



## Work Instruction

### Cancelling a FAMIS Job

If a FAMIS job is incorrectly entered or no longer required, the client has the ability to request cancellation of the job request. (**Note:** If billing has occurred, it cannot be cancelled. FAMIS job cancellations must also be Contract Compliant. Refer table below.

Contract Compliant ✓	Non-Compliant x
Work no longer required	Contractor cannot meet attendance priority
Duplicated Jobs	Contractor will not be charging for job (job should be \$0 billed)
Change in Priority/Wrong Priority	
Job raised on wrong Designated Location (AGFMA can transfer)	
Work to be done under a Preventative Maintenance job	

**If your reason for cancellation does not meet the above criteria, please contact the AGFMA Section for advice.**

### Metro Clients > Priority 1 & 2

The correct process to cancel a P1 & P2 job is for the client to call the AGFMA) Hotline on their allocated phone number.

**To cancel a FAMIS request, complete the following steps:**

1. Call the Hotline using allocated phone number.
2. Advise the Hotline with the following mandatory details:
  - District code (e.g. 10, 31, 32 etc.)
  - Job number
  - Brief description of job/equipment etc.
  - Reason for cancellation (*refer contract compliant/non-compliant table above*)
3. Whilst on the phone, the Hotline will call the Facilities Manager (FM), either Spotless or DPTI Facilities Services, to ensure a Contractor has not been dispatched and to advise the FM that the job will be cancelled.
4. Upon FM approval, the Hotline will cancel the job in MACS (dispatching system) and email the DPTI AGFMA Section mailbox confirming the job has been cancelled.

## Cancelling a FAMIS Request

### Metro Clients (excluding DECD Sites, who can continue to contact the Hotline) ≥ Priority 3+

To cancel a FAMIS request, complete the following steps:

1. Email [DPTI.AGFMASection@sa.gov.au](mailto:DPTI.AGFMASection@sa.gov.au) with the following mandatory details:
  - District code (e.g. 10, 31, 32 etc.)
  - Job number
  - Description of job/equipment etc.
  - Reason for cancellation (*refer contract compliant/non-compliant table above*)

The screenshot shows an email composition window with the following fields:

- To...:**  [DPTI:AGFMA Section;](mailto:DPTI:AGFMA Section;)
- Cc...:** Spotless or Facilities Services FM
- Subject:** Cancel Job 31/123456 & 31/234567

The body text of the email is:

Dear AGFMA Section,

Please cancel the following Job No:

31\123456 – Outpatient dripping tap – Duplicate of Job No. 189026

32\234567 – Theatre 3 Pendant – No longer required – no fault.

(**Note:** if mandatory details are not provided, the request will be returned for further information)

2. Await email notification from the DPTI AGFMA Section mailbox advising the job has been cancelled.

The screenshot shows an email notification with the following content:

**From:** DPTI:AGFMA Section  
**Sent:** Thursday, 27 July 2017 11:25 AM  
**To:** Bloggs, Joe (DCP) <[joe.bloggs@sa.gov.au](mailto:joe.bloggs@sa.gov.au)>;  
**Cc:** 'Bloggs, Joseph' <[joseph.bloggs@spotless.com.au](mailto:joseph.bloggs@spotless.com.au)>

**Subject:** Cancel Job 32-99530

Good morning,

The above job has been cancelled on 27/7/17 at 11:21am.

Kind Regards,  
**AGFMA Section**  
Asset Management  
Department of Planning, Transport and Infrastructure  
T (08) 8402 1772 • E [DPTI.AGFMASection@sa.gov.au](mailto:DPTI.AGFMASection@sa.gov.au)  
Level 3, 77 Grenfell Street Adelaide SA 5001 • GPO Box 1533 Adelaide SA 5001 • DX 171 • [www.dpti.sa.gov.au](http://www.dpti.sa.gov.au)

 **SOUTH**

collaboration . honesty . excellence . enjoyment . respect

We acknowledge and respect Aboriginal peoples as South Australia's first peoples and nations, we recognise Aboriginal peoples as traditional owners and occupants of land and waters in South Australia and that their spiritual, social, cultural and economic practices come from their traditions which are of ongoing importance. We pay our respects to their ancestors and to their Elders.  
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## Cancelling a FAMIS Request

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### **Regional Clients > All Priorities**

**To cancel a regional SA FAMIS request, complete the following steps:**

1. Call the Regional SA Hotline using allocated phone number.
2. Advise the Regional SA Hotline with the following mandatory details:
  - District code (e.g. 8, 81, 85 etc.)
  - Job number
  - Description of job/equipment etc.
  - Reason for cancellation (*refer contract compliant/non-compliant table above*)
3. Whilst on the phone, the Regional SA Hotline will call the Dispatching office to notify them the job has been requested for cancellation by the Client.
4. Upon dispatch approval, the Regional SA Hotline will cancel the job.

#### **NOTES:**

- Job cancellations must be authorized by the Client or Agency Advocate.
- The Facilities Managers (FM's) are unable to cancel jobs without the Clients approval.
- Job priorities and descriptions cannot be changed, due to auditing requirements. The job will require cancellation and a new job created.
- Occasionally, the Asset Number can be changed if the job was issued to the incorrect asset (assets must be located within the same District).