

Field Corrective Action/Incident Report Farebox



Technician:

OCC Reference:

Vehicle Number:

Part Removed **Part #**:

Part Removed **Serial #**:

Garage/Location:

IPOL Incident Number:

Date/Time work Started:

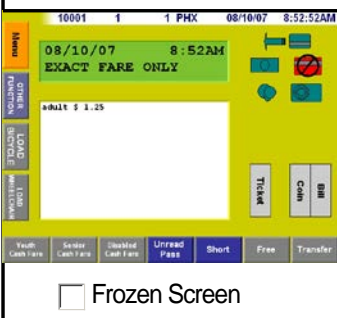
Date/Time work Ended:

Part inserted **Serial #**:

Patron Display:

Message OCU:

Event codes:



OCU Keys responding Yes / No

Color of Icons on OCU Screen:

Bills: Red Green SC: Red Green

Coin: MKV:

Swipe reader:

Color of Indicator bars on OCU:

Green/Yellow/Red/Gray

Ticket

Coins

Bills

Status of Led's on Customer Interface:

Red Green Off

Bill:

Coin:

MKV:

Swipe:

SC: Orange Green Off

Location of Jams

	A	B	C	D	E	F	G	Out of Unit
Bill Jam:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coin Jam:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket Jam:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Jammed Coin / Bills / Ticket

Wrinkles/Drags Abnormal Surface (e.g. dust, grease, foreign objects)

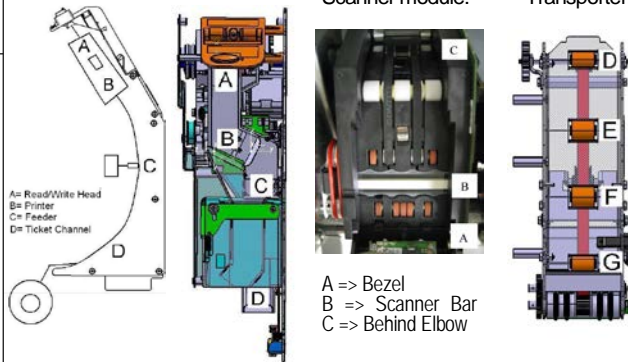
Folded / Creased Wet / humid

Worn/Very Old Edge furrowed

Dents / Bends Good

Other Information

Ticket Jam: Coin Jam: Bill Jam Scanner module: Bill Jam Transporter:



Check Condition of Component where jam occurred

<input type="checkbox"/> YES <input type="checkbox"/> NO Magnetic. head clean	<input type="checkbox"/> YES <input type="checkbox"/> NO Paper roll Empty
<input type="checkbox"/> YES <input type="checkbox"/> NO Belt position/condition OK	<input type="checkbox"/> YES <input type="checkbox"/> NO Light Barriers Clean
<input type="checkbox"/> YES <input type="checkbox"/> NO Scanner Bar clean	<input type="checkbox"/> YES <input type="checkbox"/> NO Visible damages
<input type="checkbox"/> YES <input type="checkbox"/> NO Debris in unit	

Condition of Jammed Bills / Tickets

crumpled at the end

crumpled at the front

crumpled completely

Not crumpled

Repair Activity:

YES NO Help Desk called? YES NO 2nd level Support Required? YES NO Latest SW loaded YES NO

YES NO F-Box back in full Service? YES NO Picture available

Make sure all Steps are completed!!!

Signature Tech.: