

# Create a Resource Request

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When you are running low or missing important supplies, you can create a resource request by identifying to whom you want to send the request, where it should be delivered, and what it should contain.

Requesting resources from a region, rather than a specific location, means that any location in that region can respond and offer to provide part or all items in the request.

## To create a resource request

1. On the **Requests and Shipments** tab, click **Resource Requests**.
2. Click **Create Resource Request**. The *Create New Resource Request* page opens.
3. On the upper left, for **Domain Type**, click **Customer**, **Region**, or **Location**.
4. Enter this information.

Field	Description	Valid Values or Parameters
<b>Request From</b>	Customer, region, or location from whom you want to make the request.	List of customers, regions, or locations in your domain.
<b>Name</b>	Brief description of the request.	240 alphabetic characters
<b>Description</b>	In-depth description of the request.	240 alphabetic characters
<b>Status</b>	Status of the request automatically defaults to New when creating a request.	--
<b>Priority</b>	How urgently the requested resources are needed.	<ul style="list-style-type: none"><li>• Not Defined</li><li>• Immediate</li><li>• Priority</li><li>• Regular</li><li>• As Available</li></ul>
<b>Incident</b>	Incident with which the request is associated.	List of incidents in your domain.

5. On the upper right, in the **Delivery Location** list, click the region or location where you want the requested items sent.
6. The following information will be automatically entered for the selected delivery location; however, you can edit the information if needed.

Field	Description	Valid Values or Parameters
<b>Street</b>	Street number and name of the delivery location.	240 alphanumeric characters; no special characters.
<b>City</b>	City of the delivery location.	240 alphabetic characters; no numbers or special characters.
<b>State</b>	State of the delivery location.	Two-character abbreviation.
<b>ZIP Code</b>	Postal ZIP Code for the delivery location.	Five or nine numeric characters specified by the United States Postal Service.
<b>Receiver Contact Name</b>	Name of the person at the location that is authorized to receive the delivery.	240 alphanumeric characters; no special characters.
<b>Receiver Contact Phone</b>	Phone number of the person at the location that is authorized to receive the delivery.	Ten numeric characters with a dash after the third and sixth numbers. For example, 123-456-7889.

7. On the lower left, in *Choose Inventory*, locate and click the plus icon for the items you want to include in the request. These items appear on the right, in the *Selected Inventory*.  
**Note:** Select the **Only Available Items** check box to show only items that are available at the location or region from whom you are making the request.
8. On the lower right, in *Selected Inventory*, take either of these actions.

If you want to...	Then...
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Update the quantity of the item requested,	<ul style="list-style-type: none"> <li>a. Click the Edit icon.</li> <li>b. For <b>Quantity</b>, enter the appropriate number.</li> <li>c. Click the Save icon.</li> </ul>
Remove the item from your request,	<ul style="list-style-type: none"> <li>a. Click the Delete icon.</li> <li>b. Click the Save icon.</li> </ul>

9. If appropriate, take these actions to add attachments.
  - a. On the upper right, click **Attachments**. The *Attachments* window opens.
  - b. Click **Choose Files**. Your browser navigation window opens.
  - c. Locate the appropriate file and click **Open**. The browser navigation window closes.
  - d. On the *Attachments* window, click **Attach**.
  - e. Click **Close**.
10. If appropriate, take these actions to add comments.
  - a. On the upper right, click **Comments**. The *Comments* window opens.
  - b. In the **Message** box, enter your comments.
  - c. Click **Add**.
  - d. Click **Save**.
11. After adding all items to the request, on the upper right, click **Save**. The *Resource Request* page opens, and the request can be located in the list.