

We are currently updating our site; thank you for your patience.

## **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.

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- 6. When you receive the **Process Validation** message to confirm;
  - Are you sure you want to decline this work request?
- 7. Click on Yes.



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- 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**.



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- 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.



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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 - Decline

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	WR0000058	testing one	DR	с	2	PIL001	PIL001	24/04/2020	09:25:05	24/04/2020	24/04/2020			this was a mistake
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	WR0000056	test	DR	с	2	PIL001	PIL001	23/04/2020	16:39:27	23/04/2020	23/04/2020			
	WR0000055	test	DR	с	2	PIL001	PIL001	22/04/2020	13:51:42	22/04/2020	22/04/2020		WO0002349	
	WR0000054	rollers need replacing	DR	С	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	С	2	PIL001	PIL001	17/04/2020	15:38:31	17/04/2020	17/04/2020		WO0002336	
	WR0000051	Testing projects	DR	С	2	DUT001	DUT001	29/05/2018	14:24:32	29/05/2018	29/05/2018		WO0002201	
۲	WR0000049	To check the copier transfer unit	DR	С	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	С	2	DUT001	DUT001	08/11/2017	08:10:46	08/11/2017	08/11/2017			
	WR0000047	Test creating a work request lin	DR	С	2	DUT001	DG001	17/08/2017	11:41:01	17/08/2017	17/08/2017	Note the	rejection com	ments
	WR0000046	Work Request - Project	DR.	С	2	MUD001	MUD001	14/07/2017	14:33:58	14/07/2017	14/07/2017		WO0001605	
	WR0000045	Work Request	DR.	С	2	MUD001	MUD001	13/07/2017	14:51:21	03/07/2017	03/07/2017		WO0001604	
	WR0000044	Test work request - ensure proj	DR	С	2	DUT001	DUT001	28/06/2017	10:44:35	28/06/2017	28/06/2017		WO0001504	
	WR0000041	v20.7 - work request test	DR.	С	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.	С	2	MUD001	MUD001	12/04/2017	11:56:03	12/04/2017	12/04/2017		WO0001278	
	WR0000037	Work request 1	DR	С	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	С	2	MUD001	MUD001	12/04/2017	11:22:24	12/04/2017	12/04/2017		WO0001271	Work Request to a non die.
	WR0000035	Work Request to client asset	DR	С	2	MUD001	MUD001	12/04/2017	11:21:18	12/04/2017	12/04/2017		WO0001270	
	WR0000034	Work Request to client asset	NDR.	С	2	MUD001	MUD001	12/04/2017	00:00:00	12/04/2017	03/04/2017		WO0001274	
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