





# Creating a Tenant Exception

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## Creating a Tenant Exception:

Tenant exceptions can be used to define alternate billing schemes for specific tenants. To set up a tenant exception, follow the steps outlined below:

1. Go to **Control Panel > Work Order > Tenant Requests > Service Schedules**.

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2. In the **Filter** section, click on the **Property** field and select the desired property from the drop-down list.
3. In the **Tenant Exceptions** section, click on **New Tenant Exception**.

The screenshot shows the 'Service Schedules' interface. At the top, there is a filter section with 'Property' set to 'Hillview Towers' and 'Request Type' set to 'All'. Below this is a table of services. The 'TENANT EXCEPTIONS / OVERRIDES' section is highlighted, showing a table with columns for Tenant, Request Type, Service, Labor (\$), Material (\$), Markup (\$), Sub-Total (\$), Tax (\$), and Total (\$). A 'New Tenant Exception' button is visible in the top right of this section.

Tenant	Request Type	Service	Labor (\$)	Material (\$)	Markup (\$)	Sub-Total (\$)	Tax (\$)	Total (\$)
Acme Graphics Inc.	Electrical	Fuse Box	10.00	20.00	0.00	30.00	3.50	33.50
Anderson and Friedman	Light Bulbs & Ballasts	Replace Light Bulb	0.00	0.00	0%	0.00	0.00	0.00
Blaze Printing	HVAC - After Hours	HVAC - After Hours - Weekend Hours	150.00	0.00	0.00	150.00	22.50	172.50
	Light Bulbs & Ballasts	Light Bulbs & Ballasts	20.00	10.00	0%	30.00	0.00	30.00

4. Click on the **Tenant** field and select the tenant from the drop-down list.
5. Click on the **Request Type** field and select the request type.
6. Click on the **Service** field and select the service.
7. The default billable information at the property level is displayed. Make any necessary changes for the tenant exceptions and click on **Save**. If this service is not billable, clear the **Billable** checkbox.
8. For **Labor** or **Material** costs, click on the **Amount** field and enter the amount. Then, click on the **Tax (%)** field and enter the tax amount.
9. For **Markup** costs, click on the **Amount** field and enter the amount. If the amount is a percentage of labor and materials, click on the **Percentage** checkbox to select it. Then, click on the **Tax (%)** field and enter the tax amount.
10. Click on **Save Exception**.

The screenshot shows the 'NEW TENANT EXCEPTION' form. It includes fields for Property (Hillview Towers), Tenant (Acme Graphics Inc.), Request Type (HVAC - After Hours), and Service (HVAC - After Hours - Weekend Hours). There is a checked 'Billable' checkbox. Below these are input fields for Labor, Material, and Markup amounts, and Tax (%) fields. The Labor amount is 200.00 and the Tax (%) is 15. There is also a 'Percentage' checkbox next to the Markup field.

	Amount	Tax (%)
Labor:	200.00	15
Material:	0.00	0
Markup:	0.00	0

**Summary**

Subtotal: \$ 200.00

Tax: \$ 30.00

**Total: \$ 230.00**

[Save Exception](#)

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