



ANU Facilities Management System (FMS) Supplier Help Guide

This guide provides suppliers and service providers with a practical overview of the lifecycle of Work Request from issued, update, complete to closed in the ANU Facilities Management System (FMS).

Includes 6 key check points after [creating work request](#):

1. Cause and Repair
2. Assets Condition Grade
3. Communication Expectations
4. Service Report
5. Invoice Workflow
6. "Link New" Work Requests

Before you start:

1. Check Vendor hub & onboarding instructions:
[Facilities Management System \(Vendor Hub\) | Services](#)
2. Make sure you have access to FMS: [Archibus Web Central](#), any problem related to password please contact ITS password team +61 2 6125 4321
3. Asking access for your team? Please email CE.FMS@ANU.EDU.AU with following information:

Company	First Name	Last Name	Company Email	Date of Birth	Phone Number

1. Cause and Repair

When do you need this?

A: After receiving issued work requests in maintenance console. Update "Issued and in Process" Work requests.

A. Update Cause

Step 1- Select the work request you want to update and click the Update button

Noting the "Update" tab only available to WR in following status:

Issued and In Process

On Hold for Access

On Hold for Labor



On Hold for Parts

Maintenance Console

Work Requests

Search by code, type, procedure, equipment, description, location, person

Quick Filters: Filters Clear Group by: Status

Work Request	Actions	Problem Type	Work Description	Priority	Location (Name)	Asset Number	Equipment Standard	Date to Perform	Assigned to
Assigned to Work Order (361) >									
Issued and In Process (2123) >									
Stopped (142) >									
On Hold for Access (110) >									
☐ 115008568		PEST CONTROL	Termite tunnels identified, Lan Ross Building ... [?] Checking the exact location as both are diff.	P3 - High	Lan Ross Building L3.1.1B			Mon 11/5/2026 2 days left	PINK GROUP
☐ 115008347		ELECTRICAL/LIGHTING	Apartment BL1-016A Room 1.01: One of the desk ... [?] Combined work order 115008354 and wot115008347	P3 - High	16 Brian Lewis Crescent L1-			Wed 6/5/2026 Today	FIVE STAR
☐ 115008324		SECURITY/CCTV	In Team, this is a joint workorder, we would like to have myself and Damien from SEC0M in attendanc...	P3 - High	Fulton Mair Building			Wed 6/5/2026 3 days left	HSC PLUS
☐ 115000863		PREVENTIVE MAINT ELEC BOARD PM	Electrical Board Test Inspection & Service Make contact to arrange an agreed suitable time for ma...	1 - Scheduled	J6 Crawford Building L3.3.396	401932 ELCIC DISTRIBUTION BOARD		Fri 1/5/2026 18 days left	U1184100 JOM KIDNEY STOWE AUSTR

Electrical Board Test Inspection & Service Make

Overview Documents and Activity Additional Details Expand All

Location

Site Code
SSO - WORKZONE 7

Building Code
S25
The Lodge

Floor Code
L2

Room Code
ROOM

Problem Location
room 16 and 17 air conditioning

Latitude
Latitude

Longitude
Longitude

Problem

Priority
☒ P3 - High
☐ P1 - Emergency
☐ P2 - Urgent
☐ P4 - Medium
☐ P5 - Low

Status
Issued and In Process

Problem Type
MECHANICAL | HVAC

Cause Code
CAUSE

Craftsperson's Note
Add Problem Resolution Code

Equipment Code
ASSET NUMBER

Equipment Standard

Request Details

Requested By:
U1107554
Martin Gordon

Requestor's Phone #
0473150590

Date Requested
12/5/2026 9:53 am

Date to Perform
12/5/2026

Due Date
14/5/2026

Workflow
Select Value
...tion required within 2 Days
Workflow Steps:
On status of Requested: Edit.
Approve is required by an employee with Service Desk F
Work Team Approver
Request will be dispatched to ANDREWS

Step 2-Under the work request Overview, click three dots on the side of cause code open drop downs of causes

(1) Cause type for Preventive maintenance

Select "Routine maintenance"

(2) Other types: see descriptions



Select Value - Cause Code

Cause Type Code: A¹ C¹ F¹ I¹ L¹ M³ N¹ P¹ R¹ S¹ U² V¹ W¹ All¹⁶

Cause Type Code	Cause Type Description
ACCIDENT	Problem caused by accidental damage
COMMON	Problem caused by common/known cause
FAILED ASSET	Problem caused by defect
INSTALLATION	Problem caused by method of installation
LIFECYCLE	Problem caused by expected Plant / Asset wear a...
MISSED PM	Problem caused by missed Preventative Maintenance
MISUSE	Problem caused by user misuse
MOVE	Problem caused by move / relocation
NON OPERATIONAL	Problem caused by Asset / System not running
POWER SUPPLY	Problem caused by power supply issue
RUN TO FAIL	Problem caused by maintenance method
SYSTEM FAILED	Problem caused by System breakdown / repair
UNKNOWN	Problem cause could not be determined

Close

B. Update Repair

Step 1- Select the work request you want to update and click the Update button

Step 2-Open “Additional detail” tab on the top

Overview Documents and Activity **Additional Details** Expand All

Work Request History

Step	Responded By	On	Workflow Step	Status	Step Status After	Comments
U1186853		12/5/2026 9:28 am	Basic	Requested	None	
U6088280@ANU.EDU.AU		12/5/2026 9:37 am	Edit and Approve	Requested	Approved	
U6088280		12/5/2026 9:37 am	Basic	Approved	None	
SYSTEM		12/5/2026 9:37 am	Basic	Assigned to Work Order	None	
U1193109@ANU.EDU.AU		12/5/2026 10:07 am	Forward to WorkTeam	Assigned to Work Order	None	
U1193109		12/5/2026 10:07 am	Basic	Issued and In Process	None	
		12/5/2026 10:07 am	Call Interface	Issued and In Process	None	

Account Information

Service Request Code: 12261 Budget Unit ID: Account Code: C|MT000|L121

Work Order Code: 2009007766 Department ID: Repair Type:

> Parts Add

> Tool Types

> Tools Add

> Other Costs Add

> Costs



Step 3- Expand “additional information”, Click three dots open the drop down of “Repair type”

Overview Documents and Activity **Additional Details** Expand All

Work Request History

Step Responded By	On	Workflow Step	Status	Step Status After	Comments
U1186853	12/5/2026 9:28 am	Basic	Requested	None	
U6088280@ANU.EDU.AU	12/5/2026 9:37 am	Edit and Approve	Requested	Approved	
U6088280	12/5/2026 9:37 am	Basic	Approved	None	
SYSTEM	12/5/2026 9:37 am	Basic	Assigned to Work Order	None	
U1193109@ANU.EDU.AU	12/5/2026 10:07 am	Forward to WorkTeam	Assigned to Work Order	None	
U1193109	12/5/2026 10:07 am	Basic	Issued and In Process	None	
	12/5/2026 10:07 am	Call Interface	Issued and In Process	None	

Account Information

Service Request Code: 12261 Budget Unit ID: Account Code: C[MT000]L121

Work Order Code: 2009007766 Department ID: Repair Type:

Parts Add

Tool Types

Tools Add

Other Costs Add

Costs

(1) Repair type for Preventive maintenance

Select “as per procedure”

(2) Other types: see descriptions

Select Value - Repair Type

Repair Type Code: C¹ M² N¹ R⁵ S¹ T¹ W¹ All¹²

Repair Type Code	Repair Type Description
CLEANED	Cleaning performed
MADE SAFE	Short term repair made to keep device in service.
MOVED	Moved item
NO ACTION	No action was required
REBUILT	Rebuilt Item
RECALIBRATED	Recalibrated Item
REMOVED	Removed Item
REPAIRED	Plant / Equipment Repaired
REPLACED	Replaced Item
SCRAPPED	Scrapped
TASK PERFORMED	Requested task performed
WARRANTY / DEFECT	Warranty / Defect identified

*Noting You can analyse repair types using the Archived Work Requests by Repair Type report.

2. Condition Grade



For asset PM/ RM assessment

Rating	Label	Description	Calibration Guidance
1	Very Poor	Failed or close to failure. Safety/compliance risk.	Immediate intervention required
2	Poor	Significant deterioration. Performance compromised.	Renewal required within 1–5 years
3	Fair	Functional but worn. Performance declining.	Renewal likely within 5–10 years
4	Good	Good condition. Minor defects only.	No renewal expected within 5–10 years
5	Very Good	Near-new or recently refurbished.	No renewal expected within 10+ years

3. Communication Expectations

A. CE Team Responsibility

1. CCT teams: Site access / onsite coordination

ANU Work Zone	CCT Team	Contact number	Email	Office
WZ1	CCT2	0437 124 019	CrossCampusZone1.CE@anu.edu.au	B131, John Curtin School of Medical Research
WZ2	CCT1	0427 430 837	CrossCampusZone2.CE@anu.edu.au	
WZ3	CCT3 & CCT4	Team 3: 0436 811 717 Team 4: 0419 685 291	CrossCampusZone3.CE@anu.edu.au	B9, HC Coombs Building
			CrossCampusZone4.CE@anu.edu.au	Joplin Lane, Kambri Precinct

2. Campus Maintenance Team- Contract Mangers:

- Supplier team management
- Maintenance issue
- Asset issue
- Mechanical, Electrical, Fire, Hydraulic work teams
- Workflow/ Quotes
- Scope clarification
- Invoice issue

3. Campus support team

- General enquiry & Customer complaint
- Work Request or workflow questions
- Communication coordination
- Cleaning & Waste, pest control and handyman service

B. Supplier Communication Matrix



Scenario / Supplier Issue	Contact Team	Expected Supplier Action	Typical Triggers
Wrong contractor assigned	Campus Maintenance Team (Contract Manager)	Add WR comment and request reassignment review	wrong contractor, reassignment, redirect
Technical clarification required		Add comment and contact CM team	clarification, specification, diagnosis, technical issue
Quote submission / variation approval		Attach quote and notify Supervisor	quote attached, variation, RFQ
Additional trade required		Advise further trade requirement and submit linked WR if needed	electrician, plumber, HVAC, additional works
PM / CM / statutory maintenance coordination	Campus Maintenance Team / CCT (if site coordination required)	Update WR and coordinate scheduling	PM, CM, statutory
Asset or equipment issue	Campus Maintenance Team	Reference asset/equipment details in WR	asset number, equipment fault
SLA risk or overdue work		Notify Supervisor immediately	overdue, missed SLA, escalation
Workflow issue / reopen request	Campus Support Team	Request workflow assistance through WR comment/email	triage, reopen, linked WR, workflow issue
Missing WR details or duplicate WR		Request clarification or correction	duplicate WR, missing information
Incorrect location / intake issue		Provide corrected site/location details	wrong location, incorrect room
General WR status request	Campus Support Team	Request update through WR or support channel	status request, update request
Customer complaint or service feedback		Provide complaint details with WR number	complaint, customer feedback
FMS access / login problem		Contact support with UID/Account details / Screenshot	login issue, access issue, account support
Site access unavailable	CCT Team	Notify onsite coordination issue immediately	no access, locked room, occupant unavailable
Building coordination required		Contact local campus coordination contact	escort required, local contact
Contractor onsite attendance issue		Advise arrival/access issue	onsite attendance, cannot locate area
WHS onsite coordination	CCT Team +CM (if escalation required)	Notify permit/access constraints before work starts	permit, induction, site safety
Occupant / custodian coordination	CCT Team	Contract CCT teams based on Work zone	custodian, occupant liaison
Emergency onsite coordination	CCT Team + Contract Manager	via phone and update WR comment	urgent response, emergency



Scenario / Supplier Issue	Contact Team	Expected Supplier Action	Typical Triggers
	+ Emergency Contact: +61 2 6125 4000		
Invoice clarification / service report mismatch	Campus Maintenance Team	Attach supporting documents and clarify invoice details	invoice clarification, service report
Work on hold		Update WR status and reason for delay	on hold – parts, labour, access, isolations
Further corrective works identified		Submit “Link New” WR and explain findings	further works required, linked WR
Access to related WR not available	Campus Support Team	Request workflow/access assistance	linked WR access, visibility issue

4. FMS Support Team: CE.FMS@anu.edu.au

Issue	Escalation pathway
Login or credential issues (Access setting)	FMS Support Team
Password resets	ANU IT Password Team
Work Request or workflow questions	FMS Support Team
Access or role changes	FMS Support Team
Urgent operational disruptions	Contract Manager + FMS Support (Priority)

4. Upload Service Report

Step 1- Complete work request:

Before complete, please confirmed with CCT teams and Contract manager!!

a. Working from the Maintenance Console:

*Noting: To complete work, the status must be Issued and In Process & On Hold.

1. On the Maintenance Console, locate the work requests you want to complete. Click the complete button. If needed, use the Filter to locate specific requests.



☐	Assigned to Work Order (342) >					
☐	Issued and In Process (2050) v					
☐	1150008680					LIFTS PASSENGER schindler equipment 1992862 Asset 450194 lift s... Changed Problem Type from 'ELECTRICAL QUOTE' to 'L...
☐	1150008678					CE INTERNAL - The Smeg dishwasher (Model: GW3060 S100) is c... U6088280@ANU.EDU.AU :: Changed Problem Type from '...
☐	1150008676					MECHANICAL HVAC FCU 3.28 supplying air to room C3.17 to C3.23. ... Changed Problem Type from 'MECHANICAL QUOTE' to 'M...
☐	1150008675					CLEANING EVENTS I would like to request a light touch-up cleani... T.83310.1003 GL code
☐	1150008674					CLEANING EVENTS I would like to request a light touch-up cleani... T.83310.1002 GL Code
☐	1150008668					ELECTRICAL LIGHTING Light stopped working in Room 117A. Arrange repai r.

2. Confirm that you want to complete the work request.

Complete Work Request

This action marks the request as Completed. You can update labor, parts, comments, and other work details until the request is Closed.

Yes

No

B. Working from the Maintenance mobile app

Step 2- Upload Service Report

***Important: to get paid, supplier must upload both service report & invoice**

Open the target work request, under document and activity tab-> “Add document”



< Back to Requests

Work Request: 1150008623 Completed

----Do not require to attend-----

Overview Documents and Activity Additional Details Expand All

Request Documents

Document 1 Document 2

Document 3 Floor Plan Redlines Indicate on Drawing

Additional Documents and Activity Add Comments Add Document

Documents and comments added here can be viewed on Archibus OnSite.

Document	Activity	Date and Time Added
	[U1157282@ANU.EDU.AU] changed the status to Requested	12/5/2026 9:03 am
	[U1157282@ANU.EDU.AU] Notification None	12/5/2026 9:03 am
	[U1157282@ANU.EDU.AU] Approval Approved	12/5/2026 9:03 am
	[U1157282@ANU.EDU.AU] changed the status to Approved	12/5/2026 9:03 am

Step 3- you can check the uploaded service report by search work request->show documents->Click the file logo on the side to download & review report.

Search Results Details Resources

Work Request Details Show Step History Show Resources Show Documents

Work Request Code: 1150000785 Assigned to Work Order: 2009000189

Work Request Status: **Completed** Action Type: SERVICE DESK - MAINTENANCE

Problem Type: BUILDING|CARPENTRY Budget Unit ID: SOCO

Department ID: CE200 Site Code: ACTON - WORKZONE 2

Building Code: 108 Floor Code: L1

Room Code: N110A Problem Location: Facilities Storeroom

Latitude: Longitude:

Asset Number: Date Work Requested: 2/03/2026

Requested by: U1135526 Work Team Code: AFFINITY CONST

Supervisor: PM Procedure: 3922 Account Code: C|MT000|G108

Work Description: The door to Building 108, N110a (Facility Storeroom) no longer closes properly on its own - has been this way for some weeks now, it hangs up on the latch somewhere, requiring a relatively heavy and forceful slam to encourage it to close and lock properly - this is disruptive to students and the Facility staff . PM Schedule Code:

Service Request Code: 3922

Priority: P3 - High

Work Request Documents

Document 1 Document 2

Document 3 Show Document Close

5. Invoice Workflow



Step 1-Checklist upon Work completion / Service delivery

Before sending the invoice, confirm:

- ☐ WR status updated in FMS
- ☐ Service report attached
- ☐ Correct WR / PO listed
- ☐ Invoice matches approved scope
- ☐ GST and ABN included
- ☐ Correct ANU contact listed

Step 2- Prepare Invoice

Step 3- Submit Invoice to ANU

Send PDF or Word invoice directly to: invoice.workflow@anu.edu.au

One invoice per email. Please do not also send the hardcopy

6. Link New

When do you need this?

While working, a craftsperson might notice that additional work is needed that is related to the current work.

Step 1-Find “Update” tab in: work request-> maintenance console

Noting the “Update” tab available to WR in following status:

- Issued and In Process
- On Hold for Access
- On Hold for Labor



On Hold for Parts

Maintenance Console

Work Requests

Search by code, type, procedure, equipment, description, location, person

Quick Filters: Filters Clear Group by: Status

Work Request	Actions	Problem Type PM Procedure	Work Description Comments	Priority	Location (Name)	Asset Number Equipment Standard	Date to Perform Due Date	Assigned to Work Team
Assigned to Work Order (361) >								
Issued and In Process (2123) >								
Stopped (142) >								
On Hold for Access (110) v								
☐ 1150008568	 	PEST CONTROL	Termite tunnels identified, Ian Ross Building ... ☐ Checking the exact location as both are diff.	P3 - High	Ian Ross Building L1-1.10		Mon 11/5/2026 2 days left	PINK GROUP
☐ 1150008347	 	ELECTRICAL LIGHTING	Apartment BL1-016A Room 1.01: One of the desk ... ☐ Combined work order 1150008354 and wo1150008347.	P3 - High	16 Brian Lewis Crescent L1-		Wed 6/5/2026 Today	FIVE STAR
☐ 1150008324	 	SECURITY CCTV	Hi Team, this is a joint workorder, we would like to have myself and Damian from SECOM in attendance...	P3 - High	Fulton Muir Building		Wed 6/5/2026 3 days ago	H3C PLUS
☐ 1150006863	 	PREVENTIVE MAINT ELEC BOARD PM	Electrical Board Test Inspection & Service Make contact to arrange an agreed suitable time for ma...	P1 - Scheduled	JG Crawford Building L3-3.39E	451932 ELEC. DISTRIBUTION BOARD	Fri 1/5/2026 18 days left	U1184100 JONP KIDDEY STOWE AUSTRALIA

Electrical Board Test Inspection & Service Make

You can also Click the “**Complete**” Work Request Code for the request. Move to the Work Request form.

Step 2- Open the work request you want to update. Click “Link new” on the right.

< Back to Requests

Work Request: 1150005641 [On Hold for Access](#)

Fix Carry, replace with sheathed carry, check cable for damage

Overview Documents and Activity Additional Details

Location, Problem and Request Details

Description

Fix Carry, replace with sheathed carry, check cable for damage

Location

Site Code
ACTION - WORKZONE 1

Building Code
87

South Oval

Floor Code
FLOOR

Room Code
ROOM

Problem Location
Beside Cricket Nets

Latitude

Problem

Priority
☐ P3 - High
☐ P1 - Emergency
☐ P2 - Urgent
☐ P4 - Medium
☒ P5 - Low

Status
On Hold for Access

Problem Type
ELECTRICAL/POWER

Cause Code
CAUSE

Craftsperson's Note

Request Details

Requested By
U1184100

Completion required within 10 Days
Workflow Steps:
On Status of Requested: Edit and Approve is required by ANU CAMPUS SUPPORT
Request will be dispatched to ELEC

Step 3- Fill in the Description field, and change other data as needed.

1. Requested by: choose Employee records by search UID or name



Report Related Problem

Requestor

Requested By*

Requestor Phone

Location

☐ Use your assigned workspace location

Location

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room

Account Code

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

Equipment

Asset Number

You can enter the Equipment Code if you know it.

Warranty Vendor

2. Location: account code

Report Related Problem

Requestor

Requested By*

Requestor Phone

Location

☐ Use your assigned workspace location

Location

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room

Account Code

Describe the location

Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

Equipment

Asset Number

You can enter the Equipment Code if you know it.

Warranty Vendor

3. Equipment

4. Problem

5. Description

6. You can add support documents as well

Report Related Problem

Select Problem type

The more precisely you specify your problem, the better we can route it to people who can help.

Description

Description*

Workflow

Completion required within 2 Days

Workflow Steps:

On status of Requested: Edit and Approve is required by ANU CAMPUS SUPPORT

Request will be dispatched to ELEC

7. Click "Submit".



The database will store the original work request ID into the Parent Work Request Code field of the new request.

The screenshot shows a 'Request Details' form with the following fields:

- Requested By: AFM
- Linked Work Requests: 115000840 (highlighted with a red box)
- Requestor's Phone #: 617-227-2508
- Date Requested: 3/4/2022 11:01 AM
- Date to Perform: 3/4/2022
- Workflow: Workflow Steps: On status of Requested: Edit and Approve is required by AFM
- Request will be supervised by AFM

The Work Request form will now include links to related work requests in the Request Details section on the Overview tab.

*Noting If you do not have direct access to that request (or the request status is Closed), then all the fields in the Work Request window will be read-only, and the Filter in Console button will not be available.

7. Support and Contact

For assistance, contact the ANU Campus Support Team:

The team is staffed Monday to Friday, 8.00am-4.00pm

- Email: fixmycampus.fc@anu.edu.au
- Emergency phone number: +61 2 6125 4000 option 1
- After-hours emergency contact – ANU Security +61 2 6125 2249