimated Value of Loss/Damage :	
		Loss/Damage Type :	
		Loss/Damage Data Source :	
		Shipment Score :	
		Issue Warning :	
Enter the GBL number of the desired shipment and press NEXT FIELD.			

This screen allows you to retrieve shipment scoring information. You can review Pull/Turn back Information, Pickup/Delivery Dates, Carrier, Rate Area and Damage Information.

The cursor appears at the "GBL No." data field.

Description:

All fields except the following are retrieved and can only be changed in **SCOREUP**.

GBL No.: Mandatory field.
Format is AA-123456

NOTE: *SCORINFO* is one of the five applications in *QA* that cannot be accessed by its keyword. You must first access *DISPSHIP*, then select *SCORINFO* from that menu screen.

NOTE: *If you are performing ADDORIGN, ADDDEST, MON1780 or SCOREUP and then access any of the DISPSHIP applications (Method 2 of DISPSHIP), the current record will be retrieved.*

1. Type in a valid GBL number and press [NEXT FIELD] or [ENTER]. All other data will be retrieved.
2. Press [EXIT] to return to the **DISPSHIP** menu.

NOTE: *TOPS* will return you to the *DISPSHIP* menu. Choose another process or press [EXIT] again to return to the *QA* application you were working in.

ORIGININFO displays a screen for view only. Access **ORIGININFO** through **DISPSHIP**, **ADDORIGN**, **ADDDEST**, **MON1780** or **SCOREUP**.

Screen 1: Review Origin Inspection Data

/ QA PROCQA		Review Origin Inspection Data	
GBL No.:		Member Last Name:	
Failed to Perform Premove Survey		Failed to Remove Materials/Debris	
Improperly Packed/Loaded Shipment			
Improper/Inadequate Packing			
Material Used		Failed to Reweigh when Requested	
Prepared Inventory Improperly		Failed to Provide Required Documents	
Prepared DD619-1/DD1840		to PPSO	
Improperly		Failed to Provide Required Documents	
Used Unqualified Personnel		to Member	
Improperly Serviced/Deserviced		Failed to Unpack/Reassemble	
Appliances		Failed to Comply with SIT Requirements	
Folded/Failed to Properly Roll		Containers Not Properly Marked	
Rugs		Failed to Protect Containers from	
Failed to Record Loss/Damage		Weather	
Failed to Weigh Shipment IAW		Failed to Pack, Weigh, and Enter PBP&E	
Manner Prescribed by ICC		on Inventory	
Press NEXT PAGE to continue with inspection			
Enter the GBL number of the desired shipment and press NEXT FIELD.			

This screen allows you to retrieve origin inspection data.

The cursor appears at the "GBL No." data field.

Description:

All fields except the following are automatically retrieved and can only be changed in **ADDORIGN**.

GBL No.: Mandatory field.
Format is AA-123456.

NOTE: *ORIGININFO* is one of the five applications in **QA** that cannot be accessed by its keyword. You must first access **DISPSHIP**, then select **ORIGININFO** from that menu screen.

NOTE: *If you are performing ADDORIGN, ADDDEST, MON1780 or SCOREUP and then access any of the DISPSHIP applications (Method 2 of DISPSHIP), the current record will be retrieved.*

1. Type in a valid GBL number and press [NEXT FIELD] or [ENTER]. All other data will be retrieved.
2. After reviewing the information, press [NEXT PAGE] to review the information on Screen 2.

Screen 2: Review Origin Inspection Data

QA PROCQA		Review Origin Inspection Data	
GBL No.:		Member Last Name:	
Failed to Report Shipment on Weekly Report	Failed to Trace Within 24/48 Hours		
UB/HHG Containers Failed to Meet Specs	Failed to Notify PPSO of Arrival/Delivery		
Failed to Notify PPSO of Inability to meet RDD	Failed to Containerize at Residence		
Remarks:	Others (See Remarks)		
Loss/Damage Type	:		
Loss/Damage Source	:		
Estimated Value of Loss/Damage	:		
Inspection Date:	Request Inspection at Destination:		
Inspector Name :	Request Reweigh at Destination :		
Press PREV PAGE to return to previous page Press NEXT PAGE to view Additional Remarks (if any)			

This screen allows you to continue reviewing origin inspection data information.

Description:

This information is retrieved automatically and cannot be changed on this screen. There are no enterable fields on this screen.

To Complete Origin Inspection Review

1. Press [EXIT] to return to the DISPSHIP menu.

NOTE: TOPS will return you to the DISPSHIP menu. Choose another process or press [EXIT] again to return to the QA application you were working in.

Screen 3: Review Origin Inspection Data

/ QA	PROCQA	Review Origin Inspection Data
GBL NO.:	Member Last Name:	
Press EXIT twice to return to the Previous Page		

This screen allows you to continue reviewing origin inspection data information.

Description:

This information is retrieved automatically and cannot be changed on this screen. There are no enterable fields on this screen.

NOTE: You must press [EXIT] twice to leave this screen.

DESTINFO displays a screen for view only. Access **DESTINFO** through **DISPSHIP**, **ADDORIGN**, **MON1780** or **SCOREUP**.

Screen 1: Review Destination Inspection Data

QA	PROCOA	Review Destination Inspection Data
GBL No.:		Member Last Name:
Failed to Perform remove Survey		Failed to Reweigh when Requested
Improperly Packed/Loaded Shipment		Reweigh Requested (Y/N)
Improper/Inadequate Packing		Failed to Provide Required Documents
Material Used		to PPSO
Prepared Inventory Improperly		Failed to Provide Required Documents
Prepared DD619-1/DD1840 Improperly		to Member
Used Unqualified Personnel		Failed to Unpack/Reassemble
Improperly Service/Deserviced		Failed to Comply with SIT Requirements
Appliances		Containers Not Properly Marked
Failed to Properly Roll/Fold		Failed to Protect Containers from
Rugs(s)		Weather
Failed to Record Loss/Damage		Failed to Pack, Weigh, and Enter PBP&E
Failed to Weigh Shipment is		on Inventory/PPGBL
Prescribed by ICC		Failed to report shipment in weekly
Failed to Remove Packing		report
Materials/Debris		
Press NEXT PAGE to continue with inspection		
Enter the GBL number of the desired shipment and press NEXT FIELD.		

This screen allows you to retrieve and review the destination inspection data.

The cursor appears at the "GBL No." data field.

Description:

All fields except the following are automatically retrieved and can only be changed in **ADDDEST**.

GBL No.: Mandatory field.
Format is AA-123456.

NOTE: *DESTINFO* is one of the five applications in **QA** that cannot be accessed by its keyword. You must first access **DISPSHIP**, then select **DESTINFO** from that menu screen.

NOTE: *If you are performing ADDORIGN, ADDDEST, MON1780 or SCOREUP and then access any of the DISPSHIP applications (Method 2 of DISPSHIP), the current record will be retrieved.*

1. Type in a valid GBL number and press **[NEXT FIELD]** or **[ENTER]**. All other data will be retrieved.
2. After reviewing the information, press **[NEXT PAGE]** to review the information on Screen 2 of Destination Inspection Data.

Screen 2: Review Destination Inspection Data

/ QA PROCQA		Review Destination Inspection Data		
GBL No.:		Member Last Name:		
UB/HHG Containers Failed to meet Specs Failed to Notify PPSO of Inability to Meet RDD Failed to Trace within 24/48 Hours (As Applicable) Remarks:		Failed to Notify PPSO of Arrival/Delivery Failed to containerize at residence Others (See Remarks)		
Member Satisfied		:		
Estimated Value of Loss/Damage		:		
Loss/Damage Type		:		
Loss/Damage Data Source		:		
Inspection Date:	X	required	available	missed RDD
Inspector Name :	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Press PREV PAGE to go to previous page. Press NEXT PAGE to view Additional Remarks (if any)				

This screen allows you to continue reviewing the destination inspection data.

The cursor appears in the "GBL No." data field.

Description:

The information is retrieved automatically and cannot be changed on this screen. There are no enterable fields on this screen.

To Complete Inspection Review

1. Press [EXIT] to return to the **DISPSHIP** menu.

*NOTE: TOPS will return you to the **DISPSHIP** menu. Choose another process or press [EXIT] again to return to the **QA** application you were working on.*

Screen 3: Review Destination Inspection Data

/	QA PROCQA	Review Destination Inspection Data
GBL No.:	Member Last Name:	
Press EXIT twice to return to the Previous Page		

This screen allows you to continue reviewing destination inspection data information.

Description:

The information is retrieved automatically and cannot be changed on this screen. There are no enterable fields on this screen.

NOTE: You must press [EXIT] twice to leave this screen.

Shipment Warning Status Information

DISPSHIP/WARNINFO

WARNINFO shows information about a shipment's warning status for view only. Access **WARNINFO** through **DISPSHIP**, **ADDORIGN**, **ADDDEST**, **MON1780** or **SCOREUP**.

Screen 1: Review Shipment Warning Status

/ QA PROCQA		Review Shipment Warning Status	
GBL No.:		Member Last Name:	
ORIGIN		DESTINATION	
Inspection Date	:		
Inspector Name	:		
Violation Identified	:		
Shipment Score	:		
Date DD1780 1st Printed	:		
Date DD1780 Last Printed	:		
Warning Issued	:		
Date Warning Cancelled	:		
<p>A shipment's warning status may be updated by changing the value of the individual Tender of Service item on the Inspection Data Update Screen.</p> <p>Enter the GBL number of the desired shipment and press NEXT FIELD.</p>			

This screen allows you to retrieve the shipment warning status information. Based on the GBL number, it provides the member's name, the origin and destination inspection sources, the violation, the shipment score, DD Form 1780 information, and the date the warning was canceled.

The cursor appears in the "GBL No." data field.

Description:

All fields except the following field are automatically retrieved and cannot be changed on this screen.

GBL: Mandatory field.
Format is AA-123456.

NOTE: ***WARNINFO** is one of the five applications in **QA** that cannot be accessed by its keyword. You must first access **DISPSHIP**, then select **WARNINFO** from that menu screen.*

NOTE: *If you are performing **ADDORIGN**, **ADDDEST**, **MON1780** or **SCOREUP** and then access any of the **DISPSHIP** applications (Method 2 of **DISPSHIP**), the current record will be retrieved.*

1. Type in a valid GBL number and press [**NEXT FIELD**] or [**ENTER**]. All other data will be retrieved.
2. Press [**EXIT**] to return to the **DISPSHIP** menu.

NOTE: ***TOPS** will return you to the **DISPSHIP** menu. Choose another process or press [**EXIT**] again to return to the **QA** application you were working in.*

Screen 1: Determine Carrier Ranking

/ OA PROCQA	Compare Carrier Ranking To All Carriers
<p>Enter the Carrier Code, Rate Cycle Number, and type of shipment for the Carrier requesting their overall Ranking among all Carriers.</p>	
Carrier Code:	Carrier Name:
<p>Rate Cycle No.:</p>	
<p>Enter 'D' to rank Domestic HHG shipments. OR Enter 'H' to rank International HHG shipments. OR Enter 'B' to rank International UB shipments.</p>	
<p>Press NEXT PAGE to display the ranking information OR EXIT to return to the Menu.</p>	

This screen allows you to determine a Carriers ranking among all other Carriers. The cursor appears at the "Carrier Code" data field.

Description:

- Carrier Code: Mandatory field. Field length is 4 characters.
- Carrier Name: Automatically retrieved with a valid carrier code.
- Rate Cycle Number: Mandatory field. Format is "YY-1" or "YY-2". ("YY" = last two digits of a year).

Compare Carrier ranking to All Carriers

CARRANK

1. Enter Carrier Code (SCAC). Press **[NEXT FIELD]** or **[ENTER]**.
2. If a valid Carrier Code is entered, the system will retrieve a Carrier Name.
 - If an invalid Carrier Code is entered the message "The Carrier Code is not valid. Please enter a valid Carrier Code." will be displayed. Re-enter the Carrier Code OR press **[EXIT]**.
3. Enter the desired Rate Cycle. Press **[NEXT FIELD]** or **[ENTER]**.
 - A valid rate cycle will contain the last two digits of a year as "YY-1" or "YY-2."
 - If the Carrier does not have Domestic/International shipment(s) scored for the rate cycle entered, the message "No shipments have been scored for this Rate Cycle for this Carrier." will be displayed.
 - Then verify the rate cycle and re-enter. Press **[NEXT FIELD]** or **[ENTER]**.
4. Enter the Type of Shipment to be ranked. The shipment will be ranked against 'D' Domestic HHG/UB, 'H' International HHG and 'B' International UB.
 - If the Carrier does not have shipment scored for the type of shipment entered, then the message "This Carrier does not have (the type of shipment) shipments." will be displayed. Then re-enter the SHIPMENT TYPE.
 - If the SHIPMENT TYPE is correct but no shipments have been scored for the rate cycle entered, the message "This Carrier has not been scored for this Rate Cycle for (the type of shipment) shipments." will appear and the cursor will return to the RATE CYCLE NO. field.
 - Verify the Carrier request for the RATE CYCLE for the particular type of shipment. Press **[NEXT FIELD]** or **[ENTER]**.
5. Press **[NEXT PAGE]** to view the ranking information. The cursor will move to the "ENTER THE REPORTS PRINTER NUMBER" field on Screen 2.

Screen 2: Determine Carrier Ranking

/ OA PROCOA		Compare Carrier Ranking To All Carriers	
Enter the Reports Printer Number (1, 2, 3, etc.):			
Enter the Number of Copies (defaults to 1)		:	
Carrier Code :	Carrier Name:		
Rate Cycle No. :	Type of Service:		
Average Shipment Score:	Total Number of Carriers:		
Overall Ranking:	Number of Carriers With Same Score:		
Number of Carriers With a Higher Score:			
Number of Carriers With a Lower Score:			
Enter the printer information to generate a report for this Carrier OR Press EXIT to cancel this request.			

This screen allows you to determine a Carriers ranking among all other Carriers. The cursor appears at the "Carrier Code" data field.

Description:

Enter the Reports
Printer Number: Mandatory field. Enter numeric character 1, 2, or 3.

Enter Number of
Copies. Field defaults to 1.

Screen 2: Carrier Ranking Report

1. Enter the Reports Printer Number (1, 2, 3, etc.).
 - Printer number entry will be 1 through 99 (depending on printers available.)
 - System name of printer will be retrieved by TOPS. This will be based on Printer Number.
 - Printer type will be retrieved based on Printer Number. Valid printers include DM = Dot Matrix, LQ = Letter Quality, LZR = rapid line printer.

2. Enter the number of copies required. Default for this field is (1). Press **[NEXT FIELD]** or **[ENTER]**.
 - The report will start generating in the background and return control of the screen to the user.
 - The screen will display "Press RETURN to return to SQL*Forms."

Press **[NEXT FIELD]** or **[ENTER]** to return to screen.
 - Screen 1 will be displayed cleared of data and the message "Report is generating. Enter a Carrier Code or Press EXIT to return to the Menu." will be displayed at the bottom of the screen.

3. Enter another Carrier Code or press **[EXIT]** to cancel the request and return to menu.

MENU SCREENScreen 1: Select Function

OA	MONITOR	Monitoring Carrier/Agent Perform
	PUNIACTN	: Punitive Action Data
	PREAWARD	: Add Pre-Award Inspection Data
	REVCARR	: Review Carrier Performance
	EVALCARR	: Calculate Carrier Average Scores
<hr/>		
Enter Keyword Here:		
Enter keyword or use UP or DOWN Arrow to select option, then press SELECT.		

Use this MENU screen to select a QA process.

To Choose an Option from this Menu

1. Press the [↓] and/or [↑] keys to place the arrow on the desired keyword.
or
Type in a keyword.
2. Press [SELECT]. The first screen of whichever keyword you selected will be displayed.
3. Turn to that section of Appendix A to proceed.

To Return to the TOPS Main Menu:

1. Press [EXIT] once.

To Exit TOPS

1. Press [EXIT] twice.

PUNIACTN is used to review, update, or initiative a punitive action against a domestic or international carrier or when placing a carrier in Non-Use.

Screen 1: Select a Carrier Code

/ QA		MONITOR					Punitive Action Data		
Carrier Code:		-							
Code	Initiated By	Action Begin Date	Action End Date	Date Cancelled	Code of Service	Type of Service			
Enter Carrier Code and press NEXT FIELD to select Carrier. Press UP or DOWN ARROW keys to move between the records. Press SELECT to update/cancel or CREATE to enter a new record. Press Special-1 to view Affected Rate Areas. Press Special-2 to view List of Shipments to be Rerouted/Rebooked.									

This screen allows you to query a specific carrier for a history of its punitive actions on domestic and international shipments. Also, once a carrier has been placed in Non-Use by HQ MTMC, this data will be displayed.

The cursor appears at the "Carrier Code" data field.

Description:

With the exception of the following field, all fields are retrieved and cannot be changed on this screen.

Carrier Code: Mandatory Field.
 Four alpha characters.

The Non-Use pop-up window the user will see after pressing Special -1.

Origin and Destination Rate Areas affected by QA Action initiated by HQ MTMC		
Origin Rate Area	Destination Rate Area	COS Affected
Press EXIT to return to Previous Screen. Press UP or DOWN arrow keys to move between Records.		

This screen is displayed after pressing Special-2 if there are records to be pulled back.

/QA	MONITOR						Punitive Action Data
List of Shipments to be Rerouted and/or Rebooked due to QA Action Initiated by HQ MTMC							
	Last Name	First Name	SSN	GBL No.	P/U Date	COS	Status
Enter the Reports Printer Number (1,2,3,etc.) :							
Enter the number of copies (default to 1) :							
Press Next Field to Print the Report Press EXIT to Return to Menu							

To Create a Record

1. Type in an appropriate carrier SCAC code and press **[NEXT FIELD]** or **[ENTER]**. All punitive actions for this carrier are retrieved.

***NOTE:** If applicable, the system displays the message "No punitive actions so far. Please press CREATE RECORD to initiate an action."*

2. Press **[CREATE RECORD]**. This displays the entry screen for initiating a punitive action. Go to instructions for Screen 2.

To Update a Record

1. Type in an appropriate carrier SCAC code and press **[NEXT FIELD]** or **[ENTER]**. The punitive actions for this carrier will be retrieved.
2. Press the **[↓]** and/or **[↑]** keys until the cursor is next to the action to be updated.
3. Press **[SELECT]** to display the entry screen for the action.

Punitive Action Data

PUNIACTN

Action Canceled Date: Enter date punitive action was canceled.

Reinstate at Original or High: Enter OT for original tonnage or HT for high tonnage for disqualification. Automatically retrieved for suspensions and non-use.

GBL Number: Enter GBL Number of shipment with violation.

To Create a Record

1. Type in an appropriate value in each applicable field, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.

***NOTE:** If the GBL number entered does not represent a shipment moved by this carrier, the system returns the message, "Invalid GBL Number! Please re-enter." Verify that you have the correct carrier and/or GBL number and correct if necessary.*

2. Press **[COMMIT]** to save the data.
3. After COMMIT is pressed, the cursor moves to the "Enter Additional Remarks" field. The user can enter additional remarks concerning this GBL number by pressing **[NEXT PAGE]**. The Additional Remarks screen will be displayed.
4. Type in "Y" or "N" at the "Do you want to print DD1814 (Y/N)?" and press **[NEXT FIELD]** or **[ENTER]**.

***NOTE:** If "N", the system returns to Screen 1. The Violations will not print on the DD1814.*

- The report will generate. The message "Press RETURN to return to SQL* forms" will display. Press **[NEXT FIELD]** or **[ENTER]** to return to the print form.

5. Press **[EXIT]** to return to menu or to create or update another action.

TOS Violation(s): Enter the Tender of Service paragraph number using nine alphanumeric characters.

Remarks: Enter remarks pertinent to the action. Maximum length is 240 alphanumeric characters.

Do you want to print DD1814 (Y/N)?: Enter "Y" or "N". Enter printer number.

Forms Printer No.: Enter numerical forms printer number identification.

Reports Printer No.: Enter numerical reports printer number identification.

Screen 3: Entering Additional Punitive Action Remarks

/ QA MONITOR		Punitive Action Data
SCAC :	Carrier Name:	
GBL No.:	Member Last Name:	
<hr/> <hr/>		
<hr/>		
<p>Press F6 twice to save the record and return to the previous page. Press F10 twice to exit and return to previous page.</p>		

This screen allows you to enter additional punitive action remarks for the Carrier. It may or may not be associated with a GBL number. The cursor appears in the entry portion of the screen.

When accessing this screen using a TERMINAL KEYBOARD, the following keys can be used:

- | | |
|--------------------------|---|
| LEFT/RIGHT ARROWS | Moves the cursor left/right on the screen. |
| EXIT KEY | Must be pressed TWICE to save the data to the database and exit the form. |
| F6 | Must be pressed TWICE to save the data and return to the previous page. |
| F10 | Must be pressed TWICE to exit and return to previous page. |
| BACKSPACE KEY | Moves the cursor back and deletes any characters it encounters. The characters to the right will move backwards also. |
| [ESC T] | Clears the field of all data entered. |

When accessing this screen using a PC disregard the "Press EXIT Twice" message at the bottom of the screen. The following keys can be used:

- LEFT/RIGHT ARROWS** Moves the cursor left/right on the screen.
- [CTRL BACKSPACE]** Moves the cursor back and deletes any characters it encounters. The characters to the right will move backwards also.
- [ESC T]** Clears the field of all data entered.

The information entered in this screen will print when the DD1814 is printed. It will print as a supplemental page on a Reports printer and must be matched to the DD1814.



PREAWARD is used to create or update a pre-award inspection record for SIT storage facilities and to review information about NTS storage facilities.

Screen 1: Approved Storage Facilities

/ QA MONITOR		Add Pre-Award Inspection Data		
APPROVED STORAGE FACILITIES				
Facility ID	Facility Name	Approval Type		
		NTS	SIT	DPM

Enter Facility ID or Facility Name. Press EXEC QUERY.
 Press UP or DOWN ARROW keys to move between the records.
 Press NEXT RECORDS to view the next set of records.
 Press SELECT to choose a value, or press EXIT to return to menu.
 Press ESC / CREATE RECORD to delete Storage Facility.

Enter a query; press Esc X to execute, F10 to cancel.

This screen allows you select a storage facility to review. A pre-award inspection record can be created, updated, or deleted through this screen.

The cursor appears at the "Facility ID" data field.

Description:

Storage facilities are listed alphabetically.

Facility ID: Retrieved based on query.

Facility Name: Retrieved based on Facility ID.

Approval Type:
(NTS/SIT/DPM): "Y" or "N" is retrieved based on Facility ID.

***NOTE:** NTS storage facility inspection data is for view only. This data is downloaded by HQ MTMC and cannot be updated.*

To Select a Specific Storage Facility Record

1. Type in a Facility ID, Facility Name, or both, and then press **[EXEC QUERY]**. Record will be retrieved.
2. Press **[SELECT]** to go to Screen 2.

***NOTE:** If no records are retrieved, press **[EXIT]** three times to return to the **PROCQA** menu OR press **[EXIT]** once to cancel the query, press **[CREATE RECORD]** to begin creating a new storage facility record. Go to Screen 2.*

To View all existing Storage Facility Records

1. Press **[EXEC QUERY]**. An alphabetical listing of all storage facilities will be retrieved.
2. Press [↓] and/or [↑] keys to place the cursor at the desired record.
3. Press **[SELECT]** to go to Screen 2.

To Delete an Existing Storage Facility Record

1. Type in a Facility ID, Facility Name, or both, and then press **[EXEC QUERY]**. Record will be retrieved.
2. Press **[ESC]** then **[CREATE RECORD]**. The record will be deleted. Message will be displayed "Transaction completed -- 1 records processed".
3. Press **[EXIT]** to return to the **PROCQA** menu.

Screen 2: Add Pre-Award Inspection Data

/ QA MONITOR		Add Pre-Award Inspection Data	
Facility ID :		Name:	
Street Address:			
City :			
County :			
State :	ZIP/APO/FPO:		
Country :			
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> Enter the code (s) appropriate for the type (s) of service available at this location. </div>		NTS Contractor Code :	
		Agent Code :	
		DPM Contractor Code:	
NTS Facility Maximum Weight :			
Last Inspection Date :			
Current Facility Status :			
Press COMMIT to commit changes to database.			

This screen allows you to review or update data for an existing storage facility record or to continue creating a new storage facility record. The cursor appears in the "Facility ID" data field if creating a new record or the "Agent Code" data field if reviewing or updating an existing record.

Description:

All fields are retrieved when updating or viewing an existing record. The following are enterable fields when creating a new SIT storage facility record.

Facility ID:	Four numeric characters.
Facility Name:	Format 36 alphanumeric characters.
Street Address:	Format 49 alphanumeric characters.
City:	Format 25 alphanumeric characters.
County:	Format 22 alphanumeric characters.
State:	Format two alpha characters.
Zip:	Format 17 alphanumeric characters.
Agent Code:	Format five alpha characters.

To View an Existing Storage Facility Record

1. Press **[EXIT]** to return to Screen 1 after reviewing information. You can select another storage facility or press **[EXIT]** to return to the **PROCQA** menu.

To Create a New Storage Facility Record

1. Type in an appropriate value in each applicable field, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.

***NOTE:** When creating a new facility record for SIT, be sure you have Facility ID correctly identified before you commit. Once it has been committed to the data tables, you cannot update the Facility ID. Inbound personnel use the codes you enter here to generate a list of available facilities for storage.*

2. Press **[COMMIT]** to send new facility information to the data tables.

***NOTE:** To return to Screen 1 without committing this facility information, press **[EXIT]**. You will return to Screen 1, where you can select another storage facility or press **[EXIT]** to return to the **PROCQA** menu.*

To Add SIT Approval to an Existing NTS Storage Facility Record

1. Type in an Agent Code, press **[NEXT FIELD]** or **[ENTER]** or/press **[LIST VALUES]** to view a list of existing agents. Press [↓] and/or [↑] keys to place the cursor at the desired agent. Press **[SELECT]**. The system will return you to the "Agent Code" field. Press **[NEXT FIELD]** or **[ENTER]** to move to the "DPM Contractor Code" field. Depending on the situation (i.e. Out of NTS, Sit at Origin) the cursor may move to the "Name" field.
2. Press **[NEXT FIELD]** or **[ENTER]** to move to commit field, press **[COMMIT]**. The system will display a message "Transaction completed - 1 records processed. Press any function key to acknowledge the message." Press **[NEXT FIELD]** or **[ENTER]** to return to Screen 1 where you can select another storage facility or press **[EXIT]** to return to the **PROCQA** menu.

***NOTE:** The system will update the "Approval Type" for SIT to a "Y" automatically.*

REVCARR enables you to monitor a particular domestic and international carrier's shipment scores, average score, etc., at any time during the current rate cycle. You may also review details about this carrier's shipments for a particular code of service.

Screen 1: Review carrier's average shipment score.

/ QA MONITOR		Review Carrier Performance				
Do you want to review domestic (Y/N) or international (Y/N)						
Carrier Code :	Carrier Name:				End Date:	
Rate Cycle No.:	Begin Date:				End Date:	
Performance Period -	Begin Date:				End Date:	
Code of Service	Orig St	Orig Cntry	Orig Zone	Orig Rate Area	Shpmnts Scored	Avg. Score
Press SPECIAL-1 to continue or EXIT to return to the Menu.						

This screen allows you to review a carrier's average shipment score for the current and previous two rate cycles. The cursor appears at the "Do you want to review domestic (Y/N)" data field.

Description:

The information in the following fields cannot be entered or updated.

Rate Cycle Begin Date:	Origin State
Rate Cycle End Date:	Origin Zone
Performance Period Begin Dates:	Origin Rate Area
Performance Period End Dates:	Shipments Scored
Code of Service:	Average Score

All Enterable fields are listed below:

Do you want to review domestic or international (Y/N):	Mandatory field. Enter "Y" or "N".
Carrier Code:	Mandatory field. Enter appropriate carrier code. Press [LIST VALUES] to review choices.
Rate Cycle No.	Mandatory field. Enter the year and cycle number. Format is YY-1 or YY-2. The system only keeps data for the current cycle and previous two cycles.

To Perform a Specific Query

1. Type "Y" or "N" to review domestic or international shipments, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.
2. Type in the carrier code and press **[NEXT FIELD]** or **[ENTER]** or press **[LIST VALUES]** to view choices. Press **[↓]** and/or **[↑]** keys until the cursor is on the desired code. Press **[SELECT]**. Press **[NEXT FIELD]** or **[ENTER]**. The carrier's name is retrieved.
3. Type in the "Rate Cycle No." and press **[NEXT FIELD]** or **[ENTER]**. All other data is retrieved.

NOTE: *If there are no shipments for the cycle specified, the cursor remains at "Rate Cycle No." and the following message is displayed: "No Shipments available for scoring from selected carrier this cycle." Check the entry for errors and correct if necessary, or repeat Step 2 for a different carrier, or press **[EXIT]** to return to the menu.*

4. Press **[↓]** and/or **[↑]** keys until the cursor is on the desired code of service to review the shipment used to calculate the average score for a particular code of service, origin state, and origin zone.
5. Press **[SPECIAL-1]** to retrieve the shipment data. Screen 2 will be displayed showing the LIST OF SCORED SHIPMENTS. Go to the instructions for Screen 2.

To Query for a Different Rate Cycle

1. Press **[PREV FIELD]** to move the cursor to the "Rate Cycle No." field.
2. Type in the rate cycle number and press **[NEXT FIELD]** or **[ENTER]**. All other data is retrieved.
3. Press **[↓]** and/or **[↑]** keys until the cursor is on the desired code of service.
4. Press **[SPECIAL-1]** to retrieve the shipment data.

To Query for a Different Carrier

- If the previous query retrieved codes of service for that carrier, press **[NEXT FIELD]** or **[ENTER]** to return the cursor to the "Carrier Code" field. Go to Step 2.
 - If "No Shipments are available" is displayed after the previous query, press **[PREV FIELD]** to return the cursor to the "Carrier Code" field. Go to Step 2.
1. Type in the carrier code and press **[NEXT FIELD]** or **[ENTER]**. The carrier's name is retrieved.
 2. Type in the rate cycle number and press **[NEXT FIELD]** or **[ENTER]**. All other data is retrieved.
 3. Press **[↓]** and/or **[↑]** keys until the cursor is on the desired code of service. Press **[SPECIAL-1]** to retrieve the shipment data. Screen 2 will be displayed. Go to instructions for Screen 2.

Screen 2: List of Scored Shipments

/ OA MONITOR		List of SCORED SHIPMENTS	
-			
Shipments for the		cycle:	
		for code:	
		service, from origin zone :	
		origin state :	
		origin rate area:	
GBL Number	Member Last Name	Shipment Score	Under Appeal
Used DOWN/UP arrow key to move cursor; SPECIAL – 1 key to view shipment data.			

This screen allows you to review, by code of service and origin zone, a carrier's shipment data. You can query on a shipment to see more detailed information. All data on this screen is retrieved.

The cursor appears at the "GBL Number" data field.

Description:

All fields on this screen are retrieved and cannot be changed.

To Perform a Specific Query

1. Press [↓] and/or [↑] keys until the cursor is on the desired record.
2. Press [SPECIAL-1]. The DISPSHIP menu will display.
3. Press [EXIT] twice to return to the Screen 1.

Calculate Carrier Average Scores

EVALCARR

EVALCARR computes the final average shipment score(s) for all domestic and international carriers during the last performance period.

Screen 1: Calculate Carrier Average Scores

/ QA MONITOR		Calculate Carrier Average Scores	
Calculate domestic carriers? (Y/N)			
Calculate international carriers? (Y/N)			
		Begin Date	End Date
Current Rate Cycle:		-	
Current Performance Period:		-	
Last Performance Period:		-	
<p>Press COMMIT to compute the average shipment scores for all carriers during the LAST performance period.</p> <p>NOTE: The calculation process may require a long period of time.</p>			

This screen allows you to calculate final average shipment scores for domestic and international carriers.

The cursor appears in the "Calculate domestic carriers?" data field.

Description:

Calculate domestic carriers? (Y/N): Enter "Y" or "N".

Calculate international carriers? (Y/N): Enter "Y" or "N".

All other fields are retrieved and cannot be changed on this screen. Update individual shipment scores through **SCOREUP**.

NOTE: *Average scores must be calculated AFTER THE END OF THE PERFORMANCE PERIOD and BEFORE THE BEGINNING OF THE NEXT RATE CYCLE so TOPS Outbound can use them to set up the Traffic Distribution Record (TDRs). If you calculate carrier average scores AFTER the beginning of the next rate cycle, traffic denials (TDs) will be dated incorrectly. They will not be in force during the next rate cycle, but will be delayed for an additional rate cycle. USE THIS PROCESS CAREFULLY, AND ONLY DURING THE PERFORMANCE EVALUATION PERIOD. YOU CANNOT "UNDO" THE CARRIER AVERAGE SCORES THAT YOU CALCULATE IN EVALCARR. (See your TOPS database administrator if you perform this process at the wrong time.)*

To Calculate Carrier Average Scores for Domestic/International Carriers

1. If you wish to calculate domestic carriers type "Y" in the "Calculate domestic carriers?" data field. Press **[NEXT FIELD]** or **[ENTER]**. All fields are automatically retrieved and cannot be changed in this screen. The message "NOTE: The calculation process may require a long period of time." will appear in the message line.
- If you wish to calculate international carriers press **[NEXT FIELD]** or **[ENTER]** at "Calculate domestic carriers?" Type "Y" in the "Calculate international carriers?" data field. Press **[NEXT FIELD]** or **[ENTER]**. All fields are automatically retrieved and cannot be changed in this screen. The message "NOTE: The calculation process may require a long period of time." will appear in the message line.
2. Press **[COMMIT]**. If average scores have already been calculated the message, "Average scores have already been computed. Update from SCOREUP." will appear in the message line.
3. Press **[EXIT]** to return to the menu screen.

MENU SCREEN**Screen 1: Select Function**

OA	QARPTS	Print QA Reports
PRTMGTO : Print General QA Management Rpts		
PRTCARR : Print Carrier Evaluation Worksheet		
PRTFAC : Display Facilities Inspect. Data		
LABELSQ : Print QA Mailing Labels		
DPMQARPT : Print DPM Contractor Service Failures		
Enter Keyword Here:		
Enter keyword or use Up or Down Arrow to select option, then press SELECT.		

Use this MENU screen to select a QA process.

To Choose an Option from this Menu

1. Press the [↓] and/or [↑] keys to place the arrow on the desired keyword.
or
Type in a keyword.
2. Press **[SELECT]**. The first screen of whichever keyword you selected will be displayed.
3. Turn to that section of Appendix A to proceed.

To Return to the TOPS Main Menu:

1. Press **[EXIT]** once.

To Exit TOPS

Press **[EXIT]** twice.

PRTMGTO is used to print one or more QA management reports.

Screen 1: Print One or More General QA Management Reports

QA QARPTS	Print General QA Management Rpts
1. Daily Inspection Schedule Report	(132 columns)
2. Shipments Inspected List	(132 columns)
3. Missed RDD Report	(80 columns)
4. Carrier Punitive Actions Report	(80 columns)
5. Management Statistical Report for QA	(80 columns)
6. Carrier Information Report	(132 columns)
7. Agent - Carrier LOI List	(80 columns)
Enter the number of the Desired Report	:
Do You Wish to View the Report on Your Screen (Y/N)	:
Enter the Desired Carrier SCAC	:
Enter the Beginning Date for This Report	:
Enter the Ending Date for This Report	:
Enter the Reports Printer Number (1, 2, 3, etc)	:
Enter the Number of Copies (defaults to 1)	:
Press EXIT to return to the menu.	

This screen allows you to print general QA management reports.

Description:

- Enter the number of the Desired Report: Mandatory field. Enter 1-7.
- Do You Wish to View the Report on Your Screen?: Mandatory Field for reports 3, 4, 5 and 7: Enter "Y" or "N". For Reports 1, 2, and 6: field is skipped.
- Enter the Desired Carrier SCAC: For report 6: Enter the SCAC code. Press [LIST VALUES] to view choices. For all other reports: Field is skipped.
- Enter the Beginning Date for This Report: For reports 1-5; mandatory field, report 6 and 7, field is skipped. Format DD-MON-YY.
- Enter the Ending Date for This Report: For reports 1-5; mandatory field, report 6 and 7, field is skipped or defaults to current date. Format DD-MON-YY.
- Enter the Reports Printer Number: Mandatory field. Numerical printer identification.
- Enter the Number: Enter a number 1-5, or leave blank to print of Copies (defaults to 1): 1 copy.

To Print A Report

1. Type in the appropriate value in each applicable field, pressing [**NEXT FIELD**] or [**ENTER**] after each entry.
 - The report will generate. The message "Press RETURN to return to SQL* forms" will display. Press [**NEXT FIELD**] or [**ENTER**] to return to the print form.
2. Press [**EXIT**] to return to the menu.

To View a Report on the Screen

NOTE: Only 80 column reports may be viewed.

1. Type in the appropriate value in each field, pressing [**NEXT FIELD**] or [**ENTER**] after each entry.

Answer "Y" to the field "Do You Wish to View the Report on Your Screen".
2. The Privacy Act Warning screen displays; press the [**NEXT FIELD**] or [**ENTER**] key to continue.
3. The report will generate and display on screen. At the bottom of the screen, if the message "More" appears, press [**NEXT FIELD**] or [**ENTER**] to view the next screen of the report.
 - The report will generate. The message "Press RETURN to return to SQL* forms" will display. Press [**NEXT FIELD**] or [**ENTER**] to return to the print form.
4. Press [**EXIT**] to return to the **QARPTS** menu.

Print Carrier Evaluation Worksheet Report**PRTCARR**

PRTCARR allows you to print the Carrier Evaluation Worksheet Report.

Screen 1: Print the Carrier Evaluation Worksheet

/ QA PRTCARR	Print Carrier Evaluation Worksheet
CARRIER EVALUATION WORKSHEET	
Do You wish to Print Report for All Carriers (Y/N)	:
Carrier Code (SCAC)	:
Method of Shipment (TGBL/ITGBL)	:
Type of Service (HHG/UB)	:
Rate Cycle Period	:
Enter the Reports Printer Number (1, 2, 3, etc.)	:
Enter the Number of Copies (defaults to 1)	:
Use of a Rapid Line Printer is recommended for print requests of MORE than 50 Carriers	

This screen allows you to print the Carrier Worksheet by rate cycle for an individual carrier or all carriers. This worksheet contains all shipments scored for the rate cycle selected.

The cursor appears at the "Do You Wish to Print Report for All Carriers" data field.

Description:

Do You Wish to Print Report for All Carriers:	Mandatory field. Enter "Y" or "N".
Carrier Code (SCAC):	Mandatory field if no to "Do you wish to Print Report for All Carriers (Y/N)."
Method of Shipment	Enter TGBL for domestic codes of (TGBL/ITGBL): service or ITGBL for international codes of service.
Type of Service (HHG/UB):	Mandatory field. Enter HHG for household goods or UB for unaccompanied baggage.
Rate Cycle Period:	Mandatory field. Enter a valid rate cycle. (YY-1 or YY-2)
Enter the Reports Printer Number (1, 2, 3, etc.):	Mandatory field. Numeric printer identification.
Enter the Number of Copies (defaults to 1):	Enter a number 1-5, or leave blank to print 1 copy.

To Print A Report

1. Type in an appropriate value for each applicable field, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.

NOTE: *If you answered "N" to "Do You wish to Print Report for All Carriers (Y/N)", enter a valid carrier code in "Carrier Code (SCAC)" field. Press **[LIST VALUES]** to view choices. If you answered "Y", field is skipped.*

- The report will generate. The message "Press RETURN to return to SQL* forms" will display. Press **[NEXT FIELD]** or **[ENTER]** to return to the print form.
2. Press **[EXIT]** to return to the **QARPTS** menu.

Display Facilities Inspection Data

PRTFAC

PRTFAC is used to print a Facilities Inspection Status Report.

Screen 1: Display Facilities Inspection Data

/ OA	QARPTS	Display Facilities Inspect. Data
FACILITY INSPECTION STATUS REPORT		
Enter the Desired Date for This Report	:	
Enter the Reports Printer Number (1, 2, 3, etc)	:	
Enter the Number of Copies (defaults to 1)	:	
Press EXIT to Return to the menu.		

This screen allows you to print a Facilities Inspection Status Report. This report includes the storage facility name/address, agent/cont. code, storage facility ID, date of last inspection, date inspection due, type of facility, and inspection agency.

The cursor appears at the "Enter the Desired Date for This Report" data field.

Description:

Enter the Desired Date for This Report:	Mandatory field. Format DD-MON-YY.
Enter the Reports Printer Number (1, 2, 3, etc.):	Mandatory field. Numerical printer identification.
Enter the Number of Copies (defaults to 1):	Enter a number 1-5, or leave blank to print 1 copy.

To Print a Report

1. Type in an appropriate value in each applicable field, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.
 - The report will generate. The message "Press RETURN to return to SQL* forms" will display. Press **[NEXT FIELD]** or **[ENTER]** to return to the print form.
2. Press **[EXIT]** to return to the **QARPTS** menu.

LABELSQ is used to create return address labels for the local ITO.

Screen 1: Print QA Mailing Labels

/ QA QARPTS	Print QA Mailing Labels
Local Site ITO Return Address Label	
Enter the Reports Printer Number (1, 2, 3, etc) : Enter the Number of Copies You Wish to Print :	
Press EXIT to Return to the Menu.	

This screen allows you to create return address labels for the local ITO.

The cursor appears at the "Enter the Reports Printer Number (1, 2, 3, etc.)" data field.

Description:

Enter the Reports Printer Number: Mandatory field. Numeric printer identification.

Enter the Number of Copies You Wish to Print: Enter a number 1-5, or leave blank to print 1 copy.

To Print Labels

1. Type in the appropriate value in each applicable field, pressing **[NEXT FIELD]** or **[ENTER]** after each answer.
2. The report will generate. The message "Press RETURN to return to SQL* forms" will display. Press **[NEXT FIELD]** or **[ENTER]** to return to the print form.

Press **[EXIT]** to return to the **QARPTS** menu.

DPMQARPT enables you to print DPM Contractor Service Failures Reports.

Screen 1: Report Contractor Service Failure Data

/ QA QARPTS	Report Contractor Service Failure Data
DPM CONTRACTOR SERVICE FAILURES REPORT	
Enter the Contractor Code For This Report	:
Enter the Contract Number For This Report	:
Enter the Desired Begin Date For This Report	:
Enter the Desired End Date for This Report	:
Enter the Reports Printer Number (1, 2, 3, etc)	:
Enter the Number of Copies (defaults to 1)	:
Press EXIT to return to the menu.	

This screen allows you to print DPM Contractor Service Failures Reports. The cursor appears at the "Enter the Contractor Code For This Report" data field.

Description:

Enter the Contractor Code For this Report:	Five alpha characters. Mandatory if Contractor Number is blank.
Enter the Contract Number For This Report:	20 characters. Mandatory if Contractor Code is blank.
Enter the Desired Begin Date For This Report:	Format is DD-MON-YY.
Enter the Desired End Date For This Report:	Format is DD-MON-YY.
Enter the Reports Printer Number:	Enter 1-5.
Enter the Number of Copies:	Defaults to 1.

To Print a Report

1. Type in the Contractor Code for the report and an appropriate value in each applicable field, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.

NOTE: All fields requiring a date are formatted DD-MON-YY.

2. Type the Reports Printer number and press **[NEXT FIELD]** or **[ENTER]**.
3. Type the number of copies desired (1-5), default is 1, then press **[NEXT FIELD]** or **[ENTER]**.
 - The message "Press RETURN to SQL* forms" will display. Press **[NEXT FIELD]** or **[ENTER]** to return to the print form.
1. Repeat steps 1 through 3 to process another report, or press **[EXIT]** to return to the **DPMQARPT** menu.

DD1780 is used for one shipment or for several shipments.

Screen 1: Print DD Form 1780

/ OA OAFORMS		Print DD Form 1780			
Print DD Form 1780 by GBL Number : Enter the Forms Printer Number (1, 2, 3, etc.) : Enter the Reports Printer Number (1, 2, 3, etc.) : Enter the Number of Copies (defaults to 1) :					
*	Carrier Code	Last Name	SSN	Pickup Date	GBL Number
█	█	█	█	█	█
Enter GBL Number and press NEXT FIELD. To query a specific record, press NEXT FIELD, enter data and press EXEC QUERY. Press UP or DOWN ARROW keys to move between records. Press NEXT RECORDS to view the next set of records. Press SELECT to select/deselect a specific record. Press SPECIAL - 1 to return to the data entry area.					

This screen allows you to print the DD Form 1780 for one shipment or for several shipments.

The cursor appears at "Print DD Form 1780 by GBL Number" data field.

Description:

- Print DD Form 1780 by GBL Number: Enter a valid GBL number. Format is AA-123456.
- Enter the Forms Printer Number: Mandatory field. Numerical printer identification.
- Enter the Reports Printer Number: Mandatory field. Numerical printer identification.
- Enter the Number of Copies (defaults to 1): Enter a number 1-5 or leave blank to print 1 copy.
- Carrier Code: Enter 4-digit carrier code.
- Pickup Date: Format is DD-MON-YY.
- GBL Number: Format is AA-123456.

To Print DD Form 1780 for a Specific GBL

1. Type in a valid GBL number, then press **[NEXT FIELD]** or **[ENTER]**. Data for the GBL number entered will be retrieved.
2. After the information is retrieved for that specific GBL you have to Press **[SPEC-1]** to move cursor to the data entry screen. Then you will be able to enter the forms printer number.
3. Type in the forms printer number and press **[NEXT FIELD]** or **[ENTER]**.
4. Type in the reports printer number and press **[NEXT FIELD]** or **[ENTER]**.
5. Type in the number of copies you want to print; press **[NEXT FIELD]** or **[ENTER]** to send the request to the printer.
 - The report will generate. Press **[NEXT FIELD]** or **[ENTER]** twice to acknowledge the message "Press RETURN to return to SQL* Forms".
6. Press **[EXIT]** to return to QAFORMS menu.

To Print DD1780 Queried Records

1. To perform a specific query: Type in one or more of the following fields: Carrier Code, Pickup Date, or GBL Number. Then press **[EXEC QUERY]**. To perform a general query, press **[EXEC QUERY]**.

***NOTE:** Only shipment records that have never had a DD1780 printed will display on queries.*
2. Press the [↓] and/or [↑] keys to move through the records. Press **[SELECT]** at each record that is to be printed. Press **[SPECIAL-1]** to return the cursor to the data entry screen.
3. Type in the forms printer number and press **[NEXT FIELD]** or **[ENTER]**.
4. Type in the reports printer number and press **[NEXT FIELD]** or **[ENTER]**.
5. Type in the number of copies you want to print, press **[NEXT FIELD]** or **[ENTER]** to send the request to the printer.
 - The report will generate. Press **[NEXT FIELD]** or **[ENTER]** twice to acknowledge the message "Press RETURN to return to SQL* Forms". Press **[SPEC-1]** to move cursor to the data entry screen.
6. Press **[EXIT]** to return to QAFORMS menu.

DD1814 is used to print the DD Form 1814.

Screen 1: Print DD Form 1814

QA		QA FORMS					Print DD Form 1814	
CREATE DD1814 FORM								
Enter the Forms Printer Number (1, 2, 3, etc.) :								
Enter the Reports Printer Number (1, 2, 3, etc.) :								
Enter the Number of Copies (defaults to 1) :								
*	Carrier Code	Effective Date	Action End Date	Date Cancelled	Type of Service	Violation Types		
█	█	█	█	█	█	█		
To query a specific record, enter data and press EXEC QUERY. Press UP or DOWN ARROW keys to move between the records. Press NEXT RECORDS to view the next set of records. Press SELECT to select/deselect a specific record. Press SPECIAL-1 to return to the data entry area.								
PERSONAL DATA - PRIVACY ACT OF 1974 (5 USC 552A)								

This screen allows you to print the DD Form 1814.

The cursor appears at the "Carrier Code" data field after you press the [LOWER CASE O] or [NEXT FIELD] or [ENTER] key to acknowledge the "PERSONAL DATA - PRIVACY ACT 1974 (5 USC 552A)" message.

Description:

With the exception of the following fields, all fields are retrieved and cannot be changed on this screen.

- Enter the Forms Printer Number: Mandatory field. Numerical printer identification
- Enter the Reports Printer Number: Mandatory field. Numerical printer identification
- Enter the Numbers of Copies (defaults to 1): Enter a number 1-5, or leave blank to print 1 copy.

To Print the DD Form 1814

1. Press [**LOWER CASE O**] or [**NEXT FIELD**] or [**ENTER**] key to acknowledge the system message.
2. To perform a general Query, press [**EXEC QUERY**]. To perform a specific Query, enter a carrier code, and then press [**EXEC QUERY**].
3. Press the [↓] and/or [↑] keys to move through the records. Press [**SELECT**] at each desired record. Then press [**SPECIAL-1**] to return to the data entry area.

***NOTE:** If you inadvertently select a record you do not want to print, simply press [**SELECT**] to erase the mark beside that record. This deselects the record and it will not print. Select no more than five (5) records to be printed at a time.*

4. Type in the forms printer number and press [**NEXT FIELD**] or [**ENTER**].
5. Type in the reports printer number and press [**NEXT FIELD**] or [**ENTER**].
6. Type in the number of copies you want to print and press [**NEXT FIELD**] or [**ENTER**].
 - The report will generate. Press [**NEXT FIELD**] or [**ENTER**] twice to acknowledge the message "Press RETURN to return to SQL* forms".
7. Press [**SPECIAL-1**] then [**EXIT**] to return to the **QAFORMS** menu.

DPMQA is used to create or update the QA service failure record for a domestic or international DPM shipment.

Screen 1: Log DPM Contractor Service Failure

/ QA		Log DPM Contractor Service Failure	
DPM Control No:	SSN:	Last Name:	
Failed to Perform Premove Survey		Improperly Containerized Articles	
Failed to Weigh Within Prescribed Procedures		Improperly Loaded Articles in Van	
Failed to Weigh PBP&E Properly		Improperly Marked Containers	
Failed to ReWeigh Within Prescribed Procedures		Improperly Remarketed Containers	
Failed to Pick Up on Agreed Date		Failed to Provide Storage Service	
Failed to Deliver on Agreed Date		Failed to Unload/Place Articles Ready for Member to Access	
Failed to Meet Materials Specifications		Failed to Unpack (Not Waived)	
Failed to use Proper Packing Methods		Failed to Remove Debris	
Failed to Prepare Inventory Properly		Failed to Record Loss/Damage on Form DD1840	
Improperly Service Appliances		Failed to Complete GBL, Packing Lists, Weight Tickets	
Failed to Deservice Appliances		Failed to Return Documents to ITO Within Required Time Frame	
Failed to Use Proper Materials to Service Appliances			
Press COMMIT to commit changes to the database Press EXIT to return to the menu.			

This screen allows you to enter or update the service failure data for a DPM shipment. The cursor will move to specific fields based on whether the DPM Control Number is entered for an Outbound, Inbound, or Local Move shipment.

The cursor appears at the "DPM Control No." data field.

Description:

DPM Control Number: Maximum length is ten characters.
Format is 1AAAAA1234.

SSN: Retrieved by the system.

(Member's)Last Name: Retrieved by the system.

For all other fields enter an "X" next to the service failure to the "Performance Work Statement for Packing, Containerization and Local Drayage of Personal Property Shipments" if applicable, otherwise leave blank.

To Create a Record

1. Type in a valid "DPM Control Number" and press **[NEXT FIELD]** or **[ENTER]**. The member's social security and last name are retrieved, and the cursor moves to the first enterable field in the "service failure" portion of the screen.
2. Type "X" in each field that applies, pressing **[NEXT FIELD]** or **[ENTER]** after each entry.

***NOTE:** Cursor movement will depend on whether the shipment being evaluated is Outbound, Inbound, or a Local Move.*

3. Press **[EXIT]** at any time to leave this record without committing new updated information. The cursor will return to the DPM Control Number field and all fields will become blank.
4. Press **[COMMIT]** to save the data. The system will display a message "Transaction completed - 1 record posted and committed."

To Update a Record

1. Type in the "DPM Control No" and press **[NEXT FIELD]** or **[ENTER]**. The current information for this record is displayed.
2. Type "X" in each field that applies, pressing **[NEXT FIELD]** after each entry. You may update or note violations. To remove a service failure, cursor to that field and press **[NEXT FIELD]** or **[ENTER]**.
3. Press **[COMMIT]** to save the data. The system will display a message "Transaction completed - 1 record posted and committed."

**APPENDIX B
ACRONYMS**

ACRONYMS**ACRONYMS****Definition**

BK	booked
BL	Bill of Lading
BLB	bluebark
DOD	Department of Defense
DOM	Domestic
DPM	direct procurement method
DTGBL	Domestic Through Government Bill of Lading
GBL	Government Bill of Lading
GBL Number	Government Bill of Lading Number
GBLOC	Government Bill of Lading Location Code
HHG	household goods
INB	International UB
INH	International HHG
INTER	interstate TGBL
INTRA	intrastate TGBL
ITGBL	international TGBL
ITO	Installation Transportation Office
JFTR	Joint Federal Travel Regulation
JPPSO	Joint Personal Property Shipping Office
JTR	Joint Travel Regulation
LOI	Letter of Intent
LZR	laser printer
MTMC	Military Traffic Management Command
NTS	nontemporary storage
OA	origin additional address
OB	outbound
PCS	permanent change of station
PL	partial release local
PPSO	Personal Property Shipping Office
QA	Quality Assurance
RDD	required delivery date
RET	retiring/retired
RL	complete release local
RLP	rapid line printer

ACRONYMS**Definition**

SCAC	Standard Carrier Alpha Code
SEP	separating from service
SIT	Storage In Transit
SON	Service Order Number
SSN	Social Security Number
TA	TOPS Administrator
TAC	transportation account code
TD	traffic denial
TDR	Traffic Distribution Records
TGBL	Through Government Bill of Lading
TM	traffic management decision
TQAP	Total Quality Assurance Program
TR	time requirement
TOS	Tender of Service
UB	unaccompanied baggage

**APPENDIX C
FUNCTION KEYS**

FUNCTION KEYS

<u>FUNCTION KEY</u>	<u>USE</u>
COMMIT	Saves data to permanent storage in the database.
CREATE RECORD	Creates a new shipment record for a member.
ENTER QUERY	Alerts the system that you are about to enter data.
ESC + C	Creates a record. .
EXEC QUERY	Searches the system for the data just typed.
EXIT	Has <i>two</i> uses: (1) returns to a menu screen from a data or information screen; and (2) cancels a query.
FIELD HELP	Displays codes that may be used as responses for that field. These codes are displayed on the message line at the bottom of the screen.
LIST VALUES	Displays a screen that lists valid value codes for a particular field. This involves a <i>three</i> step process: (1) press the (LIST VALUES) key; (2) move the cursor to the value you are looking for by using the (9) key; and (3) press the (SELECT) key.
NEXT FIELD	Moves the cursor forward to the next field.
NEXT PAGE	Displays the next screen.
NEXT RECORD	Moves to next screen of records in a list.
PREVIOUS FIELD	Returns the cursor to the previous field.
PREVIOUS PAGE	Displays the previous screen.
SELECT	Chooses a record from a list of records.
SPECIAL-1	Has <i>two</i> uses: (1) menu screen, logs the user out; and (2) other screens, saves data and displays the next screen.
SPECIAL-2	Saves data and displays the next screen.

**APPENDIX D
KEYSTROKES**

Keystrokes for PC

Accept/Commit	F6
Clear Field	Esc t
Create Record	Esc c
Delete Backwards	Backspace
Delete Character	Delete
Delete Record	Esc d
Display Last Error	Esc e
Duplicate Record	Esc a
Enter Query	Esc q
Execute Query	Esc x
Exit	F10
Ctrl-z	
Help	Esc f
Insert Record	Esc c
Insert/Replace	Esc i
Left Arrow	Left arrow key
List Values	Esc l
Next Field	Return/Enter
Next Page	F7
Next Record	Down arrow key
Next Set of Records	Esc
Previous Block	Esc p
Previous Field	F8
Previous Page	Esc p
Previous Record	Up arrow key
Print	Esc u
Redisplay Screen/ Refresh	Esc s
Return Key	Return
Right Arrow	Right arrow key
Select	F9
Show Keys Definitions	Esc k
Show Print Options	Esc u
Special 1	Esc 1
Special 2	Esc 2

**APPENDIX E
CODES**

Appendix E

Table E-1. Loss/Damage Type

CODE	DESCRIPTION
N	No Loss/Damage
W	Water Damage
D	All Other Damage
H	High Value
L	Other Loss

Table E-2. Loss/Damage Data Source

CODE	DESCRIPTION
X	Other
D	DD1840
C	DD1840R
I	Inspection

Table E-3. QA Action Code

CODE	DESCRIPTION
S1	First Suspension
S2	Second Suspension
S3	Third Suspension
DI	Disqualify
NU	Nonuse
TD	Traffic Denial
WA	Warning

Table E-4. Suspension Reg/Imed

CODE	DESCRIPTION	CODE	DESCRIPTION
R	Regular Suspension	I	Immediate Suspension