

Rejecting Estimates

When Estimates are submitted via a TSI, the Tenant is notified via e-mail with the Estimate information. The Tenant has the choice to Reject the Estimate at this point.

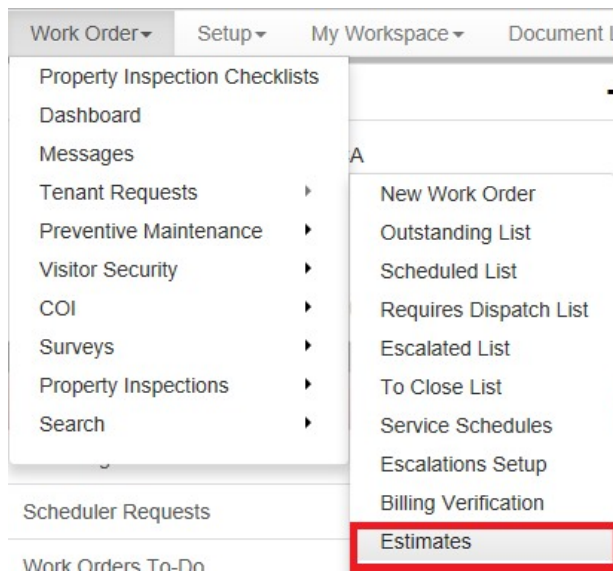
Rejecting an Estimate from the TSI:

1. Click **All Requests** and open the request.
2. Select **Reject Estimate**, and enter the notes as required.
3. Click **Save my Decision**. This cancels the request and indicates no work will be done.

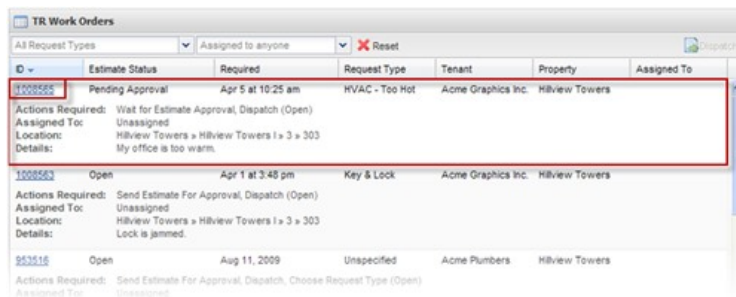
Alternatively, the Tenant may advise the Property Management Office via the TSI, telephone or in writing that they do not accept the Estimate. In this case an Administrator can Reject the Estimate in Axis Portal.

Rejecting an Estimate in Axis Portal:

1. Click [Control Panel > Work Order > Tenant Requests > Estimates](#).



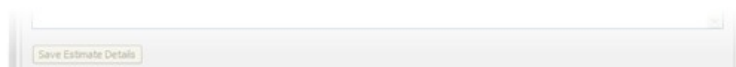
2. Locate the work order estimate to reject from the list, then open the work order by either double-clicking on the row, or clicking on the work order ID number.



3. Click the **View Estimate** tab, then on **Click here to view the Estimate**. The estimate is displayed.



4. At the Estimate screen, click **Rejected by Tenant**. A window will popup where you can enter any rejection notes communicated by the Tenant.



Current Services						
Service	Quantity	Billable	External	Amount (\$)	Tax (\$)	Total
HVAC - Too Hot	1	✓		100.00	8.00	\$108.00

Approved by Tenant **Rejected by Tenant** Send for Approval Cancel Estimate Return to Work Order

ESTIMATE # 1008565 HISTORY

- 5. Click **Submit**. The estimate has now been rejected.

