

03

Maintenance Requests

Odoo 19 Enterprise · Maintenance

A maintenance request records a specific job to be done – whether planned or reactive.

1 Create a maintenance request

Maintenance → Maintenance Requests → **NEW**

Click New to raise a maintenance request.

REQUEST FIELDS

Request Name *	Description of the work needed – e.g. "Replace conveyor belt" or "Printer paper jam repair".
Maintenance Type *	Corrective: reactive repair after breakdown. Preventive: scheduled maintenance.
Equipment	Which piece of equipment needs attention.
Responsible	Technician assigned to this job.
Maintenance Team	Team handling the request.
Scheduled Date	When the maintenance is planned.
Priority	Normal, Urgent, or Very Urgent.

2 Track and close requests

Move requests through stages: New → In Progress (technician is working) → Repaired (work done, testing) → Done (confirmed complete). The duration from creation to Done is recorded as resolution time. Add notes in the chatter to document what was done, parts used, and any follow-up needed.