

Completing a Checkout

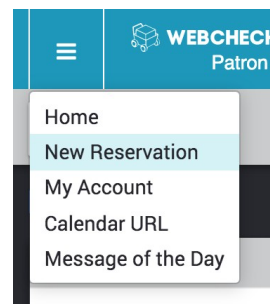
- **Step one:** Before any checkouts can happen, each student must read the equipment room [General Policy site](#) with all three content tabs. Then they must complete the [Checkout Agreement Policy Form](#). This will send an email to the equipment room and put the person's "signature on file." That is how our checkout software works the setting if someone has completed the agreement form or not. If a student has not completed these steps, the reservation system will give them an error message, "no signature on file." The same message will appear at the walk-up window. Vault employees cannot complete the transaction until the steps mentioned above are met. A signature on file is added manually, usually by Emilie Johnson or a student employee, so patience is appreciated, especially if the form is completed after hours.

Step two: This year, there are two ways people in CMCI can complete checkouts. First, the Vault accepts walk-ups. Second, reservations are still available through the [Patron Portal](#).

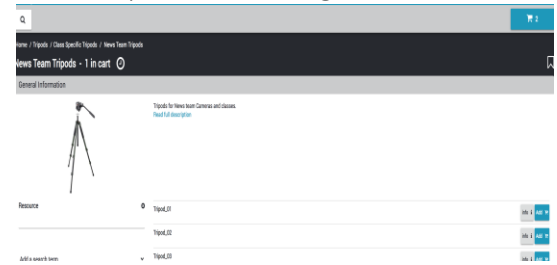
- **The First** way In-person walk ups
 - The patron will be asked to swipe their Buff One Card. That will pull up their information in our checkout system to show they are affiliated with CMCI. Once that has been established, a student employee selected prepares the items needed for checkout.
 - Our standard checkout time is two business days or 48 hours.
 - The student employee will discuss a reasonable return date and time with the patron that will then be scheduled. That date and time are entered into our system as what the patron said will work for them to bring the gear back. Of course, they are always welcome to bring items back before their scheduled return appointment, but anything after this agreed-upon time and date could result in late fees.
 - Once the return terms have been established, the student employee finalizes the transaction and presents the checkout agreement form to the person to read and sign.
 - First, they must initial all the informational lines, indicating they have read and understood the information. Then, at the bottom of the agreement sheet, they must sign. Once this is complete, the Vault saves the form and sends the patron out with the equipment. Finally, a copy of the agreement form is sent to the person's email address on file.

- **The second** way a person can complete their checkout is by reservation. Again, this is the recommended option since it allows people to see what is available before coming to the Armory and claiming it.

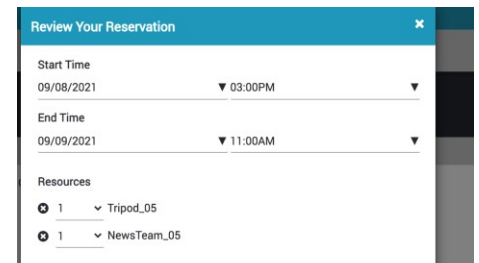
- A person will log on to the [Patron Portal](#) with their Identikey. Then, they will select the item they are interested in checking out.
- Please see our [User Video and Guide](#) for more information on using the Patron Portal.



- Once the patron has the desired items in their cart, the reservation process can begin.
- At this point, they must select a time to pick up the item and a time to return it.



- When scheduling a pick-up time, it is expected the patron will arrive at that time.
- If they are not at the Armory within an hour of their scheduled pick-up time, the system automatically cancels their reservation and releases it for others to reserve.
- When planning a return time, because of the Vault's general policy of two business days, or 48 hours, due to high demands on other equipment, the person must set a return date that complies with this period, or the system will not complete the reservation.



- Once they have completed their reservation, they will then arrive at the Armory to collect their reservation at the scheduled time.
- Patrons must swipe their BuffOne Card. This is required for all equipment pick-ups. Swiping the BuffOne card ensures the correct reservation information is pulled up for that person.
- Once that has been established, one of the student employees will pull the already packaged reservation items for checkout for the student. The standard checkout time is two business days or 48 hours.
- The student employee will discuss a reasonable return date and time with the person because that date and time are entered into our system as what the person said will work for them to bring the gear back. Of course, they are always welcome to bring items back before their scheduled return appointment, but anything after this agreed-upon time and date could result in late fees.
- Once the return times have been established, the student employee finalizes the transaction and presents the checkout agreement form to the person to read and sign. First, they must initial all the informational lines, indicating they have read and understood the information. Then, at the bottom of the agreement sheet, they must sign.
- The Vault saves the form and sends them out with gear.
- A copy of the agreement form is sent to the person's email address on file.