

PROCEDURE FOR OPEN-ENDED LOANS

OVERVIEW

This process is to define the policy by which VATP carries out open-ended loans.

POLICY

Open-ended loans are loans that do not have a specified return date. Generally, they occur from equipment that is discontinued and moved to the AT Exchange Program, under General Listings. Clients do not have to return equipment unless they choose to. Federal satisfaction data should be gathered.

This procedure allows us to report the dollar amount saved by consumers and will be listed under Device Exchange in our federal report.

The Assistive Technology Specialist (ATS), responsible for managing an open-ended loan request will be the one from the region the requestor is in. The equipment should be shipped by the ATS from the tryout center where the equipment resides.

If the client already has the item stemming from a regular loan, check the item in, and follow the open-ended loan procedure.



PROCEDURE

1. ATS receives a request for a loan that will be open ended.
2. ATS creates a client account in AT4All if not already existing.
3. ATS contacts ATSC with client name, item name and VATP number.
4. Assistive Technology Services Coordinator, (ATSC) moves the item to General Listing (AT Exchange), changes item Transaction from "Loan" to "Free".
5. ATSC checks out open ended loan to client in General Listing by adding item to cart.
6. ATSC answers required federal data loan questions based on communication with borrower.
7. Process loan.
8. There is no paperwork required when loaning through the General Listing program.
9. Ship open ended loan to requestor via UPS.