

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
Request From	Customer, region, or location from whom you want to make the request.	List of customers, regions, or locations in your domain.
Name	Brief description of the request.	240 alphabetic characters
Description	In-depth description of the request.	240 alphabetic characters
Status	Status of the request automatically defaults to New when creating a request.	--
Priority	How urgently the requested resources are needed.	<ul style="list-style-type: none">• Not Defined• Immediate• Priority• Regular• As Available
Incident	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
Street	Street number and name of the delivery location.	240 alphanumeric characters; no special characters.
City	City of the delivery location.	240 alphabetic characters; no numbers or special characters.
State	State of the delivery location.	Two-character abbreviation.
ZIP Code	Postal ZIP Code for the delivery location.	Five or nine numeric characters specified by the United States Postal Service.
Receiver Contact Name	Name of the person at the location that is authorized to receive the delivery.	240 alphanumeric characters; no special characters.
Receiver Contact Phone	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,	<p>a. Click the Edit icon.</p> <p>b. For Quantity, enter the appropriate number.</p> <p>c. Click the Save icon.</p>
Remove the item from your request,	<p>a. Click the Delete icon.</p> <p>b. Click the Save icon.</p>

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.