University of New South Wales
UNSW
Furniture Re-Use Program

www.unsw.edu.au/

User Guide to Crown Relocations “AMS” Site

http://ams-nz.crownrelo.com

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1. Introduction to the UNSW Office Furniture Re-Use Program

UNSW Facilities Management department has established a program to provide access to the University’s excess office furniture assets. These excess assets are stored off-site with service partner Crown Relocations at Crown’s storage facility in Smithfield.

The UNSW Office Furniture Re-Use program allows all faculties and departments to view a web-based inventory of office furniture assets and request re-delivery from Crown Relocations store to the University Campus. This system is called “AMS” or “Asset Management System” and it is managed by Crown Relocations.

This “AMS” User Guide has been created to explain how to use the web-based inventory and order system. You are also welcome to contact Crown Relocations by phone or email if you have any queries or requests.

2. Crown Relocations Contact Details

If you have any queries about the Office Furniture Re-Use program or would like to ask additional questions about requesting assets or confirming a delivery you are welcome to contact Crown Relocations directly:

<table>
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<tr>
<th>Enquiry</th>
<th>Name</th>
<th>Email</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests for delivery, general enquiries</td>
<td>Carol Bowden</td>
<td><a href="mailto:cbowden@crownrelo.com">cbowden@crownrelo.com</a></td>
<td>8787 0400</td>
</tr>
<tr>
<td>UNSW Relationship Manager</td>
<td>Jeff Gulikers</td>
<td><a href="mailto:jgulikers@crownrelo.com">jgulikers@crownrelo.com</a></td>
<td>8787 0400</td>
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3. Accessing the UNSW Office Furniture Re-Use Site

You may access “AMS” by going to UNSW Facilities Management home page www.facilities.unsw.edu.au and selecting “Furniture Re-Use Program” from the “Quick Links” drop down list. Selecting “Furniture Re-Use Program” will take you through to the Crown “AMS” program.
You may also access “AMS” direct by entering http://ams-nz.crownrelo.com directly into your browser. Note the URL is http:// not “www”.

For ease of use Crown has created a generic Username and Password to allow you to view office furniture assets. Please enter the Username and Password as shown below. Please note the Username and Password are case sensitive.
4. Viewing & Selecting Furniture Assets

“AMS” allows you to view assets in several different formats, however for ease of identifying items of interest we recommend the following process:-

Using the drop down box on the left hand side “Group Category Filter”, who can select key categories of office furniture assets including filter by chair, desk, bookcase, filing cabinet etc. All of the available office furniture assets are housed in these key group categories.
Select “Thumbnail View” at bottom of the screen in order to see pictures of the assets available in the category you have selected. You can return to the list view at any time by clicking on the button “List View”.

When you select a category – such as “Filing Cabinet” you will see a menu on left hand side that shows categories within “Filing Cabinet” – such as number of draws, etc. On the right hand side you will see pictures of the available assets in the category. Each asset has a bar code number (ie: W00000X).
If you wish to see further detailed information about a particular asset, click on the bar code number (the bar code number – W00000X will highlight in red when you select it).

Each asset is displayed with its barcode number (W000X). Click on the bar code to see a larger photo, description & dimensions.

The detailed information for each asset includes a description of the condition of the asset – assets are classified as being “Excellent” condition, “Good” condition, “Average” condition and “Poor” condition. Assets are removed from the program as and when their condition is no longer suitable for selection.

The condition of the asset is show as “Excellent”, “Good”, “Average” or “Poor”. Assets are removed from the program as they reach “poor” condition.
The individual asset information page also states the dimensions of the asset to help you plan your requirements.

To select an asset simply tick the box next to the barcode number in the Thumbnail view or go direct to the “Service Request” button on the bottom left hand side of the screen.
When you reach the Service Request form, you will find a number of pre-populated fields – you do not need to adjust these, they simply indicate the UNSW assets under management.

At the Service Request page please complete the required fields, including:

- **Service Type** = Delivery if you wish the assets to be delivered to you on campus
- **Delivery from Storage to** = Site (Site is UNSW’s Sydney campus)
- **Physical Address** = Your location within the UNSW Sydney campus, nominating closest Gate number if known
- **Contact Person** = Your name as the requester
- **Contact Phone Number** = Contact details for Crown to confirm your request
- **Preferred Date & Time of Delivery** = Preferred date (Standard delivery day is Wednesday each week, other dates by request and additional charges may apply)
Tick “Delivery” in the Service Type menu then select “Site” as Delivery Location. Enter your name and contact details – Crown will contact you prior to delivery to reconfirm your request and the next available delivery date.

If you do not know which Gate is closest to your office, just put your building number in for the “Physical Address”. Crown will locate your office on our campus map and select the most convenient campus Gate for the delivery. Crown will also advise the Facilities Management team of the delivery date, time and Gate number so that the University is aware of the planned delivery.

Enter the barcode number (W00000X) of the selected asset into the barcode field and select the “Delivery” button. There is no need to complete the field called “Requester”. The service request form will expand as you enter more assets.
When you have finished selecting assets, please click on the “Submit” button and your request will be relayed to the Crown Coordinator.

5. Confirmation of Your Delivery

Requests received by Crown Relocations will be confirmed by telephone with the requestor. This is why you are requested to provide your contact phone number on the Service Request screen. Your Crown coordinator will call you to confirm your order and will also ask you for your UNSW staff or student ID number (for reporting purposes) and to confirm your location within the campus.

Crown Relocations do standard deliveries to the UNSW Sydney campus every second Wednesday throughout the year, excluding public holidays and excluding the week between Christmas and New Year.

To ascertain when the next delivery date is you may email Carol Bowden at cbowden@crownrelo.com. Alternatively, just proceed to place your order via the Crown “AMS” system and Carol will confirm the next available delivery date when she phones you to confirm your order.
6. Requesting Collection of Assets (Return to Crown Storage)

If you wish to return office furniture assets to the Office Furniture Re-Use program, please advise UNSW Facilities Management team – they will arrange to have the assets placed at a centralized collection point and will arrange for Crown to collect the assets.

You do not need to use the “AMS” system to request collection / pick up of assets from the campus.

Please contact Facilities Management at fmgeneralservices@unsw.edu.au to request collection / pick up of assets when you have finished using them.

7. Frequently Asked Questions (FAQ)

Q: What happens if I accidently select and request an office furniture asset that I don’t want?

A: Don’t worry. The Crown Coordinator will contact you before delivery to confirm your request, you can simply advise that the request was an accident. The items will be returned to “available status” and the service request will be cancelled. There is no cost to you or to UNSW if a request is cancelled prior to delivery.

You may also email Carol Bowden at cbowden@crownrelo.com

Q: How will Crown know if I am approved for loan of assets through the Office Furniture Re-Use Program?

A: All staff and students are eligible. The Crown Coordinator will request your UNSW staff or student ID number when they call you to confirm the delivery. Your ID number will be used only to verify your order and for reporting to UNSW.

Q: Can I request for an asset to be delivered to a location other than the UNSW Sydney campus?

A: No, Crown is only authorized to deliver the office furniture assets to the UNSW Sydney campus. If you wish to have assets delivered to a different location please contact Carol Bowden at cbowden@crownrelo.com to discuss your requirements however Crown will need to get approval from UNSW Facilities Management before confirming any delivery to an off-campus location. Additional costs will apply for non-standard deliveries.

Q: When do Crown do asset deliveries to the campus?

A: Crown Relocations do standard deliveries to the UNSW Sydney campus every second Wednesday throughout the year, excluding public holidays and excluding the week between Christmas and New Year.

To ascertain the next delivery date you may email Carol Bowden at cbowden@crownrelo.com. Alternatively, just proceed to place your order via the Crown “AMS” system and Carol will confirm the next available delivery date when she phones you to confirm your order.