

Broadcast Request Tutorial

Contents

[About BROADCAST REQUEST](#)

[BROADCAST REQUEST Functionality Overview](#)

[Who Can Send a BROADCAST REQUEST Email](#)

[Who Receives BROADCAST REQUEST Emails](#)

[How to Compose and Send a BROADCAST REQUEST Email](#)

[When to Respond to a BROADCAST REQUEST Email](#)

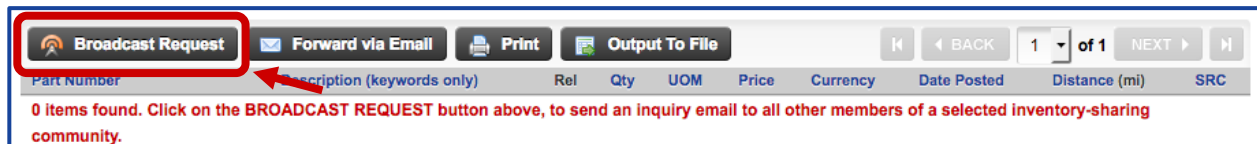
[Tips and Tricks](#)

[Got a Question?](#)

About BROADCAST REQUEST

[Back to Top](#)

BROADCAST REQUEST is an email communication tool at WarehouseTWO. It allows you to send a request for a needed item (or needed items) to every member of a selected inventory-sharing community. This feature is used when a needed item does not appear in a **SEARCH** result. Many members of WarehouseTWO do not post their inventory data to their WarehouseTWO accounts. These members have inventory, but it is hidden from view. **BROADCAST REQUEST** helps you find this hidden inventory, via an email request.



The screenshot shows a search results page with a table header and a message. The 'Broadcast Request' button is highlighted with a red box and a red arrow pointing to it. The message below the table reads: "0 items found. Click on the BROADCAST REQUEST button above, to send an inquiry email to all other members of a selected inventory-sharing community."

Part Number	Description (keywords only)	Rel	Qty	UOM	Price	Currency	Date Posted	Distance (mi)	SRC
0 items found. Click on the BROADCAST REQUEST button above, to send an inquiry email to all other members of a selected inventory-sharing community.									

BROADCAST REQUEST Functionality Overview [Back to Top](#)

7
Broadcast Request

This feature allows you to send an inquiry email to all members of a selected inventory-sharing community, including those who have not posted their inventory data to the community.

For more information about this feature, [view the tutorial](#).

*** Send to members of this community:**

Select 1

*** From**

rbannon@questind.com 2

*** Verify this email address.**

rbannon@questind.com 2

*** Subject**

BROADCAST REQUEST From Quest Industries, Inc. 3

*** Message** 4

Part Number searched on: 7-7 FBZ-SS
("Exact Match")

Quantity needed: (enter a quantity here)

Please respond ONLY if you can help me. Thank you.

Race Bannon
Quest Industries, Inc.
888-867-5309

6
5

SEND
RESET

- 1 Drop-down list of inventory-sharing communities activated on your WarehouseTWO account
- 2 Email address entered on your user account
- 3 Email subject line
- 4 Body of email message
- 5 **RESET** button to return all entries to their original values
- 6 **SEND** button to send out the email.
- 7 Click here to close the email entry form
- 8 Click here to view the tutorial of this feature

Who Can Send a **BROADCAST REQUEST** Email [Back to Top](#)

Any user with a membership at level 2 or higher can send a **BROADCAST REQUEST** email. This feature is not available to level 1 members.

Who Receives **BROADCAST REQUEST** Emails [Back to Top](#)

BROADCAST REQUEST emails are sent to a single email address entered in the “Contact Email” field in each “Location Record” of a member’s account. Members at level 1 and 2 may have just a single location record on their accounts. Members at level 3 or higher may create multiple location records on their member accounts, and therefore can have multiple email addresses receive **BROADCAST REQUEST** emails from other WarehouseTWO members.

WarehouseTWO[®]
Inventory-Sharing Solution

Language: Logged in as Mark Tomalonis My Account End Impersonation

Help with this page: PDF View All Tutorials

SEARCH MULTI-SEARCH BARGAIN HUNT POST INVENTORY ADMINISTRATIVE TOOLS

Account Settings
Activity Metrics
System Notifications
Email Inventory Data Export Settings
FTP Inventory Data Export Settings
Export Member Records
Related Items Maintenance

Quest Industries, Inc.

Member Information Users **Locations** Bill To Remit To Communities

Locations (2 of 50)

SEARCH ADD NEW LOCATION RESET

Location ID	Name	Items Posted	Inventory Postings Expiration
86	Carmel	10000	After 30 Days
1581	Quest Industries (Web Market)	0	After 1 Day

Edit Location - Location ID: 86

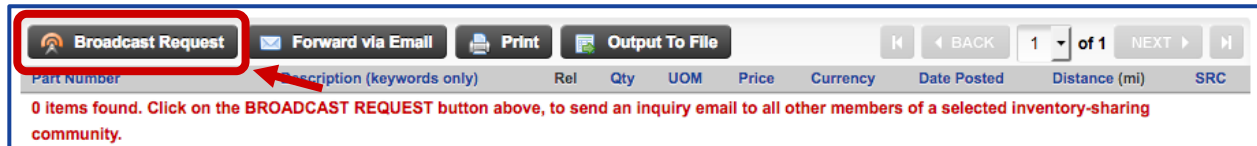
* Location Name: Carmel
* Contact Name: Race Bannon
* Contact Email Address: rbannon@questind.com
* Phone Number: 800-867-5309
Extension:
Fax Number:
URL: http://www.questind.com
* Address 1: PO Box 7179
Address 2:
* City: Carmel
* State/Province/Region: CA
Postal Code: 93921-7179
* Country: USA
* Location Identifier (City, ST/PR, Country): Carmel-by-the-Sea, CA, United States
Default Currency: \$ USD
Inventory Postings Expiration: After 30 Days
Help me Choose the Best Setting
 Web Market Location
 Exclude From SEARCH Results
 Auto-Delete Unrefreshed Records
How to Order
*** TEST POSTING ONLY. ITEM NOT FOR SALE. ***
Call, fax or email us. Indicate that you found this item at WarehouseTWO. All sales subject to prior sale. Minimum order value: \$50; waived for credit card sales.

DELETE LOCATION Cancel SAVE CHANGES

If you enter the same email address into the “Contact Email Address” field in multiple locations, that email address will receive a **BROADCAST REQUEST** email just once. (Duplicate email addresses in the “Contact Email” database are ignored when processing a **BROADCAST REQUEST**.)

How to Compose and Send a **BROADCAST REQUEST** Email [Back to Top](#)

Step 1: Log into WarehouseTWO. You will be brought to the **SEARCH** page. Search for a needed item. Try several different search phrases and search option settings. Notice that, when you click on the **SEARCH** button, a series of buttons appear on the search result screen:



Step 2: If you did not find what you were searching for, click on the **BROADCAST REQUEST** button.

Step 3: In the “**Send to members of this community**” drop-down menu (❶), select the inventory-sharing community whose members you would like to receive your **BROADCAST REQUEST** email.

Step 4: The fields “**From**” and “**Verify this email address**” (❷) will be auto-populated with the email address entered on your user record. If you have logged in using a shared user account, replace the email address entered here with your own email address (or with the email address to which responses should be sent.) If your user account is set up to require entry of an email address each time you prepare a **BROADCAST REQUEST** email, you will always have to populate these two fields.

Step 5: The “**Subject**” field (❸), is auto-populated with the text, “BROADCAST REQUEST From <company name>”. While it is not recommended that you edit this field, you can edit it. We recommend that you always start your email subject with the words “BROADCAST REQUEST”. This will communicate the purpose and time-sensitivity of your email.

Step 6: You may edit the “**Message**” text box (❹) to fit your needs. The default values entered into this field are:

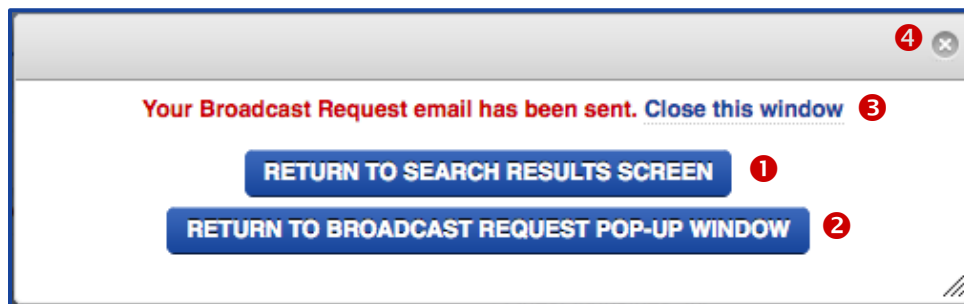
- a) The text phrase “Part Number searched on:” and the string you entered into the field “**Part Number**” on the **SEARCH** screen. This line appears only if you entered text in this field.
- b) The string you entered into the field “**Description**” on the **SEARCH** screen. This line appears only if you entered text into this field.
- c) The search options you selected when you performed your search. The three possible entries here are:

- i) ("**None**"); this is displayed if you did not check either of the "search option" boxes
- ii) ("**Exact Text**"); this is displayed if you checked the "**Exact Text**" box when you performed your search.
- iii) ("**Exact Match**"); this is displayed if you checked the "**Exact Match**" box when you performed your search.
- d) The text, "**Quantity Needed: (enter a quantity here)**"; replace the text, "(enter a quantity here)" with a numeric value.
- e) The text, "**Please respond ONLY if you can help me. Thank you.**" We recommend that you keep this phrase in your email message.
- f) Your first and last name (as it has been entered in your user account).
- g) Your company name (as it has been entered in your company's WarehouseTWO member record).
- h) Your telephone number (as it has been entered in your user account).

Consider including additional comments, such as if you are willing to purchase less-than-full quantities of what you need. Also, you may enter a list of items that you need, with a quantity for each item.

Step 7: To submit your **BROADCAST REQUEST** for immediate processing and transmission, click on the **SEND** button (6). To delete all of your changes and entries and return the settings and entries to their default values, click on the **RESET** button (5). To return to the search result page without sending any **BROADCAST REQUEST** email, click on the "X" in the top right-hand corner of this screen (7).

Your **BROADCAST REQUEST** email will be sent immediately by our email delivery system. Upon completion, this pop-up will appear:



Click on the button **RETURN TO SEARCH RESULTS SCREEN** (1) to close this window, close the **BROADCAST REQUEST** pop-up window and return to the previous SEARCH results screen. Clicking on the link **Close This Window** (3) or on the "X" in the upper right-hand corner of this screen (4) performs the same function.

Click on the button **RETURN TO BROADCAST REQUEST POP-UP WINDOW** (2) to close this window and return to the **BROADCAST REQUEST** pop-up window. This is done typically to send a second **BROADCAST REQUEST** email, perhaps to a different community or for a different item.

When to Respond to a **BROADCAST REQUEST** Email [Back to Top](#)

Either by return email or by calling the sender, we recommend that you respond only if you can help the sender fulfill his request. Helping can include:

- a) Having exactly what was requested, in the quantity that was requested
- b) Having exactly what was requested, but only in a partial quantity of what was requested
- c) Having what you may think is a functional equivalent, either in partial or full quantity
- d) Knowing where/how the sender can fulfill his/her requirement, either in partial or full quantity

If you can help, respond quickly. You may be competing with other WarehouseTWO members who are looking to make a quick sale from their inventory too.

If you cannot help the sender in anyway, it is not necessary to respond at all. Simply delete the email.

Tips and Tricks [Back to Top](#)

To get the best results with the **BROADCAST REQUEST** feature:

1. Include as much information as you can to help other members respond appropriately. Consider including:
 - b) quantity needed
 - c) whether or not you would accept partial quantities
 - d) whether or not you would consider similar items as substitutes
2. Your phone number can be auto-entered at the bottom of the body of the email if you have entered a telephone number in your user record. To add your phone number to your user record, click on "My Account" at the top of any website page.
3. Create a "group" email address in your email system to receive **BROADCAST REQUEST** emails from other members. Example: wtwo@mycompany.com. Assign to this email address two or three employees who have been chosen to respond to **BROADCAST REQUEST** emails. In this way, one employee's vacation or absence will not hinder your company's chances of turning another member's **BROADCAST REQUEST** email into a sale. Enter this group email address in your location record in your member account. Members at level 3 or higher can create multiple location records, and can therefore create multiple email group addresses, such as one for each branch.
4. Do not over-use **BROADCAST REQUEST**. Before you send out a **BROADCAST REQUEST**, try different settings in your **SEARCH**. Examples:
 - a) Do not select any "Search Options".
 - b) Enter text in the "Manufacturer's Catalog Part Number" field or the "Item Description" field, but never both.
 - c) Enter part of a complete part number, omitting option identifiers or feature identifiers that are not necessary to meet your requirement.
5. Do not mis-use **BROADCAST REQUEST**. This tool is to be used only to help you find inventory not posted by other WarehouseTWO members. It is not to be used for any other purpose, such as soliciting business, offering surplus inventory for sale, or for any non-business communication.

Got a Question? [Back to Top](#)

Got a question about this feature? Let us help:

- a) [Email us](#).
- b) Call us at 650.329.1592.
- c) Post your question to our LinkedIn group, [WarehouseTWO Users Forum](#).