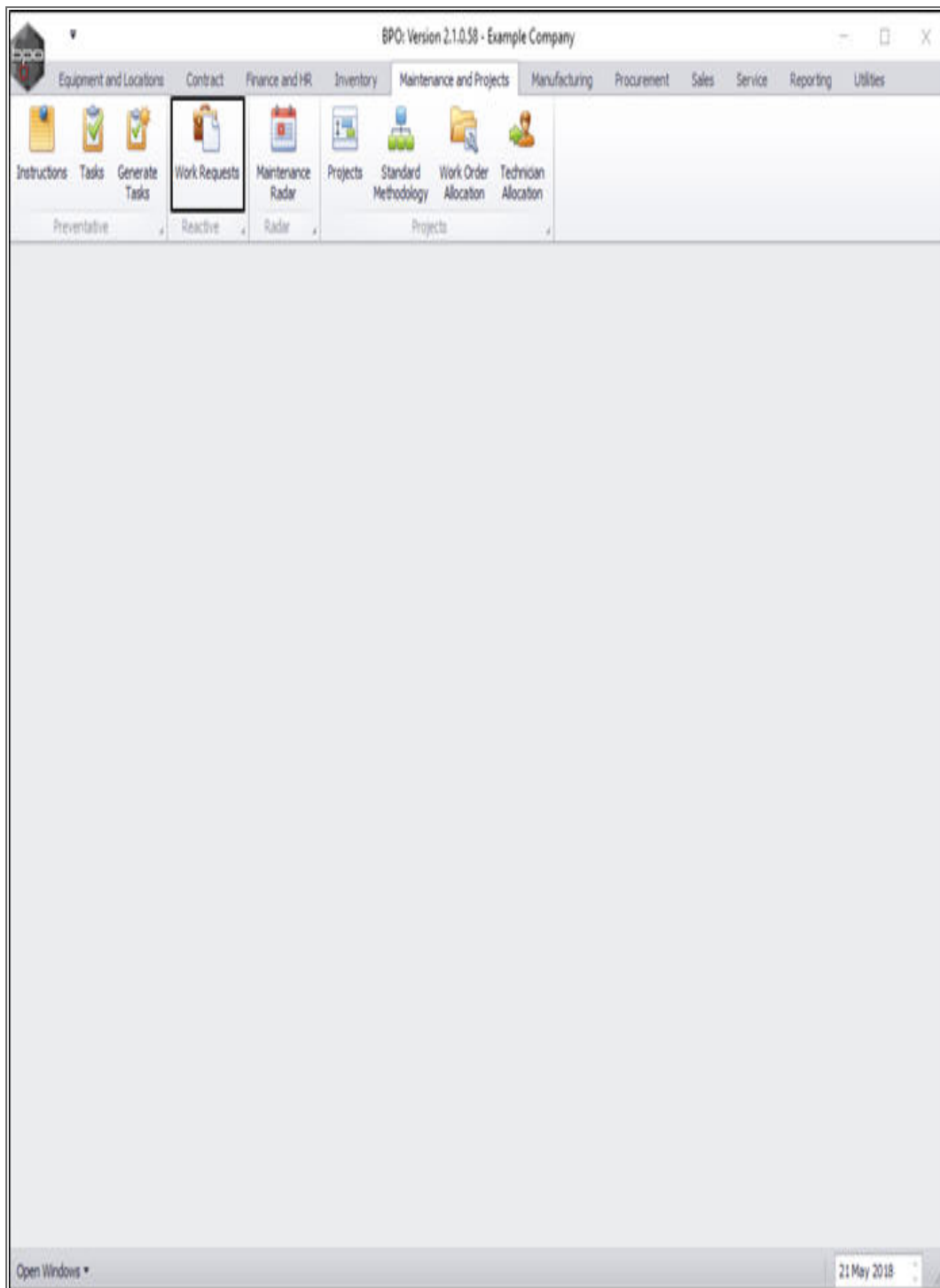We are currently updating our site; thank you for your patience.

PROJECTS

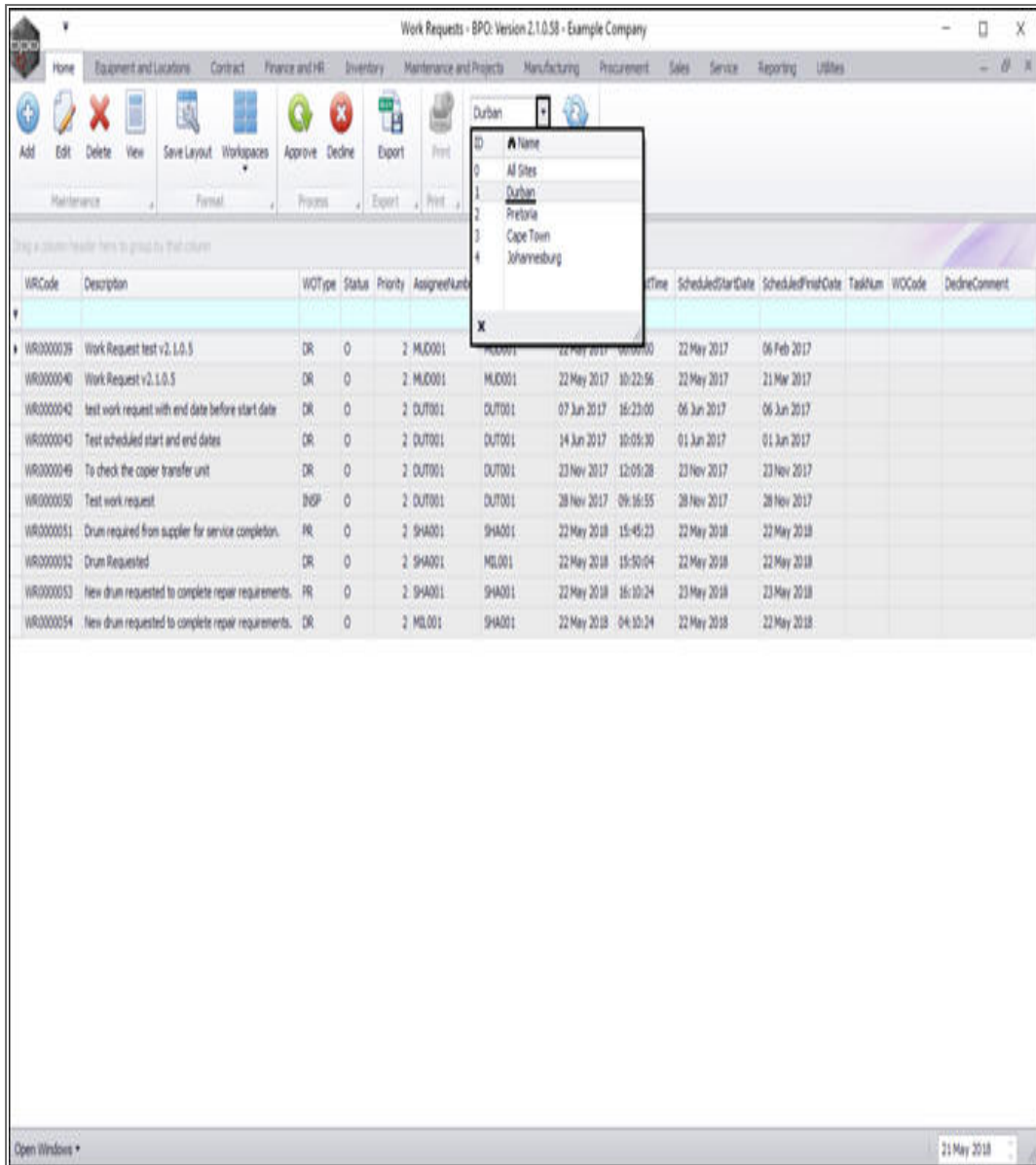## WORK REQUESTS – APPROVE, DECLINE A WORK REQUEST

Add this screen to your quick launch short cut.

Ribbon Access: Maintenance / Projects > Work Requests
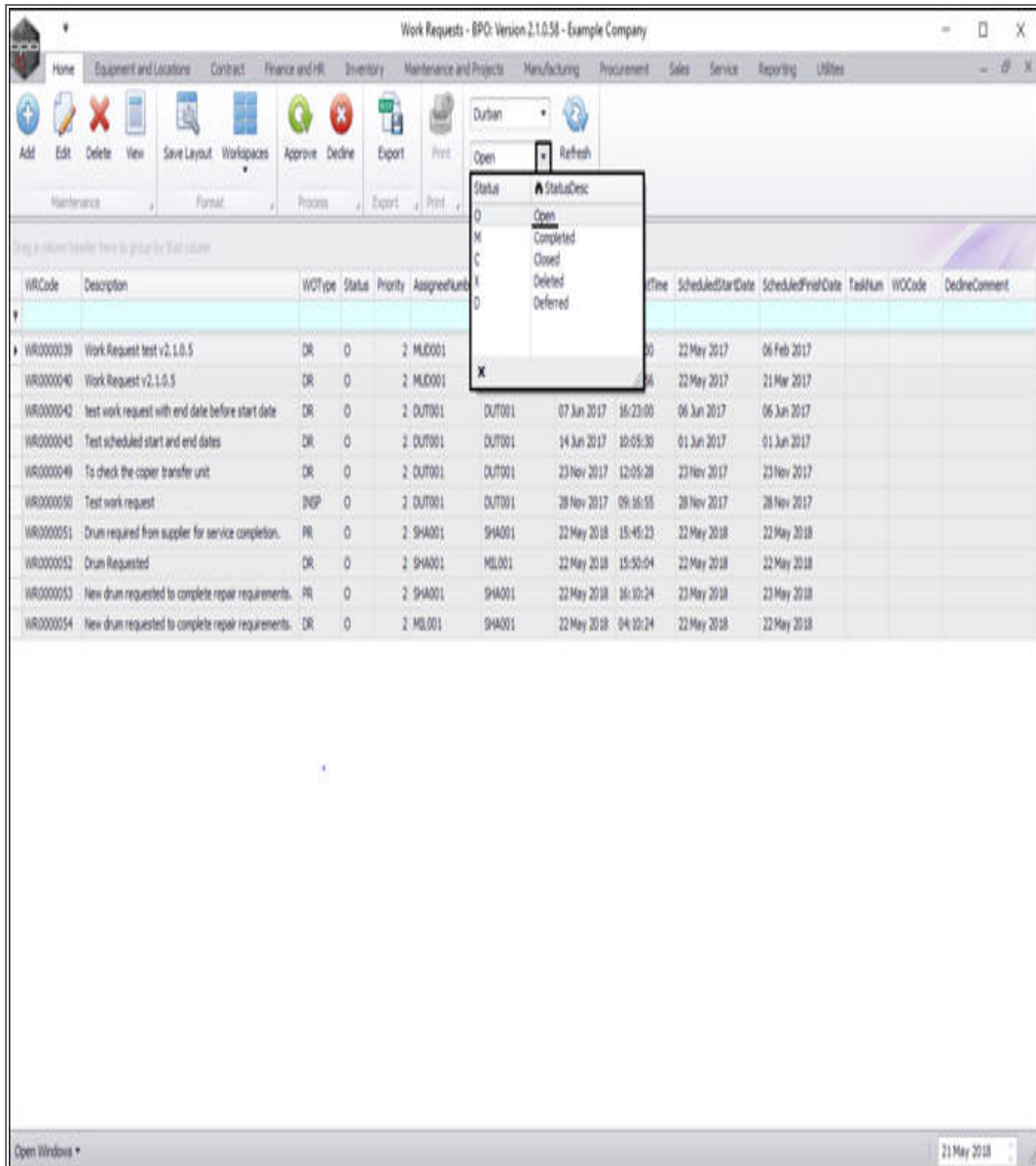
- The **Work Requests** listing screen will be displayed.
- Select the **site**.

- In this image **Durban** has been selected.

- Select the **status**.
  - This should be set to **Open**.

APPROVE A WORK REQUEST

- Click on the **row selector** in front of the **work request** that you wish to **approve**.
- Click on **Approve**.

- A **Process Validation** message box will pop up asking;
  - **Are you sure you want to approve this work request.**

- Click on **Yes**.
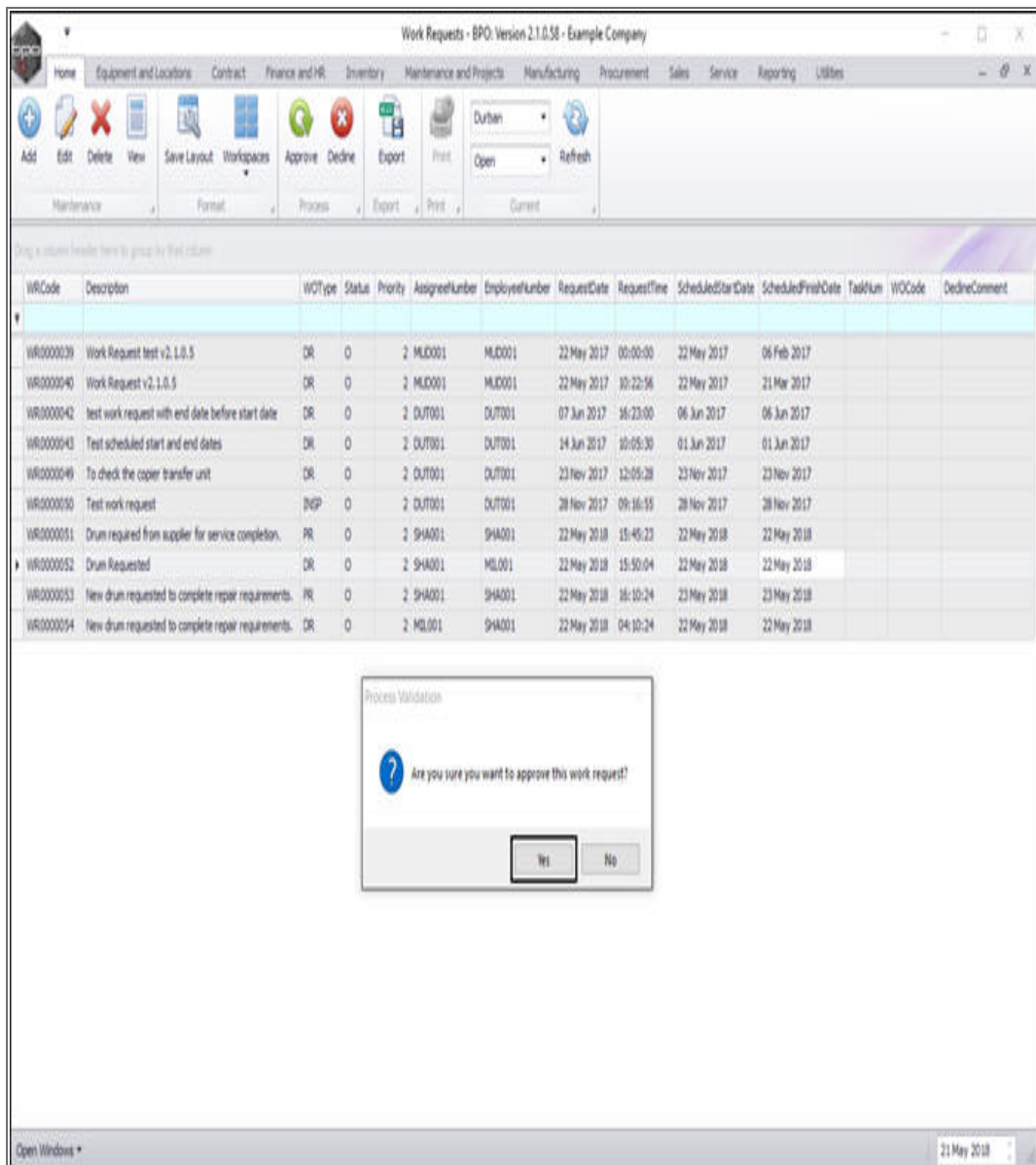
- A **Work Request - Process** message box will pop up informing you that;
    - **The Work Request [ ] has been approved.**
- Click on **OK**.

- The approved work request will now be **removed** from the Work Requests listing screen where the status is set to **Open**.

- Click on the drop-down arrow in the **Status** field and change the status to **Closed**.

- You can now view the **approved** work request in the **Work Requests** listing screen where the status is set to **Closed**.
- You will note that the system has now generated a **work order** for this work request.

DECLINE A WORK REQUEST

- In the **Work Requests** listing screen, ensure that you have selected the **correct site** and that the status is set to **Open**.
- Click on the **row selector** in front of the **work request** that you wish to **decline**.
- Click on **Decline**.

- A **Process Validation** message box will pop up asking;
    - **Are you sure you want to decline this work request?**
- Click on **Yes**.

- A **Rejection Comments** text box will pop up.
- You will need to type in a **reason** for the rejection.

- When you have finished typing in the rejection comment, click on **Save**.
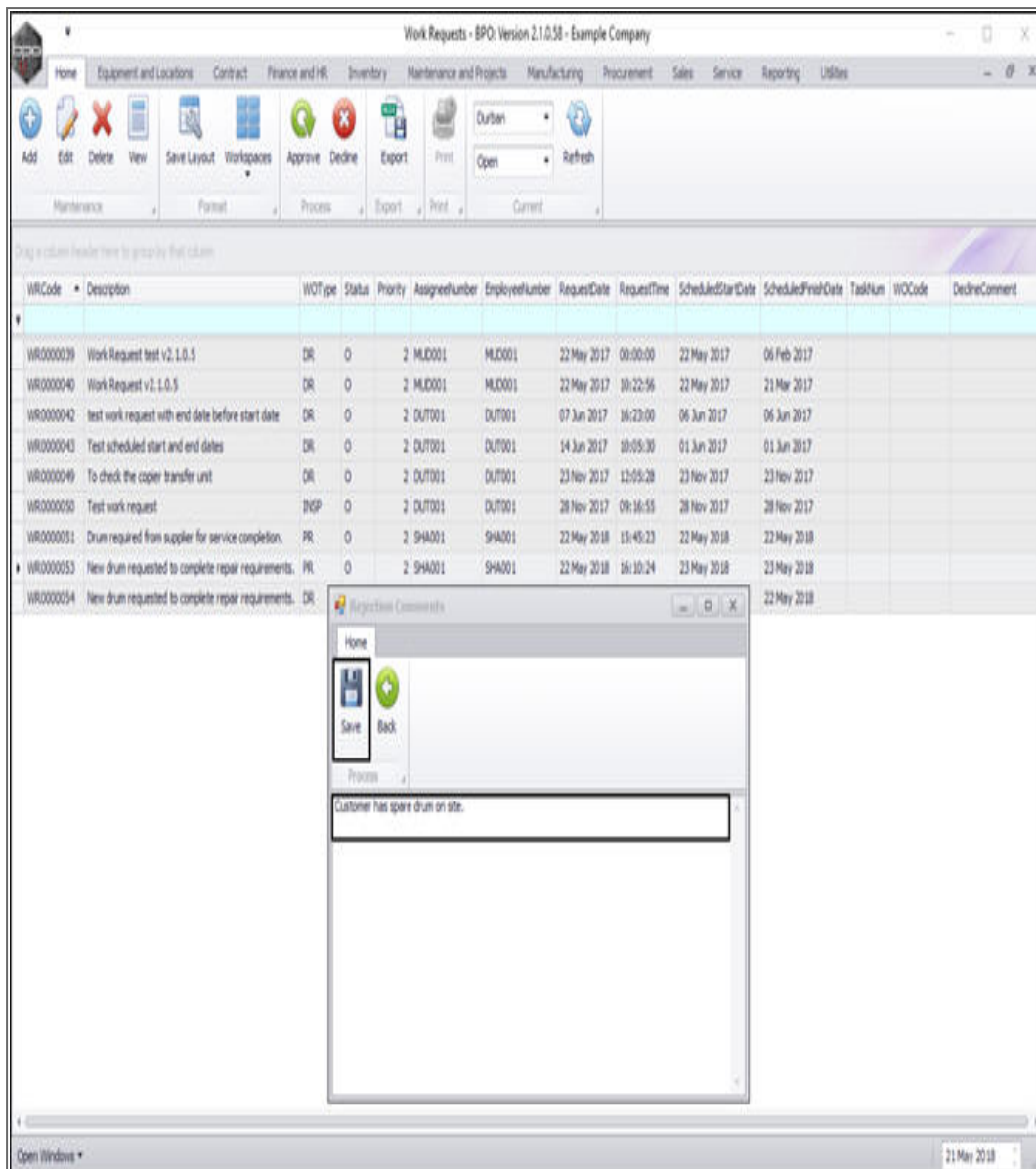
- A **Work Request - Process** message box will pop up informing you that;
  - **The Work Request [ ] has been declined.**
- Click on **OK**.

- The **declined** work request will now be removed from the **Work Requests** listing screen where the status is set to **Open**.

- Click on the drop-down arrow in the **Status** field and change the status to **Closed**.

- You can now view the **declined** work request in the **Work Requests** listing screen where the status is set to **Closed**.
- You will note that the **rejection comments** have pulled through to the **Decline Comments** column.

MNU.073.020