Adding a Rule in Outlook for Service Unit Requests

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

![New Folder](image)

Name the folder. The example is SUR. Click **OK**.
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In Outlook, you will go to ‘Tools’ >> Rules and Alerts

Under the ‘Email Rules’ tab, click on New Rule
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Under Step 1 in ‘Stay Organized’, choose *Move message from someone to a folder*. Click Next.
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Under Step 1, make sure the *from people or distribution list* is checked.
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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.
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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.