

COPS Resource Center

Internal Quick Reference Guide

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Summary

The Resource Center is available to allow law enforcement and community stakeholders access to COPS office published materials to use in collaboratively addressing crime and disorder challenges.

This guide will help internal COPS users navigate the Resource Center. The Resource Center is permission based, so users may not have access to every page explained in this guide.

Home Page

The Home page is where the user lands when first navigating to the Resource Center. The navigation menu, in the screenshot below, shows all available pages for internal Resource Center users. If you should need access to a particular page, please contact the COPS Resource Center application owner.

The screenshot shows the COPS Office Resource Center home page. At the top left is the COPS logo (Community Oriented Policing Services, U.S. Department of Justice). At the top right is the U.S. Department of Justice logo with a 'Welcome' message. The main header is 'COPS OFFICE RESOURCE CENTER'. Below the header is a navigation menu with links: Home, Catalog, Cart, Orders, Inventory, Reports, and Settings. The 'Home' link is circled in red. Below the navigation menu are four content boxes: 'Publications and More' (712 publications, 15 categories, 'See the complete catalog'), 'This Week's Highlight' (Alternatives to Incarceration, 'Explore the topic'), 'Recent and Popular' (5 publications added since 7/13/2022, 'See the latest and trending'), and 'Historical Perspective' (This day through the years, 'Last year • 2 • 5 • 10 • 20 years ago'). At the bottom is a search box titled 'Search the Resources Library' with a search input field and a 'Go' button. Two yellow callout boxes are present: one on the left pointing to the navigation menu stating 'By default, users land on the 'Home' page. Click any other page name to navigate to that page.' and one on the right pointing to the navigation menu stating 'Not all users will have access to each page shown on this navigation menu.'

Home page navigation

Here you will find explanations on how to navigate the items located on the home page.

Publications and More

This box shows the total number of publications and the number of categories that those publications are broken down in to. Click on 'See the complete catalog' and you will be directed to the 'Catalog' page.

This Week's Highlight:

Each week there will be a new topic that is highlighted. To view publications for that topic, click on 'Explore the topic'.

Recent and Popular

This box shows how many new/popular publications have been added recently. To view those items, click on 'See the latest and trending'.

Historical Perspective

This box will give you a snapshot of items that have been issued throughout the years. To see the items that were popular last year, 2, 5, 10, or 20 years ago, click on the corresponding number in the box.

Search the Resources Library

Users can do a quick search of the resource library directly from the home page by typing their search criteria in the 'Find text' search box and clicking 'Go'. NOTE: This will only search through the publication titles and their abstracts. To perform a more detailed search, navigate to the 'Catalog' page itself.

Catalog

The catalog is the page where users can explore the publications that are available from COPS.

The screenshot shows the COPS Catalog page with several annotations:

- Home Catalog Cart Orders Inventory Reports Settings** (Navigation menu)
- Add new catalog** (Callout pointing to the 'New item' link)
- Print offline order form** (Callout pointing to the 'Offline form' link)
- Filter the catalog by media type, or recent/popular** (Callout pointing to the filter checkboxes: Recent, Popular, Online, Print, Other)
- Search the catalog using any criteria available** (Callout pointing to the search filters: title, abstract, authors, content, exact phrase, language, category, published after/before, included in web catalog, active period)
- Review a specific publication. Internal only: Edit publication details** (Callout pointing to the 'edit' link for the second publication)
- Items marked with the star * are available ONLY to internal users** (Callout pointing to the asterisk icon in the search filters)

Publication 1: COPS-W0987 **Implementing Peer Support Services In Small And Rural Law Enforcement Agencies**
Peer support can be an important part of an officer wellness strategy. Employees may feel more comfortable initially seeking support from a peer who understands the context and has experienced the same stressors. This guide, Planning and Implementing Peer Support Services in Small and Rural Law Enforcement Agencies, provides a roadmap for small and rural law enforcement agencies implementing or enhancing peer support services. It highlights promising practices and provides brief case studies of peer support programs in three small or rural agencies. Topics include establishing trust and buy-in; identifying, training, and supporting team members and leaders; confidentiality; local and regional partnerships; and evaluation metrics.
By International Association of Chiefs of Police (IACP)
Categories: Community Partnerships
Language: English Stock: 523 Public link
Cart: 0 Download Book • Feb 2023 * edit

Publication 2: COPS-W0986 **Columbus (Ohio) Division Of Police: Roadmap To Implementation**
In April 2021, the City of Columbus and the Columbus (Ohio) Division of Police (CDP) requested assistance from the U.S. Department of Justice (DOJ). The COPS Office, in conjunction with technical assistance providers 21CP Solutions, assisted the CDP and community stakeholders with developing a reform plan to help meet their public safety goals. This report, Columbus (Ohio) Division of Police: Roadmap to Implementation, describes the technical assistance conducted and the recommendations made for reform of the CDP's structure, technology, and training. The report also lays out steps and a timeline for implementing those recommendations.
By Office of Community Oriented Policing Services (COPS Office)
Categories: Police Operations
Language: English Public link
Cart: 0 Download PDF Web • Feb 2023 * edit

Filter Catalog by Media Type

The user may filter the catalog using any of the available filters: Recent, Popular, Online, Print, or Other. The user may select one OR more filters at a time.

Recent Popular Online Print Other

- **Recent:** This refers to publications that have been recently added to the catalog.
- **Popular:** This refers to publications that are being ordered or downloaded more than others.
- **Online:** This refers to publications that are only available to be viewed/downloaded, in PDF form, online. Although the user may print the PDF version themselves, these publications are not available to be shipped by the COPS office.
- **Print:** This refers to publications that are available to be printed by the COPS office and shipped to the user. NOTE: many of the Print publications are also available to be downloaded by the user just as they would an 'Online' only publication.
- **Other:** This refers to any other media types that may be used by the COPS office (USB, DVD, etc.).

Download a Publication

Many of the COPS publications are available to be downloaded by the user directly from the Catalog page. To download the PDF version of a publication, where available, click the 'Download PDF' link for that publication (see screenshot below).

COPS-P454 **Evidence-Based Crime Reduction Strategies For Small, Rural, And Tribal Agencies**

This guide presents information on evidence-based policing practices in small, rural, and tribal agencies, which often have different problems and different needs from the large, urban agencies where most law enforcement research is conducted - as well as different strengths. It includes case studies and additional information gleaned from the literature and from conversations with law enforcement leaders.

By International Association of Chiefs of Police

Categories: Data and Analysis

Language: English

Cart: [Download PDF](#) Book • Aug 2021 * edit

Click the 'Download PDF' link to download to your system

Search Catalog

Users can search the catalog to narrow down the publications list. Users have the option to search through multiple parts of the publication: title, abstract, authors, or content (content searches the content of the publication). Select one OR more of these items and then begin the search using the search criteria.

Search catalog [reset](#)

title abstract authors content

Containing text: exact phrase

Not containing text: exact phrase

Language:
any

Category:
any

Published after:

Published before:

* Included in web catalog:
either

* Active period:
now

* Items marked with this sign appear for internal users only.

Click 'reset' to clear the search & start over.

Select one or more of these to apply the search to.

Search Criteria

The user may use any of the search criteria independently or search using multiple criteria at the same time.

Containing text

This will search for publications that contain the text entered here. Be sure to select the parts of the publication you would like to search: title, abstract, content, authors.

- Exact Phrase:** If you know the exact phrase you are looking for then leave this box checked and the system will only return publications that contain words exactly as the user has typed them in the Containing Text search field.
 For a broader search, uncheck this box and the system will return a broader list of items that contain any variation of what was typed in the Containing Text search field.

Not containing text

Enter any text here that you would NOT like to show up in your search. For example: if you do not want anything with the word's "Fire" to show up in your search, enter that text here.

- **Exact Phrase:** If you know the exact phrase you are looking for then leave this box checked and the system will only return publications that contain words exactly as the user has typed them in the Not Containing Text search field.
For a broader search, uncheck this box and the system will return a broader list of items that contain any variation of what was typed in the not Containing Text search field.

Language

Select from the available languages in the dropdown list.

Category

Each publication is assigned to one or more categories. Select any category from the dropdown list to show publications that are part of that category.

Published after

To search for items that were published AFTER a certain date, enter that date here.

Published before

To search for items that were published BEFORE a certain date, enter that date here. To search for publications between 2 dates, enter a 'Published after' date and then a 'Published before' date, and only publications that were published between those dates will be returned in your list.

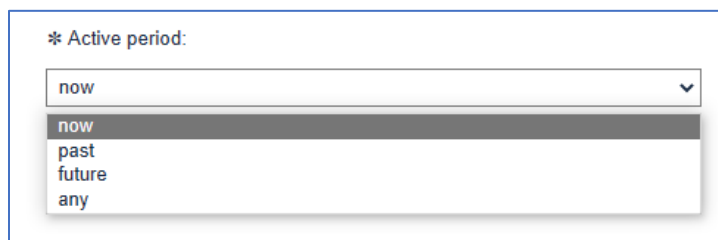
Included in web catalog

Selecting 'yes' for this option will show all publications that are available to be ordered or downloaded via the online catalog. Select 'No' for this option, will show publication that have been marked not to show up in the online catalog.

To update whether a publication shows up in the web catalog, users can do that by editing a publication's details. See 'Add a new publication' or 'Edit existing publication' below for more details on changing this status.

Active period

If you would like to see publications that were available in the past, present, or will be available in the future, select that here. This is only available for internal users.

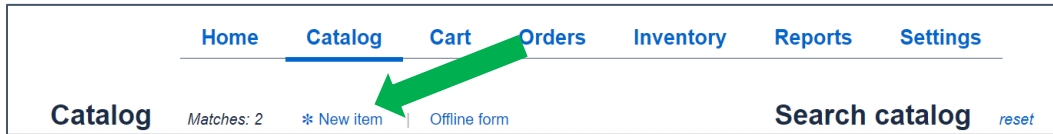


The image shows a dropdown menu titled '* Active period:'. The menu is open, displaying four options: 'now', 'past', 'future', and 'any'. The 'now' option is currently selected and highlighted.

- **Now:** publications that are currently active
- **Past:** publications that were active in the past, but no longer active.
- **Future:** publications that are set to be active at a later date
- **Any:** includes all publications past, present, and future.

Add a New Publication

Some internal users will have the ability to add new publications to the list. To do so, click 'New item' at the top of the Catalog page.



Once the user has clicked the 'New item' link, the system will open a page that allows the user to enter all the pertinent information regarding the new publication. See screenshot below.

- **Publication number:** The system will automatically assign a publication number to the new publication based on the last number currently in the system.
- **Name:** The system will automatically have a publication name when starting a new publication, but the user may edit the name to show the actual name of the new publication.
- **Abstract:** Enter the abstract information in the box provided. Users may type the new abstract here, or they can paste a blurb that has been copied from another document.
- **Authors:** Enter one, or more, authors names here.
- **Categories:** The user may select as many categories as they wish by clicking the box next to each desired category.
- **Language:** Select the language of the publication here from what is available in the dropdown.
- **Public link:** click this and the system will display the direct link to the publication.
- **Stock:** shows the current amount of the item in stock. If "out of stock" is displayed then the item has no stock. To update the stock amount, go to the inventory page (see Inventory later in this guide).
- **Include in:** Select where to include the new publication: in the Web catalog or offline order form. Users may select one OR more options here. If Web catalog is selected, the publication will show up in the online catalog as long as the "Active since" date is current or in the past.
- **Ordering limits without approval:** This is where the user can select the Ordering limits of the publication before needing approval from COPS.
 - **Ordering limit without approval:** This is the maximum number of the publication that a user may order before needing approval from COPS. By default, the system will have '5' here, but the user may change this number if needed. For example, if the user orders 5 or less of this publication then the order will not need approval, but if they order 6 or more, then the order must be approved by COPS before it can be fulfilled.
 - **NOTE:** If the publication is a sensitive item that needs approval no matter how many are ordered, then the user should enter '0' in this field and the item will need to be approved no matter how many are ordered.
 - **With approval:** This is the maximum number of the publication that will be allowed to be approved. By default, the system will have '500' here, but the user may change this number if needed.
- **Approver:** Select a user name from this list and that person is the one who will need to approve the ordered items. Approval takes place on the order screen.

- **Reorder below:** This is the reorder trigger number. The user can set this number; when the publication's stock dips below this number, the publication will show up on the low inventory report.
- **Active since date/time:** This is the date that the publication is active. The system will default to the current day with a time of 12:00am.
 - The user may select a date in the past.
 - If the publication should be active immediately, the user should select the current date/time. The publication will then be active immediately and IF web catalog and/or offline order form were selected, the publication will show in those as well.
 - If the publication should not be active until a later date, the user should select a date greater than the current date. The publication will then be automatically become active on the date/time chosen. If web catalog and/or offline order form were selected, the publication will show in those as well.
- **Expires on date/time:** If the publication will be available for a limited time, the user may select the future date and time that it should become inactive. Once this date/time come, the publication will then become inactive.
- **Electronic version:** This is where the user would upload the actual publication document here. Click on "Upload", select the appropriate document from your system. If the incorrect document was selected, the user may replace the current document by clicking on 'Replace' and selecting the correct document from their system.
- **Format:** Select the format of the publication from those that are available in the dropdown list.
- **Published:** Select the date that the publication was published.
- **Clicks:** This field will count the number of downloads and placement into a shopping cart. This number is used to determine the popularity of a catalog item. The higher the number, the more popular. The user can edit this if they so choose so the item can be placed higher or lower, as needed, in popularity searches.
- **Done:** When the user is done entering information regarding the new publication, click the 'done' link at the bottom of the page.

New publication #

Enter/edit new publication name here

COPS-R1096

COPS Resource 1096

Enter the abstract information in this box.

Authors:

Upload

Categories:

- Alternatives to Incarceration
- Community Partnerships
- Data and Analysis
- Ethics and Integrity
- Foundations of Community Policing
- Hiring, Recruitment, and Retention
- Homeland Security
- New Immigrant Communities
- Nonviolent Crime
- Other
- Police Operations
- POP Center Resource
- School and Campus Safety
- Technology
- Tribal
- Violent Crime
- Youth Safety

Language English

Include in web catalog offline order form

Ordering limit without approval with approval Reorder below

Approver (above 5 items) Washington, Tanya

Active since: date time

Expires on: date time

Electronic version: (no file) |

Format Book Published Apr 2023 Clicks

Click here when done editing new publication data

* done

NOTE: After adding your new publication, you can choose the rack location by navigating to the inventory page. See 'Add rack location for new publication' in the 'Inventory' section later in this document.

Edit existing publication

To edit an existing publication:

1. Click 'Edit' under the publication that is to be edited.

COPS-W0968 **Mass Shootings In American Cities: Mayors' Experiences And Lessons Learned**

Nine mayors whose cities have experienced mass shootings in recent years attended the Winter Meeting of the U.S. Conference of Mayors, held in January 2020 in Washington, D.C. Their goal in that session was to alert their audience to the need to prepare for a mass shooting; this document captures many of the key points offered that day by these mayors and later by key city staff involved in the response to one of the deadliest mass shooting incidents in U.S. history. It is intended to provide guidance on the preparation that should take place in anticipation of an incident occurring, the critical importance of communication during the response to an incident, and the wide range of tasks that must be anticipated in the incident's wake. The publication is offered to all mayors in the hope that they will never have to call upon the preparations described.

By The United States Conference of Mayors
 Categories: Violent Crime
 Language: English

Cart: Download PDF Web • Oct 2022 * edit

2. The system will open the publication details page.
3. Review and edit any existing details as desired.
4. Click '*done'

COPS-W0987 **Implementing Peer Support Services In Small And Rural Law Enforcement Agencies**

Peer support can be an important part of an officer wellness strategy. Employees may feel more comfortable initially seeking support from a peer who understands the context and has experienced the same stressors. This guide, Planning and Implementing Peer Support Services in Small and Rural Law Enforcement Agencies, provides a roadmap for small and rural law enforcement agencies implementing or enhancing peer support services. It highlights promising practices and provides brief case studies of peer support programs in three small or rural agencies. Topics include establishing trust and buy-in; identifying, training, and supporting team members and leaders; confidentiality; local and regional

Authors: International Association of Chiefs of Police (IACP)

Categories: Alternatives to Incarceration Other
 Community Partnerships Police Operations
 Data and Analysis POP Center Resource
 Ethics and Integrity School and Campus Safety
 Foundations of Community Policing Technology
 Hiring, Recruitment, and Retention Tribal
 Homeland Security Violent Crime
 New Immigrant Communities Youth Safety
 Nonviolent Crime

Language: English Stock: 523 Public link

Include in web catalog offline order form

Ordering limit without approval 5 with approval 500 Reorder below 500

Approver (above 5 items) Raynor, Justin

Active since: date 02/09/2023 time 12:00 am

Expires on: date time

Electronic version: cops-w0987-pub.pdf | Replace

Format Book Published Feb 2023 Clicks 75

* done

Edit any desired details on this page.

Click 'done' when you have completed editing the publication details.

Add publications to cart

For items that are available to be shipped, the user can add them to their cart from the Catalog page. Some internal users may order items for external organizations.

To add publications to your cart:

- Click in the box next to 'Cart' on the publication you wish to add to your cart.

- Enter the number of that publication that you would like to order.
- Click anywhere else on the page.
- The items will then show up in the cart.

If you decide that you really don't want to order a publication that you have entered a number of to order, then you can simply change the number ordered to '0' or delete the number you entered. Once you have entered '0' or deleted the number, click anywhere on the page and the item will be removed from your cart.

For cart help, please see the 'Cart' section below.

The screenshot shows the 'Catalog' page with 271 matches. It features filter options for 'Recent', 'Popular', 'Online', 'Print', and 'Other'. Two publications are listed:

- COPS-R1062: Test publication 11/10/22**. Description: 'This is a test of the publication listings. By Carson Wentz, Ron Rivera. Categories: Police Operations. Language: English.' The 'Cart' field contains the number '5'. A yellow callout bubble points to this field with the text 'Number of items desired'.
- COPS-P294: Promising Practices For Helping Drug Endangered Children: Paths To A Common Vision**. Description: 'The National Alliance for Drug Endangered Children (National DEC) has developed resources that state, local, and tribal DEC alliances can use to fit the particular needs of their communities and their local initiatives to help children who are endangered by drug use. To help further the DEC mission, this updated guide outlines these resources and shares promising practices that state, local, and tribal DEC alliance leaders are using as they strengthen their DEC organizations. It is meant to help connect other state, local, and tribal DEC leaders as well as other p... leverage resources and take advantage of tools to strengthen their DEC orga... lished 2014, revised 2017, second edition 2022.' The 'Cart' field contains the number '4'. A yellow callout bubble points to this field with the text 'Change to '0' or delete to remove from cart'.

Offline order form

Users can print the 'Offline form' and manually mark items they wish to order. Users will need to contact the COPS office to complete orders using the 'Offline form'.

The screenshot shows the top navigation bar of the COPS system. The 'Catalog' tab is selected. Below the navigation bar, the 'Catalog' page header shows 714 matches and links for '* New item' and 'Offline form'. A green arrow points to the 'Offline form' link. To the right is a search bar labeled 'Search catalog' with a 'reset' link. Below the search bar are checkboxes for search criteria: 'title', 'abstract', 'content', and 'authors', all of which are checked. Filter options for 'Recent', 'Popular', 'Online', 'Print', and 'Other' are also visible.

Direct link to publication

There may be times when an internal user wants to send an external user a direct link to a specific publication. To send the direct link:

1. Find the publication you wish to send.
2. Click on “Public link” under that publication. The system will then reveal the direct link to that publication.
3. You can then copy and paste the revealed link into any document or email.

The screenshot shows a publication page with the following details:

- ID:** COPS-W0987
- Title:** Implementing Peer Support Services In Small And Rural Law Enforcement Agencies
- Description:** Peer support can be an important part of an officer wellness strategy. Employees may feel more comfortable initially seeking support from a peer who understands the context and has experienced the same stressors. This guide, Planning and Implementing Peer Support Services in Small and Rural Law Enforcement Agencies, provides a roadmap for small and rural law enforcement agencies implementing or enhancing peer support services. It highlights promising practices and provides brief case studies of peer support programs in three small or rural agencies. Topics include establishing trust and buy-in; identifying, training, and supporting team members and leaders; confidentiality; local and regional partnerships; and metrics.
- Author:** By International Association of Chiefs of Police (IACP)
- Categories:** Community Partnerships
- Language:** English
- Stock:** 523
- Action:** Public link

Callouts in the image:

- A yellow callout points to the "Public link" text, stating: "Click 'Public link' to reveal the".
- A red box highlights the URL: `https://portal.cops.usdoj.gov/resourcecenter?item=cops-w0987`.
- A yellow callout points to the red box, stating: "Copy the revealed link and paste it into your document or email."

At the bottom of the page, there is a "Cart" section with a quantity input field set to "0", and buttons for "Download", "Book • Feb 2023", and "* edit".

Cart

The cart is where users verify the publications they want to order, then place the order. Those internal users with permission, will have the ability to place orders on behalf of external customers.

Users add items to the cart while in the catalog. For more information on adding to the cart, please see ‘Add publications to cart’ in the ‘Catalog’ section.

While in the cart, users may also edit the number of each publication they want to order. To edit the amount of each publication while in the cart view:

1. Click in the ‘Cart’ box of the item you wish to edit the amount to order.
2. Edit the # in the cart.
3. Click anywhere else on the page and the cart will update automatically.

Place order on behalf of customer

Those internal users with permission can place orders on behalf of external customers.


To place the order (see screenshot below for visual):

1. Add items the cart as detailed in previous sections.
2. Insert the customers shipping information. The system will auto complete the shipping address as the user begins to fill it in. Please be sure to verify the address.
 - a. Add internal notes if desired.
3. Click ‘Place order’, which will become active once the shipping information has been entered.

[Home](#) [Catalog](#) [Cart](#) [Orders](#) [Inventory](#) [Reports](#) [Settings](#)

Items in Cart


COPS-P460 Guiding Principles For School Resource Officer Programs



Change the number and click anywhere else on the page and the cart will update with the new number

Cart: Format: Book Published: Sep 2022

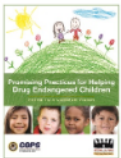
COPS-P459 21st Century Protest Response and Advancing Community And C...



Enter customers shipping information

Cart: Format: Book Published: Sep 2022

COPS-P294 Promising Practices For Helping Drug Endangered Children: Paths To A Common Vision



Click here to place order after shipping information has been entered.

Cart: Format: Book Published: Oct 2022

Ship to

Organization:

Care of:

Email:

Address line 1:

Address line 2:

City:

State:

ZIP code:

* Internal notes:

* Items marked with this sign appear for internal users only.

Orders

The orders page is where users will see the status of orders, as well as the shipping information. Users that have the correct permissions, will have the ability to move orders and shipments through their respective process.

Order and shipment status

Order status can be any of the following:

- **Review** - Order is being reviewed.
 - This status used when a user attempts to order more than the allowed number of an individual publication and the order is required to be reviewed by COPS staff. Once reviewed COPS staff will be able to move the order to Fulfillment status or Cancel the order.

- **Fulfillment** - One or more shipments in this order are being prepared.
 - This is the default status for orders unless a review by COPS staff is needed (see 'Review' status above). Users may change the status of any order in Fulfillment back to Review status or Cancel the order.
- **Shipped** - All shipments in this order have been shipped.
- **Cancelled** - Order has been cancelled after being submitted.
 - Cancelling an order will remove the order from Fulfillment and cancel the order. If desired, the user may move any cancelled order back to the Review status and restart the order review process.

Order 2022-1116-0001 ☆ Status: **Fulfillment** Change to: Review ▼ Go Choose the desired status and click 'Go'

Jonny Jons
AceInfo
Order placed Nov 16 2022, 12:13 PM

ABC 123 St.
Stafford, VA 20002
2022222222 • asdf@email.com

Notes

Order details

Ref	Title	Media	Ordered	Approved	Shipped
COPS-P294	Promising Practices For Helping Drug Endangered Children: Paths To A Common Vision	Book	5	5	-

Add shipment Click here when ready to begin shipping items.

Shipment status can be any of the following:

- **Assembly** - Shipment is being assembled.
- **Waiting for stock** - Shipment is on hold until items are in stock.
- **Ready for carrier** - Shipment is ready for transfer to carrier (USPS, FedEx, etc).
- **Shipped** - Shipment is on the way to the customer.
- **Delivered** - Shipment has been delivered.
- **Exception** - Shipment could not be delivered.
- **Items unavailable** - Items are not expected to be available.

NOTE: shipments may only be started when the order status is in 'Fulfillment'.

If all items are not ready to be shipped at the same time, orders may have more than one shipment associated with them. To add an additional shipment to an order, click on 'Add shipment' at the bottom of the previous shipment. Once all items have been accounted for, the 'Add shipment' link will not show.

Order 2022-1110-0003 ☆ Status: **Fulfillment** Change to: **Review** Go

JR
AcelInfo
Order placed Nov 16 2022, 8:34 AM

123 ABC St
Stafford, VA 22554
2022222222 • test@email.com

Notes
testing orders and shipments

Ref	Title	Media	Ordered	Approved	Shipped
COPS-P459	21st Century Protest Response: Promoting Democracy And Advancing Community And Officer Safety	Book	6	5	5
COPS-P460	Guiding Principles For School Resource Officer Programs				
COPS-P294	Promising Practices For Helping Drug Endangered Children: Paths To A Common Vision				

Status: **Assembly** Change to: **Ready for carrier** Go | ticket • delete

Carrier: **USPS** Tracking nr Check

Ref	Title	Media	Rack	Needed	Shipped
COPS-P459	21st Century Protest Response: Promoting Democracy And Advancing Community And Officer Safety	Book	R09B	5	<input type="text" value="5"/>
COPS-P460	Guiding Principles For School Resource Officer Programs	Book	R08A	8	<input type="text" value="7"/>
COPS-P294	Promising Practices For Helping Drug Endangered Children: Paths To A Common Vision	Book	H07B	4	<input type="text" value="4"/>

Add shipment

Choose carrier and enter tracking # for each shipment.

Choose the desired shipping status and click 'Go'

All needed items were not shipped in the 1st shipment; therefore, the user can add an additional shipment to complete the order.

Add an additional shipment to this order.

If order approval is needed:

Order 2023-0330-0001 ☆ Status: **Review** Change to: **Fulfillment** Go

Justin
AcelInfo
Order placed Mar 30 2023, 6:28 AM
by Testy Testerman (external)

5 DENALI DR
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Notes

Ref	Title	Media	Ordered	Approver	Approved	Processed
COPS-W0987	Implementing Peer Support Services In Small And Rural Law Enforcement Agencies	Book	6	Raynor, Justin	<input type="text" value="5"/>	-

Approver for the item ordered. This is the name selected as the 'Approver' when creating a new or editing an existing publication.

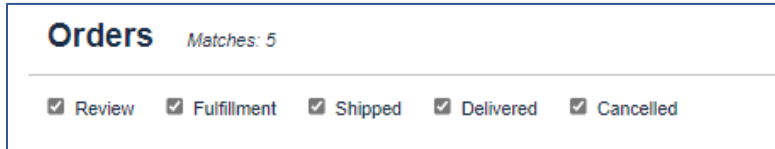
If order approval is needed, only the approver can edit the "Approved" field with the number of items they are approving to be shipped.

Search orders

When navigating to the Orders page, users will first see all available orders. To narrow down the list of orders, or to view a specific order, use the 'Search orders' criteria and/or choose the order status filters to use.

Order status filters:

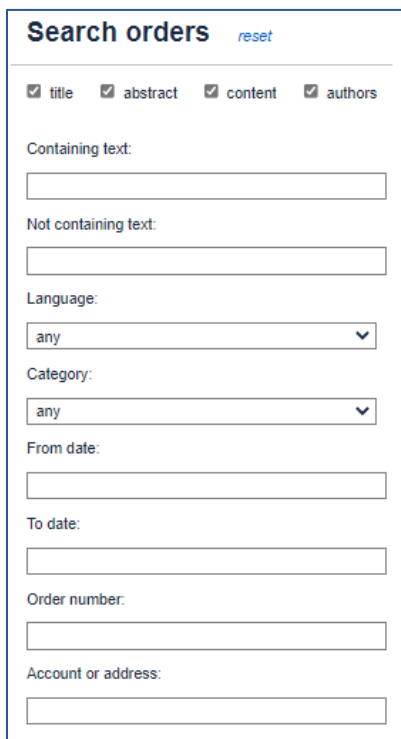
Users may choose one or more filters.



The screenshot shows a header with the word "Orders" and "Matches: 5". Below this is a horizontal line, followed by five filter options, each with a checked checkbox: "Review", "Fulfillment", "Shipped", "Delivered", and "Cancelled".

Search orders criteria:

Users may use as many of the search criteria as they wish.



The screenshot shows a form titled "Search orders" with a "reset" link. It includes several search criteria, each with a checked checkbox: "title", "abstract", "content", and "authors". Below these are several input fields: "Containing text:", "Not containing text:", "Language:" (with a dropdown menu set to "any"), "Category:" (with a dropdown menu set to "any"), "From date:", "To date:", "Order number:", and "Account or address:".

Print/view pick ticket

Once the user creates a shipment for an order, they will have the option to print a physical pick ticket. To do this, click on 'ticket' next to the shipment for which you want the pick ticket. Your system will then download the pick ticket where the user can then open and print the ticket.

Once downloaded, the user can then print the ticket. If using the printed pick ticket to log what is being put in a shipment, the user must then go back to the shipment in the Resource Center and enter the data that was recorded on the printed ticket.

Sample pick ticket:



U.S. DEPARTMENT OF JUSTICE
OFFICE OF COMMUNITY ORIENTED POLICING SERVICES
145 N Street, NE, Washington, D.C. 20530



Pick Ticket • Order 2022-1109-0001

Deliver to:

Lead Tester
Testers Inc


123 Main St
Washington, DC 20017

Carrier: DHL fsgwet43tqg

Instructions when using a printed pick ticket.

Instructions:

- Load each item from the list below for shipping, up to the quantity specified under "Needed".
- Record the actual quantity loaded under "Loaded".
- When all available items are loaded and recorded, return the completed ticket for data entry.

 	<p>COPS-P459 • Book</p> <p>21st Century Protest Response: Promoting Democracy And Advancing Community And Officer Safety</p>	Rack	Needed	Loaded
		R09B	7	<input type="text"/>
 	<p>COPS-P460 • Book</p> <p>Guiding Principles For School Resource Officer Programs</p>	Rack	Needed	Loaded
		R08A	15	<input type="text"/>
 	<p>COPS-P294 • Book</p> <p>Promising Practices For Helping Drug Endangered Children: Paths To A Common Vision</p>	Rack	Needed	Loaded
		H07B	8	<input type="text"/>

Delete shipment

If a shipment was added in error, users can delete the shipment.

Order 2022-1114-0003 ☆ Status: **Fulfillment** Change to: Review Go

tester
Ace Info Solutions, a Dovel company
Order placed Nov 14 2022, 1:23 PM

748 CLIFFTOP DRIVE
GAITHERSBURG, MD 20878
13019221995 • ostrovanna@yahoo.com

Notes
testing order process

Ref	Title	Media	Ordered	Ap
COPS-R2061	AO testing process 11/14/2022	Book	600	600

Shipment 1 of 1 Status: **Assembly** Change to: Ready for carrier Go | ticket • delete

Carrier: USPS Tracking nr [] Check

Ref	Title	Media	Rack	Needed	Shipped
COPS-R2061	AO testing process 11/14/2022	Book	-	600	600

Print the pick ticket.

Delete this shipment.

Focus on a single order

When there is a long list of orders, the user may focus on a single order by clicking on the star next to that order. When clicking that star, the screen will only show the order the user wants. To go back to viewing all orders, click the star again.

Order 2023-0404-0001 ☆ Status: **Fulfillment** Change to: Review Go

TEST
MYORG
Order placed Apr 04 2023, 11:27
by Anna Ostrov (internal)

5750 BOU AVE
UNIT 004
LLE, MD 20852
ORDER.TEST

Notes
COMMENTS

Ref	Title	Media	Ordered	Stock	Approver	Approved	Processed
COPS-R1094	AO TEST Resource 1094	Book	1	6	-	1	-

Add shipment

Click the star to focus on a single order. Click it again to go back to the full list of orders.

Inventory

The inventory page shows all items that can be shipped (i.e. books, pamphlets, CD's). Web only items will not show here because they do not have a physical inventory. Web only items will still show in the Catalog so they can be "ordered" (which, in this case, means downloaded) by users.

Users will be able to view an inventory items history. This includes the order history as well as the history of inventory levels being added or removed for various reasons.

When navigating to the Inventory page, the user will first see the entire inventory list, not including web only items, along with the type of media, the current amount of stock, and the rack location.

View publication inventory

1. Click on the publications linked reference number to open the inventory history
2. The inventory history will be displayed
 - a. This shows the history of:
 - i. Orders placed for the publication.
 - ii. Inventory added by COPS staff.
 - iii. Inventory removed/deducted by COPS staff.
 - iv. The rack location, which can be changed if needed.

Click publication # to open its inventory history details

Choose the type of inventory event when adding or removing inventory

Add new inventory event

Enter the quantity to add or remove from inventory

Inventory history

Media type, inventory total, & rack location

Publication ID	Title	Media Type	Quantity	Rack Location
COPS-P290	Intelligence Agencies	Book	1040	J02A
COPS-CD047	A F...	DVD	11	H14A
COPS-CD046	Lesson Plans: Crime Detective DVD	DVD	86	H14A
COPS-P294	Promising Practices For Helping Drug Endangered Children: Part 1: Common Vision	Book	2535	H07B
COPS-P293	Drug Endangered Children Guide For Law Enforcement: Key Insights For Partnering With Child Welfare, Medical Providers, Treatment Providers, Prosecutors, And Civil Attorneys	Book	1139	H12B
COPS-P296	Implementing A Body-Worn Camera Program: Recommendations And Lessons Learned	Book	2592	G03B
COPS-P289	Police Officer Body-Worn Cameras: Assessing The Evidence	Book	440	J04B
COPS-P284	Not In Our Town: Light In The Darkness - A Guide For Law Enforcement	Book	1240	J13A
COPS-P285	Strategic Approaches To Information Sharing: A Report On The 2013 National Summit On Preventing Multiple Casualty Violence	Book	2203	H06B
COPS-P288	Crime Prevention Research Review No. 12: Scared Straight And Other Juvenile Awareness Programs For Preventing Juvenile Delinquency	Book	1807	J05A

Transactions	Date	Type	Quantity	Details
New	2022-11-17 09:23 AM	Items damaged	50	
	2022-11-17 09:22 AM	Items from production	100	
	2022-11-16 12:51 PM	Items to customer	4	Order: 2022-1110-0003 Carrier: USPS Tracking: -
	2022-11-09 01:58 PM		2	Order: 2022-1109-0001 Carrier: USPS Tracking: -
	2022-11-09 11:26 AM	Items to customer	8	Order: 2022-1109-0001 Carrier: DHL Tracking: fsfgwet43tqgfde
	2022-11-09 08:34 AM	Items from legacy	2499	-

Add or remove inventory

To add new inventory (see screenshot above):

1. Open the publication's inventory history by clicking on the linked publication #.
2. Click on 'New'.
3. Choose the type of inventory event from the dropdown list.
4. Type in the number to add or remove in the Quantity field.
5. In the Details field, add a short note describing the reason for the addition or subtraction.

Add rack location for new publication

When you add a new publication (see 'Add a new publication' in the 'Catalog' section earlier in this document) you will need to choose the rack location of the new publication. To choose the initial rack location of the new publication:

1. On the inventory page, find the new publication.
2. Open the publication's inventory history by clicking on the linked publication number on the left-hand side of the page.
3. Find the rack location dropdown on the right.
4. Click the dropdown and choose the rack location.

Change rack location

To change a publication's rack location:

1. Open the publication's inventory history by clicking on the linked publication number on the left hand side of the page.
2. Click the rack location dropdown (see screenshot above).
3. Choose the new rack from the rack dropdown.