



THE VIRGIN ISLANDS DEPARTMENT OF EDUCATION  
FIXED ASSET MANAGEMENT POLICY AND PROCEDURES

FAM 3.16:	Defective Equipment
Purpose:	This procedure establishes guidelines for the management of defective equipment or equipment under warranty.
Abbreviations:	RMA - Return Material Authorization VIDE – Virgin Islands Department of Education
Definitions:	A warranty is a written guarantee given to the purchaser specifying that the manufacturer will make any repairs or replace defective parts free of charge for a stated period of time.
Policy:	<ol style="list-style-type: none"> <li>1. All Fixed Assets under warranty must be managed by VIDE Warehouse Managers.</li> <li>2. Schools/Activity Centers must immediately report defective equipment to the Warehouse Manager.</li> <li>3. The Warehouse Manager is responsible for returning defective assets to the vendor and coordinating the return and delivery to the school/activity center.</li> <li>4. Vendor Warranty terms and conditions must be emailed to the Warehouse Operations' centralized mailbox.</li> <li>5. Vendor Warranty terms and conditions must be kept on file by VIDE Warehouse Operations.</li> </ol>

Procedure:
<p><u>Handling Warranty Information</u></p> <ol style="list-style-type: none"> <li>1. All Warranties must be emailed to the Warehouse Operations centralized email box (in the event that warranty information is sent to a VIDE staff person, they must immediately forward the warranty information to the Warehouse Operations centralized email box (<a href="mailto:warehouse@doe.vi">warehouse@doe.vi</a>).</li> <li>2. The Warehouse Manager will email respective Principals/Directors warranties for their asset purchases.</li> </ol> <p><u>Management of Defective Equipment</u></p> <ol style="list-style-type: none"> <li>1. Schools/Activity Centers must immediately contact the Warehouse Manager when they have a defective fixed asset by sending an email to the Warehouse Operations centralized mailbox (<a href="mailto:warehouse@doe.vi">warehouse@doe.vi</a>). The following information about the defective asset must be provided:             <ol style="list-style-type: none"> <li>a. Tag Number</li> <li>b. Make</li> <li>c. Model</li> </ol> </li> </ol>



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- d. Serial Number
2. Within three (3) business days, the Warehouse Manager must determine if the asset is still under warranty and notify the Principal/Director. If the asset is still under warranty, the Warehouse Manager will instruct the Principal/Director to complete a Temporary Assignment of Property form.
  3. If an asset is out of warranty, the following shall occur:
    - a. The Warehouse Manager needs to notify the Principal/Director that the asset is out of warranty.
    - b. The Principal/Director will contact the helpdesk to complete a trouble ticket.
    - c. If the 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 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**.
  4. If an asset is still under warranty, the following shall occur:
    - a. The Warehouse Manager will make arrangements to receive the defective asset from the school/activity center.
    - b. 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)
    - c. 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



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viii. School/Activity Center

- d. 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
- e. The Warehouse Manager immediately emails the vendor contact notifying them of the defective equipment. Warehouse Manager will continue to make contact (email and phone call) with the vendor every three (3) days with a carbon-copy to Principal/Director, until the return/repair has been scheduled.
- f. The Warehouse Manager documents his 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.
- g. If the defective asset is repaired, the following will take place:
  - i. Update the Temporary Assignment of Property form by signing and dating the date of return, assign the asset back to the School/Activity Center.
  - ii. 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)



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- h. If the defective asset is replaced, the following will take place:
  - i. 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
  - i. 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 FAMD centralized email box ([fixedassetmgt@doe.vi](mailto:fixedassetmgt@doe.vi)) to update the asset information and location in MUNIS.



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Modification Date	Modification Reason	Modified By
04/08/2013	Update procedure to reflect FAMD and Warehouse centralized email addresses	Ivan Bunns