

PROCEDURE FOR REPLACING EQUIPMENT FOR INDIVIDUALS AND ORGANIZATIONS

OVERVIEW:

This procedure is to define the process by which lost or broken equipment is replaced by individuals or organizations.

POLICY

If an item belonging to VATP is lost, broken, or failed to be returned the person or agency the item was loaned to will be responsible for the replacement of any item over \$20.00.

PROCEDURE

1. ATS (Assistive Technology Specialist) emails AT Director and ATSC (Assistive Technology Services Coordinator), when organization or individual has **lost, broken, or failed to return** VATP owned equipment during a loan.
 - **Lost** items will be replaced only after ATS and organization or individual have agreed upon a fair time for the client to recover and return item.
 - **Broken** equipment will be replaced at the organization's or individual's expense.
 - **Failure to return items:** the ATS sends letter to organization or individual requesting return of the item. If there is no response, they will be billed.
 - **In all the above situations, if persons cannot be located, AT Director will determine if VATP will replace equipment at their own expense.**



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2. ATS informs AT Director and ATSC that item has been added to Wish List. AT Director approves/highlights order request.
3. ATS checks items out on Admin Checkout on AT4All with note.
4. ATS sends ATSC the following information so that the ATSC can generate the invoice:
 - Contact and Billing Person and Business Name
 - Full mailing address, phone and email.
 - VATP # and name of item(s).
5. ATSC orders new item at current price. Once received, ATSC will check item back in AT4All and update inventory tag number. Replaced inventory will be sent to tryout center.
6. ATSC sends VATP generated invoice to contact at organization or individual. **Invoice should be for current item replacement cost.** When payment is received, ATSC sends to DAIL Business Office (DAIL BO) for processing.
7. ATS can enter a Manager Comment in AT4All, under client or contact at organization, to note previous issue of **lost, broken, or failed to return**, equipment. VATP reserves the right to withhold loan privileges from individuals with outstanding balances.
8. If it is decided an item will not be replaced, ATSC will remove the item from inventory.