

PLANT ROUTINES
COIN TELEPHONE ACTIVITY

1. GENERAL

- 1.001 This Addendum supplements Section 506-110-916SW, Issue E.
- 1.002 The Addendum is reissued to:
- (1) Provide for a change in instructions for handling coin telephone disconnects;
 - (2) Provide for a change in instructions for lower housing key returns and Coin Manager follow ups;
 - (3) Clarify instructions for the handling of coin installation where A.C. power is required;
 - (4) Include the revised Form SW-6763, "Overflow Coin Envelope".

3. HANDLING COIN COLLECTIONS

- 3.02 (Change subparagraph e and f to read as follows:)
- (e) The authorized plant employee who orders keys for maintenance activity should follow-up to ensure that the keys are not to be retained longer than three business days before being returned to the Coin Office. Also, Plant collection(s) should not, ordinarily, remain in the Work Center more than two days.
 - (f) The Coin Manager will follow up on all lower housing keys not returned in ten (10) days.

8. MISSED APPOINTMENTS

- 8.03 (Change this paragraph to read as follows:)
- No Access Cases - Disconnects. On "No Access" cases on coin telephone service orders involving disconnects, the field workman will seek information from

neighbors or others on how access can be obtained. If no information is available, the field workman must notify the SOC center immediately of the S.A. order. He must also show the access attempt on Special Collection Card, Form SW-8124 and return it to Plant work center at the end of the day together with the lower housing key. The lower housing key will be retained in a locked compartment at the work center for five business days pending access information.

- 8.04 (Change this paragraph to read as follows:)

The SOC center will request the Business Office to obtain additional access information. The copies of the disconnect order will be held in the S.A. file during that day. If the Business Office obtains access information for the same day, they will call the SOC center who will relay the information, if possible, to the same workman dispatched initially on the order. The Business Office will endeavor to obtain new access arrangements since a final bill cannot be rendered until the coin receptacle has been removed and revenue counted. When new access arrangements are made, and the access is later than 5 days from the initial date, the Business Office will notify the Coin Office who will send the lower housing key and Special Collection Card, Form SW-8124 back to the Plant work center.

10. HANDLING OF LOOSE COINS AND FULL COIN RECEPTACLES

- 10.03 (Change subparagraph (e), item 1, of this paragraph to read as follows:)
- Those excess "overflow coins" which cannot be deposited in the compartment shall be placed in the "Overflow Coins"

envelope - Form SW-6763. See Figure 1. Before placing the "overflow coins" in the "Overflow Coins" envelope, the field employee shall enter in the spaces provided on the envelope the total monetary amounts in nickels, dimes, quarters, or slugs, tokens, etc., equivalents. He shall also enter the telephone number of the involved coin station, his district, name, title and date the envelope was prepared. The excess coins shall then be placed in the envelope and sealed using the gummed adhesive flap.

10.03 (Change subparagraph (e), item 7, of this paragraph to read as follows:)

When the field workman is assigned to collect the coin receptacle and he encounters "Overflow Coins" which cannot be deposited in the cash compartment, he shall prepare a Form SW-6763 as described in item 1, place the "Overflow Coins" in the envelope, enter the receptacle number in the receptacle number space provided on the envelope, and associate the sealed envelope in the same carrying case with the removed coin receptacle.

11. DUE DATES

11.03 (Add the following to the existing paragraph:)

One copy will be used in ordering the necessary equipment while the other copy will be associated with the IW copy of the service order when the actual installation work is performed. (Local procedures should be established in case of centralized ordering storeroom, etc.). When the booth is placed, Marketing should be notified by telephone. The Marketing Representative will coordinate the provision of A.C. power with the customer. When the A.C. power is installed, the Marketing Representative will issue a due date service order. The due date assigned will be determined in accordance with the Installation Interval Schedule.

SW-6763
(11-70)

**OVERFLOW COINS
FROM**

TEL. NO. _____

DISTRICT _____

REC. NO. _____

| ENVELOPE CONTENTS: | COINS | SLUGS |
|-----------------------|-------|-------|
| NICKELS \$ | _____ | _____ |
| DIMES \$ | _____ | _____ |
| QUARTERS \$ | _____ | _____ |

(ENVELOPE PREPARED BY-NAME & TITLE)

(DATE)

Figure 1