New Request - creating and editing new requests

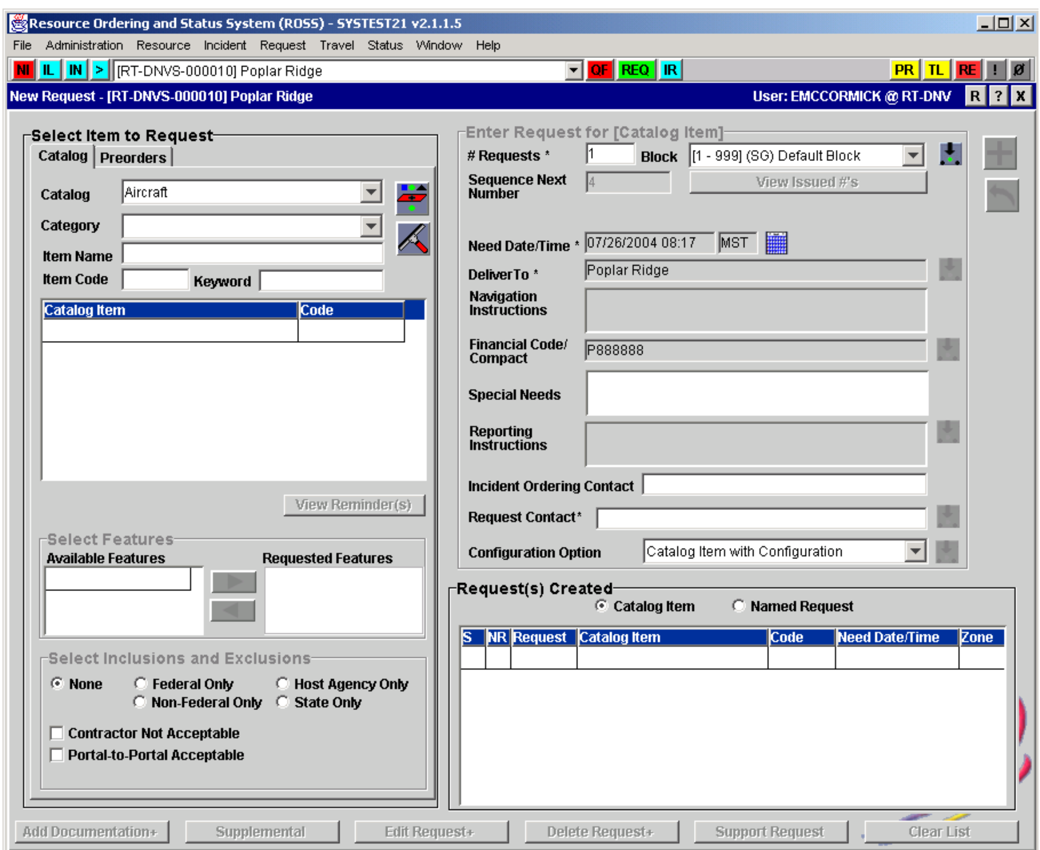
This chapter explains how to create and modify resource requests. The New Request screen allows you to create resource orders, known as "Requests," for Incidents. You can create Requests for both internal and external incidents. The type of activities you can perform include:

- Where did my requests go?
- Understanding tracked catalog items
- Understanding request block numbering
- Working with the Catalog tab
- Working with the Preorders tab
- Completing the New Request screen
- Creating a Named Request
- Creating a Supplemental Request
- Editing a request
- Deleting a request
- Creating a Support Request.

To access the New Request screen

- On the **Request** menu, click **New Request**, or click the **REQ** button.

New Request screen - Catalog tab



Where did my new requests go?

The Request(s) Created table is located in the lower right portion of the New Request screen. It lists only the requests created during your current ROSS session.

However, if you exit from the New Request screen or change the Incident context, these requests no longer display in this table. To review these requests, you must access the Pending Request and/or Request Status screens from the Request menu.

To review new requests from the Pending Request screen

1 On the **Request** menu, click **Pending Request**, or click the **PR** button.

2 On the **Set Incident Search Criteria** dialog box, click **Search**, click to select the **Incident Name** of your choice, and then click **OK**.

3 On the **Pending Request** screen, complete the **Set Filter Criteria for Pending Requests**, and then click **Filter**.

For more information about the Pending Request screen, see “Pending Request - managing requests for resources.”

To review new requests from the Request Status screen

1 On the **Request** or **Status** menu, click **Request Status**.

2 On the **Set Incident Search Criteria** dialog box, click **Search**, click to select the **Incident Name** of your choice, and then click **OK**.

3 On the **Request Status** screen, complete the **Set Filter for Catalog**, and then click **Filter**.

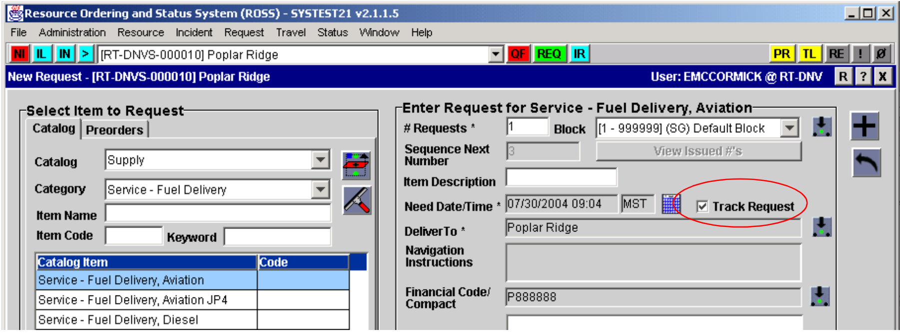
For more information about the Request Status screen, see “Request Status - managing the status of requests.”

Understanding tracked catalog items

The Track Request check box displays on the New Request screen for service and supply catalog items. It identifies those resources that must be “released” from the Incident and tracked back to their home destinations. Examples of tracked catalog items include rental cars, trucks, and buses. NICC designates many catalog items that must be tracked. If you check the Track Request check box when creating a request, only the creating dispatch unit, prior to filling the request, can change the request to “Not Tracked.” You must track the request until it is released.

Untracked catalog items are “consumed” during the assignment or are tracked outside of ROSS. Requests for these items are termed “Fill/Close.” Most untracked items include NFES supply items and supply service items.

The following diagram shows the location of the Track Request check box on the New Request screen.



The Track Request check box appears only for certain service and supply catalog items. If the catalog item is designated by NICC, the check box is unavailable and the Track Request text appears dimmed.

Understanding request block numbering

You can use request number blocks to designate blocks of requests within each catalog for specific functions, such as blocks for "initial attack," "expanded," or "team orders."

For example, you can track initial attack orders on card stock, for orders A-1 through A-6, and then begin entering orders in ROSS at A-7.

By creating blocks of request numbers, you can manage hand-entered non-consecutive request numbers in ROSS.

As another example, an Ordering Manager may place a request with expanded for S-152. The next call to expanded might be for S-158, since requests S-153 through S-157 were filled locally by the incident.

Setting up request blocks

You can set up requests blocks from the Organization, Incident, and New Request screens, based on your organizations business practices:

- To apply the same numbering system to every new incident for a given Host organization, use the Organization screen. This method allows you to "set it and forget it," by setting this up one time for your Dispatch Center and each of your Host organizations.
- To set up blocks on an incident-by-incident basis, or to modify your default system for a specific incident, use the Incident screen. This method allows you to apply the block numbering only to the current incident and does not affect any defaults you created on the Organization screen.
- To set up blocks on a catalog-by-catalog basis, use the New Request screen. This method allows you to create and change block numbers "on

the fly." These blocks are reflected on the Incident screen but does not affect your settings on the Organization screen.

For more information about request blocks, see the section, "Understanding block numbering and rules," and "Working with the Request Blocks tab," in the chapter, "Incidents - managing incidents and initial reports," and "Setting up request blocks," in the chapter, "Organization - defining ROSS organizations," in this ROSS Users Guide.

*For additional information, see the ROSS Tip, "Using Request Number Blocks," which is available at **http://ross.nwcg.gov**. Click **ROSS Tips & Tricks**.*

To view or modify block numbers

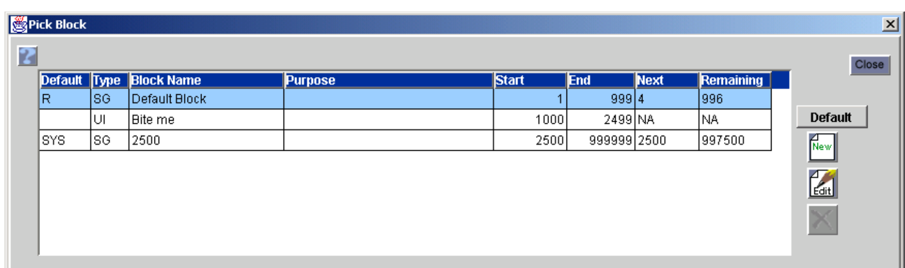
1 On the **New Request** screen under **Enter Request for [Catalog Item]**, click the **Select Block to View, Edit or Split** button

*The **View** button does not apply to system-generated numbers.*

2 Perform one or more of the following, as appropriate

- To set the default block to Request Default or System default, click the **Default** button, and then click to select either **Set Request Default** or **Set System Default** as appropriate.
- To create a new block by splitting an existing block into two, click the **New** button, complete the **Split Block** dialog box, and then click **OK**.
- To edit a request block, click the **Edit** button, complete the **Edit Block** dialog box, and then click **OK**.
- To delete a request block, click the **Delete** button, click to select the block to merge the deleted block into, if appropriate, and then click **OK**.

The following diagram shows the Pick Block dialog box, where you can Edit, Create or Delete blocks of numbers.



Working with the Catalog tab

The Catalog tab is the first tab on the New Request screen. It allows you to create new requests for catalog items.

To create a new Request for a catalog item

1 On the **New Request** screen, click the drop-down arrow and select the **Incident** of your choice, and then click > to update the Incident Context.

2 On the **Catalog** tab under **Select Item to Request**, click the **Catalog** drop-down arrow, click to select the **Catalog** of your choice, and then click the **Filter** button.

*You may also click the **Category** drop-down arrow and select the **Category** of your choice, and then click the **Filter** button.*

3 On the **Catalog Item** table, search for and then click to select the **Catalog Item** of your choice.

*The **View Reminders** button, located directly below the **Catalog Item** table, allows you to display specific information relating to the catalog item of your choice.*

4 Under **Select Features**, click to highlight the **Available Features** of your choice, if any, and then click the **Add** arrow button to move your selection to the **Requested Features** table.

Remember, if you add any features for a requested catalog item, the resource that fills the request must match (have those features) or it will not show as a qualified/available resource on the Pending Request screen.

5 Under **Select Inclusions and Exclusions**, click to select the option of your choice

- None - *default*
- Federal Only
- Non-Federal Only
- Host Agency Only
- State Only.

For Overhead Catalog Items, click to select the options of your choice
- *EFF/AD Acceptable*
- *Trainee: No Trainee, Trainee Acceptable, or Trainee Required.*

6 Click to select the check boxes of your choice

- Contractor Not Acceptable
- Portal-to-Portal Acceptable.

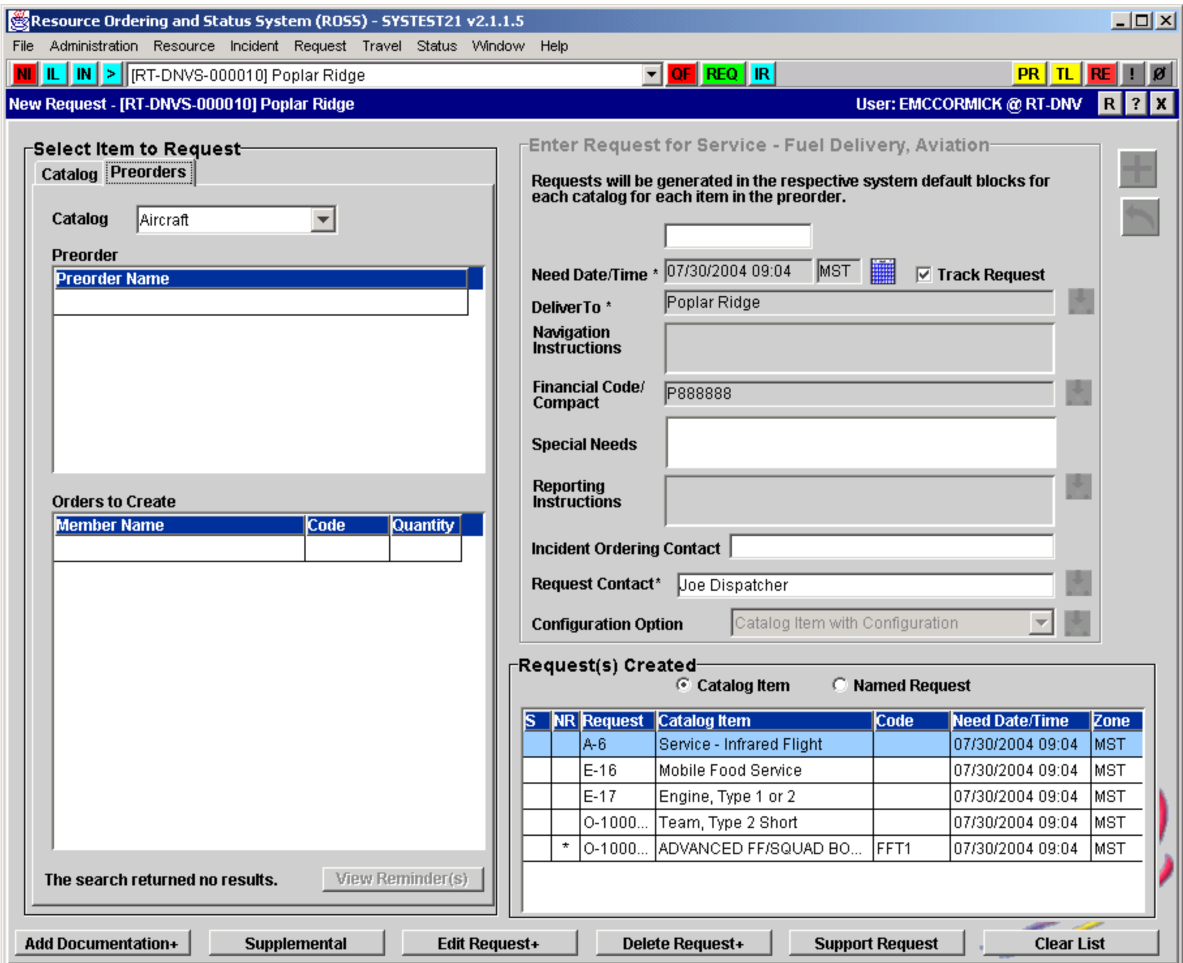
7 Complete the **Enter Request for [Catalog Item]** portion of the **New Request** screen as instructed in the section, "Completing the New Request screen."

Working with the Preorders tab

The Preorders tab is the second tab on the New Request screen. It allows you to select an existing Preorder and then create new requests based on catalog items in the Preorder.

You cannot create a Preorder from the New Request screen. For more information, refer to the chapter, "Preorders - creating lists of needed resources."

New Request screen - Preorders tab



To create a new request for a Preorder catalog item

1. On the **New Request** screen, click the drop-down arrow and select the **Incident** of your choice.
2. Click the **Preorders** tab.

3 Click the **Catalog** drop-down arrow, and then click to select the **Catalog** of the Preorder.

*The **View Reminders** button, located directly below the **Orders to Create** table, allows you to display specific information relating to the catalog item of your choice.*

4 Under **Orders to Create**, click to select the Pre-Order **Member Name(s)** of your choice.

*Each catalog item listed on the **Orders to Create** table identifies a **Member Name**, a **Code**, and a **Quantity**.*

5 Complete the **Enter Request for [Catalog Item]** portion of the **New Request** screen as instructed in the section, "Completing the New Request screen."

Completing the New Request screen

This section explains how to complete the New Request screen. Topics include:

- Working with Deliver To locations
- Working with Reporting Instructions
- Working with Request Contact information
- Working with Configuration Options
- Adding Documentation.

The "Enter Request" section of the New Request screen is located on the right-hand side of the New Request screen. Complete this section in the same way, regardless of whether you are creating a request for a catalog item or for a Preorder.

To complete the New Request screen

1 Complete the task, "To create a new Request for a catalog item," or the task, "To create a new request for a Preorder catalog item" as appropriate for the new request.

2 Under **Enter Request for...** complete the box as appropriate

- For **Catalog Items** that can be ordered in quantities greater than one, type the appropriate quantity in the **Quantity** box.
- For **Catalog Items** that can not be ordered in quantities greater than one, type the appropriate number in the **# Requests** box.
- Click the **Block** drop-down arrow and then click to select the **Block** of your choice, as appropriate.

For more information about block numbering, see the previous section, "Understanding request block numbering," earlier in this chapter.

3 If the request came directly from the Incident, click the **Incident Request** check box.

4 To assign the date and time needed, click the **Select Dates** button, and then select the **Need Date/Time** of your choice.

5 Click the **Select Delivery Location** button and select the location of your choice.

For more information about Deliver To locations, see “Working with Deliver To locations.”

6 To select a **Financial Code/Compact** other than the default code designated for the Incident, click the **Select Financial Code/Compact** button, click to select the **Financial Code** of your choice, and the click **OK**.

The compact feature is not yet installed.

7 In the **Special Needs** box, type special needs for the request, as appropriate.

For example, “engine, double-crewed” identifies a special need.

8 To enter or change **Reporting Instructions**, click the **Select Reporting Instructions** button, complete the **Reporting Instruction**s dialog box, click **Save**, and then click **Close**.

For more information about completing Reporting Instructions, see “Working with Reporting Instructions,” later in this section.

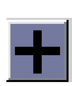
9 In the **Incident Ordering Contact** box, type the name of the contact person that the filling resource is supposed to report to when arriving at the incident.

10 In the **Request Contact** box, type the name and/or contact information of the dispatch unit that created the request, or click the **Select Contact Info** button and then click to select the **Contact Name** of your choice.

Completing the Request Contact box gives the dispatch center working on the request a contact if they need to find out more information about the request. Give a copy of the request to the resource filling the request and write down the dispatch contact number so that the resource can contact the incident in the event of travel delays and/or cancellations. While the incident dispatch can rearrange travel, the incident can not!

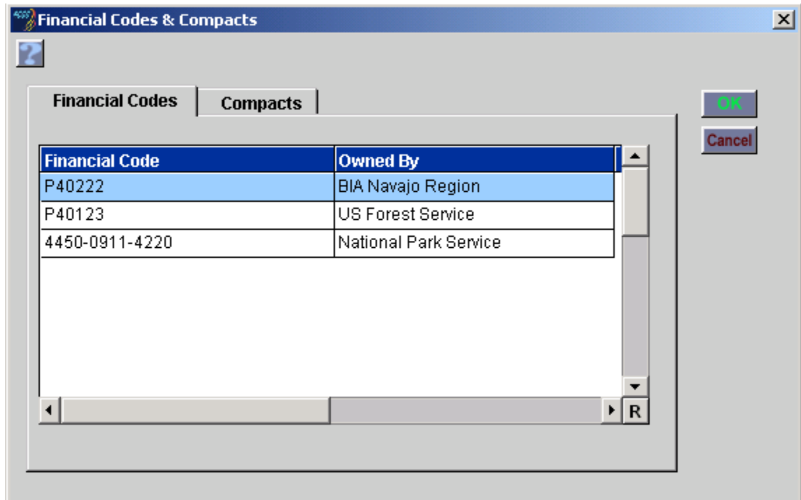
11 If the selected catalog item is a configuration, click the **Configuration Option** drop-down arrow and then click to select the **Configuration Option** of your choice.

For more information about selecting the Selected Items from Configuration option and completing the Order Selected Items dialog box, see “Working with Configuration Options,” later in this section.



12 When finished completing all appropriate information, click the **Create Request** button.

The following diagram shows the Financial Codes tab on the Financial Codes & Compacts dialog box.



To clear the request list

- On the **New Request** screen or on the **Request(s) Created** tab on the **New Request** dialog box, click the **Clear List** button.

Working with Deliver To locations

Deliver To information automatically includes:

- Incident location
- All locations added to the Incident
- All airports added to the Incident.

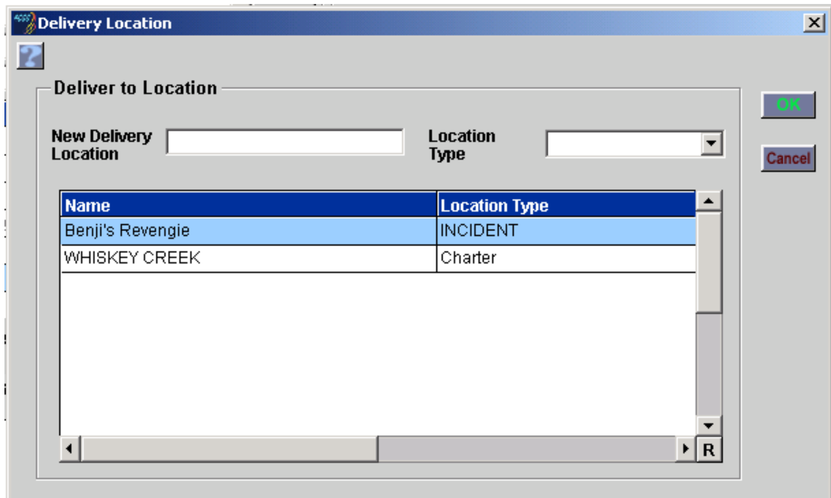
If the Deliver To location of your choice fails to appear when you click the Select Delivery Location button on the New Request screen, you must access the Incident screen and then add that information to the Incident.

To add new Deliver To Locations

This task allows you to add a new Deliver To Location, which will then add it to the Incident screen. However, to add the Navigation Instructions for that location, you must access to the Incident screen.

1. On the **Delivery Location** dialog box, click the **Pick** button.
2. On the **Pick/Copy Existing Reporting Instruction** dialog box, enter filter criteria as appropriate, and then click the **Filter** button.
3. Click the **Location Type** drop-down arrow, and then select the **Location Type** of your choice.

The following diagram shows the Delivery Location dialog box.



Working with Reporting Instructions

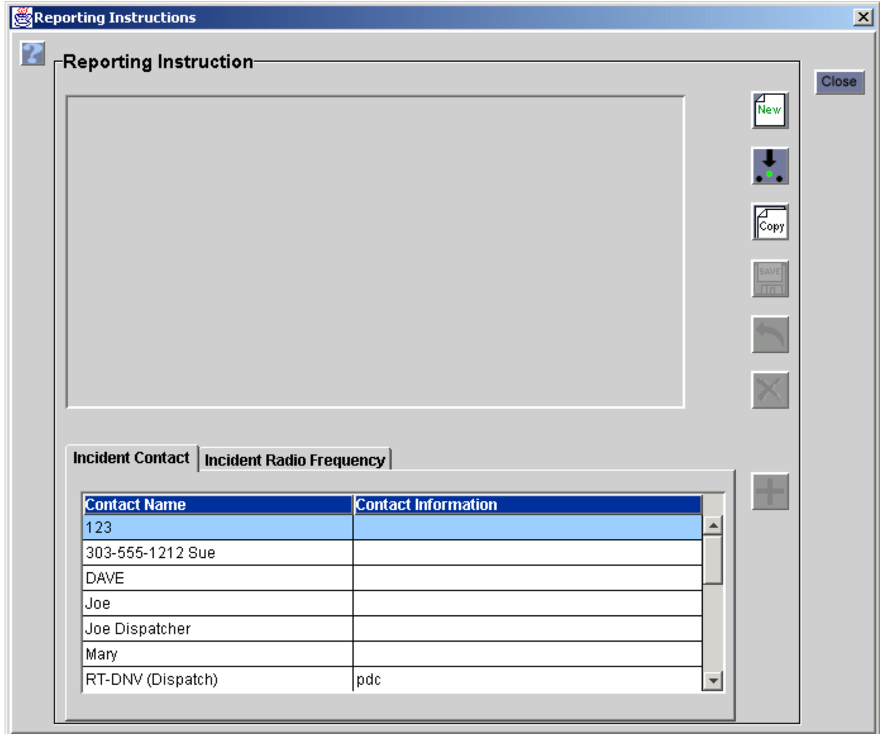
The Reporting Instructions box provides specific instructions for reporting to the assignment. You can enter new Reporting Instructions, change the current ones, or copy Reporting Instructions from another resource request for the Incident.

Unless you just opened the New Request screen or clicked the Refresh button, the default instructions are those you designated when you created the last request.

To enter new Reporting Instructions

1. On the **New Request** screen, click the **Select Reporting Instructions** button, and then click **New**.
2. Under **Reporting Instruction**, type the specific instructions for reporting to the assignment.
3. On the **Incident Contact** tab, click to select the **Contact Name** of your choice, and then click the **Add Contact/Frequency to Reporting Instructions** button.
4. Click the **Incident Radio Frequency** tab, click to select the radio frequency of your choice, and then click the **Add Contact/Frequency to Reporting Instructions** button.
5. When finished, click **Save**, and then click **Close**.

The following diagram shows the Reporting Instructions dialog box.



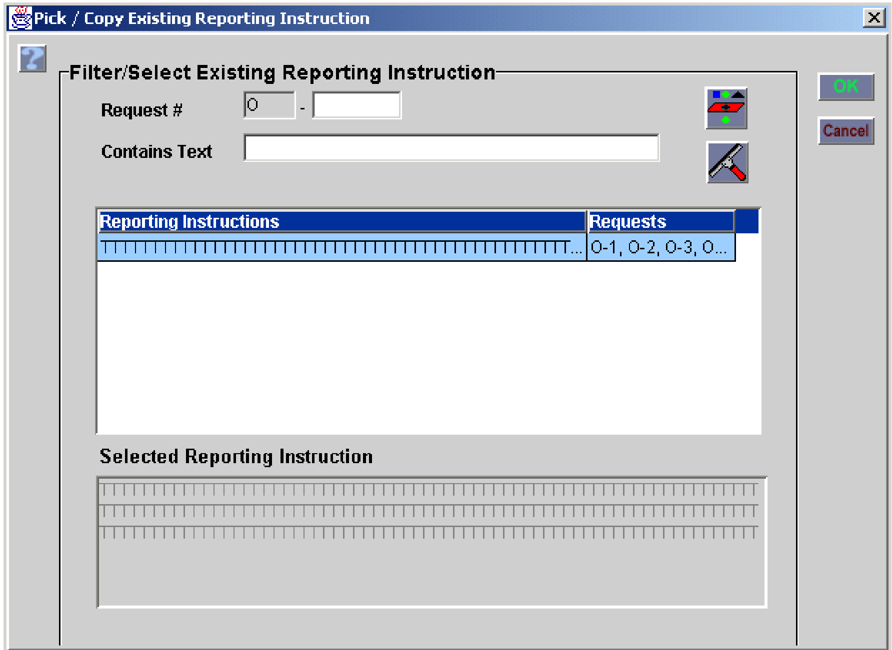
To choose from instructions entered on other resource requests for the Incident

Reporting instructions that meet your filter criteria display for all other requests, for this Incident, and this catalog. You can only select reporting instructions from requests of the same catalog as yours.

1. On the **Reporting Instructions** dialog box, click the **Pick** button.
2. On the **Pick/Copy Existing Reporting Instruction** dialog box, enter filter criteria as appropriate, and then click the **Filter** button.
3. Click to select the **Reporting Instruction** of your choice, click **OK**, and then click **Close**.

   *The full text displays in the **Selected Reporting Instruction** box.*

The following diagram shows the Pick/Copy Existing Reporting Instruction dialog box.



To select an existing instruction and modify it for one request, without affecting any requests that have used the instruction

Reporting instructions that meet your filter criteria display for all other requests, for this Incident, and this catalog. You can only select reporting instructions from requests of the same catalog as yours.

1 On the **New Request** screen, click the **Select Reporting Instructions** button, and then click the **Copy Reporting Instruction** button.

2 On the **Pick/Copy Existing Reporting Instruction** dialog box, highlight the **Reporting Instruction** you want to modify for this request, and then click **OK**.

3 On the **Reporting Instructions** dialog box, change the **Reporting Instruction**, click **Save**, and then click **Close**.

Working with Request Contact information

The Pick Requesting Contact dialog box allows you to select a contact of your choice from a list of all contacts entered for the Incident and all Requesting Contacts used on other requests for the Incident.

To enter a new Request Contact

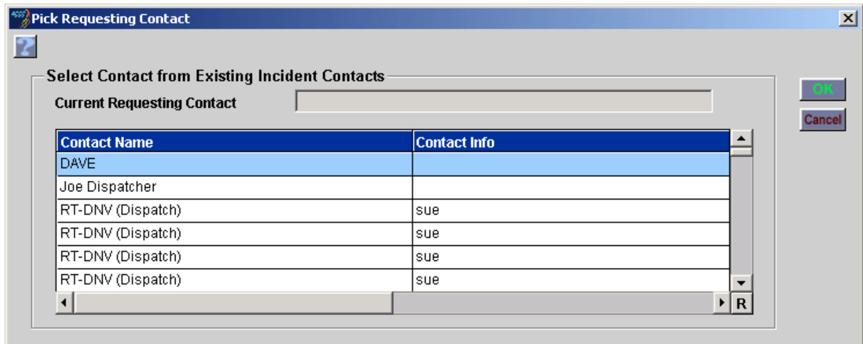
- On the **New Request** screen, click in the **Request Contact** box, and then type the name of the **Request Contact**.

To specify a Request Contact

1 On the **New Request** screen, click the **Select Contact info** button.

2 On the **Pick Requesting Contact** dialog box, click to select the **Contact Name** of your choice, and then click **OK**.

The following diagram shows the Pick Requesting Contact dialog box.



Working with Configuration options

You can select from three configuration options:

- **Catalog Item with Configuration**. The creator of the request is requesting the resource to be filled with the national standard configuration.
- **Catalog Item without Configuration**. The creator of the request is requesting that the resource may or may not have the national standard configuration.
- **Selected Items from Configuration**. The creator of the request specifies that the request be filled only with the specified items.

Configuration options appear dimmed for all resource types not identified as a group in the ROSS catalog

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To create a request for a catalog item with configuration or a catalog item without configuration

1 On the **New Request** screen, click in the **Configuration Option** drop-down arrow, and then select the **Configuration Option** of your choice.

2 To create the request, click the **Create Request** button.

To create a request for selected items from configuration

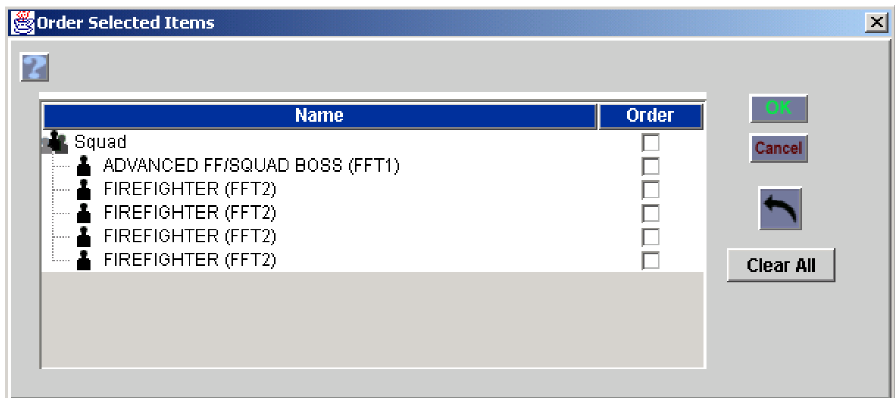
1 On the **New Request** screen, click in the **Configuration Option** drop-down arrow and select **Selected Items from Configuration**, and then click the **Select Configuration Items** button.

2 On the **Order Selected Items** dialog box, click to select each **Order** check box for the items you need.

*To select all items under a parent item, click to select the **Order** check box of the parent first. This will automatically select all check boxes for the items beneath the parent. Next, click to clear any **Order** check boxes beneath the parent that you do not want.*

3 To create the request, click the **Create Request** button.

The following diagram shows the Order Selected Items dialog box.



Adding Documentation

The Add Documentation button allows you to add documentation for one or more requests.

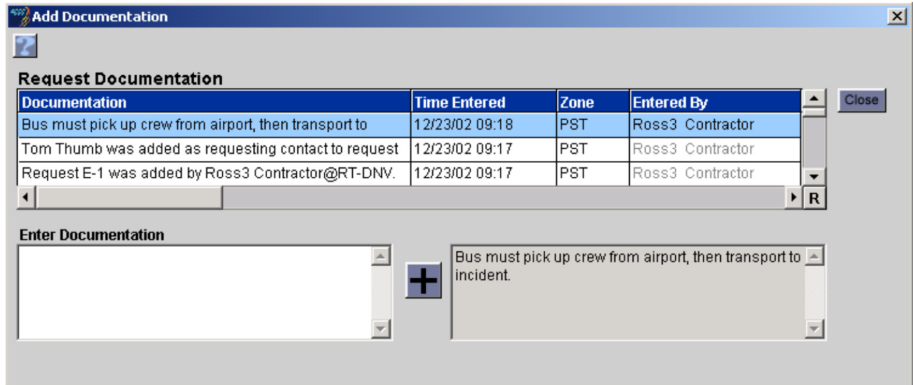
To add documentation

1 On the **New Request** screen under **Request(s) Created**, click to select the **Request** of your choice, and then click the **Add Documentation** button.

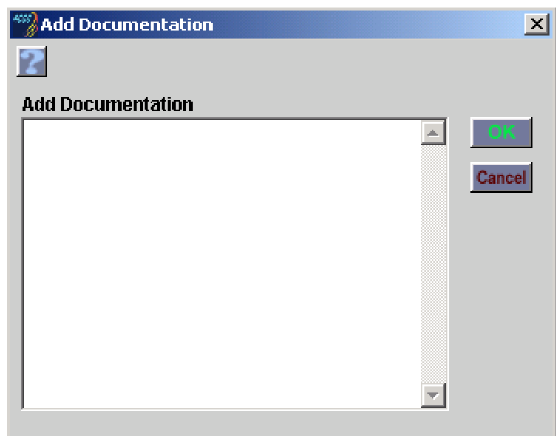
*To add identical documentation to more than one Request, press CTRL, click to select the **Requests** of your choice, and then click the **Add Documentation** button.*

2 In the **Add Documentation** box, type the appropriate **Documentation** for that **Request**, click the **Add Documentation** button, and then click **OK**.

The following diagram shows another Add Documentation dialog box for one request.



The following diagram shows the Add Documentation dialog box for multiple requests.



Creating a Named Request

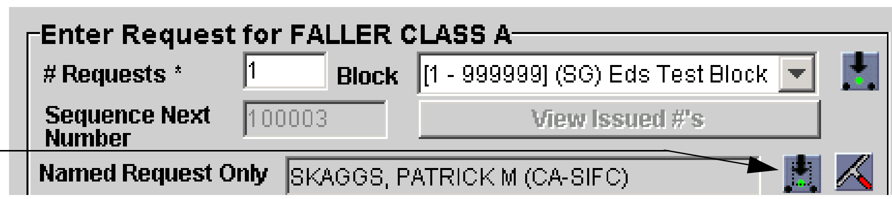
A Named Request is an Overhead request for a resource that you specifically ask for by name. Handle Named Requests the same way as any other request. You can fill, place, UTF, or cancel Named Requests display on the New Request, Pending Request, and Request Status screens and are designated by an asterisk (*) in the "NR" column. You can sort by this column and group Named Requests together.

Remember these key points when working with Named Requests:

- You can create Named Requests for Support Requests and Subordinate Requests, but not for Groups, Pre-Orders, Detail Requests, or Quick Fill.
- So long as the request has not been placed, you can change a regular overhead request to a named request and a named request to a regular overhead request. *ROSS automatically documents this change.*
- The requested resource does not need to hold a current qualification matching the catalog item you request.
- You can fill a Named Request with Inventory or Non-Inventory resources.

- You do not have to filled the Named Request with the requested resource. You can edit the named request to request a different individual, so long as the request has not been filled. *ROSS automatically documents this change.*
- You can create only one Named Request at a time. You can not create named requests when requesting a quantity greater than one.
- Everyone in the ordering chain of a named request may view information about the requested overhead resource, such as status and contacts. To do this, click the **View** button, and then click to select **Request**.
- The Named Request and Contract Information fields are view-only. You can not edit or remove this information.

The following diagram shows the location of the Select Name Request button on the New Request screen.

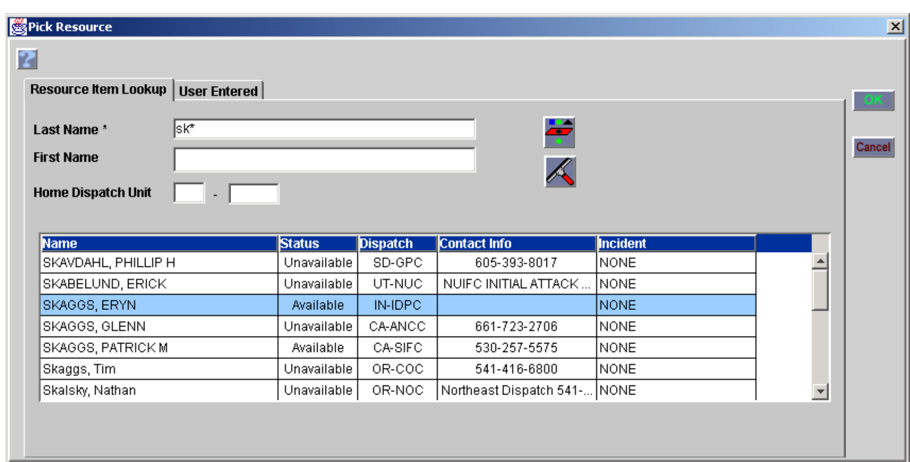


To request a specific Overhead resource

For more information about searching for a resource item from the ROSS inventory, see the next task, "To select a resource from the ROSS inventory." For more information about searching for a resource item not in the ROSS inventory, see the next task, "To select a resource not in the ROSS inventory."

1. Complete the task, "To create a new Request for a catalog item."
2. Under **Enter Request for**, click the **Select Name Request** button.
3. On the **Pick Resource** dialog box, filter for and then click to select the **resource item** of your choice, and then click **OK**.

The following diagram shows the Resource Item Inventory tab on the Pick Resource dialog box.



To select a resource from the ROSS inventory - statused in ROSS

1 On the **Pick Resource** dialog box on the **Resource Item Inventory** tab, complete the following information and then click the **Filter** button

- Last Name - *required*
- First Name
- Home Dispatch Unit ID
- Contact Information.

2 Click to select the **Name** of your choice.

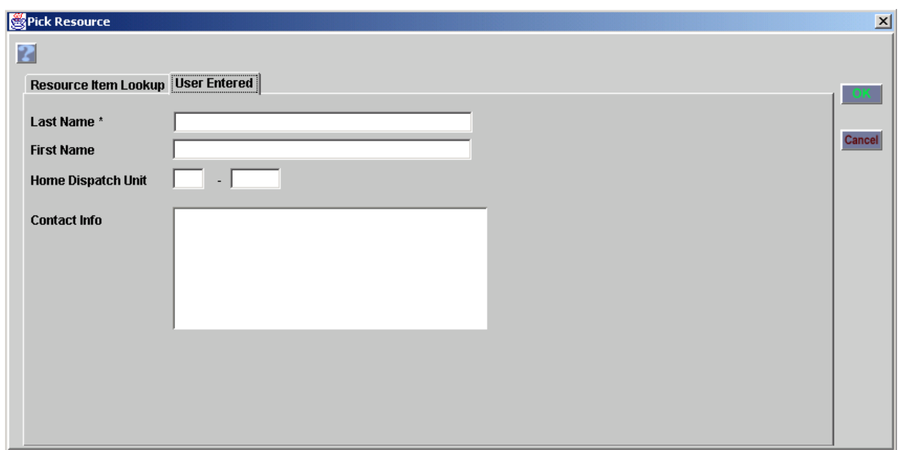
To specify a resource not in the ROSS inventory - not statused in ROSS

1 On the **Pick Resource** dialog box, click the **User Entered** tab.

2 In the appropriate boxes, type the following information

- Last Name - *required*
- First Name
- Home Dispatch Unit ID
- Contact Information.

The following diagram shows the User Entered tab on the Pick Resource dialog box.



To edit a named request

1 On the **New Request** screen, under **Request(s) Created**, click **Named Request**, and then click to select the **Named Request** of your choice.

2 Click the **Edit Request** button.

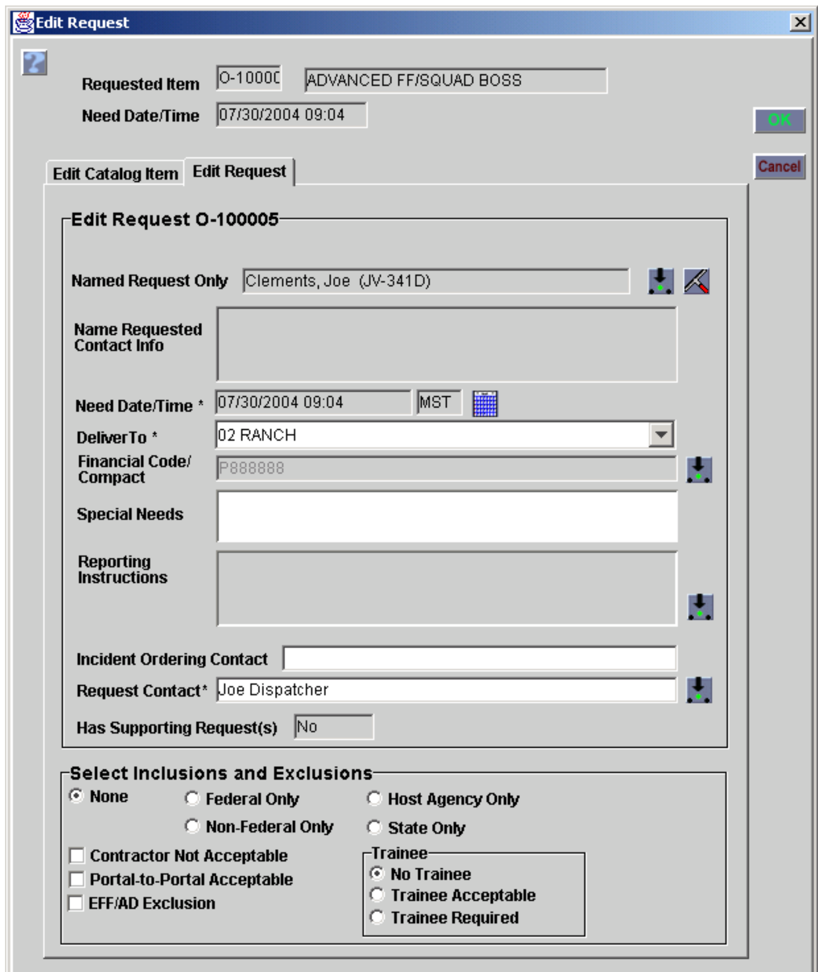
3 On the **Edit Request** dialog box, click the **Select Named Request** button.

4 On the **Pick Resource** dialog box, select a resource from the ROSS inventory, or specify a resource not in the ROSS inventory, and then click **OK**.

For more information about completing the Pick Resource dialog box, see the previous tasks, "To select a resource from the ROSS inventor," and, "To specify a resource not in the ROSS inventory.

5 When finished, click **OK** on the **Edit Request** dialog box.

The following diagram shows the Edit Request dialog box as it appears for editing a named request.



To clear a named request

Click this button to remove the name displayed in the ***Name Request Only*** *box. The request is no longer a Named Request.*

- Under **Enter Request for**, click the **Clear Name Request** button.

Creating a Supplemental request

In ROSS, you can complete Supplemental requests for:

- Temporary Flight Restriction (TFR) Request
- Infrared Aircraft Scanner (IR) Request
- Food Service Request.

You can create a Supplemental request when on the New Request, the Pending Request, and the Request Status screens. You can also create a Supplemental request for a Support Request. The Supplementals dialog box displays specific information based on the type of Supplemental request you create.

Creating a TFR Supplemental request

The Supplementals dialog box displays specific information for all TFR requests.

You can not edit the Incident and Request information that automatically displays on the Supplementals dialog box.

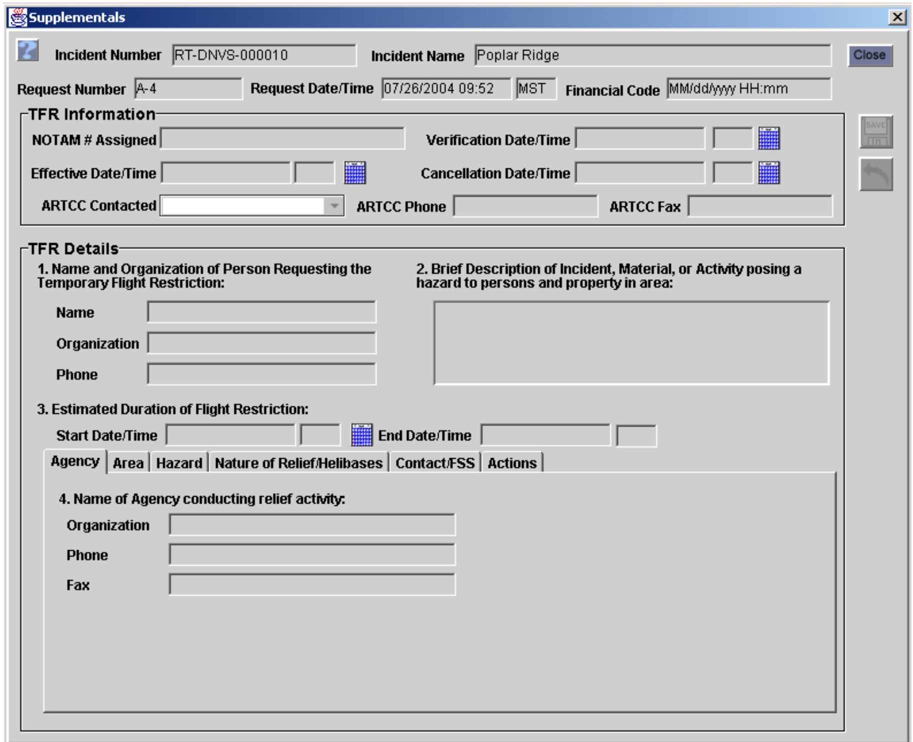
To create a TFR supplemental request

To fill a TFR supplemental request you must access the Pending Request screen.

1. On the **New Request** screen under **Request(s) Created**, click to select the **TFR Service Request** of your choice, and then click the **Supplemental** button.
2. On the **Supplementals** dialog box, click the **ARTCC Contacted** drop-down arrow, and then click to select the **ARTCC** of your choice.
3. In the **ARTCC Phone** box, type the appropriate phone number.
4. In the **ARTCC Fax** box, type the appropriate fax number.
5. Under **TFR Details**, type the **Name** of the person requesting the TFR in the **Name** box.
6. In the **Phone** box, type the phone number of the person requesting the TFR.
7. Under **2. Brief Description of Incident, Material, or Activity** box, type the description of the incident, material, or activity that is posing a hazard to persons and property in the area.
8. Under **3. Estimated Duration of Flight Restriction**, click the **Select Date** button, and then complete the **Start Date/Time** and **End Date/Time** boxes.
9. On the **Agency** tab, type the **Phone** and **Fax** numbers of the agency conducting the relief activity.

10 Complete the remaining tabs on the **Supplementals** dialog box as instructed in the next tasks, and then click **Save**.

The following diagram shows the Agency tab on the Supplementals dialog box.



To complete the Area tab

1 On the **Supplementals** dialog box, click the **Area** tab.

2 Under **Coordinate Type**, click to select the **Lat/Long** or **VOR** option of your choice.

3 For **Lat/Long** coordinates, complete the following

- For **Latitude**, type the degrees of latitude in the first box
- in the second box, type the minutes of latitude
- in the third box, type the seconds of latitude
- in the fourth box, click the drop-down arrow, and then select the **N** (North) or **S** (South) direction of latitude
- For **Longitude**, type the degrees of longitude in the first box
- in the second box, type the minutes of longitude
- in the third box, type the seconds of longitude
- in the fourth box, click the drop-down arrow, and then select the **E** (East) or **W** (West) direction of longitude.

For more information about entering coordinates, see “Entering Coordinates,” in the previous chapter, “Airports - working with airport information.”

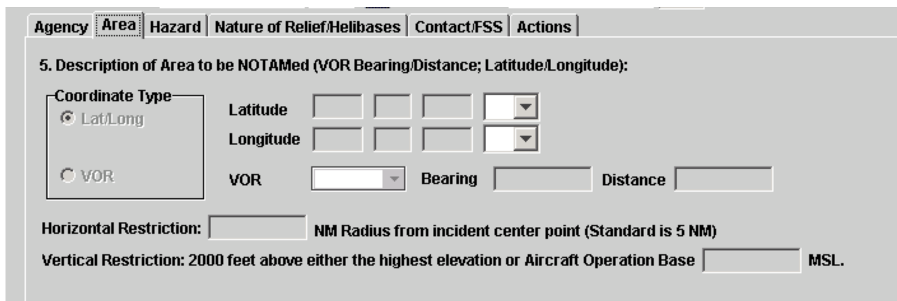
4 For **VOR** coordinates, complete the following

- click the **VOR** drop-down arrow, and then click to select the **VOR** of your choice
- in the **Bearing** box, type the **Bearing**
- in the **Distance** box, type the **Distance**.

5 In the **Horizontal Restriction** box, type the **NM Radius** from the center point.

6 In the **Vertical Restriction** box, type the appropriate **MSL** number that is 2000 feet above either the highest elevation or Aircraft Operation Base.

The following diagram shows the Area tab on the Supplementals dialog box.

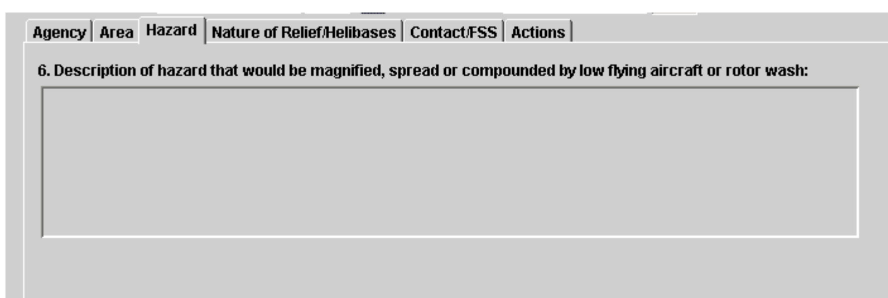


To complete the Hazard tab

1 On the **Supplementals** dialog box, click the **Hazard** tab.

2 Under **6. Description of hazard that would be magnified, spread, or compounded by low flying aircraft or rotor wash** box, type the appropriate description.

The following diagram shows Hazard tab on the Supplementals dialog box.



To complete the Nature of Relief/Helibases tab

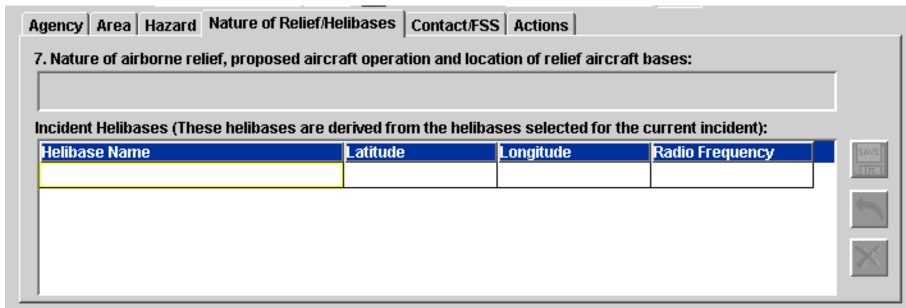
Helibases that display on the this tab are derived from the helibases selected for the current Incident.

1 On the **Supplementals** dialog box, click the **Nature of Relief/Helibases** tab.

2 Under **7. Nature of airborne relief, proposed aircraft operation, and location of relief aircraft bases** box, type the appropriate description.

3 Under **Incident Helibases**, click to select the **Helibase Name** of your choice, and then click **Radio Frequency** column of your choice and type the appropriate **Radio Frequency** for that helibase, and then click **Save**.

The following diagram shows the Nature of Relief/Helibases tab on the Supplementals dialog box.



To delete a helibase from a TFR

1 On the **Supplementals** dialog box, click the **Nature of Relief/Helibases** tab.

2 Under **Incident Helibases**, click to select the **Helibase Name** of your choice, and then click **Delete**.

3 On the **Confirm Deletion** dialog box, click **Yes** to delete or click **No** to cancel.

To complete the Contact/FSS tab

1 On the **Supplementals** dialog box, click the **Contact/FSS** tab.

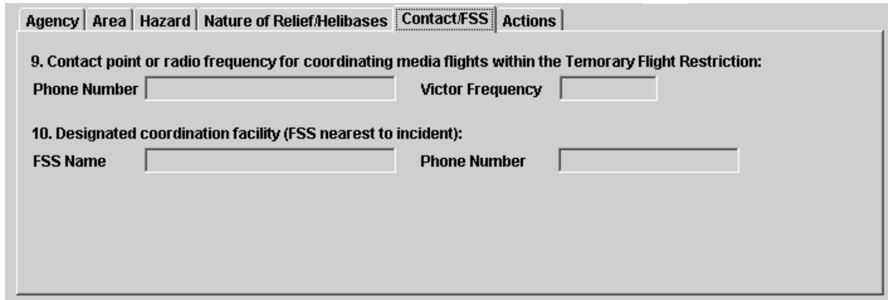
2 In the **Phone Number** box, type the phone number of the person coordinating media flights.

3 In the **Victor Frequency** box, type the appropriate radio frequency for coordinating media flights.

4 In the **FSS Name** box, type the **FSS Name** of the designated coordination facility nearest to the Incident.

5 In the **Phone Number** box, type the phone number of that designated coordination facility.

The following diagram shows the Contact/FSS tab on the Supplementals dialog box.



To complete the Actions tab

1 On the **Supplementals** dialog box, click the **Actions** tab.

2 To designate that the request was relayed to ARTCC, complete the following

- click the **Request Relayed to ARTCC** check box
- click the **Select Date** button, and then click to select the **Date/Time** of your choice
- in the **To** box, type the name of the person or position who received the request
- in the **From** box, type the name of the person or position who sent the request.

3 To designate the NOTAM number, complete the following

- click the **NOTAM Number** check box
- click the **Select Date** button, and then click to select the **Date/Time** of your choice
- in the **To** box, type the name of the person or position who received the request
- in the **From** box, type the name of the person or position who sent the request.

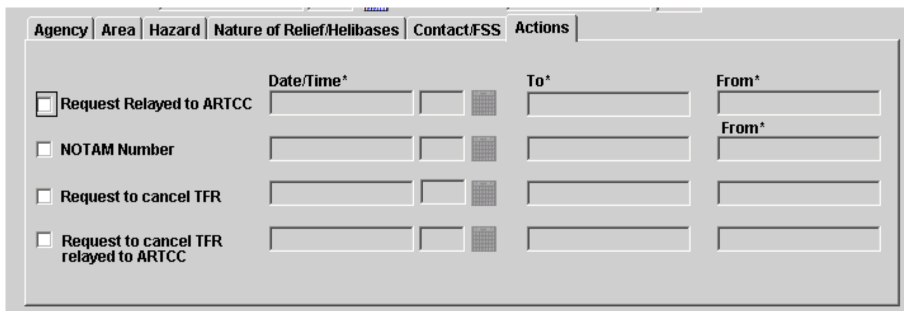
4 To designate a request to cancel the TFR, complete the following

- click the **Request to cancel TFR** check box
- click the **Select Date** button, and then click to select the **Date/Time** of your choice
- in the **To** box, type the name of the person or position who received the request
- in the **From** box, type the name of the person or position who sent the request.

5 To designate a request to cancel TFR relayed to ARTCC, complete the following

- click the **Request to cancel TFR relayed to ARTCC** check box
- click the **Select Date** button, and then click to select the **Date/Time** of your choice
- in the **To** box, type the name of the person or position who received the request
- in the **From** box, type the name of the person or position who sent the request.

The following diagram shows the Actions tab on the Supplementals dialog box.



Creating an Infrared Aircraft Scanner Supplemental request

The Supplementals dialog box displays specific information for all infrared scan requests.

You can not edit the Incident and Request information that automatically displays on the Infrared Aircraft Scanner Request dialog box.

To create a supplemental request for an Infrared Aircraft Scanner

1 On the **New Request** screen under **Request(s) Created**, click to select the **Infrared Service Request** of your choice, and then click the **Supplemental** button.

2 On the **Supplementals** dialog box, click the **Select Date** Button to change the **Need Date/Time**.

3 In the **National IR Coord** box, type the name of the infrared coordinator, and the type the appropriate **Phone** and **Fax** numbers.

4 In the **IR Field Specialist** box, type the name of the infrared field specialist, and the type the appropriate **Phone** and **Fax** numbers.

5 Click to select the **Interpreter Ordered** check box, if appropriate, and then complete the **IR Interpreter**, **Phone**, **Fax**, and **Hotel** boxes.

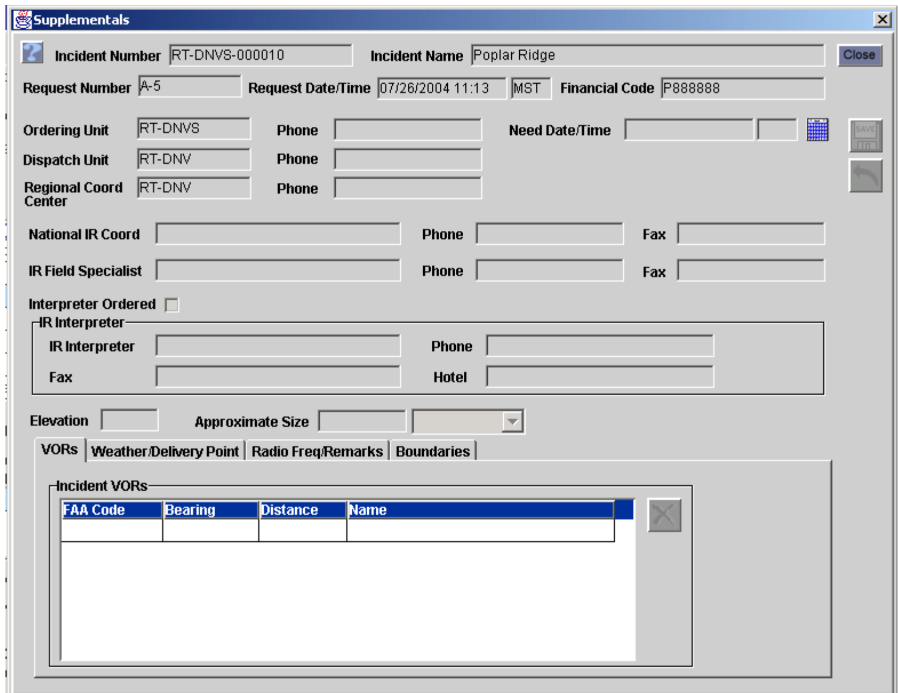
6 In the **Elevation** box, type the appropriate elevation.

7 In the **Approximate Size** box, type the approximate size of the infrared scan, and then click the **Approximate Size** drop-down arrow to select the unit of measurement.

8 To delete an **Incident VOR** from the 10 nearest VORs to the Incident, click to select the **FAA Code** of your choice, and then click the **Delete** button.

9 Complete the remaining tabs on the **Infrared Aircraft Scanner Request** dialog box as instructed in the next tasks, and then click **Save**.

The following diagram shows the VORs tab on the Supplementals dialog box.



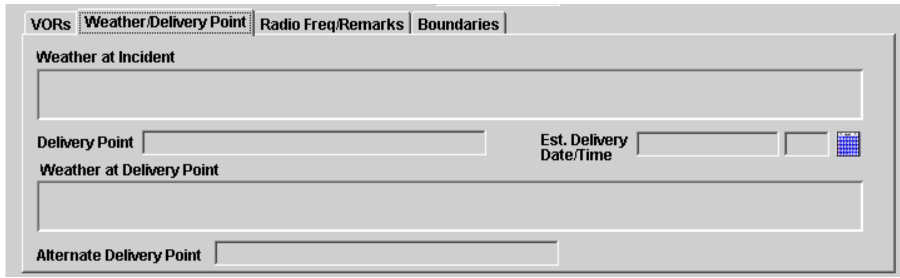
To complete the Weather/Delivery Point tab

1 On the **Supplementals** dialog box, click the **Weather/Delivery Point** tab, and then type the information into the appropriate boxes

- Weather at Incident
- Delivery Point
- Weather at Delivery Point
- Alternate Delivery Point.

2 Click the **Select Date** button and then select the **Estimated Delivery Date/Time**.

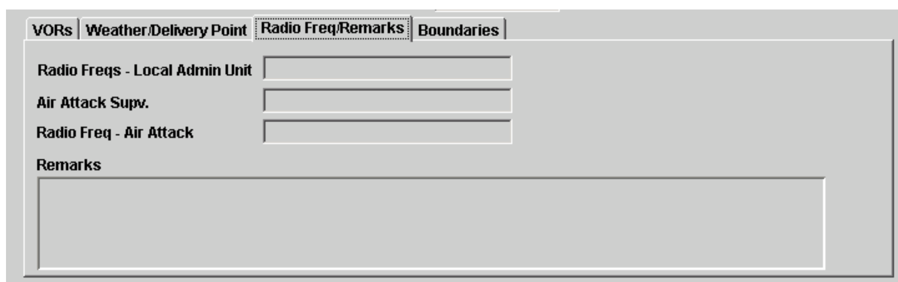
The following diagram shows the Weather/Deliver Point tab on the Supplementals dialog box.



To complete the Radio Freq/Remarks tab

- On the **Supplementals** dialog box, click the **Radio Freq/Remarks** tab, and then type the information into the appropriate boxes
  - Radio Freqs - Local Admin Unit
  - Air Attack Supv
  - Radio Freq - Air Attack
  - Remarks.

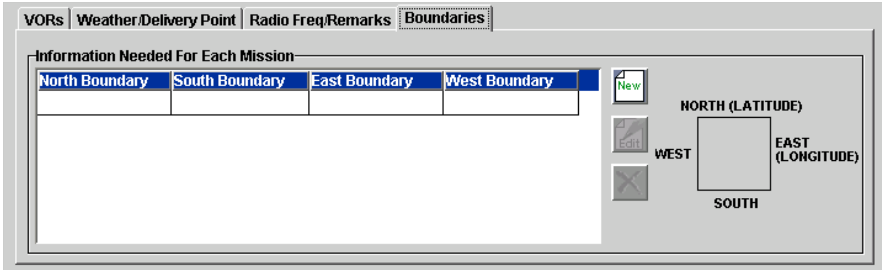
The following diagram shows the Radio Freq/Remarks tab on the Supplementals dialog box.



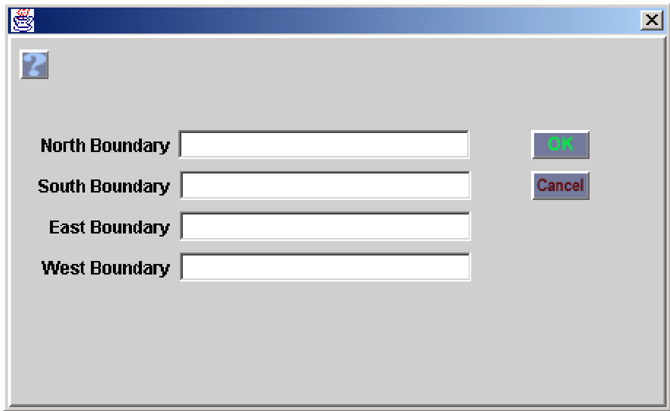
To complete the Boundaries tab

1. On the **Supplementals** dialog box, click the **Boundaries** tab, and then click **New** to enter a new **Boundary** for the infrared scan.
2. On the **Boundary** dialog box, type the latitude and longitude in degrees, minutes, and seconds, into the appropriate boxes and then click **OK**
   - North Boundary
   - South Boundary
   - East Boundary
   - West Boundary.
3. To enter additional boundary information, click **New**.

The following diagram shows the Boundaries tab on the Infrared Aircraft Scanner Request dialog box.



The following diagram shows the Boundary dialog box.



To edit a boundary on an Infrared Aircraft Scanner Request

1 On the **New Request** screen under **Request(s) Created**, click to select the **Infrared Service Request** of your choice, and then click the **Supplemental** button.

2 On the **Supplementals** dialog box, click the **Boundaries** tab, select a set of boundary information, and then click **Edit**.

3 On the **Edit Boundary** dialog box, change the information as appropriate and then click **OK**

- North Boundary
- South Boundary
- East Boundary
- West Boundary.

4 When finished, click **Save** on the **Supplementals** dialog box.

To delete boundary information on an Infrared Aircraft Scanner Request

1 On the **New Request** screen under **Request(s) Created**, click to select the **Infrared Service Request** of your choice, and then click the **Supplemental** button.

2 On the **Supplementals** dialog box, click the **Boundaries** tab, click to select the **Boundary** of your choice, and then click **Delete**.

3 On the **Confirm Deletion** dialog box, click **Yes** to confirm or click **No** to cancel.

Creating a Food Service Supplemental request

The Supplementals dialog box displays specific information for all food service requests. The estimated number for the first three meals is based on the following:

- Sequence - 1, 2, or 3
- Meal type - Breakfast, Lunch, or Dinner
- Quantity - *default is "1" for all meal types.*

You can not edit the Incident and Request information that automatically displays on the Food Service Request dialog box.

To create a Food Service supplemental request

1 On the **New Request** screen under **Request(s) Created**, click to select the **Food Service Request** of your choice, and then click the **Supplemental** button.

2 On the **Supplementals** dialog box under **Number of Meals**, click the **Select Dates** button, and then click to select the **Date/Time of first meal** of your choice.

3 In the **Reporting location** box, type the name of the delivery location of the food service request.

4 In the **Contact person** box, type the name of the contact person for the food service request.

5 In the **Contracting Officer's Technical Representative** box, type the name of the **Contracting Officer's Technical Representative**.

6 On the **Support Information** tab in the **Nearest potable water** box, type the location of the nearest potable water.

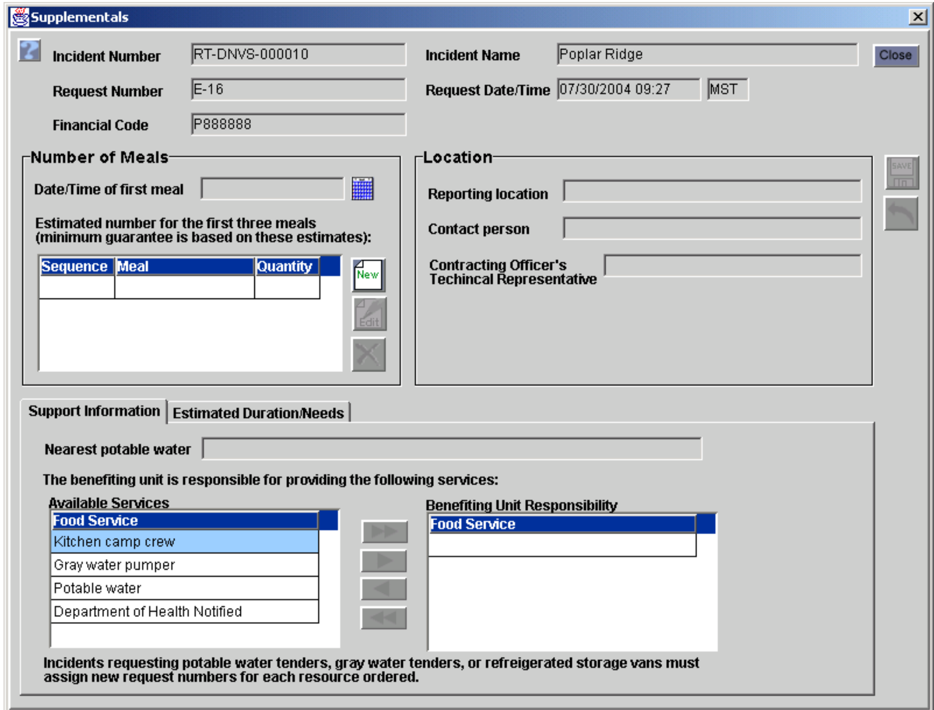
7 Under **Available Services**, click to select each **Food Service** that is the responsibility of the benefitting unit, and then click the **Add** button.

*To designate all **Available Services** to the **Benefitting Unit Responsibility**, click the **Add All** button. To remove a food service from the **Benefitting Unit Responsibility**, click the **Food Service** of your choice, and then click the **Remove** button.*

8 Complete the **Estimated Duration/Needs** tab on the **Food Service Request** dialog box, and then click **Save**.

For more information see, "To complete the Estimated Duration/Needs tab," later in this section.

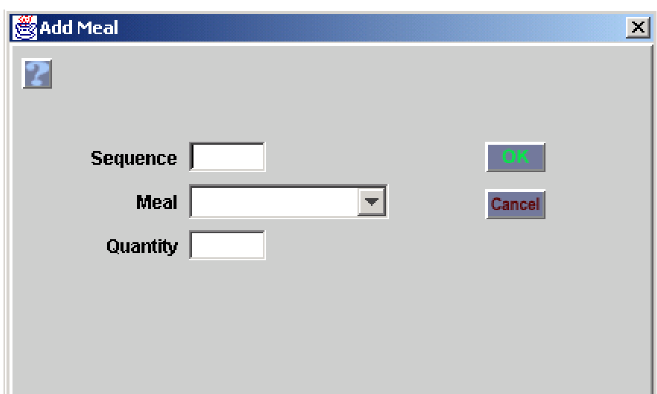
The following diagram shows the Support Information tab on the Supplementals dialog box.



To add a meal on to the Food Service Request

1. On the **Supplementals** dialog box under **Number of Meals**, click **New**.
2. In the **Sequence** box, type the order of the new meal.
3. Click the **Meal** drop-down arrow, and then click to select the **Meal** of your choice.
4. In the **Quantity** box, type the number of meals required, and then click **OK**.

The following diagram shows the Add Meal dialog box.



To change information about a meal

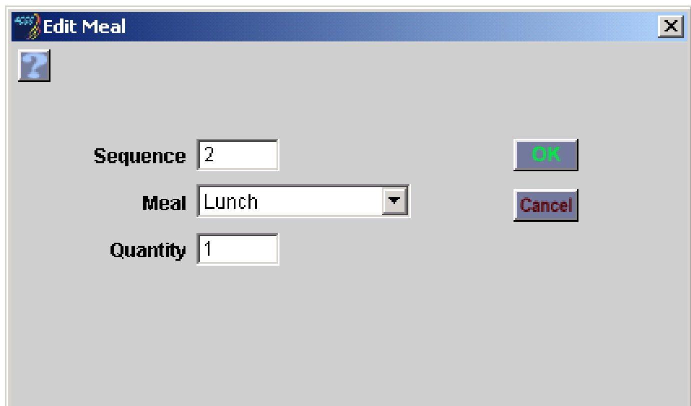
1 On the **Supplementals** dialog box under **Number of Meals**, click to select the **Meal** of your choice, and then click **Edit**.

2 On the **Edit Meal** dialog box, change the following as appropriate

- to change the **Sequence** of the meal, type to replace the **Sequence** number
- to change the meal type, click the **Meal** drop-down arrow, and then click to select the **Meal** of your choice.
- to change the **Quantity**, type to replace the **Quantity**.

3 When finished, click **OK**.

The following diagram shows the Edit Meal dialog box.



If the Meals are not listed in numerical order, click the Sequence column. The Meals will be reordered according to Sequence number.

To delete a meal from the Food Service Request

1 On the **Supplementals** dialog box under **Number of Meals**, click to select the **Meal** of your choice, and then click **Delete**.

2 On the **Confirm Deletion** dialog box, click **Yes** to confirm or click **No** to cancel.

To complete the Estimated Duration/Needs tab

1 On the **Supplementals** dialog box, click the **Estimated Duration/Needs** tab.

2 In the **1. Anticipated duration of Incident (days)** box, type the number of days of duration anticipated for the Incident.

3 In the **2. Number of personnel at peak of Incident** box, type the number of people expected at the peak of the Incident.

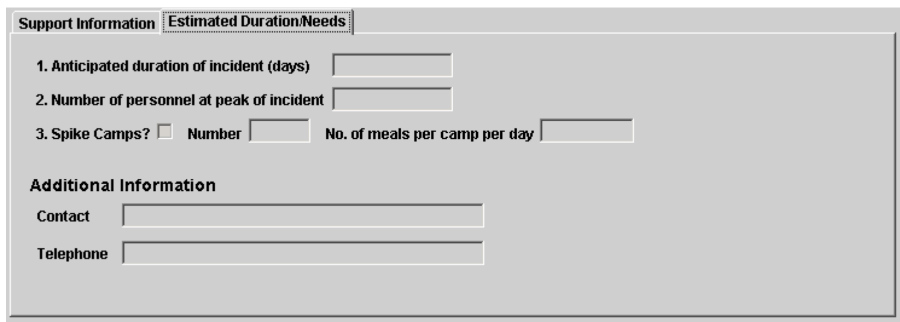
4 To designate a spike camp, click the **3. Spike Camps?** check box, and then complete the following

- in the **Number** box, type the **Number** of spike camps
- in the **No. of meals per campe per day** box, type the number of meals per camp per day.

5 In the **Contact** box, type the name of the contact person who can provide additional information about the food service request.

6 In the **Telephone** box, type the telephone number of that contact person.

The following diagram shows the Estimated Duration/Needs tab on the Food Service Request dialog box.



Editing a request

The Edit Request button allows you to edit a new catalog item of a service or non-service request as long as it has not been filled.

Remember these key points when editing requests:

- The edited item must be in the same catalog as the original requested item. For example, the requesting unit may edit a request for Equipment>Dozer>Type2 to a request for Equipment>Tractor-Plow>Type 2. *ROSS automatically documents this change.*
- So long as the request has not been filled or canceled, you can change change a request for an aircraft, crew, equipment, or overhead service to a non-service request and a a non-service request to a request for an aircraft, crew, equipment, or overhead service. *ROSS automatically documents this change.*
- You can not change Temporary Flight Restrictions and Infrared Aircraft service requests to non-service aircraft requests.

You can also edit a request from the Pending Request and/or the Request Status screen. However, you can not edit a request once it has been filled and the resource's estimated time of departure has passed.

To edit a single request

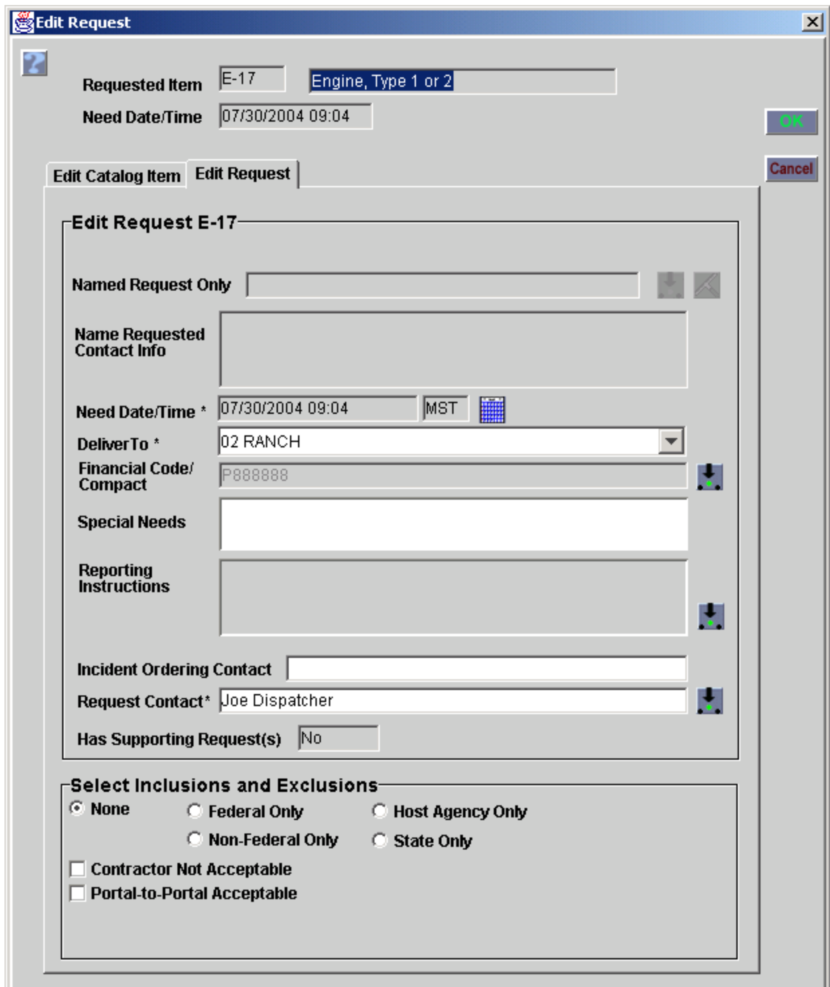
1 On the **New Request** screen under **Request(s) Created**, click to select the **Request** of your choice, and then click the **Edit Request** button.

2 On the **Edit Request** tab on the **Edit Request** dialog box, change the following fields as appropriate

- Quantity
- Need Date/Time
- Deliver To
- Financial Code/Compact
- Special Needs
- Reporting Instructions
- Incident Ordering Contact
- Request Contact
- Select Features
- Select Inclusions and Exclusions.

3 When finished, click **OK**.

The following diagram shows the Edit Request dialog box for editing one request.



To edit multiple requests

1 On the **New Request** screen under **Request(s) Created**, click and hold CTRL, click to select the **Requests** of your choice, and then click the **Edit Request** button.

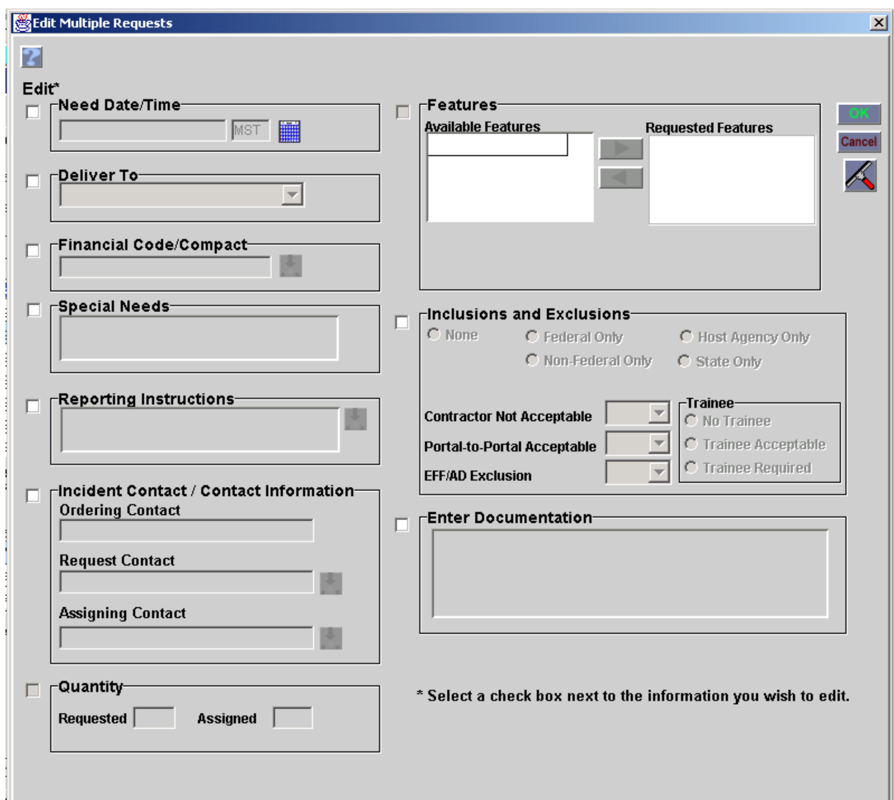
2 Click the check box next to the field you want to change, and then modify that information as appropriate.

3 Continue editing the fields of your choice.

Information/fields that do not apply to the requests you selected appear dimmed or cannot be selected for editing. For example, you cannot click the Quantity check box for a resource item that cannot be ordered in a quantity greater than one (1).

4 When finished, click **OK**.

The following diagram shows the Edit Multiple Requests dialog box.



Deleting a request

You cannot delete a request that has been filled, placed, or cleared from the New Request screen.

To delete a request

1 On the **New Request** screen under **Request(s) Created**, click to select the **Request** of your choice, and then click the **Delete Request** button.

2 On the **Confirm Deletion** dialog box, click **Yes** to confirm or click **No** to delete.

Creating a Support Request

Create a Support Request when you need to order a catalog item to accompany or to complete the filling of the new Request. You can also create a Support Request from the Pending Request and the Request Status screens.

For example, if you create a new Request for an equipment item that usually requires a special tool, you can create a Support Request for that special tool to accompany that Request.

To create a Support Request for a catalog item

Create a Support Request the same way as you would a new request!

1 On the **New Request** screen under **Request(s) Created**, click to select the **Request** of your choice, and then click the **Support Request** button.

2 Complete the **Request** tab and review the **Request(s) Created** tab as instructed in the task, "To complete a Support Request for catalog items and Preorders," later in this section.

To create a Support Request for a Preorder

Before you can create a Support Request for a Preorder, you must first create the Preorder from the New Request screen. For more information, refer to the chapter, "Preorders - creating lists of needed resources."

1 On the **New Request** screen, click the **Preorder** tab, and then create a **New Request** for the **Preorder** of your choice.

2 Under **Request(s) Created**, click to highlight the **Request** that needs a Support Request, and then click the **Support Request** button.

3 Complete the **Catalog** tab and **Request** tab and review the **Request(s) Created** tab as instructed in the next task, "To complete a Support Request for catalog items and Preorders."

To complete the Support Request for catalog items and Preorders

1 On the **Support Request** dialog box on the **Catalog** tab under **Select Item to Request**, click the **Catalog** drop-down arrow, and then click to select the **Catalog** of your choice.

2 Click the **Category** drop-down arrow, click to select the **Category** of your choice, and then click the **Filter** button.

3 Under **Catalog Item**, click to select the **Catalog Item** of your choice.

4 Under **Select Features**, click to select the **Available Features** of your choice, if any, and then click the **Add** arrow button to move your selection to the **Requested Features** table.

5 Click the **Request** tab.

6 Under **Enter Request for [Catalog Item]**, complete the box as appropriate

- For **Catalog Items** that can be ordered in quantities greater than one, type the appropriate quantity in the **Quantity** box.
- For **Catalog Items** that can not be ordered in quantities greater than one, type the appropriate number in the **# Requests** box.

7 In the **Item Description** box, type a brief description of the item, as appropriate.

8 To assign the date and time needed, click the **Select Dates** button, and then select the **Need Date/Time** of your choice.

*For supply items, click to select the **Track Supply** check box, if appropriate.*

9 Click the **Select Delivery Location** button and select the location of your choice.

To add the Navigation Instructions for a Deliver To location, you must access to the Incident screen. For more information, see "Working with Deliver To locations," earlier in this chapter.

10 To select a **Financial Code/Compact** other than the default code designated for the Incident, click the **Select Financial Code/Compact** button, click to select the **Financial Code** of your choice, and the click **OK**.

The compact feature is not yet installed.

11 In the **Special Needs** box, type special needs for the request, as appropriate.

For example, "engine, double-crewed" identifies a special need.

12 To enter or change **Reporting Instructions**, click the **Select Reporting Instructions** button, complete the **Reporting Instruction**s dialog box, click **Save**, and then click **Close**.

For more information about completing Reporting Instructions, see "Working with Reporting Instructions," later in this section.

13 In the **Incident Ordering Contact** box, type the name and/or contact information of the individual/position at the Incident requesting the resource.

14 In the **Request Contact** box, type the name and/or contact information of the individual/position at the Incident or requesting dispatch unit who can provide information about the request, or click the **Select Contact Info** button and then click to select the **Contact Name** of your choice.

For more information about completing Request Contact information, see "Working with Request Contact information," later in this section.

15 If the selected catalog item is a configuration, click the **Configuration Option** drop-down arrow and then click to select the **Configuration Option** of your choice.

For more information about selecting the Selected Items from Configuration option and completing the Order Selected Items dialog box, see "Working with Configuration Options," later in this section.

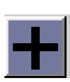
16 Under **Select Inclusions and Exclusions**, click to select the option of your choice

- None - *default*
- Federal Only
- Non-Federal Only
- Host Agency Only
- State Only.

For Overhead Catalog Items, click to select the options of your choice
- *EFF/AD Acceptable*
- *Trainee: No Trainee, Trainee Acceptable, or Trainee Required.*

17 Click to select the check boxes of your choice

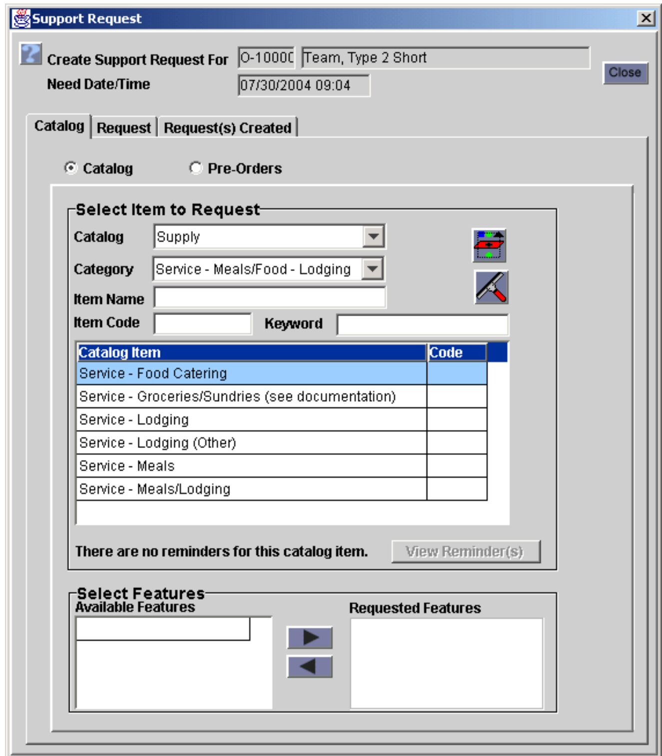
- Contractor Not Acceptable
- Portal-to-Portal Acceptable.



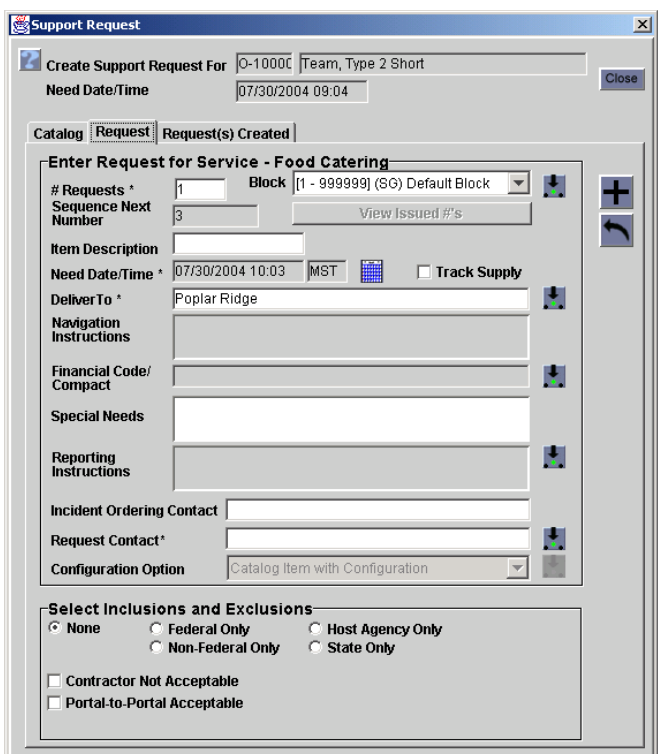
18 When finished completing all appropriate information, click the **Create Request** button, and then click the **Request(s) Created** tab.

19 On the **Request(s) Created** tab, review the request(s) as needed, and then click **Close**.

The following diagram shows the Catalog tab on the Support Request dialog box.



The following diagram shows the Request tab on the Support Request dialog box.

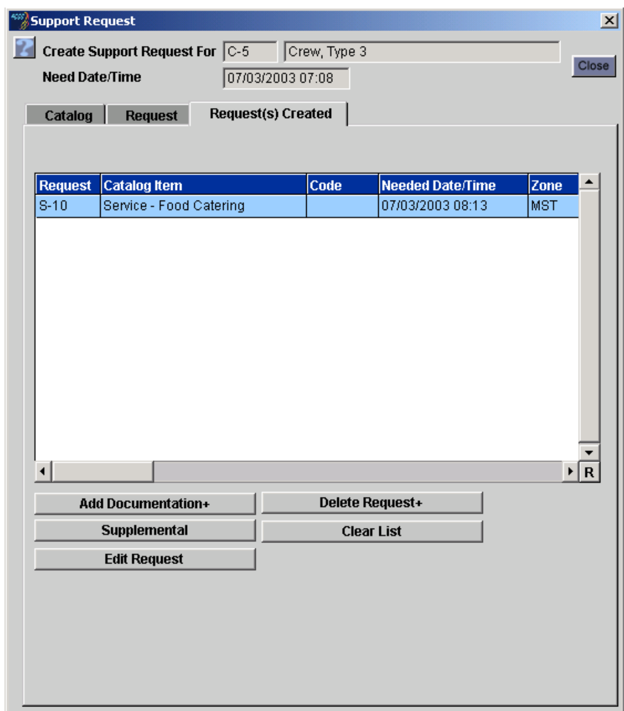


Using the Request(s) Created tab for Support Requests

The Request(s) Created tab allows you to perform similar operations to Support Requests in the same manner as New Requests. For example, you can add documentation, create Supplemental requests, and edit, delete, and clear Support Requests. For more information, refer to the following information presented earlier in this chapter:

- to add documentation to a new Support Request, see the section, "Adding Documentation"
- to create a Supplemental request for a Support Request, see the section, "Creating a Supplemental request"
- to edit a Support Request, see the section, "Editing a request"
- to delete a support request, see the section, "Deleting a request"
- to clear Support Requests from the Request(s) Created tab, see the task, "To clear the request list."

The following diagram shows the Request(s) Created tab on the Support Request dialog box.



Once you close the Support Request dialog box, the support requests are automatically cleared from the Request(s) Created tab.