

COIN COLLECTOR ROBBERIES

1. GENERAL

1.01 This section covers the procedure to be followed by repairmen, installers and Construction workmen, when visiting a coin collector involved in an actual or attempted robbery. It is reissued to eliminate the procedure of holding an installer to see whether or not he may be permitted to change a damaged instrument after he reports a coin collector robbery. ←

2. PROCEDURE

2.01 On all visits to coin collectors by repairmen, installers or Construction workmen where an actual robbery or an attempted robbery has taken place, regardless of the day or the hour, the workman shall report the case to the test deskman.

2.02 The report should include the following information:

Line number.

Actual or attempted robbery.

Method of attack:

Through lock - upper or lower housing.

Through door plate - old or new type plate -  
pried or drilled.

Through upper housing - pried or broken.

Through lower housing - nipped, sawed, drilled  
or broken.

By breaking metal back.

By removing instrument from wall.

Instrument stolen and method of attack unknown.

Parts of instrument damaged or missing:

Give details of parts or assembled groups of parts for billing purposes and in whose care they have been left. (Tag all loose parts for identification.)

Amount of money found:

Line number of coin collector in which deposited.

Number of operator collecting money.

2.03 When the bank receptacle and the lower housing are undamaged, the test deskman will have any necessary repairs to or replacement of any other missing or damaged parts made by a repairman.

2.04 Where it is necessary to replace a stolen or a damaged coin collector, the test deskman will arrange for the issuance of a Plant Order to care for the replacement. This order will specify the type of equipment to be installed and the workmen executing the order shall, if the type of equipment specified is not available, query the case through the test deskman before proceeding with the order. (The order should also contain information regarding the unlocking of the bank, if this is necessary.)

2.06 An "Out of Service" sign shall be placed on all coin collectors which are left out of service.

2.07 On an out-of-hour case where the door plate has been removed so that the bank is accessible but intact, the test deskman will direct that the bank be brought to the Repair Service Bureau for safe keeping.