

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

MAINTENANCE

WORK REQUESTS - EDIT A WORK REQUEST

Work requests are instructions for work to be done, which can then be checked by a technical / service manager and approved or rejected as required.

Ribbon Access: Maintenance / Projects > Work Requests

\$	▼ Instructions - BPO: Version 2.5.0.4 - Example Company v2.5.0.0													
	Equipm	ent / Locations	Contract	Finance / HR	Inventory	Maintenan	ce / Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	
•			î		1=			2						
Instructi	ons Tasks	Generate Tasks	Work Requests	Maintenance Radar	Projects	Standard Methodology	Work Order Allocation	Technician Allocation						
Preventative _ Reactive _ Ra			Radar 4		Proje	ects	4						\Diamond	

- 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. You can only edit work requests that are in an Open or Completed

Status.

- The example has **Open** selected.
- 4. Click on the row of the work request you wish to edit.
- 5. Click on Edit.

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



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	Hom	e Equipment / Lo	cations Cor	ntract Fina	nce / HR Invento	ry Mainten	ance / Pro	jects Ma	nufacturing Pro	ocurement Sales	Service Reporting	Utilities	_ & ×
Add	Edit	Delete View	Save Layout	Workspaces	Approve Decline	Export	Prip 2	Durba Open	un • 4	efresh 3			\$
Drag a	column he	ader here to group b	y that column									/	
WR	Code	Description				WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledSta
Y 100		• D :				10c	-	=	-0-	4 0 0	=	REC	-
WR	0000039	Work Request test	v2.1.0.5			DR	0	2	MUD001	MUD001	22/05/2017	00:00:00	22/05/2017
WR	0000040	Work Request v2.1	.0.5			DR	0	2	MUD001	MUD001	22/05/2017	10:22:56	22/05/2017
WR	0000042	test work request v	with end date be	efore start date	2	DR	0	2	DUT001	DUT001	07/06/2017	16:23:00	06/06/2017
WR	0000043	Test scheduled star	t and end dates	s		DR	0	2	DUT001	DUT001	14/06/2017	10:05:30	01/06/2017
WR	0000049	To check the copier	transfer unit			DR	0	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/2017
WR	0000050	Test work request				INSP	0	2	DUT001	DUT001	28/11/2017	09:16:55	28/11/2017
WR	0000056	test				DR	0	2	PIL001	PIL001	23/04/2020	16:39:27	23/04/2020
▶ WR	0005000	Rollers need replaci	ing			PR	0	3	KES001	SHA001	11/11/2021	15:54:01	29/11/2021
		•											
	Count: 8												
4 -									1.1.2				+

- 6. The Edit Work Request screen will be displayed.
- 7. Make the changes to the work request as required.

Refer to Maintenance - Add Work Request for an explanation of the work request fields.

8. Click on Save.



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₽ 7	6	Edit	t Work Request - BPO:	Version 2.5.0.4 - Examp	le Compa	any v2.5.0.0							×
Home E	quipment / Locations Contract	Finance / HR	Inventory Mainter	nance / Projects Manufa	acturing	Procurement	Sales	Service	Reporting	Utilities	-	8	×
Save Back Sav	E Layout Workspaces												
Processing 4	ormat 4												2
Site	Durban	× *	Status	0		•							
Description	Rollers need replacing	* *	W0 Type	Parts Requirement		-							
			Assigned To	Julanda Kessler		• *							
		-	Scheduled Start	29/11/2021 🔻									
Priority	3 📩 *		Scheduled End	29/11/2021 -									
Domination Trees	Customer		- Work Request Item -										
Requestor Type	Customer		Frank and Loope										
Requestor	Belinda Sharman	* 9	Functional Locati	on O Equipme	ent 🖲								
Request Date	11/11/2021 • 15:54:01	\$	Item	478-1011		+ ۹							
Billable			Comments	Order a second spare set	t of rollers	*							
Project Reference	PRJ0000408	Q.											
Project Description	Maintenance Project - SP400					Ŧ							
											1	1	1
WRCode Note		NoteDate	NoteTime Employee	eName	Status							/	
? WR0005000 Take	spare set of rollers to customer	11/11/2021	16:11:22 Julanda I	Kessler	A								
*													
Open Windows T					1	lser : JulandaK	11/11/202	21 Versio	n:2.5.0.4	Example Co	many v2	5.0.0	ſ

- 9. When you receive the message to confirm that;
 - Work Request: WR[work request number] saved.
- 10. Click on OK.



¢ ▼ Home E	quipment / Locations Contract	Edit Work I Finance / HR	Request - BPO: Inventory	Version 2.5.0 Maintenance /).4 - Examp Projects	vle Company v Manufacturing	2.5.0.0 Procurement	Sales S	ervice Repor	-	D X P X
Save Back Sav	re Layout Workspaces										\$
Site	Durban	÷		Status 0			•				
Description	Rollers need replacing	* *	v	VO Type Par	ts Requireme	ent	•		9		
			Assi	gned To Jula	anda Kessler		•				
		-	Schedul	ed Start 29/	11/2021	-			/		
Priority	3 🛊 *		Sched	uled End 29/	11/2021	•			~		
Requestor Type	Employee Custome	r	Work Reques	st Item			Work Re	equest : WR0	005000 saved		
Requesto	Belinda Sharman	* م	Function	al Location 🤇	>	Equipment 💿					
Request Date	± 11/11/2021 ▼ 15:54:01	÷		Item 478	8-1011		10		OK		
Billable		÷	Co	mments Ord	ler a second	spare set of rolle	rs		UK		
Project Reference	PRJ0000408	م									
Project Description	Maintenance Project - SP400						-				
Drag a column boader b	are to group by that column									1	
WRCode Note		NoteDate	NoteTime	EmployeeNam		Statu					1
• WR0005000 Take	spare set of rollers to customer	11/11/2021	16:11:22	Julanda Kessle	er	A					
*											
Open Windows -						User : JulandaK	12/11/2021	Version : 2.	5.0.4 Example Co	mpany v2.	5.0.0

You will return to the **Work Requests** listing screen where you can view the changes made.

MNU.002.005