



**EVANTAGE SOLUTIONS SDN BHD**

# **Computerized Maintenance Management System (CMMS)**

***USER MANUAL***  
***(Approve Work Request)***

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# DOCUMENT CONTROL

**Document No** : CMMS/WR/REQUEST/WR05  
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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 – Approve Work Request

## Scenario

The technician receives the work request, reviews it to ensure everything is correct, and approves the work request to become a work order. In this syllabus, we will guide on how to approve the Work Request using CMMS Core.

## 1. Approve Work Request

### What it's for

Approving a work request to become a work order establishes an official directive for executing a specific task for the problem and alert the technician of a job needed to be assign.

### Approve the Work Request

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

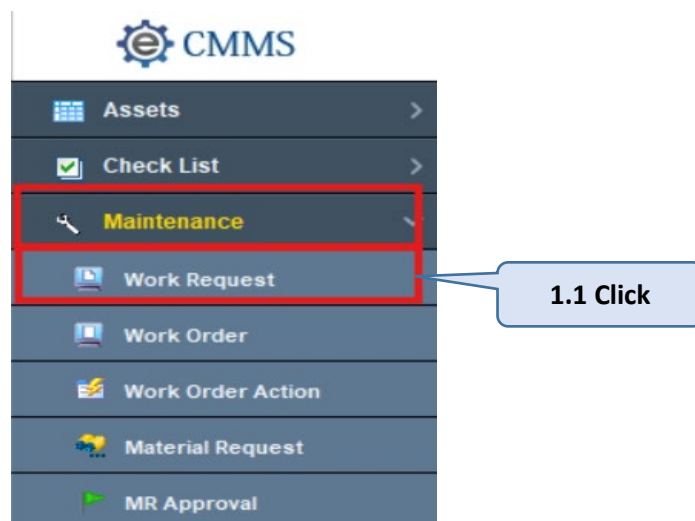


Figure 1.1

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

The image shows the 'Work Request' table view in the CMMS system. The table has columns: Work Request No, Description, Approval Status, Asset Center, Work Area, Asset Location, Level, and Temporary Asset. The first row is highlighted in blue. Above the table, there is a toolbar with buttons: LAST QUERY, Define (highlighted with a red box), View, Print, Approve, Disapprove, Save, and Cancel. A blue callout bubble with the text '1.2 Click' points to the '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	dddd	Approved (A)	001100001	ESSB	P1	COMMON AREA	L1
WKR 100003	dddd	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	WKR100012

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

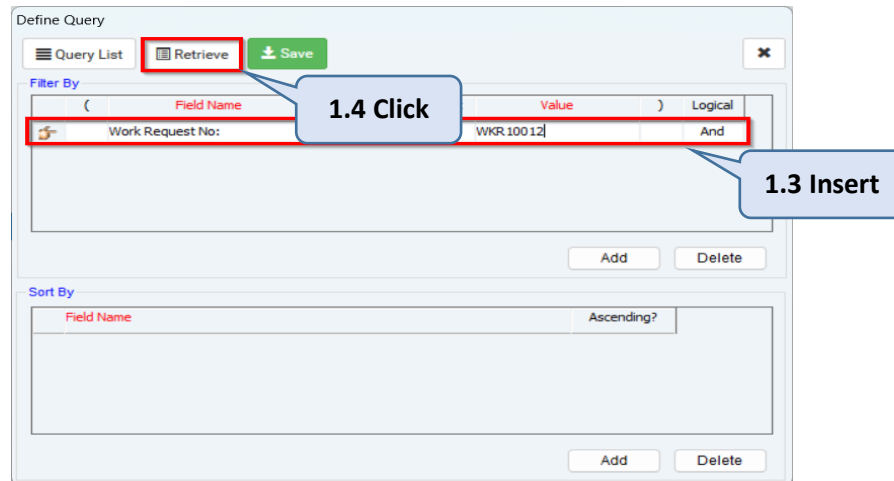


Figure 1.3

- 1.5 Click **Approve** button to approve the Work Request and generate the Work Order no.

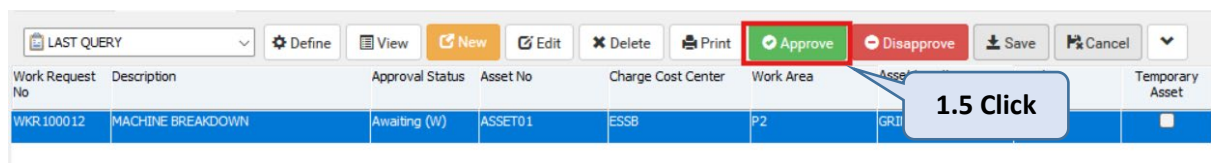


Figure 1.4

- 1.6 Click **Yes** to proceed approving the Work Request.

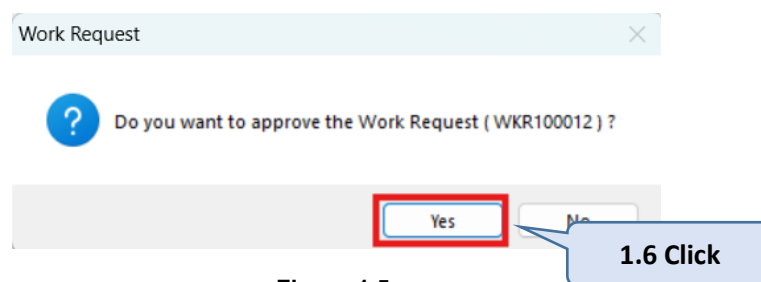


Figure 1.5

- 1.7 Assign the following work request to any technician available.
- 1.8 Choose the Work Order status.
- 1.9 Click **Save** button to generate the Work Order no.

The screenshot shows the 'Approve Work Request' window. It has a title bar with a close button. Below the title bar is a 'Save' button with a green icon, highlighted by a red box and a callout labeled '1.9 Click'. The main area is divided into two sections: 'Work Order Status' and 'Assign Employee'.

**Work Order Status**

Status Type	Status	Description	Email Status
OPEN	OPE	WO OPEN	<input type="checkbox"/>

The first row is highlighted by a red box, with a callout labeled '1.8 Choose'.

**Assign Employee**

Assign	Work Group	Employee ID	Name	Total WO On Hand
<input checked="" type="checkbox"/>	DEMO	ESSB		0

The first row is highlighted by a red box, with a callout labeled '1.7 Assign'.

Figure 1.6

- 1.10 The Work Order No is generated and click **OK** button.

The screenshot shows a 'Work Order No' dialog box. It has a title bar with a close button. The main area contains an information icon and the text 'The assigned Work Order No is CWO100013.' Below this is an 'OK' button, highlighted by a red box and a callout labeled '1.10 Click'.

Figure 1.7