ORDERING OF MATERIAL AND SUPPLIES

CONTENTS

1.0 GENERAL

1.01   This practice provides procedures to be followed when ordering stocked material and supplies from the Materials Distribution Center (MDC) and Telephone Company Storerooms (TCSs).

1.02   This practice is reissued due to the replacement of the Order Entry System (OES) with the PRocurement Order Entry System (PROES). This practice addresses:

(a) Use of the PRocurement Order Entry System (PROES);

(b) Receiving procedures;

(c) Order inquiries;

(d) Claims initiation;

(e) Emergency order processing; and

(f) Emergency/Expedited complaints.

2.0 ORDER ENTRY SYSTEM (PROES) OVERVIEW

2.01   PROES was designed to provide the user a mechanized means to conveniently order material and supplies (stock items), while affording efficient and effective requisition controls. PROES is available to take your orders from 5:30 a.m. - 6:00 p.m. Monday through Friday excluding Company holidays.

2.02   Materials and supplies can be ordered utilizing PROES via Touch-Tone Telephone, Terminal Entry, and Technician Access Network (TAN) terminals. Existing facilities should be used at all locations wherever possible. A separate line is not required to operate PROES.

NOTE: Avoid using lines that have multiple appearances or extensions located in other rooms. Line interruptions during ordering transmittal may result in order errors.

2.03   To order all stocked items, follow the PROES ORDERING PROCEDURES in Section 6.0 of this document. A PROES Ordering Worksheet (Form SW-6226) can be used as a job aid when ordering through the system. A sample of Form SW-6226 is included as Exhibit 1.

3.0   PROES SAFEGUARDS

3.01   The Southwestern Inventory Management System (SWIMS) provides controls for safeguarding supplies when using PROES. Before ordering material and supplies via PROES, consider the following:

(a) It is very important to use the right Authority Number and MU when ordering material and supplies. Each Authority Number may be assigned up to four Material Usage Codes (MUs).

(b) When ordering via PROES, the Authority Number is transmitted first. This code contains the following information:

(1) Title or name of person ordering material;
(2) Shipping address for material;
(3) Location Code;
(4) Responsibility Code Originating (RCO); and
(5) Geographic Location Code.

This information in the Authority Number provides all the data essential to a Supplies Requisition heading. These ordering controls are intended to assist in the safeguarding of Company property by controlling who can order and what can be ordered. Detailed information pertaining to Authority Numbers may be referenced in SWBT Practice SW 743-001-901.

(c) Each Authority Number is assigned an Authority Control Multiplier. This Multiplier is determined by the number of people served and limits the quantity that can be ordered for each item. If, when ordering, you exceed the maximum ordering amount, the system will so advise and reduce your request to the maximum amount accordingly. If you require more material than permitted, per restrictions on your authority record, reorder again on a separate ordering session.

(d) The system will only allow you to order an item one time per order. If an item is ordered more than once, the control will honor the first entry only, and will respond with an error message if a second attempt is made during the same ordering session.

(e) Material Usage (MU) Codes are codes that are associated with the use and/or application of items purchased. A functional job description is assigned to a unique 2-digit number. Detailed information pertaining to MU codes may be referenced in the Procurement Catalog, Section I, Paragraph 4.01.

(f) In the event you place an order for an INVALID ITEM or a non-stock item, the system will advise you at the time you place your order. Nonstock items (items not stocked at the MDC/Cable Facility/TCS) should be ordered on Purchase Requisition SW-6528. (Refer to the Procurement Catalog, Section II, for ordering nonstock material.)

(g) If an attempt is made to order an item that is not authorized for your specific Authority Number, the system will advise you of this condition at the time the order is placed.

4.0 OBTAINING AN AUTHORITY NUMBER

4.01 To order stock material, the user must first have a valid Authority Number.

4.02 For instructions on obtaining an Authority Number, refer to SWBT Practice SW 743-001-901 or the Procurement Catalog, Section I (Preparation of Form FASW-6172).

5.0 PROES PASSWORDS

5.01 In order to place an order via PROES, it is necessary to establish a unique password for your Authority Number. A valid password consists of four numeric characters selected by the user.

NOTE: If you have responsibility for one or more Authority Cards, a password must be established for each Authority Number.

5.02 The following steps are intended for establishing your password when you have a new Authority Number.

Step 1: After entering your Authority Number the system will prompt you to enter your password:

SYSTEM: "ENTER YOUR PASSWORD"

Step 2: Because this will be the first time you establish your password you will need to use the Test password of 9999, followed by two pound signs (##).

YOU ENTER: "9999##"

(Terminal entry users will press S/R or ENTER instead of the two pound (##) signs to enter each response.)

Step 3: Since you should have a password known only to you, the system will prompt you to enter a new password:

SYSTEM: "YOUR PASSWORD HAS EXPIRED. ENTER A NEW PASSWORD".

Step 4: At this time, enter a 4-digit numeric password. In making your password selection, you must adhere to the following rules:

(a) All passwords must be numeric;

(b) All numbers selected cannot be the same digit (e.g., 1111);

(c) All numbers selected cannot be consecutive (e.g., 1234 or 6543); and

(d) The system will not allow use of the previous two passwords.

Step 5: All passwords will expire after 30 calendar days. PROES will inform the user that their password has expired and will prompt the user to enter a new password. New passwords must comply with the rules stated in (4) above.

Step 6: Enter a new password into the system by keying in your selected password and two pound signs (##).

EXAMPLE: 5398##

(Terminal entry users will enter each response by pressing the S/R or ENTER key instead of the two pound (##) signs.)

Step 7: The system will ask you to re-enter the new password. Enter the same password keyed in (6) above.

Step 8: The system will now check the password to verify that it is the same as the one last entered and is not one of the previous two passwords used with your authority number. PROES will respond in one of the following three ways:

(a) PASSWORD VALID - If the password is valid, the system will respond:

"NEW PASSWORD ACCEPTED - ENTER NEW PASSWORD IF DESIRED OR POUND KEY TWICE TO CONTINUE."
(Terminal Entry users will not see this message.)

(b) PASSWORD INVALID - If the password you enter is invalid, the system will prompt you to enter a new one:

"NEW PASSWORD NOT ACCEPTED. ENTER A NEW PASSWORD".

(c) PASSWORD SAME AS ONE OF LAST TWO PASSWORDS - If the password you entered is the same as the current or previous two passwords. The system will respond:

"NEW PASSWORD MAY NOT BE THE SAME AS OLD PASSWORD. ENTER NEW PASSWORD".

5.03   In the event a password is lost or forgotten, contact the MDC Information Center/Helpline on 214-944-9040. You will need to provide them with the Authority Number for which you are responsible. They will change the password for the Authority Number to the test password of four 9s (9999). After this has been completed, you will need to establish your new password for the Authority Number. (Repeat Steps 1-8 of Section 5.02).

5.04   Additional information pertaining to establishing passwords may be referenced in the Procurement Catalog, Section I, Paragraph 10.

6.0 PROES ORDERING PROCEDURES

6.01 **To place an order using PROES, proceed as follows:**

(1) Dial the PRocurement Order Entry System (PROES):

Touch-Tone   314-235-4500

Terminal Entry*   314-241-8150

Following is a list of phone numbers established to allow PROES ordering for users who do not have SWETN access. These numbers act as "toll-free" numbers for the users.

ARKANSAS -	N. Little Rock	1-373-3242
	Out-state Arkansas	1-990-3242
KANSAS	Touch-tone phone	1-574-3011
	CRT terminal	1-574-0080
MISSOURI	St. Louis Metro	314-572-9597
	Springfield	417-572-9597
	Kansas City, MO	816-572-9597
OKLAHOMA	(405) Area Code	1-678-3266
	(918) Area Code	1-277-3266
TEXAS (512) (806) (915)		
	Touch-tone phone	1-951-2115
	CRT terminal	1-951-2116
	(817) Touch-tone phone	1-990-2115
	(817) CRT terminal	1-990-2116
	(713) Touch Tone phone	1-523-5015
	(713) CRT terminal	1-521-1535

*When ordering via terminal, modem settings (also known as Communication Parameters) must be set as follows: Baud - 1200, Data Bits - 8, Parity - None, Stop Bit - 1.

(2) Touch-Tone Telephone users will hear all responses from PROES and will press the pound (##) key twice to enter transactions. Terminal Entry users will have all of the same responses displayed on the screen rather than "hear" a response. They will end each entry by pressing the ENTER or S/R key instead of the two pound (##) signs.

(3) After dialing into PROES, the system will prompt you to enter your Authority Number:

"WELCOME TO THE PROCUREMENT ORDER ENTRY SYSTEM. ENTER YOUR AUTHORITY NUMBER".

(4) Enter your Authority Number and press # key twice (press the S/R or ENTER key for Terminal Entry.)

(5) After entering your Authority Number, the system will respond:

"YOUR REFERENCE NUMBER IS XXXX. ENTER YOUR PASSWORD".

You may be given additional Reference Numbers if, within the same phone order, a different MU Code or a different Authority Number is entered. Keep a written note of all Reference Numbers associated with each order you place. In case of any problems, these Reference Numbers are very important for tracking status of shipments, investigating orders, and correcting system problems, if necessary.

(6) Key in your 4-digit password code, press # key twice (press the S/R or ENTER key for Terminal Entry). Detailed information pertaining to establishing passwords and password maintenance, etc., can be referenced in the Procurement Catalog, Section I or Section 5.0 of this practice.

(7) The system will then respond:

PASSWORD VALID. ENTER A NEW PASSWORD IF DESIRED
OR PRESS # KEY TWICE TO CONTINUE".

(8) Press the # key twice (S/R or ENTER for Terminal
Entry).

(9) The system will then respond:

"YOUR DOMINANT MU IS XX. ENTER DIFFERENT
MU IF DESIRED OR PRESS # KEY TWICE TO
CONTINUE UNDER THE DOMINANT MU".

(XX is the dominant MU from your Authority
Number.)

(10) Press the # key twice to continue (press the S/R
or ENTER key for Terminal Entry). You will hear
any special messages recorded in the system for
your MU Code.

(11) The system will then prompt you:

"ENTER REQUISITION MESSAGE OR PRESS # KEY TWICE
TO CONTINUE".

(Refer to Section 8.0 and/or Exhibit 2 of this
practice for PROES Requisition Message Codes.)

(12) Press # key twice to continue (S/R or ENTER for
Terminal Entry). The system will then prompt
you first for an Item Number, then the Quantity:

"ENTER ITEM NUMBER, # KEY TWICE TO CONTINUE".

(13) Key in the 9-digit Item Number, and # key TWICE.
(Example: 101429439##)

(For Terminal Entry, follow the same process: key in
the 9-digit Item Number and press S/R or ENTER.)

(14) The system will then prompt you:

"ENTER QUANTITY, # KEY TWICE TO CONTINUE".

(15) Enter the quantity you are requesting and # key twice.

(16) The system will respond:

"Item XXX XXX XXX. Quantity YYYY. ENTER 2-DIGIT LINE MESSAGE FOR PREVIOUS ITEM NUMBER, OR NEXT ITEM NUMBER AND QUANTITY, OR ENTER # KEY TWICE TO CONTINUE". Refer to Section 8.0 and/or Exhibit 2 of this practice for PROES Line Message Codes.

(17) To order additional items, REPEAT STEPS 13-16 FOR EACH ITEM.

(18) After all items are ordered for this MU Code, press the # key twice (S/R or ENTER for Terminal Entry).

(19) The system will then respond:

"ENTER NEW MU CODE, AUTHORITY NUMBER, REVIEW CODE, OR # KEY TWICE TO CONTINUE". (See Order Review Codes, Section 11 of this practice.)

(20) If the user wishes to order items under a different MU, same Authority Number, enter the new MU and press the # key twice (S/R or ENTER for Terminal Entry). Then repeat steps 9 through 16.

(21) If the user wishes to order items under a different Authority Number, enter the new Authority Number and press the # key twice (S/R or ENTER for Terminal Entry.) Then repeat steps 4 through 16.

(22) If the user wishes to review the order, refer to the Order Review Codes in Section 11.0 of this practice.

(23) If the user has completed the order, press # key twice (S/R or ENTER for Terminal Entry) to terminate session.

7.0 PROES OPTIONAL ENTRIES

7.01   Optional entries include the following:

(a) After Step 7, you can enter a new password if you wish.

(b) After Step 9, you can enter any of the MU Codes associated with your Authority Number.

(c) After Step 11, you can enter any special ordering Requisition Message Codes you want associated with the entire requisition.

(d) After Step 16, you can enter any special ordering Line Message Codes that you want associated with only the last item entered.

8.0 PROES REQUISITION AND ITEM MESSAGE CODES

8.01   Requisition and Item Message Codes are optional
        entries that may be utilized in PROES. The user may
        specify instructions related to the order by using
        these codes:

(a) Requisition Message Codes - Used to indicate
    special instructions which will affect the
    entire requisition. (For example, "Do Not
    Substitute", "Do Not Backorder", etc.)
    Requisition Message Codes must be entered before
    keying Item Numbers. When the system prompts
    the user to "ENTER REQUISITION MESSAGE OR # KEY
    TWICE TO CONTINUE", (Section 6.01, Step 11)
    enter the 2-digit phrase code. If the
    Requisition Message you have entered requires
    more information, the system will prompt you for
    it at this time. You may enter up to three
    Requisition Message Codes. Refer to Exhibit 2
    of this practice for valid Requisition Message
    Codes.

(b) Line Message Codes - Used to indicate special
    instructions relating to a specific item being
    ordered. Line Message Codes must be entered
    after the individual Item Number is keyed. When
    the system prompts the user to "ENTER LINE
    MESSAGE NEXT AND QUANTITY OR # KEY TWICE TO
    CONTINUE (See Section 6.01, Step 16) enter the
    Line Message Code. You may enter up to four
    Line Message Codes. Refer to Exhibit 2 of this
    practice for valid Item Message Codes.

(c) Additional information pertaining to Requisition
    and Line Message Codes can be referenced in the
    Procurement Catalog, Section I.

9.0 ALTERNATE BELL LOCATION CODES AND/OR ALTERNATE ACCOUNTING

9.01 Alternate Bell Location Codes enable authorized users to have material delivered to a location different than the address associated with the Authority Number. Alternate accounting capabilities allow the user to enter the appropriate alternate RCC, alternate Geographic Location Code and Account/Function Code, as needed. If your Authority Number dictates you are authorized to specify an alternate Bell location and alternate accounting information for material you are ordering, the following activities will occur after the special broadcast messages (see Paragraph 6.01, Step 10, of this document):

a) The system will respond with the following:

"ENTER ALTERNATE BELL LOCATION OR # KEY TWICE".

b) To enter an alternate Bell Location, key in the 7-digit Bell Location Code, press the # key twice (S/R or ENTER for terminal entry).

c) The system will respond with the following:

"ENTER ACCOUNT OR FUNCTION CODE OR # KEY TWICE TO CONTINUE".

d) Enter the requested information and press the # key twice (S/R or ENTER for terminal entry).

e) The system will respond with the following:

"ENTER ALTERNATE LOCATION CODE OR # KEY TWICE TO CONTINUE".

f) Enter the appropriate Geographic Location Code, (i.e., AA0000) or # key twice to continue. (See Section 11.03 for entry of alpha characters via touch-tone.)

g) The system will respond with the following:

"ENTER RESPONSIBILITY CODE CHARGED OR # KEY TWICE TO CONTINUE".

h) Enter the appropriate Responsibility Code to be charged or # key twice to continue. (See Section 11.03 for entry of alpha characters via touch tone.)

i) The system will then respond with the Requisition Message prompt. See Paragraph 6.01, Step 11 and continue from there.

10.0 PROES FUTURE DAY ORDER ROUTINE

10.01 Future day ordering routines are available in PROES to enable users to receive the best possible service. Many users know when material is required, yet do not place orders until just prior to the due date, assuming that stock will be available. Future Day Ordering provides the following benefits:

(a) Optimum service

(b) Ensures material availability; and

(c) Method of handling abnormal demands.

To use the "future day" ordering routine, after Step 11, Section 6.01, proceed with the following steps:

(1) To enter a Future Order Date, first enter the Requisition Message Number (05) followed by two pound (##) signs (S/R or ENTER for Terminal Entry). (Example: 05##)

(2) The system will then prompt you for a Future Order Date with the format of year, month, day (YYMMDD). Enter the date and two pound (##) signs (S/R or ENTER for Terminal Entry). (Example: Your Future Order Date is July 18, 1992. Enter "920718##").

(3) When you have finished entering your Requisition Messages the system will prompt you for another Requisition Message. Proceed to complete input as referenced in Steps 11-22, Section 6.01 of this document.

11.0 PROES SPECIAL FEATURES AND ORDER REVIEW CODES

11.01 PROES has special features and control codes that allow the user to perform a number of functions during the entry of an PROES order.

NOTE: Codes following in (a) through (o) denote entries from a Touch-Tone phone. Terminal Entry users will key the two asterisks, the Code Number, and press the S/R or ENTER key instead of the two pound (##) signs. (Example: **1 S/R or ENTER)

ORDER REVIEW CODES

(a) **1## Allows you to review the entire order one item at a time. Review begins with the last MU Code entered. When the system responds "PROCEED", continue to ## to signal the system to go on to the review of each of the next items.

(b) ## Signals system to review the next item of your order.

(c) **2## Stops the review and returns you to wherever you were in the order before you asked for review.

(d) **3## Repeats the last message you were given.

(e) **6## Allows a review of the last valid item and quantity.

(f) **7## Echo Test - Checks that the tones being received by the system are correct.

NOTE: **7## Begins the echo test. Enter a
digit from your Touch-Tone pad, then press the #
key twice. The system will echo back the number
it received from you and will respond "PROCEED".
Continue to test the keyed digit until you are
satisfied that your tones are being received
correctly. Then enter **7## again to end the
test.

ORDERING ASSISTANCE:

(g) **8## Gives you the telephone number
(214-944-9040) to call for assistance in
ordering.

ORDER CANCEL CODES:

(h) **4## Allows the user to CANCEL THE LAST ENTRY.

(i) **91## Accepts and ends the order and the call.
Can be used at any time after at least one valid
item and quantity has been entered.

(j) **92## CANCELS THE ENTIRE ORDER within this
reference number and ends the call. Can be used
anytime during the order.

(k) **93## Ends all orders within this reference
number and starts with a new MU. Can be used at
any time after at least one valid item and
quantity have been entered.

(l) **94## CANCELS ENTIRE ORDER within this
reference number and restarts with a new MU.
Can be used at any time during the order
process.

(m) **95## Ends the order under this reference
number and begins under a new Authority Number.
Can be used any time after at least one valid
item and quantity have been entered.

(n) **96## CANCELS <u>ENTIRE</u> ORDER under this reference number and starts with a new Authority Number. Can be used anytime during the order process.

(o) **99## CANCELS ORDER USING THIS MU and restarts using the same Authority Number and MU. Can be used anytime during the order process.

11.02   In some cases, authorized users' orders require special billing information that includes Responsibility Codes, Location Codes, Custom Work Order Numbers, Estimate Numbers, etc. When entering alpha characters via Terminal Entry, use the regular alpha keys, i.e., the Estimate Number E1234567 is entered as E 1 2 3 4 5 6 7.

11.03   When entering alpha characters via Touch-Tone, each character requires three keystrokes:

KEYSTROKE 1: Always press the Asterisk (*) Key to tell the system you are entering an alpha character.

KEYSTROKE 2: Press the number key on which the desired alpha character is found.

KEYSTROKE 3: Press the number key of either 1, 2 or 3 to tell the system whether the alpha character is in the first, second or third position on the key.

Using the chart below, the Estimate Number E1234567
is entered as:

```
*32  1  2  3  4  5  6  7
 E   1  2  3  4  5  6  7
```

TO ENTER	PRESS		TO ENTER	PRESS
A	*21		N	*62
B	*22		O	*63
C	*23		P	*71
D	*31		Q	*11
E	*32		R	*72
F	*33		S	*73
G	*41		T	*81
H	*42		U	*82
I	*43		V	*83
J	*51		W	*91
K	*52		X	*92
L	*53		Y	*93
M	*61		Z	*13

12.0 PROES ERROR MESSAGES

12.01 During the course of input into PROES, error
messages may occur. Each error message is tailored
to the specific error encountered by the user.

12.02 The following error index illustrates the error
messages and possible cause:

(a) No response - Verify the pound (#) key was
entered twice at the end of the line (or verify
that the S/R or ENTER key was pressed for
Terminal Entry. However, after several seconds
with no response, the system will accept the
last entry and edit for validity.

(b) Invalid Authority Code - You have entered an
Authority Number that does not exist. Verify
that the Authority Number is valid and re-enter.

(c) <u>Responsibility Code Invalid or Location Code Invalid</u> - If either of these messages occurs immediately after entering your Authority Number, you have an invalid code and will not be allowed to order through PROES until a permanent correction is made to your official Authority Number Record. This is accomplished by preparing Form FASW-6172, Materials Order Authority Number Request, see Section 1 of the Procurement Catalog or contact the Authority Number Coordinator for your work group. If you have an immediate need to order material, contact the MDC Information Center for assistance on 214-944-9040. They will instruct you to have the Form FASW-6172 prepared to authorize the change to the Authority Number. They may have the database updated with your accounting information which will allow you to order your material the next day, or they will order your material for you the same day.

(d) <u>Invalid Password</u> - You have entered a password that the system does not recognize. Verify that the password is valid and re-enter. PROES allows the user two (2) attempts to enter a valid password. If, after two (2) attempts, the user has not entered a valid password, PROES will terminate the call.

(e) <u>Invalid MU</u> - Your dominant MU Code is XX. Enter a different MU, or pound (#) key twice (press ENTER or S/R if using a terminal) to continue under dominant MU.

(f) <u>Bell Location Code Invalid</u> - You have entered a Bell Location Code that does not exist or a command that the system does not recognize. Verify the Bell Location Code and re-enter.

(g) <u>Requisition Message Invalid</u> - Verify your 2-digit Message Code and re-enter or contact the MDC for assistance.

(h) <u>Future Date Invalid</u> - You may have entered the date in an incorrect format, a date that does not exist or a date that is not a future date. You may also have entered a command that is not valid at this step. Future date is to be entered in a six-digit sequence as follows:

YEAR MONTH DAY (YYMMDD).

(i) <u>Item Number Invalid or Nonstock Item</u> - You may have made a keystroke error, or entered a number for an item that is Nonstock or does not reside at your sourcing location. Verify data and re-enter.

(j) <u>Item Number Already Ordered Under This MU or Item Not Authorized This MU or User Not Authorized to Order Item</u> - You may order an item only once per MU, or you are not authorized to order the item at all. Verify data and reorder another time, or contact the MDC for assistance.

(k) <u>Invalid MU/Alternate Accounting Information</u> - Verify whether an invalid Alternate Accounting combination was entered or Authority Number entered is not authorized for this Alternate Accounting combination.

(l) <u>Responsibility Code Not Alternate Accounting or Location Code Not Alternate Accounting</u> - If you are authorized to cross-charge Accounting Information, and choose the option to enter it, you must always enter a Responsibility Code or Location Code which is different than that of your Authority Number to avoid charging yourself. Verify data and re-enter or contact the MDC for assistance.

(m) <u>Line Message Invalid</u> - You have entered an incorrect Item Message Code that the system does not recognize. Verify data and re-enter.

(n) <u>Quantity Invalid</u> - You have entered a quantity that is higher or lower than the system is allowed to accept. If the quantity ordered is higher than the user is authorized, the system decreases the amount and advises the user it has done so. (See Paragraph 3.01 (c), page 4.) If the quantity ordered is less than the established minimum order quantity or is not ordered in the correct multiple, an invalid quantity message is given. Verify quantity standards in Procurement Catalog and re-enter.

(o) <u>Please Call the MDC Information Center</u> - You may have made five mistakes in a row, or you may have entered the attendant request command. If you have made five errors in a row, your session will be terminated by the system. <u>All valid entries have been accepted. Do not enter those items again.</u> You may want to call the MDC Information Center for assistance. The phone number is 214-944-9040. To continue, call the system and enter a new order. If you entered the attendant request command, the system will repeat the last prompt it had given you before you requested the attendant referral number.

(p) <u>Your Reference Number XXXX is Accepted</u> - You may have waited longer than 2 minutes and 10 seconds to enter your line, or PROES may have encountered a system problem. Your session will be terminated by the system. All valid item/quantity entries have been accepted. <u>DO NOT ENTER THOSE ITEMS AGAIN</u>. You may want to call the MDC Information Center for assistance. To continue, call the system and enter a new order.

13.0 <u>RECEIVING PROCEDURES (MDC/TCS DELIVERIES)</u>

13.01   When a delivery of items is received, the requestor should verify items and associated quantities with the "Packing Slip & Receipt Copy" (Exhibit 3), that accompanies each shipment.

(a) If the order has been received in satisfactory condition, then:

    (1)   Sign and date the Packing Slip & Receipt Copy in the space provided at the bottom of the document; and

    (2)   Retain the Packing Slip & Receipt Copy in a closed file.

(b) If the Packing Slip & Receipt Copy indicates an item is on full or partial backorder, no further action is required from the requestor. The item(s) will be automatically shipped from the MDC/TCS when the stock is received.

(c) If the Packing Slip & Receipt Copy indicates a destocking message, the material requested is no longer stocked at the MDC, and nothing will ship. (see Exhibit 4).

(d) If the Packing Slip and Receipt Copy indicates a destocking message AND a substitution item is available, the substitution item number will appear on the Packing Slip and Receipt Copy, (see Exhibit 5). If the requestor believes the substitution item will satisfy their job requirements, they must place another order for the substitution item.

(e) If an item being ordered is backordered, BUT is in a substitution chain, SWIMS will automatically order and ship the authorized substitution item, when available, (see Exhibit 6).

(f) If the item being ordered is on backorder and the authorized substitution item is also on backorder, the Packing Slip and Receipt Copy will reflect the information as shown on Exhibit 7. When replenishing stock for the authorized substitute is received at the MDC, SWIMS will automatically fill this order. No further ordering is required.

(g) If a manual change in the "Quantity to Pick" field (Dirty Ticket) has been made at the shipping location (MDC/TCS), the requestor need not re-order the item(s). When stock is received at the MDC/TCS, it will be shipped automatically to the user.

NOTE: If an order is received and some or all of the material is incorrect, damaged, etc., refer to Section 15, Claims Filing Procedures, of this document for detailed instructions for filing claims.

14.0 ORDER INQUIRIES

14.01 Information relative to specific orders and/or assistance in ordering may be obtained through the following:

(a) Orders originating from the MDC.

General Information	214-944-9040
Emergency Orders	214-944-9042
Claims (MDC)	214-944-9035
Pack & Hold	214-944-9036
Cable (Emergencies and all other cable order inquiries)	214-944-9101

(b) Orders originating from a TCS should be referred to your serving TCS.

TCS Location	Telephone
Arkansas	501-373-4723
Kansas (Lenexa)	913-676-0699
Missouri (St. Louis)	314-644-9405
Texas (San Antonio)	512-650-8268
(Dallas)	214-944-9066

(c) General Authority Card inquiries should be directed to the Inventory Management Operations Group (314) 235-5761.

15.0 CLAIMS FILING PROCEDURES

15.01   If an order is received and some or all of the
material is incorrect, damaged, etc., the requestor
should follow the instructions indicated in SWBT
Practice SW 746-001-901, Procurement Claims. Claims
should be initiated as soon as possible to ensure
that they are filed in accordance with time
limitation filing procedures. (Additional claims
procedures can be found in Section II of the
Procurement Catalog).

16.0 EMERGENCY ORDER PROCEDURES

16.01   An emergency order can be placed when one or more of
the following conditions exist:

(a)   Total or partial destruction of an Operating
Telephone Company Plant;

(b)   Expected or actual interruption of service due
to failure of apparatus or equipment;

(c)   Material required on an urgent basis for
National Defense; or

(d)   Material required on an urgent basis to avoid
delaying important work or incurring
unnecessary expenses.

16.02   Emergency orders should be telephoned directly to
the user's sourcing location. Exhibit 8 lists
emergency order telephone numbers for both the
warehouses (stock items) and the LPO (non-stock
items).

17.0 EMERGENCY/EXPEDITED COMPLAINTS

17.01   The purpose of originating a complaint is to initiate an investigation of a possible or alleged defective and/or dangerous condition involving products/services used by the company. The origination of a complaint is not intended in any form whatsoever to constitute the company's admission that the product/service, which is subject of such complaint, is in fact defective or dangerous.

17.02   A complaint may be originated by any employee within Southwestern Bell Telephone Company, regardless of level or organization. With increasing complexity of telecommunications products and services, the diversity of manufacturers, suppliers, and contractors, and shortened introductory intervals, there is the requirement that performance, quality, compatibility, and reliability information be fed back quickly through the responsible lines of organization and to the manufacturer, supplier or contractor. Complaints also provide the company with a means for requesting replacement, credit or repair, on a non-billable basis, for defective products.

17.03   Detailed procedures for processing complaints should be referenced in SWBT Practice SW 010-522-906, Procedures For Processing Complaints On Telecommunications Products/Services.

18.0 REPORTS

18.01   Following is a listing of reports that are generated
for use by the System Administrator. See Exhibit 9,
pages 1-8.

(a) JB208-001   **FRONT END ITEM FILE MAINTENANCE
EXCEPTION REPORT**

This daily report illustrates that PROES requests
updates from SWIMS of all activity related to an
item. If data cannot be retrieved and successfully
stored in PROES it is illustrated as "UNSUCCESSFUL"
on report.

(b) JB210-001   **SOUTHWESTERN BELL TELEPHONE
COMPANY ITEM FILE MAINTENANCE
REPORT**

This report is issued in conjunction with JB208-001.
This report gives detailed information on
unsuccessful front end item file maintenance.

(c) JB211-001   **SOUTHWESTERN INVENTORY
MANAGEMENT SYSTEM FRONT END ITEM
FILE LOAD REPORT**

(d) JB212-001   **SOUTHWESTERN INVENTORY
MANAGEMENT SYSTEM FRONT END ZIP
CODE/SOURCE FILE LOAD REPORT**

(e) JB213-001   **SOUTHWESTERN INVENTORY
MANAGEMENT SYSTEM FRONT END BELL
LOCATION FILE LOAD REPORT**

(f) JB214-001   **SOUTHWESTERN INVENTORY
MANAGEMENT SYSTEM FRONT END
AUTHORITY LOAD REPORT**

These reports are run by the Data Center at the
request of the System Administrator to copy the
entire SWIMS database into PROES. This validates
the integrity of data transferred from one system to
another.

(g) JB231-002   **SOUTHWESTERN BELL TELEPHONE COMPANY MATERIALS MANAGEMENT SYSTEM REPORT**

This daily report illustrates all error message and error records encountered by the system during the latest batch cycle.

(h) JB233-001   **ASSEMBLE FRONT END FILES FOR LOADING ACTIVITY REPORT**

This daily report is an administrative tool that illustrates the number and types of records read by the system each day.

18.02   Following is a listing of reports to be used by the Procurement Authority Number Control Center located with the Materials Management Operations Group. See Exhibit 10, pages 1 and 2.

(a) JB209-001   **SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM FRONT END AUTHORITY AND CODES FILES MAINTENANCE SUCCESSFUL UPDATES REPORT**

This daily report is a tool that can be used to measure accuracy as it highlights activity that took place by transaction.

(b) JB209-002   **SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM FRONT END AUTHORITY AND CODES FILES MAINTENANCE ERROR REPORT - ACTION REQUIRED**

This report illustrates unsuccessful daily maintenance activity from authority and codes files. This report should be cleared daily as effected user(s) will not have access to PROES due to a discrepancy in the authority records.

18.03   The following report will be used by the MDC.   See
        Exhibit 11.

   (a) JB231-001   ACTIVITY FOR XX/XX/XX

   This report illustrates all call activity for the
   previous day. Field definitions are available in
   the Opertil User's Manual. For assistance you may
   contact the PROES System Administrator at
   314-235-5748.

EXHIBIT 1

FORM SW-6226 PROES ORDERING WORKSHEET

PROPRIETARY
Not for use or disclosure outside Southwestern Bell
Telephone Company except under written agreement.

EXHIBIT 1 (CONT'D...)

REVERSE SIDE OF SW-6226 PROES ORDERING WORKSHEET

<div style="border:1px solid black;padding:1em;">

BASIC ORDERING INSTRUCTIONS FOR
PROES

TO PLACE AN ORDER

1. Dial Into The System
2. Enter Authority Number. ##
3. Reference Number issued. Enter On Form SW-6226 @
4. Enter Password. ##
5. Enter Alternate MU Code (Optional). ##
6. Enter Requestion Message Code (Optional). ##
7. Enter Item Number. ##
8. Enter Quantity. ##
9. Enter Item Message Code (Optional). ##
10. Repeat Steps 8 - 8 For Each Item
11. Repeat Steps 4 - 8 For Each MU Code
12. Repeat Steps 2 - 8 For Each Authority Number

SPECIAL FEATURE CODES

RESPONSE OPTIONS:

To speed the order entry process, new data may be entered as soon as the voice prompt begins its current message. You need to wait for it to begin, but not for it to end.

REVIEW COMMAND

- ****1##** Allows you to review the entire order one item at a time.
- **##** Signals to go on to the review of the next item.
- ****2##** Stops the review and returns you to wherever you were in the order before you asked for review.
- ****6##** Allows you to review the last valid item and quantity entered.

CANCEL COMMAND

- ****4##** Allows you to cancel a line just entered or reviewed.
- ****92##** Allows you to cancel the entire order and end call.
- ****94##** Allows you to cancel entire order and restart with same Authority Number, new MU.
- ****96##** Allows you to cancel entire order this Authority Number and start with a new Authority Number. *
- ****99##** Allows you to cancel order this MU, restart with same Authority Number and MU.

CHANGE COMMANDS

- ****93##** Allows you to end order this MU, start with new MU.
- ****95##** Allows you to end the orders under one Authority Number and begin under a new Authority Number. *

END CALL AND ORDER

- ****91##** Can be used at any time after at least one valid item and quantity has been entered - ends the order, and call.

SPECIAL COMMANDS

- ****3##** Repeats the last message you were given.
- ****8##** Gives you the telephone number to call for assistance in ordering (214-844-8040).

@ A new system reference number will be issued when a new Authority Number or a new MU is entered.

REF: BCP SW 743-001-907

</div>

EXHIBIT 2

PROES ITEM AND REQUISITION MESSAGE CODES

CODE | DESCRIPTION

02	NOTHING LARGER THAN 420 REELS
*05	FUTURE DATED ORDER SCHEDULE FOR SHIPMENT
12	SHIP TODAY SURE
13	SHIP SPECIAL HAUL TODAY
14	SHIP COMPLETE
15	"ATTN: MUST BE SHIPPED ON HAND COIL!"
17	SHIP ON REEL
21	CALL 24 HRS PRIOR TO DELIVERY
22	CALL 12 HOURS PRIOR TO DELIVERY
31	NO FRIDAY DELIVERIES
**4R	01-NEW MATERIAL ONLY (COIN, NCTE, OCS ONLY)
(4R SHOULD BE ENTERED AS 4*72 ON TOUCH TONE PHONES)	
**5R	03-REUSE MATERIAL ONLY (OCS ONLY)
(5R SHOULD BE ENTERED AS 5*72 ON TOUCH TONE PHONES)	
54	DO NOT BACKORDER
56	EQUIP WITH PULLING EYE
*76	ASSOCIATED WITH SPECIFIC ESTIMATE NUMBER
81	CPE-PACK & HOLD
82	CPE FOR REPAIR ONLY
85	COE ORDER
88	CUSTOMER WILL PICK UP
94	DO NOT SUB KITS ONLY/ALLOW FOR COMPONENT SUBBING
98	DO NOT SUB SHIP COMPLETE KIT COMPONENTS
99	DO NOT SUBSTITUTE

*MAY BE ENTERED AT REQUISITION HEADER LEVEL ONLY
**MAY BE ENTERED AT LINE ITEM LEVEL ONLY

NOTE: Codes 02-13, 15 & 17 should only be used when ordering
          cable, when applicable.

EXHIBIT 3

PACKING SLIP AND RECEIPT COPY

PACKING SLIP & RECEIPT COPY				RMQ825-R01
Southwestern Bell Telephone	FOR LOCAL RETENTION IF MATERIAL IS CORRECT	ISSUE	DUPLICATE/REPRINT	

FROM: SW BELL TEL CO 301-CLA-25009-4408
1325 CORNELL RD
LANCASTER TX 75146

CLA-91301-3055

0001-0001

0010-0012

FINAL   LUBBOCK
SOUTHWESTERN BELL TEL 2250092
P HARDING
4001 FRANKFORD
LUBBOCK   TX 79407-3723

Ship VIA LUBBOCK

OE8	85166	2250092	01	XU4911	882337210	10/28/91
REQUESTOR		AUTH	MU AAC	GEO LOC	R.C.O	DATE CREATED

O ZONE	ALT GEO.	R.C.C.	EST C.W.O R.C.	C.P.R CODE
9				

PRIME BIN	PO COMMODITY CODE LINE ITEM	DESCRIPTION AND MESSAGES FREIGHT CLASS ALT BINS	QTY RECVD PREV OR THIS IS	QTY B/O PROMISE DATE NEED DATE	QUANTITY TO PMLA	UN AM	PRICE	AMT AMT
5KK05C	401249543 01 0006 0001/0014	TAPE ALUM 84INX40FT BX1 FREIGHT CLASS F179725-2 ALT. BINS R0041C 5KK07A	2 0	0 00000000 10/29/91	2	BX	3.22	6.44
5LL05B	400315156 01 0006 0002/0009	HOOK WIRE DROP B CA6530 FREIGHT CLASS A160270 ALT. BINS 5LL21A	50 0	0 00000000 10/29/91	50	EA	0.07	3.50
5MM01C	017583774 01 0006 0003/0003	TIE CA STRIPED OR/WH PK50 FREIGHT CLASS V156600-2	2 0	0 00000000 10/29/91	2	PK	0.35	0.70
5MM09C	700073067 01 0006 0004/0022	WRAP PRES 3 MIL RL FREIGHT CLASS H156600-7 ALT. BINS HPP90C R0025C R0027C 5MM09D	4 0	0 00000000 10/29/91	4	RL	1.13	4.52
5MM11B	017583766 01 0006 0005/0002	TIE CA STRIPED OR/WH PK50 FREIGHT CLASS V156600-2 ALT. BINS 5MM05A	2 0	0 00000000 10/29/91	2	PK	0.67	1.34
5MM11C	017583931 01 0006 0006/0004	TIE CA STRIPED BR/Y PK50 FREIGHT CLASS V156600-2	2 0	0 00000000 10/29/91	2	PK	0.47	0.94

SELECTED BY	CHECKED BY	DATE	RECEIVED BY	DATE	TOTAL AMT AMT	17.44

EXHIBIT 4

PACKING SLIP AND RECEIPT COPY
WITH DESTOCK MESSAGE

EXHIBIT 5

PACKING SLIP AND RECEIPT COPY
WITH DESTOCK MESSAGE WITH SUBSTITUTION ITEM

PACKING SLIP & RECEIPT COPY

RMQ825-RO1

FROM SW BELL TEL CO 031-CLA-11111-2205
1329 CORNELL RD
LANCASTER TX 79146

CLA-92027-0107

0001-0001

0001-0001

FINAL

CUSTOMER NAME
SOUTHWESTERN BELL TEL
CUSTOMER ADDRESS
CUSTOMER CITY   MO 63101-0000

ISSUE

MESSAGES

SHIP VIA

TEST		111111	01		AA0000	S20000000	01/31/92		
	REQUESITOR	AUTH	MU	AAC	GEO LOC	RCO	DATE NEEDED		

D/ON	ALT GEO	RCC	EST C WO R C	C P R CODE		
R						

AR ITEM	PID COMMODITY CODE LINE ITEM	DESCRIPTION AND MESSAGES FREIGHT CLASS ALT BINS	QTY REQ	QTY B/O PROMISE DATE NEED DATE	QUANTITY TO PLR	UOM	PRICE $$ CU	AMOUNT
RRBOC	353000000 01	SYSTEM TEST ITEM	1	0	1	EA	25.00	25.00
	0093	DESTOCK PER TELCO GEN. HDQTRS.	0	00000000				
	0001/0002	SUB:352777777 SYSTEM TEST ITEM		01/31/92				
	FREIGHT CLS	A105500 ALT. BIN						

25.00

PROPRIETARY
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Telephone Company except under written agreement.

EXHIBIT 6

PACKING SLIP AND RECEIPT COPY
REQUESTED ITEM ON BACKORDER - SUBSTITUTION ITEM SHIPPED

PACKING SLIP & RECEIPT COPY   RMQ825-R01

Southwestern Bell Telephone

ISSUE

FROM SW BELL TEL CO   031-CLA-11111-2206   C A-92027-0108
      1329 CORNELL RD
      LANCASTER TX 73146   0001-0001

M
E
S
S
A
G
E
S

FINAL
CUSTOMER NAME
SOUTHWESTERN BELL TEL
CUSTOMER ADDRESS
CUSTOMER CITY   M063101-0000

TEST   111111 01   AA0000   S20000000   01/31/92
                       AUTH   MU   GEO LOL.   R C O

RRBOC	353000000 0093 0001/0002	01	SYSTEM TEST ITEM SUB:352777777 SYSTEM TEST ITEM		1 0	0 00000000 01/31/92	1	EA	25.00	25.0

EXHIBIT 7

PACKING SLIP AND RECEIPT COPY
REQUESTED ITEM ON BACKORDER - SUBSTITUTION ITEM ON BACKORDER

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EXHIBIT 8

EMERGENCY ORDER TELEPHONE NUMBERS

MATERIALS DISTRIBUTION CENTER (MDC)

LOCATION	BUSINESS HOURS	AFTER HOURS/WEEKENDS
LANCASTER	214-944-9042	214-944-9000
LANCASTER (CABLE)	214-944-9101	214-944-9000

TELEPHONE COMPANY STOREROOMS (TCS)

LOCATION	BUSINESS HOURS	AFTER HOURS/WEEKENDS
LITTLE ROCK	501-373-4721	501-568-4735
LENEXA	913-676-0699	913-441-1140
ST. LOUIS	314-644-9405	314-644-9400
SAN ANTONIO	512-650-8268	512-497-4369

LOCAL PURCHASING OFFICES (LPO)

ST. LOUIS	314-247-4618	314-832-9600
TOPEKA*	913-276-0812	913-276-6691
OKLAHOMA CITY*	405-291-1000	405-291-1000
DALLAS	214-464-6666	214-464-6666
HOUSTON*	713-567-7648	713-887-9673
SAN ANTONIO*	512-222-5060	512-222-5060

*COE Orders Only

EXHIBIT 9
PAGE 1 OF 8

SYSTEM ADMINISTRATOR'S REPORTS

JB208-001 FRONT END ITEM FILE MAINTENANCE EXCEPTION REPORT

```
REPORT- JB208-001                        FRONT END ITEM FILE MAINTENANCE              PAGE   1     RUN DATE- 910925
REF - JB208                                   EXCEPTION REPORT                                     RUN TIME- 20 54 35
SWBT DP CTR- SAINT LOUIS                                                                           RETENTION- 1 WEEK
TRANID ACTIVITY SEGMENT   ITEM NO.                                    M E S S A G E
------ -------- -------   --------  ----------------------------------------------------------------------------------

RCS420  CHANGE  CSITDS   701103921  SUCCESSFUL FE-ITEM FILE REWRITE

RCS430  DELETE  CSITMS   111111271  SUCCESSFUL FE-ITEM FILE DELETE

RCS420  CHANGE  CSITDS   067539924  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITMS   701047110  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITCR   701103921  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701103921  SUCCESSFUL FE-ITEM FILE REWRITE

RCS430  DELETE  CSITMS   111111271  UNSUCCESSFUL FE-ITEM FILE DELETE   - FILE STATUS: 23              ****** WARNING ******

RCS420  CHANGE  CSITDS   067539924  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITMS   701047110  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITCR   701103921  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701103970  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITCR   100024025  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701103939  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITCR   701047110  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701047110  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701103921  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701047110  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701103939  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITMS   103266771  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701047110  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITMS   024323164  SUCCESSFUL FE-ITEM FILE REWRITE

RCS445  CHANGE  CSITUD   701061681  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITCR   200001147  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITCR   701103947  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701103954  SUCCESSFUL FE-ITEM FILE REWRITE

RCS420  CHANGE  CSITDS   701036170  SUCCESSFUL FE-ITEM FILE REWRITE


NOTICE - NOT FOR USE OR DISCLOSURE OUTSIDE SOUTHWESTERN BELL TELEPHONE COMPANY EXCEPT UNDER WRITTEN AGREEMENT.
```

EXHIBIT 9
PAGE 2 OF 8

SYSTEM ADMINISTRATOR'S REPORTS

JB210-001   SOUTHWESTERN BELL TELEPHONE COMPANY ITEM FILE
MAINTENANCE REPORT

```
REPORT - JB210-001                    SOUTHWESTERN BELL TELEPHONE COMPANY
REF -                                    FRONT END ITEM FILE MAINTENANCE
SWBT DP CNTR - SAINT LOUIS                                                      RUN DATE - 09/25/91
                                                                               RETENTION - 3 MONTHS
                                 ERROR AND ACTIVITY REPORT

                    701002529   T83      THIS ITEM AND LOCATION NOT FOUND ON INVENTORY DATA BASE
                                           STOCKED AT INDICATOR NOT UPDATED

                    701070401   CLA      ITEM STILL IN INVENTORY DATA BASE
                                           CANNOT DELETE STOCKED AT INDICATOR

                    102904893   CLA      ITEM STILL IN INVENTORY DATA BASE
                                           CANNOT DELETE STOCKED AT INDICATOR

       ITEM NOT FOUND IN FE ITEM FILE
       RECORD KEY IS - 111111261          FILE STATUS IS - 23

       ITEM NOT FOUND IN FE ITEM FILE
       RECORD KEY IS - 111111271          FILE STATUS IS - 23

       ITEM NOT FOUND IN FE ITEM FILE
       RECORD KEY IS - 111111281          FILE STATUS IS - 23

       ITEM NOT FOUND IN FE ITEM FILE
       RECORD KEY IS - 111111281          FILE STATUS IS - 23
AUDIT RECORDS READ            :    22538
RECORDS TO SORT               :    13642
RECORDS FROM SORT             :    13642
VALID RECORDS OFF AUDIT FILE  :      291
EXCEPTION RECORDS             :        7
ITEM RECORDS READ             :      284
RECORDS REWRITTEN             :      284

                                   END OF REPORT


            NOTICE - NOT TO BE DISCLOSED OUTSIDE SOUTHWESTERN BELL TELEPHONE CO. EXCEPT UNDER WRITTEN AGREEMENT
```

SW 744-001-907

EXHIBIT 9
PAGE 3 OF 8

SYSTEM ADMINISTRATOR'S REPORTS

JB211-001   SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM FRONT END
ITEM FILE LOAD REPORT

```
REPORT- JB211-001                    SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM          PAGE   2    RUN DATE- 910925
REF - JB211                                  FRONT END ITEM FILE LOAD                              RUN TIME- 10 13 23
SWZT DP CTR- SAINT LOUIS                                                                           RETENTION- 6 MONTHS
                          ITEM NO.                                      M E S S A G E
-------------------------------------------------------------------------------------------------------------------------
****** WARNING ****** AA0000321  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000339  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000347  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000354  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000362  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000370  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000388  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000396  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000404  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000412  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000420  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000438  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000446  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000461  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000529  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000552  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000560  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000578  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000594  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000602  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000628  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000644  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000651  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000669  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000677  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******
****** WARNING ****** AA0000685  ITEM NOT ON INVENTORY DATABASE.  ITEM NOT ADDED.          ****** WARNING ******

NOTICE - NOT FOR USE OR DISCLOSURE OUTSIDE SOUTHWESTERN BELL TELEPHONE COMPANY EXCEPT UNDER WRITTEN AGREEMENT.
```

EXHIBIT 9
PAGE 4 OF 8

SYSTEM ADMINISTRATOR'S REPORTS

JB212-001   SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM FRONT END
ZIP CODE/SOURCE FILE LOAD REPORT

```
REPORT- JB212-001                    SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM        PAGE  1      RUN DATE- 910925
REF - JB212                            FRONT END ZIP CODE/SOURCE FILE LOAD                        RUN TIME- 14 37 08
SWBT DP CTR- SAINT LOUIS                                                                          RETENTION- 6 MONTHS
ZIP CODE            C O M M E N T
--------   --------------------------------------------------------------------------
72032     CORP CODES MDC SOURCE IS T83.  CHANGED TO CLA IN FE FILE.  RECORD ADDED.

TABLE 905 ENTRIES READ:               5977

TABLE 905 ENTRIES THAT FAILED EDIT:      0

ZIP CODE/SOURCES ADDED:                  0




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```

EXHIBIT 9
PAGE 5 OF 8

SYSTEM ADMINISTRATOR'S REPORTS

JB213-001   SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM FRONT END
BELL LOCATION FILE LOAD REPORT

```
REPORT- JB213-001                SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM        PAGE   1    RUN DATE- 09/20/91
REF - JB213                          FRONT END BELL LOCATION FILE LOAD                      RUN TIME- 14 31 16
SWBT DP CTR- SAINT LOUIS                                                                    RETENTION- 6 MONTHS
BELL LOC                              C O M M E N T
--------   ------------------------------------------------------------------------
90         BELL LOCATION CODE NOT NUMERIC.  RECORD NOT ADDED.
91         BELL LOCATION CODE NOT NUMERIC.  RECORD NOT ADDED.
9107672    ZIP CODE: 62554 NOT IN FE ZIP-SOURCE FILE.  UPDATE NOT MADE.
92         BELL LOCATION CODE NOT NUMERIC.  RECORD NOT ADDED.




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```

EXHIBIT 9
PAGE 6 OF 8

SYSTEM ADMINISTRATOR'S REPORTS

JB214-001   SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM FRONT END
AUTHORITY LOAD REPORT

```
REPORT- JB214-001                    SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM        PAGE   1    RUN DATE- 05/21/91
REF - JB214                                FRONT END AUTHORITY LOAD                              RUN TIME- 16 07 39
SWBT DP CTR- SAINT LOUIS                                                                         RETENTION- 6 MONTHS
AUTHORITY                                          C O M M E N T
-------   ------------------------------------------------------------------------------------------------------------

0000109    ZIP CODE: 63026-2506 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000117    ZIP CODE: 75134-3493 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000125    ZIP CODE: 75134-3493 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000208    ZIP CODE: 66214-1572 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000307    ZIP CODE: 67216-2424 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000406    ZIP CODE: 63110-2812 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000604    ZIP CODE: 73104-7000 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000612    ZIP CODE: 74116-1516 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000620    ZIP CODE: 67216-2424 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000802    ZIP CODE: 77018-5518 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000828    ZIP CODE: 77018-5518 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000836    ZIP CODE: 78233-5786 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000844    ZIP CODE: 78233-0000 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

0000901    ZIP CODE: 79404-3521 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

10    0    AUTHORITY NO VALUE OF: 10        NOT NUMERIC      - RECORD NOT ADDED.

1040493    ZIP CODE: 75146-0000 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1042622    ZIP CODE: 63109-3237 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1043547    ZIP CODE: 65802-2160 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1044248    ZIP CODE: 63109-3237 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1070052    ZIP CODE: 75460-4297 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1073387    ZIP CODE: 72211-2829 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1089540    ZIP CODE: 75134-3493 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1089631    ZIP CODE: 75134-3493 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1089649    ZIP CODE: 75134-3493 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1090118    ZIP CODE: 64131-1298 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.

1090159    ZIP CODE: 64118-2539 NOT IN FE ZIP-SOURCE FILE.  RECORD NOT ADDED.


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```

EXHIBIT 9
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SYSTEM ADMINISTRATOR'S REPORTS

JB231-002   SOUTHWESTERN BELL TELEPHONE COMPANY MATERIALS
MANAGEMENT SYSTEM REPORT

```
REPORT - JB231-002                    SOUTHWESTERN BELL TELEPHONE COMPANY          PAGE   1
REF -                                      MATERIALS MANAGEMENT SYSTEM             RUN DATE - 08/22/91
SWBT DP CNTR - SAINT LOUIS TEST                                                   RETENTION - 1 DAY
                                           ACTIVITY FOR 08/20/91

          ERROR MESSAGES                                            ERROR RECORDS

                                       END OF REPORT
```

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EXHIBIT 9
PAGE 8 OF 8

SYSTEM ADMINISTRATOR'S REPORTS

JB233-001 ASSEMBLE FRONT END FILES FOR LOADING ACTIVITY REPORT

```
REPORT- JB233-001                    ASSEMBLE FRONT END FILES FOR LOADING         RUN DATE- 09/25/91
REF- JB233                                      ACTIVITY REPORT                    RUN TIME- 20 55 23
SWBT DP CTR- SAINT LOUIS                                                           RETENTION- 1 WEEK

     ITEM RECORDS READ:    6789  STOP CARD COUNT:    6791 (= START CARD + RECORDS READ + END CARD)

**** WARNING **** TEST ITEM FILE EMPTY

BELL LOC RECORDS READ:     852

   PHRASE RECORDS READ:     69

ZIP CODE RECORDS READ:    5977

BROADCAST RECORDS READ:    303

ALL CODES RECORDS READ:   7201  STOP CARD COUNT:    7203 (= START CARD + RECORDS READ + END CARD)

AUTHORITY RECORDS READ:  18646  STOP CARD COUNT:   18648 (= START CARD + RECORDS READ + END CARD)

 AUTH DEL RECORDS READ:      1  STOP CARD COUNT:       3 (= START CARD + RECORDS READ + END CARD)

                                END CARD COUNT:    32646 (= STOP CARDS COUNTS + END CARD)
```

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EXHIBIT 10
PAGE 1 OF 2

PROCUREMENT AUTHORITY NUMBER CONTROL CENTER REPORTS

**JB209-001   SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM FRONT END
AUTHORITY AND CODES FILES MAINTENANCE SUCCESSFUL UPDATES REPORT**

```
REPORT- JB209-001                    SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM          PAGE   2   RUN DATE- 910925
REF - JB209                       FRONT END AUTHORITY AND CODES FILES MAINTENANCE                RUN TIME- 20 54 13
SWBT DP CTR- SAINT LOUIS                     SUCCESSFUL UPDATES REPORT                            RETENTION- 1 WEEK
TRANID ACTIVITY SEGMENT   FE FILE    KEY    PM                          C O M M E N T
------ -------- -------- ---------- ----- --  ---------------------------------------------------------------------
BELL LOCATION ADDED:       0    AUTHORITY ADDED:       0    PHRASE ADDED:       0    ZIP SOURCE ADDED:       0
BELL LOCATION CHANGED:     0    AUTHORITY CHANGED:     0    PHRASE CHANGED:     0    ZIP SOURCE CHANGED:     1
BELL LOCATION DELETED:     0    AUTHORITY DELETED:     1    PHRASE DELETED:     0    ZIP SOURCE DELETED:     0

TRANSACTIONS IN AUDIT FILE:             22538

RELEVANT TRANSACTIONS - SUCCESSFUL (ABOVE):     2

RELEVANT TRANSACTIONS - ERRORED OUT:           33



















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EXHIBIT 10
PAGE 2 OF 2

PROCUREMENT AUTHORITY NUMBER CONTROL CENTER REPORTS

JB209-002 SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM FRONT END AUTHORITY AND CODES FILES MAINTENANCE ERROR REPORT ACTION REQUIRED

```
REPORT- JB209-002                      SOUTHWESTERN INVENTORY MANAGEMENT SYSTEM        PAGE  1      RUN DATE- 910926
REF - JB209                           FRONT END AUTHORITY AND CODES FILES MAINTENANCE               RUN TIME- 20 35 16
SWBT DP CTR- SAINT LOUIS                  ERROR REPORT - ACTION REQUIRED                            RETENTION- 1 WEEK
TRANID  ACTIVITY  SEGMENT   FE FILE     KEY      PM                                  E R R O R   M E S S A G E
------  --------  -------   ---------   -------- --   --------------------------------------------------------------------

RMM410 ADD/CHG  MMCCMS  AUTHORITY  2130179      ZIPCODE     VALUE OF: 77041- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  BELL LOC   9108621      ZIP CODE: 75039 NOT NUMERIC.  UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2130195      ZIPCODE     VALUE OF: 77041- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2130179      ZIPCODE     VALUE OF: 77041- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  BELL LOC   9108621      ZIP CODE: 75039 NOT NUMERIC.  UPDATE NOT MADE.
RMM430 DELETE   MMCCMS  AUTHORITY  2300657      RECORD NOT DELETED.  DOES NOT APPEAR IN FE FILE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2130195      ZIPCODE     VALUE OF: 77041- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2340802      ZIPCODE     VALUE OF: 77077- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  BELL LOC   9108639      ZIP CODE: 67501 NOT NUMERIC.  UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  BELL LOC   9108274      ZIP CODE: 65049 NOT NUMERIC.  UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2130161      ZIPCODE     VALUE OF: 77041- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  BELL LOC   9108654      ZIP CODE: 71730 NOT NUMERIC.  UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  BELL LOC   9108662      ZIP CODE: 72632 NOT NUMERIC.  UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2130120      ZIPCODE     VALUE OF: 77041- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2340794      ZIPCODE     VALUE OF: 77081- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2340828      ZIPCODE     VALUE OF: 63010- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2295816      ZIPCODE     VALUE OF: 75202- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2338566      ZIPCODE     VALUE OF: 65807- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2129759      ZIPCODE     VALUE OF: 77041- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  BELL LOC   9108670      ZIP CODE: 71671 NOT NUMERIC.  UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2130104      ZIPCODE     VALUE OF: 77041- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  BELL LOC   9108621      ZIP CODE: 75039 NOT NUMERIC.  UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2017848      ZIPCODE     VALUE OF: 75146  NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2340836      ZIPCODE     VALUE OF: 63010- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2093997      ZIPCODE     VALUE OF: 67213- NOT NUMERIC     - UPDATE NOT MADE.
RMM410 ADD/CHG  MMCCMS  AUTHORITY  2010504      ZIPCODE     VALUE OF: 67202- NOT NUMERIC     - UPDATE NOT MADE.


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EXHIBIT 11

MATERIALS DISTRIBUTION CENTER (MDC) REPORTS

JB231-001 ACTIVITY FOR XX/XX/XX

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REPORT - JB231-001                    SOUTHWESTERN BELL TELEPHONE COMPANY                    PAGE  1
REF -                                     MATERIALS MANAGEMENT SYSTEM                         RUN DATE - 08/22/91
SWBT DP CNTR - SAINT LOUIS TEST                                                              RETENTION - 3 MONTHS
                                            ACTIVITY FOR 08/20/91

          STAT    CALL
AUTH #  REF #  CPR  MU  TIME  ENTRY              ENTRY TYPE      SOURCE  MR# / ITEM DESCRIPTION     SHIP TO LOCATION
2012393  5002  NIN  33  1456  NONE ENTERED       REQ PHRASE              232CLA012395002
                              701036220#000010   ITEM#QUANTITY   CLA     FORM SW-1237DAL**
                              NONE ENTERED       ITEM PHRASE
                              HDR ERR            ENTRY RESULT
                              145908             SWIMS TIME
                              MQ415-18           LINE ERROR MSG

                                                                                              SOUTHWESTERN BELL
                                                                                              AREA MGR-COMM RELATIONS
                                                                                              820 LOCUST
                                                                                              CONWAY          AR 72032

2012393  5003  E!N  33  1458  80                 REQ PHRASE              232CLA012395003
                              701048969#000025   ITEM#QUANTITY   CLA     FORM SW-3320
                              NONE ENTERED       ITEM PHRASE
                              067534644#000025   ITEM#QUANTITY   CLA     FORM SW-9123 -D-
                              NONE ENTERED       ITEM PHRASE
                              HDR ERR            ENTRY RESULT
                              150024             SWIMS TIME
                              MQ415-18           LINE ERROR MSG

                                                                                              SOUTHWESTERN BELL
                                                                                              AREA MGR-COMM RELATIONS
                                                                                              820 LOCUST
                                                                                              CONWAY          AR 72032

2012393  5004  N!N  33  1459  NONE ENTERED       REQ PHRASE              232CLA012395004
                              701036220#000030   ITEM#QUANTITY   CLA     FORM SW-1237DAL**
                              NONE ENTERED       ITEM PHRASE
                              701048969#000300   ITEM#QUANTITY   CLA     FORM SW-3320
                              NONE ENTERED       ITEM PHRASE
                              067536644#000025   ITEM#QUANTITY   CLA     FORM SW-9123 -D-
                              NONE ENTERED       ITEM PHRASE
                              HDR ERR            ENTRY RESULT
                              150156             SWIMS TIME
                              MQ415-18           LINE ERROR MSG

                                                                                              SOUTHWESTERN BELL
                                                                                              AREA MGR-COMM RELATIONS
                                                                                              820 LOCUST
                                                                                              CONWAY          AR 72032

2012393  5010  N!N  33  1500  NONE ENTERED       REQ PHRASE              232CLA012395010
                              701036220#000010   ITEM#QUANTITY   CLA     FORM SW-1237DAL**
                              NONE ENTERED       ITEM PHRASE
                              HDR ERR            ENTRY RESULT
                              150302             SWIMS TIME
                              MQ415-18           LINE ERROR MSG

                                                                                              SOUTHWESTERN BELL
                                                                                              AREA MGR-COMM RELATIONS
                                                                                              820 LOCUST


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