PROJECTS

WORK REQUESTS - APPROVE, DECLINE A WORK REQUEST

Add this screen to your quick launch short cut.

Ribbon Access: *Maintenance / Projects > Work Requests*

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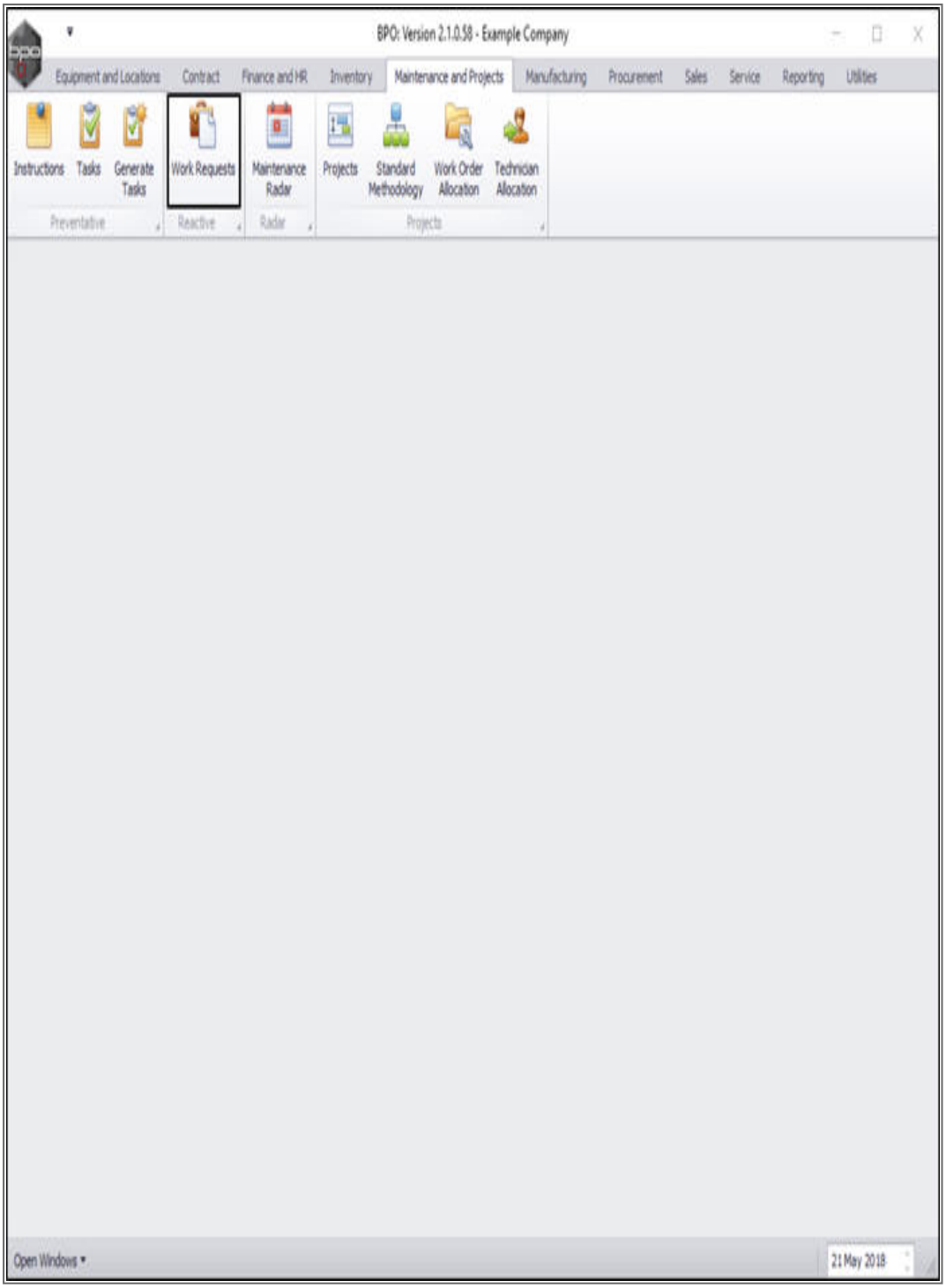

- The ***Work Requests*** listing screen will be displayed.
- Select the ***site***.

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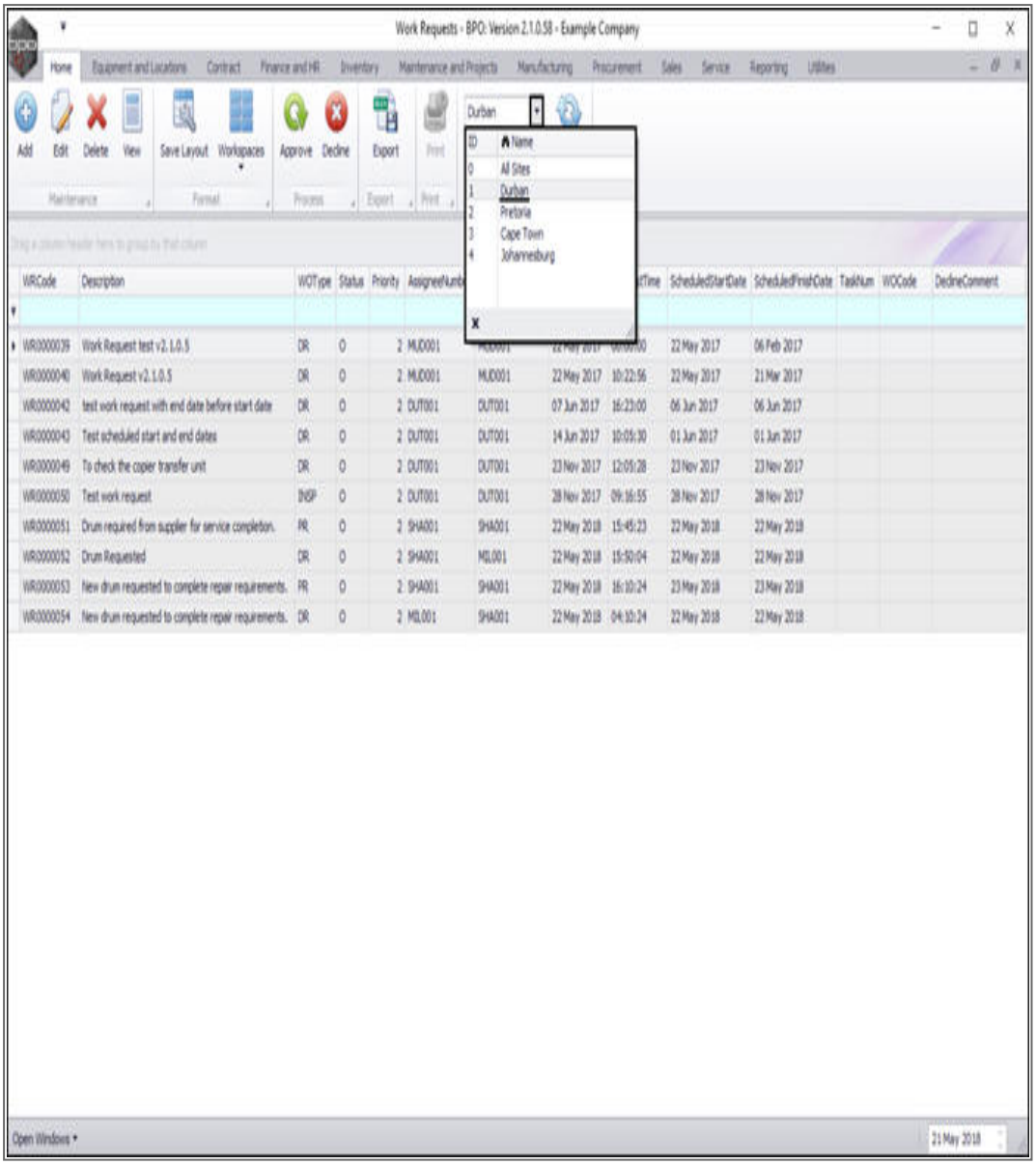
- In this image ***Durban*** has been selected.



- Select the ***status***.
    - This should be set to ***Open***.

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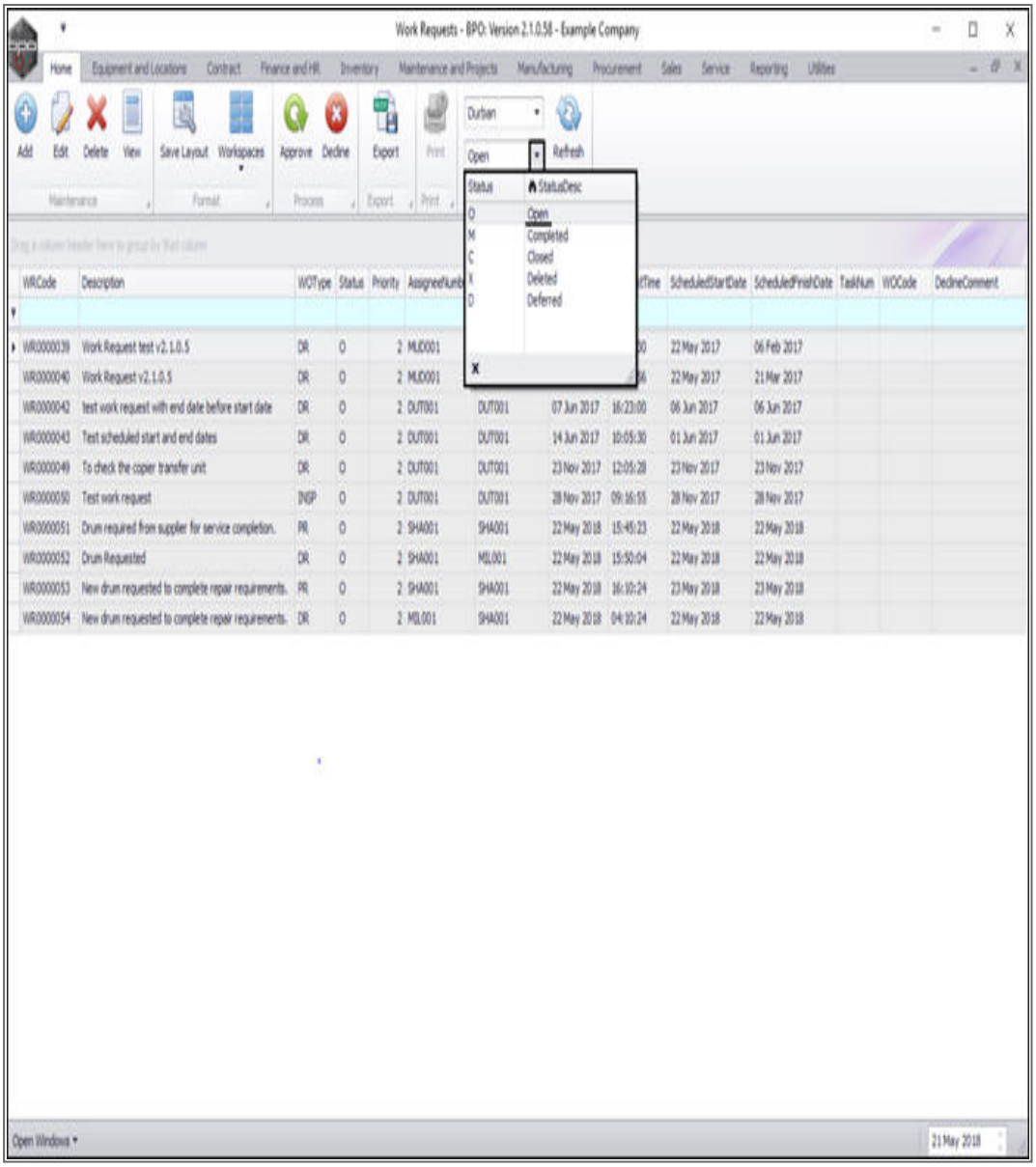

APPROVE A WORK REQUEST

- Click on the ***row selector*** in front of the ***work request*** that you wish to ***approve***.
- Click on ***Approve***.

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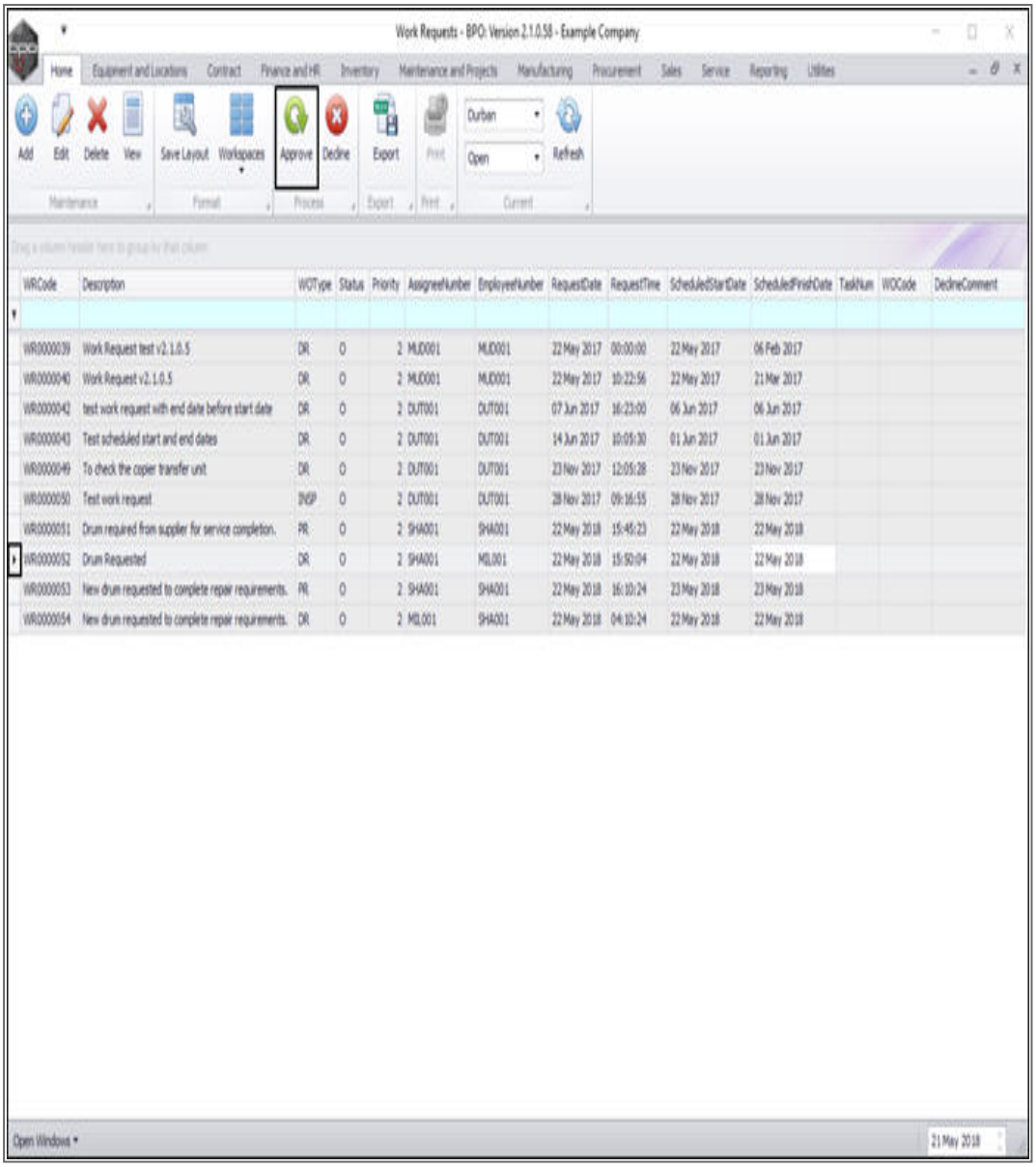

- A ***Process Validation*** message box will pop up asking;
  - ***Are you sure you want to approve this work request.***

- Click on ***Yes***.

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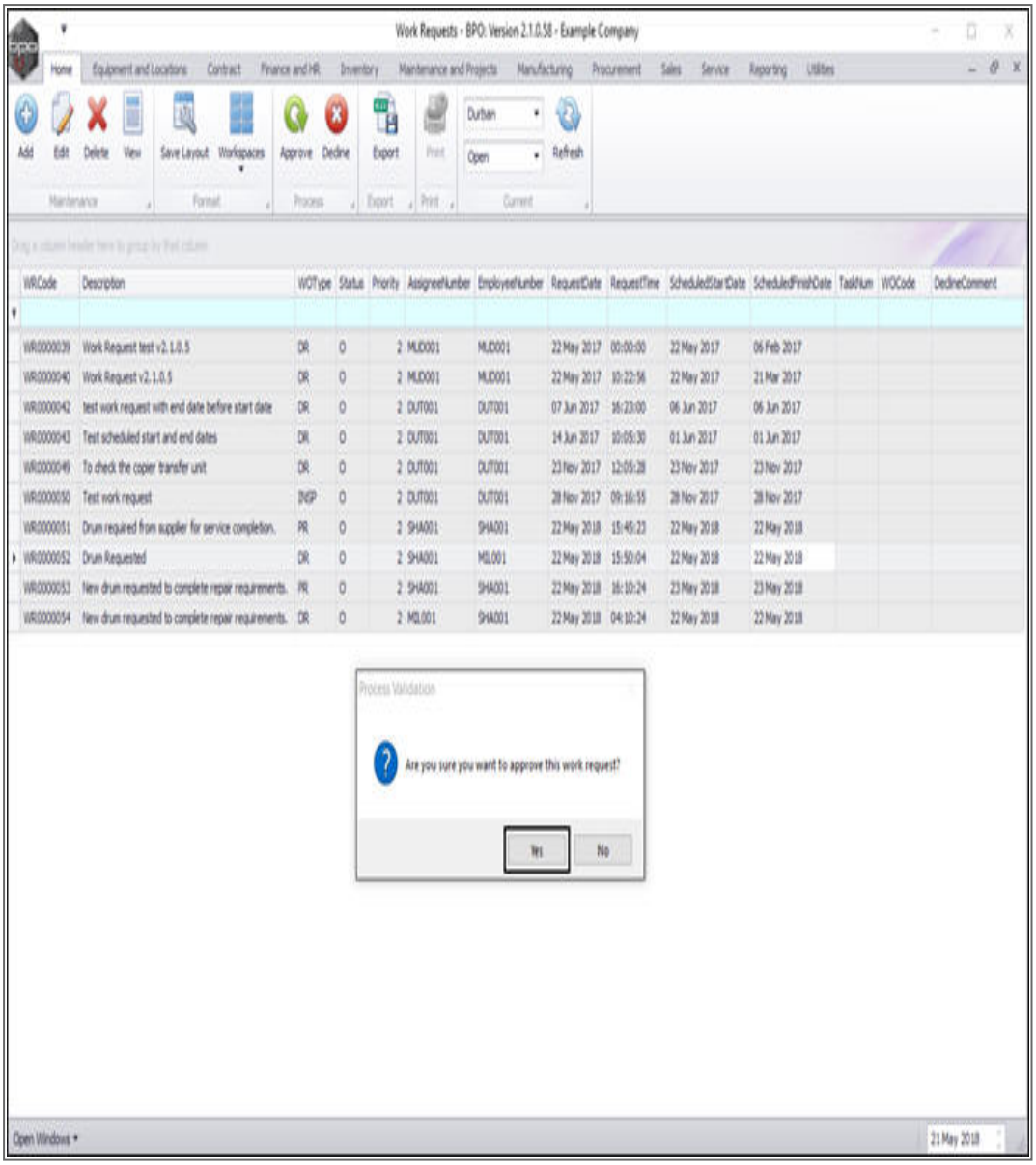

- A ***Work Request - Process*** message box will pop up informing you that;
    - ***The Work Request [ ] has been approved.***
- Click on ***OK***.

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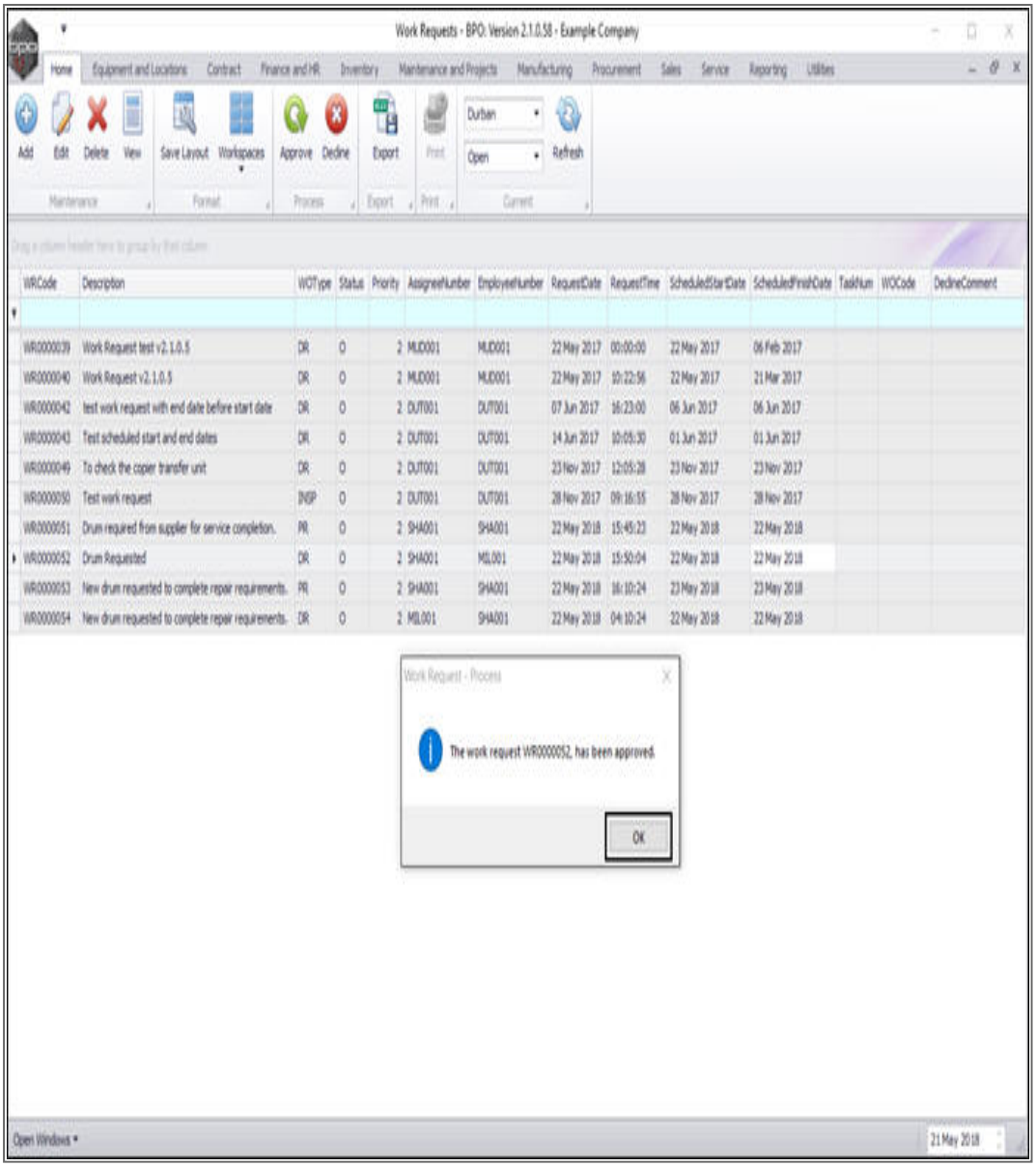

- The approved work request will now be ***removed*** from the Work Requests listing screen where the status is set to ***Open***.

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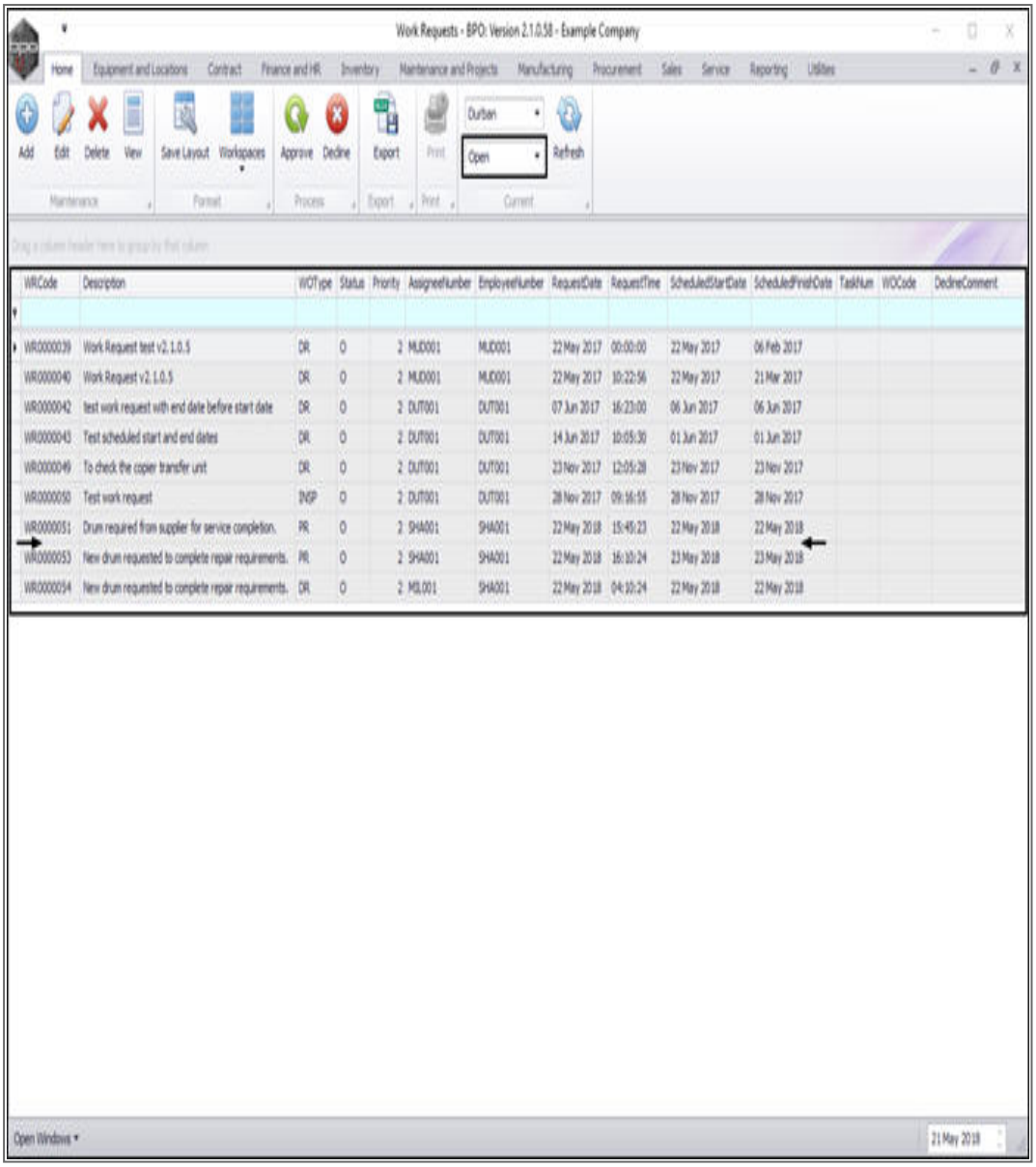

- Click on the drop-down arrow in the ***Status*** field and change the status to ***Closed***.

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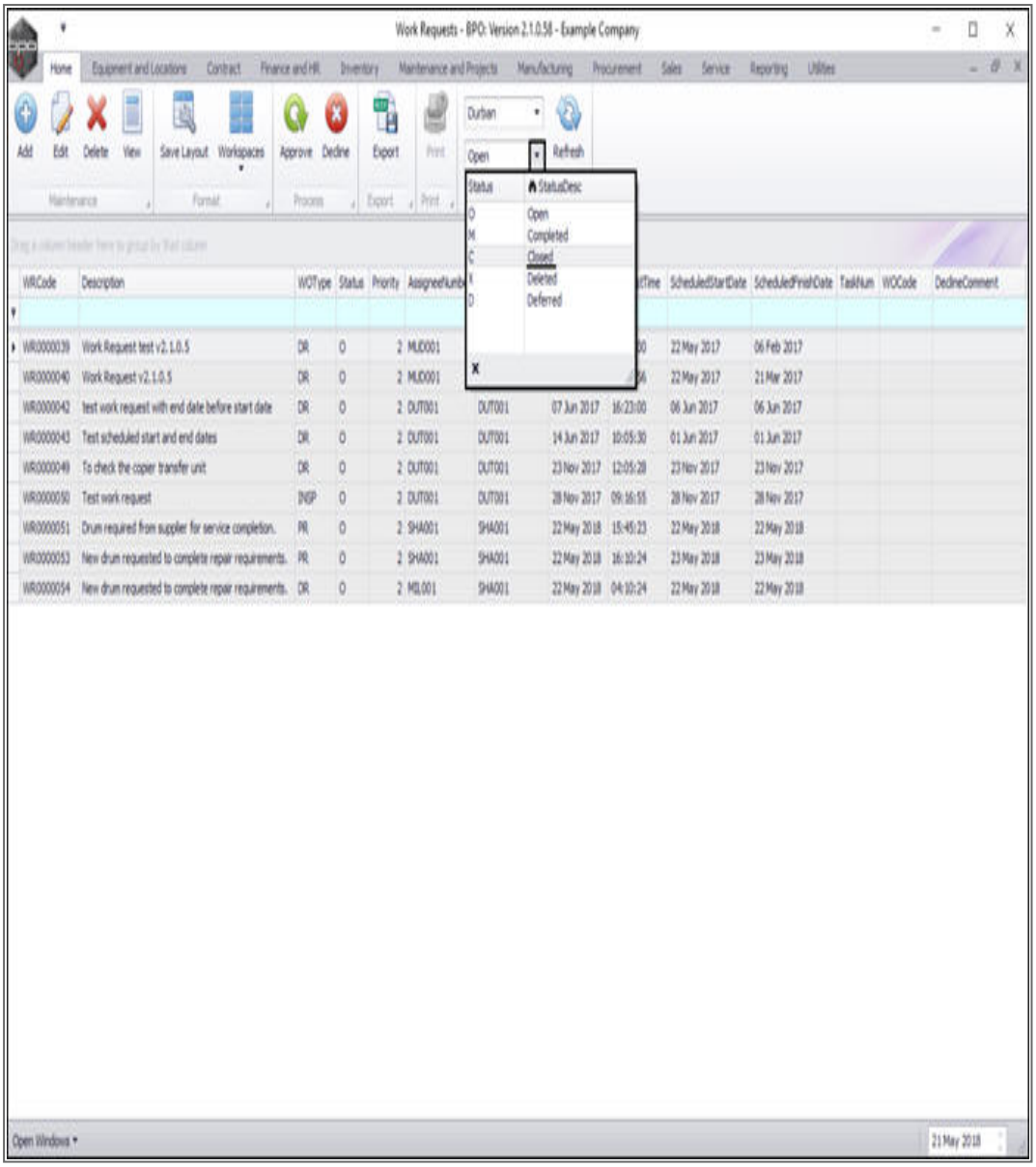

- You can now view the ***approved*** work request in the ***Work Requests*** listing screen where the status is set to ***Closed***.
- You will note that the system has now generated a ***work order*** for this work request.

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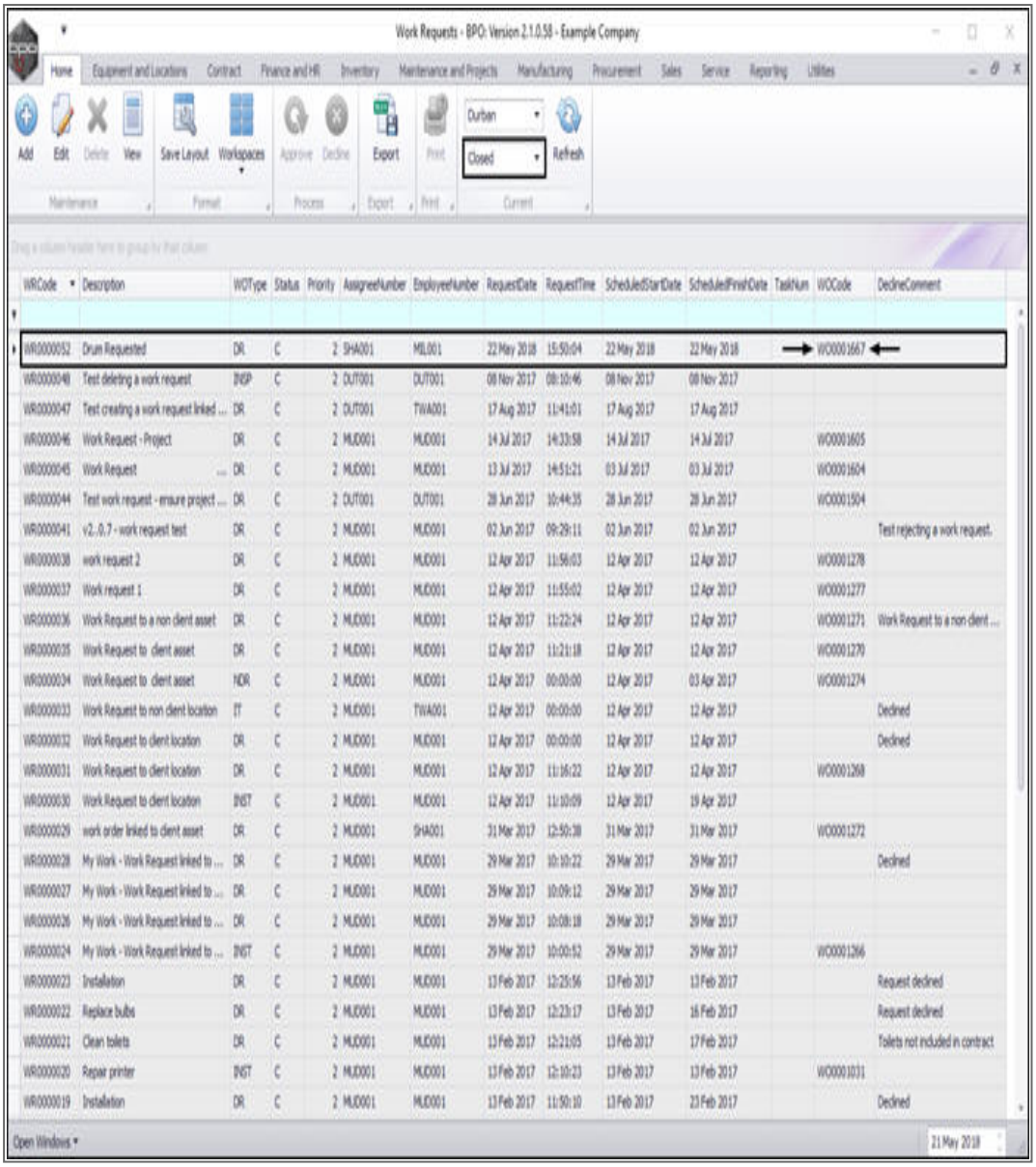

DECLINE A WORK REQUEST

- In the ***Work Requests*** listing screen, ensure that you have selected the ***correct site*** and that the status is set to ***Open***.
- Click on the ***row selector*** in front of the ***work request*** that you wish to ***decline***.
- Click on ***Decline***.

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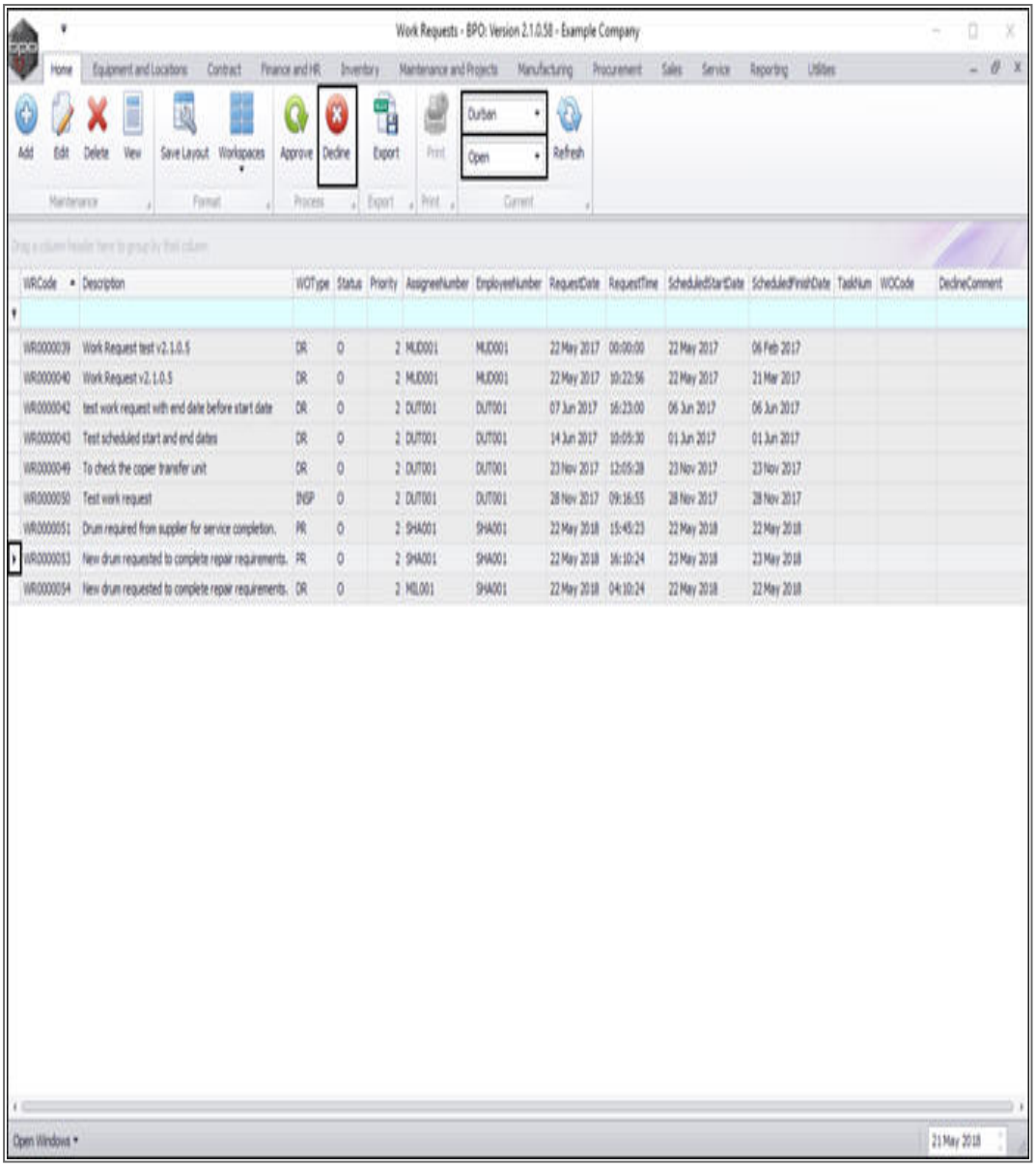

- A ***Process Validation*** message box will pop up asking;
    - ***Are you sure you want to decline this work request?***
- Click on ***Yes***.

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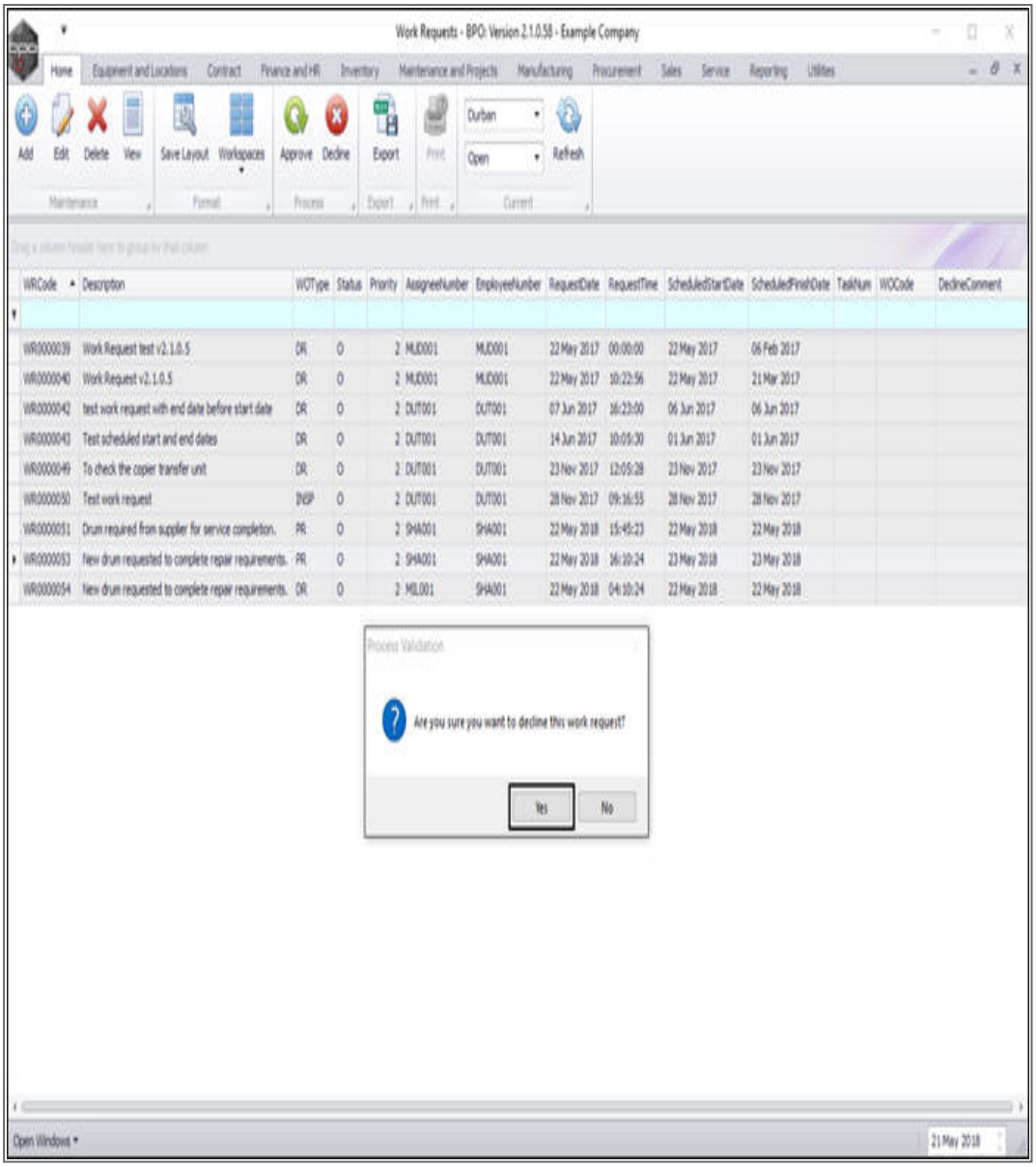

- A ***Rejection Comments*** text box will pop up.
- You will need to type in a ***reason*** for the rejection.

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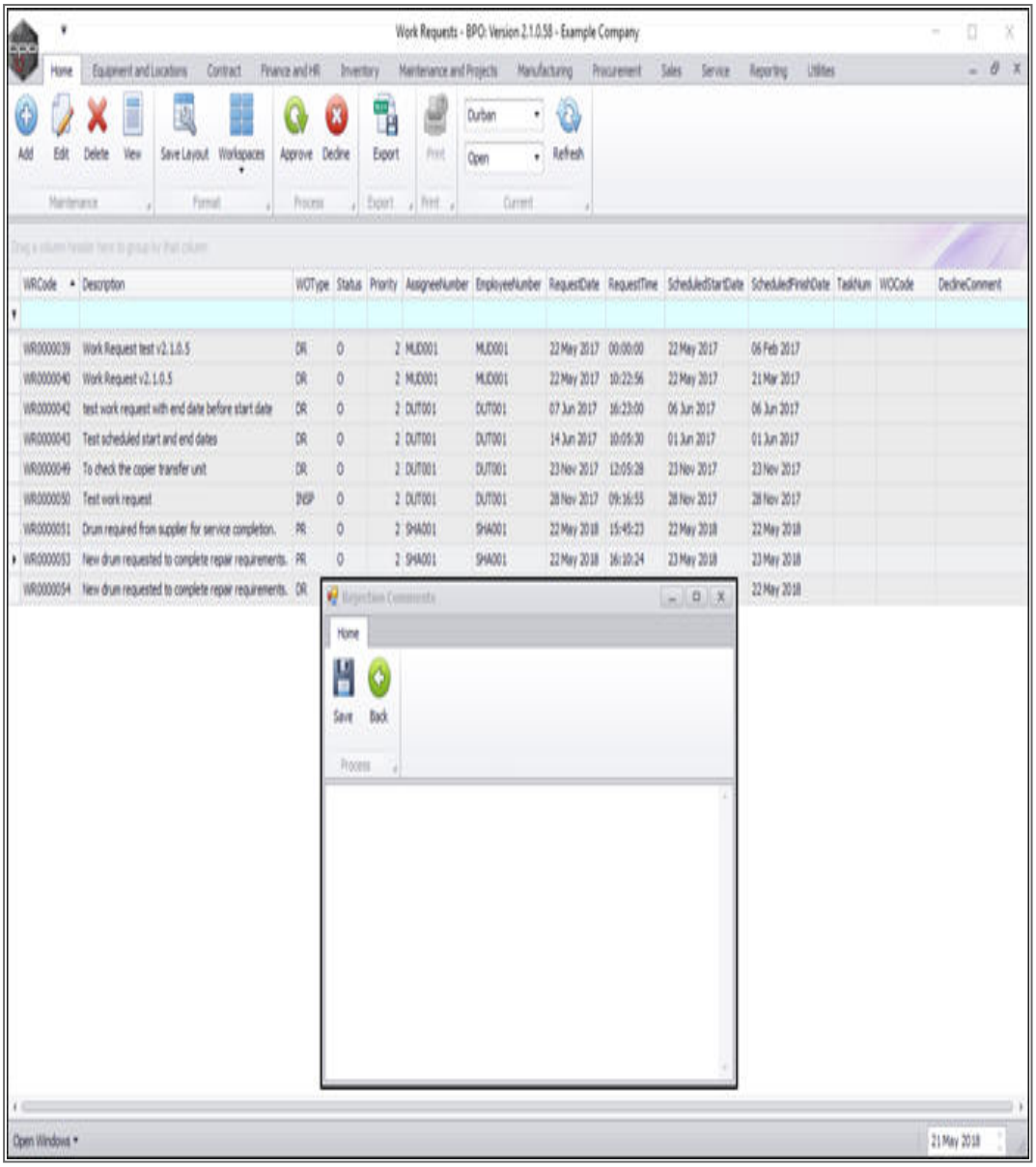

- When you have finished typing in the rejection comment, click on ***Save***.

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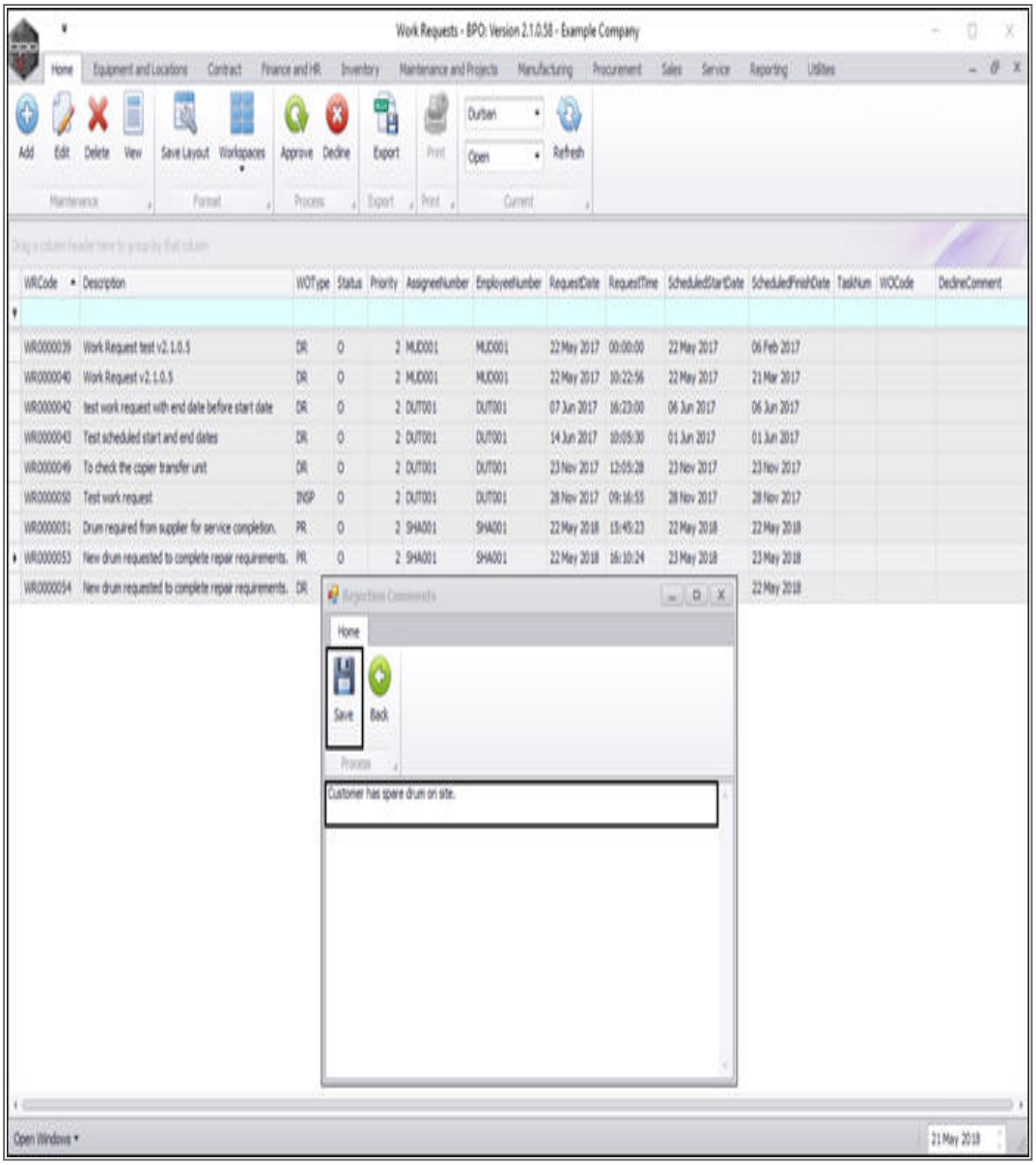

- A ***Work Request - Process*** message box will pop up informing you that;
    - ***The Work Request [ ] has been declined.***
- Click on ***OK***.

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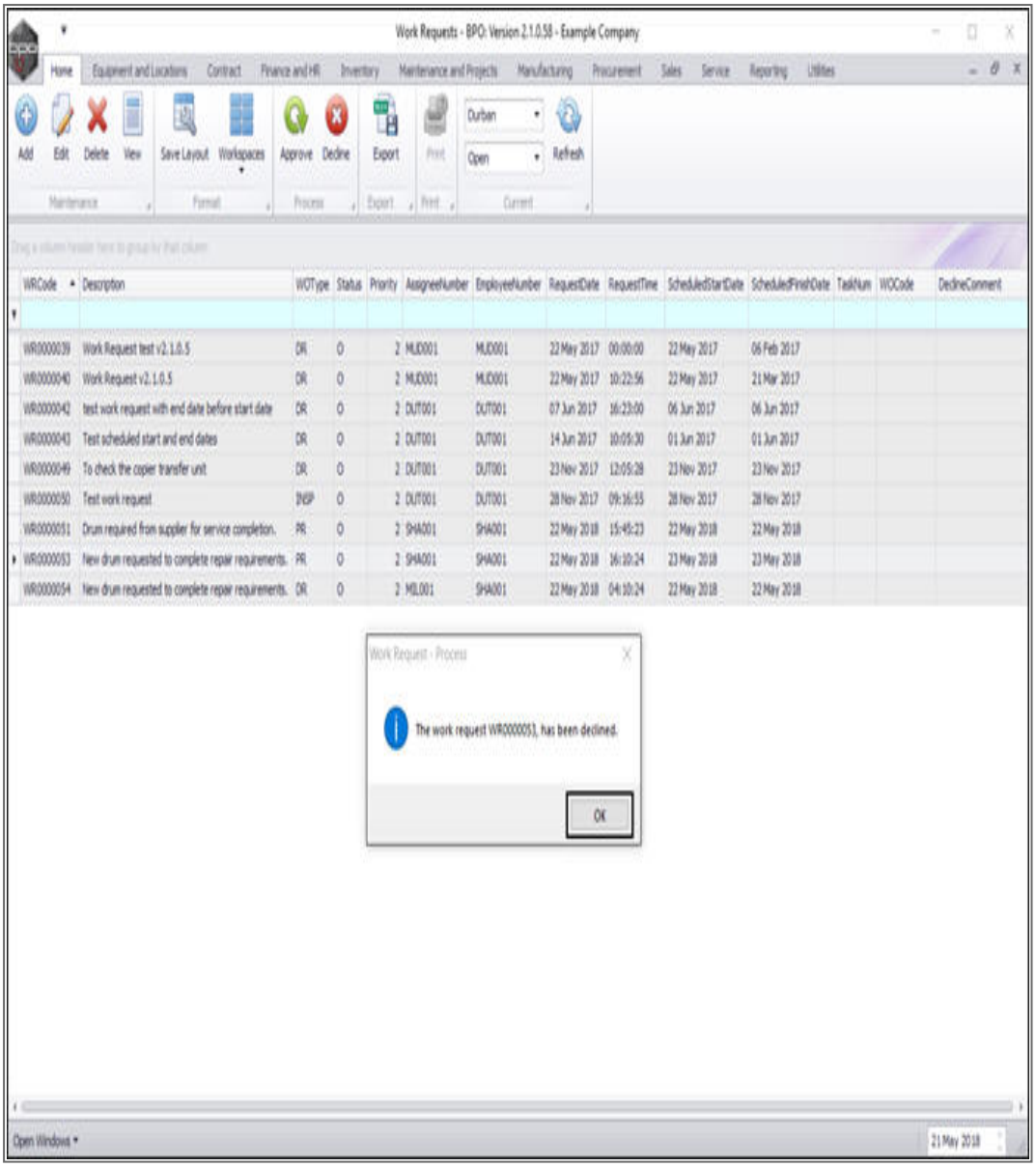

- The ***declined*** work request will now be removed from the ***Work Requests*** listing screen where the status is set to ***Open***.

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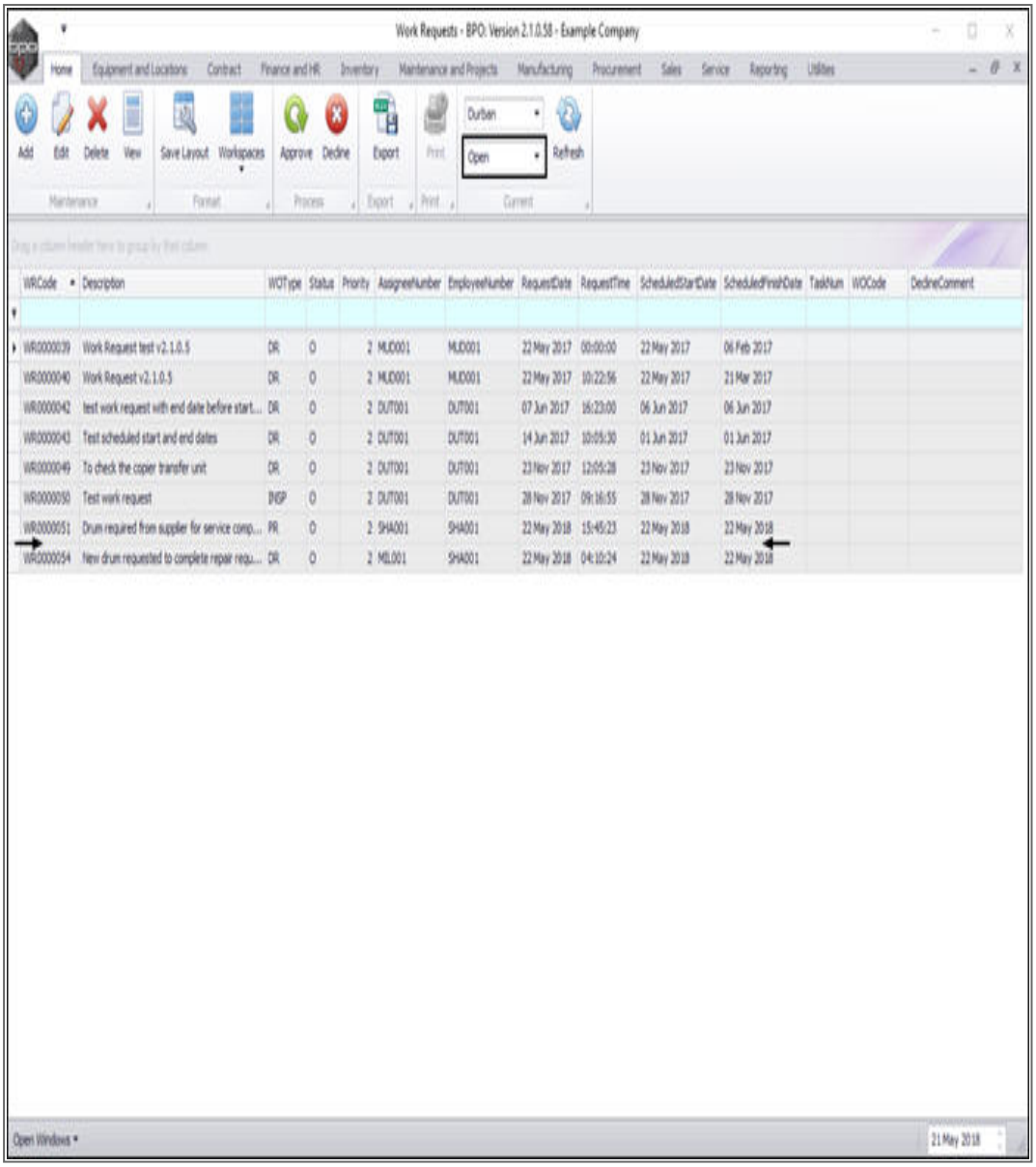

- Click on the drop-down arrow in the ***Status*** field and change the status to ***Closed***.

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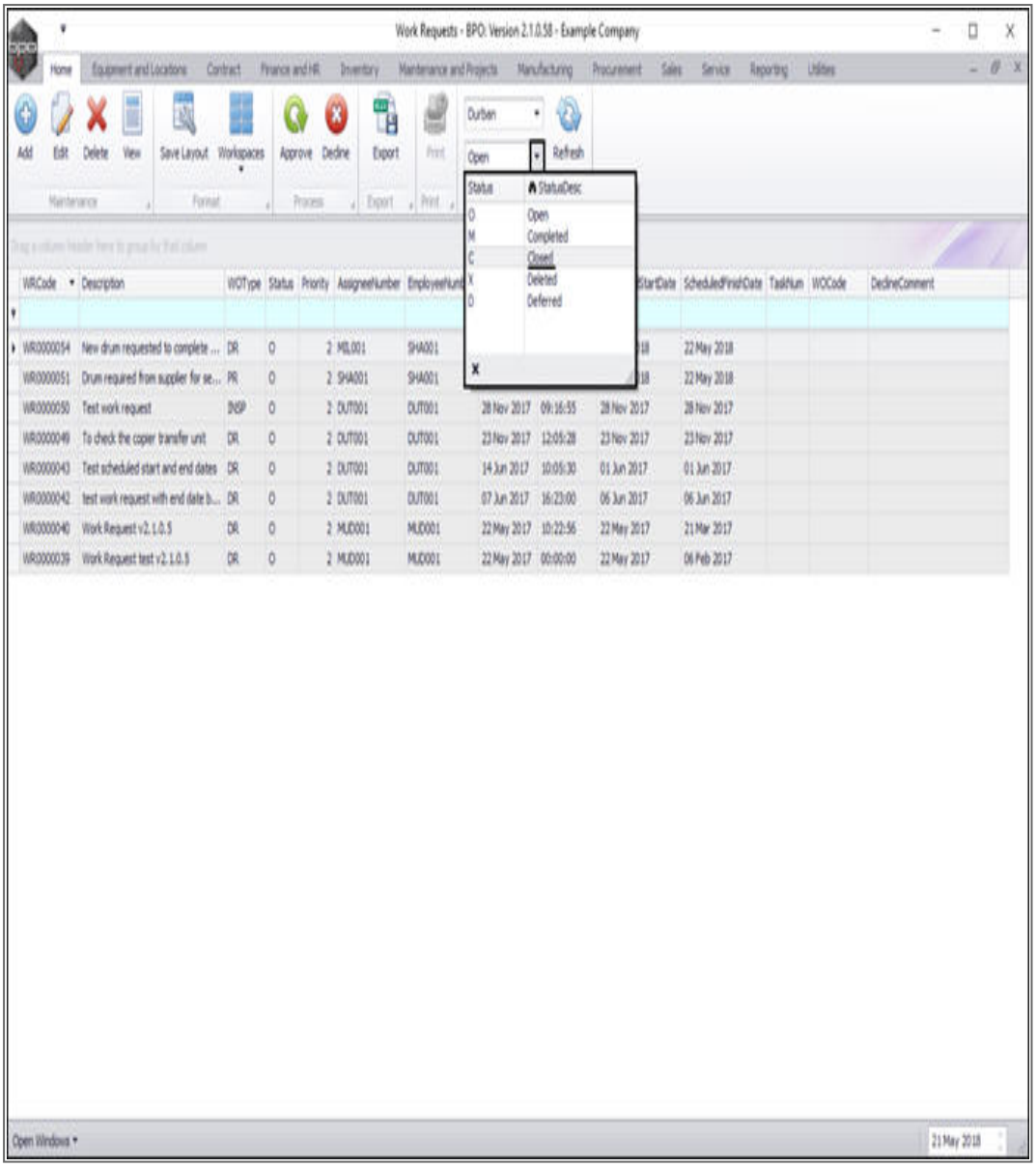

- You can now view the ***declined*** work request in the ***Work Requests*** listing screen where the status is set to ***Closed***.
- You will note that the ***rejection comments*** have pulled through to the ***Decline Comments*** column.

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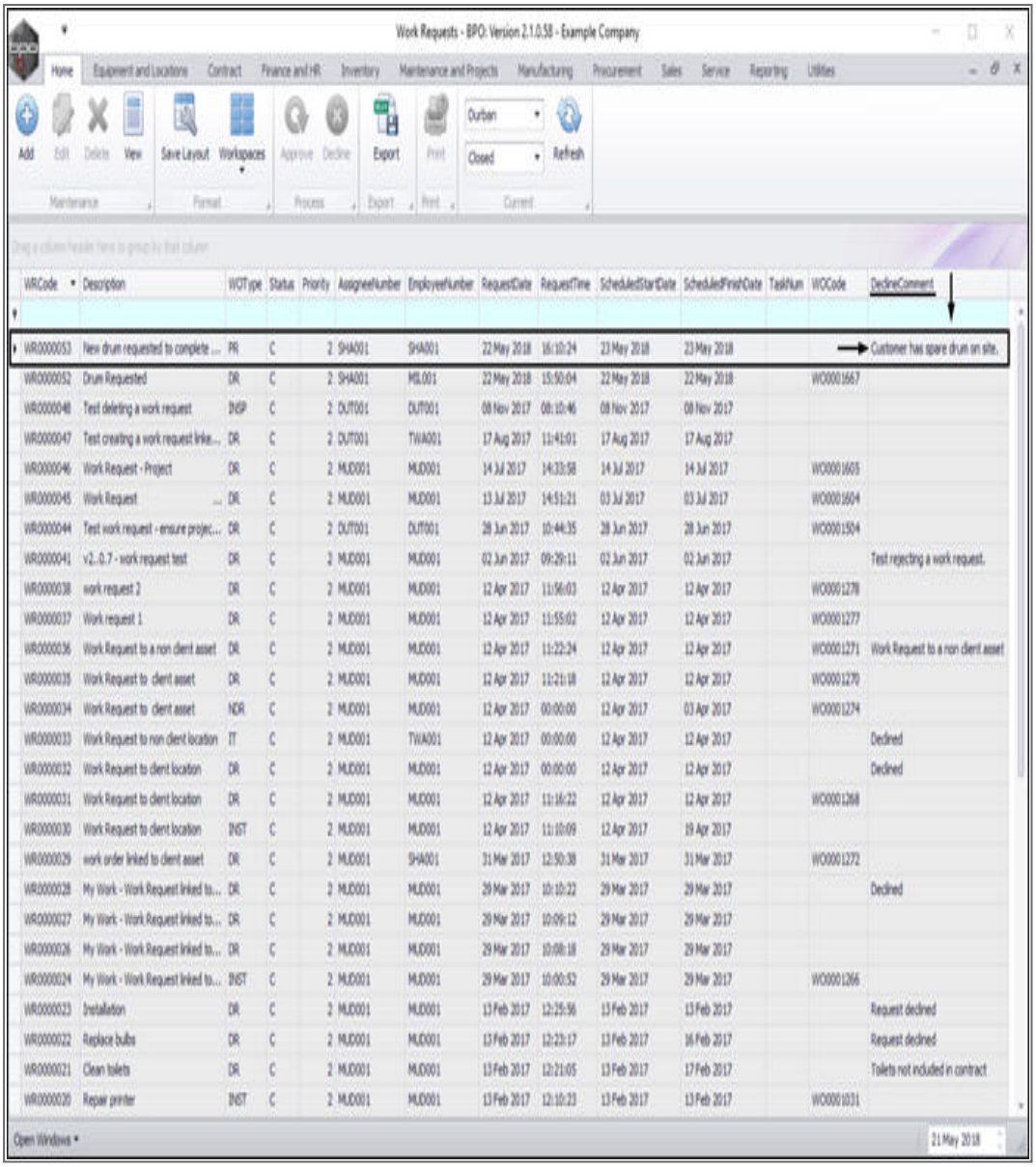

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