

MAINTENANCE

WORK REQUESTS - INTRODUCTION

Work Requests can be raised for reactive maintenance, i.e. issues or problems found whilst a current service or maintenance job is being performed.

A Service / Technical Manager can check these work requests and approve or reject them as required. If approved, a Work Order is generated - which can then be assigned to an employee and then actioned.

Ribbon Access: Maintenance / Projects > Work Requests



- 1. The *Work Requests* listing screen will be displayed.
- 2. From this screen you can view a list of all the work requests for the *Site* and *Status* selected.
- 3. This screen will open by default in the **Open** status.



Introduction to Work Requests

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	WR0000040	Work Request v2.1.0.5		DR	0	2	MUD001	MUD001	22/05/2017	10:22:56	22/05/2017			
	WR0000042	test work request with end date	e before start date	DR	0	2	DUT001	DUT001	07/06/2017	16:23:00	06/06/2017			
	WR0000043	Test scheduled start and end da	ates	DR	0	2	DUT001	DUT001	14/06/2017	10:05:30	01/06/2017			
	WR0000049	To check the copier transfer uni	it	DR	0	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/2017			
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	WR0000056	test		DR	0	2	PIL001	PIL001	23/04/2020	16:39:27	23/04/2020			
	Count: 7	•												

WORK REQUEST STATUS

- 4. All the work requests in the *Work Request Listing* screen are sorted depending on the *Site* and *Status* selected:
 - Open
 - Completed
 - Closed
 - Deleted
 - Deferred



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RIBBON ACTION BUTTONS

The Work Requests ribbon action buttons will be available (bold) or unavailable (greyed out) depending on the status selection.

In this screen you can:

- Maintenance Add Work Request
- Maintenance Edit Work Request
- Maintenance Delete Work Request
- Maintenance View Work Request
- Work Requests Approve
- Work Requests Decline

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