



WENZHOU-KEAN
UNIVERSITY

FACULTY CONSULTING SERVICE

2016. Sept.

Faculty Consulting Service

To support faculty's life and work in Wenzhou, Faculty Consulting Service is committed to help faculty with problems (e.g. apartment maintenance request, taxi and drinking water arrangement, package checking, bill payment consulting) faced in the busy daily life.

If faculty needs help, please contact Help Desk (0577-55870606) or come to Faculty Help Desk on 2nd floor in Training Building, Wing B.



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1. Maintenance Service

If faculty would like to request maintenance, please contact Faculty Consulting Service via following three ways: call Help Desk (0577-55870606), come to Faculty Help Desk on 2nd floor in Training Building, or email Faculty Consulting Service.

- Chelsea: wksc.huchunchun@wku.edu.cn
- Emerald: yumiaomiao@wku.edu.cn
- Krystal: liying@wku.edu.cn



Detailed information about the maintenance procedures and duration is presented below.

Maintenance Items	Procedures	Duration
light, leaking, broken water pipe, broken window, lock...	1. Contact the management office to make an arrangement. 2. The management office sends a workman to fix it.	When it is not busy, the item can be fixed instantly When the workman is busy, it may take 2 days or more.
broken electrical equipment, large furniture...	<i>Xin Tian Yuan:</i> 1. Contact the company to make an arrangement. 2. The company sends a	<i>Xin Tian Yuan:</i> It always takes 1-3 days to wait for the notification from the company.



	<p>workman to check first.</p> <p>3. The company makes another arrangement and send a workman to fix it.</p> <p><i>ChaShan Gaojiao Boyuan:</i></p> <p>1. Contact the landlord and ask him/her to send someone to fix it.</p>	<p><i>ChaShan Gaojiao Boyuan:</i></p> <p>Sometimes negotiation with the landlord is needed, which may take several days.</p>
blocked toilet, blocked drainage pipe...	1. Contact the workman who is professional for the dredge work and make an arrangement.	How long it will take to fix it depends on how busy the workman is.
curtain, wooden floor, glass ...	<p>1. Contact the workman of our campus and ask for a check.</p> <p>2. Make an arrangement and then the workman comes to fix it.</p>	At least 4 days
gas problem	<p>1. Call the gas company and make an arrangement.</p> <p>2. The gas company sends someone to fix it.</p>	At least 3 days

**** Free maintenance services is for the damage to the apartment ONLY from ordinary wear and tear. However, any artificial destruction, accidental damage or misuse is the responsibility of the tenants.***

- a. If the faculty is at home, serviceman who's gonna solve those problems will knock the door and then get things fixed.
- b. If the faculty is not at home, the Faculty Help Desk should contact the faculty to make sure whether another arrangement is needed or the serviceman can get permission to come inside to fix things. If the serviceman can come in when faculty is not at home, someone either from WKU or from the management office should be there watching over the serviceman.



2. Taxi Arrangement

Procedures of Taxi Arrangement:

- 1) The faculty needs to tell Faculty Help Desk where he/she is and where he/she is going and when he/she needs the taxi.
- 2) The Faculty Help Desk would call the taxi company to make an arrangement.
- 3) The taxi driver would call back and then tell the Faculty Help Desk both the plate number and the color of that taxi, and how long it will take to pick up the faculty.
- 4) The Faculty Help Desk would tell the faculty the booked taxi information.

****Note: Any faculty who makes an appointment for the taxi does not show up or does not call the Faculty Help Desk to cancel the taxi will be put into the blacklist.***



3. Drinking Water Arrangement

Procedures of Drinking Water Arrangement:

- 1) The faculty needs to tell the Faculty Help Desk about where and when the water be sent.
- 2) The Faculty Help Desk would call the drinking water service to send the water.



4. Payment of Utility Bills

When it is time to pay utility bills, the Faculty Help Desk would send emails to notify faculty.

Also, the Faculty Help Desk provides a document that gives faculty members several ways to pay utility bills.

(See [Appendix I](#))



5. Package Receiving and Sending

Package Receiving:

- a) If faculty's package has been delivered to post office, the post office will bring the express sheet to office B214, in Training Building. Then Faculty Help Desk will email the faculty, asking him/her to come to B214 to get the sheet. Faculty needs to come to the post office himself/herself.
- b) If faculty's package has been delivered by express company, the express delivery man will text or call the number in the express sheet.

Package Sending:

If faculty wants to send packages, the Faculty Help Desk will contact the express company, but the Faculty Help Desk does not send packages for any faculty.





6. Internet Problem in Apartment

Internet Problem	Procedures	Duration
no Internet	Call China Telecom (Tel: 10000) to check the optical cables in their system and ask China Telecom to send someone to fix it. (Please be advised that faculty should pay Internet fee on time.)	How long it will take depends on how busy the workman is.
extender ...	Contact a person who is professional for Internet and network devices, and ask him to come to faculty's apartment to solve the problem. (door-to-door service) Note: faculty needs to pay this serviceman in cash.	How long it will take depends on how busy the workman is.





Appendix I:

Payment Solutions for Electricity & Water Bill

Dear faculty,

This document provides you the payment solutions for electricity & water bills. The following form shows the monthly dynamic about electricity company. Please pay your bill on time.

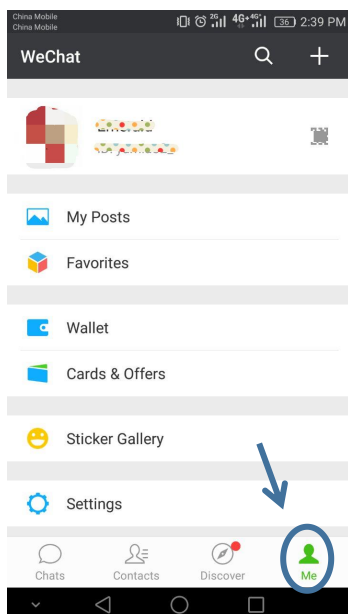
Date (every month)	Dynamic
4 th	The electricity company sends someone to check the meters.
5 th	You can check the electricity bills on the Internet.
8 th	You can start to pay the electricity bills
If you DO NOT pay the electricity bills, ...	
10 th	The electricity company hastens to pay the electricity bill.
18 th	The electricity company hastens to pay the electricity bill for a second time.
25 th	The electricity company cuts off the power.

● Pay by “Wechat” on phone

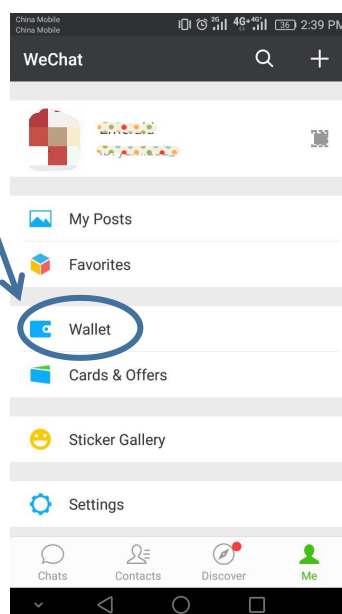
1. Download “Wechat” in App Store

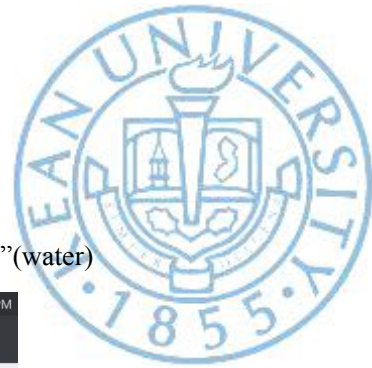


2. Open “Wechat” → Click “Me”



3. Click “Wallet”

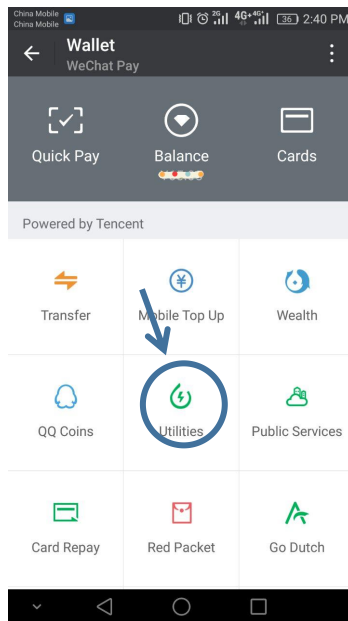




4. Click “Utilities”

→

5. Click “电”(electric) or “水”(water)



6. Input the account number & click “查询”(check) → 7. “立即缴费”(pay now)



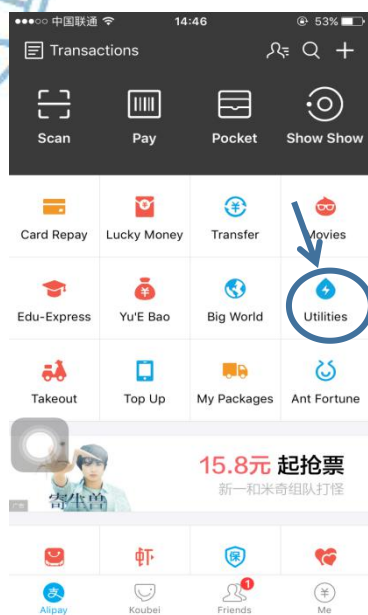
● Pay by “Alipay” on phone

1. Download “Alipay” in App Store

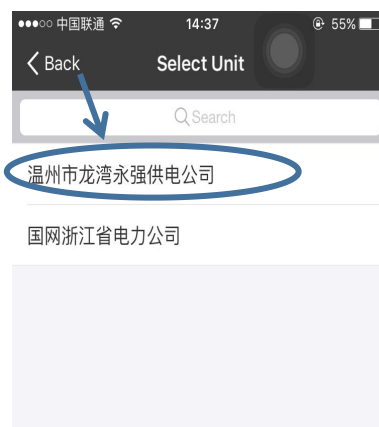




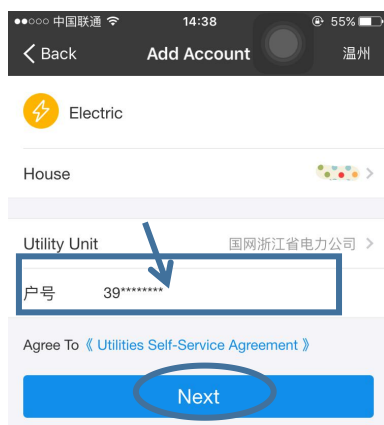
2. Open “Alipay” → Click “Utilities”



4. Click “国网浙江省电力公司”
if you need to pay electric bill



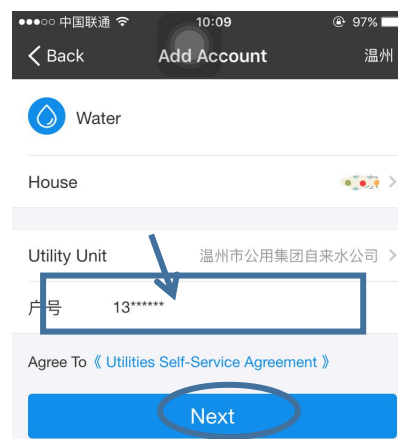
5. Input the account number & click “Next”



3. Click “电费”(electric) or “水费”(water)

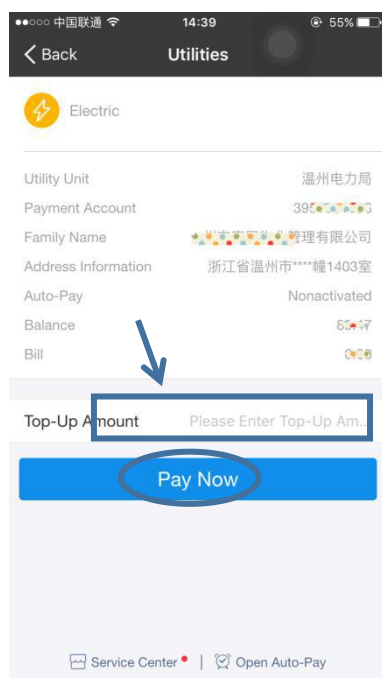


Click “温州市公用集团自来水公司”
if you need to pay water bill

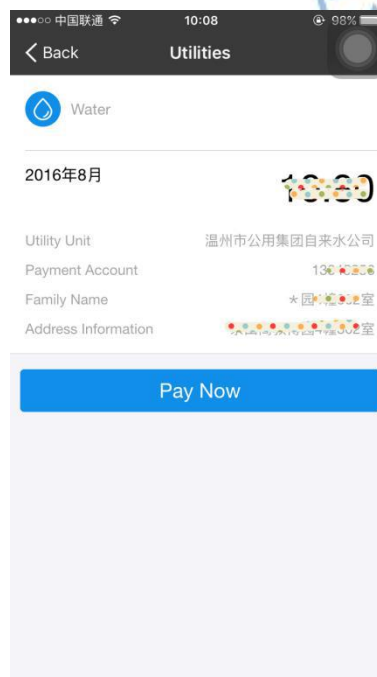




6. Enter the top-up amount and Click “pay now”



For water bill, just click “pay now”



● Pay by Taobao on Website

1. Open the home page of taobao (www.taobao.com) and find the following section. Click “水电煤” (water, electric, & gas),



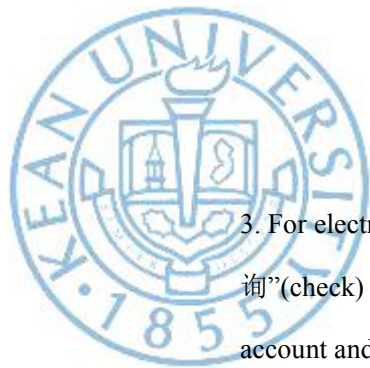
2. Click “缴电费”(pay electric bill)



or

“缴水费”(pay water bill)





3. For electric bill, select “温州电力局”, type your electric account and check code, then click “查询”(check) / For water bill, select “温州市公用集团自来水分公司” and type in your water account and check code. Click “查询”

电费	浙江	温州
公用事业单位: 温州电力局	公用事业单位: 温州市公用集团自来水分公司	请至收费单位营业网点补打发票。
户号: account	水务申报号: account	历史缴费账号
校验码:	校验码:	看不清, 换一张
输入上图中的字符。	输入上图中的字符。	
查询	查询	我已阅读并同意《支付宝自助缴费服务协议》

4. Enter the amount and click “去缴费”(pay now) For water bill, just click “去缴费”(pay now)

地址: 浙江省温州市****5幢501室	缴费号码: 10015424
欠费金额: 26.36元	户名: *幢204室
缴费金额: amount	欠费金额: 52.54元
去缴费	去缴费
返回修改	返回修改

● Set up auto payment (most recommended)

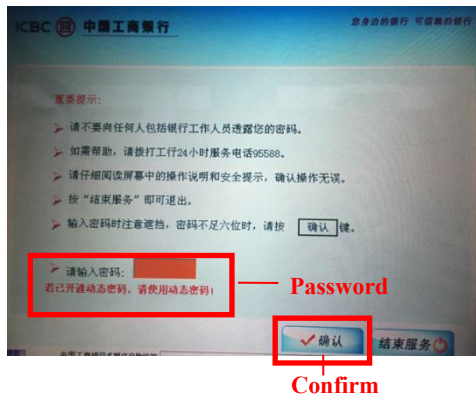
Go to the bank → Give them your **Address, electricity account number and water account number** → Let them set up auto payment for utility bills.

The following Chinese sentence you can show them means “Hi, Can you please help me make the bank card pay electric bill, water bill and gas bill automatically every month? Thank you.”

您好,能否帮我开通一下银行卡每月自动支付电费和水费的服务? 非常感谢。

● Pay on ATM

Insert bank card 插入银行卡



Enter the password and click ✓ confirm



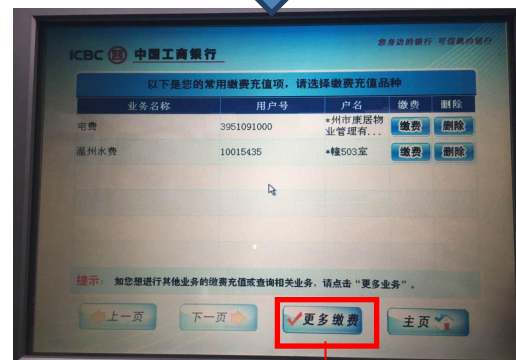
Select "Payment"



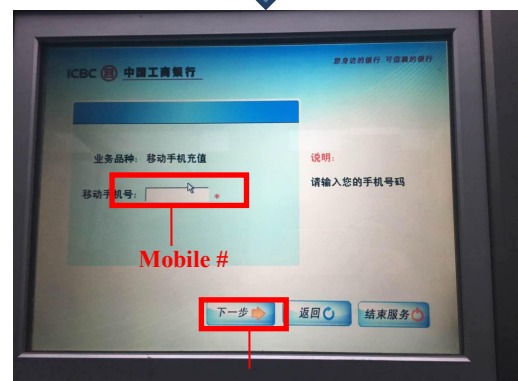
Select "Payment & recharge"



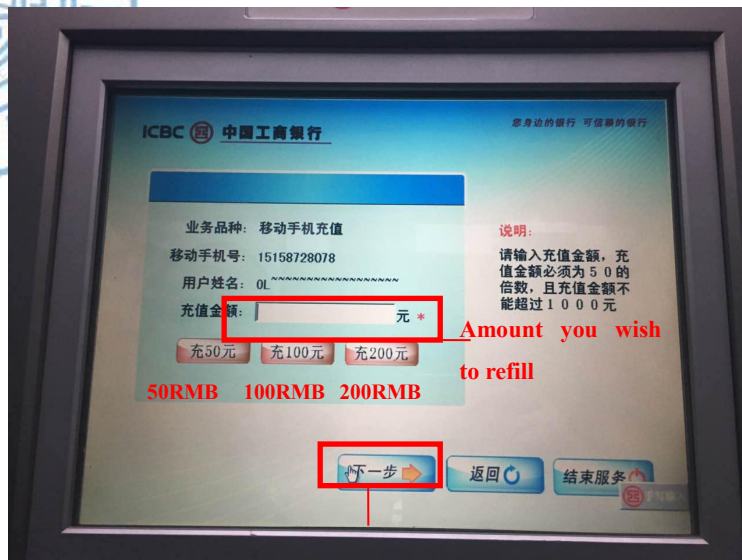
Choose the service you need and click "Next page"



If this page shows up, please select "more payment option"



Enter your mobile # and click "next step"



Next page

Enter the amount you would like to refill and select "next"



click ✓ for confirm.