EVANTAGE SOLUTIONS SDN BHD

Computerized Maintenance Management System (CMMS)

USER MANUAL

(Edit Work Request)

TABLE OF CONTENT

DOCUMENT CONTROL

Document No : CMMS/WR/REQUEST/WR02

Document Name : Edit Work Request

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DOCUMENT REVISION HISTORY

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

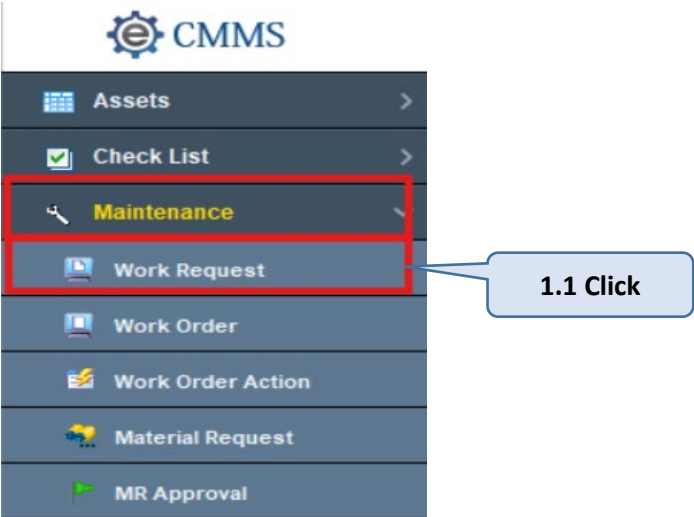1.1   On the left panel of the system, click on **Maintenance > Work Request**

Figure 1.1

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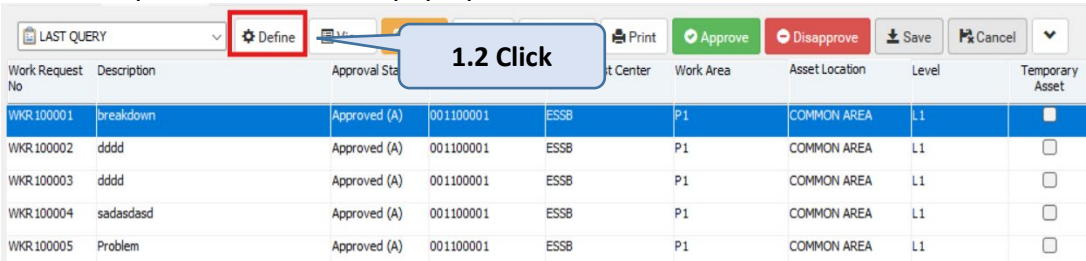

Figure 1.2

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.
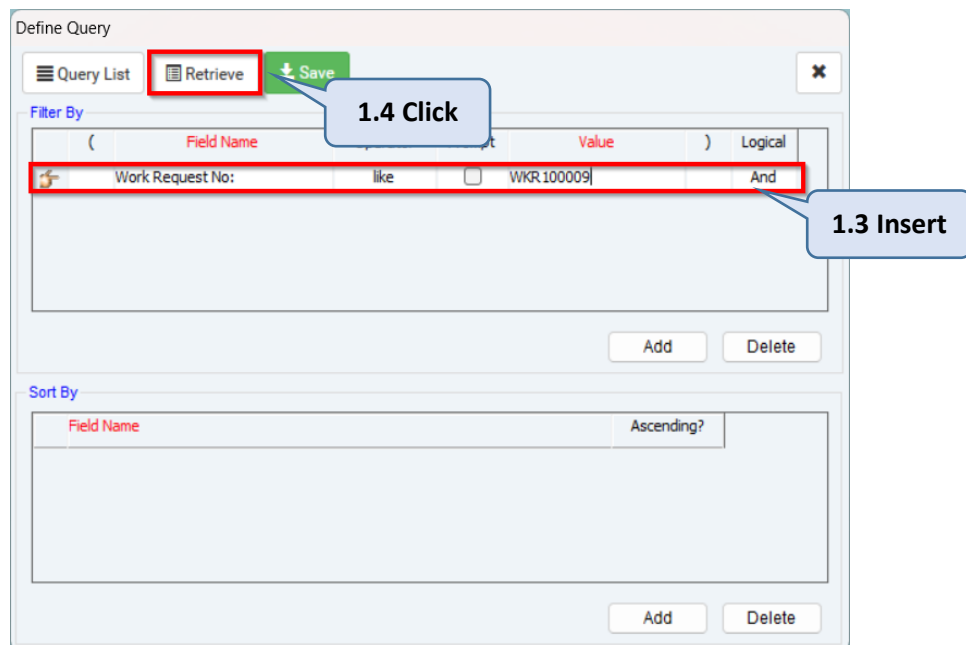

Figure 1.3

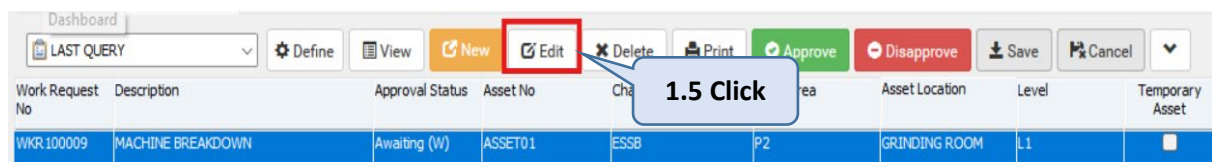1.5   Click **Edit** button to edit the Work Request.

Figure 1.4

1.6   Edit/Update Asset information:

Field	Value	Have Master File?
Work Group	: ELECT	YES

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

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

Figure 1.5