SECTION 8

PENDING REQUEST

SECTION 8 – Pending Request

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

1. Added text regarding the 'NR' table column (p. 8.14)

2. Added text regarding the 'Requested Item'/'Name Request' radio buttons (p. 8.16).

3. Order of 'Action' button drop-down list items was changed (p. 8.22).

4. Added text regarding manifests and status-only dispatch resources (p. 8.23).

5. Revised text regarding 'Fill with New Resource' (p. 8.29).

6. 'Fill With Agreement' Action button item added (p. 8.33).

7. 'Fill With EFF/AD' Action button item added (p. 8.34).

8. Added text regarding Ordering Chain (p. 8.35).

9. Added note regarding EFF/AD resources (p. 8.38).

10. Added 'non-inventory resources' to list of resources displayed under Available, Reserved, Mob in Route, At Incident, and Demob in Route tabs (p. 8.40).

11. Added note regarding local resources on non-local preposition Incidents (p. 8.40).

12. Added text regarding prepositioned CWN/Agreement resources (p. 8.40).

13. Revised tab name to 'CWN Contracts/Agreements' (p. 8.46).

14. Added text regarding prepositioned CWN/Agreement resources (p. 8. 46).

15. Revised radio button name to 'Non-Local Resources' (p. 8.46).

16. Revised definitions of 'Local Resources' and 'Non-Local Resources' radio buttons(p. 8.46).

17. Revised radio button name to 'CWN/Agreement' (p. 8.47).

18. Added table discussing 'Other' tab 'Available' and 'Reserved' counts (p. 8.49).

19. Added text regarding use of status-only dispatch resources on an Assignment Roster (p. 8.53).

20. Added text regarding 'Reassign Roster' (p. 55).

21. Removed text regarding matching features for overhead requests (p. 8.59).

22. Revised tab name to 'Enter Fill Information' (p. 8.65).

23. Revised tab name to 'CWN Contracts/Agreements' (p. 8.65).

24. Revised 'CWN Contracts/Agreements' tab text (p. 8.65).

25. Revised 'Enter Fill Information' tab text (p. 8.68).

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Summary.

- The 'Pending Request' screen could be considered the heart of the ROSS Dispatch Module.

- Used to take action on all requests pending with your organization.

- Requests pending with your organization were either:

  - Generated by your organization (for one of your Internal Incidents or for an External Incident you created on behalf of a non-ROSS Dispatch Unit).

  - Placed up to you from a subordinate organization (child).

  - Placed to you from an organization whose Selection Area includes your organization.

  - Placed to you from your parent organization.

  - Placed to you from a non-Selection Area organization that has a resource with a roster to which one of your resources is assigned (prior agreement required).

- You can take the following primary actions with a request that is pending with your organization:

  - Fill – You fill the request.

  - Place – You cannot fill the request, so you place it with another organization below your level in the dispatch hierarchy or within your Selection Area.

  - Place Status-Only/External – You cannot fill the request, so you place it to either a Status-Only ROSS Dispatch Center or a non-ROSS Dispatch Center.

  - Place Up – You cannot fill the request, and organizations at or below your level cannot fill the request, so you 'place up' the request to the organization above you in the dispatch hierarchy.

  - 'Unable to Fill (UTF)' – You cannot fill a request placed with you by another organization, so you return it to that organization as UTF.

- Once a request has been placed or placed up, the request is then pending with the receiving organization, and the request no longer appears on the placing organization's Pending Request screen.

I. 'PENDING REQUEST FILTERS' SCREEN (A TAB ON THE 'PERSONAL SETTINGS' SCREEN)

Summary.

- Accessed by the Personal Settings screen, which is under the 'Administration' menu.
- Filters which Incidents you can view in Pending Request, thus limiting the requests that appear.
- Incidents can be filtered by Dispatch Unit and/or Host Unit.

A. 'Select Dispatch Unit Filters' section of the screen.

1. 'Available Dispatch Units' Table – Displays:

    a. Your unit.

    b. Your subordinate units.

    c. Your parent organization (unless you are from NICC, which does not have a parent).

    d. Units that have added your organization to their selection area.

    e. Units with a resource item that has a non-local roster, to which one of your resources is assigned.

2. The 'Type' column of the table displays the relationship of the dispatch unit to your organization (e.g., Parent, Child, another Local Dispatch). Two special types that can appear in the Type column are:

    a. Selection Area – Indicates that you are a part of that organization's Selection Area.

    b. Roster – Indicates that the organization has a resource item with a non-local roster on which one of your resources is assigned.

3. 'Selected Dispatch Units' Table – Use the 'Add/Add All' and 'Remove/Remove All' arrows to add and remove dispatch units from the 'Selected Dispatch Units' table.

B. 'Select Host Unit Filters' section of the screen.

1. 'Available Host Units' Table – Displays your organization's Non-dispatch Government Organizations.

2. 'Selected Host Units' Table – Use the 'Add/Add All' and 'Remove/Remove All' arrows to add and remove host units from the 'Selected Host Units' table.

II. 'PENDING REQUEST' SCREEN

Summary.

- Accessed by the 'Request' menu or the 'PR' toolbar button.

- Used to take action on resource requests pending with your organization. This includes requests from Local (Internal and External) and Non-local Incidents.

- The screen is divided into two tabs: 'Aircraft, Crews, Equipment, Overhead' and 'Services'.

- The Incident context of the Pending Request must be set using the 'Set Incident Search Criteria' pop-up dialog box. The Pending Request screen can only be viewed for one Incident at a time, and for one catalog at a time (and in the case of Services, one catalog item at a time).

- The 'Most Recent Incidents' toolbar drop-down list, which is for local Incidents only, does not apply to the 'Pending Request' screen.

III. 'AIRCRAFT, CREWS, EQUIPMENT, OVERHEAD' TAB OF THE 'PENDING REQUEST' SCREEN

Summary.

- Used to take action on all pending requests except for those involving catalog items from 'Services' categories.

A. 'Set Incident Search Criteria' Pop-Up Dialog Box.

The 'Set Incident Search Criteria' pop-up dialog box displays automatically each time the 'Pending Request' screen is initially opened. If the Pending Request screen is already open, you must click the 'Search' button on the Pending Request screen to access the 'Set Incident Search Criteria' pop-up dialog box.

The dialog box contains two tabs: 'Aircraft, Crews, Equipment, Overhead' and 'Services'. The following describes use of the 'Aircraft, Crews, Equipment, Overhead' (ACEO) tab.

1. 'Select Claimed By' section of the pop-up dialog box.

   a. 'Claiming' a request.

      (1) Refers to a dispatcher flagging a pending request as 'being worked on' so other dispatchers in their office will know that someone is already taking action on the request.

      (2) Claiming a request can avoid duplicate, or even incompatible, actions being performed on the same request by two dispatchers.

      (3) The process for claiming a request, which is done on the main 'Pending Request' screen, is addressed later in this unit.

   b. If desired, you can choose a name in the 'Select Claimed By' drop-down list. This is <u>not</u> a filter – it only adjusts the numbers in the 'Claimed' columns of this dialog box.

2. 'Select Dispatch or Host Unit' section of the pop-up dialog box.

   a. Click either the 'By Dispatch Unit' or 'By Host Unit' radio button to display request totals by dispatch unit or by host unit.

   b. The dispatch units or host units that appear in the table are dictated by the user's 'Pending Request Filters' settings.

   c. The table displays, for each listed Dispatch Unit/Host Unit, the total number of claimed and unclaimed requests, by catalog (Aircraft, Crews, Equipment, Overhead, Supply), pending with your organization. This information can be used to determine which unit's requests should be worked on first.

   d. The 'Type' column indicates the relationship between your organization and the units displayed in the table. This is identical to the 'Type' column of the 'Select Dispatch Unit Filters' table on the 'Pending Request Filters' screen.

   e. Select a Dispatch/Host Unit in the table, and then move down to the 'Select Incident' portion of the screen.

3. 'Select Incident' section of the pop-up dialog box.

   a. The 'Select Incident' portion of the 'Set Incident Search Criteria' screen is used to select the Incident context of the 'Pending Request' screen (i.e., which Incident the requests that will be displayed on the 'Pending Request' screen are for).

   b. The 'Set Filter for Incident Dispatch Unit' portion of the screen can be used to filter Incidents by:

      (1) Dispatch Unit – Used to filter by originator of the pending requests. When a dispatch unit is selected in the top table, it generates a list of Incidents for which your organization has pending requests that came from the selected dispatch. However, if the selected dispatch is either a subordinate or parent dispatch of yours, the Dispatch Unit filter can be used to narrow down the list of Incidents to those for which your organization has pending requests that were originated by the dispatch entered in the filter field. The filter is only useful if the selected dispatch is your subordinate or parent because any other dispatch could only have placed to you requests that they generated.

      (2) Incident Name – Used to locate a specific Incident.

   c. Enter information in the filter fields, if desired, and click the 'Filter' button.

   d. The 'Select Incident' table will display, for the dispatch/host unit selected in the 'Select Dispatch or Host Unit' table above:

      (1) Incident Name – The name of each Incident for which there are requests pending with your organization.

      (2) Incident Number – The number of each Incident for which there are requests pending with your organization.

      (3) The total number of claimed and unclaimed requests, by catalog (Aircraft, Crews, Equipment, Overhead, Supply), pending with your organization for each Incident.

   e. Select an Incident from the table and click 'OK'.

f. The 'Set Incident Search Criteria' pop-up dialog box will close, and the 'Pending Request' screen will be displayed in the context of the selected Incident.

B. 'Select Incident' section of the 'ACEO' tab of the 'Pending Request' screen – Displays the Current Selected Incident and its Host Dispatch. To change the Incident context of the 'Pending Request' screen, click the 'Search' button to access the 'Set Incident Search Criteria' pop-up dialog box.

C. 'Set Filter Criteria for Pending Requests' section of the 'ACEO' tab of the 'Pending Request' screen.

1. Requests for the selected Incident can be filtered by:

a. Catalog – A catalog must be selected from the drop-down list, which will only contain the catalogs, for the selected Incident, for which there are pending requests. This field defaults to the first catalog for which there is a pending request.

b. Request Number – A specific request number can be entered.

c. Catalog Category – A specific category can be chosen from the drop-down list, which will only contain the categories, for the selected Incident and catalog, for which there are pending requests.

d. Requested Item – A specific catalog item can be chosen from the drop-down list.

(1) If a catalog category was <u>not</u> selected, the 'Requested Item' drop-down list will include all catalog items for the selected catalog (if there are pending requests, for the selected Incident, for the selected catalog).

(2) If a catalog category was selected, the 'Requested Item' drop-down list will include all catalog items for the selected catalog category (if there are pending requests, for the selected Incident, for the selected catalog category).

e. Placed Status-Only and External Only – Checking this checkbox will cause only those requests that your organization placed with Status-Only and External Dispatch Units to be displayed.

f. Return UTF Only – Checking this checkbox will cause only those requests that your organization generated and that were returned to your organization as UTF to be displayed.

2. Enter/select information for the filter fields as appropriate and click the 'Filter' button.

3. The filtered list of requests appears below in the 'Select Pending Request(s)' table.

Note that the 'Request Number (Prefix)', 'Catalog Category', and 'Requested Item' filters are 'dynamic', meaning that the options appearing under their drop-down lists changes based on present conditions. To refresh a particular set of filtered results, click the 'Filter' button again, rather than clicking the 'Refresh' button. Clicking the 'Refresh' button on a screen with dynamic filters will refresh the <u>filters</u>, not the displayed filter results.

D. 'Select Pending Requests' section of the 'ACEO' tab of the 'Pending Request' screen.

1. 'S' column – 'S' indicates that the selected request has a support request, '*' indicates that the selected request is a support request. The only non-local support requests that are displayed are those for which you control release/reassignment.

2. 'G' column – For requests involving a configuration catalog item, one of the following three abbreviations will appear in the 'G' column to indicate the Configuration Option specified when the request was created:

a. WC – Catalog Item with Configuration.

b. WO – Catalog Item without Configuration.

c. SI – Selected Items from Configuration.

An asterisk (*) next to the abbreviation indicates that an Assignment Roster has been initiated for the request.

3. 'NR' – An asterisk (*) identifies the request as a 'Name Request'. Note that Name Requests do not have to be filled with the Overhead resource requested.

4. Request Number – The number that was assigned to the request when it was generated.

5. Requested Item – The requested catalog item. Note that in the case of automatically placed Assignment Roster requests, also includes the specific name of the requested resource.

6. Requesting Unit – The unit that created the request.

7. Need Date/Time – When the requested resource is needed.

8. Last Action – The last action taken on the request.

    a. New – Request has not been placed, or has been placed but not retrieved or UTF'd.

    b. RTR – Request has been placed and retrieved. The Unit ID of the dispatch unit that retrieved the request is displayed.

    c. UTF – Request has been placed and UTF'd. The Unit ID of the dispatch unit that UTF'd the request is displayed.

9. Exclusions – Displays all exclusions designated on the request, which can include:

    a. Federal Only.

    b. Non-federal Only.

    c. Host Agency Only.

    d. State Only.

    e. Contractor Not Acceptable.

    f. No Trainee (overhead only).

    g. Trainee Required (overhead only).

10. Inclusion – Displays all inclusions designated on the request, which can include:

    a. None (no inclusions).

    b. Portal-to-Portal Acceptable.

c. EFF/AD Acceptable (overhead only).

d. Trainee Acceptable (overhead only).

Accessible via the 'Next (>)' arrow

11. Note.

    a. Displays, depending on what was selected using the Note button just below the table, one of the following:

        (1) No note (remains blank).

        (2) Check Availability – Indicates that a dispatcher is checking on the availability of a resource that might be used to fill the request, and that no actions should be taken on the request. Examples include confirming the availability of a:

        - Resource already at an Incident.
        - Non-local roster resource.
        - Contracted resource.

        (3) Hold Request – Indicates that the request has been put on hold, and that no actions should be taken on the request.

    b. The 'check availability' and 'hold request' features just alert others to the status of a request – ROSS will <u>not</u> stop actions from being performed on the request.

12. Contact – Contact information for the request.

13. Financial Code/Compact – The financial code or compact applicable to the request (as designated for the Incident or entered on the request).

Accessible via the 'Next (>)' arrow:

14. Claimed By – The dispatcher that has claimed the request.

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

16. 'Claim' Button.

    a. To claim a pending request:

        (1) Select the request from the table. Multi-select is permitted.

        (2) Click the 'Claim' button, and select 'Claim' from the drop-down list.

        (3) A 'Request Action Message' appears stating 'You have claimed (request number).'

    b. To <u>un</u>claim a pending request:

        (1) Select the request from the table. Multi-select is permitted.

        (2) Click the 'Claim' button, and select '<Clear>' from the drop-down list.

        (3) A 'Request Action Message' appears which states 'You have unclaimed (request number).'

17. 'Action' Button.

    Depending on the request selected from the table, one or more choices under the 'Action' button may be grayed out, meaning those actions cannot be performed for that request.

    a. Cancel Request (**1st** option under Action button) – Cancels the selected request. Multi-select is permitted.

        (1) You can cancel a request <u>only</u> if:

            - Your organization generated the request.

            - Request has not yet been placed, placed up, or placed external.

        (2) You will receive a warning message if the request to be canceled has associated support requests.

        (3) Canceling a request, however, does <u>not</u> cancel its associated support requests.

b. UTF Request (**2nd** option under Action button) – Non-local Incidents only. Returns the request as 'Unable to Fill' to the organization that placed it with your organization. You can also UTF a request that your organization placed status-only/external. Multi-select is permitted.

c. Cancel UTF Request (**3rd** option under Action button) – Local Incidents only. Cancels a request that your organization generated, placed with another organization, and received back as UTF. This includes requests that were placed status-only/external, then UTF'd. Multi-select is permitted.

d. Retrieve Request (**4th** option under Action button) – Retrieves a request that your organization placed status-only/external (regardless of whether you created the request). Multi-select is permitted. You can also retrieve internally placed requests, however this must be done on the 'Request Status' screen.

   (1) To view requests that were placed status-only/external, you must check the 'Placed Status-Only and External Only' check box in the 'Set Filter Criteria for Pending Requests.

   (2) A request can only be retrieved if it has not yet been filled.

   (3) Selecting 'Retrieve Request' brings up the 'Retrieve Request' pop-up dialog box.

   - The following statement appears at the top of the dialog box: "Enter contact information for the person contacted at the status-only/external organization".

   - Contact Person (required field) – Enter the contact name.

   - Contact Phone (required field) – Enter the contact number.

   - Date/Time – This field defaults to the present date and time. To change the date and time, use the Calendar Feature.

   - Enter Documentation – Enter text in the box.

- Click OK.

(4) Requests that have been retrieved will again appear as 'pending' with your organization.

e. Edit Request (**5th** option under Action button) – Local Incidents only. Allows the selected request(s) to be edited. Multi-select is permitted.

(1) You can only edit your own organization's requests.

(2) You cannot edit a request once it has been filled <u>and</u> the resource's ETD has passed.

(3) The process for editing a request is identical to that previously discussed in 'New Request'.

(4) Note that the 'Edit Assignment tab is not applicable to the Pending Request screen (since a resource has not yet been assigned to the request).

f. Add/Edit Supplemental (**6th** option under Action button) – Local and Non-local Incidents. This menu option is only available for Services requests for which there is an associated supplemental form.

g. Create Support Request (**7th** option under Action button) – Local and Non-local Incidents. Allows the creation of support requests, which are requests associated with the original request. The process for creating a Support Request is identical to that previously discussed in 'New Request'.

<u>Creating a 'Non-local Support Request'</u> – When you create a support request for a request that was placed to your organization, you have the option of retaining control of the request.

(1) The following question appears: 'Will [Your Dispatch] control the release/reassignment of this support request?'

- If you select 'Yes', you will control the release/reassignment of the request.

- If you select 'No', the Incident Dispatch will control the release/reassignment of the request.

(2) Examples of when you may want to retain control of a support request created for a non-local request include:

- You are sending a crew to a non-local Incident, and you have a bus that can transport them there. You create a support request for the bus. You want to be able to release the bus after it drops off the crew, rather than remain at the Incident.

- You require extended dispatch personnel to assist in filling a large non-local configuration request. You want to be able to release the personnel when they have completed the dispatch work.

(3) Non-local support requests can be:

- Viewed on the 'Request Status' screen independent of whether you retained control.

- Accessed on the 'Incident Resources' screen (by selecting the 'Non-local Support Requests' radio button) only if you retained control.

(4) For non-local support requests that you retained control of, you can yield control to the Incident Dispatch by selecting 'Yield Control to Incident Dispatch' under the 'Action' button on the 'Incident Resources' screen. However, the support request must first be filled.

h. Add Documentation (**8th** option under Action button) – Local and Non-local Incidents. Allows documentation to be added for the selected request. Multi-select is permitted. The process for adding documentation is identical to that previously discussed in 'New Request'.

i. Place Request Up (**9th** option under Action button) – Places the request up to your parent organization. The request is no longer pending with your organization and is removed from your Pending Request screen. Multi-select is permitted.

j. Place Status-Only/External (**10th** option under Action button) –Multi-select is permitted.

(1) Allows the request to be placed with a Status-Only ROSS Dispatch Unit or an External (non-ROSS) Dispatch Unit.

- Status-Only Dispatch Units are those that use ROSS for statusing only.

- External Dispatch Units are those that do not use ROSS.

(2) You can status-only/externally place requests, subordinate requests, and support requests, as well as requests that were placed with your organization.

(3) Prior to performing the place, print the selected request using the 'Print' button located just below the 'Select Pending Request(s)' table.

(4) Selecting 'Place Status-Only/External' brings up the 'Place External' pop-up dialog box.

(5) The following statement appears at the top of the dialog box: "Place [Request Number] – [Catalog Item] to a Non-ROSS Dispatch Unit".

(6) 'Search Existing or Enter a New Non-ROSS Dispatch Unit' section of the pop-up dialog box.

- To select an existing Non-ROSS Dispatch Unit:

  - Enter filter criteria for Dispatch Code and Unit Code, if desired.

  - Click the 'Filter' button.

  - Results are displayed in the table.

  - An asterisk (*) in the 'SO' column indicates a Status-Only Dispatch Unit.

  - Select the desired Unit.

- The process for entering a new Non-ROSS Dispatch Unit for the 'Pending Request' screen is the same as it was for the 'New Initial Report or Incident' screen, which was previously discussed.

- You cannot enter a new Status-Only ROSS Dispatch Unit.

(7) After selecting an existing Status-Only or External Unit, or entering a new External Unit, enter information in the fields below the table.

- Contact Person (required field)

- Contact Phone (required field).

- Date/Time (required field) – Indicates when you want the request to be placed. This field defaults to the present date and time. Use the Calendar feature to set a different date or time.

- Enter Documentation – Type documentation in the field, if desired.

(8) Click 'OK'.

(9) The 'Place External' pop-up dialog box closes, and you are returned to the 'Pending Request' screen.

(10) The selected request leaves the Pending Request screen.

(11) Fax or physically deliver the request to the Status-Only or non-ROSS Unit.

k. Fill with External Resource (**11th** option under Action button) – Allows a request that was placed to a Status-Only or External Dispatch Unit to be filled with a Status-Only or External resource.

Note that though this option is titled 'Fill with External Resource', it is actually valid for filling with both Status-Only and External resources.

Selecting Fill with External Resource brings up the 'Fill with External Resource' pop-up dialog box. The dialog box will display in the context of the Dispatch Unit to which the request was placed.

The 'Fill with External Resource' pop-up dialog box contains two tabs:

- Existing External Resource – This tab is used to fill the request with a resource that is already in the ROSS resource inventory for the selected Dispatch Unit.

- New External Resource – This tab is used to fill the request with a new <u>external</u> resource that is <u>not</u> in the ROSS resource inventory for the selected non-ROSS Dispatch Unit. <u>You cannot add a new resource for a Status-Only ROSS Dispatch Unit</u>.

(1) 'Existing External Resource' tab of the 'Fill with External Resource' pop-up dialog box.

If there are no available, qualified, resources in the ROSS resource inventory for the selected Status-Only/External Dispatch Unit, you will receive the following statement: "No existing resources were found".

- 'Set Filter Criteria for [non-ROSS Dispatch Unit] Resources' section of the 'Existing External Resource' tab.

  - You can filter by Resource Name (wildcard permitted).

  - Enter filter criteria, as desired, and then click the 'Filter' button.

  - Filter results are displayed in the table.

  - Select the appropriate resource.

- 'View' button – Brings up the 'View Resource' pop-up dialog box (for the selected resource).

- 'Create Manifest' button – Used to develop a manifest. Clicking the 'Create Manifest' button brings up the 'Manifest' pop-up dialog box. You can create a manifest for a request that was filled with either a status-only or external resource.

- A manifest is a listing of positions associated with a request, and can also include the names of resources assigned to the positions.

- A manifest cannot be saved for use on other requests, however, if the resource is reassigned, the manifest is carried over to the new request.

- The following statement appears at the top of the dialog box: "Manifest for [Name of Resource]".

- To add a position to the manifest:

  - Click the 'New' button, which brings up the 'Add Position(s)' pop-up dialog box.

  - Enter/Select filter criteria, as desired, and then click the 'Filter' button. Filter results are displayed in the table.

  - Select the desired catalog item.

  - '# of Positions' – Enter the number of positions, of that catalog item, needed on the manifest. The default is '1'.

  - 'Qualification Type' – Applicable to Overhead positions only. Select 'Qualified', 'Trainee', or 'Unknown' from the drop-down list. 'Qualified' is the default.

  - Click 'OK'.

- The following is displayed in the table (in the 'Manifest' pop-up dialog box) for each manifest position:

  - Catalog.

  - Position.

  - Resource Name.

- Home Unit/Contact.

Accessible by clicking the 'Next' (>) button:

- Gender.
- Body Weight.
- Baggage Weight .
- Q/T/U – 'Qualified', 'Trainee', or 'Unknown'.

- To edit a manifest position, click the 'Edit' button. Make the appropriate changes and then click OK.
- To delete a manifest position, click the 'Delete' button.
- To assign a resource to a manifest position, select the position in the table, and then enter information in the fields in the bottom section of the dialog box.
- The information entered about the resource differs based on the catalog of the manifest position being filled.
- Once all information has been entered/selected, click the 'Save' button.
- To assign a resource to another manifest position, select the position, and repeat the above process.
- Once all resource assignments have been completed:
  - Click the 'Print' button to print the manifest, if desired.
  - Click 'Close'. The 'Manifest' dialog box closes, and you are returned to the 'Fill with External Resource' dialog box.

- The bottom section of the 'Existing External Resource' tab:

  - The following statement appears: "Request [Number] [Catalog Item] will be filled with an existing external resource and will use Financial Code/Compact: [Financial Code/Compact]".

  - 'Change Financial Code/Compact' button – Addressed later in this course unit.

  - 'Set Travel' options – There are four travel options, one of which must be selected by clicking its radio button. The choice of travel option will affect the ROSS 'Travel' screen and the resource's status.

    - Set Travel to be Arranged – Select when travel requirements are unknown at this time.

    - Set Travel (no Itinerary) – Select when there is no need for a detailed travel itinerary to be developed (typically when the resource has its own transportation and/or the travel time is short). Using the 'Calendar' feature, select an ETD and ETA for the resource. Click in the 'Mode of Travel' field and enter text, if desired.

    - Set Travel (will have Itinerary) – Select when a detailed travel itinerary will have to be developed, or the resource will be added to an existing itinerary.

    - Set at Incident – Select when the resource is already at the Incident.

    Note that if you select 'Travel to be Arranged', or 'Travel (No Itinerary)' with an ETD in the future, the resource status will be set as 'Reserved'. Reserved resources cannot be viewed on the 'Incident Resources' screen.

  - 'Assigning Contact' – The Assigning Contact is the name and/or contact information of the individual/position through which information could be obtained about the resource used to fill the request.

  - Text can be entered directly into the field, or existing contact information can be selected using the 'Pick' button.

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

  - 'Current Assigning Contact' – This field is not applicable on the Pending Request screen, since a resource has not yet been assigned to the request.

  - Select a contact method from the drop-down list (or leave blank to include all contact methods). The default for this field is [blank] (i.e., 'all').

  - The table displays all contacts entered for the filling organization. The table displays the following for each contact:

    - Contact.

    - Method – E-Mail, Fax, Office Phone, etc.

    - Priority – Primary, Alternate, or None.

  - Select a contact and click 'OK'.

- Enter Documentation – Type documentation into the field.

- Click 'OK'. The request is filled with the /status-only/external resource.

(2) 'New External Resource' tab of the 'Fill with External Resource' dialog box (This tab does not appear if the request was placed to a Status-Only Dispatch unit).

- The top section of the 'New External Resource' tab.

  The information entered about the new external resource, in the top section of the pop-up dialog box, differs based on the catalog of the request the resource is being used to fill. The information entered is identical to that entered to create a New (Internal) Resource, which was previously discussed.

- 'Create Manifest' button – The 'Create Manifest' button has previously been discussed. <u>You cannot create a manifest for a request that was filled with a status-only resource</u>.

- The bottom section of the 'New External Resource' tab.

  - The following statement appears: "Request [Number] [Catalog Item] will be filled with a new external resource and will use Financial Code/Compact: [Financial Code/Compact]".

  - 'Change Financial Code/Compact' button – Addressed later in this course unit.

  - 'Set Travel' options – Select one of the four travel options.

  - Return Location (required field) – The 'Return Location' is where the resource should go upon release from the Incident. The Return Location is typically the resource's normal duty station. Clicking the 'Pick' button brings up the 'Pick Location' pop-up dialog box.

    - 'Airports' tab of the pop-up dialog box – The process for selecting an Airport is identical to that for selecting a Preferred Jetport, which was previously discussed.

- 'Locations' tab of the pop-up dialog box.

  - You can filter by (wildcard permitted):

    - Name.

    - City.

    - State.

  - Enter filter criteria, as desired, and then click the 'Filter' button.

  - Results are displayed in the 'Search Results' table.

  - Select a location, and then click 'OK'.

- 'Assigning Contact' – Previously discussed.

- Enter Documentation – Type documentation into the field.

- Click 'OK'. The request is filled with the external resource.

- The external resource is automatically added to the ROSS resource inventory, for the selected non-ROSS Dispatch Unit, and assigned the qualification/classification (i.e., catalog item) of its current use.

l. Fill with New Resource (**12th** option under Action button) – Allows a new resource to be entered into ROSS, and for the selected request to be filled using the new resource. Access to this function is restricted to the 'Dispatch Manager' role.

(1) Note that these are your organization's resources, but they have not yet been entered into ROSS.

(2) Selecting 'Fill with New Resource' brings up the 'Fill Request With New Resource' pop-up dialog box.

(3) The information entered about the new resource, in the top section of the pop-up dialog box, differs based on

the catalog of the request the resource is being used to fill:

- Aircraft resources:
  - Call Sign (required field).
  - Registration # (required field).
- Crew resources:
  - Crew Name (required field).
  - Preferred Jetport (required field) –Clicking the 'Pick' button brings up the 'Pick Location' pop-up dialog box.
    - You can filter by (wildcard permitted):
      - Airport Name.
      - FAA Code.
      - City.
      - State.
    - Enter filter criteria, as desired, and then click the 'Filter' button.
    - Results are displayed in the 'Search Results' table.
    - Select an airport, and then click 'OK'.
- Equipment resources:
  - Name (required field).
  - Alternate Name.
- Overhead resources:
  - To enter a Team:
    - Select the 'Team' radio button.

- Name (required field) – Enter the name of the team.

- Preferred Jetport – Use the 'Pick' button to designate a Preferred Jetport.

- To enter a Person:

  - Select the 'Person' radio button.

  - Last Name (required field) – Enter the person’s last name.

  - First Name (required field) – Enter the person’s first name.

  - Middle – Enter the person’s middle name or initial.

  - Gender – Select either 'Female', 'Male', or 'Unknown' from the pull-down list.

  - Weight – Enter a number.

  - Preferred Jetport – Use the 'Pick' button to designate a Preferred Jetport.

(4) The bottom section of the pop-up dialog box:

- Return Location (required field) – Previously discussed.

- Provider – Select an organization from the drop-down list. Note that your dispatch unit cannot be selected as the resource's provider. The selected organization also becomes the resource's Owner and Home Unit. The System Administrator for your office must revise this information using the 'Resource Item' ROSS Admin screen.

- Enter Documentation – Type documentation into the field.

(5) Click the 'OK' button, which brings up the 'Fill Request' dialog box.

- The following statement appears: "Request [Number] [Catalog Item] will be filled with a new resource and will use Financial Code/Compact: [Financial Code/Compact]".

- 'Change Financial Code/Compact' button – Addressed later in this course unit.

- 'Set Travel' options – Select one of the four travel options.

- Assigning Contact – Previously discussed.

- Release Options

  - Applicable only to preposition Incidents.

  - If you allow a preposition resource to be used on a non-local Incident, you can determine, at the time of filling, the resource's disposition upon release from the assignment.

  - Select one of the two radio buttons:

    - Release to Home – Releases the resource back to its home location.

    - Release to Preposition – Releases the resource back to the preposition location (your preposition Incident).

  - Note that if the Incident Dispatch chooses to use the resource on another preposition Incident (local or non-local), they can override your selected release option.

  - If you use allow a preposition resource to be used on another local Incident, you can determine, at the time of release, the resource's disposition upon release from the assignment (on the 'Incident Resources' screen).

(6) Click 'OK'. The resource is entered into ROSS, and the request is filled with the resource.

m. Fill With Agreement (**13th** option under Action button) – Allows a request to be filled with a resource that is not in the ROSS inventory. Non-inventory resources are temporary resources, and are not added to the ROSS inventory.

To fill a request with a non-inventory agreement resource:

(1) Select 'Fill With Agreement' from the Action button drop-down list, which opens the 'Fill With Agreement' dialog box.

(2) Enter/select information in the fields as appropriate:

- Resource Name – Enter a name for the non-inventory resource.

- Description – Enter a description of the resource.

- Agreement Number – Enter the agreement number.

- Provider – Select a Provider from the drop-down list, which contains provider organizations associated with the user's dispatch.

- Vendor – Enter the name of the resource's vendor, or click the Pick button, which opens the 'Select Organization' dialog box. Enter filter criteria, and then click the 'Filter' button. Select the vendor organization from the table

- Click the 'OK' button, which brings up the 'Fill Request' dialog box, which was previously discussed.

- Note that a manifest can be developed for a request filled with a non-inventory agreement resource.

(3) Requests filled with a non-inventory agreement resource are closed when the demobilization ETA is reached (i.e., resource does not enter a 'Returned From Assignment' status).

n. Fill With EFF/AD (**14th** option under Action button) – Allows a request to be filled with an EFF/AD Overhead resource that is not in the ROSS inventory. Non-inventory resources are temporary resources, and are not added to the ROSS inventory.

To fill a request with a non-inventory EFF/AD Overhead resource:

(1) Select 'Fill With EFF/AD' from the Action button drop-down list, which opens the 'Fill With EFF/AD' dialog box.

(2) Enter/select information in the fields as appropriate:

- Last Name – Enter the last name of the non-inventory EFF/AD resource.
- First Name – Enter the last name of the resource.
- Middle Name – Enter the middle name of the resource.
- Contact Information – Enter contact information (e.g., telephone number)
- Provider – Select a Provider from the drop-down list, which contains provider organizations associated with the user's dispatch.

(3) Click the 'OK' button, which brings up the 'Fill Request' dialog box, which was previously discussed.

(4) Your dispatch is the 'home dispatch' of the resource until it is released.

o. Continue Assignment Roster (**15th** option under Action button) – Returns you to the Assignment Roster for the selected request. This option is not available:

(1) Until you have initiated the Assignment Roster (by selecting a Fill option on the Pending Request screen).

(2) Once the root request has been set as filled (in the Assignment Roster dialog box).

p. Cancel Assignment Roster (**16th** option under Action button) – Cancels the Assignment Roster for the selected request. You cannot cancel an Assignment Roster once a request for an Assignment Roster position has been created.

q. Refill Subordinate Request (**17th** option under Action button) – Applicable only to subordinate requests that have been 'unfilled' (on the 'Request Status' screen). Brings up the 'Refill Subordinate Request' pop-up dialog box, which is very similar to the 'Assignment Roster' dialog box. The 'Assignment Roster' dialog box is addressed later in this unit.

18. 'View' Button – Clicking the 'View' button displays a drop-down list containing the following options. Views cannot be edited.

    a. View Incident.

    b. View Request.

    c. View Requesting Unit.

    d. View Associated Requests.

    e. View Configuration/Selected Items.

19. 'Note' Button – Used to place a 'Check Availability' or 'Hold Request' note in the 'Note' column of the table, or to clear an existing note.

20. 'Print' Button – Used to print a hard copy of the selected request.

E. Ordering Chain – 'Ordering Chain' – The 'ordering chain' business rules dictate the dispatch units that can, for a particular request:

- Reassign the filling resource to another request.
- View the request on the Request Status screen.
- Receive notification of the request fill, release, and reassign.

1. The Ordering Chain is comprised of three chains:

    a. Filling Chain.

    b. Home Chain.

c. Ordering Chain.

2. Filling Chain – The set of dispatch centers that fall between the requesting dispatch and the filling dispatch.

   The Filling Chain for a non-local support request whose requesting dispatch yielded control to the Incident dispatch is the set of dispatch centers that fall between the Incident dispatch and the filling dispatch.

   Dispatches in the Filling Chain can reassign a resource that is <u>mob in route</u>, including in the following specific situations:

   a. Resource on a non-local support request with control maintained by requesting organization.

   b. Resource on a non-local support request with control yielded to the Incident dispatch.

   c. Prepositioned resource on a non-local support request with control maintained by requesting organization, traveling from preposition Incident to non-preposition Incident.

   d. Prepositioned resource on a non-local support request with control yielded to the Incident dispatch, traveling from preposition Incident to non-preposition Incident.

3. Home Chain - The set of dispatch centers that fall between the resource's current dispatch and the resource's home dispatch.

   The Home Chain for a non-local support request whose requesting dispatch maintained control is the set of dispatch centers that fall between the requesting dispatch (considered the current dispatch) and the home dispatch.

   The Home Chain for a request filled with a prepositioned resource, assigned to a non-prepositioned Incident, with release option 'Release to Preposition' selected, the set of dispatch centers that fall between the current dispatch (on the non-prepositioned Incident) and the preposition dispatch.

   Dispatches in the Home Chain can reassign a resource that is <u>demob in route</u>, including in the following specific situations:

   a. Prepositioned resource being released to home.

b. Prepositioned resource being released to preposition incident.

c. Resource on a non-local support request with control maintained by requesting organization.

d. Resource on a non-local support request with control yielded to the Incident dispatch.

e. Prepositioned resource on a non-local support request with control maintained by requesting organization, traveling from non-preposition Incident to preposition Incident.

f. Prepositioned resource on a non-local support request with control yielded to the Incident dispatch, traveling from non-preposition Incident to preposition Incident.

4. Ordering Chain - The set of dispatch centers that have taken an action (entered, placed, filled, reassigned, etc.), other than UTF, on a request.

   Dispatches in the Ordering Chain receive no-action notification messages when the resource on the request is released or reassigned.

5. Only the Incident Dispatch can reassign a resource that is At Incident.

6. The ordering chains of a prepositioned resource remain intact until the resource is either:

   a. Reassigned from the preposition Incident.

   b. Released from the preposition Incident and returned home.

F. 'Select Action for Pending Request [Request # – Requested Item]' section of the 'ACEO' tab of the 'Pending Request' screen.

- When a request is selected from the 'Select Pending Request(s)' table, the totals shown on the tabs of the 'Select Action for Pending Request' table are automatically updated.

- The totals:

  - Reflect the number of resources available under each tab that could be used to fill the selected request.

- Automatically factor in the activation/deactivation dates, periods of unavailability, need date/time, features, etc., of resources, but do <u>not</u> factor in exclusions/inclusions specified on the request.

- There are seven tabs:

  - Available.

  - Reserved.

  - Mob in Route.

  - At Incident.

  - Demob in Route.

  - CWN Contracts.

  - Other Resources.

- The 'Available' tab table is always displayed first.

  - The information under this tab is <u>NOT</u> automatically updated when a request is selected.

  - To update the information under the 'Available' tab, click the 'Query' button.

- The tabs include EFF/AD resources by default, unless 'EFF/AD Exclusion' was specified on the request.

- The 'Fill/Reassign/Action' button changes depending on the tab selected:

Tab	Button
Available	Fill
Reserved	Fill
Mob in Route	Reassign
At Incident	Reassign
Demob in Route	Reassign
CWN/Agreement	Fill
Other Resources	Action

- If you attempt to use a resource that is reserved on a roster in any capacity other than as part of the roster, the 'Fill Request/Reassign Resource' pop-up dialog box appears.

- The following statement is displayed: "Warning. Resource is reserved on the following roster(s)".

- The following information is displayed for each roster:

    - Reserved on Roster – The roster name.

    - Managed By – The organization managing the roster.

    - Contact – Contact information.

  ROSS will not, however, prevent you from using the resource.

- The tabs will first be discussed for catalog items without a configuration, then for catalog items with a configuration.

CATALOG ITEMS **WITHOUT** A CONFIGURATION

1. 'Available' tab **(1st Tab)** and 'Fill' button.

   a. Displays resources:

      (1) Resources not committed to an Incident (excluding preposition).

      (2) Resources for which you are the home dispatch (including exclusive use contracted resources) or preposition dispatch (includes non-inventory resources).

   b. Does not display local resources assigned to non-local preposition Incidents.

   c. Prepositioned CWN/Agreement resources display on the Available tab for Incidents other than the preposition, not on the CWN/Agreement tab.

   d. The tab table displays for each resource:

      (1) Resource Name.

      (2) Available To – Local, GACC, or National.

      (3) Agency – The agency of the provider of the resource.

      (4) Current Location.

      (5) Contract – If the resource is provided through an exclusive use contract, the contract name is shown.

      (6) Preposition – Indicates by 'Yes/No' whether the resource is prepositioned.

      (7) Distance (Aircraft catalog items only) – Distance from the resource's current location to the Incident (the Incident for which the pending request was generated).

      Accessible by clicking the 'Next' arrow:

      (8) Q/T/U (Overhead only).

      (9) Employment Status (Overhead only).

e. Click the 'Fill' button and select 'Fill' from the drop-down list, which brings up the 'Fill Request' pop-up dialog box, containing:

(1) Statement "Request [# – Catalog Item] will be filled with [Resource Name] and will use [Financial Code/Compact].".

(2) 'Change Financial Code/Compact' button – Addressed later in this course unit.

(3) 'Set Travel Options' – Select a 'Set Travel' radio button, which have previously been discussed.

(4) 'Assigning Contact' – Enter or select an Assigning Contact (previously discussed).

f. Note that a resource can only be assigned to one preposition Incident at a time. If a resource that is presently on a preposition Incident is used to fill a request on another preposition Incident, the resource's assignment to the first preposition Incident is cancelled.

2. 'Reserved' tab **(2nd Tab)** and 'Fill' button.

a. Displays resources:

(1) That have been assigned to an Incident.

(2) Whose ETD has not yet passed.

(3) For which you are the home dispatch (including exclusive use contracted resources) or preposition dispatch (includes non-inventory resources).

b. The tab table displays for each resource:

(1) Resource Name.

(2) Available To – Local, GACC, or National.

(3) Incident.

(4) Estimated Time of Departure (ETD) – When the resource is expected to depart for the Incident it has been reserved for.

(5) Agency.

(6) Current Location.

(7) Contract.

(8) Preposition.

(9) Distance (Aircraft catalog items only).

Accessible by clicking the 'Next' arrow:

(10) Q/T/U (Overhead only).

(11) Employment Status (Overhead only).

c. Clicking the 'Fill' button and selecting 'Fill' brings up the 'Fill Request' pop-up dialog box, which has previously been discussed.

d. <u>When you fill a request using a resource from the 'Reserved' tab, the request the resource had been reserved for will be UNFILLED</u>.

e. Once a request has been 'unfilled', one of the following must be performed for the request:

(1) Cancelled (if your organization generated the request).

(2) Filled with another resource.

(3) UTF'd back to the ordering unit (if the request was placed with your organization).

3. 'Mob In Route' tab **(3rd Tab)** and 'Reassign' button.

a. Displays resources:

(1) That are in route to an Incident.

(2) For which you are the current dispatch or which were used to fill a request for which you are in the 'ordering chain' (includes non-inventory resources).

b. The tab table displays for each resource:

(1) Resource Name.

(2) Available To – Local, GACC, or National.

(3) Incident.

(4) ETD – When the resource departed for the Incident it was mobilized for.

(5) Estimated Time of Arrival (ETA) – When the resource is expected to arrive at the Incident it was mobilized for.

(6) Agency.

(7) Contract.

(8) Preposition

Accessible by clicking the 'Next' arrow:

(9) Q/T/U (Overhead only).

(10) Employment Status (Overhead only).

c. Clicking the 'Reassign' button brings up the 'Reassign Resource' pop-up dialog box, which is the same as the 'Fill Request' dialog box, except that the following statement appears: "[Resource Name] will be reassigned to request [# – Catalog Item] and will use [Financial Code/Compact]".

d. When a Mob in Route resource is reassigned to another request:

(1) The original request is unfilled and is placed back in the 'pending' queue of the organization that performed the reassignment. In the case of a configuration request, the parent and all subordinates become 'pending'.

(2) All Dispatch Units that entered the ordering chain of the original request <u>after</u> the organization that performed the reassignment drop out of the ordering chain (these units receive a No Action notification message).

4. 'At Incident' tab **(4th Tab)** and 'Reassign' button.

   a. Displays resources that are at one of your organization's Incidents (includes non-inventory resources).

   b. The tab table displays for each resource:

      (1) Resource Name.

      (2) Available To – Local, GACC, or National.

      (3) Incident.

      (4) Release Status – Indicates whether the resource's status is:

         - At Incident – Not yet scheduled for release.

         - Tentative Release – Tentatively scheduled for release.

         - Released – Released from the Incident, but not yet demobilizing.

         - Reassigned – Reassigned to another Incident, but not yet mobilizing.

      (5) ETA – When the resource is expected to arrive at the Incident it was mobilized for.

      (6) ETD – When a 'Tentative Release' or 'Released' resource is scheduled to depart from the Incident.

      (7) Agency.

      (8) Contract.

      (9) Preposition.

      Accessible by clicking the 'Next' arrow:

      (10) Q/T/U (Overhead only).

      (11) Employment Status (Overhead only).

c. Clicking the 'Reassign' button brings up the 'Reassign Resource' pop-up dialog box, which has previously been discussed.

d. When a resource is 'At Incident' and then is reassigned to another request, the reassignment can be cancelled as long as the resource is 'Mob in Route' to the new assignment. Cancel Reassignment is performed on the 'Request Status' screen.

5. 'Demob In Route' tab **(5th Tab)** and 'Reassign' button.

   a. Displays resources:

      (1) From your organization that are demobilizing from an Incident.

      (2) From another organization that were used to fill a request for which you are in the 'ordering chain'.

      (3) Includes non-inventory resources.

   b. The tab table displays for each resource:

      (1) Resource Name.

      (2) Available To – Local, GACC, or National.

      (3) Incident.

      (4) ETD – When the resource departed the Incident for its home or preposition location.

      (5) ETA – When the resource is expected to arrive at its home or preposition location.

      (6) Agency.

      (7) Contract.

      (8) Preposition.

      Accessible by clicking the 'Next' arrow:

      (9) Q/T/U (Overhead only).

(10) Employment Status (Overhead only).

c. Clicking the 'Reassign' button brings up the 'Reassign Resource' pop-up dialog box, which has previously been discussed.

6. 'CWN Contracts/Agreements' tab **(6th Tab)** and 'Fill' button.

a. Displays inventory resources you have access to on CWN contracts or Agreements in ROSS. Does not include non-inventory resources.

b. Prepositioned CWN/Agreement resources display on the Available tab for Incidents other than the preposition, not on the CWN/Agreement tab.

c. Resource radio buttons – Select either 'Local Resources' or 'All Resources'.

(1) Local Resources – Resources managed by the local dispatch center, either by a local contract or a contract the to which the dispatch has direct or global access

(2) <u>Non-Local</u> Resources – Resources managed by a non-local dispatch center, on a contract the to which the dispatch has direct or global access.

d. The tab table displays for each resource:

(1) Resource Name.

(2) Available To – Local, GACC, or National.

(3) Contract Number.

(4) Begin Date (of contract).

(5) End Date (of contract).

(6) Vendor.

e. Clicking the 'Fill' button and selecting 'Fill' brings up the 'Fill Request' pop-up dialog box, which has previously been discussed. Note that you can attach a manifest to the request by clicking the 'Create Manifest' button, which was previously discussed.

f. If a prepositioned CWN or Agreement resource with a manifest is used to fill a request on a non-preposition Incident:

(1) The manifest is carried over to the non-preposition Incident request.

(2) The manifest on the non-preposition Incident request can be edited without affecting the manifest on the prepositioned request.

(3) The manifest on the preposition Incident request can be edited without affecting the manifest on the non-prepositioned request.

7. 'Other Resources' tab **(7th Tab)** and 'Action' button.

a. Displays organizations to which you can place the selected request (i.e., child organizations and Selection Area organizations).

b. For requests placed to you from another organization (non-local Incident), the tab displays only child organizations with available resources.

c. Radio buttons – Select either 'Government Controlled' or 'CWN/Agreement'.

(1) Government Controlled – Resources that are either:

- Government owned.

- Vendor owned and on an exclusive use contract with your organization (these resources are considered 'government owned').

(2) Call When Needed – Vendor owned resources that are on call when needed.

d. The tab table displays for each organization:

(1) Organization Name.

(2) Unit ID.

(3) Available – Total number of available resources that could be used to fill the request. You must click the 'Show Resource Counts' check box to populate the Available and Reserved columns.

.

(4) Reserved – Total number of reserved resources that could be used to fill the request. These resources have been committed to an Incident, but their mobilization ETD has not yet occurred.

(5) The following table identifies the resources included in these counts.

<table>
<tr><th colspan="3">Resources Included in Counts</th></tr>
<tr><th></th><th>Available</th><th>Reserved</th></tr>
<tr><td>Government Controlled</td><td>• Unassigned GACC or nationally available government-owned and exclusive-use resources.
• GACC or nationally available prepositioned resources from all sources (government-owned, exclusive-use, call-when-needed, inventory and non-inventory agreement, non-inventory EFF/AD).</td><td>• GACC or nationally available government-owned and exclusive-use resources assigned to a request with mobilization ETD not yet passed.
• GACC or nationally available prepositioned resources from all sources (government-owned, exclusive-use, call-when-needed, inventory and non-inventory agreement, non-inventory EFF/AD) assigned to another request with mobilization ETD not yet passed.</td></tr>
<tr><td>CWN/ Agreement</td><td>• Unassigned GACC or nationally available CWN and agreement resources the dispatch center or its subordinates have on their contracts (whether they manage the resources or not).
• CWN and agreement resources the dispatch center or its subordinates resources have global or direct access to.</td><td>• GACC or nationally available CWN and agreement resources the dispatch center or its subordinates have on their contracts (whether they manage the resources or not) assigned to another request with mobilization ETD not yet passed.
• CWN and agreement resources the dispatch center or its subordinates resources have global or direct access to assigned to another request with mobilization ETD not yet passed (these resources are also included in the Government Controlled - Reserved counts).</td></tr>
<tr><td colspan="3">Notes:
1. Counts displayed on the Other Resources tab to users at GACC and local dispatches include resources that are available to GACC or national.
2. Counts displayed to users at NICC include only nationally available resources.</td></tr>
</table>

e. Clicking the 'Action' button brings up a pop-up list containing:

(1) Place Request – Places the request to the organization selected in the 'Other Resources' tab table. Multi-select is permitted. The request is no longer pending with your organization and is removed from your Pending Request screen.

(2) Place Up Request – Places the request up to your parent organization (regardless of the organization selected in the 'Other Resources' tab table). Multi-select is permitted. The request is no longer pending with your organization and is removed from your Pending Request screen.

(3) Place Request External – Allows the request to be placed to a non-ROSS Dispatch Unit. Multi-select is permitted. Selecting 'Place Request External' brings up the 'Place External' pop-up dialog box, which has previously been discussed.

CATALOG ITEMS **WITH** A CONFIGURATION

1. The tabs that involve using a resource already committed to another Incident ('Reserved', 'Mob in Route', 'At Incident', and 'Demob in Route') operate the same whether or not the requested catalog item has a configuration.

   Note that you are reassigning the resource used to fill the root request and the resources used on any filled subordinate requests.

2. The resource being used to fill the configuration root cannot already have a pending Assignment Roster.

3. The 'CWN Contracts/Agreements' and 'Other Resources' tabs operate the same whether or not the requested catalog item has a configuration.

4. The 'Available' tab (and the 'Fill' operation) is significantly different for catalog items with a configuration. The 'Fill' Button under the 'Available' tab contains six options specific to filling configuration requests:

   a. Fill with Single Resource – Available only for WC (With Configuration) and WO (Without Configuration) requests.

      (1) Fills the root request with the selected resource.

      (2) Subordinate requests are not generated.

   b. Fill with Assignment Roster using Master Roster – Available only for WC and WO requests for which the selected resource has a roster.

      (1) Assigns the selected resource to the root request.

      (2) Displays the resource's roster in the 'Assignment Roster' dialog box.

      (3) The roster of the filling resource supercedes the configuration of the requested catalog item.

   c. Fill with Assignment Roster using Configuration – Available only for WC and WO requests.

      (1) Assigns the selected resource to the root request.

(2) Displays the requested catalog item configuration in the 'Assignment Roster' dialog box.

(3) Note that only the first level of hierarchy beyond the root request is added to the Assignment Roster. If any of the configuration's catalog items are themselves configurations, their catalog items are not added to the Assignment Roster. For example, if a Strike Team Engines is filled with configuration, only the engines are added to the Assignment Roster. The configurations of the engines are not displayed, but can be added using the 'Build From Configuration' option under the 'Action' button.

d. Fill with Assignment Roster (build from scratch) – Available only for WC and WO requests.

(1) Assigns the selected resource to the root request.

(2) All subordinate positions must be added from within the 'Assignment Roster' dialog box.

e. Fill with Assignment Roster for Selected Items – Available only for SI (Selected Items) requests.

(1) Assigns the selected resource to the root request.

(2) Displays, in the 'Assignment Roster' dialog box, the configuration catalog items selected when the request was created.

(3) Note that if you assign a resource that has a roster to an Assignment Roster position, the resources assigned to the roster will not automatically be assigned to the Assignment Roster (i.e., the resource's roster is ignored).

f. Fill with Prepositioned Roster – Available only for resources that are prepositioned.

(1) Assigns the selected resource to the root request.

(2) Displays, in the 'Assignment Roster' dialog box, the roster of the selected resource.

(3) The Assignment Roster cannot be changed (other than Assignment Resource Name); the prepositioned group must be accepted as is.

(4) A prepositioned group cannot be used to fill a group request for which a subordinate request has already been created.

5. The 'Assignment Roster', used with all configuration filling options except 'Fill with Single Resource', will be addressed next, followed by 'Reassign Roster'.

G. Assignment Roster – Assignment Roster was previously discussed as part of 'Quick Fill'. Only the differences will be addressed here. Note that resources from a status-only dispatch cannot be assigned to an Assignment Roster position. The associated pending request must be placed and filled 'Status-Only/External'.

1. Displayed in upper left corner of the 'Assignment Roster' dialog box:

   'Request Item is ordered as' field – Displays the configuration option selected when the request was created:

   a. Catalog Item with Configuration.

   b. Catalog Item without Configuration.

   c. Selected Items from Configuration.

2. 'Request Creation Options' section of the 'Assignment Roster' dialog box.

   a. Select one of the three radio buttons:

      (1) 'Save and continue later'.

      - Saves the Assignment Roster as a work-in-progress.

      - No requests are generated, and no resources are assigned other than to the root catalog item.

(2) 'Commit Resources (save and continue unassigned later)'.

- Commits assigned resources.
- Saves unassigned portions of the Assignment Roster as a work-in-progress.
- The travel option selected applies to all Assignment Roster resources being assigned at that time.

(3) 'Commit Resources and Create Outstanding Requests'.

- Commits assigned resources.
- Creates requests for unassigned items.
- The travel option selected applies to all Assignment Roster resources being assigned at that time.

b. 'Set [request number] as Filled' check box – Applicable only with the 'Commit Resources and Create Outstanding Requests' radio button.

(1) Sets the root request as 'filled' and removes it from the Pending Request screen.

(2) Note that if you select 'Travel to be Arranged', or 'Travel (No Itinerary)' with an ETD in the future, the resource status will be set as 'Reserved'. Reserved resources cannot be viewed on the 'Incident Resources' screen.

c. 'Assignment Roster' section of the 'Assignment Roster' dialog box – Previously discussed.

d. 'Action' button – All options have previously been discussed.

e. 'View' button – All views have previously been discussed.

f. 'Print' button – Prints the Assignment Roster.

g. 'Add/Swap Roster Resources' section of the 'Assignment Roster' dialog box – Previously discussed.

H. Reassign Roster – When the resource on a parent request is reassigned, the 'Reassign Roster' screen is displayed. This screen is very similar to the 'Assignment Roster' screen, which has previously been discussed.

1. Displayed in top section of screen:

   a. 'Continue with reassignment of [resource name] from Request [request number] to Request [request number] on [Incident # and name]?'

   b. Assignment Resource name (cannot be edited).

2. 'Assignment Roster' Table – Displays the following for each assignment roster position. Information cannot be edited.

   a. Request – Request number on the Incident being reassigned from.

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

   c. Position – Catalog item of the position.

   d. Resource Name – Resource assigned to the position, if applicable.

   e. Request Status – Status of the request on the Incident being reassigned from.

   f. Resource Status – Status of the resource assigned to the position, if applicable.

   g. Pending With – Organization the request is pending with, if applicable.

   Accessible by clicking the '>' button:

   h. Name Requested – Individual requested on a name request, if applicable.

   i. Current Dispatch – Organization presently controlling the resource used to fill the request, if applicable.

   j. Contact – Contact information for the current dispatch.

3. 'View' button – The following Views are available from the drop-down list. Views cannot be edited.

    a. View Resource.

    b. View Request.

    c. View Current Dispatch Unit.

    d. View Home Unit.

    e. View Destination Incident.

    f. View Associated Requests.

4. Displayed in bottom section of screen:

    a. Statement: "Requests that are Pending will be cancelled. New requests will be created under [request #] on [Incident #]".

    b. Statement: "For resources that are Reserved or Mob in Route, please contact the current dispatch organization and inform them that there has been a reassignment".

5. 'Print' button – Prints the Reassign Roster.

6. Click the 'OK' button to continue with the reassignment.

7. When a parent request is reassigned, any filled subordinate requests on the original assignment (reserved, mob in route, at Incident, demob in route) inherit the travel selected for the parent to the new assignment.

8. The disposition of a parent request and its subordinates after a reassignment is dependent on the status of the requests at the time of reassignment.

9. The following table identifies the disposition of parent and subordinate requests after **reassignment**.

Disposition of Parent and Subordinate Requests after Reassignment		
IF **Parent Reassigned from A to B While...**	**THEN** **State of Request on A Is...**	**THEN** **State of Request on B Is...**
Parent is Mob-in-Route	Pending with A	Filled
Sub 1 is Cancelled	Removed	n/a
Sub 2 is Pending	Removed	Pending with A
Sub 3 is Filled (Reserved)	Removed	Filled
Sub 4 is Filled (Mob, At Inc, or Demob)	Removed	Filled
Sub 5 is Closed (Released or Reassigned)	Removed	n/a
Parent is At Incident or Demob-in-Route	Reassigned to B	Filled
Sub 1 is Cancelled	Cancelled	n/a
Sub 2 is Pending	Cancelled	Pending with A
Sub 3 is Filled (Reserved)	Reassigned to B	Filled
Sub 4 is Filled (Mob, At Inc, or Demob)	Reassigned to B	Filled
Sub 5 is Closed (Released or Reassigned)	Closed	n/a

Key: 'A' refers to Dispatch A, Incident A.
'B' refers to Dispatch B, Incident B.

10. Additional business rules can be found in the Requirements document for this topic.

I. Other Buttons in 'Select Action for Pending Request' section of the 'ACEO' tab of the 'Pending Request' screen.

1. 'Search' Button – The Search feature allows you to alter the results that display in the 'Select Action for Pending Request' table.

a. For Aircraft, Crews, and Equipment Requests – Clicking the 'Search' button brings up the 'Search Resources' pop-up dialog box.

(1) Inclusion (display only) – Displays inclusions designated on the request (also displayed in the 'Inclusion' column of the Select Pending Request table).

(2) Exclusion (display only) – Displays exclusions designated on the request (also displayed in the 'Exclusion' column of the Select Pending Request table).

(3) Resource name (wildcard permitted).

(4) Do Not Match Features – Checking this checkbox will expand the search to include resources that do not match the features requested on the request.

(5) Do Not Show CWN Contracted Resources – Checking this checkbox will exclude CWN contracted resources from the search (and will remove the 'CWN Contracts' tab from the 'Select Action for Pending Request' section of the screen.

(6) Click 'OK' to perform the resource search.

(7) The header over the 'Select Action for Pending Request' table displays '** FILTERED **' to indicate that the results displayed in the table have been filtered (i.e., have been altered by the search criteria).

b. For <u>Overhead</u> Requests – Clicking the 'Search' Button brings up the 'Search Overhead Resources' pop-up dialog box.

(1) Inclusion (display only).

(2) Exclusion (display only).

(3) To search for a specific individual, regardless of qualification, enter the name in the 'Resource Name' field (wildcard permitted) and then click OK.

(4) To include advanced search criteria, check the 'Include Advanced Criteria' check box.

- Qualifications – This allows you to change the search results to display overhead resources that are qualified as a <u>different</u> catalog item than that being requested.

  - If you <u>do not</u> want to use this feature, leave the 'Qualified Resources Only' radio button selected.

  - If you <u>do</u> want to use this feature:

    - Click the 'Qualified As' radio button.

    - Enter filter criteria in the 'Category', 'Catalog Item', and 'Mnemonic/NFES Code' fields, as desired.

    - Click the 'Search' button.

    - Select a Catalog Item from the table (multi-select is <u>not</u> permitted).

- Include EFF/AD Resources – Checking this checkbox indicates that an Emergency Firefighter or Administratively Determined resource is acceptable

- Do Not Show CWN Contracted Resources (previously discussed).

- Trainee – Select one (or none) of the three radio buttons.

  - No Trainee – A trainee is not acceptable.

  - Trainee Acceptable – A trainee is acceptable.

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

(5) Click 'OK' to perform the resource search.

(6) The header over the 'Select Action for Pending Request' table displays '** FILTERED **' to indicate that the results displayed in the table have been filtered (i.e., have been altered by the search criteria).

2. 'Clear Search' Button.

   a. Unsearches the results displayed in the 'Select Action for Pending Request' table (i.e., removes any limitations imposed by the search criteria).

   b. Does <u>not</u> update the tab numbers. The 'Pending Request Filter' button at the upper right corner of the screen must be clicked to update the tab numbers.

3. 'Query' Button.

   a. Updates the information displayed in the table for the selected tab.

   b. Does <u>not</u> update the tab numbers. The 'Pending Request Filter' button at the upper right corner of the screen must be clicked to update the tab numbers.

4. 'View' Button – Clicking the 'View' button displays a drop-down list containing the following options. Views cannot be edited.

   a. View Resource.

   b. View Home Dispatch Unit.

   c. View Current Dispatch Unit.

IV. 'SERVICES' TAB OF THE 'PENDING REQUEST' SCREEN

Summary.

- Used to take action on all pending requests involving catalog items from 'Services' categories.

- Examples of services include: Temporary Flight Restriction (TFR), Infrared Flight (IR), garbage removal, and meals.

- Requests for Services <u>cannot</u> be placed externally.

Many elements of the 'Services' tab are identical to the 'Aircraft, Crews, Equipment, Overhead' tab, therefore only the differences will be addressed in detail.

A. 'Set Incident Search Criteria' Pop-Up Dialog Box.

1. The 'Set Incident Search Criteria' pop-up dialog box displays automatically each time the 'Pending Request' screen is initially opened.

2. The dialog box contains two tabs: 'Aircraft, Crews, Equipment, Overhead' and 'Services'.

3. The 'Services' tab of the dialog box is identical to the 'Aircraft, Crews, Equipment, Overhead' tab of the dialog box.

B. 'Select Incident' section of the 'Services' tab of the 'Pending Request' screen – Displays the Current Selected Incident. To change the Incident context of the 'Pending Request' screen, click the 'Search' button to access the 'Set Incident Search Criteria' pop-up dialog box.

C. 'Set Filter Criteria for Pending Requests' section of the 'Services' tab of the 'Pending Request' screen

This section of the 'Services' tab is essentially identical to the same section of the 'Aircraft, Crews, Equipment, Overhead' tab. The only difference is that the 'Catalog Category' and 'Requested Item' fields are required fields.

D. 'Select Pending Request(s)' section of the 'Services' tab of the 'Pending Request' screen.

The 'Select Pending Request(s)' table of the 'Services' tab is essentially identical to the same section of the 'Aircraft, Crews, Equipment, Overhead' tab, therefore only the differences will be addressed in detail.

1. Table columns – All columns are the same as for 'ACEO' tab except 'Quantity' and 'Note'.

   a. Quantity (Requested).

   b. Note – There are four additional notes available for services requests:

      (1) Local Purchase – Your organization is purchasing the requested service from a local, non-ROSS organization.

      (2) Procurement – Procurement personnel in your organization are working on the request.

      (3) TFR Sent to ARTCC (Available for TFR requests only).

      (4) Infrared Flight Request Sent – (Available for IR requests only). Indicates the IR Form has been sent to an IR Group outside of ROSS.

2. 'Claim' button – Same as for 'ACEO' tab.

3. 'Action' Button.

   a. Depending on the request selected from the table, one or more choices under the 'Action' button may be grayed out, meaning those actions cannot be performed for that request.

   b. Fill (Local and Non-local Incidents).

      The pop-up dialog box that displays when 'Fill' is selected depends on whether the selected request is for a Temporary Flight Restriction, Infrared Flight, or other service.

Temporary Flight Restriction Request

The 'Fill Temporary Flight Restriction Request' pop-up dialog box displays.

(1) 'NOTAM Received' section of the 'Fill Temporary Flight Restriction Request' pop-up dialog box. All fields are required.

- Received Date/Time – Use the 'Calendar' feature to specify the date and time (with time zone) the NOTAM was received.
- From – Enter from whom the NOTAM was received.
- NOTAM Number – Enter the NOTAM number.
- Effective Date/Time – Use the 'Calendar' feature to specify the date and time (with time zone) the NOTAM is effective.

(2) 'Enter Documentation' section of the 'Fill Temporary Flight Restriction Request' pop-up dialog box – Click the cursor in the text-entry field, and type in any changes to the TFR.

(3) Click 'OK'. The 'Fill Temporary Flight Restriction Request' pop-up dialog box closes, and you are returned to the 'Services' tab of the 'Pending Request' screen.

(4) Note that a 'Temporary Flight Restriction' request is not filled with a resource item.

Infrared Flight Request

The 'Fill Infrared Flight Request' pop-up dialog box displays.

(1) 'Select Aircraft' section of the 'Fill Infrared Flight Request' pop-up dialog box.

- The table displays resource items available to your unit that are classified as the 'Infrared Flight' catalog item.

- Select a resource from the table, and then use the 'Calendar' feature to enter an Estimated Delivery Date and Time (with time zone).

(2) 'Enter Documentation' section of the 'Fill Infrared Flight Request' pop-up dialog box – Click the cursor in the text-entry field, and type in documentation as desired.

(3) The following statement appears: "Request [Number] [Catalog item] will be filled by [Call sign of selected resource item] (Registration number of selected resource item)".

(4) 'Financial Code/Compact' section of the 'Fill Infrared Flight Request' pop-up dialog box:

- The financial code/compact is displayed (if one was defined for the Incident).

- 'Change Financial Code/Compact' button – Addressed later in this course unit.

(5) Click 'OK'. The 'Fill Infrared Flight Request' pop-up dialog box closes, and you are returned to the 'Services' tab of the 'Pending Request' screen.

(6) Note that an 'Infrared Flight' request is filled with a resource item, however the resource is not committed to the Incident associated with the Infrared Flight, and is available to fill another Incident request.

All Other Service Requests

Displays the 'Fill or Place Pending Request' pop-up dialog box, which can contain up to five tabs:

(1) CWN Contracts/Agreements.

(2) Purchase Agreements.

(3) Enter Fill Information.

(4) Committed.

(5) Other Sources.

'CWN Contracts/Agreements' (**1st Tab)**

(1) Used to fill a service request with an inventory resource on a CWN contract or Agreement in ROSS. Does not include non-inventory resources.

(2) The CWN Contracts/Agreements tab does not appear if the requested:

- Catalog item is orderable in a quantity greater than one.

- Service is 'Frequency' (from the 'Air Service' category of the 'Aircraft' catalog).

(3) The 'Select Contract' table displays the CWN Contract and Agreement resources, available to your unit, qualified as the catalog item being requested.

(4) The following is shown for each resource:

- Resource Name.

- Contract Number.

- Begin Date – The contract begin date. The request Need Date/Time cannot be before this date.

- End Date – The contract end date. The request Need Date/Time cannot be after this date.

- Vendor.

(5) 'View Resource' Button – Clicking the 'View Resource' button brings up the 'View Resource' pop-up dialog box (for the selected resource).

(6) Select a resource from the table.

(7) The following statement appears in the 'Resource Assignment' section of the pop-up dialog box: "Request [Number] [Catalog item] will be filled with [Selected Resource Item] and will use Financial Code/Compact [number/name]".

(8) 'Change Financial Code/Compact' button – Addressed later in this course unit.

(9) Quantity Requested – Displays the quantity from the request.

(10) Quantity Assigned – Enter the quantity you are filling. The default for this field is the quantity requested. This field is grayed-out if the request is for an item that cannot be ordered in quantity.

(11) Track Request – If the 'Track Request' check box is already checked, then it cannot be changed. If the check box is not checked, then you have the option tracking or not tracking the request.

(12) Travel – Select one of the Travel radio buttons. If Set Travel (no itinerary) is selected, use the 'Calendar' feature to designate an ETD and ETA. Note that 'Travel with Itinerary' is <u>not</u> an option for a service item. Also, the ROSS Travel feature <u>cannot</u> be used for a service item for which the associated request is not tracked.

(13) Enter Documentation – Enter documentation as appropriate.

(14) Click 'OK'. The 'Fill or Place Pending Request' pop-up dialog box closes, and you are returned to the 'Services' tab of the 'Pending Request' screen.

(15) When a 'CWN Contract' or 'Agreement' resource is used, the resource item is committed to that Incident and cannot be used to fill another Incident request.

<u>'Purchase Agreements'</u> **(2nd Tab)**

(1) Use this tab to fill a service request via a Purchase Agreement.

(2) The Purchase Agreement tab does not appear if the requested service is 'Frequency' (from the 'Air Service' category of the 'Aircraft' catalog).

(3) The Purchase Agreement tab is not applicable to preposition Incidents.

(4) You can use the 'Filter' feature to limit the Vendors that appear in the 'Select Vendor' table. A wildcard entry is permitted in the 'Set Filter for Vendor Name' field.

(5) The 'Select Vendor' table displays the agreements that can be used to supply the requested item.

(6) The following is shown for each resource:

- Vendor Name.
- Official Address.
- Agreement Number.

Accessed via the 'Next' ('>') button:

- Start Date – The purchase agreement begin date. The request Need Date/Time cannot be before this date.
- End Date – The purchase agreement end date. The request Need Date/Time cannot be after this date.

(7) Select a purchase agreement from the table.

(8) The following statement appears in the "Resource Assignment' section of the pop-up dialog box: 'Request [Number] [Catalog item] will be filled with [Vendor Name] and will use Financial Code/Compact [number/name]".

(9) All fields and buttons in the 'Resource Assignment' section function the same way in each tab of the 'Fill or Place Pending Request' pop-up dialog box.

(10) Click 'OK'. The 'Fill or Place Pending Request' pop-up dialog box closes, and you are returned to the 'Services' tab of the 'Pending Request' screen.

(11) Note that when a purchase agreement is used to fill a service request, no ROSS resource items are being used. An individual purchase agreement can be used to fill more than one service request.

<u>'Enter Fill Information'</u> **(3rd Tab)**

(1) Used to fill a services request with a non-inventory agreement resource.

(2) The Enter Fill Information tab is not applicable to preposition Incidents.

(3) Enter/select information in the fields as appropriate:

- Resource Name – Enter a name for the non-inventory resource.
- Description – Enter a description of the resource.
- Agreement Number – Enter the agreement number.
- Provider – Select a Provider from the drop-down list, which contains provider organizations associated with the user's dispatch.
- Vendor – Enter the name of the resource's vendor, or click the Pick button, which opens the 'Select Organization' dialog box. Enter filter criteria, and then click the 'Filter' button. Select the vendor organization from the table.

(4) The following statement appears in the 'Resource Assignment' section of the pop-up dialog box: "Request [Number] [Catalog item] will be filled with [See Description] and will use Financial Code/Compact [number/name]".

(5) All fields and buttons in the 'Resource Assignment' section function the same way in each tab of the 'Fill or Place Pending Request' pop-up dialog box.

(6) Click 'OK'. The 'Fill or Place Pending Request' pop-up dialog box closes, and you are returned to the 'Services' tab of the 'Pending Request' screen.

(7) Your dispatch is the 'home dispatch' of the resource until it is released.

'Committed' **(4th Tab)**

(1) Used to fill a service request with an inventory or non-inventory service resource currently assigned to an Incident dispatched by the user’s organization (this function is essentially the same as a 'reassignment'). The resources must have been used to fill a service request via either the 'CWN Contracts/Agreements' or 'Enter Fill Information' tabs of the 'Fill or Place Pending Request' dialog box.

(2) The Committed tab does not appear if the requested service is a catalog item that can be ordered in a quantity greater than one.

(3) The Committed tab is not applicable to preposition Incidents.

(4) The 'Select Committed Resource to Reassign' table displays the resources, available to your unit, that are presently being used in the same capacity (i.e., qualification) as the catalog item of the request you are filling.

(5) A resource’s present use, rather than a resource’s qualification, is used as a filter because it allows the inclusion of non-ROSS resource items (which do not have 'qualifications').

(6) The following is shown for each resource:

- Resource Name.

- Incident – The Incident the resource is presently committed to.

- Status – The status of the resource (e.g., Mob in Route, At Incident, Demob in Route).

- ETD – The mobilization or demobilization, as appropriate, ETD.

- ETA – The mobilization or demobilization, as appropriate, ETA.

Accessed via the 'Next' ('>') button:

- Agency – The agency of the provider of the resource.

(7) 'View Resource' Button – Clicking the 'View Resource' button brings up the 'View Resource' pop-up dialog box (for the selected resource).

(8) Select a resource from the table.

(9) The following statement appears in the 'Resource Assignment' section of the pop-up dialog box: "Request [Number] [Catalog item] will be filled with [Selected Resource Item] and will use Financial Code/Compact [number/name]".

(10) All fields and buttons in the 'Resource Assignment' section function the same way in each tab of the 'Fill or Place Pending Request' pop-up dialog box.

(11) Click 'OK'. The 'Fill or Place Pending Request' pop-up dialog box closes, and you are returned to the 'Services' tab of the 'Pending Request' screen.

(12) Note that when the 'Committed' tab is used to reassign a resource, that resource is no longer available to fill another request.

(13) If the resource to be reassigned is presently on a request that has support requests, the 'Support Request Disposition' pop-up dialog box appears. This box lists the support requests, and reminds you of your options for the support requests:

- No Change.
- Filled Support Request.
  - Reassign the Support Request.
  - Release the Support Request.
- Cancel the Support Request.

<u>'Other Sources'</u> **(Fifth Tab)**

(1) Used to place or place up a service request.

(2) The 'Select Dispatch Center' displays the Dispatch Centers that you can place a request with (i.e., your children and organizations in your Selection Area).

(3) The following is shown for each Dispatch Center:

- Dispatch Center Name.
- Unit ID.
- CWN Contracts – Displays the number of CWN contracts that involve the type of resource you are requesting (without regard to the availability of the resources).
- Purchase Agreements – Displays the number of Purchase Agreements that involve the type of resource you are requesting (without regard to the availability of the resources).

(4) To <u>place</u> the request: Select a unit from the table, and select the 'Place with Selected Dispatch Center' radio button. The following statement appears: "Request [Number] [Catalog item] will be placed with [Dispatch Center Name and Unit ID]".

(5) To <u>place up</u> the request to your parent organization, select the 'Place Up' radio button. The following statement appears: "Request [Number] [Catalog item] will be placed with parent organization".

(6) Click 'OK'. The 'Fill or Place Pending Request' pop-up dialog box closes, and you are returned to the 'Services' tab of the 'Pending Request' screen.

c. Place Request (next selection under the 'Action' button).

(1) If the request is for either a 'Temporary Flight Restriction' or 'Infrared Flight' (multi-select is permitted):

- The 'Place Request' pop-up dialog box is displayed.
- The 'Select Dispatch Center' table displays organizations to which you can place a request.
- The following is shown for each Center:
  - Dispatch center Name.
  - Unit ID.
- To <u>place</u> a request, select a Dispatch Center from the table, and leave the 'Place with Selected Dispatch Center' radio button selected.
- To <u>place up</u> a request, select the 'Place Up' radio button.
- Click 'OK'. The 'Fill or Place Pending Request' pop-up dialog box closes, and you are returned to the 'Services' tab of the 'Pending Request' screen.

(2) If the request is for any other service except 'Temporary Flight Restriction' or 'Infrared Flight' (multi-select is permitted):

The procedure is identical to that for 'Temporary Flight Restriction' or 'Infrared Flight', except that the table contains the following two additional columns:

- CWN Contracts – Displays the number of CWN contracts that involve the type of resource you are requesting (without regard to the availability of the resources).

- Purchase Agreements – Displays the number of Purchase Agreements that involve the type of resource you are requesting (without regard to the availability of the resources).

d. Place Up Request – There are no differences in this action between the 'Aircraft, Crews, Equipment, Overhead' and 'Services' tabs.

e. Cancel Request (Local Incidents only) – There are no differences in this action between the 'Aircraft, Crews, Equipment, Overhead' and 'Services' tabs.

f. UTF Request (Non-local Incidents only) – There are no differences in this action between the 'Aircraft, Crews, Equipment, Overhead' and 'Services' tabs.

g. Cancel UTF Request (Local Incidents only) – There are no differences in this action between the 'Aircraft, Crews, Equipment, Overhead' and 'Services' tabs.

h. Edit Request (Local Incidents only) – There are no differences in this action between the 'Aircraft, Crews, Equipment, Overhead' and 'Services' tabs.

i. Add/Edit Supplemental (Local and Non-local Incidents).

(1) Allows the creation (or editing) of supplemental forms (i.e., Temporary Flight Restriction, Infrared Aircraft Scanner Request, and Food Service Request).

(2) A specific supplemental form can only be completed for a 'Service' request involving a catalog item for which that specific form is designated as applicable.

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

(4) Supplemental forms can also be accessed via the 'New Request' and 'Request Status' screens.

(5) Supplementals are addressed, as a separate unit, later in the course.

j. Create Support Request (Local and Non-local Incidents) – There are no differences in this action between the 'Aircraft, Crews, Equipment, Overhead' and 'Services' tabs.

k. Add Documentation (Local and Non-local Incidents) – Multi-select is permitted. There are no differences in this button between the 'Aircraft, Crews, Equipment, Overhead' and 'Services' tabs.

l. 'View' Button (on the 'Services' tab of the 'Pending Request' screen) – These views have previously been discussed.

m. 'Note' Button – Used to place (or clear) one of the following notes in the 'Note' column of the table:

(1) Hold Request.

(2) Local Purchase.

(3) Procurement.

(4) TFR Sent to ARTCC.

(5) Infrared Flight Request Sent.

n. 'Print' Button – Used to print a hard copy of the selected request.

E. 'Change Financial Code/Compact' Button (in the 'Fill Request', 'Reassign Resource', and 'Fill/Place Pending Request' pop-up dialog boxes).

1. Clicking the 'Change Financial Code/Compact' button brings up the 'Change Financial Code/Compact' pop-up dialog box.

2. The request number and name, and the financial code presently applied to the request, are displayed.

3. The 'Change Financial Code/Compact' pop-up dialog box contains three tabs:

a. 'Incident Financial Codes'

b. 'Incident Compacts'

c. [Your Organization's] Financial Codes

4. 'Incident Financial Codes' **(1st Tab)**.

   a. You can select from financial codes entered for the Incident and/or create a new code.

   b. The table displays the financial codes entered for the Incident (on the Incident screen).

   c. The following is displayed for each code:

      (1) Financial Code.

      (2) Default (yes/no).

      (3) Owned By.

      (4) Fiscal year.

      (5) Active (yes/no).

   d. Select the desired code from the table.

   e. '<u>Use Existing Financial Code/Compact</u>' radio button is the default selection.

   f. To change the existing code/compact, the 'Use Selected Financial Code/Compact' radio button must be selected before clicking 'OK'.

   g. Adding a financial code:

      (1) 'New' button.

      (2) Enter the financial code.

      (3) Enter a fiscal year for the code.

      (4) Indicate whether the code is active.

      (5) Indicate whether the code is owned by a federal or state entity.

(6) Select the appropriate entity from the drop-down list.

(7) If the Use Existing radio button is not changed to the Use Selected button before exiting the set financial code/compact up dialog box:

- All new selections will be ignored.
- However, any financial codes that were added will be retained.

5. 'Incident Compacts' **(2nd Tab)** – Allows you to select from compacts assigned to the Incident.

   ** ROSS feature not yet functional **

6. [Your Organization’s] Financial Codes **(3rd Tab)**.

   a. You can select from preexisting financial codes (that are not presently being used on the Incident).

   b. Select a Unit from the drop-down list, which contains your organization and your child organizations.

   c. Select a Year from the drop-down list.

   d. The table displays the financial codes meeting the unit and year criteria.

   e. Select the desired code from the table.

   f. Click the Use Selected Financial Code/Compact radio button.

   g. Click 'OK'.