

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

## **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.

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	WR0000040	Work Request v2.1.0.5	DR	0	2	MUD001	MUD001	22/05/2017	10:22:56	22/05/20
	WR0000042	test work request with end date before start date	DR	0	2	DUT001	DUT001	07/06/2017	16:23:00	06/06/20
	WR0000043	Test scheduled start and end dates	DR	0	2	DUT001	DUT001	14/06/2017	10:05:30	01/06/20
	WR0000049	To check the copier transfer unit	DR	0	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/20
	WR0000050	Test work request	INSP	0	2	DUT001	DUT001	28/11/2017	09:16:55	28/11/20
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6. When you receive the **Process Validation** message to confirm;

• Are you sure you want to approve this work request?

7. Click on Yes.



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- 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.



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WR0000049	To check the copier	r transfer unit			1	DR	0	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/2
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10. The approved work request can now be viewed in the **Work Requests** listing screen where the status is set to **Closed**.

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	WR0000051	Testing projects	DR		2	DUT001	DUT001	29/05/2018	14:24:32	29/05/
	WR0000048	Test deleting a work request	INSP	С	2	DUT001	DUT001	08/11/2017	08:10:46	08/11/
	WR0000047	Test creating a work request linked to requestor type Customer	DR	С	2	DUT001	DG001	17/08/2017	11:41:01	17/08/
	WR0000046	Work Request - Project	DR	С	2	MUD001	MUD001	14/07/2017	14:33:58	14/07/
	WR0000045	Work Request	DR	С	2	MUD001	MUD001	13/07/2017	14:51:21	03/07/
	WR0000044	Test work request - ensure project reference pulls through to the	DR	С	2	DUT001	DUT001	28/06/2017	10:44:35	28/06/
	WR0000041	v20.7 - work request test	DR	С	2	MUD001	MUD001	02/06/2017	09:29:11	02/06/
	WR0000038	work request 2	DR	С	2	MUD001	MUD001	12/04/2017	11:56:03	12/04/
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## **VIEW WORK ORDER CODE**

- 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**.

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