

Facilities Online Work Order Instructions



Welcome to FAMIS Self-Service! FAMIS is the facilities management software our department utilizes to process and schedule your facilities needs and track associated costs. As of the spring of 2017, all work order submissions will be required to be submitted through the online form.

EMERGENCIES should continue to be called into the Facilities Department at 315-228-7130 or after hours and weekends to 315-228-7468. General inquiries can be emailed to bg@colgate.edu.

Facilities Department
13 Oak Drive • Hamilton, NY 13346-1398
(315) 228-7130
bg@colgate.edu

A Few Notes Before You Begin:

- You are not able to modify or delete service requests once they are submitted. If you need to make a change to a service request that you have already submitted, please call or email Facilities to make that change for you. DO NOT submit an additional work order.
- Please note that pest control services are on-campus every Wednesday.

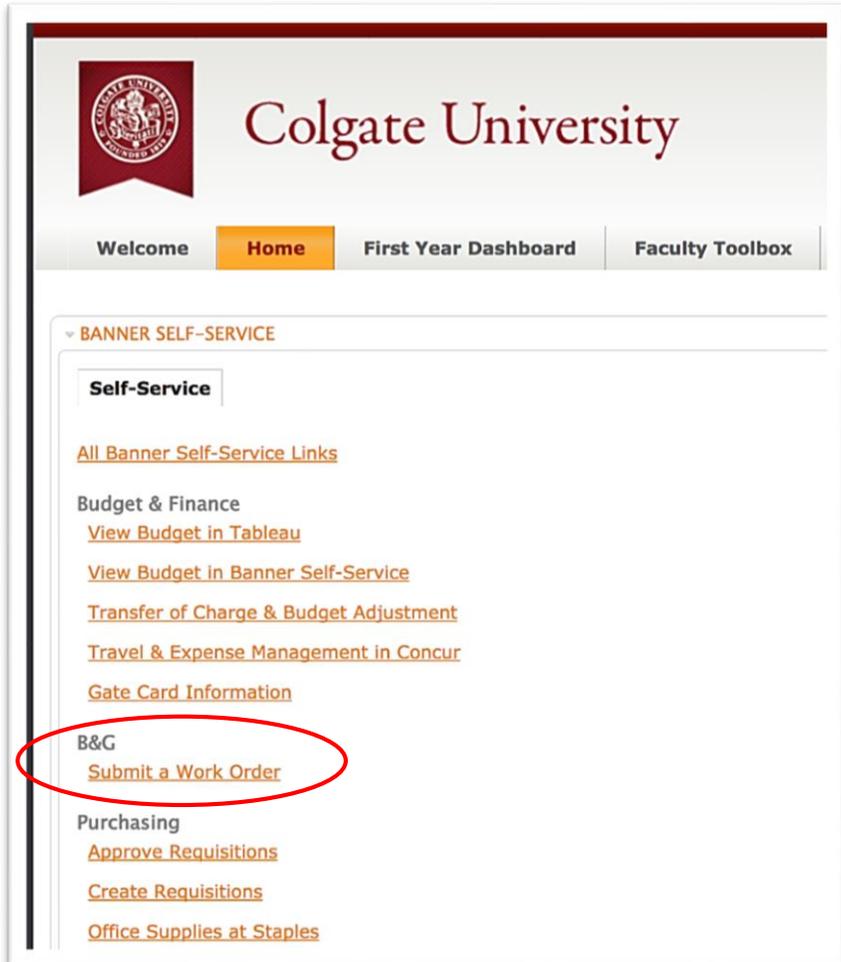
STUDENTS

- Ethernet issues should be reported to ITS at itshelp@colgate.edu
- Cable issues should be reported directly to Time Warner Cable. Click [here](#) for instructions.
- Laundry service can be directly reported from your [smart phone](#).
- Any furniture related requests should be sent to reslife@colgate.edu.
- Work orders for special events must be submitted by a faculty/staff member.

EMPLOYEES

- When submitting a work order for a special event, please follow these [guidelines](#).
- Estimates require a budget code.
- Please be mindful that submitted service requests can be searched for and viewed by other employees.

Log in to FAMIS Self-Service by visiting workorders.colgate.edu. You can also access this form through the Facilities [website](#) or the Colgate [Portal](#) self-service links.



Colgate University

Welcome Home First Year Dashboard Faculty Toolbox

BANNER SELF-SERVICE

Self-Service

All Banner Self-Service Links

Budget & Finance

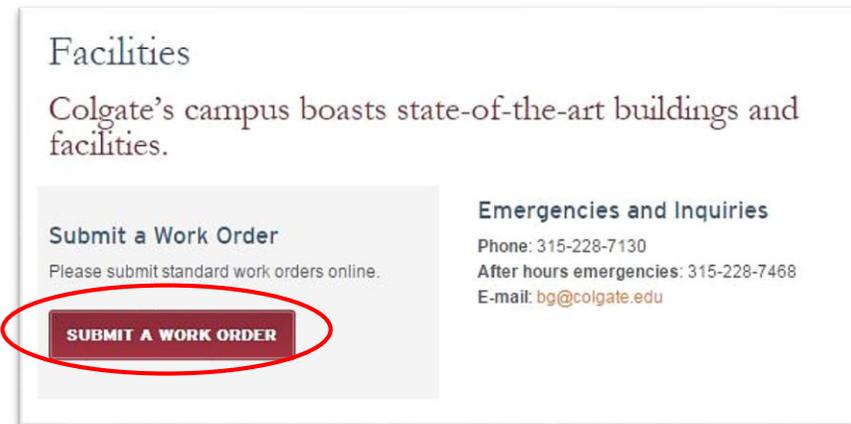
- [View Budget in Tableau](#)
- [View Budget in Banner Self-Service](#)
- [Transfer of Charge & Budget Adjustment](#)
- [Travel & Expense Management in Concur](#)
- [Gate Card Information](#)

B&G

- [Submit a Work Order](#)

Purchasing

- [Approve Requisitions](#)
- [Create Requisitions](#)
- [Office Supplies at Staples](#)



Facilities

Colgate's campus boasts state-of-the-art buildings and facilities.

Submit a Work Order

Please submit standard work orders online.

SUBMIT A WORK ORDER

Emergencies and Inquiries

Phone: 315-228-7130
After hours emergencies: 315-228-7468
E-mail: bg@colgate.edu

- Use your University credentials to log in to self-service.



Colgate University

FACILITIES DEPARTMENT | WORK ORDERS

For more information on how to submit a work order, click [here](#).

Username

Password

Continue

Fill out your requestor information. You will only need to complete this information the first time you log in.

Enter New Requestor Information

| | | | | | |
|------------|----------------------|---|------------|----------------------|---|
| Requestor | <input type="text"/> | * | Phone | <input type="text"/> | * |
| Cell Phone | <input type="text"/> | | Pager | <input type="text"/> | |
| Email | <input type="text"/> | | Department | <input type="text"/> | * |
| Mail Code | <input type="text"/> | | | | |

* Indicates a required field.

Submit

Select the building where the work is being requested, followed by the floor, and room. If the specific room is unknown or not listed, you may move forward without making this selection. Please be sure to include those details in the “Description of Work.”

1. Building

| COLGATE - Default site | |
|---------------------------|---------------------------|
| 7 O | SEVEN OAKS CLUB HOUSE |
| 7 O GOLF | SEVEN OAKS GOLF COURSE |
| 7 O MAINT | SEVEN OAKS MAINTENANCE |
| 7 O PRO | SEVEN OAKS PRO SHOP |
| ALUM | ALUMNI HALL |
| AN KE | KERR STADIUM |
| ANDR | ANDREWS HALL |
| ART | SCHUPF STUDIO ARTS CENTER |
| ATH FI | ATHLETIC FIELDS |
| BAR | BARGE CANAL COMPANY |
| BASEC | BASECAMP |
| BEATTIE | BEATTIE RESERVE |
| BEW APT | BEWKES APARTMENTS |
| BEW CONF | BEWKES CONFERENCE |
| BEW COTT | BEWKES COTTAGE |
| BKSTORE | BOOKSTORE |
| BO HS | BOAT HOUSE |
| BO LA | BOWLING LANES |
| BRIG | BRIGHAM |

2. Floor

| ANDREWS HALL | |
|---|---|
| No Image available | Site ID COLGATE |
| | Building ID ANDR |
| | Address |
| | Contact |
| Floors | |
| 1 | FIRST FLOOR |
| 2 | SECOND FLOOR |
| 3 | THIRD FLOOR |
| 4 | FOURTH FLOOR |
| A | ATTIC |
| B | BASEMENT |
| R | ROOF |
| <input type="button" value="Service Requests"/> | <input type="button" value="Department"/> |

3. Room

| ANDREWS HALL - SECOND FLOOR | | |
|---|---|--------------|
| Site | COLGATE | Default site |
| Building | ANDR | ANDREWS HALL |
| Floor | 2 | SECOND FLOOR |
| Rooms | | |
| 201 | RESIDENCE | |
| 202 | RESIDENCE | |
| 202A | LOUNGE | |
| 203 | RESIDENCE | |
| 204 | RESIDENCE | |
| 205 | RESIDENCE | |
| 206 | RESIDENCE | |
| 206A | CUSTODIAL CLOSET | |
| 207 | RESIDENCE | |
| 208 | RESIDENCE | |
| HALL | HALL | |
| MNS RM | MENS BATHROOM | |
| STAIRS | STAIRS | |
| WMS RM | WOMENS BATHROOM | |
| <input type="button" value="Service Requests"/> | <input type="button" value="Department"/> | |

Once the location has been selected, review the information for accuracy and click “Service Requests” to continue.

410 - SOAN OFFICE

| | | |
|----------|---------|--------------|
| Site | COLGATE | Default site |
| Building | ALUM | ALUMNI HALL |
| Floor | 4 | FOURTH FLOOR |
| Room | 410 | SOAN OFFICE |

General Information

| | |
|-------------|-----|
| Assigned To | |
| Square Feet | 121 |

Click “Create Service Request” to submit a new request.

Note: If you have previously submitted a request for this location, they will be listed here.

The screenshot shows a web application interface for displaying service requests. At the top, there is a blue header bar. Below it, the section is titled "Display Service Requests". Underneath, there is a "Search" section with a search input field, a "Go" button, and a link for "Advanced Search". The "Results" section contains a table with the following columns: Request Number, Phase, Work Order, Request Description, Status, Conv Project, Requestor, Alt Requestor, Maint Type, Site, Building, and Date Entered. The table currently shows two empty rows. At the bottom right of the interface, there is a button labeled "Create Service Request" which is circled in red, and a "Billing" button next to it.

You will be prompted to fill out your requestor information. Please fill this out as accurately and thoroughly as possible. In some cases, we may need to contact you for further information. You can fill out an “alternate requestor” if you are submitting the service request on behalf of another individual. Once you have completed this information accurately, you may select “next.”

Create Service Request: Confirm Requestor - Step 1 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Requestor

Requestor *

Phone * Payer

Cell Phone E-mail

Department * Mail Code

Alternate Requestor

Name Phone

Select if you are a student or an employee

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor **Select Service** Enter Service Details Enter Location Review

Available Services

- [CLICK HERE IF YOU ARE A STUDENT](#)
- [CLICK HERE IF YOU ARE AN EMPLOYEE](#)
- Note: new_req_pl in famis_ss_config is not in famis_pl_procedure, you will not be able to create New Web Requests.

Cancel Back

** You may ignore this note when it appears*

Select the category for the type of work order you are submitting

Employee Options

- As an employee, you will need to select from an additional group of categories. Please be advised that several departments have their own service request platform. If you do not fall into one of these departments, you should select, “Faculty/Staff Work Order Requests.”
- This is also where you can select to submit a service request for special events. If you are requesting set-up or clean-up for an event, you should select this option.

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within [CLICK HERE IF YOU ARE AN EMPLOYEE](#)

- [EVENT SET-UP & CLEAN-UP WORK ORDERS](#)
- [FACILITIES STAFF ONLY](#)
- [FACULTY/STAFF WORK ORDER REQUESTS](#)
- [RESIDENTIAL LIFE STAFF ONLY](#)

Note: new_req_pl is not filled out in famis_ss_config, you will not be able to create New Web Requests.

Cancel Back

Select the category for the type of work order you are submitting

Employee Options

- Once you have selected the type of service you are requesting, you will be required to select from a sub-set of service categories

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Services within: [CLICK HERE IF YOU ARE AN EMPLOYEE - FACULTY/STAFF WORK ORDER REQUESTS](#)

- [BUILDING MAINTENANCE/REPAIR](#)
- [DEPARTMENT REQUESTED WORK ORDER \(SPECIAL SERVICE\)](#)
- [REPORT A PEST PROBLEM](#)
- [REPORT STUDENT DAMAGE](#)
- [REQUEST AN ESTIMATE](#)
- [REQUEST FOR KEYS](#)

Note: new_req_pl is not filled out in famis_ss_config, you will not be able to create New Web Requests.

Cancel Back

REQUEST AN ESTIMATE

Use this to request an estimate for work. For example, you would like to know how much it would cost to paint an office or build shelves, etc. A budget code *will* be required.

BUILDING MAINTENANCE/REPAIR WORK ORDER

Use this for repairs or maintenance to the building. For example, overflowing toilets. A budget code will not be required.

PEST CONTROL REQUEST

Use this to report pest activity. For example, bees, ants, or mice. A budget code will not be required.

REQUEST FOR KEYS

Use this to report request keys. For example, new employees or student lab keys. A budget code *will* be required.

DEPARTMENT REQUESTED WORK ORDER (SPECIAL SERVICE)

Use this to request a special department request. For example, furniture moves, wall hangings, painting, etc. A budget code *will* be required.

Select the category for the type of work order you are submitting

Student Options

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor **Select Service** Enter Service Details Enter Location Review

Services within CLICK HERE IF YOU ARE A STUDENT

- [REPORT A PEST PROBLEM](#)
- [REPORT STUDENT DAMAGE](#)
- [REQUEST MAINTENANCE/REPAIR](#)
- Note: new_req_pl in famis_ss_config is not in famis_pl_procedure, you will not be able to create New Web Requests.

- Once you select the appropriate category, you will be prompted to re-confirm that type of service request.

Create Service Request: Select Service - Step 2 of 5

Confirm Requestor **Select Service** Enter Service Details Enter Location Review

Services within: CLICK HERE IF YOU ARE A STUDENT - REQUEST MAINTENANCE/REPAIR

- [REQUEST MAINTENANCE/REPAIR](#)
- Note: new_req_pl is not filled out in famis_ss_config, you will not be able to create New Web Requests.

Fill out the work description. Once you have completed the work description click “next.”

Students

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service **Enter Service Details** Enter Location Review

Work Description

Work Title *

Description of Work

To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am

Fill out the work description. Once you have completed the work description click “next.”

Employees

- Depending on the type of request you have selected, you may be asked for a budget code. Please provide a department budget code when applicable. This includes requests for keys, special department requests, and special events.

Be sure to provide dates! Indicate the earliest date work can begin and the latest date in which it can be completed. Please provide at least 24-hour advance notice.

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Account

| Sel | Cost Center * | Account * | Pct |
|----------------------------------|----------------------|----------------------|----------------------|
| <input checked="" type="radio"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="radio"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="radio"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Work Description

Work Title

Description of Work

To preserve the text formatting, please hit "Enter" after each line. (Limit 3000 chars)

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location

Cost Center Breakdown

Create Service Request: Enter Service Details - Step 3 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Account

| Sel | Cost Center * | Account * | Pct |
|----------------------------------|---------------|-----------|-----|
| <input checked="" type="radio"/> | 99999 | 999 | 100 |
| <input type="radio"/> | | | |
| <input type="radio"/> | | | |

Work Description

Work Title

Description of Work

To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am

- The cost center is your budget origin (5-digit code)
- The account is your 3-digit expense line
- The PCT is the percentage of the cost you want applied to the work order. This is typically 100% unless you wish to split the total cost between multiple budget codes. (see next page for example).

Cost Center Breakdown

Create Service Request: Enter Service Details - Step 3 of 5



Account

| Sel | Cost Center * | Account * | Pct |
|----------------------------------|---------------|-----------|-----|
| <input checked="" type="radio"/> | 99999 | 999 | 50 |
| <input type="radio"/> | 77777 | 777 | 50 |
| <input type="radio"/> | | | |

Work Description

Work Title

Description of Work

To preserve the text formatting, please hit "Enter" after each line. {Limit 3000 chars}

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am

- Dividing the total cost of the work order between several budget codes is easy. Simply list the budget codes you want charged, and determine the percentage of the total cost that each budget code should be charged. You can only divide the work order between up to three different budget codes.
- The example shown here demonstrates the total cost of a work order being split evenly between two budget codes.

After you have submitted your work plan you will be asked to re-confirm the location one final time. This is an important confirmation to make especially when submitting multiple work orders consecutively. Once you have confirmed, click “next.”

Create Service Request: Enter Location - Step 4 of 5

Progress bar: Confirm Requestor, Select Service, Enter Service Details, **Enter Location**, Review

| | | | |
|-------|-----------|----------|------|
| Site | COLGATE * | Building | ALUM |
| Floor | 4 | Room | 410 |

Buttons: Cancel, Back, Next

You will be given one more chance to review your service request. Once you are ready to submit, select “finish.”

Create Service Request: Review - Step 5 of 5

Confirm Requestor Select Service Enter Service Details Enter Location **Review**

Requestor Information

| | | | |
|--------------------|-------------|---------------------|--------------------|
| Requester Name | SAMPLE NAME | Requester Phone | 5555 |
| Requester Dept | B&G | Requester Email | SAMPLE@colgate.edu |
| Alt Requester Name | | Alt Requester Phone | |

Service Description

| | | | |
|--------------------------|------------|------------------------|--|
| Earliest Start Date | 10/25/2016 | Latest Completion Date | 10/30/2016 |
| Blackout Dates and Times | | Work Title | DOOR DIFFICULT TO OPEN AND CLOSE |
| Description | | | The exterior entrance door to the building is difficult to open and close. |

Location

| | | | |
|-------|---------|----------|------|
| Site | COLGATE | Building | ALUM |
| Floor | | Room | |

You will receive your confirmation number. You will also receive an email notification each time there is a status update as it relates to your service request. It is important to retain this “SR” number for your records. If any additional follow-up is needed, Facilities will request that you provide us with this number. You may also receive more than one service request number for the same work order. If more than one trade is needed, a separate service request will be placed with the identical name.

Create Service Request

Your Facilities Work Request (SR219933) was submitted on 11/02/2016.

Requestor Information

| | | | |
|--------------------|-------------|---------------------|--------------------|
| Requester Name | SAMPLE NAME | Requestor Phone | 5555 |
| Requestor Dept | BG | Requestor Email | SAMPLE@colgate.edu |
| Alt Requester Name | | Alt Requestor Phone | |

Service Description

| | | | |
|--------------------------|------------|---|---------------------|
| Earliest Start Date | 11/02/2016 | Latest Completion Date | 11/03/2016 |
| Blackout Dates and Times | | Work Title | DOOR WILL NOT CLOSE |
| Description | | The exterior door to the building is not closing properly | |

Location

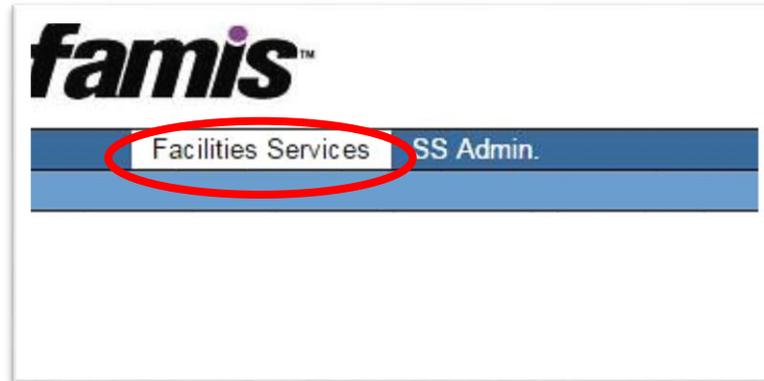
| | | | |
|-------|---------|----------|------|
| Site | COLGATE | Building | LAWR |
| Floor | 1 | Room | ENTR |

[Go Back to Service Requests](#)

For Employees Only:

How to search for an existing service request

To search for a history of your service requests, go back to the main page by clicking “Facilities Services” in the upper left hand corner.



For Employees Only:

How to search for an existing service request

Select the building that you want to search. Once you select the building you, can click “Service Requests” without selecting the floor and room. That will ensure you receive a full history report for that building.

| COLGATE - Default site | |
|---------------------------|---------------------------|
| 7 O | SEVEN OAKS CLUB HOUSE |
| 7 O GOLF | SEVEN OAKS GOLF COURSE |
| 7 O MAINT | SEVEN OAKS MAINTENANCE |
| 7 O PRO | SEVEN OAKS PRO SHOP |
| ALUM | ALUMNI HALL |
| AN KE | KERR STADIUM |
| ANDR | ANDREWS HALL |
| ART | SCHUPF STUDIO ARTS CENTER |
| ATH FI | ATHLETIC FIELDS |
| BAR | BARGE CANAL COMPANY |
| BASEC | BASECAMP |
| BEATTIE | BEATTIE RESERVE |
| BEW APT | BEWKES APARTMENTS |
| BEW CONF | BEWKES CONFERENCE |
| BEW COTT | BEWKES COTTAGE |
| BKSTORE | BOOKSTORE |
| BO HS | BOAT HOUSE |
| BO LA | BOWLING LANES |
| BRIG | BRIGHAM |

| BROAD ST 66 | |
|----------------------------------|----------------------------------|
| No Image available | Site ID COLGATE |
| | Building ID BRO 66 |
| | Address |
| | Contact |
| | Floors |
| | 1 FIRST FLOOR |
| | 2 SECOND FLOOR |
| | 3 THIRD FLOOR |
| | B BASEMENT FLOOR |
| | R ROOF |
| Service Requests | Department |

For Employees Only:

How to search for an existing service request

Click “Advanced Search” to enter your search criteria.

Display Service Requests

Search

Search [Advanced Search](#)

Results

| Request Number | Phase | Work Order | Request Description | Status | Conv Project | Requestor | Alt Requestor | Maint Type | Site Building | Date Entered |
|----------------|-------|------------|---------------------|--------|--------------|-----------|---------------|------------|---------------|--------------|
|----------------|-------|------------|---------------------|--------|--------------|-----------|---------------|------------|---------------|--------------|

| | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|

| | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|

For Employees Only:

How to search for an existing service request

Enter your search criteria, then click “Execute Query”.

Display Service Requests

Advanced Search

Request Number

Request Number

Criteria

Requestor Name (For wildcard searches use % (e.g., %SMITH)).

Funding Type Customer-Funded Facilities-Funded (Please select at least one.)

Status Open Closed (Please select at least one.)

Request Type Web Requests Projects Service Request PMs (Please select at least one.)

Location Information

| | | | |
|-------|--------------------------------------|----------|-----------------------------------|
| Site | <input type="text" value="COLGATE"/> | Building | <input type="text" value="ANDR"/> |
| Floor | <input type="text"/> | Room | <input type="text"/> |

Date Entered From To mm/dd/yyyy

For Employees Only:

How to search for an existing service request

All service request history matching your search criteria will appear. You can click on the “Request Number” to review a complete description of the service request. This may be a helpful tool to check to see if others in your building have already reported a work order, for example, that a door will not secure or a toilet is overflowing.

Display Service Requests

Search

Search [Advanced Search](#)

Results

| Request Number | Phase | Work Order | Request Description | Status | Conv Project | Requestor | Alt Requestor | Maint Type | Site | Building | Date Entered |
|--------------------------|-------|------------|-----------------------------------|-----------|--------------|-------------|---------------|------------|---------|---------------------|--------------|
| SR219937 | | | CUSTODIAL REPORTED STUDENT DAMAGE | REQUESTED | | MKANE | | WEB REQ | COLGATE | ANDR - ANDREWS HALL | 11/03/2016 |
| SR219930 | | | SPECIAL SERVICE WORK ORDER | REQUESTED | | SAMPLE NAME | | WEB REQ | COLGATE | ANDR - ANDREWS HALL | 11/02/2016 |