

PLANT ROUTINES
COIN TELEPHONE ACTIVITY

1. GENERAL

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

All SV Work Centers must adhere to Company security regulations regarding the handling and storage of coin revenues, keys, receptacles, doors, etc. Consult the Area Security Manager regarding security measures for high crime locations. Under no circumstances leave receptacles containing money in trucks over night.

3.02 (Change subparagraphs (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.

3. HANDLING COIN COLLECTIONS

(Change the following paragraphs:)

3.01 Equip each Plant Work Center authorized as a SV Work Center with a secure depository for storing coin receptacles, cash compartment door locks, lower housing keys and coin telephone instruments containing money. The depository must have limited access to personnel authorized by the District Plant Manager. A description of a secure depository for coin boxes is as follows:

Any metal file cabinet or locker that is securely fastened to the walls and floor and is locked by a case hardened padlock that is fastened securely to a security hasp.

(f) The Coin Manager will follow up on all lower housing keys not returned in ten (10) days.

8. MISSED APPOINTMENTS

(Change the following paragraph:)

8.03 No Access Cases - Disconnects.
On "No Access" cases on coin telephone service orders involving disconnects, the field employee will seek information from neighbors or others on how access can be obtained. If no information is available, the field employee must notify the SOC center immediately of the no access order. The field employee must also show the access attempt on Special Collection Card, Form SW-8124 and return it to the 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.

(Change the following paragraph:)

8.04 The SOC center will request the Business Office to obtain additional access information. The copies of the disconnect order will be held in the no access 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 five 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, as follows:)

1. Those excess "overflow coins" which cannot be deposited in the compartment shall be placed in the "Overflow Coins" envelope - Form SW6763 (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. The field employee

shall also enter the telephone number of the involved coin station, 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.

Figure 1

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)

(Change subparagraph (e), item 7, as follows:)

7. When the field employee is assigned to collect the coin receptacle and encounters "overflow coins" which cannot be deposited in the cash compartment, the field employee 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 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 the case of centralized ordering storerooms.) 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.