

<b>ADMINISTRATIVE DIVISION</b> Facilities Services		<b>POLICY NUMBER</b> FCMN 2.03
<b>POLICY TITLE</b> Facilities Customer Service Center		
<b>SCOPE OF POLICY</b> Columbia Campus		<b>DATE OF REVISION</b> March 29, 2021
<b>RESPONSIBLE OFFICER</b> Chief Operating Officer, AVP Facilities		<b>ADMINISTRATIVE OFFICE</b> Facilities Services

## **PURPOSE**

To outline the role and function of the Facilities Customer Service Center in the Facilities Services Department, for the Columbia campus.

## **DEFINITIONS**

Facilities Customer Service Center refers to the entry unit for all incoming requests to the Facilities Services Department, including emergencies, project requests, maintenance services, and for all other service units in the department.

## **POLICY STATEMENT**

The Facilities Services Department operates the Facilities Customer Service Center as a primary contact point for receiving all incoming service and project requests within the University. This policy establishes the procedures for submitting building, grounds, event, and project services.

## **PROCEDURES**

- A. To report emergencies such as floods, utility outages, storm damage, hot or cold calls regarding building temps, or to obtain information concerning previously reported problems, call Facilities Customer Service Center 777-WORK or 777-4217.
- B. Special requests for non-maintenance services by Facilities Planning and Programming and Design and Construction, Custodial Services, Energy Services, Landscape & Environmental Services and Maintenance Services, should be submitted on a Service Request which is available on the USC Website <https://helpdesk.uts.sc.edu/eforms/>. Non-maintenance services will be billed to the requesting department.
  1. Complete a service request form with a description of the service requested, location, funding information, contact person, and the appropriate departmental approval signatures.
  2. Mail to the Facilities Customer Service Center at 1300 Pickens Street or FAX to 777-7334, email Work Request to [FMCNotify@fmc.sc.edu](mailto:FMCNotify@fmc.sc.edu) or hand deliver the completed form to the Facilities Customer Service Center at 1300 Pickens Street/Korn Building

3. An existing “Report a Problem in Facilities” website is available at [www.facilities.sc.edu/Login.asp](http://www.facilities.sc.edu/Login.asp).

**HISTORY OF REVISIONS**

<b>DATE OF REVISION</b>	<b>REASON FOR REVISION</b>
March 29, 2021	Policy Update