Exhibit VIII. User Information and User Manual:

1.) User Card - 2 pages

User Safety, Training, and General Information

Operational Instructions and Training Guidelines

2.) User Manual - 59 pages

UPScan Release 2.0 Loader/ Supervisor Training



HANDHELD PORTABLE TERMINAL

EMERALD

User Safety, Training, and General Information

READ THIS IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERA-TION BEFORE USING YOUR MOTOROLA HANDHELD PORTABLE TERMINAL

The information provided in this document supersedes the general safety information contained in user guides published prior to June 2001. For information regarding terminal use in a hazardous atmosphere please refer to the Factory Mutual (FM) Approval Manual Supplement or Instruction Card, which is included with terminal models that offer this capability.

Compliance with RF Energy Exposure Standards

Your Motorola terminal is designed and tested to comply with a number of national and international standards and guidelines (listed below) regarding human exposure to terminal frequency electromagnetic energy. This terminal complies with the IEEE (FCC) and ICNIRP exposure limit. In terms of measuring RF energy for compliance with the FCC exposure guidelines, your terminal radiates measurable RF energy only while it transmits data, not when it is receiving data.

Your Motorola terminal complies with the following RF energy exposure standards and guidelines:

- United States Federal Communications Commission, Code of Federal Regulations; 47CFR part 2 sub-part J
- American National Standards Institute (ANSI) / Institute of Electrical and Electronic Engineers (IEEE) C95. 1-1992
- Institute of Electrical and Electronic Engineers (IEEE) C95.1-1999 Edition
- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998
- Ministry of Health (Canada) Safety Code 6. Limits of Human Exposure to Terminal frequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz, 1999
- Australian Communications Authority Terminal communications (Electromagnetic Radiation - Human Exposure) Standard 2001 (applicable to wireless phones only)
- ANATEL, Brasil Regulatory Authority, Resolution 256 (April 11, 2001) "additional requirements for SMR, cellular and PCS product certification."

Operational Instructions and Training Guidelines

Body-worn Operation

- Always place the terminal in a Motorola approved clip, holder, holster, case, attachment, or body harness for this product. Use of non-Motorola-approved accessories may exceed FCC RF exposure guidelines.
- If you do not use a Motorola approved body-worn accessory, then ensure the terminal is kept 2.5 cm (one inch) from the body when transmitting.

Antennas & Batteries

- Use only Motorola approved supplied antenna or Motorola approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the terminal and may violate FCC regulations.
- Use only Motorola approved, supplied batteries or Motorola approved replacement batteries. Use of non-Motorola-approved antennas or batteries may exceed FCC RF exposure guidelines.

Approved Accessories

For a list of Motorola approved accessories see the appendix of this user manual or visit the following website which lists approved accessories:

Electromagnetic Interference/Compatibility

Note: Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility.

Facilities

To avoid electromagnetic interference and/or compatibility conflicts, turn off your terminal in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be using equipment that is sensitive to external RF energy.

Aircraft

When instructed to do so, turn off your terminal when on board an aircraft. Any use of a terminal must be in accordance with applicable regulations per airline crew instructions.

Medical Devices

Pacemakers

The Advanced Medical Technology Association (AdvaMed) recommends that a minimum separation of 6 inches (15 centimeters) be maintained between a handheld wireless terminal and a pacemaker. These recommendations are consistent with those of the U.S. Food and Drug Administration.

68P02962C35-A

Please retain for future use

Persons with pacemakers should:

- ALWAYS keep the terminal more than 6 inches (15 centimeters) from their pacemaker when the terminal is turned ON.
- · not carry the terminal in the breast pocket.
- turn the terminal OFF immediately if you have any reason to suspect that interference is taking place.

Hearing Aids

Some digital wireless terminals may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.

Operational Warnings



For Vehicles With an Air Bag

Do not place a portable terminal in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a portable terminal is placed in the air bag deployment area and the air bag inflates, the terminal may be propelled with great force and cause serious injury to occupants of the vehicle.

Potentially Explosive Atmospheres



Turn off your terminal prior to entering any area with a potentially explosive atmosphere, unless it is a terminal type especially qualified for use in such areas as "Intrinsically Safe" (for example, Factory Mutual, CSA, UL, or CENELEC). Do not remove, install, or charge batteries in such areas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death. The areas with potentially explosive atmospheres to above include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Areas with potentially explosive sive atmospheres are often but not always posted.



Blasting Caps and Blasting Areas

To avoid possible interference with blasting operations, turn off your radio when you are near electrical blasting caps, in a blasting area, or in areas posted: "Turn off two-way radio." Obey all signs and instructions.

Batteries



All batteries can cause property damage and/or bodily injury such as burns if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.



UPScan Release 2.0 Loader/Supervisor Training

Participant's Guide

NOTICE:

CONFIDENTIAL, UNPUBLISHED PROPERTY OF UNITED PARCEL SERVICE. USE AND DISTRIBUTION LIMITED SOLELY TO AUTHORIZED PERSONNEL.

The use, disclosure, reproduction, modification, transfer, or transmittal of this work for any purpose in any form or by any means without the written permission of United Parcel Service is prohibited.





About This Training

I.S. Learning and Development developed this training in collaboration with the Corporate Package Process Management (PPM) team in Paramus, New Jersey. For more information about UPScan or this training, contact Bill Van Note at ATLAS 283-3190 or access the UPScan Intranet web site:

http://p3rarb0.inside.ups.com/Scan/Content/projects/UPScan/Overview.htm.

Table of Contents

USING THE UPSCAN LOADER/SUPERVISOR TRAINING MATERIALS	4
LESSON 1: UPSCAN OVERVIEW	9
LESSON 2: LOG IN TO UPSCAN	14
LESSON 3: SET UP LOADS	24
LESSON 4: SCAN PACKAGES	33
LESSON 5: REMOVE LOAD FROM LOAD LIST AND LOG OUT	41
BARCODE SECTION	45
EVALUATION	56

Using the UPScan Loader/Supervisor Training Materials

Using the UPScan Loader/Supervisor Training Materials

Introduction	This training will present the basic workflow of UPScan for loaders and supervisors, including the new equipment and the procedures needed to use them.	
UPScan Training Materials	To support the implementation of UPScan, the following training materials have been developed:	
	Audience	Document
	Loader/Supervisor	UPScan Release 2.0 Training: Participant's Guide
	Management Team	UPScan Release 2.0 Loader/Supervisor Training: Facilitator's Guide
UPScan User Guides	To support the implementation has been d	ation of UPScan, the following system eveloped:
	System	Document
	UPScan	UPScan Release 2.0 User's Guide

Use of the Participant's Guide in Training	The Participant's Guide is a workbook for use with training at local sites. Training can be done in a small group, classroom setting, or as self-study. Each lesson contains a summary page that provides basic information as follows:	
	Lesson	Summarizes the lesson content.
	Audience:	Identifies who should take the lesson.
	Suggested Time:	Estimates the time needed to complete the lesson.
	Lesson Outline:	Provides an outline of the content in the lesson.
	Objectives:	Describes what the student will be able to do at the end of the lesson.

Basic Key
Navigation
Job AidYour instructor will provide a UPScan job aid of information you will need
until you get familiar with the new Mobile Terminal's keypad. You will also
see posters in your work area with helpful information.

Each lesson also contains some of the following information:

- Structured sequence for learning the particular tasks
- Outline of steps for important processes



Practice Exercise

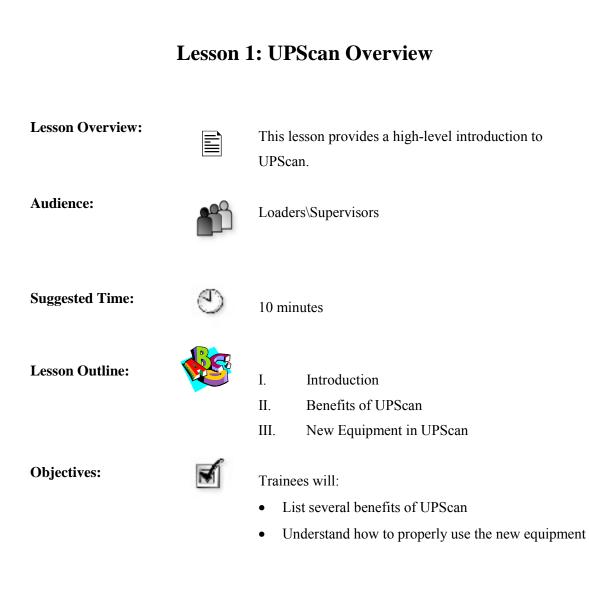
This icon indicates a practice exercise that participants should complete.

Tips for Use of this Guide	 Complete each lesson in the order as it appears in this guide. Each lesson builds on the information presented in previous lessons. If you skip a lesson, you may miss important information. Write notes in your Participant's Guide. Hands-on training will be provided.
UPScan System ID's	You must have a User ID and password before you begin training. The first five letters of your last name, the last four numbers of your Social security number and the first letter of your first name. Use upper case (all caps) letters.
	Example: Name: Steven Jones SS#: 123-45-6789 User ID: JONES6789S
	Please Note: If your last name is less than five letters, include the last 5 numbers of your Social Security number.

Using the UPScan Loader/Supervisor Training Materials

Course	Complete the Training Evaluation Survey at the end of this Training. It
Evaluation	should take 5-10 minutes. Send the evaluations to the address below:
Form	Doris Sanders-Headley
	IS Learning and Development
	340 MacArthur Blvd A-243
	Mahwah, NJ 07430 USA
	You may also email recommendations and comments about this training to <u>dsanders-headley@ups.com</u> . We welcome all comments on the content and format of the guide.

Lesson 1: UPScan Overview



Introduction	UPScan is a new global scanning system. Before deploying this new scanning system, certain UPS facilities are selected to test our products. Your facility is being asked to help us test UPScan which will replace your current IPLD scanning system. The UPScan project will ultimately be deployed to various UPS sites.		
	UPScan will replace all the current equipment with the <i>Emerald</i> mobile terminal and the <i>Emerald</i> ring scanner.		
Benefits of UPScan	There are several benefits that UPS will receive from UPScan:		
	Flexibility of Scanning		
	Loaders and Supervisors are able to use one global easy-to-use scanning system. Nine terminals have been reduced to two.		
	Simpler Process		
	The Emerald mobile terminal, and the Emerald cordless ring scanner will simplify the process. The equipment is more durable.		
	• Ease of Use		
	There is a single point of functionality within several scanning systems. User Login and Scanner Setup have been standardized.		
	Hands-free Scanning		
	There is wireless communication between the Emerald terminals and ring scanner.		
	Scanner International and Triggerless Features		
	There are beep tones and voice messaging for international exceptions/holds, as well as a tri-color light indicating when status information is available.		

Participant's Guide Lesson 1: UPScan Overview

New Equipment in UPScan

Emerald Ring Scanner



The Emerald ring scanner is designed to be worn on the second and third fingers of the hand that is used to scan the tracking number. The scan window should be facing out. The battery should be slotted on the underside of the ring scanner.

To expedite the scanning process, the ring scanner was designed to emit a continuous laser beam. The loader does not have to press a trigger to emit the beam. The laser beam will only be available in those fields where scanning can take place.

Note: Jewelry should not be worn when using the ring scanner.

Emerald Mobile Terminal



The Emerald mobile terminal will be placed either in a waist or wrist attachment when working with the equipment. In UPScan the Emerald mobile terminal and the Emerald ring scanner are used as a set.

Radio Frequency (RF) allows real-time access of data, beep tones and voice messaging to the user.

Blue tooth communication eliminates cables attached to the user. If a communication problem develops between the ring scanner and the mobile terminal, the scanner will emit a continuous beeping tone. The loader should inform his supervisor if this happens.

Participant's Guide Lesson 1: UPScan Overview

Mobile Terminal Belts

In UPScan the wrist and waist attachments allow the loader to scan hands free. The belts are adjustable, and the terminals mount easily into the holder attached to the belt by snaps.



Figure 1: Emerald Mobile Terminal and Ring Scanner - Waist and Wrist Attachments

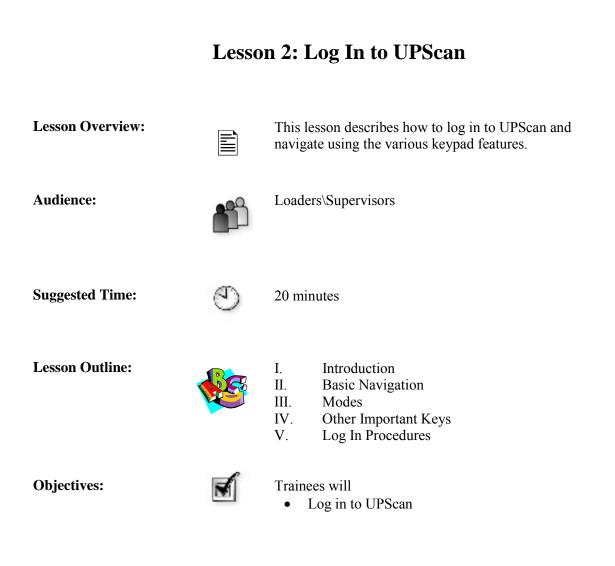
Practice Exercise:

If you have not put on the new UPScan equipment, do so now.

- Emerald ring scanner
 - Emerald mobile scanner

Lesson 2: Log In to UPScan

Participant's Guide Lesson 2: Log In to UPScan



Page 15

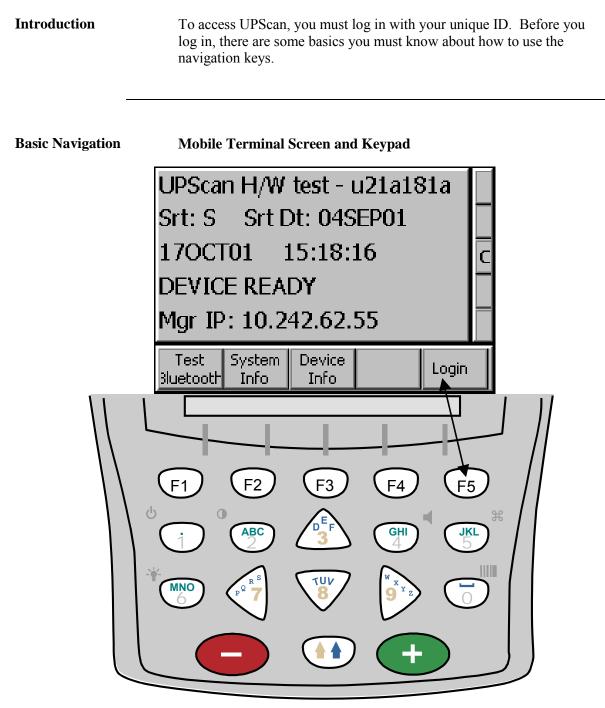


Figure 2: Keypad with Mobile Terminal Screen

Modes

What Is a Mode?

There are three different modes, Alpha, Numeric and Normal. The mode determines which entry will appear when you press a key on the keypad.

Mode Key

This key allows you to navigate through the 3 different mode functions.





How to Identify Modes

You can identify the mode by the letter/number on the right of the screen.

In Figure 4: Alpha Mode is selected. In this mode, you get the upper entry on the key that you press, normally a letter of the alphabet. When more than one letter is on the key, keep pressing the key until the correct letter appears in the field. For example, if you are in Alpha Mode and

want to enter the letter R, you must press the key three times.

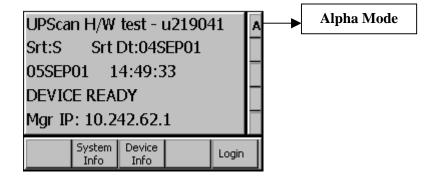


Figure 4: Alpha Mode

In Figure 5: Numeric Mode is selected. In this mode press the key for the number you wish to enter.

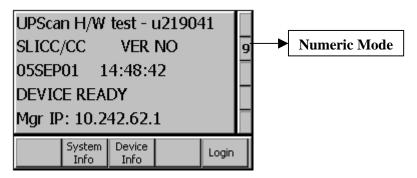


Figure 5: Numeric Mode

Figure 6: Normal Mode is selected. In this mode you may use the **Arrow** keys to Page Up, Page Down, Back Tab and Tab forward.

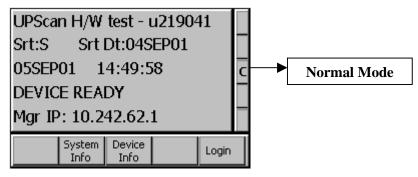


Figure 6: Normal Mode

Figure 7: Normal Mode (C) displays the keys, icons for each key and the function the key performs.

	Normal Mode (C)
1 ს	Terminal and Radio Power
2 o	Cycle Contrast (Brightness)
4 ◀	Cycle Volume
5 ж	ALT (i.e. Alt + 2 = Backspace)
6 ¥	Backlight
0 IIII	Toggle Laser Power

Figure 7: Normal Mode (C)



From the Device Status screen, press the Mode key several times to see the mode change.

If you are not at the Device Status screen, press Cancel/Esc key to navigate to the Device Status screen.

In Normal Mode, press 6 for the backlight.

Participant's Guide Lesson 2: Log In to UPScan

Other Important Keys

Arrow Keys

The arrow keys perform the following functions in Normal Mode:



Figure 8: Page Up



Figure 9: Page Down



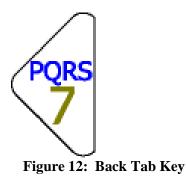
Figure 10: Back Tab



Figure 11: Tab

Participant's Guide Lesson 2: Log In to UPScan

Notice that the keys in the middle of the keypad can provide various results when pressed. For example, the key below in **Figure 12: Back Tab Key** can be used to enter letters P, Q, R, or S; the number 7; or tab backward. The result depends on the mode.



While using UPScan, you will use function keys (**F1** through **F5**) to select option buttons on the screen. Function keys align directly with the option buttons. For example, you will press **F5** to select **Login**.



Figure 13: Enter Press this key to advance to a new field or accept a response.

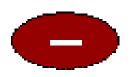


Figure 14: Cancel/Esc This key cancels the current action and returns you to the previous screen.

Login Procedure

To log in to UPScan:

- 1. At the Device Status screen, Press **F5** for **Login**. The Sort Screen appears.
- 2. Press **F5** for **Yes**. The Login screen appears.

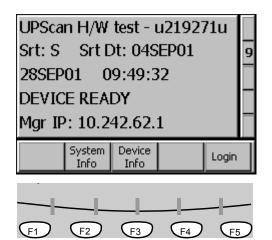


Figure 16: Device Status Screen

S	ort: 🛛		ite Corr 01	rect?
No				Yes
F1	F2	F3		 F5

Figure 15: Sort Screen – Default Sort Available

NOTE: When keying information, wait for the cursor to process your entry and move to the next space before you continue to key.

 The Login screen appears. You will normally scan your ID, but for this practice key enter your User ID. When you are finished, press F5 for OK.

En User:	iter Your U	Jser ID	
Sort:S S	Sort Date:(04SEP0	1
Cancel			ОК
F1 F	2 F3		

Figure 17: Login Screen

NOTE: The laser will be on in this field.

- 4. The WorkArea Selection screen appears. Press **F3** to cycle through the choices, then select the correct Work Area (W/A).
- 5. Press **F5** for **OK**.

WorkArea Selection	
User: TST04	
W/A: ORANGE V	
Sort:S Sort Date:04SEP01 -	
Cancel Cycle OK Choice OK	<u>NOTE</u>: Any time you
Figure 18: WorkArea Selection	see the Cycle Choice , you may activate the choices v with the function key below.

6. The Position Entry screen appears. This will be covered in the next lesson.

Practice Exercise:

If you need more practice return to the Device Status screen and log into UPScan using the Login Procedure outlined above.



Lesson 3: Set Up Loads

Lesson 3: Set Up Loads		
Lesson Overview:	This lesson identifies how to set up loads in UPScan.	
Audience:	Loaders\Supervisors	
Suggested Time:	15 minutes	
Lesson Outline:	I. IntroductionII. Set Up a LoadIII. Set Up Multiple Loads	
Objectives:	 Set up a single load with the correct load service level Set up a multiple load with various package service levels 	

Introduction	You must set up loads to identify the ULD into which you scan packages, allowing customers to track their packages.
Set Up a Load	 To set up a load from the Figure 19: Position Entry Screen below: 1. Scan or key in the Belt ID and Bay #. Key in the Belt ID, press Enter to move to the next field and key in the Bay #.
	Enter Belt ID and Bay #:
	Reset

Figure 19: Position Entry Screen

(F3)

(F2)

(F1)

Note: For this practice, key in the information from Figure B - 1 below.

F5

(F4)



POSITION-ID



Figure B - 1

2. Once the Belt ID and Bay # are entered, press the **Enter** key on the terminal keypad to **Accept**. The ULD screen appears.

3. Key in the ULD ID. Press the **Enter** key to Accept.

NOTE: For this practice, key in the information from Figure B - 2 below.

NOTE: Always re-key information to verify.

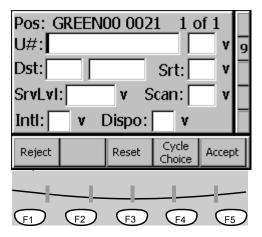


Figure 20



Figure B - 2

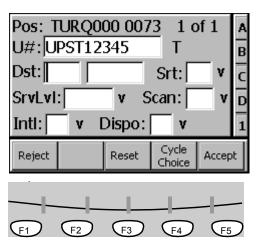


Figure 21: Setup Load Screen

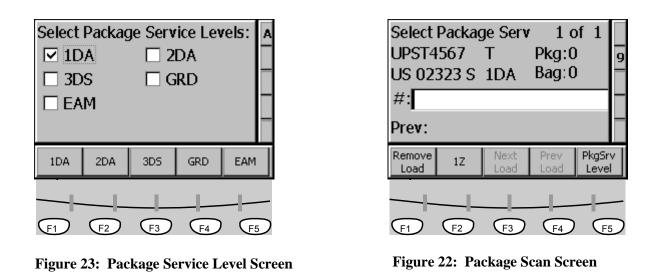
NOTE: For this practice, key in the information from Figure B - 3 below.



2L	0	GRD	US	0948	39D	08	0	4
LBL TYP	SCN TYP	LOAD SL	cc	SLIC	s	PKG SL	INT DISP	Ci

Figure B - 3

- Scan or key enter the destination information in the Dst. field which is composed of the Country Code and SLIC Code. Dst-Destination
 - Country Code-CC
 - SLIC Code-SLIC
- 5. Press the **Enter** key to move to the next field.
- 6. For each of the fields, press **F4** to display the cycle choices.
 - Sort (Srt)-S
 - S-Sunrise
 - P-Preload
 - M-Morning
 - D-Day
 - A-Afternoon
 - T-Twilight
 - L-Local
 - N-Night
 - Service Level (SrvLvl)-Load SL
 - 1DA
 - 2DA
 - 3DS
 - GRD
 - EAM
 - Scan-SCN TYP
 - O-Origin
 - L-Location
 - D-Destination
 - International (Intl)
 - Y-Yes
 - N-No
 - Disposition (Dispo)-INT DISP
 - N None
 - H Hot
 - U Upgrades
 - \circ M Mixed
 - \circ C Cold
 - I International
 - \circ S Smalls
 - \circ L Holdover
 - O Offshore
- 7. Once all the fields are updated, press **F5** to Accept. The Package Service Level screen appears.
- 8. Select the service levels needed, and press **Enter** to Accept. The Package Scan screen appears.



Set Up Multiple Loads	When you need to scan packages into more than one ULD, repeat steps 1 through 7 to Set Up Another Load.			
	 At the Package Scan screen, select the CANCEL/ESC key to return to the Main Menu, use the down arrow key to select Set Up Load. Press Enter to accept; the Position Entry screen appears. Scan in the Belt ID and Bay #. "No Load Data for Position: GREENOO OO21". Press Enter to accept. The Set Up Load screen appears. When the Set Up Load screen is completed, press F5 to Accept. The Package Service Level screen appears. Select the appropriate service and press Enter to Accept. 			
Toggle Between Loads	 The Package Scan screen appears showing More than 1 Load Setup in the top right corner of the screen. (2 of 2) The Toggle Keys Next Load and Prev Load will be activated. Use these keys to toggle back and forth between loads. 			
Practice Exercise:	sing the steps given above, set up a multiple load. Refer to Barcodes bund on page 31 and 32.			

Participant's Guide Lesson 3: Set Up Loads



Figure B - 4



Figure B - 5

Participant's Guide Lesson 3: Set Up Loads



Figure B - 6

Lesson 4: Scan Packages



Introduction	After setting up the load(s), you are ready to scan packages into a ULD.				
Scanning Packages	 Scan or key enter the package barcodes. Refer to, Figure B - 7				
using Barcodes	Figure B - 8, Figure B - 9 and Figure B - 10 below.				

UPS NEXT DAY AIR

TRACKING #: 1Z 123 45E 25 1234 5675

Figure B - 7

Participant's Guide Lesson 4: Scan Packages





Participant's Guide Lesson 4: Scan Packages



Figure B - 9

Participant's Guide Lesson 4: Scan Packages



Figure B - 10

2. Press the **Enter** key. The Package Service Level Message Box appears.

TUR UPS US (#: 1 Prev		ervice Le oad Any		н Х	ABCDO
Remove Load	e	Next Load	Prev Load	PkgSr Leve	
F1	F2	F3	 		-)

Figure 24: Package Service Level Message Box

 Press F5 for the Package Service Level screen, select the service level needed using the Function Keys F1 through F5 (for example F1=1DA).

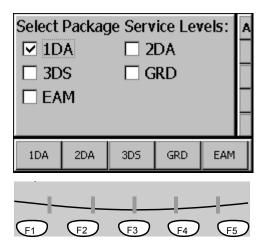


Figure 25: Package Service Level

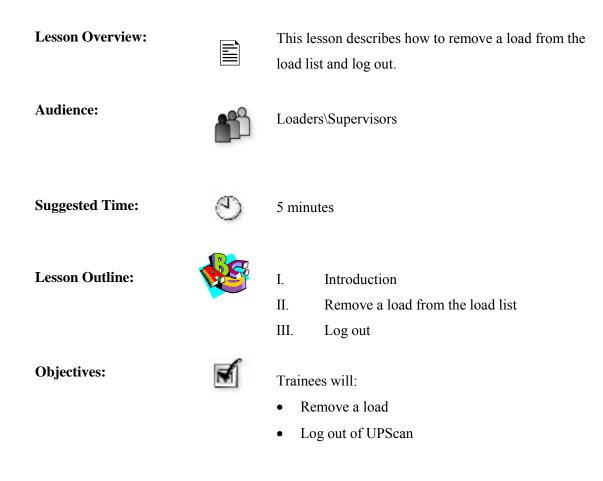
4. Once the service levels are selected, press the **Enter** key to accept the selections or the **Cancel/Esc** key to cancel.



Figure B - 11

Lesson 5: Remove Load From Load List and Log Out

Lesson 5: Remove Load from Load List and Log Out



Introduction You should remove the load from the load list when the ULD will no longer be needed.

NOTE: In UPScan you will not close loads. Instead, when you finish loading the ULD, you remove the load from the UPScan application.

Select UPST4 US 02	567	T	' 1 c Pkg:0 Bag:0		9
#: Prev:					
Remove Load	1Z	Next Load	Prev Load	PkgSrv Level	/
F1	F2	F3	 F4	_	-)

Figure B - 12

Remove a Load from a Load List Procedure

To remove a load:

- 1. Press **F1** to **Remove** a load. For this practice use the Load that packages were scanned.
- 2. Press the **Enter** key for OK. The screen reads, "Are you sure you want to Remove the Load?"
- 3. The load is no longer available. You will return to the Position Entry screen.
- 4. Press the Cancel/Esc key to return to the Main Menu screen.

Practice Exercise:

Using the Remove a Load from a Load List procedure, remove the load that you did not use.



Log Out Procedure

To key out of UPScan:

- 1. Press F5 to Logout.
- 2. Press the Enter key to select Yes to accept the logout.
- 3. User is successfully logged out.
- 4. Press the Enter for OK.

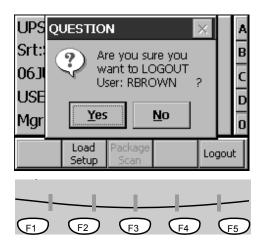


Figure 26: Logout Screen

Practice Exercise:

Following the steps given above, log out of the system.



Barcode Section









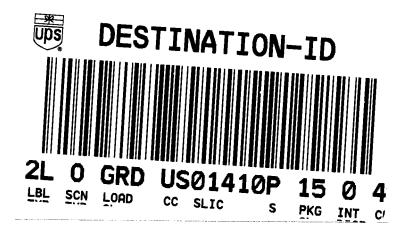












Evaluation

UPScan Release 2.0 Load/Supervisor Training Evaluation

Name (optional):	Course	Name/I	No.:		
Instructor:	Start D	ate:			
Administrative Logistics:	High 5	4	3	2	Low 1
 I had the skills and/or knowledge required starting this course. The facilities and equipment were favorable to learning. Comments: 					
Content:	High 5	4	3	2	Low 1
 I was able to take this training when I needed it. I clearly understood the course objectives. The course met all of its stated objectives. Comments: 					

UPScan Release 2.0 Loader/Supervisor Training

Participant's Guide

Evaluation

Design:	High 5	4	3	2	Low 1
 The way this course was delivered (such as classroom, computer, or video) was an effective way for me to learn this subject matter. 					
7. Training Guide materials were useful during the					
course.8. I had enough time to learn the subject matter					
covered in the course.9. The course content was logically organized.					
Comments:					
Instructor:	High 5	4	3	2	Low 1
10. Overall, I was satisfied with the instructor(s). Comments:					
Perceived Impact:	High 5	4	3	2	Low
 My knowledge and/or skills increased as a result of this course. 					
 The knowledge and/or skills gained through this course are directly applicable to my job. Overall, I was satisfied with this training. 					
Comments:					
General Comments:					

Please tell us anything else about this class that you may want to bring to our attention.

Participant's Guide

Evaluation

Class Logistics:				
Were there any problems with the equipment/software in class? If yes, please explain.	Yes	No	N/A	
Alternative Learning Methods:				
Would you rather have had an alternative method to learn the material covered in this class?	Yes	No		
If so, what method would you have preferred (i.e., Computer-based Training, Web-based Training, more sessions over longer period of time, etc.)?				