



ADMINISTRATIVE MANUAL

FRONT DESK LOCKER RENTAL PROCEDURES POLICY 221

SUBJECT: Locker Rentals

1.0 PURPOSE:

To establish procedures for locker rentals for the A.S.I. Front Desk during regular business hours.

2.0 REFERENCES:

[Cashiers]
[Monthly Audit]

3.0 POLICY:

The Associated Students, Inc. rents out lockers located in, Library North, and basement level of the University-Student Union ("U-SU") on a quarter-by-quarter basis. The A.S.I. front desk provides, accepts, and processes "new" and "renewal" locker agreements only during regular business hours.

3.1 All lockers are reviewed quarterly, during the first week of each quarter we begin notifying individuals to renew their lockers.

3.2 Neither the A.S.I. nor the U-SU assumes responsibility for any articles lost or stolen.

3.3 All lockers not renewed by the renewal date will be forfeited. Any personal belongings will be removed from the locker and kept in a bag in the A.S.I. Administrative Office, U-SU 203 for a maximum of five business days from the indicated renewal date. Per the CSULA Administrative Policy 407 <http://www.calstatela.edu/univ/admfin/procedures/407/407.pdf> the contents of the locker will be discarded by A.S.I. upon the arrival of five business days beyond the noted renewal date.

3.4 Rental of all new lockers requires a one-time \$15.00 service fee that is non-refundable plus rental fee of \$5.00.

3.5 All combinations remain property of the A.S.I. and must be surrendered upon request A.S.I. does not permit the use of personal locks

3.6 Audit of locker revenue from cashiers is done with the monthly audit.

4.0 DEFINITIONS

Renter – The customer requesting to rent a locker.

A.S.I. Lockers – Lockers located in Library North; are owned by A.S.I. The files for each A.S.I. Lockers are kept in file cabinet located in the A.S.I. Front Desk area. The A.S.I. Locker files are

organized in numerical order; with the rented lockers filed in the second drawer, and the empty/unclaimed lockers filed in the first drawer.

U-SU Lockers – Those lockers located on the basement level of the University-Student Union; which are operated by A.S.I. The files for each U-SU lockers are kept in the file cabinet located in the A.S.I. Front Desk area. The U-SU locker files are organized in numerical order; with the rented lockers filed in the second drawer, and the empty/unclaimed lockers are filed in the first drawer.

Graphic Diagram – A laminated visual representation of the lockers at U-SU and Library North. Availabilities are indicated by a sticky strips of paper on the corresponding locker numbers.

Identification (ID) - To ensure that the person is the owner, any locker transaction request a valid picture identification be shown to you. Identification may take the form of a CA Drivers License, CA Identification Card, CSULA EagleOne Card, Bus Pass, or Passport. Any other forms of identification must be verified by a full-time staff prior to initial rental and/or renewal.

5.0 PROCEDURES

5.1 Initial Inquiry: Ask the customer if they have an existing locker with us, if they do not follow 5.2, if they do follow 5.3.

5.2 New Locker Rentals: Confirm that they are interested in renting a new locker. Inform them that new rentals are \$15.00 with a quarterly renewal fee of \$5.00, and they can renew two weeks before the quarter ends or within two weeks of the new quarter. Lastly, ask them if they want a locker in the USU or the Library.

5.2.1 Locker Selection: In the front of the first drawer locate the New Rental Agreement in the folder tabbed, “New Rental.” Additionally, locate the graphic diagram in the front of the corresponding locker section (Library North / USU –Lockers). Ask the customer which locker they would like from the availabilities on the graphic diagram. Verify that the folder for this locker is available, it should be located in the corresponding section, pull the folder to hold until the process is completed.

5.2.2 Initial Form & Cashier Payment: Fill the locker number in on the form and remove the sticky strip from the graphic diagram. Inform the customer that they may fill out the rest of the form here, or pay at cashiers and return to fill out the form. Inform the customer that they will need to take the form to cashiers and pay the fee of \$15.00, cashier will stamp the form and provide them a receipt. They will then have to return to this A.S.I. Front Desk to complete the rest of the form.

5.2.3 Form Completion: After the customer returns with the form stamped by cashiers indicating their payment, verify that it is the correct amount (\$15.00). Have the customer fill out the rest of the form for their contact info, initial item #1, and sign and date.. From the locker folder, fill in the locker combination from the attached locker combination sheet.

5.2.4 Final Verification: After customer completes all parts of his/her contact information, make sure the following items are filled out:

- Part A, Indicate Quarter, total fees, and any notes.
- Part 1, have customer initial that they have read that their items are subject to discard if they are in the locker after the renewal has lapsed.
- Locker # is filled in
- Location is checked
- Combination # is filled in
- Quarters Rented is checked
- Contact Information is complete

- Customer has signed and dated
- 5.2.5 ID & Agreement Copy: Ask the customer for a form of ID, student ID preferred. Copy the ID using the copier in the front desk area to be filled in the locker folder. Additionally, copy the agreement form and provide the copy to the customer. Lastly enter the data into the digital record (see 5.4).
- 5.3 Renewal Locker Rentals: Each locker renewal is treated as a single transaction, and separated from any further locker requests. Ask the customer for their locker # and location, using this information you can locate their locker folder in the second drawer. Verify the name of the customer and identification in the folder. If the customer is unable to recall the locker ask them for their name and ID, using this information locate their information in the digital record. Using the information in the digital record, locate the physical locker folder and verify the customer name and identification from the locker folder. If both methods fail to yield a record of their rental, they will need to complete a new rental agreement (see 5.2).
- 5.3.1 Initial Form & Cashier Payment: Inform the customer that they may fill out the rest of the form here, or pay at cashiers and return to fill out the form. Inform the customer that they will need to take the form to cashiers and pay the fee of \$5.00, cashier will stamp the form and provide them a receipt. They will then have to return to A.S.I. Front Desk to complete the rest of the form.
- 5.3.2 Form Completion: Verify that Cashiers has stamped the form with the correct amount (\$5.00). Have the customer fill in their contact information, initial item #1, and sign and date. From the old locker agreement form, fill in the locker # and combination.
- 5.2.6 Final Verification: After customer completes all parts of his/her contact information, make sure the following items are filled out:
- Part A, Indicate Quarter, total fees, and any notes.
 - Part 1, have customer initial that they have read that their items are subject to discard if they are in the locker after the renewal has lapsed.
 - Locker # is filled in
 - Location is checked
 - Combination # is filled in
 - Quarters Rented is checked
 - Contact Information is complete
 - Customer has signed and dated
- 5.2.7 Agreement Copy: Copy the agreement form and provide the copy to the customer. Lastly enter the data into the digital record (see 5.4).
- 5.4 Digital Record of Lockers: The locker. template excel file keeps a record of locker numbers, individuals renting the locker, the combination of lockers, dates of initial and renewals, and any commentaries. Additionally, cancelled/lapsed records are kept in a separate archive sheet.
- 5.4.1 Entries: New lockers should be entered into the digital record with the individual's name, their phone #, and the date of the agreement.
- 5.4.2 Changes: Changes, such as renewals should be updated by entering the date of renewal. Verify that the phone # listed and updated as necessary. Other changes such as the need to change locks may occur; these should be updated to reflect accurate combinations.

- 5.4.3 Cancellations: Copy and paste the row of the cancelled/lapsed customer into the archive sheet, clear the row, re-enter the Location (USU/LIB), locker #, and new locker combo.
- 5.4.4 Data Backup: The digital record should be backed up quarterly and the appropriate quarter, year should be appended to the file name.
- 5.5 Locker Cancellations: Each locker cancellation is treated as a single transaction, and separated from any further locker requests. In order to cancel a locker, the customer can provide their locker # to locate the physical locker folder. Alternatively, if they do not recall, we can locate their information using the name from the digital record. Verify their identity using the ID copied in the physical folder. Cancellations will also be accepted via phone calls during Quarterly Review (see 5.6).
 - 5.5.1 Physical Folder: Locate the customer's form in the physical folder, complete the section for Cancelled in the Office Use Only, and date. Pull the entire contents of the physical folder to be filed in the cancelled/forfeit binder.
 - 5.5.2 Physical Locker: In preparation, select a new lock from the reserve of lockers (see 5.7), record the combination to the locker on the combo slip, and take a trash bag. Proceed to the location of the locker and open the locker. Verify that the contents have been emptied, if it is not; place the contents in the trash bag to be held in the office. Remove the previous lock and place the new lock on the locker.
 - 5.5.3 Digital Record: Digital Record: The record needs to be updated, copy and paste the row into the archive sheet, clear the row, re-enter the Location (U-SU/LIB), locker #, and new locker combo (ref 5.4.3).
Lock Bag & Physical Folder: The lock bag should have two combo slips; the slip that corresponds to the newly replaced lock should be placed in the physical folder corresponding to the locker. The combo slip that corresponds to the lock you have retrieved should be copied and left in the bag. The bag should be returned to the reserve drawer.
- 5.6 Quarterly Locker Review: This procedure is performed on the first day of the quarter.
 - 5.6.1 Proceed through the digital record, if there is no date next to upcoming quarter, then proceed to call and notify the customer to renew their locker within two (2) weeks after which the contents of the locker will be emptied as per the agreement. Update the comment field to called and date, etc. If the customer indicates that they will not be renewing, you can update the comment to cancelled.
 - 5.6.2 Locker Clearance: During the third week of the quarter a digital copy of the digital record should be made. Proceed to delete all rows that have been renewed. Print the sheet that contains only the remaining rows that are cancelled or have lapsed. Follow the procedures for cancelling of lockers (see 5.5).
- 5.7 Lock Reserve: A cache of locks are kept in individual Ziploc bags with their combination. These locks are utilized to switch out locks as needed. The Ziploc bags should contain the lock, and two combo slips.
- 5.8 Master Lock List: A master list of lock serial numbers, located behind the lock and the corresponding combination is kept in the reserve drawer.
 - 5.8.1 Digital Master Lock List: A digital equivalent is kept for the ease of looking up serial numbers.
- 5.9 Troubleshooting

- 5.9.1 Incorrect Lock Combo: In the case that a combo does not open the corresponding lock, turnover the lock and record the serial number etched in the back of the lock. Look up this serial number in the master lock list (see 5.8).
- 5.9.2 Unknown and Unauthorized Lock usage: In the case that a locker has an unauthorized lock, notify the customer that this is not allowed and inform them to promptly remove the lock.
 - 5.9.2.1 Unable to contact customer: In the case the customer is unreachable, facilities may be contacted to cut the lock.
- 5.9.3 Lost Lock: In the case the customer has lost the lock assigned to them, they will need to pay for the replacement of the lock, at the current market rate.