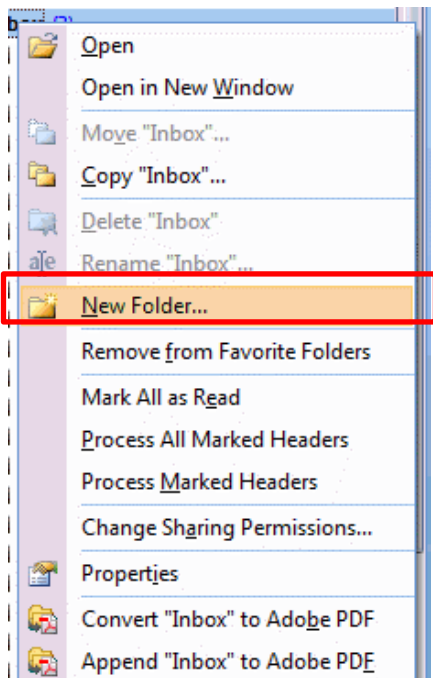
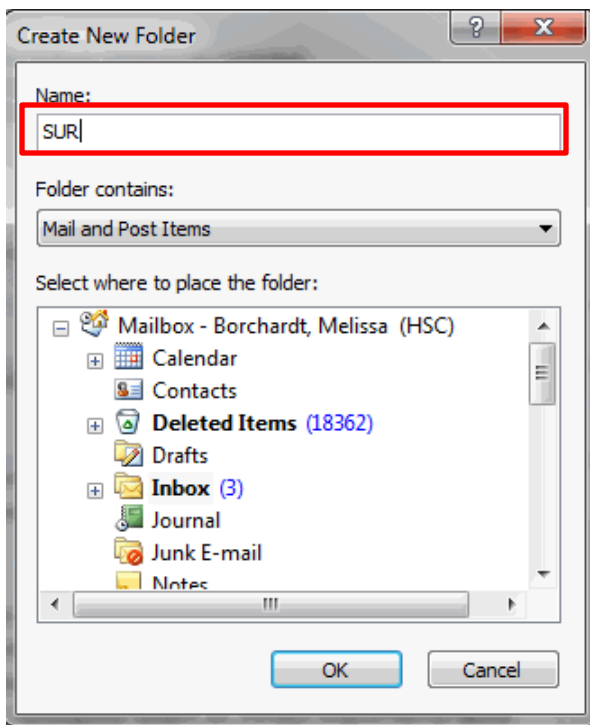


Adding a Rule in Outlook for Service Unit Requests

In Outlook, you right click on your *Inbox* folder and click on *New Folder* .

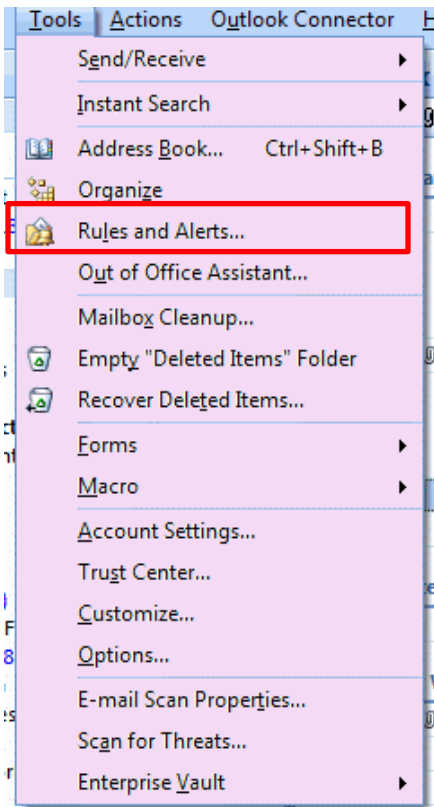


Name the folder. The example is SUR. Click *OK*.

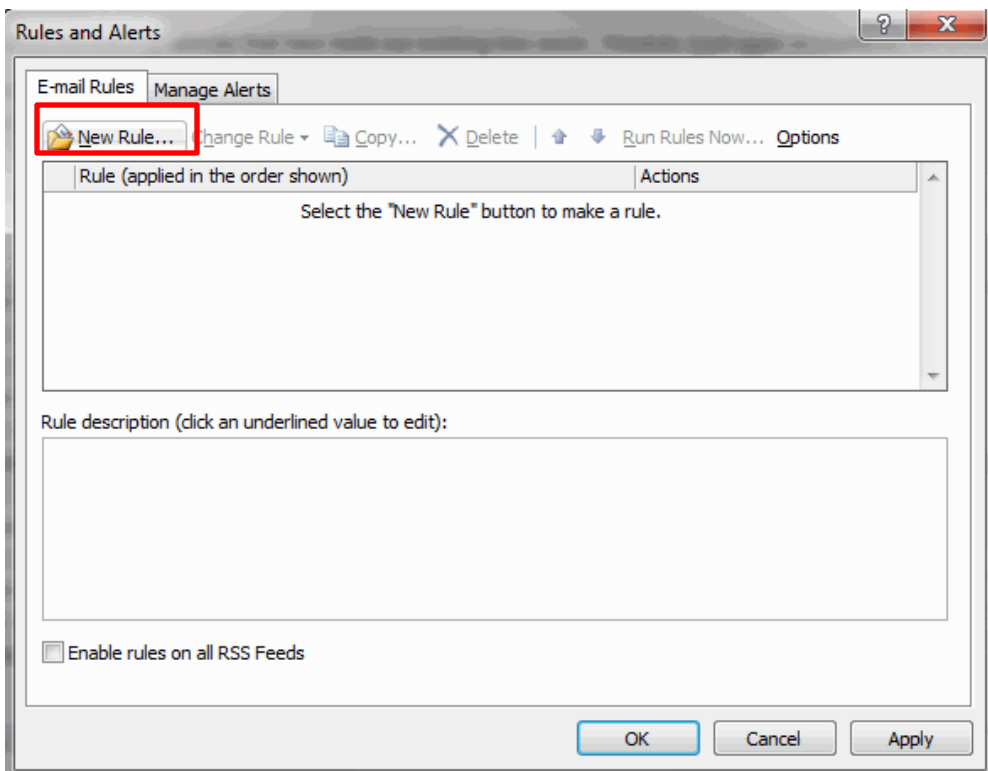


Adding a Rule in Outlook for Service Unit Requests

In Outlook, you will go to 'Tools' >> *Rules and Alerts*

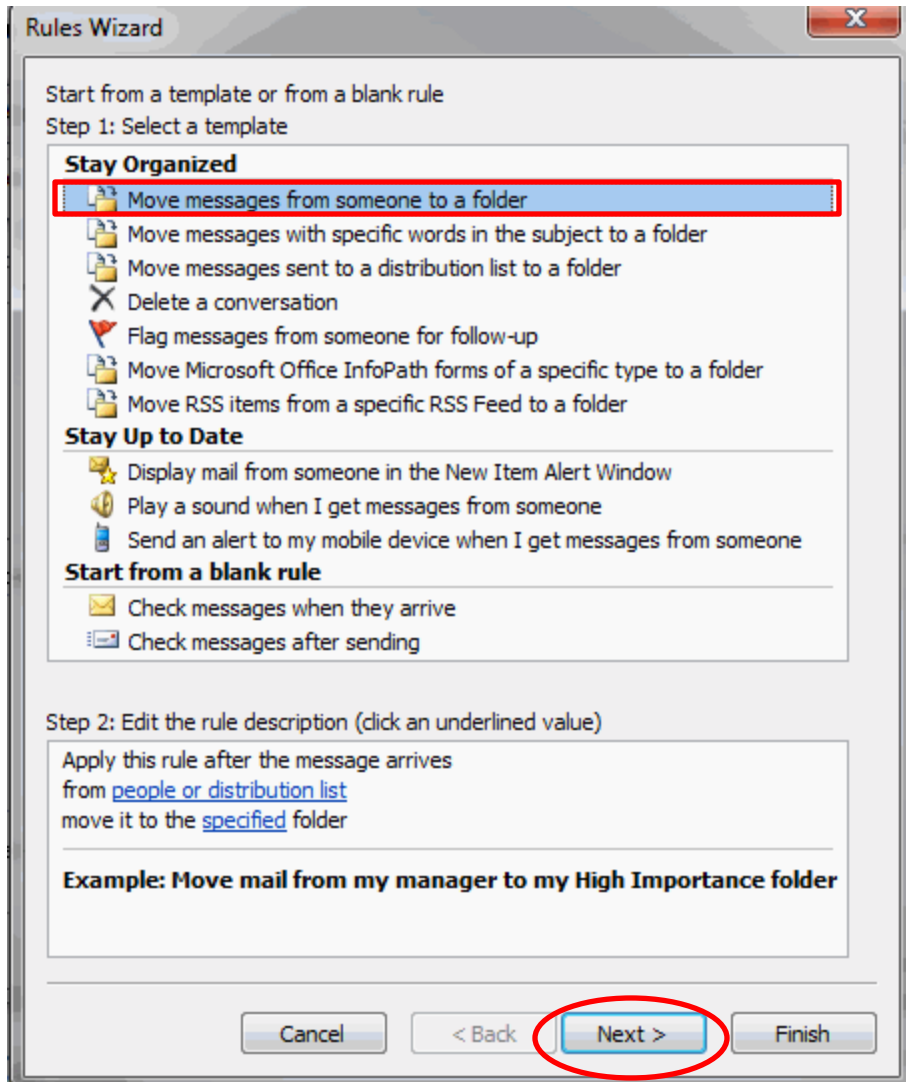


Under the 'Email Rules' tab, click on *New Rule*



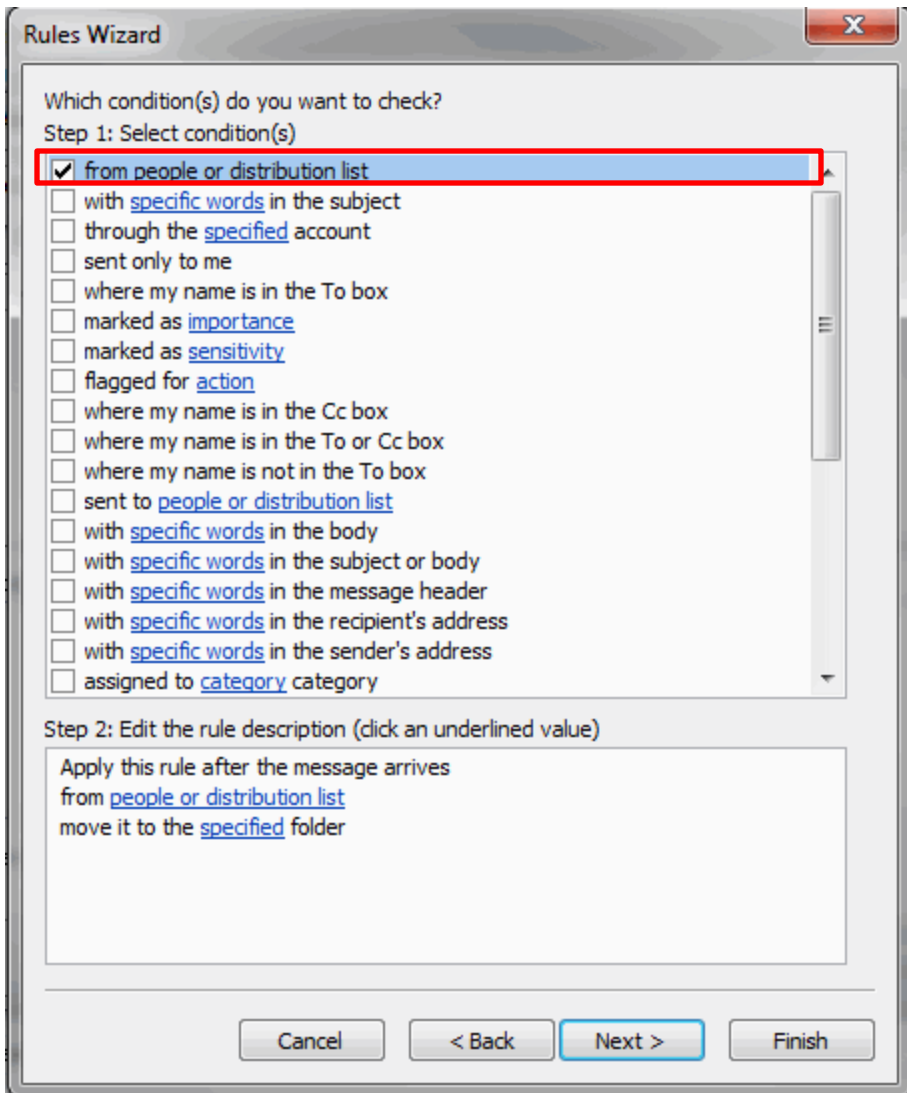
Adding a Rule in Outlook for Service Unit Requests

Under Step 1 in 'Stay Organized', choose *Move message from someone to a folder*. Click Next.



Adding a Rule in Outlook for Service Unit Requests

Under Step 1, make sure the *from people or distribution list* is checked.



Rules Wizard

Which condition(s) do you want to check?

Step 1: Select condition(s)

- from people or distribution list
- with [specific words](#) in the subject
- through the [specified](#) account
- sent only to me
- where my name is in the To box
- marked as [importance](#)
- marked as [sensitivity](#)
- flagged for [action](#)
- where my name is in the Cc box
- where my name is in the To or Cc box
- where my name is not in the To box
- sent to [people or distribution list](#)
- with [specific words](#) in the body
- with [specific words](#) in the subject or body
- with [specific words](#) in the message header
- with [specific words](#) in the recipient's address
- with [specific words](#) in the sender's address
- assigned to [category](#) category

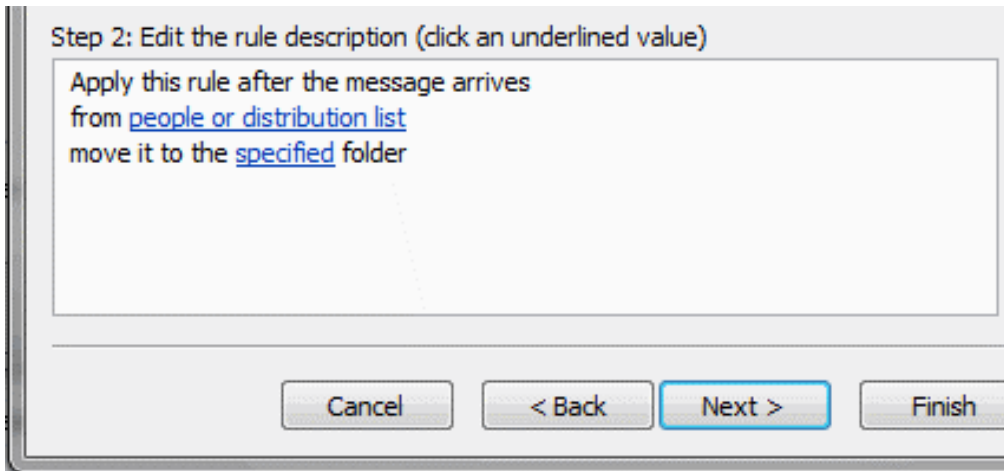
Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
from [people or distribution list](#)
move it to the [specified](#) folder

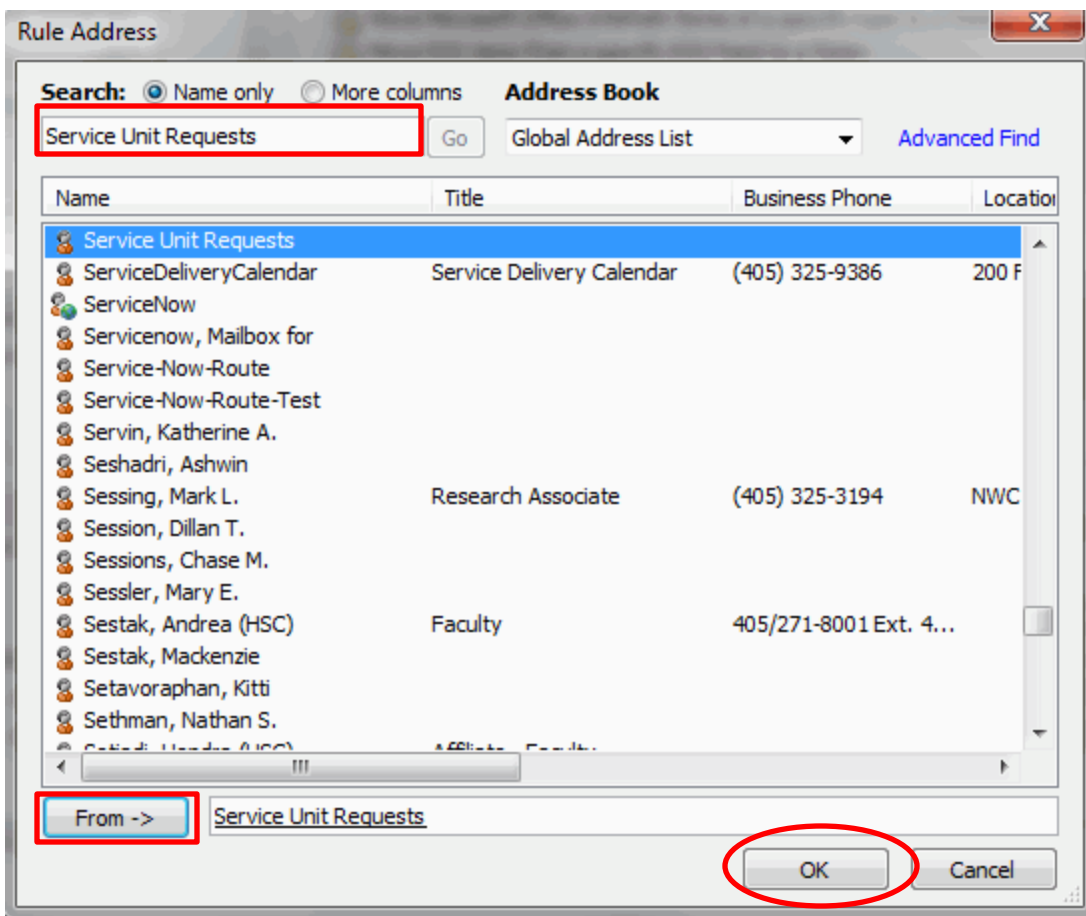
Cancel < Back Next > Finish

Adding a Rule in Outlook for Service Unit Requests

Under Step 2, click on [people or distribution list](#)

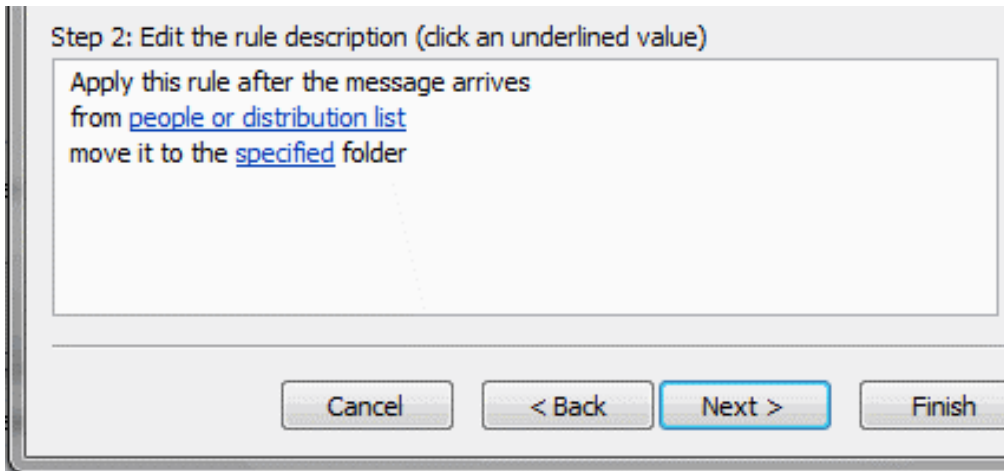


In the Search box, type in *Service Unit Requests* and then click on the From -> button. Click OK.

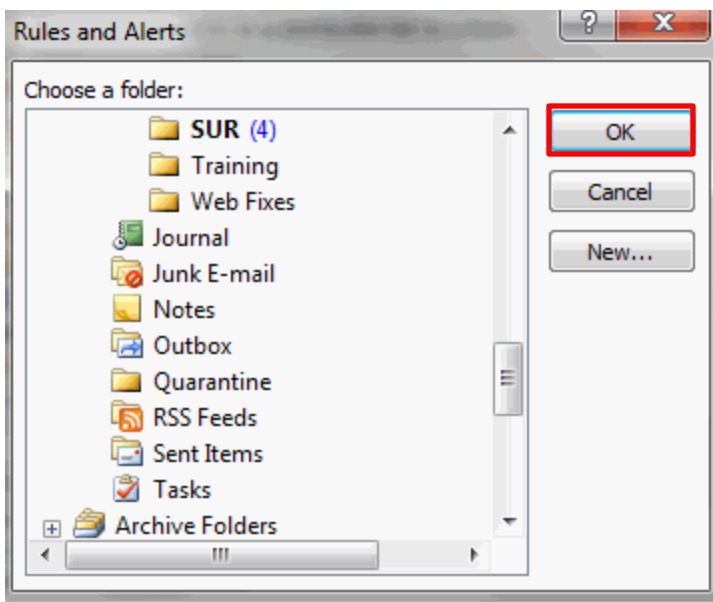


Adding a Rule in Outlook for Service Unit Requests

Under Step 2, click on [specified](#)



Search for the folder that you setup for your SURs under your inbox and click on OK



You will then click Finish >> Apply >> OK.