

Department of Administration	Facility Management Division Standard Operating Procedure SOP			
Lost Key Form, (LKF). These are the Instructions for Building Coordinators to complete and submit a Lost Key Form (LKF) to Security Systems.	NUMBER	REV	EFFECTIVE DATE	PAGE OF
	1	1	08/01/2021	1 5
	SUPERSEDES	PREPARED BY Gregg Collins		REVIEWED BY APPROVED BY

1.0 **PURPOSE:**

The policy provides the NC Department of Administration, Security Systems a consistent and uniform method to receive and process **(LKF)** Forms from approved Building Coordinators.

2.0 **HISTORY OF REVISIONS:**

Date	Revision	Change	Reference Section
02/25/2021	Original	Full approval	All
08/01/2021	Rev.1	SOP and Form	All

3.0 **PROGRAMS AFFECTED:**

- 3.1 Facility Management Division/Security Systems
- 3.2 All State Agency Building Coordinators with the ability to manage lists and add/remove keys and/or cores from State Sites. Building Coordinator(s) lists are managed through the DOA/FMD/Security Systems office.

4.0 **REFERENCES:**

- 4.1 All North Carolina DOA/FMD **ACR** form policy.
- 4.2 All North Carolina DOA/FMD **BCF** form policy.
- 4.3 All North Carolina DOA/FMD **KCRF** form policy.
- 4.4 All North Carolina DOA/FMD **CKRF** form policy.

5.0 **POLICY:**

- 5.1 The DOA/FMD/Security Systems office will use consistent and uniform forms and methods for accepting Lost Key Forms.
- 5.2 All Agencies, Departments, and Building Coordinators will use the approved **LKF** form (rev.1 – 08/01/2021) and processed through the **(Ready Lost Key Form Application)**

6.0 **DEFINITION:**

- 6.1 **DOA** (Department of Administration)
- 6.2 **FMD** (Facility Management Division)
- 6.3 **BCF** (Building Coordinator Form)
- 6.4 **LKF** (Lost Key Form)
- 6.5 **KCRF** (Key and Core Request Form)
- 6.6 **CKRF** (Contractor Key Request Form)
- 6.7 **KEY** (Device utilized to open doors via a core and lockset)
- 6.8 **CORE** (Pinned channel device which receives keys allowing for access through doors)
- 6.9 **ACR** (Access Card Request) This form is used for replacement, lost, damaged, agency or department change, employment change, and/or name change.
- 6.10 **Security Systems** – Send all inquiries and security related information via the (**ReaDY Application Portal**). This includes Building Coordinator Requests, Key and Core Requests, Lost Key notification, Access Card Requests, changes in access activations and deactivations, reports, inclement weather, and emergency lockdowns and unlocking of buildings.
- 6.11 **Building Coordinators** – Selected Individual(s) assigned and approved from an Agency and or Division to send in (**LKF's**) for processing via the (**ReaDY Application Portal**).

7.0 **RESPONSIBILITY:**

- 7.1 **DOA FMD Badging Office Manager** is responsible for the following:
 - 7.1.1 Ensure all Building Coordinator lists are up to date.
 - 7.1.2 Provide a (**BCF**) to new or existing coordinators when duties change, or additional coordinator(s) are added or deleted.
 - 7.1.3 Train and assist all new Building Coordinators in Security Systems policies and procedures. This includes providing a copy of the (**SOP**) regarding pick up and drop off of keys and cores, contractor keys, lost keys, and deposit procedures within their specific agency/department regarding door access and other provisions.
 - 7.1.4 Inclement Weather/Emergency Building lockdowns and unlocks.
- 7.2 **DOA FMD Security Systems Office** is responsible for the following:
 - 7.2.1 Receiving all **LKF's** regarding doors and devices which the key accesses.
 - 7.2.2 Schedule pick up times for new and replacement keys and/or cores i.e., 9am-11am & 2pm-4pm
 - 7.2.3 Cut new keys and pin cores for doors and furniture for State owned properties.
 - 7.2.4 Manage database when keys are distributed and/or returned.
 - 7.2.5 Review and ensure all (**LKF**) Requests received via the (**ReaDY Application Portal**) from Building Coordinators are correct and follow policy.

7.3 **DOA Building Coordinators** are responsible for the following:

7.3.1 Generating **(LKF)** forms.

7.3.2 Submitting forms to Security Systems via the **(ReaDY Application Portal)**.

a.) Building Coordinators ***must*** monitor their ReaDY emails for rejections, inquiries, or deletions of forms.

b.) All rejected forms must be resubmitted on a new ReaDY request.

7.3.3 Forwarding emails and notifying employees if keys are returned for pick-up.

7.3.4 A document example is supplemented with this document.

8.0 **PROCEDURE:**

8.1 The approved **Building Coordinator** will accurately fill out the **(LKF) Form**. The form must be **electronically filled out** and sent as a **“saved pdf document”**. This must be in the appropriate Acrobat Format. Handwritten, scanned or any other type of document (Word, Excel, etc.) will not be accepted. ***Any type of alteration*** to the form will not be accepted. If the form is altered or is not submitted by an approved Building Coordinator it will be sent back and can lead to subsequent delays.

8.2 **An LKF must be processed before new keys can be replaced.**

- *The owner of the key must relay where and when the key(s) were lost.*
- *The owner of the key must immediately report the loss to their building coordinator.*
- *The owner of the key must report if there was a police report on file to their building coordinator.*

8.3 **Rules on the Lost Key Form (LKF)**

- **8.3.1 Section 2 – Employee Guidelines:** Requirements for receiving any key
 - a) FMD Security Systems is the only authorized agency to duplicate keys for State Government Facilities
 - b) The Building Coordinator is the **ONLY** individual authorized to submit form to Security Systems for lost keys
 - c) The Requestor will bear the cost of re-keying and/or re-coring of lock in the event the agency will not accept these costs
 - d) If applicable, submit police report information *i.e.*, time, date, precinct, etc.
 - e) The Building Coordinator shall process the electronic form by utilizing the AIM\ReADY Web Portal
 - f) “Save As” a pdf document and attach the form in the AiM/ReaDY Portal before submitting request
 - g) All improperly filled out forms will be rejected. A new ReaDY Request must then be submitted correctly

8.4 Form Filling Procedure (LKF):

- 8.4.1 **Agency Information: (Line Item 1)** Each block of information must be completed. It is recommended to *prefill this area* and save it with exception of the request date. This block has a drop-down menu that can be filled on the actual request date. *Save this as your pdf template.*

- 8.4.3 **LOST KEY(S) INFORMATION: (Line Item 3)**
Use this area to complete your lost key information.
 - *Key Code*
 - *Room Number*
 - *Key Holder Name*
 - *Driver's License – Last 4 digits*
 - *When Lost*
 - *Where Lost*
 - *Police Report #*
 - *Additional Information*

- 8.4.4 **Processing multiple Lost Key Forms:**
 - When using the (**ReaDY Application Portal**) you can attach multiple Lost Key Forms. **All (3) available line items** must be first used on a form before filling out and attaching another form.
 - If some of the blocks are not filled appropriately on the form(s) they will be rejected, and a new *ReaDY request* will need to be started and corrected forms attached.

- 8.4.5 **Example form:**
 - The most current image of the form used for requesting keys or cores will be attached here to view. As revisions occur, they will be reflected at this part of the document. (*See Page 5. Below*)

LOST

LOST OR STOLEN KEY FORM
North Carolina Department of Administration
Division of Facility Management-Security Systems
984-236-0460

KEY

1. AGENCY INFORMATION

Rev.1 - 08/01/2021

BUILDING COORDINATOR:		REQUEST DATE	
DEPARTMENT - DIVISION:		BUILDING NAME	
MSC# and Zip Only:		TELEPHONE #	
REQUESTOR		BUILDING NAME	
AGENCY		ADDRESS	

2. EMPLOYEES WILL BE INFORMED TO FOLLOW AND ACCEPT THE GUIDELINES BELOW BEFORE KEYS CAN BE DISTRIBUTED

- a) FMD Security Systems is the only authorized agency to duplicate keys for State Government Facilities
- b) The Building Coordinator is the ONLY individual authorized to submit form to Security Systems for lost keys
- c) The Requestor will bear the cost of re-keying and/or re-coring of lock in the event the agency will not accept these costs
- d) If applicable, submit police report information i.e. time, date, precinct, etc.
- e) The Building Coordinator shall process the electronic form by utilizing the AIM/ReADY Web Portal
- f) "Save As" a pdf document and attach the form in the AiM/ReADY Portal before submitting request
- g) All improperly filled out forms will be rejected. A new ReADY Request must then be submitted correctly

3. LOST KEY(S) INFORMATION TO BE ENTERED BELOW:

KEY CODE	ROOM NUMBER	KEY HOLDER NAME	DL LAST 4 OR NC STATE ID #	SECURITY SYSTEMS USE ONLY
WHEN WAS/WERE THE KEY(S) LOST?				
WAS THE LOSS REPORTED?				
POLICE REPORT #				
ADDITIONAL INFORMATION:				

A NEW KEY & CORE REQUEST FORM MUST BE FILLED OUT BEFORE A REPLACEMENT KEY CAN BE PROVIDED TO THE EMPLOYEE

I hereby understand and agree to abide by these terms and conditions

Signature:



Date:

PRINT NAME:

*****SECURITY SYSTEMS USE ONLY*****

WORK ORDER NUMBER: