

**SERVICE AND RETURN PLAN
INCLUDING RED BALL**

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Note: The Pacific Company and Nevada Bell will be jointly referred to in this section by the abbreviation PAC.

1.02 It is reissued to:

- Revise Form SD-44-326 (Exhibit 1) for key punching information. This is a general purpose form used by all groups except for PhoneCenter Store employees. Information to be entered by PAC employees is overlaid in yellow.
- Add Form SD-44-327 (Exhibit 1A) to be used by the PhoneCenter Stores. PAC information is overlaid in blue.
- Provide updated information.
- Require that items administered by the Plug-in Administrator (PIA) be returned through the Plug-In Inventory Control System (PICS) Pool.



Note: It is **IMPORTANT** under a Functional Accounting (FA) environment that you carefully read each callout before attempting to prepare the form. This is a **MUST** in order to avoid accounting errors. All fields (spaces impacted by FA and other) **MUST** be completed, as required.

Note: Marginal arrows used to denote changes are omitted.

1. GENERAL

1.01 This section establishes a procedure for the Repair/Servicing and Return (R/S&R) to the Originator of selected material and test sets in the Pacific Telephone Company and Nevada Bell.

1.03 All previous Plant Operation Letters (POLs) and Bell System Practices (BSPs) which cover introduction, establishment, and/or operation of Service and Return (S&R) and/or Red Ball (R/B) are canceled.

NOTICE

Not for use or disclosure outside the Bell System except under written agreement

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1.04 This section establishes procedures for the user to determine if an item is allowed service under the plan.

1.05 The S&R plan provides for expedited handling, inspection, test, calibration, and repair of portable test equipment and plug-in units. The plan covers items manufactured by both Western Electric (WE) and outside manufacturers. Local WE Service Centers are equipped to provide in-house repair on a number of these items and will provide repair locations for those not repaired in-house.

1.06 This section simplifies the procedure to add new items to the list of allowable items, [ie, Master Item File (MIF)].

1.07 This section introduces the National Control File (NCF) and the Service Center MIF.

2. DEFINITIONS

2.01 *Service and return* and *repair and return* are identical procedures under separate names. This section will use the term service and return (S&R), but it should be understood to include repair also.

2.02 S&R is defined as inspecting, testing, repairing and calibrating selected test sets, tools and plug-in units.

2.03 Items to be handled on an S&R basis must meet **all** of the following criteria:

- (a) There must be no associated installation cost.
- (b) The same item must be returned to the sending location.
- (c) WE and PAC must agree to handle the item as an S&R.

2.04 Any item which meets one or more of the following criteria should be excluded from S&R:

- (a) Items ordered and returned in volume and subject to lot or volume repair (such as rubber gloves and expense or exempt tools).

(b) Any item in the outside plant accounts.

(c) Items for credit.

(d) Items normally ordered for use in the Station Accounts — Reporting Codes 118, 128, and 138.

(e) Items stocked at the WE Service Centers.

(f) Any item not shown in the Appendices to this section or is not on the Service Center MIF or NCF.

Note: There are three exceptions. The following items will **NOT** be excluded:

- (1) Customer-owned decorator telephone sets.
- (2) *Design Line** telephone (DLT) sets.
- (3) Other Station items under warranty when not excluded by the criteria shown in 2.03 and 2.04 and if accompanied by a Form E 10118 (Defective Material Tag).

Example: A telephone set, other than decorator or *Design Line*, is not allowed if:

- It is stock at the Service Center.
- Reporting Code is 128C.

Note: See Section 010-700-030 for additional, required procedures for warranty items.

2.05 WE produces a number of reports that are available on a nonbillable basis. The following describes these reports:

(a) *Bell Operating Company (BOC) Open Order Report* — This report lists all active orders, by order number, in the repair process. It provides all the information required for follow-up service.

(b) *BOC Inventory Value Report* — This report provides the "C" stock value of the items active in the repair process. It is formatted by repair location with higher value items first. This report allows measuring the individual repair location's ability to meet their due dates.

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(c) **BOC Order Entry Verification Report** — This report provides a record of any orders entered into the system since the last report. It is in order number sequence and may be used for service follow-up.

(d) **Monthly List of Orders Deleted From The In-Process Order File** — This report shows the orders removed from the In-Process File. It is in order number sequence.

(e) **BOC Repaired/Junked Report** — This report identifies the items returned and junked by repair location. It allows measuring the repair location's junking decisions.

2.06 The MIF is a list of all items currently handled under R/S&R at the serving Service Center. It lists the items by approved description, provides the repair interval and the repair location.

2.07 The NCF is a master list of all items currently handled under R/S&R on a Bell System-wide basis. Its format is the same as the MIF.

2.08 Red Ball is a specialized form of S&R processing. It is limited to portable test equipment. Part 6 describes Red Ball.

2.09 Throughout this practice where references are made to PAC and the local WE Service Center, the following conditions apply:

(a) Where one WE Service Center ships to and receives returns from more than one PAC geographic area, the PAC area is the total area served by that local WE Service Center.

(b) Where more than one WE Service Center ships to and receives returns from one PAC area, the PAC area is that serviced by each WE Service Center.

3. RESPONSIBILITIES OF WESTERN ELECTRIC COMPANY

3.01 Items processed under the S&R routines will be returned to the PAC user within the following interval:

- The published repair interval as shown in the MIF or NCF.

- Plus 14 days transportation time; 7 days each way.

Note: This time limit applies to all items handled on S&R, regardless of repair location. However, items repaired at a local Service Center can be expected to return in a shorter time interval.

3.02 Items processed under Red Ball shall be returned to PAC in no more than 10 working days. Normally, test sets returned under Red Ball should be returned to PAC within 5 working days, beginning with the day of receipt and ending with the day of shipment.

3.03 WE shall set up procedures to handle all items received as Red Ball on a hand-carry basis. Red Ball items should be sent directly from the receiving dock to the shop.

3.04 It shall be the responsibility of the local WE servicing Service Center, Service Department to provide complete and accurate addresses of repair locations to **PAC R/S&R Coordinators**.

3.05 The local WE servicing Service Center shall monitor and/or identify the progress of all orders to ensure that published normal repair intervals are being met. For those orders and/or items that are not meeting normal repair intervals, traces shall be promptly initiated and roadblocks removed. The appropriate PAC representative shall be promptly notified whenever orders and/or items are lost in transit or why any delays are being encountered. Similar notification shall take place when an item is found to be unrepairable or when a partial shipment is to be made for any reason. (See Part 12.)

Note: The appropriate PAC R/S&R Coordinators can be reached as follows:

- Northern California and Nevada Bell —
(415) 351-4550
1661 Doolittle Drive
San Leandro, CA 94577
- Southern California —
(213) 726-5897
2420 Yates Avenue
Los Angeles, CA 90040

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3.06 WE shall provide assistance, when requested, in eliminating transportation delays when items are sent to repair locations other than the local WE Service Center.

3.07 When the annual Telephone Company Class C Stock Inventory is taken, items which are listed on S&R requests sent to WE and which are in process shall be excluded from the physical inventory counts. WE's files of open S&R requests shall be reviewed jointly by WE and PAC supply force representatives to verify that this treatment has been given to items involved in S&R transactions.

3.08 It is WE's responsibility to provide to the PAC R/S&R coordinator copies of the reports described in 2.05 as requested.

3.09 WE shall furnish monthly copies of the MIF and NCF to the R/S&R Coordinator and the Invoice Office.

3.10 Items returned as "Red Ball" that are not shown in the appendix for the local Service Center shall be handled as shown:

- Remove the Red Ball Tag and mark it *Not Red Ball*.
- Mark the Tag — "Changed to S/R", Return date (show published repair interval).
- Send tag to the originator.
- Line out the Red Ball designation on Form SD-44-326. Mark the SD-44-326 "Handle as Regular R/S&R".
- Handle the transaction as a normal S&R return.

3.11 WE must set up procedures to expedite receiving, handling, servicing and shipping of Red Ball items. They must be expedited directly from the point of receipt to the shop and returned with no delay.

3.12 WE shall place a decal (see Fig. 1) on the face of all portable test equipment showing the next recommended scheduled calibration date.

TO BE RETURNED TO:

WESTERN ELECTRIC COMPANY
195 POLK AVE.
SERVICE DATE DUE

Service and Return Decal

Fig. 1

3.13 The local WE Service Center shall designate an individual point of contact where the PAC PIA, Invoice Office Manager or R/S&R Coordinator may pursue any problems.

Note: The WE point of contact is:

- San Leandro —
1717 Doolittle Drive
San Leandro, CA 94577
- Los Angeles —
2400 Yates Avenue
Los Angeles, CA 90040

3.14 WE shall supply the standard S&R Order, Form SD-44-326, through its service centers at no cost to PAC.

3.15 Form SD-44-327 is purchased from WE by using stock ordering procedures.

4. RESPONSIBILITIES OF PACIFIC COMPANY AND NEVADA BELL (PAC)

4.01 The PAC user's responsibilities are:

- Correctly prepare the R/S&R orders (Forms SD-44-326 and SD-44-327).
- Correctly prepare the Red Ball Tag (Form P 2161-RB) for Red Ball items.

4.02 For instructions regarding the use of the R/S&R orders in conjunction with warranty returns, refer to Section 010-700-030. All the restrictions of this section also apply to warranty returns.

4.03 Pack the return in a manner to prevent damage during the transportation and handling processes. Refer to Section 745-003-901PT for examples of protective packaging available.

4.04 When the user wishes to add an item not currently allowed in the R/S&R Plan the user must do the following:

(a) Prepare a Request for Item Additions to the Service and Return Plan. Show the following information:

- Address to the District Manager Inventory Administration at your Service Center.
- Check the block for the Service requested, Service and Return or Red Ball.
- The Standard description. (See 5.04).
- Cost of the item.
- Report Code you will use.
- Reason for the request.
- Expected quantities to be returned per month.
- If non-WE manufacture, show a repair location if you know of one.
- Sign, date and show your telephone number.

(b) Send the request to the R/S&R Coordinator at your Service Center. (See 4.07.)

Note: Locally reproduce Exhibit 2. The Request Form will not be stocked as a standard form.

(c) WE shall reply within 30 days to any PAC request to add items to the S&R and/or Red Ball routines. Where WE agrees to add items to either routine, the standard cost shall be shown on the request form when returned (see Exhibit 3).

4.05 PAC shall return Red Ball items and S&R portable test equipment for calibration within published calibration intervals (service date due) as shown on the decal (see Fig. 1) attached to each set by the WE shop and on the published interval list. In most instances, the interval should be within 18 months.

4.06 For PAC inventory purposes, items which have been returned to WE for S&R or Red Ball shall be inventoried as though they remained in the field location.

4.07 Field inquiries regarding order tracing, material discrepancies, etc, shall be through the PAC R/S&R Coordinator. The Coordinators can be reached by calling:

- Northern California and Nevada Bell —
(415) 351-4550
1661 Doolittle Drive
San Leandro, CA 94577
- Southern California —
(213) 726-5897
2420 Yates Avenue
Los Angeles, CA 90045

4.08 The PAC user shall limit the number of like items returning, on one Form SD-44-326, to the number that can be packed in a single container. The container should not be larger than can be handled by a single person.

4.09 Form SD-44-327 is restricted to PhoneCenter Store use only. Only one (1) description and only a quantity of one (1) can be shown per form.

5. SERVICE AND RETURN ROUTINE

5.01 This section provides the PAC Users with a method to request service for their defective items.

5.02 It is divided into five parts:

- Determining the Description.
- Determining if the item is allowed in the procedure.
- Preparing the Forms SD-44-326/SD-44-327.
- Distributing Forms SD-44-326/SD-44-327.
- Packing the item(s) for shipment.

5.03 The user needs six references:

- An up-to-date Supplies Catalog.

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- An up-to-date System Instruction (SI) 61, Appendices A and B.
- The BSP for the item.
- The American Telephone & Telegraph (AT&T) Company standard drawing.
- The manufacturer's brochure for outside items.
- The Continuing Property Record (CPR) for Central Office (CO) and large PBX items.

Note: If the item is made by WE, the manufacturer's brochure can be deleted.

How to Determine the Description of an Item

5.04 Standard Descriptions are a must for this procedure. Other descriptions will delay an item or cause it to be returned to you. Use Table A to determine the standard description.

TABLE A

DOCUMENT	If found, record description and	If not found go to
SUPPLIES CATALOG	STOP. Record if stock or non-stock, and Reporting Code	SI 61
SI 61	STOP. Record Report Code	CPR
CPR	STOP. Record Report Code	BSP
BSP	STOP. Record Report Code	Drawing
DRAWING	STOP. Record Report Code	Manufacturer's Brochure
Mfr. Brochure	STOP. Record Report Code	Refer to Supervisor

Notes:

1. Use "J" or "ED" drawings. **DO NOT** use "SD" or "T" drawings.
2. At times SI 61 will show two or more Report Codes. **Use the one that matches your use of the item.**
3. If the item is a **Design Line** Telephone, determine if it is leased or is customer owned.

4. If the item is a central office plug-in or a test set administered by the PIA, use Section 010-300-900PT or 010-300-901PT and return it to the PICS Pool.

5.05 The user must determine if the item is allowed in the R/S&R procedure. Do this by using the following references:

(a) Look for the item in the Appendix to this Section, for your Service Center. If it is listed, the item is repaired at the Service Center and is allowed.

- (1) Appendix 1 — Southern California
- (2) Appendix 2 — Northern California

(b) If the item is not shown in the Appendices, call the R/S&R Coordinator. Ask the person, who answers, to check the MIF and NCF.

- (1) If the item is found it is allowed.
- (2) If the item is not found it is not allowed. You may add an item by following the procedure shown in 4.04.



Notes: a. Items cannot be processed or are not eligible for R/S&R service until they are listed in the appendices and/or on the MIF or NCF.

b. The R/S&R Coordinators telephone numbers are:

- Northern California — (415) 351-4550
- Southern California — (213) 726-5897

c. If the item is found on the NCF but not on the MIF, the WE Service Center must add the item to the MIF. No action is required by the PAC user.

5.06 When an item is allowed under the procedure the user must determine how to return the item. There are three ways:

- (a) Send the item to the Local Service Center if found in the Appendix for your Service Center.
- (b) Send the item through the Service Center for transshipment to the repair location.
- (c) Send directly to the repair location.

Note: When shipping direct the user must pack the item securely, arrange for transportation and insurance, and perform the initial service and tracing functions.

5.07 Form SD-44-327 is used by the PhoneCenter Stores to request service. Exhibit 1A shows the user how to prepare this form.

5.08 Form SD-44-326 is used by all other forces to request service. Exhibit 1 shows the preparation of this form.

How to Distribute the SD-44-326/SD-44-327

5.09 After preparation the order for R/S&R service must be distributed correctly. There are three situations (see Charts A, B and C) and two methods:

- (a) The item is repaired at the local Service Center or is transshipped through the local Service Center. Distribute this way:

- Remove copy 6 and place it in your file.
- Pack copies 1 through 5 in the carton with the item and send to your local Service Center without delay.

Note: The handling of copies 1 through 5 by Supplies is covered in Part 11 of this practice.

- (b) If you choose to send the item directly to the outside repair location distribute the Form this way:

- Remove copy 6 and place it in your file.
- Remove copy 5 and send it to the PIA for PICS items or to the R/S&R Coordinator for Non-PICS items.

- Remove copies 1 and 2 and send them separately to the Invoice Office for your Region.
- Pack copies 3 and 4 with the items and send to the outside repair location immediately.

Note: Send copies 1 and 2 to the Invoice Office immediately. The time for the repair interval starts when copy 1 reaches the WE.

5.10 When shipping by other than Company transportation the shipping charges must be prepaid by the shipper.

5.11 Prepare the returning R/S&R equipment in the following manner:

- (a) Pack the equipment securely to ensure that it will not be damaged in transit. Place the equipment in a sturdy cardboard or fiberboard box. Place 2-inches of packing material on all sides, top and bottom of the package. If more than one item is returning place protection between the items.

- (b) Place the prepared R/S&R Order in an envelope and place it in the box with the item(s).

- (c) Securely seal the box.

- (d) Place the appropriate shipping labels on the carton; one on an end and one on a side. (See Exhibits 5 and 6.)

Note: The Shipping Labels are important in order to identify the package for special handling.

5.12 Arrange to have the package picked up for shipment.

5.13 Upon return of the repaired item the originator will:

- Sign and date the Packing Slip, copy 4, in the received by space (and of Exhibits 1 and 1A).
- Transcribe the received information to copy 6 and retain for 6 months.
- Send copy 4 to the R/S&R Coordinator or to the Plug-in Administrator for PICS items.

CHART A

FLOW CHART — REPAIRED AT SERVICE CENTER

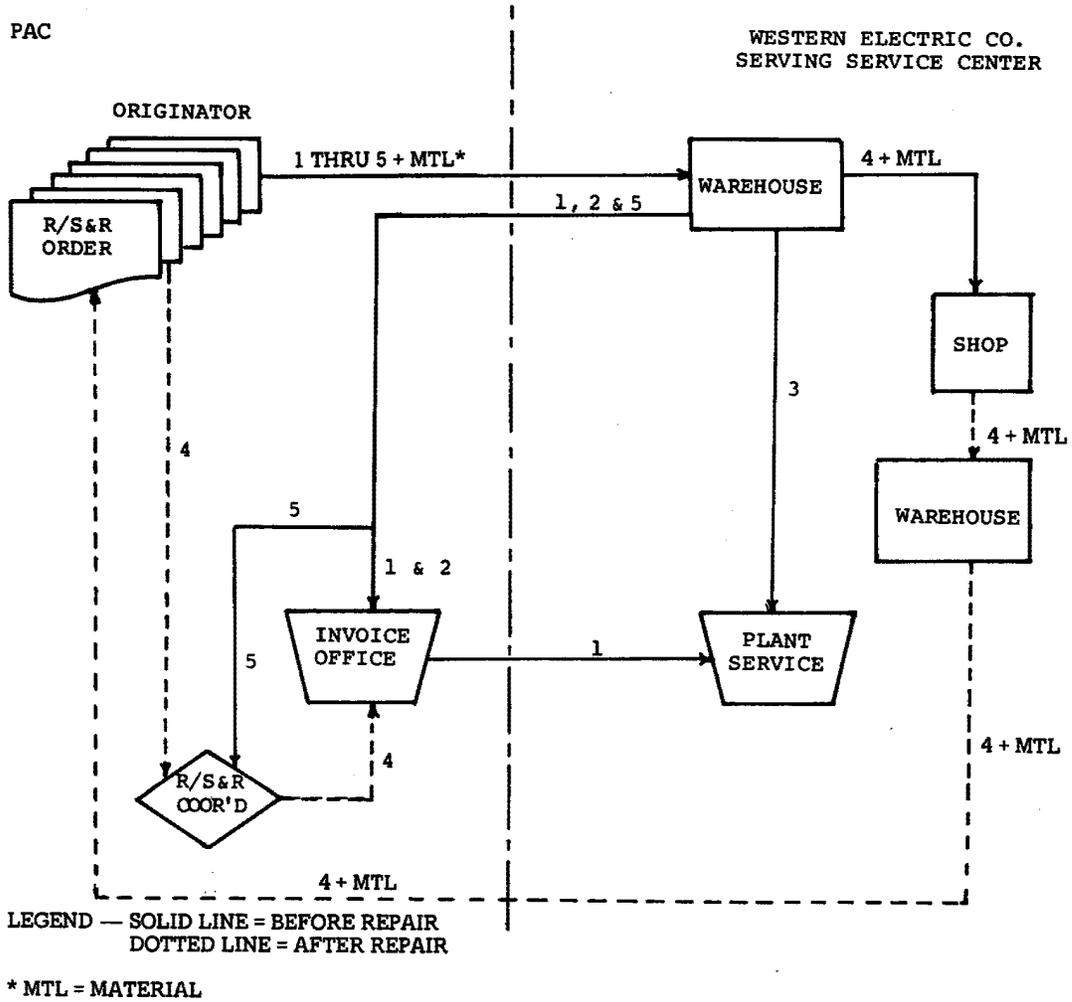


CHART B

FLOW CHART — TRANSHIPPED TO REPAIR LOCATION

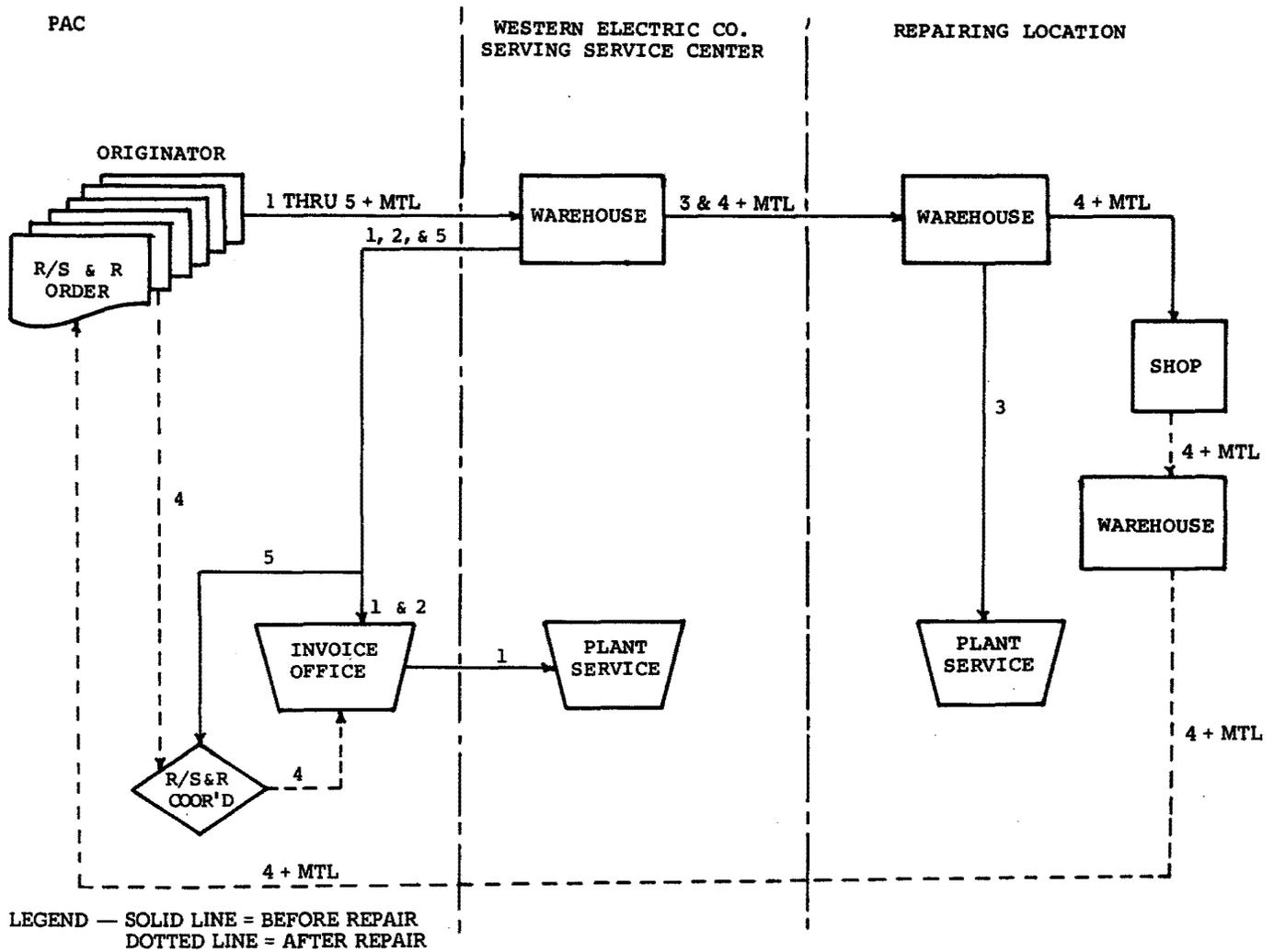
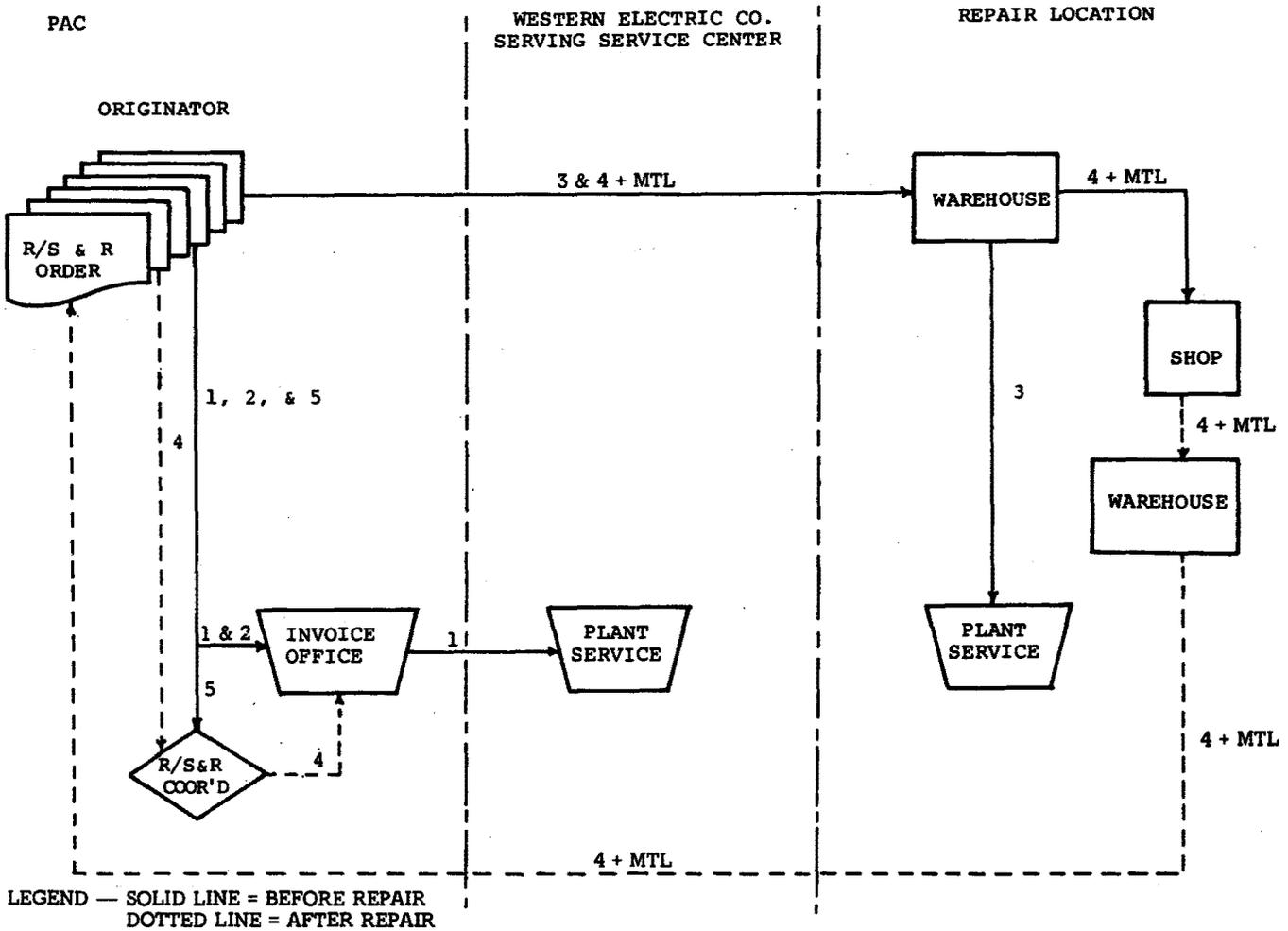


CHART C

FLOW CHART — DIRECT TO REPAIR LOCATION



6. RED BALL ROUTINE

6.01 Red Ball is an expedited form of S&R which encompasses inspection, testing and calibration. On a local basis, as agreed between PAC and WE, minor repairs can be included for Red Ball items. However, if the time required for repairs will exceed the 10-day interval allowed for Red Ball service, PAC shall be notified and the item removed from the Red Ball procedure.

6.02 Red Ball items must meet all the following criteria:

- (a) There must be no associated installation cost.
- (b) The same item must be returned to the sending location.
- (c) Items eligible for Red Ball handling must be shown in the Appendices to this practice.
- (d) The items must be portable test equipment.

6.03 Portable test equipment to be included in Red Ball *must* meet one or more of the following criteria:

- (a) An exact indication or reading, (ie, exact frequency or level) is critical.
- (b) Portable test equipment is normally used on equipment or circuits where adjustments and functions are critical, (ie, to generate or regulate frequency, timing, or power).
- (c) Test set spares are not available, ie, this is the only set of its type in the building or area; no replacement is readily available; and the cost or limited usage prohibits provision of spares.

6.04 Any item which meets one or more of the following criteria should be excluded from handling under Red Ball procedures:

- (a) Any item in the station account.
- (b) Items ordered or returned in volume and subject to lot or volume repair (such as rubber gloves and expense or exempt tools).

(c) Test sets in the field in large numbers where a spare can be found readily, ie, KS-14103 L5 or L6 test set; 105D test set.

(d) Test sets which are inexpensive or which may be replaced easily and cheaply, ie, Triplett 310 VOM (Volt-Ohm-Milliammeter), KS-14510 VOM.

(e) Test sets where the indication is not critical, ie, VOM or other test sets used by installers to indicate opens, shorts, and grounds.

(f) Items requiring major repair.

6.05 Only one test set may be returned as Red Ball per Form SD-44-326.

6.06 All items returned for Red Ball service must have a Test Equipment Repair Tag attached directly to the item. This Tag, Form P2161-RB, must have the information called for entered (Exhibit 4).

6.07 The Red Ball tag (Form P2161-RB) must be distributed as follows:

- (a) Field Copy — Attach it to the originator's copy of Form SD-44-326 and retain it in a local file for reference and follow-up.
- (b) WE Shop Copy — Leave this copy attached to the Material Copy, to be returned with the material.
- (c) Material (hard) Copy — Attach it to the item you are returning.

6.08 Each sheet of the tag has an overprinted, 3-inch, solid red circle to call attention to the expedited service required and the need for careful handling by transportation, platform, warehouse, packing, and shop personnel.

6.09 Items shall be shipped to the local WE service center in the same manner as for returns.

7. LIST OF RED BALL AND SERVICE AND RETURN ITEMS

7.01 Appendices 1 and 2 to this Section provide listings of the items that can be repaired and calibrated at the local service center.

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- Appendix 1 lists items repaired and calibrated at Los Angeles.
- Appendix 2 lists items repaired and calibrated at San Leandro.

7.02 The lists are in alphanumeric order. Items with Bell System drawing numbers are shown first. Noun descriptions are second. Each category is headed by a distinctive notation, ie, the notation D drawings heads all D drawing numbers; the letter A heads all items with nouns beginning with A.

7.03 When list and group numbers are used as part of a drawing number, the latest list or group number is shown. Any earlier list or group number is allowed and may be returned. No letter or wiring lists or groups are shown — disregard these minor designations when determining if the item is allowed.

7.04 The type of return is shown for each item.

- S/R designates a service and return item.
- R/B designates a Red Ball item.

7.05 Items, to be eligible for S&R service must be listed in the appendices or the Master Item File.

7.06 Items, to be eligible for Red Ball service must be listed in the appendices.

8. OUTSIDE MANUFACTURED ITEMS

8.01 The S&R plan provides for handling the repair of outside manufactured items (excluding General Trade Product [GTP] items described in 9.01).

8.02 All of the conditions and procedures shown in Parts 4, 5, 6 and 7 apply to Outside manufactured items.

8.03 If the item is *NOT* shown in the appendix or on the MIF, see 4.04 for instructions on how to have item(s) considered for R/S&R service. Items cannot be processed or are not eligible for R/S&R service until they are listed in the appendices and/or on the MIF. Accounting problems and servicing

delays will be encountered if this requirement is not met. In most instances items will be returned to the sender.

8.04 If you wish to have an item repaired that is not shown or you wish to deal with a repair source not shown on the MIF you may do so. However, you must handle the transaction on a P2, Local Purchase Order, or as an unpaid voucher. References for these procedures are found in:

- P2 — SI 70
- Unpaid Voucher — SI 22

8.05 When you deal with an outside vendor or repair source, always call first to see if they will accept the item. Many require Repair Authorization numbers before they will accept an item for repair.

9. GENERAL TRADE PRODUCT ITEMS

9.01 Procedures for R/S&R of GTP items are under development and will be issued at a later date as a separate practice.

10. ITEMS UNDER WARRANTY

10.01 Items manufactured by WE and the Teletype Corporation are covered by General Engineering Complaints (GEC) 8400 and GEC 8800.

10.02 Items of this nature are returned using the procedures shown in Section 010-700-030.

11. REPAIR/SERVICE AND RETURN COORDINATOR RESPONSIBILITIES

11.01 The PAC R/S&R coordinator and the Invoice Office are the interfaces with WE at the local service center. The R/S&R coordinator is responsible for the following:

- (a) Handling the incoming R/S&R items, accompanying documents and their delivery to WE.
- (b) Processing inquiries from the field concerning the status of their returns.

- (c) Receiving from WE and forwarding reports to the field concerning their returns.
- (d) Returning R/S&R items to the field location that are rejected by WE.

Note: This will include items deemed as unrepairable per Part 12.

- (e) Coordinating the approval by the resident engineer of the description and the standard cost of items added to the in-house list of allowable items by WE.
- (f) Coordinating the approval by the resident engineer of the outside repair locations and repair charges.

Note: This is done by the resident engineer when reviewing the Billing and Crediting Records report furnished by WE to the invoice office.

11.02 WE will inform the R/S&R coordinator about the status of orders that exceed the published repair interval.

11.03 When it is determined that an order or item is exceeding the normal repair interval the PAC R/S&R coordinator shall originate a local Service Query Follow-up form (Exhibit 7) or equivalent.

11.04 Follow-up for these queries must contain the following:

- (a) A filing system that allows for easy reference to the R/S&R order and the initial or subsequent query.
- (b) A method that demands continuing checks on a daily basis for transactions that have not returned on the promise date shown on the initial or subsequent queries.
- (c) A means for WE to document and return their answer to the PAC R/S&R coordinator.

Note: A detailed service follow-up procedure is under development.

11.05 Time intervals for expected replies to queries should be realistic and based on the following:

(a) Time interval suggested for the first query is seven (7) calendar days after the normal repair interval. Response(s) to 1st queries should be within seven calendar days.

(b) Responses to the 2nd and 3rd queries should be made two (2) days after transmittal.

11.06 The PAC R/S&R coordinator shall bring prolonged unsatisfactory responses and/or service results to the attention of upper PAC and WE management.

11.07 The R/S&R coordinator shall always inform the field locations about any information concerning the status of their order.

11.08 From information furnished to them by WE, the invoice office will coordinate the investigation and reconciliation of quantity discrepancies between the S&R Order and the Order Entry Report.

11.09 The R/S&R Coordinator will process incoming transactions in the following manner:

(a) Jointly, with a WE employee, open the incoming package.

(b) Edit the prepared R/S&R order for the following:

- (1) Copies 1 through 5 are present.
- (2) All necessary information is shown.
- (3) The item(s) received match the description shown on the R/S&R order.
- (4) The item(s) are allowed R/S&R service, ie, on the MIF or NCF.

(c) Correct the R/S&R order when possible. If corrections are not possible, return the items with the R/S&R order to the originator.

(d) Obtain the date and signature of the WE employee in the Received By space (21 or 26, Exhibits 1 or 1A).

Note: The received by space is a dual use space. WE signs in this space when accepting the order and the originator signs in this space when the item is returned.

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- (e) Remove copies 1 and 2 of the R/S&R order and deliver them to the Invoice Office.
- (f) Remove copy 5 and place it in the R/S&R Coordinator's service file.
- (g) Associate copies 3 and 4 with the item(s) and deliver the package to WE.

Note: If the user chooses to send the item direct to the repair location, copy 5 will come to the R/S&R Coordinator by mail.

12. HOW TO HANDLE UNREPAIRABLE ITEMS

12.01 When an item cannot be repaired or the cost to repair will exceed 50% of the cost of a new item the WE Service Department will notify the PAC R/S&R Coordinator. WE will:

- If the item is unrepairable, junk or return the item as instructed by the R/S&R order.
- If the 50% rule will be exceeded, hold the item until the instructions for disposition are received.

12.02 The R/S&R Coordinator will:

- (a) Promptly notify the field (returning) location by telephone.
- (b) If the item is unrepairable the field should note this on their copy of the R/S&R order. If a replacement is needed they must use their departmental procedures to obtain the replacement.
- (c) If the repair will exceed the 50% cost of a new one, the R/S&R Coordinator shall obtain the field's wishes concerning the disposition of the item. The field has three choices:
 - Override the 50% rule and instruct WE to repair.
 - Instruct WE to junk the item.
 - Instruct WE to return the item.
- (d) Forward information concerning the disposition of the item to WE.

12.03 When requested disposition is given to WE, they will:

- (a) Repair the item if instructed to do so.
- (b) Junk the item if instructed to do so. WE will classify the item Junk ("K"), Dismantle For Salvage ("DS") or Reusable For Sale ("BS") and return copy 4 of the R/S&R order to the "Return to Address" with the unrepairable condition shown.
- (c) Return the item to the "Return to Address" with copy 4 of the R/S&R order showing the unrepairable condition.

12.04 The Invoice Office notifies the Property and Cost Office whenever a property item, other than Station Disposition Units, is junked.

12.05 The originator will take the following action when copy 4 is received.

- (a) Note the file copy 6 with the unrepairable information.
- (b) Date and sign copy 4 in the Received By space.
- (c) Return copy 4 to the R/S&R Coordinator or to the PAC PIA.

12.06 The originator is responsible for updating their location records by taking the following action:

- (a) Network Central Office Forces —
 - (1) Determine if the item is included in PICS/Detailed Continuing Property Record (DCPR).
 - (2) Notify the PIA for PICS/DCPR items.
 - (3) Notify the Network Operations and Engineering Group for all other items. Use the procedure described in SI 166.
- (b) All other forces — notify the following:
 - (1) For Capital Tools and test equipment notify your Division Tool Supervisor.

- (2) For other allowed material notify the Maintenance Engineer.

Note: A reproduced copy 4 may be used to notify the above.

12.07 The originator is responsible for preparing a Return Material Notice (Form A 109-FA) when the unrepairable material is a *Design Line** Telephone or any item returned under warranty per General Engineering Complaint procedures, ie, GEC 8400, 8800, or 0900. Send the A 109-FA to the R/S&R Coordinator.

Note: Form A 109-FA is needed to obtain credit.

12.08 The R/S&R Coordinator will edit the A 109-FA for completeness and accuracy and distribute it as follows:

- Obtain WE signature on copy 3 and deliver it to the Invoice Office
- Deliver copies 1 and 2 to WE.

13. HOW TO HANDLE REPAIRED ITEMS

13.01 Repaired items will be returned to the originator along with copy 4 of the R/S&R order.

13.02 Copy 4 of the R/S&R order serves a dual purpose; it is both the Packing Slip and Shipping Receipt.

13.03 When the repaired item is received, by the originating location, the originator will take the following action:

- Note File copy 6 with the return information.
- Date and sign copy 4 in the Date Rec'd/Received by space (21 or 26, Exhibits 1 or 1A).
- Send copy 4 to the R/S&R Coordinator.

13.04 Upon receipt of the signed copy 4 the R/S&R Coordinator will:

- Note copy 5 of the returned information.
- Place copy 5 in a completed file and retain for 6 months.
- Send copy 4 to the Invoice Office.

14. SERVICE FUNCTION OF THE R/S&R COORDINATOR

14.01 The R/S&R Coordinator service procedures are under development and will be issued at a later date.

Ship To: 1		 Bell System SERVICE AND RETURN ORDER		SD-44-326 COMB (5-81) SD-44-326A (5-81)	
Zip					
3 Ship Via	4 Ship Lbs.	4 B/L Number	TELEPHONE COMPANY INFORMATION 2 SCA or SCE 1 50 - - 12345 Requisition Number		
5 Originator		5 Telephone No.		<input type="checkbox"/> Warranty <input type="checkbox"/> Red Ball <input type="checkbox"/> Unreparable Equipment Should Be: <input type="checkbox"/> Junked <input type="checkbox"/> Returned	
6 Approval		6 Date		7 GEC Number 8 9	
10 RC-O	11 RC-C	12 EC	13	14	16
15 Material Description (Only One Material Code Per Form)			23	24	25
17 Dupe From Card 1		18		19	
20		21		22	
23		24		25	
26		27		28	
29		30		31	
32		33		34	
35		36		37	
38		39		40	
41		42		43	
44		45		46	
47		48		49	
50		51		52	
53		54		55	
56		57		58	
59		60		61	
62		63		64	
65		66		67	
68		69		70	
71		72		73	
74		75		76	
77		78		79	
80		81		82	
83		84		85	
86		87		88	
89		90		91	
92		93		94	
95		96		97	
98		99		100	

**DO NOT WRITE IN THIS SPACE
FOR WESTERN ELECTRIC USE ONLY**

SCA 2/SCE 2 (Cont'd)		Cols 47 - 78 Continue Below	
NR	NR	NR	NR
D/T	N/R	N/B	CU ID
Local Info			

20 Date Rec'd	21 Received By (Local Cust. Mat'l)	22 Trans Ship Date	22 Ship Via	22 Ship Lbs	22 B/L Number	22 Trans Amt.
Transship Address		Telephone Co.:		Western Electric Co.:		
22		1. For detailed instructions see BSP 745-004-000. 2. Include only one material code per form. 3. For warranty returns a maximum quantity per order is allowed. See BSP 010-700-030. 4. When "Authority Number" is provided, RC-O, Geo Loc Code, RI and RGI may be omitted.		1. This is your authority to repair and return the items indicated. 2. For detailed instructions see CI 44.326. 3. When "Authority Number" is provided the Servicing Service Center uses the "SCE" order entry format and cards 3, 4 and 5 are omitted.		

PART 1 - SERVICE CENTER

(Sheet 1 of 3)
Exhibit 1

INSTRUCTIONS FOR THE PREPARATION OF FORM SD-44-326

Enter the information as called for by the callouts:

- 1 Ship to:
- Items repaired at your Serving Service Center (SC). Show the SC address.
 - Items to tranship through the SC. Show the SC address.
 - Items sent directly to the repair location. Show the address of the repair location. This may be a Western Electric (WE) address or an outside vendor address.

Example of "Ship To" information:

Western Electric Company
1717 Doolittle Drive
San Leandro, CA (ZIP if US Mail)

- 2 Requisition Number: Show the first letter of your Plant Accounting District (PAD) Geographical Code as shown in the Accounts Manual Section 8, Part G.

Example: 50-R-12345

Note: Riverside, Santa Ana and Beach Districts use the number 1. The letter L is reserved for AT&T Long Lines use.

- 3 Ship Via:
- Show "Co. Truck" for items sent to the SC.
 - Show the transportation company's name or US Mail for items shipped directly to the repair location.
- 4 Ship Lbs B/L number:
- Blank if "Co. Truck" shown in 3.
 - Show the weight of the package and the document number provided by the transportation company if shipped direct.
- 5 Originator/Telephone No.: Show the name and telephone number of the person preparing the form.
- 6 Approval/Date: Show the current date and have your Supervisor sign.
- 7 Warranty/Red Ball: Check (✓) if the item is under warranty or is a Red Ball item.
- 8 GEC Number: Show General Engineering Number 8800 if the item is a Central Office (CO) or a Large PBX plug-in item and is under warranty. Refer to Section 10 of main section.
- 9 Junked/Returned: Check (✓) the appropriate box to tell WE the disposition if the item is unrepairable.

SECTION 745-004-000PT

- 10 RC-O [(ARC) Originating]: Show the Administration Responsibility Code (ARC) of the location preparing the Form SD-44-326.
 - 11 RC-C (ARC Charged): Show *only* when the ARC to be charged is different from the ARC Originating.
 - 12 Geo Loc Code: Show the two (2) character geographical code for the location of the charged ARC or originating ARC if there is no charged ARC.
 - 13 RI/RGI: Show the letter "H" in both spaces for California locations. Show the letter "N" in the RI space and "H" in the RGI space for Nevada locations.
 - 14 FC/FRC: Show the following as appropriate:
 - Show the "X" report code when the item is charged to a Field Reporting Code.
 - Show 564X for Capital Tools and Test Sets if they are ordered to 564C.
 - Show a Function Code when the item is charged to an account as shown in Section 8 of the Accounts Manual. Precede the Function Code with the letter "F". An Environmental Code (EC) code is required if a Job Function Code (JFC) is used.
 - 15 Show the description as determined in 5.04 of the main section.
 - 16 Return to Cust. Address: Show the name and address of the location you wish the item returned to. The ZIP code *must* always be shown.
 - 17 Qty: Show the number of like items returning. See 4.08 for limitations.
 - 18 Eng Comp: Show the Formal Engineering Complaint Number if there is one.
 - 19 Cust Ship Date: Show the date the item is shipped or picked up. This should be the same date as 6.
 - 20 Customer Comments: Enter any information you feel will be helpful in servicing the item. If the trouble is intermittent, always show this. Use this space to override the 50% rule.

Note: The 50% rule says: "If the cost to repair will exceed 50% of the value, the item shall not be repaired." However, at times material that cannot be replaced needs repair. An override is appropriate for these items.
 - 21 Date Rec'd/Received By: The TELCo employee receiving the material after repair shall date and sign copy 4 of the SD-44-326. Send the signed copy 4 to the R/S&R Coordinator at the SC. WE signs in this space when they accept the order for service.
 - 22 Tranship Information: These spaces are utilized by WE, when an item is transhipped. No TELCO entries.
 - 23 Auth #: Show a Routine, Estimate, Keep Cost, etc. when needed.
- NR: Means this information is Not Required in PAC.

(Sheet 3 of 3)
Exhibit 1

Ship To: SD-44-327 COMB (6-81) SD-44-327A (6-81)		Bell System SERVICE AND RETURN ORDER PhoneCenter Store Products	
Zip		TELEPHONE COMPANY INFORMATION	
3 Ship Via	4 Ship Lbs.	4 B.A. Number	S C O R E 1 1 51 - 2 - 98765 Requisition Number
5 Originator	5 Telephone No		S C A 1 17 NR 18 NR Item Number Authority Number
6 Driver's Signature	7 Date	8 <input type="checkbox"/> Warranty 9 <input type="checkbox"/> Leased	10 <input type="checkbox"/> Customer Owned (CS) 11 <input type="checkbox"/> Maintenance Agreement
12 RC-O	13 RC-C	14 EC	15 Geo. Loc. Code
20 Material Description/Serial #		16 Auth. #	17 RI RGI 18 FC/FRC
21 REPAIR INSTRUCTIONS		19 Return to Cust. Address	
22 Dupe From Card 1		REPAIR BILLABLE	
23 Qty		REPAIR YES NO	
24 Eng. Comp.		HOUSING <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
25 Cust. Ship Date		CTU <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Customer Comments		CRADLE <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
SCA 2/SCE 2 (Cont'd)		CORD <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
NR B/T	NR N/A	NR N/B	NR CU ID
NR Local Info.		Cois 47-78 Continue Below	
DO NOT WRITE IN THIS SPACE FOR WESTERN ELECTRIC USE ONLY			
26 Date Rec'd	26 Received By (Local Cust. Mat'l)	NR Trans Ship Date	NR Ship Via
Transship Address		NR Ship Lbs.	NR B.A. Number
NR		NR Trans Amt.	NR
Telephone Co.:		Use of this Form is limited to PhoneCenter Store Products	
1. For detailed instructions see BSP 745-004-000 or PhoneCenter operations manual. 2. Include only one material code per form. 3. When "Ordering Authority Number" is provided, RC-O, Geo Loc Code, RI and RGI may be omitted. 4. Complete "Ship To" section only when using commercial carriers.		Western Electric Co.: 1. This is your authority to repair and return the items indicated. 2. For detailed instructions see CI 44.326. 3. When "Authority Number" is provided the Servicing Service Center uses the "SCE" order entry format and cards 3, 4 and 5 are omitted.	

PART 1 - SERVICE CENTER

(Sheet 1 of 3)
Exhibit 1A

SECTION 745-004-000PT

INSTRUCTIONS FOR THE PREPARATION OF FORM SD-44-327 COMB

Enter the information as called for by the call outs:

- ① Ship to:
 - Show, "Western Electric Co. SC San Leandro or Los Angeles" (as appropriate).
- ② Requisition Number: All PCS enter the Number 6.
Example: 51-6-98765
- ③ Ship Via:
 - Show "Co. Truck" for items delivered by Company Transportation
 - Show the transportation company's name or US Mail for items shipped by a commercial carrier or by US Mail.
- ④ Ship Lbs - B/L number:
 - Blank if "Co. Truck" shown in ③.
 - Show the weight of the package and the document number provided by the transportation company.
- ⑤ Originator/Telephone No.: Show the name and telephone number of the person preparing the form.
- ⑥ Driver's Signature: Have the driver or the person picking up the material sign copy 6.
- ⑦ Date: Show the date the form SD-44-327 was prepared.
- ⑧ Warranty: Check (✓) if the item is under warranty.
- ⑨ Leased: Check (✓) if the item is leased (not Customer Sale [CS]).
- ⑩ Customer Owned: Check (✓) if the item is a CS item.
- ⑪ Maintenance Agreement: Check (✓) if the item is covered.
- ⑫ RC-O (ARC Originating): Show the ARC of the location preparing the Form SD-44-327.
- ⑬ RC-C (ARC Charged): Show only when the ARC to be charged is different from the ARC originating.
- ⑭ EC: Environmental Code (EC) is shown only if a Job Function Code (JFC) is shown in 18.
- ⑮ Geo Loc Code: Show the two (2) character geographical code for the location of the charged ARC or originating ARC if there is no charged ARC.
- ⑯ Auth. #: Used for additional identification, such as parcel numbers, routine orders, etc. Enter the tracking code if there is one.

**(Sheet 2 of 3)
Exhibit 1A**

- 17 RI/RGI: Show the letter "H" in both spaces in California. Show the letter "N" in the RI space and the letter "H" in the RGI space for Nevada locations.
- 18 FC/FRC: (Function Code/Field Reporting Code) Show the Function Code for the Account and sub-account assigned to the materials returning. The letter "F" must precede the Function Code.

Example: FC F5H00 equals Acct 124-711

Note: Account and Function Code information is given in Section 8, part D of the Accounts Manual.

- 19 Return to Cust Address: Show the name and address of the location you wish the item returned to. The ZIP code must always be shown.
- 20 Show the description as determined in 5.04 of the main section.

Example: Using the Supplies Catalog a correct description for a DLT is: Set Tel 2881C101 (*Chestphone**)

- 21 Repair Instructions: Show (✓) the components the customer wishes to have repaired. Also check (✓) whether the repair is billable or not billable.
- 22 Qty: Show the quantity of items returning. *Design Line* Tel Sets are limited to one per Form SD-44-327.
- 23 Eng. Comp.: Reserved for future use.
- 24 Cust Ship Date: Show the date the item is shipped. Should be the same as 7.
- 25 Customer Comments: Use this space to enter any information you feel will help or you need. If the item is initially defective, always show this.

Suggestion: The MM staff believes that if a General Engineering Complaint is assigned to the item, the GEC should be shown.

Note: GEO 0800 is assigned for initially defective DLTs. GEO 0900 is assigned for other warranty repairs.

- 26 Date Received/Received By: The Telco employee receiving the material, after repair, shall date and sign copy 4 of the SD-44-326. Send the signed copy 4 to the R/S&R Coordinator at the SC. WE signs in this space when accepting the order for service.

R/S&R Coordinator at

- | | |
|--|---|
| <ul style="list-style-type: none"> • Northern California — 1661 Doolittle Drive – Annex San Leandro, CA 94577 (415) 351-3550 | <ul style="list-style-type: none"> • Southern California — 2420 Yates Avenue Los Angeles, CA 90040 (213) 726-5897 |
|--|---|

NR: Means this information is Not Required in PAC.

* *Trademark of American Telecommunications Corporation.*

REQUEST FOR ITEM ADDITION TO THE SERVICE AND RETURN PLAN

TO: DIST. MGR. INV. ADMIN.

Street

Town State Zip

Please add the following item to:

Service and Return

Report Code

Red Ball

Description:

Reason:

Expected quantities to be returned per month: _____

Cost: _____

Non WE Repair Location _____

SIGNED _____ Date _____ Tel. No. _____

Exhibit 2

RETURN TO: SUPPLIES SUPERVISOR

Street _____

Town _____

State _____

Zip _____

We agree to add this item to:

Service and Return

Red Ball

Standard cost: _____

We do not agree to add this item to:

Service and Return

Red Ball

REASON:

SIGNED: _____

Exhibit 3



TEST EQUIPMENT REPAIR TAG

P2161-RB-(4-78)
(Ref BSP 745-004-000)

FOR PLANT DEPT. USE THE PAC. TEL. & TEL. CO.

SERVICE & RETURN ORDER NO. _____ DATE _____

RETURNED BY _____ PICK-UP NO _____

ADDRESS _____

ITEM _____ SERIAL NO _____

REASON FOR RETURN: CALIBRATE * OTHER *

*EXPLAIN _____

FORMANS CRAFT NO _____ ACCT
OR AREA NUMBER _____ CODE

RETURN SERVICED EQUIPMENT TO

NAME _____ TEL NO _____

STREET _____

CITY _____ DIV _____

FOR W. E. CO. USE

SHOP ORDER NO. _____ REPAIRS TO BE MADE BY

W. E. CO. _____ OUTSIDE _____
(Name)

WORK DONE _____

MET CALIBRATION REQUIREMENTS YES NO

DATE COMPLETED _____ REPAIRED BY _____

FIELD COPY

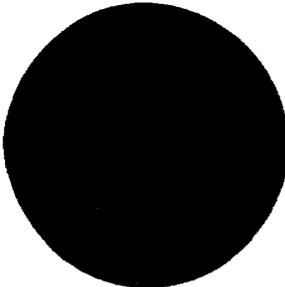
ATTACH TO EQUIPMENT - DO NOT REMOVE TAG

Red Ball Tag
Exhibit 4

 Pacific Telephone
Nevada Bell

P2161-SR(8-78)
(Ref BSP 745-004-000PT)

FROM _____



Ship To: Pacific Telephone
Supplies

- 2420 Yates St., Los Angeles
- 1661 Doolittle Drive, San Leandro

**DELICATE EQUIPMENT
HANDLE WITH CARE**

Shipping Label for Red Ball
Exhibit 5

 Pacific Telephone
Nevada Bell

P2161-1SR (8-78)
(REF: BSP 745-004-000PT)

FROM _____

SHIP TO: PACIFIC TELEPHONE
SUPPLIES

2420 YATES STREET
LOS ANGELES

1661 DOLITTLE DRIVE
SAN LEANDRO

DELICATE EQUIPMENT — HANDLE WITH CARE

Shipping Label for Service and Return
Exhibit 6

SUPPLY -- Returned Material -- Service and Return (Red Ball & Other) -- Service Query/Follow-Up

(Service Center) _____, 1979
(DATE)

TO: WESTERN ELECTRIC COMPANY
PLANT SERVICE, DEPARTMENT

c/o _____
(NAME)

(ADDRESS)

FIELD NOTIFIED DATE: _____ NAME: _____
FOR PACs USE

FIRST REQUEST SECOND REQUEST THIRD REQUEST

RE: R/S & R Order: Form SD-44- _____ No. _____, Dated _____

This is a request for action indicated with check mark below.

REPLY DUE _____
(DATE)

- OVERDUE -- What is the status? (Late, Beyond Normal Repair Interval)
- MATERIAL NOT RECEIVED BACK FROM WECO OR OUTSIDE VENDOR -- Please Trace
- PARTIAL SHIPMENT RECEIVED -- Please Trace. (Describe)
- OTHER: _____

Please return reply to:
Pacific Telephone, RS&R Coordinator

c/o _____, Room _____
(NAME)

(ADDRESS)

WECO REPLY: _____

SIGNED -- WECO.

DATED