

WORK REQUESTS

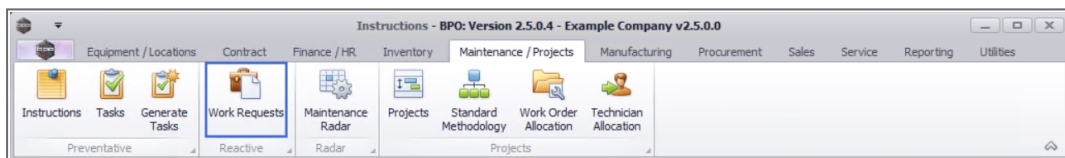
WORK REQUESTS - DECLINE

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.

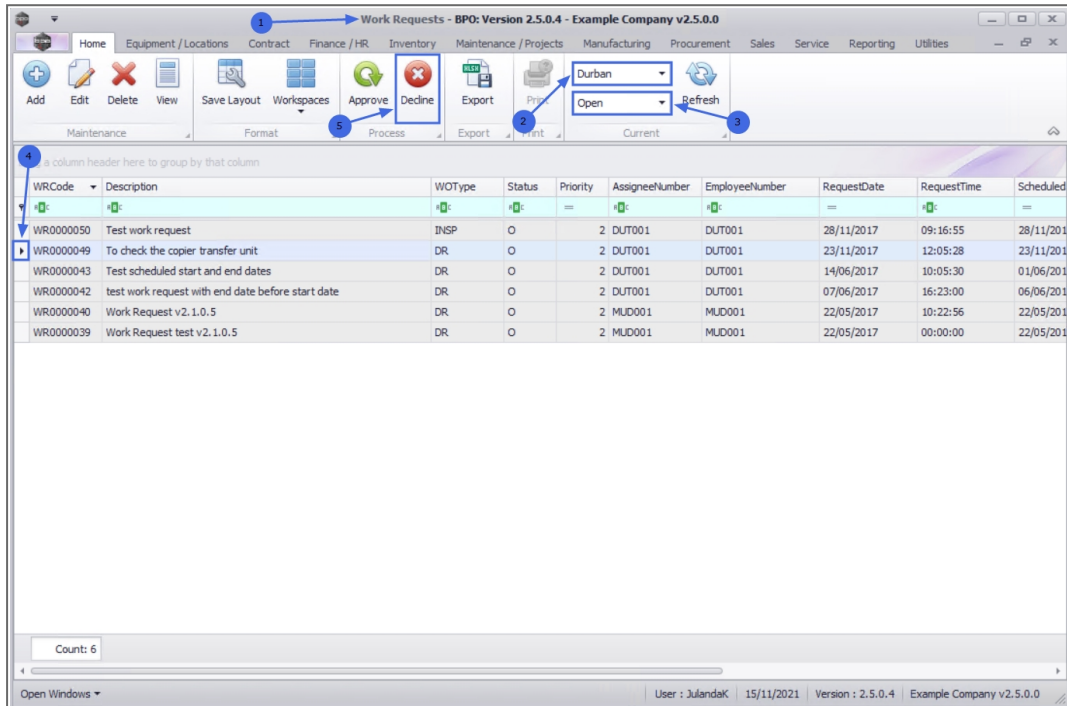
4. Click on the **row** of the **work request** you wish to decline.

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**.

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 Open Refresh

Maintenance Format Process Export Print Current

Drag a column header here to group by that column

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

Count: 6

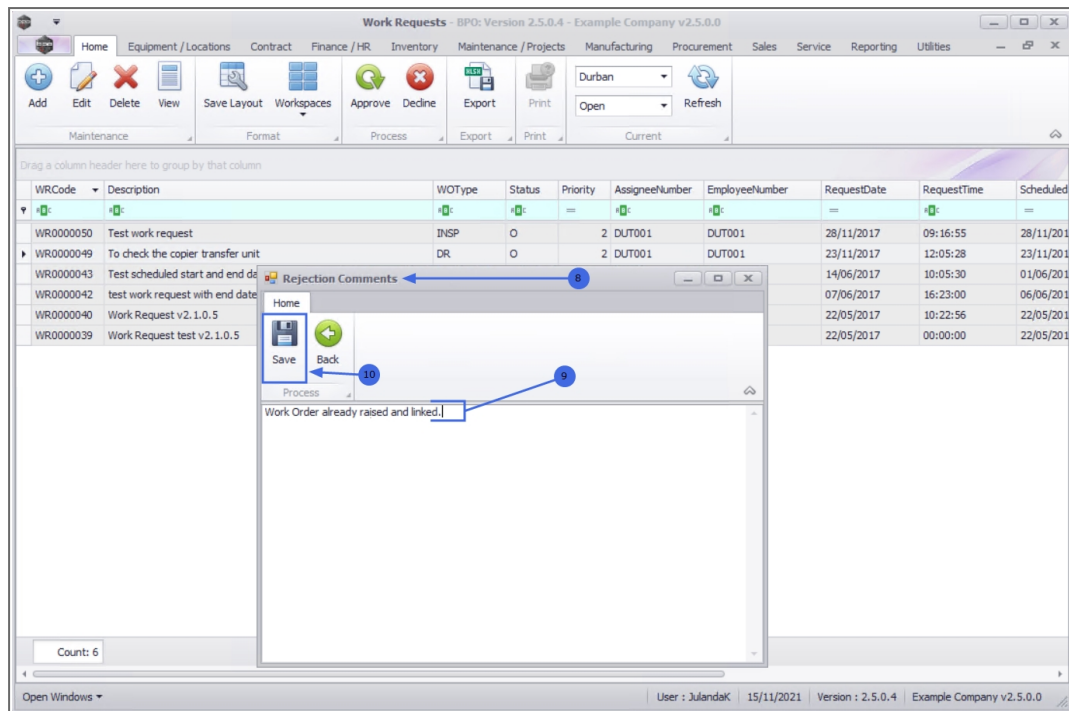
Open Windows Capture screenshot User : JulandaK 15/11/2021 Version : 2.5.0.4 Example Company v2.5.0.0

Process Validation

Are you sure you want to decline this work request?

Yes No

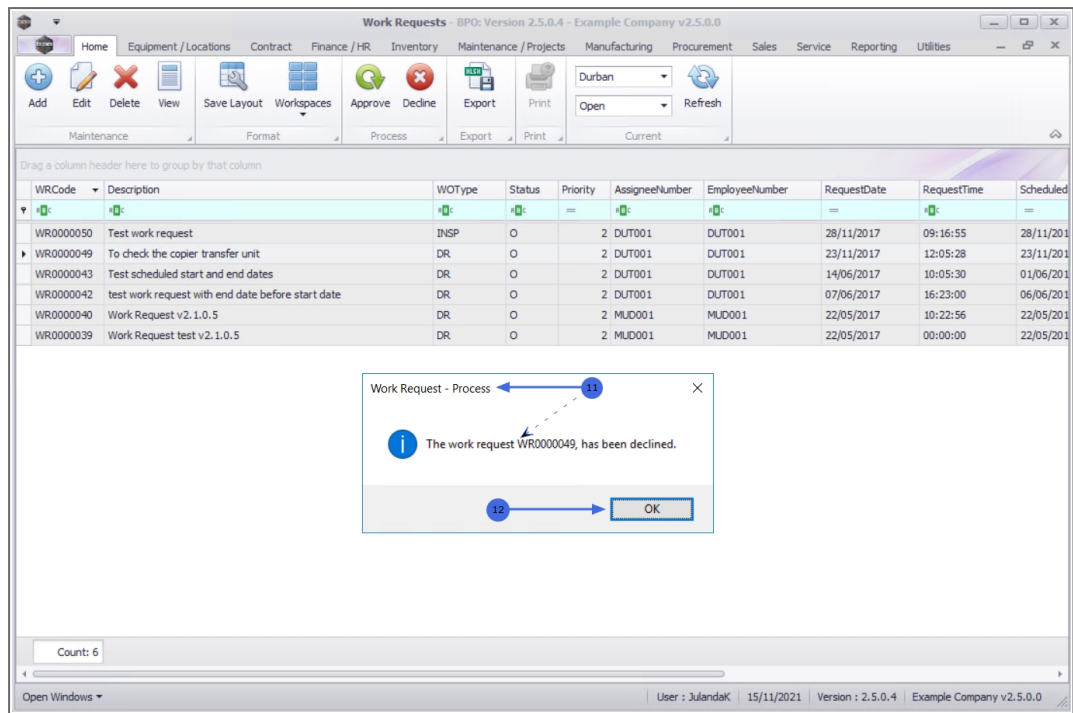
- The **Rejection Comments** screen will display.
- Click in the text box and type in the **reason** this work request is being rejected.
- When you have finished typing in the rejection reason, click on **Save**.



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 title bar indicates 'BPO: Version 2.5.0.4 - Example Company v2.5.0.0'. The interface includes a menu bar with options like Home, Equipment / Locations, Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with icons for Add, Edit, Delete, View, Save Layout, Workspaces, Approve, Decline, Export, and Print. A dropdown menu is open, showing 'Durban' and 'Open' options, with a 'Refresh' button next to it.

The main area displays a table of work requests. The table has columns: WRCODE, Description, WOType, Status, Priority, AssigneeNumber, EmployeeNumber, RequestDate, RequestTime, and Scheduled. The data rows are as follows:

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

Below the table, a confirmation dialog box titled 'Work Request - Process' is displayed. It contains an information icon and the text: 'The work request WR0000049, has been declined.' There is an 'OK' button at the bottom right of the dialog.

At the bottom of the application window, there is a status bar showing 'Count: 6' and 'User : JulandaK | 15/11/2021 | Version : 2.5.0.4 | Example Company v2.5.0.0'.

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 Close 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	WOCode	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 in...	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 die...
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	NCR	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

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