

Making a Reservation in EMS

A Student Organization Guide to Making Reservations in the MSC



Presented by:

The MSC Event & Meeting Services Team



UNIVERSITY of
SOUTH FLORIDA

Meet the MSC Event & Meeting Services Planning Team

Contact us at

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Making a Reservation in Virtual EMS

Making a Reservation In Virtual EMS



- Log in to the USF MSC Event and Meeting Services web reservation portal [Virtual EMS](#).



Event Management Systems

Schedule Clarity

USF MSC Event & Meeting Services



Making a Reservation in Virtual EMS

- After logging into EMS, select the tab Reservations > Room Requests from the drop-down menu
- This will take you to the Room Request page where you will be able to create events, check space availability and enter specific details regarding your event needs

Making a Reservation

Room Request

Info Location Details

When and Where

Date:*
5/28/2021 Fri Recurrence

Start Time:* 7:00 AM
End Time:* 8:00 AM

Facilities:
(all)

Setup Information

Attendance:*
0

Setup Type:*

Availability Filters

Floor:
(all)

Find Space

EMS Procedures:

Room Reservation Deadlines for Student Organizations:

- To reserve a meeting room you must submit your request ten (10) business days ahead of time.
- To reserve a room for an event/social you must submit your request at least three (3) weeks ahead of time.

Room Reservation Booking Guidelines

- Student Organizations are allowed to reserve one meeting after 5pm per 7 days.
- Student Organizations are allowed to reserve one social after 5pm every 14 days.
- Please provide a description of your event as it will help with understanding its purpose and reservation needs.
- Only accountable officers assigned to the account will be permitted to make reservations.

Reoccurring Events, Socials and Ballroom/Oval Theater Guidelines for Student Organizations:

- Reoccurring meetings after 5pm Sunday through Friday are limited to one every 7 days within the designated 1:45 hour time blocks in designated meeting rooms.
- View the after 5pm time block schedule on our website.
- Social events may only be reserved in the following rooms (Plaza Room 2708 (Tuesday through Saturday), Hillsborough Room 2709 (Thursday through Saturday), Oak Room 3707, Oval Theater, Ballroom)
- Time blocks for social events are:
 - Four (4) hour blocks from Sunday – Friday
 - Five (5) hour blocks on Saturdays
 - The Ballroom (MSC 2100) and Oval Theater (MSC 2500) are available to each group once per semester and are limited to twice per calendar year, subject to availability.

This is the
“Room Requests”
home page.

Here you will be able to see information such as important guidelines, definitions and deadlines that should be utilized when entering in a reservation.

When and Where

Date: *
8/1/2020 Sat

Recurrence

Start Time: *
2:00 PM

End Time: *
3:30 PM

Facilities:
Marshall Student Center

Setup Information

Attendance: *
10

Setup Type: *
Theatre

Availability Filters

Floor:
(all)

Find Space

Making a Reservation

- Use the menu on the left to search for available spaces based on the desired dates, times, and expected event attendance.
- Your attendance estimate needs to be as accurate as possible. If you report a small attendance for a larger event, your event may be moved to a room that is too small for your needs. The MSC reserves the right to move events to suitable rooms based on the event description and our discretion.

Making a Reoccurring Reservation

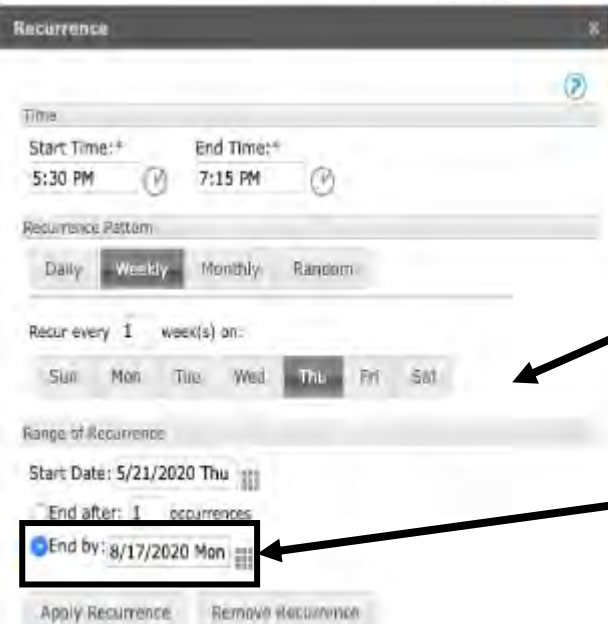


When and Where

Date:*
5/21/2020 Thu

Recurrence

To set up a reoccurring event, such as a weekly meeting, you will need to click the “Reoccurrence” button and update the “Range of Reoccurrence” field. The default setting will only book 1 event.



Recurrence

Time

Start Time:* 5:30 PM

End Time:* 7:15 PM

Recurrence Pattern

Daily Weekly Monthly Random

Recur every 1 week(s) on:

Sun Mon Tue Wed Thu Fri Sat

Range of Recurrence

Start Date: 5/21/2020 Thu

End after: 1 occurrences

End by: 8/17/2020 Mon

Apply Recurrence Remove Recurrence

Here you can adjust the “Range of Reoccurrence” by selecting the frequency of when you would like your meetings to occur.

YOU MUST SET THE “END BY” DATE IN ORDER TO RESERVE MULTIPLE DATES.

The last day to requests events differs for each semester every year.

Find Space

After clicking on the “Find Space” Button, you will be directed to the “Location” tab which will inform you of available spaces

When checking for room availability, please note the below information:

- Rooms marked in blue or grey bars are already reserved for other events.
- Thin lines extending before and after existing reservations indicate that the room is reserved for set-up/breakdown time for that event.

No rooms currently selected

List Grid

Tuesday, August 4, 2020 - Wednesday, August 5, 2020

Room	Cap	8	9	10	11	12	1	2	3	4	5	6
Marshall Student Center												
2100A Royal Palm Ballroom	264											
2100AB Royal Palm Ballroom	660											
2100ABC Royal Palm Ballroom	968											
2100B Royal Palm Ballroom	320											
2100BC Royal Palm Ballroom	660											
2100C Royal Palm Ballroom	264											
2500 The Oval Theater	706											
2703 Honors Room	32											
2707 Spirit Room	60											
2708 Plaza Room	258											
2709 Hillsborough Room	153											
3704 Tarpon Room	44											
3705 Manatee Room	90											
3707 Oak Room	160											
3708 Sandhill Crane Room	48											
3709 Heron Room	87											
3711 Egret Room	66											
3713 Challenger Room	35											

On this page you will can review the different room availabilities and room capacities.

This blurred bar will reflect the time frame selected in the Room Request form.

The MSC Ballroom can be divided into 3 sections.

It is important to keep in mind that we do not allow events to be reserved in sections next to each other*

Start Time: * 7:00 AM End Time: * 8:00 AM

Facilities: Marshall Student Center

Setup Information

Attendance: * 20

Setup Type: * Custom setup

Availability Filters

Floor: (all)

Locations

Wednesday, July 1, 2020 - Thursday, July 2, 2020

Room	Cap	8	9	10	11	12	Pt	1	2	3	4	5	6
Marshall Student Center													
+ 2100A Royal Palm Ballroom	264	■	■	■	■	■							
+ 2100AB Royal Palm Ballroom	660	■	■	■	■	■							
+ 2100ABC Royal Palm Ballroom	1000	■	■	■	■	■							
+ 2100B Royal Palm Ballroom	320												
+ 2100BC Royal Palm Ballroom	660	■	■	■	■	■							
+ 2100C Royal Palm Ballroom	264	■	■	■	■	■							
+ 2703 Honors Room	34												
+ 2707 Spirit Room	61												
+ 2708 Plaza Room	258												
+ 2709 Hillsborough Room	153												
+ 3704 Tarpon Room	46												
+ 3705 Manatee Room	99												

To select a room, click on the green + icon next to its name. A picture of the available rooms will appear on the right side of the window.

Reservation

No rooms currently selected

List Grid

Tuesday, August 4, 2020 - Wednesday, August 5, 2020 16 Hours

Room	Cap	8	9	10	11	12
Marshall Student Center						
+ 2100A Royal Palm Ballroom	264					
+ 2100AB Royal Palm Ballroom	660					
+ 2100ABC Royal Palm Ballroom	968					
+ 2100B Royal Palm Ballroom	320					
+ 2100BC Royal Palm Ballroom	660					
+ 2100C Royal Palm Ballroom	264					
+ 2500 The Oval Theater	706					
+ 2703 Honors Room	32					
+ 2707 Spirit Room	60					
+ 2708 Plaza Room	230					
+ 2709 Hillsborough Room	153					

Virtual EMS - Location Details

Building Details

Building Code: MSC
Description: Marshall Student Center
Notes:

Room Details | Setup Types | Features | Availability

Room Code: 2707
Description: 2707 Spirit Room
Room Type: Medium Meeting Room
Floor: (none)
Size: 61
Phone:
Setup Hours: 0.00
Teardown Hours: 0.00
Notes: Room Specifications for Weekly meeting requests after 5:00pm:
Available Meeting Times:
5:30pm-7:15pm
7:30pm-9:15pm
9:30pm-11:15pm
Theatre only available set up
Maximum Attendance 60
no microphone jack

MSC 2707 #1 MSC 2707 #2

Making a Reservation

ems Event Management Systems
Scholarship Center

USF MSC Event & Meeting Services

Browse Reservations My Account Admin Help Welcome Ryan Ramroop

Room Request **Details** Availability

When and Where

Date: * 6/1/2020 Mon Recurrence

Start Time: * 7:00 PM End Time: * 8:45 PM

Facilities: Marshall Student Center

Setup Information

Attendance: * 25

Setup Type: Theatre

Event Details

Event Name: * Event Type: *

Customer Details

Customer: *

1st Contact: * Ryan Ramroop

Phone: * 813-974-9906 Fax:

Email: * rajivramroop@usf.edu

Description of Event

Furnishings

Available Furnishings

Miscellaneous

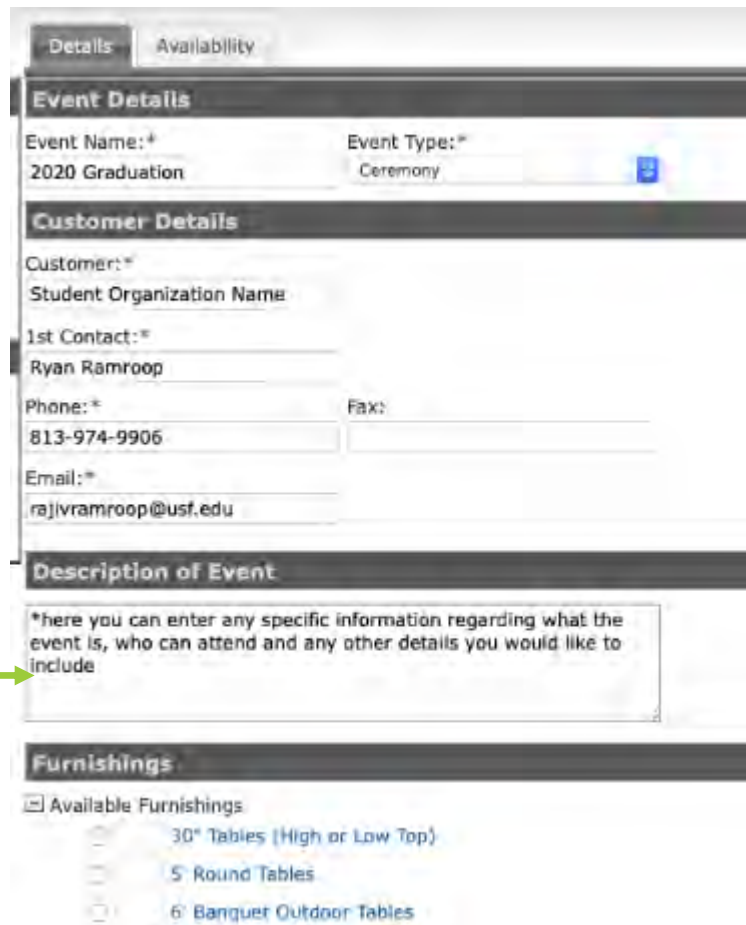
(none)

- By clicking on the "Details" tab you can enter your reservation details such as furnishings, event type as well as a brief description of your event

- You will also be able to search for space availability

Once you have selected room(s), fill out the required details in the “Details” page. All mandatory fields are marked.

Remember, the more detail you provide, the more we can help you earlier in the event process.



The screenshot shows a web form with two tabs: "Details" (selected) and "Availability". The form is divided into several sections:

- Event Details:** Includes "Event Name:" with the value "2020 Graduation" and "Event Type:" with the value "Ceremony".
- Customer Details:** Includes "Customer:" with the value "Student Organization Name", "1st Contact:" with the value "Ryan Ramroop", "Phone:" with the value "813-974-9906", and "Email:" with the value "rajivramroop@usf.edu". There is also a "Fax:" field which is empty.
- Description of Event:** A text area containing the instruction: "*here you can enter any specific information regarding what the event is, who can attend and any other details you would like to include". A green arrow points from the text box on the left to this field.
- Furnishings:** A section titled "Available Furnishings" with a list of options: "30" Tables (High or Low Top)", "5' Round Tables", and "6' Banquet Outdoor Tables".

Make sure to fill out all fields of “Other Information”
This information is required for the reservationist and/or your
event coordinator to approve your event.

Other Information

Day of Event Contact:*
Ryan Ramroop

Do you need an LCD Projector for the event?:*
Yes

Email:*
sa-ems@usf.edu

Day of Event Phone:*
813-974-9906

Will alcohol be served at this event?:*
No

Will there be food and beverage at your event?:*
No

If Yes, who will provide the food and beverage?:
Grocery Store/Restaurant (Publix, Pizza Hut, etc.)

Is the topic of your event currently active in the news, world-wide media, social media sphere, or controversial? This information helps us to plan your event.:*
No

If you are not using A&S funds, please enter your Chartfield String, Foundation Account number, and Billing Contact name, address, phone number, and email address :

Will there be an admission charge for the event?:*
No

Do you agree to abide by the Marshall Student Center and Event & Meeting Services Policies?:*
Yes






Description of Event

*here you can enter any specific information regarding what the event is, who is expected to attend and any other details you would like to

The information listed on this section is used by both the MSC Event Coordinators as well as the MSC Logistics team and will verify that this information matches with your requests at the time of your event.

If you have any special requests or accommodations, please list them in your description and we will reach out to see if we are able to meet your request.

CONGRATULATIONS!

 Browse  Reservations  My Account  Admin  Help Welcome Ryan Ramroop

Reservation Details | Additional Information | Attachments [Back to My Requests](#)







Reservation Id	117250
Event Name	EMS Party
Event Type	Breakfast/Luncheon/Dinner
Customer Name	Event and Meeting Services
1st Contact Name	Ryan Ramroop
Phone	813-974-9906
2nd Contact Name	Sarah Kelly
Phone	5337

Once you submit your reservation request, you can review the details here.

[Add Booking](#)
[Cancel Bookings](#)
[Cancel All Bookings](#)
[Add booking to personal calendar](#)
[Booking Tools](#)

All | **Current** | Historical

Bookings

ACTIONS	SERVICES	DATE ^	TIME	TITLE	LOCATION	STATUS	SETUP
 		8/5/2020 Wed	11:45 AM - 2:30 PM	EMS Party	MSC - 2100ABC	Pending	Custom setup (40)
 		8/5/2020 Wed	11:45 AM - 2:30 PM	EMS Party	MSC - 2707	Pending	Custom setup (40)

Reservation Etiquette

The EMS team addresses requests on a first-come, first-serve basis.

While we typically respond to all requests within 72 hours, during reservation book opening dates, it may be several weeks before you receive a response by email due to the large amount of reservation requests.



Error Messages

msc.usf.edu says

The date(s) you requested violates your last allowed booking date

OK

msc.usf.edu says

Request would create a conflict with another booking

OK

If you receive the following error, it means that the MSC is not yet accepting reservations for the date you requested. Please check the book open dates and contact the EMS office if you believe there has been a mistake.

If you receive the following error message, it means that another event has been booked in that space, and it is not available. Please select another room.



Reviewing Reservation Requests

Room Request

Click on the "Reservations" Tab, then "View My Requests" Tab

Current View My Requests

Reservation Id: Event Name: Quick Search Show Cancelled

Reservations

ID	NAME	CUSTOMER	FIRST BOOKING	LAST BOOKING	STATUS	LOCATION	HAS SERVICES
0	2020 Graduation	Student Organization Name	8/1/2020 Sat	8/1/2020 Sat	Pending	Marshall Student Center - 3701 Palm Conference Room	Yes
117243	EMS Party	Event and Meeting Services	8/4/2020 Tue	8/4/2020 Tue	Confirmed	Marshall Student Center - 3704 Tarpon Room	Yes

Reservation Details

Here you can view all submitted requests. By clicking on a request you can see more details relevant to that request. You can also view your requests status.

When your reservation is submitted, you will be taken to a new screen shown below.

Reviewing Your Reservation Details

Details	
Event	2020 Graduation
Event Type	Ceremony
Request Date	Thursday, May 21, 2020
Time	1:00 PM - 2:00 PM
Building	Marshall Student Center
Room	3701
Customer	Student Organization Name
1st Contact Name	Ryan Ramroop
1st Contact Phone	813-974-9906
1st Contact Fax	
1st Contact Email	rajivramroop@usf.edu
Status	Pending
Notes	
Dates Requested	8/1/2020

Services

Description of Event

*here you can enter any specific information regarding what the event is, who can attend and any other details

Here you will be able to see the status of your request.

After the reservationist reviews a request, an event can be placed into the following statuses:

- Confirmed
- Tentative
- Needs Event Review
- Cancelled
- Cancelled with fee

Here you can cancel your event up to 2 weeks in advance

If you do not have the option to cancel in EMS, you **must email** your MSC Event Planner

CANCELLATIONS

- Cancellations will be accepted by the EMS Team up to three (3) business days prior to the event.
- Clients that do not cancel prior to three (3) business days may be charged for rental space and support services.
- Cancellations must be submitted in writing to your MSC Event Planner.



If your organization does not provide notice of cancellation within three (3) business days of your event; or if your organizations does not show up for your scheduled reservation, you may incur charges. If this is a continuous issue, **your organization may lose the ability to make reservations in the Marshall Student Center.**

Event Statuses

Pending: This means your reservation is still being processed.

Tentative: This means your MSC Event Planner still needs some details from you to finalize your reservation. This could be your final guest count, Day of Show, Food Release Form, etc.

Needs Event Review: This means you must meet with your MSC Event Planner to discuss the details of your event. Your event review must take place at least 2 weeks before the event or you risk your event being cancelled.

Confirmed: This means all details have been confirmed. Any changes to your event after it has been confirmed must be submitted to your Event Planner in writing at least 72 hours before your event.



RESERVATION CONFIRMATION EMAILS



Each time you make a reservation at the MSC, you will receive an emailed reservation confirmation.



Because some items may be changed while your reservation request is being processed, it is crucial that you review and confirm that these details are correct.



If you have any questions about your confirmation or would like to make any changes to your confirmation, please contact your MSC Event Planner.

Reservation Confirmation

Confirmation

Customer
 Accountable Officer #1
 Sample Student Organization
 Physical Mailing Address
 (This is where your Invoices will be mailed)
 City, ST Zip Code
 USA

Reservation: 112205

Event Name: Sample Social Event
Status: Tentative
Phone: Cell Phone Number
Event Type: Other
Billing Reference: Direct Bill
2nd Contact: Accountable Officer #2
Phone: Cell Phone Number

Bookings / Details	Quantity	Price	Amount
Saturday, May 18, 2019			
12:00 PM - 4:00 PM Sample Social Event (Tentative) MSC 2708			
Reserved: 11:00 AM - 4:00 PM			
Banquet Setup for 104			
AV Media:			
Microphone (Wireless)	1		
Wireless hand held microphone			
Furnishings:			
Podium	1		
Placed at the front of the Room			
5' Round Tables	12		
SEE DIAGRAM			
Chairs (MSC)	96		
ii Chairs at each Table			
6' Banquet Tables	4		
Tables for Food, Place in back of Room			
Table Cloth- Round (85x85) White	12	\$4.34	\$52.08
White Round Cloths for Round Tables			
Unit Price (\$4.00) x 9.5% tax (\$0.34) = \$4.34			
6' Banquet Tables	1		
Check in Table, Place outside Room			
No fabric cloth			
Chairs (MSC)	2		
2 Chairs for Check in Table			
Notes:			
Completed Food Release Form due no later than 3 days before Event.			
Client to provide their own laptop and clicker for presentation.			
Client to provide their own tablecloths for food tables.			
No glitter or confetti. All balloons must be weighted.			
Subtotal			\$52.08
Grand Total			\$52.08

This is what your reservation confirmation will look like.

Event Meeting Services Reservation 112205 Tentative

Bookings / Details Quantity Price Amount

The Marshall Student Center reserves the right to cancel or change your reservation based on the decisions made by USF Leadership and the CDC guidelines for events.

Charges are estimates only, and subject to further additions or revisions once the event has concluded.

ALL CANCELLATIONS MUST BE MADE NO LESS THAN 72 HOURS PRIOR TO THE EVENT. Late cancellations may be subject to charges.

Non-USF entities must pay all charges in full a minimum of 72 hours prior to event.

Departments should provide a Charfield a minimum of 72 hours prior to event. The MSC no longer invoices or direct bills USF entities for events.

Student Organizations must pay in full within 30 days after the event. Invoices are sent 1-3 weeks after the event. If you plan to use A&S Funds to pay for this reservation you must submit a request to Student Business Services at sq-mdpurchase@usf.edu no less than ten (10) business days before the day of the event. The MSC cannot make this request on your behalf. For more information, please contact Student Business Services in MSC4300, at 813-974-7100, or sq-mcdonhelp@usf.edu.

Non-USF entities AND Student Organizations are subject to Florida sales tax unless they provide proof of Florida Sales Tax Exemption (DR-14). Student Organizations are also tax exempt if the event is paid using A&S funding through Student Business Services. A&S funding ONLY exempts tax on charges that are directly paid for by USF, not for organizations' out-of-pocket expenses.



Tips to Keep in Mind



REVIEW THE MSC BOOKING GUIDELINES AND POLICIES

- ❖ Meetings must be reserved at least ten (10) business days ahead of time.
- ❖ Student Organizations are allowed one (1) meeting after 5pm every seven (7) days.
- ❖ All other events must be reserved at least three (3) weeks ahead of time.
- ❖ Student Organizations are allowed one (1) social event after 5pm every fourteen (14) days.
- ❖ Meeting rooms have stock setups! These setups cannot be adjusted.
- ❖ Painting can only take place in 2708 or the MSC outdoor locations.
- ❖ Review all guidelines and policies on our website at <https://www.usf.edu/student-affairs/msc/documents/ems-combined-policy.pdf>



#2

UNDERSTAND MEETINGS VS SOCIALS

All events that take place in the MSC are categorized in one of two ways – a meeting or a social. You can find more information on these categories below.

MEETINGS AFTER 5:00PM

- Must be reserved at least 10 days in advance
- Student Organizations can reserve 1 meeting after 5:00pm per 7 days
- Limited to 1 hour and 45 minutes.
- Must use the standard set up of the room.
- Meeting room set ups can not be changed and we can not add any additional furniture to the room.
- See chart for stock room set up.
- Meeting time blocks are enforced for reservations after 5:00pm Sunday – Friday.

SOCIALS AFTER 5:00PM

- Can only be booked in certain rooms:
2708, 2709, 3707, Ballroom, Oval Theater or outdoor space
- Must be booked at least 3 weeks in advance
- Must complete an Event Review at least 14 days prior to your event.
- Student Organizations can reserve 1 social after 5:00pm per 14 days
- No limitations on the length of your event
- You can have a custom set up – this means you are not restricted to the stock room set up!
- Requires 90 minutes of flip time between social events



SAMPLE CALENDAR

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2 General Body MEETING 7:00pm - 8:45pm	3	4 SOCIAL EVENT Guest Speaker 7:30pm - 11:00pm	5	6
7	8	9 Executive Board MEETING 7:00pm - 8:45pm	10	11	12	13
14	15	16 General Body MEETING 7:00pm - 8:45pm	17 Awards Ceremony Planning Meeting 1:00pm - 2:00pm	18	19 SOCIAL EVENT Ice Cream Social 6:00pm - 10:00pm	20
21	22	23 Executive Board MEETING 7:00pm - 8:45pm	24	25	26	27
28 SOCIAL EVENT Awards Ceremony 10:00am - 2:00pm	29	30 General Body MEETING 7:00pm - 8:45pm				

Plan out your semester events. It helps to layout your meetings and events on a calendar.

Be sure to include holidays and other organization's events you want to attend!

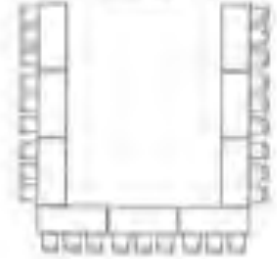
#4

KNOW YOUR ROOM SET UP OPTIONS

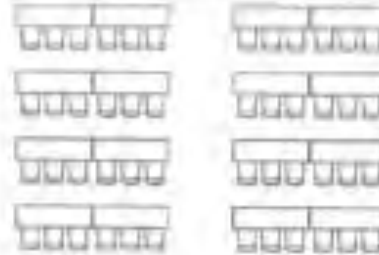
Theater



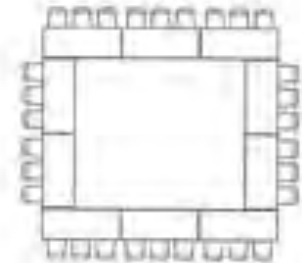
U-shape



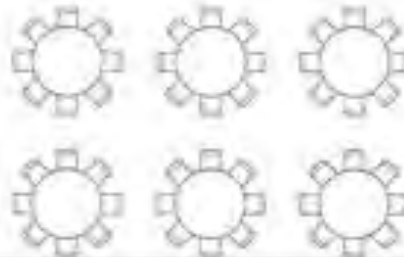
Classroom



Hollow Square



Banquet



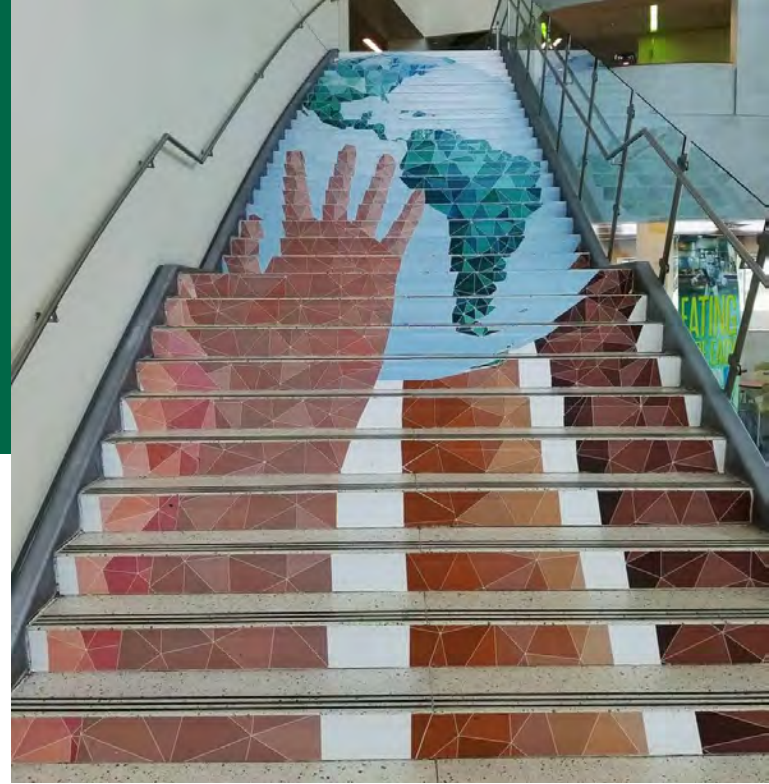
MSC Reservation Timeline

Important Dates to Remember:

Summer B Reservations - open **10AM** on **June 1st**

Fall Reservations - open **10AM** on **July 1st**

Spring Reservations open **10AM** on **November 1st**



**Departments and Non-University reservations
open on the 15th*

Join our Bullsync page to keep up with the latest updates!
<https://usf.campuslabs.com/engage/organization/msc>

THANK YOU FOR ATTENDING!!

If you have any questions, please email us at sa-ems@usf.edu

Check out our Event & Meeting Services Website
<https://www.usf.edu/student-affairs/msc/plan-and-market-events/>