

DETAILED LESSON OUTLINE

COURSE:	ROSS Dispatch – Advanced
UNIT:	7 – Multi Place Requests
SUGGESTED TIME:	1 Hour (0:30 Lecture, 0:30 Practice)
TRAINING AIDS:	Computer projector, screen, PowerPoint presentation, computers (one for instructor and one per trainee) with Internet connection.
OBJECTIVES:	Upon completion of this unit, the trainee will be able to: <ol style="list-style-type: none">1. Determine the most appropriate place-to dispatch.2. Place multiple requests.

ADVANCED UNIT – Multi Place Requests

Changes since last update:

1. None.

OUTLINE	AIDS & CUES
<p>INTRODUCE THE UNIT.</p> <p>PRESENT UNIT OBJECTIVES.</p> <p>POINT OUT WHICH PORTIONS OF THE 'ROSS DISPATCH PROCESS' ARE DISCUSSED IN THIS UNIT (REFER STUDENTS TO THE HANDOUT FROM UNIT 5).</p> <p>Summary.</p> <ul style="list-style-type: none"> • Accessed by 'Request' menu or 'MP' toolbar button. • Requests from multiple catalogs can be placed at the same time. • Provides information such as number of requests UTFd by a dispatch, closest dispatch to an incident, and national and GACC available resource counts to aid in making placing decisions. • <u>'Pending Request Filters' apply.</u> <p>BEFORE CONTINUING THE UNIT LECTURE:</p> <ul style="list-style-type: none"> • PERFORM A QUICK, UNINTERRUPTED WALK-THROUGH OF THE SCREENS AND MAJOR FUNCTIONS TO BE COVERED IN THIS UNIT. • USE THE 'EXTRA' RESOURCES IN THE TRAINING DATABASE AS APPROPRIATE TO DEMONSTRATE MAJOR ACTIONS. • DO NOT FIELD STUDENT QUESTIONS DURING THE WALK-THROUGH (HAVE STUDENTS SAVE THEIR QUESTIONS FOR THE LECTURE). 	<p>07-01-ROSSD-SL</p> <p>07-02-ROSSD-SL</p> <p>07-03-ROSSD-SL 05-01-ROSSD-HO</p> <p><u>Log into Pagosa Springs Dispatch.</u></p>

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<p>I. 'MULTI PLACE REQUESTS' SCREEN</p> <p>A. 'Select Incident' section of screen.</p> <ul style="list-style-type: none"> • Select incident from drop-down list. • Following requests do <u>not</u> cause an incident to display in drop-down list: <ul style="list-style-type: none"> – Requests placed to you via Direct Order Affiliation. – Requests your dispatch placed to an external dispatch. – Requests your dispatch placed to a status-only dispatch. • 'Manage Financial Codes' Button. <p>B. 'Select Unit to Place To' section of screen.</p> <ul style="list-style-type: none"> • Select dispatch from drop-down list containing: <ul style="list-style-type: none"> – Selection Area dispatches with which you have an active ordering authorization. – Subordinate dispatches. • 'Sort by Proximity to Incident' check box. <ul style="list-style-type: none"> – Dispatches in drop-down list display alphabetically. – Click check box to sort dispatches by proximity to selected incident. <p>C. 'Select Filter Criteria for Pending Request' section of screen.</p> <ul style="list-style-type: none"> • Select filter criteria in fields as desired. 	<p>Open <u>Multi Place Requests</u> screen.</p> <p>Select <u>Deer Valley</u> incident.</p> <p>Click Manage Financial Codes button. Click Cancel.</p> <p>Select <u>Buena Vista Dispatch</u>.</p> <p>Do <u>not</u> check the check box.</p> <p>Select Equipment catalog. Select Van/Trailer category.</p>

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<ul style="list-style-type: none"> • Check one or more check boxes as desired: <ul style="list-style-type: none"> – ‘Return UTF Only’ – Limits filter results to requests that were UTFd back to your dispatch. – ‘Calculate UTFs’. <ul style="list-style-type: none"> ▪ Inserts column named ‘UTFs’ into table. ▪ Displays number of requests for same catalog item that selected ‘Place To Unit’ has UTFd within past 24 hours. ▪ Column displays automatically for GACC and NICC users. – ‘Do Not Match Features’ – Causes resources whose features do not match selected request to be included in available and reserved counts. – Tracked – Only tracked NFES Supply requests display. • Click ‘Filter’ button. <p>D. ‘Select Pending Request(s)’ section of screen.</p> <p>BRIEFLY DISCUSS THE TABLE COLUMNS.</p> <p>Columns of note:</p> <ul style="list-style-type: none"> • UTFs – Number of requests for same catalog item that selected ‘Place To Unit’ has UTFd within past 24 hours. Column only displays if ‘Calculate UTFs’ check box is checked (unless you are a GACC or NICC user). • Avail Natl – Number of ‘available’ resources, with ‘national’ availability area, at selected ‘Place To Unit’ that matches requested item. This number: <ul style="list-style-type: none"> – Includes only resources that match requested features (unless ‘Do Not Match Features’ check box is checked). – Applies only to non-service requests. 	<p>Do not check any additional check boxes.</p> <p>Click Filter.</p> <p>Click Calculate UTFs check box.</p>

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<ul style="list-style-type: none"> - Consists of either Government Controlled or CWN/Agreement resources, but not both. • Avail GACC – Number of ‘available’ resources, with ‘GACC’ availability area, at selected ‘Place To Unit’ that matches requested item. This number: <ul style="list-style-type: none"> - Includes only resources that match requested features (unless ‘Do Not Match Features’ check box is checked). - Applies only to non-service requests. - Consists of either Government Controlled or CWN/Agreement resources, but not both. • Rsrvd Natl – Same as ‘Natl Avail’ column except this number reflects resources with a status of ‘reserved’ (instead of ‘available’). • Rsrvd GACC – Same as ‘Natl Avail’ column except this number reflects resources with a status of ‘reserved’ (instead of ‘available’). • PA – Applicable to service requests only. Number of Purchase Agreements managed by selected ‘Place To Unit’ for requested service item. • CWN/AGR – Applicable to Service requests only. Number of Call When Needed and Agreement contracts managed by selected ‘Place To Unit’ for requested service item. <p>E. ‘Action’ Button.</p> <p>EXPLAIN THAT ALL ACTION BUTTON OPTIONS HAVE PREVIOUSLY BEEN DISCUSSED.</p> <ul style="list-style-type: none"> • Cancel Request. • UTF Request. • Cancel UTF. 	<p>Click Action and display drop-down list.</p>

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<ul style="list-style-type: none"> • Edit Request. • Create Support Request. • Add Documentation. • Place Request – Places request to dispatch displayed in ‘Select Unit to Place To’ field. • Place Request Up – Places request up to your parent organization. <ul style="list-style-type: none"> – Unlike on Pending Request screen, you cannot place up to a Place Up Affiliate. – In order to place up a request received via selection area, the ordering authorization by which request was placed to you must have ‘Place Up Auth’ designated. • Place To External Cache – Allows placing of one or more NFES category requests to an external supply cache. Same as on New Request and Pending Request screens <p>F. ‘Go To’ button.</p> <p>G. ‘View’ button.</p> <p>H. ‘Note’ Button – Used to place a note in ‘Note’ column of table, or to clear an existing note.</p> <p>I. ‘Print’ Button.</p>	<p>Click Go To. Display drop-down list.</p> <p>Click View. Display drop-down list.</p>

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<p>II. PRACTICE SESSION.</p> <p>REVIEW UNIT OBJECTIVES.</p> <p>QUESTIONS?</p> <p>REQUEST STUDENTS FILL OUT UNIT EVALUATION.</p>	<p>07-04-ROSSD-SL</p>