



# Administrative Procedure

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Supercedes:	
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**Subject:** OFFICE MACHINE REPAIR SERVICE

1.0. PURPOSE:

To establish the procedures for requesting repair service for office machines.

2.0. ORGANIZATIONS AFFECTED:

2.1. All University departments.

2.2. Auxiliary organizations.

3.0. REFERENCES:

State Administrative Manual (SAM), Sections 8760-8760.2.

4.0. POLICY:

It is the policy of the University to provide an office equipment repair service by means of an interagency agreement with the Department of General Services, Office Services Division.

5.0. DEFINITIONS:

5.1. Office Machine Repair Service – One qualified, full-time office machine technician assigned to the University Property Management Department by the Department of General Services.

5.2. Office Machines –Includes manual and electric typewriters, adding machines, time stamp machines, handmodel numbering machines, mechanical and electronic calculators, dictating machines, and spirit duplicators.

6.0. RESPONSIBILITIES:

6.1. The Director of Support Services will review the Interagency Agreement to renew the agreement with the Department of General Services at the beginning of each fiscal year.

**Approved:**

**Date:**

- 6.2. The Supervising Property Officer will:
  - 6.2.1. Negotiate annual agreements with auxiliary organizations for the repair of office machines which are not State-owned on a reimbursed basis.
  - 6.2.2. Dispatch the Equipment Technician to the requesting departments.
  - 6.2.3. Maintain an inventory of typewriters assigned to each unit and auxiliary organization.
  - 6.2.4. Reconcile inventory lists based on information received from units and auxiliaries.
  - 6.2.5. Submit equipment repair data to the Budget Office by January 17 of each year.
- 6.3. Auxiliary Organizations will:
  - 6.3.1. Forward to the Supervising Property Officer a written request for repair services of office machines which are not State-owned including a list of the machines to be covered by the agreement.
  - 6.3.2. Update the agreement at the beginning of each fiscal year.
  - 6.3.3. Provide reimbursement for repair services provided under the agreement.
- 6.4. User Department will:
  - 6.4.1. Request repair service by calling Property Management and supplying the required information.
  - 6.4.2. Prepare a Purchase and Campus StoreS Requisition if it is necessary to utilize a commercial repair service.
  - 6.4.3. Notify Property Management if it is necessary to remove equipment from campus for repair.
  - 6.4.4. Review and revise property inventory listings and forward to the Property Office for reconciliation.
- 6.5. The Budget Office will:
  - 6.5.1. Annually allocate charges for equipment repair to operating units based on the number of machine units on hand.

6.5.2. Instruct Accounting to invoice auxiliary organizations for their share of repair charges.

7.0. PROCEDURES:

- 7.1. To request repair services, users will call Property Management, Ext. 2701, and provide the following information:
  - 7.1.1. Operator—Name of the person operating the machine.
  - 7.1.2. Department—Name of the responsible department.
  - 7.1.3. Extension Number—Phone extension where the operator may be reached.
  - 7.1.4. Building and Room Number—Location of the machine or location where the key may be obtained to gain access to the machine.
  - 7.1.5. Type of Machine—Manufacture and model.
  - 7.1.6. State Tag Number—Gold decal with black numbers which identifies the item as State-owned.
  - 7.1.7. Problem—Brief description of the repair service needed.
- 7.2. The Supervising Property Officer will:
  - 7.2.1. Complete the State of California Service Request, Form OSD 13.
  - 7.2.2. Dispatch the Equipment Technician twice daily to the requesting departments.
- 7.3. If the Equipment Technician determines that assistance is required to repair the machine, the Technician will sign the Equipment Repair Release, form PC5-74.
- 7.4. The requesting department will:
  - 7.4.1. Prepare a Purchase and Campus Stores Requisition, Form 42, specifying the following:
    - a. Minimum of one vendor who can perform the needed service;
    - b. Estimated cost of service;

- c. Date service is to be performed; and
- d. Complete information on the machine including the make, model and State tag number.

7.4.2. Attach the signed Equipment Repair Release to the Requisition and forward to the Purchasing Department.

7.5. The Purchasing Department will:

7.5.1. Prepare the Service Order, Form 74240-602, and distribute copies as required.

7.5.2. Enter the Service Order Number on the Equipment Repair Release.

7.5.3. Forward a copy of the Service Order and the Equipment Repair Release to the Accounting Department.

7.6. The Accounting Department will:

7.6.1. Schedule payment to the vendor upon receipt of the vendor invoice and a copy of the service order or receipt indicating that the repair has been completed.

7.6.2. Enter the Claim Schedule Number and amount paid on the Equipment Repair Release and return form PC5-74 to Property Management.

7.7. If a machine is to be removed from campus for repair, the requesting department will notify Property Management in advance.

8.0. APPENDICES:

8.1. State of California Service Request, OSD 15.

8.2. Equipment Repair Release Form, PC5-74.

8.3. Service Order, 74240-602.