

MAINTENANCE

WORK REQUESTS - DELETE A WORK REQUEST

Work requests are instructions for work to be done, which can then be checked by a technical / service manager and approved or rejected as required.

Ribbon Access: Maintenance / Projects > Work Requests

⊕ =				Ins	tructions -	BPO: Version	2.5.0.4 - Exa	mple Company	v2.5.0.0					x
	Equipmen	it / Locations	Contract	Finance / HR	Inventory	Maintenan	ce / Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	
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Instructions	a Tasks	Generate Tasks	Work Requests	Maintenance Radar	Projects	Standard Methodology	Work Order Allocation	Technician Allocation						
Pri	eventative	4	Reactive	Radar 4		Proje	ects	4						\diamond

- 1. The Work Requests listing screen will be displayed,
- 2. Select the *Site* where you would like to remove the work request from.
 - The example has *Durban* selected.
- 3. You can only delete a work requests with an O Open Status.
- 4. Select the *row* of the work request you wish to remove.
- 5. Click on *Delete*.

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



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	tenance	Format a Proc	cess	a Export	Print	4	Current	3		
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WRCode	Description			WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime
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WR0000039	Work Request test v2.1.0.5	5		DR	0	1	2 MUD001	MUD001	22/05/2017	00:00:00
WR0000040	Work Request v2.1.0.5			DR	0		2 MUD001	MUD001	22/05/2017	10:22:56
WR0000042	test work request with end	date before start date		DR	0	3	2 DUT001	DUT001	07/06/2017	16:23:00
WR0000043	Test scheduled start and en	d dates		DR.	0	1	2 DUT001	DUT001	14/06/2017	10:05:30
WR0000049	To check the copier transfer	r unit		DR.	0	3	2 DUT001	DUT001	23/11/2017	12:05:28
WR0000050	Test work request			INSP	0	:	2 DUT001	DUT001	28/11/2017	09:16:55
WR0000056	test			DR	0		2 PIL001	PIL001	23/04/2020	16:39:27
WR0005000	Rollers need replacing			PR	0	3	3 KES001	SHA001	11/11/2021	15:54:00
4										

- 6. When you receive the *Delete Work Request* message to confirm;
 - Are you sure you want to delete Work Request: WR [work request number]?
- 7. Click on *Yes* if you are certain about your selection, or
 - Click on *No* to ignore the request and to leave the work request in the Open status.



Drag a column header here to group by that column	-	dd Edit	Delete View	Save Layout	Workspaces	Approve Declin	e Exp		rint	Durba Open		fresh		
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WR0000056 test DR O 2 PIL001 23/04/2020 16:39:27 WR0005000 Rollers need replacing PR O 3 KES001 SHA001 11/11/2021 15:54:00		WR0000049	To check the copie	er transfer unit			DR	0		2	DUT001	DUT001	23/11/2017	12:05:28
WR0005000 Rollers need replacing PR O 3 KES001 SHA001 11/11/2021 15:54:00		WR0000050	Test work request	t			INSP	0		2	DUT001	DUT001	28/11/2017	09:16:55
Delete Work Request Are you sure you want to delete Work Request : WR0000056 ?	٠	WR0000056	test				DR	0		2	PIL001	PIL001	23/04/2020	16:39:27
Are you sure you want to delete Work Request : WR0000056 ?		WR0005000	Rollers need replacing					0		3	KES001	SHA001	11/11/2021	15:54:00

- 8. When you receive the message to confirm that;
 - Work Request Deleted.
- 9. Click on *OK*.



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WRCode Description WOType Status Priority AssigneeNumber RequestDate RequestTem 0: 0: 0: 0: 0: - 0: 0: - 0:	_	Mainte	nance	J Format	# Process	a Export	J Print	a l	Current	4		
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- The deleted work request will now be *removed* from the *Work Requests* listing screen where the status is set to *Open*.
- 11. To view the *Work Requests* change the status to *Closed*.



Maintenance - Delete Work Request

	Home	Equipment / Locations Contract Finance / HR Invent	ory Mainten	ance / Project	s Man	ufacturing Procu	rement Sales Se	ervice Repor	- 8
1	edit	Delete View Save Layout Workspaces Approve Ded	ine Export	Print	Durba		fresh		
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	WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTim
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•	WR0000001	test	DR	с	2	2 SHA001	SHA001	15/05/2014	14:41:47
1	WR000002	Test work request status change	DR	С	2	2 SHA001	SHA001	18/08/2014	12:17:46
	WR000003	Test approve work request	DR	С	2	2 DUT001	EMP123	14/05/2015	14:19:01
	WR000004	Test approve work request with note	DR	С	2	2 HAR001	DUT001	14/05/2015	15:12:10
	WR000005	Collect machine for repair	DR	С	2	2 DUT001	DUT001	29/05/2015	15:43:50
	WR000006	Collect Machine for Repairs	DR	С	2	2 DUT001	DUT001	29/05/2015	15:44:29
	WR000007	Service required for new machine	DR.	С	2	2 EMP123	DUT001	01/06/2015	09:28:07
	WR000008	Found rollers need replacing - check and test	DR.	С	3	3 DUT001	DUT001	24/07/2015	12:55:09
	WR000009	Test authorisation emails	DR.	С	2	2 DUT001	DUT001	07/09/2016	10:55:10
	WR0000012	Replace bulbs BPO2	INST	С	2	2 MUD001	RED001	13/02/2017	00:00:00
	WR0000013	Repair fridge Non dient BPO2	ATGI	С	2	2 MUD001	SHA001	13/02/2017	00:00:00
	WR0000014	Service Printer Non Client BPO2	Π	С	2	2 MUD001	MUD001	13/02/2017	11:22:18
	WR0000015	Check toners for client asset BPO2	DR	С	2	2 MUD001	MUD001	13/02/2017	11:30:48
	WR0000016	Replace Magenta toner client asset BPO2	PR	С	2	2 MUD001	MUD001	13/02/2017	00:00:00
	WR0000017	Service printet non client asset BPO2	SERV	С	2	2 MUD001	MUD001	13/02/2017	11:45:21
	WR0000018	Repair printer non dient asset BPO2	Π	С	2	2 MUD001	MUD001	13/02/2017	00:00:00
	WR0000019	Installation	DR	С	2	2 MUD001	MUD001	13/02/2017	11:50:10
	WR0000020	Repair printer	INST	С	2	2 MUD001	MUD001	13/02/2017	12:10:23
	WR0000021	Clean toilets	DR	С	2	2 MUD001	MUD001	13/02/2017	12:21:05
	WR0000022	Replace bulbs	DR	С	2	2 MUD001	MUD001	13/02/2017	12:23:17
	Count: 48								

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Help v2.5.0.14 - Pg 5 - Printed: 25/06/2024