	Student Devices: Payment for broken or damaged	Date Created:	10/08/2020
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Dept. Responsible	All	Approval	JNA

Standard Operating Procedure

1. Purpose

Technology Services, along with Business Services, has developed a system to assist and provide guidance for the campus administration with regards to the payment process for damaged or broken devices in a 1 to 1 environment.

2. Scope

We have developed a beginning process, Phase 1, to collect payment for broken devices from parents.


- The parent will need to pay via check or money order.
- We are working on getting a credit card payment processing in place soon that will allow us to have the parents complete this form and pay online.
- Please give the student another device if turning in a broken or damaged one, even if payment has not been made.
 - Partial payment or Payment plans can be made with Principal discretion.
 - Principals have the ability to waive all or part of the payment, but the device replacement or repair will come from the campus budget.
 - Inventory must follow the appropriate process for removal of device completed by the campus.
- Principals have the ability to contact Jerry Allen and discuss the possibility of overriding any of the above items when good and fair decisions need to be made due to Campus or Student specific circumstances.

Please know that we will continue to evolve and refine this process as time allows.

3. Process

Steps for the Campus personnel to complete:

1. The campus will need to designate the appropriate personnel that can collect payments. That personnel will complete this form online (like an online receipt book) when the parent submits/brings in payment via Check or Money Order: [Student Technology Device Repair/Replacement](#)
 - Complete with the Student First and Last Name,
 - Student ID#,
 - Parent First and Last Name,
 - Campus,
 - Waco ISD Asset Tag #,
 - Place a check in the appropriate boxes for repair or replacement needed,
 - Click "Calculate"
 - Click "Continue"

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Example below:

Parent/Student Information

Student First Name *
 Student Last Name *
 Student ID # *

Parent First Name *
 Parent Last Name *

Campus *
 Waco ISD Asset Tag ID # *

Repair Cost

Please choose the appropriate Item by utilizing the drop down menus below. The first is required, however the remaining are optional. Cords and chargers are included if replacement of the entire device is needed.

Please do not accept cash. Check or Money Order only are accepted.

Payment: *
 iPad Charge Cable (\$20.00) iPad Charge Block (\$20.00)
 Power Cord (\$25.00) Screen Repair (\$50.00)
 Chromebook Replacement (\$175.00) iPad Replacement (\$200.00)
 Windows Device Replacement (\$200.00) T-Mobile Hot Spot (\$150.00)

Current Total:
 \$0.00

Please do not accept cash. Check or Money Order only are accepted.

Check or Money Order # *

2. You will next need to "Confirm Order"


Order Summary

Please take a moment to review your order.

Item Description	Quantity	Amount
iPad Replacement (\$200.00)	1	\$200.00
Order Total		\$200.00

Back

Confirm Order

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3. After receipt of the check or money order from the parent, the campus will print two receipts:

- a. Parent Copy
- b. Another copy to accompany the payment the Campus has collected from the Parent **(Check or Money Order Only)** that will be sent to the Business Office.

Example:

Success

Your form has been successfully submitted.
Please make sure you print two (2) copies of this page for:

- 1) Receipt for your campus to send to Business Office with Payment.
- 2) Receipt for the parent to show Payment was made.

Thank you!

[Printer Friendly Receipt](#)

Reference #: 15032949

[Submit Another Response](#)

Order Summary

Item Description	Quantity	Amount
iPad Replacement (\$200.00)	1	\$200.00
Order Total		\$200.00

4. Then the campus personnel will send the payment to:
Waco ISD : Business Services
Attn: Student Technology Device Payment
501 Franklin Ave
Waco, Tx 76701

4. Responsibilities

Technology Services will:

- Assess damage of the device or part.
- Purchase replacement once budget is adjusted for parent payment.

Campus will:

- Complete the necessary steps above.
- Ensure that payment (check or money order) is sent to the Business Office for processing.
- Issue another device to the student if needed.