

Logging In

- Launch an Internet browser session and go to this web site address: <http://www.bptenantservices.com>
- Enter the User Name and Password and click
- If you cannot recall your Password, use the Password Assistance link and it can be e-mailed to you



Boston Properties Tenant Services

Welcome to the Tenant Request System

User Name :

Password :

Remember Me

[Forgot your password? Click Here](#)

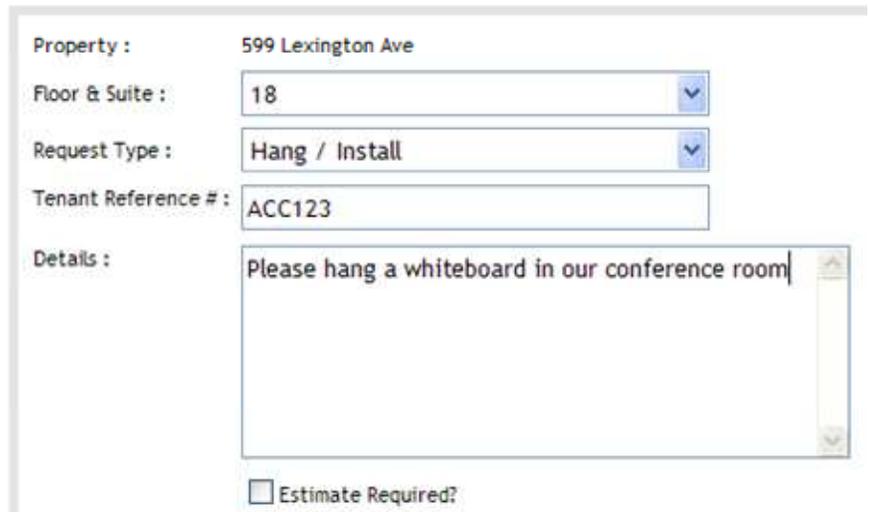
Instructions
Please enter your name and password. If you do not have a valid user account, please contact the property management office for your building.

First Time User
Please check your e-mail for a message containing your unique login credentials.

Creating a New Request

- Click **New Request** to create a new request
- Select the appropriate Floor & Suite
- Choose a Request Type
- Enter a Reference # if needed
- Enter a brief description of the Request in the Details area
- Click
- An on-screen confirmation will appear with the Work Order # for that request **Request Confirmation (#8963955)**
- If you wish to create another request, click

New Service Request



Property : 599 Lexington Ave

Floor & Suite : 18

Request Type : Hang / Install

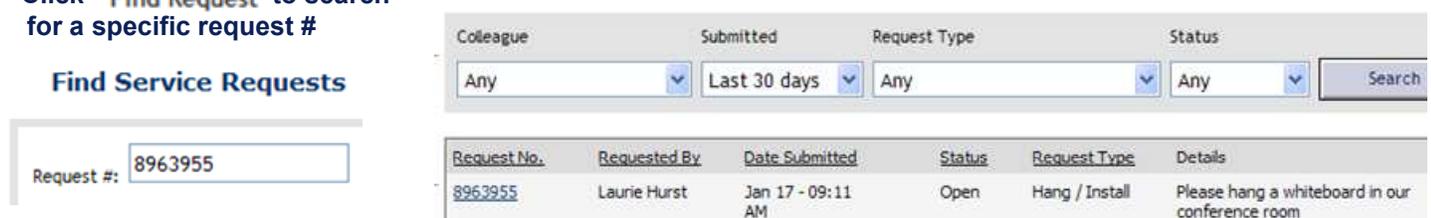
Tenant Reference # : ACC123

Details : Please hang a whiteboard in our conference room

Estimate Required?

Reviewing Existing Requests

- Click **My Requests** to view requests that you submitted or click **All Requests** to include Colleague's Requests
- The Default view is requests in the last 30 days of Any Type and Any Status
- Change the filter options and click to find specific requests, then click a # to view a Request
- Click **Find Request** to search for a specific request #



Find Service Requests

Request # :

View All Service Requests

Coleague Submitted Request Type Status

Any Last 30 days Any Any

Request No.	Requested By	Date Submitted	Status	Request Type	Details
8963955	Laurie Hurst	Jan 17 - 09:11 AM	Open	Hang / Install	Please hang a whiteboard in our conference room

Changing Password or Profile Information

- Click **My Profile** to view user account
- Make any necessary changes and click

Questions?

- Please call the Property Management Office

Billable Requests

- There are 2 methods for Authorizing Billable work

1) Pre-Authorization

- Indicate in New Request Details area that Billable Work is authorized

- Also, if an Estimate is requested, ask for one in the Details area

Property :	265 Franklin
Floor & Suite :	01
Request Type :	HVAC/OT
Details :	We would like overtime HVAC this weekend and we understand this is a billable service.

2) Authorization via E-Mail

- If the work requested is billable and Boston Properties is interested in obtaining authorization, a message can be sent to the Requestor indicating that approval of Billable Work is required

From: Boston Properties Management Office [BostonProperties.req.8640684@ng1.angusanywhere.com]	Sent: Fri 7/7/2006 1:41 PM
To: Dan Shanahan	
Cc:	
Subject: 8640684 in Building 265 Franklin -- TR Message	

This is a billable service, please authorize. Thanks

- Simply Reply to that e-mail message to Approve or Cancel the requested work

From: Tom Marcucella	Sent: Fri 7/7/2006 1:42 PM
To: 'Boston Properties Management Office';	
Cc:	
Subject: RE: 8640684 in Building 265 Franklin -- TR Message	

Yes, please install the whiteboard. Thank you

-----Original Message-----

From: Boston Properties Management Office
[<mailto:BostonProperties.req.8640684@ng1.angusanywhere.com>]
Sent: Friday, July 07, 2006 1:41 PM

Authorization

- The Tenant Authorization feature enables tenants to allow their contacts to submit requests via the www.bptenantservices.com web site and designate one or more contacts, named Authorizers, to authorize and decline these requests via the web site.
- Authorization is an optional feature and can be set up for the entire tenant company or on a Department basis.
- The request submitter receives an on-screen notification that the request requires authorization.

Request Confirmation (#8963957)

Note : Your request has been submitted. However, before work can proceed, this request must be authorized by one of the following colleagues in your company : Laurie Hurst.

- Authorized contacts can receive an e-mail notification when submitted requests require their authorization and an “Authorization” section appears on the menu when they are logged into www.bptenantservices.com

Items Pending My Authorization

Authorization

Items to Authorize

Setup

Service Requests To Authorize (5 requests)					Save My Decision(s)
Request No.	Date Received	Colleague	Request Type	Details	Decision
8963957	Jan 17 - 09:32 AM	Nancy Nobillables	Hang / Install	Please hang a new cork board in my office	<input type="radio"/> Authorize <input type="radio"/> Decline <input type="radio"/> Request Estimate <input checked="" type="radio"/> None

- Change the “Decision” value for one or more requests that require authorization and click [Save My Decision\(s\)](#)

Authorization Setup

- Authorized contacts can go into Setup and select those Request Types where Authorization is not required.

Service Requests

Automatically authorize service requests of the type(s) below. All other service requests must be authorized manually.

<input type="checkbox"/> Access Card - New	<input type="checkbox"/> Elevator	<input checked="" type="checkbox"/> Noise
<input type="checkbox"/> Access Card - Replacement	<input type="checkbox"/> Furniture Repairs	<input checked="" type="checkbox"/> Odor
<input checked="" type="checkbox"/> Air Flow	<input type="checkbox"/> Hang / Install	<input type="checkbox"/> Other
<input type="checkbox"/> Carpet Repairs	<input checked="" type="checkbox"/> Hot	<input type="checkbox"/> Painting
<input type="checkbox"/> Carpet Shampooing	<input type="checkbox"/> HVAC/OT	<input type="checkbox"/> Pest Control
<input type="checkbox"/> Carpet Vacuuming	<input type="checkbox"/> Keys	<input type="checkbox"/> Plumbing
<input type="checkbox"/> Ceiling Tile	<input checked="" type="checkbox"/> Leak - Roof	<input type="checkbox"/> Security
<input type="checkbox"/> Cleaning	<input checked="" type="checkbox"/> Leak - Window	<input type="checkbox"/> Signage
<input checked="" type="checkbox"/> Cold	<input type="checkbox"/> Lighting	<input checked="" type="checkbox"/> Trash/Recycle Bin
<input type="checkbox"/> Conf. Room Setup	<input type="checkbox"/> Locks	<input type="checkbox"/> Unspecified
<input type="checkbox"/> Door Repairs	<input type="checkbox"/> Moving Services	<input type="checkbox"/> Vacuum Request
<input type="checkbox"/> Electrical		

Estimates

- The Estimates feature allows tenants to request an Estimate of charges for a specific work order
- Boston Properties will prepare an Estimate and the pending Estimate can be reviewed on the bptenantservices.com web site
- Simply click Estimate Required? when submitting a new Request to indicate that you need an Estimate

New Service Request

Property : 599 Lexington Ave

Floor & Suite : 18

Request Type : Other

Tenant Reference # :

Details : Please provide an estimate to repair the doorknob hole in the drywall behind my door

Estimate Required?

ESTIMATE NOTES:

When an Estimate is Approved, Boston Properties will proceed with the work requested and send your company an Invoice for the charges.

If an Estimate is Rejected, the Service Request is Cancelled.

Estimate Statuses

- There are 3 Statuses for Estimates, and an icon on the View Service Requests screen indicates current Status

Estimate Requested Estimated Pending Approval Estimate Approved

Reviewing an Estimate

- Once an Estimate is prepared, an e-mail will be sent notifying you that the Estimate is available for review
- Visit the www.bptenantservices.com web site and find the Service Request with the Pending Estimate

Service Request Details

Key Items on an Estimate

- Description of work to be performed

- List of Services and related charges

- Authorization section

- Approve or Reject choices

- Optional "Additional Notes"

- Save My Decision button

Request No. : 8963922

Status : Open

Property : 599 Lexington Ave

Building : 599 Lexington Ave

Floor : 18

Suite :

Request Type : Other

Date Submitted : January 9 2007, 9:42 AM

Reference Number :

Details : Please provide an Estimate for repairing the doorknob hole in the drywall behind my door.

History :

Date	Event	Details
Jan 09 - 09:42 AM	Open	

Estimate :

Estimate is pending approval. Please use the Estimate Authorization section below to process this estimate.

this work will require about \$35 in materials and 2 hours of labor for a total of around \$200

Service Provided	Quantity	Total
Other - BLDGSUP22 - MISC. BUILDING PARTS	1	\$35.50
Other - S/T Engineer	2	\$137.00

Estimate Authorization

This request has an estimate pending approval. Please review the estimate shown above and let us know whether or not it meets your approval. Please note that work shall not proceed until this estimate is approved.

Approve Estimate
 Reject Estimate

Additional notes regarding your decision :
 Please proceed