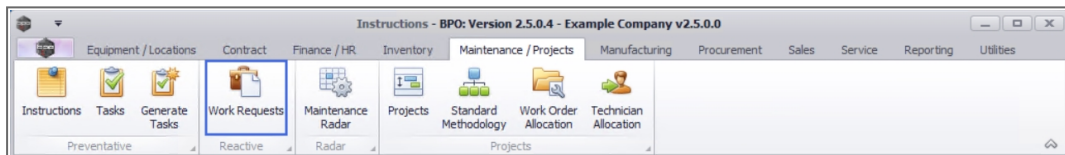


MAINTENANCE

WORK REQUESTS - DELETE A WORK REQUEST

Work requests are instructions for work to be done, which can then be checked by a technical / service manager and approved or rejected as required.

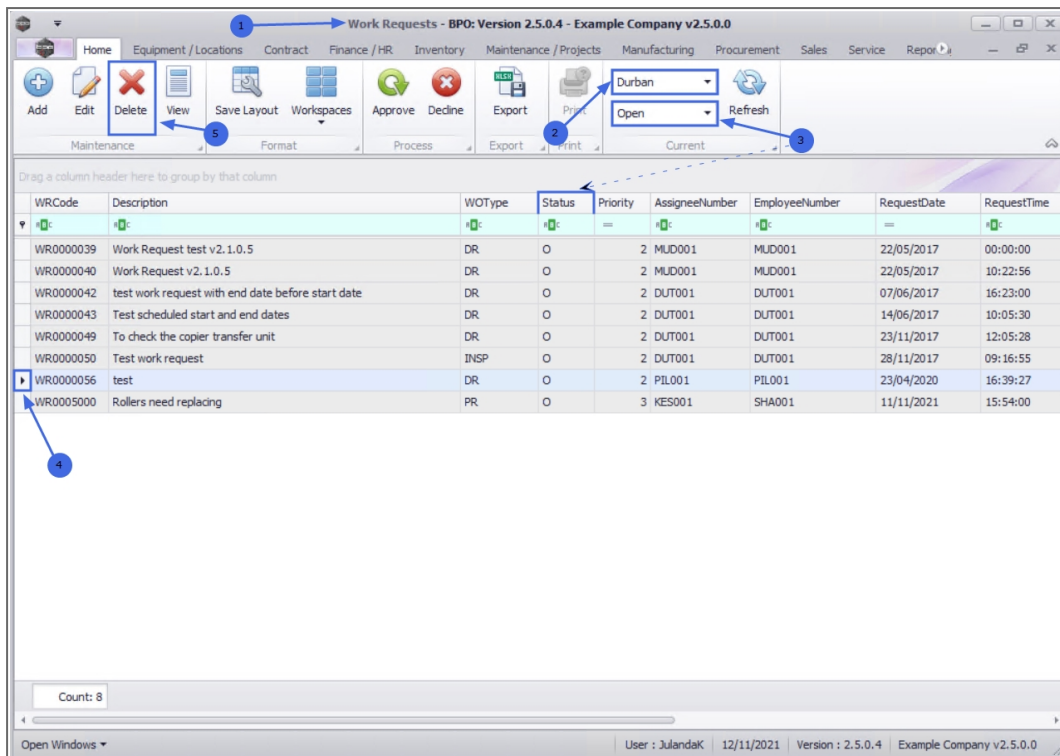
Ribbon Access: Maintenance / Projects > Work Requests



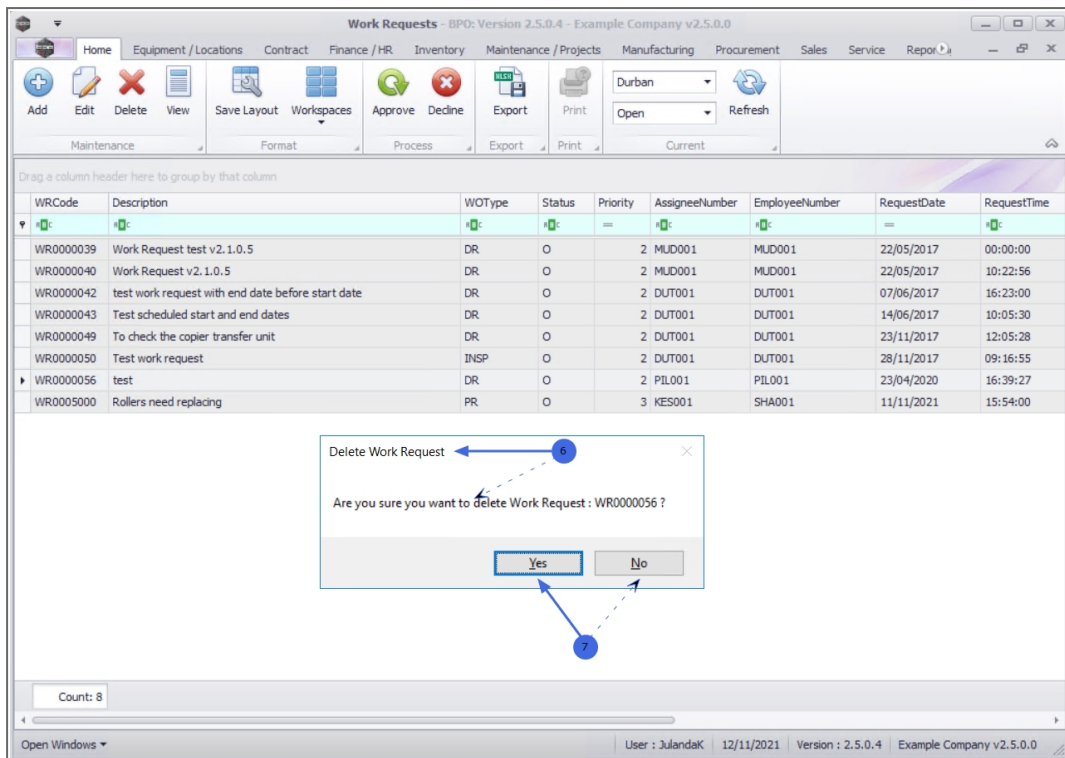
1. The **Work Requests** listing screen will be displayed,
2. Select the **Site** where you would like to remove the work request from.
 - The example has **Durban** selected.
3. You can only delete a work requests with an **O - Open Status**.
4. Select the **row** of the work request you wish to remove.
5. Click on **Delete**.



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



6. When you receive the **Delete Work Request** message to confirm;
 - **Are you sure you want to delete Work Request: WR [work request number]?**
7. Click on **Yes** if you are certain about your selection, or
 - Click on **No** to ignore the request and to leave the work request in the Open status.



The screenshot shows the 'Work Requests - BPO: Version 2.5.0.4 - Example Company v2.5.0.0' interface. The top menu bar includes Home, Equipment / Locations, Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, and Reports. The main toolbar has buttons for Add, Edit, Delete, View, Save Layout, Workspaces, Approve, Decline, Export, and Print. Below the toolbar is a table of work requests with columns: WRCode, Description, WOType, Status, Priority, AssigneeNumber, EmployeeNumber, RequestDate, and RequestTime. The table contains 8 rows of data. A confirmation dialog box titled 'Delete Work Request' is open, asking 'Are you sure you want to delete Work Request: WR0000056?'. The dialog has 'Yes' and 'No' buttons. A blue arrow points from the 'Delete' button in the toolbar to the dialog box, and another blue arrow points from the 'Yes' button to the bottom of the dialog box.

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime
WR0000039	Work Request test v2.1.0.5	DR	O	2	MUD001	MUD001	22/05/2017	00:00:00
WR0000040	Work Request v2.1.0.5	DR	O	2	MUD001	MUD001	22/05/2017	10:22:56
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07/06/2017	16:23:00
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14/06/2017	10:05:30
WR0000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23/11/2017	12:05:28
WR0000050	Test work request	INSP	O	2	DUT001	DUT001	28/11/2017	09:16:55
WR0000056	test	DR	O	2	PIL001	PIL001	23/04/2020	16:39:27
WR0005000	Rollers need replacing	PR	O	3	KES001	SHA001	11/11/2021	15:54:00

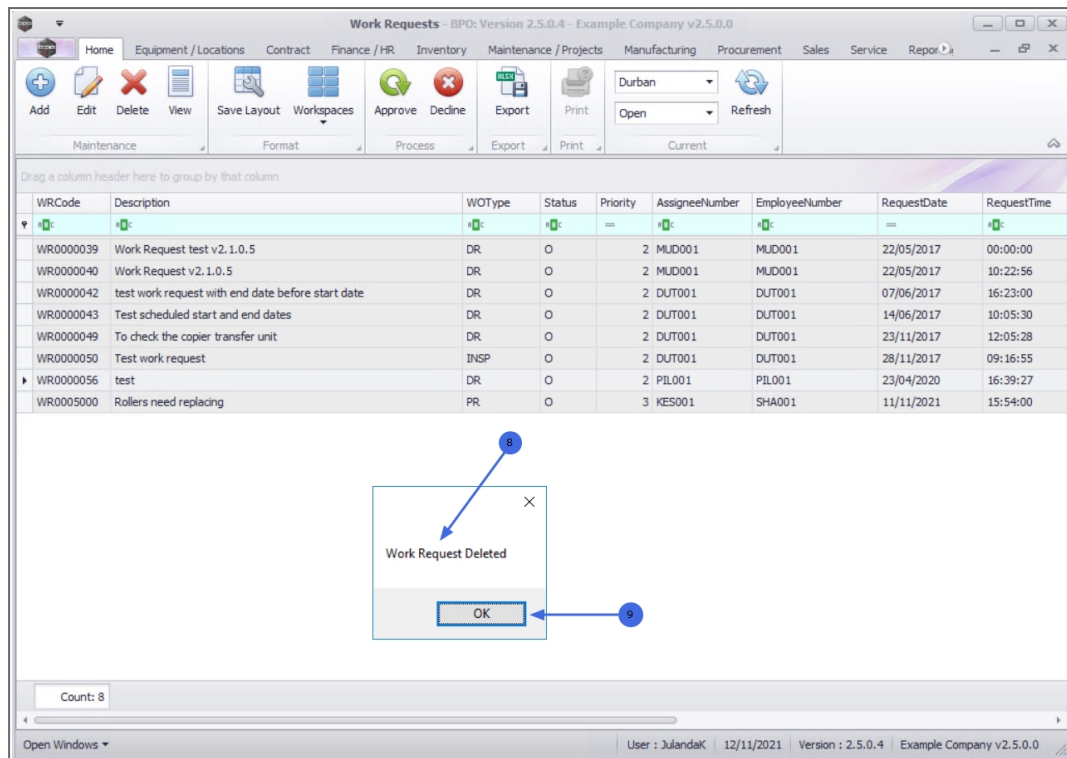
Count: 8

User : JulandaK | 12/11/2021 | Version : 2.5.0.4 | Example Company v2.5.0.0

8. When you receive the message to confirm that;

- **Work Request Deleted.**

9. Click on **OK**.



10. The deleted work request will now be **removed** from the **Work Requests** listing screen where the status is set to **Open**.
11. To view the **Work Requests** change the status 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 Reports

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
WR0000001	test	DR	C	2	SHA001	SHA001	15/05/2014	14:41:47
WR0000002	Test work request status change	DR	C	2	SHA001	SHA001	18/08/2014	12:17:46
WR0000003	Test approve work request	DR	C	2	DUT001	EMP123	14/05/2015	14:19:01
WR0000004	Test approve work request with note	DR	C	2	HAR001	DUT001	14/05/2015	15:12:10
WR0000005	Collect machine for repair	DR	C	2	DUT001	DUT001	29/05/2015	15:43:50
WR0000006	Collect Machine for Repairs	DR	C	2	DUT001	DUT001	29/05/2015	15:44:29
WR0000007	Service required for new machine	DR	C	2	EMP123	DUT001	01/06/2015	09:28:07
WR0000008	Found rollers need replacing - check and test	DR	C	3	DUT001	DUT001	24/07/2015	12:55:09
WR0000009	Test authorisation emails	DR	C	2	DUT001	DUT001	07/09/2016	10:55:10
WR0000012	Replace bulbs BPO2	INST	C	2	MUD001	RED001	13/02/2017	00:00:00
WR0000013	Repair fridge Non client BPO2	ATGI	C	2	MUD001	SHA001	13/02/2017	00:00:00
WR0000014	Service Printer Non Client BPO2	IT	C	2	MUD001	MUD001	13/02/2017	11:22:18
WR0000015	Check toners for client asset BPO2	DR	C	2	MUD001	MUD001	13/02/2017	11:30:48
WR0000016	Replace Magenta toner client asset BPO2	PR	C	2	MUD001	MUD001	13/02/2017	00:00:00
WR0000017	Service printet non client asset BPO2	SERV	C	2	MUD001	MUD001	13/02/2017	11:45:21
WR0000018	Repair printer non client asset BPO2	IT	C	2	MUD001	MUD001	13/02/2017	00:00:00
WR0000019	Installation	DR	C	2	MUD001	MUD001	13/02/2017	11:50:10
WR0000020	Repair printer	INST	C	2	MUD001	MUD001	13/02/2017	12:10:23
WR0000021	Clean toilets	DR	C	2	MUD001	MUD001	13/02/2017	12:21:05
WR0000022	Replace bulbs	DR	C	2	MUD001	MUD001	13/02/2017	12:23:17

Count: 48

Open Windows User : JulandaK 12/11/2021 Version : 2.5.0.4 Example Company v2.5.0.0

MNU.002.006

