

Chromebook Damage/Not Returned Procedures

Chromebook Turned in with Damage

1. Student turns in CB to Library with damage
 - If the student states it was damaged by another student, Librarian notes it in Destiny AND tells the student they **MUST** speak or email the Assistant Principal immediately so the situation can be investigated. If the other student is found at fault, Admin should email Wendi to change the invoice. Otherwise, the student is responsible for the damage
2. Librarian emails a Help Desk ticket to Tech
 - Librarian checks out a loaner to student
3. Tech diagnoses the damage and emails Wendi.
4. Wendi creates an invoice and mails a copy to parents. [Student Dist. Issued Tech Device Agreement \(Fees\)](#)
 - [Student CB Service Plan](#)
5. Tech fixes the CB and returns it to site
6. Librarian returns fixed CB to Student. Student returns the loaner

Chromebook Not Returned

1. Student reports their CB as lost, stolen or leaves the district and does not return it.
 - Student reports CB was stolen at school, Librarian notes it in Destiny AND tells the student they **MUST** speak with or email the Assistant Principal immediately to investigate. Admin will email Wendi regarding their findings for the invoice.
 - Student reports CB was stolen outside of school. Student emails a police report to Wendi. Carrie will review to determine if the fee can be waived.
2. Librarian emails Tech to LOCK the CB. A new CB is issued to the student
3. Tech LOCKS CB, emails Wendi to invoice
4. Wendi creates invoice and mails a copy to parents
5. If the CB is found, email Wendi to cancel the invoice

Chromebook Chargers Lost or Damaged

1. Student reports CB charger is lost or damaged
2. Librarian emails a Help Desk Ticket
 - Librarian issues student a replacement charger
3. Tech sends email to Wendi
4. Wendi creates an invoice, mails a copy to parents
5. If charger is found email Wendi to void invoice

Chromebook Invoicing

- All invoicing for Chromebooks will be done by the Technology Department
- Emails will be sent to Parents at 30, 60, 90 days requesting payment
- A link is emailed to the parents to pay their invoice online. Cash or checks are also accepted. Checks must be made out to WPUSD (NOT THE SCHOOL) Cash can be accepted at the school site. Please put the cash in a sealed envelope and put it in inter office mail to Evelyn Keaton.
- If payment is not received by 90 days fees are entered into the students PowerSchool account and will remain on the account until paid

PLEASE NOTE: School sites are NOT responsible for billing students or following up on any past due fees or lost chromebooks. The Technology office is responsible for collecting any fees related to lost or damaged chromebooks