Request Status - managing the status of requests

This chapter explains how to check the status of resource requests within your organization's ordering chain. You can perform the following actions from the Request Status screen:

- **View**. View resource requests within your organization's ordering chain.
- **Edit**. Edit the resource request and/or edit information about the resource used to fill the request.
- **Unfill**. Unfill an internal or external request that is currently in "reserved" status, that is, it's ETD has not yet passed.
- **Cancel**. Cancel the request that has not yet been filled, placed, or placed up.
- **Cancel UTF Request**. Cancel a UTF request that has been UTF'd back to you as the originator.
- **Add/Edit Supplemental Request**. Add or edit a supplemental request to the resource request.
- **Add Documentation**. Add documentation to the resource request.
- **Create Support Request**. Create a support request for the resource request.
- **Add Subordinate Request**. Add a subordinate request to a filled resource request for a configuration item.
- **Print**. Print a copy of a resource request.

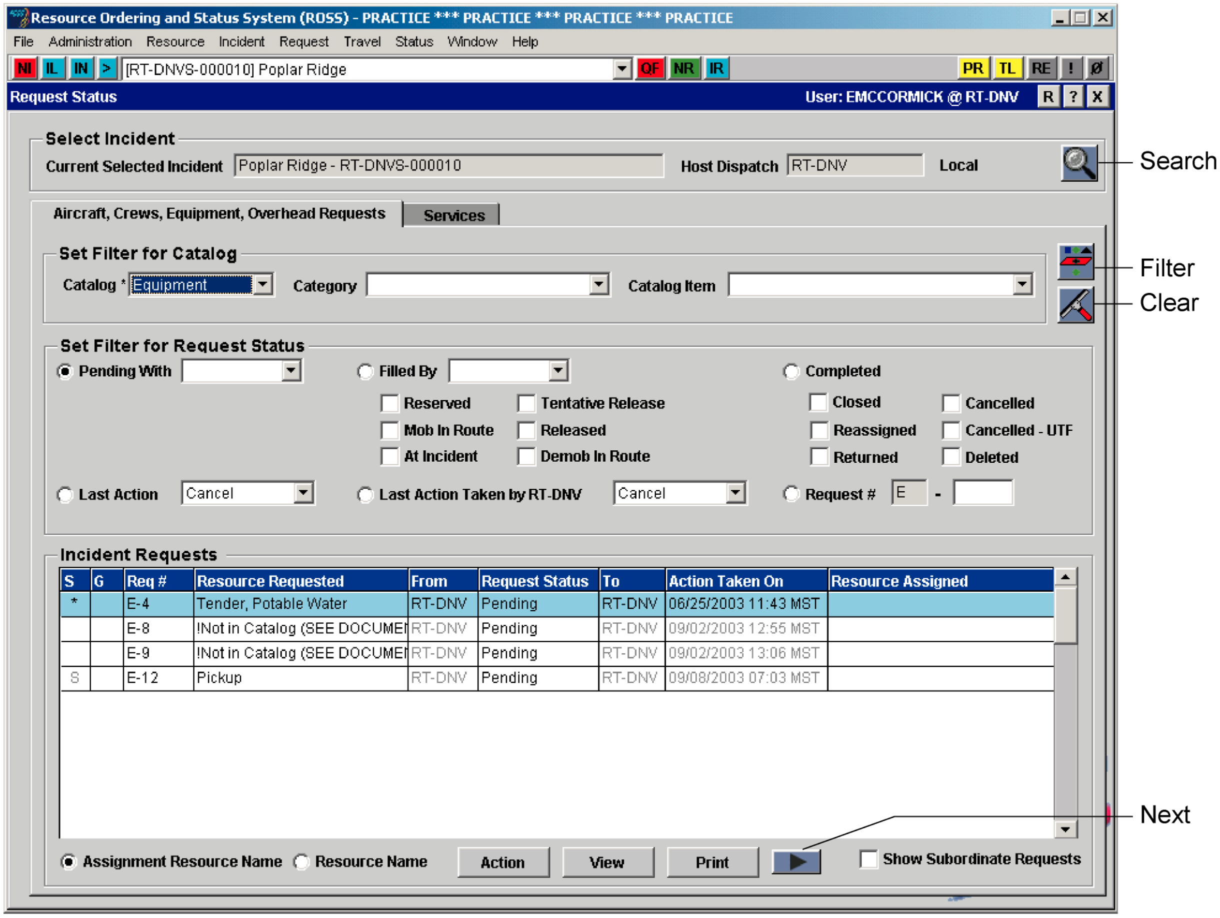
This chapter explains the following topics:

- Setting the Incident context
- Viewing resource requests
- Using the Action button
- Using the View button
- Printing.

To access the Request Status screen

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

Request Status screen - Aircraft, Crews, Equipment, Overhead Requests tab



Setting the Incident context

Before you can access the Request Status screen, you must search for and select the Incident, known as "setting the Incident context." The Search Incidents dialog box, which allows you to set the Incident context, displays automatically when you first access the Request Status screen. You can also set the Incident context anytime, by clicking the Search Incidents button on the Request Status screen.

You cannot use the Most Recent Incidents drop-down list from the Request Status screen to set the Incident context.

To search for an Incident on the Search Incidents dialog box

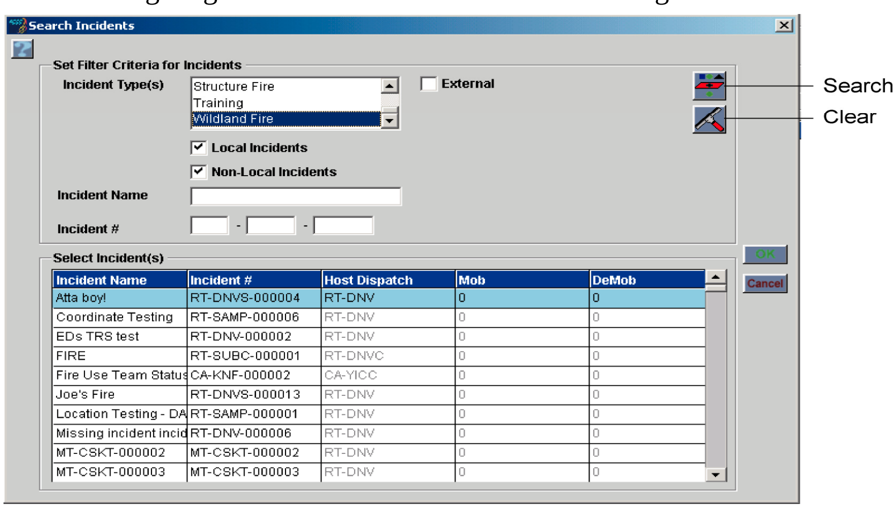
1 Under **Set Filter Criteria For Incidents**, type into or select information for as many boxes as possible to narrow your search

- Click **Local Incident** to search for a local Incident.
- Click **Non-Local Incident** to search for a non-local Incident.
- Click **External** to search for an external Incident.
- In the **Incident Name** box, type the name of the Incident.
- Click the **Incident Type** drop-down arrow, and then select the **Incident Type** of your choice.
- Click the **Host** drop-down arrow, and then select the **Incident Host** name.
- Click the **Host Dispatch** drop-down arrow, and then select the **Host Dispatch** of your choice.
- Click the **Incident #** drop-down arrow, click to select the **Unit ID** of your choice, and then type the **Incident Number** in the **Incident #** box.
- Click the **Select Dates** button, and then click to select the **Created From Date/Time** and the **To Date/Time** dates.

2 When finished completing the criteria of your choice, click the **Search** button.

3 Under **Select Incident**, click to select the **Incident Name** of your choice, and then click **OK**.

The following diagram shows the Search Incidents dialog box.



Viewing resource requests

You can review information for pending requests, filled requests, and completed requests. You can also view resource requests based on the last action performed.

To display pending resource requests within your organization's ordering chain

1. From the **Request Status** screen on the **Search Incidents** dialog box, search for and then click to select the **Incident Name** of your choice.

   *To view a resource request for services, click the **Services** tab.*

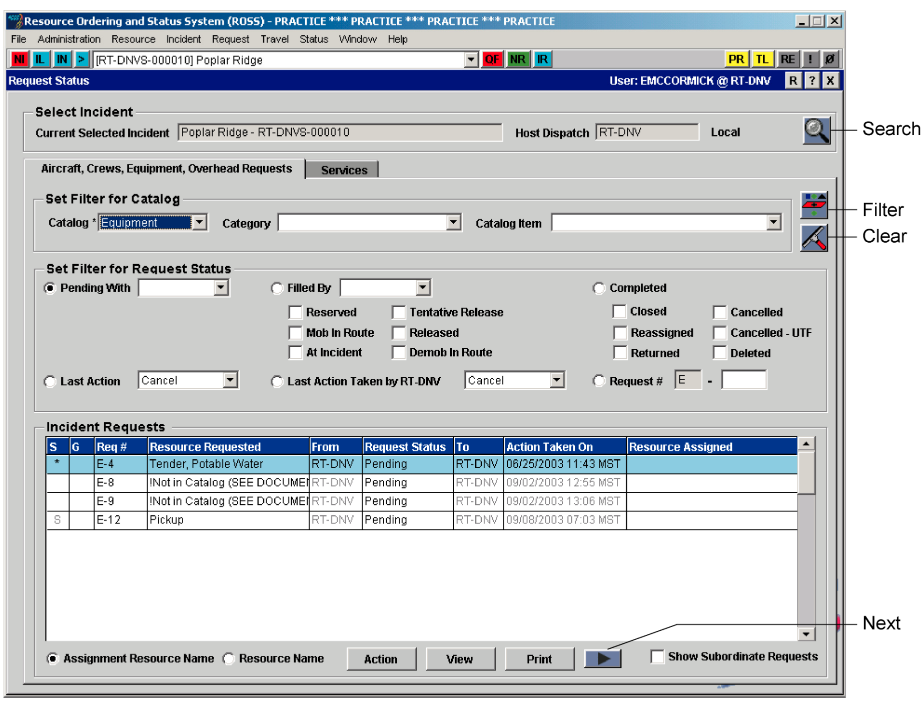
2. Under **Set Filter for Catalog**, click the **Catalog** drop-down arrow and select the **Catalog Type** of your choice.

   *To further refine your search, click the **Category** drop-down arrow and select the **Category** of your choice, and then click the **Catalog Item** drop-down arrow and select the **Catalog Item** of your choice.*

3. Under **Set Filter for Request Status**, click **Pending With**, and then click the drop-down arrow and select the **Unit ID** of your choice.

4. When finished completing your search criteria, click **Filter**.

The following diagram shows pending equipment requests on the Request Status screen.



To display filled resource requests

1 From the **Request Status** screen on the **Search Incidents** dialog box, search for and then click to select the **Incident Name** of your choice.

*To view a resource request for services, click the **Services** tab.*

2 Under **Set Filter for Catalog**, click the **Catalog** drop-down arrow and select the **Catalog Type** of your choice.

*To further refine your search, click the **Category** drop-down arrow and select the **Category** of your choice, and then click the **Catalog Item** drop-down arrow and select the **Catalog Item** of your choice.*

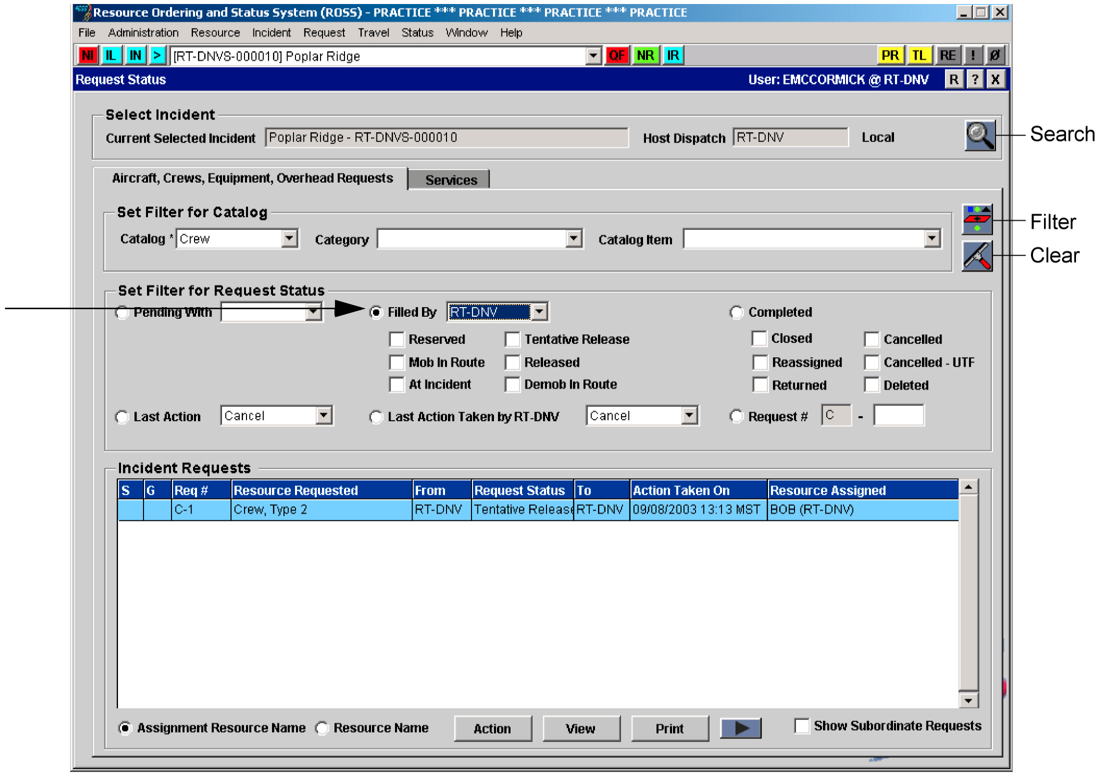
3 Under **Set Filter for Request Status**, click **Filled By**, and then click the drop-down arrow and select the **Unit ID** of your choice.

4 To further restrict your search, click one or more of the following request status check boxes

- Reserved
- Mob In Route
- At Incident
- Tentative Release
- Released
- Demob In Route.

5 When finished completing your search criteria, click **Filter**.

The following diagram shows the Request Status screen for viewing filled resource requests. The arrow points to the Filled By drop-down arrow.



To display completed resource requests

1 From the **Request Status** screen on the **Search Incidents** dialog box, search for and then click to select the **Incident Name** of your choice.

> *To view a resource request for services, click the **Services** tab.*

2 Under **Set Filter for Catalog**, click the **Catalog** drop-down arrow and select the **Catalog Type** of your choice.

> *To further refine your search, click the **Category** drop-down arrow and select the **Category** of your choice, and then click the **Catalog Item** drop-down arrow and select the **Catalog Item** of your choice.*

3 Under **Set Filter for Request Status**, click **Completed**.

4 To further restrict your search, click one or more of the following request status check boxes

- Closed
- Reassigned
- Returned
- Cancelled
- Cancelled - UTF
- Deleted.

5 When finished completing your search criteria, click **Filter**.

To display resource requests based on the last action performed by any unit

You can display resource requests based on the last action performed, regardless of which organization performed the action.

1 From the **Request Status** screen on the **Search Incidents** dialog box, search for and then click to select the **Incident Name** of your choice.

*To view a resource request for services, click the **Services** tab.*

2 Under **Set Filter for Catalog**, click the **Catalog** drop-down arrow and select the **Catalog Type** of your choice.

*To further refine your search, click the **Category** drop-down arrow and select the **Category** of your choice, and then click the **Catalog Item** drop-down arrow and select the **Catalog Item** of your choice.*

3 Under **Set Filter for Request Status**, click the **Last Action** drop-down arrow, and then select the **Action** of your choice.

4 When finished completing your search criteria, click **Filter**.

To display resource requests based on the last action performed by your unit

You can display resource requests based on the last action your unit performed. However, a subsequent action, such as fill or UTF, may have been performed by another organization for the requests.

1 From the **Request Status** screen on the **Search Incidents** dialog box, search for and then click to select the **Incident Name** of your choice.

*To view a resource request for services, click the **Services** tab.*

2 Under **Set Filter for Catalog**, click the **Catalog** drop-down arrow and select the **Catalog Type** of your choice.

*To further refine your search, click the **Category** drop-down arrow and select the **Category** of your choice, and then click the **Catalog Item** drop-down arrow and select the **Catalog Item** of your choice.*

3 Under **Set Filter for Request Status**, click the **Last Action Taken by [your unit]** drop-down arrow, select the **Action** of your choice, and then click **Filter**.

To display a specific resource request

1. On the **Request Status** screen under **Set Filter for Catalog**, select the **Catalog Type** of your choice.
2. Under **Set Filter for Request Status**, click **Request #**, type the number of the resource request in the box, and then click **Filter**.

Using the Action button

The Action button allows you to take action on resource requests, including:

- edit request information
- unfill a request
- cancel a Pending Request
- cancel a UTF request
- add or edit a supplemental request
- add documentation
- create a support request
- add a subordinate request
- cancel a reassignment
- retrieve a request.

Actions that appear dimmed are not available for the type of resource request you are currently viewing.

To edit a single request

1. On the **Request Status** screen, search for and then click to select the **Request** of your choice.
2. Click the **Action** button, and then click to select **Edit Request**.
3. On the **Edit Request** dialog box, change the following fields on the **Edit Request** tab, 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.

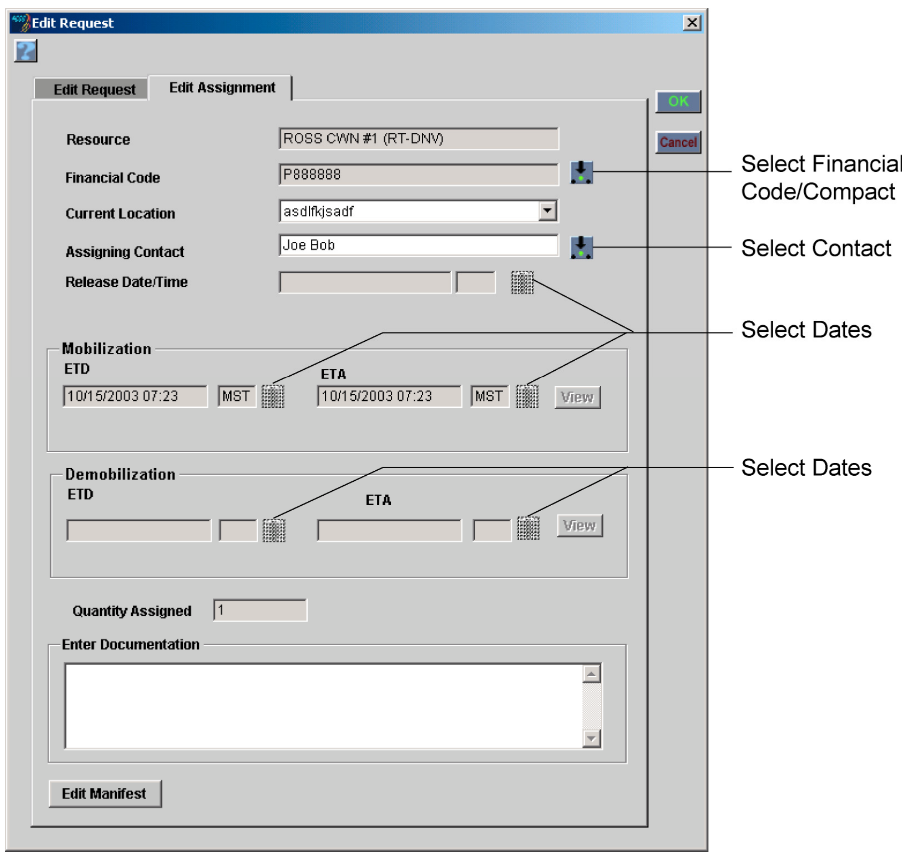
4 To edit information about the resource used to fill the request, click the **Edit Assignment** tab, and then change the following fields as appropriate

- Financial Code
- Current Location
- Assigning Contact
- Release Date/Time
- Mobilization ETD and ETA, or Demobilization ETD and ETA
- Enter Documentation.

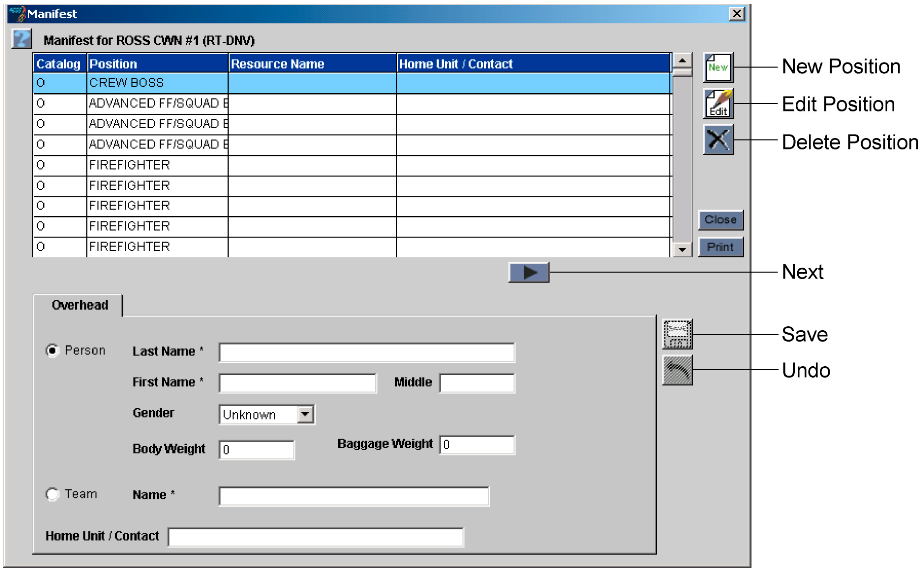
5 To create or edit a manifest for a request that was filled with a CWN resource, click the **Edit Manifest** button, modify the manifest information on the **Manifest** dialog box as appropriate, and then click **Save**.

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

The following diagram shows the Edit Assignment tab on the Edit Request dialog box.



The following diagram shows the Manifest dialog box as it appears for adding, editing, or deleting Overhead positions.



To review an example of the Edit Request tab on the Edit Request dialog box, see “Editing a request,” in “New Request - creating and editing new requests.”

To edit multiple requests

1 On the **Request** screen under **Incident Requests**, click and hold CTRL, click to select the **Resource Requested** items of your choice.

2 Click the **Action** button, and then click to select **Edit Request**.

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

4 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).

5 When finished, click **OK**.

To review an example of the Edit Multiple Requests dialog box, see “Editing a request,” in “New Request - creating and editing new requests.”

To unfill a request

Remember, you can only unfill a resource request in "reserved" status, that is, it's ETD has not yet passed.

1. On the **Request Status** screen, search for and then click to select the filled **Request** of your choice.
2. Click the **Action** button, and then click to select **Unfill Request**.
3. On the **ROSS Confirmation Message** dialog box, click **Yes** to confirm or click **No** to cancel.
4. On the **Request Action Message** dialog box, click **OK**.

To cancel a request

You can cancel a request only if your organization generated the request and only if the request has not yet been placed, placed up, filled, or placed external. Canceling a request that has associated support requests does not cancel those support requests.

1. On the **Request Status** screen, search for and then click to select the Pending **Request** of your choice.
2. Click the **Action** button, and then click to select **Cancel Request**.
3. On the **ROSS Confirmation Message** dialog box, click **Yes** to confirm or click **No** to cancel.
4. On the **Request Action Message** dialog box, click **OK**.

To cancel a UTF request

Remember, you can cancel a UTF request only if that request has been UTF'd back to you as the originator!

1. On the **Request Status** screen, search for and then click to select the pending **Request** of your choice.
2. Click the **Action** button, and then click to select **Cancel UTF Request**.
3. On the **ROSS Confirmation Message** dialog box, click **Yes** to confirm or click **No** to cancel.
4. On the **Request Action Message** dialog box, click **OK**.

To add/edit a supplemental request

You can add and edit supplemental requests for TFR Requests, IR Requests, and Food Service Requests. For more information, see "Creating a Supplemental request," in "Pending Request - managing requests for resources."

1 On the **Request Status** screen, click the **Services** tab, and then search for and click to select the **Request** of your choice.

2 Click the **Action** button, and then click to select **Add/Edit Supplemental**.

3 Complete the supplemental request form as appropriate, and then click **Close**.

To add documentation to one or more requests

1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

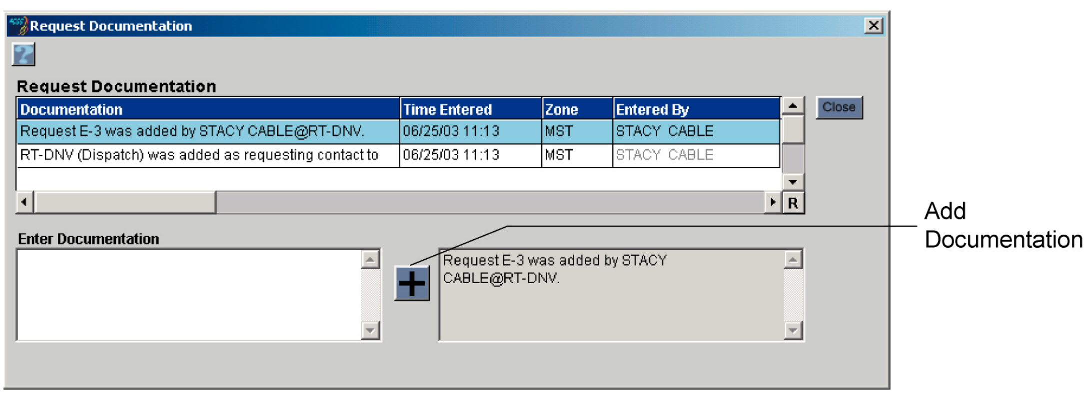
*To add identical documentation to more than one Request, press [CTRL], click to select the **Requests** of your choice, and then click the **Add Documentation** button.*

2 Click the **Action** button, and then click to select **Add Documentation**.

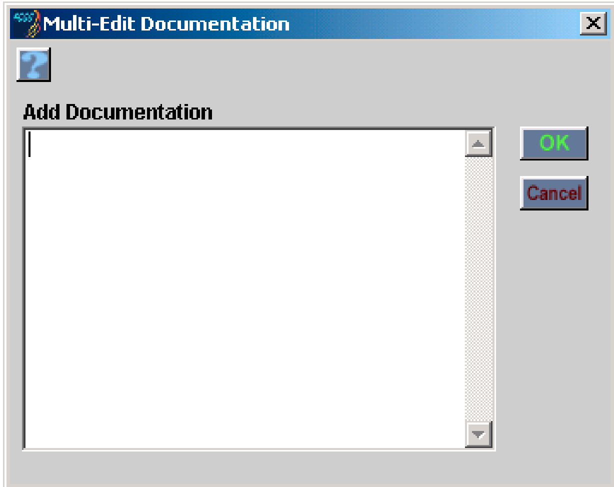
3 On the **Request Documentation** dialog box, type the appropriate **Documentation** in the **Enter Documentation** box, click the **Add Documentation** button, and then click **Close**.

*For adding documentation to multiple requests, type the **Documentation** in the **Add Documentation** box, and then click **OK**.*

The following diagram shows the Request Documentation dialog box for adding documentation to one request.



The following diagram shows the Multi-Edit Documentation dialog box for adding documentation to more than one request.



Creating a Support Request

When you create a Support Request for a request that was placed to your organization, you can choose one of the following options:

- retain control of the release/reassignment of that Support Request
- allow the incident dispatch to control the release/reassignment of that Support Request.

To create a support request

1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

2 Click the **Action** button, and then click to select **Create Support Request**.

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

4 Click the **Request** tab, complete all appropriate and required boxes, and then click the **Create Request** button.

5 If the Support Request was placed to your organization, click **Yes** on the **Support Request** dialog box to retain control of the release/reassignment of the Support Request

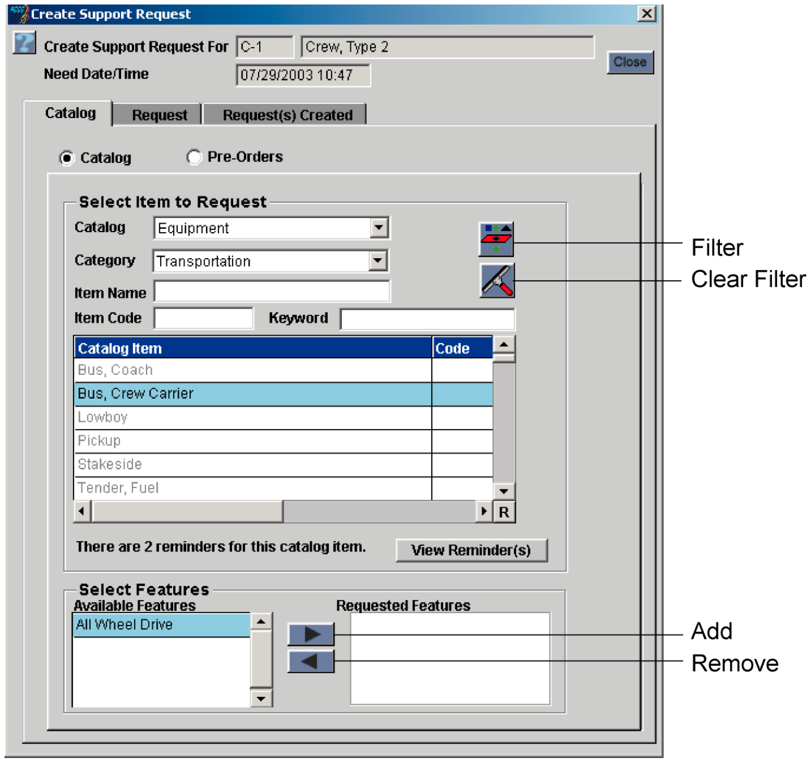
*Click **No** on the **Support Request** dialog box to allow the incident dispatch to control the release/reassignment of the Support Request.*

6 To review Support Requests created during this session, click the **Request(s) Created** tab.

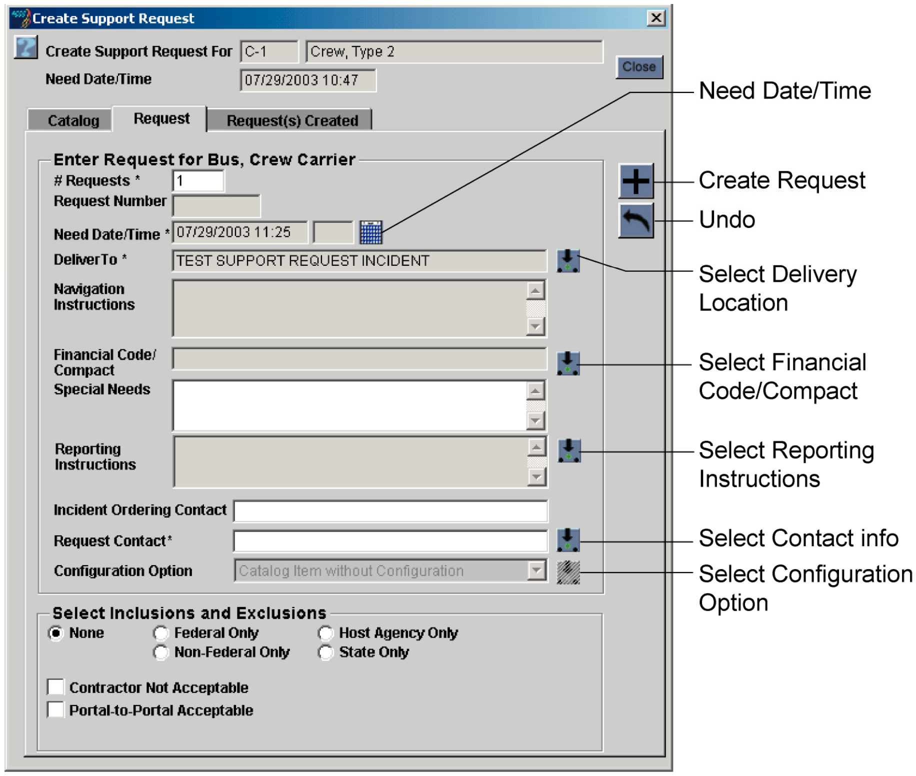
7 When finished, click **Close**.

8 Complete the **Create Support Request** dialog box as appropriate, and then click **Close**.

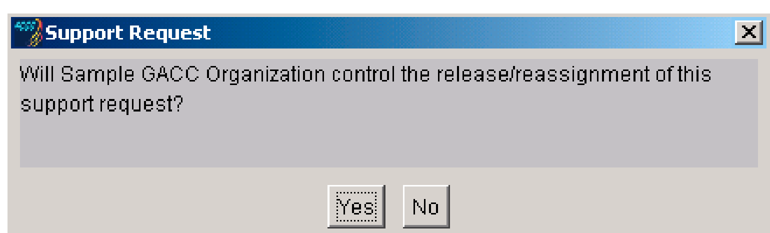
The following diagram shows the Catalog tab on the Create Support Request dialog box.



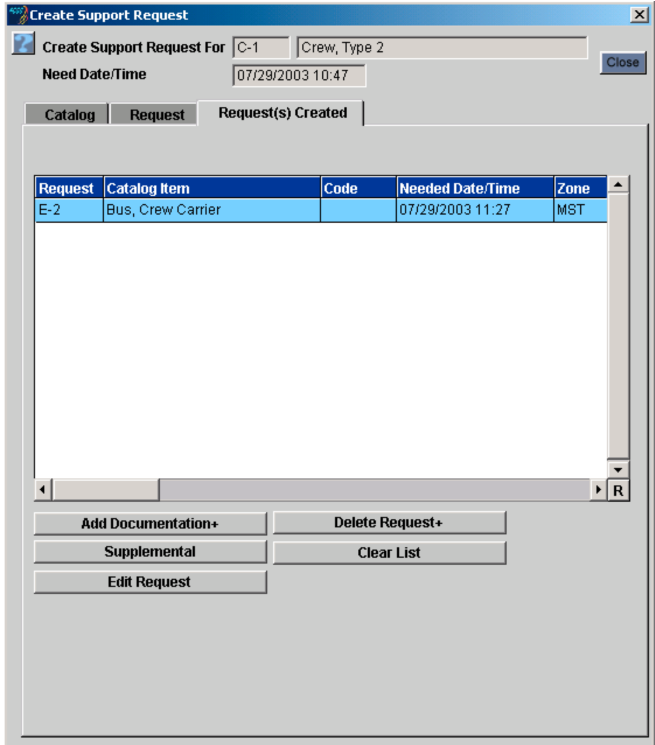
The following diagram shows the Request tab on the Create Support Request dialog box.



The following diagram shows the Support Request dialog box that allows you to specify whether to retain control for the release or reassignment of the support request.



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

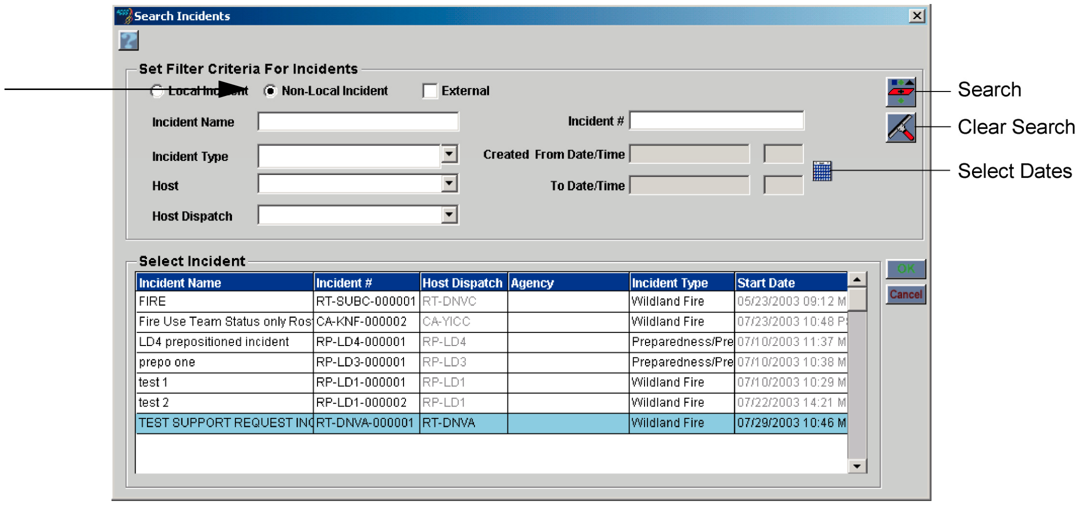


For more information about creating a Support Request, see “Creating a Support Request,” in “New Request - creating and editing new requests.”

To view a non-local Support Request

1. On the Request menu, click to select Request Status.
2. On the **Search Incidents** dialog box, click **Non-Local Incident**, search for and click to select the **Incident Name** of your choice, and then click **OK**.
3. On the **Request Status** screen, search for and then click to select the **Resource Requested** of your choice.
4. Click the **View** button, and then click to select **View Request**.

The following diagram shows the Search Incidents dialog box. The arrow points to the Non-Local Incident option.



To yield control of a non-local Support Request to the Incident Dispatch

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The non-local Support Request must first be filled before you can yield control to the Incident Dispatch.

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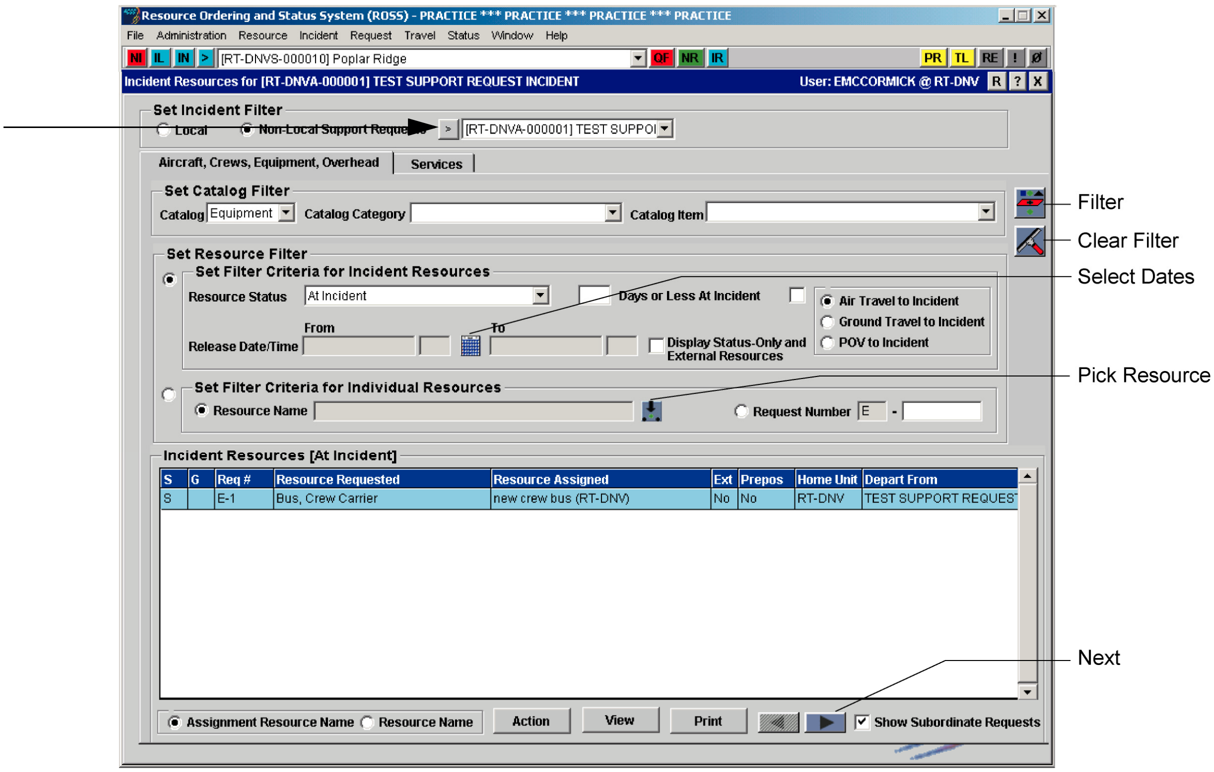
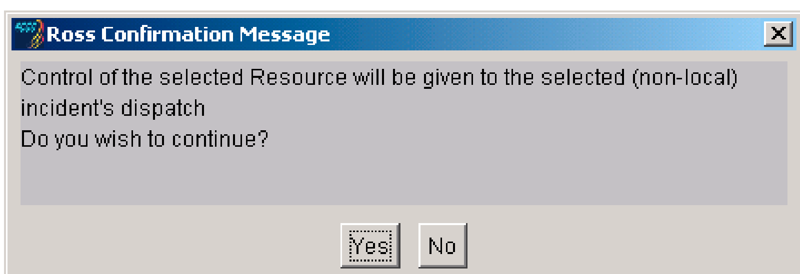
1. On the **Incident** menu, click to select **Incident Resources**.
2. Under **Set Incident Filter**, click **Non-Local Support Request**.
3. Click the drop-down arrow and select the **Incident** of your choice, and then click the right arrow to update the Incident context.
4. Click to select the **Resource Requested** of your choice.
5. Click the **Action** button, and then click to select **Yield Control to Incident Dispatch**.
6. On the **ROSS Confirmation Message** dialog box, click **Yes** to confirm or click **No** to cancel.

The following diagram shows the Incident Resources screen for viewing Non-Local Support Requests. The arrow points to the right-arrow button to update the Incident context.



The following diagram shows the ROSS Confirmation Message dialog box for yielding control of the non-local Support Request.



Working with subordinate requests

ROSS assigns subordinate request numbers to the resources that are filling positions on an Assignment Roster. For example, members of an overhead team and crew members on an engine or fire crew may be part of a subordinate request. If the parent request, such as a Type 6 Engine, is request number "E-16," then the subordinate crew members on the assignment roster would be numbered, "E-16.1," "E-16.2," "E-16.3," and so on.

Remember the following points when adding subordinate requests:

- You can add a subordinate request only to a filled configuration request.
- The filling unit can add a subordinate request only when the resource used to fill the parent request is statused as "Reserved" or "Mob in Route."
- The receiving unit can add a subordinate request only when the resource used to fill the parent request is status as "Mob in Route" or "At Incident."
- You cannot select a Preorder when adding a subordinate request.

To add a subordinate request to a filled configuration request

1 On the **Request Status** screen, search for and then click to select the filled configuration **Request** of your choice.

2 Click the **Action** button, and then click to select **Add Subordinate Request**.

3 On the **Create Subordinate Request** dialog box on the **Catalog** tab, search for and then click to select the **Catalog Item** of your choice.

4 Click the **Request** tab, complete all appropriate and requested boxes to complete the subordinate request.

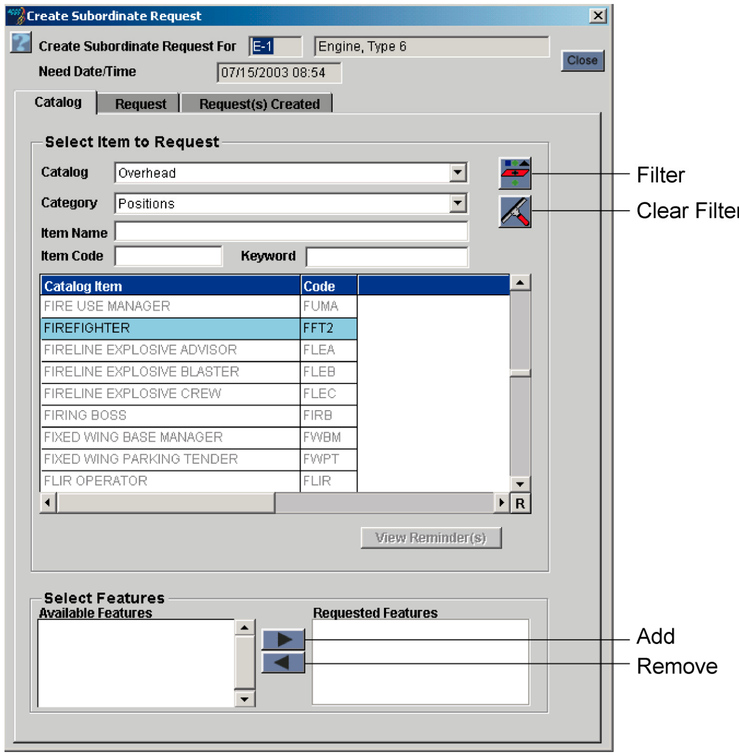
5 If the new subordinate request is being added to a parent request for a local incident, which was place to and filled by another organization, click to select one of the following options under **Select Placement**.

- to place the subordinate request with the organization that filled the parent request, click to select **Place Directly with Filling Organization**.
- to add the subordinate request to the Pending Request screen, click to select **Place/Fill Locally (via Pending Request)**.

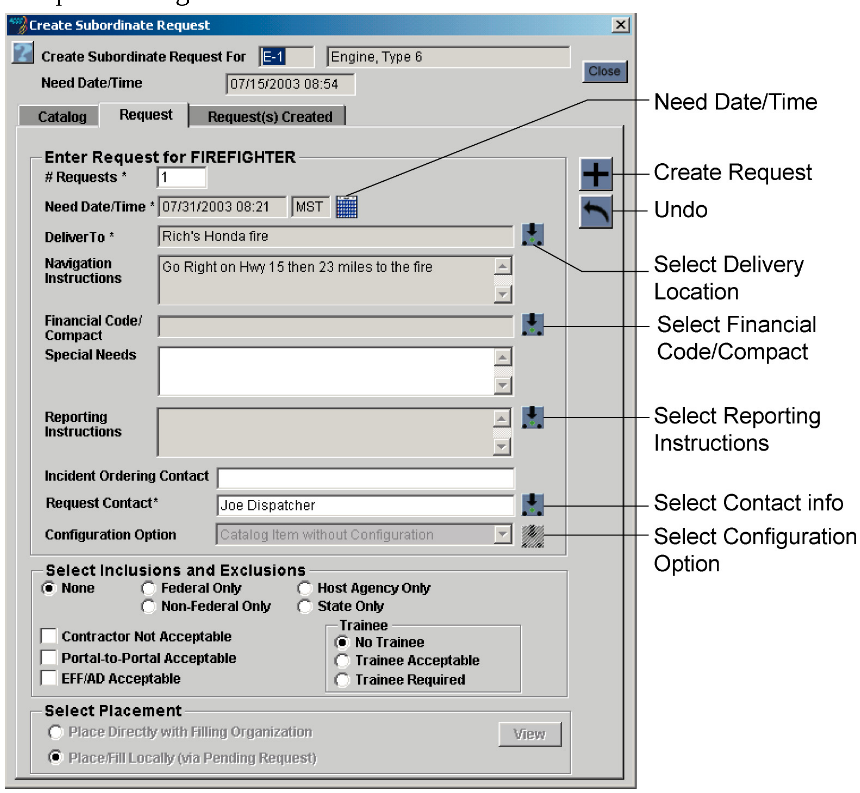
*To view information about the filling unit, click the **View** button.*

6 When finished, click the **Create Request** button.

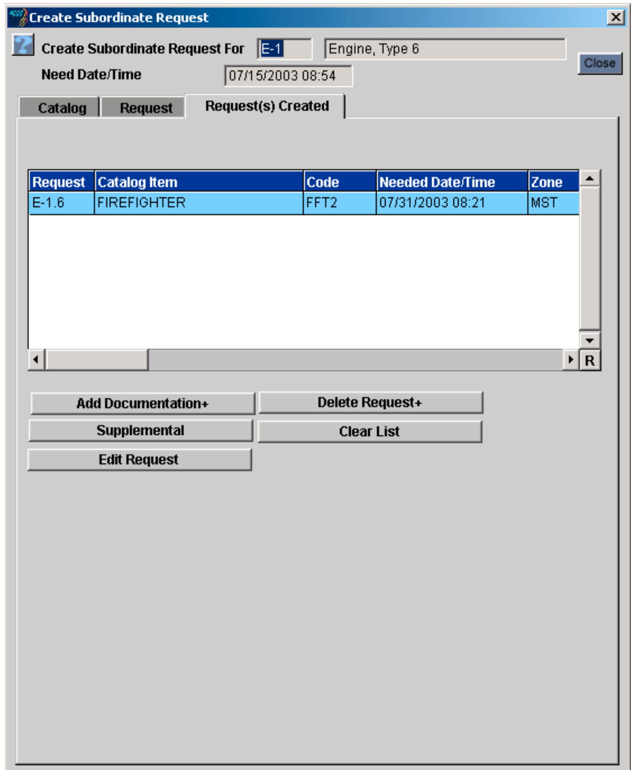
The following diagram shows the Catalog tab on the Create Subordinate Request dialog box.



The following diagram shows the Request tab on the Create Subordinate Request dialog box.



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



To view a subordinate request

Subordinate requests do not automatically display on the Request Status screen.

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1 From the **Request Status** screen on the **Search Incidents** dialog box, search for and then click to select the **Incident Name** of your choice.

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*To view a resource request for services, click the **Services** tab.*

---

2 Under **Set Filter for Catalog**, click the **Catalog** drop-down arrow and select the **Catalog Type** of your choice.

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*To further refine your search, click the **Category** drop-down arrow and select the **Category** of your choice, and then click the **Catalog Item** drop-down arrow and select the **Catalog Item** of your choice.*

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3 Under **Set Filter for Request Status**, select one of the following

- click **Filled By**, click the drop-down arrow and then select the **Unit ID** of your choice
- click Completed.

4 Click the **Show Subordinate Requests** check box, and then click **Filter**.

Canceling reassignment of a request

You can cancel the reassignment of a request only if the filled request for which the resource was "At Incident" and then it was reassigned to another request. Also, the resource must be "Mob in Route" to the new assignment. Remember the following key points when canceling a reassignment:

- The resource is placed back to the original request and the resource is "At Incident." You can not set Travel for this resource.
- The request the resource had been reassigned to is unfilled and becomes pending with the organization that canceled the reassignment.
- The requesting unit of the request that the resource had been reassigned to receives a "No Action" notification message.
- If the request that the resource had been reassigned to has associated support requests, the requesting unit receives an "Action" notification message.
- When a pre-positioned resource is reassigned from one non-pre-position Incident to another non-pre-position Incident and then the reassignment is canceled, the organization that canceled the reassignment can either:
    - return the resource back to the non-pre-position Incident associated with the original request
    - release the resource back to the pre-position Incident. In this case, the resource is placed back on the pre-position Incident request and the release date, travel option, and release to location can be set. The request that the resource had been reassigned to is unfilled and becomes pending with the organization that canceled the reassignment, and then closed when the resource returns to the pre-position Incident.
- For configuration requests, when the reassignment of the resource on the root request is canceled, the cancellation cascades only to those subordinate requests for which the resource is "Demob in Route." Canceling a reassignment of a resource on a subordinate request of a configuration does not affect the parent or any other subordinates.

To cancel a reassignment

1 On the **Request Status** screen, click the **Search Incidents** button, search for and then click to select the **Incident** where the resource was reassigned, and then click **OK**.

2 Click the **Catalog** drop-down arrow, and then click to select the **Resource Catalog** of the reassigned resource.

*You can also complete the **Category** and **Catalog Item** boxes, if desired.*

3 Under **Set Filter for Request Status**, click **Filled By**, click to select the **Dispatch Unit** that reassigned the resource, and then click the **Filter** button.

4 Under **Incident Requests**, click to select the **Resource Requested** of your choice, click the **Action** button, and then click to select **Cancel Reassignment**.

5 On the **ROSS Confirmation Message** dialog box, click **Yes** to confirm or click **No** to cancel.

Retrieving requests

You can retrieve a request that your organization placed, regardless of whether you created the request. Remember the following key points when retrieving a request:

- You can only retrieve a request that has not yet been filled.
- You cannot retrieve a request that your organization has UTF'd.
- You can retrieve a request for which you are in the ordering chain, even if the request has subsequently been placed to other dispatch units.

To retrieve a request

1 From the **Request Status** screen on the **Search Incidents** dialog box, search for and then click to select the **Incident Name** of your choice.

*To view a resource request for services, click the **Services** tab.*

2 Under **Set Filter for Catalog**, click the **Catalog** drop-down arrow and select the **Catalog Type** of your choice.

*To further refine your search, click the **Category** drop-down arrow and select the **Category** of your choice, and then click the **Catalog Item** drop-down arrow and select the **Catalog Item** of your choice.*

3 Under **Set Filter for Request Status**, click **Pending With**, and then click **Filter**.

4 Click to select the **Requested Item** that you want to retrieve, click the **Action** button, and then click to select **Retrieve Request**.

5 Perform one of the following, as appropriate for the request

- If the request was placed internally, that is, to a ROSS dispatch unit, click **Yes** on the **ROSS Confirmation Message** dialog box.
- If the request was placed externally, that is, to a non-ROSS dispatch unit, complete the **Retrieve Request** dialog box, click **OK**, and then click **Yes** on the **ROSS Confirmation Message** dialog box.

For an example of the Retrieve Request dialog box, see, "To retrieve a Pending Request," in the chapter, "Pending Request - managing requests for resources," in this ROSS Users Guide.

Using the View button

The View button allows you to view the specific information about the resource request request of your choice, including:

- Incident information
- individual request information
- resource information
- requesting unit
- filling unit
- home dispatch unit
- any associated requests.

Options that appear dimmed on the View button menu are not available for the type of resource request currently selected.

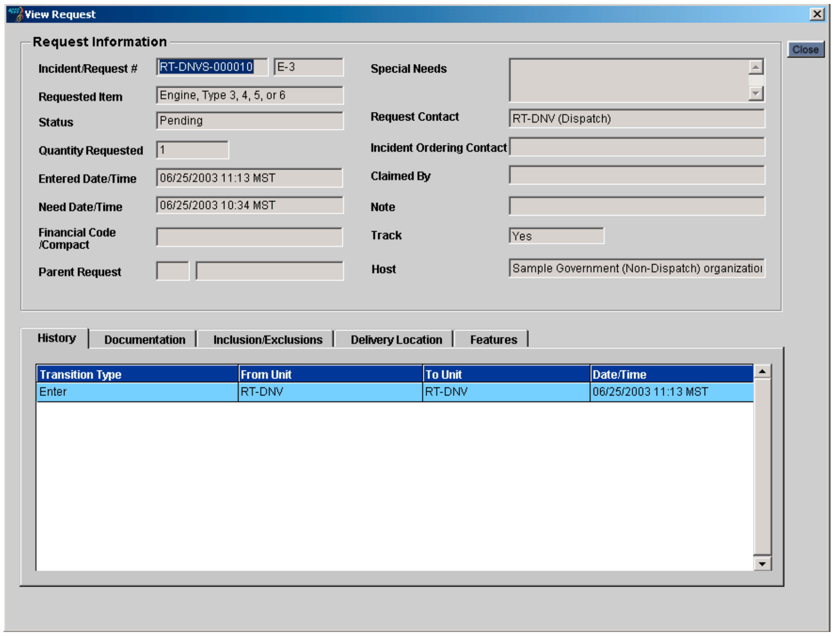
To view Incident information for a resource request

1. On the **Request Status** screen, search for and then click to select the **Request** of your choice.
2. Click the **View** button, and then click to select **View Incident**.
3. When finished reviewing the Incident, click **Close**.

To view request information

1. On the **Request Status** screen, search for and then click to select the **Request** of your choice.
2. Click the **View** button, and then click to select **View Request**.
3. When finished reviewing the request, click **Close**.

The following diagram shows the View Request dialog box.



To view resource information

1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

2 Click the **View** button, and then click to select **View Resource**.

3 When finished reviewing the request, click **Close**.

To view information about the requesting unit

1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

2 Click the **View** button, and then click to select **View Requesting Unit**.

3 When finished reviewing the request, click **Close**.

To view information about the filling unit

1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

2 Click the **View** button, and then click to select **View Filling Unit**.

3 When finished reviewing the request, click **Close**.

To view information about the home dispatch unit

1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

2 Click the **View** button, and then click to select **View Home Dispatch Unit**.

3 When finished reviewing the request, click **Close**.

To view any associated requests

1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

2 Click the **View** button, and then click to select **View Associated Requests**.

3 When finished reviewing the request, click **Close**.

To view a resource request

1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

2 Click the **View** button, and then click to select **View Request**.

3 When finished reviewing the request, click **Close**.

Printing

The Print button allows you to print hardcopy resource requests and assignment rosters using the commercial software Brio.Quickview.

For more information about using Brio.Quickview, see “To print a report.” For more information about downloading Brio.Quickview, see “To install Brio.Quickview on your personal computer.” Both tasks are located in the chapter, “Reports - generating and printing reports,” in this ROSS Users Guide.

To print a resource request

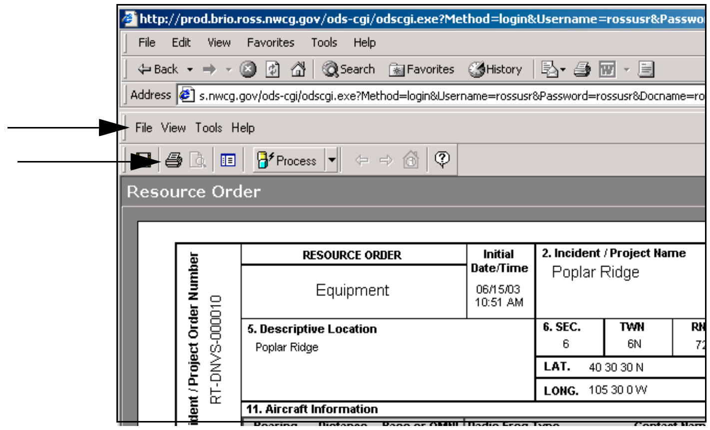
1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

2 Click the **Print** button, and then click to select **Print Request**.

3 On the **Brio.Quickview** toolbar, click the **Print** icon, or click **Print** on the **File** menu.

4 On the **Print** dialog box, click **OK**.

The following diagram shows a portion of a resource request as displayed in Brio.Quickview. The arrows point to the File menu and the Print icon on the Brio.Quickview toolbar.



To print a resource request Assignment Roster

This task only applies to requests associated with an Assignment Roster.

1 On the **Request Status** screen, search for and then click to select the **Request** of your choice.

2 Click the **Print** button, and then click to select **Print Assignment Roster**.

3 On the **Brio.Quickview** toolbar, click the **Print** icon, or click **Print** on the **File** menu.

4 On the **Print** dialog box, click **OK**.