

BG1 CARD EQUIPMENT REPAIR AND REPLACEMENT

HEADER SECTION:

The HEADER will appear at the top of each web-page of the Policy & Procedures Manual (P&PM), and will contain key information in a consistent manner and format.

APPLICABILITY - The applicability box indicates to whom the policy or procedure is applicable based on broad University classes (e.g. Students, Faculty, Staff) or narrow departments (Bursar, Chemistry, etc.) If a policy is applicable to everyone, the box can be used to indicate: *All BGSU stakeholders*.

POLICY OWNER - This box will indicate which department is responsible for this policy, and will allow those with questions to contact the right person.

Applicability	All
Last Revised	02-17-2012
Policy Owner	Coffield
Governing Body	<if applicable, enter ORC # or other legal code>

Number	<as assigned by Internal Audit>
---------------	---------------------------------

POLICY:

When the campus-wide point-of-sale and one card system was originally established, departments needing transactional equipment were given equipment at no cost. This equipment was paid for centrally by BGSU. The continuing overall system costs of licensing and support fees, as well as central server costs continue to be paid centrally.

Any purchases of new equipment and repair or replacement of existing devices are at the expense of the department that owns and uses the devices for processing transactions or event tracking. This includes equipment purchased as part of a new point-of-sale system. The exception to this is no cost repairs that can be made by the BG1 Card staff which is included in the support services provided to all participating departments.

If a repair involves additional costs such as parts, labor by external technicians, or shipping equipment to a repair facility, those costs will be the responsibility of the department that owns the equipment. These costs will be quoted in advance and will require approval of the department budget administrator. On a case-by-case basis and when loaner equipment is available, BG1 Card Services will temporarily provide equipment from the loaner pool during the repair or replacement process.

ADDITIONAL INFORMATION:

Once printed, this policy may be outdated. The official policy can be found at <http://www.bgsu.edu/bg1card/page73858.html>.