

NUMBER: FCMN 2.03
SECTION: Facilities Operations and Maintenance
SUBJECT: Facilities Customer Service & Call Center
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Policy for: Columbia Campus
Procedure for: Columbia Campus
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Issued by: Facilities Operations and Maintenance

I. Policy

The Facilities Department operates the Facilities Customer Service & Call Center as a primary contact point for receiving all service and project request within the University. This policy establishes the procedure for submitting building, grounds, event, and project requests.

II. Procedure

- A. To report emergencies such as equipment failure, problems with building maintenance, complaints about services rendered or to get information concerning previously reported problems or requested services, call Facilities Customer Service & Call Center 777-WORK or 777-4217 24/7.
- B. Special request for non-maintenance services by Facilities Planning & Operations departments (Planning and Programming and Design and Construction, Custodial Services, Energy Services, Landscape & Environmental Services and Maintenance Services) should be submitted on a Work Request which is available on the USC Website <https://helpdesk.uts.sc.edu/eforms/>. Non-maintenance services will be charged to the requesting department.
 1. Fill-in the form completely with a description of the service requested, location, funding information, contact person and the appropriate departmental signatures.
 2. Mail to the Call Center at 743 Greene Street, fax to 777-7334, email Work Request to FMCNotify@fmc.sc.edu or hand deliver the completed form to the Facilities Customer Service & Call Center at 743 Greene Street.
 3. An existing “Report a Problem in Facilities” website is available at www.facilities.sc.edu/Login.asp.

III. Reason for Revision

Policy revisions are needed due to departmental reorganization, departmental name changes, and to comply with changes on internal procedures.