



## FACILITIES MANAGEMENT

### Furniture Requests – For New Furniture, Used Furniture and Furniture Repairs October 2016

#### FM Help – Furniture requests for USED furniture

If you require used furniture (no charge to your department) please:

Log a job on FM Help, choosing:

**Category Group** 'Furniture'

**Category** 'Furniture Moving' (NOT Furniture Acquiring)

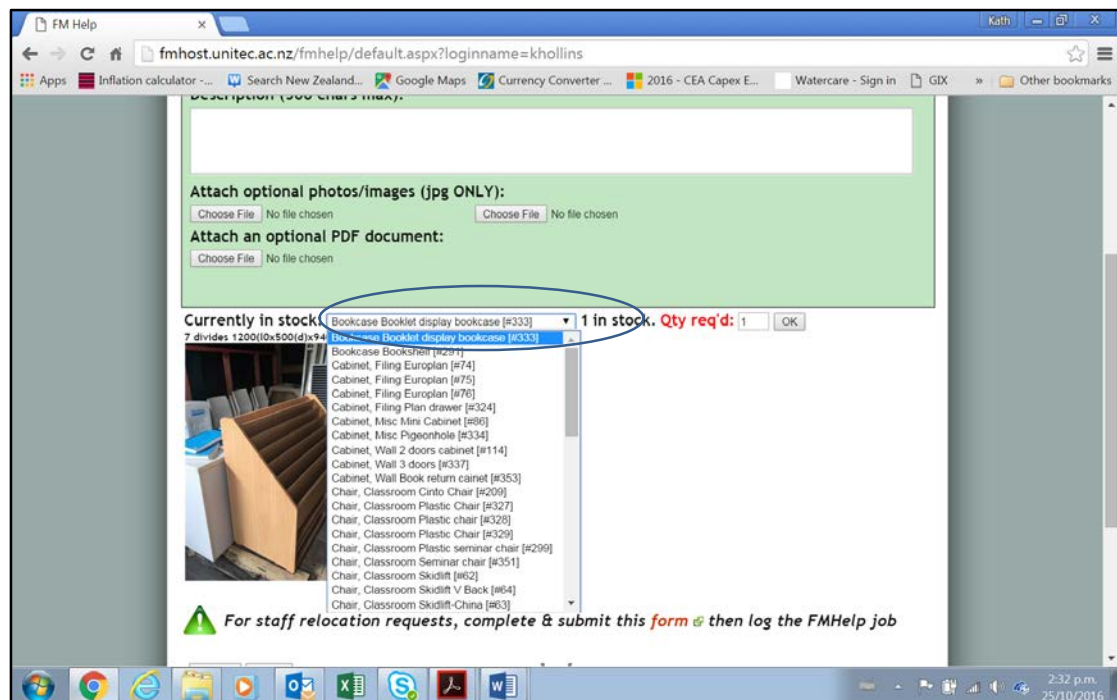
Once you have chosen the category group and category, a drop down list of the furniture that is currently in stock appears below the green part of the screen. **Note:** Under '**Details of Enquiry**' the Location field is the location of where the furniture is to be delivered to.

The screenshot shows the 'FM Help' web form in a browser window. The URL is 'fmhost.unitec.ac.nz/fmhelp/default.aspx?loginname=kholins'. The form is titled 'FM Help' and includes the Unitec logo. It contains the following sections:

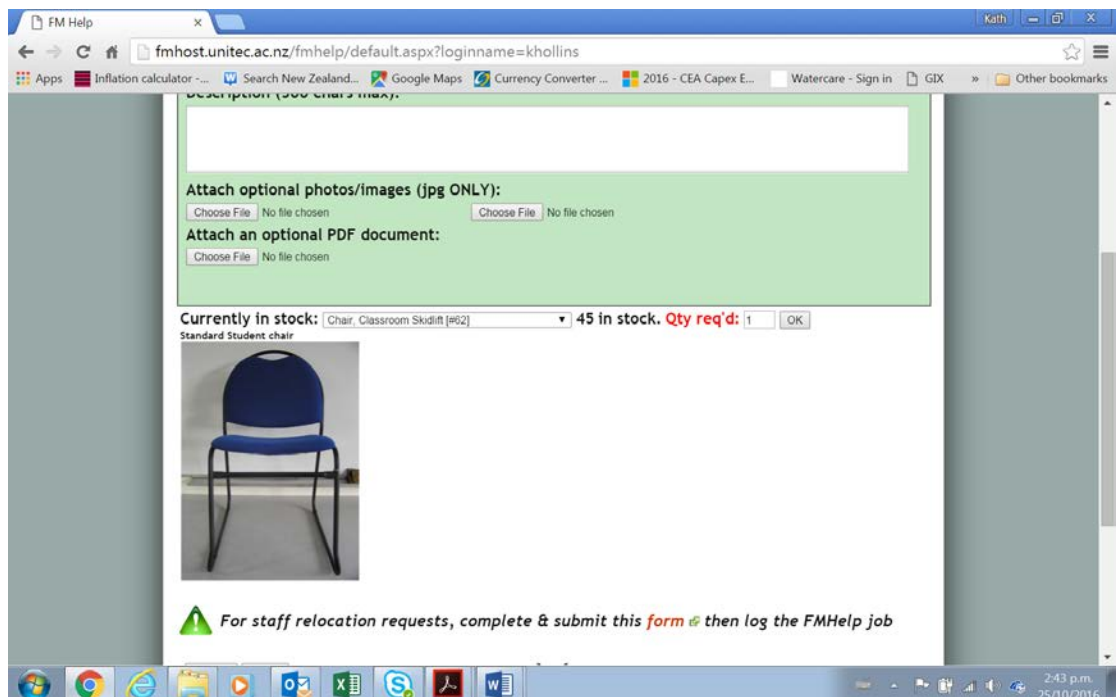
- Customer Details:** Fields for FirstName (Kath), LastName (Hollins), Ext/Phone (7657), Email Address (kholins@unitec.ac.nz), and Department (Facilities Management (50FM)).
- NOTES:** Two notes regarding emergency matters and equipment requests.
- Details of enquiry:** Fields for Bldg (009), Room (1112), Location (009-1112), Category Group (Furniture), and Category (Furniture moving). The 'Category Group' and 'Category' fields are circled in blue.
- Description (300 chars max):** A text area for describing the request.
- Attach optional photos/images (jpg ONLY):** A section with 'Choose File' buttons.
- Attach an optional PDF document:** A section with a 'Choose File' button.
- Currently in stock:** A dropdown menu showing 'Bookcase Booklet display bookcase (#333)' with '1 in stock' and a 'Qty req'd: 1' field.

Go to the **drop down menu** (next to Currently in stock) and click on the downward arrow. As you scroll through the list you can view a picture of each

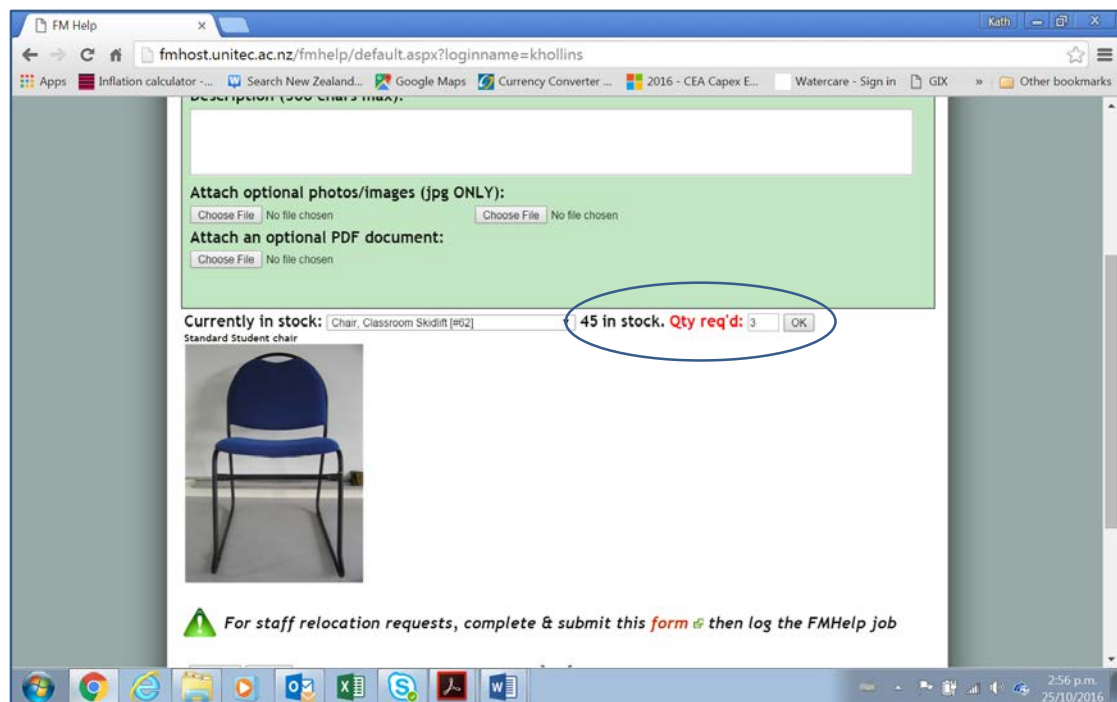
item as you click on the name. You can also see the dimensions so you can check if it is right for you.



When you find the item you require, click on the item.

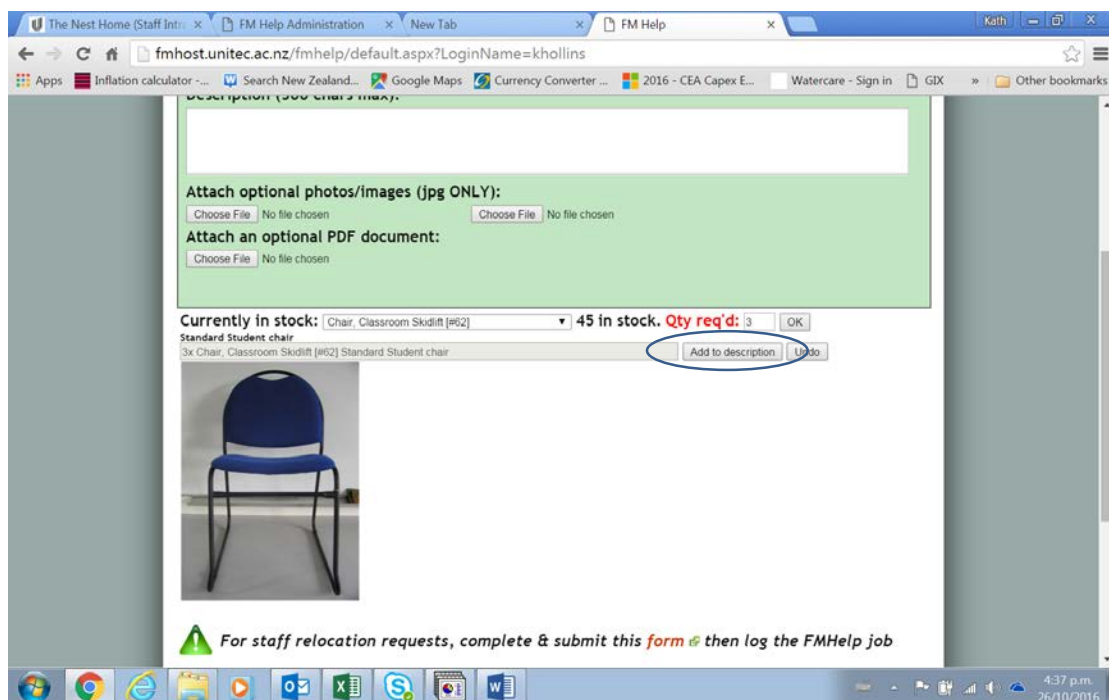


Select the **quantity** required by going to the **Qty req'd** field. Type in the number you need (as long as it shows there are sufficient in stock) and click on **OK**.



A new tab **Add to description** appears below the Qty req'd field.

Click on the 'Add to Description' tab



and your selection will upload into the **Description** field of your FM Help job.

FM Help

fmhost.unitec.ac.nz/fmhelp/default.aspx?loginname=kholins

Details of enquiry:

Bldg: 009 Room: 1112 Location: 009-1112 Category Group: Furniture Category: Furniture moving

Description (300 chars max):

3x Chair, Classroom Skidlift [#62] Standard Student chair

Attach optional photos/images (jpg ONLY):

Choose File No file chosen

Attach an optional PDF document:

Choose File No file chosen

Currently in stock: Chair, Classroom Skidlift [#62] 45 in stock. Qty req'd: 3 OK

Standard Student chair

3:14 p.m. 25/10/2016

If you require other used furniture, repeat the above process by selecting your next item. **Note:** check the **Qty req'd** field each time before adding to the description as it defaults to the last number you ordered and also check that each item has successfully been uploaded into the **Description**. **Note:** there is a limit of 300 characters in the **Description** field, so if you are ordering a lot of items (>5) you will have to submit more than one FM Help job.

FM Help

fmhost.unitec.ac.nz/fmhelp/default.aspx?loginname=kholins

Details of enquiry:

Bldg: 009 Room: 1112 Location: 009-1112 Category Group: Furniture Category: Furniture moving

Description (300 chars max):

1x Chair, Classroom Skidlift [#62] Standard Student chair  
1x Cabinet, Filing European [#76] 4 drawer, lockable, green  
1x Table, Other Low table [#320] white 600x600x450h  
1x Shelf Bookshelf [#175] Tawa, 4 divided 800x400x1800(h)mm  
1x Chair, Office Water Chair [#43] no arms, 2 lever, gas lift

Attach optional photos/images (jpg ONLY):

Choose File No file chosen

Attach an optional PDF document:

Choose File No file chosen

Currently in stock: Chair, Classroom Student chair [#326] 4 in stock. Qty req'd: 2 OK

Blue purple pattern

2x Chair, Classroom Student chair [#326] Blue purple pattern

Add to description Undo

3:25 p.m. 25/10/2016


Finally, click on the **'submit'** button at the bottom of the page. **Note:** This will only work if you have completed **ALL** fields on the FM Help screen.

The screenshot shows a web browser window with the URL `fmhost.unitec.ac.nz/fmhelp/default.aspx?loginname=khollins`. The page title is "FM Help". The browser's address bar and tabs are visible at the top. The main content area has a light green header bar. Below it, there is a section titled "Currently in stock:" with a dropdown menu showing "Chair, Classroom Student chair [#326]" and a text field showing "4 in stock. Qty req'd: 2". To the right of this section are "OK" and "Add to description" buttons. Below the dropdown menu, there is a text field with the value "2x Chair, Classroom Student chair [#326] Blue purple pattern". To the right of this field is an "Undo" button. Below the text field, there is a photograph of a blue classroom chair. Below the photograph, there is a green warning icon and a message: "For staff relocation requests, complete & submit this form then log the FMHelp job". Below this message, there are two buttons: "Submit" and "Reset". The "Submit" button is circled in blue. To the right of the buttons, there is a floor plan diagram. The bottom of the screen shows a Windows taskbar with various application icons and a system clock showing 3:36 p.m. on 25/10/2016.

Currently in stock: Chair, Classroom Student chair [#326] 4 in stock. Qty req'd: 2 OK

Blue purple pattern

2x Chair, Classroom Student chair [#326] Blue purple pattern Add to description Undo

 For staff relocation requests, complete & submit this form then log the FMHelp job

Submit Reset

## FM Help – Furniture requests for NEW furniture

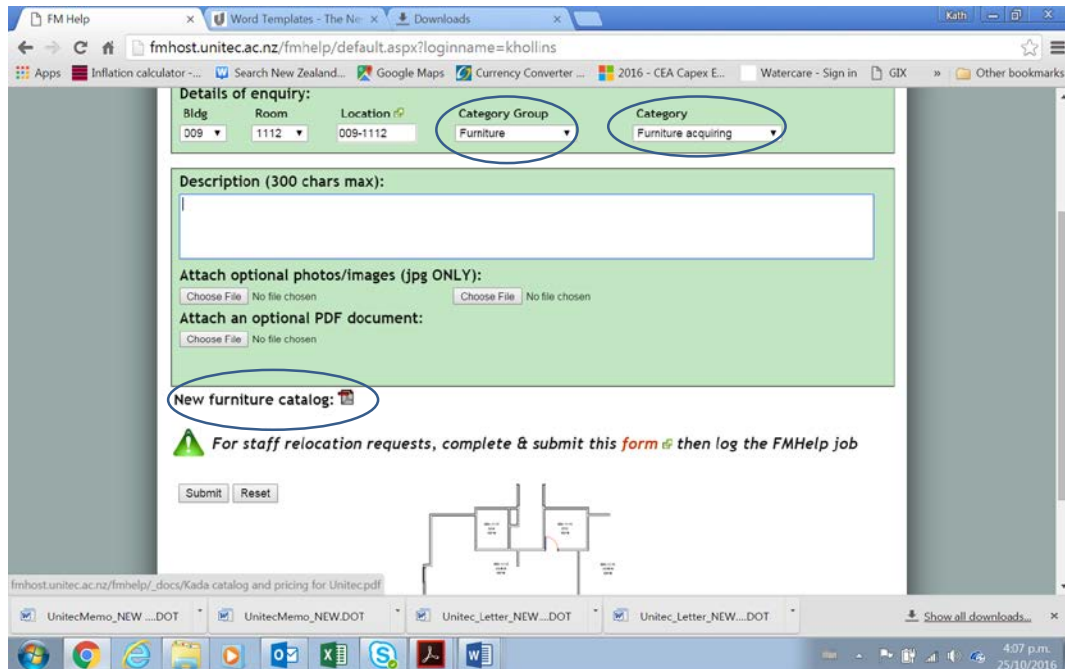
If you wish to make a request for new furniture, please:

Log a job on FM Help choosing:

**Category Group** 'Furniture'

**Category** 'Furniture Acquiring' (NOT Furniture Moving)

Please select the **New furniture catalog** icon.



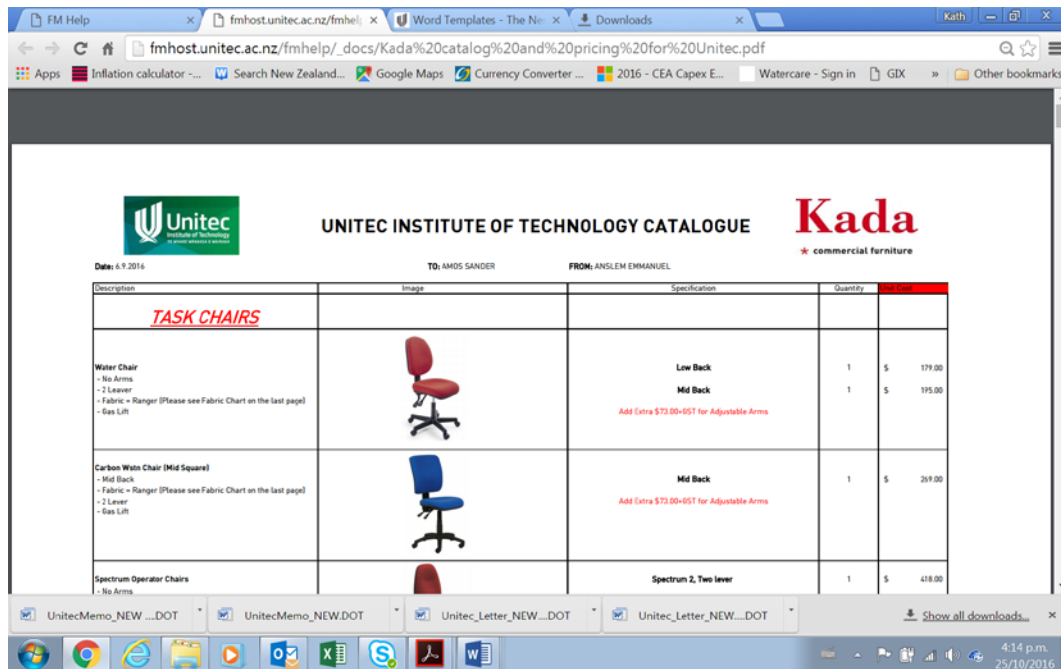
The screenshot shows a web browser window with the URL `fmhost.unitec.ac.nz/fmhelp/default.aspx?loginname=kholins`. The form is titled 'Details of enquiry:' and contains several fields: 'Bldg' (009), 'Room' (1112), 'Location' (009-1112), 'Category Group' (Furniture), and 'Category' (Furniture acquiring). Below these fields is a 'Description (300 chars max):' text area. There are two file upload sections: 'Attach optional photos/images (jpg ONLY):' and 'Attach an optional PDF document:', each with a 'Choose File' button. A link labeled 'New furniture catalog:' with a small icon is circled in blue. Below this link is a warning message: 'For staff relocation requests, complete & submit this form then log the FMHelp job'. At the bottom of the form are 'Submit' and 'Reset' buttons. The browser's taskbar at the bottom shows several open files: 'UnitecMemo\_NEW ...DOT', 'UnitecMemo\_NEW.DOT', 'Unitec\_Letter\_NEW ...DOT', and 'Unitec\_Letter\_NEW.DOT'. The system clock in the bottom right corner shows 4:07 p.m. on 25/10/2016.

And the Unitec furniture catalogue will appear on your screen.

Choose from the catalogue which item or items you require, noting the model, fabric choice, colour, and other specific details.

If you are unable to find what you need, contact Amos Sander, Facilities Manager (7648 or 021 401 266) and he will work with you to source what you require.





Please type in the FM Help **'Description'** field:

the description, colour, specification and quantity of your order.

**FM Help**

Customer Details: Username: khollins | Get Details | 20 Jan 2017 03:09:11 p.m.

First Name: Kath | Last Name: Hollins | Ext/Phone: 7657 | Email Address: khollins@unitec.ac.nz | Department: Facilities Management (50FM)

**NOTES:**  
 1. For A/H and emergency matters contact Unitec Security Centre on ext. 7777 within campus (or 09 8154321 ext.7777)  
 2. If you are requesting help with telephones, AV and computer related equipment, please log a job with IMS

**Details of enquiry:**

Bldg: 009 | Room: 1112 | Location: 009-1112 | Category Group: Furniture | Category: Furniture acquiring

**Description (300 chars max):**  
 1 Water Chair, no arms, 2 leaver, gas lift, mid back. Fabric- Ruby

**Attach optional photos/images (jpg ONLY):**  
 Browse... No file selected. | Browse... No file selected.

**Attach an optional PDF document:**  
 Browse... No file selected.

New furniture catalog:

**Note 1:** As always, please remember to complete **ALL** fields on the FM Help screen. **Note 2:** Under **'Details of Enquiry'** the Location field is the location of where the furniture is to be delivered to.

The screenshot shows the 'FM Help' web form. At the top, there's a header with the Unitec logo and a map. Below the header, the 'Customer Details' section includes fields for Username (khollins), Get Details button, and a timestamp (20 Jan 2017 03:09:11 p.m.). The form also displays First Name (Kath), Last Name (Hollins), Ext/Phone (7657), Email Address (khollins@unitec.ac.nz), and Department (Facilities Management (50FM)).

Below the customer details, there are 'NOTES' in red text:

1. For A/H and emergency matters contact Unitec Security Centre on ext. 7777 within campus (or 09 8154321 ext.7777)
2. If you are requesting help with telephones, AV and computer related equipment, please log a job with IMS

The 'Details of enquiry' section contains dropdown menus for Bldg (009), Room (1112), Location (009-1112), Category Group (Furniture), and Category (Furniture acquiring). The 'Location' field is circled in blue.

Below this is a 'Description (300 chars max):' text area containing the text: '1 Water Chair, no arms, 2 leaver, gas lift, mid back. Fabric- Ruby'. There are also sections for 'Attach optional photos/images (jpg ONLY):' and 'Attach an optional PDF document:', each with a 'Browse...' button and 'No file selected.' status.

At the bottom of the form, there is a 'New furniture catalog:' link and a green warning icon with the text: 'For staff relocation requests, complete & submit this form then log the FMHelp job'.

Finally, click on the **'submit'** button at the bottom of the page. **Note:** This will only work if you have completed **ALL** fields on the FM Help screen.

This screenshot shows the same FM Help form, but with the 'Submit' and 'Reset' buttons at the bottom highlighted with a blue circle. The 'Submit' button is the primary action button for submitting the request.

Your furniture request will be considered, and you will be contacted if there are any queries or your request is unable to be fulfilled.



## FM Help – Requests for Furniture to be Repaired

There are two ways you can request some repairs to your furniture.

1. You can select '**Maintenance/Repair**' as the Category Group and then '**Furniture, other**' as the Category

The screenshot shows the 'FM Help' web form. The 'Customer Details' section is filled with: FirstName: Kath, LastName: Hollins, Ext/Phone: 7657, Email Address: khollins@unitec.ac.nz, and Department: Facilities Management (50FM). The 'Details of enquiry' section has Bldg: 009, Room: 1112, and Location: 009-1112. The 'Category Group' dropdown is set to 'Maintenance/Repair' and the 'Category' dropdown is set to 'Furniture, other'. The 'Description' field contains the text: 'Please repair the mobile filing cabinet in my office - one of the wheels is loose.' Below this are sections for attaching optional photos (jpg ONLY) and an optional PDF document, both with 'Choose File' buttons. A note at the bottom states: 'For staff relocation requests, complete & submit this form then log the FMHelp job'.

2. Or you can select '**Furniture**' as the Category Group and '**Furniture, other**' as the Category

The screenshot shows the 'FM Help' web form with the same customer details as the first screenshot. In the 'Details of enquiry' section, the 'Category Group' dropdown is now set to 'Furniture' and the 'Category' dropdown remains set to 'Furniture, other'. The 'Description' field contains the text: 'Please repair the cupboard in this office. One of the shelves is broken.' The rest of the form, including the attachment sections and the bottom note, is identical to the first screenshot.