





# FAQs

## Stacking Report FAQs:

1. [Why are tenants showing up that we did not upload Lease Abstracts for?](#)
2. [What happens when a tenant moves to a new suite/floor/building or leaves the property?](#)
3. [Can we see which fields were used from the Lease Abstract we imported?](#)

### 1. Why are tenants showing up that we did not upload Lease Abstracts for?

This report will show *all* tenants that have been added into Axis whether they have a Lease Abstract uploaded for them or not. For those tenants that *do* have a Lease Abstract uploaded for them, this report will show additional leasing information for them.

### 2. What happens when a tenant moves to a new suite/floor/building or leaves the property?

- Moves – If a tenant moves to a new suite/floor/building, update the information for the tenant in Axis *first* by following these steps:
  - Go to **Control Panel > Setup > Tenants**.
  - Hover over the desired tenant you'd like to remove and click on the drop-down arrow next to their name.
  - Click on **Edit**.
  - Update the necessary fields.
  - Click on **Save**.

Next, upload a new Lease Abstract for them. The reports will then be updated with the new information.

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#### **Note:**

- The reports will not reflect the correct information unless a new Lease Abstract is uploaded for them.
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- Leaves – If a tenant leaves the property, delete them from Axis by following these steps:
  - Go to **Control Panel > Setup > Tenants**.
  - Hover over the desired tenant you'd like to remove and click on the drop-down arrow next to their name.
  - Click on **Remove**.

Tenant will no longer show up on the reports.

### 3. Can we see which fields were used from the Lease Abstract we imported?

Yes. There is a [Lease Intelligence Mapping](#) document available. The first section shows which fields are required for Axis within each tab of the Lease Abstract. The next three sections show which part of the Lease Abstract is shown in the [Stacking Report](#) and [Expiration Report](#).

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**Note:**

- This document is for Lease Abstract Version 10.8. Other versions may vary.
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