

# GETTING STARTED

Need help on booking our services? The following is a step by step guide to how the event process happens:

1. Let us know you're interested by sending us an e-mail at [Catering@ucsc.edu](mailto:Catering@ucsc.edu) with the following details:
  - a. Contact Information:
    - i. Your Name
    - ii. Phone Number
    - iii. Fax Number
    - iv. Campus Mailstop (or Mailing Address if off campus)
    - v. Method of Payment (ERF/cash/check/credit card/IOC)
  - b. Event Information:
    - i. Date of Event
    - ii. Location (please specify building, room, inside/outside)
    - iii. Start & End times
    - iv. Type of service requesting  
(Facility room rental, Breakfast, Snack Break, Lunch, Reception, Dinner)
    - v. Number of people
  - c. Please include a small description of any additional services or special requests that you may have
2. A confirmation that we have received the request will be sent via e-mail, along with a reply of the availability of services within 48hrs. If you sent all the information we requested above, then an event agreement will be sent via email. If there is missing information, no forms or confirmation of your event being booked will be sent until the missing details are received and details can be confirmed.
3. Review the event agreement(s) - Make sure the information is correct and the totals are within your budgeted amount.
4. Is everything correct?
  - a. Yes- sign the event agreement(s) - your signature means that details on the agreement are correct and you are intending to pay for the services. Return these forms to the Sales Office to ensure we have your event details correct.
  - b. No- Sorry; please send us the necessary corrections via e-mail. We'll send a new agreement.
5. Payment
  - a. Entertainment Reporting Form (ERF) & CruzBuy Requisition: The current paper recharge form for entertainment orders will be accepted for events occurring **prior to July, 1 2012**. At that time, only the Entertainment Reporting Form will be accepted at Campus Dining Services establishments.
    - i. Complete ERF to obtain ERF Number required by CruzBuy
    - ii. Log into CruzBuy and select the "Recharge – UCSC Catering Request" form;
      1. Requester follows instructions to fill out form, entering dollar amount as NTE (not to exceed);
      2. Requester attaches event agreement to requisition;
      3. Requisition is submitted.

**Note:** We recommend a "Not to Exceed" (N.T.E.) dollar amount be included on the Requisition Request. This will ensure that any additions or last minute changes will be included in the total approved by your department. If you need assistance determining an appropriate amount, please contact us.

- b. Check, Cash or Credit Card- A 50% deposit is required with reservation and the remaining balance is due 5 business days\*\* before your event. Please make checks payable to "**UC Regents**." A credit card is required if paying by check or cash, and will be held for additional charges or damages that may occur the day of the event.

\*\*Example of "5 business days"- if your event is on a Friday, 5 business days prior would be the previous Friday one calendar week before your event. If you have any questions, call us and we'll give you the exact date.

**Note:** All events are tentative until all signed forms, which includes payment, are received.

6. It's now 5 business days before your event. Have you completed steps 1-5?
  - a. Yes- great, you're right on track! Keep in mind, we cannot assume responsibility for keys to any location, other than the University Center, so please make sure your location is accessible to the caterers for our scheduled arrival time.
  - b. No- Contact us right away.
  - c. Please notify us immediately if at this point there are any changes or if you need to cancel your event.
7. Once the event is over, approver will compare the requisition to the final event agreement and receipt. The order will create a Banner PO and the correct amount will automatically debit/credit the appropriate FOAPALS for the requisition. We look forward to having the privilege of working with you and your department again.