



SMUSA ASSET STANDING ORDER

1 SMUSA ASSET LOANING

1.1 Asset Loaning Process

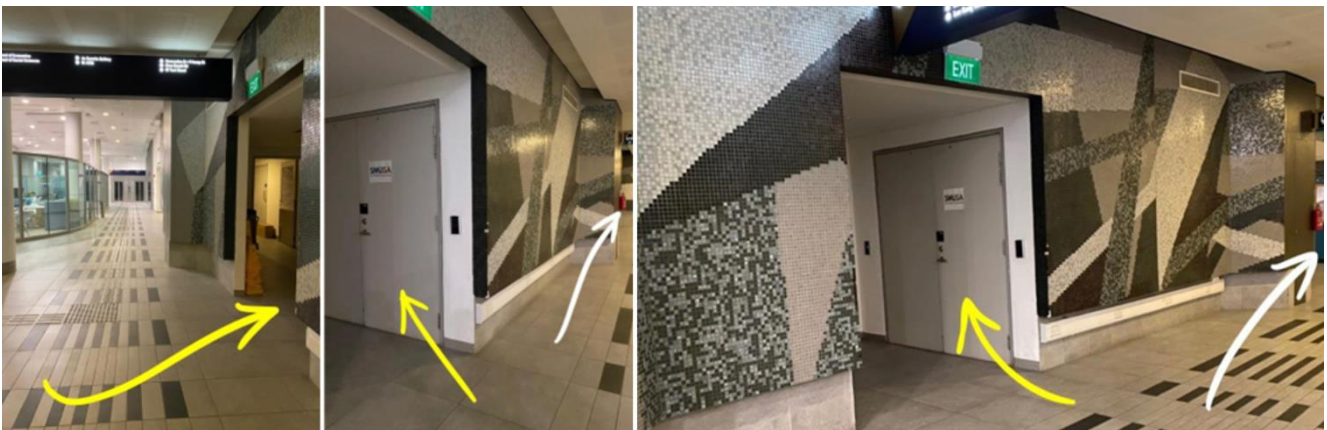
- 1.1.1 All bookings are to be made over a **maximum of 14 working days and a minimum of 7 working days** prior to the requested loan date. Working days do not include weekends or public holidays. Working days are counted from the day after the loan request has been submitted, until the day before the collection date. Any request made outside of the abovementioned period will **not** be attended to.
- 1.1.2 All loan applications are to be submitted via the [SMUSA Website](#) through the attached Google Form.
- 1.1.3 Confirmations are made within **4 working days** upon submission of a loan request.
- 1.1.4 All forms of communication received outside of working hours (Mon-Fri 8 a.m. – 8 p.m., excluding PH), will be attended to the next working day. For the communication of approved loan returns that are past 8 p.m., you will still be able to communicate with us.
- 1.1.5 SMUSA Operations Department reserves the right to cease operations during the Finals period, commencing from the week prior to Finals. Urgent cases shall be reviewed on a case-to-case basis, subject to the team's discretion.
- 1.1.6 User bookings are only **valid** once the requestor receives a **confirmation email reply with a Loan ID** from the SMUSA Operations Department.
- 1.1.7 The loaner shall be entitled to make changes to the loan **twice**. These changes include date of the collection/return, items to be loaned, etc. To facilitate any of the abovementioned changes, the loaner is to send an email along with the required changes and the SMUSA Asset Loan Form response receipt to operations@sa.smu.edu.sg and cc a.operations@sa.smu.edu.sg. Communication of any changes via any other means will not be attended to. **Changes are to be made at the latest 2 days before the loan date. Changes are subject to the availability of assets and manpower of the SMUSA Operations Department.**
- 1.1.8 The SMUSA Operations Department reserves the right to cancel the loan if there are any changes made after the stipulated time.

1.1.9 The SMUSA Operations Department reserves the right to **change the details** of the bookings, at **any point prior to and/or during the loan period**, including but not limited to:

- a) Refusal or cancellation.
- b) Collection and return timings.
- c) Requested inventory.

1.2 Usage Terms and Conditions

1.2.1 All collections and returns are to be made at the **SMUSA Bencoolen Storeroom**, located on the left side of the Bencoolen MRT entrance at basement 1. The storeroom can be identified through a **SMUSA logo pasted on the doors**. Further information, which includes pictures of the location of various storerooms, is shown on the SMUSA website.



Location: White Arrow - Bencoolen; Yellow Arrow - SMUSA Store Entrance

1.2.2 Assets loaned from SMUSA should always be in the possession of the requestor and **swapping of assets is strictly not tolerated**. The liability of assets loaned lies within the registered loaner.

1.2.3 Assets are to be collected/returned during the **3 available timings (1200hrs, 1530hrs, and 1900hrs)** as indicated on SMUSA's website. In case the requestor wishes to collect/return the assets at a time other than the available timings, they may make use of the SMUSA Cage to store the assets after borrowing or before returning the assets on one of our available timings. Upon confirmation of the asset loan request, our **SMUSA Operations Representative shall contact the asset loan requestor on Telegram** with the details about the confirmed collection/return timings of the assets and the contact details of the SMUSA Operations Representative who shall be physically present to carry out the procedures.

1.2.4 Assets are to be collected and returned according to the allocated collection and return timings, having taken into consideration the period of the event.

1.2.5 **Overnight storage is made at SMUSA Cage**, located on the right side of the Bencoolen MRT entrance. SMUSA Operations Department shall not be held liable for any damage or loss of equipment that arise from storing during the loan period. Storage is strictly limited to the items on loan.

1.2.6 The SMUSA Operations Department should be notified of all **late arrivals** at least 1 hour before the appointment. A **15-minute grace period** shall be given in lieu of such notice. The SMUSA Operations Department shall reserve the right to cancel the booking should it exceed the 15-minute grace period. SMUSA Operations Department reserves the right to cancel the bookings of clubs that are late without notice exceeding 5 minutes.

1.2.7 During the loan collection process, all loaned assets are to be moved out of the SMUSA Store before being transported elsewhere to ensure that the correct quantity of assets has been loaned out. For returns, all assets should be at the door before the start of the return timing.

- 1.2.8 SMUSA Operations Department is not responsible for providing manpower and transportation of assets. This includes not granting the usage of trolleys of such.
- 1.2.9 Assets are to be collected or returned under the facilitation of a SMUSA Operations representative unless otherwise instructed by SMUSA. **No assets should be stored inside the SMUSA Cage without written permission of the SMUSA Operations Department.** Additionally, after its usage, the SMUSA Cage must be immediately locked.



Location: White Arrow – Bencoolen; Yellow Arrow – SMUSA Cage Entrance

2 SAFETY ASSET LOAN STORAGE

- 2.1 The SMUSA Cage can first be accessed through the **student matriculation card** at the right corner of the SSU store, followed by a **password** lock at the SMUSA Cage itself. The password is to be requested from the SMUSA Operations Department.
- 2.2 **The main purpose of the SMUSA Cage is to store all SMUSA’s asset-related items**, as well as for clubs and CBds whose events last several days and thus require overnight storage.
- 2.3 The SMUSA Cage storage is ONLY applicable to all SMUSA assets. Exceptions include but are not limited to SMUSA and CBd event items, as per the Council’s request.
- 2.4 SMUSA Operations Department shall not be held liable for any damage or loss of equipment that arise from storing during the loan period. The user should be held responsible for such damage or loss throughout their loaning period, for as long as the cage is used.
- 2.5 All clubs or organizing committee requests shall highly be subjected to availability and given lower priority. **All requests should be directed to the SMUSA Operations Secretary at operations@sa.smu.edu.sg and cc Deputy Operations Secretary at a.operations@sa.smu.edu.sg.** This is to be reviewed by the SMUSA Operations Department on a case-to-case basis.
- 2.6 No assets should be stored inside the SMUSA Cage without written permission of the SMUSA Operations Department. SMUSA Operations shall not be held liable for any losses or damage of the users’ personal items throughout the process.
- 2.7 The clubs who have their items shifted will then be notified of the new location of the items after the shift has been made complete.
- 2.8 The SMUSA Operations Department shall review, clean, and maintain both the SMUSA Bencoolen Store and SMUSA Cage during the middle or end of each semester. All assets should be returned to the SMUSA Bencoolen Store upon usage completion.

2.9 The SMUSA Cage password should be changed each month to ensure that no users are able to abuse their rights to use the SMUSA Cage.

2.10 All bulky assets, including that of the various CBds, are to be stored in the SMUSA Cage first whilst pending the vendor’s disposal service following each AEM period.

3 PENALTIES

3.1 Penalties For Non-Compliance

3.1.1 Lack of compliance to the usage terms under Section 1.1 Usage of Terms and Conditions shall entail penalties as follows:

Offences	Penalties for Non-Compliance
1st	Email warning
2nd	Lower priority for their next request
3rd	Loan requests shall not be entertained

Such penalties shall not extend beyond the current semester, inclusive of summer (Semester is defined as January – June, July – December).

3.2 Penalties For Damages

Assets are to be returned in their **original state as loaned**; failure to do so shall entail penalties as follows:

3.2.1 For damages, the cost of repair constitutes the fine. This will be determined on a case-by-case basis. For items that are loaned in a faulty condition, the loaner must notify the SMUSA Operations Department within 24 hours of proof and may request a 1-to-1 swap of assets, if necessary.

3.2.2 Should assets be lost or damaged beyond repair, or should repair costs exceed replacement costs, then the cost of replacement constitutes the fine.

3.2.3 All payments are to be made within 1 week upon notification of payment details.

3.2.4 The estimated costs of replacement for assets can be found in Appendix A.

3.3 Penalties For Asset Loss

3.3.1 SMUSA Operations Department shall inform the loanee of a missing item during the **return of assets itself**, should there be a **discrepancy against their collection quantity** for that item.

3.3.2 Loss of assets shall entail penalties as follows:

Offences	Penalties
1st	Monetary Penalties (Late Penalty if applicable)
2nd	Monetary Penalties (Late Penalty if applicable) + Lower priority for their next request.
3rd	Monetary Penalties (Late Penalty if applicable) + Loan requests shall not be entertained.

Such penalties shall not extend beyond the current semester.

3.3.3 SMUSA Asset Loss Process

- i. SMUSA Operations Department shall attach the SMUSA Asset Loss Template via email within **3 working days** upon having knowledge of the asset loss.
- ii. The loanee shall proceed to fill out the Asset Loss Template and email it back to the SMUSA Operations Department within **1 working week** from the time of SMUSA Operation’s first email. The cost penalty of lost items can be found in **Appendix A**.
- iii. The SMUSA Operations Department will send an email notification alert 3 days into the 1-week deadline for CBd/clubs regarding the submission and payment for their loss.
- iv. SMUSA Operations Department shall acknowledge the loss submission via email.
- v. CBds/Clubs who continue to miss this deadline despite the reminder, shall incur a **flat rate of \$5 late penalty**, along with their current penalty amount.
- vi. Upon acknowledging the payment from the CBd/Clubs (After confirmation from the SMUSA Finance Department), SMUSA Operations Department shall send a **closure email** confirming the transaction in writing.

3.4 CBd and CCA Clubs

3.4.1 All CBd and CCA clubs shall transfer the specified cost to SAC 101 within 2 working weeks upon handing their form. The total amount shall be deducted from their next semester’s club funds during BEM.

3.4.2 You may approach your club’s finance department to help you with the transfer procedures, inclusive of the administrative handling.

3.5 All Other Clubs and Users

- 3.5.1 As for all other clubs and users, you may fill out the form and make payment via cash to the SMUSA Operations Department. A meetup shall be arranged with one of SMUSA's Operations Representative for the payment collection.
- 3.5.2 The SMUSA Operations Department is to liaise with the SMUSA Finance Department on transfer matters.

4 SMUSA ASSET DISPOSAL

4.1 CBds & Clubs Asset Disposal Application Process

For all club representatives, kindly ensure that the asset you wish to dispose of is either in a **broken condition** or **unable to serve its intended purpose** before submitting your respective requests to proceed in this disposal.

- 4.1.1 **Small or disposable/one-off usage items** (e.g. pens, tape) that can be thrown in the regular bin do not need to be engaged in any of the disposal processes nor do they have to inform the SMUSA Operations Department of their assets list.
- 4.1.2 Clubs/CBds should read up on SMUSA's Asset Disposal Process found in this Standing Order for knowledge on having to deal with their asset disposal matters.
- 4.1.3 Clubs/CBds should fill either 1 of the templates, the SMUSA Asset Disposal Template for regular tagged assets OR OSL Asset Disposal Template for OSL tagged assets.
- 4.1.4 On the [website application](#), click on the process most applicable and the route should have been marked out clearly for easy usage.
- 4.1.5 Download the relevant document, fill it up offline and then send it to the relevant parties via email afterwards as covered below.

4.2 OSL Assets Disposal Process (OSL Asset Disposal Template)

- 4.2.1 OSL Asset Disposal template is applicable to items that have been purchased via OSL's fund and should have OSL specific codes or tags on the item.
- 4.2.2 Determine if the asset is under the **purview of OSL via the tagging** of the asset. If unsure, Club/CBd should send photos for proper validation and confirmation.
- 4.2.3 Fill in the OSL Asset Disposal Template, along with picture attachments of the items (1 photograph for each individual item and 1 photograph showcasing all collated disposal items together), detailing all descriptions needed, thereafter sending to SMUSA Operations Department, who will be relaying it down to OSL.
- 4.2.4 OSL is to seek approval from OFIN, and once approval is given, OSL then gives the green light for SMUSA Operations Department to dispose of the asset accordingly, and SMUSA Operations shall relay this approval down to the clubs/CBd if applicable.
- 4.2.5 SMUSA Operations Department needs to ensure that walkies talkies should be carefully and properly disposed of, and laptops are to be handed to IITS first, having to deal with sensitive and personal data.

4.3 SMUSA Assets Disposal Process (SMUSA Asset Disposal Template)

- 4.3.1 SMUSA Asset Disposal template is applicable to items that have been purchased via the usual SMUSA Asset Endorsement Meeting (AEM) for the CCA CBds or via Cbd departmental purchase for the school CBds.
- 4.3.2 These are generally marked by **normal asset tagging**. For an asset to be tagged, there should be a **sticker label indicating the PO no. / serial number** assigned to the asset.
- 4.3.3 Fill up the Asset Disposal Template, along with picture attachments of the items (1 photograph for each individual item and 1 photograph showcasing all collated disposal items together), detailing all descriptions needed, thereafter sending to OSL and OFIN.
- 4.3.4 Clubs/CBds are to **approach the relevant managers** in-charge as stated in the respective disposal templates and obtain their signatures for approval and validation.
- 4.3.5 The Cbd Assets/Operations directors are to collate all club disposal forms **of that particular month as an entire Cbd** and email them to operations@sa.smu.edu.sg and cc a.operations@sa.smu.edu.sg.
- 4.3.6 This should be a monthly accumulation of disposal by the clubs, unless specified otherwise. It is at the discretion of the SMUSA Operations Secretary to arrange with the various CBds for this collation to be done on either the start, mid or end of each month.
- 4.3.7 SMUSA Operations Department reserves the right to lower the priority of emails on disposal matters that are sent directly by clubs.
- 4.3.8 Once the SMUSA Operations Department has **acknowledged the disposal** and sent the approved template back to the Cbd Assets/Operations director and cc the in-charge of the relevant club, the respective clubs/CBds can proceed to **dispose of the assets as mentioned** in the Asset Disposal Template.
- 4.3.9 SMUSA Operations Department is to seek approval from OSL and OFIN first before proceeding. Once approval is given, SMUSA Operations can work with the Cbd to manage and track the disposal.
- 4.3.10 Once OFIN has approved the disposal form, kindly send a softcopy to OSL for filing.

4.4 Clubs/Cbd Common Asset Disposal Process

- 4.4.1 For regular items (including OSL tagged) that do not require special arrangements, kindly throw it in a regular bin. Items can be disposed of across multiple bins or over a span of time to avoid cluttering of the bin. However, disposals should be done within the following month from the time of the submission of the disposal request.
- 4.4.2 Deactivate the asset tag of the item and remove the item from the asset list. Clubs and CBds should track their assets and the item(s) that is/are to be disposed of.
- 4.4.3 Clubs/CBds can dispose of their items upon receiving the **green light** from the **SMUSA Operations Department**. Should any form of assistance be needed during disposal itself, clubs/CBds can approach any of the security guards for further help.
- 4.4.4 Clubs/CBds are to send the updated list at the end of each semester to the SMUSA Operations Department for tracking purposes.

4.5 SMUSA Operations Disposal Vendor Engagement

- 4.5.1 Clubs/CBDs may send in requests for unique arrangements to be made by the SMUSA Operations Department under special circumstances such as **sharp, fragile, or heavyweight objects**.
- 4.5.2 For both the SMUSA Asset Disposal Template and OSL Asset Disposal Template, there would be an option to opt in for the disposal vendor arrangement. Not opting in would be assumed to request for the common asset disposal process.
- 4.5.3 Such objects should be **kept till the upcoming** AEM. During the AEM period each semester, should there be a need for special arrangements, the SMUSA Operations Department is to contact an external vendor for their disposal services.
- 4.5.4 Kindly note that the urgency of arranging a disposal service is highly dependent on the collated number of assets at that point in time.
- 4.5.5 SMUSA Operations should liaise with the Office of Campus Infrastructure and Services (OCIS), to engage the school's regular vendor to help with the disposal. Request for a disposal service and arrange for meeting details accordingly.
- 4.5.6 An alternative arrangement for SMUSA Operations shall be to source for a vendor with the cheapest quote (able to give 2-3 quotations) using the Purchase Order Quotation Evaluation template and first propose it to OSL. [Recommended: Soon Seng Transport]
- 4.5.7 Such disposal arrangements shall utilize the BEM funds. The SMUSA Operations Department is to ensure that the selected vendor has a purchase order (PO) option and is to hand the invoice over to the Office of Student Life (OSL) for the Office of Finance (OFIN) to process.
- 4.5.8 Upon gaining approval, arrange with the external vendor, a suitable date and timing. Ensure that there is at least 1 representative from SMUSA Operations to oversee the disposal process alongside the relevant CBD taking charge of the disposed assets.

Any other form of arrangements may require the clubs/CBDs to **arrange on their end** for disposal (If applicable).

Appendix A

S/N	ITEM	COST PER PIECE
01	Small Tables	\$120.00
02	Medium Tables	\$130
03	Large Tables	\$150
04	GSR Chairs	\$50
05	Black Bucket Chairs	\$50
06	Walkie Talkies Per Unit	\$300
07	Fairy Lights	\$10
08	Tablecloth	\$10
09	Easels	\$30
10	Queue Poles	\$100
11	Signages	\$100

Note: This list is not exhaustive and is subject to change. Refer to SMUSA website for the latest list.