

ROSS TIPS

ROSS TIP: REQ-2004-5
Date: April 12, 2004
Subject: Dispatching in ROSS Status-Only Mode

The ROSS Application can be used in 2 different ways: 1) to only maintain the status of resources or 2) to perform both resource status and resource ordering. The purpose of this ROSS TIP is to document the dispatching processes used in the ROSS Status-Only mode.¹

A Status-Only Organization is a dispatch office that is not yet using the dispatch features of the ROSS application (i.e., they are not using ROSS to create incidents or to create, place, fill, reassign or release requests).² The office is however using ROSS to update Resource Status, create and edit Unavailability Periods and to view the status and location of their assigned Resources. They also use the application to enter and maintain Person and Resource Item data as well as other administrative functions (e.g., Organizations, Locations, and Aviation Hazards).

The following sections document the steps to:

- Section 1: Create an incident for a Status-Only Dispatch Office.
- Section 2: Create a request for a Status-Only Dispatch Office.
- Section 3: Place a request to a Status-Only Dispatch Office.
- Section 4: Fill a request with Resource from a Status-Only Dispatch Office.

Section 1: Create an incident for a Status-Only Dispatch Office.

Step 1. ASSURE THAT THE STEPS OUTLINED IN ROSS TIP #20 and/or #21 **HAVE BEEN COMPLETED** (setting Parent Organizations, User Roles and Authorizing Resources for Status-Only Mode).

Step 2. The Parent Dispatch Center or another office within the same Selection Area may create Incidents for a Status-Only dispatch center. This office **MUST** be using ROSS to dispatch. *The office that creates the Incident will create ALL the Requests for that Incident.*

Step 3. On the New Initial Report or Incident screen select “External Incident”. Use the “Pick an External Dispatch” button to select the pertinent Status-Only office. Complete the remaining required fields and click the “Create Incident” button. Refer to Figure 1.

¹ In order to set Organizations, User Accounts and Resource Status for Status-Only Mode refer to ROSS Tips #20 and 21.

² A Status-Only office is not the same as a Non-ROSS dispatch center! A Non-ROSS dispatch center (also known as an External dispatch center) is not using ROSS *at all*. A ROSS dispatch center can place requests with a Non-ROSS dispatch center and fill these requests with external resources. This process is explained in the ROSS Dispatch training.

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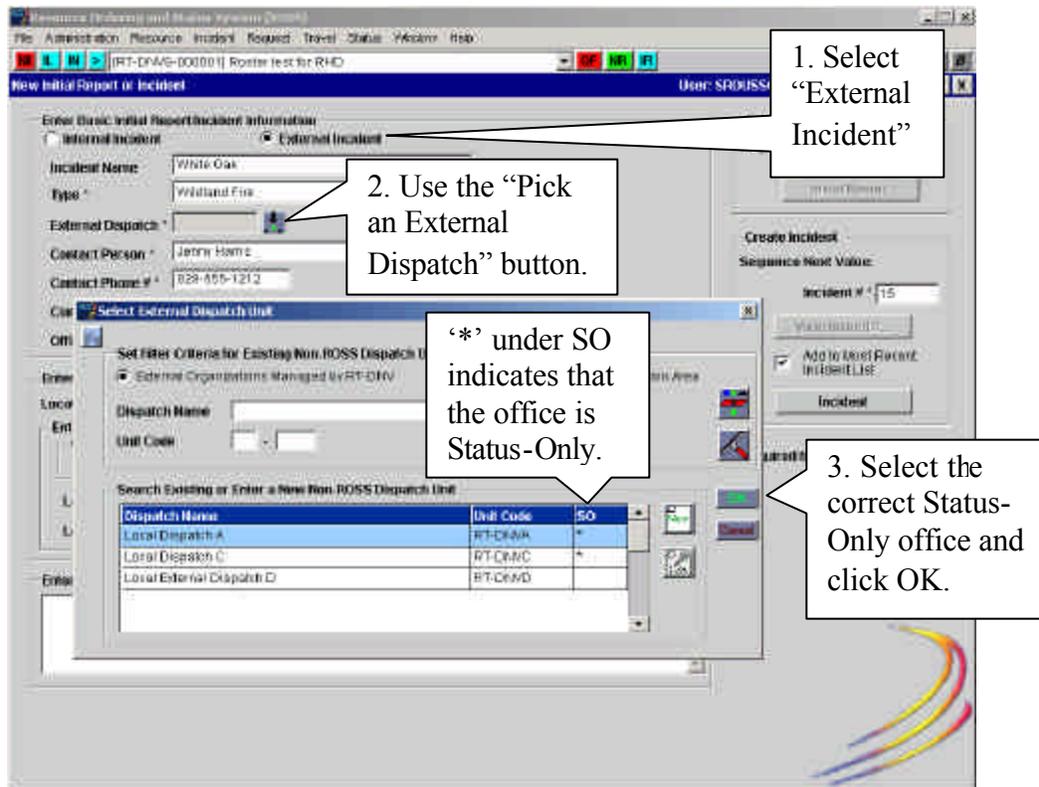


Figure 1. Creating an Incident for a Status-Only dispatch office.

An Incident has now been created for the Status-Only office. Pertinent incident information such as frequencies, contacts, and delivery points should be added on the Incident screen. Section 2 will explain how to create Requests for this Incident.

Section 2: Create a Request for a Status-Only Dispatch Office.

Step 1. Assure that the steps in Section 1 have been completed.

Step 2. **The dispatch office that created the Incident MUST create all ROSS Requests for the Status-Only office.** Keep in mind that this may have been the parent or another office within the same Selection Area. The process for creating a New Request for a Status-Only office is essentially the same as creating a Request internally. You may assign specific request numbers when

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creating New Requests for a Status-Only office. This allows the Status-Only office to retain control of request numbering. Figure 2 displays the request creation process.

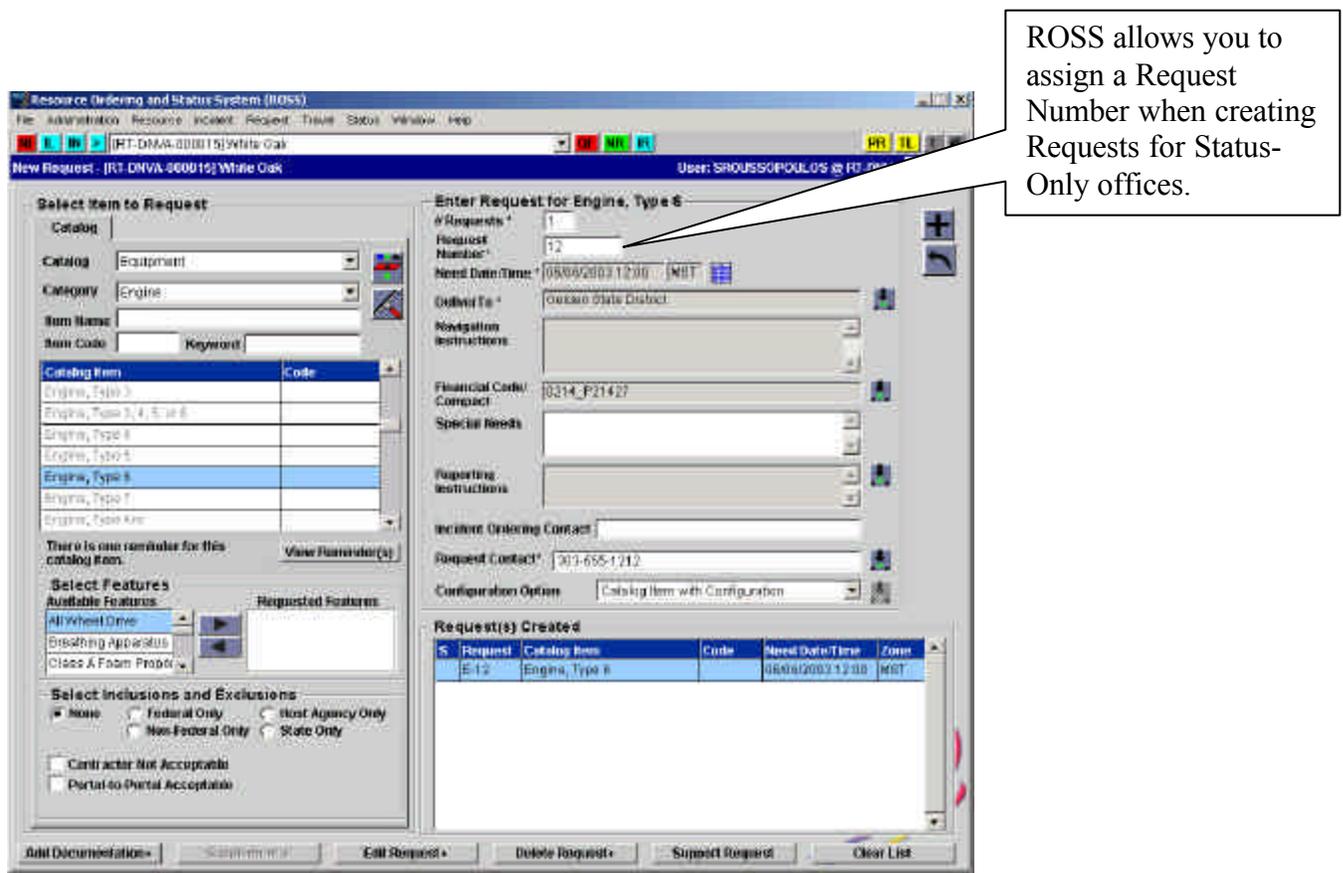


Figure 2. Creating a New Request for a Status-Only office.

Step 3. Once Requests have been created they may be placed, filled and otherwise dealt with the same as an internal Request. **Request placement must follow the hierarchy of the office that creates the Requests.**

Step 4. Fill and Travel information will need to be passed to the Status-Only Office via fax or telephone. Release and demob Travel must be relayed by the Status-Only office and entered in ROSS by the office that created the Incident and Requests.

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Section 3: Place a Request to a Status-Only Dispatch Office.

Step 1. Assure that the steps outlined in ROSS Tip #20 and/or #21 have been completed (setting Parent Organizations, User Roles and Authorizing Resources for Status-Only Mode).

Step 2. The Parent Dispatch office and other offices in the same Selection Area may place requests to a Status-Only office. Select the pertinent Request and click the Other Resources tab. ROSS will display the number of available resources at the Status-Only office that can fill the Request.

Step 3. Print the Request. Notify the Status-Only office that you are placing a Request then relay the Incident and Request information via telephone or fax.

Step 4. Select the action button from the upper grid.

Step 5. Select "Place Status Only/External".

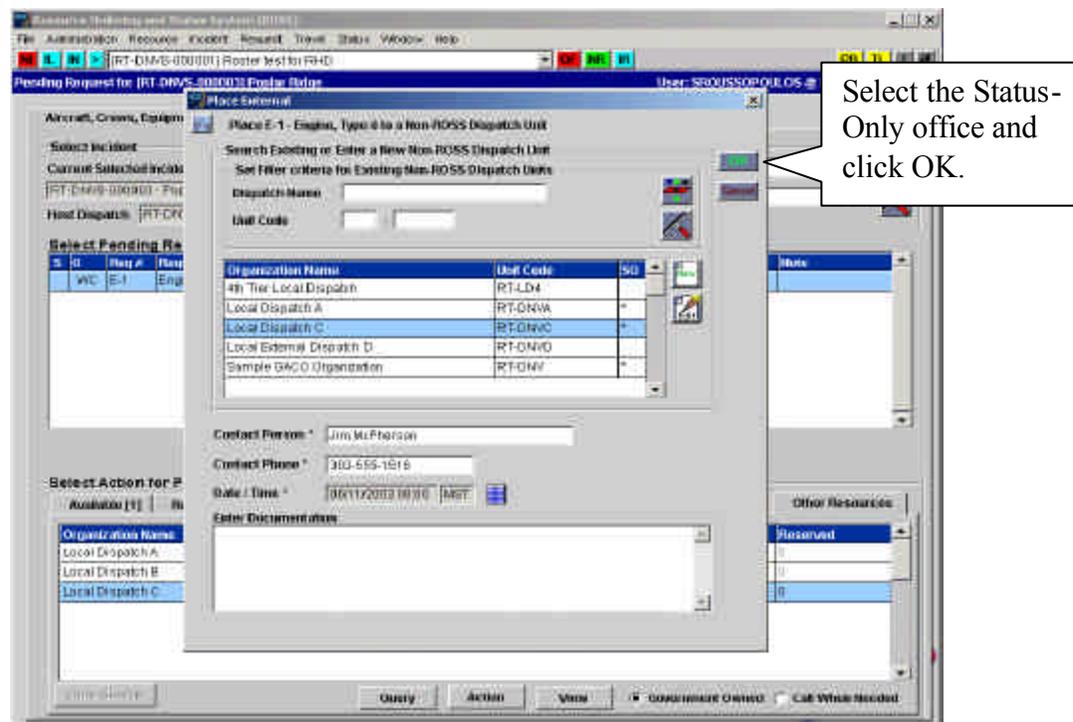


Figure 3. Placing a Request to a Status-Only office.

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The Request has now been relayed via phone or fax to the Status-Only office and is removed from the Pending Request screen in ROSS. The next section will explain the process for filling a Request that has been placed with a Status-Only office.

Section 4: Fill a Request that Was Placed with a Status-Only Dispatch Office.

Step 1. Assure that the steps in Section 3 have been completed.

Step 2. If the Status-Only office has not already authorized Resources to be filled by the Parent or Selection Area office that placed the Request(s), they need to do so now. The Status-Only office selects the filling Resource on the Resource Status screen and clicks the “Authorize Fill Organization” button. They will select the Dispatching Parent that placed the Request and click OK (Fig. 4). Refer to ROSS Tips #20 and/or #21 for more information on this process.

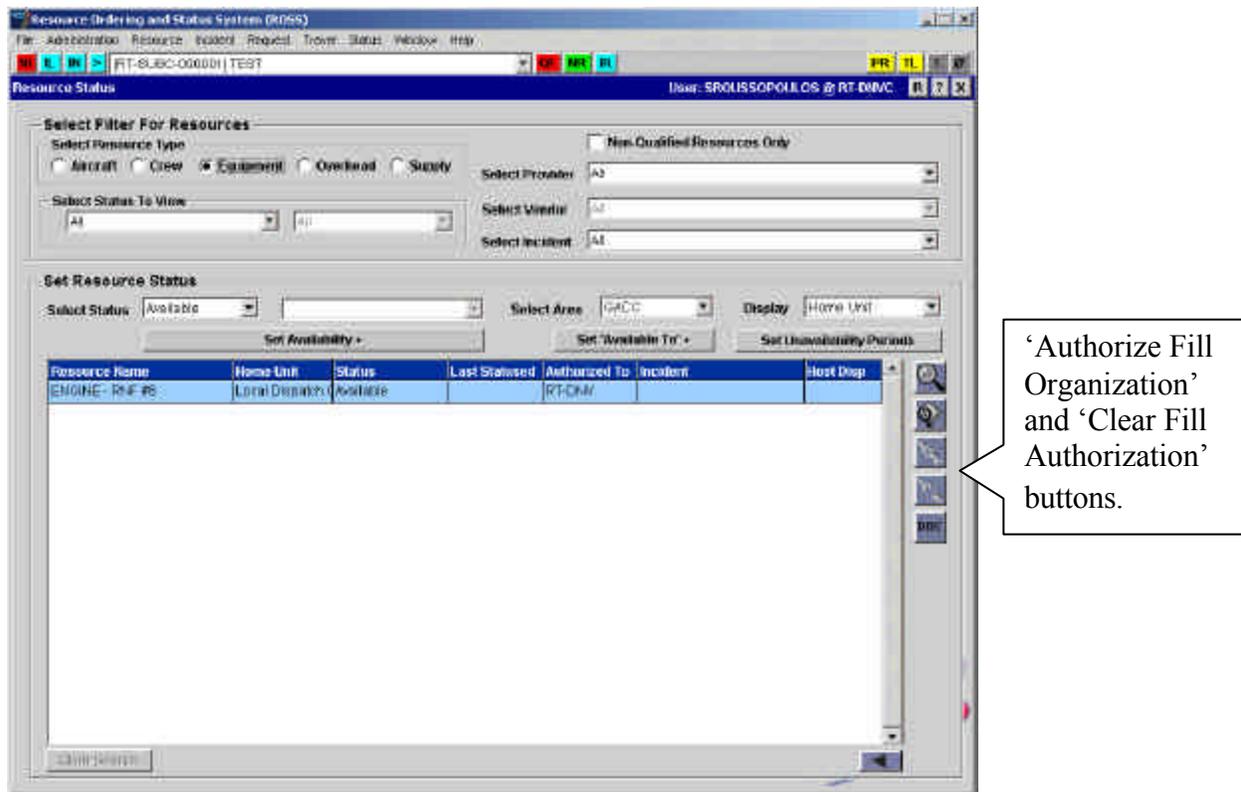


Figure 4. Resources have been authorized to fill the Request.

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Step 3. The Status-Only office will relay by phone or fax the name of the filling Resource and any travel information.

Step 4. The Dispatching Parent will check the 'Placed Status-Only or External' checkbox on the Pending Request screen and filter for the pertinent request (Fig. 5).

Step 5. Highlight the Request and selection Action→Fill with External Resource.

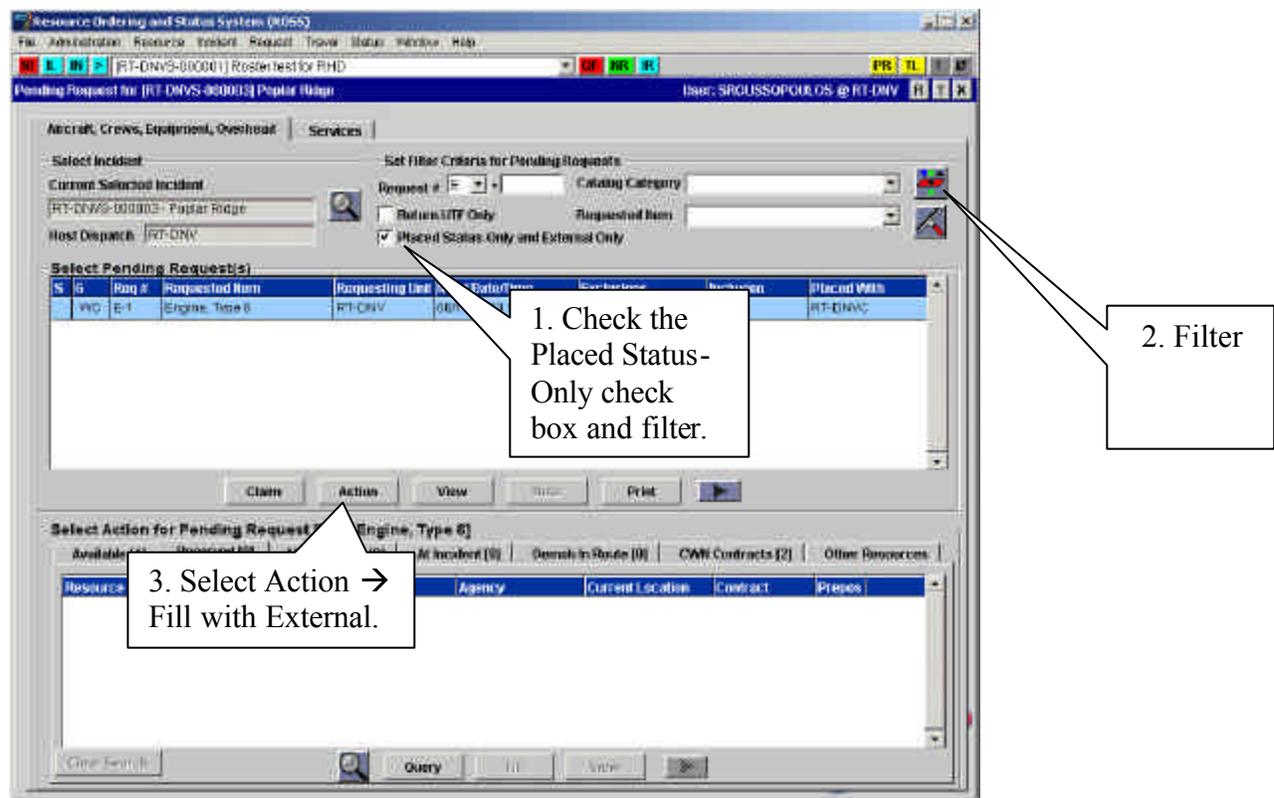


Figure 5. Preparing to Fill a Request that was placed to a Status-Only office.

Step 6. The authorized Resource(s) will be displayed. Select the Resource that the Status-Only office will use to Fill the Request. Enter the appropriate Travel information and click OK.

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The Request has been filled with the Status-Only Resource. The Status-Only office can view the current Incident, Host Dispatch and Location for this Resource on the Resource Status screen (Fig. 6). The Details button can be used to view the current Incident Request number (Fig. 7).

When the Status-Only Resource is released the Release and Demob Travel information must be relayed by phone or fax to the Status-Only office.

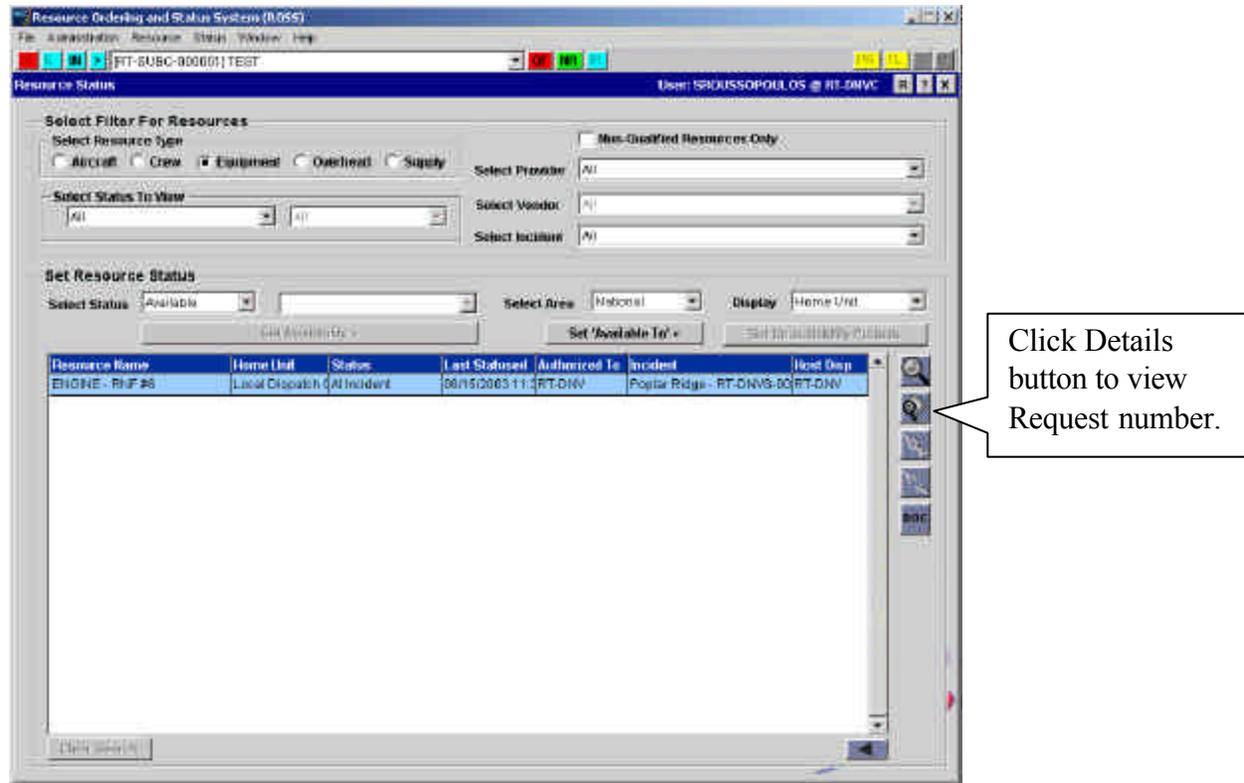


Figure 6. Status-Only office can view current assignment of their Resource.

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Resource Details

Equipment Name: ENGINE - RNF #6
Alternate Name: Monument #6

Equipment Type | Organizations | Locations | Availability | Incident/Request

Incident Number: RT-DNVS-000003
Incident Name: Poplar Ridge
Request Number: E-2
Request Date/Time: 06/15/2003 11:34 MST
Release Date/Time:
Financial Code:
Incident Radio Frequencies

Type	Frequency	Tone

Figure 7. Resource Details indicates current Request number.