

FAMIS Billing FAQ Sheet – April 13, 2016

1) What report from FAMIS Self-Service do I use for reconciling my cost center?

Answer: The Work Order Cost Detail Report may be pulled by speedtype, work order number, department ID, or crew. This report lists the charges on a work order by export date. You may access this report by choosing the “Finance” tab in FAMIS Self-Service. Every Tuesday, charges are extracted from FAMIS and batch processed (via SCR) in PeopleSoft. In a perfect world the extraction date would match your PeopleSoft transaction but due to the large size of the SCR batch occasionally there are budget check errors that may delay the process a couple of days.

2) What do I do if I find a billing error?

Answer: Email your question/complaint to fambill@uh.edu. Include a description of the problem, the work order number and a copy of the 1074 – just the one full page displaying the transaction. The Business Services Team will research and correct the transaction if required.

3) Should this be charge or no charge?

Answer: Facilities Services maintains a list of common maintenance services by Non-billable and Billable category. Link: <http://www.uh.edu/facilities-services/services/services-table/index.php>

4) What are the current labor billing rates?

Answer: Facilities Services publishes their billable rates on their website.
Link: <http://www.uh.edu/facilities-services/services/cost-billing/index.php>

5) How do I request an estimate and should I be billed?

Answer: Using FAMIS Self-Service, create a service request for “Project/Renovation”. On the next screen choose “Project Estimate for FP&C NCAP” or “Project Estimate for MIC”, enter a cost center, scope of project and continue on to complete request. Currently, there is no charge for estimates for projects over \$100,000. Estimates for smaller projects handled by the MIC team (Minor-In house-Construction) are billed at \$59.79 per hour.

6) Should I have to pay for pest control?

Answer: Facilities Services maintains and administers a contract for pest control. All charges for pest control services for E&G spaces are funded by Facilities Services. Facilities Services recovers charges for Auxiliary space pest control via service level agreements (SLA) or through direct billing (FAMIS). Auxiliary SLA’s cover normal pest control services but services for bed bugs, termites, raspberry ants and bird control are billable.

7) What if the work was not completed and the work order shows “complete”?

Answer: Contact FIX-IT at 713-743-4948. If you are not satisfied with the response from FIX-IT please contact **XXXXXXXXXXXXXXXXX – to be determined**

8) I’m looking at the work order cost details in FAMIS Self-Service and there are two laborers listed but one laborer has a zero rate. What does this mean?

Answer: The second laborer is in training.

9) How does Facilities Services know if my room is E&G or auxiliary space?

Answer: During the annual campus space survey, your departmental space coordinator designates the usage of each room and assigns a department ID. This information is resident in FAMIS and Facilities Services accesses it to determine both the type of space and the owner. The owner (Dept ID) is critical for several reasons. When a service order is routed to the certifying signatory it looks to the space owner if the cost center is blank. Also, the new online key module requires the space owner to approve any key requests.

10) Why are there inspectors walking our building and creating work orders?

Answer: Facilities Services has a team of inspectors that survey all buildings on campus including dining facilities. They are charged with the responsibility of evaluating the performance of contracted service providers and in-house custodial and general maintenance workers. They also report problems that may fall under technical services – electrical, elevator, HVAC, etc. The Facilities Services management team uses these inspection reports to:

- a. Insures that contractors are performing the services for which they have been contracted. Contractors meet on a weekly basis with Facilities Services management to discuss any issues or sub-standard performance and their resolution.
- b. The manager and supervisors of custodial services use the periodic inspections to gauge the performance of individual custodians. These assessments are utilized for purposes of staff e-performance and disciplinary action as well as work force management KPI's indicating training deficiencies or staffing shortages.
- c. Inspectors also initiate service requests for broken glass, lighting problems, broken door locks, etc. These work orders for E&G spaces are no charge. For auxiliary spaces, the service request is routed to the certifying signatory for approval. At that time, the auxiliary owner may choose not to do the repair.

Each area will be inspected every five to six weeks. The inspection reports are available to building coordinators via a SharePoint site.

11) Why do I have to put in a cost center for request that is no charge?

Answer: If you are owner of an E&G space entering a no charge request, be sure to enter through portal #4. #1 through #3 will result in a billable order. If someone has submitted a request to you to certify and it should be no charge, please decline the request and add the comment that service request should be non-billable. Fix-It will revise the request.

12) Why won't FAMIS Self-Service take my new cost center?

Answer: Firstly, PeopleSoft new cost centers feed to FAMIS every morning. So if your cost center was created today it will not be available in FAMIS until tomorrow. Furthermore, the only new cost centers that will load must have an M&O budget node. If FAMIS will not accept your cost center and it is a long existing cost center, please send a copy of the 1074 summary budget page to fambill@uh.edu and we will have a programmer load the cost center manually.

13) Why is this service request coming to me to certify – it's not my space?

Answer: Anyone that has access to PASS can input a service request. If it is a billable service and the requestor did not input a cost center, the approval will be routed first to the signatory for the department

noted on the space survey and if that is blank then it will be routed to the signatory of the requestor's home department. If it is not your space, please decline the request and add a comment stated wrong department certifying signatory. Fix-It will route it to the appropriate signatory.

14) Can I move my charges to a different cost center?

Answer: Certainly you may do your own reallocation but we would prefer that you notify fambill@uh.edu so that we may fix via FAMIS SCR batch so that any expense report exported from FAMIS will match PeopleSoft. Business Services can assist you in reallocating a past charge or future charges.

15) It is Monday and the work was done last week – why aren't my charges on my 1074?

Answer: FAMIS bills weekly – midday on Tuesday. By running the Work Order Expense Report, you may ascertain the date exported to PeopleSoft. But please be aware that there may be a day or two delay in finalizing the SCR batch. SCR batches contain up to 500 transactions and one budget error can cause the batch not to process. We do bill weekly with one caveat...if the last day of the month falls on Tuesday or Wednesday we do not export because any unprocessed batches will be zeroed out as PeopleSoft month end closes. Also, remember that SCR processing closes on or near August 20th for fiscal year end. Please see the Key Dates Calendar for the exact day.

16) I'm the certifying signatory - why can't I see my service requests to approve?

Answer: Contact FIXIT.

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Contacts:

Billing Problems: fambill@uh.edu
FAMIS Technical Support: famissup@uh.edu
Facilities Operational Support: fixit@uh.edu

Useful Links:

Non-billable vs. Billable Requests
<http://www.uh.edu/facilities-services/services/services-table/index.php>

Cost and Billing
<http://www.uh.edu/facilities-services/services/cost-billing/>