

# ROSS DISPATCH

## ADVANCED 4 – MERGE INCIDENTS

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### OBJECTIVES

Upon completion of this unit, the trainee will be able to:

1. Grant Merge Authority to another dispatch.
2. Merge two Incidents.

## Summary.

- Accessed by 'Incident' menu.
- Only users with 'Dispatch Manager' role can access.
- Used to merge one incident (source) into another incident (destination). After merge only destination incident remains open.
- Incidents being merged do not have to be managed by same dispatch, and do not have to involve dispatches at same level in dispatch hierarchy.

I. 'Set Filter for Incidents' Section of the Screen - Filter for desired incidents.

II. 'Incidents' Section of the Screen

- Following incidents cannot be merged: Preposition, Complex, and Closed.
- Internal incidents can be merged into External incidents and vice versa.
- Table columns of note:
  - Non-Local – Non-local incidents display because another dispatch has granted your dispatch authority to merge the non-local incident into one of your incidents.

- Merge Authority – Displays non-local dispatch that has granted authority to your dispatch to merge the incident into one of your incidents.

### III. 'Action' Button.

#### A. Grant Merge Authority – Allows your dispatch to authorize another dispatch to merge your incident into one of their incidents.

- An incident can only have one authorized merge dispatch at any one time.
- Selected incident cannot have already been identified as a Source or Destination incident.
- Merge authority cannot be granted to a status-only or external dispatch.
- Use 'Grant Merge Authority' dialog box to select organization that will perform the merge.
- Displays dispatches that are not status-only, external, or removed. Does not display external supply caches.

#### B. Clear Merge Authority – Removes merge authorization that had been granted to a dispatch for selected incident.

- C. Set Source Incident – Used to designate incident that is being merged into another incident.
  
- D. Set Destination Incident – Used to designate incident into which ‘Source’ incident is being merged. Destination incident cannot be non-local (i.e., can only merge a non-local incident into your local incident).
  
- E. Merge Incidents – Used to merge Source incident into Destination incident. Option only displays after both Source and Destination incidents have been set.
  - Cannot perform a merge if:
    - Destination incident does not have a default financial code, and either of following requests exists on Source incident:
      - Request that is pending with an external supply cache.
  
      - Open request with a resource whose original assignment was filled by an external supply cache.
  
    - Source or destination incident has a request in process of being placed to or retrieved from an external supply cache.
  
    - There are resources in process of being reassigned from Destination incident to Source incident, and whose original assignments were filled by an external supply cache (because cancel reassignment is not permitted for these resources).

- If there are pending requests on Source incident, the 'Merge Pending Requests Confirmation' dialog box displays. Select a radio button:
  - Cancel Pending Requests.
  
  - Copy Pending Requests to [Incident Number/Name]
  
- Regardless of merge option selected, following pending requests are always copied to Destination incident:
  - Subordinate requests along with their parent request.
  
  - NFES requests pending with an external cache

IV. Source Incident field – Displays Source incident once it is set.

V. Destination Incident field – Displays Destination incident once it is set.

VI. 'View' Button.