

hand portion of the Select screen include a set of timing-related features comprising an “Allow” field, an “Actual” field, and an “Allowances Off” button, each of which operate in a manner as described above.

[0088] Furthermore, as with other on-road-activities screens described above, the Select element screen also comprises a list of element-related methods describing practices to which the driver should adhere when performing the “select” element of his or her workday. As shown by FIG. 4I, the Select screen further comprises a field that allows the supervisor to input the number of packages selected from the delivery vehicle at a particular stop, and a corresponding field that is used to indicate whether the driver selected the package(s) from the Bulk Head (BH) or from the Rear Door (RD). Data fields such as the number of packages selected at each delivery stop may also be pre-filled automatically by the processor 18, based on data that was downloaded to the PDA 12 prior to each OJS ride. As mentioned above, the data downloaded to the PDA 12 can include a list of all planned stops along the driver’s delivery route, the address of each stop, a list of known packages to be delivered and/or picked up at each stop, and other data relevant to the plan for that day.

[0089] After arriving at a delivery stop location, and after performing evaluation and training associated with selecting any packages for delivery, the supervisor typically selects the “Walk” screen by tapping on the “To Walk” button found in the elements menu located on the left-hand side of the current on-road-activities screen. The Walk element screen is represented as state 58 in FIG. 3, and is best shown by the screen display of FIG. 4J.

[0090] As shown by FIG. 4J, the left-hand side of the Walk screen comprises the elements menu of on-road elements screens that can be selected by the user during the on-road portion of the OJS ride. The right-hand portion of the Walk screen comprises a number of stored data items relating to one or more management activities associated with the “walk” element of a package delivery driver’s workday. The “walk” element refers to any period during which the delivery driver is walking to or from a customer location. As with other on-road-activities screens described above, the Walk element screen comprises a list of element-related methods describing practices to which the driver should adhere when performing the walk element of his or her workday. By tapping on the “From Walk” button found in the elements menu, the Walk screen shown in FIG. 4J is used in a similar manner during the corresponding return walk from the customer location to the delivery vehicle. In one embodiment, the “To Walk” screen and the “From Walk” screen both appear as shown in FIG. 4J. In another embodiment, the “To Walk” screen and the “From Walk” screen can contain one or more elements that are particular to each of those “walk” segments.

[0091] After completing the walk from the package delivery vehicle to the customer location associated with the current stop, the supervisor typically selects the “Contact” element screen from the elements menu located on the left-hand side of the current on-road-activities screen. The “contact” element refers to the point at which the delivery driver delivers and/or picks up a package from a customer. To assist the supervisor in performing evaluation and training during the contact element of driver’s day, the PDA 12 provides two separate screens. As noted above, during the setup phase of the OJS ride the supervisor can set the default contact mode to manual, delivery or pickup. If the contact

mode is set to manual, then the user will need to manually select which contact screen should be displayed upon entering the contact mode. This can be done by selecting between the “Del” (Delivery) and “PU” (Pickup) buttons that are displayed at the top of both contact screens.

[0092] If the driver is in the process of delivering a package, the “Delivery Contact” screen should be displayed on the PDA 12. The Delivery Contact screen is represented as state 60 in FIG. 3, and is best shown by the screen display of FIG. 4K.

[0093] As shown by FIG. 4K, the left-hand side of the Delivery Contact screen comprises the elements menu of on-road elements screens that can be selected by the user during the on-road portion of the OJS ride. The right-hand portion of the Delivery Contact screen comprises a number of stored data items relating to one or more management activities that are associated with the “delivery contact” element of a package delivery driver’s workday.

[0094] The items displayed on the right-hand portion of the Delivery Contact screen include a set of timing-related features comprising an “Allow” field, an “Actual” field, and an “Allowances Off” button, each of which operate in a manner as described above. Similarly, as with other on-road-activities screens described above, the Delivery Contact element screen comprises a list of element-related methods describing practices to which the driver should adhere when performing the “delivery contact” element of his or her workday. As shown by FIG. 4K, the Delivery Contact screen further comprises a field that allows the supervisor to input the number of packages delivered at a particular stop, and a corresponding field that is used to indicate whether the package(s) require a Signature (Sig) or can be Driver Released (DR).

[0095] If the driver is in the process of receiving or Picking Up a package, the “PU Contact” screen should be displayed on the PDA 12. The PU Contact screen is represented as state 62 in FIG. 3, and is best shown by the screen display of FIG. 4L.

[0096] As shown by FIG. 4L, the left-hand side of the PU Contact screen comprises the elements menu of on-road elements screens that can be selected by the user during the on-road portion of the OJS ride. The right-hand portion of the PU Contact screen comprises a number of stored data items relating to one or more management activities that are associated with the “pick-up contact” element of a package delivery driver’s workday.

[0097] The items displayed on the right-hand portion of the PU Contact screen include a set of timing-related features comprising an “Allow” field, an “Actual” field, and an “Allowances Off” button, each of which operate in a manner as described above. Similarly, as with other on-road-activities screens described above, the PU Contact element screen comprises a list of element-specific methods describing practices to which the driver should adhere when performing the pick-up contact element of his or her workday. As shown by FIG. 4L, the PU Contact screen further comprises a field that allows the supervisor to input the number of packages received at a particular stop. The screen also comprises a “Drop Box Audit” button that, when selected, will bring up other screen(s) that allow a supervisor to perform an audit of a package drop box that is positioned for customer use at the current stop location.

[0098] If the driver has picked up one or more packages at the current stop, then upon returning to the delivery vehicle