

**PACKAGING REQUIREMENTS  
FOR SHIPPING PLUG-INS  
TO A REPAIR VENDOR**

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1. GENERAL

- 1.01 This practice provides instructions, sets forth guidelines and procedures to be implemented by the Plug-In Central Stock warehouse when shipping plug-ins to a repair vendor location.
- 1.02 Whenever this practice is reissued, the reason(s) will be specified in this paragraph.
- 1.03 Packaging requirements as defined in this practice shall mean a specification that establishes packaging, palletization, labeling, container markings and Electrostatic Discharge (ESD) requirements for plug-ins being transported to a repair vendor location.
- 1.04 A "Flowchart of Activities" (Refer to Exhibit 1) sequences the steps to be followed when packaging plug-ins to be transported to a repair vendor.

2. PURPOSE

- 2.01 The narratives in this practice establishes standards for packaging plug-ins for shipment to a repair vendor location.
- 2.02 Adherence to these procedures will ensure uniformity, consistency and create a systematic process of packaging plug-ins for shipment to a repair vendor location.
- 2.03 It is not the intent that these procedures replace supervisory functions or responsibilities for making application judgements in the best interest of the Company.

3. DEFINITIONS

- 3.01 This section provides definitions pertaining to terms and acronyms used in this document.
  - a. Plug-In - A portable electronic-sensitive piece of central office equipment that can be installed or

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removed from a larger piece of equipment and makes electrical connections to its circuit elements through the use of friction contacts. A plug-in is also referred to as a circuit pack.

- b. Bill of Lading - A Southwestern Bell Telephone Company standard form (FASW6152A) utilized to record pertinent accounting data relative to the transporting of materials to a destination.
- c. Electrostatic Discharge - A "Zap" caused by a sudden release of accumulated electrical charge on an object or a person to another object or person having a different potential static charge or to a ground.
- d. Unit Container - An anti-static carton used to pack, store and transport plug-ins.
- e. Repair Service Order - A Southwestern Bell Telephone Company standard form (SW1770A) utilized to send circuit packs to a vendor for repair or modification.
- f. Shrink-Wrap - A strong cellophane wrapping used to secure a load to a pallet.
- g. Shipping Container - The final container used to store, pack and transport unit packages.
- h. Transportation Control Center (TCC) - A General Headquarters support group that arranges for carrier pickup/delivery services to Southwestern Bell Telephone Company locations.

#### 4. RESPONSIBILITIES

- 4.01 The PICS warehouse management team is responsible for:
  - a. Ensuring that plug-ins packed/packaged for shipment are damage-potential resistant.
  - b. Training/Developing warehouse personnel on the contents of this document.
  - c. Ensuring procedures are adhered to in accordance

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with guidelines as set forth in this document.

- d. As needed, notifying the Manager-PICS Warehouse Methods of required changes to the guidelines as set forth in this document.

**5. REPAIR SERVICE ORDER AND CIRCUIT PACK VERIFICATION**

- 5.01 The warehouse supplies attendant should verify the HECI's, quantities, warranty dates and product change notices (PCN's) on the units against the repair service order for accuracy and completeness.

**6. PROTECTION FROM DIRECT ESD EVENTS**

- 6.01 In accordance with Southwestern Bell Telephone Practice, SW 010-700-901, the warehouse management personnel should make every attempt to ensure that the Supplies Attendant perform their responsibilities in a electrostatic discharge (ESD) guarded environment. Warehouse personnel handling and packaging defective circuit packs should protect them against damage from direct ESD energy.
- 6.02 Defective circuit pack(s) awaiting repair should be handled in a ESD sensitive manner to prevent the occurrence of further damage. Thus, the same precautionary measures used for good circuit packs should be adhered to when handling defective circuit packs. When packaging defective circuit packs the supply attendant should wear properly grounded wrist straps. This activity should be performed at a work station equipped with a conductive tablet mat and the circuit packs should be handled by the faceplate to avoid ESD damage from occurring.
- 6.03 All ESD prevention materials such as wrist straps, table mats, floor mats, etc., used at the PICS warehouse must be tested at least once daily to ensure continuity.

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## 7. PACKAGING SPECIFICATIONS

- 7.01 The warehouse supplies attendant shall pack the defective plug-ins in the appropriate sized electrostatic discharge (ESD) resistant packages. The packages should be placed in a shipping container. It is recommended that the shipping container be a durable corrugated box with dimensions no greater than 24" X 48". The weight of the shipping container filled should not exceed 75 pounds. For heavy and awkward sized plug-ins, precautionary measures should be taken to ensure that these plug-ins are adequately packaged to prevent electrostatic discharge and physical damage from occurring during shipment. If applicable, electrostatic discharge resistant cushioning material should be used to fill void spaces in the shipping container. If the shipment requires multiple shipping containers, the supplies attendant should distribute the shipment into equal parts and pack the unitized plug-ins into separate shipping containers as outlined in paragraph 6.01.
- 7.02 In some instances, adherence should be given to certain supplier requirements whereby Southwestern Bell Telephone Company is required to send defective units back to the vendor in the original or similar package.

## 8. PALLETIZATION

- 8.01 When practical, and quantity permitting, the shipping containers should be shipped to a vendor's location firmly secured to a pallet.
- 8.02 When palletizing, the warehouse supplies attendant should make an attempt to secure the load to a 42" X 42" pallet; however, any reusable pallet may be used providing it can be easily maneuvered by a fork-truck operator or pallet jack.
- 8.03 The warehouse supplies attendant should ensure that the load of the pallet is approximately 46" in height and the weight does not exceed a maximum weight of 2,500 lbs
- 8.04 On palletized shipments of mixed repair service order requisitions, the Supplies Attendant should arrange and

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group like requisition numbers together in order to ease the sortation process at the repair vendor location.

- 8.05 The warehouse supplies attendant should properly arrange and secure the load to the pallet by using non-metallic strapping or shrink wrap.

9. CONTAINER MARKINGS

- 9.01 In a single container shipment, Part 3 and 4 of the Repair Service Order (RSO) should be placed in a clear shipping envelope with the vendors name and address visible and affixed on the topside of the container and the container should be labeled with the marking "PACKING SLIP ENCLOSED."
- 9.02 Additionally, in the case where the RSO requires multiple shipping containers, they should be packaged properly and banded together and labeled individually by requisition number, carton number and carton count (i.e., box 1 of 4, 2 of 4, 3 of 4, 4 of 4). Parts 3 and 4 of the RSO and associated activities should be handled as described in paragraph 9.01.
- 9.03 Part 1 and 2 of the RSO should be distributed to the proper SWBT entities for filing and retention.

10. LABELS

- 10.01 All shipping containers carrying electrostatic sensitive plug-ins should be clearly marked with an ESD label. This label should be affixed to the top and one (1) side or end of the container. (Refer to Exhibit 4)
- 10.02 All shipping containers carrying plug-ins should be clearly marked with a "FRAGILE" label. This label should be affixed to the top and on one (1) side or end of the container. (Refer to Exhibit 5)

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11. BILL OF LADING

11.01 The supplies attendant should use the Southwestern Bell Telephone Company Bill of Lading (FASW6152A) as the document to record all pertinent information relative to transporting the plug-ins to the repair vendor location. (Refer to Exhibit 3). A detailed itemized Bill of Lading must be completed for any shipment leaving Southwestern Bell Telephone Company. A Bill-of-Lading must also accompany vendor pickup shipments.

12. TRANSPORTATION CONTROL CENTER

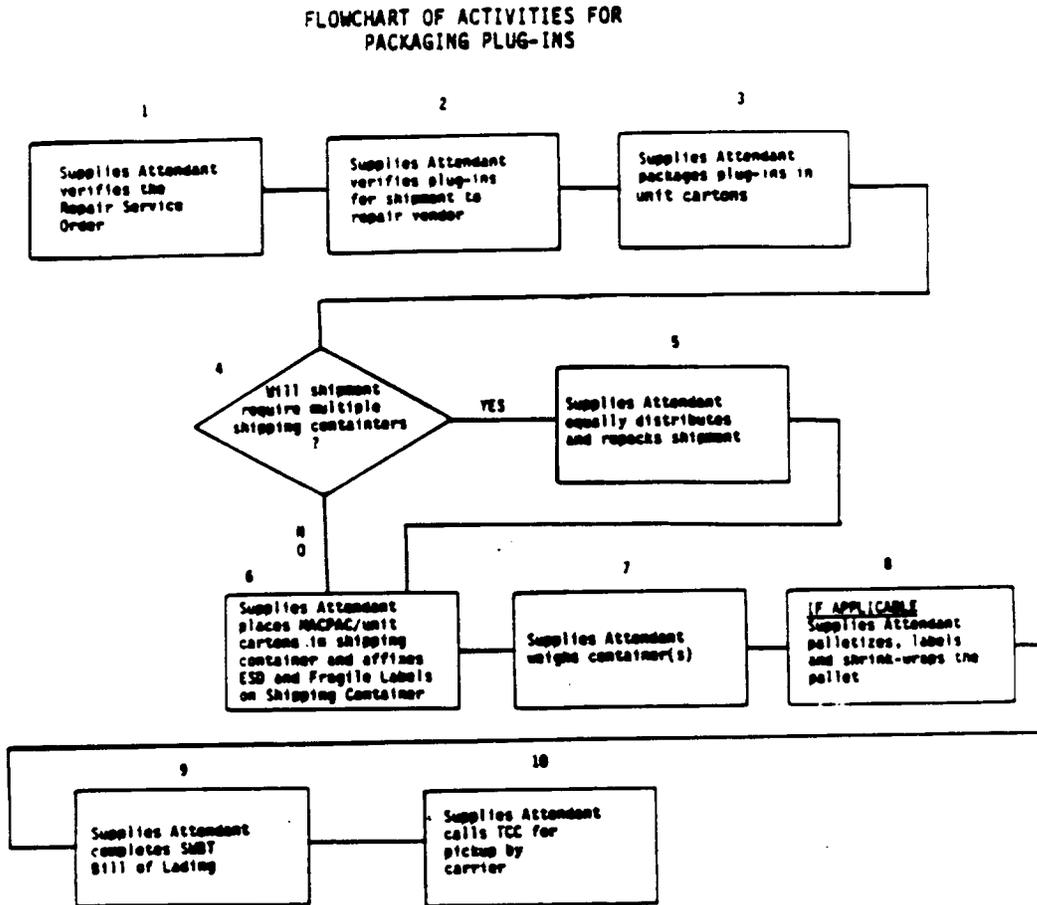
12.01 When practical, the supplies attendant should contact the Transportation Control Center (TCC) in order to arrange for carrier pickup/delivery service.

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EXHIBIT 1

FLOWCHART OF ACTIVITIES FOR  
PACKAGING PLUG-INS



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EXHIBIT 2

**SOUTHWESTERN BELL TELEPHONE  
REPAIR SERVICE ORDER**



**Southwestern Bell Telephone  
Repair Service Order**

			Order No. _____		
Services Requested <input type="checkbox"/> Repair <input type="checkbox"/> Modify <input type="checkbox"/> Test And Calibrate <input type="checkbox"/> Other (Specify) _____					
Quantity	Material Description				CLEI™
Under <input type="checkbox"/> Warranty		Shipping Information			
Ship Date		Ship Via	Ship Lbs.		B/M Of Lading No.
Originator		Tel. No.	Product Change Notice No.		Approval
Vendor Purchase Agreement No.		Customer Comments			Vendor Reference No.
Contracted Pricing In Effect <input type="checkbox"/> Yes <input type="checkbox"/> No					
Ship To Address			Billing Address If Different Than Contract/Return To Address		
Return To Address			Return Information		
			Modified Qty	Ship Qty	Junk Item Mfg. Dates
			Repaired Qty	Junk Qty	
No Trouble Qty	Credit Qty				
Unrepairable Equipment <input type="checkbox"/> Return <input type="checkbox"/> Junk <input type="checkbox"/> Contact Originator			Customer Receipt Signature		Date
Shop Comments (Identify Partial Shipments)			TELEPHONE COMPANY INSTRUCTIONS 1. Include only one material description per order. 2. Detailed instructions for preparing this form are contained in BCP 745-004-000 SW. <b>ATTENTION: SERVICING VENDOR</b> 1. This is your authority to service/repair and return the items indicated. 2. This is your authority to invoice or credit for service under our contract. 3. If material is not received within one week of ship date please notify originator for tracer.  <small>Furnish in Accordance with the Terms and Conditions Herein and on the Reverse side Hereof. However, If This Applied Against A Contract Agreement Already Executed Between Us, The "Terms And Conditions" of The Agreement Shall Preval. All Exhibits Referenced Herein and Attached To Are Made Part of The Order.</small>		

DUPLICATE--ADMINISTRATIVE RETENTION ONLY

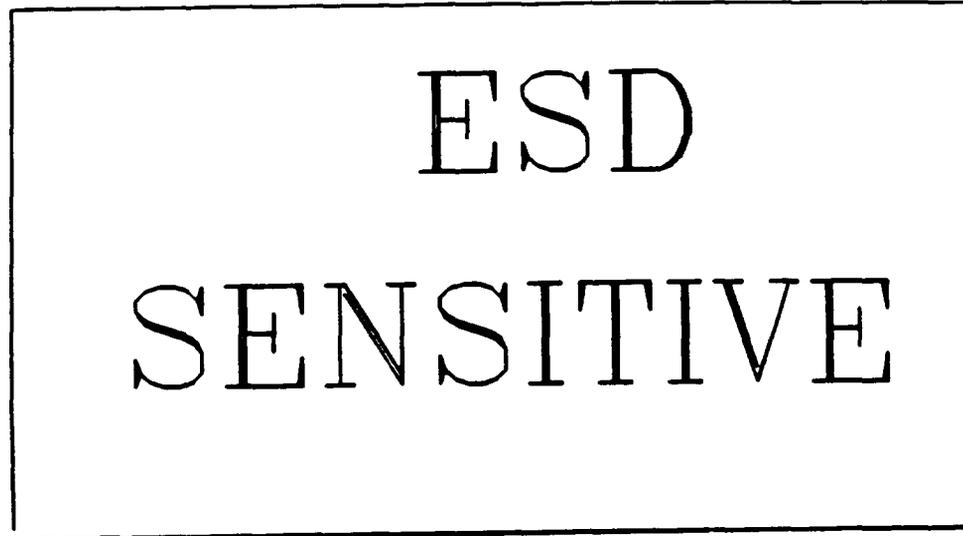
LOCAL PURCHASING OFFICE OR VENDOR AUTHORIZATION

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EXHIBIT 4

ESD LABEL



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EXHIBIT 5

FRAGIL LABEL



FRAGILE

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