



Replacement Fob Request Form

To be completed by the resident requesting a replacement fob – Please note that there is a £5.00 (non-refundable) charge for each replacement fob requested.

Resident name: Tel No:

Resident Address:

Email address:

For DPML staff use only

	✓ If Yes (hand form to Head of Office Services/Trustee)	✓ If no (take photo/s and fill in table below)
Staff initials		
Check if a photograph is attached to the residents' Net2 profile		

Photographs must be taken and saved to the Net2 Access Photos folder before the application will be processed further

Applicant name	Photo taken on (date completed)	Photo taken by (staff initials)	Photo Saved to computer (date completed)	Photo Saved to computer by (staff initials)	Photo renamed (date completed)	Photo renamed by (Staff initials)

For Head of Office Services or other authorised member of staff

Check photographs are saved to Net2 Access Photos folder

Resident database cross check completed (if details are different current owners/Landlord must be contacted for verification purposes)

Net2 system checked for up to date details (as flagged up by resident database - update information as appropriate keeping old info on memo page)

Fill in an invoice requesting payment for all fobs at this address. Ensure VAT breakdown is included

Save the invoice as a PDF in the resident's address folder. Print 1 Copy for the Accounting team (Place in the black tray)

Email the PDF invoice to the resident for payment, please advise them that payment needs to be received before any fobs will be created.

Staff initials	Date completed

Signed Head of Office Services / Trustee _____

Date _____

Section E - For Office Staff use only

Date	Staff initials	Date completed
Payment for fobs received		
Open Net2 and finder user profile page		
Check if photo is showing on profile page and upload if needed		
Make a note of the old fob number on the memo page		
Disable any current tokens held by the resident by Deleting the tokens (this will prevent any found fobs from being used without authorisation)		
Open the events page, swipe the new fob and note the fob number. Fob number is:		
Add a new token to the user profile and "Apply"		
Check the new fob is working and showing the correct user		
Place the fob into an envelope with applicants contact details written on		
Fill in an Access Fob collection form and staple the envelope containing the fob to the back of the form		

Contact the applicant and inform them that their fobs are ready for collection. Record the date on the collection form when this is done and sign

Place the collection form and fob into the reception handover folder in the relevant section

If a new photo was uploaded - delete all corresponding photos from the camera in line with Data protection

File this form in the "Resident Details/Fob Applications" folder in the office by road name

Ensure the invoice is entered and reconciled on Sage before filing it in the Payments received file
