Handling Telecommunications Requests

Windows 7

To create a new request for a telecommunications item

*Before creating a request for an NFES item, the Incident must have a **default financial code** assigned to it. Otherwise, you will **not** be able to create an NFES request.*

1 On the **Request** menu, click **New Request**, or click REQ

2 On the **New Request** screen under **Select Item to Request**, click the **Catalog** drop-down arrow, and then click **Supply**.

3 Click the **Category** drop-down arrow, click **NFES Supplies**, and then click

4 Search for and then click the **Telecommunication Item** of your choice.

5 Under **Shipping Information**, perform one of the following

- click to select the **Will Pick Up At Cache** check box
- complete the **Shipping Address** text box
- complete the Shipping Instructions text box.

You must designate Shipping Information for the cache to fill the Supply order!

6 Complete the following information, and then click

- Shipping Contact Name
- Shipping Contact Phone
- Request Contact #.

All NFES telecommunications equipment requests must be placed from the local unit to the GACC.

To place telecommunications requests from the Pending Request screen

Use the Requested Item filter to display only the telecom items you wish to place!

A On the **Pending Request** screen, search for and then click the **Incident** of your choice.

B Under **Select Filter for Pending Requests**, click the **Request #** drop-down arrow, and then click **S**.

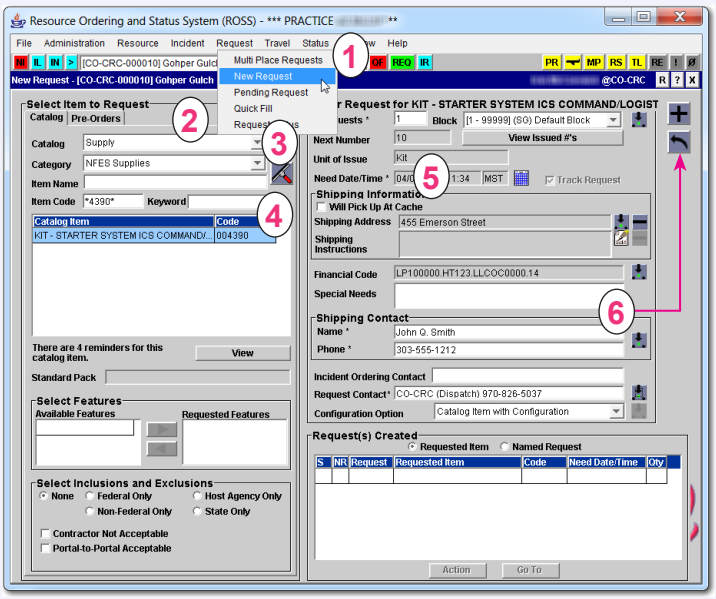
C Click the **Catalog Category** drop-down arrow, and then click **NFES Supplies**.

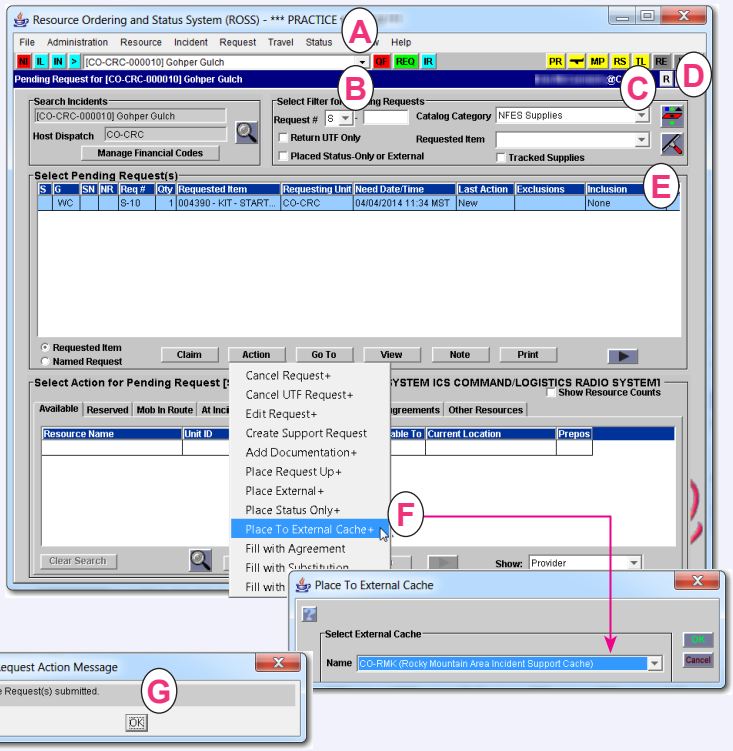
D Click the **Requested Item** drop-down arrow, click the **Telecommunications Item** of your choice, and then click

E Under **Select Pending Request(s)**, click the **Requested Item** of your choice.

F Click Action and then **place up the telecommunications equipment to appropriate GACC**.

G On the **Request Action Message**, click OK





Helpdesk: 866-224-7677
email: helpdesk@dms.nwcg.gov

Handling Telecommunications Requests

Windows 7

To view the status of requests placed to an external cache

1 From the **Request** menu, click **Request Status** or click RS

2 On the **Search Incidents** dialog box, search for and then click to select the **Incident** of your choice.

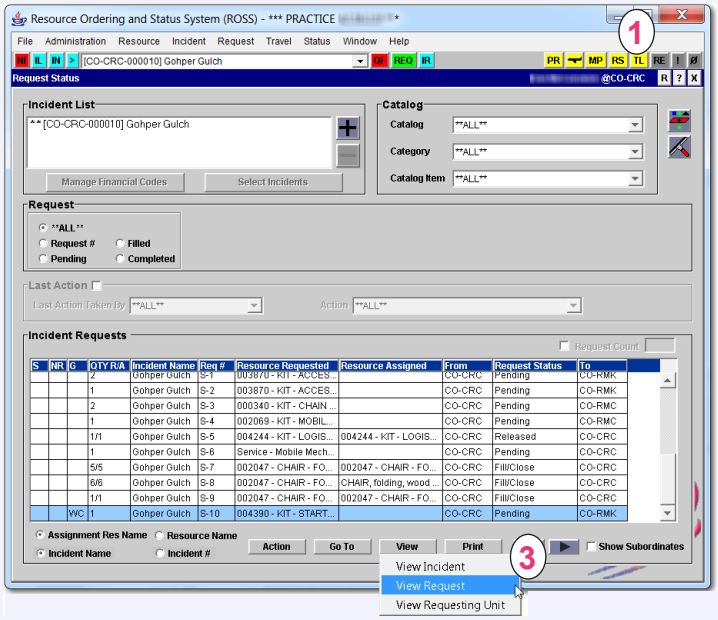
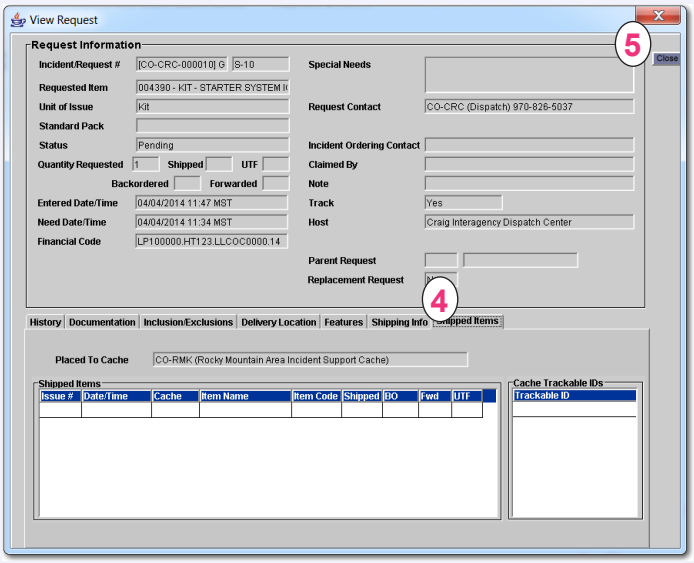
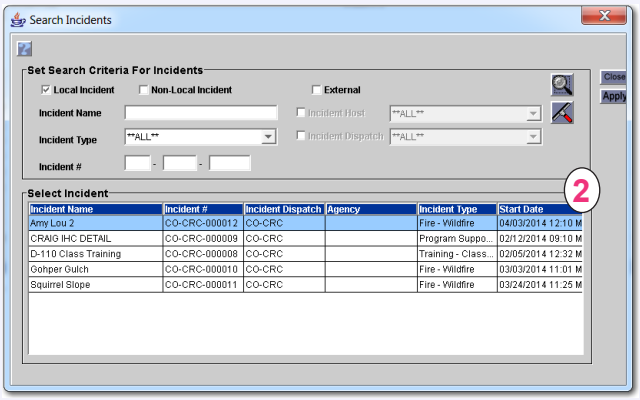
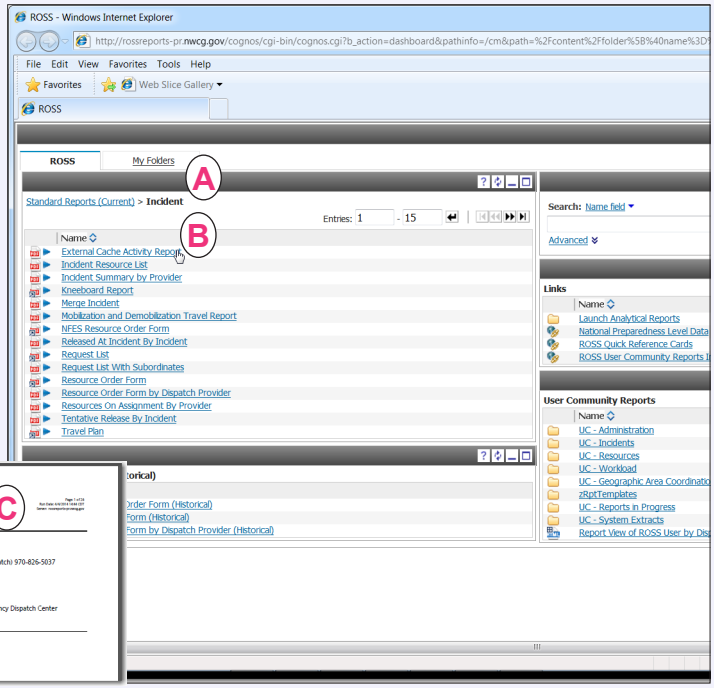
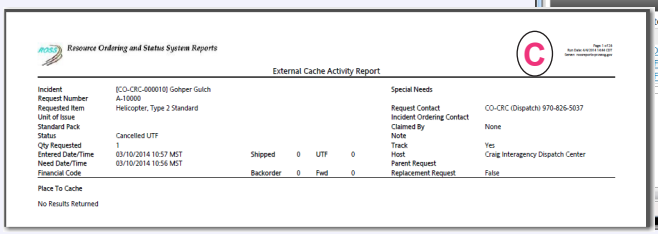
3 On the **Request Status** screen, click View and the click **View Request**.

4 On the **View Request** dialog box, click the **Shipped Items** tab.

5 Review the information as needed, and then click Close

To obtain a report for telecommunications requests and their status

A On the **Administration** menu, click **Reports**, and then click the **Incident** folder.

B To view information about external supply issue activity to provide to cache personnel when inquiring of a request, click **External Cache Activity Report**, and then complete the **report filters** as appropriate.

C To view inventory and shipping information for NFES resources, click **NFES Resource Order Form**, and then complete the **report filters** as appropriate.