

Facilities Management FAMIS Self Service

1. Log into FAMIS Self Service with your username and password. (Click Login after entering.

The screenshot shows the 'FAMIS Self-Service Login' page. At the top, there is a red header with the text 'FAMIS Self-Service Login'. Below the header, the text reads 'Please enter your username and password.' followed by a blue link '*Additional Instructions'. There are two input fields: 'Username' and 'Password'. Below the input fields are two buttons: 'Login' and 'Reset'. At the bottom of the form area, there are two blue links: 'Lookup Password' and 'Change Password'.

2. Choose your service on the top menu line: Facilities Services, Invoice Query, Work Order Query. (Note the Invoice Query and Work Order Query are the only options available.)

The screenshot shows the 'Customer Self Service' page for the University of Minnesota Duluth - Facilities Management. The page features a red header with the text 'Customer Self Service' and the 'famis' logo. Below the header, there is a navigation menu with three options: 'Facilities Services', 'Invoice Query', and 'Work Order Query'. The 'Facilities Services' option is currently selected. Below the navigation menu, there is a 'Select a Site' section with a list of sites and their descriptions. At the bottom of the 'Select a Site' section, there is a 'Service Requests' button.

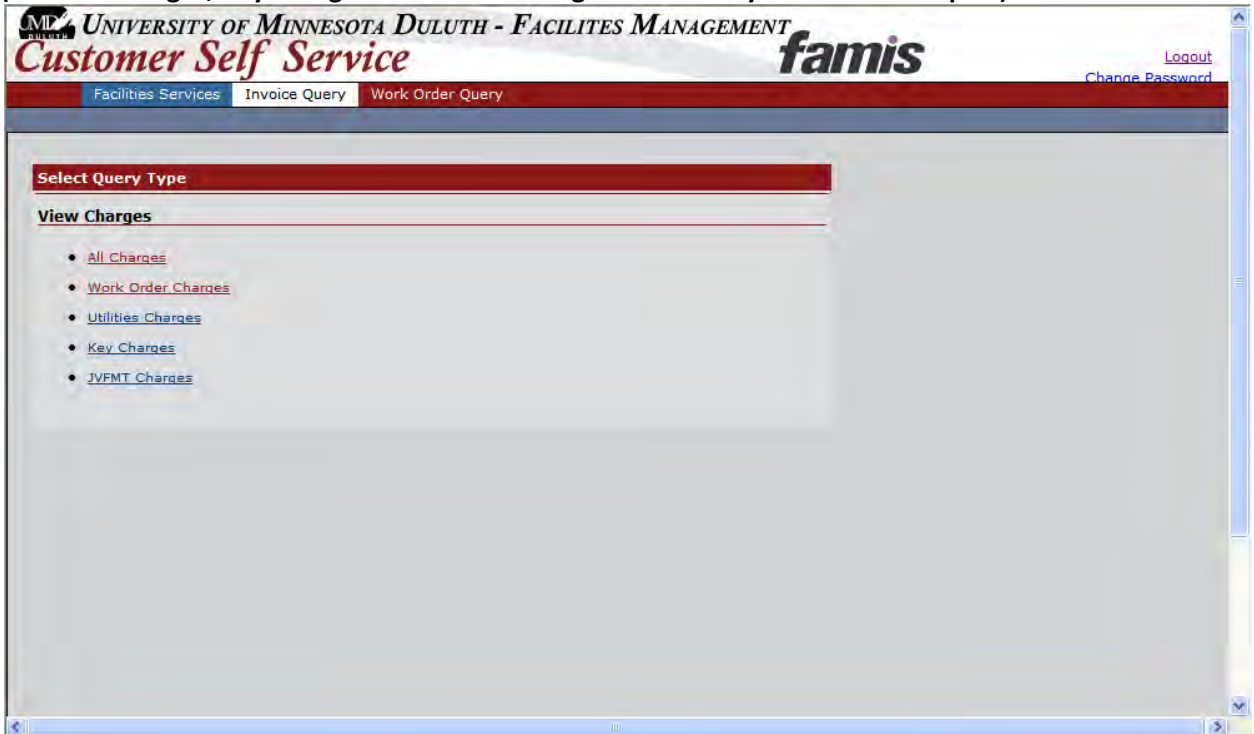
Select a Site	
CENTRALUMD	CENTRAL UMD CAMPUS
CLOQUET_FC	CLOQUET FORESTY CENTER
COLERAINE	COLERAINE MINERALS RESEARCH LAB
FARM	RESEARCH AND FIELD STUDIES CENTER
FENS	FENS RESEACH FACILITY
GLENSHEEN	GLENSHEEN
LIMNOLOGY	LIMNOLOGY & COTTAGE A (LESTER RVR)
NRR_I	NATURAL RESOUCES RESEARCH INSTI.
OLD_CAMPUS	RESEARCH LAB BLDG, WASHBURN HALL
OTHER	MISC ASSOCIATED PROPERTIES
STLOUISBAY	ST LOUIS BAY AQUATIC CENTER (PK PT)
TERMED	RETIRED/REMOVED EQUIPMENT

Invoice Query - Invoice query enables you to look at EFS information without going into EFS.

1. Invoice Query (Work Order Query Go to Page 9 of these directions) Choose Compass Data from 7/1/08 to Current (PeopleSoft)



2. Select the Query Type under View Charges. Select either All Charges or Work Order Charges. (Utilities Charges, Key Charges and JVFMT Charges are used by the UMTC Campus.)



3. Enter the Account Number (EFS information) you would like to query. Note a DeptID number must be entered.

UNIVERSITY OF MINNESOTA DULUTH - FACILITIES MANAGEMENT
Customer Self Service famis

Facilities Services Invoice Query Work Order Query Logout Change Password

Select Display Criteria for All Charges

Account Number

Fund	<input type="text"/>
DeptID	<input type="text"/>
Account	<input type="text"/>
Program	<input type="text"/>

Transaction

WO/SR NUMBER	<input type="text"/>
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[Advance Query](#)

Accounting Date Period

FROM (MM/DD/YYYY)	<input type="text" value="09/01/2010"/>
TO (MM/DD/YYYY)	<input type="text" value="09/30/2010"/>

* Required if no Transaction number is entered.

4. To further define the query by Chart Field 1, Chart Field 2, PCBU-Proj-Activity, FIN EMPL ID or Cost Share select "[Advance Query](#)" in the Transaction Section. This information is optional. If you have clicked "[Advance Query](#)" by accident, simply click on it again and the screen will

return to normal.

Select Display Criteria for All Charges

Account Number

Fund	<input type="text"/>
* DeptID	<input type="text"/>
Account	<input type="text"/>
Program	<input type="text"/>

Transaction

WO/SR NUMBER	<input type="text"/>
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Advance Query

Chart Field 1	<input type="text"/>
Chart Field 2	<input type="text"/>
PCBU-Proj-Activity	<input type="text"/> - <input type="text"/> - <input type="text"/> (UMSPR-06628229-1)
FIN EMPL ID	<input type="text"/> (3596300)
Cost Share	<input type="text"/> (CS or Blank)

Accounting Date Period

FROM (MM/DD/YYYY)	<input type="text" value="09/01/2010"/>
TO (MM/DD/YYYY)	<input type="text" value="09/30/2010"/>

5. Select the Accounting Date Period. Enter the date range you would like the charges listed. Dates need to be entered in the MM/DD/YYYY format. Once entered click on the "Execute

Query” Box at the bottom of the screen. The Results screen will now look like this.

Print		Export		View Details		Print Details				
Fund= 1000 DeptID=10467 Accounting Date=09/08/2010 -- 09/30/2010										
Results										
Total Labor Charges						\$0.00				
Total Material Charges						\$132.96				
Total Invoice Charges						\$504.00				
Total Miscellaneous Charges						\$0.00				
Total Equipment Rental Charges						\$0.00				
Total Utility Charges						\$0.00				
Total Key Charges						\$0.00				
GRAND TOTAL						\$636.96				
Work Order Summary										
WORK ORDER NUMBER (INVOICE DETAIL)	REQUEST NUMBER	PS VOUCHER #	DESCRIPTION	LABOR \$	MATERIAL \$	INVOICE \$	MISCELLAN \$	EQUIPMENT RENTAL \$	TOTAL \$	
1000-10467-780101-20385-----										
<input type="checkbox"/>	STKR-SUPPT	STKR-SUPPT	02061805	STKR - CLEANUP, INVENTORY, RESEARCH, TIME ENTRY, TOOL CARE	\$0.00	\$132.96	\$186.00	\$0.00	\$0.00	\$318.96
<input type="checkbox"/>	10086356	SR037754	02061797	CHEM 334: REMOVE OLD DESK (SCRAP)	\$0.00	\$0.00	\$93.00	\$0.00	\$0.00	\$93.00
<input type="checkbox"/>	10086859	10086859	02061427	SPHC 135: MOVE OCCUPANT EQUIPMENT OUT FOR FLOOR WORK 8/30/10	\$0.00	\$0.00	\$225.00	\$0.00	\$0.00	\$225.00
Sub Totals				\$0.00	\$132.96	\$504.00	\$0.00	\$0.00	\$636.96	
Totals				\$0.00	\$132.96	\$504.00	\$0.00	\$0.00	\$636.96	

- The Account Results screen will now appear showing all of the costs for the account number during that time period. The Work Orders associated with the EFS number will also be listed. You can print out the information on this screen by clicking Print at the top of the screen or you can click Export. The Export feature will download the information into an Excel Spreadsheet like the example below. (Note: If printing the information in Excel, you may want to change the page orientation to landscape for your page layout in Excel.) Below is how the information will look in Excel. Click the X at the top right hand corner of Excel to return to

the Results (previous) screen.

A	B	C	D	E	F	G	H	I
Results								
Total Labor Charges	\$0.00							
Total Material Charges	\$132.96							
Total Invoice Charges	\$504.00							
Total Miscellaneous Charges	\$0.00							
Total Equipment Rental Charges	\$0.00							
GRAND TOTAL	\$636.96							
Work Order Details								
Work order number	request number	ju number	description	labor	material	invoice	miscellaneous	equipment rent
1000-10467-780101-20385-----								
			STKR - CLEANUP, INVENTORY, RESEARCH,					
STKR-SUPPT	STKR-SUPPT	2061805	TIME ENTRY, TOOL CARE	0	132.96	186	0	0
	10086356 SR037754	2061797	CHEM 334: REMOVE OLD DESK (SCRAP)	0	0	93	0	0
			SPHC 135: MOVE OCCUPANT EQUIPMENT					
	10086859	10086859	2061427 OUT FOR FLOOR WORK 8/30/10	0	0	225	0	0
				Sub Totals	\$0.00	\$132.96	\$504.00	\$0.00
				Totals	\$0.00	\$132.96	\$504.00	\$0.00

- To view a particular work order from the Results screen click on the work order listed in blue. This will bring up all the general information about the work order. (See below.) (To be brought back to the page before click on the back button on your browser. This will return you to the Results screen.)

Print		Export	
Requestor Information			
REQUESTOR NAME	RHELANDE - HELANDER, RANDALL	REQUESTOR PHONE	726-7858
REQUESTOR DEPT	CHEMISTRY	REQUESTOR EMAIL	
ALT REQUESTOR NAME		ALT REQUESTOR PHONE	
ALT REQUESTOR DEPT		ALT REQUESTOR EMAIL	
Service Description			
REQUEST NUMBER	SR037754	REQUEST TYPE	SERVICE REQUEST
WORK ORDER NUMBER	10086356	MAINTENANCE TYPE	RNCROUTINE
CRAFT		ENTERED DATE	12-AUG-10
ACCOUNT	1000-10467-780101---100%	SCHEDULED DATE	
		DUE DATE	22-AUG-10
		CLOSED DATE	
WORK TITLE	CHEM 334: REMOVE OLD DESK (SCRAP)	SUPERVISOR	NOVEK,KARL
		PHONE NUMBER	
DETAILED DESCRIPTION	CHEM 334: REMOVE OLD DESK (SCRAP) PLEASE CALL RANDALL TO ARRANGE		
Location			
SITE	CENTRALUMD	FLOOR	03
BUILDING	520	ROOM	334
Status			
REQUEST STATUS	SCHEDULED	WORK ORDER STATUS	OPEN

- Click on the back button arrow of the Internet Explorer (IE) toolbar to be brought back to the page Account Results Screen.
- To view the cost details of a particular work order (labor, material, outside services, and miscellaneous costs).

- a. Click in the box next to the work order you would like to query. A green check will appear in the box.
- b. Next Click "View Details" box on the top of the page to list. This will bring up the following screen.

[Print](#)

Select Display Criteria for Work details

ACCOUNT NUMBER	1000-10467-780101-20385-----100.0%		
ACCOUNT DESCRIPTION	STATE APPR, TUITION AND U FEE		
BILLING PERIOD	09/01/2010	BILLING PERIOD	09/30/2010
SERVICE REQUEST #	SR037754	WORK ORDER #	10086356
DESCRIPTION	CHEM 334: REMOVE OLD DESK (SCRAP)		
DATE ENTERED	12-AUG-10	DATE CLOSED	
REQUESTOR OF WORK	RHELANDE - HELANDER, RANDALL		TRACKING 2
BUILDING	520	FLOOR	03 ROOM 334
DETAILED DESCRIPTION			

Labor

WORK DATE	PS VOUCHER #	CRAFT	LABOR TYPE	HOURS	RATE	CHARGE
Total Labor						\$0.00

Material

ISSUE DATE	PS VOUCHER #	PART DESCRIPTION	QUANTITY	CHARGE
Total Material				\$0.00

Outside Service

INVOICE DATE	PS VOUCHER #	VENDOR NAME	CHARGE
17-AUG-10	02061797	MIKE'S RECYCLING MIKE GIDDINGS	\$66.00
17-AUG-10	02061797	MIKE'S RECYCLING MIKE GIDDINGS	\$27.00
Total Invoice			\$93.00

Miscellaneous

CHARGE DATE	PS VOUCHER #	TYPE/DESCRIPTION	QUANTITY	UM	CHARGE
Total Miscellaneous					\$0.00

10. You can now print this by clicking on the "Print" button at the top of the page. This will print the information to your default printer.

11. To Log Out of FAMIS Self Service click on the blue "Logout" in the right hand upper corner.

UNIVERSITY OF MINNESOTA DULUTH - FACILITIES MANAGEMENT
Customer Self Service *famis*

Facilities Services Invoice Query **Work Order Query**

Print

Select Display Criteria for Work details

ACCOUNT NUMBER	1000-10467-780101-20385-----100.0%		
ACCOUNT DESCRIPTION	STATE APPR, TUITION AND U FEE		
BILLING PERIOD	09/01/2010	BILLING PERIOD	09/30/2010
SERVICE REQUEST #	SR037754	WORK ORDER #	10086356
DESCRIPTION	CHEM 334: REMOVE OLD DESK (SCRAP)		
DATE ENTERED	12-AUG-10	DATE CLOSED	
REQUESTOR OF WORK	RHELANDE - HELANDER, RANDALL	TRACKING 2	
BUILDING	520	FLOOR	03 ROOM 334
DETAILED DESCRIPTION			

Labor

WORK DATE	PS VOUCHER #	CRAFT	LABOR TYPE	HOURS	RATE	CHARGE
Total Labor						\$0.00

Material

ISSUE DATE	PS VOUCHER #	PART DESCRIPTION	QUANTITY	CHARGE
Total Material				\$0.00

Outside Service

Logout
Change Password

12. To stay in FAMIS Self Service and look up the status of a work order. Select "Work Order Query" next to the "Invoice Query" box at the top menu bar.

UNIVERSITY OF MINNESOTA DULUTH - FACILITIES MANAGEMENT
Customer Self Service *famis*

Facilities Services Invoice Query **Work Order Query**

Print

Select Display Criteria for Work details

ACCOUNT NUMBER	1000-10467-780101-20385-----100.0%		
ACCOUNT DESCRIPTION	STATE APPR, TUITION AND U FEE		
BILLING PERIOD	09/01/2010	BILLING PERIOD	09/30/2010
SERVICE REQUEST #	SR037754	WORK ORDER #	10086356
DESCRIPTION	CHEM 334: REMOVE OLD DESK (SCRAP)		
DATE ENTERED	12-AUG-10	DATE CLOSED	
REQUESTOR OF WORK	RHELANDE - HELANDER, RANDALL	TRACKING 2	
BUILDING	520	FLOOR	03 ROOM 334
DETAILED DESCRIPTION			

Labor

WORK DATE	PS VOUCHER #	CRAFT	LABOR TYPE	HOURS	RATE	CHARGE
Total Labor						\$0.00

Material

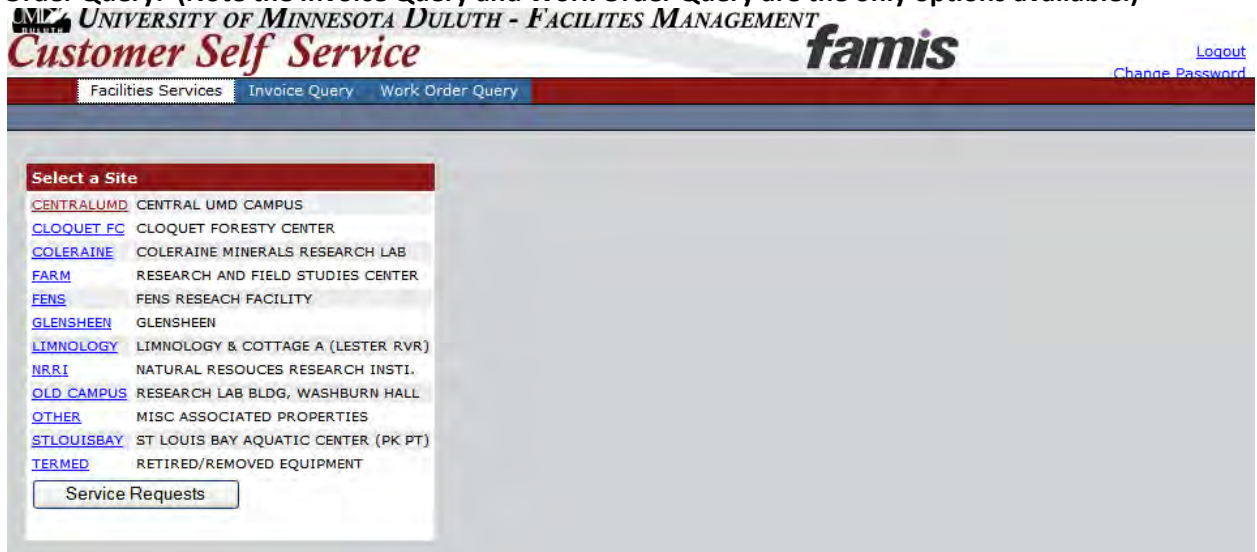
ISSUE DATE	PS VOUCHER #	PART DESCRIPTION	QUANTITY	CHARGE
Total Material				\$0.00

Outside Service

Logout
Change Password

Work Order Query – Work Order Query enables you to look up both maintenance requests and chargeable requests. (Invoice Query see page 2 of these directions.)

1. Choose “Work Order Query” on the top menu line: Facilities Services, Invoice Query, Work Order Query. (Note the Invoice Query and Work Order Query are the only options available.)



2. Selecting Work Order Query will bring you to this screen:



3. There are several ways to look up the information of a work order. The BEST way to look up a work order is by Requestor Name, and Enter Date. This is what the fields are looking for:

- a. SERVICE REQUEST NUMBER: Enter the Service Request Number if it is known. If you do not have the information it is not needed.

- b. **WORK ORDER NUMBER:** The Work Order Number is also not needed. Enter it if you have it.
- c. **REQUESTOR NAME:** The Requestor Name is the X.500 number of the person requesting the service. This is not a case sensitive field. (Note: This is not an actual name.)
- d. **WORK ORDER STATUS – OPEN/CLOSED:** ENTER ONLY IF KNOWN.
- e. **LOCATION:**
 - i. **Zone:** Leave blank
 - ii. **Building:** This is the official building number of the building, not the building name.
 - iii. **Floor:** Enter only if a building number is entered.
 - iv. **Room:** Enter only if a building number is entered.
- f. **ENTER DATE:** Enter the date range the when the work order was submitted to Facilities Management. Both dates should be entered in the MM/DD/YYYY format.
- g. **ACCOUNT NUMBER:** Enter the account number if known in the Fund-DeptID-Account-Program format. All numbers must be entered with dashes for this to work.

The screenshot displays the 'famis' Customer Self Service interface for the University of Minnesota Duluth - Facilities Management. The page title is 'Customer Self Service' and the logo 'famis' is visible in the top right. The navigation bar includes 'Facilities Services', 'Invoice Query', and 'Work Order Query'. The main content area is titled 'Select Display Criteria for Work Query' and contains the following fields:

- SERVICE REQUEST NUMBER: [Empty text box]
- WORK ORDER NUMBER: [Empty text box]
- REQUESTOR NAME: JMICHALI
- WORK STATUS: Open Closed
- LOCATION: Zone [Empty text box] Building [Empty text box] Floor [Empty text box] Room [Empty text box]
- ENTER DATE: From Date 09/01/2010 To Date 10/01/2010 (mm/dd/yyyy)
- ACCOUNT NUMBER: [Empty text box] (Area-OrgSubOrg-ObjSubObj)

At the bottom right of the form, there are two buttons: 'Execute Query' and 'Reset'.

- After entering the information like the example above, click the Execute Query box. (The Reset box will clear the information.) The screen will now look like this:

The screenshot shows the FAMIS Customer Self Service interface. At the top, there is a navigation bar with "Facilities Services", "Invoice Query", and "Work Order Query". Below this, there are "Print" and "Export" buttons. The main content area displays a table of work order details for the period from 09/01/2010 to 10/01/2010. An inset window titled "Work Order Status" provides definitions for various status codes.

WORK ORDER NUMBER	SERVICE REQUEST NUMBER	REQUESTOR NAME	ENTER DATE	DESCRIPTION	CURRENT STATUS	SCHEDULED DATE	DUE DATE	CLOSED DATE	BLDG
10087875	SR038459	JMICHALI - MICHALICE	10-SEP-10	CAMPUS: LOWER FLAGS FOR PATRIOT DAY	CLOSED		11-SEP-10	16-SEP-10	
10087870	SR038447	JMICHALI - MICHALICE	10-SEP-10	LUND TO LIBRARY: BRING 3 BOXES FROM MARY H DESK TO LIBRARY	COMPLETE		15-SEP-10		555

Work Order Status	
Assigned	Work assigned to crew.
Parts Ordered (Await Insp)	Parts Ordered
Await Inv	Awaiting Invoice, work is complete.
Complete	Work is completed. Work order needs closing.
In Planning	Not assigned or scheduled.
On Hold	See notes in Detailed Description
Open	Work order created.
Scheduled	Assigned date and to a crew.
Canceled	Canceled
Closed	Work is complete. Work order is closed.

- Listed is the Work Order Number, Service Request Number (if applicable), Enter Date, Description, Current Status, Scheduled Date, Due Date, Closed Date, and BLDG (building). The Current Status field lists the actual work order status. Please see the work order status inset above for an explanation of the current status/work order status definitions.
- You can print out the information on this screen by clicking Print at the top of the screen or you can click Export. The Export feature will download the information into an Excel Spreadsheet like the example below. (Note: If printing the information in Excel, you may

change the page orientation to landscape for your page layout in Excel.)

	A	B	C	D	E	F
8					CAMPUS: LOWER FLAGS FOR PATRIOT	
9	10087875	SR038459	JMICALI - MICHALICE	10-Sep-10	DAY	CLOSED
10					LUND TO LIBRARY: BRING 3 BOXES FROM	
11	10087870	SR038447	JMICALI - MICHALICE	10-Sep-10	MARY H DESK TO LIBRARY	COMPLETE
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31						

- If you would like more detail about a specific work order, select the Work Order Number (Blue) you would like to look at by clicking the blue number. The following screen will appear:

UNIVERSITY OF MINNESOTA DULUTH - FACILITIES MANAGEMENT
Customer Self Service *famis*

Facilities Services Invoice Query Work Order Query [Logout](#) [Change Password](#)

Print Export

Requestor Information			
REQUESTOR NAME	JMICALI - MICHALICE	REQUESTOR PHONE	726-8244
REQUESTOR DEPT	FM	REQUESTOR EMAIL	jmichali@d.umn.edu
ALT REQUESTOR NAME		ALT REQUESTOR PHONE	
ALT REQUESTOR DEPT		ALT REQUESTOR EMAIL	

Service Description			
REQUEST NUMBER	SR038459	REQUEST TYPE	SERVICE REQUEST
WORK ORDER NUMBER	10087875	MAINTENANCE TYPE	DNCDSPATCH
CRAFT		ENTERED DATE	10-SEP-10
ACCOUNT	1000-10474-780101---100%	SCHEDULED DATE	
		DUE DATE	11-SEP-10
		CLOSED DATE	16-SEP-10
WORK TITLE	CAMPUS: LOWER FLAGS FOR PATRIOT DAY	SUPERVISOR	CLAUS,CYNTHIA
		PHONE NUMBER	218-726-8584
DETAILED DESCRIPTION	CAMPUS: LOWER FLAGS FOR PATRIOT DAY NOTICE FROM GOV PAWLENTY NOW, THEREFO RE, I, TIM PAWLENTY, GOVERNOR OF MINNESOTA, DO HEREBY PROCLAIM SATURDAY, SE PTEMBER 11, 2010, BE OBSERVED AS: PATRIOT DAY IN THE STATE OF MINNESOTA AND DO HEREBY ORDER ALL U.S. FLAGS AND MINNESOTA FLAGS BE FLOWN AT HALF-STAFF ON STATE PROPERTY FROM SUNRISE UNTIL SUNSET ON SEPTEMBER 11, 2010. FURTHER , I ENCOURAGE ALL MINNESOTANS TO DISPLAY THE FLAG AT HALF-STAFF FROM THEIR HOMES, AND ASK THAT THE PEOPLE OF MINNESOTA AND PLACES OF WORSHIP MARK THIS DAY WITH MOMENTS OF SILENCE, MEMORIAL SERVICES, THE RINGING OF BELLS, AND EVENING CANDLELIGHT VIGILS TO HONOR THOSE WHO PROTECT AND DEFEND OUR WAY OF LIFE, AND TO REAFFIRM OUR RESOLVE TO ERADICATE THE THREAT OF TERRORISM AT HOME AND ABROAD.		

- If you would like a paper copy of the Work Order Details, Click Print at the top of the page. This will print to your default printer. (Note: The Export function is not functional on this screen.)
- To look at another work order on the screen before click the Back Button on your browser.

- 10. To look up another work order with different criteria click on “Work Order Query” on the Internet Explorer (IE) toolbar.**
- 11. For Invoice Inquiry, click on “Invoice Query” on the top menu bar. (See directions on page 2.)**
- 12. To logout of FAMIS Self Service select “Logout” in the upper right hand corner of the screen.**