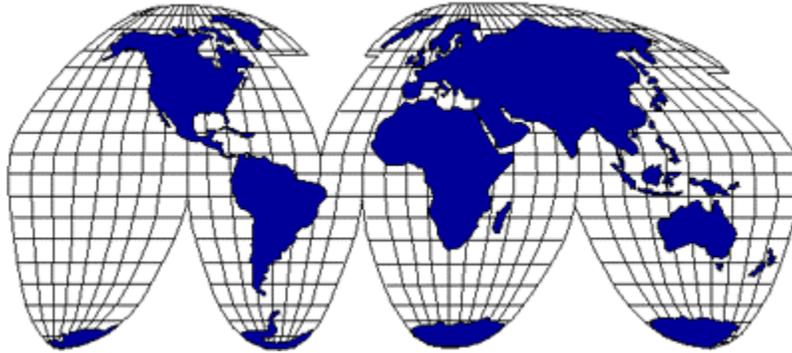


**UNITED STATES POSTAL
SERVICE / MILITARY
POSTAL SERVICE AGENCY**



**MILITARY DESTINATION-ORIGIN INFORMATION
SYSTEM
(MODIS)
OPERATIONS MANUAL**

Version 1.0

**March
1997**

PREFACE

A. Explanation. This manual is a guide for personnel utilizing the Military Origin-Destination Information System (MODIS) program. This handbook provides procedures for carrying out the duties under this program. The MODIS program is intended to be the primary program for obtaining transit time information for military locations overseas.

B. Distribution

1. **Initial.** Copies will be distributed to all postal major commands (MACOMs) and all participants in the MODIS training program conducted regionally.
2. **Additional Copies.** This manual may be produced locally. Additional copies may be requested from the Military Postal Agency (MPSA).

C. **Comments and Questions.** Direct questions, comments, or suggestions concerning this manual to:

Military Postal Service Agency
Attention: Transportation
2461 Eisenhower Avenue
Alexandria, VA 22331-0006

D. **Rescission.** This is the first official printing of the MODIS manual. This manual consolidates and replaces all previous guides and handouts on the MODIS program.

E. **USPS Management.** As manager of the Origin-Destination Information System (ODIS), the Revenue, Volume & Performance Measurement (RV & PA), United States Postal Service (USPS), was essential in the development of MODIS. Operational control of the MODIS program is assigned to the International & Military Mail Operations (IMMO) section of USPS. MODIS Program Management does not reside with USPS, but with MPSA.

F. **MODIS Program Safeguards.** MODIS is a U.S. Government program developed and owned by USPS. Data collected and reported by MODIS is for MPSA use only. This data can not be used or released to Agencies or Services within or outside of the U.S. Government without the express written permission of MPSA.

G. **Effective Date.** This manual is effective upon receipt.

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MILITARY ORIGIN-DESTINATION INFORMATION SYSTEM (MODIS)

Chapter 1 Purpose

100 PROGRAM PURPOSE

The Military Origin-Destination Information System (MODIS) is designed to measure the transit time of U.S. origin mail sent to U.S. military postal sites overseas. The system was created by the United States Postal Service (USPS), in cooperation with the Military Postal Service Agency (MPSA), as a cost-effective, labor saving method of combining data from different USPS information systems. Additional data is also obtained from the scanning of postal labels at overseas locations selected by MPSA. This collection of additional data is taken daily through the use of a laser scanner connected to a hand-held computer. The scanned data is then sent via a special MPSA communications program (SALTS) to USPS for subsequent transit-time reports generation.

Measurements taken on mail movement:

- The **first measurement** begins at the domestic origin of mail destined for military sites outside the Continental United States (OCONUS) and ends

at any one of the eight (8) gateways for military mail. When the mail arrives at a gateway, its initial processing times are recorded by USPS to determine that mail's transit time inside of the Continental United States (CONUS). This information then becomes part of the USPS Origin-Destination Information System (ODIS) and provides the starting point for MODIS measurement.

- The **second measurement** takes place between a military gateway and the first scan-site after the mail departs CONUS. This second measurement is made possible by the barcode labels created for mail-containers by the USPS staff at each gateway. Postal clerks then scan the Military International Dispatch Accountability System (MIDAS) postal labels with the MODIS equipment at designated OCONUS scanning sites.
- Additional measurements for mail-containers may be made between the first OCONUS scan site and the end destination.

Chapter 2 Responsibilities - MACOMs

200 RESPONSIBILITIES OF THE MAJOR COMMANDS (MACOMs)

Each MACOM is **responsible for ensuring that the MODIS program is fully operational** at each designated site. This is imperative to ensure accurate mail transit time reporting.

Specific tasks for which each MACOM is responsible include:

- Administering MODIS
- Providing guidance to each Site Postal Supervisor regarding standard operating procedures, including a procedure to identify a Service member to transmit data collected via the MPSA communications program (SALTS)
- Advising MPSA of ZIP Code Changes (Anytime there is a change to a ZIP Code participating in MODIS, MPSA must be notified via electronic message.)
- Analyzing MODIS data
- Ensuring proper system maintenance procedures are followed

Chapter 3 Responsibilities - Site Postal Supervisors

300 RESPONSIBILITIES OF THE SITE POSTAL SUPERVISOR

Specific Tasks for which each Site Postal Supervisor is responsible include:

310 Assignment of Trained Personnel

The Site Postal Supervisor assigns trained staff to collect and upload data.

320 Assignment of Equipment

The Site Postal Supervisor assigns the equipment needed for data collection at locations identified as scanning sites. The equipment a site needs to operate MODIS includes:

- scanner,
- hand-held computer,
- case for hand-held computer,
- scanner holder (a belt clip or holster),
- cables,
- cradle for data uploads and the accompanying (AC) power supply,
- modem,
- personal computer (PC) with the MPSA communications program
- rechargeable battery,
- disposable 9 volt batteries,
- spare lithium batteries, and
- A/B phone switch *.

[* If the phone line used for data transmission is shared, then an A/B switch with connecting cables should be used for easier system operation.]

The LS 3000HV (High Visibility) scanner uses a visible laser diode. It has been built to military specification and features built-in lithium batteries as a back-up power supply.

The spot-and-scan operation is designed to make aiming and scanning a quick procedure. The trigger has two positions: the first trigger pull lights the aiming beam and the second trigger pull activates the dynamic scan beam.

KEEP THE PACKING BOX AND MATERIAL. The packing box must be saved in case the equipment needs to be returned for repair.

330 Preparation of Equipment.

The Site Postal Supervisor is responsible for the preparation of MODIS equipment.

Equipment preparation includes connecting the cable from the scanner to the hand-held computer and then placing the computer in the hand-held computer carrying case. Experience has shown that repeatedly plugging and unplugging the scanner from the hand-held computer will result in connector or cable breakage. A diagram of the connected equipment is shown on page 13.

The equipment chosen for the MODIS program is well made and designed to take an occasional bump. However, like all electronic equipment, it will break easily if mishandled or abused. **To protect the MODIS equipment, it must always be handled with care.** To help avoid equipment problems and prevent the collection of invalid data, a specific check of the equipment for general wear and tear should be performed at the beginning and end of each day's use. The scanner must specifically be checked at the beginning of each day to ensure date, time and location data is correct. If the scanner or other equipment develops a problem, the Problem Sheet (Appendix A) must be completed and the problem assessed.

340 Scanning.

The Site Postal Supervisor will set scanning time based on mail arrival time.

The Site Postal Supervisor is responsible for selecting the location where scanning will take place and ensuring all mail with barcode labels is scanned.

The ideal location is the mail breakdown area. All mail must pass through the

selected location so that mail is not missed or scanned more than once. The following mail is to be scanned.

- Express Mail (bags and outsides)
- First Class letter trays/bags
- Yellow Priority bags
- Outside Priority parcels.

Mail-containers that do not have a MIDAS barcode label will not be scanned. This includes Space Available Mail (SAM), Military Official Mail (MOM), Registered and intra-theater mail.

SCAN EVERY MAIL-CONTAINER LABEL BEARING A BARCODE. Caution and diligence must be used to ensure that all mail-containers with a MIDAS barcode label get scanned, but not more than once.

Weather should not affect the operation of the scan unit, though bright sunlight may make the laser beam less visible when aimed directly at a barcode.

If you do not get an immediate scan, adjust the angle of the laser scanner in relation to the barcode label and try again. Or pull aside the mail-container you cannot read, and try again after all other mail-containers have been scanned.

350 Reporting MODIS Problems

If a problem arises with the scanning operation, the Site Postal Supervisor is responsible for deciding the corrective action to be taken.

The Site Postal Supervisor must ensure that there is a supply of Problem Sheets and Shipping forms (see Appendices A and B). He must also review the problem sheets and then take action as required to keep the program running.

360 Security of MODIS Equipment and Data

Security of the data collection equipment and data integrity is essential to the MODIS program. Physical security of the equipment will reduce the risk of theft or vandalism.

361 Equipment Security

The Site Postal Supervisor is responsible for the physical security of all MODIS equipment and supplies. He is also responsible for restricting access to the equipment and providing security against unauthorized use.

Existing policies and procedures intended to safeguard accountable equipment are contained in DOD 4525.6-C, Postal Supply Catalog. Equipment is to be stored in a secure location when not in use. On receipt of equipment, the Site Postal Supervisor must complete PS Form 1590, or similar receipt, and mail the original form to the appropriate Joint Military Postal Activity (JMPA), delineated in Chapter 7. The Site Postal Supervisor and the user of the equipment will each retain a copy of the original receipt form mailed to JMPA.

362 Data Security

To protect data security, the Site Postal Supervisor is responsible for ensuring that all data collectors know how to use **Option 1 - DATA ENTRY**, on the MODIS Main Menu of the hand-held computer. The Site Postal Supervisor is responsible for sending all data; this step will prepare the equipment for the next day's scanning.

Chapter 4 MODIS Data Transmission

400 MODIS DATA TRANSMISSION

410 Data Transmission

Postal Supervisor will determine the times for scanning and downloading data. The message shown on the screen after selecting **Option 2** gives the number of barcodes scanned or typed since the last download (the page 13 example shows 000239 files recorded since a download). If a user wants to check the count without downloading, press the <**Clear**> key. To return to the Main Menu, press <**ENTER**>.

420 SALTS Interface(Transmitting Scanned Data via the Communications Program)

Use **Option 2 - SEND DATA** to transmit collected data (for the Main Menu, press <**F1**>).

When the **SEND DATA** option is selected on the hand-held computer, the computer must go through two processes in order to send data correctly. The first process involves a computer count of the number of scanned files since the last download was conducted and the display of this count on the screen as shown on page 13. If the number of scanned files is approximately 1,000 or more, this process can take a minute or two. The second process involves the actual download of files from the hand-held computer to a Personal Computer (PC).

WARNING: To prevent the hand-held computer from timing out during the download of a large number of files, the following steps should be used for the **SEND DATA** process. Select **Option 2 - SEND DATA** and then press **ENTER** on the hand-held computer prior to placing the hand-held computer in the cradle. After the file count is displayed, the screen on the hand-held computer will prompt you to "Place Terminal in Cradle to Send Data."

NON-SALTS CAPABLE COMPUTER

In this configuration, the PC containing the MPSA SALTS program is **NOT** located in or immediately adjacent to postal spaces. The data from the hand-held MODIS computer must therefore be downloaded to an intermediate PC (usually the postal PC is not capable of hosting the MPSA SALTS program). This intermediate PC is setup to receive the scanned file data from the hand-held MODIS computer. When the intermediate PC receives the downloaded scan data, the data is then transferred to a floppy diskette for subsequent delivery to the SALTS PC. At the SALTS PC, the diskette will be placed in the appropriate drive where the SALTS program can upload the data for subsequent transmission.

1. After scanning is complete, on the Handheld Computer...Press F1.
2. Arrow down to " 2. SEND DATA", and place the Handheld Computer in the cradle. Do not press Enter yet.
3. Put the formatted disk reserved for MODIS Scanning Download in the desktop computer..

4. On the desktop computer, double click on MODIS Download ICON to get to the "Waiting for Scanner Data" message on the computer screen.
5. Pull the trigger on the scanner to activate the screen on the Handheld Computer. With the SEND DATA menu item hi-lited, press Enter to send the data. You should see the COMM light on the cradle flashing, and momentarily see the scanned files appear on the desktop computer screen, and hear three beeps. If you do not, begin troubleshooting by checking connections, and try re-sending the data.
6. Press Enter to copy the file to the disk.
7. Take the disk with the DLYYDDDA.MPS file to the WINSALTS Capable computer, and either you or the WINSALTS Operator bring up the WINSALTS program.
8. At the WINSALTS Main Menu, mouse click on the line for "Data Services"
9. Mouse click or hi-lite and press Enter on "ATAC & MPSA & CARCASS Tracking".
10. Mouse click or hi-lite and press Enter on "Military Postal ".
11. Change the drive from "C" to "A". Then click on "Add" to staged to be sent the download file for the next transmission. Then mouse click on "Done" Mouse click on "Yes" for file upload. Continue this step for each DLYYDDDA.MPS file on the disk that you have not transmitted is moved over and staged to be sent. Mouse click on "Done".

The file will be staged for the next transmission. Get any incoming Dispatch Reports that may have come in that you do not have. They will come in daily, and you should review them and file them daily. Also ask if there are any incoming SALTSGRAMS for the Postal Clerk from CINCPACFLT-Postal, COMNAVSUPSYSCOM-Postal, or any other Postal office like an FMC, or another ship.

430 Clearing Data

Sending data also clears it from the hand-held computer's memory.

It is the responsibility of the Site Postal Supervisor to ensure all data collected has been sent; data absences will be noted by higher authority and require explanation.

NOTE: Data should never be cleared except during a training exercise.

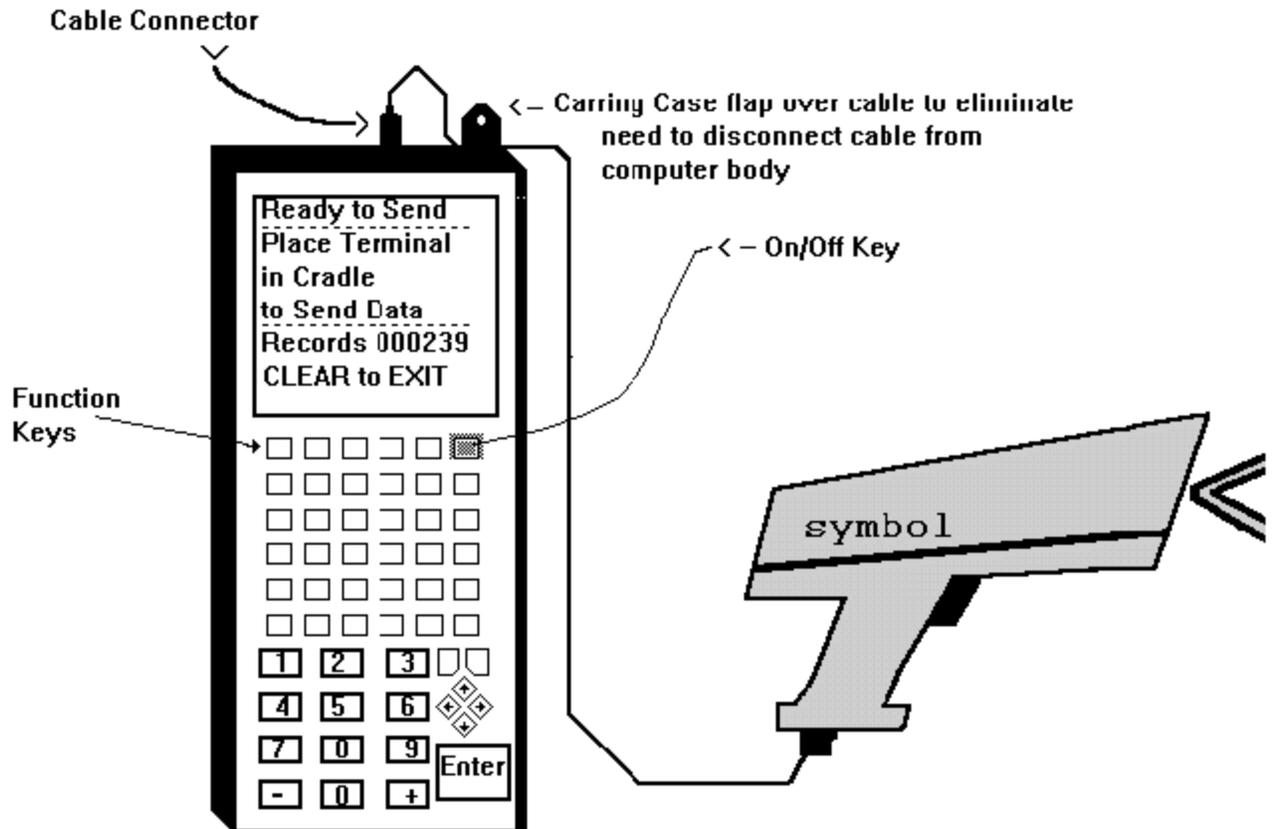
Chapter 5 Responsibilities – MODIS Data Collectors

500 INSTRUCTIONS FOR MODIS DATA COLLECTORS

510 Preparing the Scanner and Hand-Held Computer

Connect one end of the cable to the scanner and the other end of the cable to the hand-held computer. **Every operation you perform, including transmitting data, can be completed without disconnecting the cable.**

In the diagram below, the number of barcodes stored in the hand-held computer and awaiting upload is **000239**.



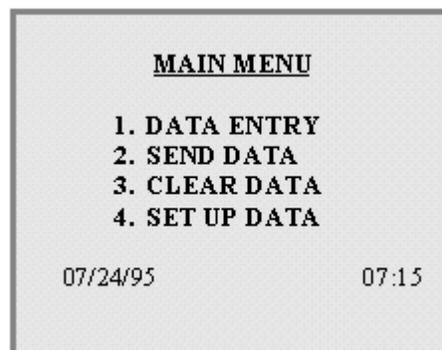
After you have ensured that the scanner is connected to the hand-held computer and you have placed the hand-held computer in the operator's case, you are ready to turn on the system and use the unit.

Equipment should automatically turn on and display the Main Menu.

520 Using the Scanner and Hand-Held Computer

DO NOT POINT THE SCANNER INTO YOUR EYES. Though the laser beam is not harmful, repeatedly aiming it into the eyes is not recommended.

To begin scanning, press the ON/OFF key. If the date displayed is correct, follow the prompts on the screen. If the time displayed on the screen is correct, again follow the prompts on the screen and the Main Menu will appear as shown below :



If nothing happens when you turn on the unit, follow the checklist below:

- Check the system power.
- Check for loose cable connections.
- Make sure the battery has been recharged.
- Try using disposable 9-volt batteries with lithium batteries as the power source.
- If the units still has no power, report this to the Site Postal Supervisor

NOTE: YOU WILL NOT LOSE DATA THAT HAS NOT BEEN TRANSMITTED. The hand-held computer screen was designed to shut down automatically (the screen goes blank) between scans in order to save power. When you are ready to reactivate the unit, just pull the trigger of the scanner twice and the Data Scan Screen will appear.

521 Initial Setup Operations

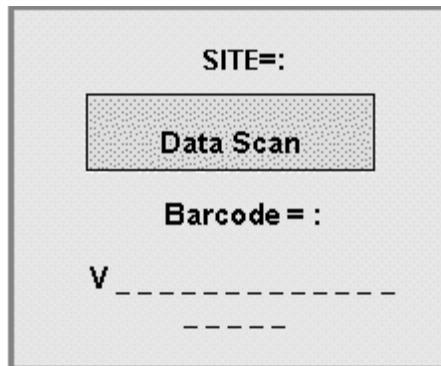
To ensure the hand-held computer is properly programmed or to initially program the hand-held computer to the proper location, follow the steps below:

- TURN THE HAND-HELD COMPUTER ON.
- If you are not at the Main Menu screen, press <F1>.
- Choose **Option 4 – SET UP DATA**.
- Follow the steps listed in Section 525.

NOTE: The remaining information in this chapter is presented in the order displayed on the Main Menu on the hand-held computer. However, if you can not get the MODIS equipment to operate properly, you must proceed to **Menu Option 4 – SET UP DATA** .

522 Main Menu Option 1 DATA ENTRY

Selecting **DATA ENTRY** prepares the unit for barcode label scanning. Pressing <ENTER> displays the Data Scan screen shown below:



When you see the 'down carrot' ('v') positioned directly under the first letter of the word 'Barcode,' aim the scanner away from you and press the trigger. This activates the scanning beam. Now you are ready to scan barcodes.

Position barcode within scanning range.

- Make sure the 29-character MIDAS barcode on each container or mail-container is within scanning range.

- The Data Scan screen should be displayed on the hand-held computer.

Step 2 Aim and pull the trigger.

- The scan beam and red SCAN LED will light for about 3 seconds, or until the barcode has been successfully decoded.
- Hold the scanner at an angle. Do not hold the scanner directly over the barcode. In this position, light can bounce back into the scanner's window and prevent a successful decode.
- **Scan the entire** barcode. The scan beam must cross every bar and space on the symbol. Because the MIDAS barcode contains 29 characters, you may need to hold the scanner farther away to scan its entire length.

You know the scanner has read the symbol when two things happen: (1) you hear a short high-tone beep and (2) the green DECODE LED lights up; the red laser goes out. The LED stays green until the next trigger pull, or until the scanner is turned off.

If you cannot get a reading from a particular 29-character barcode, try the following:

Alternative (a):

- Place the mail-container with the barcode aside.
- Check screen for error message.
- Scan at least one other label
- Try again, aiming at a slightly different angle from a different distance. If you still cannot scan the barcode, use one of the other two alternatives for manual data entry of the barcode information. **IF POSSIBLE, SAVE THE LABEL AND GIVE IT TO YOUR SITE POSTAL SUPERVISOR TO DETERMINE WHY IT WILL NOT SCAN.**

Alternative (b):

- Manually type the alphanumeric barcode data printed directly below the 29-character barcode on the MIDAS label.

522.1 Common Data Entry Messages

A. If you receive the message, "**Duplicate ERROR,**" press the **ENTER** key (the screen will say "a key") to continue scanning. **NOTE:** The program checks for duplicates and "**Duplicate ERROR**" simply means that you have already scanned the label.

B. Remove the scanner from the cradle to begin data entry. The message "**Data Send Complete - Press Enter**" should show on the screen. This means the previously collected data has been transmitted. Press the **ENTER** key for the Main Menu.

C. If you receive the message "**data has NOT been sent,**" notify the Site Postal Supervisor who will return the unit to the cradle and perform **Option 2 - SEND DATA.**

When data transmission is complete, the message "**SEND DATA COMPLETE**" appears on the screen.

After data transmission is complete, you may select **Option 1 - DATA ENTRY** to begin collecting data again by scanning barcodes.

D. If you accidentally hit a key on the hand-held computer that displays on the screen as the first character of a manual data entry of code, instead of a scan:

- The screen will display the 'down carrot' ('v') in a position that is not directly under the 'B' in the word 'Barcode' on the Data Scan screen. This means the unit is not able to scan a barcode.
- Press **<CLEAR>**.
- You are ready to scan again.

523 Main Menu Option 2 SEND DATA

The Site Postal Supervisor is responsible for sending data.

524 Main Menu Option 3 CLEAR DATA>

CLEAR DATA only when training is being conducted; labels scanned during training are not transmitted.

If you think you want to clear all data collected even though it has not been transmitted, you must notify the Site Postal Supervisor. He is the only person authorized to make the decision to clear data. **THE ONLY REASON DATA SHOULD EVER BE CLEARED WITHOUT TRANSMISSION IS FOR A TRAINING EXERCISE.**

525 Main Menu Option 4 SET UP DATA

You must press **<F1>** to allow access to **Option 4 - SET UP DATA.**

SET UP DATA allows you to reset the time and date on the hand-held computer. If they are wrong, make changes according to the on-screen prompts and procedures.

Option 4 also allows you to input the three-letter Site code identifying the location of data collection. On first receipt of equipment and prior to operating each day, verify the correct Site location code. If the code is incorrect, change it to correctly identify your location.

If the date is correct, press **<ENTER>**. If not, press **<CLEAR>** and enter the correct date. Then press **<ENTER>**. Note the screen you will see on the next page.

DATE	MM/DD/YY 07/24/95
TIME	HH/MM/SS 08:15:22

CLEAR TO CHANGE

ENTER TO ACCEPT

If the time is correct, press **<ENTER>**. If not, press **<CLEAR>**, then enter the correct time and press **<ENTER>**. You will then see the screen below.

SITE : _____

DATA SCAN

Enter your Site code into the computer and press **<ENTER>**. All locations will enter the letters "MPO" and you will see the screen below.

SITE : MPO

MPO ZIP -----

DATA SCAN

For all shore Military Post Offices will enter their five (5) digit Post Office Zip Code + 0000 and then press **<ENTER>**. For Naval ships only, enter a complete nine (9) digit Zip Code at this screen.

You will then see this screen:

SITE :

DATA SCAN

DIAL PHONE NUMBER
V _____

This above screen is no longer required for operations, press <ENTER> to exit this portion of the program.

This screen should appear next:

MAIN MENU

1. DATA ENTRY
2. SEND DATA
3. CLEAR DATA
4 SET UP DATA

07/24/95 07:15

You are back at the main screen and now ready to continue with one of the 4 Main Menu selections as listed above.

NOTE: TO GET BACK TO THE MAIN MENU AFTER SCANNING, PRESS: F1

Additionally, Option 4 allows you to change both the Baud rate and modem control characters. To change these parameters, at the PHONE NUMBER prompt:

- Press the <F3> key.
- After viewing the screen showing these parameters, press the <CLEAR> key.
- Enter the correct Baud rate or modem control characters.

If you decide you DO NOT want to change the Baud rate and modem control character parameters, press the <ENTER> key instead of the <CLEAR> key.

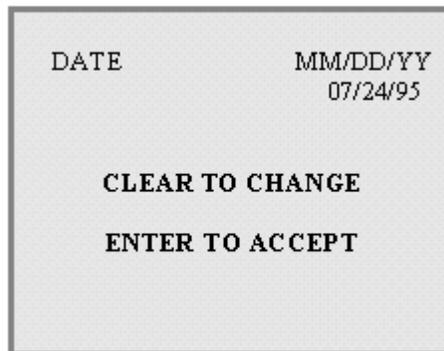
530 Re-Booting the Hand-Held Computer

Re-Boot the hand-held computer only when it is LOCKED-UP or you get a communications error when sending data. In some instances, you may have a LOCKED-UP computer when you have to press the ENTER key twice in order to get to the next screen.

When the computer is locked-up, press the **SHIFT** and **L** (Lima) keys simultaneously. With the keys depressed, TURN THE COMPUTER OFF with the ON/OFF key. Then, with the keys still depressed, turn the COMPUTER BACK

ON. Now release the keys. The screen will run through a cycle of different windows.

You will see this screen:



Press <ENTER> and the computer should then display the Main Menu as shown on the previous page.

Chapter 6 User Maintenance

600 ROUTINE MAINTENANCE OF EQUIPMENT

DO NOT DISCONNECT THE SCANNER CABLE FROM THE HAND-HELD COMPUTER, AS EXPLAINED IN THE SECTIONS TITLED "USE OF EQUIPMENT", "RECHARGING THE BATTERY" AND "MAIN MENU OPTION 2."

610 Cleaning and Maintenance

MODIS users are responsible for the following:

- Clean the scanner exit window daily and when dirty. A dirty window may affect scanning accuracy.
- Do not allow any abrasive material to touch the exit window.
- Remove any dirt particles from the scanner exit window with a damp cloth.
- Wipe the window using a tissue moistened with glass cleaner.
- Do not spray water or other cleaning liquids directly into the exit window, scanner or hand-held computer.
- Clean the hand-held computer display once a week with a tissue moistened with glass cleaner.

620 Recharging the Battery

On a regular basis, make arrangements to receive a recharged battery and two new lithium batteries from your MACOM or the designated site. When received, remove and return the rechargeable battery from the hand-held computer you have been using so it can be recharged.

Remove the case door from the hand-held computer. Change batteries. Battery recharging does not require disconnection of the scanner cable from the hand-held computer. DO NOT remove the scanner cable from the hand-held computer because this weakens the connection between these two pieces of equipment. BREAKAGE will result if the scanner cable is unplugged on a repeated basis.

When the unit is placed in the cradle, the green charging light flashes if recharging is taking place. When the green light remains ON without flashing, recharging is complete

NOTE: Recharging the battery and data transmission do not interfere with each other.

Chapter 7 Service Maintenance for Equipment

700 SERVICE MAINTENANCE RESPONSIBILITIES FOR EQUIPMENT

710 Maintenance

The U.S. Postal Service has a service maintenance contract on the LS-3000HV laser scanners and the PDT-3300 (Q1886) hand-held computers. Should a scanner or handheld unit fail to operate, the following steps should be taken:

- All procedures listed in Chapter 6 of this Operations Manual.
- Check and replace batteries if needed.
- Check all cable connections.
- Send the equipment in for repair.

720 Repair

Once a decision has been made that the hand-held computer (PDT-3300 Q1886) or the laser scanner (LS-3000 HV) is not operating properly and must be repaired, complete the Scanner/Shipment Form in Appendix B. Package the unit in the original packing container and mail via Express mail to the appropriate Joint Military Postal Activity (JMPA) shown below. After mailing the equipment, send an electronic message to the receiving JPMA with an information copy to your Service representative. Upon receipt of the message, the receiving JPMA will send an immediate replacement unit for the damaged equipment sent.

The address is:

For APO/FPO AP:

Joint Military Postal Activity - Pacific

Attn: Supply/Logistics

900 Commodore Drive BLDG 210

San Bruno, CA 94066-2402

For APO/FPO AE or AA:

Joint Military Postal Activity - Atlantic

Attn: Supply/Logistics

JFK AMF, Bldg. 250, Room MF-35

JFK International Airport

Jamaica, NY 11430-9201

JMPA offices will receive and account for the equipment that is returned.

730 Symbol Service Maintenance Contract

NOTE: The following information is provided for information purposes only. It is a summary of the *Service Description Requirements* provided in the Maintenance Contract for the MODIS equipment.

- Symbol Depot Service (DS), provides for Service Center repair of products via:
 - Repairs, align, adjustments, and restorations if appropriate, of any covered product that malfunction while being used within the specified operational and environmental parameters.
 - Product updates, if applicable as may defined from time to time by Symbol ECO.
 - Standard depot service in-house turnaround, once product has been received by Symbol, shall be within three (3) business days. Standard symbol workdays are Monday through Friday 0800 - 1700, Symbol observed holidays excluded.
 - Depot Service coverage does not extend to:
 - Physical damage, operator error, normal operator procedures, unauthorized alterations or attempted repair, direct lightning damage or other natural or man made disasters.
 - Expendable parts or accessories as defined by product which include but not limited to such things as batteries, cables, print heads, carrying cases, paper, diskettes, tapes, ribbons, etc.
 - Non-remedial work such as but not limited to reprogramming, installing software upgrades or feature enhancements.
 - Performing work either direct or indirect for non-covered products.
 - It is the customer's obligation to safely transport the product to the Symbol Service Center, and bear all costs and risks associated with this transportation. All items should be packaged to normal commercial standards; Symbol original packaging, if available, is recommended.
-

APPENDIX A

MILITARY ODIS (MODIS) PROBLEM SHEET

Use this sheet to report equipment problems, telecommunication problems, or barcode acquisition problems.

APO/FPO #: _____

FACILITY: _____

DATE: _____

TIME: _____

Person Reporting
Problem: _____

Commercial Telephone
Number: _____

DESCRIPTION OF PROBLEM:

DESCRIPTION OF ACTIONS TAKEN:

PERSON TAKING CALL:

POSSIBLE CAUSE OF PROBLEM:

- Submit to Site Postal Supervisor:

APPENDIX B

SCANNER SHIPMENT FORM

INSTRUCTIONS:

Complete this form whenever you ship the portable computer and/or accessories to another location. Retain one copy and include original with shipment.

1. DATE and TIME: _____
2. MATERIAL SHIPPED TO: _____
3. MATERIAL SHIPPED FROM: _____
4. REGISTERED MAIL NUMBER: _____
(Instruction: ship via Registered Mail)

FOR PERSON SHIPPING MATERIAL

5. MATERIAL SHIPPED FROM: _____
 - a. Laser Scanner (serial number) _____
 - b. Cradle (serial number) _____
 - c. Rechargeable Battery _____
 - d. Hand-Held Computer _____

SIGNATURE OF COPE:

COMMERCIAL TELEPHONE:

FOR PERSON RECEIVING SHIPMENT

1. DID THE PACKAGE CONTAIN ALL THE MATERIAL LISTED ABOVE? YES: ___ NO: ___
IF "NO", CONTACT PERSON WHO SHIPPED MATERIAL

WHEN RETURNING SHIPMENT

2. DATE and TIME: _____
3. SIGNATURE: _____

APPENDIX C

MPSA Communications Program (SALTS) Installation Instructions

[This Appendix to be provided at a future data.]

APPENDIX D

MODIS Program Overview
