

## Tips for ordering AV equipment and catering in the Congress Request System

### Basic AV Package

While reviewing your room allocations in the [Congress Request System](#), you should see that the “**Basic AV Package – Full Day**” was ordered, by default, to every one of your allocations. The package includes: computer with internet; DVD playback; projector; screen; and wireless lavalier microphone in rooms with a capacity of over 70 people. If you do not require this, you must remove it from your allocations by April 8, 2016. Your association will be charged the full amount for this package if you do not remove it by the deadline. To remove, simply click the *Equipment & AV* button next to the room request and then select *Delete* in the *Summary* on the right side of your screen.

If your association was given the same room for multiple sessions, on the same day, you only need to have one full-day package added to the first session of the day for that room; that package will be available for all sessions that follow in that room. You can delete any additional package automatically added to allocations for subsequent sessions. If you have multiple room allocations on the same day, that are 4 hour blocks or less, you should change the full-day package to the half-day package in each room. **For each day that you require the equipment, separate requests must be made.**

If you plan on using any computer or audiovisual equipment that happens to be built in to the room (not including existing desks, chairs, blackboard), you must still order the equipment through the [Congress Request System](#). **If you do not request it, the equipment will be locked from use.**

### When are AV technicians needed?

As part of participating in Congress, you will have access to basic technical support for your program, such as troubleshooting, fixing access issues, etc. However, a technician will not be onsite during your events or sessions unless one is ordered. It may be recommended to add this service for some requests, such as when ordering a sound system using more than 4 microphones; whereas others this will be required (such as video streaming). Contact the university audio-visual team for questions.

### What are “extra furnishings”?

Under *Equipment & A/V* in the [Congress Request System](#), you have the option to request extra furnishings (chairs, tables, poster boards, lecterns). You should request these items when you want to have furnishings that are not already provided in some other manner.

When you do NOT need to request furnishings:

- To use desks and chairs already in the classroom
- Tables for food and beverage, which will be automatically provided with all catering requests

When you DO need to request furnishings:

- To supplement the existing furniture in the room or special event space (for example, if you are hosting a panel discussion and require a head table and chairs)
- Additional tables, not including catering tables or the Association Greeting Table

## How to order quantities for catering requests

The Congress Request System does not automatically recognize the quantity type (i.e. per person or per dozen) for menu items. When ordering, please ensure that the quantities you enter are based on the type of quantity offered for that item in the catering menu. It is also important to ensure that you are meeting the required minimum quantity for each menu item you order. For example:

Scenario 1) ordering the *Morning Beverages* package as a break for 50 people. Your order quantity should be 50.

Scenario 2) ordering a *Market Vegetables* platter for 40 people. Your order quantity should be 2 of the 24-person platter.

Scenario 3) ordering a *One-Stop Reception* package for 15 people. Your order quantity should be 20, in order to meet the minimum.

## Delivery timing for catering requests

It is important to specify the actual start and end times for the meal in the catering request. We will calculate an appropriate window of time for delivery and set-up based on this information. If a meal time should change for any reason, please edit the request in the [Congress Request System](#) so that the catering team can adjust delivery times accordingly.

## Review your costs

Whenever you place requests, such as catering or audio-visual equipment or extra furnishings, there is a cost associated with each menu item. This includes the “Basic AV Package – Full Day” which is ordered by default (unless you remove the request, if it is not needed). You can review the total costs incurred (which the Federation deducts out of your registration revenue) through the [Congress Request System](#):

- Scroll half-way down the page to the block titled “*Submit a request (rooms, equipment & A/V, catering)*”. The price listed at the end of each line is the total costs incurred for catering and/or equipment that have been added to that room. The total for all requests is shown at the bottom of the page.
- To review the catering and equipment costs attached to a specific room request, click the [+]  
button beside that room request.
- You can also download an Excel report of all requests under the *Reports* block at the top of the homepage.

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Note: Pricing for any special orders that are not listed on the menus (i.e. banquets) will not show up in your list of costs in the Congress Request System. To review your costs for special orders, please refer to quotes and documentation that you will receive when the order is confirmed with the University.

## Review your orders

Download the “Congress Request Summary” PDF from the *Reports* block in the [Congress Request System](#). This report will show you a summary of all the orders you have made for your association. Each room allocation will have its own page or section, and will outline the individual catering and AV requests that are attached to that room.