

Certificate(s) of Operation are Revoked Due to Non-Payment on Payment Plan SOP# 207

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor



STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that Bureau Management (Bureau Chief or Deputy Chief) uses to remove Certificate(s) of Operation as a result of non-payment on a Payment Plan. This can happen when the Company/Owner of an inflatable device fails to make payment plan payments for an inspection. This procedure has the following goal(s):

- Suspend operation of an amusement device due to non-payment;
- Encourage the Company/Owner to resume payments.

1.2. Scope

A Company/Owner who owns one or more inflatable amusement devices can pay for inspections through a payment plan, if approved by Budget Department. When a Company/Owner of an inflatable device fails to make payment plan payments, Bureau Management can order that their Certificate(s) of Operation be revoked unless payment is made. Inspectors visit the Company/Owner representative and inform them of the pending action. If the Company/Owner representative does not make a payment at that time, the Inspector travels to each amusement device on the plan, revokes the Certificate of Operation and orders the device to be closed down. If Certificate(s) of Operation are revoked, the Company/Owner must have all affected amusement devices re-inspected before they can be put back into operation.

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

- 1.3.1. Amusement Device Safety Act

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Budget Office	<ul style="list-style-type: none">• Report that they have been unable to obtain payment from a Company/Owner.
Bureau Chief or Assistant Bureau Chief	<ul style="list-style-type: none">• Order that one or more Certificates of Operation be removed due to non-payment.
Supervisor	<ul style="list-style-type: none">• Assign an Inspector to revoke the certificate(s).
Supervisor or Inspector	<ul style="list-style-type: none">• Inform the Company/Owner representative of the options;• Revoke certificate(s) and order device(s) shut down if no payment is made.
Company/Owner representative	<ul style="list-style-type: none">• Choose to make a payment or have their devices shut down.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
N/A	

4. PROCEDURE

4.1. Trigger

This procedure is triggered when either of the Bureau Chief or Deputy Chief orders that one or more Certificates of Operation be removed due to non-payment on a Payment Plan.

Note: payment plans only apply to inflatable devices.

4.2. Primary Procedure

- 4.2.1. Supervisor of the region where the amusement devices are located (or Deputy Chief if the Supervisor is not available) assigns an Inspector to remove one or more Certificates of Operation due to non-payment
- 4.2.2. Inspector consults with the Budget Department to get a list of all devices on the payment plan.
- 4.2.3. Inspector prints a Shut Down Order that includes a list of all devices to be shut down
- 4.2.4. Inspector travels to Company/Owner office and informs representative that the devices are to be shut down due to non-payment. Inspector explains to Company/Owner representative what will be done if they do not pay. Company/Owner representative has the option to pay at that time.
- 4.2.5. If no payment was made, Inspector travels to each site and removes the Certificate of Operation from each affected device, and orders the device(s) to be shut down
- 4.2.6. When the Company/Owner is ready to put devices back in operation, they contact the bureau and request a new inspection
- 4.2.7. End of procedure

4.3. Alternative Procedure - Company/Owner representative makes a payment

- 4.3.1. Company/Owner representative makes sufficient payment at the time of the Inspector's visit
- 4.3.2. The Inspector takes no further action.

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

Customer	Requirements
Company/Owner representative	<ul style="list-style-type: none">• Inspector makes the options clear;• Budget Office accepts payment.

6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

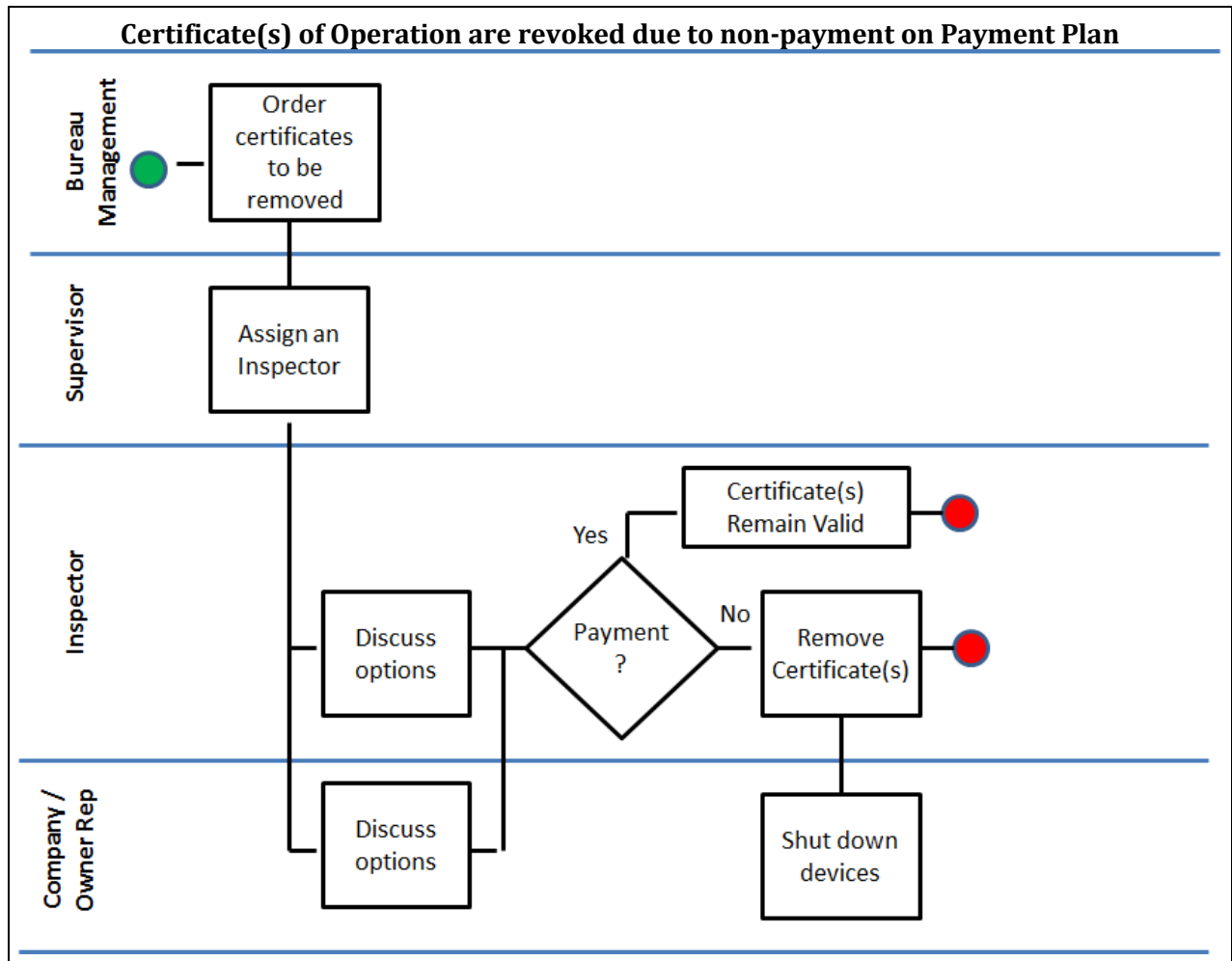
6.1.1. Shut Down Order

The Shut Down Order lists all devices affected under the order and informs the Company/Owner representative that these devices must be shut down

6.2. Storage locations of saved materials

6.2.1. Shut Down Order

The Company/Owner representative keeps the Shut Down Order



7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.