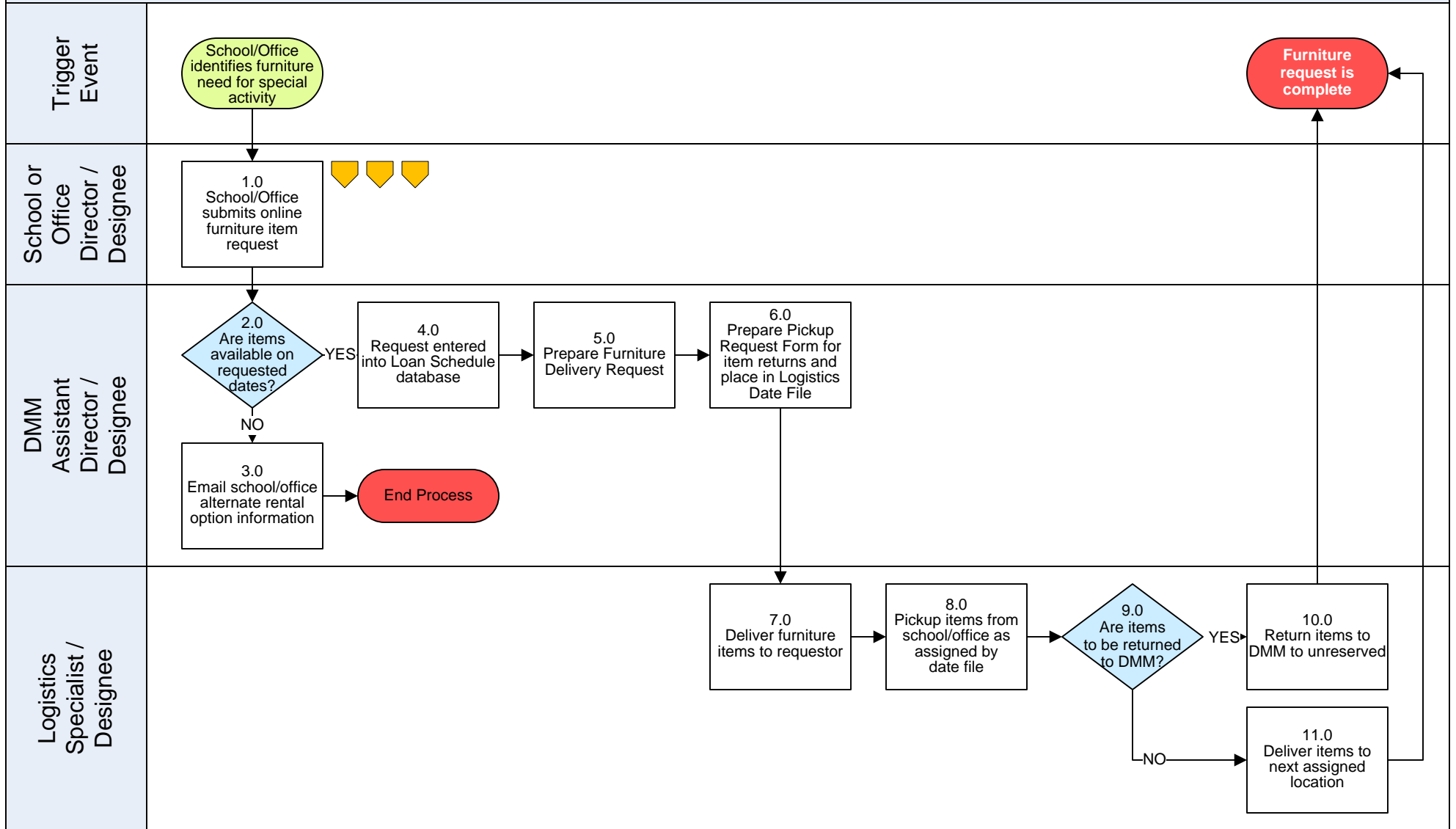
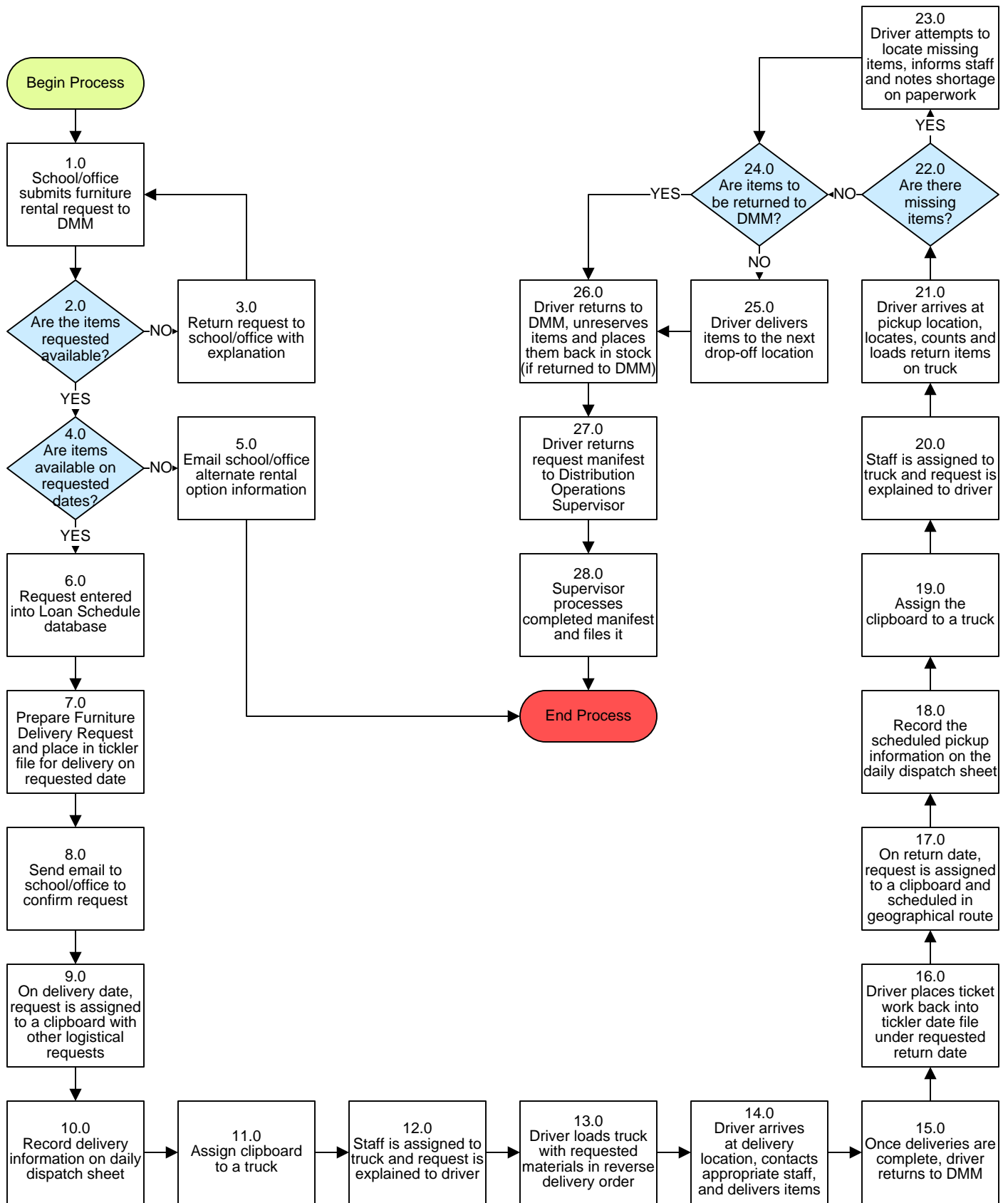


Logistical Services: 'Free Rentals 'R Us' Request Process



 To Sub Process

Logistical Services – ‘Free Rentals ‘R Us’ Request Process



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Logistical Services – ‘Free Rentals ‘R Us’ Request Process

3. PROCESS AREA/BUSINESS AREA DESCRIPTION

Step 1.0: School/Office submits furniture rental request to DMM

Refer to www.montgomeryschoolsmd.org/departments/materials/rentals/ to complete an online furniture request form. Please note that this furniture is for MCPS-related use only. As of January 2010, the items available for use include: folding chairs, folding tables, folding risers, portable staging and floor covering. Delivery and pickup are also free for these items. Check the website for an updated list of available items.

Step 2.0: Are the items requested available?

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

Step 3.0: Return request to school/office with explanation

Step 4.0: Are items available on requested dates?

If yes, skip to step 6.0. If no, proceed to step 5.0.

Step 5.0: Email school/office alternate rental option information

It is important to email the school/office with other possible rental companies to assist them in their rental needs if DMM is unable to provide the items they need on the dates they requested. This ends the process.

Step 6.0: Request entered into Loan Schedule database

Step 7.0: Prepare Furniture Delivery Request and place in tickler file for delivery on requested date

Step 8.0: Send email to school/office to confirm request

Step 9.0: On delivery date, request is assigned to a clipboard with other logistical requests

Deliveries are assigned to clipboard based on the most efficient geographical route.

Step 10.0: Record delivery information on daily dispatch sheet

Step 11.0: Clipboard is assigned to a truck

Step 12.0: Staff is assigned to truck and request is explained to driver

Step 13.0: Driver loads truck with requested materials in reverse delivery order

Step 14.0: Driver arrives at delivery location, contacts appropriate staff, and delivers items



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Step 15.0: Once deliveries are complete, driver returns to DMM

Step 16.0: Driver places ticket work back into tickler file under requested return date

Step 17.0: On return date, request is assigned to a clipboard and scheduled in geographical route

Deliveries are assigned to clipboard based on the most efficient geographical route.

Step 18.0: Record the scheduled pickup information on the daily dispatch sheet

Step 19.0: Assign the clipboard to a truck

Step 20.0: Staff is assigned to truck and request is explained to driver

Step 21.0: Driver arrives at pickup location, locates, counts and loads return items on truck

Step 22.0: Are there missing items?

If yes, continue to step 23.0. If no, skip to step 24.0.

Step 23.0: Driver attempts to locate missing items, informs staff and notes shortage on paperwork

If the count on an item being returned is short the driver is instructed to notify the school/ office staff and attempt to locate the missing items. If items are not located then the shortage is noted on the request paperwork.

Step 24.0: Are items to be returned to DMM?

If yes, skip to step 26.0. If no, proceed to step 25.0. Sometimes the schedule does not include enough time to return items to DMM and items are taken directly from one school/ office to another.

Step 25.0: Driver delivers items to the next drop-off location

Step 26.0: Driver returns to DMM, unreserves items and places items back in stock (if returned to DMM)

Once items are returned to DMM you must unreserve the items. This places them back in stock and makes them available for future rental reservations.

Step 27.0: Driver returns request manifest to Distribution Operations Supervisors

Step 28.0: Supervisor processes completed manifest and files it



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