

Topic: Service Desk Polices and Procedures
Updated: January 8, 2007

The University Commons Service Desk consists of two major components: Desk Services and Central Ticket Services. Desk Services include fax service, various check processes, campus posting, Kaplan Test Services, general information, limited facility reservations, and other special services. Central Ticket Services include providing advance and gate ticket printing, sales and accountability for campus sponsors.

General Operations

A. Service Desk Hours

The UC Service Desk office hours are subject to change according to budget and activities:

Fall/Spring Semesters

Monday – Thursday 8:00 a.m.— 10:00 p.m.
Friday 8:00 a.m .— 6:00 p.m.
Saturday 10:00 a.m. — 8:00 p.m.
Sunday 11:00 a.m. — 8:00 p.m.

Summer Semester

Monday - Thursday 8:00 a.m . — 8:00 p.m.
Friday 8:00 a.m .— 5:00 p.m.
Saturday 8:00 a.m. — 5:00 p.m.
Sunday 12:00 p.m. — 5:00 p.m.

Breaks/between terms

Monday - Friday 8:00 am — 5:00 pm

Closed on some University Holidays

* Note: Equipment check out hours: one half hour after opening and one half hour before closing,
Monday - Friday.

B. Ticket Service/Box Office Hours

In addition to regular Service Desk operating hours, the UC Service Desk staff provide box office hours for ticket sales at the various event facilities on campus prior to and during events. For events in the Center for Fine and Performing Arts, the box office opens 1 ½ hours before the performance time and stays open until 30 minutes after the performance begins. For most other events, the box office opens 1 hour before show time and stays open approximately 45 minutes after the performance begins. However, actual box office hours for each event may be requested by the sponsor or changed due to the expected attendance.

C. Staffing and Administration

General management for the UC Service Desk is provided by the Service Desk Assistant Manager), who reports to the Manager of Business Services. Additionally, clerks are employed as needed. Part-time employees are hired by the Manager of Business Services and primarily trained by the Service Desk Assistant Manager. Work Study student employees assigned to the University Commons and Student Activities office will occasionally be designated to work at the UC Service Desk. Additionally, the Assistant Manager of Business Services provides some general support assistance.

The Manager of Business Services will provide oversight and direction to the Service Desk Staff regarding fiscal matters including but not limited to ticket sales and services, collections, deposits, credit card activities, Nautilus Card activities, etc. Additionally, a student assistant manager will be located at the Service Desk to support this function. The Manager of Business Services reports to the Coordinator of Administrative Services.

D. Secure Closet Keys/Office Keys

The door to the Service Desk secure closet is on a restricted key system and is to remain locked at all times. The same restricted key also opens the Box Office door in the Center for the Fine and Performing Arts. All employees of the UC Service Desk are issued keys as necessary to gain access to the Office on nights and weekends when it is necessary to sell tickets for events. There are two keys to the office safe. The Business Services Manager has one and the other is maintained at the Service Desk for use by employees on duty. The controls for the grate at the front desk are located in the Building Managers' Office next to the desk. All employees are issued keys to this office.

E. Office Opening, Closing and Shift Change Procedures

UC Service Desk student employees may be assigned the task of opening or closing the office daily based on their class schedules. Opening procedures include unlocking the front grate, turning on the ticket computer (if any events are on sale), turning on the reservations computer, plugging in the desk phones, opening CyberLounge, putting out any applicable display material, and opening the safe. The safe log must be completed and the daily change fund counted and put into the cash register. Any other change funds on hand in the safe are counted and recorded on the safe log by the Assistant Manager of Business Services daily. An "X" reading from the cash register will verify the sales amount in the cash drawer which has not been deposited yet. A cash register log is maintained at the front desk and must be completed by each cashier reporting to work during the day. Each cashier must obtain an "X" reading and verify cash in the register when completing the log. The log is kept with the cash register money at the desk during operating hours and in the safe after hours.

Closing procedures are the same as opening procedures including cleaning and closing the CyberLounge. The staff member closing completes entries in the logs and makes sure the grate, safe, and all doors are locked before leaving.

F. Safe Combinations

The UC Service Desk safe has a dual key-combination lock system. This safe is to remain locked at all times. The combination to the safe is changed periodically by the Business Services Manager with a record maintained as to the date of each change. The combination is always changed after termination of an employee. The combination is only known by UC Service Desk employees and is not written down. The safe also requires a key which is maintained in the office in a secure

place. A log is maintained to show signatures, times, and dates as to when the safe is locked and unlocked plus columns for change fund verification performed by the Assistant Manager, Business Services.

G. Change Funds

The UC Service Desk maintains a daily change fund, issued by the Controller's Office, of \$40.00 in the Service Desk cash register, plus a \$50.00 change fund for the gameroom. Also, a \$200.00 supply of quarters is maintained for the game machines. An additional change fund is borrowed from the Controller's Office when needed for ticket sales during events at night and on weekends. It is returned to the Controller's Office as soon as the events are over and it is no longer needed. The Assistant Business Services Manager (student ops) verifies the change funds daily.

H. Monies Collected

1. Mail - All monies received through the mail are listed in the Log of Incoming Mail Collections by the UC Service Desk employee processing the mail. The collections are then forwarded to the Business Services Manager for verification. Mail collections are then processed in the same manner as sales in person. If there is sufficient time before the event, tickets are mailed back to the purchaser. If mailing time is not available, tickets are held for pick-up at the Box Office the night of the event. Any postage expenses incurred in filling the mail orders are charged to the event sponsor.
2. Cash and Checks - Cash is rung up on the cash register as it is received. Large amounts of cash are deposited with the bank as soon as possible. All checks received in person or by mail are stamped on the back with a restrictive endorsement stamp immediately upon receipt. The UC Service Desk employee processing the check or money order initials the lower right corner as well as noting how the check was received if not in person (ex: mail, off-campus sales, etc.). In addition, a notation is made on the check or money order indicating what the check is payment for. Checks are accepted for the exact amount of the purchase only. No checks are to be cashed by the UC Service Desk. All checks must contain name, address, telephone and driver's license or state ID number. A UWF Nautilus card may be used for identification from UWF students, faculty and staff. A driver's license or state ID is acceptable from the general public.
3. Credit cards - Visa, MasterCard, and American Express are the only credit cards the UC Service Desk can accept for payment. Charges for tickets or services are accepted over the telephone when purchasing in advance, in person at the UC Service Desk front desk in the University Commons and at the CFPA Box Office prior to the event. Tickets charged over the telephone are mailed to the customer if there is sufficient time before the event. If there is not time, they are held for pickup at the box office the night of the event. Postage is charged to the sponsor.
4. Nautilus card - The nautilus card reader is primarily used to verify that a student is enrolled in a particular semester. Payment for tickets with a nautilus card cannot be accomplished because the funds must be split into various accounts of the sponsoring departments.

I. Deposits

1. Daily deposits - A daily deposit is required if there are any sales in the cash register. If no sales have been made, the register date is changed to the following day and no report is filed. Deposits are prepared by the Assistant Manager of Business Services and verified by the Business Services Manager. All collections are deposited intact as they were received.

The UC Service Desk receives payment for many different items. In order to verify the cash count in the register, readings from various machines must be processed and totaled. The computerized ticket system prints out an End of Day Report, the cash register prints a "Z" reading of all entries, the credit card machine prints out a batch total report, and the Nautilus reader shows a total of entries but does not print a report.

The cash count, including checks, credit cards and nautilus charges, is recorded on a Daily Cash Report form and verified against specific sales logs for accuracy. The fax log, the nautilus log, the End of Day Report and the record of consignment tickets sold should equal the total of cash. Upon verification, the Daily Cash Report form is completed indicating the various account numbers that the deposit is for, and a List of Checks form is completed as an attachment. All logs and machines are totaled and cleared out and made ready for the next day's sales. A bank deposit slip is completed and taken with the deposit to the Cashier's Office. If the Cashier's Office is closed, the deposit is put into the night depository and bag retrieval is done the next working day. A University Cashier's Receipt is obtained indicating the breakdown of sales into the various departmental account numbers. This cash receipt is used to verify ticket sales for specific events.

2. Night deposits - In addition to sales during regular office hours, the UC Service Desk staff is required to sell tickets at the event facility just prior to and during the performance. The box office staff reports to the UC Service Desk first, verifies change funds, turns on the computer ticket system and packs up everything they will need at the event facility. They proceed to the designated box office and stay there until sales are completed for that event. The staff then returns to the UC Service Desk for cash verification and bank deposit preparation. If tickets sold are through the computer system, an Operator Drawer Report is printed and used to verify the monies received. The cash count is recorded on a Current Ticket Recap form, signed by the cashier, and verified by another staff member working the event. If cash on hand, including the change fund, is small then no night deposit is made. The cash is locked in the safe for deposit the next working day. If a deposit is required, a Daily Cash Report form and bank deposit slip are completed. The cash and bank deposit slip are locked in a cash bag and put in the night depository for completion the next working day. The change fund is verified and locked in the UC Service Desk safe for use at the next event.

J. Office Machines/Equipment

1. Cash Register - The cash register is used to record all monetary transactions except for nautilus card charges. Gulf Business Machines in Pensacola handles maintenance and needed supplies.
2. Fax Machine - The UC Service Desk provides the only public fax service on campus. Nautilus card charges receive a 10% discount per page. All money collected from fax services is deposited into a UCSA account.
3. Credit Card Processing Machine - The machine is connected directly to the telephone line which allows instant processing of charges by customers. A report is written at the end of each month to the Controller's Office listing all credit card charges for the month. The department receiving the sales amount is charged the bank fee by the Controller's Office.
4. Nautilus Card Reader - The nautilus card reader is the property of the Nautilus Card Office. Any problems with the system are directed to the Nautilus Card Office. A log is maintained listing all charges on the system for the day and is included with the deposit forms submitted to the Cashier's Office.

5. Computer Ticketing System - The computerized ticketing system was purchased from Select Ticketing (now Tickets.Com) in May of 1991. The Business Services Manager is responsible for entering all event information into the system and providing overall maintenance coordination with Tickets.Com. UCSA pays a monthly fee to Select for daily telephone support for any help with problems or programming that might be needed.

Other Services

A. Public Fax

A customer may send or receive a fax for \$1.00 per page or \$.90 per page if charging it to their Nautilus card. For international calls, fax service is \$1.00 (or \$.90) per page for overseas calls plus a \$6.00 international call fee or the customer can avoid the international call fee by providing his or her own calling card. Departmental faxes charged to campus accounts are billed at \$.15 per page.

All faxes sent or received are recorded on the fax log, including the method of payment or departmental account number. When payment is made with the Nautilus card, an additional log is maintained for verification by the Controller's Office. Information from the Nautilus card log is turned in to the Cashier's Office with the daily deposit forms showing transfer of payment to the UCSA account. All money received for faxes (except for Nautilus charges and department account charges) must be entered into the cash register and no sales tax is charged. At the end of each month, the Assistant Manager of Business Services uses the fax log for billing purposes to the various department account numbers.

Any needed maintenance or problems with the fax machine are coordinated by the Assistant Director and/or Service Desk Manager.

B. Posting on Bulletin Boards

The UC Service Desk is responsible for approving and posting material on designated campus bulletin boards maintained by the University Commons and Student Activities Office. See the policy on posting for details.

C. Key Check-out

The University Commons has various meeting rooms which are available for use by organizations and departments. All meeting rooms have to be reserved in advance through the UC Reservations and Conference Services Office. The UC Service Desk front desk is responsible for checking out the door keys to these meeting rooms to authorized users. The Key Log at the front desk must be filled out with name, driver's license or other ID number and group affiliation of the individual checking out the room key. Upon return, the Key Log entry is completed with a key return time.

In addition to meeting rooms, there is a Banner Room which is available for use by organizations. This room is not reservable and is obtained on a first-come basis. The UC Service Desk front desk maintains a key to this room and requires an entry into a separate key log designated for the banner room only. Upon key return, the log entry is completed with a return time.

D. Banner Production Supplies

UCSA provides organizations with supplies and paper for the making of banners to be hung around campus. The supply kit is maintained at the UC Service Desk front desk and is not reservable. The kit is available on a first-come basis and contains different colored markers, string,

tape, scissors, other supplies and materials. Banner paper and string is pre-cut, rolled and issued with the kit. Rolls are stored under the front desk in a cabinet. The banner supply kit is checked-out by organizations and recorded in the Banner Supply Log kept at the front desk. The log requires name, driver's license or other ID number, organization, and time checked out. The organization may use the banner supplies in the Banner Production Room described in the previous paragraph. Upon return of the supplies, the kit contents are verified by an UC Service Desk staff member and a note made if something is missing. The kit return time is recorded in the Supply Log and the room key is returned to its log if it was checked-out with the kit. UC Service Desk will collect and deposit any user fees specified. See the Banner Materials Fee Policy for information on charges.

E. Information, Directions and Hand-outs

One of the primary functions of the UC Service Desk is to provide information and directions to the many visitors in the University Commons. In addition to ticket information on campus events, the office receives many general questions in person and on the telephone. The front desk staff makes every attempt to answer all questions as accurately as possible. A supply of flyers, brochures, pamphlets, maps, and directories is kept at the front desk and in the display rack. Information materials are checked periodically to ensure that the information is current and that it is well stocked. The signboards on either side of the front desk list tickets currently on sale and pertinent office information.

F. Game Checkout

A variety of games are available for checkout from the UC Service Desk. ID must be shown and game(s) must be checked out and logged in book. Direct cost replacement will be assessed for games not returned or returned in poor condition.

G. Kaplan Program

The UC Service Desk is the distribution point for materials for Kaplan Educational Centers. These materials include printed items, audio tapes and video tapes. Students registered for Kaplan courses are eligible to check out material.

H. CyberLounge

The UC Service Desk staff is responsible for opening and closing the CyberLounge and providing general oversight of the facility and equipment. Hours of operation are the same as the Service Desk. Daily tasks include turning lights on and off, checking room for cleanliness and orderliness, checking paper in printer and copy machine. An intercom is located in the lounge for paging desk staff when students need assistance with paper jams, rebooting the print server, adding paper and changing toner in the printer or copy machine. For technical assistance, students must contact the ITS Help Desk. A telephone is located in the CyberLounge for that purpose.

I. Donation Boxes

Registered Student Organizations wishing to place donation boxes in the UC Great Hall must arrange with the UC Service Desk Assistant Manager. Two designated areas (in front of each glass display case) will be reserved for the boxes. Box size is limited to 24" long x 18" wide x 18" high and are permitted to remain in place for a maximum of two weeks. Each student organization will be allowed two, two-week periods, not to run consecutively during each semester; assignments will be on a first-come, first-served basis.