**Resource Request procedures**

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|  | This appendix includes example processes for sending and receiving Resource Requests. |

1. Procedure for submitting a Resource Request

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|  | Before completing and submitting a Resource Request, assess the need for it to ensure that a request is required. See section *4.1 Resource assessment* in the *Logistics in CDEM* guideline for more information. |
| **Submitting Resource Request to another coordination centre** | Once the Resource Request has been completed, the Logistics Manager or Supply team leader: 1. Reviews it to ensure it has all the required information.

If using EMIS:1. Click the ‘Save and Close’ button. This automatically sends it to the receiving ECC/NCMC ‘Incoming Messages’ list on the Communications page.
2. If approved by the Operations Manager in the receiving coordination centre, Operations assign a resource to the task, and advise Logistics to supply it.
3. If the resource is not available, a task to procure it is assigned to Supply for action.
4. If this request is a high priority, the requesting coordination centre Controller should call the receiving Controller, as it threatens a key operational task. If a medium priority, the Logistics Manager should call the receiving Logistics Manager, to emphasise the requirement, gain a timeframe for delivery and to answer any questions.

If EMIS is not in use, or the receiving agency does not use it, the Resource Request needs to be sent as an email or fax, using the above process.Regardless of the process used, once a Resource Request has been submitted, it should be followed up with phone calls and visits, to help track progress. |
| **Submitting Resource Request within the coordination centre** | Not all Resource Requests are sent to an external agency for procurement. They may also be sent from one function to another. In these cases, the staff in the requesting function should work with their Logistics colleagues to ensure that the request is filled in with the appropriate information. Where the request has a high or medium priority, the function manager should discuss this with the Logistics Manager. |

1. Procedure for processing received Resource Requests

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| **Receiving the Resource Request**  | Operations:1. Receives the Resource Request (from CDEM coordination centre s one level down, or from other agencies’ same-level coordination centre s), usually with their other messages via Communications.
2. Verifies any unclear information with the requester.

Logistics:1. Informs the Operations Manager of any requests that include critical resources
2. Passes any Resource Requests received directly by Logistics back to Operations for initial logging and approval.
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| **Approving the Resource Request** | The Operations Manager:1. Decides whether to approve the Resource Requests, after consulting with the Logistics Manager or Controller, particularly if critical resources are being requested.

If a request is not approved, the Operations Manager:1. Returns the Resource Request by email, explaining why it was turned down.

If it is a medium or high priority request, the Operations Manager:1. Calls the Operations Manager at the originating centre to acknowledge receipt, or if it is for critical resources, the Controllers may need to discuss the matter.

If approved, Operations EITHER:1. If EMIS is being used, creates a task for Logistics to procure the resource.
2. If EMIS is not being used, passes the signed hard copy to Logistics for them to procure.
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| **Recording the Resource Request** | If EMIS is being used, the Resource Request is automatically saved as a task assigned to Logistics.If EMIS is not being used, Logistics: 1. Assigns a number to the Resource Request.
2. Enters the details onto a list or spreadsheet.

Logistics:1. Verifies any unclear information with the requester.

If correspondence and other information needs to be kept with a Resource Requests, Logistics: 1. Creates a library in EMIS, or folder on the coordination centre shared drive.
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| **Verifying and prioritising the Resource Request** | Supply:1. Checks that all information is clear.

If anything needs clarification, Logistics:1. Contact their counterparts at the requesting centre and clarifies the Resource Request.

If all of the information in the Resource Request is clear, Supply:1. Allocates a priority to the Resource Request, considering the priority given by the requester, the other Resource Requests received, the type of resource, and Supply’s workload.

If the request can’t be met in the requested time, Logistics must contact the requester to confirm this verbally and work out an alternative solution. |
| **Advising requester** | Logistics:1. Advises the requester that their Request has been approved and that procurement is underway.
2. Gives the requester contact information (particularly phone numbers) for the Supply team and for any personnel assigned to this task, and if possible, an estimated (and realistic) time for completion.
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| **Procuring the resource** | Supply:1. Procures the resources.
2. Ensures all relevant information is recorded (such as quotes, specifications, contracts, and approvals).
3. Advises the requester well in advance of the arrival date, time and location.

If the Requested Resource is critical, medium, or high priority, or has a long time frame for completion, Supply:1. Updates the requester regularly and frequently.

Once the resource has arrived, Supply:1. Organises transport to the destination unless transport has already been arranged to the end-user.
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| **Create the resource record** | Once the resource has arrived, Supply:1. Creates a Resource Record in EMIS, (or on spreadsheet or T Cards if EMIS is unavailable) including any relevant information such as who controls the resource, and its status (e.g. en route, available).
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| **Make payment** | When the invoice arrives (if applicable), Finance:1. Organises payment of the invoice.
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