COINBOXES

General operation: The coinboxes on our copiers will accept coins above the amount needed for copying. The boxes then decrement the amount available as the copies are being made. To get change in general, user must push the coin-return plunger.

Problems: The coinboxes will sometimes accept coins but either not make copies or not give change. They will sometimes flash error codes as well.

Daytime During weekdays call staff in the shelving unit (4-6123); if no one answers, leave a message specifying which machine and describing the problem.

Evenings & weekends 1. If the coinbox is not giving change, check with the person to be sure that he pushed the coin-return plunger and held for some length of time. It has to be held down more than just briefly.

2. If the copier is accepting money but not making copies, ask the person to hold down the coin return plunger to clear any money out. This sometimes re-sets the box in general.

3. Leave an incident report form.

If unsuccessful: 1. Give the person a refund up to $1.00. (Be sure that the refund log is properly noted). If refund money supply is below $5, leave Jane a note. If the amount to be refunded is very large, send the person to the Main Office (S-180) during business hours (M-F, 8-12, 1-5).

2. Put a small sign over the coin acceptor on the box saying that people should use copy cards only on the machine. Do not put a sign on the machine itself saying that it is out of order!