

WORK REQUESTS

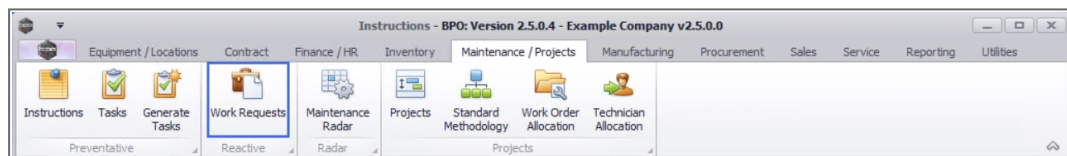
WORK REQUESTS – APPROVE

Work Requests can be raised when **additional work** is required, but needs **approval** from management.

This could be work required for a serialised item, or work done within a location, e.g. a 'Workshop'.

A Work Request can be **Approved** or **Declined** - The Work Order is created when the work request is approved..

Ribbon Access: Maintenance / Projects > Work Requests



1. The **Work Requests** listing screen will be displayed.
2. Select the **Site** where the work request has been created.
 - The example has **Durban** selected.
3. Ensure that the **Status** has been sent to **Open**.



Note that a work request has to be in an **Open** status if you wish to **Approve** the work request.

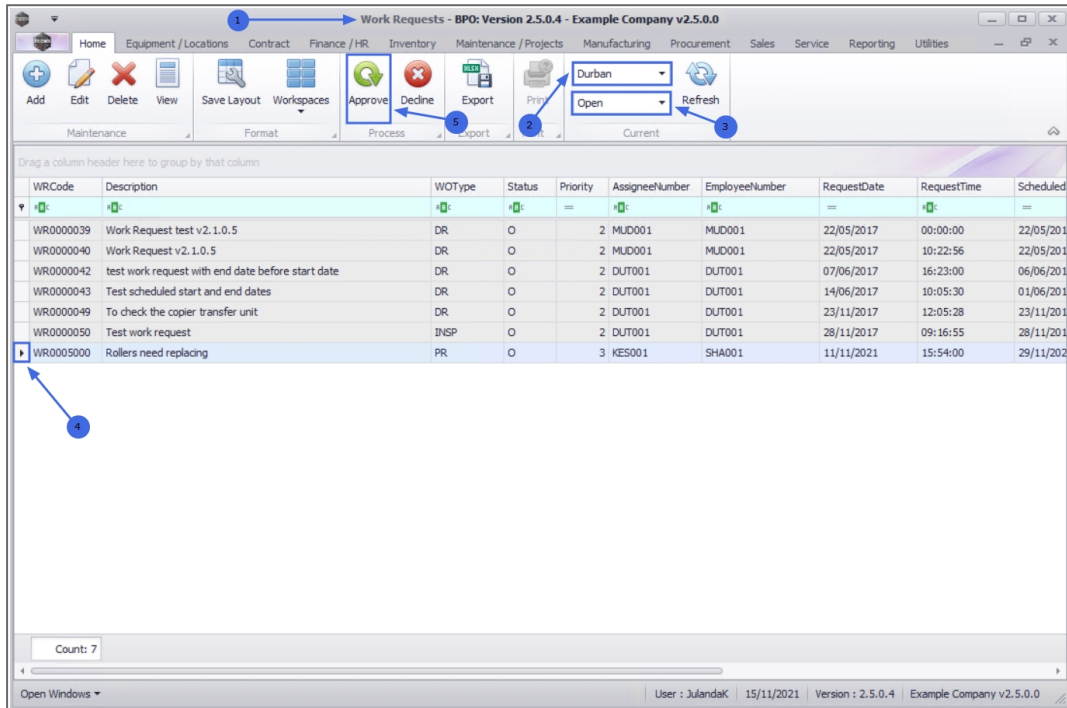
4. Click on the **row** of the **work request** you wish to approve.

APPROVE WORK REQUEST

5. Click on **Approve**.



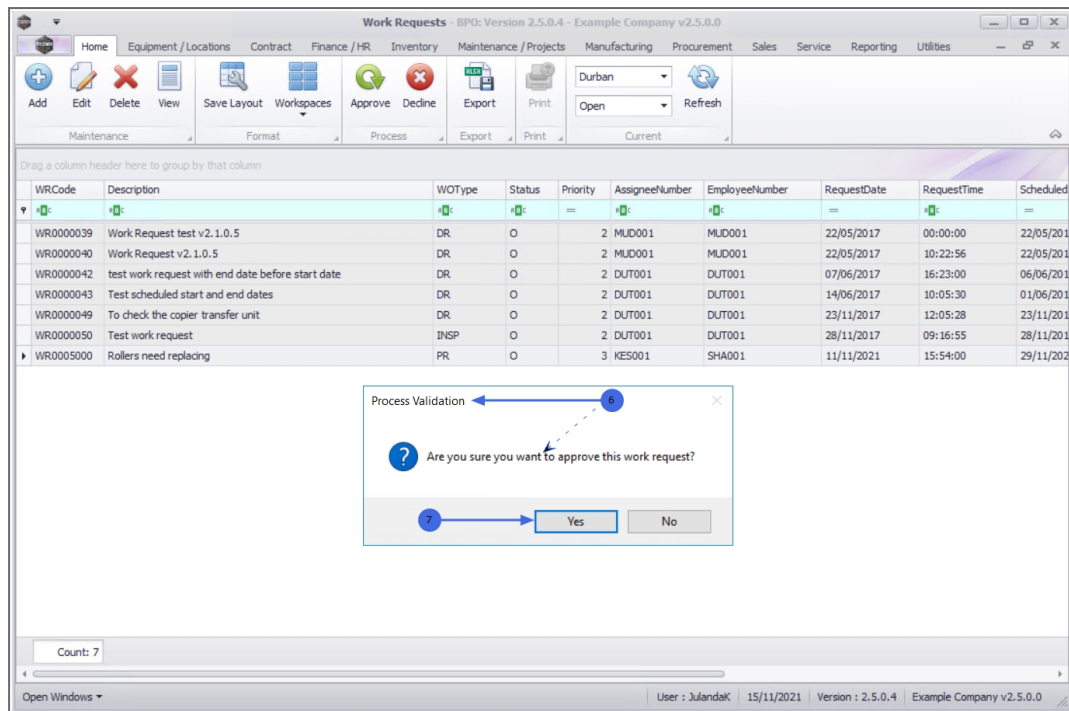
Short cut key: **Right click** to display the **All groups** menu list. Click on **Approve**.



6. When you receive the **Process Validation** message to confirm;

- **Are you sure you want to approve this work request?**

7. Click on **Yes**.



WRCCode	Description	WOTtype	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	Scheduled
WR0000039	Work Request test v2.1.0.5	DR	O	2	MUD001	MUD001	22/05/2017	00:00:00	22/05/2017
WR0000040	Work Request test v2.1.0.5	DR	O	2	MUD001	MUD001	22/05/2017	10:22:56	22/05/2017
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07/06/2017	16:23:00	06/06/2017
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14/06/2017	10:05:30	01/06/2017
WR0000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/2017
WR0000050	Test work request	INSP	O	2	DUT001	DUT001	28/11/2017	09:16:55	28/11/2017
WR0005000	Rollers need replacing	PR	O	3	KES001	SHA001	11/11/2021	15:54:00	29/11/2021

8. When you receive the **Work Request - Process** message to confirm that;

- **The work request WR[work request code], has been approved.**

9. Click on **OK**.

Work Requests - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Save Layout Workspaces Approve Decline Export Print

Durban Open Refresh

Drag a column header here to group by that column

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	Scheduled
WR0000039	Work Request test v2.1.0.5	DR	O	2	MUD001	MUD001	22/05/2017	00:00:00	22/05/2017
WR0000040	Work Request test v2.1.0.5	DR	O	2	MUD001	MUD001	22/05/2017	10:22:56	22/05/2017
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07/06/2017	16:23:00	06/06/2017
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14/06/2017	10:05:30	01/06/2017
WR0000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/2017
WR0000050	Test work request	INSP	O	2	DUT001	DUT001	28/11/2017	09:16:55	28/11/2017
WR0005000	Rollers need replacing	PR	O	3	KES001	SHA001	11/11/2021	15:54:00	29/11/2021

Count: 7

Open Windows User: JulandaK 15/11/2021 Version: 2.5.0.4 Example Company v2.5.0.0

10. The approved work request can now be viewed in the **Work Requests** listing screen where the status is set to **Closed**.

Work Requests - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Save Layout Workspaces Approve Decline Export Print

Durban Closed Refresh

Drag a column header here to group by that column

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	Scheduled
WR0005000	Rollers need replacing	PR	C	3	KES001	SHA001	11/11/2021	15:54:00	29/11/2021
WR0000058	testing one	DR	C	2	PIL001	PIL001	24/04/2020	09:25:05	24/04/2020
WR0000057	work order request testing	BUG	C	2	NDW001	NDW001	24/04/2020	08:16:02	24/04/2020
WR0000056	test	DR	C	2	PIL001	PIL001	23/04/2020	16:39:27	23/04/2020
WR0000055	test	DR	C	2	PIL001	PIL001	22/04/2020	13:51:42	22/04/2020
WR0000054	rollers need replacing	DR	C	2	PIL001	PIL001	17/04/2020	15:43:37	17/04/2020
WR0000053	Rollers need replacing	DR	C	2	PIL001	PIL001	17/04/2020	15:38:31	17/04/2020
WR0000051	Testing projects	DR	C	2	DUT001	DUT001	29/05/2018	14:24:32	29/05/2018
WR0000048	Test deleting a work request	INSP	C	2	DUT001	DUT001	08/11/2017	08:10:46	08/11/2017
WR0000047	Test creating a work request linked to requestor type Customer	DR	C	2	DUT001	DG001	17/08/2017	11:41:01	17/08/2017
WR0000046	Work Request - Project	DR	C	2	MUD001	MUD001	14/07/2017	14:33:58	14/07/2017
WR0000045	Work Request	DR	C	2	MUD001	MUD001	13/07/2017	14:51:21	03/07/2017
WR0000044	Test work request - ensure project reference pulls through to the ...	DR	C	2	DUT001	DUT001	28/06/2017	10:44:35	28/06/2017
WR0000041	v2.0.7 - work request test	DR	C	2	MUD001	MUD001	02/06/2017	09:29:11	02/06/2017
WR0000038	work request 2	DR	C	2	MUD001	MUD001	12/04/2017	11:56:03	12/04/2017
WR0000037	work request 1	DR	C	2	MUD001	MUD001	12/04/2017	11:55:02	12/04/2017
WR0000036	Work Request to a non client asset	DR	C	2	MUD001	MUD001	12/04/2017	11:22:24	12/04/2017
WR0000035	Work Request to client asset	DR	C	2	MUD001	MUD001	12/04/2017	11:21:18	12/04/2017
WR0000034	Work Request to client asset	NDR	C	2	MUD001	MUD001	12/04/2017	00:00:00	12/04/2017
WR0000033	Work Request to non client location	IT	C	2	MUD001	DG001	12/04/2017	00:00:00	12/04/2017

Count: 49

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VIEW WORK ORDER CODE

11. Use the bottom scroll bar to **scroll** to view the **Work Order Code** for the Work Request.
12. The Work Order has now been created and can be **assigned** to a Technician and **actioned**.

Work Requests - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Save Layout Workspaces Approve Decline Export Print Durban Closed Refresh

Maintenance Format Process Export Print Current

Drag a column header here to group by that column

xe	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCode	DeclineComm
C	3	KES001	SHA001	11/11/2021	15:54:00	29/11/2021	29/11/2021			WO0006239	this was :
C	2	PIL001	PIL001	24/04/2020	09:25:05	24/04/2020	24/04/2020				
C	2	NDW001	NDW001	24/04/2020	08:16:02	24/04/2020	24/04/2020				
C	2	PIL001	PIL001	23/04/2020	16:39:27	23/04/2020	23/04/2020				
C	2	PIL001	PIL001	22/04/2020	13:51:42	22/04/2020	22/04/2020			WO0002349	
C	2	PIL001	PIL001	17/04/2020	15:43:37	17/04/2020	17/04/2020				Rollers ne
C	2	PIL001	PIL001	17/04/2020	15:38:31	17/04/2020	17/04/2020			WO0002336	
C	2	DUT001	DUT001	29/05/2018	14:24:32	29/05/2018	29/05/2018			WO0002201	
C	2	DUT001	DUT001	08/11/2017	08:10:46	08/11/2017	08/11/2017				
C	2	DUT001	DG001	17/08/2017	11:41:01	17/08/2017	17/08/2017				
C	2	MUD001	MUD001	14/07/2017	14:33:58	14/07/2017	14/07/2017			WO0001605	
C	2	MUD001	MUD001	13/07/2017	14:51:21	03/07/2017	03/07/2017			WO0001604	
C	2	DUT001	DUT001	28/06/2017	10:44:35	28/06/2017	28/06/2017			WO0001504	
C	2	MUD001	MUD001	02/06/2017	09:29:11	02/06/2017	02/06/2017				Test reje
C	2	MUD001	MUD001	12/04/2017	11:56:03	12/04/2017	12/04/2017			WO0001278	
C	2	MUD001	MUD001	12/04/2017	11:55:02	12/04/2017	12/04/2017			WO0001277	
C	2	MUD001	MUD001	12/04/2017	11:22:24	12/04/2017	12/04/2017			WO0001271	Work Rec
C	2	MUD001	MUD001	12/04/2017	11:21:18	12/04/2017	12/04/2017			WO0001270	
C	2	MUD001	MUD001	12/04/2017	00:00:00	12/04/2017	03/04/2017			WO0001274	
C	2	MUD001	DG001	12/04/2017	00:00:00	12/04/2017	12/04/2017				Declined

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