Facilities Reservations

Helpful Tips

Lead Time/Ordering Services

• The lead time for all services is 3:00 p.m. 6 days before the event. This does not include the day of the event. This means that if you are requesting a room 2 days before the event, no services will be available for you to order. Please contact the supporting department directly to make arrangements.

• Not sure what you want yet? Catering and Event Technical Services both have options to request their services and fill out specifics at a later date. By selecting this option you are getting it on their calendars.

Setup types

• If a room is not showing up it DOES NOT mean it is not available. It means either it is listed under a different setup type or setup count, or may not be an option online. Please give us a call and we can help you either select the correct setup type or confirm that the room is not available through our form. We will forward you to the right department.

Multi-Room Reservations

• You can reserve multiple rooms in one reservation such as the Great Hall and the Social Room in Holloway. However, please be mindful when you add your services that you are only adding services to the room you need them in.

• If you are making a reservation with, for example, multiple classrooms or multiple dates in a classroom, please make sure you add classroom tech to all of them if you need a tech at each date.

Room setup notes, descriptions, and diagrams

• Room setup notes, descriptions, and diagrams are all helpful to have on large event requests especially in meeting rooms such as in Commons, GUC, and Holloway. The more info you can provide, it helps us confirm a suitable room for your event faster and it helps your support departments figure out exactly what you need.

• Please note: If you specify a room setup with ferns, extra tables etc. please do not forget to add them as services.

Recurrence

• On every request form there is a recurrence button near the date option. This is helpful if you are requesting multiple weekly or bi-weekly meetings at the beginning of the semester.

• Please remember to choose your time and day or days of the week. Also, at the bottom you have the option of setting the number of weeks you want it to recur or the ending date. Please setup one of the options in order to correctly apply your recurrence.

• When you proceed to find space, the system will give you a list of the facilities with a fraction representing how many times that room is available out of the number of meetings you are requesting. Assuming you are using this tool for weekly meetings, you will more than likely choose the room that is available for most if not all of the meetings you want to request. Click on the green plus sign to choose the room or rooms you want then proceed to complete the form.
**Address billing, account codes and purchase approval:**

- **Budget Approver:** The person who used to sign your work orders is now being put in as the budget approver on the form. The budget approver gets copied on the confirmation ONLY!
- **Mary Ann Earp** is sending the final bill to the person assigned to each department. The process has not changed. If that person changes please contact our office so we can update Mary Ann.
- **If the event organizer goes to the budget approver and gets preapproved for a specific amount of money, this information should be included after you have listed the account code.** If you are unsure how your department handles things, ask your budget approver.
- An order CAN be placed without a budget approver which this is the same as before with a paper work order. Departments were not verifying signatures.

**Delegates:**

- Being able to view and manage other events.
- Budget approvers can be added as delegates to add the ability to see what has been ordered.

**Event Description & Room Set Up Notes:**

- **Is the first contact,** the person setting up details for the event, the same person that is going to be at the event? If no, add the contact info for the person attending the event in the **event description.** The Event Description field is accessible to all departments.
- Please note: **DO NOT** add any services in the **event description** or **room setup notes.** Even though the support departments have access to view these fields, this does not mean they are checking them all the time.
- **Pre/Post Time-Put this information in the event description** and we will add it to the reservation. Please keep this in mind when looking for rooms that are available. If you are having food, catering typically needs 3 hours pre/post etc.
- **If you need the air wall in PH 151 opened,** please specify that in the **room setup notes** and add the atrium to your reservation as well. This will also require extra time before and after the event so please keep that in mind when looking for availability.

**Equipment & Services:**

- Instructions **ONLY** go in the special instructions box of the form. These **do not** go in the room set up notes or event description.
- You must order your equipment in order for the departments to know it is needed. If the department doesn’t know it is needed and does not plan on using the items for your event, they may not be available.

**Service Order Summary:**

- **If you submitted a request more than 10 days out** you will be receiving an email asking you to go back and make any changes if you have any. If you do not receive this email you need to double check your reservation online to make sure everything is added.
- **Please note that this email is only sent out if you reserved the room at least 10 days in advance.** If you request the room less than 10 days it will not be sent!
Check Your Confirmations:

- We all make mistakes. We have a large volume of requests coming in and it is easy to miscommunicate something through changing or confirming a reservation so if everyone double checks their confirmation emails it will help eliminate issues that may arise. If you notice something is wrong at the last minute, our hands may be tied. There is less room to make corrections. Double checking helps everyone out, especially you!
- Technology sometimes has glitches as well.
- We sometimes leave important notes in our confirmation emails so please take the time to review them.
- Reserved time is the amount of time the room is scheduled for. This time includes the setup and break down time for service departments. This is not necessarily the time you have access to the room.

Changes and cancellations:

- Please note: When you cancel a reservation, this cancels everything. If the reservation included multiple meetings, it will cancel all of them including any services you requested. When canceling individual bookings, it will only cancel that one room on that one date, along with any services for that one booking. You also have the option of cancelling any service or services without cancelling the booking or reservation. Reminder: If you need to cancel anything less than 24 hours before the event, please contact our office and/or the supporting department directly.
- Don’t double order: Don’t send a paper work order if you have ordered the service in EMS.

Priority Form: If you have access to the Priority Scheduling Form and you need to book more than 6 months out please use that form. If you need to book more than 6 months out and do not have access please contact our office.

New administrative assistants/office support staff: You are welcome to send new staff to our office for one-on-one training. We would appreciate the opportunity to train and meet them.