Openreach Free Issue:

Return stock and cable from an STA to Openreach

Standard Operating Procedure

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Section 1: Introduction

Purpose

The purpose of this SOP is to explain the processes for **returning stores and cable** from STAs and satellite STAs to Openreach.

Scope

This SOP is for all **Store's Leads** and **Warehouse Operatives** who are responsible for the returning of stock and cable from an STA, or a satellite STA, to Openreach.

This SOP is also for those with **Stores Person** or **Stores Admins** access on MATS who transact the return in MATS.

The return of stock and cable follow **two different processes**, using different labels and forms.

There are also **two separate processes for returning cable**. The correct returns process is determined by the type of drum and the product on the drum.

Responsibilities

It is the responsibility of all **Store's Leads** to manage the returns of stores and cable to Openreach.

It is the responsibility of the **Stores Person** or **Stores Admins** to remove the stock and drums from the MATS system.

It is the responsibility of **National Logistics** to request the returns and uplift of drums from Openreach.

Only those trained in this SOP can return stock and cable to Openreach.

Section 2: General Principles of Returns

STAs are responsible for managing the free issue stores and cable supplied by Openreach. Openreach expect materials to be returned in the following circumstances:

- An STA or satellite STA acquires a surplus;
- Stock or cable becomes obsolete;
- Stock or cable becomes damaged (unless Openreach recommend local scrappage);
- Items are identified as slow-moving (no issues in the previous 90 days);
- Openreach request the return of cable or stores items following the urgent need to distribute items elsewhere or a product safety issue is identified;
- Part-used cable lengths of usable length are no longer required;
- Short lengths of scrap cable are unusable lengths, but the quantity too large to place in the cable skip.

Satellite STAs

Excess Stock

Dependant satellite sites must **transfer their surplus stock back to the parent STA** from where it was originally collected.

Refer to the SOP, HOW TO TRANSFER MATERIALS BETWEEN STAs IN MATS

Part used and Empty Drums / Reels

Marlin will collect cable drums from the satellite STAs if there is sufficient access for an articulated lorry – refer to the cable returns section of this SOP.

Marlin act on behalf of Openreach to collect specific types of cable and drums.

Section 3: Labels for Returns to Openreach

Openreach provide two types of returns labels; one for cable and one for stock. These are ordered from Openreach by using the following item codes

Cable Returns - for returning cable SKUs
Item Code 008733
TRANSPORT BARCODE LABL ROLL50

Each drum requires a separate label.

Stock Returns – for returning stores and cable SKUs
Item Code 006878
RIL RETURNS LABEL (ROLL OF 50)
These are a set of seven labels with identical RIL numbers; there is one large label (showing the barcode) and six smaller labels. The smaller ones are suitable for attaching to bags or boxes within a Tri-pack

If you do not have any spare bags or transit boxes, additional ones can be ordered using the following item codes:

235663	Bag Polythene for Telephones 300 Gauge Pack of 100
237195	Polypropylene Sacks Small 500 X 800mm
237196	Polypropylene Sacks Medium 600 X 1000mm
005326	Carton Transit Full Size Lid
237149	Cardboard Box Full Size Transit (Tri Pack)

Section 4: Stock Returns

As you pack returns, manually record your transactions onto the **Contractors Stock Returns Form** using the latest template supplied by National Logistics.

The form will need typing and returning to National Logistics in its original Excel format, so save a copy and rename it with your site name and date of return; e.g. Plancast Returns 03.12.20.

CONTRACTORS STOCK RETURNS FORM (V12 16-11-2020)

You **MUST** keep the same RIL number on consecutive rows, if you are using it more than once.
You can use the same RIL number 7 times as you will have 7 RIL labels with that number.

Please return completed form to: contractor.management@openreach.co.uk

Name of Person Requesting this Return	Contact Phone Number	Site STA	Date	Collection Day	Only complete these columns if the Total Inventory Buffer is REDUCING	
					Existing Total Inventory Buffer	New Total Inventory Buffer
Lesley Townley	07979 734567	504541	03/12/2020	Wednesday		
Site Name / T-Loc		T32		MTS - Plancast		

RIL Number (No Spaces)	Pallet, Box, Bag? (We MUST be told what we are collecting)	Item Code (MUST be 6 digit including leading 0s)	Quantity (Numbers ONLY)	Item Description		
A100061788	Pallet 1 (Same Box)	055815	3	TERMINATION OPTICAL SC 15M	0	0
A100061788	Pallet 1 (Same Box)	087404	3	FTTP CONNECTOR UG 4WAY 300M	4	4
A100061788	Pallet 1 (Same Box)	094400	2	CONN TERM COMPCT 4PT200MSQUID	0	0
A100061788	Pallet 1 (Same Box)	016266	4	HZ PLUG CREOSOTE 2X3/8IN 100	0	0
A100061788	Pallet 1 (Same Box)	016270	2	STAPLE GALV 45MM (BOX OF 60)	0	0
A100061788	Pallet 1 (Same Box)	016271	1	STAPLE GALV 65M MM (PKT OF 30)	0	0
A100061789	Pallet 1 (Same Box)	016286	10	RING POLE HEAD STAND OFF 1A	0	0
A100061789	Pallet 1 (Same Box)	016330	5	SLEEVE DROPWIRE PROTECTION 2A	0	0
A100061789	Pallet 1 (Same Box)	016443	4	CLAMP DROPWIRE 10A (PK OF 50)	0	0
A100061789	Pallet 1 (Same Box)	017401	2	STRIP CONNEXION 237A (X10)	0	0
A100061789	Pallet 1 (Same Box)	048987	3	PROTEC CBL ABRASION 1 (BAG 20)	3	3
A100061789	Pallet 1 (Same Box)	050208	2	GAUGE PRESSURE 2A	0	0
A100061790	Pallet 1 (Same Box)	055816	1	TERMINATION OPTICAL SC 5M	0	0
A100061790	Pallet 1 (Same Box)	060625	12	PROTECTOR SPLICE 6 (PK OF 100)	0	0
A100061790	Pallet 1 (Same Box)	067823	81	CUSTOMER INSTALL. KIT 32FDP	0	0
A100061790	Pallet 1 (Same Box)	068242	8	PM FDP 3 ELEMENT BREAKOUT KIT	0	0
A100061790	Pallet 1 (Same Box)	070819	5	MOUNTING CABINET	0	0
A100061790	Pallet 1 (Same Box)	071442	15	COLLET PAIR 51/100SETS	0	0
A100061791	Pallet 2 (Same Box)	071804	2	TAPE 11A (500M COIL)	0	0
A100061791	Pallet 2 (Same Box)	072077	2	KIT REPAIR 10A	0	0

You can return one item code (Part No.) or multiple item codes (Part No's) on the same pallet or in the same bag.

One RIL or multiple RILs can be used on the same pallet, but the barcodes must be visible for the driver to scan.

Remember to update the Returns form with the existing Total Inventory Buffer and the new reduced Total Inventory Buffer; otherwise stock will be re-supplied on your next delivery. This information is located on the Daily Status Report.

Tri Pack Returns

- Use bags or sacks to return stock that has been supplied in small boxes and bags
- Write the Part No. on one of the small labels and stick it on the sack
- Attach the seventh large RIL to the outer cardboard tri pack as the driver will need to scan this upon collection
- Dispose of any remaining RILs of the same number. They can only be transacted once by Openreach

Pallet Returns without a Tripack

If you are not using a Tri Pack, shrink wrap loose and large boxed items onto pallets and attached the RIL labels.

Email the completed form to national.logistics@morrisontsts.co.uk.

Upon receipt of the form, National Logistics will forward the form to Openreach who will process it and confirm the collection date. Stores will generally be on the next scheduled delivery date, but cable will allocated a collection date.

Notify MTS when the materials have been collected. If it is not collected on the agreed date, National Logistics will request a new collection date.

The next action is to deplete the stock on MATS.

Updating MATS for Stock Returns

Log into MATS and go to the **Stock** menu then select **Return Stock to Supplier**

Check that your **Site** name is showing correctly in the **Return Site** field. Enter the first **RIL** number into the **Return Ref** field. Enter each stock item that is to be returned up to a maximum of seven lines and once complete click the **Return** button.

After the seventh transaction, a new Return will have to be started, as the maximum number of returns per RIL is seven.

Continue until all stock returns have been transacted, marking them as complete on the form. Finally, go to **Asset Details** and **Delete Stock Record** for the empty bins using the right-click option.

If you are unsure if you have performed the transaction check in Stock Record History.

Sign and date the form and file in a dedicated returns file for future reference.

Section 5: Cable Returns

Cable drums and reels are reusable assets and as such, Openreach expect them to be returned.

Drums or reels for return can be:

- Empty;
- Part used;
- Full, unused drums.

Part-used drums must be returned to ensure buffer stocks are not affected. The MATS system calculates the total meterage of cable at an STA, so a number of part-used drum would affect resupply.

Scrap

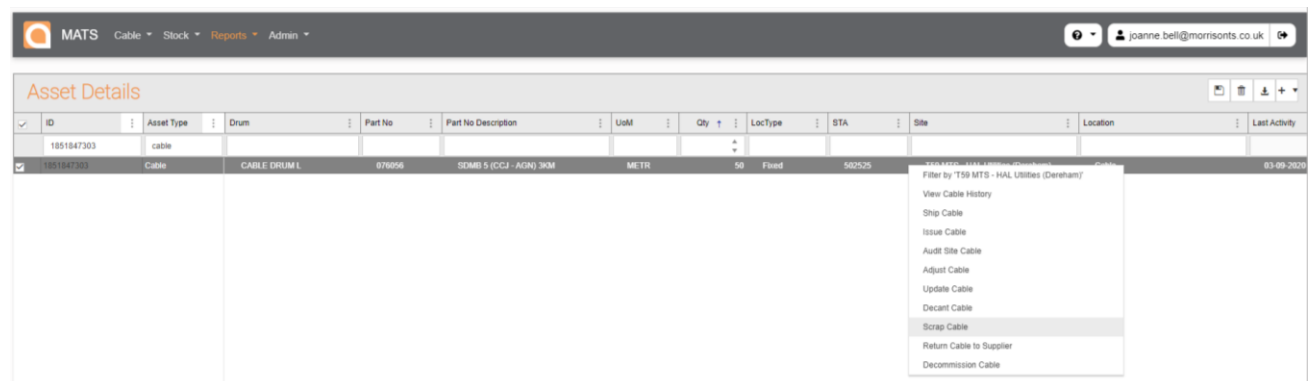Includes the following items or scenarios:

- Damaged or Faulty Cable – Openreach must be consulted before scrapping the cable as they may need to conduct a product investigation to see if more drums have been affected in the manufacturing process.
- Remaining short-lengths of unusable cable

The only circumstances when it is acceptable to scrap or dispose of cable is when it is of very short length and is no longer useful or the remaining short length is damaged. Very short lengths must be removed from the drum (or reel) and disposed of in the copper skip or stillage cage supplied by Openreach.

Updating MATS with Scrap Cable

Logon to MATS. Go to **Reports> Asset Details**

Enter the **Drum ID**, right-click and choose **Scrap Cable**

A new window will open:

- Choose whether to scrap the entirety of the cable or just part of it, in the instance that only a small section is damaged or unusable
  To scrap part of a drum or reel, select **Part Qty** next to the **Part/All** field, then enter the amount to be scrapped.

- Select the **Reason** for scrapping the cable and click the **Scrap** button
- Repeat for any other items to be scrapped

The Audit Administrator will routinely check scrappage to ensure the process is being followed correctly.

Marlin Returns

Openreach process cable returns directly, but they also employ Marlin, a 3rd party cable handler, to deal with some of their specific cable returns. Refer to the table below to determine if Marlin will perform the collection. If they do not, all other collections are performed by Openreach.

Manufacturer	Type of Drum	Marlin collect if EMPTY	Marlin collect if remnants left
BT CABLES	Plywood Reel	No	Yes (if Non-Copper)
CORNING	Plywood Reel	No	Yes
EMTELLE	Plywood Reel	No	Yes
PRYSMIAN	Plywood Reel	No	Yes
STERLITE	Plywood Reel	No	Yes
BT CABLES	Timber Drum	No	Yes (if Non- Copper)
CORNING	Timber Drum	Yes	Yes
EMTELLE	Timber Drum	Yes	Yes
PRYSMIAN	Timber Drum	Yes	Yes
STERLITE	Timber Drum	No	Yes

Plywood Reels

R5 – Non-returnable Reel

R6 – Smallest Returnable Reel

R1 – Second Largest Returnable Reel

R2 – Largest Returnable Reel. Same height as R1 but larger width.

Timber Drums

The third letter Indicates the size of the Drum (reference table of packaging sizes).

In this case it's a 'G' sized Drum.

ALL WOODEN DRUMS ARE RETURNABLE.

The unique engraved drum number starts either CB or BT and then after the 3rd letter is followed by up to a 5 digit number and often a

To return to Marlin, complete the **Returns Form for Marlin Returns**. Sites can contact Marlin directly by phone or email (details on the form), Marlin will arrange collection and write a document detailing the number of drums that they have successfully collected. You may have to ask the driver for a copy of this document as not all drivers leave one with the site. Staple the Marlin document to your copy listing the drum numbers collected.

Returns via Openreach

Empty Reels and BT Drums

Openreach will collect empty R1, R2 and R6 reels and empty BT timber drums.

Notify National Logistics of how many there are to collect of each type to uplift.
The collection will be planned in and the site notified of the collection date.

Small R5 Reels are non-returnable.

Updating MATS for Empty Drum / Reel Returns

Logon to MATS. Go to Reports>Asset Details

Limit the search by typing 'empty' in the part number field, perform the search then download the report to Excel.

Go to **Cable>Return Cable to Supplier**. Copy and paste the drums numbers into the ID field and press Tab. The drums numbers will populate. In the **Return Ref** enter BTE000000 (TRAX numbers are not required for empty drums) Click on Return.

Part Used Copper & Full Drums of Fibre, Sub Duct or Copper

Complete the Openreach form called, **Returns From for Cable - TRAX.** Save a copy of form naming it with your site and date of return. E.g. Plancast Cable Return 04.12.20

		BT / OR Cable Returns and Transport Delivery Form - FOR COPPER ONLY							

Please complete ALL YELLOW boxes.

MacDrum Cable Returns Form

Last Updated 05/05

Non Copper	**Yes**
Transport Chargable to OUC	**Yes**
Reason for Return:	

SITE PICKUP ADDRESS AND CONTACT DETAILS

Contact Name:	Lesley Townley
Contact No :	07979 734567
STA:	504541
Site Name:	Plancast
Address:	Unit 8
	Queensferry Industrial Estate
	Pentre
	Deeside
	Flintshire
Postcode:	CH5 2DJ
Email address:	lesley.townley@plancast.co.uk

Collection Notes:

Is Cable Stored in Cable Compound	Yes
Can the site provide a forklift during collection	No
Additional information	Enter Site Opening Times: Mon-Thu 07:00-15:00 & Fri 07:00-10:00

Submit this Form to

Contact Names:	Joanne Bell
Contact No:	07866 259377
Email address :	national.logistics@morrisonts.co.uk

IF A DRUM OR REEL THAT HAS BEEN SENT IN FOR COLLECTION ON THIS SHEET GETS USED BEFORE COLLECTION IT'S IMPORTANT THAT THE MISSING DRUM IS REPORTED BACK TO ME BEFORE THE COLLECTION DATE

Where possible keep drums together in a visible area for ease of collection for driver. If the site has access restrictions or special requirements you must inform us in the collections note section above

PLEASE CHECK SCRAP GUIDELINES IF UNSURE OF SCRAPPING DRUM. (BOTTOM RIGHT TAB) Return cable that needs scrapping on the scrap form.

				BT Information - BT SC Transport to confirm the collection and delivery dates in the boxes above.					BT Cables code
BT Item Code	Description	Drum / Reel ID	Drum / Reel Size	Load Unit	Length (m's)	Cable Weight (Kgs)	Trax Barcode Ref	Estimate No/Job Number	BT Cables Code

It's important that you complete all yellow columns below with the information asked for. If you do not provide all information asked for we will be unable be book the collection with BT Transport

BT Item Code	Description	Drum / Reel ID	Drum / Reel Size	Load Unit	Length (m's)	Cable Weight (Kgs)	Trax Barcode Ref	Estimate No/Job Number	BT Cables Code
092343	#N/A	36BBT4733	CABLE DRUM A	#N/A	2000	#N/A	BTE1198412		#N/A
092343	#N/A	36BBT6947	CABLE DRUM A	#N/A	2000	#N/A	BTE1198413		#N/A
092343	#N/A	36DBT0095	CABLE DRUM A	#N/A	2000	#N/A	BTE1198414		#N/A
092343	#N/A	36DBT2446	CABLE DRUM A	#N/A	2000	#N/A	BTE1198415		#N/A
092511	#N/A	36FBT0209	CABLE DRUM A	#N/A	2000	#N/A	BTE1198417		#N/A
092511	#N/A	36FBT1603	CABLE DRUM A	#N/A	1010	#N/A	BTE1198818		#N/A
092511	#N/A	36FBT1728	CABLE DRUM A	#N/A	2000	#N/A	BTE1198819		#N/A
092511	#N/A	36FBT3191	CABLE DRUM A	#N/A	2000	#N/A	BTE1198820		#N/A

Each drum returned needs an individual **Trax Barcode** Ref label attaching to the drum

The labels will fall off the drums when it is wet or damp, so we advise attaching the labels to drums with a staple gun or attached the labels **at the time of collection** when the driver scans them on uplift.

Email the completed form to National.logistics@morrisonts.co.uk to arrange for collection.

Updating MATS for Cable Returns

For Drums or Reels returned using a TRAX Label

Log into MATS and go to Reports> **Asset Details**

- Enter the ID number for the drum/reel in the **ID** field and click **Return Cable to Supplier**

A new window will open. Enter the TRAX ID in the Return Ref and click Return.

Each drum will have to be transacted individually following this process as each drum has a separate TRAX ID.
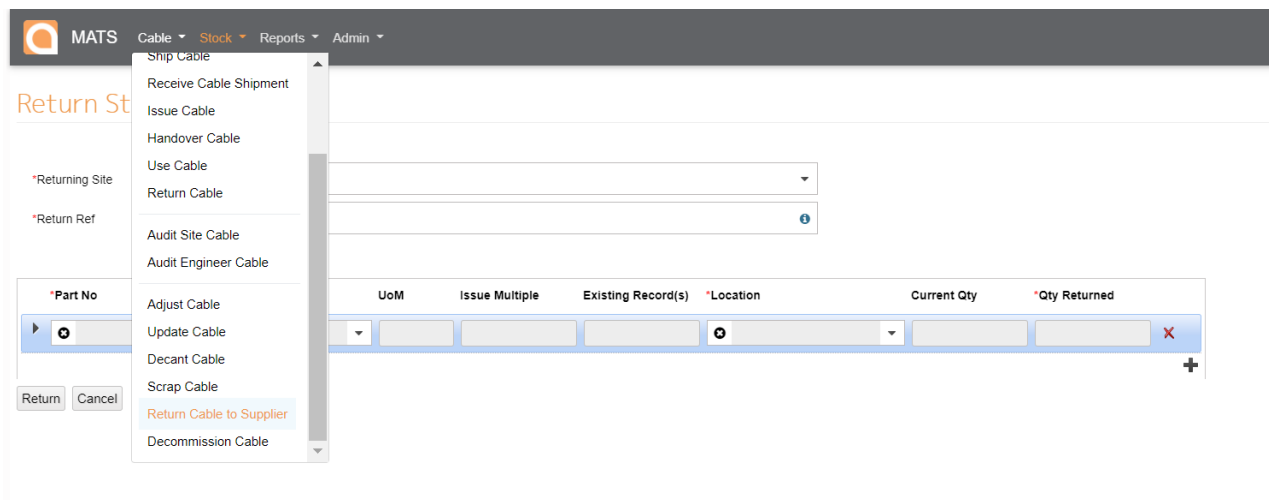

Return each drum and then file the completed file in a dedicated returns file.

Returning Drums to Marlin

Drums returned to Marlin can be transacted in one transaction

Logon to MATS. Go to **Cable>Return Cable to Supplier**

In the **Return Ref**, type 'MARLIN'. The empty drum numbers can be downloaded from **Asset Details** then copied and pasted into the ID field. Press the tab key and the total number of drums will show in the COUNT. Click **Return**.

File the form in the dedicated returns file.

Updating MATS with Decommissioned Cable

- STAs must only decommission **DAMAGED drums or R5 reels** which have been scrapped**.** National Logistics must transact all other Decommissioned drums.
- Log into MATS and go to the **Cable** menu then select **Decommission Cable**

- Select the reason **Damaged Drum** or **Scrapped Reel (Type R5)** from the drop-down list in **Reason** field and enter.

- Enter the Drum ID in the **ID** field and click **Decommission** to complete the transaction
- Repeat for any other items to be decommissioned.
- **All other reasons are for use by National Logistics only.**

Section 6: Skip and Stillage Exchanges

Once your skip or stillage container is three-quarters full you will need to request an exchange and give sufficient notice for it to be booked in.

Please contact National Logistics who will request the skip exchange or stillage exchange.

Section 7: Document Retention Policy

The retention period is two full calendar years for stores documents. Retain all the forms for cable and stores returns in one A4 file for easy reference.