



# **User Guide**

## **Section 3.3**

### **Experiencing Problems**

Table of Contents

- Section 3.3 Experiencing Problems? ..... 3
- A. Introduction..... 3
- B. Screens ..... 3
  - 1. Home Page (A\_HOM\_100) ..... 3
  - 2. Experiencing Problems? (N\_NEW\_110)..... 4
  - 3. Experiencing Problems? (N\_NEW\_110) (with pop-up display) ..... 5
- C. Availability Access Instructions ..... 6
- D. Function Tables for Screens..... 7
  - 1. Home Page (A\_HOM\_100) Screen Functions ..... 7
  - 2. Experiencing Problems? (N\_NEW\_110) Screen Functions ..... 7
- E. History / Revision Log..... 8

# Cotton Online Processing System

## Section 3.3 Experiencing Problems?

### A. Introduction

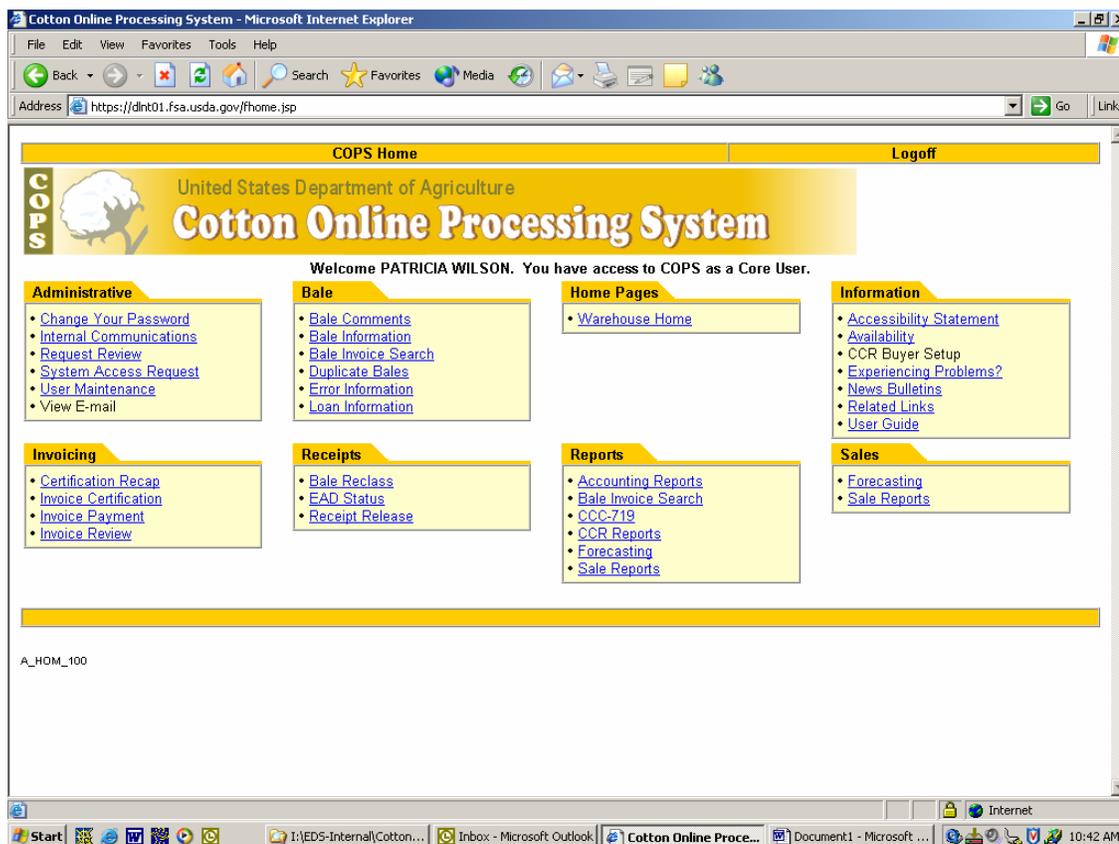
The **Experiencing Problems?** link on the COPS Home Page provides access to a listing of potential problems the User may be experiencing. Following the problem will be the suggested resolution or a link to a document that contains further information to solve the problem.

### B. Screens

#### 1. Home Page (A\_HOM\_100)

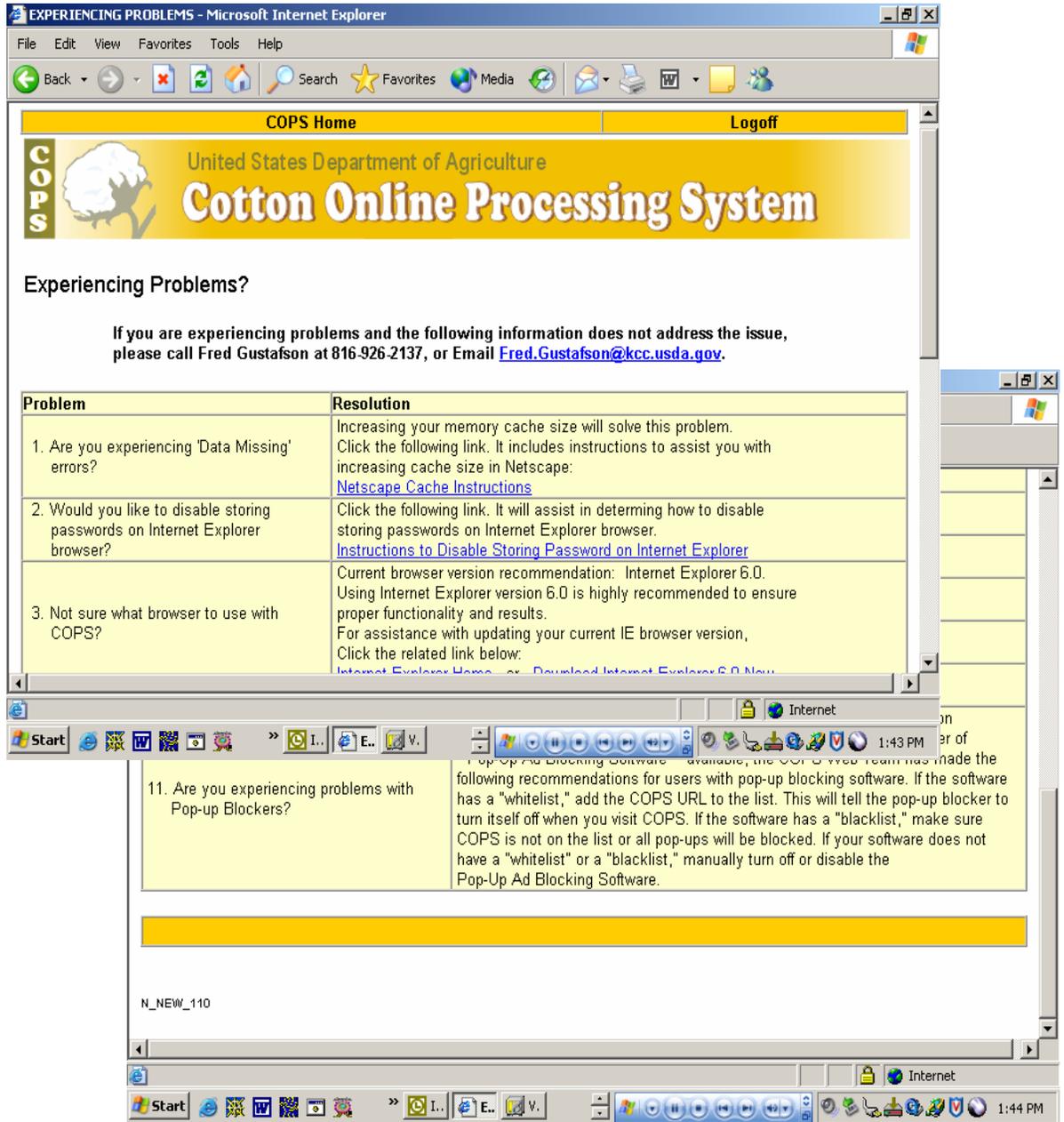
The **COPS Home Page** allows the User to select options based on their User ID. The allowed options will be underlined, showing that the link is available.

Along with the **Home Page**, there will appear on all screens (except on pop-up screens) along the top, a **Menu / Navigation bar** to assist in proceeding through the various menu options.



2. Experiencing Problems? (N\_NEW\_110)

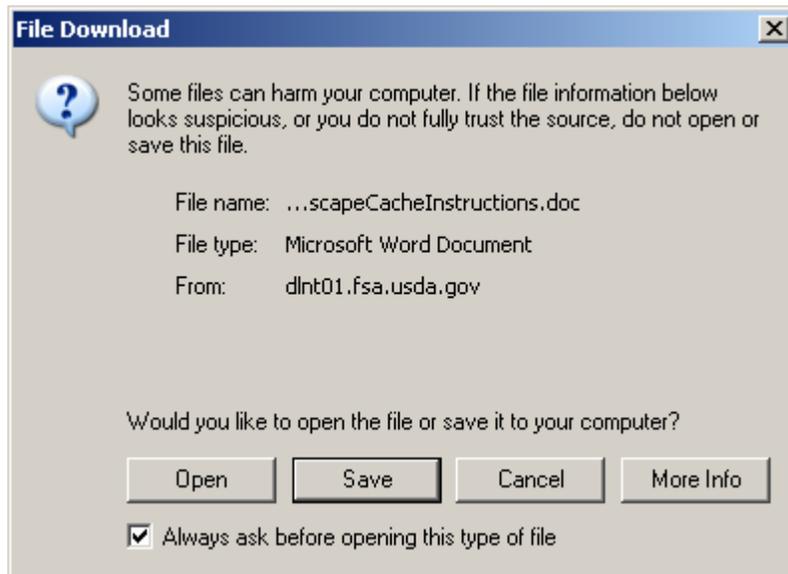
The Experiencing Problems? screen displays a list of potential problems that may be encountered while using COPS, followed by a suggested resolution.



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### 3. Experiencing Problems? (N\_NEW\_110) (with pop-up display)

When a link is clicked on the Experiencing Problems? Screen, the following pop-up window will be displayed with options to open or save the document containing the solution to problem.



## Cotton Online Processing System

### C. Availability Access Instructions

*If the Action is a letter (a), the corresponding results will have the same letter (a).*

Step	Action	Results
1.	On the <b>COPS Home Page</b> , click the "Experiencing Problems?" link under the Information heading.	♦ The <b>Experiencing Problems?</b> screen will be displayed (continue to step 2).
2.	<p>On the <b>Experiencing Problems?</b> screen, <b>do the one of the following:</b></p> <p>a. To have more information displayed regarding the resolution of the problem, click the link related to the problem.</p> <p>b. To return to the <b>Home Page</b>, on the navigation/menu bar at the top of the page, click "Home Page".</p> <p>c. To Log off the COPS system, on the navigation/menu bar at the top of the page, click "Log off".</p>	<p>a. The link will either display further information regard the resolution or will open a pop-up to download further suggested information toward the resolution of the problem (go to Step 3).</p> <p>b. The <b>Home Page</b> screen will be displayed.</p> <p>c. The <b>Log Off</b> screen will be temporarily displayed, followed by the <b>Logon</b> screen.</p>
3.	<p>On the pop-up window with further instruction for resolution of the problem:</p> <p>♦ To close the window, click the "back arrow" at the top of the browser window.</p>	♦ The Pop-up resolution window is now closed.

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## D. Function Tables for Screens

### 1. Home Page (A\_HOM\_100) Screen Functions

Selection	Description
Experiencing Problems?	◆ Link to the Experiencing Problems? screen.
Command Buttons	Functions
<i>None on screen</i>	

### 2. Experiencing Problems? (N\_NEW\_110) Screen Functions

Selection	Description
Problem	Potential problems that may be encountered while using COPS.
Resolution	Suggested resolution to the problem. Click on the link for a display or download document with further instructions regarding resolution of the problem.
Command Buttons	Functions
<i>none</i>	

## Cotton Online Processing System

### E. History / Revision Log

Version #	Date	Description
1.0	JUL 30, 2003	New version of User Guide for 2003 COPS new look
1.1	AUG 1, 2003	New option on COPS Home Page. ♦ Updated pages with Home Page screens.
1.3	NOV 1, 2003	New option Duplicate Bales added to Home Page. ♦ Updated pages with Home Page screen.
1.4	DEC 1, 2003	Two new options Invoice Certification & Certification Recap added to Home Page. ♦ Updated pages with Home Page screen.
1.6	JUL 29, 2005	Many new options added to Home Page. ♦ Updated pages with Home Page screen ♦ Updated bottom screen print on 'Having Problems?' screen
1.7	NOV 18, 2005	New option Bale Comments added COPS Options/User Guide table. ♦ Updated pages with Home Page Screen. ♦ On Experiencing Problems? screen (N_ACC_100), contact reference changed to Fred Gustafson.