

**Directorate of Family, Morale, Welfare, and Recreation
Outdoor Recreation (ODR) & Equipment Resource Center**

**Standard Operating Procedures (SOP)
Equipment Rental Check-in Procedures**

1. Purpose: The following guidelines will be utilized for return of equipment at FMWR Outdoor Recreation & Equipment Resource Center 1707, Gillespie Street, Fort Benning, Georgia 31905.

2. References:

- a. Example of Rental Sales Receipt

3. Scope: Active duty and retired Soldiers, their dependents, DOD Civilians (active and retired), and their dependents (hereinafter referred to as "customers") may rent equipment from ODR. All customers must present a valid Department of Defense identification card at the time of rental and at check-in.

4. General:

- a. All rental items are due back to ODR by the date and time listed on the rental receipt.
- b. Late returns will result in a fee that is equal to the first day's rental amount.
- c. Customers must return the equipment to the ODR warehouse where a Recreation Assistant will check their receipt to ensure that all the equipment is returned and in serviceable condition, i.e. clean, dry, repacked, and no damage.
- d. There is a \$15 cleaning fee assessed if the rental items are returned dirty; all items should be returned in the same condition as when they were checked out. ODR reserves the right to deny receipt of the equipment if it has not been cleaned; if this causes the equipment to be checked in late, the late fee still applies.
- e. There is a \$15 repacking fee assessed on certain equipment, if the rental item(s) is returned and not packed correctly, i.e. tents, sleeping bags, Inflatable's, etc.
- d. Fees for repair and/or replacement costs will be determined by the ODR Manager for any items that are returned damaged. If the customer's deposit doesn't cover the repair/replacement costs, the customer is responsible for making payment arrangements with the ODR Manager. If the repair/replacement costs are less than the deposit, the remainder will be refunded to the customer.
- e. Neither ODR nor the United States Army is responsible for any damages incurred to the customer's POV, other personal property, or person(s) while transporting or using rental equipment. Please refer to the Waiver of Liability for further information.

5. Procedures:

- a. Each customer must take all rental items to the warehouse to check the items back in with a Recreation Assistant.
- b. The customer is responsible for unloading all items from their POV to warehouse or storage area.
- c. A Recreation Assistant will inspect all rental items to note any damage, missing parts, and the cleanliness of all items.
- d. If there is any damage, missing parts, or any items need to be cleaned, the Recreation Assistant will inform the customer that they will be charged the cleaning and/or damage fee, whichever applies.
- e. A Recreation Assistant may reject any rental item being returned due to cleanliness. If the customer wishes to keep any items to clean them, they are still due by the due date and time on the receipt. Late fees will apply to all rental items that are returned after this time.
- f. A Recreation Assistant will give the customer the warehouse copy of their receipt if the customer didn't bring their copy. This copy will be stamped by a Recreation Assistant as received and noted with any damages, cleaning, and/or missing parts.
- g. Checklist for campers, inflatables. The customer and Recreation Assistant will review and sign off the checklist at the time of check-in.
- h. The customer must return to the ODR office to close out the rental items with the ODR Front Desk Staff. If the customer fails to confirm that the rental items have been received by ODR with the Front Desk Staff, the customer will accrue late fees until it is confirmed that the customer has returned all rental items in satisfactory condition.

Standard Operating Procedures (SOP)
Equipment Rental Check-in Procedures (cont)

- g. The customer must present their government ID to the ODR Front Desk Staff and the copy of their stamped receipt.
- h. If a refund is due to the customer, the ODR staff will process it accordingly; the refund will be the same form of payment as the deposit. The only exception is checks; checks are given back as cash. Cash refunds up to \$100 will be issued from ODR. Cash refunds over \$100 will be processed through Red River; the first \$100 is given to the customer as cash, then the remaining amount is issued in check form by Red River within 2 weeks and will be mailed directly to the customer's address currently on file.
- i. If money is owed to ODR, payment must be made at that time by the customer.
- j. The customer will receive a final receipt showing the transaction and show a \$0 balance.
- k. A copy of all rental receipt transactions are kept by the ODR office.

6. RESPONSIBILITIES.

- a. ODR Manager will have overall responsibility for the program.
- b. ODR Front Desk Staff will:
 - 1. Prepare all documents necessary for the customer to sign and date
 - 2. Act as the POC regarding the rental item(s)
 - 3. Accept monetary payment in the form of cash, check, money order or credit card for each transaction and process accordingly
 - 4. Maintain current files with all rental receipts
 - 5. Provide a receipt for each customer for all rental items
- c. Recreation Assistant will:
 - 1. Ensure all rental items are clean and operable when the customer returns them by inspecting all items for missing parts, damage, and cleanliness.
 - 2. Note any discrepancies, i.e. damage, missing parts, and/or cleanliness on the customer's receipt.
 - 3. Complete checklist for campers & inflatable's with customer at the time of check-in.
 - 4. Ensure the ODR Front Desk Staff is informed of the discrepancies either by hand delivering the receipt or giving the customer the copy to take to them.

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