How do I confirm a supply request?

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First, go to the Dashboard and click **Supply requests to confirm**. Before you confirm the supply request, review the details.

- Is there a payor change request?
- Does the patient need additional supplies?
- Does the patient have insurance coverage?

Resolve those items before you confirm the supply request. When you are ready to confirm the resupply request, you can follow the step-by-step instructions outlined at the end of this article.

How often should I confirm supply requests?

You can decide this at a branch or organizational level. You may want to take your processing and shipping times into consideration. We recommend that you set time aside to process these supply requests two to three times per week. On the Dashboard, use the number displayed on the **Supply requests to confirm** group to help you prioritize your day based on the number of requests. You can also review the **TODAY'S RESUPPLY SCHEDULE** section on the Dashboard page to help you determine how many supply requests you may receive.

What happens once the supply requests are confirmed?

Once you confirm a supply request, it is placed in the **Supply requests to ship** group.

Once you have confirmed all supply requests for the day, prepare them for shipment and mark them as **Shipped** when applicable. This ensures the ship date is accurate for the next outreach cycle.

Note: If your billing system is integrated with a fulfillment partner, status information is not transferred to ResMed ReSupply™. You must update the status in ResMed ReSupply.

Can I put a supply request on hold?

Yes, you can put a supply request on hold if necessary. For example, if there is an item on back order, a prescription renewal or a credit hold.

Step-by-step instructions

You can update the status of a supply request to **Confirmed** directly on the supply request page.

Confirm a supply request

1. On the Dashboard, click **Supply requests to confirm**.

2. In the search field, select **Supply request number** and enter the relevant supply request number.

3. Click **Search**.

4. In the **Supply request number** column, click the supply request number.

5. From the **Supply request details** section, under **Status**, click **Edit**.

6. Select **Confirmed**.

7. Click **Save**.

Put a supply request on hold

1. On the Dashboard, click **Supply requests to confirm**.

2. In the search field, select **Supply request number** and enter the relevant supply request number.

3. Click **Search**.

4. Under the **Put on hold** column, select the check box beside the supply request.

Remove a supply request from hold status

1. On the Dashboard, click **Supply requests to confirm**.

2. In the search field, select **Supply request number** and enter the relevant supply request number.

3. Click **Search**.

4. Under the **Put on hold** column, clear the check box beside the supply request.