

# Overview of Facilities Management Charges

Facilities Management  
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# Introduction

The purpose of this guide is to increase your understanding of why and how Facilities Management related charges appear in your department General Ledger.

## Guide Overview

When you request work or a service from Facilities Management (FM), sometimes your unit/department will incur a charge. Understanding why and the amount, as well as when or how you are billed can be confusing for administrators. In this guide, we will explain what work and services are billable, and when a unit or department may be exempt from costs associated with each, and how to read charges that show in the General Ledger (GL) that were put through for Facilities Management work or services.

## Technology and Systems Access Required

Before you can view charges to your unit / department, you require access to the General Ledger (GL). To gain access to the General Ledger please complete the “WTS - Access to Corporate Data” form, found on the Western Financial Services Forms page, under Financial Systems: <https://www.uwo.ca/finance/forms/index.html>

## General Knowledge / Helpful Learning

For general accounting terms and information about how to do a GL Inquiry, and enroll in the General Ledger Inquiry training go to: <https://www.uwo.ca/hr/learning/courses/operational.html>.

# Building Maintenance – Does my unit pay for this?

There are 2 distinct groups when it comes to maintenance costs for buildings, Main Campus locations and Ancillary units, each is explained below.

## Main Campus Buildings

- Routine building maintenance –main campus buildings do not incur a charge for routine maintenance such as regular caretaking or servicing heating/cooling systems.
- Non-routine building maintenance – main campus buildings do incur a charge for any non-routine maintenance, such as maintaining specialized (non-standard) equipment, installing special outlets for specialized equipment, additional caretaking requests for an event or caretaking services above and beyond normal duties.

## Ancillary Units

- Ancillary Units do incur charges for all building maintenance, including routine or specialized work, such as all caretaking (either regular or specialized caretaking for an event), service to heating/cooling systems, renovations, installations, etc.

Another way to know if your unit / department incurs charges for routine building maintenance is to look at the fund number for the unit / department.

If it is:

- **Fund 1** you will not typically be charged for routine building or equipment maintenance, with the exception of the Ivey School of Business.
- **Fund 2** is used for research and they may incur charges dependent upon the work or service being performed.
- **Fund 3** is used for Ancillary Units and they do incur charges.
- **Fund 4** is used for Ancillary and Non-standard Research and they do incur a charge.
- **Fund 6** is used for Capital projects and they do incur charges.

## Determining the Cost of Billable FM Work or a Service

There are 3 methods you can use to determine the cost of work or a service, each one is outlined below. The one you choose will depend on the scope of the work or service being requested.

For:

- A. **A general sense of the cost:** Look at the posted rates found on the FM website:  
<https://uwo.ca/fm/what/maintenance/rates.html>

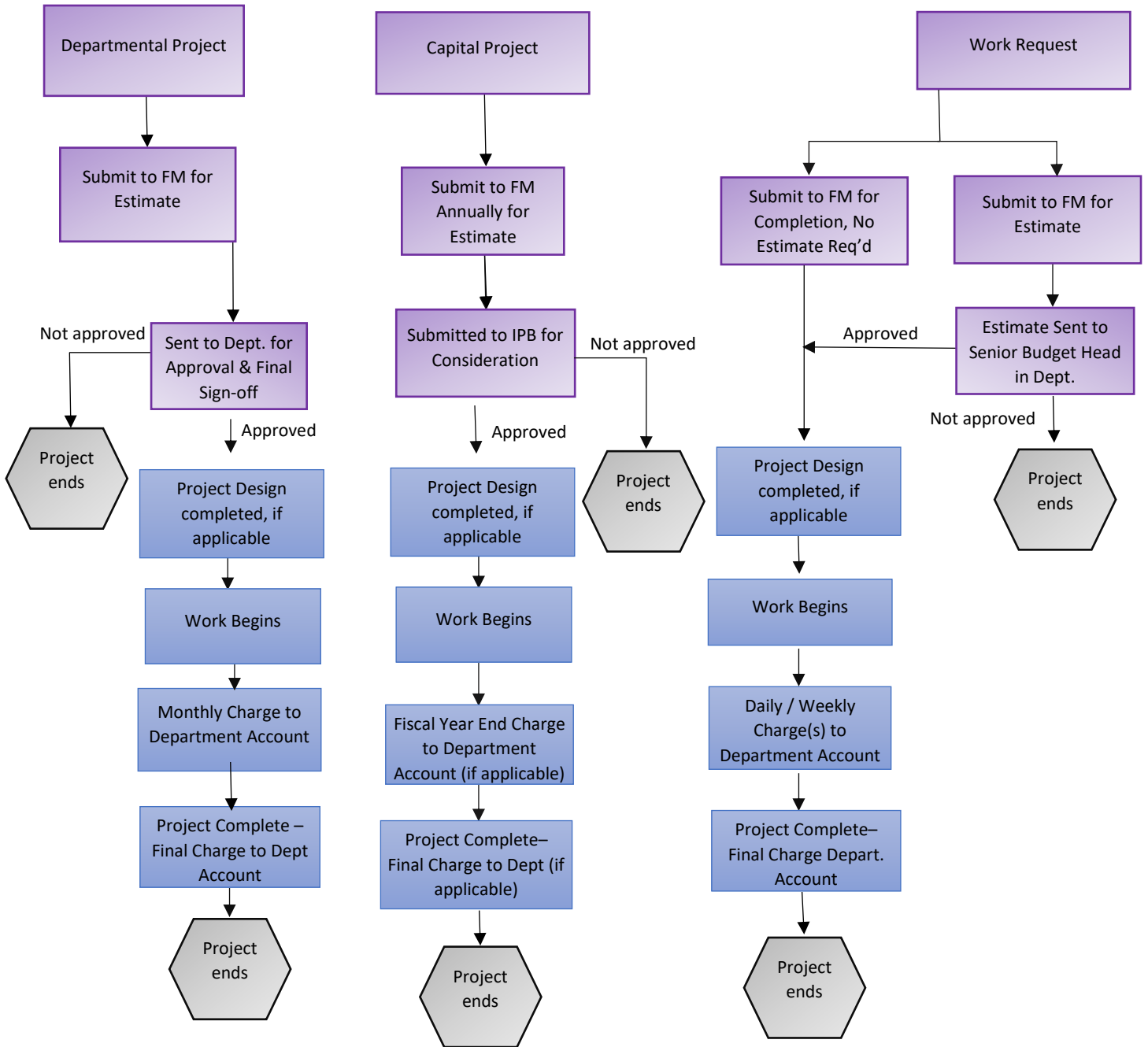
Note: Rates charged are slightly below industry standard labour charges as FM does not build in a profit margin.

- B. **For basic work / service requests:** Contact Client Services at [fmhelp@uwo.ca](mailto:fmhelp@uwo.ca), completing an [FMeWORq request](#), or by calling 519-661-3304, or ext 83304 from any campus phone
- a. Provide the building name and room number where the work or service is to be performed
  - b. Outline the service / work need and ask if it is billable or not billable.
    - i. If you are asked for a speedcode and account, this indicates that there will be a charge.
    - ii. For eWORq requests, if a billable request is submitted without an account and speedcode provided, you will be contacted for this information prior to the work being completed.
- C. **For large projects obtain an estimate:** Go to <https://uwo.ca/fm/projects/estimate.html>
- a. And complete either a *Capital* or *Department Work Estimate Request*
    - i. Capital projects are centrally funded by Institutional Planning and Budgeting (IPB) either entirely, or jointly between IPB and the department
      1. Once you submit the estimate form, it will go through the review and approval process.
    - ii. Department Projects are funded entirely by your department
      1. Once you complete an estimate request form it will go to the senior budget head in the department for approval and once approved, to Facilities Management to estimate the cost.

# Financial Life Cycle of FM Billable Work or Service

## Flowchart of Facilities Management Work or Project Requests

The flowchart below shows the entire lifecycle of billable FM work / service. The purple boxes show the initiation of the work / service, the blue boxes show the financial steps and are the focus of this guide.



## Overview

All billable work or service performed by Facilities Management is paid for using a speedcode and account number. The way the charges are billed varies based on the work or service type, refer to the subtopic below for an overview of the way this occurs.

## e-Worq Request / Calls to Client Services

Work orders are issued for most standard FM work / service requests and are [submitted electronically \(eWORq\)](#), by emailing [fmhelp@uwo.ca](mailto:fmhelp@uwo.ca), or by calling Client Services.

- At the time of the request an account and speedcode is provided and charges are put through as they are incurred.
- This could occur one time for a small request such as changing a light bulb, or there could be 2 or more charges for a work or service request that requires multiple visits to the department or unit.
  - For example, an electrician may need to come out to review the location where a new outlet will be installed and then return the next day to do the install. This will result in 2 separate charges to the speedcode and account.

## Department Project

Department projects are projects fully funded by the faculty / department and are initiated by a request for an estimate. Examples of a Department Project include office renovation, faculty / unit renovation, additions, or new building.

- Once final approval has been given by the Department Budget head after reviewing the estimate provided by FM, the project begins.
- Typically, expenses are debited from a department account by Financial Services on a monthly basis until all of the work is completed.
- Occasionally there may be additional charges after the project is complete if a contractor is delayed in sending in an invoice.

Note: the project manager keeps the department up to date on the project expenses, so if the costs exceed the original estimate the department will be aware ahead of time.

## Capital Project

Capital Projects are projects either fully funded through IPB, or shared by IPB and the department. Examples of a Capital Project include office renovation, faculty / unit renovation, additions, or new building.

- Once final approval has been given by IPB and the Provost, the work begins.
  - If the department is paying for a portion of the project, funds will be taken from a department account at fiscal year end by Financial Services.
  - If the final costs exceed the funding amount provided by IPB, the department will be charged for the overage, it will be debited from a department account by Financial Services.
- Note: the project manager keeps the department up to date on the project expenses, so if the costs exceed the original estimate the department will be aware ahead of time.

# How FM Charges Appear in the General Ledger

To see the costs associated with a work or service performed by FM you need to view the GL for the account / project being charged. The image and steps below explain how the service / charge will appear in the GL.

Per	Src	Journal	Date	Operator	Line Ref	Ref	Invoice	Description	Line Description	Amount
6	FML	0002338948	2018-10-31	PSOPER	668216			FM Labour Jml from AvantisPro	SEB 3064 - investigate electri	66.66
7	FML	0002341111	2018-11-15	PSOPER	668216			FM Labour Jml from AvantisPro	SEB 3064 - investigate electri	66.66
7	FML	0002342016	2018-11-22	PSOPER	668679			FM Labour Jml from AvantisPro	SEB 3064 - minor plumbing for	66.66
7	FML	0002342016	2018-11-22	PSOPER	668679			FM Labour Jml from AvantisPro	SEB 3064 - minor plumbing for	43.70

FIGURE 1: SAMPLE GL INQUIRY

## 1. Review the following columns in the GL Inquiry for the charge you are investigating:

### A. The “Src” or source column indicates what the charge is for:

Src
FML
FML

- i. **FML** is for Facilities Management Labour
- ii. **FMI** is for Facilities Management Inventory and materials
- iii. **ONL** is Online journal which refers to a manual adjustment made to correct an error or omission

### B. The “Date” column indicates what day the entry was posted:

Date
2018-10-31
2018-11-15

- i. Use this date to cross reference with recent FM work requests issued from within the department

### C. The “Operator” column indicates ‘who’ posted the entry:

Operator
PSOPER
PSOPER

- i. **PSOPER** indicates that an automatic entry was posted by Finance for previously agreed upon charges such as Department Project.
  - If applicable, refer to the job quote for details about the charge.
- ii. When you see a ‘User ID’, i.e. **JSmith**, it indicates that a manual entry was posted by an individual in FM.
  - Manual entries will also be listed as **ONL** in the “Src” field.
  - Contact the person who posted the entry via email to obtain further information about the charge(s).

### D. The “Line Ref” column will have a 6 character alpha/numbered code if the source code is FML or FMI. This indicates the work order number for the work/service requested.

Line Ref
668216
668216

- i. Compare this to the work order number that is automatically emailed with electronic work requests ([eWORq](#)) and manually distributed for emailed work requests.
- ii. Note: When you make a call-in request, work order numbers are not generally provided. When enquiring about charges, please provide this “Line Ref” number to the Client Services Representative.

### E. The “Description” column provides additional details about what the charge is for:

- i. This column reflects the value in the “Src” column and is automatically generated by FM’s AvantisPro work order system for all entries with a FML or FMI source code.

- ii. You will often see **FM Labour Journal from AvantisPro** or **FM Inventory Journal from AvantisPro** in this column.
- iii. Manual or **ONL** entries will usually look like this **WO648971 SSB – Labour**, which indicates the work order number, the building, and the work type.
  - Manual entries may also be entered a **Reversal**, which includes a credit in the **“Amount”** field. This is used to make a correction.

Description
FM Labour Jnl from AvantisPro
FM Labour Jnl from AvantisPro

F. The **“Line Description”** column:

- i. Indicates the **title of the work order** and is automatically populated from AvantisPro for all entries with a FML or FMI source code.
- ii. The **“Line Description”** field is limited to 30 characters.
- iii. The first few capitalized characters represent the building and room number or area in which the work was completed
  - i.e. in Figure 1, **DSB** is **Dental Science Building** and the work area was the rooftop.
- iv. The remaining value in the column reflects the work requested.

Line Description
SEB 3064 - investigate electri
SEB 3064 - investigate electri

G. The **“Amount”** column:

Amount
66.66
66.66

- i. The amount reflects the charges relating to labour or materials that are being billed to the department’s account.
- ii. Please refer to the charge out rate so you know what the hourly rate is for the work/service requested: <https://www.uwo.ca/fm/what/maintenance/rates.html> (updated July 1 each year)
  - Rates will vary depending the time on the job, preparation for and assessing the work, transportation, overtime and emergency work.

2. If you are still uncertain what an FM charge is for after reviewing the columns:

- a. Contact Facilities Management’s Client Services team by emailing [fmhelp@uwo.ca](mailto:fmhelp@uwo.ca) or by calling ext. 83304.
  - i. Ensure you have the **“Line Ref”**, **“Date”**, the **“Line Description”** and the **“Amount”** values prior to calling.

NOTE: Facilities Management will only send notification when a work order is closed if the client provided an email at the time the work order was submitted. This lets the customer know the final charges have come through. Occasionally, another charge may come through if not all work has been submitted for the request.

Please email [fm-accounting@uwo.ca](mailto:fm-accounting@uwo.ca) for inquiries related to this document.