Openreach Free Issue:

HOW TO UNPACK AND RECORD THE RECEIPT OF OPENREACH STOCK

Standard Operating Procedure

SOP Number: **3.0, Revision 2**
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Author: **Joanne Bell**
Role: **National Logistics Coordinator**

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Section 1: Introduction

Purpose

The purpose of this SOP is to explain:

- How to open, check and record the receipt of stores stock keeping units (SKUs) from Openreach and their suppliers for new deliveries;
- How the different documents aid the unpacking process.

Scope

This SOP is for all **Warehouse Operatives** and **Store's Leads** who receive new deliveries from Openreach and their suppliers.

- The receipt of cable is in the **SOP, HOW TO UNPACK AND RECORD THE RECEIPT OF OPENREACH CABLE.**

This SOP does not cover how to receipt externally purchased stock for orders raised in Oracle.

This SOP is not for Satellite STAs receiving inter-site transfers.

Responsibilities

It is the responsibility of all **Warehouse Operatives** and **Store's Leads** to receive and record deliveries from Openreach and their third party suppliers

Only those trained in this SOP must unpack deliveries.

Section 2: Deliveries to STAs

Openreach will only deliver to an approved Ship to Address known as an 'STA'. All sites have a unique six-digit **STA code.** For sites operating under the Demand Driven Material Replenishment Resource Planning (DDMRP) process, they will also have a unique **T Location**.

Each STA has a dedicated delivery day, but deliveries *could* arrive on other days.

STAs will fall into one of three categories:

- Restricted – delivery is limited to specific work streams – e.g. GFAST
- DSLAMs – delivery is limited to DSLAMs
- Unrestricted – delivery has no restrictions

Section 3: Advance Ship Notes

The sites operating under DDMRP will receive automatically generated emails relating to their expected delivery from the Openreach mailbox (wmssup@bt.com).

Each document is an **Advance Ship Note** (ASN) and these are emailed to the **contractor's generic stores email** up until the evening before the delivery is expected. A copy is sent to the National Logistics mailbox.

The ASN will consist of two documents containing the same information.

- a **PDF version** of the shipment containing bar codes
- an **Excel document** itemising the delivery in spreadsheet format.

Example of ASN documents:
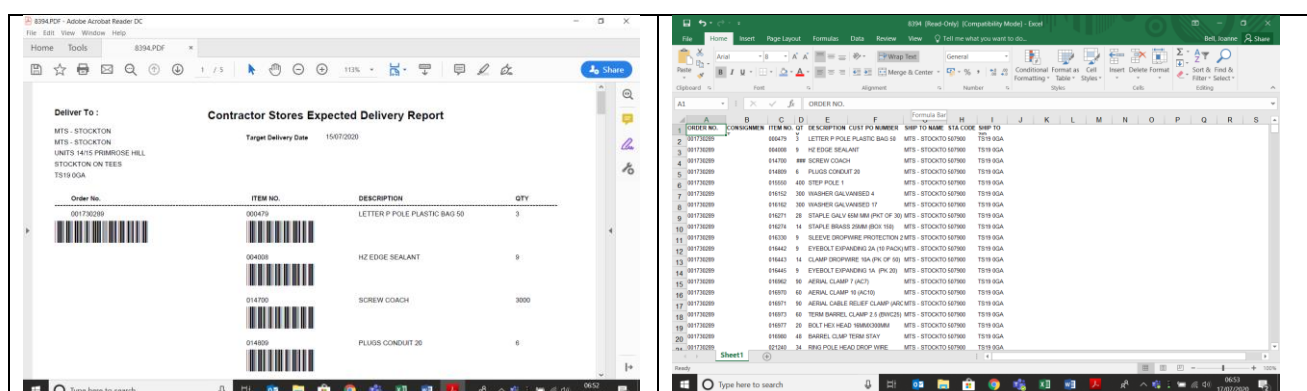
Print out your preferred format of ASN and keep it in a physical file or an in-tray awaiting the delivery.

Due to the late timing that the ASNs arrive in the mailbox the delivery may be on the doorstep before there has been time to print out the ASNs.

If SKUs you were expecting that are not shown on the ASN, this indicates they were out of stock at the time of pick, or you were above the Trigger Point when the order was generated.

Do not reply to the email asking questions about the ASN as it is from an automated mailbox and is not monitored by Openreach. If you have any questions about the ASN please contact National Logistics.

Manual Orders

Sites that have not had their T Locations built yet will have to rely on their original stores request to check if they have received what they are expecting.

Section 5: Daily Status Report

Everyday **National Logistics** will also **email** a copy of the latest **Daily Status Report** to the **contractors' generic stores email** addresses.

Tab 2 of the report will contain a list of the **Open Deliveries** for all STAs.

The **ASNs received should tally with the Open Deliveries** tab of the Daily Status Report. Any items missing on the ASN, but appearing on the Open Orders must have been unavailable at time of pick and will disappear then generate again the following week.

Manually raised orders starting VK, PR or FS will not appear on the Daily Status Report, but should appear on an ASN.

National Logistics also recommends printing off the Open Deliveries section tab for the relevant T Code the day before the delivery.

Section 6: The Delivery

The delivery driver **scans the delivery** that have been unloaded off the vehicle and asks the **Store's Lead** or **Warehouse Operative** to sign for the load.

NOTE: **Your signature is confirmation to the driver that he has made a delivery.** *You are not signing to say the delivery has been checked and is correct.*

The delivery will be a mix of tri-packs containing bagged stock, boxed and loose stock and cable. The receipt of cable is covered in the SOP, HOW TO UNPACK AND RECORD THE RECEIPT OF OPENREACH CABLE.

Bagged Stock

The bagged stock will contain a **consignment ticket**, but if there is no ticket, the contents must be recorded and documented on a **Good Received Note** (GRN). Copies of both documents are illustrated below.

- Open each bag and remove the consignment ticket.
- Count the stock and tick the consignment ticket for any items received as expected
- Record any discrepancies but do not overwrite the original quantity expected
- Record any damaged items, as either damaged (useable) or damaged (unusable)
- **You MUST record the 'put-away location' on the consignment ticket of the GRN for the purpose of receipting the stock in MATS when putting the stock in it stock bin**

Non-Bagged Stock

Any stock received without a ticket must be recorded on Goods Received note.

Example of a Goods Received Note for Stores

<table>
<tr><td colspan="3" style="background-color: yellow">**Goods Received Note**
Stock</td><td></td><td>MORRISON
Telecom Services
A part of **MGroup**Services</td></tr>
</table>

From Supplier:		Perform Self Check on MATS after booking in. Email any errors to national.logistics@morrisonts.co.uk Use this form for items supplied without an Advance Ship Note or a Delivery Note.

Order Number (Copy and Paste into MATS from Advance Ship Note or Daily Status Report)	Part number	Description	Put away location	Unit of Measure Each, Box, Bag of 10	Qty Received	Registered on MATS

Received by (Signature):		Registered on MATS by (Signature):	Please tick when ready for filing. Please retain for 2 years.
Date:		Date:	File

Yellow labels / White labels

Stock supplied with a white label is in its lowest Unit of Measure and not be split.

Open and count stock with a yellow label. This must be split for issue.

Section 7: Locating the Order Numbers on the Documents

There is a variety of order numbers.

Order numbers found on the Daily Status Report are either MR or POs.

MR is the abbreviation for Manifest Request.

PO is the abbreviation for Purchase Order.

MR: 9-digit number generated automatically by Openreach system

PO: starts B8. This is a 16-digit order number found on cable drums. These are labelled by Openreach's external suppliers

VK: Items which have been ordered manually (previous Vendor Kanban system)

There are two other types of order number that are rarely seen:

PR: Items that have been ordered by BT Planners (Planner Request) and should have been cancelled before despatch by Openreach.

FS: Fast tracked orders raised have a costly supplement (Fast Service)

You will find the details of the contents of the box printed on a label, example below. If the stock is loose, there will be a sticky label in the document section of the pallet or a label tied onto the stock to correspond to the delivery.

	Example of a label on a boxed item It shows: • Item Code • Qty • Order Number • STA **Look out for stock that is not addressed your STA.** • Take a photograph of the bar code • Make a note of the number of pallets • Move it to the quarantine area and notify National Logistics who will raise a D14 for the uplift and redirection.

Section 8: Storage of Stock

Once the stock has been counted, it must be stored in its allocated stock bin location as quickly as possible. Stock must be able to be located for issuing and auditing.

For this reason, you MUST check that the **put-away location** has been recorded accurately on the consignment ticket, the ASN or the DSR.

Storage locations in the Stores must be labelled so that anyone can locate the stock.

Examples: A1, B2, C2,

Further information is available in **SOP, HOW TO SET-UP A NEW AND EXISTING STORES FOR AUDIT PURPOSES**

Keep a printout of your Stock Locations in a file or on a notice board in the stores as you will need to refer to it for receipting on MATS.

Section 9: Time–Critical Activities

It is imperative the delivery is opened, checked and put-away the same day or the following working day. The booking in transactions relating to the delivery must be complete in MATS before 12 noon on the days stated (1300 hours in BST).

Delivery day

Monday	Receipt in MATS before 12 noon on Wednesday
Tuesday	Receipt in MATS before 12 noon on Thursday
Wednesday	Receipt in MATS before 12 noon on Friday
Thursday	Receipt in MATS before 12 noon on Monday
Friday	Receipt in MATS before 12 noon on Tuesday

All MATS transactions are automatically uploaded to Openreach daily. The Planning Board for the next delivery cycle runs automatically on the same evening as the cut-off day, so if transactions for both incoming and outgoing materials have not been transacted the supply of stores the following week will be impacted.

Section 10: Compliance in Shared STAs

If two or more contractors are working out of the same STA, sufficient controls MUST be in place to ensure **stock and cable is physically segregated for each contractor**.

Supplier STAs are **financially responsible to MTS** for the stock and cable stored in its compound, so it must comply with the instructions in this SOP.

Failure to comply with these processes will result in your STA being **temporarily closed** until it can demonstrate compliance. If it is reopened and fails a second time, then it risks being **closed permanently** and contractors will have to travel to an MTS STA for stores.

Section 11: Assembling the Receiving Documentation

When the delivery has been unpacked, checked and recorded, you will have a combination of Consignment Tickets and Goods Received Notes. You will have received several of the same items, but supplied in multiple bags.

Where possible, sort the consignment tickets into:

a) Order Number (*ignore the last 3 digits on Picking Tickets for VK, PR, FS orders*)
b) Item Code Number

The order number is found on the left hand side of the ticket and will start VK, PR, FS or it will be a 9-digit number. Methodically check the Consignment Tickets and GRNs marking off the items received with a ✓Remember to make a note of any discrepancies.

Be careful to check that you have not duplicated items received on tickets on the Goods Received Note too.

If you are a **Warehouse Operative** and do not transact on MATS pass your documents to the MATS administrator or **Store's Lead** for receipting in the stock system.

Section 12: Document Retention Policy

The retention period is two full calendar years for stores documents. You may need to refer to them to check for errors in the audit process.