

Y C
COIN COLLECTOR AND COIN TELEPHONE
SINGLE AND MULTI-SLOT TYPES
PLANT ROUTINES

1. GENERAL

1.01 This section describes certain procedures to be followed in connection with service order and/or maintenance activity on coin collector type and coin telephone (single and multi-slot) instruments.

1.02 This section completely replaces Section 506-110-916 SW, Issue B, dated 5-1-64. It is reissued to make the following changes:

- (a) Change title of section.
- (b) Delete reference to "Snap Lock" methods.
- (c) Provide procedures for handling coin overflow and full coin receptacles.
- (d) Provide security measures for safeguarding coin collector type or coin telephones containing money at company locations prior to collection by authorized personnel.
- (e) Describe the revised "LOCK-UP" method of preparing and handling coin station instruments.

1.03 It is a general rule of the Southwestern Company that Plant Department employees shall not remove a coin collector or coin telephone instrument from its mounting, i.e., wall, booth, etc., until the cash compartment door and the coin receptacle have been removed by personnel authorized to perform the collection functions. Every effort should be made to minimize the

occasions when a Plant employee must remove and return a coin collector or coin telephone containing any money to the local storeroom, supply room, work center, locker, etc. This can be accomplished through close coordination with the Commercial Department, i.e., Coin Manager, Business Office and Coin Sales, and adherence to the Southwestern Company's practices pertaining to coin station procedures. The exceptions to this rule are discussed in paragraph 7. SPECIAL CASES of this practice.

1.04 The District Plant Superintendent shall schedule annual reviews of the Southwestern Company's standard procedures concerning the handling of coin station equipment for all employees who handle such equipment in the course of their job assignments. Emphasis should be placed on safeguarding measures applicable to coin station equipment, including the handling of overflow and loose coins encountered at coin stations. The supervisor conducting the review shall maintain a record of attendance (i.e., name, date) and items discussed.

1.05 Due to extensive changes, the use of marginal arrows to denote change has been omitted.

2. LOCK-UP PROCEDURES

2.01 Coin collector type and coin telephone instruments (single and multi-slot) as received by the Southwestern Company's Plant forces are "locked up", i.e., equipped with a coin receptacle and a locked cash compartment door in place. This method of equipping

a coin collector type or coin telephone hereafter is referred to in this practice as the "LOCK-UP" method.

NOTE: Southwestern Company locations, which still use the obsolete "SNAP LOCK" methods should make arrangements to convert to "LOCK-UP" procedures for "all types" of coin telephone instruments as soon as possible.

2.02 The coin collection organization provides the Western Electric shop with the items required to "LOCK UP" coin telephone instruments. These items consist of the coin receptacle, cash compartment door lock and its associated key, identification tags and/or cards and a log form used for administrative purposes.

2.03 The Western Electric Company shop installs the coin receptacle, places and locks the cash compartment door with an individual lock and key provided by the coin collection organization. A serialized metal tag and/or card is placed in the coin telephone instrument thereby establishing relationship between the key and instrument. The key number and the serialized number on the tag or card are then logged and both key and log are forwarded to the appropriate Coin Manager. A log of the serialized tag and key numbers is maintained by the coin collection organization. When the coin telephone instrument is subsequently installed and the identification card packed with the instrument is returned to the Coin Manager, as described in paragraph 3. INSTALLATION PROCEDURES of this practice, the proper key can be associated with the coin station location for collection purposes.

2.04 In company locations where it is desirable to "turn around" coin station equipment, local procedures should be

established between the coin collection organization and the involved Plant force to utilize the advantages of "set turn-around" and "LOCK-UP" procedures when appropriate.

3. INSTALLATION PROCEDURES

3.01 The coin station(s) shall be installed in accordance with standard procedures as set forth in Bell System Practices - Plant Series Division 506 pertaining to Coin Station Sets. The "LOCK-UP" method described in paragraph 2 of this practice precludes the installation of mounting screws in the cash compartment at time of the initial installation; therefore, it becomes the responsibility of the coin collection organization to place these screws. This will be done with the first scheduled collection or sooner if required for security reasons.

NOTE: Booths, which are equipped with "LOCK-UP" coin telephone sets at the Western Electric Company shop, will have mounting screws installed in the cash compartment when supplied.

3.02 Upon completion of the coin station installation the employee performing the work shall complete the required entries on the identification card which is packaged or attached to the coin set, e.g., S-8226, NT 122 or equivalent. The accuracy of these entries is essential for subsequent administrative procedures and it should be emphasized that the field employee ascertains the correctness of all entries. This identification shall be forwarded without delay to the Coin Manager, per local instructions.

3.03 Upon completion of the installation (also appropriate for instrument moves and changes), the coin station should be

subjected to the standard operational tests described in BSP Plant Series 506-XXX-XXX and 662-XXX-XXX.

4. INSTRUMENT CHANGES

4.01 Authorization to change-out or replace a coin station instrument is provided by service order activity and/or Plant maintenance reasons. The following paragraphs describe applicable procedures.

4.02 Service Order Activity - The Commercial Department group that issues the service order will arrange for a special collection (which includes the removal of the mounting screws from the cash compartment) on or before the date the service order is appointed (DUE). The Commercial Department or other Company employee authorized to make such collections shall notify Plant, via a telephone call, that the special collection has been completed and that the mounting screws have been removed from the cash compartment. This "notification call" (commonly referred to as a "coin OK") to Plant should include pertinent data, e.g., telephone number, service order number and address information. Plant shall provide the Commercial Department (normally the Coin Manager) with the telephone number(s) and designate which Plant employees are to receive these notification calls related to special collection completions.

Local Plant procedures in connection with developing the field workman's "load" of service orders, sequence of working an assigned "load" of service orders, dispatching of service orders, etc., should include instructions that the field workman assigned the related coin station service order, will not arrive at the coin station location until the special collection has been completed and referred to Plant.

CAUTION: Under no circumstances except "SPECIAL CASES" as outlined in paragraph 7 of this practice are Plant Department employees authorized to remove a coin collector type or coin telephone instrument from its mounting until a special collection (which includes the removal of the mounting screws from the cash compartment) has been completed by an authorized employee of the Southwestern Company.

4.03 Plant Maintenance - Whenever a Plant reason requires that an existing coin station instrument be replaced and no service order is involved, it is necessary for Plant to contact the coin collection organization (normally the Coin Manager) and request a special collection (including the removal of the mounting screws from the cash compartment) at the involved coin station location. Other than emergency situations, Plant should allow the coin collection organization adequate time to schedule such special collections. These schedule intervals should be negotiated locally.

SPECIAL NOTE: The District Plant Superintendent shall designate which employees within the district Plant organization are authorized to contact the coin collection organization and arrange for the special collections.

5. INSIDE MOVES

5.01 Inside moves of coin station instruments are treated as described in paragraph 4. INSTRUMENT CHANGES,

subparagraph 4.02 Service Order Activity of this practice. It must be recognized that a special collection must be completed at the coin station location before the field employee can work the service order.

6. DISCONNECTIONS

6.01 Service orders, which authorize the disconnection of coin telephone stations, require Plant to apply several different procedures than those required to disconnect a noncoin customer service. The following paragraphs describe these procedures.

6.02 The Commercial Department group, which issues the service order disconnecting the coin station service applicable to both Semi-Public and Public (excluding coinless), will arrange for a special collection on the appointed date (DUE) the service is to be disconnected. The authorized employee assigned to make the special collection will visit the coin station location on the appointed date (DUE), remove the cash compartment door, coin receptacle, disconnect coin relay ground, and place an "Out of Service" sign or equivalent on the coin gauge or slot of the coin instrument.

This employee will also place a telephone call to a designated Plant group and referring to the telephone and service order number of the involved station(s) report that the special collection has been completed. Upon receipt of this notification call, Plant shall immediately complete the central office disconnect activity, i.e., jumper removal, intercept, etc. Plant shall also establish local procedures to send a field workman to the coin station location to remove the coin station instrument and associated equipment upon receipt of the notification that the special collection has been completed. Although the Commercial Department provides

access information on service orders relating to coin station disconnects, experience proves that access to remove coin station equipment is more readily obtained on the day negotiated to disconnect the service. Removing the coin station equipment on a current service order basis eliminates the additional expense involved in processing the coin station removal as an "ELI" (Equipment Left-In) or "frame copy" removal.

6.03 When circumstances which prohibit the completion of a special collection of the coin station for which Plant has an appointed (DUE) disconnect service order, Plant shall work the involved disconnect service order by sending a field workman to the coin station location on the appointed date (DUE) and perform whatever local procedures are necessary to field disconnect the service. The advantage of this type of service order completion process opposed to a "WCOK" (Wire Chief OK) completion is that when the field employee places the "Out of Service" sign on the involved coin station instrument, it eliminates the possibility of customer irritation, customer money losses and possible customer trouble reports which are inherent to a "WCOK" (Wire Chief OK) type of service order completion, which does not provide a visible notification that the coin station is "Out of Service."

CAUTION: When a field visit is made to perform a "field disconnect", no attempt should be made to remove the coin instrument from its mounting until a subsequent special collection is completed or the location qualifies as a "SPECIAL CASE" - see paragraph 7 of this practice.

6.04 Once a current service order to disconnect a coin service has been completed as a field disconnect and the involved set(s) are considered as "ELI" stations, the local Plant procedures should include provisions not to assign the coin station removal to the field workman until the special collection has been completed. See paragraph 7. SPECIAL CASES of this practice for possible exception.

7. SPECIAL CASES

7.01 Preceding paragraphs of this practice have included an emphasis that a coin instrument shall not be removed from its mounting, e.g., wall, fixture, booth, etc., until a special collection (which includes the removal of mounting screws from the cash compartment) has been completed by an employee authorized to perform the collection function. This handling routine is established for two (2) basic reasons:

- (a) Safeguard Company revenues (i.e., the coin receptacle contents).
- (b) Avoid physical damage to both customer and Company property caused by forcible set removal from mounting surfaces.

To serve these same reasons, it is necessary to recognize that local Plant Supervisors can, when appropriate, apply an exception to the "normal" handling procedures. Such cases as construction sites being moved away, buildings being razed, floods, fires, etc., are to be considered as situations where a "Supervisor" could waive normal procedures and instruct a field employee to forcibly remove a coin instrument from its mounting.

7.02 In some few cases it may be appropriate for the installer or repairman to meet the collector on the subscriber's premises, as for example, where an instrument has been damaged by robbery or tampering or difficulty with keys or locks is encountered. In such cases call the test center for instructions. The test center employee authorized will make arrangements for special visits by someone from the coin office when the need arises, subject, of course, to such agreements as are made locally for the exchange.

8. RECOVERED INSTRUMENTS CONTAINING MONEY

8.01 In connection with service order and/or maintenance activity, there are occasions where the Plant field workman will recover a coin station set which contains money in the coin receptacle. Adherence to the procedures set forth in this practice and close coordination with the Coin Manager's organization will hold these incidences to a minimum. The following paragraphs describe procedures to be followed when it is necessary to recover a coin set containing money.

8.02 The District Plant Superintendent shall arrange to provide a secure depository at each company location where such coin station sets are returned to await collection of the contents by an authorized employee. This depository can be a room, closet, cabinet, etc., which can be locked and access limited to only authorized personnel designated by the District Plant Superintendent.

8.03 When a field workman recovers a coin station instrument which contains money, the instrument must be safeguarded until it can be placed in a company

depository. Local supervisors should develop safeguarding procedures to suit local conditions. The following suggestions are offered for inclusion in the procedures:

- (a) After removing instrument from its mounting, do not let it lie about while performing other work on the premises.
- (b) Do not carry any equipment on top of a company vehicle.
- (c) Carry such instruments in a locked compartment of the company vehicle.
- (d) Do not leave such instruments on the customer's premise for subsequent pickup by supply personnel.
- (e) Provide a means of placing sets in the depository when the location is unattended.

8.04 An extremely important work item for the field employee to observe when recovering a coin station instrument containing money is to not remove the station number card from the recovered instrument. The station number card provides rapid identification (and in some situations the only identification) of the coin station for subsequent collection purposes.

8.05 A routine should be locally established at the depository location to immediately notify the Coin Manager's office of the presence of the coin instruments at the depository. Arrangements for special collections at the depository should be established between the Coin Manager and Plant.

9. HANDLING OF OVERFLOW COINS AND FULL COIN RECEPTACLES

9.01 Any Southwestern Company employee visiting a coin station and upon removing the upper housing for tests,

inspections or other installation/maintenance purposes shall deposit any and all coins, slugs, tokens and similar coin-like devices found in the upper portion of the coin station instrument in the coin receptacle of that instrument. This can be done by inserting the coins, slugs, etc., in the throat of the instrument's coin hopper. In postpay instruments the coins fall directly into the cash compartment. In prepay instruments it is necessary to operate the coin relay manually in the collect position.

NOTE: To avoid damage to the single coil relay when manually depositing coins, see BSP Plant Series 506-110-100.

9.02 Overflow coins, slugs, tokens, etc., shall be deposited only in the cash compartment of the coin station instrument in which they are found. This should be emphasized to the field employees because of the effect on billing and revenue classification procedures.

9.03 When a trouble report results in a field visit to a coin station and the field employee upon removal of the upper housing of the coin station instrument encounters "overflow coins" (i.e., loose nickles, dimes, quarters, slugs, tokens, etc.) caused by a "full money box" (coin receptacle) or "pyramiding effect" of coins in the cash compartment, the following procedures apply:

- (a) All coin paths shall be cleared.
- (b) The coins within the cash compartment should be leveled using the 139B tool as described in BSP Plant Series 506-110-301.

(c) All coins, slugs, tokens, etc., found in the upper housing or on the mechanism base shall be deposited in the cash compartment as described in paragraph 9.01 and 9.02 of this practice.

(d) After depositing the overflow coins, the 139B tool should be used to level the coins in the coin receptacle. Then the 139B tool shall be used to gauge the level of the coins by reading the calibrated scale on the tool as described in BSP Plant Series 506-110-301. The field employee shall report the indicator reading, e.g., 8, 7, 5, etc., to the test center, who will refer the indicator reading to the Coin Manager when requesting a special collection due to a "full money box" condition. This indicator reading is an aid to the Coin Manager in the scheduling of special collections.

SPECIAL NOTE: When a security "spike" is encountered in the leveling hole in the mechanism base, it should be reinstalled after work is completed which necessitated its removal.

(e) Where the cash compartment of a coin station instrument is completely full and cannot be leveled to accept all of the overflow coins and recognizing the coin station must be left out of service until a special collection can be made, the following procedures shall be applied:

1. Those excess "overflow coins" which cannot be deposited in the cash compartment shall be placed in the "Overflow Coins" envelope - Form SW-6763. See Exhibit 1. This envelope shall be provided to all employees who are assigned coin station activity. See the Southwestern Company's "Catalog of Standard Forms" for ordering information. 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 nickles, dimes, quarters or slugs, tokens, etc., equivalents. He shall also enter the telephone number of the involved coin station, his name, title and date the envelope was prepared. The excess coins shall then be placed in the envelope, which then shall be sealed using the gummed adhesive flap.
2. The sealed envelope, Form SW-6763, shall then be placed in the upper housing portion of the coin station instrument, adjacent to the coin relay. The upper housing is then replaced and locked. The workman shall place an "Out of Service" sign or equivalent across the instrument's coin gauge or slot.
3. He shall then report to the local test center that the coin station is out of service due to a completely full cash compartment (coin receptacle) and that an "Overflow Coins" envelope is being left in the upper housing portion of the coin station. Also the field

employee shall enter on his copy of the trouble report (e.g., S-6219) that an "Overflow Coins" envelope containing XX dollars and XX cents was left in the coin station.

4. The test center shall refer this information, i.e., the presence of an "Overflow Coins" envelope, to the Coin Manager when requesting a special collection of the involved station.

5. The authorized employee assigned to make the special collection will, in addition to replacing the coin receptacle, also recover the "Overflow Coins" envelope - Form SW-6763. This employee will also remove the "Out of Service" sign and notify the proper Plant location that the special collection has been completed. Plant then can restore the service to the coin station.

6. The Coin Manager shall return the empty "Overflow Coins" envelope - Form SW-6763 to the appropriate Division Plant office after removing the moneys returned under the procedures described in subparagraphs (e), 1-5 above. Plant may use these envelopes to perform periodic verifications that returned money amounts shown on the envelope

corresponds to entries on the associated trouble report ticket. Local procedures for returning envelopes should be established between involved organizations.

NOTE: The use of the "Overflow Coins" envelope minimizes the billing problems associated with the former method of returning "overflow coins" to the coin collection organization.

10. FORM SW-6763

10.01 "Overflow Coins" envelope - Form SW-6763 shall be provided to all Plant Department personnel who are assigned jobs associated with coin station apparatus. This includes vehicle mounted employees and "walking type" employees. When use of an Overflow Coins envelope is required but none are available, a local supervisor should be contacted for instructions.

10.02 The "Overflow Coins" envelope - Form SW-6763 shall be ordered as follows:

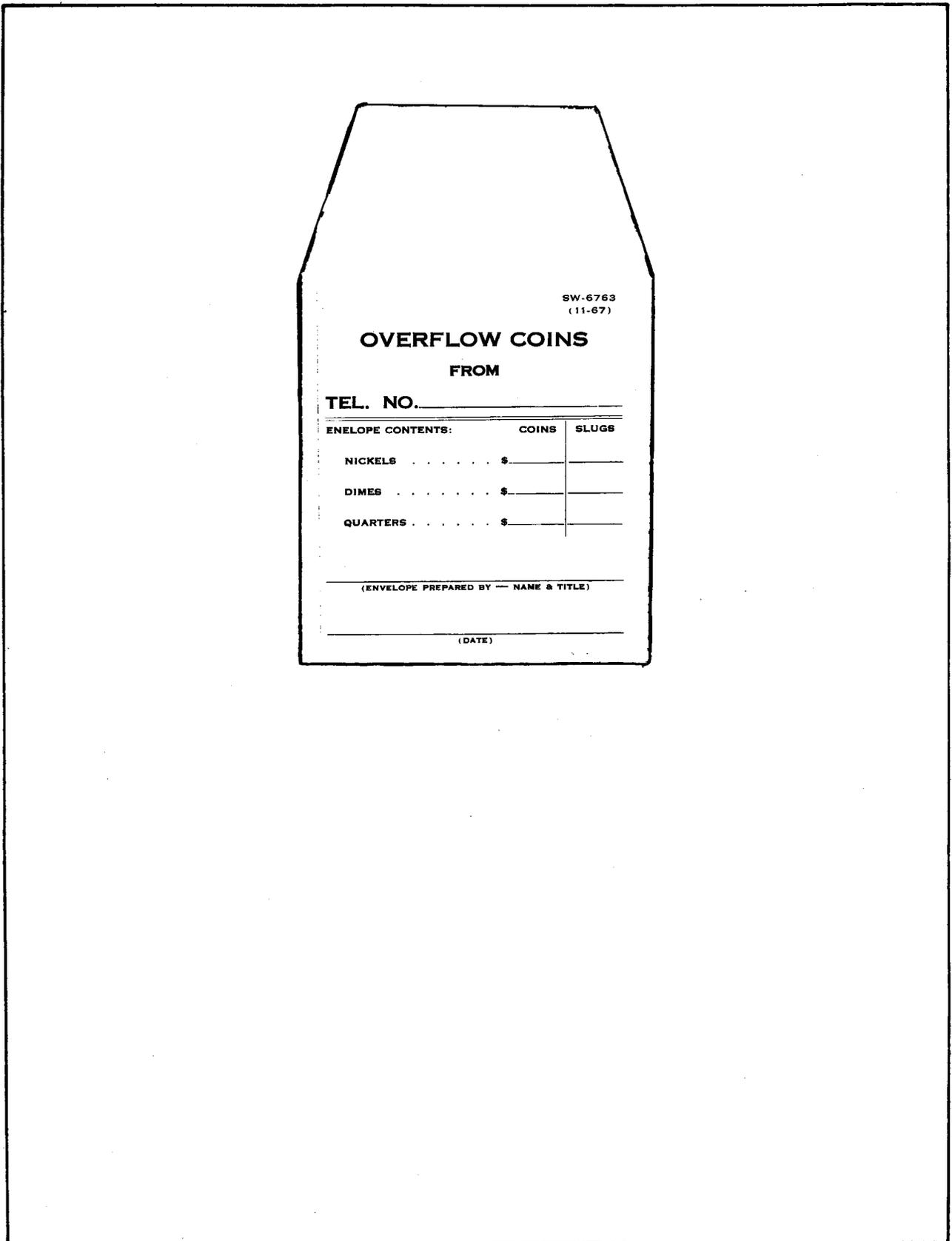
<u>Form Number</u>	<u>Ord. Unit</u>
SW-6763	Ea.

Note: The ordering unit consists of 500 envelopes in each (Ea.) unit (box).

EXHIBIT 1

FORM SW-6763

OVERFLOW COINS ENVELOPE



SW-6763
(11-67)

**OVERFLOW COINS
FROM**

TEL. NO. _____

ENVELOPE CONTENTS:	COINS	SLUGS
NICKELS	\$ _____	_____
DIMS	\$ _____	_____
QUARTERS	\$ _____	_____

(ENVELOPE PREPARED BY -- NAME & TITLE)

(DATE)