

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

WORK REQUESTS

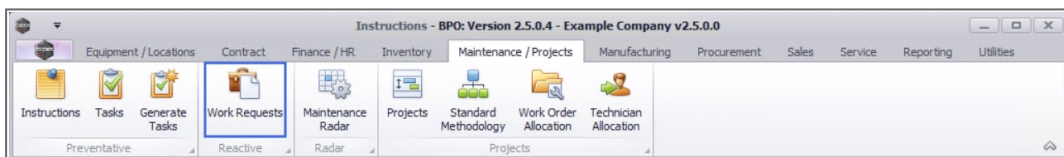
WORK REQUESTS – DECLINE

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**.




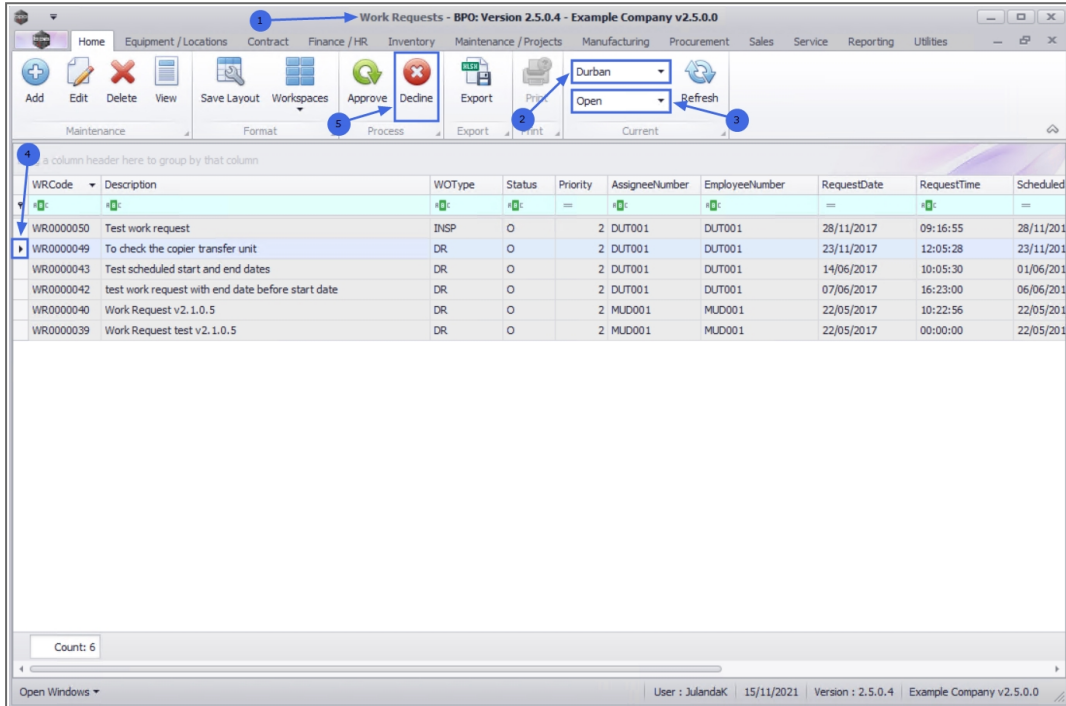
Note that a work request has to be in an **Open** status if you wish to **Decline** the work request.

4. Click on the **row** of the **work request** you wish to decline.

DECLINE WORK REQUEST

5. Click on **Decline**.

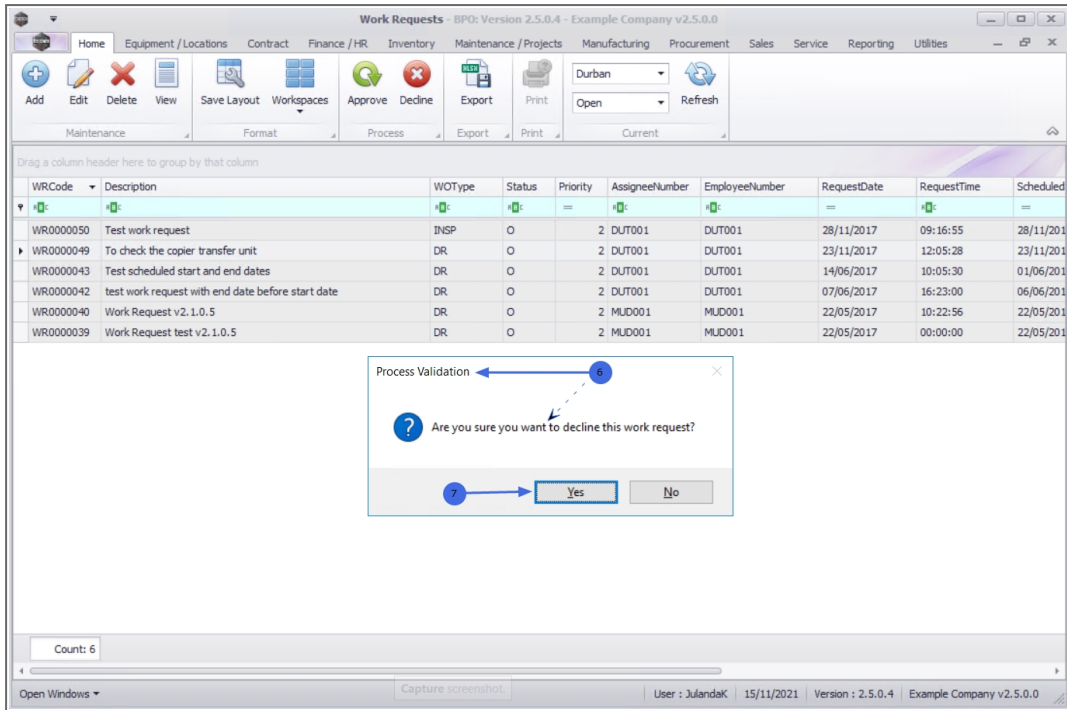
 Short cut key: Right click to display the **All groups** menu list. Click on **Decline**.



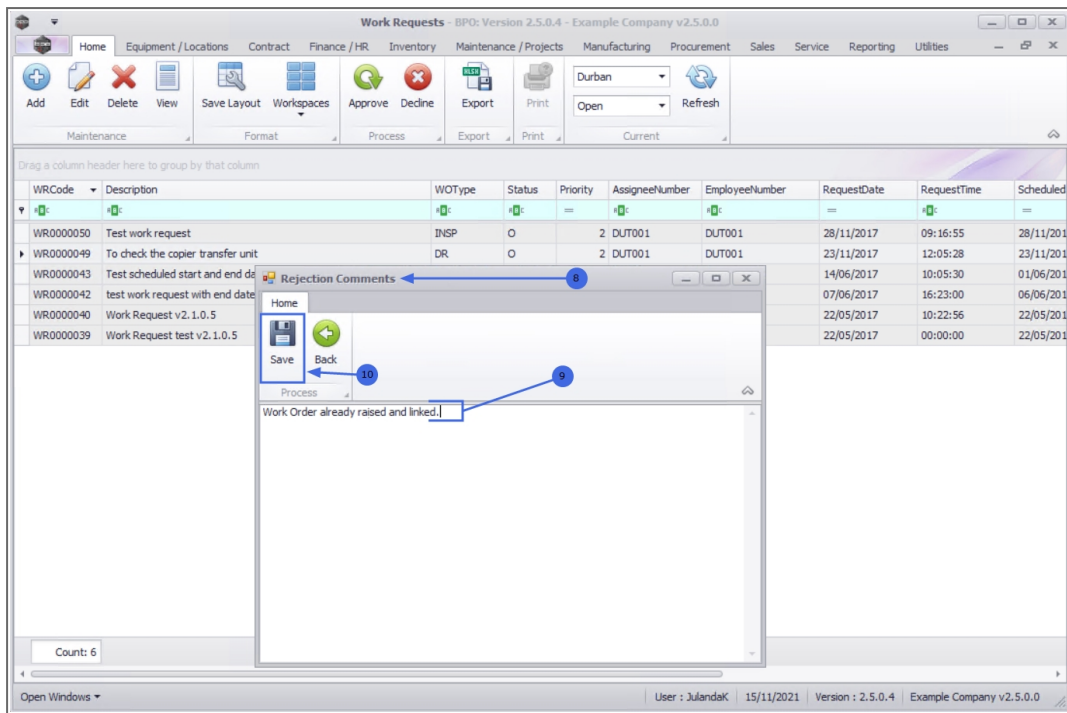
6. When you receive the **Process Validation** message to confirm;

- **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**.

The screenshot shows the 'Work Requests' application window. The main area contains a table with the following data:

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	Scheduled
WR0000050	Test work request	INSP	O	2	DUT001	DUT001	28/11/2017	09:16:55	28/11/2017
WR0000049	To check the copier transfer unit	DR	O	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/2017
WR0000043	Test scheduled start and end dates	DR	O	2	DUT001	DUT001	14/06/2017	10:05:30	01/06/2017
WR0000042	test work request with end date before start date	DR	O	2	DUT001	DUT001	07/06/2017	16:23:00	06/06/2017
WR0000040	Work Request v2.1.0.5	DR	O	2	MUD001	MUD001	22/05/2017	10:22:56	22/05/2017
WR0000039	Work Request test v2.1.0.5	DR	O	2	MUD001	MUD001	22/05/2017	00:00:00	22/05/2017

A dialog box titled 'Work Request - Process' is displayed in the foreground, containing the message: 'The work request WR0000049, has been declined.' An 'OK' button is visible at the bottom of the dialog.

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.

Work Requests - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

Home | Equipment / Locations | Contract | Finance / HR | Inventory | Maintenance / Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Add | Edit | Delete | View | Save Layout | Workspaces | Approve | Decline | Export | Print | Durban | Closed | Refresh

Maintenance | Process | Export | Print | Current

Drag a column header here to group by that column

WRCode	Description	WOType	Status	Priority	AssigneeNumber	EmployeeNumber	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	TaskNum	WCode	DeclineComment
WR0005000	Rollers need replacing	PR	C	3	KES001	SHA001	11/11/2021	15:54:00	29/11/2021	29/11/2021		WO0006239	
WR0000058	testing one	DR	C	2	PIL001	PIL001	24/04/2020	09:25:05	24/04/2020	24/04/2020			this was a mistake
WR0000057	work order request testing	BUG	C	2	NDW001	NDW001	24/04/2020	08:16:02	24/04/2020	24/04/2020		WO0002356	
WR0000056	test	DR	C	2	PIL001	PIL001	23/04/2020	16:39:27	23/04/2020	23/04/2020			
WR0000055	test	DR	C	2	PIL001	PIL001	22/04/2020	13:51:42	22/04/2020	22/04/2020		WO0002349	
WR0000054	rollers need replacing	DR	C	2	PIL001	PIL001	17/04/2020	15:43:37	17/04/2020	17/04/2020			Rollers need to be procured
WR0000053	rollers need replacing	DR	C	2	PIL001	PIL001	17/04/2020	15:38:31	17/04/2020	17/04/2020		WO0002336	
WR0000051	Testing projects	DR	C	2	DUT001	DUT001	29/05/2018	14:24:32	29/05/2018	29/05/2018		WO0002201	
WR0000049	To check the copier transfer unit	DR	C	2	DUT001	DUT001	23/11/2017	12:05:28	23/11/2017	23/11/2017			Work Order already raised...
WR0000048	Test deleting a work request	INSP	C	2	DUT001	DUT001	08/11/2017	08:10:46	08/11/2017	08/11/2017			
WR0000047	Test creating a work request lin...	DR	C	2	DUT001	DG001	17/08/2017	11:41:01	17/08/2017	17/08/2017			Note the rejection comments
WR0000046	Work Request - Project	DR	C	2	MUD001	MUD001	14/07/2017	14:33:58	14/07/2017	14/07/2017		WO0001605	
WR0000045	Work Request	DR	C	2	MUD001	MUD001	13/07/2017	14:51:21	03/07/2017	03/07/2017		WO0001604	
WR0000044	Test work request - ensure proj...	DR	C	2	DUT001	DUT001	28/06/2017	10:44:35	28/06/2017	28/06/2017		WO0001504	
WR0000041	v2..0.7 - work request test	DR	C	2	MUD001	MUD001	02/06/2017	09:29:11	02/06/2017	02/06/2017			Test rejecting a work requ...
WR0000038	work request 2	DR	C	2	MUD001	MUD001	12/04/2017	11:56:03	12/04/2017	12/04/2017		WO0001278	
WR0000037	Work request 1	DR	C	2	MUD001	MUD001	12/04/2017	11:55:02	12/04/2017	12/04/2017		WO0001277	
WR0000036	Work Request to a non client as...	DR	C	2	MUD001	MUD001	12/04/2017	11:22:24	12/04/2017	12/04/2017		WO0001271	Work Request to a non cle...
WR0000035	Work Request to client asset	DR	C	2	MUD001	MUD001	12/04/2017	11:21:18	12/04/2017	12/04/2017		WO0001270	
WR0000034	Work Request to client asset	NDR	C	2	MUD001	MUD001	12/04/2017	00:00:00	12/04/2017	03/04/2017		WO0001274	
WR0000033	Work Request to non client loca...	IT	C	2	MUD001	DG001	12/04/2017	00:00:00	12/04/2017	12/04/2017			Declined

Count: 50

Open Windows | User: JulandaK | 15/11/2021 | Version: 2.5.0.4 | Example Company v2.5.0.0

MNU.002.008