





# Tenant Requests

[Control Panel > Work Order > Tenant Requests](#)

## **Introduction to Tenant Requests:**

Tenant Request, powered by Angus AnyWhere, is a fully Web-enabled system designed to manage and streamline the work order completion process.

A request is created when a tenant has a need for service. Requests are converted automatically by Axis Portal into TR work orders. Tenants are able to make requests using Axis Portal; they can also be made by staff members on a tenant's behalf from within Axis Portal or by using [Angus AnyWhere Mobile](#).

The TR work order system has the following features:

- If sufficient information is provided in the original request, the work order can be automatically assigned and dispatched using the routing table (for more information on work order routing, see [About Work Order Routing](#) and associated topics). Otherwise, the work order is placed in the [Outstanding List](#), where a staff member may complete the details necessary to assign and dispatch the work order.
- Tenants can request and receive [estimates](#) for billable services.
- Staff members can subscribe to TR [email notifications](#) in Axis Portal.
- Staff members (or vendors assigned to a work order) can update the work order status.
- For work orders that were completed by a vendor or other third-party, these work orders can be flagged as **Invoice Pending**.
- Closed work orders that contain [billable services](#) must undergo [billing verification](#).

For information on using the TR system once it has been configured, see Tenant Request Workflow and associated topics and subsections.