

TRAINING NOTES
FOR
INTRODUCTION OF THE NEW LOCAL OPERATING PRACTICE
LESSON NO. 5
DIVISION A, SECTION 6 - WRITING TICKETS

PARAGRAPH 1 - GENERAL

Ticket records are important for billing purposes and as a guide for subsequent work on calls, therefore, it is important that the practices prescribed in this section be followed closely.

For general instructions on ticket work, refer to Division T, Section 6 which describes in detail when you should attempt to make entries on tickets. For correct codes and abbreviations see General Division, Section 7. The sample tickets at the end of Section 6 should be carefully studied.

No provision has been made in this section for recording the operators' personal number on the "A" board toll ticket. Space is provided in the upper right hand corner for this purpose and all operators in this Area should record their personal number on "A" board toll tickets and on other types of tickets if locally directed to do so.

type

The sample tickets should be carefully studied by both supervisors and operators. The chief difference between this new ticket and the present one is that the connect, disconnect, and elapsed time spaces have been moved over to the left of the ticket. This provides a more convenient arrangement in that additional time entries may be made to the right.

The new ticket may be obtained on requisition after the present supply of the old type ticket has become exhausted.

PARAGRAPH 3 - CALLING NUMBER

For entering the calling number on tickets, please see the following sample tickets: number 1 and 4 on page 9; 4 on page 12.

The entry "not given" should be entered on the ticket if the calling number can not be obtained. The former practice did not cover this condition.

PARAGRAPH 4 - CALLED NUMBER

For entering the called number on tickets, refer to the following sample tickets: number 1, 2 and 3 on page 9; 1 on page 13; 3 on page 19.

PARAGRAPH 6 - NOTIFICATION ENTRY

The notification time should be entered in the attempts space as indicated by sample tickets 2 and 3 on page 9.

PARAGRAPH 7 - NOTATIONS OF DELAY AND SUBSEQUENT WORK

If the customer gives instructions affecting your work on subsequent attempts, write this in the attempts space, as for example, "Do not call until wh." See ticket 1 on page 12.

On a delayed call if the calling party asks you to try his call again or at a specified time, enter "ag" and the time. See ticket 1 on page 10. Formerly "call" was used instead of "ag."

PARAGRAPH 8 - COIN ENTRIES

Enter coin entries in the attempts space as shown in the sample tickets on pages 14 and 15. Provision is made for drawing a line through the coin entries if it becomes necessary to refund the deposit.

PARAGRAPH 9 - CHARGE

Enter the correct charge in the charge space whenever you have occasion to use it. This entry should not include any tax that may apply to the telephone call.

The tax entry should be made immediately below the charge space, preceded by the word "tax" as provided for in Division A, Section 18, Paragraph 6. See ticket 1 on page 9.

PARAGRAPH 10 - OTHER ENTRIES

Supervisor: Write "over" on the face of the ticket usually in the space concerned, otherwise at the bottom of the ticket, whenever you make notations on the back of the ticket to which you wish attention drawn by your chief operator or another department. See ticket 3 on page 14.

PARAGRAPHS 11 AND 12 - CANCELING AND SCRATCHING TICKETS

To cancel a ticket, draw a cross on the face of the ticket as shown by sample ticket 4 on page 16. The present practice provides for drawing an "X" across the lower part of the ticket. To scratch a ticket, draw a wavy line down through the center of the ticket as shown by sample ticket 3 on page 17. There have been a number of changes with regard to scratching and canceling tickets, so paragraph 11 and 12 should be carefully studied.

A ticket which is not to be filed as the final charge or credit record of a call or has not been canceled, will be scratched under the following conditions:

- a. A previously written ticket on the call is located and the details have been transferred to the earlier ticket so that it represents the full traffic record of the call. (The present practice provides for canceling the ticket.)
- b. The calling party reports that he has had the call. (The present practice provides for canceling the ticket.)
- c. The calling party reports that he talked with the called party on an incoming call. (The present practice provides for canceling the ticket.)
- d. The call is passed to Long Distance or to another office for subsequent work. (The present practice provides for canceling the ticket.)

- e. The calling party cancels or abandons the call before you acknowledge his order. If you have acknowledged the order, cancel the ticket. (The present practice provides for scratching the ticket if the call is canceled or abandoned before the connection is established.)
- f. The calling party cancels the call when you give a report of no service for the day in acknowledging his initial order. (The present practice provides for canceling the ticket if the call can not be completed at the time it is made.)
- g. When calls have been completed to the full value of the credit due as shown on a credit ticket. (The present practice provides for canceling the ticket.)
- h. When the ticket has been written solely for delayed call work and it is completed or no further work is to be done. (The present practice provides for canceling the ticket.)
- i. Rewritten tickets. (The present practice provides for cancelling a ticket rewritten because of an incorrect number entry that could not be corrected by a permissible alteration.)
- j. Memoranda which have served their purpose. (The present practice provides for scratching the ticket.)
- k. Tickets written in error and not properly reused. (The present practice provides for canceling the ticket.)

PARAGRAPH 13 - CORRECTING AND CHANGING ENTRIES

For correcting an entry that has been encircled see ticket 2 on page 11. It is unnecessary to rewrite a ticket unless it can not be corrected satisfactorily. See ticket 3 on page 11. If a digit of a number or letter of a word or code is to be changed, draw a line through and rewrite the entire number or word. (The former practice did not permit correcting number entries unless they could be corrected by a permissible alteration.)

PARAGRAPH 15 - MESSAGE RATE TICKET

For sample message rate tickets, see pages 16 and 17.

PARAGRAPH 16 - "A" BOARD TOLL TICKET

Refer to sample tickets on pages 9 to 15, inclusive.

PARAGRAPH 17 - SPECIAL REVERSED CHARGE TOLL TICKET

Refer to ticket 1 on page 13. This service is known as Inter-exchange Receiving Service in this Area. This service is provided for the convenience of business subscribers who have customers in other cities. Listings may be arranged for in the directories of other cities or towns. Such listings are given the prefix "Enterprise".

PARAGRAPH 18 - DELAYED CALL TICKET

See ticket 3 on page 12; 4 on page 18; 1 on page 19.

PARAGRAPH 19 - TELEGRAM TICKET

See ticket 4 on page 19.

PARAGRAPH 20 - CREDIT TICKET

Any charge or delayed call ticket may be converted to a credit ticket by entering the word "credit" in the calling number space following the calling number. See tickets 2, 3 and 4 on page 17. If the credit is for more than one unit, enter the number of credits also, as for example "1234 Credit 2." The former practice called for entering "credit" in the called office space and did not provide for showing the number of message units to be credited. It also did not provide for converting a charge or delayed call ticket to a credit ticket.

PARAGRAPH 21 - ASSISTANCE TICKET

Assistance tickets will be prepared only when authorized.

PARAGRAPH 22 - TICKET CHARGING A CALL TO A THIRD TELEPHONE

See sample ticket 2 on page 10.