DETAILED LESSON OUTLINE

COURSE: ROSS Dispatch – Basic

UNIT: 7 – Request Status

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:

1. View the status of a request.
2. Edit a request.
3. Edit an assignment.
4. Unfill a request.
5. Cancel a reassignment.
6. Retrieve a request.
7. Restore a request.
8. Convert a request to a support request.

BASIC UNIT 7 – Request Status

Changes since last version:

1. None.

OUTLINE	AIDS & CUES
INTRODUCE THE UNIT.	07-01-ROSSD-SL
PRESENT UNIT OBJECTIVES.	07-02-ROSSD-SL

Summary.
 	
• Accessed by either 'Request' or 'Status' menu, or ‘RS’ toolbar button.
• Used to:
  – Check status of requests.
  – Perform basic actions on requests, such as Edit, Unfill, and Cancel (but not Fill or Place).
• You can only view requests for which your dispatch is in ‘touched by’ chain (i.e., dispatches in the Ordering/Placing Chain, plus dispatches that were in the Ordering/Placing Chain but fell out when they UTFd the request).
	Log into Pagosa Springs Dispatch.

BEFORE CONTINUING THE UNIT LECTURE: • **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).**	

OUTLINE	AIDS & CUES
I. 'SEARCH INCIDENTS' DIALOG BOX	Open Request Status screen. (If already open, click '+').
• Each time Request Status screen is opened, incident context must be set. • 'Most Recent Incidents' toolbar drop-down list does <u>not</u> apply to Request Status screen. • 'Set Search Criteria for Incidents' section of the dialog box.	Leave Local selected.
BRIEFLY DISCUSS THE SEARCH CRITERIA.	Click Search.
• 'Select Incident' section of dialog box.	Select all local incidents. Click Apply.
BRIEFLY DISCUSS THE TABLE COLUMNS.	Click Close.
II. 'INCIDENT LIST' SECTION OF SCREEN.	
• To add an incident click '+'. • To remove an incident click '–'.	Select **<u>Deer Valley</u>** incident.
• 'Manage Financial Codes' Button – Can select or create and apply to the incident.	Click Manage Financial Codes. Click Close.
• 'Select Incidents' Button – Allows selecting and de-selecting incidents without having to remove from list. Multi-select permitted. Selected incidents have '**'.	Click Select Incidents.
III. 'CATALOG' SECTION OF SCREEN	Select Equipment catalog.
IV. 'REQUEST' SECTION OF SCREEN	
Only one of five radio buttons can be selected.	
• **ALL** (**1st** radio button).	
• Request # (**2nd** radio button).	Click Request radio button.
BRIEFLY DISCUSS THE FILTER FIELDS.	

OUTLINE	AIDS & CUES
– Multiple numbers and ranges of numbers can be entered, separated by commas. Example: 1,3,5-7,9,10.1,10.3,10.3.5,12-14. – Cannot filter for ranges of subordinate request numbers (e.g., 10.1-10.3). – If filter for a parent request (e.g., 9), cannot simultaneously filter for any of its individual subordinates (e.g., 9.1,9.4), because Show Subordinate Requests check box dictates that all subordinates of parent display. – Wildcard can be used with individual numbers (e.g., 1*,4-7,9) but not with ranges(e.g., 1,4*-7,9). – If any part of request number suffix is incorrectly formatted, no filter results are returned (i.e., all-or-nothing).	
• Pending With (**3rd** radio button).	Click Pending radio button.
BRIEFLY DISCUSS THE FILTER FIELDS.	
Requires Correction Only check box – Limits results to only requests for which an action was taken with an external supply cache), but after all retries a response has not been received. Only displays if you have a user role with External Action Admin function assigned, and there are requests requiring correction.	
• Filled (**4th** radio button) – In order to select individual check box must un-check 'Show All' check box.	Click Filled radio button. Uncheck Show All check box.
BRIEFLY DISCUSS THE FILTER FIELDS.	
• Completed (**5th** radio button).	Click Completed radio button. Show All check box.
BRIEFLY DISCUSS THE FILTER FIELDS.	
V. 'LAST ACTION' SECTION OF SCREEN	
• 'Last Action Taken By'.	Display drop-down list.
• 'Last Action'.	Display drop-down list.

OUTLINE	AIDS & CUES
VI. 'INCIDENT REQUEST' TABLE	Check the status of specific resources:
BRIEFLY DISCUSS THE TABLE COLUMNS.	
FOR 'FROM' AND 'TO' COLUMNS, EXPLAIN THAT THE DISPATCH REFERENCE MANUAL CONTAINS A TABLE THAT IDENTIFIES THE 'TO' AND 'FROM' FOR ALL ROSS REQUEST ACTIONS.	In 'Request' section of screen select Pending radio button. Click Filter. Check status of Dozer T1 request (placed with Buena Vista Dispatch).
	Select Overhead. Select Pending. Click Filter. Check status of Procurement Unit Leader request (placed up).
	Select Filled. Click Filter. Check status of Incident Commander T1 request (filled).
	Select Equipment. Click Filter. Select Tractor-Plow request filled with TP #11.
'Tracked' check box – Only tracked NFES Supply requests display.	
'Request Count' check box – Displays the number of requests in the table.	Check 'Request Count' check box.

OUTLINE	AIDS & CUES
A. 'Action' Button – Only applicable options display. 1. Edit Request. • Only Requesting Dispatch can edit a request, though can add documentation to a non-local request if you are in ordering chain. • Can edit requests across multiple catalogs at the same time. • Only update a ROSS user can perform on an NFES request pending with an external supply cache is to add documentation. • Financial Code cannot be edited on NFES Supply request if incident has no active default. • Cannot be edited if request has been filled (regardless of resource status): – Quantity Requested. – Named Request Only (and has not been placed to another dispatch). – Track Request. – Configuration Option. • Cannot be edited if request has been filled and mobilization ETD has passed: – Select Features. – Select Inclusions and Exclusions. – Need Date/Time. – Financial Code/Compact. – Special Needs. – Reporting Instructions. – Incident Ordering Contact. – Request Contact. • Editing a single request. **BRIEFLY DISCUSS THE LAYOUT AND FIELDS OF THE EIDT REQUEST DIALOG BOX.**	Select any pending request. Click Action. Select Edit Request.

OUTLINE	AIDS & CUES
• Requested Item: – Can be edited only if all are true: ▪ Your dispatch created the request. ▪ Request is pending, but not with an external supply cache. ▪ Requested item is not for a Temporary Flight Restriction. ▪ Requested item is not for an Infrared Request. – Business rules for editing requested item. You: ▪ Cannot change catalog of requested item. ▪ Can change from service to non-service catalog item, and vice versa, as long as in same catalog. ▪ Can change a 'Named Request' to a non-Named Request and vice versa, or change name of requested Overhead resource. ▪ Can only edit Named Request field if request was created by, and is currently pending with, your dispatch. ▪ Cannot select an item from other than Supply > NFES category if request is a subordinate and parent was filled by an external supply cache. – If request for a generic catalog item, type directly in field. – For all other requests click 'Pick' button.	Click Pick.
BRIEFLY DISCUSS THE PICK REQUESTED ITEM DIALOG BOX.	Click Close
• Editing multiple requests. **BRIEFLY DISCUSS THE EDIT MULTIPLE REQUESTS DIALOG BOX.**	Select any 2 requests. Click Action. Select Edit Request.

OUTLINE	AIDS & CUES
• Business rules for editing multiple requests. – Cannot edit resource requested on a Named Request when multi-editing. – Cannot be a mix of NFES and non-NFES requests. – Cannot enter Documentation if any of requests are filled and resource's mobilization ETD has passed. – When editing multiple NFES requests, only documentation changes are applied to requests pending with a cache, while all changes are applied to remaining requests.	Click Cancel.
2. Edit Assignment – Applicable to 'filled' or 'closed' requests only. a. Your dispatch must be in filling chain of request, though ordering chain dispatches can edit resource's ETD/ETA via Edit Assignment dialog box. b. 'Edit Assignment' dialog box:	Select a filled request with a Mob En Route resource. Click Action. Select Edit Assignment.
BRIEFLY DISCUSS THE FIELDS. • Resource – Can only edit for requests filled with non-inventory or external resource. Clicking 'Edit' brings up appropriate dialog box matching how request was filled. **POINT OUT THAT THESE DIALOG BOXES WERE DISCUSSED IN PENDING REQUEST.** • 'Assignment Information' – Only Filling Dispatch can edit information in this section. Fields function same as on New Request except:	

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– Vendor – Only applicable for requests filled via Fill with Requested Item. – Current Location – Can only edit if resource is Reserved or Mob En Route.	
• Add Roster Later check box – Used to indicate intent to add assignment roster later to configuration request filled with a single resource. Must be Filling Dispatch.	
• 'Travel Information' – Dispatches in ordering chain can edit travel	
BRIEFLY DISCUSS THE DISPLAYED FIELDS.	
'Edit Mobilization/Demobilization' button.	Click Edit. Click Close.
• 'View' Buttons – Applicable only to resources with travel type of 'Travel Itinerary'.	
• 'Edit Request' Button – Only applicable if you are Requesting Dispatch and did not navigate to Edit Assignment screen from Edit Request screen	
• 'Edit Manifest' Button.	
EXPLAIN THAT MANIFEST IS DISCUSSED IN THE INTERMEDIATE COURSE.	
	Click Close.
	Select Overhead. Select Filled. Click Filter. Select Firefighter request filled with Jose Peta.

OUTLINE	AIDS & CUES
3. Unfill Request – Un-fills selected filled request.	Click Action. Select Unfill Request.
• Only available if resource is 'Reserved'.	
• Unfilled request becomes pending with dispatch that performed unfill.	
• When request for which intent to add assignment roster later is unfilled, Add Roster Later setting is cleared from request.	Click OK.
FILTER FOR AND DISPLAY THE REQUEST.	
	Click + to add an incident to Request Status screen.
	Search for and apply **<u>Teller Peak</u>** incident. Click OK.
	Select Overhead. Select Filled. Click Filter. Select Firefighter request filled with Molly Morgan.
4. Cancel Reassignment.	Click Action. Select Cancel Reassignment.
• Can cancel only if resource:	
– Was At Incident, Tentative Released, Released (At Incident), or Reassigned (At Incident) when reassigned, and	
– Is Reserved or Mob En Route to new incident.	
• Must be cancelled from ‘reassigned to’ request (not reassign-from request).	

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• Only incident dispatch can cancel if resource was At Incident. • Not applicable to resources whose original assignment was filled by an external supply cache (because ICBS cannot re-use reassign-from request number once resource has been assigned to another incident). • After reassignment is cancelled: – Resource is returned to reassign-from request and set At Incident. – Reassign-to request is unfilled and becomes pending with cancelling dispatch. – If parent resource's reassignment is cancelled, any subordinate requests on reassign-to parent request are deleted.	Click OK.
EXPLAIN THAT CANCELLING THE REASSIGNMENT OF A PREPOSITIONED RESOURCE IS DISCUSSED IN THE INTERMEDIATE COURSE.	
	Select pending **<u>Deer Valley</u>** incident FFT2 request (placed to Buena Vista Dispatch).
5. Retrieve Request – Retrieves a request for which your dispatch is in the Ordering chain. • Request must be pending. • Request cannot: – Have an open assignment roster.	Click Action. Select Retrieve Request.

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– Be in process of being placed to or retrieved from an external supply cache. – Be a replacement request. • Cannot retrieve if your dispatch UTFd. • Dispatch from which request was retrieved can still view request and add documentation. • When retrieving a request from an external supply cache, the cache can either accept or deny the retrieve, based upon status of request in cache system.	Click OK. Still on Deer Valley incident, select a cancelled FFT2 request.
6. Restore Request. • Restores cancelled request. • Your dispatch must be requesting dispatch, and request was either cancelled or cancel UTFd. • If request having an assignment roster is cancelled or cancelled UTF, then restored, assignment roster is not restored.	Click Action. Select Restore Request. Click OK. Select FFT2 request filled with Leighton McKenzie (Released At Incident).

OUTLINE	AIDS & CUES
7. Cancel Release. a. Canceling release from current assignment: • If Tentative Released or Released (At Incident), only current dispatch can cancel. If non-local support request, applies whether or not control retained. • If Demob En Route, only incident dispatch can cancel (unless non-local support request, in which only dispatch that controls request can cancel). • If resource released from subordinate, parent must be: – At Incident. – Available/Unavailable on a preposition incident. – Tentative Released. – Released (At Incident). b. Canceling release from previous assignment: • Only incident dispatch can cancel (unless non-local support request, where only dispatch that controls request can cancel). • Resource is: – Returned From Assignment and has not yet been checked in. – Unassigned (if no check in required), with no subsequent assignments. – Available or Unavailable on preposition incident (cancelling release from last non-prepo assignment from the prepo)	Click Action. Select Cancel Release.

OUTLINE	AIDS & CUES
• If resource released from subordinate, same parent status rules apply as with current assignment (above).	
c. 'Cancel Release' dialog box – Add documentation and click OK.	Add documentation and click OK.
d. After a resource's release is cancelled, its status is set to At Incident (or Available on preposition if applicable).	
8. Convert to Support Request – Converts request to support request.	Select a **local request that is <u>not</u> a support request**. Click Action. Select Convert to Support Request.
• Cannot convert request if: – On non-local or closed incident. – For Tactical Aircraft. – A subordinate request. – Already a support request.	
• 'Convert to Support Request' dialog box – Select 'support parent'. Must: – Be on same local incident. – Not be a support request of request being converted (or descendent at any level). – Not have had control yielded if non-local support request.	Select a request qualified to be the parent. Click OK.
B. 'Go To' Button.	Click Go To and display drop-down list.
C. 'View' Button.	Click View. Click Close.

OUTLINE	AIDS & CUES
D. ‘Print' Button.	Click Print and display drop-down.
VII. PRACTICE SESSION.	
REVIEW UNIT OBJECTIVES.	07-03-ROSSD-SL
QUESTIONS?	
REQUEST STUDENTS FILL OUT UNIT EVALUATION.	