

# EOTA – *Business Process*

	<p><i>Document Title:</i></p> <p><b>Control of Customer Property Process</b></p>
	<p><i>Document Number:</i></p> <p><b>MGTP-003 Rev. 11_0502</b></p>
<p><i>Document Owner:</i> Elizabeth Sousa</p> <p><i>Backup Owner:</i> Melissa Otero</p>	<p><i>Approver(s):</i></p> <p><b>Melissa Otero</b></p>
<p><i>Parent Document:</i> Q-001, Quality Manual</p>	<p><i>Notify of Changes:</i> EOTA Employees</p>
<p><i>Referenced Document(s):</i>  <b>MGTF-007 Equipment Check-Out Form, MGTF-010 Equipment Check-Out Form (In-House), Report of Lost, Damaged, Destroyed or Stolen (RLDDS) Property, MGTP-005 EOTA Inventory Process, MGTP-006 for control of EOTA issued key(s)</b></p>	

**Revision History:**

<b>Rev.</b>	<b>Description of Change</b>
<b>A</b>	<b>Initial Release</b>
<b>B</b>	<b>Added use of MGTF-007, Equipment Check-out Form, added verbiage to address actions associated with CSP theft, changed direction for receipt of unacceptable CSP.</b>
<b>08_0214</b>	<b>Modified process to include newly developed in-house equipment check-out process and associated form MGTF-010 Equipment Check-Out Form (In-House), and include Federal Management Team (FMT).</b>
<b>08_0805</b>	<b>Minor text changes and addition of PM1 designation to Program Manager.</b>
<b>08_1231</b>	<b>Added step to include MGTP-005 requirement. Removed AA and assigned duty to Network technician. Minor grammar corrections.</b>
<b>09_0512</b>	<b>Removed ROS and replaced with RLDDS. (Report of Lost, Damaged, Destroyed or Stolen Property) dated 4/22/2009.</b>
<b>10_0422</b>	<b>Modified text throughout document to clarify required steps in process.</b>
<b>10_0823</b>	<b>Added reference to MGTP-006 EOTA Key Control Process.</b>
<b>11_0502</b>	<b>Updated referenced documents, modified verbiage for clarification and added time line to step 2.0.</b>

## **I. Purpose**

To establish a process for the control of Customer Supplied Property (CSP).

## **II. Scope**

This process applies to all EOTA employees involved with the receipt and safeguarding of CSP. All property is CSP.

## **III. Responsibility**

**Employee** – Responsible to care for and report any loss or damage to CSP. In the event of loss, damage, or stolen property, the employee will report the theft to local law enforcement, as applicable, generate a Report of Lost, Damaged, Destroyed or Stolen (RLDDS) Property, and forward it to the Program Manager (PM1) for review / approval and processing.

**Receiver** – Responsible for verifying the condition of the material/product upon receipt from the vendor and initiating the inventory control process.

**Program Manager (PM1)** – Responsible for the review/approval and processing of RLDDS Property as well as the retention of copies of and follow-up on any reports associated with lost or stolen CSP.

**Property Custodian (PC)/Designee** – Responsible for ensuring the property item is entered into the EOTA Inventory Control Database. Responsible for assisting with completion of MGTF-007, Equipment Check-Out Form, and MGTF-010, Equipment Check-Out Form (In-House) and monitoring the forms during the time CSP is out and verifying return of CSP.

**Federal Management Team (FMT)** – Responsible for the review/approval of RLDDS Property.

#### **IV. Definitions**

**Customer Supplied Property (CSP)** – Property used to carry out EOTA supported activities.

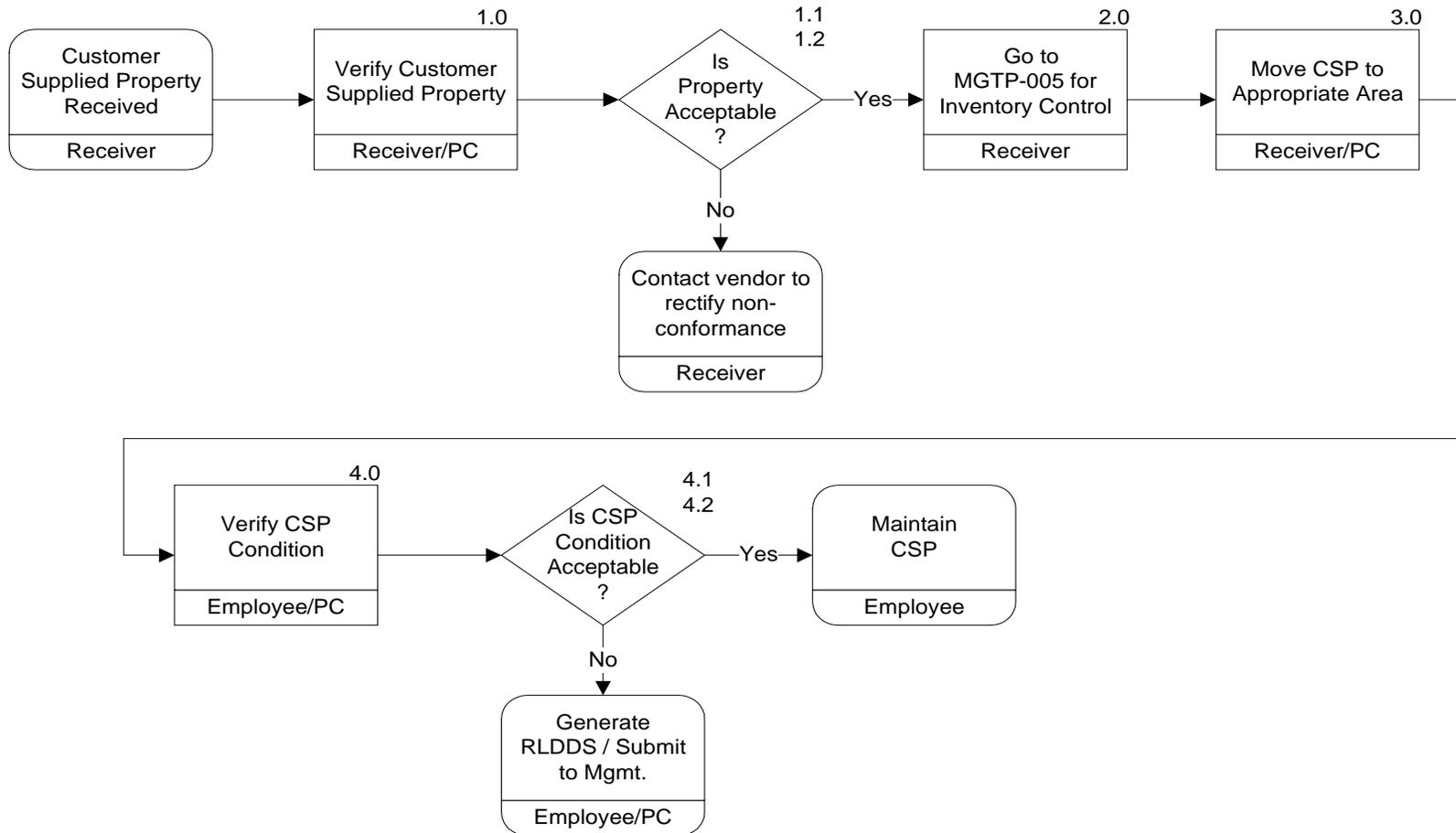
**Report of Lost, Damaged, Destroyed or Stolen (RLDDS) Property** – A record of lost, damaged beyond repair, destroyed or stolen equipment. (See J:/Project/Property/Forms)

**MGTF-007, Equipment Check-Out Form** – Form used by employees who are temporarily removing equipment from the EOTA facility (Suite 203). CSP may only be used for work-related activities.

**MGTF-010, Equipment Check-Out Form (In-House)** – Form used by employees who are temporarily using equipment within the EOTA facility (Suite 203). CSP may only be used for work-related activities.

**MGTF-012, Key Check-Out Form** – Form used issue building keys, EOTA suite (Suite 203), and desk/cabinet keys. Customer Supplied keys may only be used for work-related activities.

## V. Process



## **1.0 Verify Customer Supplied Property**

Upon receipt of CSP, the Receiver or PC will verify the condition of the material/product against any relevant paperwork.

**1.1** If the property is acceptable, the Receiver will proceed to step 2.0.

**1.2** If the property is not acceptable, the Receiver will contact the vendor to obtain a replacement or make necessary arrangements to correct the non-conformance.

## **2.0 Go to MGTP-005 for Inventory control**

If item is new/transferred to EOTA, or if CSP has not been entered into the EOTA Inventory Control Database, proceed to MGTP-005 EOTA Inventory Process and update within 10 business days.

## **3.0 Move CSP to Appropriate Area**

The Receiver in coordination with the PC will move the property to the appropriate area and ensure the property is protected and safeguarded.

If the CSP is secured and is to be used within the confines of the EOTA facility (Suite 203), the employee removing the CSP, through coordination with the PC, must complete MGTF-010, Equipment Check-Out Form (In-House) prior to removing CSP from the storage area. The PC will verify CSP returned against MGTF-010, Equipment Check-Out Form (In-House) upon its return. CSP may only be used for work-related activities.

If the CSP is to be removed from the confines of the EOTA facility or classrooms (including equipment removed from Suite 203 to the classrooms), the employee removing the CSP, through coordination with the PC, must complete and submit MGTF-007, Equipment Check-Out Form prior to removing CSP. The PC will verify CSP returned against MGTF-007, Equipment Check-Out Form upon its return. CSP may only be used for work-related activities.

#### **4.0 Verify CSP Condition**

The employee, in coordination with the PC, will verify the CSP periodically to confirm the customer property is not lost, damaged, or otherwise found unsuitable for use. Given the nature of the CSP, the employee will review the property condition when conducting periodic inventory or utilizing the CSP. In addition, if property is found to be unsuitable, or at the time the property is lost, damaged beyond repair, or stolen, the employee responsible for the property will generate a RLDDS Property.

**4.1** If the CSP is acceptable, the employee will maintain the CSP in the appropriate location.

**4.2** If the property is not acceptable or cannot be located, the employee in coordination with the PC will generate a RLDDS Property form and submit it to PM1 for review/approval/retention and processing. If the CSP is determined to have been stolen, the employee must also file a theft report with the appropriate law enforcement agency, secure a report of theft as applicable, and provide a copy of this report to PM1. If the equipment is determined to be excess CSP, its return will be coordinated with the PC and FMT and this disposition will be annotated in the EOTA Inventory Control Database.

NOTE: Proceed to MGTP-006 for control of EOTA issued key(s).