

WORK REQUESTS

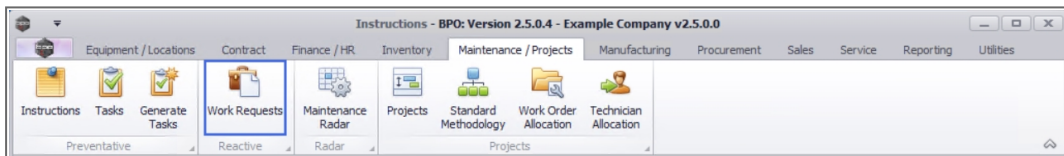
WORK REQUESTS - DECLINE

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**.

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**.




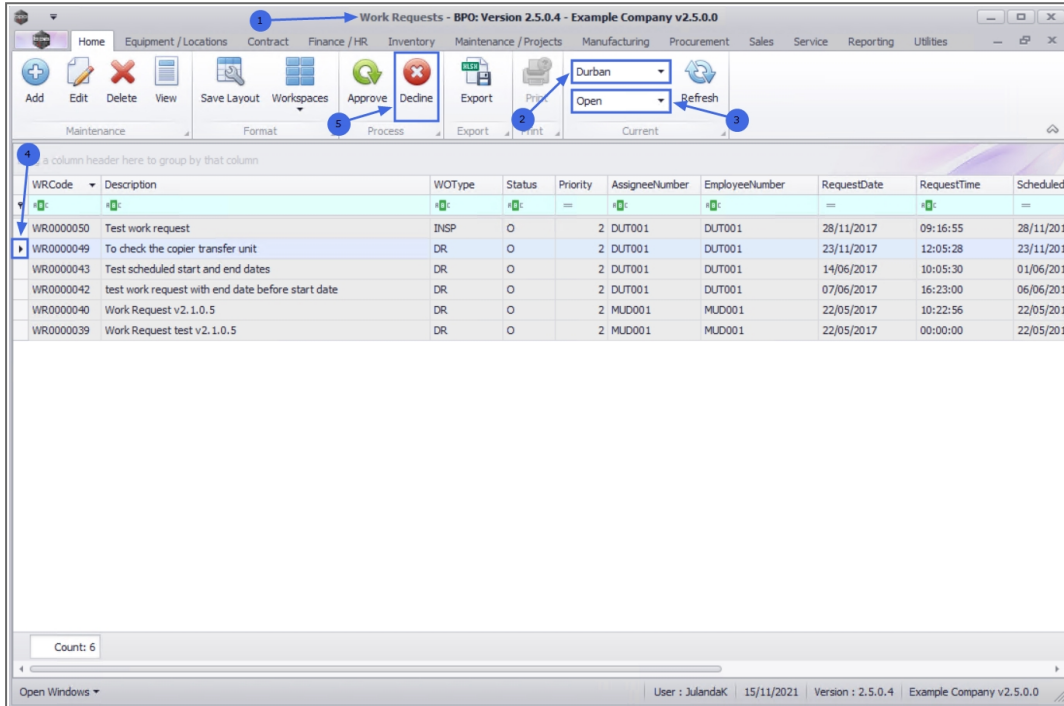
Note that a work request has to be in an **Open** status if you wish to **Decline** the work request.

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

DECLINE WORK REQUEST

5. Click on **Decline**.

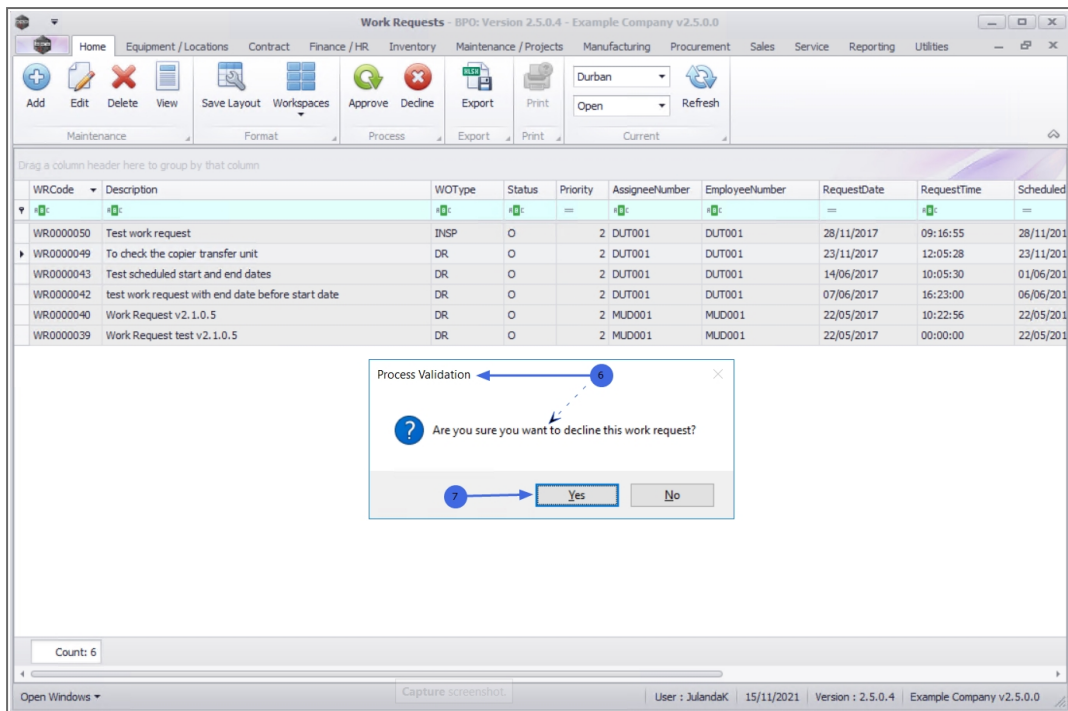
 Short cut key: **Right click** to display the **All groups** menu list. Click on **Decline**.



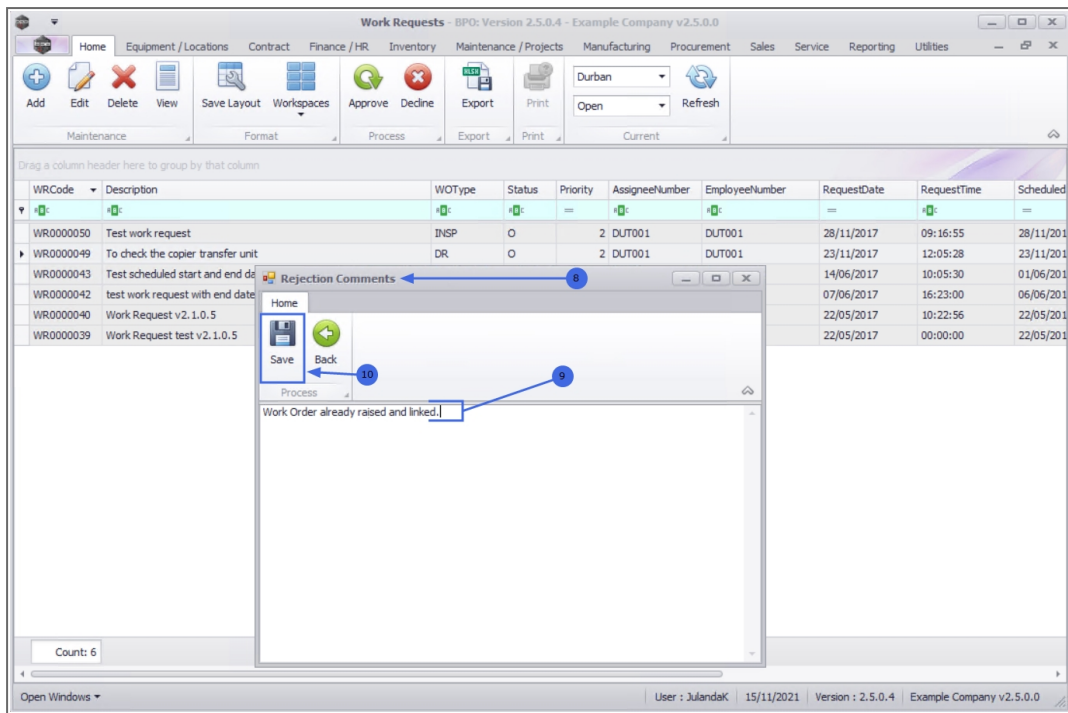
6. When you receive the **Process Validation** message to confirm;

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

7. Click on **Yes**.



8. The **Rejection Comments** screen will display.
9. Click in the text box and type in the **reason** this work request is being rejected.
10. When you have finished typing in the rejection reason, click on **Save**.



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

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

12. Click on **OK**.

The screenshot shows the 'Work Requests' application window. The main table displays a list of work requests with columns for WRCODE, Description, WOType, Status, Priority, AssigneeNumber, EmployeeNumber, RequestDate, RequestTime, and Scheduled. A dialog box titled 'Work Request - Process' is open, displaying an information icon and the message: 'The work request WR0000049, has been declined.' Below the message is an 'OK' button.

| WRCODE | Description | WOType | Status | Priority | AssigneeNumber | EmployeeNumber | RequestDate | RequestTime | Scheduled |
|-----------|---|--------|--------|----------|----------------|----------------|-------------|-------------|------------|
| WR0000050 | Test work request | INSP | O | 2 | DUT001 | DUT001 | 28/11/2017 | 09:16:55 | 28/11/2017 |
| WR0000049 | To check the copier transfer unit | DR | O | 2 | DUT001 | DUT001 | 23/11/2017 | 12:05:28 | 23/11/2017 |
| WR0000043 | Test scheduled start and end dates | DR | O | 2 | DUT001 | DUT001 | 14/06/2017 | 10:05:30 | 01/06/2017 |
| WR0000042 | test work request with end date before start date | DR | O | 2 | DUT001 | DUT001 | 07/06/2017 | 16:23:00 | 06/06/2017 |
| WR0000040 | Work Request v2.1.0.5 | DR | O | 2 | MUD001 | MUD001 | 22/05/2017 | 10:22:56 | 22/05/2017 |
| WR0000039 | Work Request test v2.1.0.5 | DR | O | 2 | MUD001 | MUD001 | 22/05/2017 | 00:00:00 | 22/05/2017 |

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



Note that the *rejection comment* has pulled through to the *Decline Comment* column.

Work Requests - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

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

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

Maintenance | 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 |
|-----------|-------------------------------------|--------|--------|----------|----------------|----------------|-------------|-------------|--------------------|---------------------|---------|-----------|-------------------------------|
| WR0005000 | Rollers need replacing | PR | C | 3 | KES001 | SHA001 | 11/11/2021 | 15:54:00 | 29/11/2021 | 29/11/2021 | | WO0006239 | |
| WR0000058 | testing one | DR | C | 2 | PIL001 | PIL001 | 24/04/2020 | 09:25:05 | 24/04/2020 | 24/04/2020 | | | this was a mistake |
| WR0000057 | work order request testing | BUG | C | 2 | NDW001 | NDW001 | 24/04/2020 | 08:16:02 | 24/04/2020 | 24/04/2020 | | WO0002356 | |
| WR0000056 | test | DR | C | 2 | PIL001 | PIL001 | 23/04/2020 | 16:39:27 | 23/04/2020 | 23/04/2020 | | | |
| WR0000055 | test | DR | C | 2 | PIL001 | PIL001 | 22/04/2020 | 13:51:42 | 22/04/2020 | 22/04/2020 | | WO0002349 | |
| WR0000054 | rollers need replacing | DR | C | 2 | PIL001 | PIL001 | 17/04/2020 | 15:43:37 | 17/04/2020 | 17/04/2020 | | | Rollers need to be procured |
| WR0000053 | rollers need replacing | DR | C | 2 | PIL001 | PIL001 | 17/04/2020 | 15:38:31 | 17/04/2020 | 17/04/2020 | | WO0002336 | |
| WR0000051 | Testing projects | DR | C | 2 | DUT001 | DUT001 | 29/05/2018 | 14:24:32 | 29/05/2018 | 29/05/2018 | | WO0002201 | |
| WR0000049 | To check the copier transfer unit | DR | C | 2 | DUT001 | DUT001 | 23/11/2017 | 12:05:28 | 23/11/2017 | 23/11/2017 | | | Work Order already raised... |
| WR0000048 | Test deleting a work request | INSP | C | 2 | DUT001 | DUT001 | 08/11/2017 | 08:10:46 | 08/11/2017 | 08/11/2017 | | | |
| WR0000047 | Test creating a work request lin... | DR | C | 2 | DUT001 | DG001 | 17/08/2017 | 11:41:01 | 17/08/2017 | 17/08/2017 | | | Note the rejection comments |
| WR0000046 | Work Request - Project | DR | C | 2 | MUD001 | MUD001 | 14/07/2017 | 14:33:58 | 14/07/2017 | 14/07/2017 | | WO0001605 | |
| WR0000045 | Work Request | DR | C | 2 | MUD001 | MUD001 | 13/07/2017 | 14:51:21 | 03/07/2017 | 03/07/2017 | | WO0001604 | |
| WR0000044 | Test work request - ensure proj... | DR | C | 2 | DUT001 | DUT001 | 28/06/2017 | 10:44:35 | 28/06/2017 | 28/06/2017 | | WO0001504 | |
| WR0000041 | v2..0.7 - work request test | DR | C | 2 | MUD001 | MUD001 | 02/06/2017 | 09:29:11 | 02/06/2017 | 02/06/2017 | | | Test rejecting a work requ... |
| WR0000038 | work request 2 | DR | C | 2 | MUD001 | MUD001 | 12/04/2017 | 11:56:03 | 12/04/2017 | 12/04/2017 | | WO0001278 | |
| WR0000037 | Work request 1 | DR | C | 2 | MUD001 | MUD001 | 12/04/2017 | 11:55:02 | 12/04/2017 | 12/04/2017 | | WO0001277 | |
| WR0000036 | Work Request to a non client as... | DR | C | 2 | MUD001 | MUD001 | 12/04/2017 | 11:22:24 | 12/04/2017 | 12/04/2017 | | WO0001271 | Work Request to a non cle... |
| WR0000035 | Work Request to client asset | DR | C | 2 | MUD001 | MUD001 | 12/04/2017 | 11:21:18 | 12/04/2017 | 12/04/2017 | | WO0001270 | |
| WR0000034 | Work Request to client asset | NDR | C | 2 | MUD001 | MUD001 | 12/04/2017 | 00:00:00 | 12/04/2017 | 03/04/2017 | | WO0001274 | |
| WR0000033 | Work Request to non client loca... | IT | C | 2 | MUD001 | DG001 | 12/04/2017 | 00:00:00 | 12/04/2017 | 12/04/2017 | | | Declined |

Count: 50

Open Windows | User: JulandaK | 15/11/2021 | Version: 2.5.0.4 | Example Company v2.5.0.0

MNU.002.008