

FAQ List for Campus Center Meeting and Event Services

Definitions

ASUH: Associated Students of the University of Hawaii-Manoa

CCMES: Campus Center Meeting and Event Services

IDO: InterDepartmental Order - for UH Manoa Campus Only

EMS: Event Management System - online reservation system to book space in Campus Center and Hemenway Hall

P Card: Purchase Card/credit card used by University of Hawaii Departments

RIO: Registered Independent Organization of the University of Hawaii-Manoa (a.k.a. student club)

SAPFB: Student Activity and Program Fee Board

Helpful Links

Campus Center Meeting and Event Services Website, includes a copy of this FAQ list and all forms:

<http://www.hawaii.edu/campuscenter/services/me.html>

Room and Table Reservation Rates: <http://www.hawaii.edu/campuscenter/services/roomandtable rates.html>

Event Management System - Reservations Website: <https://ems.ccenter.hawaii.edu/virtualems/>

Office of Planning and Facilities Work Coordination Center Website: <http://www.manoa.hawaii.edu/facilities/>

Tutorial Videos:

Logging In: <http://www.youtube.com/watch?v=ZajpGZ9zyRM>

Room Request: <http://www.youtube.com/watch?v=QywcZK1ey2s>

Helpful Tips: <http://www.youtube.com/watch?v=LYDt85jwHw8>

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Answers

General Question

- 1) Is there a way that I can see a demo of how to use the EMS website?
 - a. Yes, listed below are the tutorial videos:
 - 1) [Logging In](#) - Learn how to create an EMS account and how to log in once you have made an account.
 - 2) [Room Request](#) - Learn how to create a room request
 - 3) [Helpful Tips](#) - Learn how to: 1) Request weekly meetings/recurring events on one reservation; 2) Combine rooms to accommodate a larger group size; 3) Cancel bookings through EMS.

EMS Account

- 1) How can I make an EMS account?
 - a. (Watch our "[Logging In](#)" Video) YOU MUST BE ONE OF THE SIX AUTHORIZED MEMBERS FROM YOUR GROUP IN ORDER TO QUALIFY FOR AN ACCOUNT. Go to My Account, then click on Create an Account. Here you must fill out:
 - 1) All asterisked areas
 - 2) Phone Number
 - 3) Group/Organization: Please state which group you are affiliated with in this section. If you are a private individual making a request, enter "private individual."
PLEASE NOTE: This will only be a request. Once you have put the request in, give us 2-3 business days to activate your account. We will send you an email to let you know when it is activated.
- 2) What do I use as my username and password?
 - b. (Watch our "[Logging In](#)" Video) Your username is your full email address (e.g. ccmes@hawaii.edu) that you entered as your EMS account request. If you have forgotten your username or password please call us at the office, 808-956-2525.
- 3) If I am a UH Student that is not part of a RIO, am I able to make reservations?
 - a. Yes, UH students are allowed to make one reservation per semester, ONLY FOR SCHOOL RELATED PROJECTS. All other requests will be considered Category 7. See our [Room and Table Reservation Rates](#).

EMS Account continued

- 4) Can my RIO have a group EMS account?
 - a. No, we only accept individual accounts from one of the six authorized members of the RIO group.
- 5) If my student organization is not registered, can I request an account and reserve facilities?
 - a. Your group can make reservations, but they would be considered Category 7. See our [Room and Table Reservation Rates](#).

Requests

- 1) Can I make a reservation for a “private” or “personal” party (e.g. graduation, retirement, birthday party... etc.)
 - a. Yes. See Category 7 on our [Room and Table Reservation Rates](#).
- 2) Is it possible to see a room before the event?
 - a. Yes, call us to make an appointment, 808-956-2525.
- 3) How do I submit a room reservation request?
 - a. **PLEASE NOTE:** For optimal results, use Mozilla Firefox or Internet Explorer. DO NOT USE Google Chrome or Safari. (Watch our “[Room Request](#)” Video) Log in to the room reservation system and select the **Reservation** tab, located on the menu bar. Select **Room Request**.

Proceed to the **When and Where** area on the left to enter data into the request criteria.

STEP 1 - WHEN & WHERE

1. Enter or click on the calendar icon to select one date, or click on **Recurrence** (refer to Requests Section, question #11) to select a range of dates.
2. In the **Time** section, enter the **Start Time** and **End Time**.
3. Select the **Facilities (location)** you wish to use: Campus Center, Hemenway Hall, Table Areas
4. In the **Setup Information** section, enter your event's **Attendance number**. **PLEASE NOTE:** Refer to the [ROOM INFORMATION](#) sheet for set-up information and capacities. When making your online request, maximum attendance number for each of the rooms is based on the room's listed default capacity.
5. Click **Find Space**. A listing of available location will appear in the **Availability** section on the right side of the screen.

STEP 2 - LOCATION

1. After clicking **Find Space**, the **Location** tab displays the rooms in the Availability section. You can click to show results as a list or a grid.
2. Choose a location by clicking the + button to the left of the room name you wish to request.
3. Your choice will be displayed above in the **Selected Location** section. To remove a location, click the **X** to the left of the **Date** column.

STEP 3 - DETAILS

1. Click the **Details** tab and enter specific information about your room request.
2. Complete the necessary information. Required information is indicated by a **red asterisk ***.
3. **Audio/Visual Equipment:** There are rental charges for some equipment. Please contact us to find out more information for these items.

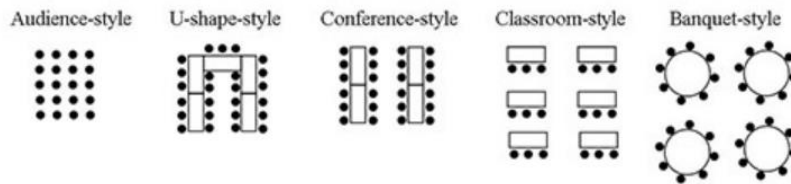
- 4) How far in advance can we make requests?
 - a. We accept requests one year in advance.
- 5) What does “First available booking date violation” mean?
 - a. The space being requested is within two business days of the event. You will need to come into our office, Campus Center 209, to fill out a form to book the space.
- 6) What does “The date(s) you requested violates your last allowed booking date” mean?
 - a. It means that you are trying to reserve further than one year in advance. It may be possible to accommodate special requests. Please call us at 808-956-2525.

Requests continued

7) I think I shouldn't have any charges, why must I enter my billing address detail?

- a. Besides Room Rental Fees, there are fees that MAY apply to an event, including: Damage Fees, Clean up Fees, Set-up Fees, Tech Fees, etc.

8) What are the different tables/chairs set-up styles?



- a. Default set-ups for each room can be found on the [Room Information](#) sheet.

9) Can we request to change the style of the room from the default set-up?

- a. Yes. A setup fee will be applied. Refer to the [Room Usage Fee List](#) tab to see the full list of set-up fees.

10) Can we combine rooms to make a bigger room?

- a. (Watch our "[Helpful Tips](#)" Video) Yes, we do have several meeting rooms in Campus Center that can be combined. These include: CC 307, 308, 309, 310 and 203A, 203B, 203C.

Steps:

- 1) Reserve the rooms separately on the EMS website.
- 2) Enter a note in the "Special Requirement" section that you would like to combine the rooms.
PLEASE NOTE: If you would like to change the set-up from the default there will be an additional charge.

11) How to make recurring events (e.g. weekly club meetings for entire semester) on one reservation?

- a. Steps: (Watch our "[Helpful Tips](#)" Video)

- 1) When starting to make your room request, click on the **Recurrence** button next to the date field
- 2) Enter the **Start Time** and **End Time**
- 3) Select a **Pattern** (Daily, Weekly, Monthly, or Random)
 1. You will also be able to choose on what days of the week your group will be having your weekly meetings.
- 4) Enter the **Range of Recurrence**
- 5) Click on **Apply Recurrence**

12) I submitted a request online, how do I know it's confirmed?

- a. Once you submit the request, it should show up in the **View My Requests** and the space will be saved for you. The event is still pending until you receive a confirmation email. Events are usually confirmed about 3-4 weeks prior to the event date. If you need a confirmation earlier, please call us at 808-956-2525.

13) Can I serve food at an event?

- a. Yes. Refer to Forms Section, question #1 for requirements regarding serving food at events.

Forms

1) What is a Food Waiver Form?

- a. Having certain types of food will require a food waiver form to be turned in to CCMES.

Food can be catered by:

- 1) Manoa Dining Services Catering - Office: CC209, Phone: 808-956-2186, Email: catering@hawaii.edu
 - a. **PLEASE NOTE:** Category 7 events (refer to [Room Usage Fee List](#) for category descriptions) are required to order through Manoa Dining Services Catering.
- 2) All Other Food - Allowed with the following requirements:
 - a. **Events in Campus Center/Hemenway Hall:** [Food Waiver Form](#) NEEDED. In addition:
 - 1) If using an outside catering group, a copy of the catering group's **Food Establishment Permit** is also required.
 - 2) If serving/selling food to the public, a **Temporary Food Establishment Permit** from the Department of Health is also required.

Forms continued

- 3) Restrictions on what foods are allowed will apply. Refer to instructions on the [Food Waiver Form](#) or inquire with CCMES staff.
 - b. **(ONLY FOR RIO'S) Events on-campus, but outside of Campus Center/Hemenway Hall:** [Food Waiver Form](#) NEEDED. The University's Food Service Manager's signature is required **BEFORE** CCMES can sign off on the form.
- 2) **ONLY FOR RIO'S: What is a Fundraiser Form?**
 - a. This form is needed if you plan to have a fundraiser of any sort, including donations or drives, anywhere on-campus.
 - 1) You must turn in the [Fundraiser Form](#) with the ESTIMATED AMOUNT column filled out to the CCMES office **BEFORE** your event.
 - 2) Return to CCMES office **AFTER** your event to fill the ACTUAL AMOUNT column. **PLEASE NOTE:** If you do not complete the form before new RIO year (September 30th), your RIO will not be able to re-register.
 - 3) ALL GROUPS NEED TO HAVE A GENERAL EXCISE TAX LICENSE IN ORDER TO DO A FUNDRAISER.
 - 3) **ONLY FOR RIO'S: How can I reserve facilities on UH Manoa campus outside of Campus Center and Hemenway?**
 - a. Visit Office of Planning and Facilities Work Coordination website:
<http://manoa.hawaii.edu/opf/roomreservations.php>
 - 4) **As a RIO or Department, are we allowed to rent out equipment from CCMES if our event is not in Campus Center or Hemenway Hall?**
 - a. Yes. We can also deliver the equipment for an additional charge. You would need to fill out an **Out-of-Complex Request Form** found in the CCMES office, Campus Center 209. The form is only a request and a staff member will send you an email including the price quote and status of availability of the equipment requested.

Payments

- 1) **What types of payment methods does your office accept?**
 - a. We accept Cash, Credit/Debit Card/P Card (American Express **IS NOT** accepted), Check (Made out to "University of Hawaii"), UH InterDepartmental Order (IDO), and Purchase Order (RCUH, UH Foundation, or others)
- 2) **Do we need to pay for the event in advance?**
 - a. Yes.
- 3) **FOR RIO'S and DEPARTMENTS: Do you accept payment by ASUH or SAPFB Funding?**
 - a. Yes.

Cancellation

- 1) **How can I cancel a booking or reservation?**
 - a. **(Watch our "[Helpful Tips](#)" Video)** You can only cancel a booking on our EMS website if it is in "Web Request" status. If your booking is no longer in the "Web Request" status you must email, call, or come into the office to cancel the reservation. **PLEASE NOTE:** You must be one of the contacts for the reservation to cancel it.
- 2) **What is the cancellation policy?**
 - a. The cancellation of events in **meeting rooms** must be done 24 hours before the start of the event. If done after this time frame, set-up fees will apply. For **Ballroom** events, at least one week notice of cancellation is required or set-up fees will apply. Penalties may also apply if there is a 'no-show' or if cancellation is made after the given time frame of notice occurs. If a refund is requested, cancellations must be made in accordance to time frame listed and it must be received in writing. Department Special Programs (Category 5A) are subject to a different cancellation policy.

Contact

- 1) **Who can we contact if we have more questions?**

Main Office, Campus Center 209: 808-956-2525
Operations Coordinator: 808-956-5363
Scheduling Officer: 808-956-4817
On-Site or After-Hours Cell Phone - Staff member: 808-741-7747
Assistant Director of Meeting and Event Services: 808-956-2317