

## TRAINING OUTLINE—SUPPLY FORCES

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14. TRAVEL CARD PLAN—C STOCK . . . . .	18	1.01 This section provides a complete outline of information which is recommended for training of Supply employees along with a cross-reference to standard source materials as appropriate.	
15. TURNAROUND PLAN . . . . .	19	1.02 This section is reissued to:	
16. KIT PLAN . . . . .	20	(a) Improve the job knowledge and skills of all Supply employees	
17. OPERATION OF MOTOR VEHICLES AND MECHANIZED EQUIPMENT . . . . .	20	(b) Help determine and record the training needs of all Supply department employees performing specific supply job functions using a matrix (see Exhibit I)	
18. PROTECTIVE PACKAGING . . . . .	21		
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**NOTICE**

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## SECTION 740-001-000

- (c) Provide a list of available source material to help improve the job skills and knowledge needed to perform specific supply job functions
- (d) Encourage the use of the various media available to improve job performance and efficiency
- (e) Provide Operating Companies with the supply training material presently used in various Bell System Companies.

**1.03** Initially, every employee should be given training in supply terminology (see Part 2, GLOSSARY), safety, and security and be exposed to an overview of total Supply department operation which should include a tour of a Service Center. (See Parts 2 through 5.)

**1.04** The job titles in supply operations encompass many skills and many job functions. These skills and functions are basically the same in all companies. However, supply methods vary in each company because of contract commitments, population density, geographic locations, distance from the Service Center, etc. Training must be tailored to meet the needs of a particular company. Each company is encouraged to develop its own training program. It should be structured to ensure that each employee is exposed to the same training and that each employee is able to function at the maximum level of proficiency.

**1.05** Individual skills and initiative of Supply employees must be developed. A team effort is needed if the Supply department is to meet its commitment to serve at a cost consistent with sound business practices.

**1.06** The matrix shown in Exhibit I suggests the training needed if a Supply employee is to perform effectively in the job assignments listed.

**Note:** In Exhibit I, note that all the Supply employees should be offered training in the first four categories. (See Parts 2 through 5.)

**1.07** Exhibit II is an example of how to use a blank matrix form to plot and record the training progress of any Supply employee. In the example, John Jones is to be trained as a platform worker. The "Xs" under the PLATFORM column indicate that John should be exposed to the training

suggested in four basic parts (2 through 5) of this section plus Parts 7, 8, 9, 11, 12, 17, and 19 of this section.

**1.08** Part 7 suggests that John read Section 744-002-001. John should also be exposed to the training material which is suggested in Parts 31.01(C), 34.01(E), 34.01(F), 35.01(D), and 35.01(E). It will be necessary for John to study Parts 8, 9, 11, 12, 17, and 19 in the same manner. With the knowledge acquired and proper supervision, John should become a capable platform worker.

**1.09** Experience and local conditions might suggest deviating from the basic format. For this reason, a blank matrix sheet (Exhibit III) is provided and should be duplicated and modified as needed. As additional source material is accumulated, it should be added to those already listed.

## 2. GLOSSARY

**2.01** Following is a glossary of terms commonly used and needed by Supply employees.

**Alpha Book:** List of all items of supply stored in computer.

**Audit Trail:** Any means by which a tracking or follow-up on the processing of paper work flow or other activity is accomplished (ie, requisitions, claims, service orders, etc)

**AX Material:** Material sold to or purchased from another Telephone Company.

**Back Order:** Failure to ship a valid order, due to the item ordered not being in stock.

**Cargo Container (Cargo Cages):** A cage which can be locked. Approximately 5 × 4 × 6 feet, mounted on wheels. Used to transport TELCO supplies from a Service Center to a field location by truck or trailer.

**Class C:** Material owned by the Telephone Company, held by Western Electric Company in one of three conditions:

- (a) Unrepaired
- (b) In the process of being repaired
- (c) Stock ready for use.

NAME: \_\_\_\_\_  
 DATE: \_\_\_\_\_

BENEFIT DATE: \_\_\_\_\_  
 TIME IN CRAFT: \_\_\_\_\_

PART	CONTENTS	CLERICAL	SUPPLY PERSON				SPECIFIC TRAINING			
			PLATFORM	CHAUFFEUR	STORE KEEPER	RETURN GOODS SORTER	CABLE TRUCKMAN	TRACTOR-TRAILER OPERATOR	FORK LIFT OPERATOR	MOVER BOOTHS PBX, ETC.
2	GLOSSARY	X	X	X	X	X	X	X	X	
3	SAFETY	X	X	X	X	X	X	X	X	
4	SECURITY	X	X	X	X	X	X	X	X	
5	SUPPLY OVERVIEW	X	X	X	X	X	X	X	X	
6	ORDERING MATERIAL	X			X					
7	RECEIVING RECEIPTING		X	X	X					
8	STAGING		X	X	X					
9	DISCREPANCIES	X	X		X					
10	CLAIMS	X								
11	LOADING TRUNKS		X	X		X			X	
12	RETURN MATERIAL		X	X	X	X				
13	C STOCK MAINTAINED					X				
14	TRAVEL CARD					X				
15	TURNAROUND PLAN				X					
16	KIT PLAN				X					
17	M. V. & EQ. OPERATOR			X		X	X	X	X	
18	PROT. PACKAGING				X	X				
19	HANDLING MATERIAL		X	X	X	X				
20	MAINTAINING STOREROOM				X					
21	ACC'T. CODES	X			X					
22	FOLLOW-UP DATE									

Appropriate job titles should be substituted in this matrix to better serve your individual needs.

Exhibit I

SECTION 740-001-000

NAME: John Jones  
 DATE: 3/10/76

BENEFIT DATE: 2/10/72  
 TIME IN CRAFT: 1 Mo

PART	CONTENTS	CLERICAL	SUPPLY PERSON				SPECIFIC TRAINING			
			PLATFORM	CHAUFFEUR	STORE-KEEPER	RETURN GOODS SORTER	CABLE TRUCKMAN	TRACTOR-TRAILER OPERATOR	FORK LIFT OPERATOR	MOVER BOOTHS PBX, ETC.
2	GLOSSARY		X							
3	SAFETY		X							
4	SECURITY		X							
5	SUPPLY OVERVIEW		X							
6	ORDERING MATERIAL									
7	RECEIVING RECEIPTING		X							
8	STAGING		X							
9	DISCREPANCIES		X							
10	CLAIMS									
11	LOADING TRUCKS		X							
12	RETURN MATERIAL		X							
13	C STOCK MAINTAINED									
14	TRAVEL CARD									
15	TURNAROUND PLAN									
16	KIT PLAN									
17	M. V. & EQ. OPERATOR		X							
18	PROT. PACKAGING									
19	HANDLING MATERIAL		X							
20	MAINTAINING STOREROOM									
21	ACC'T. CODES									
22	FOLLOW-UP DATE		RJB 3/29/76							

Appropriate job titles should be substituted in this matrix to better serve your individual needs.

Exhibit II

NAME: \_\_\_\_\_  
 DATE: \_\_\_\_\_

BENEFIT DATE: \_\_\_\_\_  
 TIME IN CRAFT: \_\_\_\_\_

PART	CONTENTS								
2	GLOSSARY								
3	SAFETY								
4	SECURITY								
5	SUPPLY OVERVIEW								
6	ORDERING MATERIAL								
7	RECEIVING RECEIPTING								
8	STAGING								
9	DISCREPANCIES								
10	CLAIMS								
11	LOADING TRUCKS								
12	RETURN MATERIAL								
13	C STOCK MAINTAINED								
14	TRAVEL CARD								
15	TURNAROUND PLAN								
16	KIT PLAN								
17	M. V. & EQ. OPERATOR								
18	PROT. PACKAGING								
19	HANDLING MATERIAL								
20	MAINTAINING STOREROOM								
21	ACC'T. CODES								
22	FOLLOW-UP DATE								

Exhibit III

**SECTION 740-001-000**

**COMCODE:** Common identification code for materials. A system by which a series of numbers is assigned to all items (stock and nonstock) to further enhance and aid in controlling material procurement.

**CR:** Materials previously refurbished requiring no shop work or repairs and returned directly to C stock.

**CRT:** A cathode ray tube display terminal device used for feedback from a computer.

**Cutting Length:** The predetermined lengths of cable to be cut by Western Electric. Stated on both Telephone Company internal and Telephone Company/Western Electric ordering documents.

**Cut-Off Time:** The final time at which various order, material, or information flow into the computer is stopped.

**Dirty Ticket:** A DPR/SD-540 that has been manually altered showing a change in the order (ie, quantity, type, class, etc).

**DIS:** Distribution information system (a computer system).

**Disk File:** A magnetic disc storage file, used to store information and data in computerized supply systems.

**DRP (SD 94-540.6):** Data processing requisition. The 6-part document generated by Western Electric order processing system is used by the Telephone Company and Western Electric for order processing and as a requisition. (See M-250 and/or Order Invoice Plan.)

**Emergency Requisition:** A requisition for material or supplies needed to meet an emergency condition, such as an out-of-service condition or due dated order. Stock items can be ordered using DATA-PHONE® facilities or telephone. Nonstock items require a manually prepared requisition. All emergency orders require supervisory intervention.

**Field Stock:** Material and apparatus purchased and shipped to the Telephone Company and held in other than a Western Electric location for current or future use (includes unprocessed returned material).

**Functional Accounting:** A systemwide accounting concept that allows for cost development of all Telephone Company activities by function.

**Item:** Refers to specific piece of material listed on a requisition (order) placed with Western Electric Company.

**Item Number (Item Address):** A 7-digit number, assigned to all stock items, that is stored in the disk file.

**Keep List:** A list that designates the quantities and kinds of material to be kept or placed into class C upon return to the Service Center.

**Leading Demand:** A telephone set ordering and usage technique designed to minimize field investment levels of telephone sets. (See Section 680-400-023.)

**Loop Closure:** The final activities involved in completing the daily cycle of business required to process Telephone Company material or orders and to update the Western Electric computer records.

**Major Items:** Telephone sets and apparatus.

**MCF:** Million conductor feet (ie, cable).

**Minor Items:** Transmitters, backboards, etc.

**M Material:** New material returned from field to C stock.

**MMP:** Minor material plan. (See Section 740-002-000.)

**MOF:** Material ordering form.

**Nonstock:** Any material not a stock item at a particular Service Center, ordered direct from the supplier or another Western Electric facility.

**OAN:** Order authority number.

**Order Invoice Plan (OIP):** See Section 743-002-000, M-250, and DPR/SD-540.

**Overstock:** A condition existing when the material quantity level exceeds a predetermined maximum inventory level.

**PA:** Pattern accounting. A simplified method of determining proper account codes by mechanical means based on usage.

**P & E:** Price and extension list. A computer-generated report showing Telephone Company transaction summarizing the activity by quantity and price, used to verify accuracy of prices stated in the transaction between the Telephone Company and Western Electric.

**PIC:** Plug-in coordinator. A plan for controlling the investment and use of central office plug-in equipment (solid state) circuit boards.

**Piece:** A piece is a carton, bag, bundle, or hamper containing one or more items of material ordered from Western Electric.

**Printout:** A report or listing of data and information that is printed mechanically by computer from computer records.

**RMC:** Return material card. (See Section 745-001-000 and M-250.)

**RMN:** Return material notice. A document used to expedite the return of material from the field (ie, material not covered under the Travel Card Plan).

**RMTO:** Return material trucking order.

**Salvage:** High and low value types of junk.

**SAS:** Supply automation system. A computer system designed to expedite delivery of telephone supplies from Western Electric to TELCO.

**Service Center:** A Western Electric facility where supply items are warehoused and, in addition, shop facilities are available to refurbish used equipment.

**Shop Schedule:** A schedule of proposed shop repair activities usually derived from information in the computer file and mechanically produced, but can be a manually produced schedule. (See Sections 741-002-001 and 741-002-002.)

**S & R:** Service and return including Red Ball, capital tools, equipment, and plug-in units returned for repairs and calibration.

**SRP:** Set recovery plan. (See Section 680-400-014.)

**Staging:** The process of locating supplies in a specific location within a Service Center, tranship location, or storeroom. Thus located, they can be readily identified, stacked, and counted either on a pallet, in a cargocontainer, or in a pile which is made ready for shipping or use.

**Standard Package:** The smallest packaged quantity of an item as received by Western Electric from its vendors or suppliers for sale to the Telephone Company (ie, screws—10 per package; telephone set—1 per box, etc).

**Stock Item:** Any item stocked by Western Electric at the Service Center (or satellite) that may normally be ordered by using DATA-PHONE facilities.

**Stock List:** A list showing items stocked and their prices, suppliers, etc (a Western Electric document).

**Stock Maintainer:** The Western Electric employee immediately responsible for Western Electric inventory levels and resupply of material as it is used from stock.

**TAL:** Ticket or truck audit list. A manually prepared sheet which lists truck stops, requisition numbers, and pieces by bag, carton, hamper, and reels.

**TELCO:** A specific Telephone Company such as New York Telephone, Bell Telephone Company of Pennsylvania, etc.

**Travel Card:** Cards associated with RMC and MMP.

**TRL:** Printout of requisitions for a particular day in a predetermined sequence by truck stop number.

**Turnaround:** A rapid recovery of telephone sets that do not necessitate a complete or major repair operation. Sets which are refurbished by TELCO at field locations.

**WECO:** Western Electric Company.

**Zero-Day—Due Date:** Reference to business due for completion in the current day (ie, orders, requisitions, etc).

**SECTION 740-001-000**

**3. SAFETY**

3.01 An outline of material to be covered with  
Supply employees regarding safety follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<b>SAFETY</b>		
A. Bell System Accident Prevention Plan		36.01(F)
1. Explain		36.01(O)
B. OSHA (Occupational Safety & Health Standards)		36.01(G)
1. Explain		36.01(H)
C. Responsibilities for Preventing and Reporting Accidents — AT&T Safety Results Plan		35.02
1. Company		35.01(B)
2. Employee		
D. Accident Prevention Plan (Supply)		35.02
1. Identify Needs		
2. Train		
3. Observe		
4. Commend		
5. Correct		
E. Operation of Power Equipment (See Part 17.)		36.01(Q)
F. Protective Equipment		
1. Gloves		
2. Goggles		
3. Glasses	081-020-011	35.04(C)
4. Footwear	620-155-010NJ	36.01(I)
5. Hard Hats	081-020-010	
G. Tools		
1. Proper Use		
2. Inspection		
H. Lifting		36.01(N)1
1. Proper Techniques		36.01B, 33.02
I. Houskeeping		35.01(B)
1. Slippery Floors		36.01(F)3, 36.01(N)2 36.01(F)4
2. Tripping Hazards		
3. Proper Storage		
4. Lighting	744-005-001	
5. Fire Prevention	010-105-001	
6. First Aid Supplies	010-100-001	

## 4. SECURITY

4.01 An outline of information to be covered regarding security follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
SECURITY		
A. Company Policy (General)		36.01(M)
1. Company Property		
2. Company Buildings		
3. Privacy of Communications		
4. Company Records		
5. Company Funds		
6. Conflict of Interest		
7. Espionage and Sabotage		
8. Employee Bond		
9. Identification Cards		
B. Procedures for Building Security	744-005-001 744-006-001	
1. Lights		
2. Storage of Salvage		
3. Material & Tools		
4. Yard Storage		
5. Access (doors & gates)		
C. Ordering Controls & Procedures	743-003-901CP	36.01(A) 31.01(B)
1. Authority Cards		
2. Maximums		
3. Billing		
4. Etc.		
D. Accountability		35.01(A)
1. Time Reporting		
2. Material		

**SECTION 740-001-000**

**5. OVERVIEW OF SUPPLY OPERATIONS**

5.01 An outline of information to be covered regarding an overview of supply operations follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
OVERVIEW OF SUPPLY OPERATIONS		32.01(A)
A. Presentation of Higher Management		35.03
B. Organization Structure (Supply)		
1. WECO		
2. TELCO		
3. Outside Supplier		
C. Purpose		
1. Support Customer Services		
a. Storerooms		
b. Centralized Storerooms		
c. Service Centers		
d. MV Fleet		
D. Volume		
1. Items Stocked		
2. Dollar Volume		
3. Orders Processed Daily		
E. Personnel		
1. Training		
a. Safety		
b. Security		
c. Job Skills & Functions		
F. Objectives		
1. Provide Material & Equipment		
a. Proper Time, Place, Amount, & Type		
2. Proper Accounting & Billing		
3. Maintain Inventory		
G. Tour of Service Center		
1. Ordering Material		
2. Selection Process		
3. Shipping Platform		
4. Return Material Operation		
H. Opportunities & Benefits		36.01(P)
1. Upgrade & Transfer		
2. Tuition Plan		
3. Pension Plan		
4. Sickness Benefits		
5. Hospitalization & Dental Plan		

**6. ORDERING MATERIAL**

6.01 An outline of information to be covered regarding ordering of materials follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<b>ORDERING MATERIAL</b>	742-002-001	
<b>A. Order Invoice Plan (OIP)</b>		
1. Catalog of Supplies	741-003-001	36.01(A)
a. Code Ordering Numbers	743-002-005	31.01(A)
2. DATA-PHONE Facilities	743-002-001	31.01(B)
a. Ordering Procedures	743-002-002	35.01(C)
3. Computer Printouts	744-002-001	32.01(B)
a. SD-92-540 (DPR) Data Processing Requisition		34.01(A)
b. Truck Route List (TRL)		
c. Back Order List		34.02(L)
<b>B. Handwritten Requisitions</b>		
1. Nonstock Items		35.01(C)
a. Direct Shipment		31.01(A)
2. Emergency Orders	740-001-901PA	
a. Nonstock Items — Direct Shipment	743-002-004	
b. Stock Items — Computer Ordered		

**7. RECEIVING AND RECEIPTING FOR SUPPLIES**

7.01 An outline of information to be covered regarding receiving and receipting for supplies follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 39 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<b>RECEIVING AND RECEIPTING FOR SUPPLIES</b>	744-002-001	31.01(C)
<b>A. At Telco Platform or Tranship Location</b>		
1. Piece Count	680-400-022	34.01(E)
2. Truck Route List		35.01(D)
3. Truck Audit List (Manually Prepared)		35.01(C)
4. Part III or IV of SD-540		
5. Discrepancy Report E5667		

**SECTION 740-001-000**

**7. RECEIVING AND RECEIPTING FOR SUPPLIES (Cont)**

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
B. At Final Destination 1. Piece Count 2. Item Count 3. Part IV of SD-540 4. Discrepancy Report (E5667)  C. Audit Trail (Paper Flow) 1. SD-540 (6-Part Form)  D. Material Flow 1. Selection 2. Transfer of Ownership 3. Staging 4. Transporting	744-002-901CP	34.01(F)

**8. STAGING**

8.01 An outline of information to be covered regarding staging follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 39 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<b>STAGING</b>  A. Staging Supplies at the Shipping Platform at the Service Center 1. Locating the Proper Staging Area by Truck Route 2. Stacking and Banding Equipment and Material on Pallets 3. Loading Cargo Containers 4. Staging Individual Pieces 5. Utilizing Controls a. TRL b. TAL c. SD-540 6. Random Checks	744-002-001 744-005-001	34.01(C)  34.01(D)

## 8. STAGING (Cont)

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
B. Staging Supplies in a Work Center <ol style="list-style-type: none"> <li>1. Locating Staging Area by Work Force and Foreman's Group</li> <li>2. Stocking the Material in Designated Area or on an Individual Motor Vehicle</li> <li>3. Utilizing Controls               <ol style="list-style-type: none"> <li>a. TAL</li> <li>b. Part IV, SD-540 (Item Count)</li> </ol> </li> </ol>		

## 9. DISCREPANCIES

9.01 An outline of information to be covered regarding discrepancies follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
DISCREPANCIES <ol style="list-style-type: none"> <li>A. Types               <ol style="list-style-type: none"> <li>1. Shortages</li> <li>2. Overages</li> <li>3. Damages</li> <li>4. Wrong Material                   <ol style="list-style-type: none"> <li>a. New for C</li> <li>b. Selection Errors</li> </ol> </li> <li>5. Missing SD-540 or TAL</li> <li>6. Missing or Broken Truck Seal</li> <li>7. Carton or Hamper not Sealed</li> <li>8. Defective Equipment</li> </ol> </li> <li>B. Record All Discrepancies               <ol style="list-style-type: none"> <li>1. Purpose                   <ol style="list-style-type: none"> <li>a. Identify Point of Error</li> <li>b. Initiate Corrective Action</li> <li>c. Administrative Studies</li> <li>d. Expedite Adjustments</li> </ol> </li> </ol> </li> </ol>	746-001-901CP 746-001-950PA 746-001-001 680-400-022	34.01(B) 31.01(D)

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**9. DISCREPANCIES (Cont)**

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
C. Preparation of Discrepancy Reports 1. Follow Documented Procedures  D. Forms 1. Part IV, 92-540 (Reverse Side) 2. Report of Discrepancy (E5667) 3. Summary Report of Discrepancy (E5668)		

**10. CLAIMS**

10.01 An outline of information to be covered regarding claims follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
CLAIMS  A. Purpose 1. Revolve Billing & Material Differences Between WECO and TELCO  B. Types 1. Nonstock Items (Direct Shipment) a. Responsibility of WECO Service Group 2. Stock Items a. Responsibility of Claims Committee  C. Function of Claims Coordinator 1. Process Discrepancies Reports a. Refer Unresolved Discrepancy Reports to Claims Committee b. Notify Claimant of Final Disposition  D. Function of Claims Committee 1. Resolve Claims a. WECO Representative b. Claims Coordinator (Telco) c. Data Processing Manager Invoice	746-001-001  746-001-901CP 746-001-950PA	31.01(D)  34.02(I) 35.01(D)

11. LOADING SUPPLY TRUCKS AND TRAILERS

11.01 An outline of information to be covered regarding loading of supply trucks and trailers follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
LOADING SUPPLY TRUCKS AND TRAILERS		34.01(F)
A. Safety Considerations		
1. Chocking		32.01(D)
2. Dock Plate Stability		
3. Fork Lift Use in Trailers (Floor Strength)		
B. Weight Load Distribution		
1. Trailers		
a. Weight Over Rear Wheels (State Law)		
b. Weight Over Rear Tractor Wheels (State Law)		
2. Truck (Straight Body)		
a. Weight (State Law)		
C. Truck Loading Techniques		
1. Use of Mechanical Facilities		
a. Hydraulic Tail Gate		32.01(E)
b. Fork Lift		
c. Hand Trucks		
d. Cargo Containers	744-005-001	
e. Pallets		34.01(D)
2. Load Stacking and Balancing		
3. Provisions for Long Items		
4. Handling Fragile Items		
5. Use of TRL & TAL		
a. First On, Last Off Concept		
b. Last On, First Off Concept		
D. Procedures for Securing Material		
1. Changing Cable Reels		
2. Chocking		
3. Banding		
4. Lashing		
E. Philosophy — Preplanning & Common Sense		
1. Safety		
2. Protection of Material		
3. Driver Accessibility to Material		
4. Considerations for Returns (Material, Tools, & Equipment)		
5. Load Limits		
6. Proper Utilization of Space		

**SECTION 740-001-000**

**12. PROCESSING RETURN MATERIAL**

**12.01** An outline of information to be covered regarding processing return material follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
PROCESSING RETURN MATERIAL	745-002-000	36.01(R), 35.01(F), 31.01(E)
A. Value of All Types	745-001-900CP	34.03(A) through (L)
B. Separating		
1. Junk	745-003-901NY	
a. High Value	745-003-000	
b. Low Value		
2. C Stock	741-002-002	
3. CR Returns	745-001-000	
4. M Material		
5. Service & Repair Including Red Ball (S&R)	745-004-000	
6. Cable Reels		
C. Supply Force Responsibilities for Return Material		
1. Interfacing With Plant		
a. Counting & Tagging		
b. Packaging	745-000-901NJ	32.03 34.01(F)
2. Loading		
3. Transporting		
4. Interfacing With WECO		
a. Delivery to WECO		
b. Receipting by WECO		
D. Safety		
1. Concerns Handling Return Material		
a. Acceptable Containers	745-001-900CP	32.03
1. Weight		
2. Bulk		
3. Acids		
4. Sharp Points & Edges		
b. Use of		
1. Eye Protection		
2. Gloves		
3. Safety Gloves		
c. Lifting Techniques		36.01(N)1, 36.01(B), 33.02

## 12. PROCESSING RETURN MATERIAL (Cont)

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
E. Records & Administrative Reports 1. Final Disposition of all Returns a. Class A (Sold to WECO for resale) b. Class B (Junk) c. Class C Stock 2. Forms a. Standard b. Local	745-001-900CP  742-004-002 742-004-004	35.04(E)

## 13. MAINTENANCE OF C STOCK

13.01 An outline of information to be covered regarding C stock follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
MAINTENANCE OF C STOCK A. Philosophy of C Stock Program 1. Reduce Capital Expenditures a. Recycle Telephone Sets & Apparatus b. Refurbish Used Equipment c. Stock Refurbished Equipment d. Use C Stock Before Ordering New 2. Stabilize Stock Available a. WECO Refurbishes & Stocks C Material per TELCO Instruction b. Shop Repair Schedule B. Objective 1. Determine & Meet Immediate Future Need for C Stock a. Maintain a Keep List C. Administrative Tools & Controls 1. Alpha Book 2. SAS or DIS Printouts 3. SD-92-540 Requisitions 4. Keep List 5. Travel Cards	742-004-002 742-004-004  503-100-901NJ  741-002-001         745-001-000	32.01(G)

**SECTION 740-001-000**

**14. TRAVEL CARD PLAN – C STOCK**

14.01 An outline of information to be covered regarding the travel card plan, C stock, follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<p>TRAVEL CARD PLAN – C STOCK</p> <p>A. Purpose</p> <ol style="list-style-type: none"> <li>1. Provide Information For               <ol style="list-style-type: none"> <li>a. Inventory Control</li> <li>b. Stock Maintenance</li> <li>c. Billing</li> <li>d. Work Authorization (WECO Shop)</li> <li>e. Retirement of Equipment</li> <li>f. Shop Scheduling</li> </ol> </li> </ol> <p>B. Preprinted and Serialized Card Sets</p> <ol style="list-style-type: none"> <li>1. Major Items (3 cards)</li> <li>2. Minor Items (2 cards)</li> </ol> <p>C. Manually Prepared Card Sets</p> <ol style="list-style-type: none"> <li>1. Low Volume Items               <ol style="list-style-type: none"> <li>a. Alpha Book</li> </ol> </li> </ol> <p>D. Provide Immediate Information Concerning C Stock</p> <ol style="list-style-type: none"> <li>1. Unrepaired</li> <li>2. In Process of Being Repaired</li> <li>3. Repaired &amp; Available for Use</li> </ol>	745-001-000	<p>36.01(L)</p> <p>34.03(C)</p> <p>33.03</p>

15. TURNAROUND PLAN

15.01 An outline of information to be covered regarding the turnaround plan follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<p>TURNAROUND PLAN</p> <p>A. Purpose</p> <ol style="list-style-type: none"> <li>1. Economical Recycling of Equipment in the Field</li> <li>2. Improved Stock Availability</li> </ol> <p>B. Type Sets Considered</p> <ol style="list-style-type: none"> <li>1. (500 – 1500 – 2500)</li> <li>2. (554 – 1554 – 2554)</li> <li>3. (702 – 1702 – 2702)</li> <li>4. (220 – 1220 – 2220)</li> <li>5. (6 Button: 500 – 1500 – 2500)</li> <li>6. All other sets in perfect condition which will be used in 30 days</li> </ol> <p>C. Sorting</p> <ol style="list-style-type: none"> <li>1. Electrically Good (Testing) <ol style="list-style-type: none"> <li>a. Tag and Return Defective Sets</li> </ol> </li> <li>2. Physical Appearance</li> </ol> <p>D. Refurbishing Operations</p> <ol style="list-style-type: none"> <li>1. Minor Repairs <ol style="list-style-type: none"> <li>a. Cords</li> <li>b. Face Plate</li> <li>c. Number Card</li> </ol> </li> <li>2. Cleanliness <ol style="list-style-type: none"> <li>a. External</li> <li>b. Internal</li> </ol> </li> </ol> <p>E. Packaging</p> <ol style="list-style-type: none"> <li>1. Plastic Bags</li> <li>2. Cartons <ol style="list-style-type: none"> <li>a. Instruction Pamphlet</li> </ol> </li> </ol> <p>F. Record Keeping &amp; Accounting</p>	<p>503-100-901NJ</p> <p>744-005-001</p>	

**SECTION 740-001-000**

**16. KIT PLAN**

16.01 An outline of information to be covered regarding the kit plan follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
KIT PLAN A. Purpose 1. Meet unknown demands for telephone sets caused by expansion of product line 2. Minimize capital investment to meet demand B. Components Required 1. Bases 2. Handles 3. Color Components (Cases) 4. Cords C. Kits Available	503-100-110  744-005-001	

**17. OPERATION OF MOTOR VEHICLES AND MECHANIZED EQUIPMENT**

17.01 An outline of information to be covered regarding operation of motor vehicles and mechanized equipment follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
OPERATION OF MOTOR VEHICLES & MECHANIZED EQUIPMENT A. Motor Vehicles 1. Passenger Cars 2. Vans 3. Trucks 4. Tractor-Trailers B. License Requirements 1. TELCO 2. State Government 3. OSHA	649-300-011 Through 140  649-305-100 Through 135	36.01(K)   36.01(K), 32.01(C)  32.01(D)  36.01(G)

17. OPERATION OF MOTOR VEHICLES AND  
MECHANIZED EQUIPMENT (Cont)

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
C. Ecology 1. Air Pollution 2. Noise		
D. Mechanical Equipment 1. Derricks 2. Fork Lift 3. Winch 4. Hand Trucks (Power) 5. Stair Climbers 6. Conveyors 7. Hydraulic Tailgates		36.01(E)  36.01(G) 36.01(D) 36.01(J) 32.01(E)

18. PROTECTIVE PACKAGING

18.01 An outline of information to be covered  
regarding protective packaging follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
PROTECTIVE PACKAGING	500-810-200, 745-000-901NJ	32.03, 36.01(S)
A. Purpose 1. Reduce Losses a. Lower Repair Costs b. Minimize Scrapping		
B. Protective Material Available 1. Items Requiring Special Packaging		
C. Interface With Employees of 1. WECO 2. TELCO a. Plant b. Supply		

**SECTION 740-001-000**

**19. PROPER HANDLING OF MATERIAL**

**19.01** An outline of information to be covered regarding proper handling of material follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<p><b>PROPER HANDLING OF MATERIAL</b></p> <p><b>A. Purpose</b></p> <ol style="list-style-type: none"> <li>1. Prevent Damage to Properly Packaged                             <ol style="list-style-type: none"> <li>a. New Material</li> <li>b. Return Material</li> </ol> </li> </ol> <p><b>B. Damage Occurs</b></p> <ol style="list-style-type: none"> <li>1. Field Locations                             <ol style="list-style-type: none"> <li>a. Customer Premises</li> <li>b. Motor Vehicles</li> <li>c. Storerooms &amp; Lockers</li> </ol> </li> <li>2. Transporting</li> <li>3. Service Centers</li> </ol> <p><b>C. Proper Use of Shipping Containers</b></p> <ol style="list-style-type: none"> <li>1. Cartons</li> <li>2. Hampers</li> <li>3. Bags</li> <li>4. Cargo Containers</li> <li>5. Trays &amp; Separators</li> <li>6. Wrapping Material</li> </ol> <p><b>D. Proper Use of Handling Equipment</b></p> <ol style="list-style-type: none"> <li>1. Dollies</li> <li>2. Fork Lift</li> <li>3. Hand Trucks</li> <li>4. Conveyors</li> <li>5. Stairclimbers</li> </ol> <p><b>E. Provide Shipping Containers &amp; Handling Equipment</b></p> <ol style="list-style-type: none"> <li>1. Responsibility of Supply</li> </ol>	500-810-200	<p>34.01(F)</p> <p>32.03</p> <p>35.01(F)</p>

**20. MAINTAINING A STOREROOM OR LOCKER**

**20.01** An outline of information to be covered regarding the maintaining of a storeroom or locker follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
MAINTAINING A STOREROOM OR LOCKER	744-005-001	32.02
A. Specific Work Areas	744-006-001	33.01
1. Nonexempt Area		
a. Telephone Sets		
b. Special Equipment		
2. Exempt Area		
a. Hardware (Self-Service)		
3. Staging Area		
a. Material		
b. Equipment		
4. Receiving and Shipping Area		
a. Equipment & Material		
b. Tools		
c. Salvage		
5. Turnaround & Kit Plan Areas		
6. Tool Room Area		
B. Personnel		
1. Knowledge Required		
a. Safety		
1. Lifting		
2. Material Handling		
3. General		
2. Stock Maintenance		
a. Nonexempt Material		
b. Exempt Material		
3. Ordering Procedures		
a. OIP		
4. Administration		
1. Paper Flow		
2. Forms		
3. Use of BSPs		
4. Account Codes		
5. Related Plant Operations		
6. Records Keeping		
7. Bell System Practices & Other Resources		
8. Housekeeping		

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20. MAINTAINING A STOREROOM OR LOCKER (Cont)

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<p>C. Security</p> <ol style="list-style-type: none"> <li>1. Lights</li> <li>2. Building</li> <li>3. Salvage</li> <li>4. Yard Storage</li> <li>5. Tools</li> </ol> <p>D. Record File</p> <ol style="list-style-type: none"> <li>1. Claims</li> <li>2. Back Order</li> <li>3. Pending Requisitions</li> <li>4. Completed Requisitions</li> <li>5. Turnaround Set Program</li> <li>6. Set Returns</li> <li>7. Surplus Stock</li> <li>8. Min-Max Levels (Item Cards)</li> <li>9. Tools</li> </ol> <p>E. Maintenance of Storeroom Facilities</p> <ol style="list-style-type: none"> <li>1. Pallets &amp; Cargo Cages</li> <li>2. DATA-PHONE Facilities</li> <li>3. Forms</li> <li>4. Dolly</li> <li>5. Hand Truck</li> <li>6. Record File</li> <li>7. Cable Reel Rollers</li> <li>8. Packaging Materials</li> <li>9. Goggles, Gloves</li> <li>10. Hampers &amp; Storage Trays</li> <li>11. Catalog of Supplies</li> <li>12. Telephone Service</li> <li>13. Shelving &amp; Storage Cabinets</li> </ol>	<p>744-005-001 744-006-001</p>	<p>34.02(M)</p>

## 21. UNDERSTANDING ACCOUNT CODES – M LETTERS

21.01 An outline of information to be covered regarding the understanding of account codes follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<p>UNDERSTANDING ACCOUNT CODES</p> <p>A. Telephone Equipment (Station Equipment)</p> <ol style="list-style-type: none"> <li>1. Account 128C – Major Station Items</li> <li>2. Account 228C – Minor Station Items</li> <li>3. Account 28R – Repair Parts for Major Station Items</li> </ol> <p>B. Teletypewriter Equipment</p> <ol style="list-style-type: none"> <li>1. Account 118C – Major Teletypewriters, Reperforators</li> <li>2. Account 218C – Minor Telephone Items, Relays, Conversion Kits</li> <li>3. Account 18R – Repair Parts for Major Teletypewriter Equipment</li> </ol> <p>C. Radio Equipment</p> <ol style="list-style-type: none"> <li>1. Account 138C – Major Radio Item</li> <li>2. Account 238C – Minor Radio Items</li> <li>3. Account 38R – Radio Repair Parts</li> </ol> <p>D. Construction Items</p> <ol style="list-style-type: none"> <li>1. Account 122 Plus Subcode <ol style="list-style-type: none"> <li>a. Subcodes <ol style="list-style-type: none"> <li>1. Account 122-12 – Pole Line</li> <li>2. Account 122-22 – Cable</li> <li>3. Account 122-32 – Aerial Wire</li> <li>4. Account 122-42 – Underground Conduit</li> <li>5. Account 122-52 – Station Connection</li> </ol> </li> </ol> </li> </ol> <p>E. Central Office Items – Equipment for CO by:</p> <ol style="list-style-type: none"> <li>1. Account 7R – Manual CO</li> <li>2. Account 27R – Panel</li> <li>3. Account 17R – Step-by-Step</li> <li>4. Account 47R – Crossbar</li> <li>5. Account 67R – Mobile Radio</li> <li>6. Account 77R – ESS</li> </ol> <p>F. Capital Tools</p> <ol style="list-style-type: none"> <li>1. Account 264-05</li> </ol> <p>G. Expense Tools</p> <ol style="list-style-type: none"> <li>1. Account 702-51</li> </ol>	743-002-006	34.02(D)

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**21. UNDERSTANDING ACCOUNT CODES – M LETTERS**

(Cont)

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
H. Supply Expense 1. Account 704 – Time & Expense Performing Supply Operation		
I. Repair of Station Equipment 1. Account 605 – Shop Repair		
J. M Letters (Supply Accounting)		37.01

**22. SUMMARY OF SUPPLY TRAINING**

22.01 An outline of the benefits, update needs, and resources available for self-development follows.

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
<b>SUMMARY OF SUPPLY TRAINING</b>		
A. Evaluation of Training 1. Written Tests 2. Job Performance		
B. Benefits of Training 1. Job Rotation 2. Improved Efficiency 3. Minimal Inventory 4. Improved Safety Performance 5. Lower Capital Investment		
C. Periodic Training Updates 1. Employee Input 2. New Products & Procedures 3. Intercompany Feedback 4. Identified Weaknesses		

## 22. SUMMARY OF SUPPLY TRAINING (Cont)

SUBJECT	RESOURCES	
	SEE BSPs OR OTC PRACTICES	SEE PARTS 30 THRU 37 OF THIS BSP FOR TRAINING PKGS AND AIDS AVAILABLE
D. Resources Available for Self-Development 1. Job Aids 2. BSPs 3. Computer Printouts		

23 Through 29. (Reserved for future use).

<b>30. SOURCE MATERIAL—AT&amp;T AND OPERATING COMPANY SECTIONS</b>	680-400-022	Telephone Set Field Inventory Control Reporting and Investigating Difference Between Material Orders and Material Received
<b>30.01</b> A listing of AT&T and Operating Company Sections which may be used as a resource in preparing training materials as follows:		
010-100-001 First Aid	740-001-901PA	Emergency Supplies Ordering Procedure
010-105-001 Principles of Fire Fighting and Description and Use of Equipment and Apparatus	741-002-001	Distributing House Shop Repair Schedule
010-105-002 Procedures for Fighting Fire	741-002-002	Computerized Shop Schedule Plan
081-020-010 Safety Headgear—Description and Use	741-003-001	Catalog of Supplies
081-020-011 Eye Protection—Safety Glasses	742-002-001	Service on Shipments of Stock Material From WEC Co Distributing Houses
500-810-200 Packaging and Handling Disconnected Station Apparatus	742-004-002	Class C Stock Investment Control
500-815-200 Disconnected 400 K.T.U	742-004-004	Class C Stock Administration O.I.P. Locations
500-200-011 Telephone Set Bases—Kit Plan		
500-200-015 Talking Set Turnaround Plan	743-002-001	Material Ordering
503-100-901NJ Talking Set Turnaround Plan—Field Operation	743-002-002	Material Ordering Via Card Reader
620-155-010NJ Use, Care, and Maintenance of Safety Glasses and Goggles	743-002-004	Material Ordering—Order Preparation

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743-002-005 Supply Ordering—Numeric Code Ordering and Order Invoice Billing

743-002-006 Supply Ordering Material Usage Control

743-003-901CP Authority to Order

744-002-001 Ordering, Receiving, Checking and Receipting for Material Ordered From WECO

744-002-901CP Shipping and Field Receipting

744-005-001 Full Attended Plant Storerooms—Planning, Layout, and Operation

744-006-001 Supplying Installation and Repair Lockers

745-000-901NJ Protective Packaging System

745-001-000 Return Material—Tabulating (Travel) Card Plan

745-001-900CP Returned Material

745-002-000 Handling Returned Materials—Minor Material Plan

745-003-000 Handling, Packing, Shipping Class B (Scrap) Materials

745-003-901NY Handling, Packing, Returning Junk Material

745-004-000 Service and Return Including Red Ball

746-001-001 Initiating and Handling Claims

746-001-900NY Initiating and Handling Complaints of Unsatisfactory Shipments

746-001-901CP Discrepancies and Claims

746-001-950PA Handling Supply Claims

**31. SOURCE MATERIAL—CHESAPEAKE AND POTOMAC TELEPHONE COMPANIES**

**31.01 *Plant Training Course No. 725/CP (Self-Taught Format):***

- A. UNIT I—Ordering Supplies
- B. UNIT II—Authority to Order
- C. UNIT III—Shipping and Field Receipting
- D. UNIT IV—Discrepancy and Claims
- E. UNIT V—Return Material

Contact:  
Methods Supervisor  
1730 Pennsylvania Avenue  
Washington, D.C. 20006  
202-392-5560

**32. SOURCE MATERIAL—ILLINOIS BELL**

**32.01 *Video Tape Presentation:***

- A. Introduction to Supply
- B. Supply Order Taker
- C. Pretrip Inspection (Tractor-Trailer Operation)
- D. Coupling and Uncoupling Trailers
- E. Tailgate Operation (Erlander Hydraulic Gate)
- F. Delivery Receipt System
- G. Stock Administration
- H. Stairway Deliveries (Electric-Powered Stairclimber)

Contact:  
Supervisor—Methods and Procedures  
31 W. 601 Hawthorne Lane  
West Chicago, Illinois 60185  
312-293-2277

**32.02 Central Storeroom Manual—1972  
(Manual Format):**

Contact:  
District Mgr. Staff  
31 W. 601 Hawthorne Lane  
West Chicago, Illinois 60185  
312-293-2205

**32.03 Packaging Material and Methods  
to Return Station Material to the  
Illinois Service Center—1974 (Manual  
Format):**

Contact:  
District Mgr. Staff  
31 W. 601 Hawthorne Lane  
West Chicago, Illinois 60185  
312-293-2205

**33. SOURCE MATERIAL—NEW JERSEY BELL****33.01 Locker Management Manual—  
(Lecture Format):**

Contact:  
Supplies Supervisor  
650 Liberty Avenue  
Union, New Jersey 07083  
C/O New Jersey Bell  
201-688-9945

**33.02 Outside Plant Safety No 535—Lesson  
No. 3, Lifting—Video Tape (Lessons  
1 Through 13):**

Contact:  
New Jersey Bell  
Course Development Group  
Floor 6  
60 Evergreen Place  
East Orange, New Jersey 07018  
201-676-9713

**33.03 Supply Operating Instructions No.  
16—New Jersey Bell:**

Contact:  
Supply Methods  
650 Liberty Avenue  
Union, New Jersey 07083  
201-687-9945

**34. SOURCE MATERIAL—OHIO BELL****34.01 Self-Taught Course, Books, Slides,  
Tapes:**

- A. RSI—SD-540 Working With DPRs
- B. RSII—Handling Discrepancies
- C. RSIII—Staging Materials (Lifting)
- D. RSIV—Palletizing Material
- E. RSIVA—Tranship Material
- F. RSV—Loading Supply Trucks

**34.02 Supply Coordinator's Course (Consists  
of 15 Basic Units of Training):**

- A. Unit I—Nonstock Requisition Heading Check
- B. Unit II—Processing Design Line Telephone Sets
- C. Unit III—Processing Stationery Requisitions
- D. Unit IV—Accounting Appreciation
- E. Unit V—Tool Requisition
- F. Unit VI—Nonstock Requisitions, With Stock Item on Them
- G. Unit VII—Nonstock Material Requisitions
- H. Unit VIII—Handling the Relay Center
- I. Unit IX—Handling and Processing Claims
- J. Unit X—Contact Handling Standards
- K. Unit XI—Practice Speed Writing Exercise
- L. Unit XII—Backorder Lists, Override Procedures, and Common Terms
- M. Unit XIII—Follow-Up File
- N. Unit XIV—Processing and Follow-Up of Teletype and Data Sets

**SECTION 740-001-000**

**34.03 Returns Processing:**

- A. Unit I—Unloading Trucks and Transporting Material
- B. Unit II—Presort
- C. Unit III—Travel Cards
- D. Unit IV—Desk Set Line
- E. Unit V—Wall Set Line
- F. Unit VI—PRINCESS® and TRIMLINE® Set Line
- G. Unit VII—Key Set Line
- H. Unit VIII—Loading and Banding Pallets
- I. Unit IX—Preparing Returned Material Notices
- J. Unit X—The Tools Section
- K. Unit XI—The Minor Material Line
- L. Unit XII—The Wired Apparatus Area

Contact:  
Administrative Services  
Room 25D 150 East Gay Street  
Columbus, Ohio 43215  
614-460-6552

or:

Service Manager Supplies  
800 Freeway Dr.  
Columbus, Ohio 43229  
614-460-7928

**35. SOURCE MATERIAL—PACIFIC TELEPHONE AND TELEGRAPH COMPANY**

**35.01 Supplies Force Training No. 860 (Lecture Format—40 Hours):**

- A. Standards for Job Performance
- B. Safety for Supply Forces
- C. Supplies Ordering

- D. Receiving and Receipting
- E. Storing and Disbursing Supplies
- F. Return Material

Contact:  
Headquarters Training Group  
Room 531  
35 2nd Street  
San Francisco, California 94105  
415-542-7606

**35.02 Trainee's Safety Handbook—Supplies Force Training No. 860 (Handbook):**

Contact:  
Headquarters Training Group  
Room 531  
35 2nd Street  
San Francisco, California 94105  
415-542-7606

**35.03 It All Starts Here (35 Slides):**

**Note:** Supply Training (Service Center Operations).

Contact:  
Headquarters Training Group  
Room 531  
35 2nd Street  
San Francisco, California 94105  
415-542-7606

**35.04 Films:**

- A. Service Orders
- B. After You are Gone (Service Center Operation)
- C. Its Up to You (Safety Glasses)
- D. Lesson on Ladders
- E. Facts About Backs
- F. Hidden Gold (Return Material)

Contact:  
Film Library  
P.T.C.  
Room 823

3333 25th Street  
San Francisco, California 94110  
415-647-1504

31 W. 601 Hawthorne Lane  
West Chicago, Illinois 60185  
312-293-2277

### 36. GENERAL RESOURCES

**36.01** The following publications, letters, plans, etc, may be requested as an aid in preparation of training materials:

- A. Catalog of Supplies (Contains Information Concerning Ordering Procedures, etc) (Book).

Contact:  
Supply Methods  
New Jersey Bell  
650 Liberty Avenue  
Union, New Jersey 07083  
201-687-9945

or:

Analysis Methods—Supplies  
Lobby Floor  
New York Telephone Company  
142-02 20th Avenue  
Whitestone, New York 11357  
212-767-2790

- B. Lifting & Handling Objects—Lesson No. 19, Safety Training Manual (Pamphlet).

Contact:  
Safety Supervisor  
New Jersey Bell  
540 Broad Street  
Newark, New Jersey 07102  
201-649-2869

or:

Local TELCO Safety Supervisor

- C. M Letters (Supplies Accounting) (See Part 37.)
- D. Stairclimber (Electric)—Used to move PBXs, booths, etc, up and down stairways (video tape).

Contact:  
Supervisor—Methods and Procedures  
Illinois Bell

or:

Supply Methods  
New Jersey Bell  
650 Liberty Avenue  
Union, New Jersey 07083  
201-687-9945

- E. Fork Lift Operation—The Devils Game (License Required/OSHA) (Training Package).

Contact:  
Keystone Material Handling Corp.  
P.O. Box 337  
Montgomery, Pennsylvania 18936  
215-855-9750

- F. Bell System Accident Prevention Plan

1. Appendix 9—Tools
2. Appendix 10—Motor Vehicle
3. Appendix 13—Building Entrances & Grounds
4. Appendix 14—Safety Knowledge Review and Rating Sheets (Supplies Warehouse Forces).

- G. OSHA Section 1910.178, Powered Industrial Trucks.

- H. Contact local TELCO Safety Supervisor for information contained in Bell System Cross-Reference Guide to OSHA or

Contact:  
AT&T OSHA Supervisor 201-221-3283

- I. Local TELCO Safety Supervisor should provide a list of safety shoe manufacturers and where their products can be purchased. Encourage the use of safety shoes.
- J. No BSP relevant to the operation of conveyors. Comments on start-stop switches, loose clothing, ties, beads, etc.
- K. Consult local MV Department. Consider professional tractor-trailer driving school. New York TELCO uses this service.

**SECTION 740-001-000**

Contact: 212-656-2033	M-61	Revised Form S.N. 74—R.M.N. and Credit Memorandum
L. Supply Operating Instruction No. 16 (1970), New Jersey Bell	M-82B	Perpetual Inventory Record for Account 122-01, Plant Supplies—Nonexempt
M. Contact Local TELCO Security Force.		
N. Films—Contact Local TELCO Film Library.	M-83	Method of Pricing Reusable CO and Multiple PBX Equipment
Suggested:	M-103	Procedures Relating to Act 171—Depreciation Reserve
1. Facts About Backs		
2. Slips and Falls (Housekeeping)	M-104F	Analysis of Supply Investment—SN 295
3. Accidents Don't Happen (Handling Material)		
4. Safety Makes Sense (Fork Lift).	M-113B	Development of Original Cost Material Prices, Estimates if Not Known
O. Contact Local Safety Supervisor.		
P. Company Benefit Plan.	M-121A	Accounting for Exempt Plant Supplies
Q. Outside Manufacturer—Instructions.		
R. Material Reuse Guide—AT&T Customer Services, Construction Plans 1975.	M-129C	Western Electric Company Bills and Credits—Machine Data Processing Locations
Contact: Supervisor Supplies 201-221-3279	M-132A	Uniformity of Nomenclature for Listing, Ordering, and Billing Materials
S. See Protective Packaging Section of the Supply Operation's Administrative Guide.	M-134A	Outline of Inventory Procedures for Account 122-01 and Field Stock of Major Items of Station Apparatus
<b>37. SUPPLIES ACCOUNTING—M LETTERS</b>	M-214A	Procedures Relating to Western Electric Company Deferred Taxes
<b>37.01</b> Proper use of account codes cannot be overemphasized since accounting is a vital part of the overall supply operations. Listed below, by subject and number, are some of the most frequently used System Controller Letters (M Letters). The letters are available locally in each Operating Company and should prove useful in developing a more thorough and effective training package.	M-232	Procedures for Service and Return Transactions with Western Electric
	M-239	Preparation of Telephone Set Control Summary and Telephone Set Stocks and Movement
M-52B      Accounting for Plant Supplies Ordered From and Returned to Western Electric	M-244C	Supply Cost Results Plan

M-250	Transactions with Western Electric		for Central Office and Large PBX Equipment Work
M-289	Outline of Procedures—Accounting for Amounts Billed by the Western Electric Company	M-291	Procedures for Preparation of Form E5154, Class “C” Stock Administration Elements—Station Apparatus.