

## PROJECTS

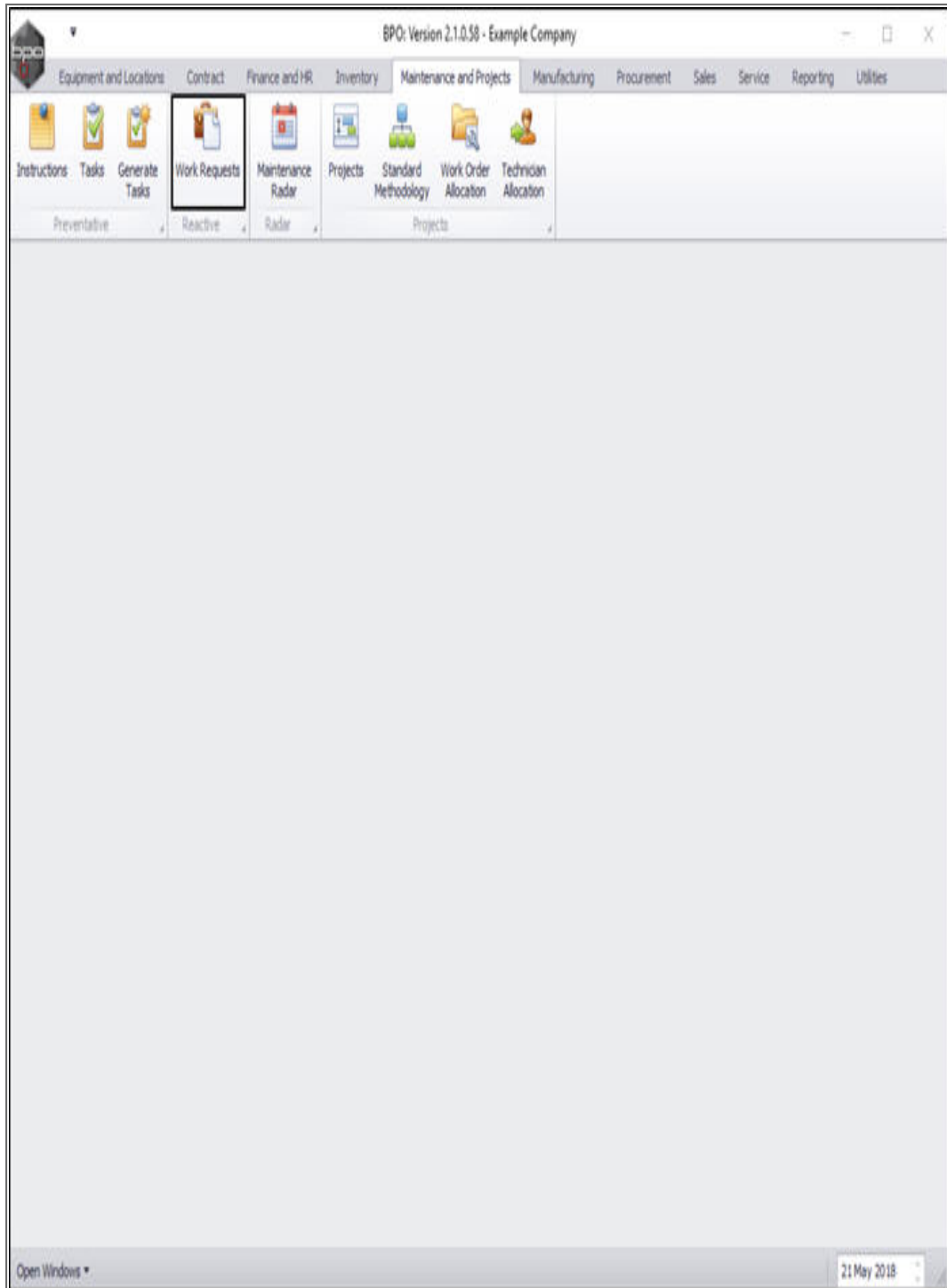
### WORK REQUESTS – APPROVE, DECLINE A WORK REQUEST

Add this screen to your quick launch short cut.

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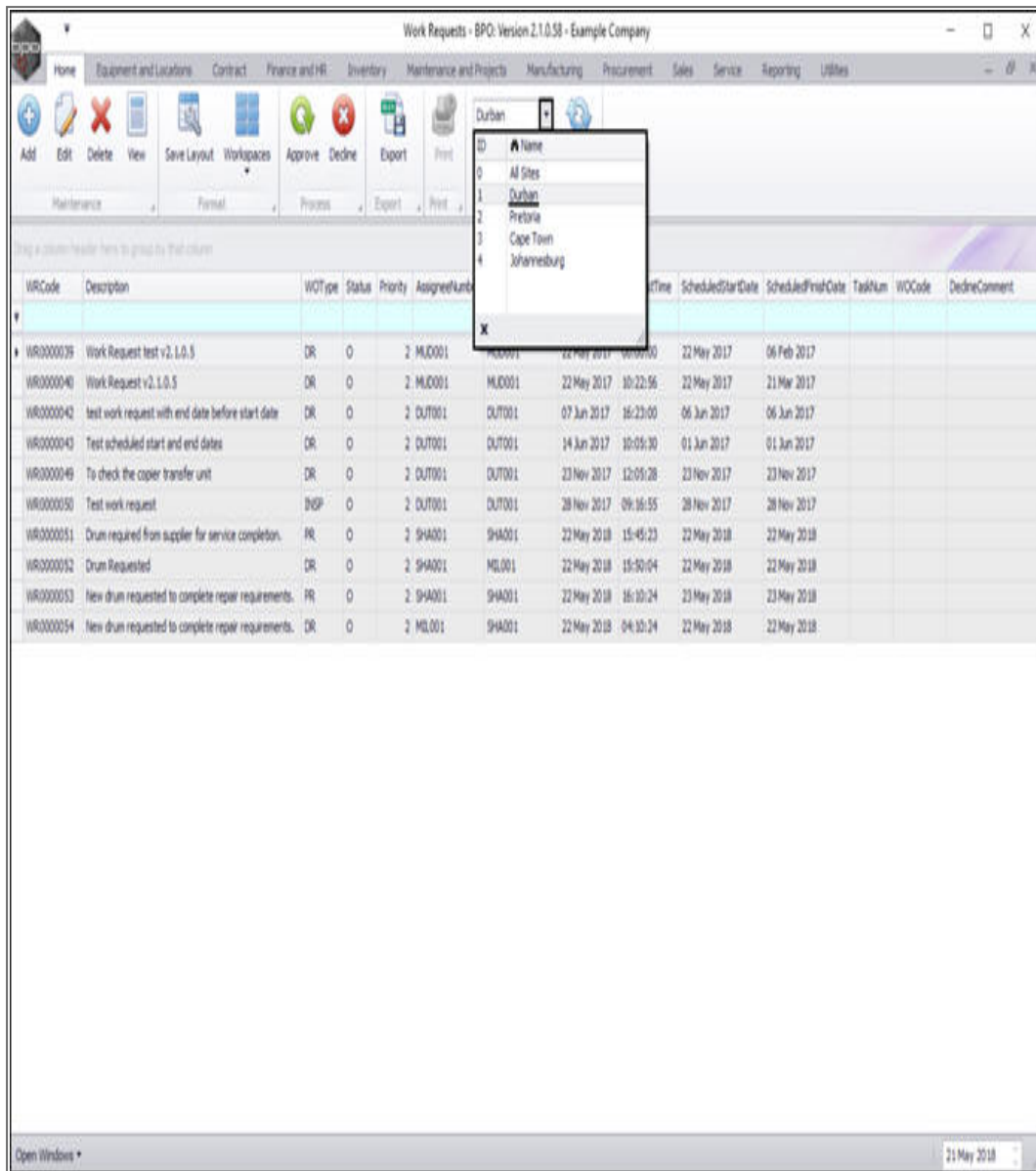
*Ribbon Access: Maintenance / Projects > Work Requests*

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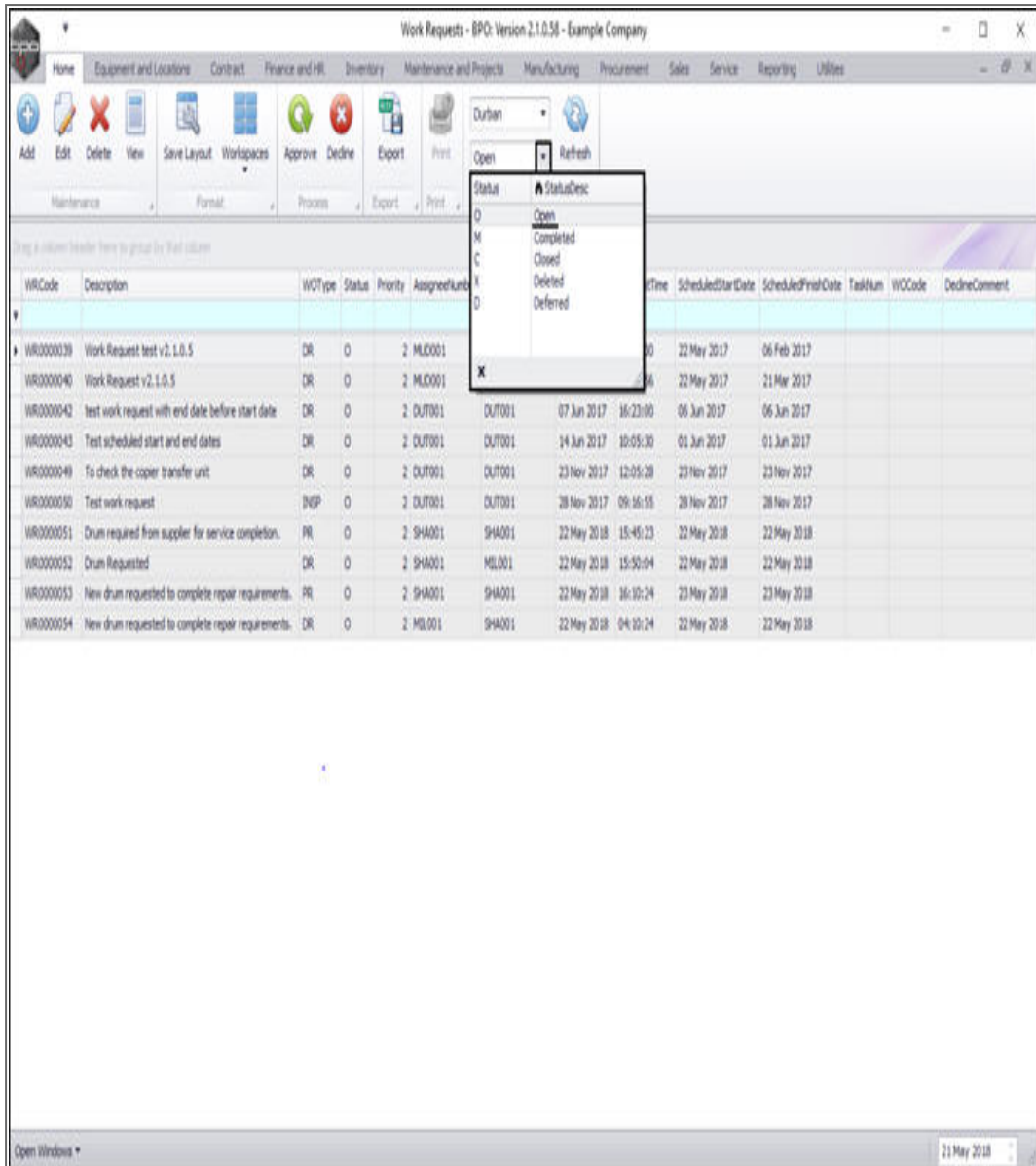


- The **Work Requests** listing screen will be displayed.
- Select the **site**.

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

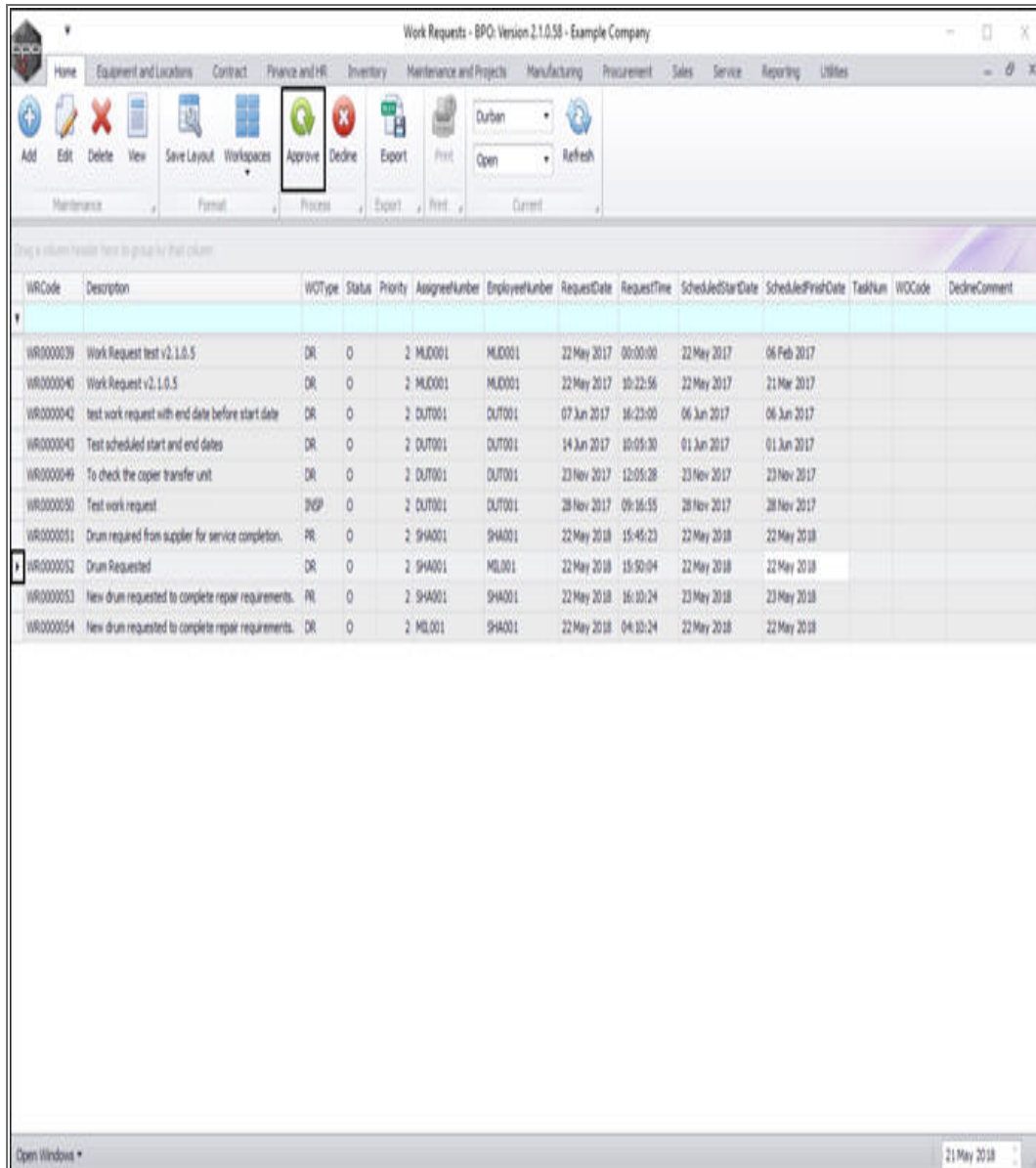


- Select the **status**.
  - This should be set to **Open**.



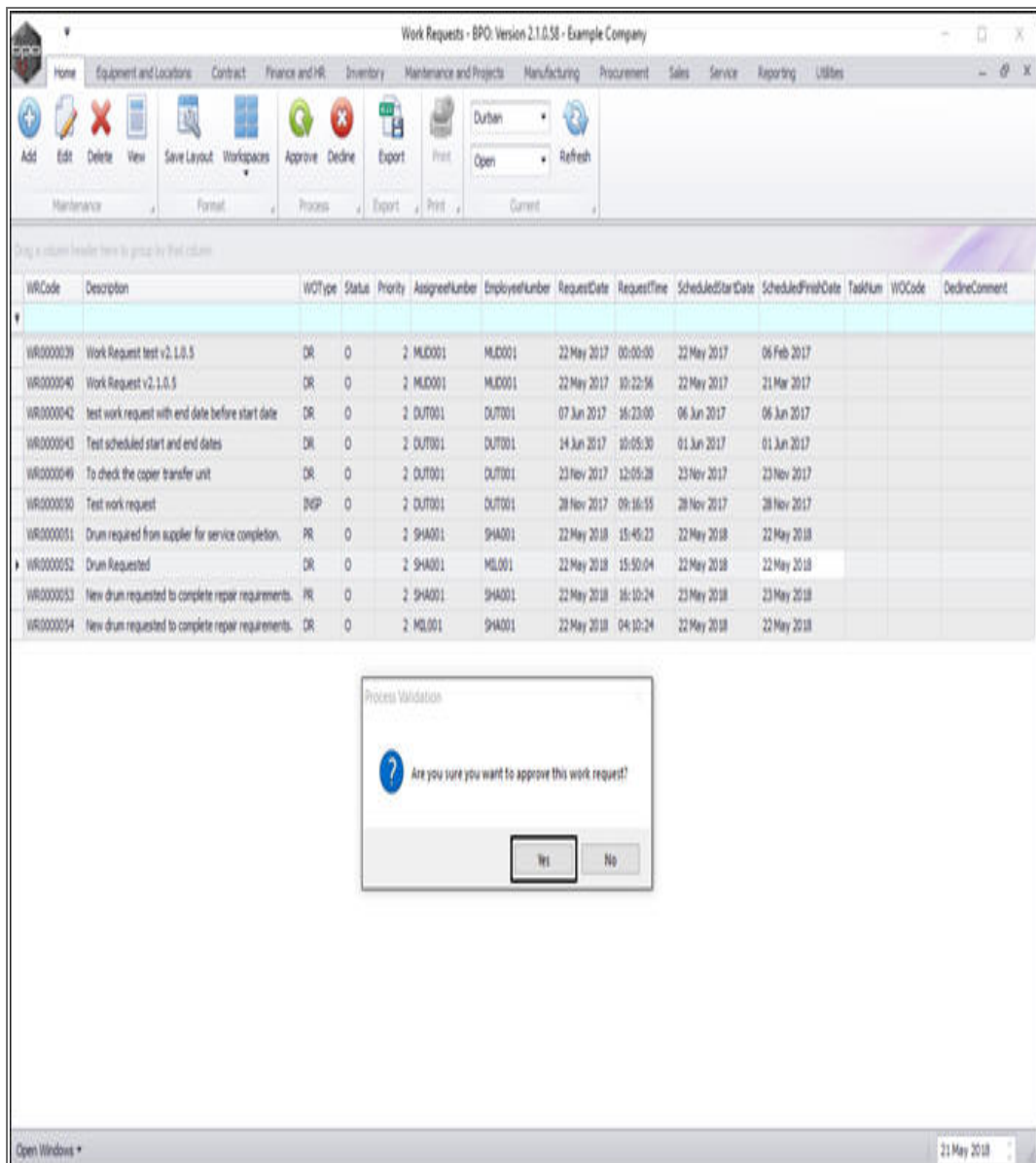
## APPROVE A WORK REQUEST

- Click on the **row selector** in front of the **work request** that you wish to **approve**.
- Click on **Approve**.



WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	SchedJedStarDate	SchedJedFristDate	TaskNum	WCode	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	0	2	MLD001	MLD001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR000040	Work Request v2.1.0.5	DR	0	2	MLD001	MLD001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR000042	test work request with end date before start date	DR	0	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR000043	Test scheduled start and end dates	DR	0	2	DUT001	DUT001	14 Jun 2017	10:09:30	01 Jun 2017	01 Jun 2017			
WR000049	To check the copier transfer unit	DR	0	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR000050	Test work request	DR	0	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR000051	Drum required from supplier for service completion.	PR	0	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR000052	Drum Requested	DR	0	2	SHA001	MLD001	22 May 2018	15:50:04	22 May 2018	22 May 2018			
WR000053	New drum requested to complete repair requirements.	PR	0	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR000054	New drum requested to complete repair requirements.	DR	0	2	MLD001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

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



The screenshot shows the 'Work Requests - BPO' software interface. The title bar indicates 'Work Requests - BPO: Version 2.1.0.58 - Example Company'. The menu bar includes Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. The toolbar contains icons for Add, Edit, Delete, View, Save Layout, Workspaces, Approve, Decline, Export, and Print. Below the toolbar is a table of work requests with the following columns: WRCode, Description, WOType, Status, Priority, AssigneeNumber, EmployeeNumber, RequestDate, RequestTime, ScheduledStartDate, ScheduledFinishDate, TaskNum, WOCODE, and DeclineComment.

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCODE	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	0		2 ML0001	ML0001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR000040	Work Request v2.1.0.5	DR	0		2 ML0001	ML0001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR000042	test work request with end date before start date	DR	0		2 DU7001	DU7001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR000043	Test scheduled start and end dates	DR	0		2 DU7001	DU7001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR000049	To check the copier transfer unit	DR	0		2 DU7001	DU7001	23 Nov 2017	12:09:28	23 Nov 2017	23 Nov 2017			
WR000050	Test work request	INP	0		2 DU7001	DU7001	28 Nov 2017	09:16:35	28 Nov 2017	28 Nov 2017			
WR000051	Drum required from supplier for service completion.	PR	0		2 SHA001	SHA001	22 May 2018	15:40:22	22 May 2018	22 May 2018			
WR000052	Drum Requested	DR	0		2 SHA001	ML0001	22 May 2018	15:50:04	22 May 2018	22 May 2018			
WR000053	New drum requested to complete repair requirements.	PR	0		2 SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR000054	New drum requested to complete repair requirements.	DR	0		2 ML0001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

A 'Process Validation' dialog box is displayed in the foreground, asking 'Are you sure you want to approve this work request?' with 'Yes' and 'No' buttons.

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

The screenshot shows the 'Work Requests - BPO' software interface. The main window displays a table of work requests with columns for WCode, Description, WOType, Status, Priority, AssigneeNumber, EmployeeNumber, RequestDate, RequestTime, ScheduledStartDate, ScheduledFinishDate, TaskNum, WCode, and DeclineComment. The status of the selected request (WR000052) is 'Open'. A dialog box titled 'Work Request - Process' is overlaid on the screen, displaying a blue information icon and the message: 'The work request WR000052, has been approved.' An 'OK' button is visible at the bottom right of the dialog box.

WCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WCode	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR000040	Work Request v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR000042	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			
WR000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR000050	Test work request	INSP	O	2	DUT001	DUT001	28 Nov 2017	09:16:35	28 Nov 2017	28 Nov 2017			
WR000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:40:22	22 May 2018	22 May 2018			
WR000052	Drum Requested	DR	O	2	SHA001	MLD001	22 May 2018	15:50:04	22 May 2018	22 May 2018			
WR000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR000054	New drum requested to complete repair requirements.	DR	O	2	MLD001	SHA001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

- 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 | Durban | Open | Refresh

Maintenance | Parcel | Process | Export | Print | Current

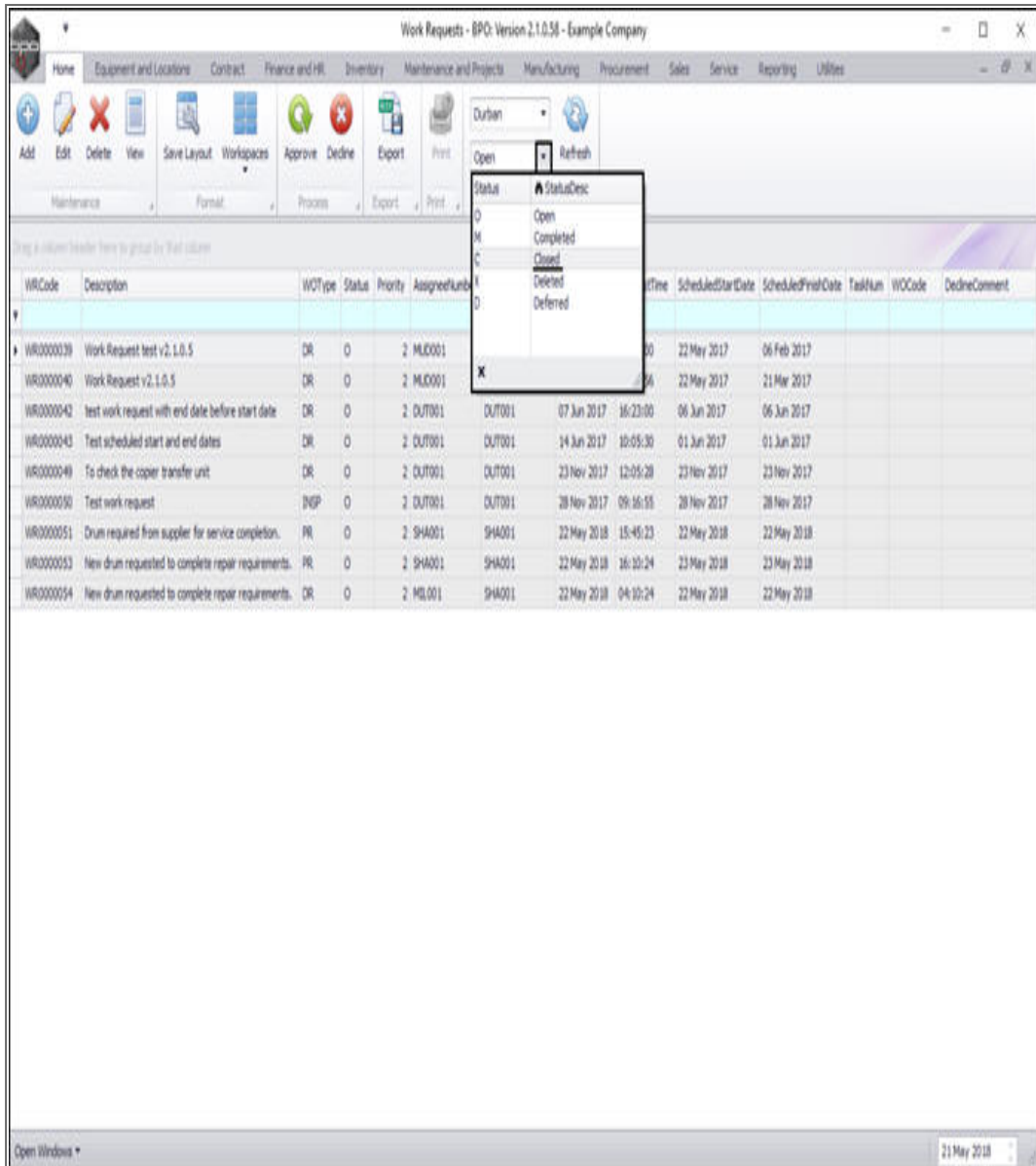
Drag a column header here to group by that column

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	SchedJedStarDate	SchedJedPrintDate	TaskNum	WCode	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	O		2 ML0001	ML0001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR000040	Work Request v2.1.0.5	DR	O		2 ML0001	ML0001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR000042	test work request with end date before start date	DR	O		2 DU7001	DU7001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR000043	Test scheduled start and end dates	DR	O		2 DU7001	DU7001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR000049	To check the copier transfer unit	DR	O		2 DU7001	DU7001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR000050	Test work request	DR	O		2 DU7001	DU7001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR000051	Drum required from supplier for service completion.	PR	O		2 SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR000053	New drum requested to complete repair requirements.	PR	O		2 SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR000054	New drum requested to complete repair requirements.	DR	O		2 ML0001	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**.





WRCode	Description	WOType	Status	Priority	Assignee	TaskNum	WCode	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	O	2	ML0001			
WR000040	Work Request v2.1.0.5	DR	O	2	ML0001			
WR000042	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
WR000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017 10:55:30	01 Jun 2017 01 Jun 2017
WR000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017 12:05:28	23 Nov 2017 23 Nov 2017
WR000050	Test work request	INSP	O	2	DUT001	DUT001	28 Nov 2017 09:36:55	28 Nov 2017 28 Nov 2017
WR000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018 15:45:23	22 May 2018 22 May 2018
WR000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018 16:10:24	23 May 2018 23 May 2018
WR000054	New drum requested to complete repair requirements.	DR	O	2	ML001	SHA001	22 May 2018 04:10:24	22 May 2018 22 May 2018

- 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.

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	AssignedNumber	EmployeeNumber	RequestDate	RequestTime	ScheduleStartDate	ScheduleFinishDate	TaskRun	WCode	DeclineComment
WR000052	Drum Requested	DR	C	2	SHA001	MIL001	22 May 2018	15:50:04	22 May 2018	22 May 2018		W00001667	
WR000048	Test deleting a work request	BSP	C	2	OUT001	OUT001	08 Nov 2017	08:10:46	08 Nov 2017	08 Nov 2017			
WR000047	Test creating a work request linked ...	DR	C	2	OUT001	TWA001	17 Aug 2017	11:41:01	17 Aug 2017	17 Aug 2017			
WR000046	Work Request - Project	DR	C	2	MUD001	MUD001	14 Jul 2017	14:33:58	14 Jul 2017	14 Jul 2017		W00001605	
WR000045	Work Request	...	DR	C	2	MUD001	MUD001	13 Jul 2017	14:51:21	03 Jul 2017		W00001604	
WR000044	Test work request - ensure project ...	DR	C	2	OUT001	OUT001	28 Jun 2017	16:44:35	28 Jun 2017	28 Jun 2017		W00001504	
WR000041	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.
WR000038	work request 2	DR	C	2	MUD001	MUD001	12 Apr 2017	11:56:03	12 Apr 2017	12 Apr 2017		W00001278	
WR000037	Work request 1	DR	C	2	MUD001	MUD001	12 Apr 2017	11:55:02	12 Apr 2017	12 Apr 2017		W00001277	
WR000036	Work Request to a non client asset	DR	C	2	MUD001	MUD001	12 Apr 2017	11:22:24	12 Apr 2017	12 Apr 2017		W00001271	Work Request to a non client ...
WR000035	Work Request to client asset	DR	C	2	MUD001	MUD001	12 Apr 2017	11:21:18	12 Apr 2017	12 Apr 2017		W00001270	
WR000034	Work Request to client asset	DR	C	2	MUD001	MUD001	12 Apr 2017	00:00:00	12 Apr 2017	03 Apr 2017		W00001274	
WR000033	Work Request to non client location	IT	C	2	MUD001	TWA001	12 Apr 2017	00:00:00	12 Apr 2017	12 Apr 2017			Declined
WR000032	Work Request to client location	DR	C	2	MUD001	MUD001	12 Apr 2017	00:00:00	12 Apr 2017	12 Apr 2017			Declined
WR000031	Work Request to client location	DR	C	2	MUD001	MUD001	12 Apr 2017	11:16:22	12 Apr 2017	12 Apr 2017		W00001268	
WR000030	Work Request to client location	BNGT	C	2	MUD001	MUD001	12 Apr 2017	11:10:09	12 Apr 2017	19 Apr 2017			
WR000029	work order linked to client asset	DR	C	2	MUD001	SHA001	31 Mar 2017	12:50:38	31 Mar 2017	31 Mar 2017		W00001272	
WR000028	My Work - Work Request linked to ...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:10:22	29 Mar 2017	29 Mar 2017			Declined
WR000027	My Work - Work Request linked to ...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:09:12	29 Mar 2017	29 Mar 2017			
WR000026	My Work - Work Request linked to ...	DR	C	2	MUD001	MUD001	29 Mar 2017	10:08:18	29 Mar 2017	29 Mar 2017			
WR000024	My Work - Work Request linked to ...	BNGT	C	2	MUD001	MUD001	29 Mar 2017	10:00:52	29 Mar 2017	29 Mar 2017		W00001266	
WR000023	Installation	DR	C	2	MUD001	MUD001	13 Feb 2017	12:25:56	13 Feb 2017	13 Feb 2017			Request declined
WR000022	Replace bulbs	DR	C	2	MUD001	MUD001	13 Feb 2017	12:23:17	13 Feb 2017	16 Feb 2017			Request declined
WR000020	Clean toilets	DR	C	2	MUD001	MUD001	13 Feb 2017	12:21:05	13 Feb 2017	17 Feb 2017			Toilets not included in contract
WR000020	Repair printer	BNGT	C	2	MUD001	MUD001	13 Feb 2017	12:10:23	13 Feb 2017	13 Feb 2017		W00001031	
WR000019	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**.

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCODE	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	09:00:00	22 May 2017	06 Feb 2017			
WR000040	Work Request v2.1.0.5	DR	O	2	MLD001	MLD001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR000042	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			
WR000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR000050	Test work request	INP	O	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:49:23	22 May 2018	22 May 2018			
WR000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	22 May 2018	22 May 2018			
WR000054	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 **Process Validation** message box will pop up asking;
  - **Are you sure you want to decline this work request?**
- Click on **Yes**.

The screenshot shows the 'Work Requests - BPO' software interface. The main window displays a table of work requests with the following columns: WRCode, Description, WOType, Status, Priority, AssigneeNumber, EmployeeNumber, RequestDate, RequestTime, ScheduledStartDate, ScheduledFinishDate, TaskNum, WOCODE, and DeclineComment. The table contains several rows of data, including work requests for testing and drum repair.

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCODE	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	0	2	ML0001	ML0001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR000040	Work Request v2.1.0.5	DR	0	2	ML0001	ML0001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR000042	test work request with end date before start date	DR	0	2	DUT001	DUT001	07 Jun 2017	16:23:00	06 Jun 2017	06 Jun 2017			
WR000043	Test scheduled start and end dates	DR	0	2	DUT001	DUT001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR000049	To check the copier transfer unit	DR	0	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR000050	Test work request	INSP	0	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR000051	Drum required from supplier for service completion.	PR	0	2	SH0001	SH0001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR000053	New drum requested to complete repair requirements.	PR	0	2	SH0001	SH0001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR000054	New drum requested to complete repair requirements.	DR	0	2	ML0001	SH0001	22 May 2018	04:10:24	22 May 2018	22 May 2018			

A 'Process Validation' dialog box is overlaid on the table, containing a question mark icon and the text: 'Are you sure you want to decline this work request?'. Below the text are two buttons: 'Yes' and 'No'.

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

The screenshot shows the 'Work Requests - BPO: Version 2.1.0.58 - Example Company' application window. The interface includes a menu bar with options like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with icons for Add, Edit, Delete, View, Save Layout, Workspaces, Approve, Decline, Export, and Print. A dropdown menu is open, showing 'Durban' and 'Open' options, with a 'Refresh' button next to it.

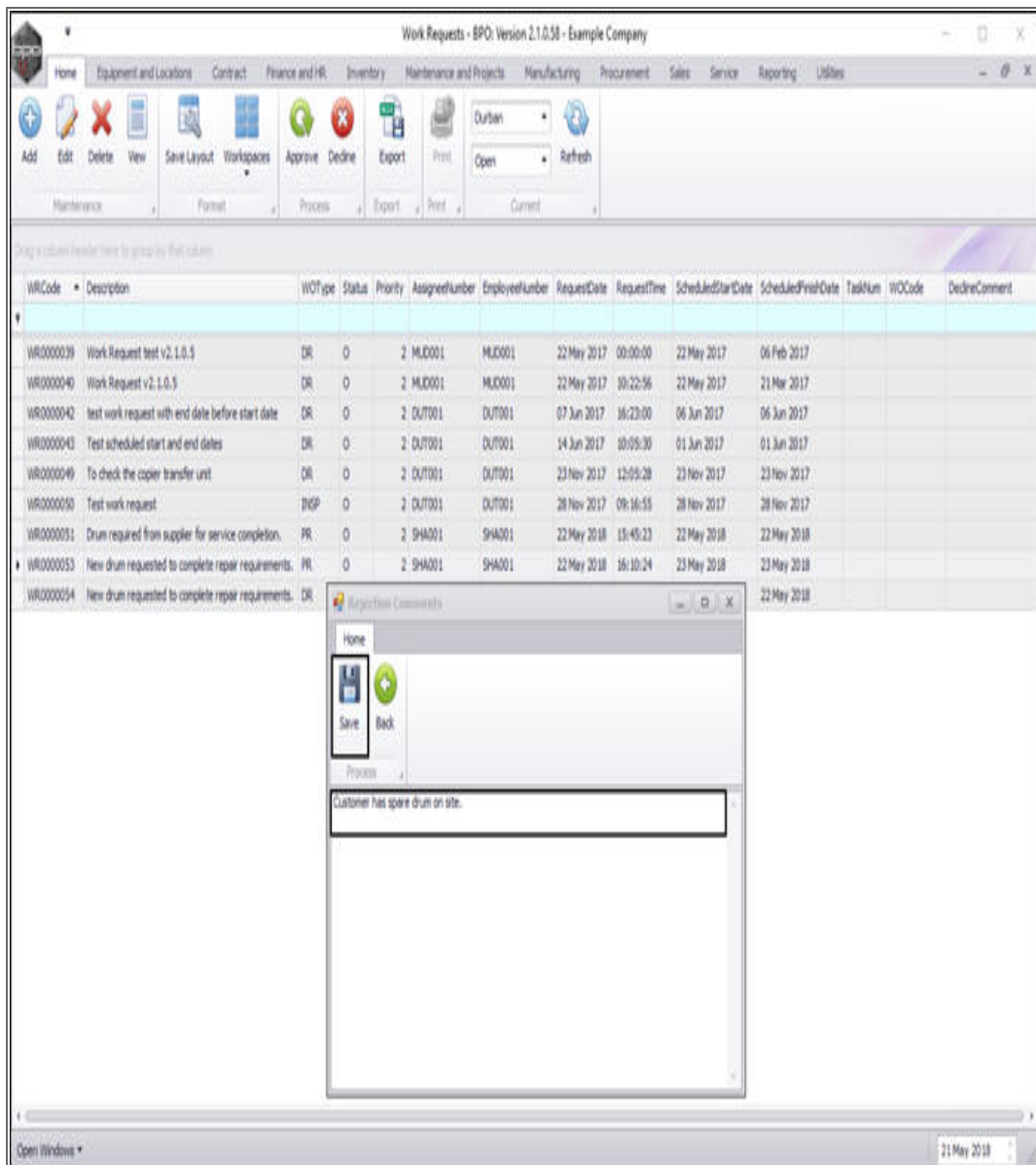
The main area displays a table of work requests with the following columns: WRCode, Description, WOType, Status, Priority, AssigneeNumber, EmployeeNumber, RequestDate, RequestTime, ScheduledStartDate, ScheduledFinishDate, TaskNum, WOCODE, and DeclineComment. The table contains several rows of data, including work requests for testing and repair requirements.

A 'Rejection Comments' dialog box is open in the foreground, showing a 'Home' button, a 'Save' button, and a 'Back' button. The dialog box is currently empty, indicating that the user is in the process of entering a rejection comment.

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCODE	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	O	2	MUC001	MUC001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR000040	Work Request test v2.1.0.5	DR	O	2	MUC001	MUC001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR000042	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			
WR000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR000050	Test work request	INSP	O	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR000054	New drum requested to complete repair requirements.	DR								22 May 2018			

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





The screenshot shows the 'Work Requests - BPO: Version 2.1.0.58 - Example Company' application. The main window displays a table of work requests with columns: WRCode, Description, WOType, Status, Priority, AssigneeNumber, EmployeeNumber, RequestDate, RequestTime, ScheduledStartDate, ScheduledFinishDate, TaskNum, WOCode, and DeclineComment. A dialog box titled 'Reject/Decline Comments' is open, showing a 'Save' button and a text area containing the comment: 'Customer has spare drum on site.'

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCode	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	O	2	MJC001	MJC001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR000040	Work Request v2.1.0.5	DR	O	2	MJC001	MJC001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR000042	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			
WR000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14 Jun 2017	10:05:30	01 Jun 2017	01 Jun 2017			
WR000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23 Nov 2017	12:05:28	23 Nov 2017	23 Nov 2017			
WR000050	Test work request	INSP	O	2	DUT001	DUT001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR000051	Drum required from supplier for service completion.	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR000053	New drum requested to complete repair requirements.	PR	O	2	SHA001	SHA001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR000054	New drum requested to complete repair requirements.	DR								22 May 2018			

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

The screenshot displays the 'Work Requests - BPO' software interface. The main window shows a table of work requests with columns for WRCode, Description, WOType, Status, Priority, AssigneeNumber, EmployeeNumber, RequestDate, RequestTime, ScheduledStartDate, ScheduledFinishDate, TaskNum, WOCODE, and DeclineComment. A dialog box titled 'Work Request - Process' is open, displaying an information icon and the message: 'The work request WR0000051, has been declined.' with an 'OK' button.

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	ML0001	ML0001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR0000040	Work Request test v2.1.0.5	DR	O	2	ML0001	ML0001	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	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	SH0001	SH0001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR0000053	New drum requested to complete repair requirements.	PR	O	2	SH0001	SH0001	22 May 2018	16:10:24	23 May 2018	23 May 2018			
WR0000054	New drum requested to complete repair requirements.	DR	O	2	ML0001	SH0001	22 May 2018	04:10:24	22 May 2018	22 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

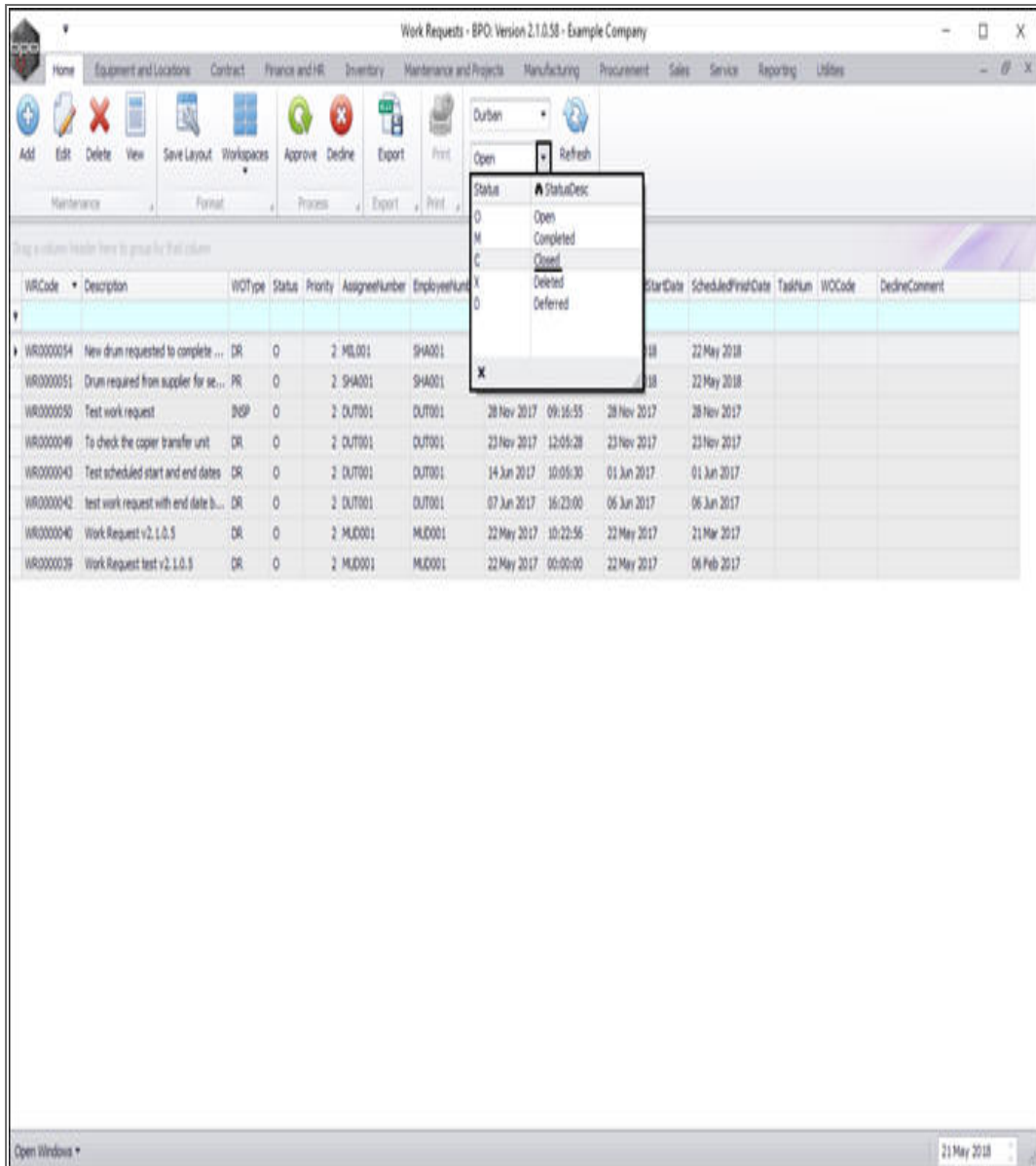
Maintenance Portal Process Export Print Current

Drag a column header here to group by that column

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	SchedJedStarDate	ScheduledFinishDate	TaskNum	WCode	DeclineComment
WR000039	Work Request test v2.1.0.5	DR	O	2	ML0001	ML0001	22 May 2017	00:00:00	22 May 2017	06 Feb 2017			
WR000040	Work Request v2.1.0.5	DR	O	2	ML0001	ML0001	22 May 2017	10:22:56	22 May 2017	21 Mar 2017			
WR000042	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			
WR000043	Test scheduled start and end dates	DR	O	2	DU7001	DU7001	14 Jun 2017	10:09:30	01 Jun 2017	01 Jun 2017			
WR000049	To check the copier transfer unit	DR	O	2	DU7001	DU7001	23 Nov 2017	12:09:28	23 Nov 2017	23 Nov 2017			
WR000050	Test work request	BGP	O	2	DU7001	DU7001	28 Nov 2017	09:16:55	28 Nov 2017	28 Nov 2017			
WR000051	Drum required from supplier for service comp...	PR	O	2	SHA001	SHA001	22 May 2018	15:45:23	22 May 2018	22 May 2018			
WR000054	New drum requested to complete repair requ...	DR	O	2	ML001	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**.



- 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

Drop a column header here to group by that column

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WOCCode	DeclineComment
WR000053	New drum requested to complete ...	PR	C	2	SH401	SH401	22 May 2018	16:10:24	23 May 2018	23 May 2018			Customer has spare drum on site.
WR000052	Drum Requested	DR	C	2	SH401	ML001	22 May 2018	15:50:04	22 May 2018	22 May 2018		WO0001667	
WR000048	Test deleting a work request	DRP	C	2	DU7001	DU7001	08 Nov 2017	08:10:46	08 Nov 2017	08 Nov 2017			
WR000047	Test creating a work request link...	DR	C	2	DU7001	THA001	17 Aug 2017	11:41:01	17 Aug 2017	17 Aug 2017			
WR000046	Work Request - Project	DR	C	2	MJ0001	MJ0001	14 Jul 2017	14:33:58	14 Jul 2017	14 Jul 2017		WO0001603	
WR000045	Work Request	...	DR	C	2	MJ0001	MJ0001	13 Jul 2017	14:51:21	03 Jul 2017	03 Jul 2017	WO0001604	
WR000044	Test work request - ensure projec...	DR	C	2	DU7001	DU7001	28 Jun 2017	10:44:35	28 Jun 2017	28 Jun 2017		WO0001504	
WR000041	v2. 0.7 - work request test	DR	C	2	MJ0001	MJ0001	02 Jun 2017	09:29:11	02 Jun 2017	02 Jun 2017			Test rejecting a work request.
WR000038	work request 2	DR	C	2	MJ0001	MJ0001	12 Apr 2017	11:56:03	12 Apr 2017	12 Apr 2017		WO0001278	
WR000037	Work request 1	DR	C	2	MJ0001	MJ0001	12 Apr 2017	11:55:02	12 Apr 2017	12 Apr 2017		WO0001277	
WR000036	Work Request to a non dent asset	DR	C	2	MJ0001	MJ0001	12 Apr 2017	11:22:24	12 Apr 2017	12 Apr 2017		WO0001271	Work Request to a non dent asset
WR000035	Work Request to dent asset	DR	C	2	MJ0001	MJ0001	12 Apr 2017	11:21:18	12 Apr 2017	12 Apr 2017		WO0001270	
WR000034	Work Request to dent asset	DR	C	2	MJ0001	MJ0001	12 Apr 2017	00:00:00	12 Apr 2017	03 Apr 2017		WO0001274	
WR000033	Work Request to non dent location	IT	C	2	MJ0001	THA001	12 Apr 2017	00:00:00	12 Apr 2017	12 Apr 2017			Declined
WR000032	Work Request to dent location	DR	C	2	MJ0001	MJ0001	12 Apr 2017	00:00:00	12 Apr 2017	12 Apr 2017			Declined
WR000031	Work Request to dent location	DR	C	2	MJ0001	MJ0001	12 Apr 2017	11:16:22	12 Apr 2017	12 Apr 2017		WO0001268	
WR000030	Work Request to dent location	DR	C	2	MJ0001	MJ0001	12 Apr 2017	11:10:09	12 Apr 2017	19 Apr 2017			
WR000029	work order linked to dent asset	DR	C	2	MJ0001	SH401	31 Mar 2017	12:50:38	31 Mar 2017	31 Mar 2017		WO0001272	
WR000028	My Work - Work Request linked to...	DR	C	2	MJ0001	MJ0001	29 Mar 2017	10:10:22	29 Mar 2017	29 Mar 2017			Declined
WR000027	My Work - Work Request linked to...	DR	C	2	MJ0001	MJ0001	29 Mar 2017	10:09:12	29 Mar 2017	29 Mar 2017			
WR000026	My Work - Work Request linked to...	DR	C	2	MJ0001	MJ0001	29 Mar 2017	10:08:18	29 Mar 2017	29 Mar 2017			
WR000024	My Work - Work Request linked to...	DR	C	2	MJ0001	MJ0001	29 Mar 2017	10:00:52	29 Mar 2017	29 Mar 2017		WO0001266	
WR000023	Installation	DR	C	2	MJ0001	MJ0001	13 Feb 2017	12:25:56	13 Feb 2017	13 Feb 2017			Request declined
WR000022	Replace bulbs	DR	C	2	MJ0001	MJ0001	13 Feb 2017	12:23:17	13 Feb 2017	16 Feb 2017			Request declined
WR000021	Clean toilets	DR	C	2	MJ0001	MJ0001	13 Feb 2017	12:21:05	13 Feb 2017	17 Feb 2017			Toilets not included in contract
WR000020	Repair printer	DR	C	2	MJ0001	MJ0001	13 Feb 2017	12:10:23	13 Feb 2017	13 Feb 2017		WO0001031	

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