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.