SCAN TO VEHICLE – PDT TROUBLESHOOTING

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Wi-Fi Issues

IF …	THEN …
The local Wi-Fi is down (The Funnel icon on the Information Bar has an "X")::	• But the network is up; continue working; you can connect/upload data using the cradle. • Call the Help Desk.
Your PDTs are having difficulty connecting to Wi-Fi:	• Make sure you are in the Wi-Fi area. • Click **Sync** button to prompt the PDT to look for the Wi-Fi network.
The PDT tries to upload data wirelessly and the Wi-Fi signal strength is below 20%:	• A message will appear saying "Insufficient Wi-Fi strength". • Click **OK,** move to an area with stronger Wi-Fi strength and try again.

Individual PDT Issues

IF …	THEN …
The PDT displays incorrect characters:	• The screen is not aligned. • Dock Operator to inform Dock Supervisor. • Dock Supervisor to call the Help Desk.
The PDT displays errors or PDT freezes:	• Close the error message; click **Complete** and try rebooting the PDT. • If unsuccessful, Dock Operator to inform Dock Supervisor. • Dock Supervisor to call the Help Desk.

Load and Despatch Data-Capture Issues

IF …	THEN …
The Trailer Number is not validated and an error message is	• The system should overwrite the AAAA value with the Trailer Prefix from the Carrier Profile before saving the Trailer Number. If the Trailer Prefix is not found in the

displayed:	Carrier Profile, the user-entered Trailer Number will be saved as entered. Note acceptable Trailer Number entries: AAAANNNNNN AAAANNNNNNNN NNNNNN NNNNNNNN (A = alpha character and N = numeric character) • If the trailer number is only four numbers long, add two preceding zeros (i.e. 001234) • If the trailer number is longer than eight characters, enter at minimum the first six characters.
A barcode cannot be scanned (e.g. routing card is torn, missing or has been written on):	• The Scan field will remain empty. • Verify the Load Item information (destination, Postal Code, product/despatch type, container type, and SIS colour, if applicable) • Click **Go** button to access the *Load Manual Entry* screen and enter Load Details. • Inform the Dock Supervisor of barcode issues
The routing card is not properly positioned on the shipping unit:	• Inform the Dock Supervisor for corrective action with the originating Work Centre facility.
An error message "The Position has reached the Maximum Capacity" appears:	• The item must be added to the next available position.
Multiple items are added in the same position and the maximum capacity has not been reached:	• An additional row number with the same position is added.
An upper position is added in error:	• A message will indicate "Not allowed Container Type" and the item cannot be added. • Select another load position or verify the container type can be loaded on an upper position.
A position is selected that is not available:	• An error message will be displayed (i.e. position is reserved). However, if positions are being off loaded at the reserved position site, load position and if not leave vacant and select another position.
Moving an item to a different position on the trailer and the Edit button is greyed out and won't allow the Dock Operator to click it	• More than one item may be checked. • Verify this by changing the Load Plan to **ALL** and reviewing the container selection checkboxes to ensure only one has been selected. • Deselect the checkbox at the next available position to allow the **Edit** button to be enabled.
The Carrier refuses to sign PDT at despatch:	• Dock Operator to sign in appropriate box (on *Despatch Signatures screen*) and check Carrier signature captured on hard copies. • Select **Print**. • Obtain printed copies of STR form.

	• Obtain Carrier signature on all three copies.
A Service cannot be despatched from the PDT	• Confirm that the STR form has been printed. • If the STR form is not printed from the PDT, the Service cannot be despatched.

Arrival and Unload Data-Capture Issues

IF …	THEN …
A service arrives and cannot be found on the PDT:	• Contact your Dock Supervisor. The Dock Supervisor will contact the TCO/APC to have the originating facility despatch the Service. • Once despatched the arrival can be acknowledged.
A service arrives from a site that uses the manual STR forms:	• Complete the Arrival portion of the original Carrier copy of the manual STR form and give it back. • Manually enter the Despatch Shipment Number into the PDT (i.e. K5206460). • Complete signatures in PDT. If Carrier refuses to sign PDT, the Dock Operator must sign in the appropriate box (on the *Arrival Signatures* screen), check box “Paper Signature”, print the STR form and obtain the Carrier’s signature.
The Carrier refuses to sign PDT at arrival:	• Dock Operator to sign in appropriate box (on the *Arrival Signatures* screen) and check Carrier signature captured on hard copies. • Obtain Carrier signature on two hard copies.
The Carrier arrives with their copy of the printed STR form:	• Dock Operator to complete the Arrival portion of the original printed STR form, including the signatures in the appropriate boxes. • Enter the Arrival information on the PDT and continue to unload. • Check box “Paper Signature” on Arrival Signatures screen. • NOTE: The STR form does not need to be printed from the PDT.
A service arrives and the PDT is missing data:	• Contact your Dock Supervisor. The Dock Supervisor will contact the TCO/APC to make changes in Airmail Routing and Control System (ARCS) or the STV system. An estimated completion time should also be requested.

STR Form Issues

IF …	THEN …
The STR form has a barcode that can’t be scanned (i.e. damaged or of poor quality):	• Scroll to the *Arrival Information screen.* • Find the Service with the correct Trailer Number. • Obtain signatures (on the *Arrival Signatures* screen). • Note: If signatures obtained on PDT, printed copies are not required.
The STR form is misplaced or lost:	• Request Dock Supervisor to print STR form using STV Web Application. • Obtain two printed copies of STR form.

	• Scroll to the *Arrival Information* screen using printed STR form. • Find the Service with the correct Trailer Number. • Obtain signatures (on *Arrival Signatures* screen).
The Print button is not enabled (the STR form cannot be printed) at Despatch	• Check to ensure the Trailer Info, Signature and Remarks fields have been completed.
The Print button is not enabled (the STR form cannot be printed) at Arrival	• Check to ensure the Arrival Info and Signature fields have been completed.
A printer cannot be selected from the drop-down menu:	• Contact your Dock Supervisor to print the STR form. • The Dock Supervisor will also need to despatch the Service after the STR form is printed. • Note: The Dock Operator cannot despatch a Service from a PDT if the STR form has not been printed from the PDT.

Rebooting a PDT

1. Remove and re-install the battery.
2. Press the red phone button situated on the top-right corner of the physical keypad for 1-2 seconds.
3. Let go of the button. You will see a white screen with Intermec popping up; it will start the reboot process.
4. Once the reboot is complete, re-enter your Employee ID and Work Centre #.

Note: You will not lose data when rebooting.

Damaged PDT

1. Dock Operator to report issue to the Dock Supervisor.
2. Dock Supervisor to call the Help Desk.

Battery Management (replacing batteries)

You need to replace the battery of a PDT when:	• A PDT is left in the charging cradle over night; yet by morning, the battery power level is still registering at 80% or less.
	• A PDT is removed from its cradle with 100% charge but the battery power drops to 80% after 10 minutes of light use.
	• A battery is left properly in the cradle overnight and you still see the red blinking charging light on the PDT.

New batteries can be ordered through the SAP e-Catalogue, using Part Number CPC004000 for a package of 5 batteries. You may also search in the e-Catalogue

for the Part Numbers of different quantities (10 or 50) of the CN50 battery.

General Questions

For general questions, you may also access the following additional support materials for PDTs:

- PDT Questions & Answers
- PDT Best Practices Job Aid

Help Desk

Consult the various documents on the Scan to Vehicle Help Site to see if you can obtain the information needed to resolve the issue.

For **PDT** issues that cannot be resolved locally, call the Help Desk to create a ticket:

Direct: 866-869-4988 (English); 866-869-8339 (French)

It should be noted that support for STV is available 24/7; however, the Help Desk is open from 06:00 to 21:00 and calls received after hours will default to a support pager. Callers can follow the pager prompts and leave a number for a call back.