SECTION 9

REQUEST STATUS

SECTION 9 – Request Status

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

1. Text was added regarding ordering chain business rules (p. 9.4).
2. Text was added regarding the 'Name Request Only' checkbox (p. 9.9).
3. Text was added regarding the 'NR' table column (p. 9.11).
4. Revised text regarding 'Edit Assignment' tab of 'Edit Request' (p. 9.12).
5. Revised text regarding 'Agreement Resource' tab of 'Edit Request' (p. 9.13).
6. Revised text regarding 'EFF/AD Resource' tab of 'Edit Request' (p. 9.14).
7. Text was added regarding cancel reassignment of configurations (p. 9.16).
8. Text was added regarding retrieving automatically placed requests (p. 9.17).

SECTION 9 – Request Status

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Summary.

- Accessed by either the 'Request' or 'Status' menu.
- Used to:
  - Check the status of resource requests.
  - Perform basic actions on requests, such as Edit, Unfill, Cancel (but NOT Fill or Place).
- You can only view those requests for which your organization has been in the 'ordering chain' (i.e., handled the request in some way, other than UTF). This includes requests that were placed external.
- The ordering chain business rules dictating the reassignment of resources, and thus the resources that can be viewed on the Request Status screen, were discussed in the 'Pending Request' section of this document.
- Certain actions can only be performed if your organization originated the request.

I. 'SEARCH INCIDENTS' POP-UP DIALOG BOX

- Each time the Request Status screen is opened, the Incident context must be set using the 'Search Incidents' pop-up dialog box (which appears automatically when 'Request Status' is selected from either the 'Request' or 'Status' menu).
- The Request Status screen can only be viewed for one Incident at a time.
- The 'Most Recent Incidents' toolbar drop-down list, which is for local Incidents only, does not apply to the Request Status screen.

A. 'Set Filter Criteria for Incidents' section of the dialog box.

1. 'Local/Non-local Incident' Radio buttons – Select either the Local or Non-local Incident radio button (defaults to Local).

2. The Incident search can further be filtered by any, or all, of the following:

   a. 'External' check box – Checking the 'External' check box will result in only External Incidents being displayed.

b. Incident Name – Enter the name of a specific Incident (wildcard permitted).

c. Incident Type – Select the type of Incident (e.g., Wildland Fire, Natural Disaster) from the drop-down list. More than one type can be selected.

d. Host – Select an Incident Host from the drop-down list.

e. Host Dispatch – Select a Host Dispatch from the drop-down list.

f. Incident Number – Select the Incident number prefix from the drop-down list. Enter the remainder of the Incident number in the field on the right.

g. Created From/To – Use the 'Calendar' feature to specify a range of dates during which the Incident must have been created.

3. Enter/select the desired filter criteria, and then click the 'Search' button. Incidents meeting the filter criteria are displayed in the 'Select Incident' table.

B. 'Select Incident' section of the dialog box.

1. The 'Select Incident' table displays information for each Incident.

a. Incident Name.

b. Incident Number.

c. Host Dispatch.

d. Agency – The organization with which the Host has an agency affiliation.

e. Incident Type.

f. Start Date – The date the Incident was created.

2. Select the appropriate Incident, and then click 'OK'. The 'Search Incidents' pop-up dialog box closes, and you are taken to the 'Request Status' screen.

II. 'SELECT INCIDENT' SECTION OF THE 'REQUEST STATUS' SCREEN

A. Indicates the 'Current Selected Incident', and whether the Incident is:

1. Local or non-local.

2. External.

B. If an Incident has not yet been selected, or you want to change to another Incident, click the 'Search' button to access the 'Search Incidents' pop-up dialog box.

III. 'AIRCRAFT, CREWS, EQUIPMENT, OVERHEAD REQUESTS' TAB ON THE 'REQUEST STATUS' SCREEN

The 'Aircraft, Crews, Equipment, Overhead' (ACEO) tab is used to view and take action on all requests <u>except</u> those for catalog items from 'Services' categories.

A. 'Set Filter for Catalog' section of the 'ACEO Requests' tab.

1. You can filter requests by Catalog, Category, and Catalog Item.

2. Each drop-down list contains only the selections for which there are Incident requests (for which your organization is in the ordering chain).

3. For example, if there have been no requests, for this Incident, for an item from the Aircraft catalog, then the Aircraft catalog will <u>not</u> appear under the Catalog drop-down list.

4. Catalog (required field) – Select a Catalog from the drop-down list.

5. Category – Select a Category from the drop-down list, if desired.

6. Catalog Item – Select a Catalog Item from the drop-down list, if desired.

7. If you do not select criteria for the other filters on the 'Request Status' screen before clicking the 'Filter' button, you will automatically be accepting the default for those filters.

B. 'Set Filter for Request Status' section of the 'ACEO Requests' tab.

1. Only <u>one</u> of the six filters can be selected.

2. Pending With (**1st** radio button).

   a. Select 'Pending With' radio button, and select an organization from the drop-down list.

   b. For a local Incident, the only organizations that will appear in the list are those with which one of your requests is pending.

   c. For a non-local Incident, the only organizations that will appear in the list are those with which a request is pending, AND your organization is in the ordering chain of the request.

3. Filled By (**2nd** radio button).

   a. Select 'Filled By' radio button, and select an organization from the drop-down list.

   b. For a local Incident, the only organizations that will appear in the list are those that have filled one of your requests.

   c. For a non-local Incident, the only organizations that will appear in the list are those that have filled a request, AND your organization is in the ordering chain of the request.

   d. To further restrict search for requests, click any or all of the resource status check boxes:

      (1) Reserved – The resource's travel departure date/time has <u>not</u> yet occurred.

      (2) Mob in Route – The resource's departure date/time has occurred, but its Incident arrival date/time has <u>not</u> yet occurred.

      (3) At Incident – The resource is at an Incident (i.e., its Incident arrival date/time has occurred).

      (4) Tentative Release – The resource is scheduled for release from an Incident on a set date unless a change dictates postponement/cancellation of the release.

(5) Released – The resource has been set free from an Incident, but its departure date/time has <u>not</u> yet occurred.

(6) Demob in Route – The resource's departure date/time has occurred, but its Home arrival date/time has <u>not</u> yet occurred.

4. Completed (**3rd** radio button).

   a. Select 'Completed' radio button.

   b. For a local Incident, this filter limits the search to your requests that are completed.

   c. For a non-local Incident, this filter limits the search to requests that are completed AND of which your organization is in the ordering chain.

   d. To further restrict the search for requests, click any or all of the check boxes:

      (1) Closed – The resource(s) used to fill the request have 'Returned from Assignment' and have been marked as 'Available'.

      (2) Reassigned – The requested resource has been reassigned to another Incident.

      (3) Returned – The requested resource has returned to its home location, but has not yet been marked as 'available'.

      (4) Cancelled – The request has been cancelled.

      (5) Cancelled – UTF – The request was placed, returned as UTF, and then cancelled.

      (6) Deleted – The request was deleted.

5. 'Name Request Only' checkbox – Check this checkbox to display only Name Requests.

6. Last Action (**4th** radio button).

   a. Select 'Last Action' radio button, and select an action from the drop-down list, which contains:

      (1) Cancel – Requests that have been cancelled.

      (2) Cancel UTF – Requests that have been cancelled after having been UTF'd.

      (3) Delete – Requests that have been deleted.

      (4) Enter – Requests that have been entered (i.e., created) but not yet placed or filled.

      (5) External Request – Requests that were created for an external Incident, but not yet placed or filled.

      (6) Fill – Requests that have been filled.

      (7) Fill External – Requests that have been filled by an external resource.

      (8) Fill/Close – Supply and Services requests that were not 'tracked' (i.e., the request was closed at the moment it was filled).

      (9) Place – Requests that have been placed, but not yet filled or UTF'd.

      (10) Place External – Requests that have been placed to an external dispatch, but not yet filled or UTF'd.

      (11) Place Up – Requests that have been placed up (to the parent organization), but not yet filled or UTF'd

      (12) Reassign – Requests for which the associated resource has been reassigned from the selected Incident to another Incident.

      (13) Release – Requests for which the associated resource has been released from the selected Incident.

(14) Retrieve – Requests that were placed, then retrieved.

(15) UTF – Requests that have been UTF'd.

(16) UTF External – Requests that were placed external, then retrieved, then UTF'd.

(17) Unfill – Requests that have been unfilled (after having been filled).

(18) Unrelease – Requests for which the associated resource has been unreleased (after having been released).

b. Displays only those requests for which the selected action was the last action performed (regardless of the organization that performed the action).

c. For example, selecting 'Place' and 'Last Action' displays requests that have been placed (but for which no other action has subsequently been performed).

d. To further restrict the search for requests, click any or all of the check boxes:

7. Last Action by [Your Organization] (**5th** radio button).

    a. Select 'Last Action by [Your Organization]' radio button, and select an action from the drop-down list (which contains the same actions as the 'Last Action' drop-down list, though in a different order)

    b. Filter results are limited to requests (for the selected Incident) for which the selected action was the last action performed for the request <u>by your organization</u>.

    c. A subsequent action (e.g., fill, UTF) may have been performed by another organization for the requests.

8. Request Number (**6th** radio button).

    a. Select the 'Set Filter for Individual Request' radio button.

    b. The prefix of the request number will always match the Catalog selected in the drop-down list in the 'Set Filter for Catalog' section of the 'Request Status' screen.

c. Enter the specific request number in the field on the right.

9. Once all desired filter criteria have been selected/entered, click the 'Filter' button.

C. 'Incident Requests' Table of the 'ACEO Requests' tab.

1. The following is displayed for each request:

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

b. 'NR' – An asterick (*) identifies the request as a 'Name Request'.

c. 'G' column – '*' Indicates a request for a catalog item that has a configuration.

d. Request Number.

e. Resource Requested – The Catalog Item requested. Note that in the case of automatically placed Assignment Roster requests, also includes the specific name of the requested resource.

f. From – The originator of the action (e.g., the organization that placed the request).

g. Request Status – The status of the request (i.e., Pending, Filled, Retrieved, Closed, Off Assignment).

h. To – The recipient of the action (e.g., the organization that receives a placed request). Note that the 'From' and 'To' organizations will always be the same <u>unless</u> the request has changed ownership (i.e., the request has been Placed, Placed Up, UTF'd, or Filled).

i. Action Taken On – The date and time the action was taken.

j. Resource Assigned – (Only applicable to requests that have been filled). The resource used to fill the request. For root request of a configuration, either the Assignment Resource Name or Resource Name can be displayed, depending on which radio button is selected just below the 'Incident Requests' table.

Accessible by clicking the 'Next' arrow:

k. Action – The action taken on the request (e.g., Enter, Fill, Place, UTF).

l. Resource Status – (Only applicable to requests that have been filled). The status of the resource used to fill the request (i.e., Mob in Route, At incident, Demob in Route, Returned, Off Assignment).

2. 'Show Subordinate Requests' check box.

   a. The table defaults to displaying 'parent' and 'subordinate' requests.

   b. Unchecking the 'Show Subordinate Requests' check box results in only 'parent' requests being displayed.

3. 'Action' Button.

   Select a request from the table, and then click the 'Action' button, which displays a drop-down list consisting of the following actions. Multi-select is permitted for certain actions, as indicated by the '+' sign in ROSS, and as noted in the following discussion.

   a. Edit Request (**1st** option under Action) – Local Incidents only. Multi-select is permitted. Brings up the 'Edit Request' pop-up dialog box, which displays one or more of the following tabs as appropriate: Edit Catalog Item, Edit Request, Edit Assignment, Agreement Resource, EFF/AD Resource.

      (1) Edit Catalog Item tab – Only displays if the request has not yet been filled. Previously discussed.

      (2) Edit Request tab – Previously discussed.

      (3) Edit Assignment tab – Applicable to 'filled' request only. This tab allows editing of information about the resource used to fill the request.

         - Resource – Displays the name of the resource used to fill the request.

- Financial Code – Displays the financial code associated with the request. Click the Pick button to select a different code.

- Current Location – Displays the current location of the resource used to fill the request. To edit, select a different location from the drop-down list.

- Assigning Contact – Displays the name of the request assigning contact. To edit, either type directly in the field or click the Pick button.

- Release Date/Time – Displays the resource's release date and time, if applicable.

- Mobilization ETD and ETA – Displays the resource's mobilization Estimated Time of Departure and Arrival. To edit, click on the Calendar icon.

- 'View Mobilization Travel Itinerary' button – Only applicable if the resource has a mobilization travel itinerary.

- Demobilization ETD and ETA – Displays the resource's demobilization Estimated Time of Departure and Arrival. To edit, click on the Calendar icon.

- 'View Demobilization Travel Itinerary' button – Only applicable if the resource has a demobilization travel itinerary.

- Quantity Assigned Field – The quantity assigned to the request, if applicable.

- Enter Documentation – Type in text as appropriate.

(4) Agreement Resource tab – Only displays if the request was filled with a non-inventory agreement resource. Revise/enter information in the fields as appropriate:

- Resource Name.

- Description.

- Agreement Number.

- Provider.
- Vendor.

(5) EFF/AD Resource tab – Only displays for Overhead requests filled with a non-inventory EFF/AD resource. Revise/enter information in the fields as appropriate:

- Last Name.
- First Name.
- Middle Name.
- Contact Information.
- Provider.

b. Unfill Request (**2nd** option under Action) – Local and Non-local Incidents. Unfills the selected request. Multi-select is permitted.

(1) Only available if the status of the selected request is 'Reserved' (i.e., the request is filled but the resource's mobilization ETD has not yet passed).

(2) Both Requests that were filled internal or placed external/filled with an external resource can be unfilled.

(3) The unfilled request becomes pending with the organization that performed the unfill.

(4) Once a request has been 'unfilled', one of the following must be performed for the request:

- Cancelled (if your organization generated the request).
- Filled with another resource.
- UTF'd back to the ordering unit (if the request was placed to your organization).

c. Cancel Reassignment (**3rd** option under Action button).

(1) Applicable only to filled requests for which the resource was 'At Incident' and then was reassigned to another request, and the resource is 'Mob in Route' to the new assignment.

(2) The resource is placed back on the original request it was reassigned from and is statused 'At incident' (i.e., travel arrangements cannot be made).

(3) The request the resource had been reassigned to is unfilled and becomes pending with the organization that performed the Cancel Reassignment.

(4) The Requesting Unit of the request the resource had been reassigned to receives a No Action notification message.

(5) If the request the resource had been reassigned to has associated support requests, the Requesting Unit receives an Action notification message.

(6) When a prepositioned resource is reassigned from one non-preposition Incident to another non-preposition Incident, and the reassignment is cancelled:

- The request the resource had been reassigned to is unfilled and becomes pending with the organization that performed the Cancel Reassignment.
- The organization performing the cancel reassignment can decide to either:
  - Return the resource back to the non-preposition Incident associated with the original request (the resource and requests are handled as with any cancel reassignment, as previously discussed above).
  - Release the resource back to the preposition Incident.
    - The resource is placed back on the preposition Incident request, and a release

date, travel option, and release to location can be set.

- The request the resource had been reassigned to is unfilled and becomes pending with the organization that performed the Cancel Reassignment.

- The request the resource had been reassigned from is closed when the resource returns to the preposition Incident.

(7) Cancel Reassignment of Configuration Requests.

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

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

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

d. Retrieve Request (**4th** option under Action button) – Retrieves a request that your organization placed (regardless of whether you created the request), including requests that are automatically placed as the result of filling/reassigning an assignment roster with non-local resources assigned. Multi-select is permitted.

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

(2) You cannot retrieve a request that your organization has UTF'd.

(3) You can retrieve a request for which you are in the ordering chain even if the request has subsequently be placed to other dispatch units.

(4) If the request was placed internally (i.e., to a ROSS Dispatch Unit), you receive a confirmation message. Click 'Yes' to retrieve the request(s).

(5) If the request was placed externally (i.e., to a non-ROSS Dispatch Unit) the 'Retrieve Request' pop-up dialog box displays, which was previously discussed in 'Pending Request'.

(6) The dispatch unit from which a request was retrieved can still view the request and add documentation to it, however they cannot edit or otherwise process the request.

e. Cancel Request (**5th** option under Action) – Local Incidents only. Only available if the selected request has not yet been filled, placed, or placed up. Cancels the selected request. Multi-select is permitted.

f. Cancel UTF Request (**6th** option under Action) – Local Incidents only. Only available if the selected request has been UTF'd back to you as the originator. Cancels the selected request. Multi-select is permitted.

g. Add/Edit Supplemental (**7th** option under Action) – Local Incidents only.

   (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.

h. Add Documentation (**8th** option under Action) – Local and Non-local Incidents. Allows documentation to be added for the selected request. Multi-select is permitted. Add Documentation has previously been discussed.

i. Create Support Request (**9th** option under Action) – Local and Non-local Incidents. Allows the creation of support requests for the selected request. The 'Create Support Request' pop-up dialog box was previously discussed as part of 'Pending Request'.

j. Add Subordinate Request (**10th** option under Action) – Applicable only to filled requests for catalog items that have a configuration. Used to add a subordinate request to the selected request. Brings up the 'Create Subordinate Request' pop-up dialog box.

   (1) An example of when a subordinate request might be added to a request is: A resource on a subordinate request must be released, however the resource need still remains. A new subordinate request is generated to replace the resource.

(2) The Filling unit can add a subordinate request only when the resource used to fill the parent request is statused as 'Reserved' or 'Mob in Route'.

(3) The Receiving unit can add a subordinate request only when the resource used to fill the parent request is statused as 'Mob in Route' or 'At Incident'.

(4) The 'Create Subordinate Request' dialog box is essentially identical to the 'Create Support Request' dialog box, with the following addition:

'Select Placement' section of the 'Request' tab of the 'Create Subordinate Request' dialog box – Applicable only when adding a subordinate request to a parent request (for a local Incident) that was placed to, and filled by, another organization.

- Select one of the two radio buttons:
  - Place Directly with Filling Organization – Used by the Receiving Unit. Places the subordinate request with the organization that filled the parent request.
  - Place/Fill Locally (via pending Request) – Used by either the Filling or Receiving Unit. Adds the subordinate request to the 'Pending Request' screen.
- 'View' button – Brings up the 'View Organization' pop-up dialog box for the Filling unit.

(5) You cannot select a 'Preorder' when adding a Subordinate Request.

k. Edit External Resource (**11th** option under Action) – Applicable only for requests that were filled with an external resource. Brings up the 'Edit External Resource' pop-up dialog box, which is very similar to the 'Fill with External Resource' dialog box addressed in the 'Pending Request' unit. The 'Edit External Resource' dialog box allows you to:

(1) Edit information about the selected external resource.

(2) Edit the resource’s manifest, if applicable.

(3) Enter documentation.

4. '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 Resource.

   d. View Requesting Unit.

   e. View Filling Unit.

   f. View Home Dispatch Unit.

   g. View Associated Requests.

5. 'Print' Button – Clicking the 'Print' button displays a drop-down list containing the following options:

   a. Print Request – Prints the selected request.

   b. Print Assignment Roster – Applicable only to configuration parent and children requests. Prints the Assignment Roster.

IV. 'SERVICES' TAB ON THE 'REQUEST STATUS' SCREEN

The 'Services' tab is used to view and take action on requests for catalog items from 'Services' categories only.

The 'Services' tab is essentially identical to the 'Aircraft, Crews, Equipment, Overhead' tab, therefore only the differences will be addressed in detail.

A. 'Set Filter for Catalog' section of the 'Services' tab.

   All three fields (Catalog, Category, and Catalog Item) are required fields.

B. 'Set Filter for Request Status' section of the 'Services' tab.

   There are no differences in this section between the 'Aircraft, Crews, Equipment, Overhead' and 'Services' tabs.

C. 'Incident Requests' Table of the 'Services' tab.

   Two additional columns appear in the table:

   1. Quantity (Requested) – The quantity specified on the request.

   2. Quantity (Assigned) – The quantity the request was actually filled with.