

Finding TR Work Orders

Each list in the Tenant Request folder displays work orders in various states, as described below:

List	Description
Outstanding	Displays all work orders which are due but not yet completed.
Scheduled	This list shows all future-dated work orders.
Requires Dispatch	All work orders which have not yet been dispatched are displayed.
Escalated	Escalated work orders are shown.
To Close	Lists all work orders which have been completed but not yet closed.
Billing Verification	Displays the billing verification interface, allowing verification of billing for all billable work orders.

Each list can be sorted by ID, Required Date, Request Type, Tenant, Property or assignment (Assigned To). There is also an additional field in each list by which items can be sorted:

List	Additional Field
Outstanding	Last Event
Scheduled	Received
Requires Dispatch	Last Event
Escalated	Escalation Level
To Close	Last Event

It is also possible to filter lists using the **Property**, **Request Type** and **Assigned To** drop-down lists.

The screenshot shows the 'TR Work Orders' interface. At the top, there is a 'Property:' dropdown menu set to 'All Properties'. Below this, there are three filter dropdowns: 'All Request Types', 'Assigned to anyone', and a 'Reset' button. The main table displays a list of work orders with columns: ID, Last Event, Required, Request Type, Tenant, Property, and Assigned To. The first row shows a work order with ID 27251772, 'Dispatch Fail...' as the last event, 'Nov 3 at 1:06 pm' as the required date, 'HVAC too cold' as the request type, 'Turner Servi...' as the tenant, 'One Corpora...' as the property, and 'Lauren Taylor' as the assigned to. The second row shows a work order with ID 27000722, 'Open' as the last event, 'Oct 14 at 10:53 am' as the required date, 'After Hours ... DDN' as the request type, and 'One Corpora...' as the property. The third row shows a work order with ID 26990028, 'Open' as the last event, 'Oct 13 at 3:41 pm' as the required date, 'Janitorial / NI...' as the request type, and 'Downey Sa...' as the tenant. Each row has a 'Details' link and an 'Actions Required' link.

ID	Last Event	Required	Request Type	Tenant	Property	Assigned To
27251772	Dispatch Fail...	Nov 3 at 1:06 pm	HVAC too cold	Turner Servi...	One Corpora...	Lauren Taylor
27000722	Open	Oct 14 at 10:53 am	After Hours ... DDN	One Corpora...		
26990028	Open	Oct 13 at 3:41 pm	Janitorial / NI...	Downey Sa...	One Corpora...	