

Vendor management and work order tracking

Automates the complete vendor management lifecycle from work order creation through completion tracking, ensuring timely maintenance responses and vendor performance monitoring across property portfolios.

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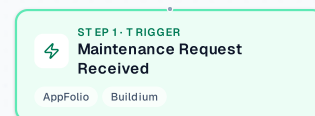


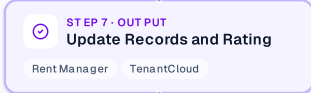
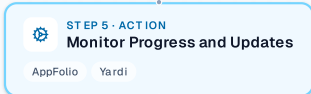
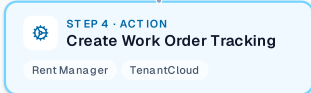
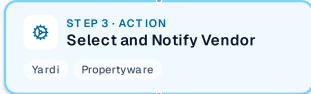
WORKFLOW TRIGGER

Maintenance request is submitted by tenant or property manager in the system

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Maintenance Request Received

A tenant submits a maintenance request through the tenant portal or property manager creates one manually. The system captures request details, priority level, and property information.

2

 DECISION

Categorize Request Urgency

System analyzes request type and determines if it's emergency (immediate), urgent (24-48 hours), or routine maintenance. Routes to appropriate vendor tier based on urgency.

AppFolio

Buildium

3

 ACTION

Select and Notify Vendor

Automatically selects best available vendor based on specialty, location, availability, and past performance ratings. Sends work order notification via email or vendor portal.

Yardi

Propertyware

4

 ACTION

Create Work Order Tracking

Generates unique work order number and creates tracking record with vendor assignment, estimated timeline, and cost estimates. Sets automated follow-up reminders.

Rent Manager

TenantCloud

5

 ACTION

Monitor Progress and Updates

Tracks vendor check-ins, photo submissions, and status updates. Sends automated reminders if vendor hasn't provided updates within expected timeframes.

AppFolio

Yardi

6

 ACTION

Process Completion and Invoice

Validates work completion through photos and tenant confirmation. Processes vendor invoice against original estimate and flags any discrepancies for review.

Buildium

Propertyware

7

 OUTPUT

Update Records and Rating

Closes work order, updates maintenance history, and records vendor performance metrics. Generates completion notification to tenant and adds to property maintenance log.

Rent Manager

TenantCloud



Outputs

- Completed work order with documentation

- Updated vendor performance ratings

AI Business OS

Maintenance history record for property



Key Metrics

- Average work order completion time
- Vendor response rate within SLA
- Maintenance cost per unit



Tools & Integrations

- AppFolio
- Buildium
- Yardi
- Rent Manager
- TenantCloud
- Propertyware

AI Business OS

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