

## **WORK REQUESTS**

## **WORK REQUESTS - DECLINE**

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**.

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 *Decline* the work request.

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



## **DECLINE WORK REQUEST**

5. Click on *Decline*.

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

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- 6. When you receive the *Process Validation* message to confirm;
  - Are you sure you want to decline this work request?
- 7. Click on Yes.



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- 8. The *Rejection Comments* screen will display.
- 9. Click in the text box and type in the *reason* this work request is being rejected.
- 10. When you have finished typing in the rejection reason, click on *Save*.



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WR0	000049	To check	the copie	er transfer unit				DR	0	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/20
WRO	000043	Test sch	eduled sta	art and end da	🖳 Rej	ection	Comments			- 8	-		14/06/2017	10:05:30	01/06/20
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WRO	000040	Work Re	quest v2.	1.0.5									22/05/2017	10:22:56	22/05/20
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pen W	rindows *										User : Ju	Jandák 15/11/202	1 version : 2.5.0.4	Example Company	v2.5.0.0

- 11. When you receive the *Work Request Process* message to confirm that;
  - The work request WR[work request code] has been declined.
- 12. Click on *OK*.



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V	/R0000050	Test work request				1	INSP	0	2	DUT001	DUT001	28/11/2017	09:16:55	28/11/2
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13. The declined work request can now be viewed in the *Work Requests* listing screen where the status is set to *Closed*.

Note that the *rejection comment* has pulled through to the *Decline Comment* column.



## Work Requests - Decline

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NROOD	05000	Rollers need replacing	PR	с	3	KES001	SHA001	11/11/2021	15:54:00	29/11/2021	29/11/2021		WO0006239	
VROOD	00058	testing one	DR	с	2	PIL001	PIL001	24/04/2020	09:25:05	24/04/2020	24/04/2020			this was a mistake
VR000	00057	work order request testing	BUG	С	2	NDW001	NDW001	24/04/2020	08:16:02	24/04/2020	24/04/2020		WO0002356	
NR000	00056	test	DR	с	2	PIL001	PIL001	23/04/2020	16:39:27	23/04/2020	23/04/2020			
NROOD	00055	test	DR	с	2	PIL001	PIL001	22/04/2020	13:51:42	22/04/2020	22/04/2020		WO0002349	
WR000	00054	rollers need replacing	DR	С	2	PIL001	PIL001	17/04/2020	15:43:37	17/04/2020	17/04/2020			Rollers need to be procure
WR000	00053	Rollers need replacing	. DR	С	2	PIL001	PIL001	17/04/2020	15:38:31	17/04/2020	17/04/2020		WO0002336	
VROOD	00051	Testing projects	DR.	С	2	DUT001	DUT001	29/05/2018	14:24:32	29/05/2018	29/05/2018		WO0002201	
WR000	00049	To check the copier transfer unit	DR	С	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/2017	23/11/2017			Work Order already raised
NR000	00048	Test deleting a work request	INSP	С	2	DUT001	DUT001	08/11/2017	08:10:46	08/11/2017	08/11/2017			
WR.000	00047	Test creating a work request lin	DR	С	2	DUT001	DG001	17/08/2017	11:41:01	17/08/2017	17/08/2017	Note the	rejection com	ments
VR000	00046	Work Request - Project	DR.	С	2	MUD001	MUD001	14/07/2017	14:33:58	14/07/2017	14/07/2017		WO0001605	
VR000	00045	Work Request	DR	С	2	MUD001	MUD001	13/07/2017	14:51:21	03/07/2017	03/07/2017		WO0001604	
VR000	00044	Test work request - ensure proj	DR	С	2	DUT001	DUT001	28/06/2017	10:44:35	28/06/2017	28/06/2017		WO0001504	
WR.000	00041	v20.7 - work request test	DR	С	2	MUD001	MUD001	02/06/2017	09:29:11	02/06/2017	02/06/2017			Test rejecting a work requ
WROOD	00038	work request 2	DR.	С	2	MUD001	MUD001	12/04/2017	11:56:03	12/04/2017	12/04/2017		WO0001278	
WROOD	00037	Work request 1	DR	С	2	MUD001	MUD001	12/04/2017	11:55:02	12/04/2017	12/04/2017		WO0001277	
NR000	00036	Work Request to a non dient as	. DR	С	2	MUD001	MUD001	12/04/2017	11:22:24	12/04/2017	12/04/2017		WO0001271	Work Request to a non cli
WR.000	00035	Work Request to client asset	DR	С	2	MUD001	MUD001	12/04/2017	11:21:18	12/04/2017	12/04/2017		WO0001270	
WR000	00034	Work Request to client asset	NDR	С	2	MUD001	MUD001	12/04/2017	00:00:00	12/04/2017	03/04/2017		WO0001274	
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