MATERIALS MANAGEMENT HARDWIRED REUSE FUNCTIONS FOR NETWORK ENGINEERING MATERIAL

OPERATING PROCEDURES

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NOTICE

EXHIBITS	PAGE	1.02 When this practice is reissued the reason(s) for reissue will be
14. SW-6765 HAULING AND HOISTING		specified in this paragraph.
ORDER	. 28	
		2. COMPARISON OF RESPONSIBILITIES
15. SW-6766 CONTINUATION OF		
HAULING AND HOISTING ORDER	. 29	2.01 The Warehouse Supervisor (Materials Management) is responsible for
16. FLOWCHART C.O.E. HARDWIRE		receiving, storing, and shipping of hard-
MOVEMENT FROM CENTRAL OFFICE		wired equipment. Transportation, hauling
TO MATERIAL MANAGEMENT		and hoisting arrangements, will be made by
WAREHOUSE	30	the Warehouse Supervisor when directed by
		the Network Engineering Reuse Coordinator.
17. FLOWCHART C.O.E. HARDWIRE		If any problems are identified, the
MOVEMENT FROM MATERIAL		Warehouse Supervisor and Reuse Coordinator
MANAGEMENT WAREHOUSE TO		should coordinate and resolve them imme-
CENTRAL OFFICE	31	diately.
18. SW-6765 COMPLETED HAULING AND		2.02 The Reuse Coordinator is responsible
HOISTING ORDER	32	for the management of the removal,
		Intra-Company reuse and Final Retirement
19. SUPPORTING DOCUMENTS FOR		of the Central Office Equipment to be
TRANSPORTATION CLAIMS	33	stored at the Warehouse location.
20. REPORT OF UNSATISFACTORY		2.03 This practice works with BSP
SHIPMENT	34	Section 790-100-907SW and covers
		those items displaced under account (122-14)
21. OFFICIAL INSPECTION LETTER	35	and to be stored in a TELCO controlled
		warehouse.
22. STATEMENT INDICATING MATERIAL		
CAN BE REPAIRED OR SALVAGED	36	3. USE OF THE CENTRAL OFFICE EQUIPMENT FORM SW-6508 FOR REMOVAL AND STORAGE.
23. REQUEST FOR CLAIMS INVESTI-		
GATION (Page 1)	37	3.01 Exhibit 1 depicts the entries to be completed on the SV-6508 by the
24. REQUEST FOR CLAIMS INVESTI-		Removal Engineer or under local agreement
GATION (Page 2)	38	this information could be supplied to the
		warehouse via a copy of the Material
1. GENERAL		Transfer Report (SW-5015) Exhibit 2. In
		either case the above forms should precede
1.01 This practice covers and des		the actual equipment to the warehouse by
procedures associated with t		30 calendar days to ensure availability of
TELCO controlled warehousing and mo	vement	storage space.
of Hardwired Network Engineering Ma	terial	

for reuse.

The items to note on Exhibit 1 are:

- Area Engineering Area of responsibility.
- (2) Sheet ____ of ___ Number of total pages that fully identify this one main item.
- (3) Stock No. A unique stock number (numerically assigned by reuse engineer or warehouse supervisor).
- (4) Equipment identity The "J"

 Drawing and List or noun name for the material.
- (5) E/W Qty. The identity of the "equipped with" material and associated quantities.
- (6) Eqpt. Rmvd. From: The vendors removal order number.
- (7) Telco Order No. The TELCO
 Requisition Number for the removal job.
- (8) Start Date The removal job start date will be helpful to the Warehouse Supervisor in planning the equipment arrival.
- (9) Location The location of the removal order listing the city, state and office.
- (10) M.T.R. Any M.T.R., R.M.N., or Purchase Order number that is associated with this material should be identified here.
- (11) Originator Name & Telephone Number of the Reuse Coordinator responsible for equipment and date the form was originated.

- 3.02 The copy of the Material Transfer
 Report used to fill out the SW-6508
 for the Engineer should be retained by the
 warehouse in a separate file and filed by
 Reference Number for future use.
- 3.03 Exhibit 2 items for entry on the SW-6508 are as follows:
 - a) Telco order number
 - b) Vendor order number
 - c) Equipment identity
 - d) Equipped with items and quantity
 - e) Material Transfer Report reference number
 - f) Originator
 - g) Phone number
 - h) Location
- 4. WAREHOUSE RESPONSIBILITIES FOR FORM

 SW-6508 USE WHEN REUSE EQUIPMENT

 IS RECEIVED.
- 4.01 When the equipment arrives, it will be verified against the SW-6508 by the responsible warehouse person. Exhibit 3 depicts the lines on parts two and three to be completed by the warehouse. If the warehouse originates the SW-6508 all three parts will be completed.
 - (12) Date Received Date equipment received at the warehouse.
 - (13) Recv'd By Name and telephone number of the warehouse person who verified receipt of material.
 - (14) Whse. Storage Loc. The internal warehouse location where the equipment is stored.

- 4.02 When the above information is completed by the warehouse personnel, the second part will be sent back to the engineer to confirm the receipt and storage of the equipment.
- 4.03 The third part of the form (SW-6508) will be a card copy which is retained at the warehouse as a locator card for the equipment. The warehouse should file the SW-6508 by stock number for future use.
- 4.04 If under local agreement the Material Transfer Report method is used, the warehouse will retain copy one of the SW-6508 in anticipation that the same method will be used for eventual shipping information.

5. NETWORK REUSE ENGINEER'S DECISION TO SHIP STORED EQUIPMENT

- 5.01 Exhibit 4 depicts the information furnished by the Reuse Engineer to initiation a transfer of equipment from the warehouse to the Central Office on part number two.
- 5.02 NOTE: Entries to be completed by the engineer initiating the transfer.
 - (15) Proposed Ship Date The ship date requested by the engineer to ship material to the field.
 - (16) Vendor Order No. The vendor order number or addition order on which this equipment will be reused.
 - (17) Telco Order No. The TELCO requisition number which corresponds with the above vendor number.

- (19) Purch. Ord. No. The purchase order number if applicable.
- (20) City The street address, city, state, and office where the equipment is to be shipped.
- 5.03 The above information may under local agreement be supplied to the warehouse via a Material Transfer Report which refers to the attached SW-6508 or Photo Copies of SW-6508 depicting the items to be shipped along with the proposed ship date in the explanation box of the Material Transfer Report. See Exhibit 5. The above forms should be forwarded to the warehouse 30 calendar days prior to the proposed ship date to insure that transportation and workforce requirements are coordinated.

6. WAREHOUSE SHIPPING RESPONSIBILITIES

- 6.01 When the "bottom half" of the second part is completed by the Reuse Engineer (Exhibit 4) and forwarded to the warehouse, the warehouse personnel will note the top-half information and select that item from stock. Pull the third part from the warehouse file and update it with all of the new information the Engineer has supplied on Exhibit 4 and the information you will supply on Exhibit 6. The top-half information is vital to any transaction initiated on the bottom-half and the two should never be separated.
- 6.02 Exhibit 6 depicts the final entries to be completed by the warehouse;

- (21) The date equipment shipped and the name and telephone number of the responsible warehouse employee.
- (22) B/L No. The Bill of Lading number.
- (23) Carrier The carrier used for transportation to the Central Office (Common carrier name, contract carrier name or company truck).
- 6.03 The completed second part will now be mailed back to the responsible engineer by the warehouse personnel. The updated third part will be filed at the warehouse in a separate file by stock number representing all items which have been shipped from the warehouse.
- 6.04 If the local agreement is to utilize the Material Transfer Report procedure for this function, the warehouse will utilize the extra copy of the SW-6508 to inform the Engineer when the shipment is made. A completed SW-6508 as depicted in Exhibit 6 will be forwarded to the Engineer.

7. FILING OF THE SW-6508

- 7.01 It is suggested that the Warehouse personnel file this form by the stock number and retain two separate files. One file for equipment in the warehouse and one file for equipment that has been shipped.
- 7.02 The Reuse Engineer should file the SW-6508 by equipment identity for future reference.
- 7.03 The Reuse Engineer should refer to the stock number when corresponding with the warehouse.

7.04 Whatever the local agreement dictates, an effective cross reference file of SW-6508 and Material Transfer Reports should be maintained for future use.

8. CONTAINER IDENTIFICATION LABEL SW-6081

- 8.01 Exhibit 7 is a copy of the three by five inch yellow label which will identify every box placed on the storage shelf and be filled out by the person who stores that item. This label should be placed so it is visible from the aisle.
- 8.02 Items to note on Exhibit 7 are:
 - (24) Stock No. The unique stock assigned to that box of equipment by the Reuse Engineer or Warehouse Supervisor.
 - (25) Whse. Storage No. The warehouse storage location assigned by the receiving warehouse person.
 - (26) Equipment Identity Equipment
 identity of the main item.
 (Equipped with items (E/W) do not need
 to be identified on the yellow label.)
- 8.03 The flow chart $\underline{\text{Exhibit 8}}$ is to assist you in understanding the distribution of the SW-6508 Form.

9. INVENTORY FORM FOR IDENTICAL MATERIAL

9.01 To facilitate the use of one SW-6508 form when stocking mounting plates or switches that have identical material description, vintage and value the SW-6767 form should be originated simultaneously. The SW-6767 form will only be used when five or more items meet the above criteria.

- 9.02 The form SW-6767 will be referred to on the top portion of the SW-6508 when items are listed for warehouse storage (See Exhibit 9). Use of the SW-6767 Exhibit 10 will save on handling more SW-6508 forms than necessary. Several lines of the SW-6767 take care of numerous transactions and will extend the use of one SW-6508.
- 9.03 The engineer will then be able to initiate transactions shipping part of these items to the ship to address mailing a photo copy of the SW-6508 to the warehouse supervisor showing a quantity to be shipped (See Exhibit 11). The warehouse supervisor will update the warehouse part of the SW-6767 and the photo copy of the SW-6508 filling in the date shipped, Bill of Lading and Carrier. The warehouse will then update their file copy of the SW-6767 (see Exhibit 12) and return the photo copy of the SW-6508 to the Engineer to show the transaction is complete. The engineer's SW-6767 can then be updated and both parties will have the new available balance.
- 9.04 This process also, under local agreement, may be accomplished by use of the Material Transfer Report.

10. BILL OF LADING

10.01 It is recommended that a FASW-6152A be completed per Southwestern
Bell Practice 744-001-901SW. This is an important document that should contain correct, legible information to enhance prompt delivery, accurate billing, and sufficient information should a claim be necessary. The originator of this form will be whoever the Network Engineer designates responsible for transportation arrangements for that particular order.

- 10.02 A bill-of-lading should accompany all contracted as well as non-contracted deliveries of C.O.E. Signatures for receipt of the material by the ware-house for a removal order or by the C.O. personnel for a reuse order will appear on the SW-6765 and SW-6766 Hauling and Hoisting Order as well as the supplier freight bill.
- 10.03 The carrier agent, in many cases the truck driver for the hauling and hoisting firm, will sign the bill-of-lading. The carrier agent's signature will be our receipt for turning over C.O.E. for delivery.
- 10.04 The originator will be responsible for retaining the top part of the SW-6152A.
- 10.05 The Bill of Lading should be checked freight cargo collect or prepaid whichever is applicable. The Freight Bill payment group will authorize payment for services rendered. All C.O.E. material should always be listed as "Switchboards or Switchboard Parts, NOI" see Exhibit 13.
- 10.06 The following information will be entered on the Bill of Lading as shown on Exhibit 13:
 - Name of Carrier Name
 of carrier providing trans portation.
 - Carrier Number To be filled in by carrier's agent
 - 3. Shipper's Number A preprinted number.

- 4. Date Date the shipment is receipted for by the carrier's agent.
- Consigned To Name and address where the material is being shipped.
- Destination City City,
 State, Zip Code, and County
 where the material is being shipped.
- Shipper The City, State,
 Zip Code, and County from
 where the material is being shipped.
- 8. Route The warehouse will leave this blank. The carrier will use this space if two or more carriers are involved.
- 9. Vehicle Initials and No. Used only when a rail shipment
 constitutes a carload.
- Seal No. Seal number or serial number, if a seal is used.
- 11. Freight charges Either
 Collect or Prepaid may be
 utilized depending on local
 agreements with Network
 Engineer.
- 12. Mail Freight Bills To Southwestern Bell Freight
 Bill Payment; P.O. Box 78025;
 St. Louis, Missouri 63178.
- 13. RCO The Responsibility Code of originating organization.

- 14. RCC Responsibility Code of organization to be charged.
- 15. ENV Environmental Code of the organization to be charged.
- 16. Location Code Location Code of the organization to be charged.
- 17. EST, RO, CWO, KCO The
 Estimate number, Routine
 Order, Custom Work Order or
 Keep Cost Order number to be
 charged.
- 18. Function or Account Code -Function or Account Code to be charged.
- 19. CPR Continuing Property
 Record Number only used when
 provided by Engineer.
- 20. RMN No. For reference to the associated Return Material Notice or Material Transfer Report if applicable.
- 21. No. Pkgs Number of packages, kinds of packages, such as boxes, pallets, cartons, or pieces, and total weight of those items or that line.
- 22. Total pieces Total number of packages listed on form.
- 23. Total dunnage not applicable unless material is shipped unpackaged.
- 24. Total Pallets Total pallets supporting the items listed on form.

- 25. Total weight Combined weight of items listed on form.
- 26. Signature and address of employee shipping the material.
- 27. Signature of carrier agent representative.

11. TRANSPORTATION

- 11.01 This Section covers and describes procedures associated with the movement of Central Office equipment (C.O.E.) between Telco Warehouse and a Central Office (C.O.). Control of warehouse space and delivery schedules will be coordinated between the Warehouse Supervisor, Reuse Engineer, and the Installer or Network Central Office Operations Supervisor. The person initiating the forms SW-6765 Exhibit 14 will be responsible for contacting the contracted Hauling and Hoisting supplier and coordinating the time and date of shipment.
- 11.02 The Warehouse Supervisor will determine from information supplied by the Engineer, the warehouse space required and the proposed storage interval.

12. COORDINATION

12.01 The Network Reuse Engineer is responsible for requesting coordination for the equipment that requires special handling between the Warehouse Supervisor and the Installer or Network Central Office Operations Supervisor.

- 12.02 The Installer or Network Engineer has the responsibility, together with the Warehouse Supervisor, to ensure sufficient time is allowed for identifying and arranging for necessary transportation of the equipment in a timely manner to meet the on-job date and/or job completion dates.
- 12.03 The six part form SW-6765 and SW-6766 overflow Form will be the vehicles used to accomplish the coordination for pick up and delivery of this equipment by a contracted hauling and hoisting vendor.

13. USE OF HAULING AND HOISTING SERVICES

- 13.01 Those items selected by the
 Installer or Network Central Office
 Operations Supervisor as requiring special
 handling will be the topic of this section.
 They are the large and/or excessively
 heavy items that cannot be easily moved,
 loaded on elevators or carried upstairs
 and those requiring hoisting to multifloored Central Offices.
- the SW-6765 Form and the SW-6766 which should be originated by the Warehouse Supervisor when equipment requiring special handling has been identified by the Installer or Network Central Office Operations Supervisor. Identification of this equipment might be simply marking the equipment cartons, providing a signed list identified by spec and material item number or assisting the warehouse personnel in filling out the SW-6765 form. For simplicity the Term "Hauling and Hoisting Order" will be used to describe the use of the SW-6765 and SW-6766.

- 13.03 Exhibit 16 depicts the usage and flow of the Hauling and Hoisting Order forms for a removal order from the C.O. to the Telco Warehouse.
- 13.04 Exhibit 17 depicts the usage and flow of the Hauling & Hoisting
 Order form from the Telco Warehouse to the C.O. for an application of reuse C.O.E.
- 13.05 In both cases the Hauling and
 Hoisting vendor is responsible
 not only for the equipment but also the
 distribution of the Hauling and Hoisting
 Order Forms and vendors invoice for bill
 payment.
- ORDER FORMS FOR C.O.E. MOVEMENT
 FROM THE TELCO WAREHOUSE TO THE C.O.
- 14.01 Exhibit 18 depicts the information necessary for the supplier to move the material listed from the Telco Warehouse to the C.O. Items to note on Exhibit 18 are:
 - 1. RCO The originating organization responsibility code.
 - RCC The responsibility code of of the organization to be charged.
 - ENV Environmental code of the organization to be charged.
 - LOC Code Location code of the organization to be charged.
 - 5. Engr. Area The Engineering Area or section responsible for transaction.

- Date The date the form was originated.
- 7. RMN No./Order No. The Return
 Material Notice (RMN) number
 or the Order number associated
 with this transaction.
- Supplier The suppliers name who will be providing the service.
- Pick Up Point The address from where the material will be picked up.
- 10. Loading Platform This section assists the carrier in determining if this shipment out of the facility will require special handling equipment or personnel.
- 11. Hoisting Required For This section will be used to identify any material which should require hoisting.
- 12. Deliver To The Name/Title, and address to which the material will be shipped.
- 13. Loading Platform This section
 assists the carrier in determining if the receiving
 facility will require special
 handling equipment or personnel.
- 14. Material To Be Delivered On Job
 Site If special delivery
 arrangements are required
 this section should be completed
 appropriately.

- 15. Total No. of Items This section should be completed to include the total number of items in the shipment, total weight of the shipment, the heaviest piece of material being shipped and if the weight was determined on Public Scales.
- 16. Approved By The name and title of the employee responsible for shipment.
- 17. Identity of Items Requiring
 Special Handling This
 section should be completed
 for each piece of material
 being shipped and should include all requested information.
- 18. Remarks Any necessary remarks or special instructions for the vendor.
- 14.02 The Hauling and Hoisting Order consists of a six part form.

 When all the information on the Hauling Hoisting Order is completed and the equipment is ready for shipment, the warehouse is to remove part six "Warehouse Copy (in transit)" and file it with the Bill of Lading. This file will be helpful for reference until the job is complete or in the event of a claim filed against the supplier. Part five will be forwarded to the responsible Network Engineer.
- 14.03 At this time, the Hauling and
 Hoisting supplier will load,
 transport and deliver as prescribed in the
 contract, the C.O.E. to the Central Office
 as directed on the Hauling and Hoisting
 Order.

- at the Central Office receives
 the C.O.E. from the supplier, a physical
 inspection will be made of that equipment
 for damage as well as accuracy. Only when
 all the equipment has arrived at the
 prescribed destination will the Network
 Central Office Operations Supervisor or
 Installation Supervisor sign and date the
 bottom of the Hauling and Hoisting Order
 form.
- 14.05 At this point, the Central Office person will remove part three of the Hauling and Hoisting order and file it in the job folder. Parts one, two and four will be retained by the transportation supplier and used for preparing the invoice.
- 14.06 A three part detailed invoice will be distributed by the supplier for payment. An original invoice will be forwarded along with the original (part 1) Hauling and Hoisting Order to the SWBT Freight Bill Payment Center. The second part of the invoice will be forwarded with the fourth part of the Hauling and Hoisting Order to the originating Materials Management warehouse organization who will verify the charges rendered by the supplier. Part three of the invoice will be forwarded to the Network Engineer, who has five working days from receipt of the bill to call the Freight Bill Payment Center on (314) 247-1125 if a discrepancy is discovered. Part two of the Hauling and Hoisting Order will be retained by the supplier.

- 14.07 If neither the Network Engineer nor the Materials Management organization respond to the contrary within the five working days, the SWBT Bill Payment Group will pay the invoice for services rendered.
- 14.08 Any discrepancies in billing will be resolved by the freight bill payment center. Services problems should be referred to the Local Purchasing Organization.
- 15. USE OF THE HAULING AND HOISTING
 FORMS FOR C.O.E. MOVEMENT FROM
 THE CO. TO THE TELCO WAREHOUSE
- 15.01 Exhibit 16 depicts the flow of a Hauling and Poisting order for movement of C.O.E. from the Central Office to the warehouse.
- 15.02 The Hauling and Hoisting order (SW6765) should be completed by the Central Office person responsible for the removal and shipment of this material to the warehouse for storage.
- 15.03 The Hauling and Hoisting form should be completed as described in Paragraph 14.01 and shown on Exhibit 18.
- is a six part form (Exhibit 14). When all the information on Exhibit 18 is completed and the removed equipment is ready for the Hauling and Hoisting suppliers handling, the third part "Job Folder Copy" will be removed and filed in the job folder by the responsible Central Office person. Part five the "Engineer Copy" will be removed and forwarded to the responsible Network Engineer.

- 15.05 The contracted Hauling and Hoisting supplier will load, transport and deliver as prescribed in the contract, the C.O.E. to the Materials Management warehouse as directed on the Hauling and Hoisting order.
- 15.06 The responsible Materials Management Warehouse person will sign and date the bottom of the Hauling and Hoisting order form after all material has been verified for accuracy or damage. The Warehouse will remove part four "Warehouse Copy (Delivered)" and six "Warehouse Copy (In Transit)" and file them in the received file. At this point, the SW-6508 may be initiated and Sections 3 and 4 of this practice may be referred to.
- 15.07 Parts one "Bill Payment Copy" and two "Vendor's Copy" will be retained by the transporation carrier and used for preparing the detailed supplier's invoice.
- 15.08 A three part detailed invoice
 will be distributed by the carrier
 for payment. An original invoice will be
 forwarded along with the original (Part 1)
 Hauling and Hoisting Order to the SWBT
 Freight Bill Payment Center. The second
 part of the detailed invoice will be
 forwarded to the Materials Management
 Group who will verify the charges
 rendered by the supplier. Part three
 of the invoice will be forwarded to the
 Network Engineer. Part two of the
 Hauling and Hoisting Order will be
 retained by the supplier.

- 15.09 If neither the Network Engineer nor the Materials Management organization respond to the contrary, the SWBT Bill Payment Group will pay the invoice for services rendered.
- 15.10 Any discrepancies in billing will be resolved by the freight bill payment center. Service problems should be referred to the Local Purchasing Organization.

16. TRANSPORTATION CLAIMS

- 16.01 Potential claims of either nondelivery, shortage, loss or damage,
 will be initiated by the Warehouse Supervisor, Network Central Office Operations or
 Installer. It is suggested that a phone
 call, describing the problem, be made
 immediately to the responsible Network
 Engineer. This will be followed by initiating a Report of Unsatisfactory shipment
 describing the nature of the claim and a
 call to the Carrier's office requesting an
 official inspection.
- 16.02 It is very important that the Consignee (person receiving the questionable shipment) sign the vendor's Freight Bill and note any discrepancy.
- 16.03 The Network Engineer should know whether or not a claim against the Transportation vendor is necessary, the exact nature of the claim and be ready to take responsibility for the following procedures.
- 16.04 The first step in filing a claim is to assign a unique Claim Number. This may be accomplished by utilizing a block of numbers starting with:
 - E-STL-001-85 for the St. Louis network

- E- would represent an Engineering claim
- STL- would identify the St. Louis area
- 001- would be the first claim of the year
- 85- would signify the year
- 16.05 The second step will be to call the Southwestern Bell Telephone Transportation Claims organization and talk to the Tracing Expediting Clerk on 314-247-1763 or 314-247-1764 to initiate a tracer for non-delivery, shortage or loss.

The following information will be requested:

- 1. Order number
- 2. Consignee (who it was shipped to)
- 3. Destination (consignee's address)
- Supplier (person who shipped the material)
- 5. Origin (supplier's address)
- 6. On Job Date
- 7. Route (Carrier's name)
- Tracer Request received from and telephone number (caller's name and number)
- 9. Pieces (total number of pieces involved in the shipment, not just those in question)
- 10. Weight (total weight of shipment, not
 just items in question)

- 11. Material (description of material)
- 12. Notify (Engineer's name, business phone number and address)
- 13. Bill of Lading Number
- 14. Date of the Bill of Lading

The above information is important because in many cases shortage or non-delivery problems can be resolved by the Transportation Claims Supervisor before additional documents are needed.

- 16.06 Exhibit 19 shows the supporting documents necessary to initiate a claim. The Engineer is responsible for Lines 1 through 14 and the Transportation Claims Group is responsible for Lines 15 through 20 listed on Exhibit 19. A brief explanation of those documents are:
 - 1. Hauling and Hoisting Order a copy of the signed SW-6765 and SW-6766 used in the transaction.
 - 2. Report of Unsatisfactory shipment a copy of the report sent by the Consignee (Exhibit 20). Blank forms are on the back of the Warehouse Copy (Delivered) Form SW-6765.
 - 3. Consignee Copy of Freight Bill the original consignee copy of the freight bill signed, dated and specifying the nature of the claim.
 - 4. SW 6508 or Packing Slip copy of the Central Office Equipment Inventory form or a packing slip supporting the movement of equipment.

- 5. Official Inspection letter a copy' of the letter Exhibit 21 supporting original call to the Carrier. This should be written and mailed to the Carrier within three working days of the initial call from the Consignee if an official inspection is denied.
- 6. Carrier Inspection Report copy of official report supplied by the carrier on damage claim only.
- 7. Copy of previous claim correspondence any previous letters, memos of ongoing problems with the carrier that might be beneficial to this claim.
- 8. Supporting Photographs Instant print pictures supplied by the Carrier's Inspector or if necessary photos taken by the Consignee to support damage claim.
- 9. Consignee Statement of Concealed Damage - a copy of a signed and dated letter describing what the consignee found when the concealed damage was discovered.
- 10. Repair Bill Itemized a copy that shows the exact dollar figure necessary to correct the damage. It may be supplied at a later date. The dollar figure must be accurate for fair claim settlement.
- 11. Statement indicating material can be repaired or salvaged Exhibit 22 depicts the format used to describe the type of settlement we are seeking from the carrier.

- 12. A Certified statement on letterhead stationary which identifies the item lost or damaged and its current market value.
- 13. Shipper's Statement a letter from the person responsible for shipping the material stating the condition of questionable items when they were originally shipped.
- 14. Request for Claims Investigation or Adjustment of Shipment this 2 page letter (Exhibits 23 and 24) identifies the Carrier, Engineer, Claims Supervisor, Accounting information for payment, and items in question.
- 16.07 It is recommended the Network
 Engineer retain copies of the above items 1 through 14, request copies of 15 through 20 on Exhibit 19 as they become available and file all of the above items under the Claim number.
- 16.08 The completed claims package should be forwarded to:

Southwestern Bell Telephone Transportation Claims Supervisor 500 N. Broadway Room 1100 St. Louis, Mo. 63102

EXHIBIT 1
FORM SW-6508

## AREA Kans as City 1 2 2 2 2 2 2 2 2 2	IO. ADDRESS. STATE. STA	_
Southwestern Bell Betain 5 years, until DATE RECEIVED WHSE. STORAGE LOC. CENTRAL OFFICE E CENTRAL OFFICE E DATE RECEIVED WHSE. STORAGE LOC. FOR INSTALLATION IN: EQPT. RMVD. FROM: VENDOR ORDER NO. 754321 TELCO ORDER NO. 7	PROPOSED SHIP DATE VENDOR ORDER NO TELCO ORDER NO R.M.N./M.T.R. NO R.M.N./M.T.R. NO Byl. NO SHIPPED BY CARRIER PHONE () COPY 1 OFFICIAL FILE COPY II red; retention.	

FORM SW-5015

Charge Transferred To Ochel Transferred T	о О	Southwestern Bell	ern Bell			REPOR	T OF TRAP	MATERIAL TRANSFER REPORT REPORT OF TRANSFERS, ADJUSTMENTS AND RECLASSIFICATIONS LAND, BUILDINGS, AND CENTRAL OFFICE OR LARGE PBX EQUIPMENT	R REPORT S AND RECLAS E OR LARGE PI	SSIFICAT BX EQUIP		Exhibit 2		FA Form SW5015 (Rev. 4-80)	809
Any Street	Charge) Transporta	ation To:	□ Rem	ioval (Trai	nsferred Fr	om) Order	U Installation (Transfe	rred To) Order				Sheet -	1	e ta
Total Office Tota			Transfe	erred To (Debit)			Trans	sferred From (C	redit)		0	riginator's Te		
County Miss Source County Count	1 1	Inystre	et			Mtl. Ware	Mgmt.	Stree	Street,		Toll O	ע	816) - XX eference Nur E-03-32		
The column The		-	doress (No. and S	,			0 0		Danie ou				ther Referen	1	
W.E. Order SPEC. Shipped Via & Certain's Name SPEC. Special Speci	- 1	- 1	City and State	1		150 120 120	14.3 p Code	- 1	issouri State		-64116 Zip Code		m No.	Date	
W.E. Order: Account SPEC. Account SPEC	Marked F	ä		Est./Ord		-	PFC/EC	Shipped Via & Carrier's Name		Removal Orc		lipped By:		Date	
Unit Price Composite Fector Tax	Requisitio 37-7	المر '54321	W.E. Order: 7543;	21	SPEC:			No. & Type Container	REM	OVAL REN	1	ceived By:		Date	
Total Loading Factor Loading Facto	Quantity	installed Est./Order (2)	Unit Price As Billed (4)		site Factor 6a) or	Tax Ratio		Description of Material or Other Charges	(Encircle Credits)		*Source Code	Location Code (11)	Account Code (12)	Estimate or Order (13)	
Explanation: C 132311G2 120	ε	Mo. & Year Bitled (3)			ig Factor 6b)	6		(8)		Memo Account Indicator		Expenditure Type Code (14)	Func. Code/ Env. Code (15)	Responsibility Coc Charged (16)	
Explanation: Copen Job Adjustment	7			Ī		(3)	J3231	1G2 L-20							-
Explanation: Expl	·			ļ		Р		ED-30243-33							-
Explanation: Explanation:)	Π	ED-31737-31							-
Explanation:										1					-
Explanation: Date Colour Job Adjustment — [In all Completion Report Issued (See Next Item) Closed Job Adjustment — Final Completion Report Issued (See Next Item) Closed Job Adjustment — Final Completion Report Issued (See Next Item) Closed Job Adjustment — Final Completion Report Issued (See Next Item) Closed Job Adjustment — Final Completion Report Issued (See Next Item) Closed Job Adjustment — For Estimate Factor Month Taken Source Closed Job Adjustment Source Closed Job Adjustment Closed Job Adjustment — Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Rectain Report Issued (See Next Item) Closed Job Adjustment — Rectain Report Rectain															-
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RC-0 L 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Tide E	ngineer			Date										
Reclassification of Plant or Trensfer of Portable and Plug-in Equipment E for Compound Month Taken Source Delayed Reclassification (Accrual Adj. Req'd, Show Effective Date) A For Area Factor Into Acct. Number Engineer's Supplies Used from Account 122 A Acctg. Use Only	JOB EN	GINEER:	RC-0	1	1		m Job Adjusti sed Job Adjus	nent tment—Final Completion Repor	t Issued (See Next I			ICATE		OR USE OF TING DEPARTMEN	Ĺ
Date Other -	APPROV	ÆD:					classification of ayed Reclassifineer's Suppli	rf Plant or Transfer of Portable a fication (Accrual Adj. Req'd, Shr es Used from Account 122	nd Plug-In Equipme ow Effective Date)			posite ractor sate Factor e Factor Factor		Source	¥ å
	Tide				Date	<u> </u>	1			*		se Only			

COMMITTED OF /JOB FOLDER/INSTALLER COPY/FILE COPY

EXHIBIT 3

Southwestern Bell Telephone	SW-6508 (12-84)
Retain 5 years, until	CENTRAL OFFICE EQUIPMENT
DATE RECEIVED $3/26/84$ 12 RECV'D BY	P. Quency (13) PHONE (816) XXX-XXXX STOCK NC
WHSE. STORAGE LOC. D. 1	
EQPT. RMVD. FROM: VENDOR ORDER NO. 754321	FOR INSTALLATION IN: 5 3231162 L-20 E/W
TELCO ORDER NO. 37-754321	QTY. 1 ED 30243-33 G7
START DATE	1 ED 31737-31 G6
3-5-84	SPEC NO. ITEM NO. VALUE \$
	M.T.R./R.M.N. NO. 1E-03-323-AA
LOCATION CITY Kansas City	PURCH. ORD. NO.
STATEMO	ORIGINATOR J. Engineer
OFFICE_Toll	PHONE (816) XXX-XXXX DATE 3-5-84
PROPOSED SHIP DATE	SHIP TO:
	VENDOR ORDER NOOFFICE
	TELCO ORDER NOADDRESS
	R.M.N./M.T.R. NO.
DATE SHIPPED	PURCH. ORD. NOSTATE
	B/L NO
SHIPPED BY	CARRIER
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	OFFICIAL FILE COPY If red; retention

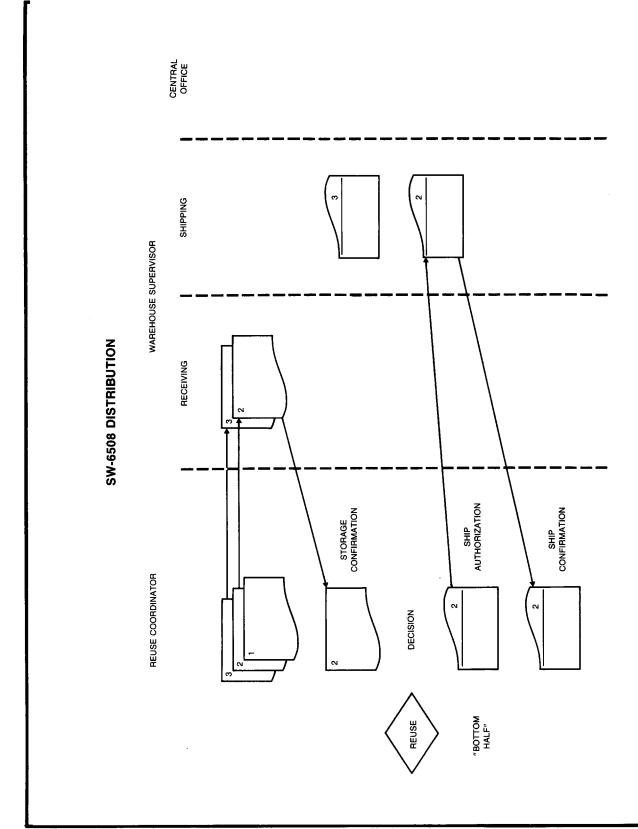
FORM SW-6508

EXHIBIT 5
FORM SW-5015

3 3	Southwestern Bell	ern Bell ∞w		_	REPORT AND, BU	OF TRAN	MATERIAL TRANSFER REPORT REPORT OF TRANSFERS AND RECLASSIFICATIONS LAND, BUILDINGS, AND CENTRAL OFFICE OR LARGE PBX EQUIPMENT	R REPORT S AND RECLA E OR LARGE F	SSIFICAT	TONS			
Charge	Charge Transportation To:	ation To:	☐ Removal (T	rans	ransferred From) Order	m) Order	☐ Installation (Transferred To) Order	rred To) Order				Sheet	1 Of 1 Sheets
		Transfer	Transferred To (Debit)	abit)			Trans	Transferred From (Credit)	Sredit)			Originator's Tel. Number:	Tel. Number:
1 = 1	Street				Toll	Toll Offic	e 222 Anystreet	et		Matl. Mgm Warehouse		Reference Number:	nber:
	1 -	Address (No. and Street)	set)			Room No.	Address (No. and Street)	and Street)		Room No.		Other Beforence:	24-AA
Kansas	as City,	, Missouri	ri		64116	16	St. Louis, Mis	Missouri		63043		Form No.	
Marked For		City and State	Est./Order	Account	-	Zp Code SPFC/EC	Shipped Via & Carrier's Name	Scarce Coarce	Removal Order	ž	pped By:	Form No.	Care
				-	-				MOVAL		Beceived By:		Date
equisitic 37-7	Requisition: 37-712345	W.E. Order: 712345	,-	SPEC:			No. & Type Container	AC	ACCOUNT SPEC/EC		neceived by:		Date
Quentity	Installed Est./Order (2)	Unit Price As Billed (4)	Composite Factor (6a) or	e Factor	Tax Ratio		Description of Material or Other Charges	Net Amount (Encircle Credits) Material Salvage =	Year Placed In 100.1	*Source Code	Location Code (11)	Account Code (12)	Estimate or Order (13)
ε	Mo. & Year Billed (3)	Total Material Cost (5) = (1)×(4)	Loadir	Factor .	5		Transferred (8)	(5)×(5a) In Place Cost = (5)×(6b)×(7)	 .	*Dept. Code	Expenditure Type Code (14)	Func. Code/ Env. Code (15)	Responsibility Code Charged (16)
						J32311G2	1G2 L-20						
						E/W 11	1ED30243-33 G7						
			-			H	ED31737-31 G6						
								_					
REPAF	PREPARED BY:				Explan	Explanation: Se	See the attached	SW-6508	for the	e stock	rk number	and	warehouse
n l	Engineer	3.5		Date	- stc	storage	location of the	item to	be shi	shipped.			
08 EN	JOB ENGINEER:	70.0 -	- - - -	- - - -	- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	Open Job Adjustment	ment	N es of	1		# INDICATE		FOR USE OF ACCOUNTING DEPARTMENT
Initials APPROVED:	VED:					sed Job Adju lassification (nyed Reclassi ineer's Suppl	Closed Job Aglustment.—Final Completion report issued your read them. Reclassification of Plant or Trensfer of Portable and Plug-in Equipment Peperged Reclassification (Accrual Adi, Req d, Show Effective Date) Engineer's Supplies Used from Account 122	and Plug-in Equipm ow Effective Date)	¥ .		For Composite Factor For Estimate Factor For Office Factor For Area Factor	ક =	Source Pack
Title				Date	Other	- L				* Acctg.	Acctg. Use Only		

## AREA Kansas City CENTRAL OFFICE EQUIPMENT SHEET 1 OF 1	VENDOR ORDER NO. 712345 VENDOR ORDER NO. 37-712345 TELCO ORDER NO. 37-712345 R.M.N./M.T.R. NO. 1E-08-324-AA PURCH. ORD. NO. (22) B/L NO. 028428 Consolidated (23) Consolidated (23) FFICIAL FILE COPY If red; retention.
AREA Retain Syear, until DATE RECEIVED 3 / 26 / 84 WHSE. STORAGE LOC. D. 1 1 9 A. EQPT. RMVD. FROM: VENDOR ORDER NO. 754321 TELCO ORDER NO. 37-754321 START DATE 3-5-84 LOCATION CITY Kans as City COFFICE To 11	PROPOSED SHIP DATE 8 / 15 / 84 VENDOR ORDER NO. TELCO ORDER NO. R.M.N./M.T.R. NO. B/15 / 84 8 / 15 / 84 SHIPPED SHIPPED SHIPPED BY J. Jones SHIPPED BY J. Jones PHONE (816) XXX-XXXX Consolidated COPY 1 OFFICIAL FILE COPY If red; retention

STOCK NO. 1001 SW-6081
WHSE. STORAGE NO. D119A 25
EQUIPMENT J32311G 2 - L20 J32311G 2 - L20



Southwestern Bell Bate is years, until DATE RECEIVED 5 / 1 / 84 RECV'D BY WHSE. STORAGE LOC. D. 1 _ 1 EQPT. RMVD. FROM: VENDOR ORDER NO. 754322 TELCO ORDER NO. 37-754322 TELCO ORDER NO. 37-754322 TELCO ORDER NO. 617-84 COFFICE	AR CEE	
SHIPPED BY PHONE ()	i i i i i i i i i i i i i i i i i i i	

FORM SW-6767

							7979 WS (1894)
Southwestern Bell Telephone ARTENTON PERIOD - 5 VEARS	EARS	CENTRAL OFFICE EQUIPMENT - IDENTICAL MULTI-ITEM FORM	UIPMENT	· IDENTIC	AL MUL	TI-ITEM I	-ORM SHEE:
EQUIPMENT IDENTITY JIA084 DB1	NT IDENTITY J1A084 DB1 L-1					STOCK NO.	1002
100	T0C 7400			1		VINTAGE	1978
IAO	IAO Truck - ESS					VALUE	\$ 76.66
-							
	AVAILABLE	M.T.R. REF. NO.	DATE	INITIALS	QTY RCVD.	SHIPPED	REMARKS
STARTING	95	1E-03-324-AA	5-1-84	P.0.	95		
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TRANSACTION							
BALANCE							
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FORM SW-6508

RECV'D BY P.	A Subsussion Comments of the C
RECV'D	CENTRAL OFFICE EQUIPMENT
C. D 1	Quency PHONE (816)XXX-XXXX STOCK NO. 1002
	EQUIPMENT IDENTITY VINTAGE
EQPT. RMVD. FROM: FOR INSTAL VENDOR, 979.7	FOR INSTALLATION IN: See attached SW- E/W For Multi-Item Description
TELCO ORDER NO. 37-754322	QTY.and available quantities
START DATE 4-15-84	
SPEC NO.	ITEM NO.
	M T.B./B.M.N. NO. 1E-03-324-AA
LOCATION CITY Kansas City	PURCH, ORD. NO.
E MO	ORIGINATOR J. Engineer
OFFICE_Toll//	PHONE (816) XXX-XXXX DATE 4-15-84
PROPOSED SHIP DATE	SHIP TO:
5 / 8 / 84 Ott. Of	VENDOR ORDER NO. 712346 OFFICE To 11
(c)	TELCO ORDER NO. 37-712346 ADDRESS 111 Street
DATE SHIPPED	PURCH. ORD. NO. CITY Kansas City STATE MO.
	B/L NO.
SHIPPED BY	CARRIER
PHONE	
	COPY 1 OFFICIAL FILE COPY if red; retention

FORM SW-6767

restanding.		MEDITAL DESIGNED THE MENT TO A STATE OF THE FORM			1100	TI.ITEM	SW 6767 (8664)
RETENTION PENIOD : 5 YEARS		ENIKAL OFFICE EQ			AL 305		SHEET NO. 2
EQUIPMENT IDENTITY	JENTITY J1A084	t D81 L-1				STOCK NO.	1002
	T0C 7400	001				VINTAGE	1978
	IAO Trunk	unk - ESS				VALUE	\$ 76.66
				-			
	AVAILABLE QUANTITY	M.T.R. REF. NO.	DATE	INITIALS	QTY RCVD.	QTY SHIPPED	REMARKS
STARTING BALANCE	96						
TRANSACTION		1E-03-325-AA	5-8-84	J.J.		20	
BALANCE	75						
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TRANSACTION							
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FORM FASW-6152A

CALL SOUTHWARTER HOU								AL — Not Nego	,	FASW	
NAME OF CARRIER		SCAC	-		RRIER'S			PER'S NO.	n on		/
ABC Moving and Storage (1)	· · · · · · · · · · · · · · · · · · ·	1				(2)	120150.	4(3)	/ /	
the property described below, in apparent good order, except as noted feethers and condition this contract as meaning any person or corporation in possession of the property under the con it is misusly agreed, as to seek center of all or any of sale property over all or any portion of as subject to all free terms and conditions of the Uniform Domestic Straight Bill of Lading salt forth tarff if this is a motor carrier segment. Sanitar with all the terms and conditions of the Disparation of the conditions are hereby agreed to by the shipper and accepted for himself and the ladd terms and conditions are hereby agreed to by the shipper and accepted for himself	of contents of p tract) agrees to d of route to destin 1) in Uniform Fre said bill of la and his assigns.	packages un- carry to its us lation, and as light Classific ading, includ	thown, me tual place to each p ation in e	of deliving party at the on the	onsigned ery at sa any time the dat back t	d, and destination, if of and destination, if of the interested in all te hereof, if this is thereof, set forth a	inforcated determ, on its route, other I or any of said a rail or a rail-wat in the classificati	which said camer time wor wise to deliver to another o property, that every service ter shipment, or (2) in the ap- tion or tariff which governs	d came! being i arrier on the row to be perform policable motor i the transporta	understood through ute to said destinated hereunder shall carrier classification tion of this shipm	hout tion. I be n or sent.
CONSIGNED TO	Baxte		STR	EET AC	DORESS			COUNTY			
Ballwin (6) Miss	ouri				630	11	S	t. Louis Co			
SOUTHWESTERN BELL TELEPHONE CO. 7	222	Anyst	reet	;	St	STATE.	Misso	uri 63043	_	Louis	Co.
ROUTE 8								SCAC	SCAC	SCAC	
VEHICLE INITIALS	NO.				SEAL	L NO.	(10) 000	INSOLIDATION NO	FREIC	HT D PR	EPAID
MAIL FREIGHT BILLS TO:		- ^				· ·					LLEGI
12) Southwestern Bell Freight Bill F		P.O.	LOCATIO			5 St. Lo	EST_RO. CWO		178		
13) SXXXXXXX PONCTION OR ACCOUNT CODE 14) SXXXXXXX Cope or	DE (ACCTFA	(15)	(16))AA	XXX	X	(17)				
18) (19)							(20)		_	· -	
NO # KIND OF PKGS. HMM PKG. DESCRIPTION OF ARTICLE	WEIGHT	CLASS OR RATE	NO. PKGS	,	OF PKG.		DESCRIPTION	ON OF ARTICLE		WEIGHT	CLASS OR RATE
BOLS ANCHORS, Guy, Iron BOXES ARRESTERS, Lightning or Parts		Ι	2	겓	Σ.	NEECS SWI	RAND Steet Wire			3,000	
BOXES ARRESTERS, Lightning or Parts BOXES BATTERIES, Dry Cell, Not Spant		+	۷	ct	ns.	Swit	tchboard Paris, E, insulating or TH, insulating,	NOI		3,000	
BAGS BOLTS, Iron NOI BOXES WASHERS, Iron						BOXES TEL	EPHONE SETS	or			
BOOTHS, Telephone, Aluminum, S.U.						Pari	ETYPEWRITERS is. NOI	S or			
BOXES BOXES, Cable Terminal, Steel or TERMINALS, Cable or Parts BAGS BRACKETS, Insulator, Wood or		+	.	\vdash		BOXES WIR	OLS, NOI				——I
BDLS. PINS, insulator Wood COILS CARLE Floatile Copper NO.		+	-			COILS Cop	per or Copper C	Itad Steel		-	
REELS CABLE, Lead Cov., Copper or REELS CABLE, Lead Cov., Copper, Armd.		+		-			TIONERY:	*			
BOXES CABLE JOINTS, NOI						BOXES FOR	RMS, Printed, NO	01			
BOXES CLAMPS, Wire Guy Iron PCS CROSSARMS, Wood or		 	ļ				TIONERY, NOI	OPPER Land Covered			
BRACES, Crosserts, Wood CROSSARMS, Wood With Braces		+-	┢	-		S F	RAP, BRONZE	OPPER, Lead Covered G ONLY OR COPPER - FOR REMEL re or cable not lead covere	TING ONLY		
BOXES ELECTRICAL Appliances NOI			-			SC	CRAP LEAD FOR REMELTING	G ONLY	HO)		
BDLS. HANDLES, Wooden, NO! O.T. In the Rough											
LADDERS, Wood and Steel Combined, NOI											
80LS. PIPE LEAD, Plain BATTERY, Elec. Storage, wet, filled with scid, corroeter materials, UN2794;		+	├	-		 				-	
corrosive material, UN2794; - 100 lbs, or less, sct. val. NX \$2.00/lb.	<u>-</u>	+	1	\vdash		 			_		
- 100 lbs, or less, act. vs. exc. \$2,00/lb.											
weighing over 100 lbs. each BOLS. POLE or TRANSMISSION LINE				-					_		
BOXES CONSTRUCTION MATERIAL PCS. STEEL BOXES RADIO OR ELECTRONIC FUSES, NOI RELEASED TO VALUE NOT EXCEEDING \$1.50 PER LB.		+									
BOXES RECTIFIERS, NOI		+		-		 				<u> </u>	
BDLS. RODS, Anchor, Guy Iron BDLS. SHOVELS, Steel or Wood				Ι_							
BDLS. SHOVELS, Steel of Wood Combined PKG. SOLDER, NOI	-	 	-	-		 				 	
TOTAL PIECES 2 2 TOTAL DUNNAGE 23	<u></u>		TOTA PALL		(24)	2	TOTAL WEIGHT 2	5) 30	00 Lbs.	
This is to certify that the above named materials are properly cla packaged, marked and labeled, and are in proper condition according to Applicable regulations of the Department of Transpi	for transpo				ertify	that destinatio	n of empty re	els or cylinders or har (Truck) freight servic	npers is a po	oint from whic	,
SOUTHWESTERN BELL TELEPHONE CO., Sh	ipper		<i>ν</i> ∀	27)					Ca	ırrier Agen	t
Per A H. August 12771 Permanent Postolius Address of Stipper 222 Anystreet			Agent must	er_				al shall be retained by the se retained by the Agent	shipper		-
RETENTION PERIOD - 3 YEARS	RETAI	INED B	Y ORI	GINA	TOR	3	OFFICIAL	FILE COPY IF RED	; RETENTI	ON	

C.CR.C.C	Southwestern Bell Telephone RETENTION PERIOD — 5 YEARS	Haulin	g-Hoisting Order		3W 6786 (8/84)
RENDER BILLING TO RENDER BILLING TO SOUTHWESTERN BELL FREIGHT BILL PAYMENT P.O. BOX 78025 ST. LOUIS, MISSOURI BILL PAYMENT P.O. BOX 78025 ST. LOUIS, MISSOURI BILL PAYMENT P.O. BOX 78025 ST. LOUIS, MISSOURI BITP PICK up point Title Street Address Total Address Holksting required for All Part Republic Scale Date MATERIAL TO BE DELIVERED ON JOS SITE Between the hours of: Between the hours o					PAGE OF \
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RENDER BILLING TO SOUTHWESTERN BELL FREIGHT BILL PAYMENT P.O. BOX 79025 ST. LOUIS, MISSOURI 83178 Pick up point Title Street Address Town, State Part Poor Part Poo	Engr.	Date			
PPCK UP POINT Triste Triste Street Address - Town, State Po Code		SOUTHWES	TERN BELL FREIGHT BILI (78025	PAYMENT	
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Platform	Deliver to		Loading Truck		
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MATERIAL TO BE DELIVERED ON JOB SITE Date Trucking Zone Between the hours of: Between th	T 01-1-				(below)
Date	Town, State				
Between the hours of: Total No. Total Weight	Phone No		_	ED ON JOB SITE	
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period by ame and Title					
entity of Items Requiring Special Hendling. and List Spec Item (LBS) Required (Y, N) Destination F MORE SPACE IS NEEDED USE FORM SW-6766) ecoived by Date OFFICIAL FILE COPY IF RED; RETENTION VENDOR'S COPY 2 JOB FOLDER COPY 3 WAREHOUSE COPY (DELIVERED) 4 ENGINEER'S COPY 5			rate is affected (LBS)		Public Scale L
entity of Items Requiring Special Handling. Work Weight Hoisting Floor Destination F MORE SPACE IS NEEDED USE FORM SW-6766) Secrived by	Approved by				
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Work Weight Hotating Floor Destination Floor Desti	Name and Title				
F MORE SPACE IS NEEDED USE FORM SW-6766)		nedina			
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JOB FOLDER COPY 3 DUPLICATE - ADMINISTRATIVE RETENTION ONLY WAREHOUSE COPY (DELIVERED) 4 ENGINEER'S COPY 5	J and List (IF MORE SPACE IS NEEDED USE FO	Spec Iter	n (LBS) Re	quired (Y, N)	Destination
JOB FOLDER COPY 3 DUPLICATE - ADMINISTRATIVE RETENTION ONLY WAREHOUSE COPY (DELIVERED) 4 DUPLICATE - ADMINISTRATIVE RETENTION ONLY ENGINEER'S COPY 5	J and List (IF MORE SPACE IS NEEDED USE FO	Spec Iter	n (LBS) Re	quired (Y, N)	Destination
JOB FOLDER COPY 3 WAREHOUSE COPY (DELIVERED) 4 ENGINEER'S COPY 5	J and List (IF MORE SPACE IS NEEDED USE FO	Spec Iter	Date	RED; RETENTION_	Destination
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ENGINEER'S COPY 5	J and List (IF MORE SPACE IS NEEDED USE FO	Spec Iter PRM SW-6766) VEN JOB I	Date	RED; RETENTION	ATIVE RETENTION ONLY
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WAREHOUSE COPY (IN TRANSIT) 6 DUPLICATE - ADMINISTRATIVE RETENTION ONLY	J and List (IF MORE SPACE IS NEEDED USE FO	Spec Iter PRM SW-6766) VEN JOB I WAREHOUSE C	Date OFFICIAL FILE COPY IF DOR'S COPY 2 FOLDER COPY 3 DUPL DUPL DUPL DUPL DUPL DUPL DUPL DUP	RED; RETENTION	Destination ATIVE RETENTION ONLY ATIVE RETENTION ONLY

Southwestern Bell Telephone RETENTION PERIOD 5 YEARS		Hauling - H	oisting Order		SW 6766 (6/64)
					PAGE OF _
				ORDER NO	
J and List	Spec	Work Item	Weight (LBS)	Hoisting Required (Y, N)	Floor Destination
		· <u></u> - · · ·			
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-					
Received by			Da	ite	
BILL PAYMENT COPY 1				COPY IF RED; RETENTION	
		VENDOR'S COP	2	DUPLICATE - ADMINISTRAT	IVE RETENTION ONL
		JOB FOLD	ER COPY 3	DUPLICATE - ADMINISTRA	TIVE RETENTION ON
	WARE	HOUSE COPY (DI	ELIVERED) 4	DUPLICATE - ADMINISTRA	TIVE RETENTION ON
		ENGINEER'S	сору 5	DUPLICATE - ADMINISTRAT	TIVE RETENTION ONL

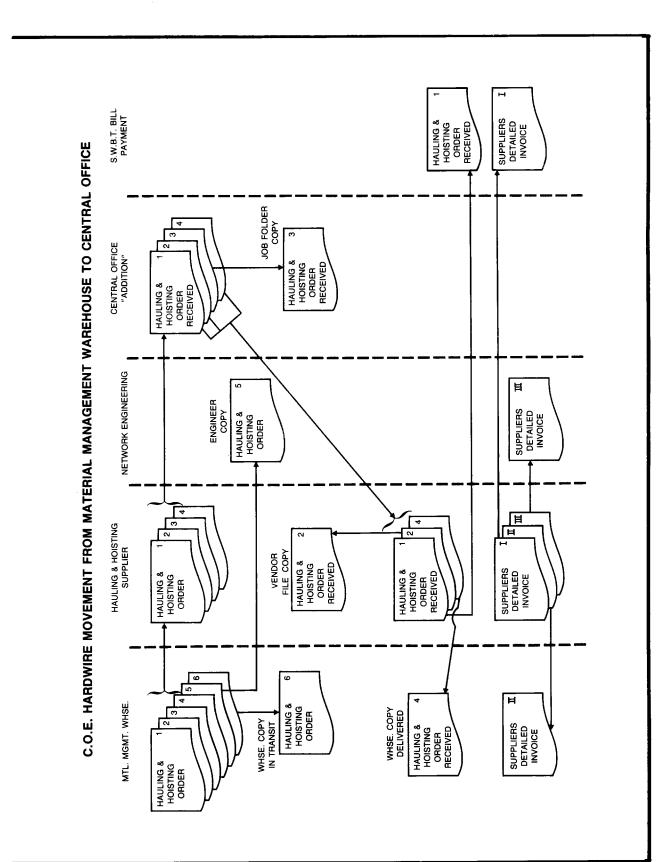
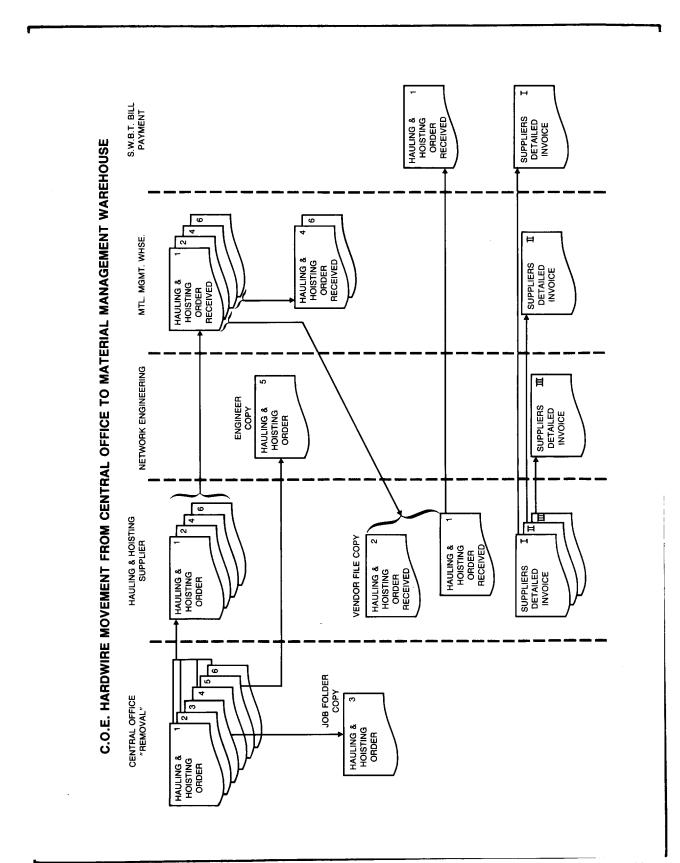


EXHIBIT 17



Southwestern Bell Telephone RETENTION PERIOD 5 YEARS	Hauling-Hoisting Order		sw 6765 (6/84) PAGE <u>1</u> OF <u>1</u>
R.C.O. SXXXXXXXX 1 R.C.C.	SXXXXXXX 2	ENVX	LOC. CODE AAXXXX
Engr. St. Louis 5	Date 6-5-84	R.M.N. NO Order No771_	234 7
RENDER BILLING TO SC	DUTHWESTERN BELL FRE P.O. BOX 78025 DUIS, MISSOURI 63178		
SUPPLIER Name ABC Moving & Storage Street Address 1111 Street Town, State Zip Code Overland, MO 63XXXX Deliver to Ballwin Central Office Street Address XXXX Baxter Rd. Town, State Ballwin, MO 63011 Phone No. 314-391-XXXX Loading Platform 13 Trucking Platform 13 Trucking Platform 13 Trucking Remarks Approved by 16 W. H. Supervisor-St	Title Staff Street Address 22 Town, State Zip Code Loading Platform X Hoisting requi MATERIAL TO Date 6-1 Between the h 8 a. n Total No. of Items Heaviest Piece rate is affected	11 None BE DELIVERED ON JOB S .1-84 Hours of: and 3:30 p Total We 2 (LBS) e if 15 d (LBS) 1,800	Als Mgmt. 64043 Floor Part (See (below)) ITE 14 .m. ight 3,000 Weigh on Public Scale
Identity of Items Requiring Special Handling. J and List 17 Spec	Work Weight	Hoisting Required (Y, N)	Floor Destination
J99 335V-1 L-1	1,200	<u> </u>	2nd floor
J99335T-1 L-1	1,800	Y	2nd floor
(IF MORE SPACE IS NEEDED USE FORM SW-6766) Received by			
BILL PAYMENT COPY			ION

EXHIBIT 19

TO SUPPORT CLAIM FOR TRANSPORTATION BETWEEN A MIL. MGMI. WHSE. AND A C.O.

		DAMAGE	×	×	×		×	×	×	×	×		×	×	×	×	;	4	×		×	×	×		×	×
AND A C.O.	TYPE OF CLAIM	SHORTAGE	×	×	×		×	×		×						×			×		×	×	×	×	×	×
MIL. MGMT. WHSE.	MATION	NON-DELIVERY	×	×				×		×						×			×	ORMATION	×		×	×	×	
TO SUPPORT CLAIM FOR TRANSPORTATION BETWEEN A MTL. MGMT. WHSE. AND A C.O.	ENGINEER SUPPLIED INFORMATION	DOCUMENTS	1. Hauling and Hoisting Order (Copy of all pages)	2. Report of unsatisfactory shipment	 consignee copy of Freignt bill (signed and designating problem on all copies) 	4. Central Office Equipment Inventory Form (SW 6508)				7. Copy of previous claim correspondence (if applicable)		Consignee				12. Certified statement of equipment value	13. Shippers statement (concealed damage) (letter stating material was good when chinned)	14. Request for claims investigation or adjustment of	shipment	TRANSPORTATION SUPPLIED INFORMATION						20. Copy of original paid freight bill

	ORT OF UNSATISFACTORY SHIPMENT sheet of white paper when additional space is required)
Lis	t Quantity and Items Involved — (Indicate "New" and/or "Reused")

of 1	List Quantity and items involved — (indicate livew and/or heased)	Or	16
Claim		Yes	No
Check Below		1	
. Shortage	a. Did Transportation Co. deliver exact number of containers?		
]	b. If answer is "No", attach freight bill with exceptions noted by carrier.c. If shortage is due to damaged container, answer Items 5 and 8.		
. Overage	a. Can material be used?	-	<u>'</u>
]	b. If answer is "No", hold material for disposition advice from Network Engineer.		r
Wrong Material	a. Answer Items 2 and 8.		
. Defective	Was defective material in original container?		
Material	b. Approximate cost it repaired locally. \$		
2 /// 4/3// 4/	c. Nature of Defect		
Damagad		TE	
. Damaged	a. Was material packed correctly? If answer is "No" - Explain	-	_
Visible			
	b. Did container indicate rough handling? c. Kind of containers. Sealed Strapped Other Explain		
☐ Concealed	Capiani	4	
	d. How was container damaged? Punctured Crushed		
	Other Explain		
	e Shipment-received Date Hour		
	7. Damaged disposation		
	g. Wanoporter	l l	1
	h Name of Transportation Co.	⊣	l l
	Name of Transportation Co. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of	1	
	 Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. 		
	 Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. Answer Items 2 and 8. 		
Duplicate	Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. Answer Items 2 and 8. First Shipment received. Date		
	 Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. Answer Items 2 and 8. 		
Shipment	Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. Answer Items 2 and 8. First Shipment received. Duplicate shipment received. Date C. Answer Item 2.		
Shipment . Collect	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. Date Duplicate shipment received. C. Answer Item 2. Paid - Dated Signed By Amount Paid \$ Account Code Charged		
Shipment . Collect	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. C. Answer Item 2. Paid - Dated		
Shipment Collect Shipment	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. C. Answer Item 2. Paid - Dated		
Shipment Collect Shipment Replacing	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. C. Answer Item 2. Paid - Dated		
Shipment Collect Shipment Replacing	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. C. Answer Item 2. Paid - Dated		
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Shipment Collect Shipment Replacing Shipment	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. Date		
Shipment Collect Shipment Replacing Shipment	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid - Dated		
Shipment Collect Shipment Replacing Shipment	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid · Dated		
Shipment Collect Shipment Replacing Shipment Cate FOR MATERI	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid · Dated		
Shipment Collect Shipment Replacing Shipment State FOR MATERI Claim Approved Claim Not Appr Billing Adjustm	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid · Dated	S	
Shipment Collect Shipment Replacing Shipment ate FOR MATERI Claim Approved Claim Not Appr Billing Adjuster Defect Referred	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid · Dated	S	
Shipment Collect Shipment Replacing Shipment Oate FOR MATERI Claim Approved Claim Not Appr Billing Adjustm Defect Referred Engine	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid · Dated	S	
Shipment Collect Shipment Shipment Shipment Chaim Shipment Claim Approved Claim Not Appr Billing Adjustm Defect Referred Engined	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid · Dated	S	
FOR MATERI Claim Approved Claim Not Appr Billing Adjustm Defect Referred Engined Request Dispo	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid · Dated	S	
Shipment Collect Shipment Replacing Shipment Cate FOR MATERI Claim Approve Claim Not Appr Billing Adjustm Defect Referred Enginer Request Dispo	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid · Dated	S	
Shipment Collect Shipment Replacing Shipment Cate FOR MATERI Claim Approve Claim Not Appr Billing Adjustm Defect Referred Enginer Request Dispo	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. J. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2 Paid · Date	S	
Shipment Collect Shipment Replacing Shipment Cate FOR MATERI Claim Approved Claim Not Appl Billing Adjustin Defect Referred Engined Request Dispo Advance Claim	i. Attach Transportation Co.'s freight bill noted for damage by carrier and two copies of carrier's damage report. j. Answer Items 2 and 8. a. First Shipment received. b. Duplicate shipment received. c. Answer Item 2. Paid · Dated	S	



Dear Sir:					
This official in	spection le	etter co	nfirms telepho	ne conve	sation
datedb	etween				
of your office and			· · · · · · · · · · · · · · · · · · ·	_ of our	office
in which a carrier inspect	ion was re	quested.			
CARRIER					
DATE SHIPPED					
PRO NUMBER					
DATE INSPECTION REQUESTED					
DATE CARRIER DECLINED INSP	ECTION				

Respectfully yours,

STATEMENT INDICATING MATERIAL CAN BE REPAIRED OR SALVAGED STATEMENT OF CLAIM

				Date _			
Claim Numbe	er						
Order Numbe	er						
Description	n of Material				. <u>.</u>		
Total Number	er of Cartons		Total Weight	:			
Point of O	rigin						
Consigned	to:						
Shipped via	a:						
Pro Number	*		Car Number	*			
	r *						
	lled in by Transportat						
Receipt of	Material disclosed th	e fo	llowing:				
	Non-Delivery		Shortage	2			Damage
If Damaged	, Suggested Disposition	n of	Material:				
	Repaired		Junked		Retained	bу	Carrier
Qty.	<u>Material</u>	<u>Al</u>	MOUNT OF CLAIM	Estima Unit P			<u>Total</u>
						_	
						_	
Salvage Al (Repairs o	lowance f Necessary Material)						
	Labor Co	ost: ost: tal:					
	Name			itle			Date

Vendor Name			S.W.B.T. Engineer	South	western Be
Vendor Address			Name	Title	
A++			Street		
Attn: Na	me		City		State/Zi
Below is sho regarding shipmen	ase investiga the dispositi	n te on	Claim No		
S.W.B.T. Transpor Claims Supervisor		one	Transportatio	n Cost:	
Street		 .			
City	State/2	Zip		# ype Code:	
Responsibility Code-Originating	Responsibil: Code Charge	ity ed 	Location EC Code Func. Code	Est., RO, CWO, KCO	CPR Cod
Claim Items	Quantity	for Request	or Acct. Code	Desired by SWBT Co.	Retribution from vendo
1					\$
2.					
-					
3					
 4. 					
4.	Charges \$			Vendor Retribution Total \$	

REQUEST FOR CLAIMS INVESTIGATION OR ADJUSTMENT OF SHIPMENT

Remarks

Use Additional Page If This Space Is Not Sufficient

No. of Boxes, Packages, etc., Received			id Shipment f Rough Han		ns
Did No. of Boxes, Packages, etc., Agree with Shipping Rec	eipt		as Notation reight on E	_	
Was Notation of Shortage Made on Freight or Express Bill					
Claim Withdrawal	Signed	Claim Settl		Dispos Noted	ition
Signed For vendor Date	3	For vendor	Date	Date	Claims Coord.
Signed SWBT Tel. Corp. Date	Signed	SWBT Tel. Corp	Date		
Title		Title			
Claim Settlement Amount					
Name					
Title					
Note: See Schedule of Author to sign for the Claim	ization Settlem	s guidelines fo ent Amount.	or the indiv	idual aut	horized

CLAIMS COORDINATOR FINAL COPY

PAGE 2