Australian National University

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

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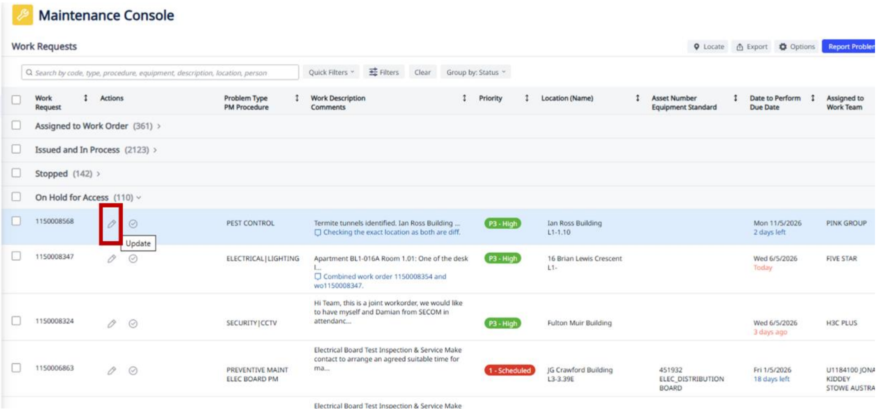
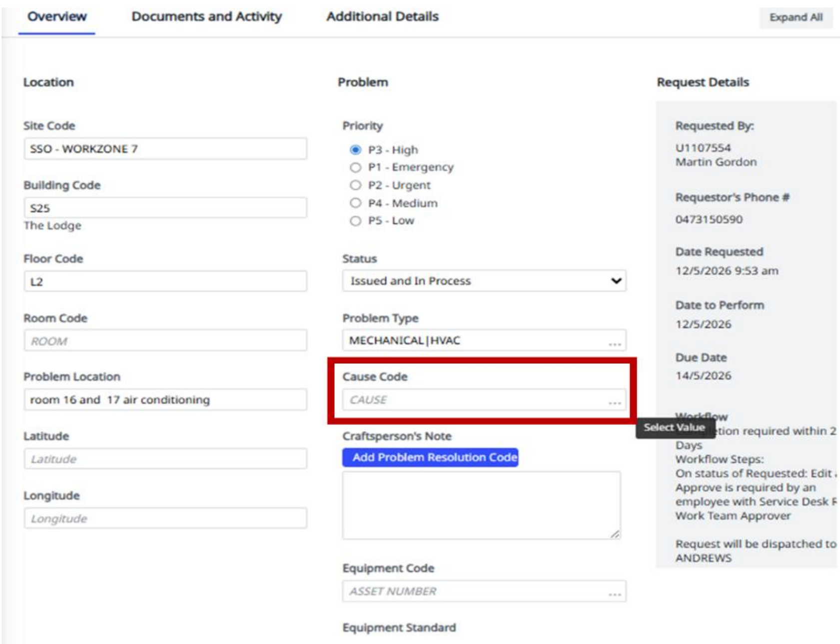
On Hold for Parts



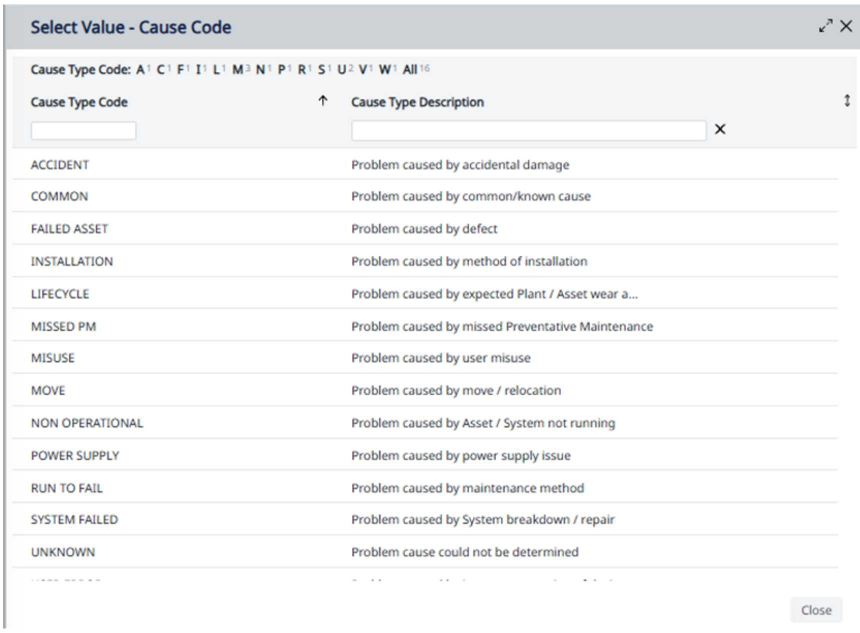


Step 2-Under the work request Overview, click three dots on the side of cause code open drop downs of causes

(1) Cause type for Preventive maintenance

Select "Routine maintenance"

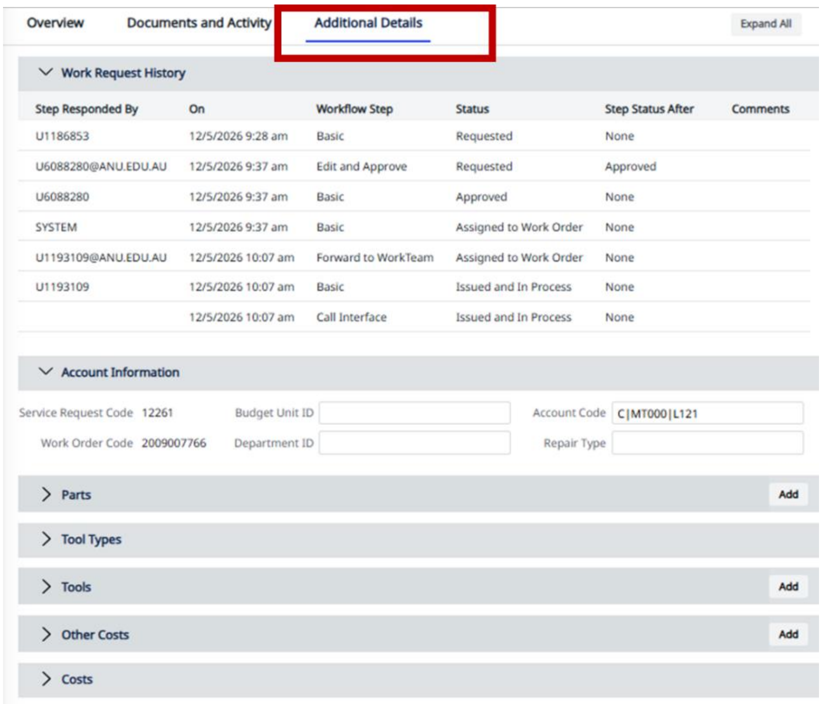
(2) Other types: see descriptions



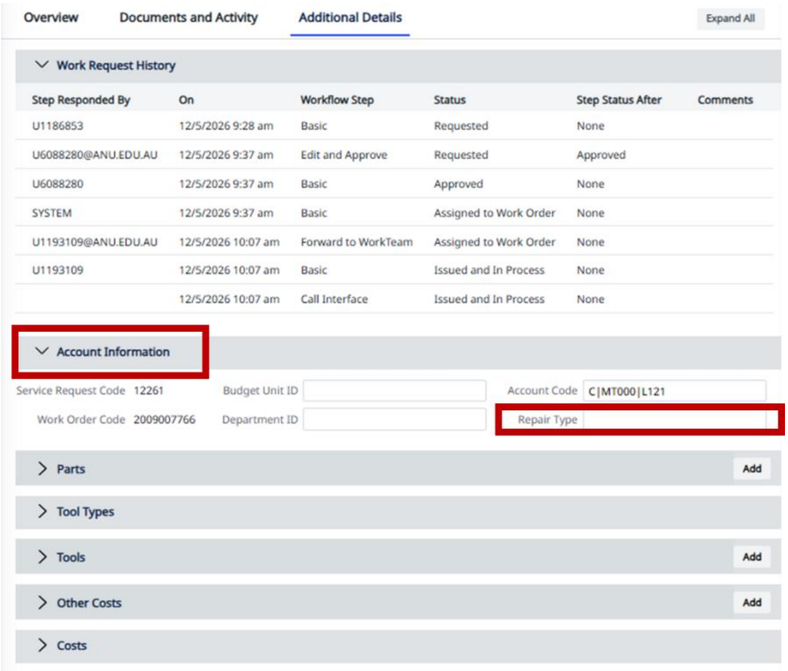
B. Update Repair

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

Step 2-Open "Additional detail" tab on the top



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

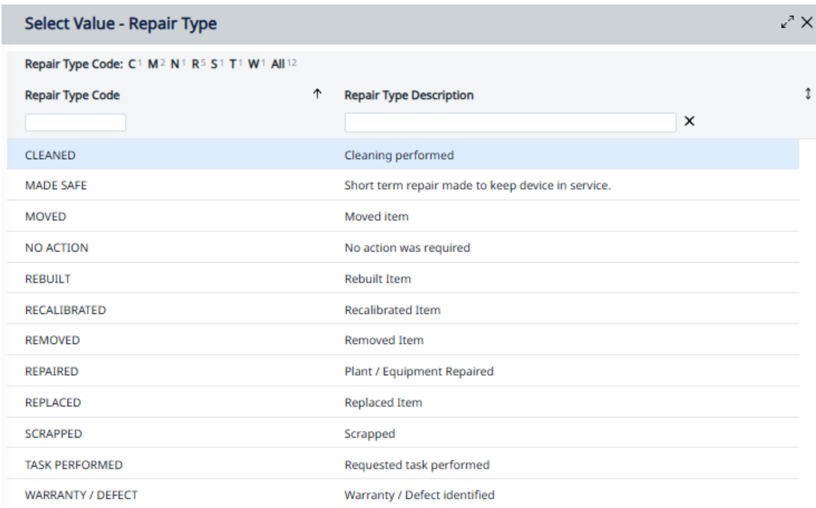


Step Responded By	On	Workflow Step	Status	Step Status After	Comments
U1186853	12/5/2026 9:28 am	Basic	Requested	None	
U6088280@ANU.EDU.AU	12/5/2026 9:37 am	Edit and Approve	Requested	Approved	
U6088280	12/5/2026 9:37 am	Basic	Approved	None	
SYSTEM	12/5/2026 9:37 am	Basic	Assigned to Work Order	None	
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	

(1) Repair type for Preventive maintenance

Select "as per procedure"

(2) Other types: see descriptions



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

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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 CrossCampusZone4.CE@anu.edu.au.	B9, HC Coombs Building 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

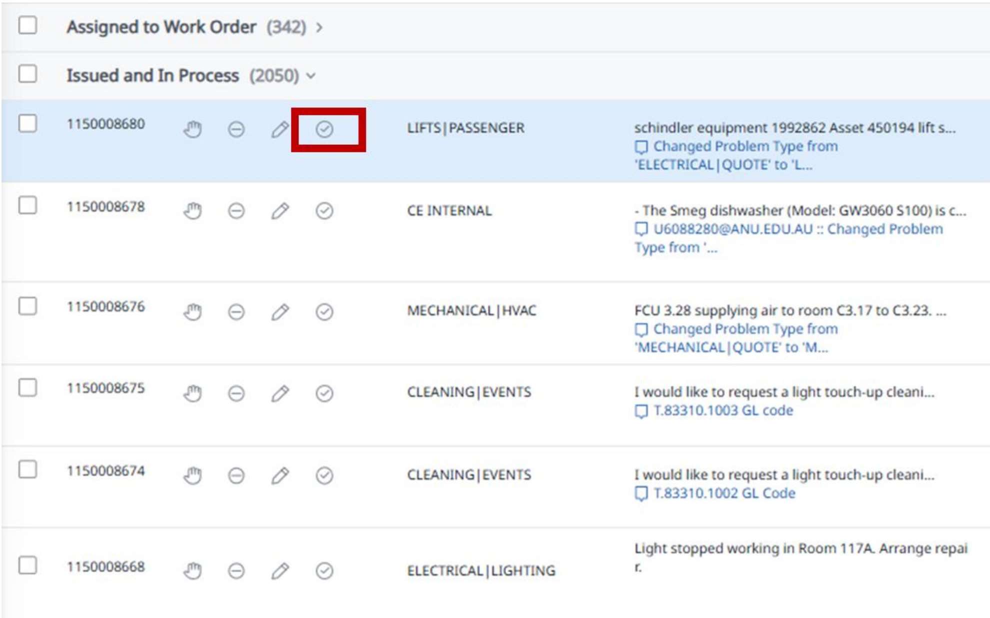
Step 1- Complete work request:

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

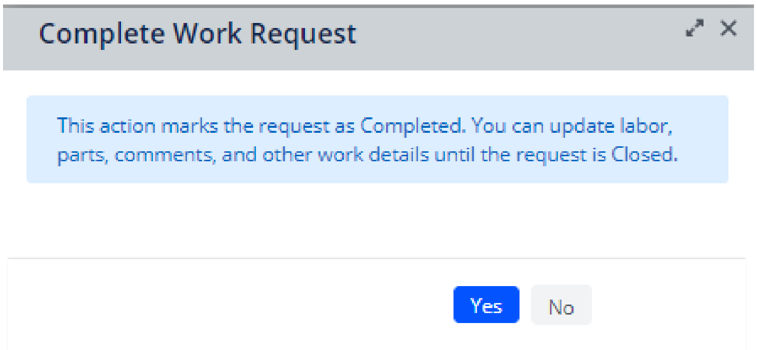
a. Working from the Maintenance Console:

*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.



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

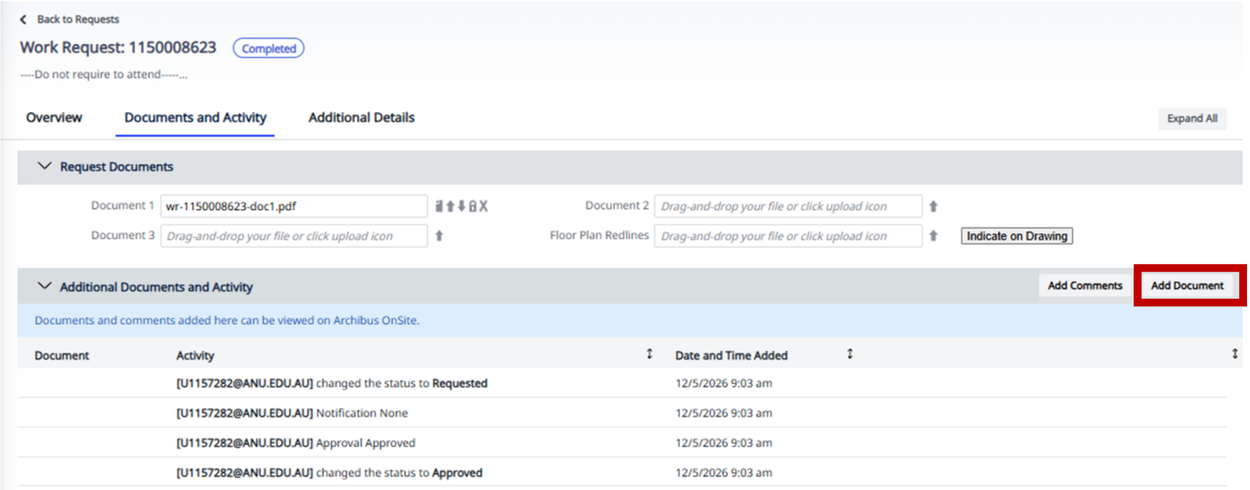


B. Working from the Maintenance mobile app

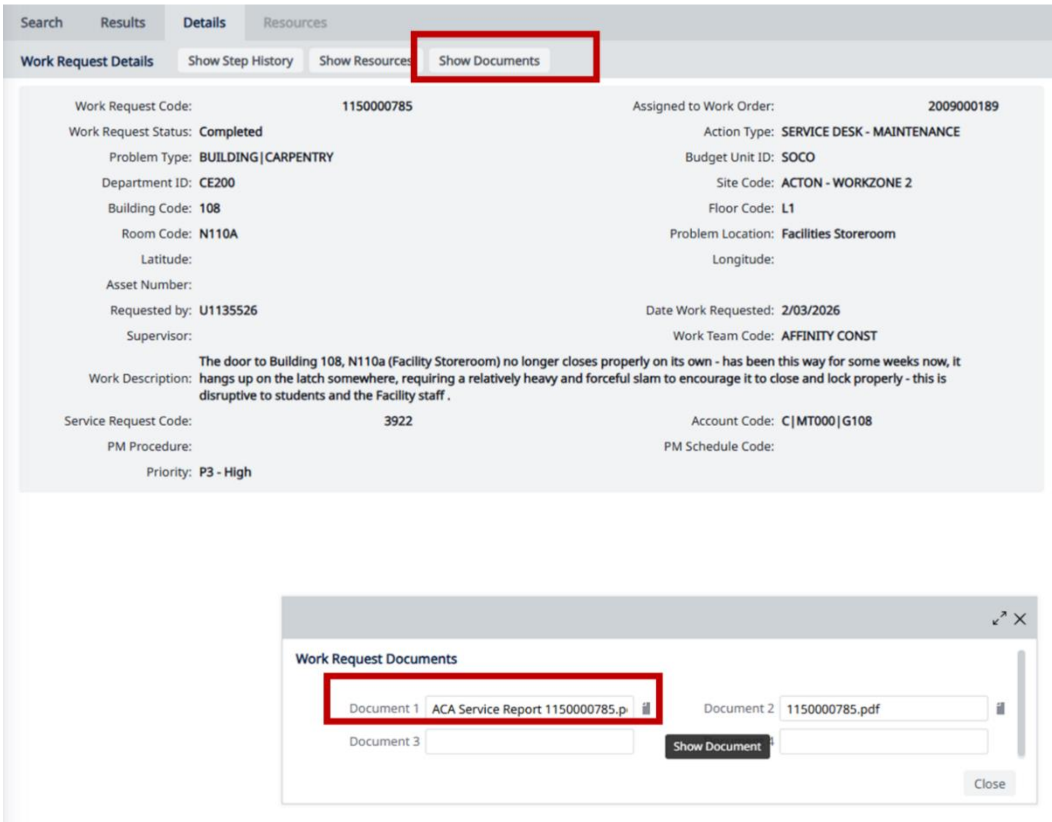
Step 2- Upload Service Report

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

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



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.



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

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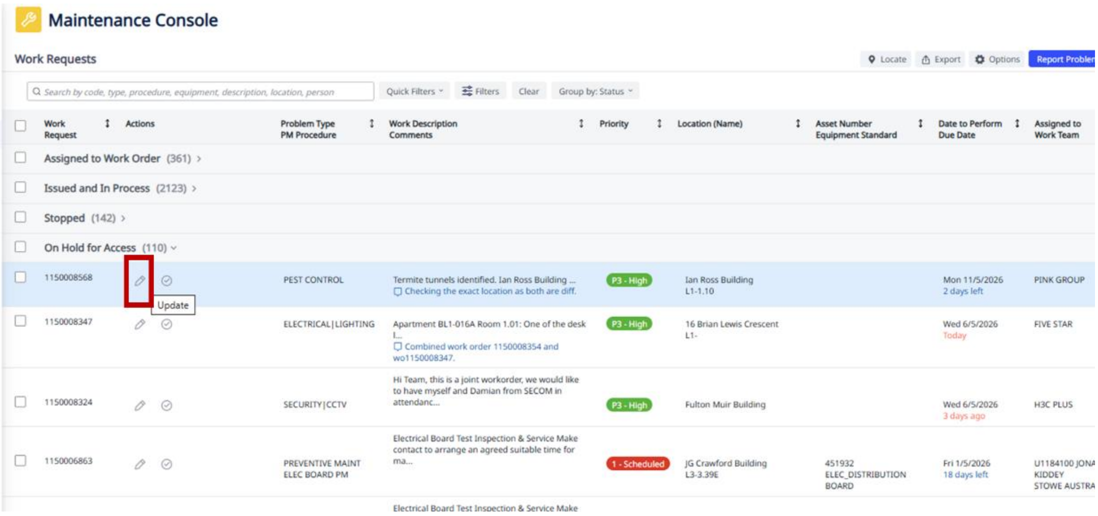
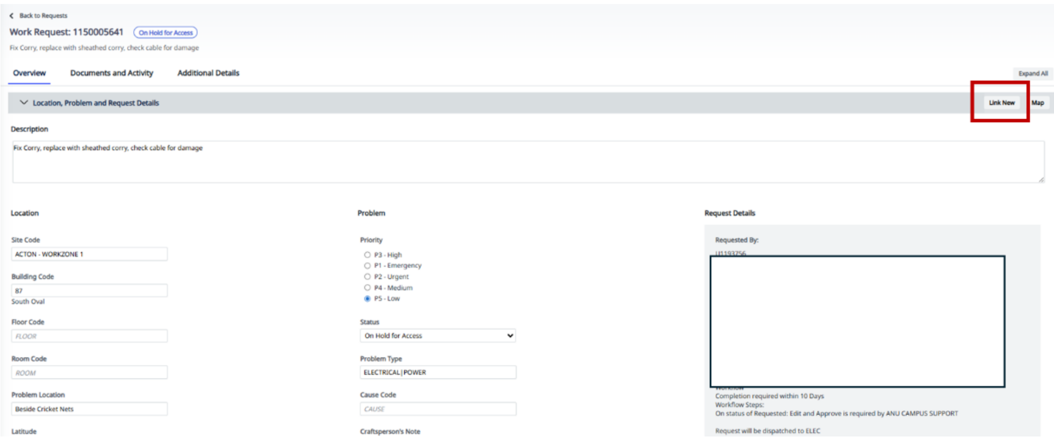
On Hold for Parts



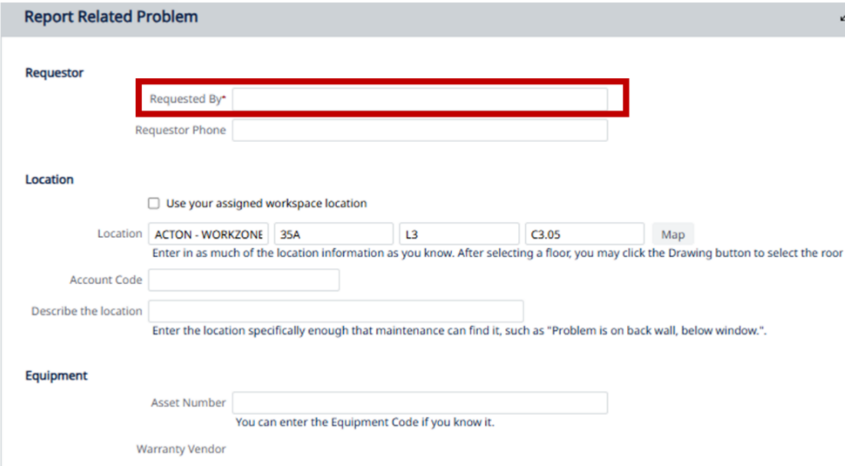
You can also Click the “**Complete**” Work Request Code for the request. Move to the Work Request form.

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

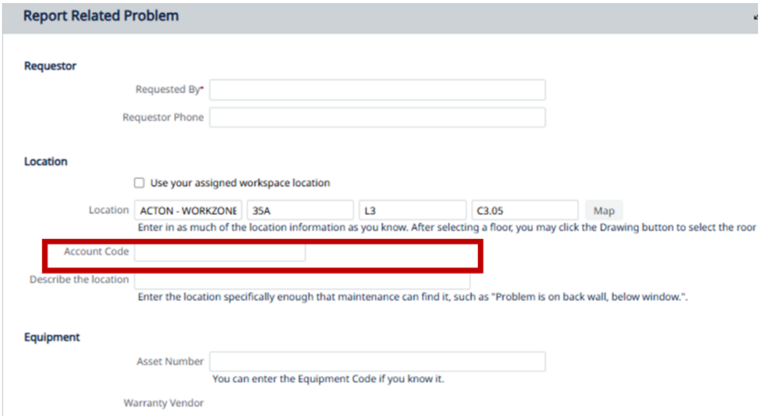


Step 3- Fill in the Description field, and change other data as needed.

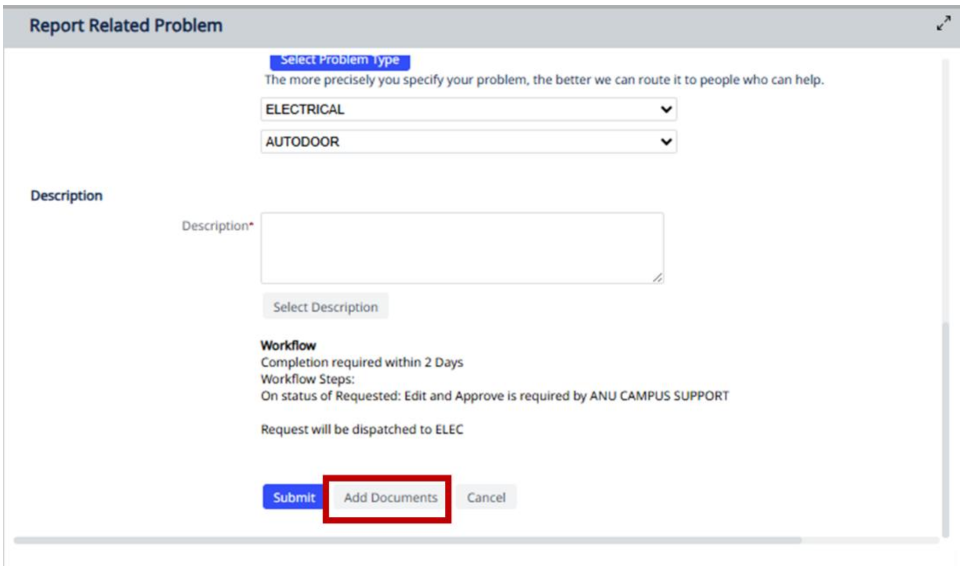
1. Requested by: choose Employee records by search UID or name



2. Location: account code

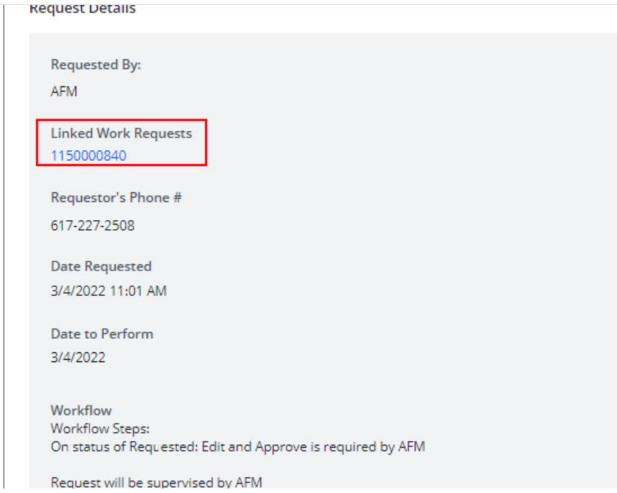


3. Equipment
4. Problem
5. Description
6.You can add support documents as well



7. Click “Submit”.

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



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