

SUPPORT SERVICE REQUEST GUIDELINES

To request Support Services assistance with your event, you must first contact 2-FIX on extension 2349. The Customer Service Representative will enter your information into the work order system and provide you with a confirmation number via e-mail. Please fax any additional set up information (diagrams, room layout etc.) in support of your request along with the confirmation number to extension 1162 (2-FIX fax).

Support Services staff will follow up with you as necessary concerning the details of your meeting/conference room set up, special event support, or move requirement. If it is determined that charges are involved to cover temporary labor, overtime or rental cost for materials (tables/chairs), Support Services staff will contact you to establish a Facility Service Request (FSR).

Currently charges may be incurred for:

- All setups for non-university groups
- Setups that need to be performed after normal working hours, typically after (4:00pm) or on weekends
- Events or moves that require Support Services to supplement their work force with temporary labor, and
- Setups for which Support Services must rent materials/equipment.

Specific charge amounts will be discussed with the requestor prior to committing any university funds.

All FSR forms must have a valid 18 digit Datatel Colleague account number.

Thank you for your patience while we enhance your service.