



## SAN DIEGO COMMUNITY COLLEGE DISTRICT

Procedure  
6100.2

December 16, 1982

### VOCATIONAL EDUCATION CUSTOMER SERVICE

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This procedure is applicable to all College Campus/Centers providing services to the public in an educational laboratory setting under the direct supervision of District Certificated instructors. It describes: a) the basis in establishing the Standard Customer Fees; b) the review and approval processes; and c) the accounting of funds generated by the servicing units.

#### FUNCTION

1. Customer Service Fees shall be established as follows:
  - a. Each division/department providing services related to vocationally oriented educational programs shall develop and establish a Customer Service Fee schedule.
  - b. Customer Service Fees shall be based on:
    - 1) Cost of shop supplies, materials or parts which are not practical to itemize; e.g., tapes, grease, rags, chemicals, oil, nuts, bolts, screws, etc.
    - 2) A fixed Processing fee of \$1 to cover processing and cost of SHOD Work Order form.
  - c. Established Fee Schedule shall be submitted to Council on Occupational Education for approval.
2. Customer Service Fees shall be reviewed, approved and implemented as follows:
  - a. Fee schedules shall be reviewed and adjusted annually by the Council on Occupational Education prior to implementation, and forwarded to the Board of Trustees as an information report.
  - b. Standard Customer Service Fees established by the Council shall be used by College Campus/Centers providing the same services.
3. Customers shall be charged for materials or parts used in the service activity.
  - a. Materials or parts from District stock that were used in the service performed, shall be charged to customer at cost.
  - b. Materials or parts purchased by the District from outside vendors shall be charged to the customer at cost plus applicable taxes, and any other incidental expenses incurred in acquiring the items.
4. Shop Work Order Form

- a. Pre-numbered Work Order Forms shall be used in all shops providing services related to vocationally oriented educational programs.
  - b. The form shall be issued and used in numerical sequence and will be controlled by the site Management Services office.
5. Authority and Approval
- a. The appropriate program administrator may authorize Certificated instructors, or a department designee, of a particular vocational class to approve work orders.
  - b. Authorized instructor, or designee, shall inform the customer on the following points at the time the job is accepted into the shop:
    - 1) Estimate of Cost - the amount to be indicated in the Shop Work Order form.
    - 2) Should it be discovered that actual cost will substantially exceed the estimate, no further work will be done until so authorized by the customer.
    - 3) Customer shall be required to sign the Work Order form before work is started.
    - 4) Customer must pay the total service bill before the completed job can be released by the shop.
  - c. Instructor, or designee, shall approve the Work Order form - after the customer has read and signed the "Customer Agreement" section of the form.
  - d. Budgeted Expenditures

The appropriate program administrator, or designee, shall approve all expenditures, including:

- 1) Requisition Forms
- 2) Payment of vendor invoice(s).

6. Accounting of Funds
- a. Special budgeting and accounting of income and expenditures shall be required.
  - b. Anticipated income (based on prior year's record) shall be considered as part of the total resources during the budget development process.
  - c. Income collected shall be deposited to the District General Fund/General Purpose under an account established for the site for that purpose. (See Current Budget Development instructions.) All end-of-year balances shall be carried forward automatically to the same account.
  - d. Disbursement shall be handled as follows:
    - 1) Purchase of instructional supplies related to customer work (items purchased in bulk) e.g., tapes, grease, rags, chemicals, etc., shall be through the regular District purchasing process.
    - 2) Materials or parts purchased for customer services may be paid for through District purchasing procedures:

- a) Open Purchase Order to the vendor.
- b) Revolving Cash Fund if an Open Purchase Order does not exist.

#### 7. Fund Accounting System (FAS)

Appropriate program administrator shall be provided monthly with an FAS P-76 Management Report.

### IMPLEMENTATION

1. Customers requesting service shall:
  - a. Provide the data for service being requested, including name and telephone, to fill in the Work Order form.
  - b. Sign the Work Order form after reading the "Customer Agreement" section of the form, to authorize work to be done.
2. Instructor, or designee, shall:
  - a. Complete the Work Order form, indicate estimate of cost and advise customer of other service conditions.
  - b. Approve the Work Order form, signed by the customer.
  - c. Issue a copy of the form to the customer.
  - d. Log the form number, name of customer and date in the department control book.
3. Materials and Parts: Supplies not included in the service fee will be itemized on the Work Order form showing quantity and cost.
4. Purchase of Materials and Parts
  - a. Open Purchase Order system may be used for purchase of materials or parts using standard District Procedure.
  - b. Revolving Cash Fund may be used for purchase of materials or parts if an Open Purchase Order does not exist.
  - c. For regular purchase of instructional supplies, prepare a District Requisition and process the document using standard District Procedure.
  - d. The customer may provide his/her own material or parts.
5. Completion of Job and Collection of Payment
  - a. Upon completion of a job, the department will:
    - 1) Indicate all cost of materials, parts, and the service fee in the Work Order form verified by instructor, or designee.
    - 2) Forward Work Order form with payments to the site Management Services office.
  - b. Upon receipt of the completed Work Order form, the site Management Services office will:
    - 1) Check/verify amounts as indicated in the Work Order form against supporting documents (invoices, requisition and fee schedule).

- 2) Add the amounts to verify correctness of amounts paid.
  - 3) Issue receipt for the amount received.
- c. Department will release the work to the customer upon presentation of the receipt.

FORMS/REFERENCES

None.

SUPERSEDES:

Procedure 6100.2, 8/12/82