

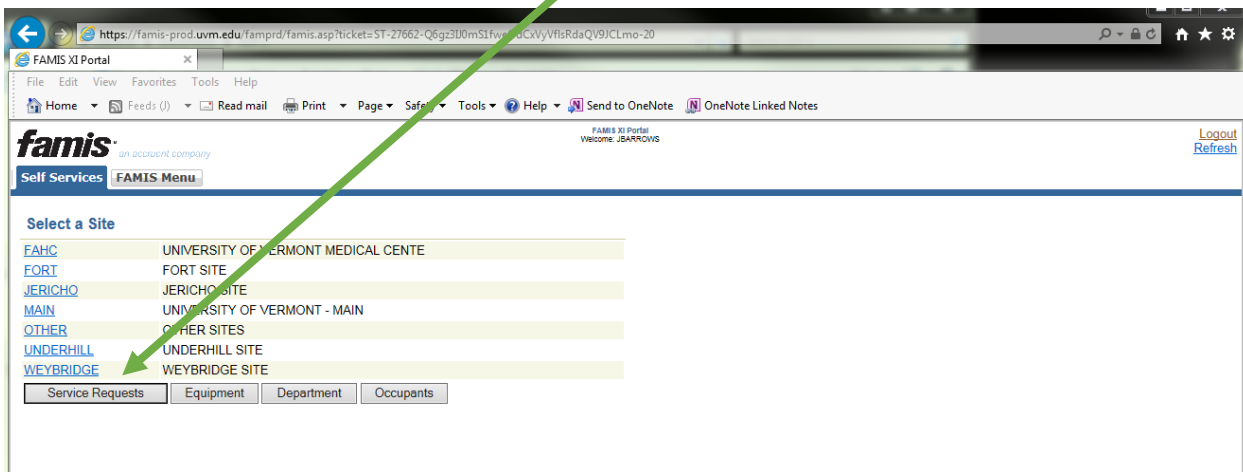


Looking Up Information about Existing Service Requests (SR's) in FAMIS

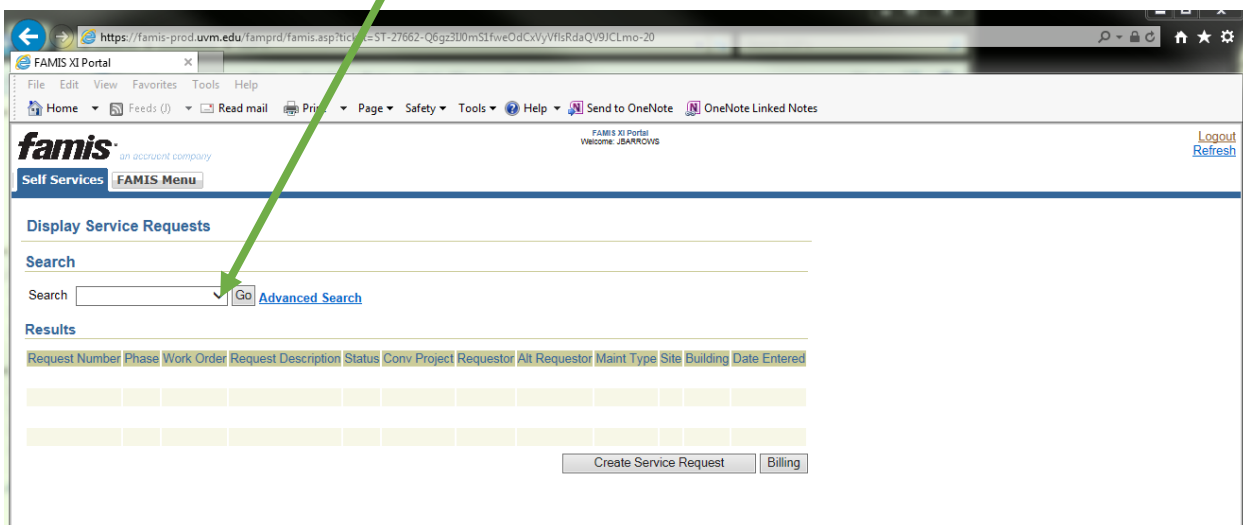
1. Log in to FAMIS Self Service web site <http://www.uvm.edu/fss> using your UVM NetId and password.

To review SR's by date or by SR#, do the following:

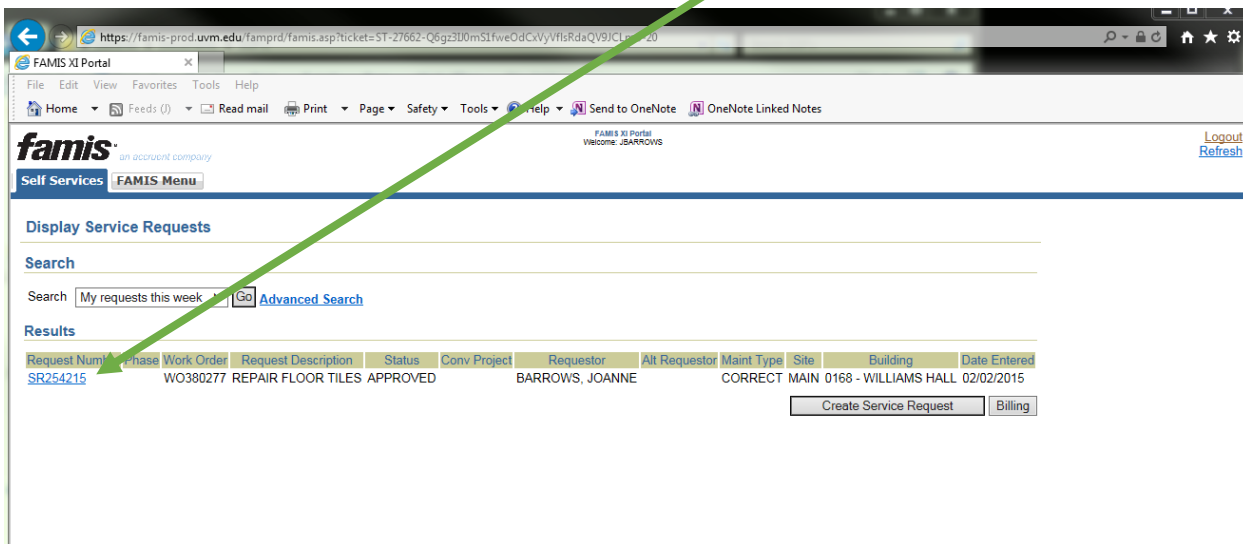
2. Click the “Service Requests” button.



3. Pull down the **SEARCH** field to bring up a list of search options. Select the time period of the search you wish to conduct and **click “Go”** (Note: You will only be able to bring up Service Requests that list you (the user logged into FAMIS Self Service) as the Requestor)



4. You will be presented with a listing of the Service Requests you have submitted within the specified time period. The listing shows Request Number, the associated Work Order number, the Request Description, the Status of the work, as well as other information associated with your request.
5. To view the details of a particular Service Request, click on the Service Request number (SRXXXX) link.



- The “**Display Service Request Details**” screen will appear. All information associated with that Service Request will appear on the page, including Cost Information (Labor, Material, Invoices) that was charged against the Account Segment Chart string.

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Self Services SPACE SURVEY FAMIS Menu

Requester Name [REDACTED] Requestor Phone 8026564191
 Requestor Dept 11700 Requestor Email [REDACTED]
 Alt Requester Name Alt Requestor Phone
 Alt Requestor Dept Alt Requestor Email

Service Description

Work Title BEM503 DRIVER WINDOW
 Description BEM503 GREEN VAN - DRIVER WINDOW DOES NOT GO UP OR DOWN
 Maintenance Type CORRECT Request Type SERVICE REQUEST
 Crew C-AMR Craft
 Account STANDARD-01~11701-100~100001-602-0000 (100%)
 Date Entered 05/12/2011 Start Date 05/12/2011
 Modify Date 10/10/2011 Closed Date 10/10/2011

Location

Site MAIN Floor
 Building Room

Status

Request Number SR159314 Work Order Number WO263500
 Status CLOSED

Cost Information

Account Segment STANDARD-01~11701-100~100001-602-0000-0000-

Labor Detail

Transaction Date	Employee ID	Pay Code	Hours	Charge Amount
05/13/2011	JCPIGEON	REGULAR	3.00	28.88
05/13/2011	JCPIGEON	REGULAR	3.00	71.25
Total				100.11

Material Detail

Transaction Date	Part Number	Warehouse	Issue Number	Issued To	Charge Amount
05/13/2011	100953	AMR	ISO42835	RLECLAIR	0.82
Total					0.82

Invoice Detail

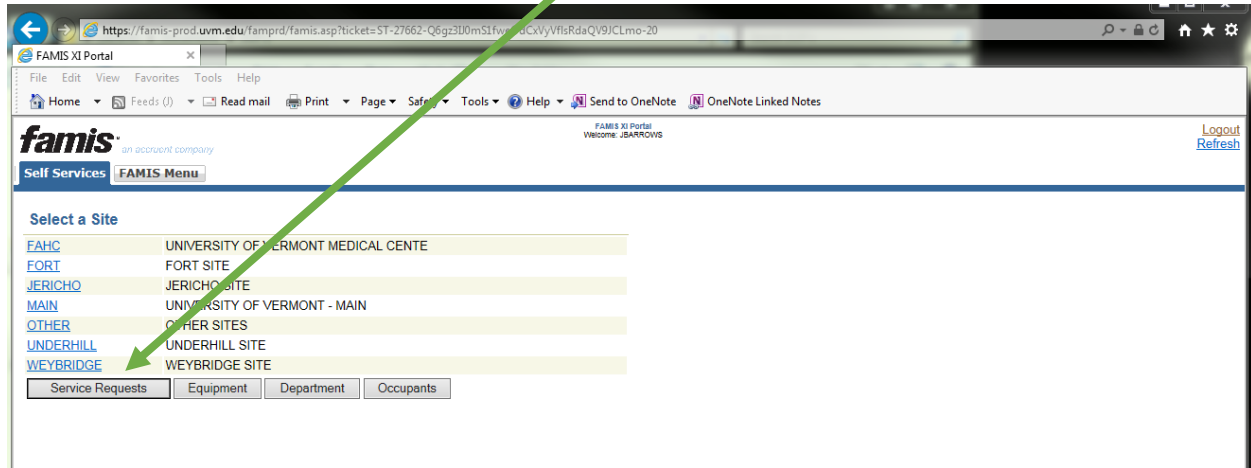
Transaction Date	Voucher Number	Charge Amount
05/14/2011	VOU058830	59.11
Total		59.11

AttachFile Continue

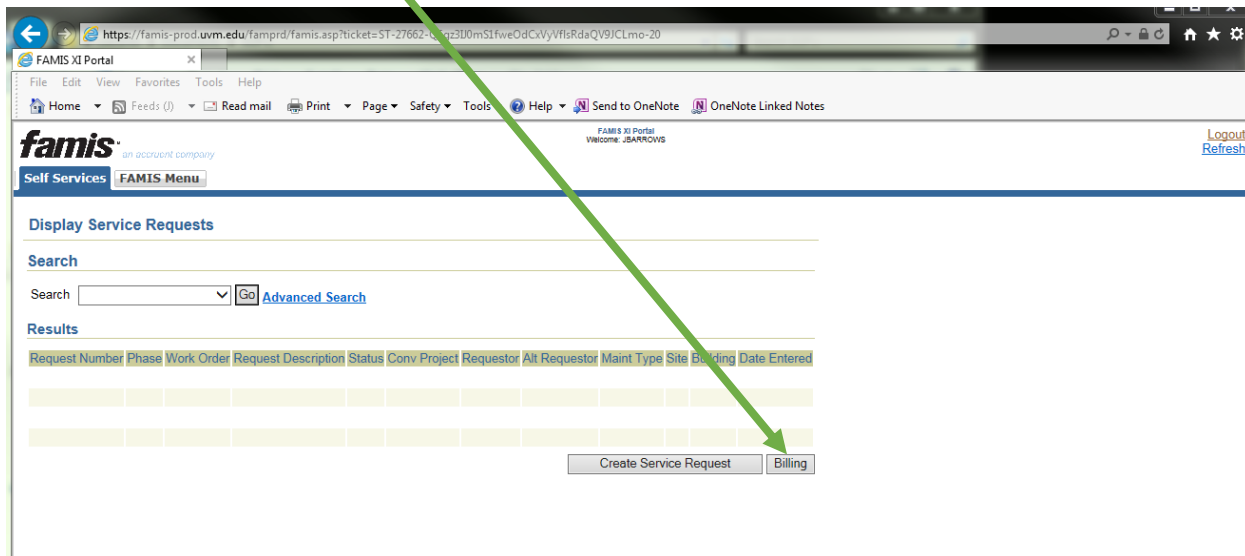
- Click “**Continue**” to return to the previous listing of Service Requests.
- Or click “**Refresh**” on the top-right of menu, to return to the Main Menu.

To review SR's by Chart String, do the following:

1. From the main screen, click the **“Service Requests”** button.



2. Then, click the **“Billing”** button



- Enter the chart string number you wish to review in the appropriate fields. You may also click the “**OU~DEPT**”, “**FUND~SOURCE**”, **ETC.** look-up buttons to bring up a list of chart strings to select from. You may enter any valid chart string.

You may also enter date ranges in the “**Billing From Date**” and “**Billing To Date**” fields, in MM/DD/YYYY format. These are not required.

Click “**Search**”.

The screenshot shows the 'Search Billing' page in the FAMIS XI Portal. The search criteria are as follows:

- Chart of Accounts: STANDARD
- OU-Department: 01~11755
- Fund-Source: 100~100001
- Function: 601
- BU-Proj. ID-Proj. Act: (empty)
- Program: 0000
- Purpose: 0000
- Property: 0001
- Billing From Date: 01/01/2015 (mm/dd/yyyy)
- Billing To Date: 02/01/2015 (mm/dd/yyyy)

The 'Results' section displays a table of charges:

Work Order Charge Totals		
Labor	\$	
Materials	\$	
Invoices	\$	
Equipment Rentals	\$	
Misc. Cost	\$	
Total Work Order Charges	\$	
Non-Work Order Charge Totals	\$	
Grand Total of Charges	\$	

The 'Work Order Details' section shows a table with the following columns:

WO Number	Request Number	Description	Labor	Material	Invoice	Misc. Cost	Rental Equip	Estimate	Total

- You will be shown a summary of Work Order Charge Totals, broken down by labor, material, invoice and miscellaneous costs for that Chart String, along with a listing of all Work Orders (and the original Service Request Number). **To view the details of a particular Work Order, click on the WO Number (WOXXXXXX) link.**

The screenshot shows the FAMIS XI Portal interface. At the top, there are search filters for Property (0130), Billing From Date (01/01/2015), and Billing To Date (02/01/2015). Below these is a 'Results' section with a table of 'Work Order Charge Totals' and 'Non-Work Order Charge Totals'. The 'Work Order Charge Totals' table shows Labor at \$158.54, Materials at \$0.00, Invoices at \$0.00, Equipment Rentals at \$0.00, and Misc. Cost at \$0.00, with a Total of \$158.54. Below this is a 'Work Order Details' table with columns for WO Number, Request Number, Description, Labor, Material, Invoice, Misc. Cost, Rental Equip, Estimate, and Total. Two work orders are listed: WO374864 (Request Number PM000873, Description SEMI ANNUAL PM'S FOR ROOFS) and WO376265 (Request Number SR251521, Description POMEROY TROUBLE). A green arrow points from the text above to the 'WO374864' link in the table. At the bottom right of the page, there is a 'Service Requests' button.

- The “**Display Service Request Details**” screen will appear. All information associated with that Service Request will appear on the page, including Cost Information (Labor, Material, Invoices).
- At any point, click “**Refresh**” on the top right to return to the **Main Menu**.

The screenshot shows the FAMIS XI Portal interface. At the top, there are navigation menus for 'Self Services', 'SPACE SURVEY', and 'FAMIS Menu'. Below these is a 'Select a Site' section with a list of sites: FAHC (UNIVERSITY OF VERMONT MEDICAL CENTE), FORT (FORT SITE), JERICHOQ (JERICHO SITE), MAIN (UNIVERSITY OF VERMONT - MAIN), OTHER (OTHER SITES), UNDERHILL (UNDERHILL SITE), and WEYBRIDGE (WEYBRIDGE SITE). Below the list are buttons for 'Service Requests', 'Equipment', 'Department', and 'Space Survey'. A green arrow points from the text above to the 'Logout Refresh' link in the top right corner of the page.