

# PROJECTS

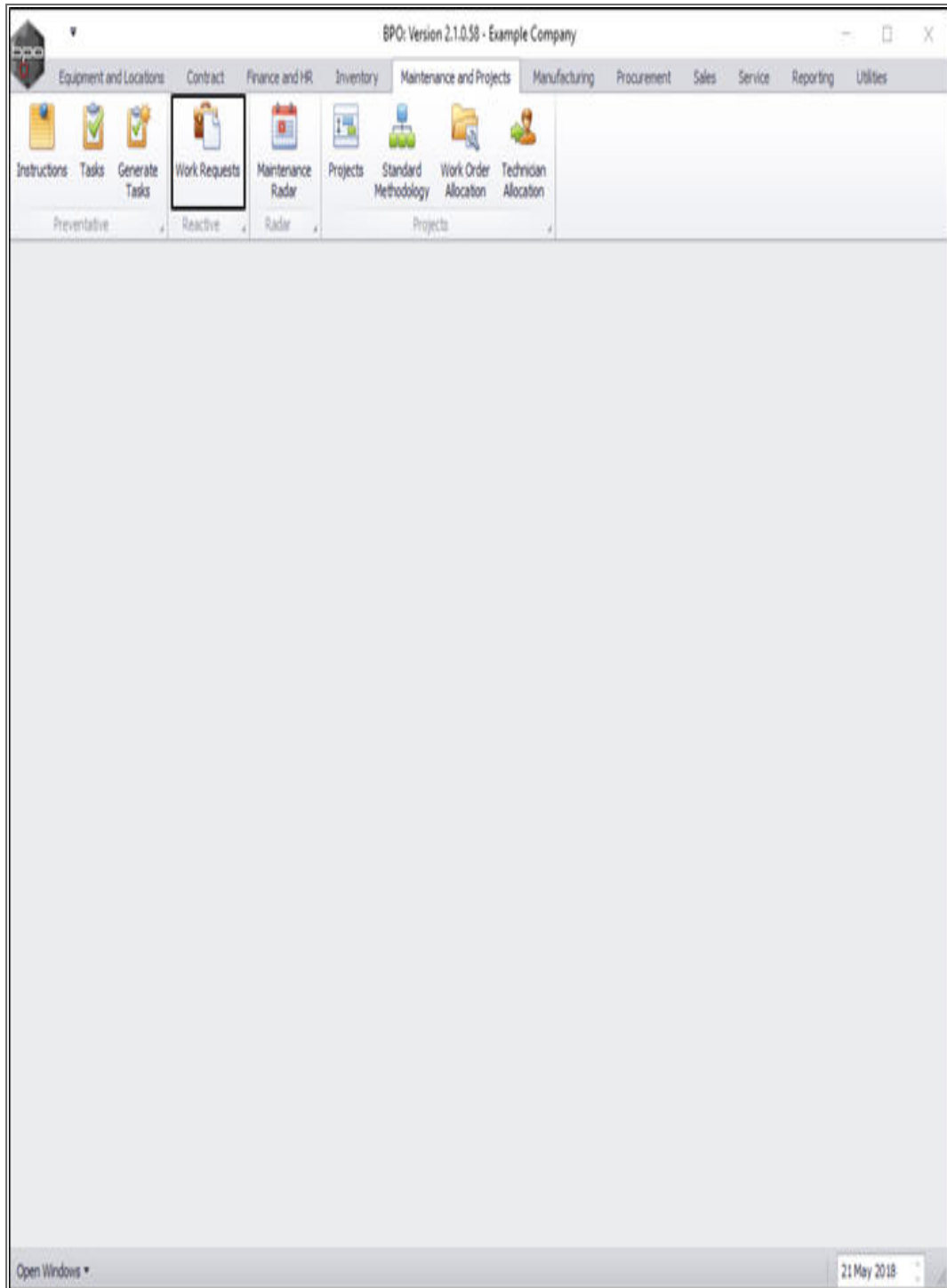
## WORK REQUESTS – APPROVE, DECLINE A WORK REQUEST

Add this screen to your quick launch short cut.

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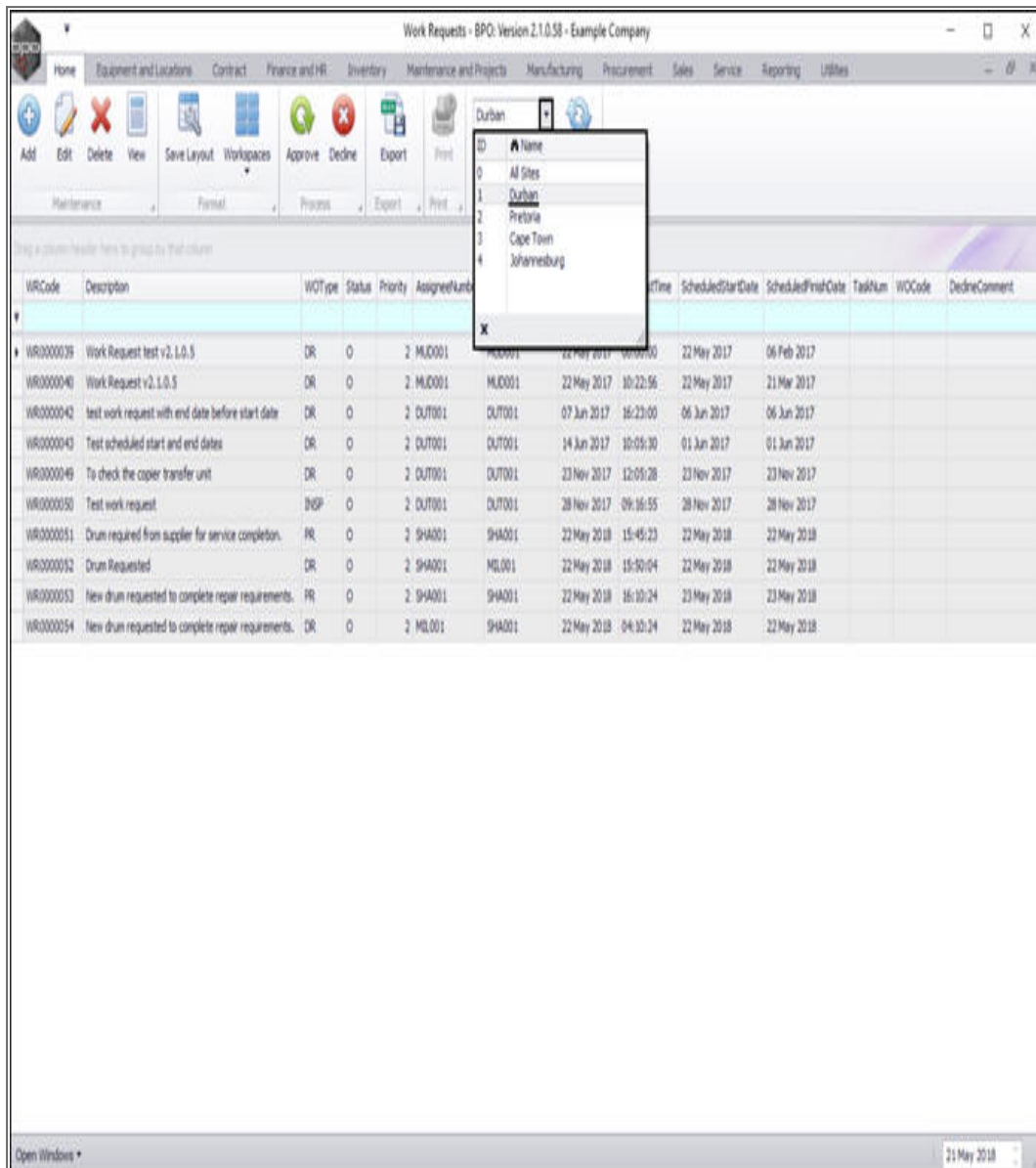
**Ribbon Access:** *Maintenance / Projects > Work Requests*

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

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



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

Work Requests - BPO: Version 2.1.0.58 - Example Company

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

Add Edit Delete View Save Layout Workspaces Approve Decline Export Print

Durban Open Refresh

Status Status Desc

O Open  
M Completed  
C Closed  
X Deleted  
D Deferred

WRCODE	Description	WOType	Status	Priority	AssignedTo	Time	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCode	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	ML0001		22 May 2017	06 Feb 2017			
WR0000040	Work Request v2.1.0.5	DR	O	2	ML0001		22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	OUT001	07 Jun 2017 16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	OUT001	14 Jun 2017 10:05:30	01 Jun 2017	01 Jun 2017			
WR0000049	To check the copier transfer unit	DR	O	2	OUT001	23 Nov 2017 12:05:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	INCP	O	2	OUT001	28 Nov 2017 09:16:15	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SH4001	22 May 2018 15:45:23	22 May 2018	22 May 2018			
WR0000052	Drum Requested	DR	O	2	SH4001	22 May 2018 15:50:04	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SH4001	22 May 2018 16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR	O	2	ML0001	22 May 2018 04:10:24	22 May 2018	22 May 2018			

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

Add Edit Delete View Save Layout Workspaces Approve Decline Export Print

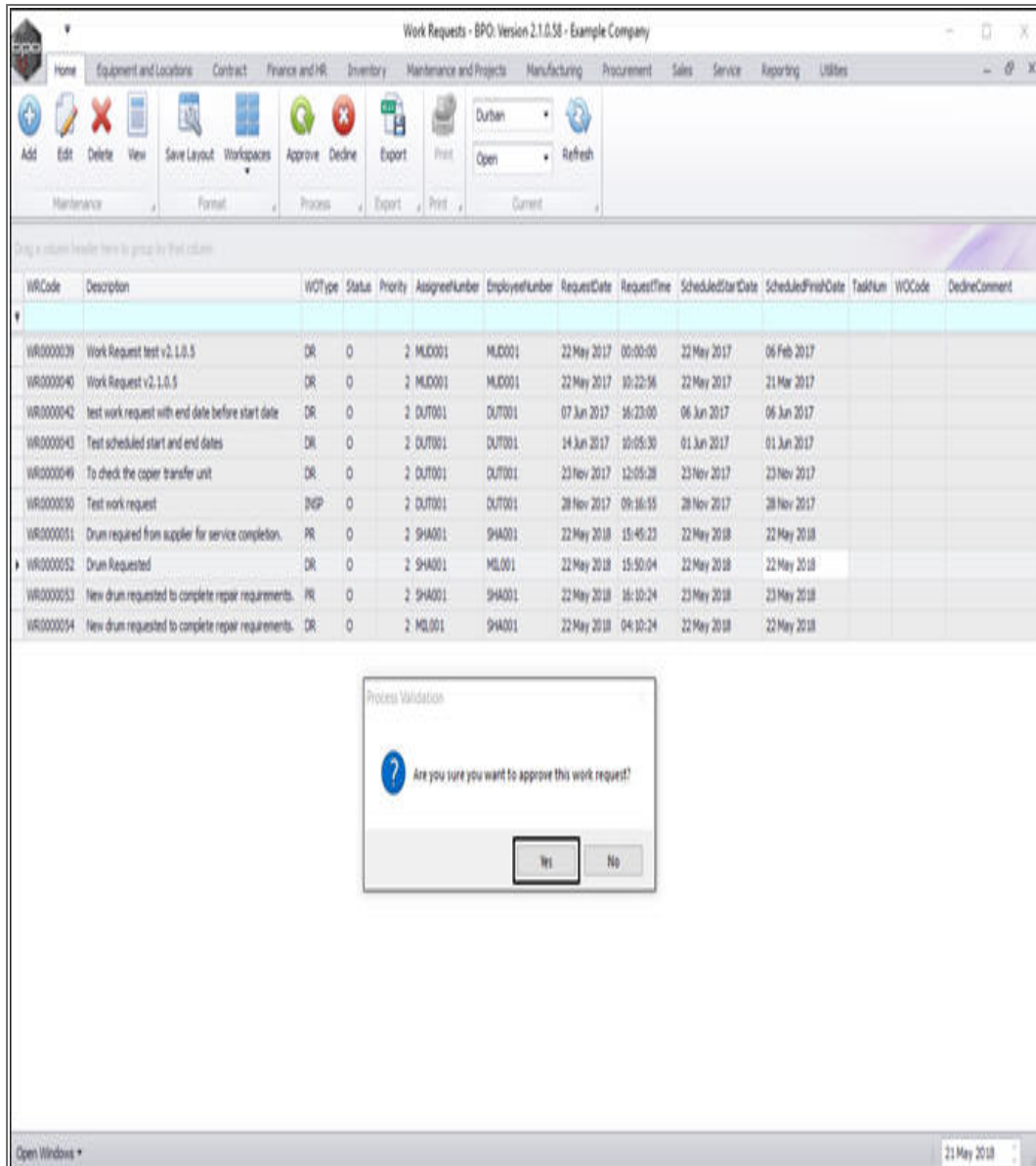
Durban Open Refresh

Drag a column header here to group by that column

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCCode	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	OUT001	OUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	OUT001	OUT001	14 Jun 2017	10:09:30	01 Jun 2017	01 Jun 2017			
WR0000046	To check the copier transfer unit	DR	O	2	OUT001	OUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	INSP	O	2	OUT001	OUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR0000052	Drum Requested	DR	O	2	SHA001	MLD001	22 May 2018	15:50:04	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR	O	2	MLD001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

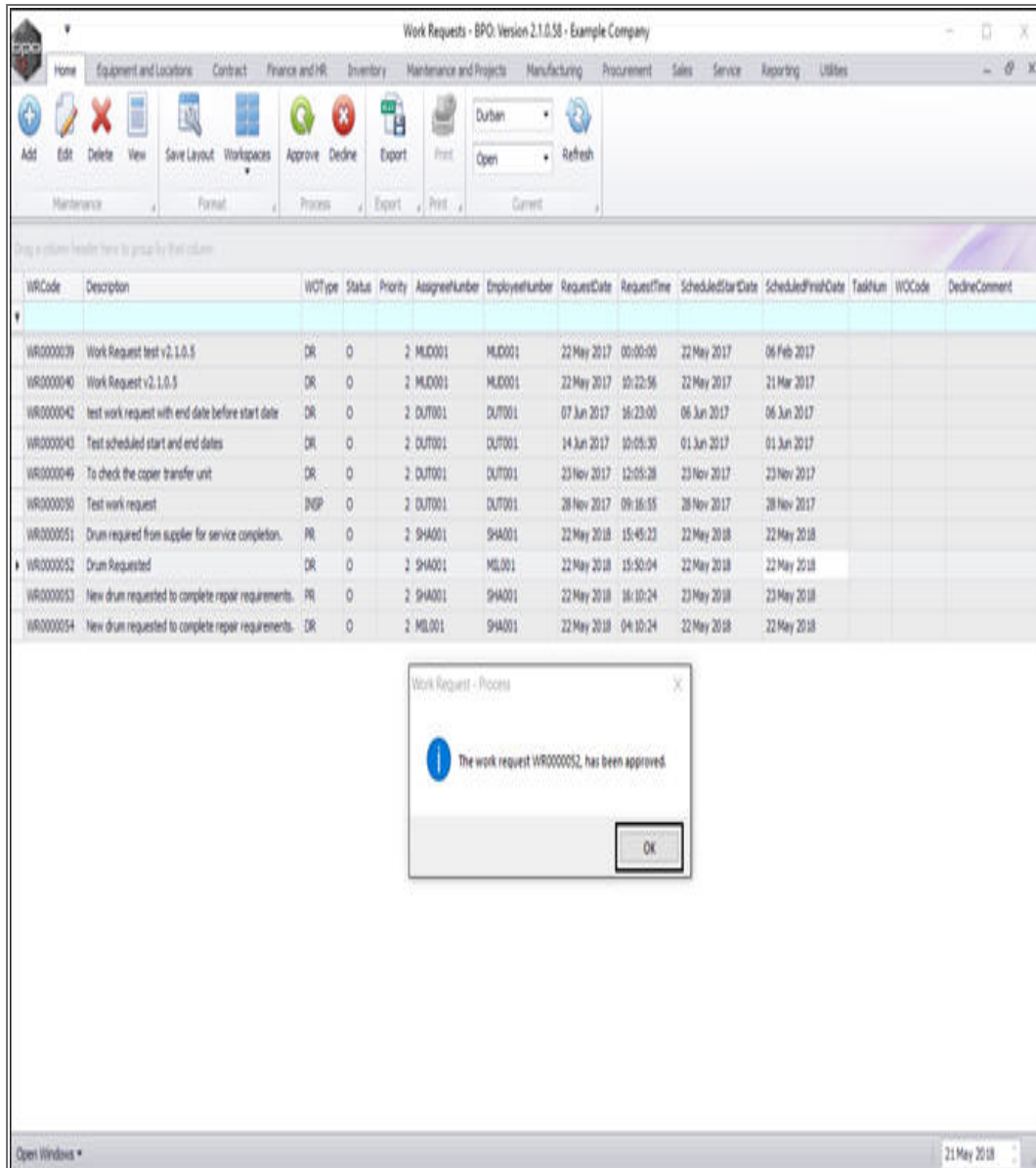
Open Windows 21 May 2018

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



WRCODE	Description	WOTYPE	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCODE	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR0000046	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	BGP	O	2	DUT001	DUT001	28 Nov 2017	09:16:35	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR0000052	Drum Requested	DR	O	2	SHA001	MLD001	22 May 2018	15:50:04	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR	O	2	MLD001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

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



WRCODE	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCODE	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR0000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	INOP	O	2	DUT001	DUT001	28 Nov 2017	09:16:35	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR0000052	Drum Requested	DR	O	2	SHA001	MLD001	22 May 2018	15:50:04	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR	O	2	MLD001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

Work Request - Process

The work request WR0000052, has been approved.

OK

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



Work Requests - BPO: Version 2.1.0.58 - Example Company

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

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

Maintenance Format Process Export Print Current

Drag a column header here to group by that column

WRCODE	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WCode	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MUC001	MUC001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request v2.1.0.5	DR	O	2	MUC001	MUC001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR0000046	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	DRP	O	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR	O	2	ML001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

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



Work Requests - BPO: Version 2.1.0.58 - Example Company

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

Add Edit Delete View Save Layout Workspaces Approve Decline Export Print

Durban Open Refresh

Status Status Desc

O Open  
M Completed  
C Closed  
R Deleted  
D Deferred

WRCode	Description	WOType	Status	Priority	AssignedTo	Time	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCCode	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MUC001		22 May 2017	06 Feb 2017			
WR0000040	Work Request test v2.1.0.5	DR	O	2	MUC001		22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	OUT001	07 Jun 2017 16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	OUT001	14 Jun 2017 10:05:30	01 Jun 2017	01 Jun 2017			
WR0000049	To check the copier transfer unit	DR	O	2	OUT001	23 Nov 2017 12:05:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	DR	O	2	OUT001	28 Nov 2017 09:16:15	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SHA001	22 May 2018 15:45:23	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	22 May 2018 16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR	O	2	ML001	22 May 2018 04:10:24	22 May 2018	22 May 2018			

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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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Home Equipment and Locations Contract Province and HR Inventory Maintenance and 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	WType	Status	Priority	AssignedNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskRun	WCode	DeclineComment
WR0000052	Drum Requested	DR	C	2	SHA001	MUD001	22 May 2018	15:50:04	22 May 2018	22 May 2018		WR00001667	
WR0000048	Test deleting a work request	DRP	C	2	OUT001	OUT001	08 Nov 2017	08:10:46	08 Nov 2017	08 Nov 2017			
WR0000047	Test creating a work request linked ...	DR	C	2	OUT001	TWA001	17 Aug 2017	11:41:01	17 Aug 2017	17 Aug 2017			
WR0000046	Work Request - Project	DR	C	2	MUD001	MUD001	14 Jul 2017	14:33:58	14 Jul 2017	14 Jul 2017		WR00001605	
WR0000045	Work Request	DR	C	2	MUD001	MUD001	13 Jul 2017	14:51:21	03 Jul 2017	03 Jul 2017		WR00001604	
WR0000044	Test work request - ensure project ...	DR	C	2	OUT001	OUT001	28 Jun 2017	16:44:35	28 Jun 2017	28 Jun 2017		WR00001504	
WR0000041	v2.0.7 - work request test	DR	C	2	MUD001	MUD001	02 Jun 2017	09:29:11	02 Jun 2017	02 Jun 2017			Test rejecting a work request.
WR0000038	work request 2	DR	C	2	MUD001	MUD001	12 Apr 2017	11:58:03	12 Apr 2017	12 Apr 2017		WR00001278	
WR0000037	Work request 1	DR	C	2	MUD001	MUD001	12 Apr 2017	11:55:02	12 Apr 2017	12 Apr 2017		WR00001277	
WR0000036	Work Request to a non client asset	DR	C	2	MUD001	MUD001	12 Apr 2017	11:22:24	12 Apr 2017	12 Apr 2017		WR00001271	Work Request to a non client ...
WR0000035	Work Request to client asset	DR	C	2	MUD001	MUD001	12 Apr 2017	11:21:18	12 Apr 2017	12 Apr 2017		WR00001270	
WR0000034	Work Request to client asset	DR	C	2	MUD001	MUD001	12 Apr 2017	00:00:00	12 Apr 2017	03 Apr 2017		WR00001274	
WR0000033	Work Request to non client location	IT	C	2	MUD001	TWA001	12 Apr 2017	00:00:00	12 Apr 2017	12 Apr 2017			Declined
WR0000032	Work Request to client location	DR	C	2	MUD001	MUD001	12 Apr 2017	00:00:00	12 Apr 2017	12 Apr 2017			Declined
WR0000031	Work Request to client location	DR	C	2	MUD001	MUD001	12 Apr 2017	11:16:22	12 Apr 2017	12 Apr 2017		WR00001268	
WR0000030	Work Request to client location	DR	C	2	MUD001	MUD001	12 Apr 2017	11:10:09	12 Apr 2017	19 Apr 2017			
WR0000029	work order linked to client asset	DR	C	2	MUD001	SHA001	31 Mar 2017	12:50:38	31 Mar 2017	31 Mar 2017		WR00001272	
WR0000028	My Work - Work Request linked to ...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:10:22	29 Mar 2017	29 Mar 2017			Declined
WR0000027	My Work - Work Request linked to ...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:09:12	29 Mar 2017	29 Mar 2017			
WR0000026	My Work - Work Request linked to ...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:08:18	29 Mar 2017	29 Mar 2017			
WR0000024	My Work - Work Request linked to ...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:00:52	29 Mar 2017	29 Mar 2017		WR00001266	
WR0000023	Installation	DR	C	2	MUD001	MUD001	13 Feb 2017	12:25:56	13 Feb 2017	13 Feb 2017			Request declined
WR0000022	Replace bulbs	DR	C	2	MUD001	MUD001	13 Feb 2017	12:23:17	13 Feb 2017	16 Feb 2017			Request declined
WR0000021	Clean toilets	DR	C	2	MUD001	MUD001	13 Feb 2017	12:21:05	13 Feb 2017	17 Feb 2017			Toilets not included in contract
WR0000020	Repair printer	DR	C	2	MUD001	MUD001	13 Feb 2017	12:10:23	13 Feb 2017	13 Feb 2017		WR00001031	
WR0000019	Installation	DR	C	2	MUD001	MUD001	13 Feb 2017	11:50:10	13 Feb 2017	23 Feb 2017			Declined

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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**.

Work Requests - BPO: Version 2.1.0.58 - Example Company

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

Add Edit Delete View Save Layout Workspaces Approve **Decline** Export Print

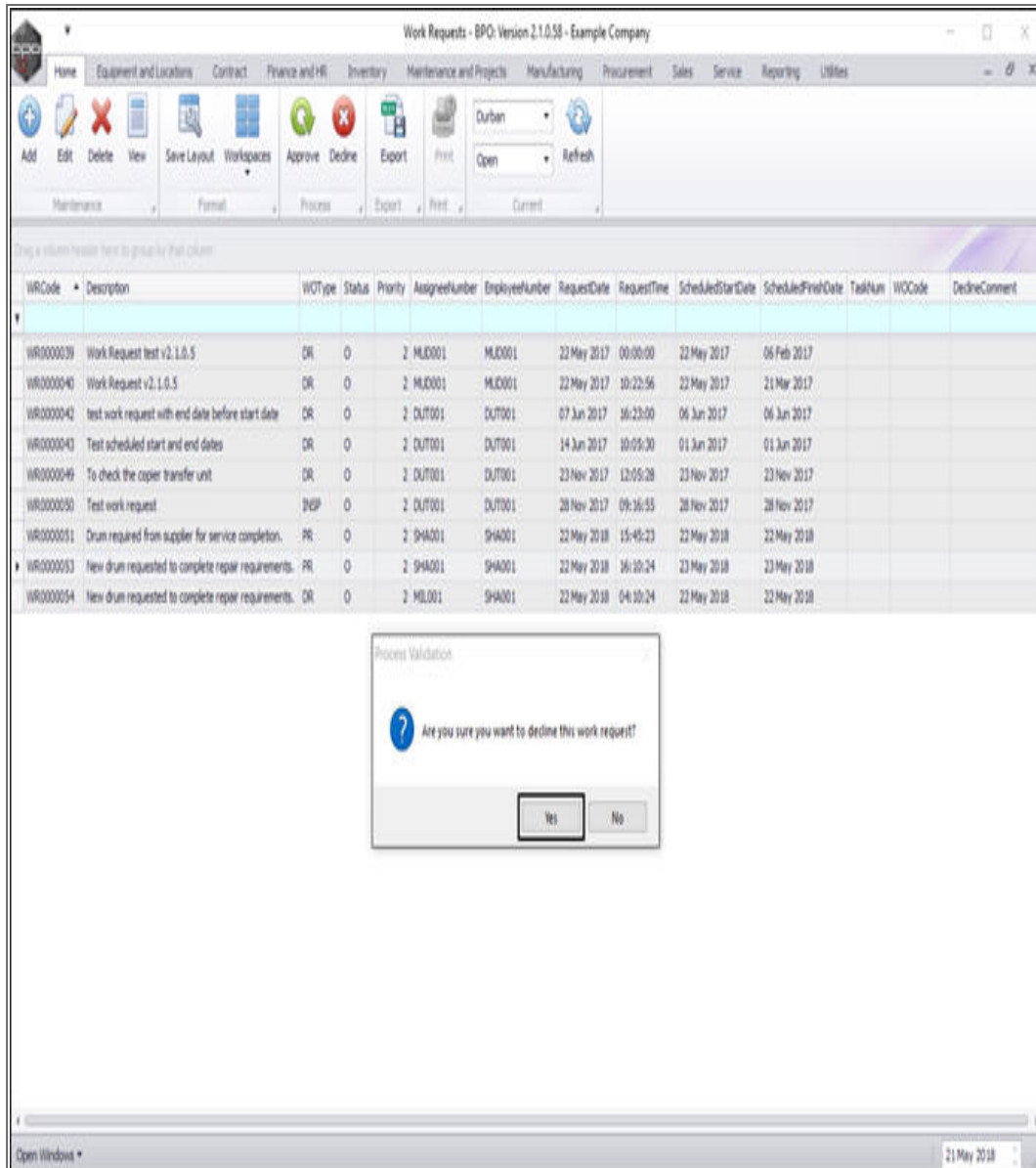
Durbin Open Refresh

Drag a column header here to group by that column

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCode	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	08:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:09:30	01 Jun 2017	01 Jun 2017			
WR0000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	INSP	O	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:40:23	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	22 May 2018	22 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR	O	2	MLD001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

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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**.



Work Requests - BPO: Version 2.1.0.58 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and 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	ScheduledStartDate	ScheduledFinishDate	TaskRun	WOCODE	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:09:30	01 Jun 2017	01 Jun 2017			
WR0000046	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:09:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	INCP	O	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR	O	2	MLD001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

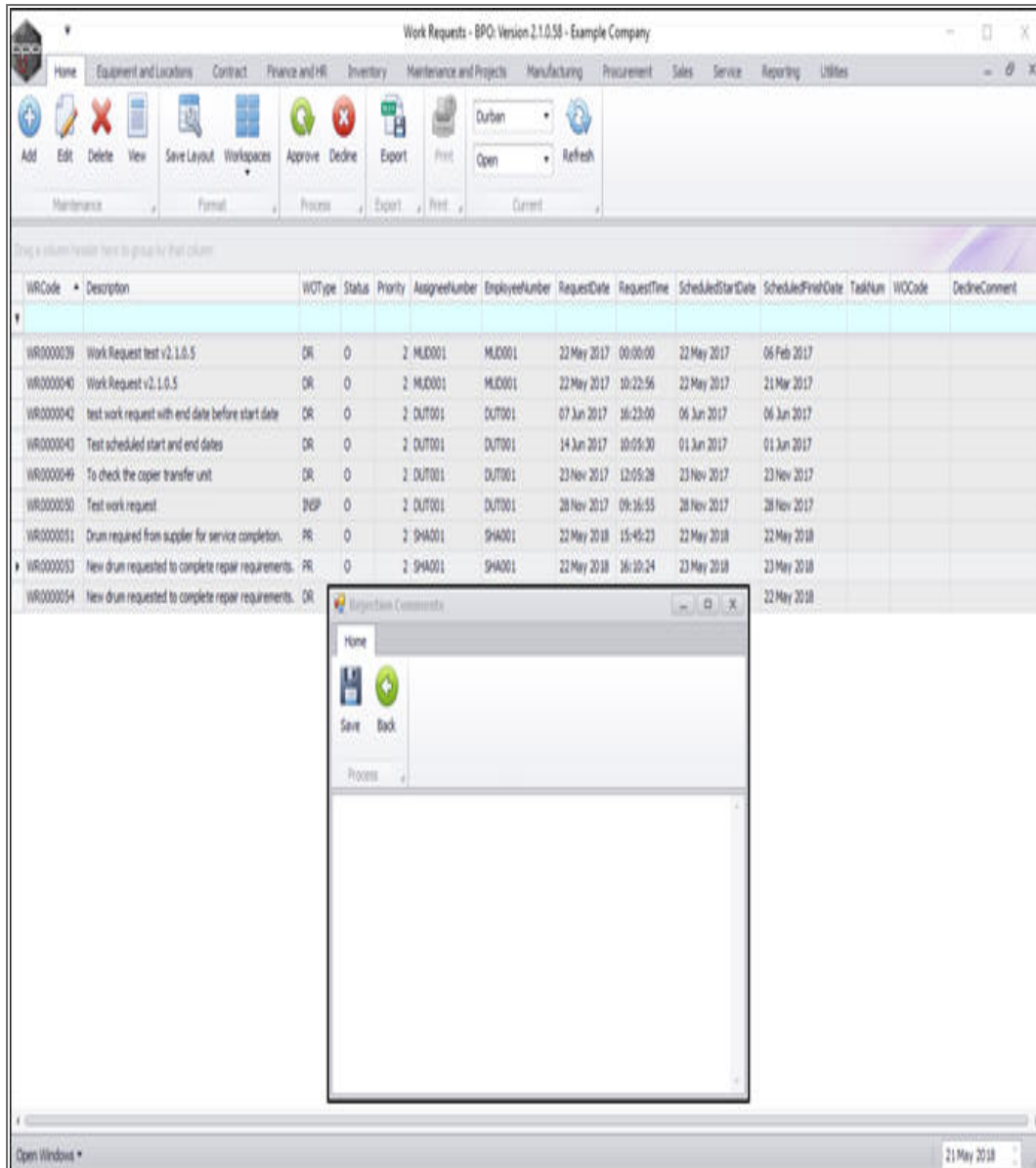
Process Validation

Are you sure you want to decline this work request?

Yes No

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



Work Requests - BPO: Version 2.1.0.58 - Example Company

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

Add Edit Delete View Save Layout Workspaces Approve Decline Export Print

Durban Open Refresh

Maintenance Format Process Export Print Current

Drag a column header here to group by that column

WRCODE	Description	WOType	Status	Priority	AssignedNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCODE	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MUC001	MUC001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request test v2.1.0.5	DR	O	2	MUC001	MUC001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:09:30	01 Jun 2017	01 Jun 2017			
WR0000046	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:09:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	INCP	O	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR								22 May 2018			

Rejection Comments

Home

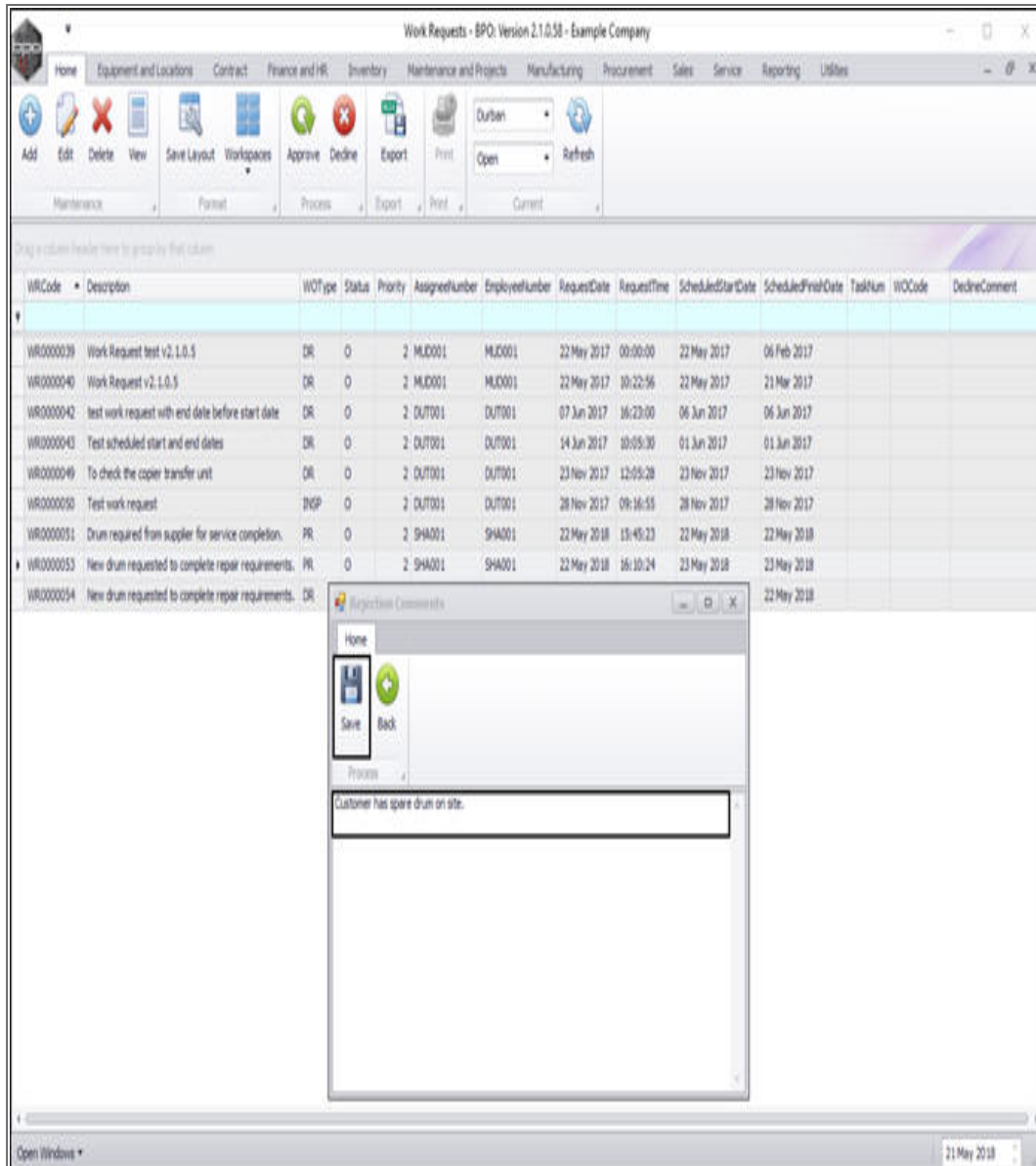
Save Back

Process

Open Windows 21 May 2018

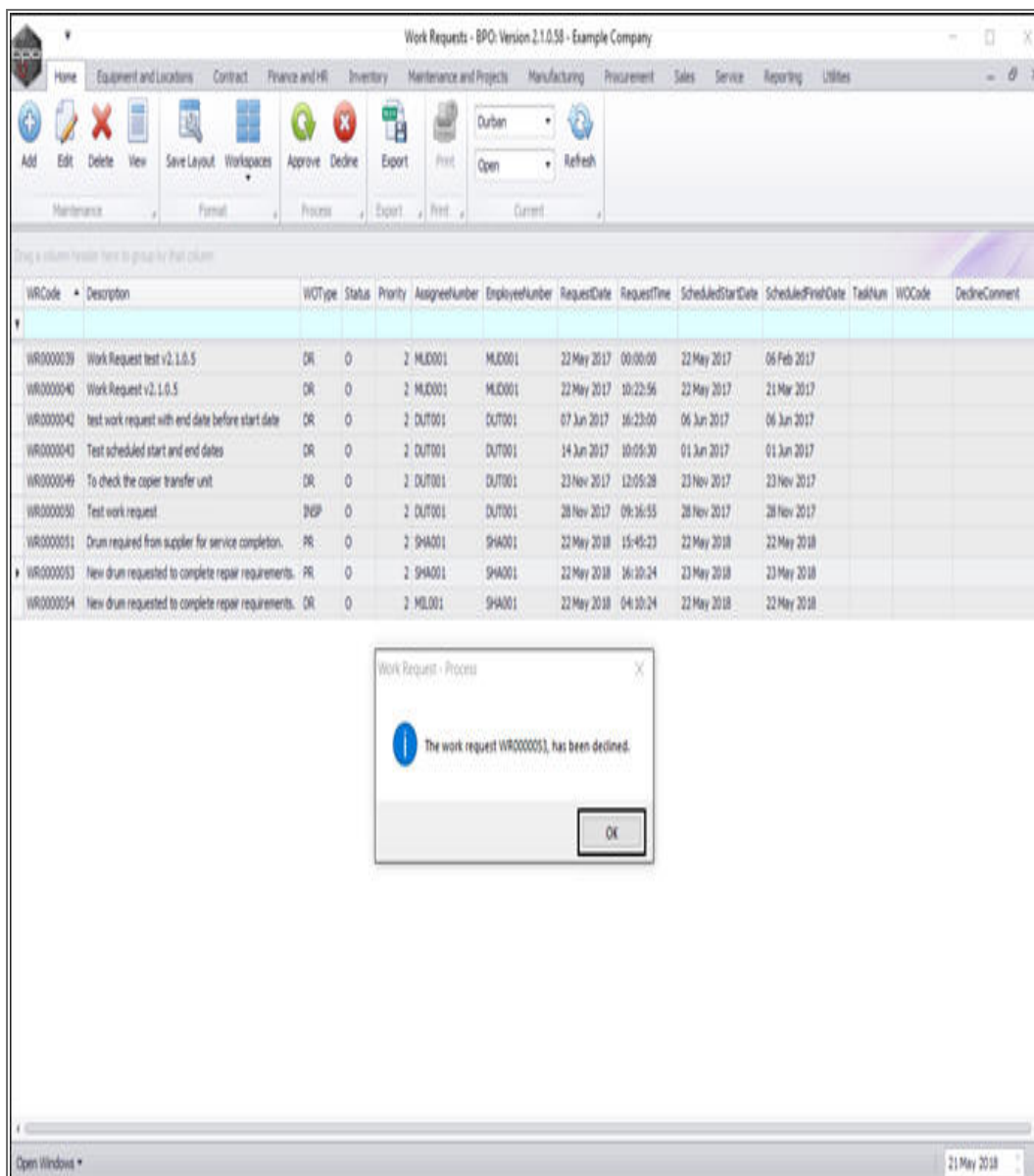
- When you have finished typing in the rejection comment, click on **Save**.





WRCODE	Description	WOType	Status	Priority	AssignedNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskRun	WOCode	DeclineComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MJC001	MJC001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request v2.1.0.5	DR	O	2	MJC001	MJC001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:09:30	01 Jun 2017	01 Jun 2017			
WR0000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:09:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	INSP	O	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:49:23	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR											

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



Work Requests - BPO: Version 2.1.0.58 - Example Company

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

Add Edit Delete View Save Layout Workspaces Approve Decline Export Print

Maintenance Formal Process Export Print Current

Drag a column header here to group by that column

WRCODE	Description	WOTYPE	Status	Priority	AssignedNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskRun	WOCODE	DeclineComment
WRC000039	Work Request test v2.1.0.5	DR	O	2	MJC001	MJC001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WRC000040	Work Request test v2.1.0.5	DR	O	2	MJC001	MJC001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WRC000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WRC000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:09:30	01 Jun 2017	01 Jun 2017			
WRC000046	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:09:28	23 Nov 2017	23 Nov 2017			
WRC000050	Test work request	INCP	O	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WRC000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WRC000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WRC000054	New drum requested to complete repair requirements.	DR	O	2	MLD001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

Work Request - Process

The work request WRC000051, has been declined.

OK

Open Window 21 May 2018

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



Work Requests - BPO: Version 2.1.0.58 - Example Company

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

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

Maintenance Portal Process Export Print Current

Drag a column header here to group by that column

WRCODE	Description	WOTYPE	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCODE	DedneComment
WR0000039	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR0000042	test work request with end date before start...	DR	O	2	DU7001	DU7001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR0000043	Test scheduled start and end dates	DR	O	2	DU7001	DU7001	14 Jun 2017	10:09:30	01 Jun 2017	01 Jun 2017			
WR0000049	To check the copier transfer unit	DR	O	2	DU7001	DU7001	23 Nov 2017	12:09:28	23 Nov 2017	23 Nov 2017			
WR0000050	Test work request	BGP	O	2	DU7001	DU7001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR0000051	Drum required from supplier for service comp...	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR0000054	New drum requested to complete repair requ...	DR	O	2	MLL001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

Open Windows 21 May 2018

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

Work Requests - BPO: Version 2.1.0.58 - Example Company

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

Add Edit Delete View Save Layout Workspaces Approve Decline Export Print

Maintenance Format Process Export Print

Drag a column header here to group by that column

VRCode	Description	WType	Status	Priority	AssigneeNumber	EmployeeNumber	StarDate	ScheduledFinishDate	TaskNum	WCode	DeclineComment
WR0000054	New drum requested to complete ...	DR	O	2	ML001	SHA001	18	22 May 2018			
WR0000051	Drum required from supplier for se...	PR	O	2	SHA001	SHA001	18	22 May 2018			
WR0000050	Test work request	NSP	O	2	OUT001	OUT001	28 Nov 2017 09:16:55	28 Nov 2017	28 Nov 2017		
WR0000049	To check the copier transfer unit	DR	O	2	OUT001	OUT001	23 Nov 2017 12:05:28	23 Nov 2017	23 Nov 2017		
WR0000043	Test scheduled start and end dates	DR	O	2	OUT001	OUT001	14 Jun 2017 10:05:30	01 Jun 2017	01 Jun 2017		
WR0000042	test work request with end date b...	DR	O	2	OUT001	OUT001	07 Jun 2017 16:23:00	06 Jun 2017	06 Jun 2017		
WR0000040	Work Request v2.1.0.5	DR	O	2	MUD001	MUD001	22 May 2017 10:22:56	22 May 2017	21 Mar 2017		
WR0000039	Work Request test v2.1.0.5	DR	O	2	MUD001	MUD001	22 May 2017 00:00:00	22 May 2017	06 Feb 2017		

Open Windows 23 May 2018

- 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.

Work Requests - BPO: Version 2.1.0.58 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and 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	ScheduledStartDate	ScheduledFinishDate	TaskIDNum	WOCODE	DeclineComment
WR0000053	New drum requested to complete ...	PR	C	2	SH4001	SH4001	22 May 2018	16:10:24	23 May 2018	23 May 2018			Customer has spare drum on site.
WR0000052	Drum Requested	DR	C	2	SH4001	ML001	22 May 2018	15:50:04	22 May 2018	22 May 2018		WO0001667	
WR0000048	Test deleting a work request	DRP	C	2	OUT001	OUT001	08 Nov 2017	08:10:46	08 Nov 2017	08 Nov 2017			
WR0000047	Test creating a work request link...	DR	C	2	OUT001	THA001	17 Aug 2017	11:41:01	17 Aug 2017	17 Aug 2017			
WR0000046	Work Request - Project	DR	C	2	MUD001	MUD001	14 Jul 2017	14:33:58	14 Jul 2017	14 Jul 2017		WO0001603	
WR0000045	Work Request	DR	C	2	MUD001	MUD001	13 Jul 2017	14:51:21	03 Jul 2017	03 Jul 2017		WO0001604	
WR0000044	Test work request - ensure projec...	DR	C	2	OUT001	OUT001	28 Jun 2017	10:44:35	28 Jun 2017	28 Jun 2017		WO0001504	
WR0000041	v2.0.7 - work request test	DR	C	2	MUD001	MUD001	02 Jun 2017	09:29:11	02 Jun 2017	02 Jun 2017			Test rejecting a work request.
WR0000038	work request 2	DR	C	2	MUD001	MUD001	12 Apr 2017	11:56:03	12 Apr 2017	12 Apr 2017		WO0001278	
WR0000037	Work request 1	DR	C	2	MUD001	MUD001	12 Apr 2017	11:55:02	12 Apr 2017	12 Apr 2017		WO0001277	
WR0000036	Work Request to a non client asset	DR	C	2	MUD001	MUD001	12 Apr 2017	11:22:24	12 Apr 2017	12 Apr 2017		WO0001271	Work Request to a non client asset
WR0000035	Work Request to client asset	DR	C	2	MUD001	MUD001	12 Apr 2017	11:21:18	12 Apr 2017	12 Apr 2017		WO0001270	
WR0000034	Work Request to client asset	DR	C	2	MUD001	MUD001	12 Apr 2017	00:00:00	12 Apr 2017	03 Apr 2017		WO0001274	
WR0000033	Work Request to non client location	IT	C	2	MUD001	THA001	12 Apr 2017	00:00:00	12 Apr 2017	12 Apr 2017			Declined
WR0000032	Work Request to client location	DR	C	2	MUD001	MUD001	12 Apr 2017	00:00:00	12 Apr 2017	12 Apr 2017			Declined
WR0000031	Work Request to client location	DR	C	2	MUD001	MUD001	12 Apr 2017	11:16:22	12 Apr 2017	12 Apr 2017		WO0001268	
WR0000030	Work Request to client location	DR	C	2	MUD001	MUD001	12 Apr 2017	11:10:09	12 Apr 2017	19 Apr 2017			
WR0000029	work order linked to client asset	DR	C	2	MUD001	SH4001	31 Mar 2017	12:50:38	31 Mar 2017	31 Mar 2017		WO0001272	
WR0000028	My Work - Work Request linked to...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:10:22	29 Mar 2017	29 Mar 2017			Declined
WR0000027	My Work - Work Request linked to...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:09:12	29 Mar 2017	29 Mar 2017			
WR0000026	My Work - Work Request linked to...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:08:18	29 Mar 2017	29 Mar 2017			
WR0000024	My Work - Work Request linked to...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:00:52	29 Mar 2017	29 Mar 2017		WO0001266	
WR0000023	Installation	DR	C	2	MUD001	MUD001	13 Feb 2017	12:25:56	13 Feb 2017	13 Feb 2017			Request declined
WR0000022	Replace bulbs	DR	C	2	MUD001	MUD001	13 Feb 2017	12:23:17	13 Feb 2017	16 Feb 2017			Request declined
WR0000021	Clean toilets	DR	C	2	MUD001	MUD001	13 Feb 2017	12:21:05	13 Feb 2017	17 Feb 2017			Toilets not included in contract
WR0000020	Repair printer	DR	C	2	MUD001	MUD001	13 Feb 2017	12:10:23	13 Feb 2017	13 Feb 2017		WO0001031	

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