



EVANTAGE SOLUTIONS SDN BHD

Computerized Maintenance Management System (CMMS)

USER MANUAL
(Edit Work Request)

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DOCUMENT CONTROL

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Revision No	Revision Date	By	Description of Changes
1.0	06/06/2024	Najmi	First Version of User Manual – Edit Work Request

Scenario

End users review the work request submitted for machine breakdown or maintenance and realise a mistake in the work request detail. In this syllabus, we will guide on how to edit Work Request using CMMS Core.

1. Edit Work Request

What it's for

To edit the Work Request information that has been raised by the end user and ensure the detail enter is correctly send to the technician team to prevent from getting rejected.

Edit Work Request

- 1.1 On the left panel of the system, click on **Maintenance > Work Request**

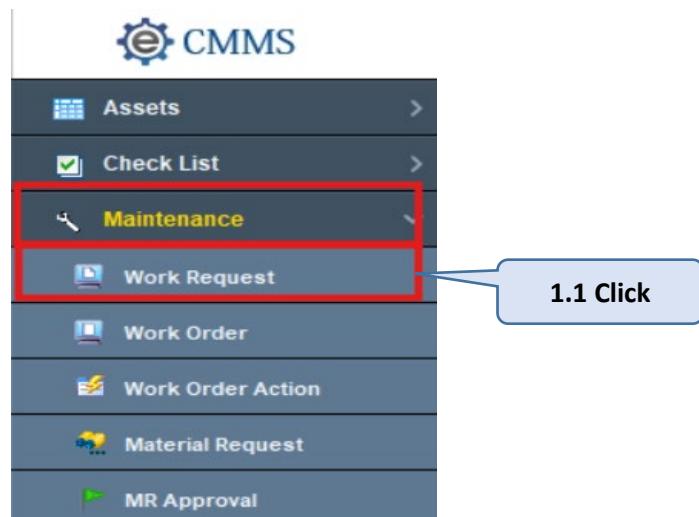


Figure 1.1

- 1.2 Work Request table view will pop up and data will retrieve. Click on **Define** button.

Work Request No	Description	Approval Status	Asset Center	Work Area	Asset Location	Level	Temporary Asset
WKR.100001	breakdown	Approved (A)	001100001	ESSB	P1	COMMON AREA	L1
WKR.100002	ddd	Approved (A)	001100001	ESSB	P1	COMMON AREA	L1
WKR.100003	ddd	Approved (A)	001100001	ESSB	P1	COMMON AREA	L1
WKR.100004	sadasdasd	Approved (A)	001100001	ESSB	P1	COMMON AREA	L1
WKR.100005	Problem	Approved (A)	001100001	ESSB	P1	COMMON AREA	L1

Figure 1.2

1.3 Fill in define query criteria:

(Note: Please refer “User Manual – Define Data Query” for detail information).

Column	Operator	Value
Work Request No	like	WKR100009

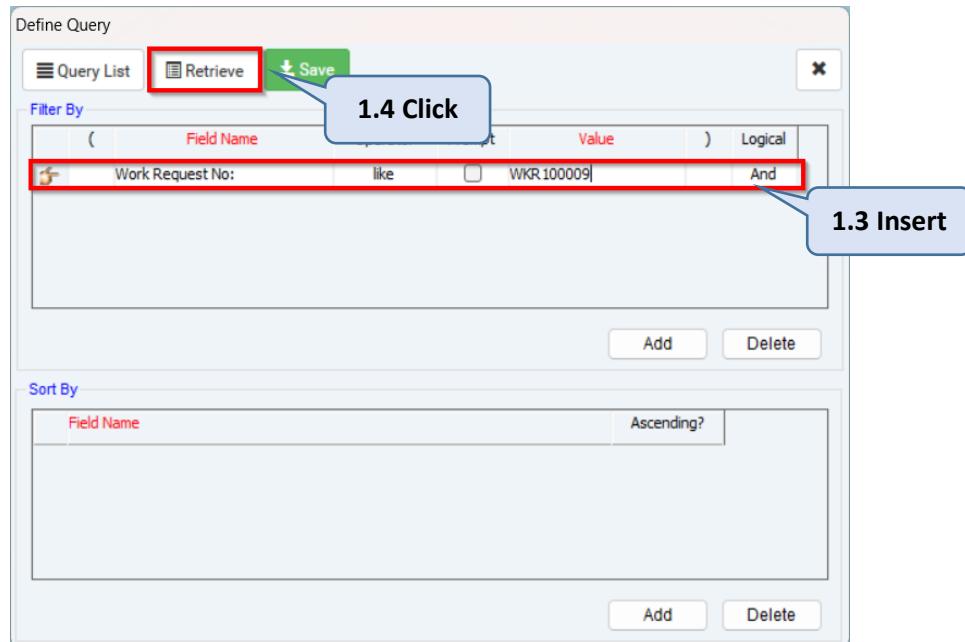
1.4 Click on **Retrieve** button and records will be shortlisted based on query criteria.

Figure 1.3

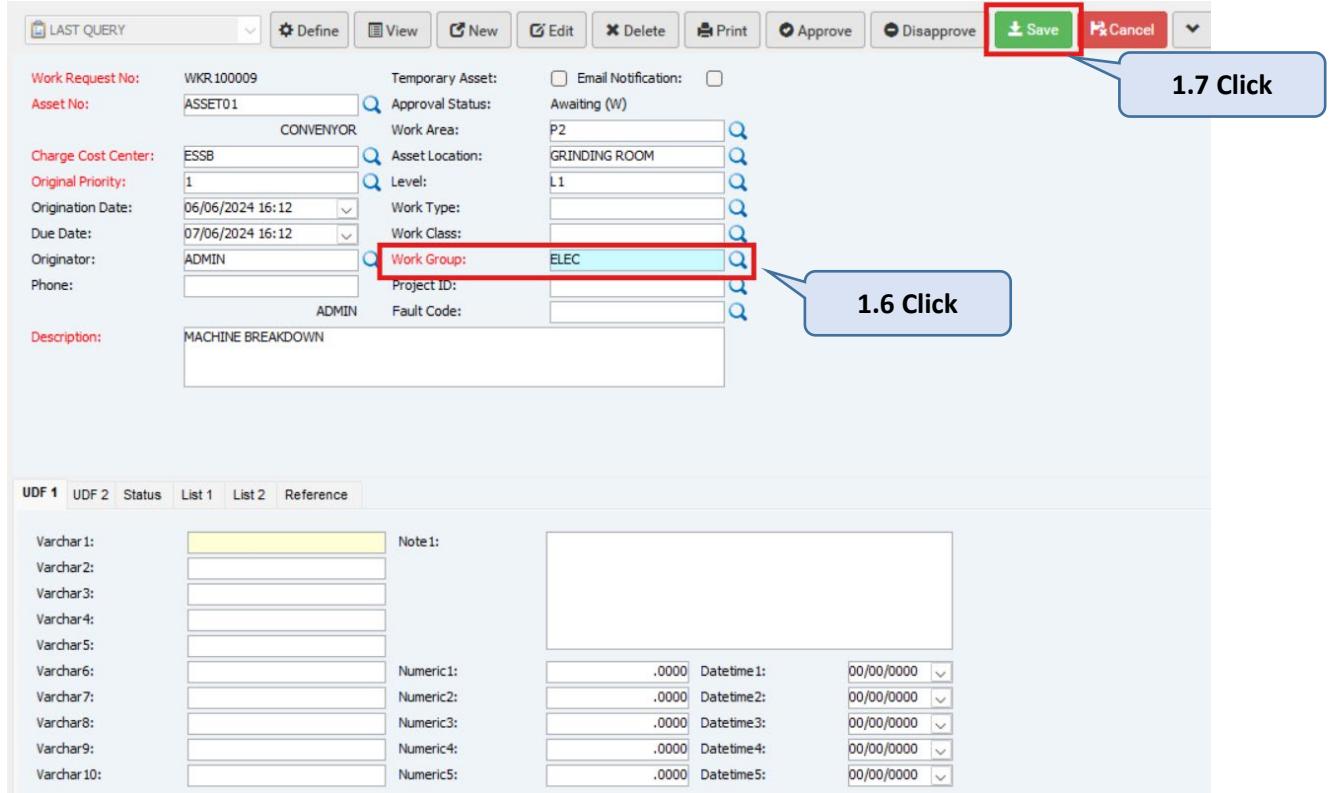
1.5 Click **Edit** button to edit the Work Request.

Figure 1.4

1.6 Edit/Update Asset information:

Field	Value	Have Master File?
Work Group	: ELEC	YES

(Note: Field names are controlled by System Admin).

1.7 Click on **Save** button and user will redirect to Work Request view.


The screenshot shows a software interface for editing a work request. At the top, there are several buttons: 'LAST QUERY', 'Define', 'View', 'New', 'Edit' (which is selected), 'Delete', 'Print', 'Approve', 'Disapprove', 'Save' (highlighted with a red box and a callout '1.7 Click'), and 'Cancel'. The main form contains fields for 'Work Request No.' (WKR.100009), 'Asset No.' (ASSET01), 'Temporary Asset' (checkbox), 'Approval Status' (checkbox), 'Work Area' (P2), 'Email Notification' (checkbox), 'Awaiting (W)', 'Charge Cost Center' (ESSB), 'Original Priority' (1), 'Work Location' (GRINDING ROOM), 'Work Area' (P2), 'Level' (L1), 'Work Type' (checkbox), 'Work Class' (checkbox), 'Work Group' (ELEC, highlighted with a red box and a callout '1.6 Click'), 'Project ID' (checkbox), 'Originator' (ADMIN), 'Phone' (ADMIN), 'Fault Code' (checkbox), and 'Description' (MACHINE BREAKDOWN). Below the main form, there is a section for 'UDF 1' with various input fields for 'Varchar' and 'Numeric' types, and a 'Status' section with dropdowns for 'Note1' and 'Note2'.

Figure 1.5