Reply to an RFI

Objective

To send a response in reply to an RFI to which you've been assigned. You can either use Procore's RFIs tool via the web application (https://app.procore.com), one of Procore's mobile applications (iOS, Android, Windows) on your smartphone/tablet, or by simply replying to the email directly.

Background

When you are designated as an 'Assignee' on an RFI, Procore automatically sends you an email notification to alert you that your response is required. If you are listed as an 'Assignee' of an RFI, it means that your response has been requested. It's strongly recommended that you enter a response as soon as possible to ensure that the RFI can be resolved in a timely manner. Remember, an RFI may require the response from multiple persons before it can be sufficiently resolved. The RFI will remain assigned to you, which means you're listed as the Ball In Court person until you submit a response. To view a common workflow of the RFI process, view the Interactive Workflow Diagram.

Things to Consider

- **Required User Permission:**
  - To submit a reply to an RFI via email, Procore, or using supported mobile device:
    - 'Admin' level permission on the project's RFIs tool.
    - OR
    - 'Standard' level permission or higher on the project's RFIs tool.
    - AND
    - You must be a member of the RFIs Assignee or Distribution list.
  - To reply to an RFI via email only:
    - 'Read Only' level permission or higher on the project's RFIs tool.
    - AND
    - You must be a member of the RFI's Assignee or Distribution list. Procore sends an automated email notification to these users when an RFI is created or updated, as well as when an assignee has entered a response to the RFI.
• Supported Platforms:
  ◦ Procore Web
  ◦ Procore for iOS
  ◦ Procore for Android

Video

Video content may not accurately reflect the current state of the system, and/or it may be out of date.

Steps

When you are designated as the ‘Assignee’ on an RFI, you have different options for submitting a reply. Each option logs your reply in the appropriate project's RFIs tool:

• Reply to the RFI by Email
• Reply to the RFI in Procore
• Reply to the RFI on Your Mobile Device

Note: In addition to adding a reply, you can also add other assignees to the RFI from the Procore web application. For details, see Add Assignees to an RFI as an Assignee on an RFI.

After submitting your reply, the system automatically changes the Ball in Court person to the RFI Manager. It also sends an email notification to designated members on the RFI's Assignee and Distribution List.
(Note: Users with 'Read-Only' and 'Standard' level permission to the RFIs tool who are NOT members of the RFI's Distribution List, will neither be notified nor able to view unofficial responses.)

Reply to the RFI by Email

1. Open the New RFI message in your email client.
   A message resembling the one below appears.
2. Click **Reply** in your email client.  
The system reveals a reply form and the reply to email address.

3. In the body of the email message, enter the message for your reply.

   ![Email Message with Reply Form]

   **Notes:**
   ◦ Do NOT modify the email address in the To field. This email is required in order to send your reply to the RFIs tool in the related project.
   ◦ You can also add any attachments to the email as desired.

4. Click **Send**.
   The system sends the email message (and any attachments) to the project's RFIs tool in Procore. It may take minutes for the email to be received and posted to the project's RFIs tool.

   **Notes:**
   ◦ If your email client has a customized format, it will NOT maintain its custom format in Procore.
   ◦ The system sends an email notifying the RFI Creator, RFI Manager, and members of the Distribution List that
the person has submitted a response to the RFI.

- The system posts your response to the All Replies area of the RFI Details page.

**Reply to the RFI in Procore**

1. Open the New RFI message in your email client.
2. Next to **More Details**, click **View Online**.
   **Notes:**
   - If you are currently logged in to Procore, the link directs you to the RFI Details page.
   - If you are NOT logged in to Procore, the system will prompt you to log in and then direct you to the RFI Details page.
3. Scroll to the bottom of the page that appears. Then under **Activity**, click **Add Response**.

4. In the **Activity** area, do the following:
   a. Enter your response in the text box.
   b. Add files as attachments using one of these options:
      - Click **Attach File(s)**
      - OR
      - Use a drag-and-drop operation to move files from your computer to the **Drag and Drop Files** area.
   c. Click **Post Response**.

**Reply to the RFI on Your Mobile Device**

The steps you use depend upon your device:

- **Reply to an RFI** (Android)
- **Reply to an RFI** (iOS)
Next Steps

The next steps are typically completed by an RFI Manager (see What is the RFI Manager role?) or a user with 'Admin' level permission to the RFIs tool:

- If you want to obtain more information from another user, follow the steps in Edit an RFI and designate the other user as the Assignee on the RFI.
- If the RFI received only one (1) reply and that response satisfies the information requirements, follow the steps in Close an RFI.
- If the RFI received multiple replies, you can review the replies and designate the one that satisfies all the information requirements as the 'official response'. See Choose an "Official Response" for an RFI.

See Also

- Create an RFI