

Building Services

Submitting a Detailed Service Request

Select Users
All Buildings

To submit a detailed service request, use the **Service Request** function found in the Building Services drop-down menu. Here is an overview of the Service Request screen. (We will go through step-by-step instructions on the next page.)

USER INFORMATION: This information will already appear based on your user profile.

THIS IS NOT ME: Click this link if your name does not appear in the member text box.

LOCATION: Check either **Tenant Space** or **Common Area** to indicate the location of the maintenance issue.

COMMON REQUESTS: Use this drop-down box to choose a description of the maintenance issue. If you choose "Member Specified", you are required to type a description in the description box.

DESCRIPTION BOX: You can type a detailed description of your maintenance issue here.

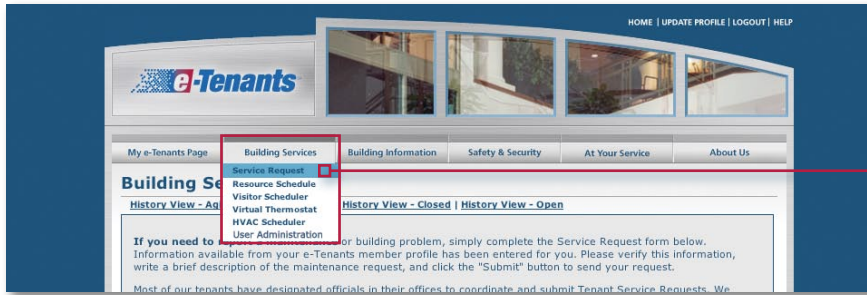
CC: E-MAIL: Use this function to choose one or more co-workers who should receive copies of status e-mails.

OPT OUT OF RECEIVING STATUS E-MAILS: Check this box if you do not wish to receive status e-mails regarding your service request. (You will still receive an e-mail when the request is opened and one when it is closed.)

SERVICE REQUESTS FROM PAST 24 HOURS:
See all service requests that have been submitted within the last 24 hours.

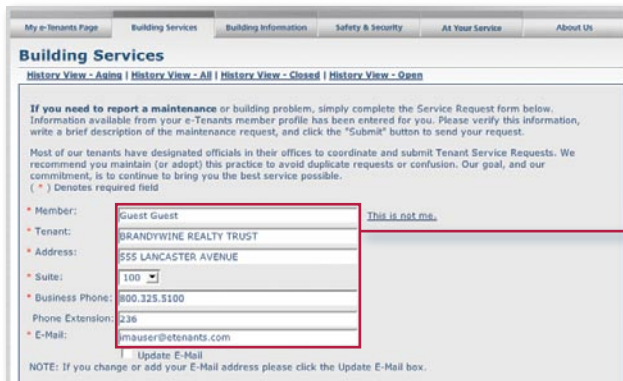
The screenshot shows the 'Building Services' form in the e-Tenants system. The form includes fields for Member, Tenant, Address, Suite, Business Phone, Phone Extension, and E-Mail. It also has a 'Location' section with radio buttons for 'Tenant Space' and 'Common Area'. A 'Common Requests' dropdown menu is set to 'MEMBER SPECIFIED'. Below this is a 'Brief Description of the problem:' text area. There is a 'CC E-Mail:' field and a checkbox for 'Do not send me email status updates for this work order.'. At the bottom, there is a '24 hour history to avoid duplicates:' table with columns for Request ID, Description, Requestor, Status, CC Email, Assigned To, and Created on. The table lists several recent requests, all with a status of 'OPEN' and assigned to 'John Doe - TSR; TSR User'. The footer contains the e-Tenants logo, a copyright notice for 2000-2005, and links for 'Disclosure' and 'Privacy'.

Request ID	Description	Requestor	Status	CC Email	Assigned To	Created on
302198	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR; TSR User	John Doe - TSR; TSR User	4/16/2007 3:17:54 PM
302197	CEILING TILE REPAIR/REPLACEMENT	Tenant User	OPEN	John Doe - TSR; TSR User	John Doe - TSR; TSR User	4/16/2007 1:53:21 PM
302196	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR; TSR User	John Doe - TSR; TSR User	4/16/2007 1:42:31 PM
302195	DAY PORTER, CLEANER NEEDED	Tenant User	OPEN	John Doe - TSR; TSR User	John Doe - TSR; TSR User	4/16/2007 1:38:15 PM
302194	ROOF LEAK	Tenant User	OPEN	John Doe - TSR; TSR User	John Doe - TSR; TSR User	4/16/2007 1:28:51 PM
302193	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR; TSR User	John Doe - TSR; TSR User	4/16/2007 1:27:25 PM
302192	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR; TSR User	John Doe - TSR; TSR User	4/16/2007 1:26:53 PM
302191	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR; TSR User	John Doe - TSR; TSR User	4/16/2007 11:37:46 AM



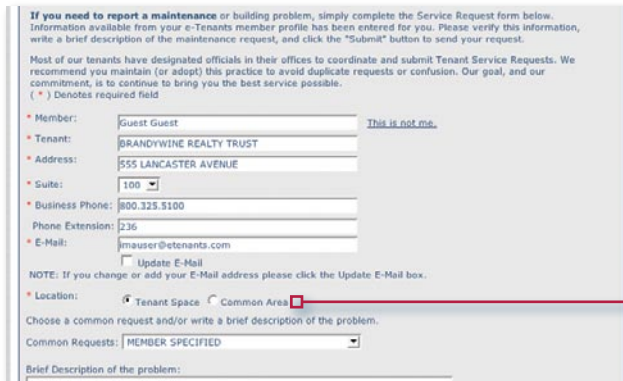
STEP 1

Click **Service Request** in the Building Services drop-down menu.



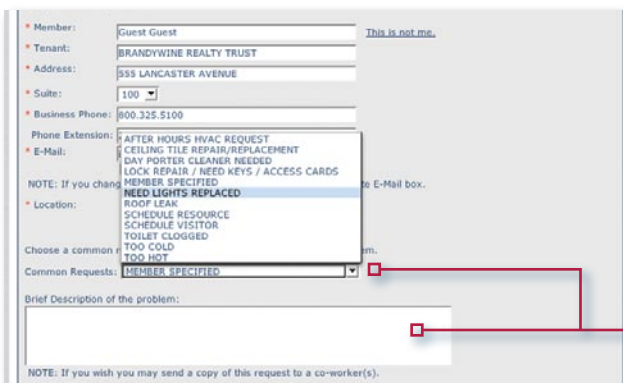
STEP 2

Confirm that your contact information is correct. You have the option of changing your telephone number and e-mail address by clicking on the text boxes and checking the **Update E-mail** box. (If your name and company name are not correct, click on the **This Is Not Me** link, which will allow you to re-enter your Username and Password or become a member.)



STEP 3

Choose the location of the service request. If it is in your company's space, click the **Tenant Space** button. If it is in your building's shared space, click the **Common Area** button.



STEP 4

Choose a description of the request from the **Common Requests** drop-down box and/or type your own description in the text box.

continue to the next page ...

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STEP 5

If you wish to have one or more co-workers copied on status e-mails, type their e-mail addresses in the **CC E-mail** text box. (Each address should be separated by a semicolon.)

Update E-Mail
NOTE: If you change or add your E-Mail address please click the Update E-Mail box.

Location: Tenant Space Common Area
Choose a common request and/or write a brief description of the problem.

Common Requests:

Brief Description of the problem:

NOTE: If you wish you may send a copy of this request to a co-worker(s).

CC E-Mail:

Enter an E-Mail address which must match YOUR E-Mail domain name. Separate multiple addresses with a semi-colon.

Do not send me email status updates for this work order.

24 hour history to avoid duplicates:

Request ID	Description	Requestor	Status	CC Email	Assigned To	Created on
302198	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR;	TSR User	4/16/2007 3:17:54 PM
302197	CEILING TILE REPAIR/REPLACEMENT	Tenant User	OPEN	John Doe - TSR;	TSR User	4/16/2007 1:53:21 PM
302196	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR;	TSR User	4/16/2007 1:42:31 PM
302195	DAY PORTER CLEANER NEEDED	Tenant User	OPEN	John Doe - TSR;	TSR User	4/16/2007 1:38:15 PM
302194	ROOF LEAK	Tenant User	OPEN	John Doe - TSR;	TSR User	4/16/2007 1:28:51 PM
302193	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR;	TSR User	4/16/2007 1:27:25 PM
302192	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR;	TSR User	4/16/2007 1:24:53 PM
302191	MEMBER SPECIFIED	Tenant User	OPEN	John Doe - TSR;	TSR User	4/16/2007 11:37:46 AM

STEP 6

If you do NOT wish to receive status updates via e-mail, check the box reading **Do Not Send Me E-mail Status Updates On This Work Order**. You will still receive an e-mail when the request is opened and one when it is closed.

CC E-Mail:

Enter an E-Mail address which must match YOUR E-Mail domain name. Separate multiple addresses with a semi-colon.

Do not send me email status updates for this work order.

24 hour history to avoid duplicates:

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302194	ROOF LEAK	Tenant User	OPEN	John Doe - TSR;	TSR User	4/16/2007 1:28:51 PM
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Dashboard | Profile

STEP 7

Confirm that a duplicate service request has not already been submitted by scanning the list of service requests made in the past 24 hours. Click the **Submit** button to send your request.

HOME | UPDATE PROFILE | LOGOUT | HELP

My e-Tenants Page | Building Services | Building Information | Safety & Security | At Your Service | About Us

Building Services

History View - Aging | History View - All | History View - Closed | History View - Open

If you need to report a maintenance or building problem, simply complete the Service Request form below. Information available from your e-Tenants member profile has been entered for you. Please verify this information, write a brief description of the maintenance request, and click the "Submit" button to send your request.

Most of our tenants have designated officials in their offices to coordinate and submit Tenant Service Requests. We recommend you maintain (or adopt) this practice to avoid duplicate requests or confusion. Our goal, and our commitment, is to continue to bring you the best service possible.

(*) Denotes required field

Thank you for your Tenant Service Request. Our Tenant Service Representative has received your request and will dispatch it to the appropriate personnel. If you have any questions, please contact e-Tenants Customer Care at 1.888.325.5100.

STEP 8

You will receive a confirmation message indicating that your service request was successfully submitted.