

# PS|Track Quick Reference Guide

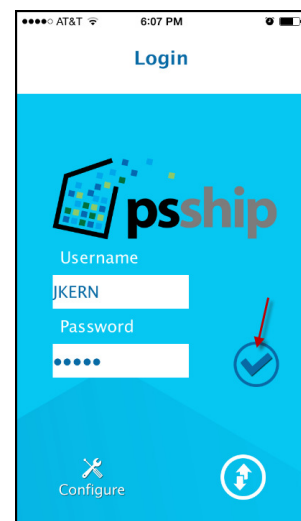
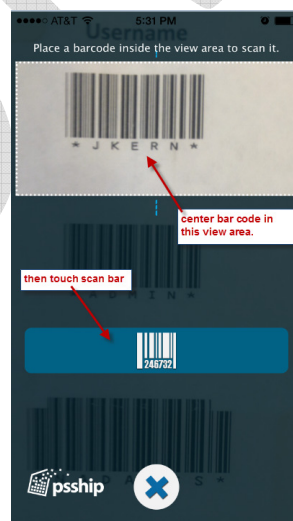
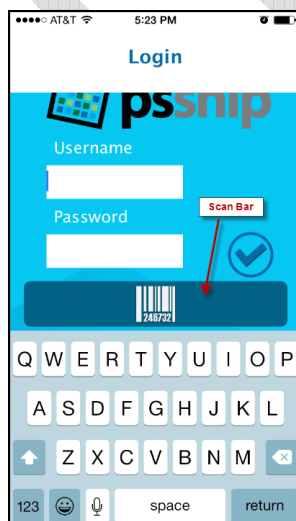
## The PS|Track iOS Application

The PS|Track iOS Application is compatible with iOS devices such as the iPod, iPad and iPhone. This application is used with the built-in camera to capture barcodes.

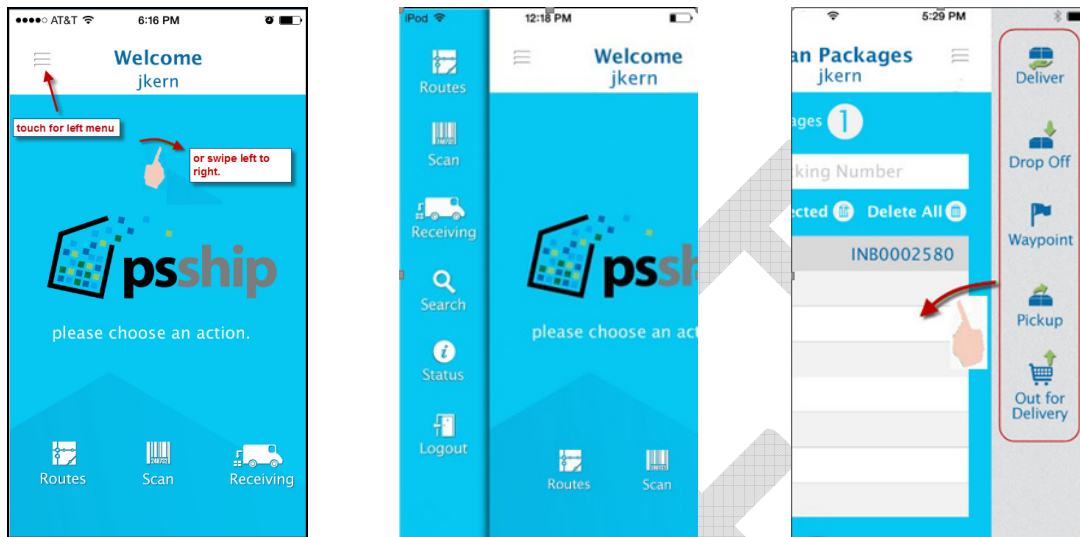


## PS|Track Basics

1. **Logging in.** Users login to the **iOS device** by tapping within the Username field. The iOS **keyboard** appears as well as the **scan bar** (for using Camera). Enter the username and password using either the iOS keyboard, or the camera by capturing the username & password from a bar code.
2. **Bar code Login.** Touch the **Scan Bar** to bring up the camera window. Center the barcode in the window. Touch the **Scan Bar** again to capture the image. The barcode is converted to text and entered into the username field. Repeat this to enter the password. Then press the checkmark to the right of the **password** to accept the username and password.

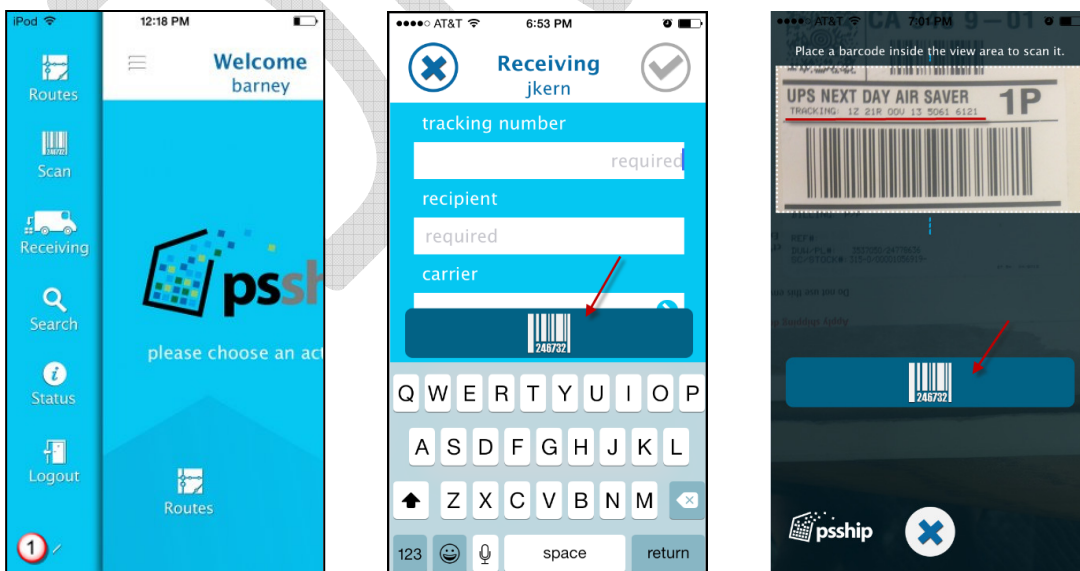


- Depending on your current location in the PS|Track application, there are **menus** available on the **left** or **right** upper corners of the screen. These menus allow you to access functions such as Scan, Settings, and Status.
- Tap the Menu buttons** to access those functions, or **swipe the screen** to the left or right to reveal the functions

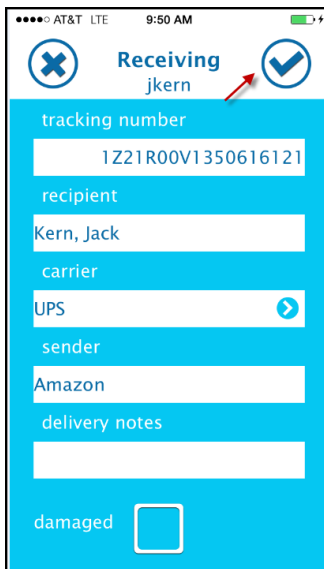


## Receiving Packages

- Swipe to the right (or tap the menu on the left) to access the left menu options
- Tap **Receiving**.
- Tap in the **tracking number field**. **The Keyboard and Scan Bar appear**. **Click on the Scan Bar**.
- With the barcode of the Carrier's tracking number centered in the View Area, click on the Scan Bar.



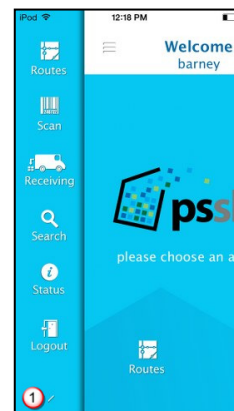
5. As shown below, enter the **recipient** name next. Begin typing the last name of the recipient. Select the recipient's name from the drop down list which appears.
6. Click on the arrow in the carrier field to select the carrier from the drop down list.
7. Type the business name of the sender (example: Amazon) into the **sender** field.
8. Type any notes in the optional **delivery notes** field.
9. If there is damage to the package, select the **Damaged** box.
10. Tap the **checkmark** at top right. A "package saved" message will appear when the data is accepted.



NOTE: An INB internal tracking number (INB) is generated by the system and will appear in Receiving History for this package. However no label is printed.

### Scanning Packages (Used with **Out for Delivery, Deliver, etc.**)

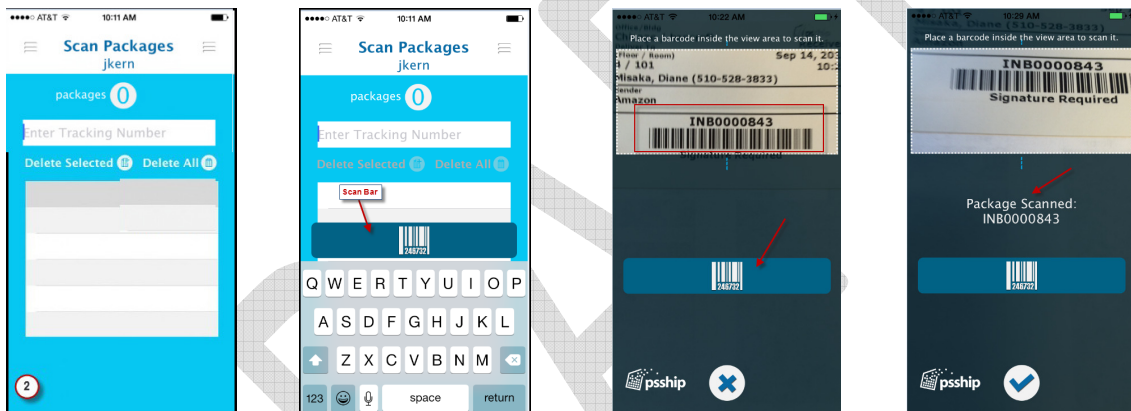
The Scan option is used for a number of functions such as recording packages Out for Delivery and Delivered. Access this by either: pressing the scan button on the Welcome Page, using the left menu, or swiping from left to right.



Scan the bar code on the package.

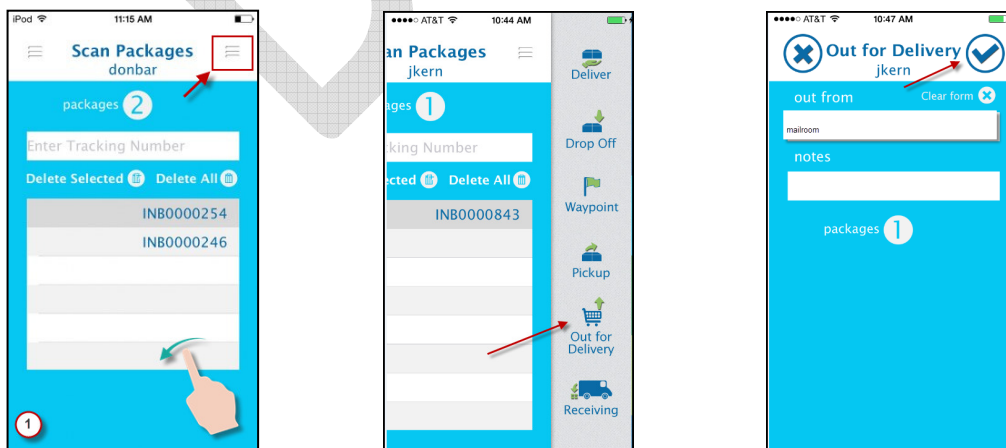
1. Touch in the **tracking number** field. This brings up the **keyboard** and **scan bar**.
2. Click on the **Scan Bar**. The camera **view area** appears.
3. Center the barcode of the Carrier's tracking number centered in the **View Area** and tap the **Scan Bar**.
4. A pop-up appears showing the data received. In this example **"Package Scanned INB0000843"** appears. Click on the **checkmark** at the bottom to accept the scan.
5. Repeat steps 1 through 4 above until the barcode label on each package is scanned.
6. Next you will select the function desired from the right menu, such as **Out for Delivery** or **Deliver or Receiving**.

**NOTE: many of the screens contain a large X which allows you to go back or retry a step or function.**



## Out for Delivery

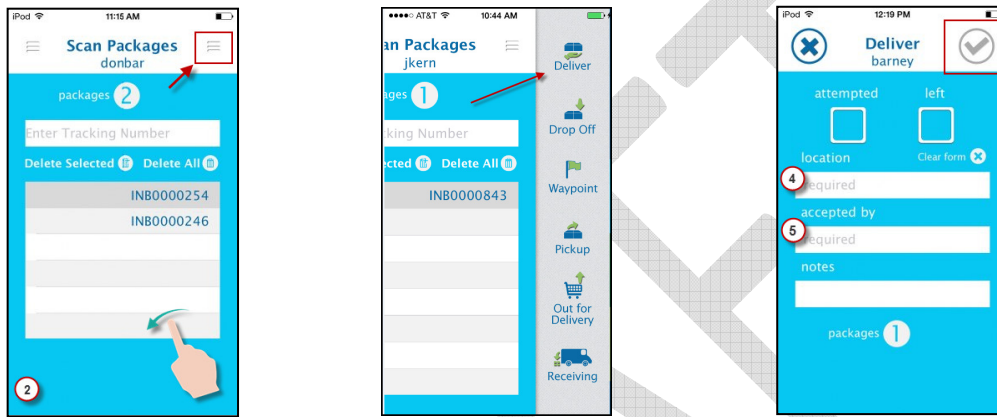
1. After all packages have been scanned, swipe from right to left (or tap the menu on the right) to access a list of tasks
2. Tap **Out for Delivery**. The Out for Delivery page displays the number of packages marked out
3. In the **out from** field, scan the mailroom barcode, or type in the text. Enter any **notes**, then tap the **checkmark**.



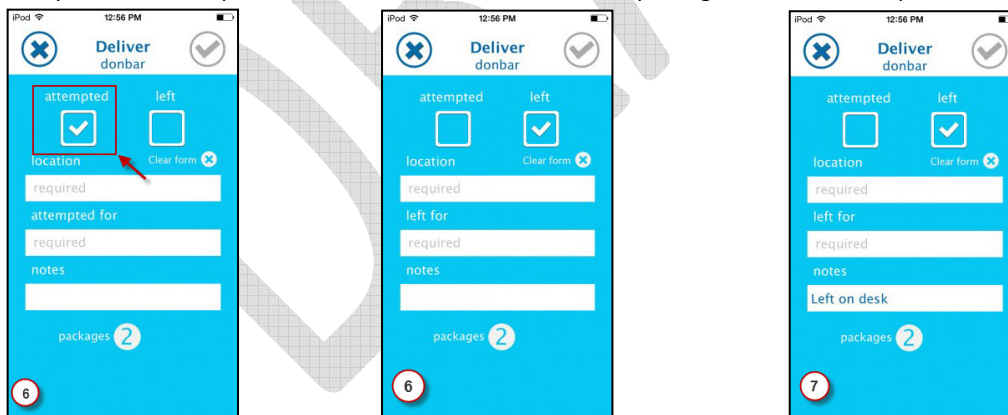
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## Package Delivery

1. When you arrive at the delivery destination, **scan** the INB number barcode of the package (or packages) to be delivered, as shown at the top of page 4. Repeat until all packages for this recipient are scanned.
2. **Swipe the screen** to the left, or tap the **right menu**.
3. Tap **Deliver**
4. If available, scan the recipient's **Location:** code
5. **Start typing** in the last name of the person accepting the delivery and select their name from the drop-down, then tap the **checkmark**.



6. When no one is available to deliver to, document this by tapping either the **Attempted** box, or leave the package and tap the **Left** box (if permitted by policy). Then enter a name in the **attempted for** or **left for** field as shown.
7. Type any notes in the optional **Notes** field, such as where the package was left, and tap the **checkmark**.



8. If a recipient is available, then you can obtain the person's **signature**. **Hand them** the iOS device and ask them to sign for the package on the line by the x. When done with the **Delivery** (including **Left**) or **Attempted Delivery**, tap on the **checkmark** to accept.



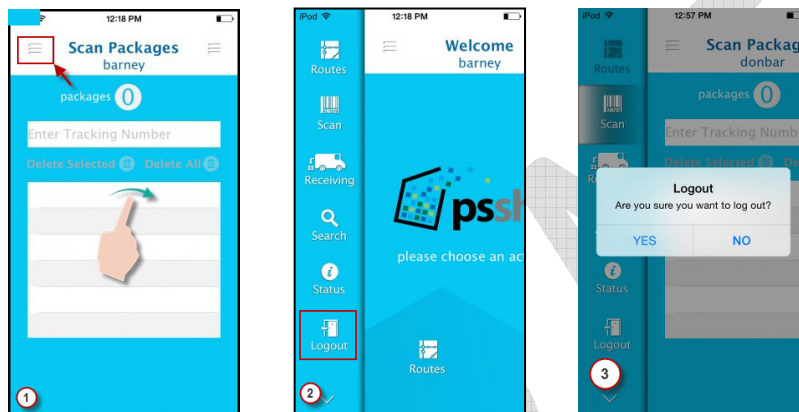
## Syncing Packages

The PS|Track iOS application synchronizes packages automatically over your wireless network. However in the event that a weak or missing Wi-Fi network prevented the device from syncing , you may go to the Status page and manually force a sync once you have relocated to an area with a good Wi-Fi signal.

## Logout

When the mailroom user is done delivering packages they should logout of the Track App.

1. **Swipe to right**, or tap the menu
2. Tap **Logout**
3. Tap **Yes** when prompted to Logout



## Troubleshooting Suggestions

1. **Device is not syncing to the server:**  
If the device does not have a WiFi connection to the internet the sync cannot occur. Follow these steps to confirm connectivity:
  - a) **Open** the application
  - b) If you are logged into the application, **logout** of the application Look at the icon on the **lower right**. If it has the circle with a slash through it the device does not have a connection to the server.
  - c) If there is **no** internet connection:
    - 1) Check the device to ensure **Airplane mode** is turned off.
    - 2) Check the device to ensure **WiFi** is enabled.
    - 3) Check with your system administrator to ensure you are on the correct WiFi network and the **password** is correct.

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