





## Updating Work Orders By Email

Employees can update Work Orders via e-mail or e-mail capable device by replying to the work order message with the text displayed in the table below. This update will be reflected on the Work Order History section of the Work Order in Axis Portal.

Work Order Update	Text Code
<b>Acknowledged</b> Note: If you are using the Axis Portal Tenant Request system on your handheld device, the work order will be automatically 'Acknowledged.'	ACK
<b>Accepted</b>	ACCEPT
<b>Work Started</b>	START; WIP
<b>Delayed</b>	DELAY (Time Taken)
<b>Completed</b>	CMP (Time Taken)
<b>Reject</b>	REJECT
<b>Forward</b>	FWD (User name/ Employee First Name/ Employee Last Name)
<b>Traveling</b>	TRAVEL

**Note:**

- Messages sent using the START, DELAY and CMP codes automatically update Tenants via e-mail and on the Tenant Services Interface if one is in use. If an update to the Tenant is not desired, do not update work orders this way.

**To Update Work Orders by Email:**

1. Open the desired message.
2. Select the command to reply to the message (depending on the e-mail program or e-mail device you are using.)
3. Delete the body of the message.
4. Enter the text (as indicated in the table above) to update the work order.
5. Send the message.