

VI Department of Education Property Division/Fixed Asset Management Defective Fixed Asset Policy

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**Property Division/Fixed Asset Management
Policy and Procedures**



THE VIRGIN ISLANDS DEPARTMENT OF
EDUCATION

FAM 3.16 | Defective Fixed Assets Policy

Purpose

This procedure establishes guidelines for the management of defective Federal fixed assets and or Federal fixed assets under warranty.

Definition

A warranty (to include service agreements) is a written guarantee given to the purchaser promising that the manufacturer/vendor will make necessary repairs to the asset defective parts or replace the asset within a specified period of time.

Abbreviations

RMA - Return Material Authorization

VIDE – Virgin Islands Department of Education

OIT – Office of Instructional Technology

FAMD – Fixed Assets Management Division

TPFA – Third Party Fiscal Agent

Policy

1. All Federal fixed assets under warranty are managed by OIT and FAMD.
2. Schools/Activity Centers must immediately report defective equipment to FAMD.
3. OIT and the Warehouse Manager are responsible for returning defective assets to the vendor and coordinating the return and delivery to the school/activity center.
4. All Vendor warranty terms and conditions must be emailed to the VIDE Warranty centralized mailbox (warranty@vide.vi).
5. Vendor Warranty terms and conditions must be kept in an electronic file managed by FAMD.

Procedures

Handling Warranty Information

1. VIDE Requisitioners must email the warranty and or service agreement purchased on fixed assets to the VIDE Warranty centralized email box (in the event that warranty information is sent to a VIDE personnel, they must immediately forward the warranty information to the VIDE Warranty centralized email box (warranty@vide.vi)).

2. FAMD will organize and retain all warranties and or service agreements emailed to the VIDE Warranty centralized email box (warranty@vide.vi).

Management of Defective Equipment

1. Schools/Activity Centers must immediately contact FAMD when they have a defective Federal fixed asset by sending an email to the VIDE Warranty centralized mailbox (warranty@vide.vi). The following information about the defective Federal fixed asset must be provided:
 - a. Tag Number
 - b. Manufacturer Name
 - c. Model
 - d. Serial Number
2. FAMD must determine if the asset is still under warranty and notify the Principal/Director, within three (3) business days. If the asset is still under warranty, FAMD will notify OIT Director of the fixed asset under warranty and instruct the Principal/Director to complete a Temporary Assignment of Property form.
3. OIT must make arrangements with the location to assess the fixed asset. If OIT assessment confirms the fixed asset is defective, OIT will communicate with the vendor and the respective district warehouse manager to coordinate the necessary steps to repair or replace the Federal fixed asset. OIT will sign-off on the completed Temporary Assignment of Property form and email to FAMD centralized inbox fixedassetmgt@sttj.k12.vi.
4. If an asset is still under warranty, the following shall occur:
 - a. IT will provide the warehouse manager with the RMA and all necessary supporting documents to return and replace the defective equipment;
 - b. The Warehouse Manager will make the necessary arrangements to receive the defective asset from the school/activity center.
 - c. When the Warehouse Manager picks up the defective asset, the Temporary Assignment of Property form will be signed and a copy retained by the Warehouse Manager (See **FAM 3.12 Asset Movement** – Temporary Assignment of Property Section).

- d. The Warehouse Manager documents the defective asset under warranty on the Defective Equipment Warranty Log. The log must include the following information:
 - i. PO Number
 - ii. Vendor Name
 - iii. Tag Number
 - iv. Make
 - v. Model
 - vi. Serial Number
 - vii. Warranty Expiration Date
 - viii. School/Activity Center

5. If an asset is out of warranty, the following shall occur:
 - a. FAMD will notify the Principal/Director that the asset is out of warranty.

 - b. The Principal/Director will complete a trouble ticket at helpdesk@vide.vi

 - c. If the OIT helpdesk is unable to repair the asset onsite, a Temporary Assignment form (See **Form DPP-TAP-03-08**) must be completed before the asset can be removed.

 - d. If the asset is deemed irreparable, the OIT helpdesk will notify the Principal/Director to complete a Report of Survey form for disposal (**Note: If the assets will be used for parts internally, disposition code number 7 “Salvage Usable Parts” will be used on the Report of Survey form**). See **FAM 3.14 Disposition of Assets**.

 - e. The Warehouse Manager will prepare the Defective Equipment Exception Form. The form will include:
 - i. PO Number
 - ii. Vendor Name
 - iii. Tag Number
 - iv. Make
 - v. Model
 - vi. Serial Number
 - vii. Warranty Expiration Date
 - viii. School/Activity Center
 - ix. Return Material Authorization (RMA) Number

- x. Initial Vendor Contact
 - xi. Document Vendor Contact
- f. Warehouse notifies vendor that defective equipment has been shipped.
6. If the warehouse receives an asset that is damaged or defective, the following shall occur;
- a. The Warehouse Manager immediately emails the vendor contact notifying them of the defective equipment.
 - b. Warehouse Manager will continue to make contact (email and phone call) with the vendor with a copy to Principal/Director and warranty@vide.vi until the return/repair has been scheduled.
7. The Warehouse Manager should document each contact with the vendor on the Defective Equipment Warranty Form (note: Warehouse Manager will attach the Temporary Assignment of Property form to the Defective Equipment Warranty Form):
- i. Scan the Defective Equipment Warranty Form and name the scanned file “Defective Equipment Warranty Form” go into the Adjustments and Retirements section in MUNIS, click the paperclip icon to attach the scanned “Defective Equipment Warranty Form” to the asset in MUNIS. The location memo in MUNIS will be updated to read “Warranty – sent to (vendor name)” (ex. “Warranty – sent to Dell”).
 - ii. Warehouse Manager will maintain the log and the form in the Defective Equipment Warranty Binder.
 - iii. The Warehouse Manager will prepare and ship the asset to the vendor according to the vendor instructions. In addition, the Warehouse Manager will remove the asset tag and paperclip it to the Temporary Assignment of Property form.
8. If the defective asset is repaired, the following will take place:
- a. Update the Temporary Assignment of Property form by signing and dating the date of return, assign the asset back to the School/Activity Center.
 - b. Attach the asset tag to the asset (Note: If a different tag is being used, note the new tag number on the Temporary Assignment of Property form)
9. If the defective asset is replaced, the following will take place:
- a. The Warehouse Manager will document the following new asset information on the Defective Equipment Warranty Form:

- i. Vendor Name
- ii. Tag Number
- iii. Make
- iv. Model
- v. Serial Number
- vi. Warranty Expiration Date
- vii. School/Activity Center
- viii. Return Material Authorization (RMA) Number

10. The Warehouse Manager will arrange delivery of asset to the School/Activity Center.

- i. When the asset is delivered, the Principal/Director will sign the Temporary Assignment of Property form and keep a copy in the Equipment Inventory Binder.
- ii. The Warehouse Manager will document the resolution on the Warranty Exception Form.
- iii. The Warehouse Manager will email the signed Temporary Assignment of Property form and the Defective Equipment Warranty form to the centralized FAMD mailbox (fixedassetmgt@sttj.k12.vi) to update the asset information and location in MUNIS.

TPFA Oversight:

TPFA Manager verifies FAMD is updating MUNIS records with documentation of the validated movements of fixed assets.