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

WORK REQUESTS

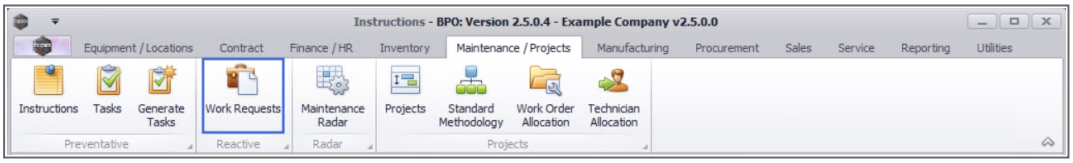
WORK REQUESTS - APPROVE

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.

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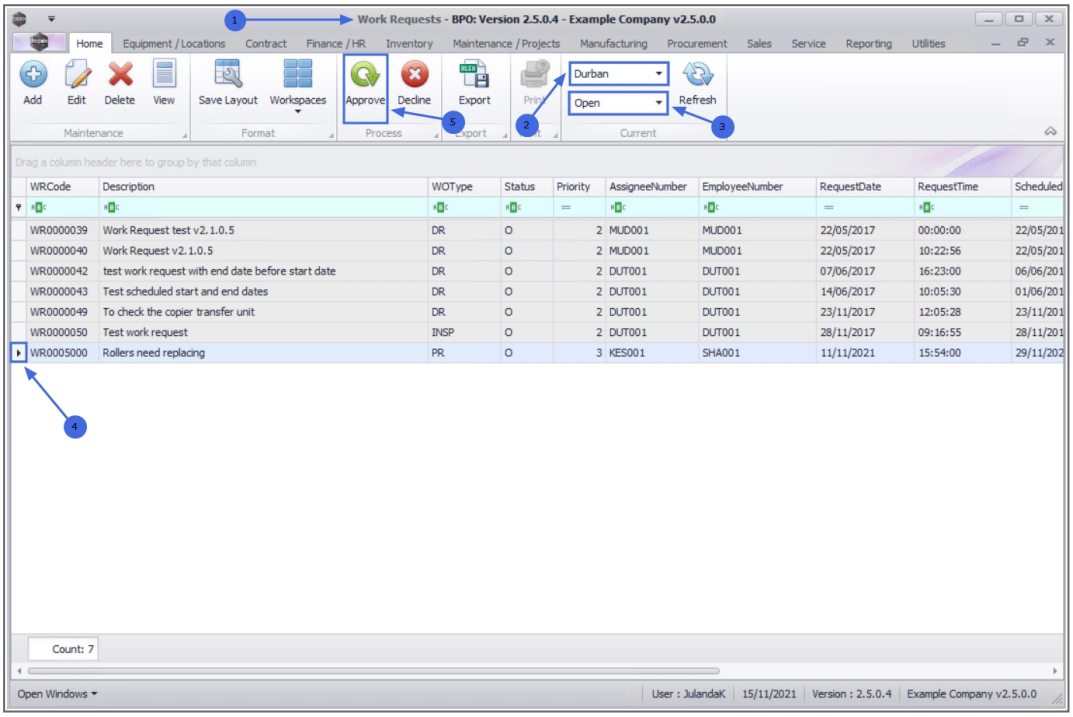
APPROVE WORK REQUEST

5. Click on **Approve**.

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



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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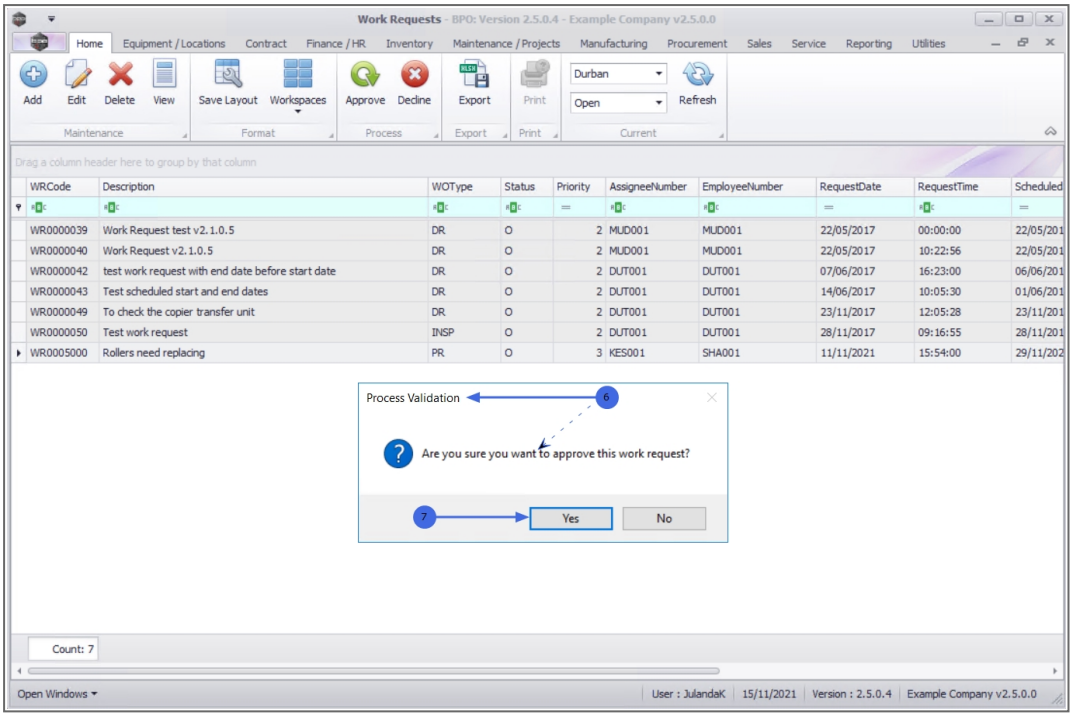

8. When you receive the **Work Request - Process** message to confirm that;
    - **The work request WR[**work request code**], has been approved.**
9. Click on **OK**.

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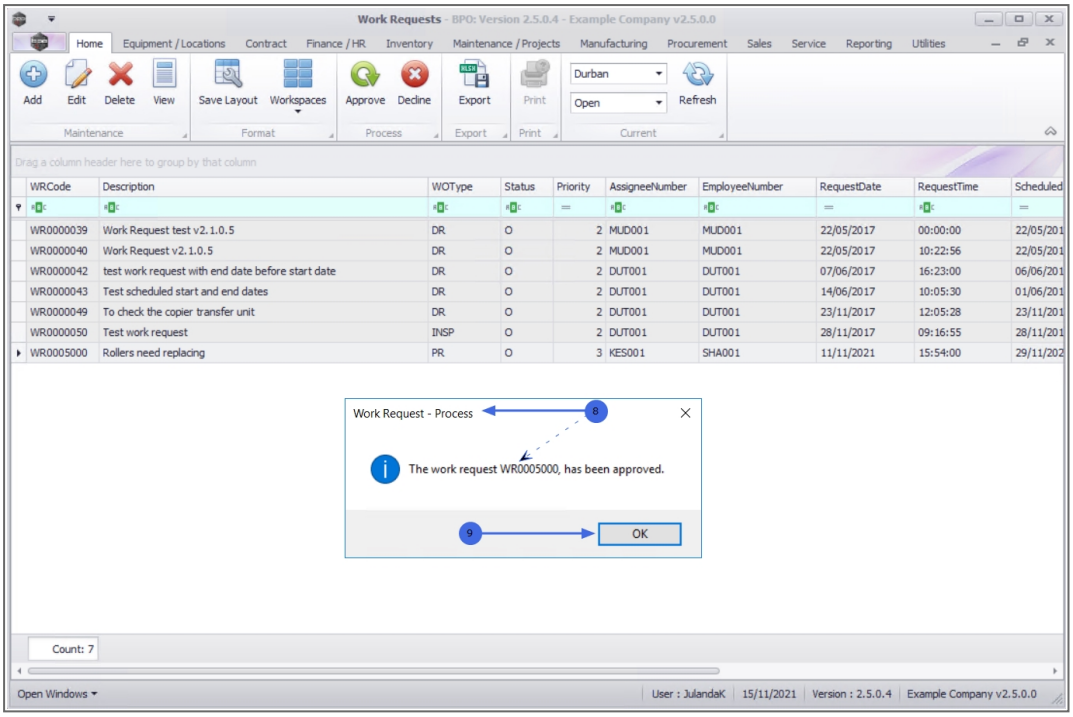
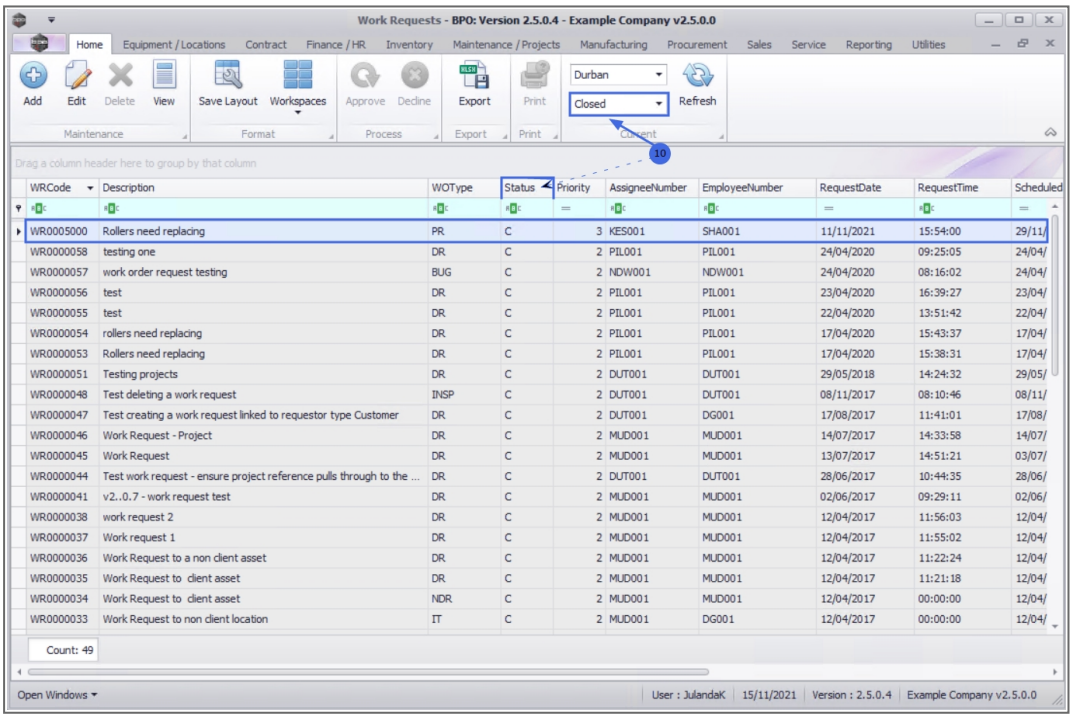


10. The approved work request can now be viewed in the **Work Requests** listing screen where the status is set to **Closed**.



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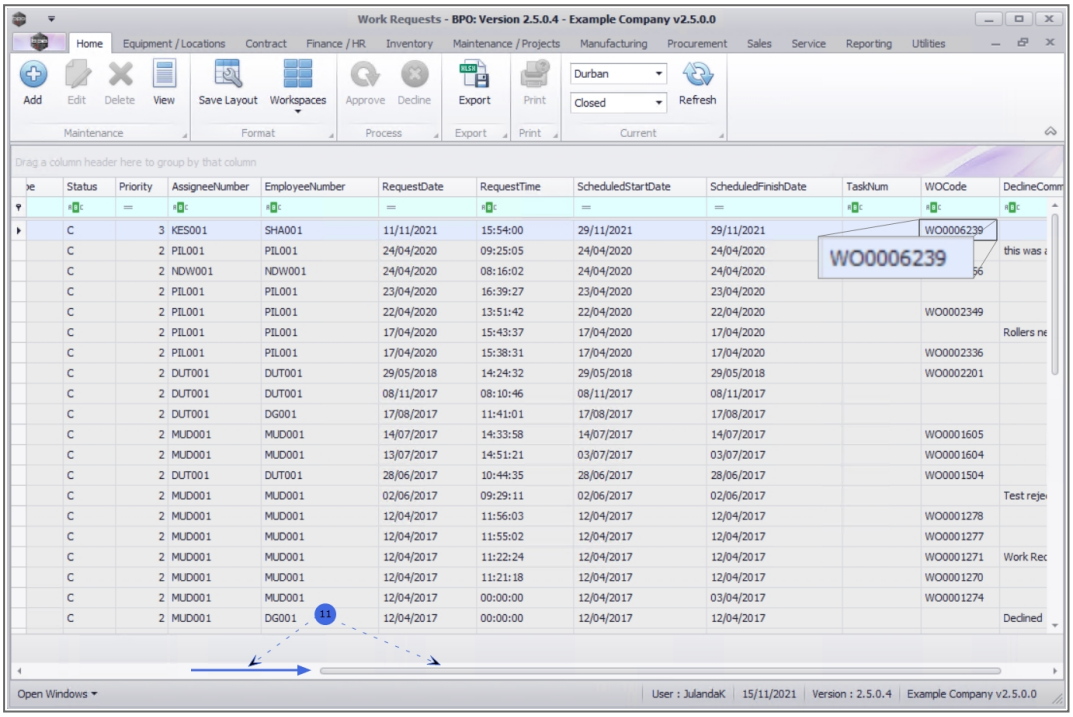
VIEW WORK ORDER CODE

11. 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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