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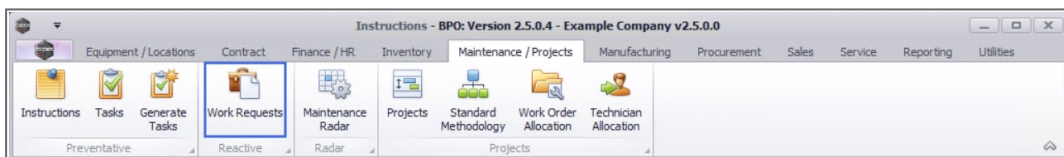
WORK REQUESTS

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.
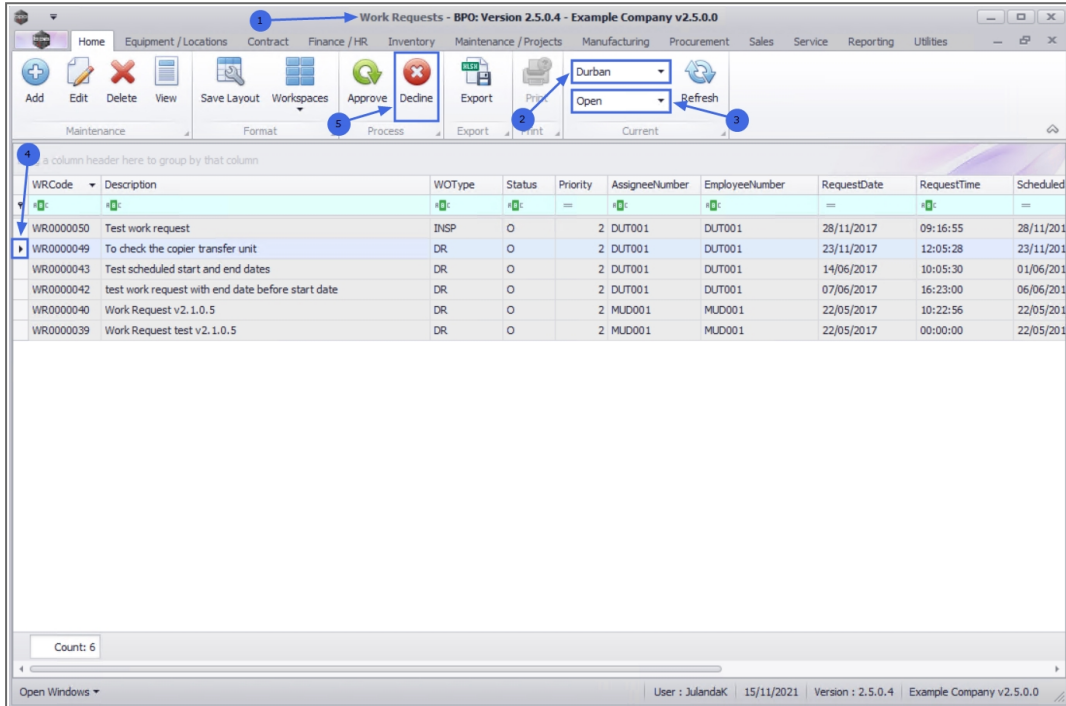3. Ensure that the **Status** has been sent to **Open**.

> ✎ **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

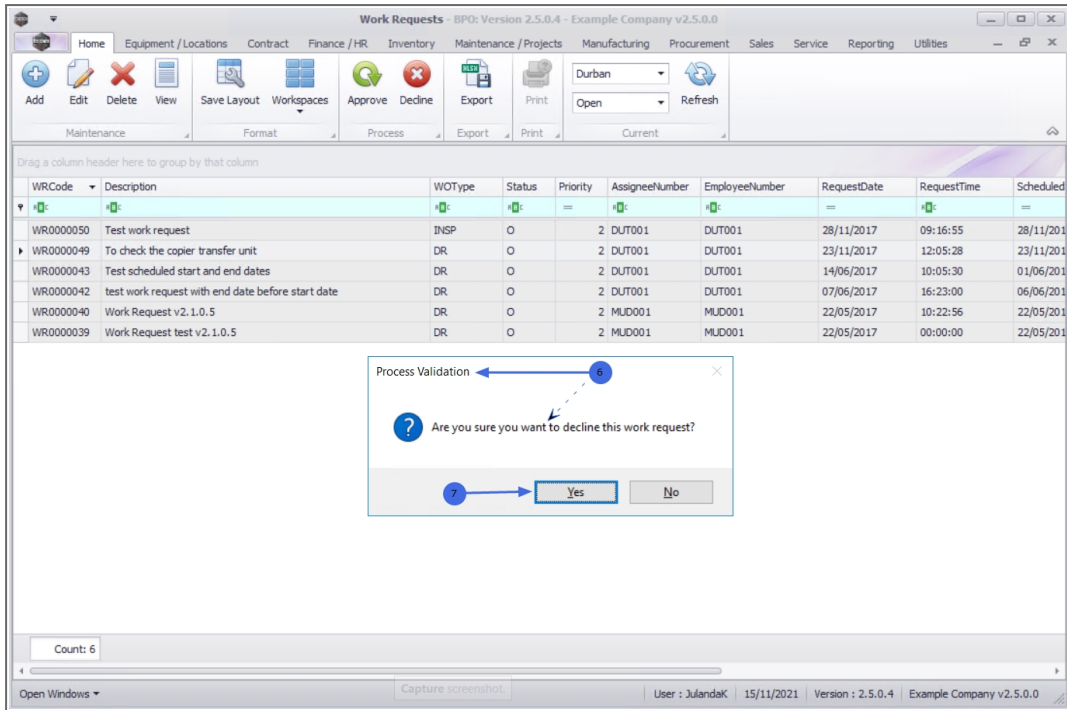5. Click on **Decline**.

> (↗) **Short cut key: Right click** to display the **All groups** menu list. Click on **Decline**.
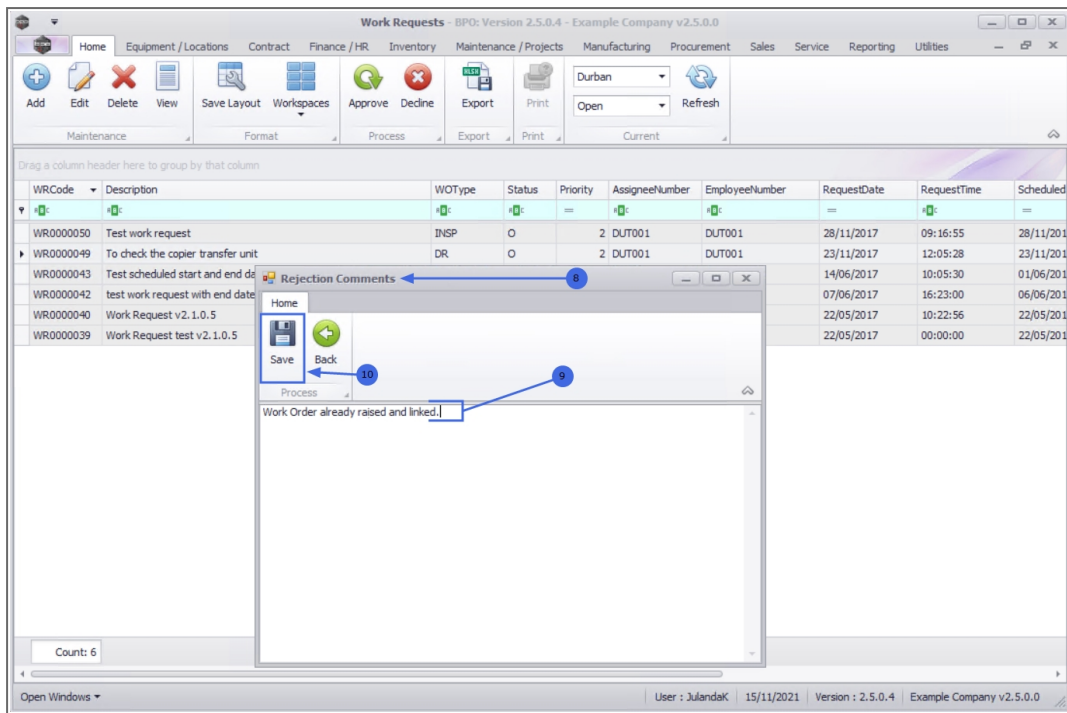

6. When you receive the **Process Validation** message to confirm;
   - **Are you sure you want to decline this work request?**
7. Click on **Yes**.

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**.

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**.

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.

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