

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

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

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

2. References:

- a. Privacy Act Statement
- b. Example of a Rental Sales Receipt

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

4. General:

- a. Customers may reserve equipment up to 60 days in advance by paying the deposit (if required for any item) or the first day's rental fees to secure a reservation.
- b. Cancellation of a reservation less than 48 hours prior to the checkout of the equipment will result in forfeiture of the 1st day rental fees; if only the deposit was paid when the reservation was made, the 1st day rental fee will be deducted from the deposit. If you reschedule your reservation within the 48 hour time frame you may not cancel that rescheduled reservation without forfeiting the 1st day rental fees.
- c. All rental fees/deposits must be paid before the equipment is released to the customer. Payments can be made in person using cash, check, money order, Visa, MasterCard or American Express. Credit card payments can be made over the phone. All customers will receive a receipt.
- d. Returned checks will be processed through FMWR. All fees associated with the returned check will be explained, assessed, and collected by FMWR.
- e. ODR is a self-service facility; we do not provide assistance in loading or unloading rental items.
- f. All customers utilizing the moving trucks must present a valid driver's license and proof of insurance. The odometer reading and diesel fuel level will be noted on the customer's receipt; the customer will be charged \$.40 per mile and the diesel fuel must be at the same level when the truck is returned as when checked out.
- g. Customers renting Car Haulers, Tow Dolly's, Trailers, Super Cooker Grills, and Campers will receive instructions on proper safety, tie-down procedure, and emergency maintenance. It is the customer's responsibility to ensure that the vehicle has the proper connections required and proper ball size for tow hitch for safe operation of equipment.
- h. There will be a \$15 cleaning/repacking fee for rental items that are returned dirty or not repacked as originally rented.
- i. 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.
- j. 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 provide the following information:
 1. Valid government ID
 2. Name, current address, current phone number
- b. Each customer must initial and sign the Rental Sales Receipt.
- c. Each customer must sign a Waiver of Liability.
- d. Each customer will receive a receipt for the rental fees and deposit payment.
- e. After all fees are collected, the receipt is signed and a stamped "paid" copy is given to the customer. The customer will be directed to the ODR warehouse to pickup their rental item(s).
- f. The customer must present the "paid" copy of their receipt to a Recreation Assistant. The customer should retain this copy and return it with the rental equipment.
- g. A Recreation Assistant will bring all rental equipment to the bay door of the warehouse or accompany customer to the equipment storage location. (I.e. grills, campers, boats)

h. The customer should carefully examine the equipment being checked out. Damages and/or soiled equipment should be reported to the Recreation Assistant and noted on the receipt prior to leaving the ODR warehouse.

**Standard Operating Procedures (SOP)
Equipment Rental Checkout Procedures (cont)**

i. In some cases, a Recreation Assistant will go over an itemized checklist with the customer, i.e. Camper and Inflatable rentals. The customer and Recreation Assistant will both sign off on the checklist at the time of checkout and again when the rental equipment is returned.

j. The customer is responsible for loading all items into their POV.

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 equipment is clean and operable prior to presenting it to the customer.
2. Will bring all rental items to the bay door of the warehouse or accompany customer to equipment storage location for the customer to pickup and load into their POV.
3. Will provide instructions on proper safety, tie-down procedure, and emergency maintenance to customers renting Car Haulers, Tow Dolly's, Trailers, Super Cooker Grills, and Campers.
4. Give each customer a copy of the Instruction sheet and/or owner's manual instruction when available.
5. Note any discrepancies, i.e. damage, missing parts, and/or cleanliness on the customer's receipt.
6. Go over an itemized checklist with customer for campers, inflatables, rentals, etc.

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