



# ROSS Module Summary

## Pending Request

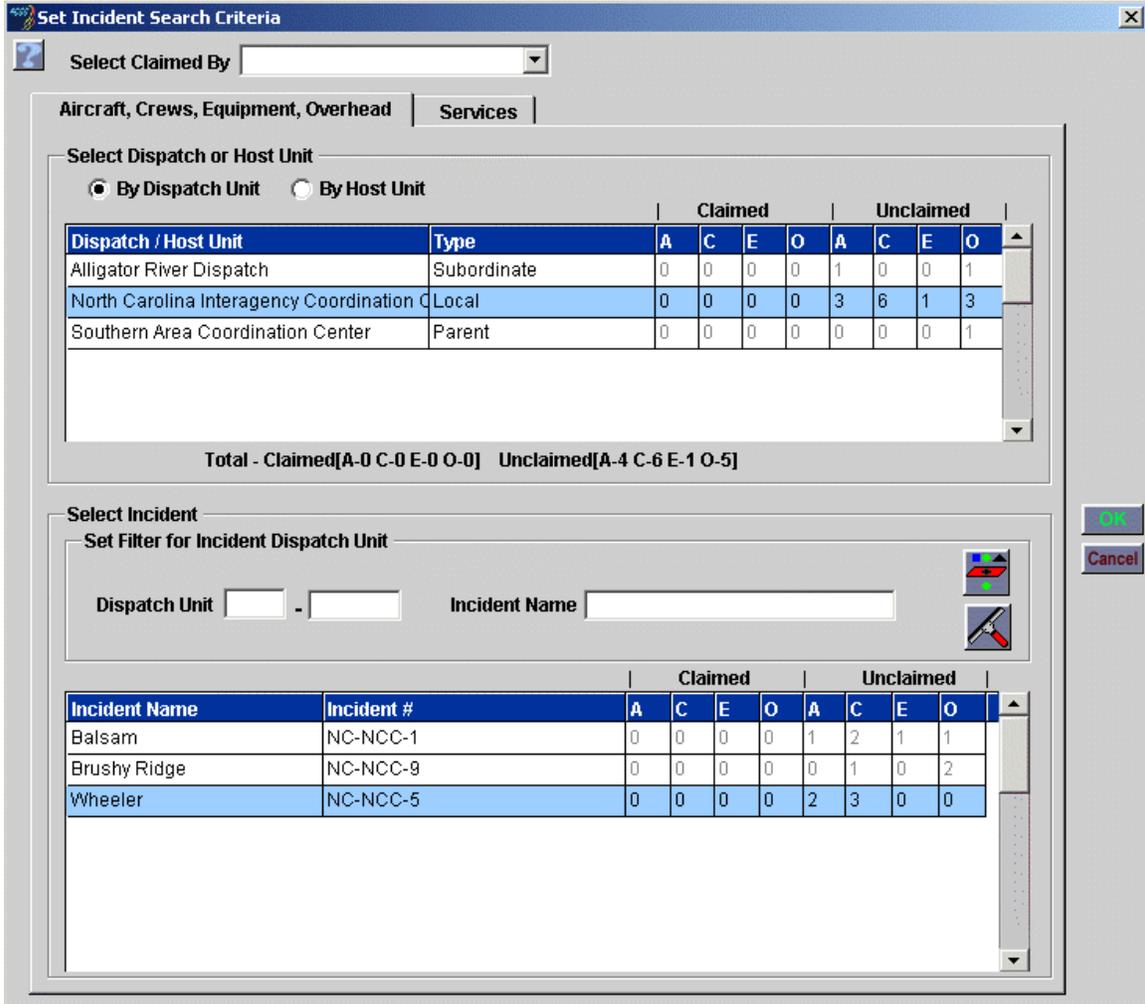


Figure 1. Set Incident Search Criteria dialog box

### Description

The Pending Request module is the heart of the dispatch functions in the ROSS application. It is where Dispatchers view and take action on resource requests. The module displays all resource requests that are awaiting action by the logged-on dispatch center consistent with the current user's Pending Request Filters. (See *Personal Settings module information*). This includes requests for Local (Internal and External) incidents as well as Non-Local Incident requests that have been placed by another dispatch center.

Pending requests are viewed for one incident at a time. Dispatchers use the Set Incident Search Criteria dialog box (fig. 1) to search for and select an incident for which to view pending requests. Incidents may be filtered by Dispatch Unit, Host Unit or Incident Name. ROSS



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displays the number of pending requests for each host or incident by catalog (e.g., aircraft, crews, equipment). This information helps the Dispatcher determine work priorities.

Once the Dispatcher selects an incident, ROSS displays the Pending Request module (fig. 2). The incident's requests must be filtered by catalog (e.g., Overhead) with choices limited to those catalogs that currently have requests needing action. Additional filtering may be applied as required. For aircraft, crew, overhead and equipment requests, the Dispatcher may then view the resources available to fill each request and take action based on the results. ROSS displays available local, CWN Contract and assigned resources that meet the request criteria as well as counts of Other Resource that are available within the selection area, i.e., subordinate and neighborhood dispatch centers. Actions that may be taken on a request include Edit, Fill, Place, Place External, Place Up, Retrieve, Cancel, UTF, and cancel/UTF.

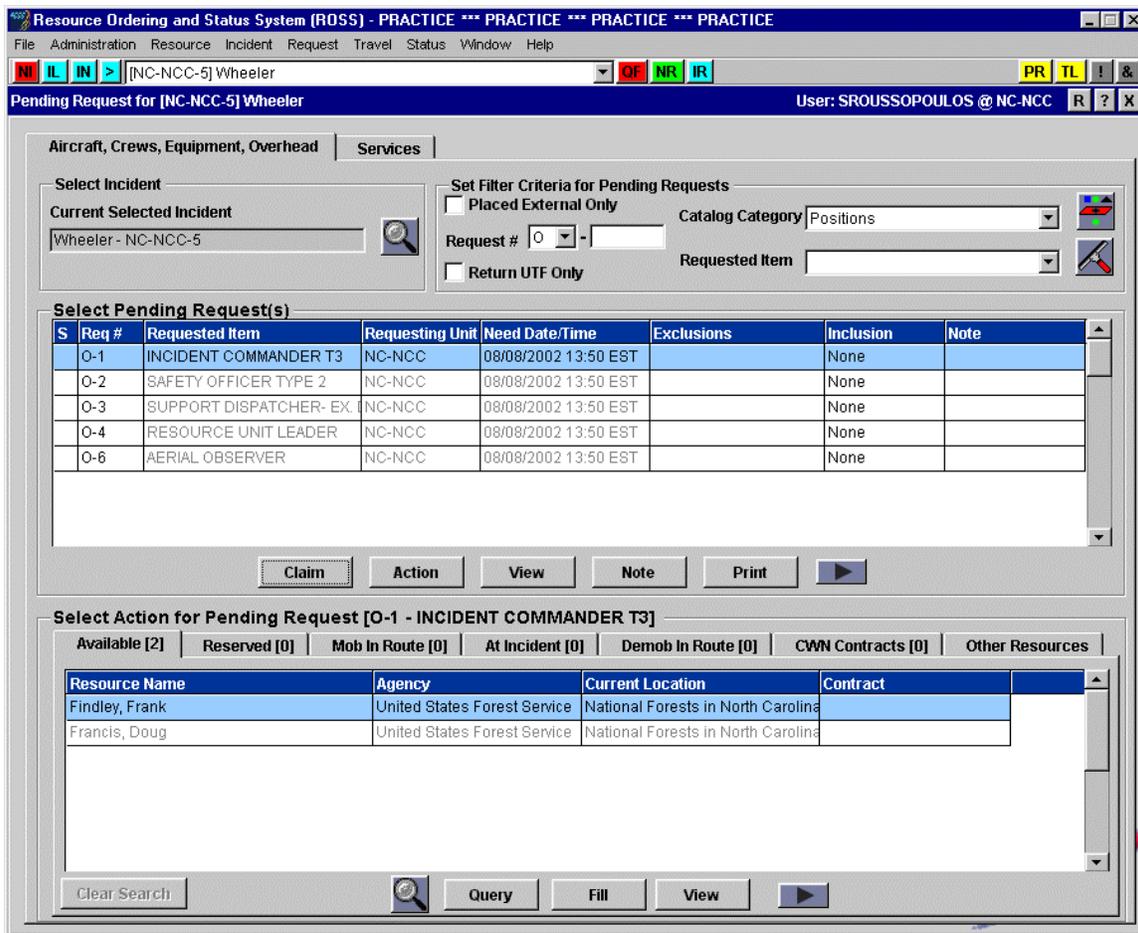


Figure 2. Pending Request module



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Pending Requests for Services are handled separately from aircraft, crews, equipment and overhead. These requests must be filtered by catalog (Aircraft or Supply) and by category and item. When filling a Supply Service request, ROSS displays Purchase Agreement and CWN Contract resources that meet the request criteria. In addition, the Dispatcher may enter a short free-text Fill Description or more extensive documentation explaining how the request was handled. Filling an Aviation Service request involves assigning an aircraft (for infrared flights) or entering NOTAM information (for Temporary Flight Restrictions).

The Pending Request module is closely related to the Organization, Incident, New Request, Resource Item, Resource Status, Contract, Travel, Travel Plan, Incident Resources and Request Status modules.

### Data Information:

Data Element	Data Definition
Select Incident	Displays the name and number of the current selected Incident for viewing Pending Requests. The Search button allows a different Incident to be selected by Host or Dispatch Unit.
Set Filter Criteria for Pending Requests	<u>Aircraft, Crews, Equipment, Overhead tab</u> : Requests must be filtered by Catalog (e.g., Overhead). Additional filters for Catalog Category and Item may be applied as needed. Request number may be used to isolate an individual request.
	<u>Services tab</u> : Requests must be filtered by Catalog, Category <u>and</u> Item. Request number is used to select a single request.
Select Pending Requests	<u>Aircraft, Crews, Equipment, Overhead tab</u> : Requests meeting the filter criteria are displayed. An individual Request must be selected for further action. Information displayed includes Request Number, Requested Item, Requesting Unit, Need Date/Time, Exclusions, Inclusions, Note, Contact, Financial Code/Compact and Claimed By. "S" indicates that the selected Request has Support Request(s). Use ► to view columns that are not visible on the screen.
	<u>Services tab</u> : In addition to the above information, QTY (quantity) is displayed for Service requests.
Claim <i>button</i>	One or more Requests may be claimed by a user, indicating they are working on the request(s). Claiming requests does not prevent other dispatchers from viewing or taking action on them. For each claimed request, ROSS displays the User ID in the "Claimed By" field.



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Action <i>button</i>	<p><u>Aircraft, Crews, Equipment, Overhead</u> <i>tab</i>: Operations that may be performed on a Request. These may include Cancel+, UTF+, Cancel/UTF+, Retrieve, Split, Undo Split, Edit+, Add/Edit Supplemental Form, Create Support Request, Add Documentation+, Place Up+, Place External+, Fill with New Resource and Fill External. “+” actions may be performed on multiple Requests.</p> <p><u>Services</u> <i>tab</i>: Additional options include Fill and Place+. Requests may be placed within the Dispatch Center’s selection area including non-ROSS (external) dispatch offices. When “Fill” is chosen for a Supply Service, ROSS displays a dialog box where Purchase Agreement or CWN Contract items may be assigned or a free-text Fill Description entered. The “Fill” option for a TFR or an infrared flight request permits entry of NOTAM information or selection of an aircraft, respectively. <i>Split and Undo Split are not options for Services.</i></p>
View <i>button</i>	For a selected Request, the user may view Incident, Request, or Associated Requests (Supplemental or Subordinate).
Note <i>button</i>	<p><u>Aircraft, Crews, Equipment, Overhead</u> <i>tab</i>: Allows user to post an informational message to a Request. Choices are Check Availability and Hold Request.</p> <p><u>Services</u> <i>tab</i>: In addition to the above options, Service Request Notes include Local Purchase, Procurement, TFR Sent to ARTCC, and Infrared Flight Request Sent.</p>
Print <i>button</i>	Prints a Resource Order facsimile for the selected Request(s).
Select Action for Pending Request	<u>Aircraft, Crews, Equipment, Overhead</u> <i>tab</i> : Displays resources that meet criteria of the selected Request on tabs that indicate Resource Status (e.g., Available, Reserved, Mob in Route, At Incident, and Demob in Route). CWN Contract resources are displayed on a separate tab. Information displayed may include Resource Name, Agency, Current Location, Contract #, Vendor, Begin & End Dates, and Distance (aircraft only). The Other Resources tab displays summary counts of resources available within the current Dispatch Unit’s selection area (including subordinates).



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Search <i>button</i>	<u>Aircraft, Crews, Equipment, Overhead tab</u> : Used to alter the results displayed in the Select Action for Pending Request grid. User may search for a resource name, search for resources that do not match features of the item requested or exclude CWN contracted resources. In addition, Overhead requests permit the user to search for resources with a different qualification, to include EFF/AD resources and to include or exclude trainees.
Query <i>button</i>	<u>Aircraft, Crews, Equipment, Overhead tab</u> : Used to update the information presented on the Available tab.
Fill / Reassign /Action <i>button</i>	<u>Aircraft, Crews, Equipment, Overhead tab</u> : The label displayed on this button changes based on the status of the selected Resource. Used to assign or reassign a Resource to a selected Request. Fill actions are performed on Resources whose status is Available. Filling with a Reserved Resource will unfill its original Request and generate a new pending request that can be filled or UTF'd. Reassign actions are performed on Resources whose status is Mob in Route, At Incident or Demob in Route. The Action button is active for the Other Resources tab and allows Request(s) to be Placed+, Placed Up+ or Placed External+.
View	<u>Aircraft, Crews, Equipment, Overhead tab</u> : Allows Dispatcher to view Resource, Home Dispatch and Current Dispatch.