

## PROCEDURE FOR SHIPPING / RECEIVING EQUIPMENT LOANS

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### OVERVIEW:

This procedure is to define the process by which we utilize our shipping accounts for equipment loans.

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### PROCEDURE

#### **Shipping Policy and Procedure:**

**Definition:** VATP provides shipping to/from consumers for our Equipment Loan Program. This service is provided to assure that services are state-wide and comprehensive. It allows consumers who live in rural areas, are unable to travel, or have scheduling conflicts to fully benefit and access our Equipment Loan Program.

**Policy:**

Special Note: The vendor for shipping service is subject to a State of Vermont contracting.

VATP Staff is responsible for accessing the web-based shipping service using individualized accounts to arrange shipping to and from a consumer.

VATP Staff is responsible for packing equipment safely for shipment and including an instruction sheet for returning the package as well as a pre-paid return label.

VATP Staff is responsible for shipping out equipment within 3 days following the Equipment Loan request (See Equipment Loan Policies & Procedures)- if equipment is available. If not, VATP is responsible



for informing the consumer when the item is expected to be available.

Consumers are responsible for contacting the VATP to arrange pickup at their home.

VATP Staff are responsible for arranging pickup of equipment at the consumers home within 2-business days.

Personnel at schools or businesses, who borrow equipment, may utilize the delivery service at that school or business to return equipment.

Recipients of Equipment Loans are responsible for safely repackaging equipment in the original shipping box and affixing the pre-paid return label to the outside of the box.

Recipients of equipment loans are responsible for contacting VATP Staff to arrange pick-up at their home when they are ready to return the equipment.

VATP Staff arranges pick-up online within 2 business days.