NYDG

NYDG SECURITY & INVESTIGATIONS

ATM Guard Training

New guard orientation: how calls work, what we expect on site, and how to close out and get paid.

1272 Richmond Rd, Staten Island, NY · 1-800-810-GUARD (24/7)

What the ATM program is

Banks send technicians to service ATMs, often at night and in open areas. **Your job is to protect the technician** from the moment they arrive until the work is done.

On call

Calls come in by text, day or night. You take the ones that fit your availability.

Armed escort

You stay with the tech the whole time they work. Eyes up, not on your phone.

Paid per call

You get paid when you go out, and only after your closeout is in.

Before your first call

Complete all three. **You can't be paid until they're done.**

What	Link
1. Application The NYDG subcontractor application	form.123formbuilder.com/6927388
2. Direct deposit How you get paid	form.123formbuilder.com/6927373
3. Harassment training Watch the video, then confirm on the form	form.123formbuilder.com/6939375

Step 1: Get on the list

Fill out the **Availability Form** so we only call you for jobs that fit your schedule and area.

You tell us	Options
Days available	Any day, Sunday through Saturday
Time blocks	Morning 6a–2p · Afternoon 2p–10p · Overnight 10p–6a
Max travel	10 to 50 miles from home
Active or not	Turn yourself off when you can't take calls

Schedule changes? **Update the form or text the office.** Link: form.123formbuilder.com/6943176/availabity-sheet

Step 2: Read the dispatch text

```
516-555-0100 JOHN SMITH ETA 03/22/2026 18:50 WO 5008550000 Site 004280000 TD BANK
550 LONG BEACH BLVD LONG BEACH, NY 11561
```

Phone + name

The technician you are protecting. Call them if you'll be late.

ETA

Date and time the tech arrives. Be there first.

WO + Site

Work order and site numbers. The WO goes on your closeout exactly.

Step 3: Take the call

1. **Answer fast.** Reply YES or NO so we can call the next guard if needed.
2. **Give your ETA** to the office.
3. **Save the tech's number** from the dispatch text.
4. **Write down the time you got the call.** It goes on your closeout.
5. **Head out.** Running late? Call the tech and the office right away.

Step 4: On site

Arrive

- Get there before the tech's ETA
- Note your arrival time
- Call the tech if you are running late

Protect

- Meet the tech and introduce yourself
- Stay with the tech the entire time
- Watch people, cars and approaches

Leave

- Leave only when the tech is done and gone
- Note your departure time
- Tell the office you're clear

Tech not there or not answering after **10 minutes**? **Call dispatch.**

Conduct and appearance

Carry your credentials

Your NYS Armed Guard Card and firearms permit on you for every call.

Uniform

Clothing that clearly identifies you as a guard and says SECURITY. Need a jacket? Call the office.

Stay alert

No phone scrolling, no sitting in the car while the tech works.

Hands off

Never touch the ATM, cash or the tech's equipment.

Redispatch: back-to-back calls

If you're sent to another site **straight from a call**, without going home, that's a redispatch. [confirm]

Call 1

Own closeout
Redispatched: **YES**

[icon: arrow-right]

Call 2

Own closeout
Redispatched: **YES**

[icon: arrow-right]

Last call

Own closeout
Redispatched: **NO** + home time

One closeout per site. The last call in the chain is always **NO** and has your home time.

Step 5: The closeout form

Submit one after **every call**, the same day, **no later than 3 days** after. Link: form.123formbuilder.com/6514316/atm-closeout-form-2026

Field	What to enter
Call date · Your name	Date of the call · your full legal name
Tech name · WO #	Exactly as on the dispatch text
Received time	When you got the call
Arrival · Departure	When you got on site · when you left
Redispatched	YES if sent straight to another call, otherwise NO
Home time	When you got home (last call only)

Getting paid

Rate

[rate / how calls are paid]

Payday

[pay schedule], by direct deposit. Set it up on day one.

No closeout, no pay

Close out within 3 days. Calls not closed out within the month will not be paid.

Direct deposit form: form.123formbuilder.com/6927373/nydg-dd-2

Mistakes that cost you money

Wrong or missing WO

We can't bill the call, so we can't pay it. Copy it exactly.

No closeout

If it's not submitted, it didn't happen. Do it before you sleep.

Guessed times

Write times down as they happen. The bank checks them.

Going quiet

Late, lost, or done? Call. Don't make the office chase you.

Who to call

Problems or questions	732-522-6461 · admin@nydgsecurity.com
Dispatch	201-485-1700 Mon–Sat · 732-522-6461 Sun
Pay questions	Franco@ or Ron@nydgsecurity.com
Emergency on site	911 first, then dispatch

Every call. Every closeout. On time.