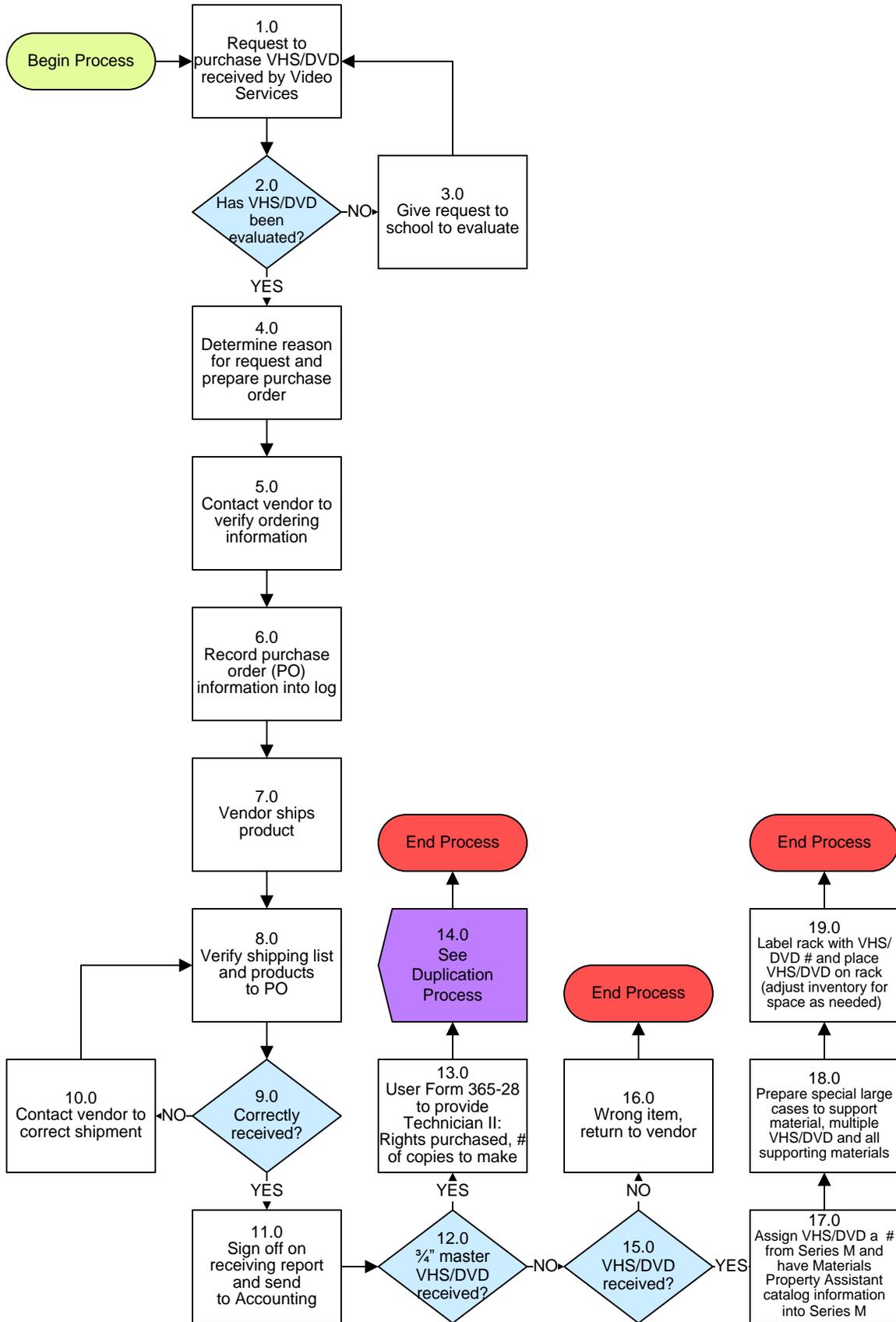


Video Services – Ordering and Processing Operations



To Details 1

Video Services – Ordering and Processing Operations

3. PROCESS AREA/BUSINESS AREA DESCRIPTION

Step 1.0: Request to purchase VHS/DVD received by Video Services

Requests received from subject coordinators, Evaluation and Selection (E&S) or teachers.

Step 2.0: Has VHS/DVD been evaluated?

If no, proceed to Step 3.0. If yes, skip to Step 4.0.

Step 3.0: Give request to school to evaluate

Step 4.0: Determine reason for request and prepare purchase order

Determine if request is placed due to either a need for additional copies or as a replacement. Also, when preparing purchase order, order 4 copies for elementary school orders and 2 copies for high school orders. Once purchase order is complete, send it to the vendor.

Step 5.0: Contact vendor to verify ordering information

Verify ordering includes checking duplication rights and Closed Captioning (CC)

Step 6.0: Record purchase order (PO) information into log

Step 7.0: Vendor ships product

Step 8.0: Verify shipping list and products to PO

Step 9.0: Correctly received?

If no, proceed to Step 10.0. If yes, skip to Step 11.0.

Step 10.0: Contact vendor to correct shipment

Step 11.0: Sign off on receiving report and send to Accounting

Step 12.0: ¾" master VHS/DVD received?

If yes, proceed to Step 13.0. If no, skip to Step 15.0.

Step 13.0: User Form 365-28 to provide Technician II: Rights purchased, # of copies to make

Step 14.0: See Duplication Process

This ends the process.

Step 15.0: VHS/DVD received?

If no, proceed to Step 16.0. If yes, skip to Step 17.0.



To Details 2



Return to Key Process

Step 16.0: Wrong item, return to vendor

This ends the process.

Step 17.0: Assign VHS/DVD a # from Series M and have Materials Property Assistant catalog information into Series M

Step 18.0: Prepare special large cases to support material, multiple VHS/DVD and all supporting materials

Step 19.0: Label rack with VHS/DVD # and place VHS/DVD on rack (adjust inventory for space as needed)



Return To Details 1



Return to Key Process