# How to Submit Service Requests through the FAMIS Work Order System

If you have maintenance or service issue on campus, access the facility work order system with these instructions and Facilities Management will be happy to assist you.

How to Create a Work Order:

1) From the ASU website, click the Faculty and Staff link; under the Administrative Aids section there is a choice under Facilities Request Form of Facilities Management Work Order; click that.
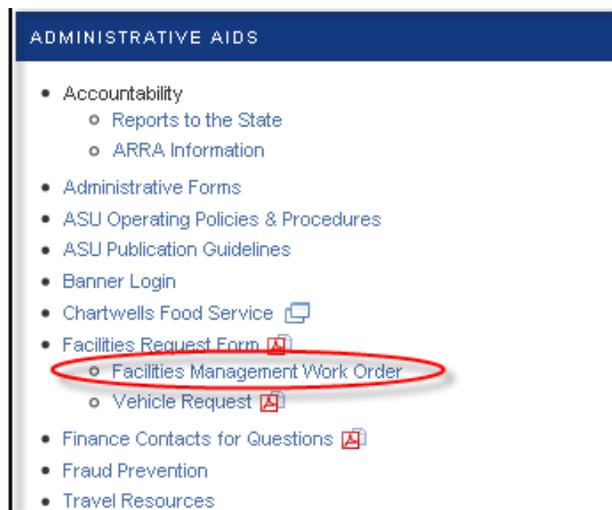
It is also accessible from Ramport's Work Life tab on Facilities Management Channel (it is listed as a "work request") and the main Facilities Management Web site as "Work Orders."
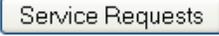
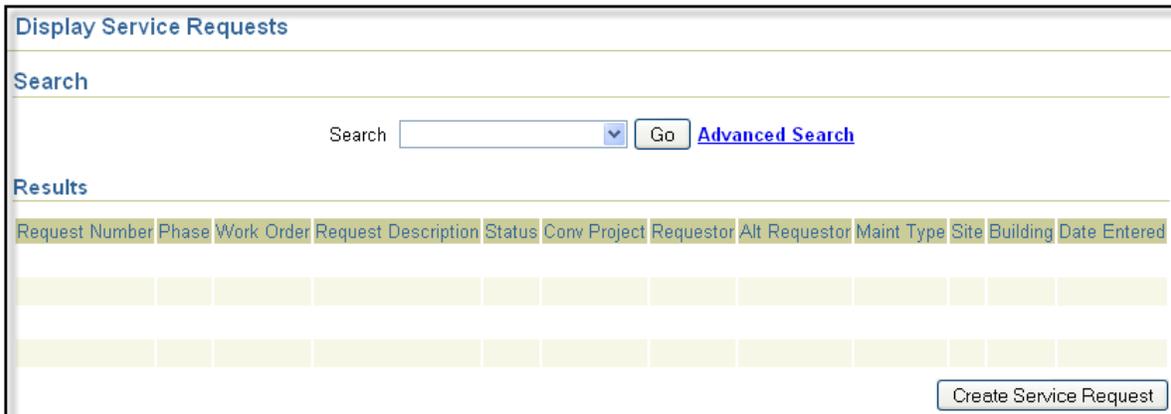2) Either place will take you to the follow screen:

If you already have access to the system your username and password is the same as your network username and password. If you are denied access and need it, please email

bflage@angelo.edu and your access will be configured and a brief tutorial will be sent to you. If you know you have access to this, but can no longer log in it most likely is the length of your password. **Your password can not be longer than 14 characters to be able to log into the system.**

Throughout the entry of your service request if you make an invalid selection an explanation in red in the top left of the window appears.

3) From the first screen click the [Service Requests] button and the screen on the next page appears.

From this screen you can search through previous submitted service requests (explained on page 5 of this document) or create a new service request by clicking the [Create Service Request] button.

4) The next screen is confirming who you are. The requestor is whoever is entering the service request, not the person that might have asked you to put in the request. Please verify and makes changes if necessary. If you are putting in the request for someone else put their name as the alternate requestor or when you get to the description of the problem you may type in an explanation there.

Create Service Request: Confirm Requestor - Step 1 of 5

Confirm Requestor — Select Service — Enter Service Details — Enter Location — Review

Requestor

Requestor	FLAGE, BRUCE		
Phone	2358	Pager	
Cell Phone		E-mail	BFLAGE@ANGELO.EC
Department	MATMGT	Mail Code	

Alternate Requestor

Name		Phone	

Cancel Next

The top of the screen shows there are 5 steps to submitting the service request and fades out each one as they are accomplished. Click the Next button in order to continue.

5) On the next screen click the words General Maintenance and a selection of choices will appear as step 2 of 5 (shown on the next page). Please click the word that mostly corresponds to the issue you want resolved.

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor — Select Service — Enter Service Details — Enter Location — Review

Services within GENERAL MAINTENANCE

- AUTOMOTIVE
- CARPENTRY
- CONTROL
- CUSTODIAL
- ELECTRICAL
- ELECTRONIC
- GROUNDS
- HVAC
- LOCKSMITH
- MOVER
- PAINT
- PLUMBING
- SUPPLY

Cancel Back

6) Once you have chosen the maintenance area you need work to be done in you will get another screen that gives you multiple options in the area you need. Please choose the service that best describes your issue. This will bring up step 3 of 5 where you enter your details. The screen shown below is if you choose Supply and then Custodial Supplies. All of the screens will look the same except for what is entered in the Work Title.

Click in the Description of Work box and describe what you need done. The request will not continue unless you have something typed in there. This is also a good place to mention who this work is being done for or who needs to be contacted if you are not that individual. The Start Date and Completion Date are not required, but will be very helpful if there is a time line or this is something that cannot be started yet. These dates (if entered) must be in the format shown to the right of the box. The dates/times work cannot be done box is another optional field, but is useful if the work is to be done in a classroom that cannot be accessed for work at certain times. Also if an event or meeting is happening and it needs to be done at a different time. Once all the information you deem necessary is entered click the Next button.

7) You have now reached step 4 of 5 where you select the location of the service request.

Each of the buttons next to the boxes gives you a selection to choose from for that group. Site is only Main or Remote. The majority of the Campus is Main. It covers North to West Avenue N,

South to University Avenue, West to Jade, and East to Knickerbocker/Fairmont Cemetery. Remote would be anything else (including Herrington House and Reidy Building). The hierarchy is Site-Building-Floor-Room; please choose them in that order. Each choice narrows down the list of options and once all four (if in a building) choices are made you can click the [Next] button. If your request is for the outside of the building please choose the first floor and the room labeled Exterior (the number will start with EX). If your request is for an outside area, please choose the appropriate area from the building list and click [Next] as these entities do not have floors or rooms as an option.

8) This brings you to step 5 of 5, the review.

Once you have reviewed the information and deemed it correct, click the [Finish] button. If you realize any mistakes use the back button of the browser to get where you want to make the change and then continue forward as if it was the first time.

When you finish the service request you will get a page duplicating the above information with an additional top line (shown below) giving you a service request number. Once the work control area schedules your request you will also get an email giving you the work order number.

9) That completes putting in a service request. You can click the `Go Back to Service Requests` button to enter another request or click the *Logout* word on the upper right of the browser window (this will take you back to the original login screen and you can close your browser if you so desire).

How to View the Status of Your Work Order:

1) On page 2 it was mentioned you could look and see the status of requests that have been made. That is done by using the search option from the main screen shown below.

2) The drop down selection from the search is a list of the requests you put in sorted by sections of time. They are from this week, last week, this month, last month or all. You can also choose <u>Advanced Search</u> of which the screen shot is shown below.

From here you can look up requests by requestor, location, or date entered. Once you enter the data you want to query by click the ⌈Execute Query⌉ button.

Below is a partial image of the result from a query of "Main" for the "Site and "Materials Management Building" for "Building." The maximum number of results is 100.

If your query calls for more than that it will only show the 100 most recent results. If that occurs it is suggested you renter your query adding more parameters such as the Date Entered range to narrow down your results.

Request Number	Phase	Work Order	Request Description	Status	Conv Project	Requestor	Alt Requestor	Maint Type	Site	Building	Date Entered
SR044468		W057451	CUSTODIAL SUPPLIES	CANCELED		FLAGE, BRUCE		GEN MAINT	MAIN	453 - MATERIALS MANAGEMENT BUILDING	04/07/2010
SR044417		W057398	FORD RECALL - 461 - MM - 04/07/10	ASSIGNED		VARELA, JOLENE		CONTRACT	MAIN	453 - MATERIALS MANAGEMENT BUILDING	04/07/2010
SR044413		W057397	A/C PROBLEMS ON TRUCK - 762276 - DODGE RAM 493 - SUPPLY-04/07/10	ASSIGNED		FLAGE, BRUCE		GEN MAINT	MAIN	453 - MATERIALS MANAGEMENT BUILDING	04/07/2010
PM000003		W057260	AIR FILTERS	APPROVED				PREVENTIVE	MAIN	453 - MATERIALS MANAGEMENT BUILDING	04/05/2010
PM000054		W056402	FORKLIFT - QUARTERLY PM / INSPECITON	CLOSED				INSPECTION	MAIN	453 - MATERIALS MANAGEMENT BUILDING	03/11/2010
PM000054		W056401	FORKLIFT - QUARTERLY PM / INSPECITON	CLOSED				INSPECTION	MAIN	453 - MATERIALS MANAGEMENT BUILDING	03/11/2010
PM000037		W056390	MONTHLY INSPECTION - ELECTRIC CARTS	CLOSED				PREVENTIVE	MAIN	453 - MATERIALS MANAGEMENT BUILDING	03/11/2010
SR043584		W056280	REINSTALL SMOKE DECTECTOR	CLOSED		PILLSBURY, PAUL		GEN MAINT	MAIN	453 - MATERIALS MANAGEMENT BUILDING	03/09/2010
SR043419		W056116	INSPECTION DUE - 472 - SUPPLY - 03/03/10	CLOSED		VARELA, JOLENE		INSPECTION	MAIN	453 - MATERIALS MANAGEMENT BUILDING	03/03/2010

3) You can click on the Request Number shown in blue on the left side of the window to get more details on the request.

4) Below is an example of what you get when a request number is clicked. The data you would be most interested in is the section of Status. There it will give you the status of your request and the Work Order Number.

5) When talking to someone about your request this Work Order Number is what the technicians are familiar with and how details are queried the fastest in the main system. You can also see the Fund-Org that is being charged for the work in the Cost Information section and in the Material Detail section you can see the charges that incurred.

Display Service Request Details

Requestor Information

Requester Name	FLAGE, BRUCE	Requestor Phone	2358
Requestor Dept	MATMGT	Requestor Email	BFLAGE@ANGELO.EDU
Alt Requester Name		Alt Requestor Phone	
Alt Requester Dept		Alt Requestor Email	

Service Description

Work Title	CUT WOOD FOR SUPPLY		
Description			
Maintenance Type	GEN MAINT	Request Type	SERVICE REQUEST
Crew	CARPENTRY	Craft	
Account	0100-60209---- (100%)		
Date Entered	02/26/2010	Start Date	02/26/2010
Modify Date	03/03/2010	Closed Date	03/03/2010

Location

Site	MAIN	Floor	
Building	453	Room	

Status

Request Number	SR043226	Work Order Number	W055713
Status	CLOSED		

Cost Information

Account Segment 0100-60209----

Material Detail

Transaction Date	Part Number	Warehouse	Issue Number		Charge Amount
02/26/2010	0100-61161	WHSE	IS028274		99.52
				Total	99.52

[Continue]

The Service Description section also has an area labeled Description. In this area the full task of what needed to be done is listed and it is the location that any notes on the task are put in. Check here to see if there is anything added that might answer your inquiry.

The Material Detail section doesn't always show the charges and we are working to rectify that problem. If you wish for more detail on the charges or need more info on the work please call the department doing the work and reference the Work Order number.

The Status and Work Order number that were obtained on the Service Request details screen can be seen from the original query results.

The Status of Service Requests include:

- APPROVED – request has been made into a work order and given to supervisors.
- ASSIGNED – request has been given to a technician to get the job done.
- HOLD – request is not being worked on, contact the department in question to understand the reason.
- PARTS-HOLD – the request is delayed due to getting parts to fix the issue.
- COMPLETE – all work is been accomplished.
- CLOSED – all entry is done on the request and it is removed from the working department's screens in FAMIS.

Interdepartmental Transfers (IDTs) are processed every 2 weeks around the 6th and 20th of each month and turned into Accounts Payable who post them in Banner a day or 2 after that. If you need more detail on the IDTs than you can get from the screens in Self Service please call the department that the charges are from.

If any mistakes or inaccuracies are noticed in this document, please notify bruce.flage@angelo.edu.