



Asset Loan Standing Order

Loan Application Process

- A. All bookings are to be made at a maximum of **14 working days** and a minimum of **4 working days** prior to the requested loan date. Working days **do not** include weekends nor public holidays.
- B. All loan applications are to be submitted via the **SMUSA Website** through the attached **Google Form**.
- C. The **Google Form response receipt** is to be forwarded to operations@sa.smu.edu.sg cc a.operations@sa.smu.edu.sg **within the same day** else the request will be deemed invalid.

- **Google Form Response Receipt** -

The Google Forms logo is displayed in white text on a red rectangular background.

Thanks for filling in **Asset Loaning**
Here's what we've received from you:

Asset Loaning

- A. 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 on the location of various storerooms, are stated on the SMUSA website.
- B. Assets loaned from SMUSA should always be in the possession of the requestor.
- C. Assets are to be collected and returned according to the allocated collection and return timings, having taken into consideration the period of event.
- D. Assets are to be collected/returned during the mass opening periods as indicated on SMUSA's website. The 3 periodical slots are fixed unless the case is being reviewed on a by-case basis and communicated otherwise by the SMUSA Operations Department.

- D. A **Request ID** will be given as an **acknowledgement** of the loan order. This Request ID is not a confirmation of the loan request.
- E. Confirmations are made within **3 working days** upon acknowledgement of loan applications.
- F. All emails received **outside of working hours (Mon-Fri 8AM-8PM, excluding PH)**, will be attended to the **next working day**.
- G. 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, subjected to the team's discretion.
- H. User bookings are only **valid** once the requestor receives a **confirmation email reply** from the SMUSA Operations Department.

- I. **Acceptance and changes** made to a booking are subjected to the discretion of the SMUSA Operations Department.
- J. 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

Changes before Confirmation

- A. All changes are to be made by the **next working day**. Confirmations will only be made **3 working days** upon acknowledgement of change request.
- B. The **Request for Inventory Change Template** is made available within a small section under the **Asset Loaning tab** at SMUSA's website, called **Inventory Changes**.
- C. All changes made are to be submitted to operations@sa.smu.edu.sg cc a.operations@sa.smu.edu.sg. Indication of any changes should be replied to the original forwarded email, together with the **Request for Inventory Change Template** and the **Request ID**.
- D. The Request for Inventory Change Template should be **copied directly unto the replied email** and not as an attachment, which would be subjected to the discretion of the SMUSA Operations Department.
- E. All details are final and **should not be changed once the booking** has been confirmed. These include, but are not limited to:
 - 1. Collection and return timings
 - 2. Requested inventory

Usage Terms

- A. 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 on the location of various storerooms**, are stated on the **SMUSA website**.



White Arrow – Bencoolen Entrance
Yellow Arrow – SMUSA Store

- B. Assets loaned from SMUSA should always be in the **possession of the requestor** and **swapping of assets** are strictly **not tolerated**.
- C. Assets are to be collected and returned according to the **allocated collection and return timings**, having taken into consideration the period of event.
- D. Assets are to be collected/returned during the **mass opening periods** as indicated on SMUSA's website. The **3 periodical slots** are fixed unless the case is being reviewed on a by-case basis and communicated otherwise by the SMUSA Operations Department.

- E. The SMUSA Operations Department should be **notified of all late comings** 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 minutes grace period**.

SMUSA Operations Department reserves the right to **cancel the bookings** of clubs who are late **without notice exceeding 5 minutes**.

- F. SMUSA Operations Department is not responsible for **providing manpower and transportation** of assets. This includes **not granting the usage of trolleys** of such.
- G. Assets are to be collected or returned under the **facilitation of a SMUSA Operations representative** unless otherwise instructed by SMUSA.
- H. **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**.





White Arrow – Bencoolen Entrance
Yellow Arrow – SMUSA Cage

- I. **Lack of compliance** to these usage terms shall entail penalties as follows:
 - a. 1st offence: **Email warning**;
 - b. 2nd offence: **Lower priority** for their next request;
 - c. 3rd offence: Loan requests shall **not be entertained**;
 - d. Such penalties **shall not extend** beyond the **current** semester.
- J. Assets are to be returned in their **original state as loaned**; failure to do so shall entail penalties as follows:
 - a. For **damages**, the **cost of repair** constitutes the fine. This will be determined on a case-by-case basis.
 - b. Should assets be **lost** or damaged **beyond repair**, or should **repair costs exceed replacement costs**, then the **cost of replacement** constitutes the fine.
 - c. All payments are to be made within 1 week upon notification of payment details.
 - d. The **estimated costs of replacement** for assets are as shown:

S/N	ITEM	COST (PER PIECE)
01	Small Tables	\$120.00
02	Medium Tables	\$130.00
03	Large Tables	\$150.00
04	GSR Chairs	\$50.00
05	Black Bucket Chairs	\$50.00
06	Walkie Talkies Per Unit	\$300.00
07	Fairy Lights	\$10.00
08	Table Cloth	\$10.00
09	Easels	\$30.00
10	Queue Poles	\$100.00
11	Signages	\$100.00

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