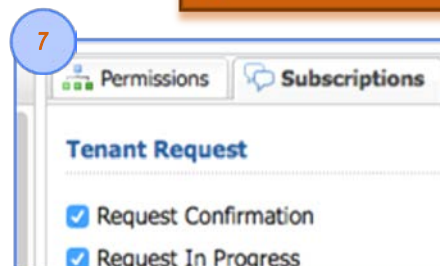
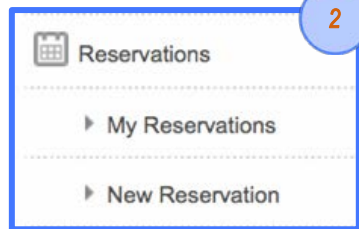




## Freight Elevator Reservation Tip Sheet

1. Sign into your [Tenant Services](http://www.wtcportland.com) Account at [www.wtcportland.com](http://www.wtcportland.com)
2. Select "New Reservation" from the left Menu Bar
3. Select the information icon next to the checked "Freight Elevator" to populate the required information that must be included in your Reservation.
  - > **Note: Your Reservation will be "Rejected" if the name of your vendor is not included. Per the terms of your lease, Property Management must have a valid Certificate of Insurance on file to grant access.**
4. Select the Date & Time for the Freight Elevator. See the grid at the bottom of the calendar that displays "Unavailable" or "Available".
  - > **NOTE: Refer to the [Moving Guide for WTC](#) for the allowed days of the week and time of day access. This information can be found on the Homepage of your Tenant Services account.**
5. Double Click in the desired cell of the date and time you're requesting. The New Reservation box will open and a "Note" field will become available for you to enter the Vendor Name, Tenant Contact Name and Phone Number of the person supervising the move.
6. Select the "Return" button and you will be returned to the Reservation Calendar where you can view the status of your Reservation.
7. Reservation Status – If you have enabled Email Notification Subscriptions in your profile, you will receive an email with the status of your request. If the Reservation was "Rejected", the email you receive will include an explanation in the body of the email under "Reason for Rejection".
  - > **Note: You can view the status of the Reservation and Cancel the reservation in the Reservation Calendar, however you cannot Edit an existing Reservation. If your Reservation was "Rejected" a new Reservation will need to be entered and approved by Property Management.**



Reservation #22330421 has been rejected

Reason For Rejection:

Reservation #22402908 has been approved

