

FAMIS Job Cancellations

A system enhancement in FAMIS will enable FAMIS users to cancel work requests directly in FAMIS from mid-November 2020. The enhancement is intended to support a more efficient and effective method for agencies to communicate with their FM service provider when work is no longer required.

This guide note provides users with step by step instructions on how to use this function within FAMIS. As time is of the essence when requesting a cancellation, it is important that you speak to your Facility Management Service Provider dispatch team **before** cancelling the request to avoid unnecessary call out fees.

Work orders cannot be cancelled if a rework has been raised or if the contractor has already attended, has been dispatched or billing has been raised against the work. This function cannot be used to cancel Planned works. Please contact AGFMA Hotline to cancel these work types.

Once you have spoken to the relevant FMSP dispatch team, there are only a few steps to process the cancellation.

Step 1

Select the job for cancellation. Long left click and select Cancel Job.

The screenshot shows the FAMIS Job Tracking interface. At the top, the Client Region is 'WCH - WOMENS & CHILD'. The main navigation bar includes 'Welcome', 'Budget', 'Schedules', 'Work Request', 'Agreement', 'Job Tracking' (active), 'Approvals', 'Job History', 'Job Billing', 'Invoicing', and 'Asset List'. Below this, the Job Number is '311370674' and the Job Description is 'COST RECOVERY GF 1ST FLOOR PSYCHOLOGICAL MEDICINE, INSTALL AQUIM WALL DISPENSER IN CORRIDOR BEF'. A table lists jobs with columns for Asset Zone, Job Ident, Remote Request ID, Note, Job Type, Job Description, Est Cost, Fixed Price, Total Fixed Price, Class, Ident, Plan Start, and Plan Finish. The first row is highlighted in blue. To the right, a sidebar menu contains the following items: Work Details, Job Info, Job Expenses, Job Billing, Expense Summary, Billing Summary, Job Note, Amend, Rework, and Cancel Job (highlighted in red). A red arrow points from the text 'Long left click and select Cancel Job.' to the 'Cancel Job' option in the sidebar.

Asset Zone	Job Ident	Remote Request ID	Note	Job Type	Job Description	Est Cost	Fixed Price	Total Fixed Price	Class	Ident	Plan Start	Plan Finish
M	311370674			BD	COST RECOVERY GF 1ST FLOOR PSYCHOLOGI..				U			
M	311370631	200344800694		BD	GF 4TH FLOOR MEDICAL CAN THE PLUMBER ..				U			
M	311370539			BD	GF 4TH FLOOR ENDOCRINE - REBALANCE AL..				U			

Step 2

The Cancel Job screen will prompt you to enter the Cancel Type – select from the drop down box. Cancellations must meet one of the five criteria shown.

Cancel Job 31\370674

Asset Number: HEAL.02
Asset Name: NTH ADEL WOMENS AND CHILDRENS HOSPITAL
Description: COST RECOVERY GF 1ST FLOOR PSYCHOLOGICAL MEDICINE, INSTALL AQUIM WALL DISPENSER IN CORRIDOR BEFORE ENTERING PHOTOCOPY ROOM
Job Type: BREAKDOWN MAINTENANCE
Job Priority: 5
Contact Name: RITA
Contact Phone: 8161
Cancel Type: [Dropdown]

By pressing the [Cancel Job] button, I acknowledge that I have contacted the FMSP and have received verification that this job is able to be cancelled.

FSP Contact Details
District: 31
Phone No: 1300 :
Email: [Redacted]

Do not Cancel Job Cancel Job

- DUPLICATE JOB
- JOB RAISED ON WRONG DESIGNATED LOCATION
- WORK NO LONGER REQUIRED
- WORK TO BE DONE UNDER A PM JOB
- WRONG PRIORITY

Step 3

Select Cancel Job (or Do not Cancel Job to abandon process).

A confirmation will appear, if correct, select 'Yes'

Do you really want to cancel job 31\370674

Yes No

The following message will appear and a confirmation emails will be sent.

Job cancellation successful

FMSP has been notified.
FAMIS will be updated with job cancellation details within the next few minutes.

OK

Example of email sent to FMSP, person who raised and the person cancelling the job.

JOB CANCELTION

Work Details:

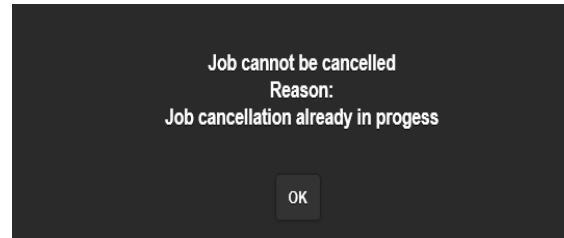
Asset Number : HEAL#####
Asset Name : NTH ADEL WOMEN'S AND CHILDREN'S HOSPITAL
Job No : 31\370674
Description : COST RECOVERY GF 1ST FLOOR PSYCHOLOGICAL MEDICINE, INSTALL AQUIM WALL DISPENSER IN CORRIDOR BEFORE ENTERING PHOTOCOPY ROOM
Job Type : BREAKDOWN MAINTENANCE
Priority : 5
(Job Creation User) Contact Name: RITA
(Job Creation User) Contact Phone: 8161 #####

Job Note Details:

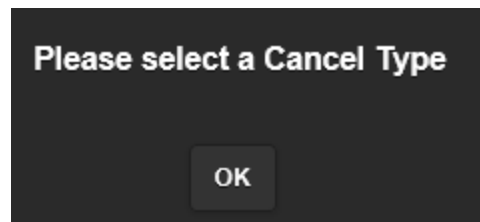
Note (Cancel Reason): DUPLICATE JOB
Date : 22/OCT/20
(Job Cancellation User) Contact Name: xxxx
(Job Cancellation User) Contact Phone: #####

Error Messages

Attempt to cancel twice



Reason for cancellation not entered



Cancel Job option does not appear

- Job has been billed or partially billed.
- Job raised as 'Planned' work type.
- Already cancelled (*note this will still appear if request still processing*).



Facility Management Service Providers Contact Details

SPOTLESS	Region
1300 135 716	C & N

DIT Facility Services	Region
Netley Office 8490 6021 DIT.FSNetleyFacilities@sa.gov.au 1300 163 175	10
Murray Bridge Office (08) 7223 6050 (Mon-Fri 8.30am-5.00pm)	8
Port Augusta Office (08) 8648 5211 (Mon-Fri 8.30am-5.00pm)	81
Berri Office (08) 8582 1733 (Mon-Fri 8.30am-5.00pm)	85
Mount Gambier Office (08) 8735 1260 (Mon-Fri 8.30am-5.00pm)	87
Port Lincoln Office (08) 8682 1077 (Mon-Fri 8.30am-5.00pm)	88
Clare Office (08) 7109 7580 (Mon-Fri 8.30am-5.00pm)	89
Port Pirie Office 1800 497 141 - General (Mon-Fri 8.30am-5.00pm) 1800 497 142 - Health (Mon-Fri 8.30am-5.00pm)	89
Whyalla Office (08) 7109 8440 (Mon-Fri 8.30am-5.00pm)	90