

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

# MAINTENANCE

## WORK REQUESTS - DELETE 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



- 1. The Work Requests listing screen will be displayed,
- 2. Select the Site where you would like to remove the work request from.
  - The example has **Durban** selected.
- 3. You can only delete a work requests with an <u>O Open</u> **Status**.
- 4. Select the **row** of the work request you wish to remove.
- 5. Click on Delete.

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



| • •                 | 1 Work Requests - B   | PO: Version 2. | 5.0.4 - Exa         | mple Cor      | npany v2.5.0.0  | and the s            |                          | _ <b>•</b> ×  |
|---------------------|---|----------------|---------------------|---------------|-----------------|----------------------|--------------------------|---------------|
| Add Edit<br>Mainten | Delete Vew Save Layout Workspaces<br>Approve Dedin<br>Process | e Export       | Print<br>2<br>Print | Durba<br>Open | n T Ref         | fresh                | ervice kepor <u>ca</u> j |               |
|                     |   |                |                     |               |                 |                      |                          |               |
| WRCode              | Description   | WOType         | Status              | Priority      | AssigneeNumber  | EmployeeNumber       | RequestDate              | RequestTime   |
| P #00               | ADC .   | #OC            | #Ec                 | -             | a 🗖 c           | 8 <b>0</b> 0         | -                        | * <b>0</b> ¢  |
| WR0000039           | Work Request test v2.1.0.5                                    | DR.            | 0                   | 2             | MUD001          | MUD001               | 22/05/2017               | 00:00:00      |
| WR0000040           | Work Request v2.1.0.5   | DR             | 0                   | 2             | MUD001          | MUD001               | 22/05/2017               | 10:22:56      |
| WR0000042           | test work request with end date before start date             | DR             | 0                   | 2             | DUT001          | DUT001               | 07/06/2017               | 16:23:00      |
| WR0000043           | Test scheduled start and end dates                            | DR             | 0                   | 2             | DUT001          | DUT001               | 14/06/2017               | 10:05:30      |
| WR0000049           | To check the copier transfer unit                             | DR             | 0                   | 2             | DUT001          | DUT001               | 23/11/2017               | 12:05:28      |
| WR0000050           | Test work request   | INSP           | 0                   | 2             | DUT001          | DUT001               | 28/11/2017               | 09:16:55      |
| WR0000056           | test  | DR             | 0                   | 2             | PIL001          | PIL001               | 23/04/2020               | 16:39:27      |
| WR0005000           | Rollers need replacing  | PR             | 0                   | 3             | KES001          | SHA001               | 11/11/2021               | 15:54:00      |
| •                   |   |                |                     |               |                 |                      |                          |               |
| Count: 8            |   |                |                     | Use           | : JulandaK 12/1 | 1/2021 Version : 2.5 | 5.0.4 Example Com        | pany v2.5.0.0 |

- 6. When you receive the **Delete Work Request** message to confirm;
  - Are you sure you want to delete Work Request: WR [work request number]?
- 7. Click on **Yes** if you are certain about your selection, or
  - Click on **No** to ignore the request and to leave the work request in the Open status.



| \$ | Ŧ             |             |             |                      | Wo               | ork Requests - B | PO: Version 2. | 5.0.4 - Ex   | ample Co  | mpany v2.5.0.0   |                     |                   | _ <b> </b>     |
|----|---------------|-------------|-------------|----------------------|------------------|------------------|----------------|--------------|-----------|------------------|---------------------|-------------------|----------------|
|    | Hor           | ne Equi     | ipment / Lo | ocations Contract    | Finance          | e / HR Inventor  | y Maintenar    | ice / Proje  | ts Man    | ufacturing Procu | rement Sales S      | ervice Repor      | _ & ×          |
| (  | Add Edit      | X<br>Delete | View        | Save Layout Work     | kspaces          | Approve Declin   | Export         | Print        | Durba     | an • 4           | fresh               |                   |                |
| Dr | ag a column h | ender here  | to group    | by that column       | 4                | PTOCESS          | a export       | al Princ     | 4         | current          | 4                   | /                 | ~/             |
|    | WRCode        | Descript    | ion         |                      |                  |                  | WOType         | Status       | Priority  | AssigneeNumber   | EmployeeNumber      | RequestDate       | RequestTime    |
| ٩  | n 🖬 c         | a 🖬 c       |             |                      |                  |                  | REC            | R <b>O</b> C | -         | s 🗖 c            | ABC .               | -                 | * <b>0</b> 4   |
|    | WR0000039     | Work Re     | quest tes   | t v2.1.0.5           |                  |                  | DR             | 0            | :         | 2 MUD001         | MUD001              | 22/05/2017        | 00:00:00       |
|    | WR0000040     | Work Re     | quest v2.   | 1.0.5                |                  |                  | DR             | 0            | :         | 2 MUD001         | MUD001              | 22/05/2017        | 10:22:56       |
|    | WR0000042     | test wor    | k request   | with end date before | start date       |                  | DR             | 0            | :         | 2 DUT001         | DUT001              | 07/06/2017        | 16:23:00       |
|    | WR0000043     | Test sch    | eduled sta  | art and end dates    |                  |                  | DR             | 0            |           | 2 DUT001         | DUT001              | 14/06/2017        | 10:05:30       |
|    | WR0000049     | To check    | the copie   | er transfer unit     |                  |                  | DR             | 0            | :         | 2 DUT001         | DUT001              | 23/11/2017        | 12:05:28       |
|    | WR0000050     | Test wo     | rk request  |                      |                  |                  | INSP           | 0            |           | 2 DUT001         | DUT001              | 28/11/2017        | 09:16:55       |
| ٠  | WR0000056     | test        |             |                      |                  |                  | DR             | 0            |           | PILO01           | PIL001              | 23/04/2020        | 16:39:27       |
|    | WR0005000     | Rollers n   | eed repla   | cing                 |                  |                  | PR             | 0            | 3         | KES001           | SHA001              | 11/11/2021        | 15:54:00       |
|    |               |             |             |                      | Delete<br>Are yo | Work Request     | to delete Work | es           | : WR00000 | ×                |                     |                   |                |
| 4  | Count: 8      | 3           |             |                      |                  |                  |                |              | Use       | r: JulandaK 12/1 | 1/2021 Version : 2. | 5.0.4 Example Con | npany v2.5.0.0 |

- 8. When you receive the message to confirm that;
  - Work Request Deleted.
- 9. Click on OK.



| Tome       Dappment / LOcasions       Lonitacit       Prance       Prix       Product       Maintenance       Product       Maintenance       Product       Maintenance       Product       Maintenance       Product       Maintenance       Product       Print       Durban         30 & column beader here to group by that column       Bescription       Bescription       WOType       Status       Print       Durban       RequestDate       Ret  | -    |                 |            |            |                 | W                | ork Requests - E          | PO: Version 2        | .5.0.4 - Ex | ample Co      | mpany v2.5.0.0     | and the c      |                 |             |
|--|------|-----------------|------------|------------|-----------------|------------------|---------------------------|----------------------|-------------|---------------|--------------------|----------------|-----------------|-------------|
| upp a column header here to group by that column         WOType         Status         Priority         AssigneeNumber         EmployeeNumber         RequestTate         RequestTate           QC  | Add  | Edit<br>Mainter | Delete     | View       | Save Layout     | Workspaces       | Approve Declin<br>Process | ne Export            | Print       | Durba<br>Open | an • Re<br>Current | fresh          | ervice kepor⊙ij |             |
| Interview         Description         Interview         Interview <thinterview< th=""> <thinterview< th=""> <t< td=""><th>wpCo</th><td>de</td><td>der here</td><td>to group b</td><td></td><td></td><td></td><td>WOType</td><td>Status</td><td>Priority</td><td>AssigneeNi mber</td><td>EmployeeNumber</td><td>RequestDate</td><td>RequestTime</td></t<></thinterview<></thinterview<> | wpCo | de              | der here   | to group b |                 |                  |                           | WOType               | Status      | Priority      | AssigneeNi mber    | EmployeeNumber | RequestDate     | RequestTime |
| WR000039         Work Request test v2.1.0.5         DR         O         2         MUD001         22/05/2017         00:00:00           WR0000040         Work Request v2.1.0.5         DR         O         2         MUD001         22/05/2017         10:22:56           WR0000042         test work request with end date before start date         DR         O         2         DUT001         DUT001         07/06/2017         16:23:00           WR0000043         Test scheduled start and end dates         DR         O         2         DUT001         DUT001         14/06/2017         10:03:30           WR0000049         To check the copier transfer unit         DR         O         2         DUT001         DUT001         23/11/2017         12:05:28           WR0000050         Test work request         INSP         O         2         DUT001         DUT001         23/11/2017         12:05:28           WR000050         test work request         DR         O         2         PUT001         PUT001         23/10/2020         16:39:27           WR0000500         Rollers need replacing         PR         O         3         KE5001         SHA001         11/11/2021         15:54:00   | 10 c | rui c           | RDC        | 211        |                 |                  |                           | In Critical Contract | REC         | =             | R                  | RBC            | =               | REC .       |
| WR000004         Work Request V2.1.0.5         DR         O         2         ML0001         ML0001         22/05/2017         10:22:6           WR000042         test work request with end date before start date         DR         O         2         DUT001         DUT001         07/06/2017         16:23:00           WR000043         Test scheduled start and end dates         DR         O         2         DUT001         DUT001         14/06/2017         10:05:30           WR000049         To check the copier transfer unit         DR         O         2         DUT001         DUT01         23/11/2017         12:05:28           WR0000500         Test work request         DR         O         2         DUT001         DUT01         23/11/2017         12:05:28           WR0000500         Test work request         DR         O         2         PIL001         PIL001         23/04/20:20         16:39:27           WR00005000         Rollers need replacing         PR         O         3         KES001         SHA001         11/11/2021         15:54:00  | WR00 | 00039           | Work Red   | uest test  | v2.1.0.5        |                  |                           | DR                   | 0           |               | MUD001             | MUD001         | 22/05/2017      | 00:00:00    |
| WR000042         test work request with end date before start date         DR         O         2         DUT001         DUT001         07/06/2017         16:23:00           WR0000043         Test scheduled start and end dates         DR         O         2         DUT001         DUT001         14/06/2017         10:05:30           WR0000049         To check the copier transfer unit         DR         O         2         DUT001         DUT001         23/11/2017         12:05:28           WR0000050         Test work request         INSP         O         2         DUT001         DUT001         23/11/2017         12:05:28           WR0000506         test         DR         O         2         DUT001         DUT001         23/11/2017         12:05:28           WR0000500         Rollers need replacing         PR         O         3         KES001         PIL001         23/04/2020         16:39:27           WR0005000         Rollers need replacing         PR         O         3         KES001         SH4001         11/11/2021         15:54:00  | WR00 | 00040           | Work Red   | uest v2.1  | 1.0.5           |                  |                           | DR                   | 0           |               | 2 MUD001           | MUD001         | 22/05/2017      | 10:22:56    |
| WR0000043       Test scheduled start and end dates       DR       0       2       DUT001       DUT001       14/06/2017       10:05:30         WR0000049       To check the copier transfer unit       DR       0       2       DUT001       DUT001       23/11/2017       12:05:28         WR0000500       Test work request       JNSP       0       2       DUT001       DUT001       28/11/2017       09:16:35         WR0000500       Relet       DR       0       2       PIL001       PIL001       23/04/2020       16:39:27         WR0005000       Rollers need replacing       PR       0       3       KES001       SHA001       11/11/2021       15:54:00   | WR00 | 00042           | test work  | request    | with end date b | efore start date | 2                         | DR                   | 0           |               | 2 DUT001           | DUT001         | 07/06/2017      | 16:23:00    |
| WR0000049         To check the copier transfer unit         DR         O         2 DUT001         DUT001         23/11/2017         12:05:28           WR0000000         Test work request         INSP         O         2 DUT001         DUT001         28/11/2017         09:16:55           WR0000500         Rest         OR         O         2 PL001         PL001         23/04/2020         16:39:27           WR0005000         Rollers need replacing         PR         O         3 KES001         SHA001         11/11/2021         15:54:00  | WR00 | 00043           | Test sche  | duled sta  | rt and end date | s                |                           | DR                   | 0           |               | 2 DUT001           | DUT001         | 14/06/2017      | 10:05:30    |
| WR0000050         Test work request         INSP         O         2 DUT001         DUT001         28/11/2017         09:16:55           WR000056         test         DR         O         2 PIL001         PIL001         23/04/2020         16:39:27           WR0005500         Rollers need replacing         PR         O         3 KES001         SHA001         11/11/2021         15:54:00  | WR00 | 00049           | To check   | the copier | r transfer unit |                  |                           | DR                   | 0           |               | 2 DUT001           | DUT001         | 23/11/2017      | 12:05:28    |
| WR0000056         test         DR         O         2         PIL001         PIL001         23/04/2020         16:39:27           WR00005000         Rollers need replacing         PR         O         3         KES001         SH4001         11/11/2021         15:54:00   | WR00 | 00050           | Test work  | request    |                 |                  |                           | INSP                 | 0           |               | 2 DUT001           | DUT001         | 28/11/2017      | 09:16:55    |
| WR0005000 Rollers need replacing PR O 3 KES001 SHA001 11/11/2021 15:54:00  | WR00 | 00056           | test       |            |                 |                  |                           | DR                   | 0           |               | 2 PIL001           | PIL001         | 23/04/2020      | 16:39:27    |
| Work Request Deleted   | WR00 | 05000           | Rollers ne | eed replac | ing             |                  |                           | PR                   | 0           | 3             | KES001             | SHA001         | 11/11/2021      | 15:54:00    |
|  |      |                 |            |            |                 |                  | Work Reques               | t Deleted            |             | 9             |                    |                |                 |             |

- The deleted work request will now be removed from the Work
   Requests listing screen where the status is set to Open.
- 11. To view the Work Requests change the status to Closed.



### Maintenance - Delete Work Request

|   | Home      |                      | We                         | ork Requests - B | PO: Version 2. | 5.0.4 - Exa  | ample Cor | npany v2.5.0.0   |                 |              | _ <b>_</b> X |
|---|-----------|----------------------|----------------------------|------------------|----------------|--------------|-----------|------------------|-----------------|--------------|--------------|
|   | -         | e Equipment / Lo     | ocations Contract Financ   | e / HR Inventor  | y Maintenar    | nce / Projec | ts Manu   | ufacturing Procu | rement Sales Se | ervice Repor | _ & ×        |
| QerC<br>W<br>M<br>W<br>W<br>W<br>W<br>W<br>W<br>W | d Edit    | Delete View          | Save Layout Workspaces     | Approve Dedin    | Export         | Print        | Durba     | n • 4            | fresh           |              |              |
| QerC<br>№ 9<br>№ 4<br>№<br>₩<br>₩<br>₩<br>₩<br>₩  | Mainten   | nance a              | Format                     | Process          | # Export       | a Print      | 4         | Corrent          | 4               |              | 6            |
|   |           |                      |                            |                  |                |              |           | 11               |                 |              |              |
|   | VRCode    | Description          |                            |                  | WOType         | Status       | Priority  | AssigneeNumber   | EmployeeNumber  | RequestDate  | RequestTime  |
|   | C         | * <b>D</b> c         |                            |                  | * <b>0</b> ¢   | # <b>0</b> 0 | =         | R <b>O</b> C     | 10c             | =            | 100          |
|   | R0000001  | test                 |                            |                  | DR             | с            | 2         | SHA001           | SHA001          | 15/05/2014   | 14:41:47     |
| N<br>N<br>N                                       | /R0000002 | Test work request    | status change              |                  | DR             | С            | 2         | SHA001           | SHA001          | 18/08/2014   | 12:17:46     |
| N<br>N  | /R000003  | Test approve work    | request                    |                  | DR             | с            | 2         | DUT001           | EMP 123         | 14/05/2015   | 14:19:01     |
| N   | /R0000004 | Test approve work    | request with note          | DR               | С              | 2            | HAR001    | DUT001           | 14/05/2015      | 15:12:10     |              |
| W   | /R0000005 | Collect machine for  | r repair                   |                  | DR             | С            | 2         | DUT001           | DUT001          | 29/05/2015   | 15:43:50     |
|   | /R0000006 | Collect Machine for  | r Repairs                  |                  | DR             | С            | 2         | DUT001           | DUT001          | 29/05/2015   | 15:44:29     |
| N   | /R000007  | Service required for | or new machine             |                  | DR             | С            | 2         | EMP123           | DUT001          | 01/06/2015   | 09:28:07     |
| W   | /R000008  | Found rollers need   | replacing - check and test |                  | DR.            | С            | 3         | DUT001           | DUT001          | 24/07/2015   | 12:55:09     |
| W   | /R0000009 | Test authorisation   | emails                     |                  | DR             | С            | 2         | DUT001           | DUT001          | 07/09/2016   | 10:55:10     |
| W   | /R0000012 | Replace bulbs BPO    | 12                         |                  | INST           | С            | 2         | MUD001           | RED001          | 13/02/2017   | 00:00:00     |
| W   | /R0000013 | Repair fridge Non    | dient BPO2                 |                  | ATGI           | С            | 2         | MUD001           | SHA001          | 13/02/2017   | 00:00:00     |
| W   | /R0000014 | Service Printer Nor  | n Client BPO2              |                  | Π              | С            | 2         | MUD001           | MUD001          | 13/02/2017   | 11:22:18     |
| W   | /R0000015 | Check toners for d   | dient asset BPO2           |                  | DR             | С            | 2         | MUD001           | MUD001          | 13/02/2017   | 11:30:48     |
| W   | /R0000016 | Replace Magenta t    | toner dient asset BPO2     |                  | PR             | С            | 2         | MUD001           | MUD001          | 13/02/2017   | 00:00:00     |
| W   | /R0000017 | Service printet nor  | n dient asset BPO2         |                  | SERV           | С            | 2         | MUD001           | MUD001          | 13/02/2017   | 11:45:21     |
| W   | /R0000018 | Repair printer non   | client asset BPO2          |                  | Π              | С            | 2         | MUD001           | MUD001          | 13/02/2017   | 00:00:00     |
| W   | /R0000019 | Installation         |                            |                  | DR.            | С            | 2         | MUD001           | MUD001          | 13/02/2017   | 11:50:10     |
| W   | /R0000020 | Repair printer       |                            |                  | INST           | С            | 2         | MUD001           | MUD001          | 13/02/2017   | 12:10:23     |
| W   | /R0000021 | Clean toilets        |                            |                  | DR             | С            | 2         | MUD001           | MUD001          | 13/02/2017   | 12:21:05     |
| W   | 00000000  | Replace bulbs        |                            |                  | DR             | С            | 2         | MUD001           | MUD001          | 13/02/2017   | 12:23:17     |
|   | VR0000022 |                      |                            |                  |                |              |           |                  |                 |              |              |
| 4 0   | Count: 48 |                      |                            |                  |                |              |           |                  |                 |              |              |
| One   | Count: 48 |                      |                            |                  |                |              |           | _                |                 |              |              |

#### MNU.002.006

Help v2024.5.0.7/1.0 - Pg 5 - Printed: 04/07/2024