

WORK REQUESTS

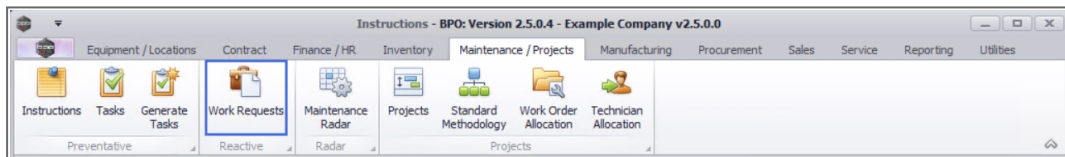
WORK REQUESTS – APPROVE

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** - The Work Order is created when the work request is approved..

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**.




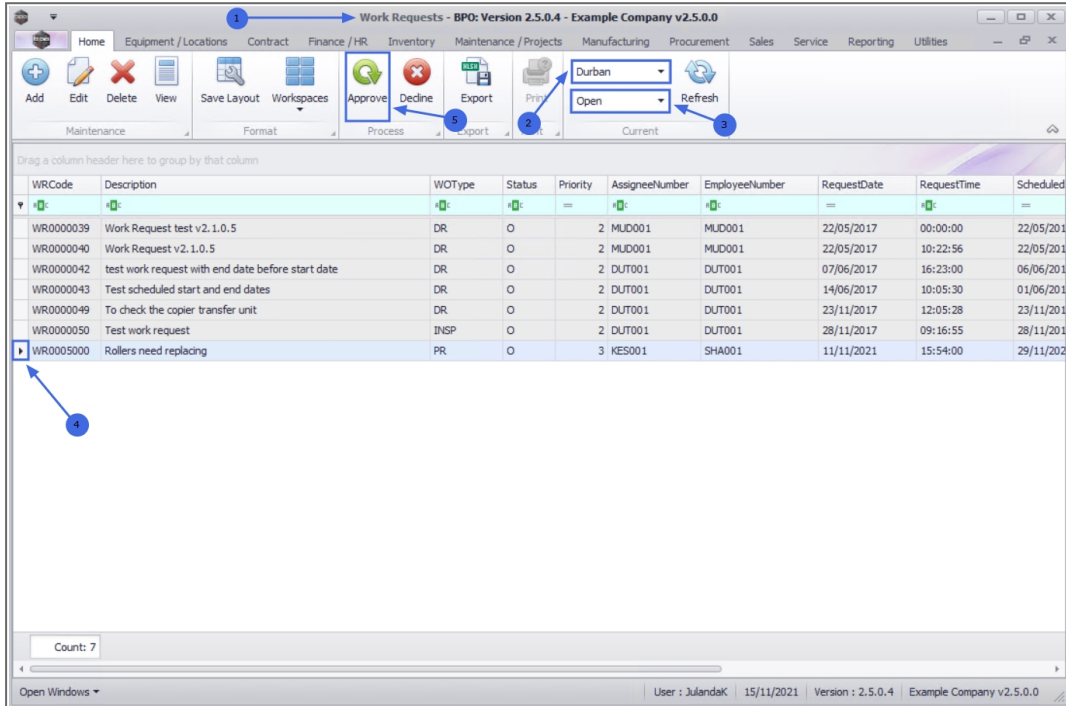
Note that a work request has to be in an **Open** status if you wish to **Approve** the work request.

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

APPROVE WORK REQUEST

5. Click on **Approve**.

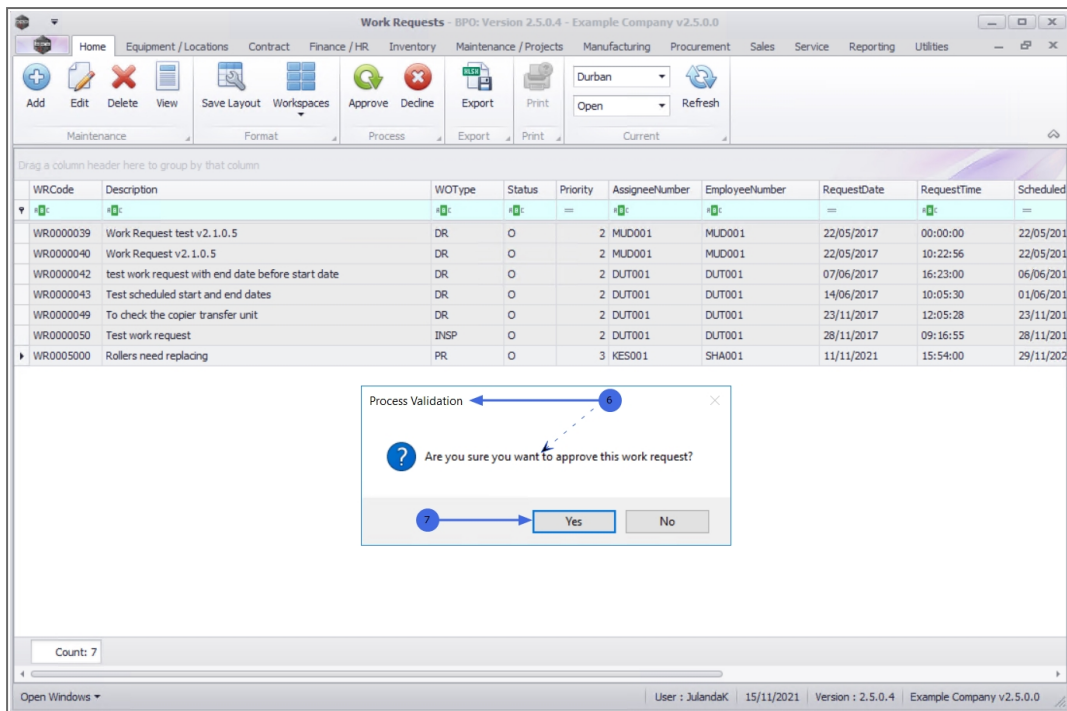
 Short cut key: *Right click* to display the **All groups** menu list. Click on **Approve**.



6. When you receive the **Process Validation** message to confirm;

- **Are you sure you want to approve this work request?**

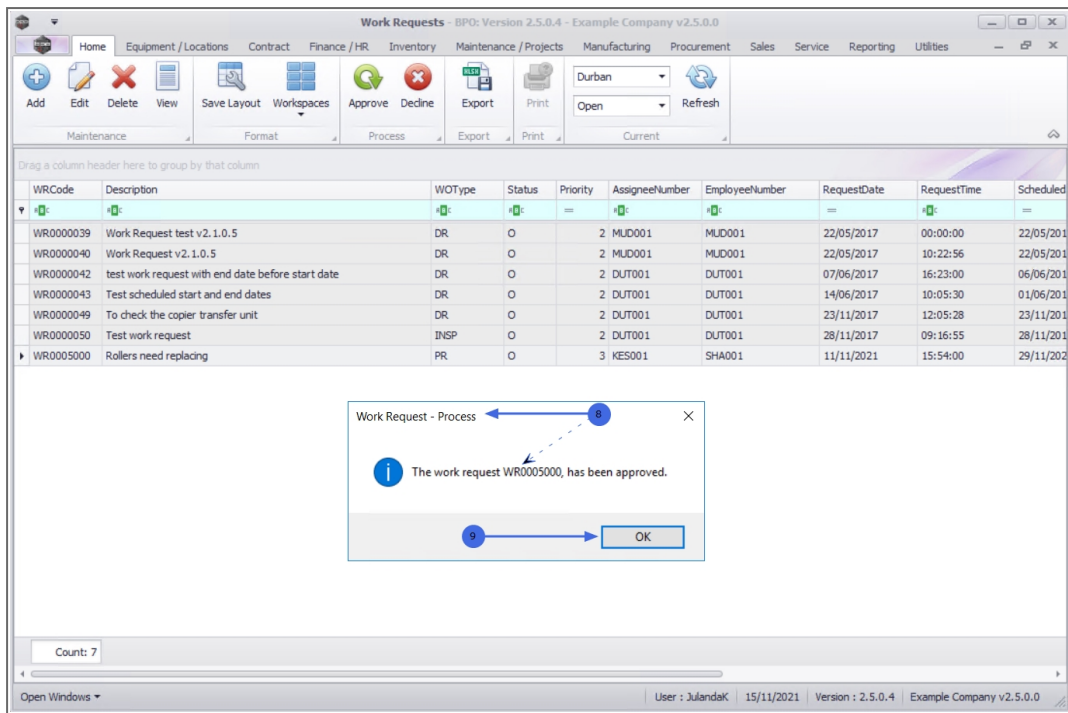
7. Click on **Yes**.



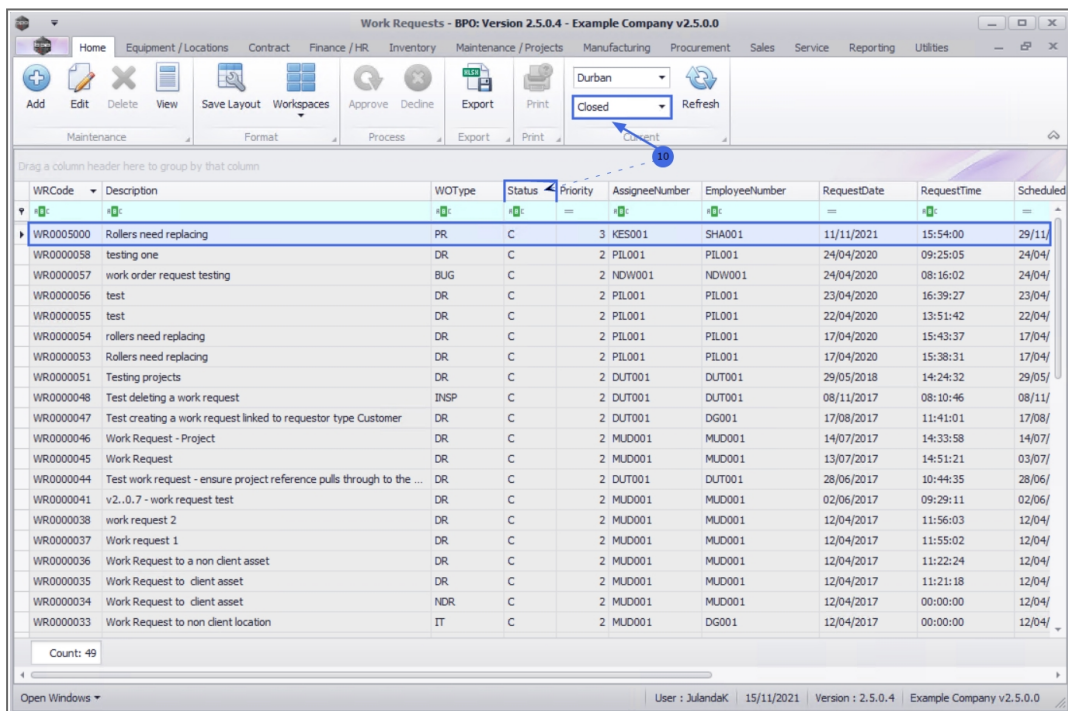
8. When you receive the **Work Request - Process** message to confirm that;

- **The work request WR[work request code], has been approved.**

9. Click on **OK**.

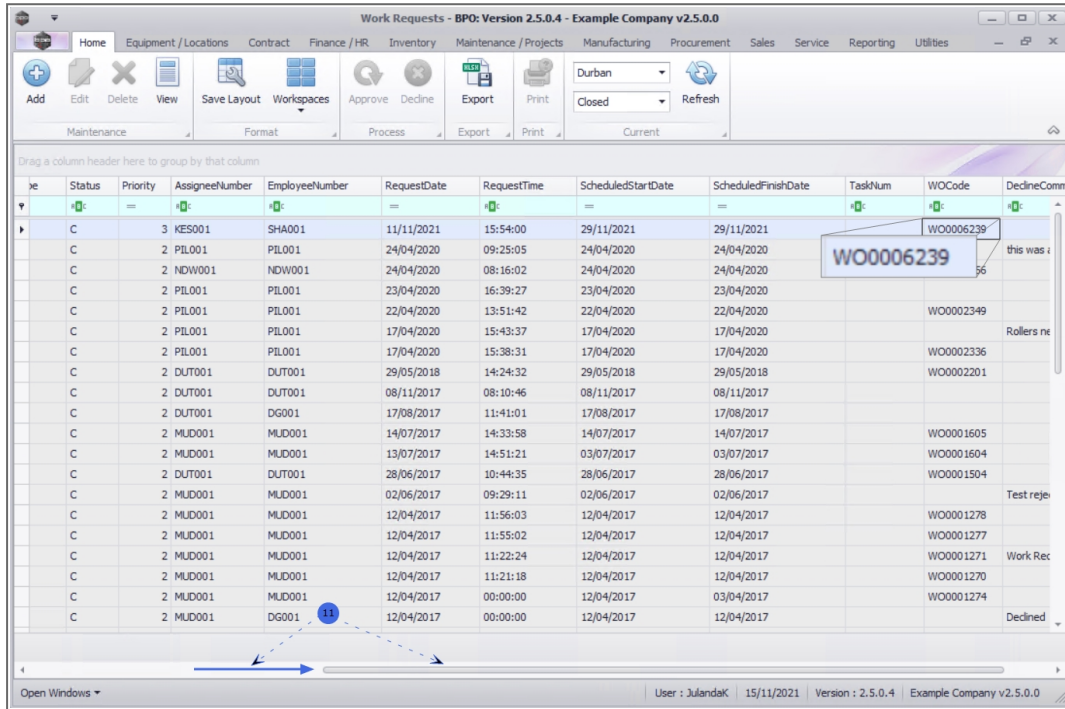


10. The approved work request can now be viewed in the **Work Requests** listing screen where the status is set to **Closed**.



VIEW WORK ORDER CODE

11. Use the bottom scroll bar to *scroll* to view the *Work Order Code* for the Work Request.
12. The Work Order has now been created and can be *assigned* to a Technician and *actioned*.



MNU.002.004

