March 13, 2013

September 1, 2012 Facilities Management deployed a university-wide Integrated Workplace Management Systems (IWMS) – FAMIS. Last month FAMIS Self-Service went live. To date the FAMIS team has corrected the initial problems with Self-Service and only a few outstanding issues exist. Listed below are our suggestions to streamline any challenges you may have dealing with FAMIS.

Suggestions:

Certifying Signatories

- Priority list of Certifying Signatories – If you have not sent your selections to famissup@central.uh.edu, please do so ASAP.
- Timely updates to the signatory list – As we receive an update from Mike Glisson, we will contact your department via email to verify if changes in the priority signatory are needed.
- How does FAMIS decide on which signatory to send the approval request? The email request will go to the priority signatory for the requestor’s home department in HRMS. If a cost center is entered, the request will go to the priority signatory for that department code.
- If you want several signatories to receive the approval request, setup a rule in Outlook to redistribute emails from csc@central.uh.edu. Also the Subject line displays - FAMISPRD Service Request - Approval:. Likewise when you are out of the office, use this process to have the approval request sent to an alternate signatory.
- Cost Center doesn’t work? Nightly, PeopleSoft feeds to FAMIS. The cost center must be active and have an M&O or Capital Budget node. If your cost center meets these criteria and still is not accepted in Self-Service, email the complete cost center plus speedtype to fambill@uh.edu and we will add it to the cost center table. (We are still refining the criteria for the PeopleSoft feed.)
- Password doesn’t work? Again, this information is fed to FAMIS nightly. If you have changed your password since yesterday…try the old one.

Customer Service

- For help with an entry problem in FAMIS Self-Service, email the FAMIS programming team at famissup@central.uh.edu.
- For help with inquiries as to status, scheduling, etc., contact the Facilities Service Center at 3-4942 or csc@central.uh.edu.
- For billing inquiries (general billing inquiries, cost center changes, explanation of expenses recognized on your PeopleSoft cost centers, etc.), email fambill@uh.edu. “Fambill” emails are distributed to several members of the A&F Business Services staff assigned to Plant Operations.

YOU ARE THE PRIDE

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**Tips**

- Cost Summary reports – Programming is making the final changes to the report. When finished, we will add a link to the FAMIS website – [www.uh.edu/plantops/famis](http://www.uh.edu/plantops/famis). With that link you will be able to enter a work order number and generate a detailed cost report.
- Multiple work orders may be associated with one “parent” work order. The work orders will have a “parent/child” relationship. Example: A blanket work order for fuel will be the “parent” order whereas the monthly billings for fuel will have a different work order number (child) but the parent will be referenced. If you need a report for the complete project, contact fambill@uh.edu.
- The file layout of the billing feed to PeopleSoft has changed. The work order number is noted in the Reference Number field on the far right side of the 1074 transaction line. By placing the work order number in the reference field, there will be more space in the Description field for work details.
- As work orders are closed out, FAMIS will produce a final report detailing all work and charges for the client department. This report should be finished by the end of the month.

**Training Materials**


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