Creating an NFES Request

As a dispatcher, you can create requests for NFES supply items through the IROC’s New Request function.

Notes:
- NFES supplies are not inventory catalog items and will not be found in the IROC Resources catalog.
- If you select an incident from the Watched Incident content selector, your request will be created for that incident.
- All items marked with an asterisk are required. All other fields are optional.

1. On the IROC Portal homepage, click the Add (+) icon in the Pending Requests tile to open the New Request screen.

2. Select an Incident*, if necessary. This field defaults to your selected Watched Incident from the IROC Portal homepage.

3. Select “Supply” from the Catalog* drop-down and “NFES Supplies” from the Catalog Category* drop-down. Select the Catalog Item* for the resource you want to request.

4. Enter the Quantity Requested.

5. Select a Financial Code*. The default financial code for the incident auto-populates this field. Click the arrow to view all financial codes associated with this incident and select the appropriate code as needed.

6. If blocks have been created for NFES supplies, select the appropriate block of numbers in the Custom Request Block field to create your request.

7. Set the Needed by Date*, Needed By Time*, and Needed By Timezone*.

8. Type in Navigation/Reporting Instructions as needed.
9 Select the **Request Contact** and **Ordering Contact** from the drop-downs. The phone number associated with the selected items will auto-populate the contact number fields.

**Tip:** To add a new location, financial code, contact, or shipping address, simply click the appropriate action button at the top of the Create New Request screen.

10 Enter **Special Needs** in the Request Features section, select the appropriate **Inclusions/Exclusions**, and enter additional **Documentation** in the Activities section.

11 In the Supply Details section, select a **Shipping Contact**. Click the appropriate checkbox and fill in the related fields that appear.

   a For **Shipping Required**, choose the **Shipping Address** from the drop-down. If a shipping address does not appear, click **Add New Address** at the top of the New Request screen.

   b For **Shipping Instructions**, type in the shipping instructions and the city and state.

   c For **Pick Up At Cache**, enter the pick-up contact, date, time, and time zone.

12 Select the **Servicing Cache** from the drop-down.

13 Click **Save** to create the request in IROC.