CEVA LOGISTICS

USERGUIDE
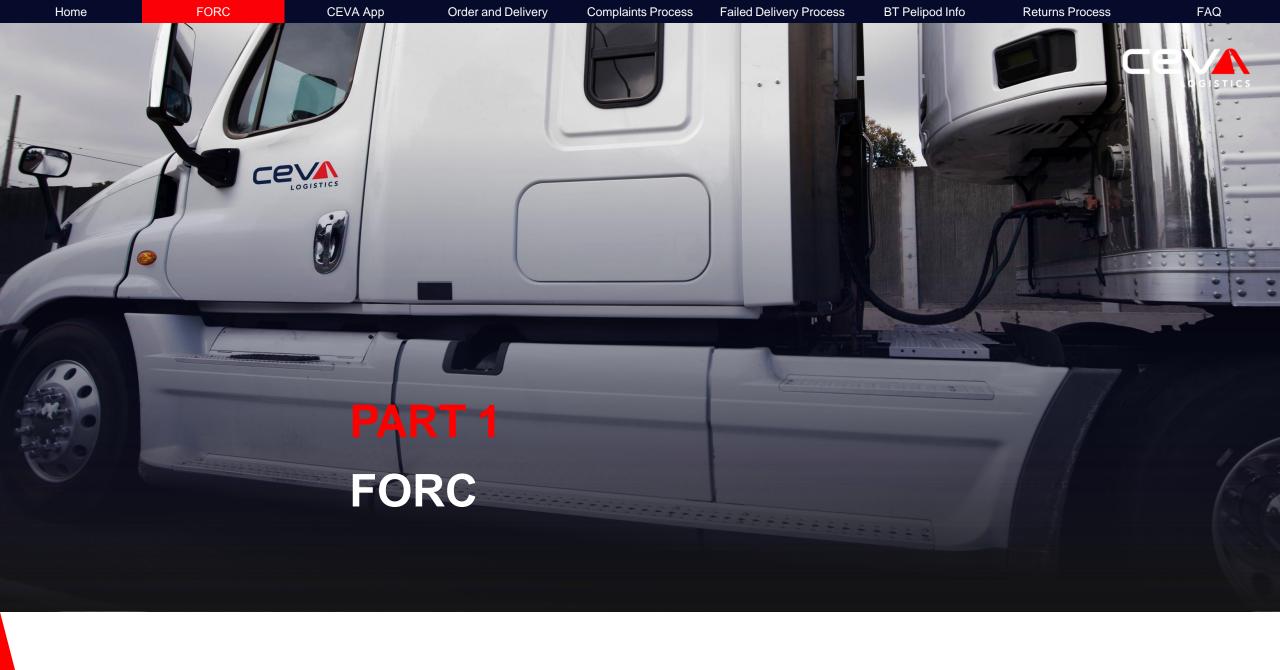
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PART 1

FORC

FORC INFORMATION

Field Operation Response Centre (FORC) information:

- The FORC team deal with queries via email, telephone and Collaboration.
- The operating hours are **8:00-16:30**
- The email address is **FORC@cevalogistics.com**
- Telephone number **0121 6190310**

USEFUL INFORMATION

Locker issues

If you are experiencing issues with your locker please send an email to the careline with the below information:

- The issue with the locker, e.g. lock is spinning, key won't turn in the locker, if the shelf is broken?
- Your full home address so that we can get keys sent out if required.
- If the issue is regarding a lock problem can you provide the key number which will be engraved on the key, this should start with H46 or CD.

Locker relocation

If you wish to move locker location please provide us with your full home address so ByBox can conduct a postcode search to find a locker which is more suitable.

Please state whether you would like the keys taped to your current locker door or sent to your home address. If you would like the key to be posted it will take 3-4 working days, and if you would prefer it taped to your current locker door this would be done overnight.

Order queries/issues

When sending in your order queries please ensure that you include the below information so we can investigate thoroughly:

- The order number
- Product codes of the items you are missing (if applicable)
- Name and KID

Cardboard boxes/tote requests

Spare totes/boxes will need to be requested directly via the FORC team. Please ensure you include the below information when requesting totes/boxes for returns. Please note that if we don't have any totes available we will send out flat pack boxes.

- Name and KID
- The amount of boxes you require.
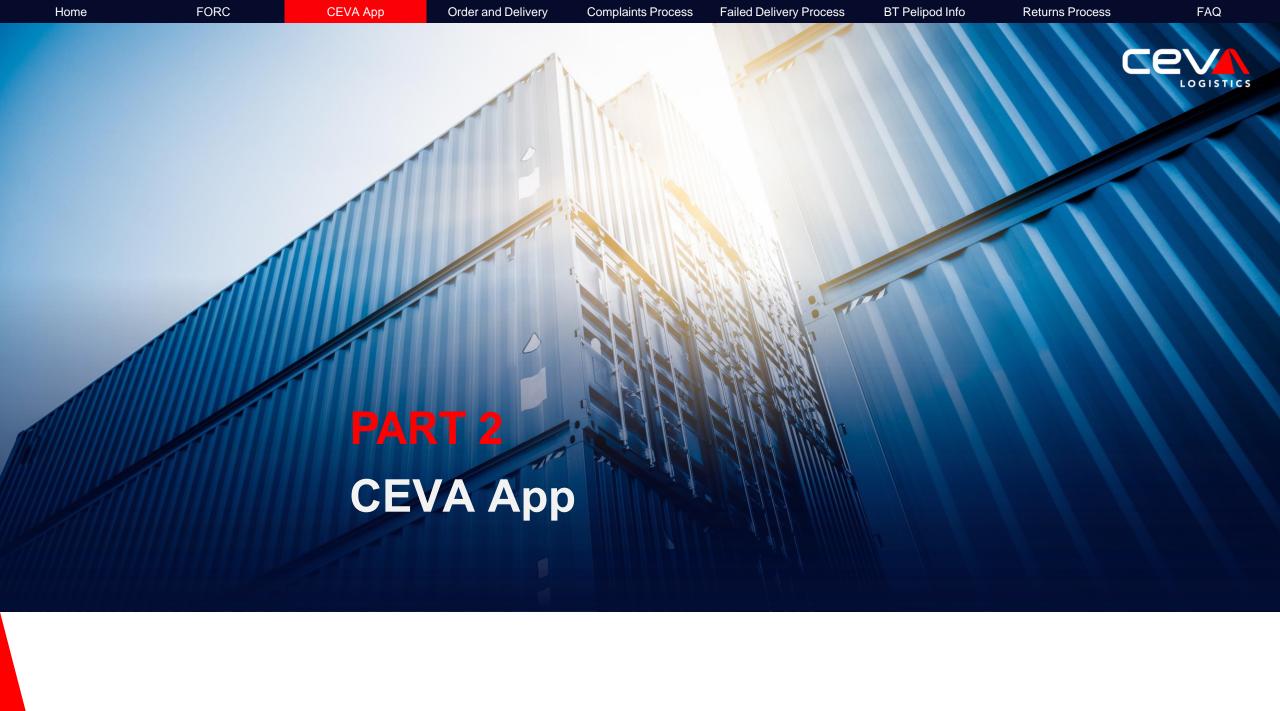
ByBox return labels

Return labels aren't available on the app. If you require ByBox return labels please email your request through to the FORC team, including your name and KID.

BT pelipod return labels

If you require BT pelipod return labels please contact BT support directly on **0330 555 1010.**

Collaboration

Please ensure orders, requests for return labels and spare totes/boxes are **not** sent through Collaboration. Collaboration should be used for reporting complaints and issues only.

PART 2

CEVA App

CEVA App

CEVA App

The CEVA App/website allows you to place orders via your handheld or web browser. All orders should be placed via the app/website and should not be sent through via email, telephone or Collaboration.

Order status

Your order status will change to 'complete' when the order has been picked and packed by our warehouse team.

This does not mean that your order has been delivered.

To query an order delivery, please contact us.

CEVA App issues

If you experience any issues whilst using the app please contact the FORC team. When contacting the FORC team please provide the below information.

• Name and KID
• An explanation of the issue.
• An photo or screenshot of the issue

Once the FORC team has received the above information, they will reply back with either an update into the investigation or a resolution.

If you receive an error when submitting your order please ensure that you don't submit the order again as this may cause the order to duplicate. Please contact the FORC team via telephone or email and advise them of the issue and they will advise if the order has been submitted.

CEVA App/Website log on information

If you experience any issues logging onto the app/website please first ensure you are entering the correct username. Your username will be either yourKID@sfoorders.com or your EON email address. This information would have been provided to you at your training. Please ensure that the username has no spaces and should be entered in all lowercase.

Please also not that your password is case sensitive. Your password would be provided to you at your training.

If you still experience issues logging in please contact the FORC team on 0121 619 0310 or FORC@cevalogistics.com.

Product information

Each engineer has an access class assigned to them by EON, this controls which products each engineer can view and order. The access class is based on your job role at EON and your working location. If you change your working area or you believe your access class is incorrect please ask your FTL to contact us via email.

If you require a product and you can't see it on the app/website, or it doesn't allow you to enter a quantity, this item will need authorising by your FTL.

When entering a quantity via the app/website it will inform you when an item is out of stock. The app will still allow you to submit the product when it is out of stock – the product will be put on a back order. Once the item is back in stock it will automatically be sent out to you.

Please ensure that you don't reorder out of stock products as this will lead to duplicated order in our back order system.

Please pay attention to product descriptions. If a product is discontinued or an alternative product is required, this will be stated in the description.

Product order quantities

When ordering products on the CEVA app/website it is important to pay attention to the product description as it will advise you of the units the product is sent out in. If the incorrect quantity is processed the product will not be sent and will need to be reordered.
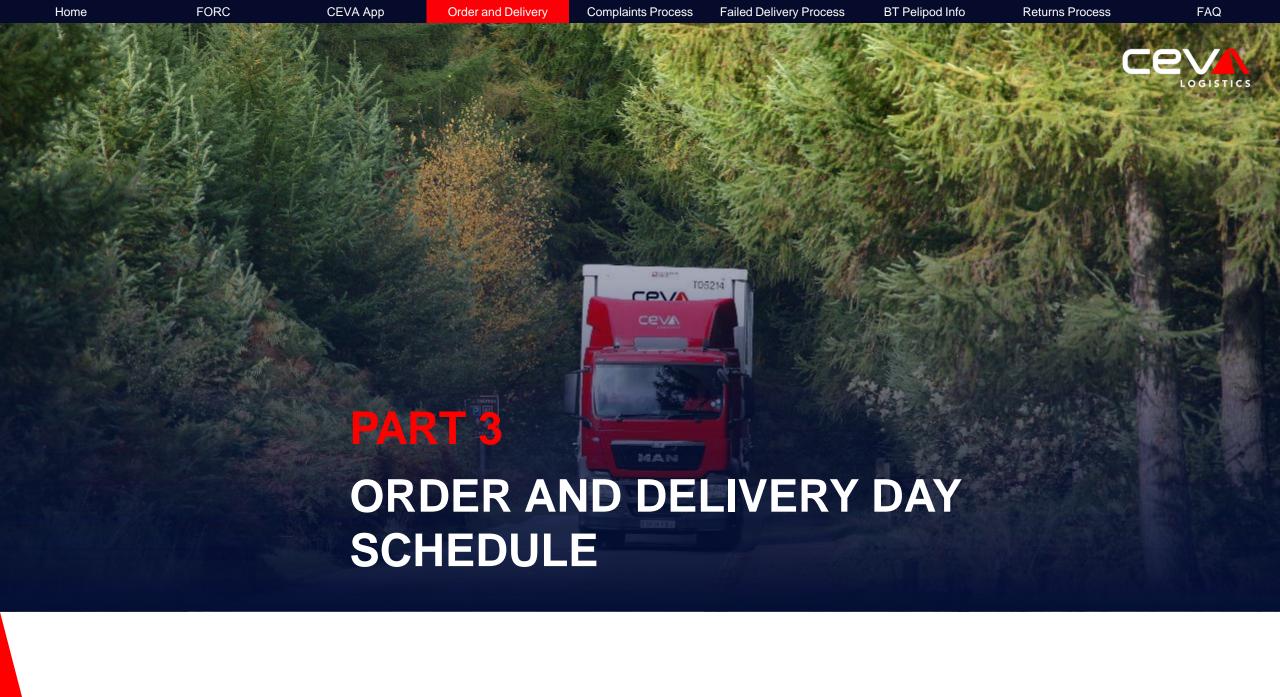
Below are a few examples:

3645603484 - Two pole isolators (please order in quantities of 5): If you require a box of isolators the quantity must be ordered is 5, if 1 is entered the item will not be sent out. This item can't be sent out singular.

3645603863 - Meter bracket floor mounted (Box of 10): The minimum amount you can order is 10, if you enter 1 you will receive 1 box of 10.

3645605755 - Hot Shoe (Please order in multiples of 2): This product will not be sent out singularly, the minimum amount you can order on this product is 2.

3645605200 - Washer rubber (Bag of 100): This product is sent out in a bag of 100, the minimum amount you will receive is 100 if you order 1.

PART 3

ORDER AND DELIVERY DAY SCHEDULE

ORDER AND DELIVERY DAY SCHEDULE

The below shows what day your order will be delivered depending on when the order has been placed. The cut off time to placed order is 16:30. All orders placed after this time will be processed the following day.
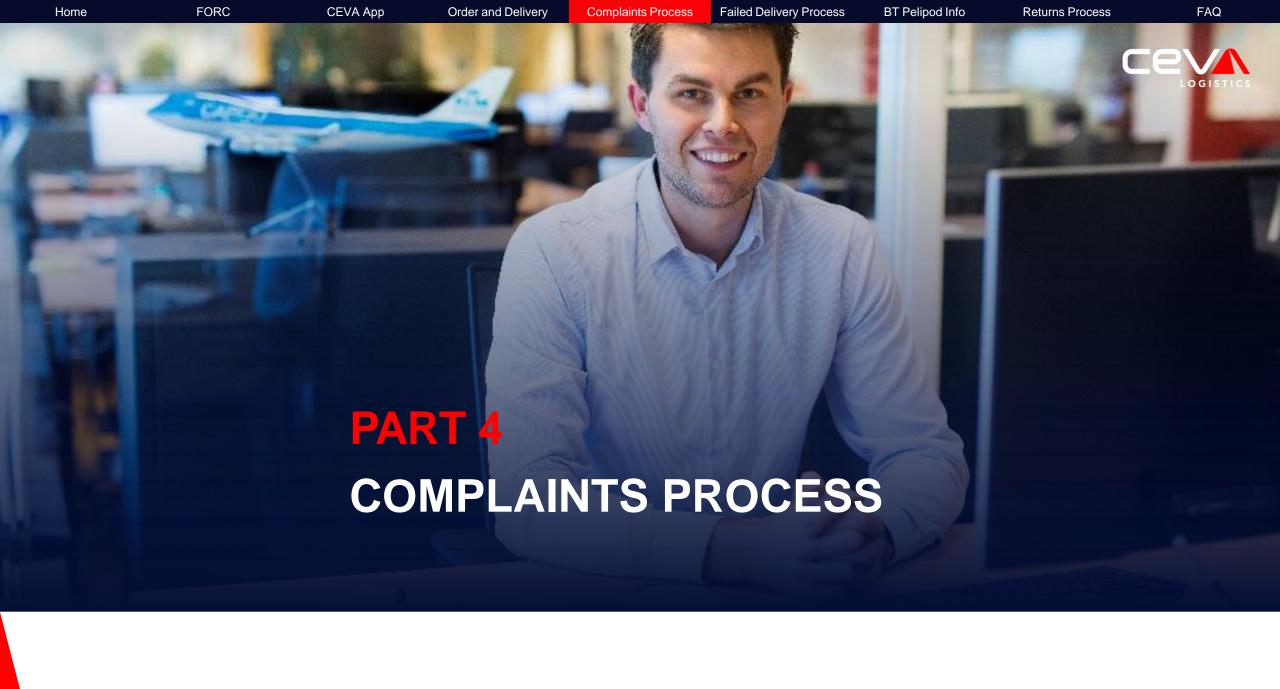
- Orders placed on Monday will be delivered on Wednesday.
- Orders placed on Tuesday will be delivered on Thursday.
- Orders placed on Wednesday will be delivered on Friday.
- Orders placed on Thursday will be delivered on Saturday.
- Orders placed on Friday will be delivered on Tuesday.

Next day delivery process

If you require a next day delivery order it will need to be authorised by your FTL. Please place the order that is needed for next day via the app/website and then give the order number to your FTL. Your FTL must then authorise the next day delivery via the FORC team. If the next day delivery is not authorised the order will be processed as a normal delivery.

Alternatively your FTL can submit next day delivery orders directly with the FORC team.

All next day delivery orders need to be authorised by 14:00. Any next day delivery orders not authorised by 14:00 will be processed as a normal order.

PART 4

COMPLAINTS PROCESS

COMPLAINTS PROCESS

Complaints are sent in through either email, telephone or Collboration. Please ensure that the below information is included when sending in a complaint:

• Full name and KID

It is crucial that this information is provided in order to investigate the complaint thoroughly.

Missing items - If the complaint is regarding a missing item(s) the order number(s), product code(s) and descriptions need to been included when the complaint is sent through.

We are unable to investigate into the complaint without this information. If the correct information isn't provided this will delay the investigation and any possible emergency order that is required as a result of the complaint.

Received incorrect item - If the complaint is regarding an incorrect item that you have received, can you ensure that you provide the order number, product code/description and a description of what has been received.
A photo is also compulsory when sending in a complaint regarding receiving an incorrect item and must be included alongside the complaint. Without a photo we are unable to investigate this type of complaint further.
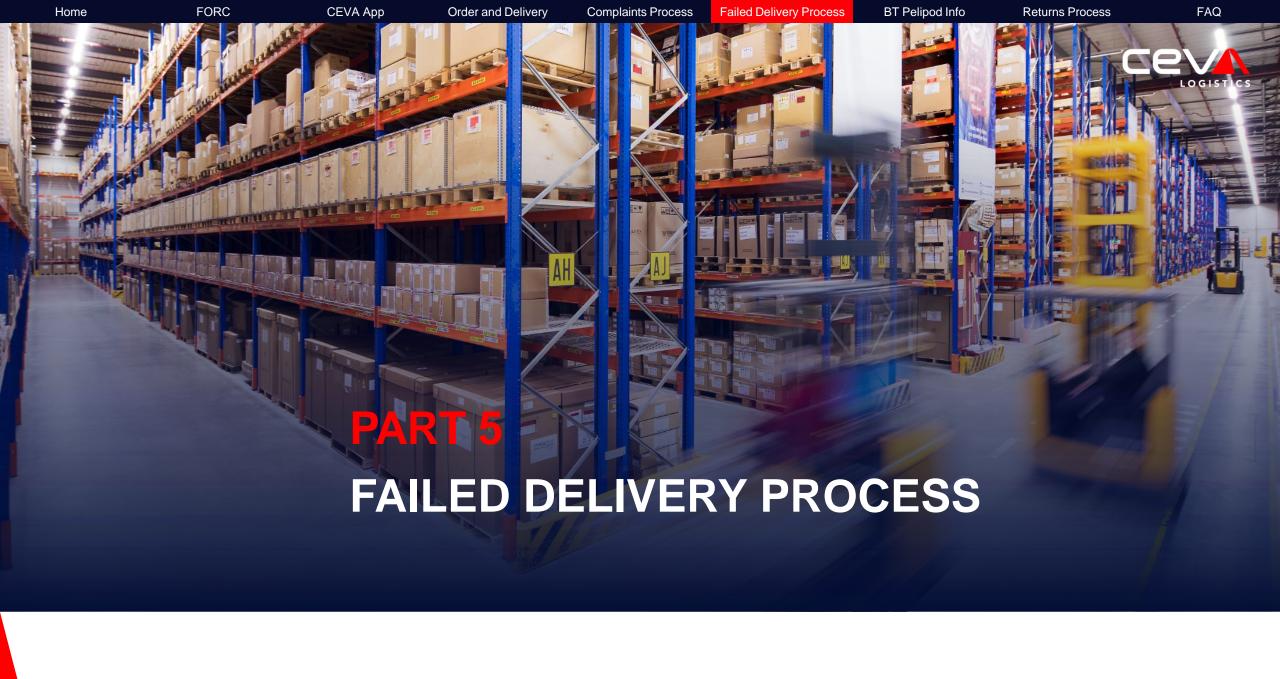
Received an order that you haven't placed - If the complaint is regarding an order that you haven't placed please ensure that you send us a list of the items you have received. If the items have serial numbers please provide the serial numbers or a clear photo of a serial number to help us investigate further. If you were expecting an order please include the order number that you were expecting to ensure that we can get the missing order out for an emergency delivery.

Missing order - If the complaint is regarding a missing order, the order number and order submission date must be included when sending your complaint through.

Damaged items - If the complaint is regarding a damaged item the order number, product code/description and a photo will need to be sent through so we can fully investigate the complaint.

Damaged lockers - If the complaint is regarding a damaged locker a photo and a brief description will need to be provided so we can escalate this issue to ByBox/BT.

Delivery issues - If the complaint is regarding the way a deliver was made, for example gas meters placed on their side or the orders stacked poorly, please provide us with an photo so we can escalate the issue to ByBox/BT.

PART 5

FAILED DELIVERY PROCESS

FAILED DELIVERY PROCESS

When placing orders it is important that you take into consideration how much stock can fit into your locker, as too much ordered at once can result in a failed delivery.

ByBox failed delivery process
When an order has been delivered into your locker a notification will be sent via text message. It is important that the stock is collected on the day it is delivered - this is to ensure there is enough space for future deliveries as required.

A member of the FORC team will contact you if you have a failed delivery. It is important that the locker is emptied so that the remainder of the order can be delivered the following day.

If an order fails twice it will be returned to our warehouse. Once the order gets back to our warehouse it will be dispatched for re-delivery within 24 hours.

The most common reasons for failed deliveries:

Box containing previous delivery - This occurs when the order has failed due to the locker not being emptied previously. This will also occur if unlabelled items are left in the locker.

Too many items for delivery - This occurs when the engineer has ordered too much stock to fit into their locker at once. Our warehouse team will attempt to prevent this from occurring by splitting the order into multiple deliveries as required, however this is an estimate and isn't always accurate which may result in the warehouse team sending too much at once.

Missorted item- This occurs when the order has failed due to ByBox sending the order to the incorrect depot. The order will be redelivered the following day.
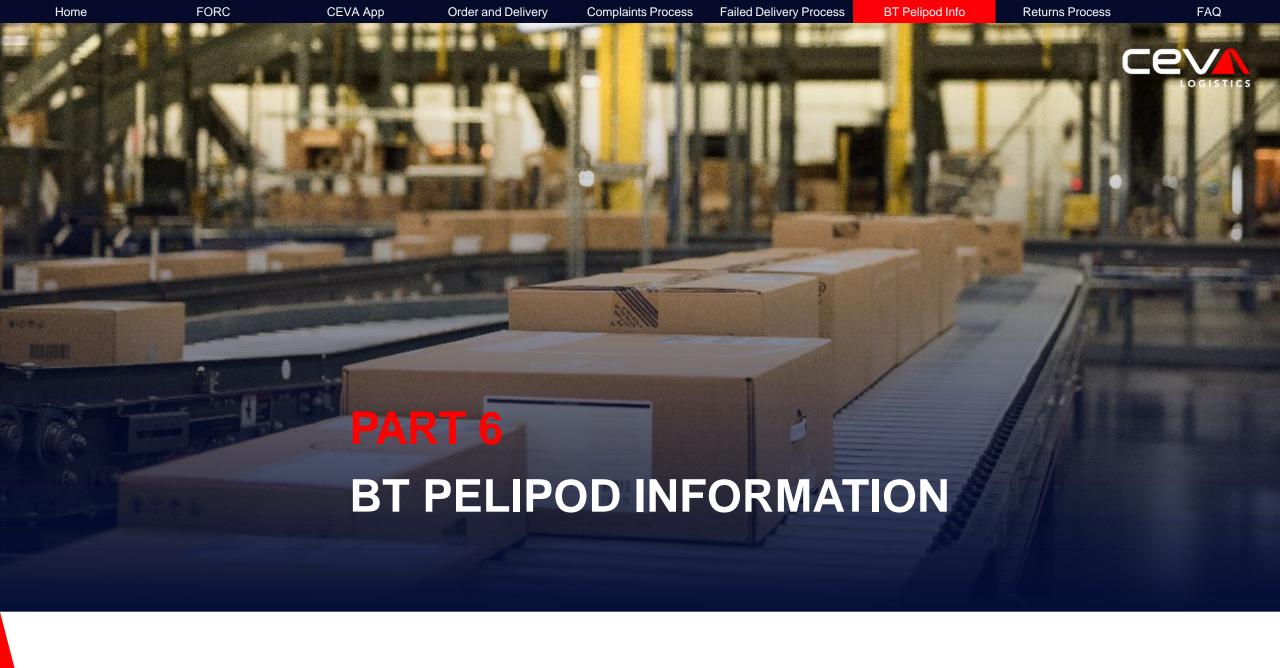
BT failed delivery process

When an order has been delivered into the technician's pelipod, a notification will be sent via text message. BT support will also send a text notification out to the technician informing them of any issues related to their delivery.

The main failed delivery reason that occurs through BT pelipods are:

• Cant access the site - If BT can't deliver due to access issues, rather than failing the order completely they will usually deliver to an alternative pelipod which is on the same site or close to the current pelipod location. Only if an alternative site is not available will the order fail. It will then be re-attempted the following day.

A member of the FORC team will contact the engineer if there are any late deliveries.

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PART 6

BT PELIPOD INFORMATION

BT PELIPOD INFORMATION

BT pelipods are accessed via a code operated keypad, not a lock and key. When an order has been delivered into a pelipod the technician will receive a pin code via text message, allowing them access to their pelipod. A key may be required to access the pelipod locker site, this will be supplied by BT if required.
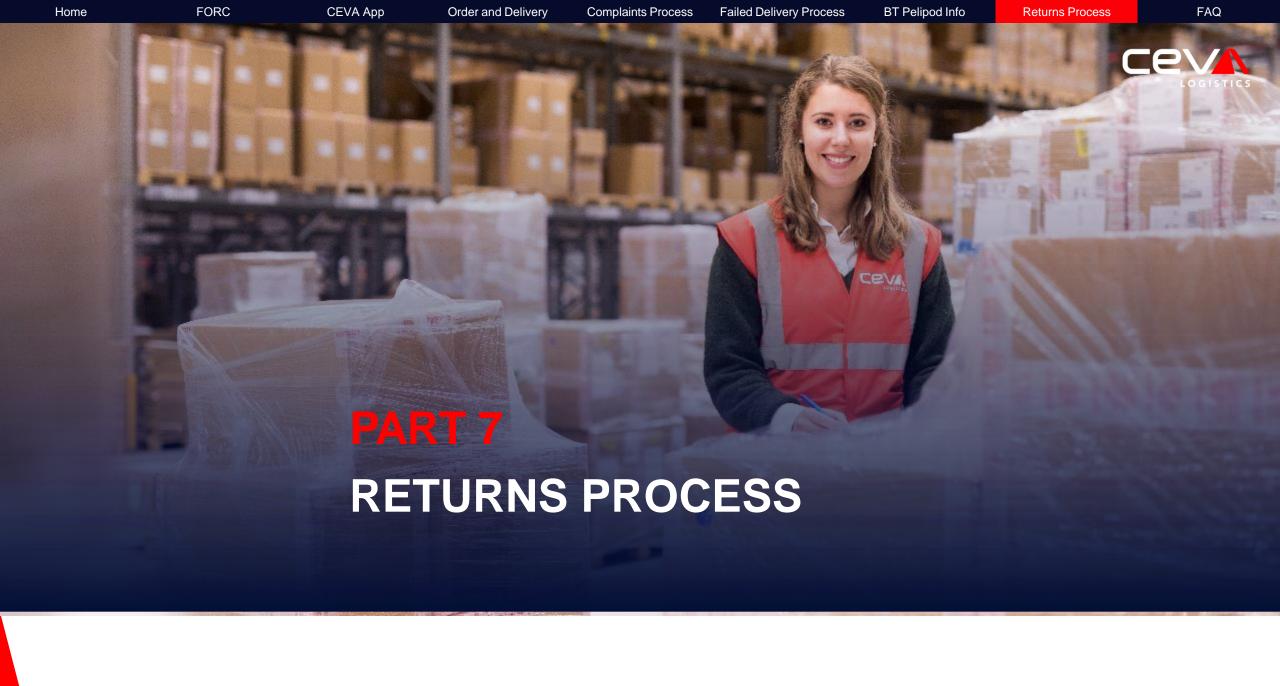
If the pin code hasn't been used within 3 days this code will expire and the engineer will receive a text notification informing them. This message does not mean the order has been cancelled, it just means that the pin code has been cancelled. To receive a new pin code the technician must call BT support on **0330 555 1010**.

BT returns process
To ensure that returns are collected a return label needs to be placed on to each box/tote and needs to be visible for the driver. Once all returns are labelled correctly the technician **must** call BT support to inform them that there are returns to be collected and provide the return label tracking number(s). If the technician doesn't report the returns to BT support they will not be collected.

BT return labels
BT return labels will need to be requested from BT support on 0330 555 1010. These will be delivered into the engineers' pelipod within 2-3 working days.

PART 7

RETURNS PROCESS

RETURNS PROCESS

Returning back to CEVA Logistics

- When sending your returns back please ensure that the yellow return labels are placed on each of your totes/boxes. The return labels should be facing the front and visible to the driver when the locker is opened. If the return labels are placed incorrectly or aren't visible the returns will not be collected.

Returns will be collected every night if labelled correctly. If you are using a BT pelipod you must ensure you inform BT support that you are placing returns into your pelipod

These assets were not collected as the yellow return labels were not visible.

If ByBox/BT fail to collect your returns please send an email to FORC@cevalogistics.com or contact us on 0121 619 0310 including the below information and the FORC team will escalate the issue with ByBox/BT:

- Name and KID
- Photo of correctly labelled returns.
- When the returns were placed inside the locker.

GENERAL RETURNS PROCESS

- When sending a return back the tote/box **must not** exceed 20 KG.

- All gas meters should always be returned in an upright position and the meters must be capped.
- Electric meters and SED's must be returned in a bubble bag or a sleeve.
- Please ensure that only general waste is sent back and returned- personal waste including food/fluids shouldn't be sent back through ByBox/BT.

SEGREGATION OF WASTE

- SMART assets should be separated from general waste and classic meters. These are to be returned in a separate tote.
- Where possible general waste should be separated from classic returns within the tote to allow easy sortation, there is no need to use a separate tote.
- Any SMART tote should have an additional return label stuck to the inside of the lid.
- Non-compliant meters should be returned in the classic/general waste tote.

INVESTIGATION BAG RETURNS

- All assets for investigation must be hand delivered to Wednesbury.
- The asset must be delivered in a sealed investigations bag.
- All the information requested on the bag must be filled in.
- A receipt will be given for every meter received at Wednesbury for audit and tracking purposes.
- Unsealed bags or assets not in an investigation bag will not be investigated.
- Do not use investigation bags to return non investigation assets.
- Faulty assets bags are available for assets that do not require investigation but are believed to be faulty. These can be returned in a tote via Bybox or BT.
- Investigation bags are pink, fault return bags are blue it is important these are used correctly.
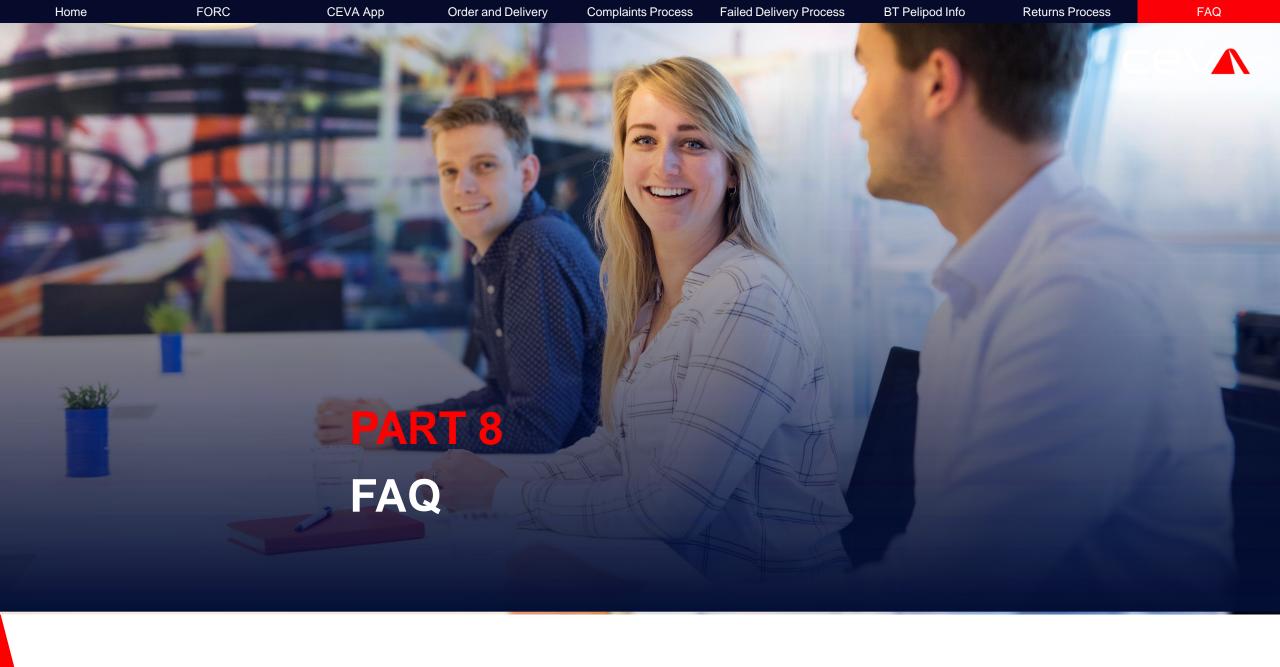
RETURNING METERS FOR INVESTIGATION

- For serious issues where the asset may have failed and needs to be investigated and a report is required, please ensure that a meter investigation bag is used and sealed. The information on the bag should be filled in and this should be recorded on the HHU or white card.
- For minor issues where the asset has failed and needs to be investigated but a report is not required please use a faulty bag and this should be recorded on the HHU or white card.
- All meter investigation bags and faulty bags are available to order on the app.
- Non-faulty or overstock assets with no issues should be returned in their original asset packaging and should be recorded on the HHU or white card.

Assets will require an investigation and must be returned in an investigation bag if the asset has been effected by the following:

- Heat or fire damaged.
- Suspected loose connections or any other suspected installation error.
- Suspected tampering.
- Malicious damage.
- Assets that have been damaged by external influences such as heat or water.
- Assets with possible internal faults.
- Any reportable Reg31 or risk watch contraventions.
- Asset failures resulting in real or potential damage to persons or property, leaking gas meters or any signs of overheating or burning.

PART 8

FAQ

FREQUENTLY ASKED QUESTIONS

Why can't I see a certain product on the app?
If you are unable to see a certain product on the app it can either be that your access code doesn't allow you to order the product or the product needs to be authorised by your FTL.

Why can I see a product but not order it?
The reason why you are able to see an item but the app doesn't let you order it is because it needs to be authorised by your FTL.

Why does the app allow me to place an order for a product which is out of stock?
The app will allow you to place an order when a product is out of stock as the item will go on back order so that when the item comes back in stock it will automatically be sent out.

What is a missorted item?
A missorted item is where your order has been sent to the incorrect depot. This will be delivered on the following working day.

How do I request spare boxes/totes?
All spare box/totes requests must be emailed to the FORC team at FORC@cevalogisitic.com.

How do I request return labels?

If you have a ByBox locker all return label request must be sent to the FORC team. If you have a BT pelipod you must call BT support to request return labels: 0330 555 1010.

How do I order yellow return seals?

The yellow return seals are available to order on the app; please use product code 364560**5046**.

Is my app username my KID?

No, but it may contain your KID. Your username will be an email address - this would have been provided to you at your training. It will be one of the two formats below:

- KID@sfoorders.com
- E.ON email address