SECTION 6

PREORDERS AND NEW REQUEST

SECTION 6 – Preorders and New Request

Significant Changes to this Unit of the Training Reference Manual since last update:

1. Revised the New Request toolbar button to 'REQ' (p. 6.9)

2. Revised text regarding EFF/AD exclusion (p. 6.11).

3. Added text regarding Name Request (p. 6.15).

4. Added text regarding 'Catalog Item'/'Name Request' radio buttons (p. 6.22).

5. Added text regarding 'NR' table column (p. 6.22).

6. Revised text regarding Edit Request (p. 6.23).

7. Revised text regarding Multi-Edit Request (p. 6.24).

8. Added text regarding Support Requests (p. 6.26).

SECTION 6 – Preorders and New Request

Table of Contents

Summary.

- The Preorders and New Request screens are used to create resource orders, termed 'requests' in ROSS.
- Preorders allow expedited request generation.
- The New Request screen can be used with both Internal and External Incidents.

I. 'PREORDERS' SCREEN

Summary.

- Accessed by the 'Resource' menu.
- Used to create preorders, which are pre-established groupings of catalog items and their quantities used for expedited resource ordering.
- A preorder is different from a configuration in that:
  - It does not have a 'root' catalog item.
  - When ordered, it results in separate requests for each item in the preorder (versus subordinate requests for a configuration).
- Preorders appear on the 'Preorders' tab of the 'New Request' screen.

A. Top section of the 'Preorders ' screen.

1. Select a Catalog from the drop-down menu.
2. Select one of the radio buttons:
   a. All (Available Locally or Nationally).
   b. Available Locally.
   c. Available Nationally.

B. 'Preorders' section of the 'Preorders ' screen.

1. The table displays the existing preorders matching the filter criteria.
2. The following is provided for each preorder:
   a. Preorder Name.
   b. Available Nationally – Indicates by Yes/No whether the preorder is available nationally.

3. 'New' button – Used to create a new preorder. Brings up the 'New Preorder' pop-up dialog box.

   To create a new preorder:

   a. Click the 'New' button.

   b. 'Name' (required field) – Enter the name of the preorder.

   c. 'Purpose' – Enter the purpose of the preorder.

   d. 'Available Nationally' check box – Check the check box to make the preorder available nationally.

   e. Click OK. The dialog box closes and you are returned to the 'Preorders' screen.

4. 'Edit' button – Used to edit the selected new preorder. Brings up the 'Edit [preorder name]' pop-up dialog box.

   To edit a preorder:

   a. Select the preorder in the table.

   b. Click the 'Edit' button.

   c. Revise the preorder information as appropriate, and then click OK. The dialog box closes and you are returned to the 'Preorders' screen.

5. 'Delete' button – Deletes the selected preorder.

C. Tabs section of the 'Preorders ' screen.

   1. 'Preorder Contents' tab – Used to add/remove catalog items from the selected preorder. You can use either sub-tab in the 'All Items' section.

      a. 'Catalog' tab – Allows filtering by catalog and category. Select the appropriate 'Catalog' and 'Category' from the drop-down lists.

b. 'Filter' tab – Provides additional filter criteria.

(1) Select/enter filter criteria:

- Catalog.
- Category.
- Item Name – Name of the catalog item (e.g., Team, Area Command).
- Item Code – Code of the catalog item (e.g., 'ACT').
- Keyword – A word that appears in the catalog item name.

(2) Click the 'Filter' button.

(3) Filter results are displayed in the 'Catalog Item' table.

c. Select a catalog item (multi-select is permitted), and then use the '>' button to add the item to the 'Preorder Contents' table.

d. 'Preorder Contents' table – Displays the catalog items on the preorder. The following is provided for each item:

(1) Catalog Item.

(2) Code.

(3) Quantity.

e. To edit a quantity, click in the quantity field and type the new number, and then click the 'Save' button.

f. Use the '<' button to remove a catalog item from the preorder.

2. 'Organizations' tab – Only applicable to preorders that are 'Available Locally'. Used to specify the organizations that have access to the selected preorder.

a. 'Filter for Organizations' section of the tab.

(1) Enter filter criteria as appropriate.

(2) Click the 'Filter' button.

(3) Filter results are displayed in the 'Organizations Matching Filter' table.

(4) Select an organization (multi-select is permitted).

(5) Use the '>' button to add the organization to the list of organizations with access.

b. 'Organizations with Access to Order' – Displays the organizations with access to use the preorder. Use the '<' button to remove the organization from the list.

II. 'NEW REQUEST' SCREEN

Summary.

- Accessed by the 'Request' menu or the 'REQ' toolbar button.
- Used to enter a resource request.

A. 'Select Item to Request' section of the screen.

There are two tabs in the 'Select Item to Request' section of the screen – 'Catalog' and 'Preorders'.

1. 'Catalog' Tab – Used to select a catalog item.

a. To find the catalog item you want to request, you can filter the list of all possible catalog items by:

(1) Catalog – Select a catalog (i.e., Aircraft, Crew, Equipment, Overhead, Supply) from the drop-down list.

(2) Category – Select a category (e.g., for Aircraft: Fixed Wing, Helicopter) from the drop-down list.

Note that Services catalog items cannot be requested for a preposition Incident unless they are marked as 'View on Resource Status screen' on the 'Catalog' screen.

(3) Item Name – Name of the catalog item (e.g., Team, Area Command).

(4) Item Code – Code of the catalog item (e.g., 'ACT').

(5) Keyword – A word that appears in the catalog item name.

b. After entering the desired filter criteria, click the 'Filter' button. The results are displayed in the upper table.

c. 'View Reminders' button – Available only if the selected catalog item has reminders (entered on the 'Catalog' ROSS Admin screen).

(1) If there are no reminders, the statement "There are no reminders for this catalog item" appears.

(2) If there are reminders, the statement "There are [number] reminders for this catalog item" appears.

(3) Clicking the 'View Reminders' buttons brings up the 'Reminders' pop-up dialog box. Click on a reminder in the top table, and the full text of the reminder is displayed in the bottom table.

d. 'Select Features' section of the 'Catalog' Tab.

(1) The 'Available Features' list (on the left) displays all features entered (on the 'Catalog' ROSS Admin screen) for that catalog item.

(2) Click the 'Add' (>) and 'Remove' (<) arrows to add or remove features to/from the list on the right, which displays the features you want your requested item to have. Multi-select is permitted.

(3) Examples of features for an Engine, Type 1 include:

- All-wheel drive.
- Compressed air foam.
- Winch.

e. 'Set Inclusions and Exclusions' section of the 'Catalog' Tab – Used to specify 'Inclusions' (i.e., aspects that you will allow or must have) and 'Exclusions' (i.e., aspects that you will <u>not</u> allow) for the resource you are requesting.

(1) Radio Buttons.

If you select the 'None' radio button, then you cannot select any of the other radio buttons. If you click one of the other radio buttons, 'None' will automatically deselect. You can select only one radio button.

- None – Places no restrictions on who can provide the requested item.
- Federal Only – The resource must be provided by a federal organization.

- Non-federal Only – The resource cannot be provided by a federal organization.

- Host Agency Only – The resource must be provided by the host agency of the Incident.

- State Only – The resource must be provided by a state organization.

(2) Check Boxes.

You can select one, both, or none of the two check boxes (independent of the radio button selected).

- Contractor Not Acceptable – The resource cannot be provided by a contractor/vendor.

- Portal-to-Portal Acceptable – The Provider will be compensated for all costs associated with use of the resource from its departure to its return.

(3) <u>Overhead</u> Catalog-Specific Inclusions and Exclusions:

- EFF/AD Exclusion – Click the check box to exclude Emergency Firefighter/Administratively Determined resources.

- Trainee – You must select one of the following three radio buttons. 'No Trainee' is the default.

  - No Trainee – A trainee is not acceptable.

  - Trainee Acceptable – A trainee is acceptable.

  - Trainee Required – The overhead resource must be a trainee.

2. 'Preorders' Tab – Used to select an existing preorder. New preorders cannot be created on the 'New Request' screen – they must be created on the 'Preorders' screen.

   a. Select a catalog from the drop-down list.

   b. Preorders for the selected catalog are displayed in the 'Preorder' table.

c. Select a preorder, and its contents are displayed in the 'Orders to Create' table. The following is displayed for each catalog item in the preorder:

(1) Member Name.

(2) Code.

(3) Quantity.

d. 'View Reminders' button – Previously discussed.

B. 'Enter Request for [Catalog Item]' section of the screen.

Used to enter detailed logistical information about the item you are requesting, such as the quantity desired and where to deliver the item(s).

1. Number of Requests/Quantity (required field).

a. Number of Requests – Displays for catalog items that are not orderable in quantities greater than one. Enter the number of requests to be generated. This field defaults to '1'.

b. Quantity – Displays for catalog items that are orderable in quantities greater than one. Enter the quantity desired. Only one request is generated. This field defaults to '1'.

2. Block Numbering.

a. 'Block' field.

(1) The drop-down initially displays the block that has been designated as the 'Request Default' block for the selected catalog.

(2) The drop-down list contains all blocks available for the selected catalog.

(3) Each block has either a 'UI' or 'SG' next to it to designate whether it is a User Issued or System Generated block.

(4) To modify the blocks for the selected catalog:

- Select the block.

- Click the 'Pick' button to the right of the Block field.

- Clicking the 'Pick' button brings up the 'Pick Block' pop-up dialog box, which is identical in function to the 'Request Blocks' tab on the 'Incident' screen, which was previously discussed.

(5) Select a block from the drop-down list.

b. If a <u>User Issued</u> block was selected, the 'View Issued #'s' button and 'Enter Request #' field display.

(1) View Issued #'s.

- Clicking the 'View Issued #'s' button brings up the 'View Issued #'s' pop-up dialog box.

- The block name and catalog are displayed at the top of the dialog box.

- The table identifies each number from the block that has been issued, and displays the catalog item corresponding to each request number.

(2) Enter Request # (required field).

- Click in the field and enter the number you want assigned to the request.

- If you enter a number that has already been used, you receive a message stating: 'There is already a request with the number [request number]. Please choose another request number.'

- If you are creating more than one request (i.e., number greater than one in the '# Requests' field):

  - The first request will be assigned the number you enter in the 'Request Number' field.

  - Each subsequent request will be assigned the next sequential number. For example, if you are creating three requests and enter a request number of 4, the three requests will be numbered 4, 5, and 6.

- If any request numbers within the range have already been used, you receive a message asking you to select a different number, and NO requests are created.

- If there are not enough numbers remaining in the block, you receive an error message and NO requests are created.

c. If a <u>System Generated</u> block was selected, the 'Sequence Next Number' field displays.

(1) The 'Sequence Next Number' field displays the next available number in the selected block.

(2) The first request will be assigned the number displayed in the 'Sequence Next Number' field, which cannot be edited.

(3) Each subsequent request will be assigned the next sequential number.

(4) If there are not enough numbers remaining in the block to accommodate the number of requests you are creating, you receive a warning message and the '# Requests' field is automatically updated to the number of requests that can be created in that block. For example, assume numbers 7 – 9 remain in a block. You try to create four requests. When you click '+' to create the requests, you receive a warning message and the '# Requests' field changes to '3'.

(5) You will be provided a warning message if you use the last number in a SG block.

d. Preorders.

(1) Preorders must always use the designated 'System Default' block.

(2) If there are not enough available numbers in any catalog of the preorder, you will receive an error message and NO requests are created.

3. Unit of Issue/Item Description (Supply catalog items only).

   a. Unit of Issue – Displays for Supply catalog items from the 'NFES' category. Shows the unit in which the catalog item is issued (e.g., each, package, pair).

   b. Item Description – Displays for Supply catalog items from the 'non-NFES' and 'Service' categories. Enter details about the requested item. For example, if a food service is being requested, 'Wendy’s' could be entered to indicate that the meals from that restaurant chain are desired.

4. Track Request – (Supply and Services catalog items only).

   a. 'Tracking' a request means that the resource item used to fill the request must be 'released' from the Incident and tracked back home.

   b. If 'Track Associated Requests' <u>is</u> designated for the catalog item by NICC, then the 'Track Request' check box on the 'New Request' screen is automatically checked (and cannot be changed).

   c. If 'Track Associated Requests' is <u>not</u> designated for the catalog item by NICC, then you still have the option of tracking the request when it is created or filled.

   d. An untracked item is considered to have been 'consumed' during the assignment or is tracked outside of ROSS (requests for these items are termed 'Fill/Close, since they are closed as soon as they are filled).

   e. Typical examples of items that do not need to be tracked are: most NFES supply items, and supply service items such as garbage disposal service and newspaper service.

5. Name Request – A Name Request is an Overhead request for which a specific resource is requested by name.

   a. Support Requests and Subordinate Requests can be Name Requests, however Name Request is not applicable to Pre-Orders, Detail Requests, or Quick Fill.

   b. The requested resource does not need to hold a current qualification matching the catalog item being requested.

c. Name Requests can be filled with Inventory or Non-Inventory resources.

d. Name Requests do not have to be filled with the requested resource.

e. Only one Name Request can be created at a time

f. To request a specific Overhead resource:

(1) Click the 'Select Name Request' Pick button to the right of the Name Request Only field, which opens the 'Pick Resource' dialog box.

(2) The 'Pick Resource' dialog box contains two tabs: 'Resource Item Lookup' and 'User Entered'.

- Resource Item Lookup tab – Use to select a resource from the ROSS inventory.
  - Enter appropriate filter criteria:
    - Last Name (required field).
    - First Name.
    - Home Dispatch Unit ID.
  - Click the Filter button.
  - Resources display in the table.
  - Select the appropriate resource.
- User Entered tab – Use to specify a resource that is not in the ROSS inventory. Enter resource information as appropriate:
  - Last Name (required field).
  - First Name.
  - Home Dispatch Unit ID.
  - Contact Information.

(3) Click the OK button. The dialog box closes and the resource name displays in the Name Request Only field.

g. 'Clear Name Request' Button – Clicking this button removes the name displayed in the 'Name Request Only' field, which makes the request no longer a name request.

6. Need Date/Time (required field).

   a. Defaults to the current date, time, and time zone of the User's computer system.

   b. To change the default Need Date/Time, use the 'Calendar' feature.

7. Deliver To (required field) – Defaults to the Incident location. To select a different location, click the 'Pick' button, which brings up the 'Delivery Location' pop-up dialog box.

   a. To select an existing location:

      (1) The table automatically includes:

      - The Incident location.
      - All locations added to the Incident (on the 'Location' tab of the 'Incident' screen).
      - All airports added to the Incident (on the 'Airport' tab of the 'Incident' screen).

      (2) Select a location from the table.

      (3) Click OK.

   b. To enter a new location:

      (1) Enter the location name.

      (2) Select a location type from the drop-down list.

      (3) Click OK.

8. Navigation Instructions – Displays the instructions entered for the location designated as the 'Deliver To' location for the request.

   a. If the Incident location is selected as the 'Deliver To' location, the navigation instructions come from the 'Directions' tab on the Incident screen.

   b. If a location that was added to the Incident is selected as the 'Deliver To' location, the navigation instructions come from the 'Navigation Instructions' field under the 'Locations' tab on the Incident screen.

   c. If an airport is selected as the 'Deliver To' location, the navigation instructions come from the 'Navigation Instructions' field under the 'Airports' tab on the Incident screen.

9. Financial Code/Compact – Defaults to the 'Default' code designated for the Incident on the 'Financial Codes' tab of the 'Incident 'screen. To pick a different financial code:

   a. Click the 'Pick' button, which brings up the 'Financial Codes and Compacts' pop-up dialog box.

   b. The 'Financial Codes' and 'Compacts' tabs display the financial codes and compacts added to the Incident, respectively, using the 'Financial Codes' and 'Compact' tabs of the 'Incident' screen.

   c. Select the appropriate Financial Code or Compact, and then click 'OK'.

10. Special Needs – Enter any special needs, such as engine, double-crewed.

11. Reporting Instructions – Used to provide specific instructions for reporting to the assignment.

   a. The 'Reporting Instructions' field defaults to the instructions designated for the last request created, <u>except</u> if the screen has just been opened or refreshed, in which case the field will be blank.

   b. Click the 'Pick' button, which brings up the 'Reporting Instructions' pop-up dialog box.

c. To create a new Reporting Instruction:

(1) Click the 'New' button.

(2) Type your text in the large text-entry field.

(3) Click the 'Save' button.

d. To choose from instructions entered on other resource requests for the Incident, click the 'Pick' button, which brings up the 'Pick/Copy Existing Reporting Instruction' pop-up dialog box.

(1) You can filter for existing reporting instructions by:

- Request Number.

- Contains Text – Enter one or more key words; wildcard is permitted.

(2) You can only select from reporting instructions entered for requests of the same catalog as your request.

(3) Click the 'Filter' button.

(4) Reporting instructions entered for all other requests for this Incident, and this catalog, consistent with the filter criteria, are displayed in the table.

(5) Select a reporting instruction. The full text of the instruction is displayed in the 'Selected Reporting Instruction' field.

(6) Click 'OK'.

(7) Note that if you modify the selected reporting instruction, the change will be applied to all open requests that have used the instruction.

e. To select an existing instruction and modify it for your use without affecting any requests that have used the instruction, click the 'Copy' button, which brings up the 'Pick/Copy Existing Reporting Instruction' pop-up dialog box.

(1) Filter for and select a reporting instruction.

(2) Click 'OK'.

(3) Modify the selected instruction as appropriate in the 'Reporting Instructions' dialog box.

(4) Click the 'Save' button.

f. Incident Contact Tab – Select an Incident contact from the table, click the '+' button, and the contact name and information is automatically inserted into the reporting instruction text displayed in the large text-entry field. Click the 'Save' button.

g. Incident Radio Frequency Tab – Select an Incident Radio Frequency from the table, click the '+' button, and the radio frequency information is automatically inserted into the reporting instruction text displayed in the large text-entry field. Click the 'Save' button.

h. When all information is entered/selected, click 'Close'.

12. Incident Ordering Contact – The Incident Ordering Contact is the name and/or contact information of the individual/position, at the Incident, that requested the resource. Enter text directly into the field.

13. Request Contact (required field) – The Request Contact is the name and/or contact information of the individual/position, either at the Incident or the Requesting Dispatch Unit, through which information could be obtained about the request. Text can be entered directly into the field, or existing contact information can be selected using the 'Pick' button.

    a. Clicking the 'Pick' button brings up the 'Pick Requesting Contact' pop-up dialog box.

    b. The 'Current Requesting Contact' field defaults to the Request Contact designated for the last request created, <u>except</u> if the screen has just been opened or refreshed, in which case the field will be blank.

    c. The 'Select Contact from Existing Incident Contacts' table displays all contacts entered for the Incident and all Requesting Contacts used on other requests for the Incident. The table shows the Name and Contact Information for each contact.

d. Choose the desired contact from the table, and then click 'OK'.

e. Requesting Contacts cannot be added or edited from the 'New Request' screen.

14. Configuration Option – Only available if the selected catalog item is a configuration. Not applicable to preorders.

    The drop-down menu contains three options:

    a. Catalog Item with Configuration – You want to request the entire configuration. This option states your preference for the request – It does not mean the request must be filled 'with configuration'.

    b. Catalog Item without Configuration – You want to request only the root catalog item of the configuration. This option states your preference for the request – it does not mean the request must be filled 'without configuration'.

    c. Selected Items from Configuration – You want to request only selected items from the configuration. This request option prohibits the use of any filling option except 'selected items'.

        (1) The 'Pick' button becomes available only for 'Selected Items from Configuration'.

        (2) Clicking the 'Pick' button brings up the 'Order Selected Items' pop-up dialog box.

        (3) Click in the check box next to each item you want to order.

        - Checking the root item (item listed at the very top of the table) automatically selects all items in the table. The root must always remain selected.
        - Checking the 'parent' item of a nested configuration automatically selects all items in the nested configuration.
        - A 'child' item cannot be selected unless its 'parent' is selected.

(4) 'Clear All' button – Deselects all items except the root.

15. Click the '+' button to create the request.

16. The new request appears below in the 'Request(s) Created' table.

C. 'Request(s) Created' section of the screen.

1. Displays the requests created by the User, for the Incident, as long as the New Request remains open for the Incident.

2. 'Catalog Item'/'Name Request' Radio Buttons – Toggles the 'Catalog Item' column between displaying the requested catalog item and the name of the requested Overhead resource.

3. 'S' column – 'S' indicates that the selected request has a support request, '*' indicates that the selected request is a support request.

4. 'NR' column – An asterisk (*) identifies the request as a 'Name Request'.

5. The 'Request(s) Created' table is automatically cleared when the New Request screen is closed, or when the context of the New Request screen is changed to another Incident.

6. Requests that clear from the table can be accessed via the 'Pending Request' and 'Request Status' screens.

D. 'Add Documentation' Button – Previously discussed.

E. 'Supplemental' Button.

1. There are three supplemental forms that can be completed in ROSS:

a. Temporary Flight Restriction Request.

b. Infrared Aircraft Scanner Request.

c. Food Service Request.

2. You do not need to select which supplemental form to view. The form appropriate for the catalog item being requested will be displayed.

3. A supplemental form does not have to be initiated when the request is created – it can be created (and edited, if already created) on both the 'Pending Request' and 'Request Status' screens.

4. Supplementals are addressed, as a separate unit, later in the course.

F. 'Edit Request' Button – Allows the selected request(s) to be edited. Multi-select is permitted. Note that a request cannot be edited once it has been filled <u>and</u> the resource's ETD (Estimated Time of Departure) has passed.

1. If only one request is selected, the 'Edit Request' pop-up dialog box appears, which displays one or more of the following tabs as appropriate: Edit Catalog Item, Edit Request, Edit Assignment, Agreement Resource, EFF/AD Resource.

a. Edit Catalog Item tab – Only displays if the request has not yet been filled. Allows an alternate catalog item to be selected by the Requesting Dispatch, as long as the new requested catalog item is in the same catalog as the present catalog item.

(1) 'Change Requested Item' section of the dialog box – Filter for and select the new catalog item.

(2) The other features on this tab have previously been discussed.

(3) Can change from service catalog item to a non-service catalog item, and vice-a-versa, as long as they are in the same catalog. The exception is an Aircraft Service request, which cannot be changed to a Non-Service request.

(4) Cannot change from a configuration catalog item to a non-configuration catalog item, or vice-a-versa.

b. Edit Request – Contains most of the fields from the 'New Request' screen.

(1) For pending requests, most request elements can be edited except request numbering and configuration option.

(2) Can change a Name Request to a non-Name Request and vice-a-versa, or change the name of the requested Overhead resource, as long as the request has not been filled.

(3) For filled requests, only the 'Deliver To' field can be edited, however other request elements can be edited on the 'Edit Assignment' tab.

(4) 'Has Supporting Request(s)' field – Indicates by Yes/No whether the request has associated support requests.

(5) Make changes as appropriate, and then click 'OK'.

c. Edit Assignment – Edit Assignment – Only displays if the request has been filled. Discussed in 'Request Status' section.

d. Agreement Resource tab – Only displays if the request was filled with a non-inventory agreement resource. Discussed in 'Request Status' section.

e. EFF/AD Resource tab – Only displays for Overhead requests filled with a non-inventory EFF/AD resource. Discussed in 'Request Status' section.

2. If multiple requests are selected, the 'Edit Multiple Requests' pop-up dialog box appears.

a. To edit a particular aspect of the selected requests, click the check box to the left of that item, and then make the change.

b. You cannot click check boxes for items that are not applicable to the requests you have selected (e.g., you cannot click the 'Quantity' check box for a request involving a catalog item that cannot be ordered in a quantity greater than one).

c. You cannot edit the resource requested on a Name Request when multi-editing.

d. Makes changes as appropriate, and then click 'OK.

G. 'Delete Request' Button– Deletes the request (or requests) selected in the 'Request(s) Created' table, as long as the request(s) has/have not yet been placed or filled. The request number remains assigned to a deleted request.

H. 'Support Request' Button.

1. Used to create a support request for the selected request.

2. Support requests are typically created when an additional catalog item is needed to accompany or to accomplish filling the catalog item being requested.

3. For example, a new request is generated for an equipment item for which a special tool is usually required. A support request can be created for the tool.

4. Another example is: You create a new request for a crew, and realize the crew will need meals. A support request can be created for the food service.

5. Clicking the 'Support Request' button brings up the 'Support Request' pop-up dialog box.

6. The 'Support Request' pop-up dialog box contains three tabs. The first two tabs must be completed to create the support request.

   a. 'Catalog' Tab – Select either the 'Catalog' or 'Preorder' radio button. The fields in this tab differ based on the radio button selected.

      (1) If the 'Catalog' radio button is selected – The fields in this tab are identical to the 'Select Item to Request' and 'Select Features' sections of the 'New Request' screen when the 'Catalog' New Request screen tab is selected. After selecting the appropriate information, click the 'Request' tab.

      (2) If the 'Preorder' radio button is selected – The fields in this tab are identical to the 'Select Item to Request' section of the 'New Request' screen when the 'Preorder' New Request screen tab is selected. After selecting the appropriate information, click the 'Request' tab.

   b. 'Request' Tab – The fields in this tab are identical to the 'Enter Request for [Catalog Item]' and 'Set Inclusions and Exclusions' sections of the 'New Request' screen.

c. Click the 'Create Request (+)' button to create the support request.

d. After creating a support request, either:

(1) Click the 'Request' tab to create another support request (for the same new request).

(2) Click the 'Request(s) Created' tab to view/modify support requests.

e. 'Request(s) Created' Tab.

(1) The table displays the support requests created by the User, for the Incident, for the new request, as long as the 'Support Request' pop-up dialog box remains open. The 'Request(s) Created' table is automatically cleared when the 'Support Request' pop-up dialog box is closed.

(2) 'Catalog Item' Radio Button/'Name Request' Radio Buttons – Toggles the 'Catalog Item' column between displaying the requested catalog item and the name of the requested Overhead resource.

(3) 'S' column – 'S' indicates that the selected request has a support request, '*' indicates that the selected request is a support request.

(4) 'NR' Table Column – An asterisk (*) identifies the request as a 'Name Request'.

(5) The 'Add Documentation', 'Supplemental', 'Edit Request', 'Delete Request', and 'Clear List' buttons function the same as these buttons on the bottom of the 'New Request' screen.

7. Support Requests do <u>not</u> appear in the 'Request(s) Created' table on the 'New Request' screen.

8. Support requests that clear from the table can be accessed via the 'Pending Request' and 'Request Status' screens.

l. 'Clear List' Button (on the New Request screen) – Clears the 'Request(s) Created' table, and provides a message stating that the requests being cleared can be edited on the 'Pending Request' screen.