

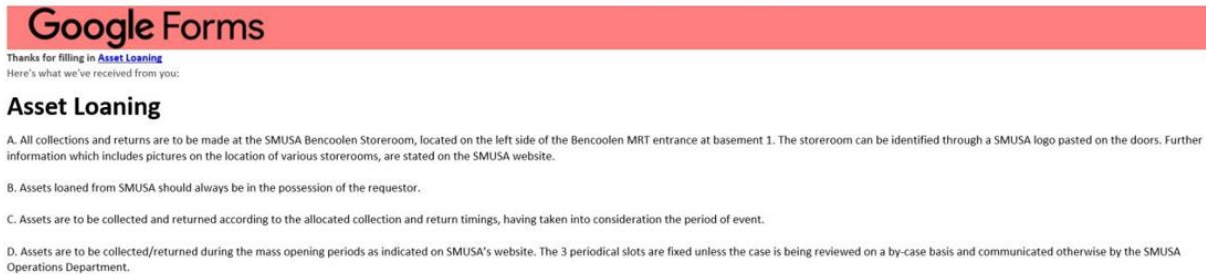


Asset Loan Standing Order

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** -



- 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.