

**GENERAL ENGINEERING COMPLAINT GEC-9400  
PROCEDURE FOR EXPEDITED HANDLING OF CERTAIN INITIALLY  
DEFECTIVE APPARATUS AND EQUIPMENT  
LOCAL PROCEDURE**

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| 1. GENERAL   |      | ↳ Note: Enter on Form "Special handling - repair and return no charge per GEC-9400. Do not junk".  |
| 1.01 This appendix provides local instructions for handling initially defective apparatus and equipment covered by General Engineering Complaint, GEC-9400.  |      | ↳ (c) Prepare an envelope P-7149 in which to place the A-109SR as outlined below.  |
| ↳ 1.02 The appendix is reissued to revise PNB procedures pertaining to General Engineering Complaint, GEC-9400.  |      | 1. Show the A-109SR number in the space provided.  |
| 1.03 Returned Material Notices (RMNs) used in PNB are Forms A-109 (Returned Material Notice) and A-109SR (Service and Return Request). The Washington-Idaho Area plug-in pool also uses Forms SDLF-548 (Western Electric Form) and A-109SR-P (preaddressed).             |      | 2. Check the appropriate box to indicate the type of handling requested on the A-109SR.  |
| ↳ 1.04 Pink tags (Form E-5142) are prepared as shown in Section 010-700-020, Fig. 2, Side 1.   |      | 3. Show the correct return address.  |
| 2. PROCEDURE: PLANT FIELD FORCES (INCLUDING CENTRAL OFFICES)   |      | 4. Address the envelope to the Western Electric (WE) service center that will receive the material.  |
| ↳ 2.01 When the item is stocked in the plug-in equipment pool, the field follows normal procedures for exchange-of-pool stock.   |      | 5. Remove and complete the adhesive shipping label. Use it to mark the shipping container.   |
| (a) Handle initially defective plug-in units that are in the plug-in pool as you would any other defective plug-in unit. The plug-in pool custodian prepares Forms E-5142, P-7149 (Service and Return envelope) and an applicable service and return form. (See Part 3.) |      | ↳ 2.03 When field forces (a) no longer see a need for an initially defective item that is not in the pool and (b) it is a retirement unit per the Accounting Handbook and (c) it is in the central office or large PBX (58C reporting code), the item is referred to the appropriate project engineer. Field forces will proceed as directed by Engineering. |
| Note: (Oregon Area) See PI 403.00, Section 4, Supplement 2, paragraphs 1.02 and 1.09   |      | ↳ 2.04 Field forces must return all initially defective central office and PBX (private branch exchange) switching system circuit packs and data sets not in the pool, for credit.   |
|  |      | ↳ (a) Prepare a pink tag, E-5142, marked "credit". Do not complete the RMN NO. block. (The local supply representative will do this.) Attach the pink tag to the item.   |

- (b) Pack the item with extreme care to prevent damage.
- (c) Attach a Returned Material Tag, P-2168-I or -W (W-I Area) or P-2161-O (Oregon Area) as appropriate to the shipping container.
- (d) Ship in the regular manner.

2.05 Initially defective portable test sets and meters are handled as follows:

- (a) If the portable test set or meter is in the central office or large PBX account contact the Transmission and Equipment Maintenance Engineer. Field forces will proceed as directed by Engineering.
- (b) Initially defective 564C account portable test sets and meters stocked at WE are handled as follows:

1. Prepare a pink tag (Form E-5142) and attach it to the defective item.
2. Attach a completed Capital Tool Return Tag, Form P-7054-W (Oregon and Washington or -I (Idaho) and return the defective item to WE. (See P.I. 540.03, Section 3.)
3. Order a replacing item using Form P-7040 (Memo Tool Order Authorization R/C 564C or R/C 702-51) from WE. (See P.I. 540.03, Section 3.)

### 3. PROCEDURE: PLUG-IN EQUIPMENT POOL CUSTODIAN

3.01 The plug-in pool custodian checks all incoming defective apparatus and equipment to see if it is covered by GEC-9400. The pool, in the best interest of PNB then determines whether the item should be sent to WE for repair or credit.

*Note:* (Oregon Area) P.I. 403.00, Section 4, Supplement 2 provides plug-in pool procedures.

3.02 When the pool custodian determines that the item should be sent in to WE for repair:

- (a) Prepare a pink tag (Form E-5142) and attach it to the defective item.
- (b) Prepare an applicable service and return form and a service and return envelope (Form

P-7149). Place the service and return form in the envelope. Obtain an adhesive shipping container label from the envelope (Form P-7149). For preparation of the service and return envelope see 2.02 (c).

- (1) Enter on the service and return form "Special Handling - Repair and Return No Charge per GEC-9400. Do not junk."
- (2) Send the first four copies of the service and return form to the local WE.
- (3) The fifth copy (blue) is sent directly to the Invoice Supervisor, Kent, Washington. This applies to both the W-I and Oregon Areas.
- (4) The originator's copy (yellow) is retained for file.

3.03 When the pool custodian determines that the item should be turned in for credit and the item is in the central office account, the defective item is referred to the Engineering plug-in administrator who prepares the additional forms required (Returned Material Notice, Form A-109, and Report of Plant Retired, Form A-726). The pool proceeds as instructed by Engineering.

### 4. PROCEDURE: SUPPLY

4.01 When initially defective (pink tag) items are received at WE and an A-109 does not accompany the pink tagged item, the TELCO supply representative prepares an A-109.

- (a) If the pink tag is marked "Credit", the A-109 is filled out as follows:

Returned (identify equipment, eg, E6 repeater, 831A network, etc) for full credit per GEC-9400.

- (b) In special situations the supply representative may elect to have an item repaired even though the pink tag is marked "credit." In such cases, the A-109 is filled out as follows:

Repair (identify equipment, eg, E6 repeater, 831A network, etc) No charge and place in TELCO "C" stock per GEC-9400.

- (c) The TELCO representative enters the A-109 number (RMN No.) on the pink tag.

4.02 All pink tagged items accompanied by an A-109 or A-109SR are turned over to WE for credit or repair as indicated on the form.