Using the Self-Service Query tools

After logging into the Famis self-service tool, the 1st screen you will see lists all campus buildings. If you want to open a work order for a particular building, select that building here. For our purposes, though, scroll to the bottom of the screen and click on the “Service Requests” button.

Let’s start by viewing charges to a particular account, within a certain date range: click on the “Billing” button at the bottom right of the screen.
- Enter the account number in the “account number” field.
- Skip the “object code” field.
- Enter the dates in the date fields.
- Click the “Search” button.
****Note: the fields are format sensitive, so make sure any letters are in CAPS, and the dates look like the example provided ****

You will see a summary of charges in the tan colored “Results” field, and if you scroll down you will see how the charges are applied to specific work orders. If you want more information about a particular work order, click on the blue work order number on the left of the screen. That will give you labor, material, and invoice details. NOTE: the invoice details in this view are pretty lame; they only show the transaction date, voucher number, and amount. However, the voucher number is an easily searchable field for us, so we can give you the details if you provide the number.

To exit this view, click on the “service requests” button at the bottom right of the screen. That will bring you back to the “Display Service Requests” screen.

To view work orders for particular buildings or requested by certain people, click on the blue “Advanced Search” link to the right of the “search” field.

If you want to see the details of a particular service request, enter it in the “Request number” field.

If you want to see all requests issued by a certain person, use the “Requestor Name” field (NOTE: the % symbol is the wildcard). You can use the “requestor name” field in conjunction with the “building” field to see all requests by a particular person in a particular building. Note that if you click on the “building” button it will provide you with the selection of buildings. You can also refine your search with the date range fields.

Click “execute query”

You will see a list of work orders that fit the criteria of your search. You can click on the blue “request number” to see details. NOTE: you may find that no cost information is available of newer work orders. That’s typical, as there is often a lag entering labor and applying charges.
Hopefully this tutorial has helped you understand & make use of our self-help tools query function. If you need additional help, please dial 2254.

Thanks,

Facilities Planning & Management