

ROSS DISPATCH

BASIC 6 – PENDING REQUEST

OBJECTIVES

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

1. Set Pending Request Filters.
2. Claim a pending request.
3. Cancel a request.
4. UTF a request.
5. Cancel UTF a request.
6. Retrieve a request.
7. Edit a request.
8. Fill a request with a non-inventory agreement resource.
9. Fill a request with a non-inventory EFF/AD resource.
10. Fill a request using a resource from the Available and Reserved tabs.
11. Reassign a resource using the Mob-in-Route, At Incident, and Demob-in-Route tabs.
12. Fill a request using a contracted resource.
13. Place a request using the Other Resources tab.

Summary.

- Used to take action on requests pending with your dispatch.

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

Summary.

- Accessed by Personal Settings screen under 'Administration' menu.
- Filters which incidents you can view, thus limiting requests that display.
- Incidents can be filtered by Dispatch Unit and/or Host Unit.

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

- 'Available Dispatch Units' Table – Displays:
 - Your unit.
 - Your subordinate units.
 - Your parent organization (unless you are from NICC).
 - Units that have added you to their selection area.
 - Units with which you have a Place Up affiliation.
 - Units with which you have a Direct Order affiliation
 - Units with a resource item that has a non-local roster to which one of your resources is assigned (e.g., Incident Management Team).

- 'Type' column of table – Displays relationship of dispatch to your dispatch (e.g., Parent, Subordinate, Selection Area, Roster).
- 'Selected Dispatch Units' Table.

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

- 'Available Host Units' Table – Displays your dispatch's Hosts.
- 'Selected Host Units' Table.

II. 'PENDING REQUEST' SCREEN

Summary.

- Accessed by 'Request' menu or 'PR' toolbar button.
- Includes requests from local (internal and external) and non-local incidents.
- 'Most Recent Incidents' toolbar list does not apply.
- Search Incidents dialog box displays automatically. If screen already open, use Search button to access Search Incidents.

A. 'Search Incidents' dialog box – Used to set incident context of screen.
Can view only one incident at time.

- 'Select Claimed By' section of dialog box.
 - 'Claiming' a request.
 - This is not a filter – it only adjusts numbers in 'Claimed' columns.

- 'Select Dispatch or Host Unit' section of dialog box.
 - Displays request totals by dispatch unit or host unit.
 - Units displaying dictated by User's personal settings.

- 'Select Incident' section of dialog box.
 - 'Set Filter for Incident Dispatch Unit' portion of screen can be used to filter incidents by:
 - Dispatch Unit.
 - Incident Name.

 - Incident table.

B. 'Search Incidents' section of 'Pending Request' screen –.

'Manage Financial Codes' Button – Allows financial codes to be selected, and/or created, and applied to incident (local or non-local).

- New ad hoc financial codes not applied to incident host.
- Can remove code from non-local incident if in request chain of at least one request.

C. 'Select Filter for Pending Requests' section of 'Pending Request' screen.

Tracked – Only tracked NFES Supply requests display.

D. 'Select Pending Requests' section of 'Pending Request' screen.

1. 'Claim' Button – Not claiming does not stop actions from being performed on request.

2. 'Action' Button – Only those options applicable to selected request display.

a. Cancel Request.

- Can cancel only if:

- Your organization created the request.
 - Request not yet filled.
 - Request is not pending with an external supply cache (request must first be retrieved).

- Can cancel placed request without retrieving.

- Canceling a request does not cancel its associated support requests.

- If request has an assignment roster, it and all sub requests created from it are deleted.

- External supply caches cancel requests when necessary in order to consolidate multiple requests into a single request.

- b. UTF Request – Returns a request as 'Unable to Fill' back to organization that placed it to you.
 - Non-local incidents only.

 - Can also UTF a request that your organization placed status-only/external.

 - If request is parent with subordinates, all subordinates must be Pending, Canceled, or Cancel UTFd.

- Receiving a UTF request message from an external supply cache:
 - Cache can UTF entire request or a portion of a request.
 - A Partial UTF occurs when the UTF quantity is < the requested quantity.
 - After receiving message, ROSS sets request to UTF in ROSS only if both:
 - UTF cumulative quantity is \geq requested quantity
 - The external system has not filled any quantity > 0 .
 - When a request created in ROSS is UTFd by a cache, ROSS sets request to UTF.
 - When a request created by a cache is UTFd by a cache, ROSS:
 - Sets the request to Canceled UTF.
 - Sends a No Action Required notification to the Requesting Dispatch.

c. Cancel UTF Request – Cancels a request that you received back as UTF.

- Can Cancel UTF request that was not placed to another dispatch using ROSS (but was placed outside of ROSS).
- Can Cancel UTF a retrieved request even though other dispatch did not UTF.
- Cannot Cancel UTF a request placed with an external supply cache; request must first be retrieved.
- If request is parent with subordinates, all subordinates must be Pending, Canceled, or Cancel UTFd.
- If request has an assignment roster, it and all sub requests created from it are deleted.

d. Retrieve Request.

- Retrieves request placed status-only/external.
- Not applicable to services requests.
- 'Retrieve Request' dialog box.

- e. Fill With Agreement – Fill with non-inventory resource. Resource not added to inventory.
 - Applicable to service and non-service requests.
 - Resource Name – Cannot change for Supply requests.
 - Click OK, 'Fill Request' dialog box displays.
 - Your dispatch becomes 'home dispatch' of non-inventory resource until released.
 - Manifest can be created.
 - Requests filled with non-inventory resources are closed when demob ETA passes (i.e., no 'Returned From Assignment' status).
 - f. Fill With EFF/AD – Fill with non-inventory EFF/AD Overhead resource. Resource not added to inventory.
3. 'Go To' Button.
4. 'View' Button.

View Associated Requests – Only enabled if selected request is a support request.

- Displays following associated requests:
 - ‘Support Parent’ request.
 - Other support requests associated with that ‘support parent’.
 - Support requests of selected support request.
- Brings up ‘View Associated Requests’ dialog box.
 - ‘Support Requests’ tab.
 - Displays requests having a support request relationship with selected request, including nested requests.
 - Parent / Child relationships are indicated via use of an outline format in ‘Request Number’ column of the table.
 - ‘Subordinate Requests’ tab – If selected support or ‘support parent’ request is part of a configuration request, displays requests created for the configuration, including nested requests.

- 'View Request' button – Accessible from either tab.

5. 'Note' Button.

6. 'Print' Button.

E. 'Fill Request' dialog box.

- Used to provide specifics on a resource assignment.
- Quantity Requested / Quantity Assigned.
 - Only display for items Orderable in Quantity > 1.
 - If entering Quantity Assigned < Quantity Requested, must either:
 - Enter an explanation in the Documentation field.
 - Cancel the fill, create a support request for the remaining quantity, and then re-initiate the fill.
- Track Request – Supply and Services catalog items only.
 - If already checked, cannot change.

- If not checked, then have option.
- Travel cannot be set for an untracked request.
- Estimated Delivery Date – Non-service, untracked Supply requests only.
- 'Set Travel' options.
- 'Assigning Contact'.
 - Enter text or click 'Pick' button.
 - 'Pick Assigning Contact' dialog box table displays contacts entered for filling organization.
 - Not added to master list of contacts for user's dispatch.
- 'Assignment Resource Name' – Only displays when filling configuration request with a single resource.
- Print NFES Resource Order Form check box.
- Enter Documentation – Required field for an Overhead 'override', which is when either:

- Resource’s qualification does not match requested item, or

- Resource’s qualification matches requested item, but:
 - Resource’s qualification status is Blocked or Unqualified, or
 - Trainee restriction on request is No Trainee but resource’s qualification status is Trainee, or
 - Trainee restriction on request is Trainee Required but resource’s qualification status is Qualified.

F. Travel Options for Mobilization Travel.

- Resource travel information can range from simple designation of ‘no travel’ to a travel itinerary with multiple legs.

- When setting or updating travel, the overall departure and arrival dates/times cannot overlap other assignments in the resource’s history.

- ‘Set Travel to be Arranged’ travel option
 - Select when travel requirements are unknown or cannot be entered at this time.

 - Sets resource status to Reserved or Reassigned (At Incident) if mobilizing or Released (At Incident) if demobilizing.

- 'Set Travel ETD/ETA or ATD/ETE' travel option
 - Select when no need for multiple leg itinerary.
 - Set Travel ETD/ETA – Displays for non-tactical aircraft resources.
 - Set Travel ATD/ETE – Displays for tactical aircraft resources.
 - For mobilization sets resource status to:
 - Reserved if ETD in future.
 - Mob en Route if current date between ETD and ETA.
 - At Incident if ETA in past.
 - For demobilization sets resource status to:
 - Released (At Incident) if releasing and ETD in future.
 - Reassigned (At Incident) if reassigning and ETD in future.
 - Demob en Route if current date between ETD and ETA.
 - Returned From Assignment if releasing and ETA in the past.
 - Available/Unavailable on preposition if releasing back to preposition and ETA in past.
 - Available if releasing tactical aircraft and ETA in past
- 'Set Travel (will have Itinerary)' travel option

- Select when multi-leg travel itinerary will be documented on Travel screen.

- Not applicable to service catalog items.

- Sets resource status to Reserved if mobilizing and Reassigned (At Incident) or Released (At Incident) if demobilizing.

- ‘No Travel Documented (Set At Incident)’ travel option
 - Select when resource is already at incident.

 - Not applicable to tactical aircraft catalog items.

- ‘Resource Needs Transportation’ check box
 - Applicable for Crew and Overhead.

 - Not applicable to travel option of No Travel.

 - Check to indicate resource needs additional transportation upon completion of ROSS-documented travel.

- G. 'Select Action for Pending Request [Request # – Requested Item]' section of screen.

Tabs

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

<u>Tab</u>	<u>Button</u>
Available	Fill
Reserved	Fill
Mob En Route	Reassign
At Incident	Reassign
Demob En Route	Reassign
Contracts/Agreement	Fill
Other Resources	Action

Resources

- 'Current Dispatch' used in defining resources that display on each tab. A resource's current dispatch is dictated by their status.

Resource Counts

- 'Show Resource Counts' checkbox.
- 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 not factor in exclusions/inclusions specified on the request.

H. Filling Requests for Single Catalog Items from Tabs.

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

a. Displays:

- Resources for which you are the home dispatch (including exclusive use contracted resources) that are not committed to a non-preposition incident.
- Resources that are assigned to your preposition incident that are not committed to a non-preposition incident.
- Non-Inventory resources for which you are the preposition dispatch that are not committed to a non-preposition incident.
- Prepositioned Contract/Agreement resources not assigned to a non-preposition incident.
- Resources available on a preposition incident regardless of whether the qualification is visible or hidden.

b. Does not display:

- Local resources that are assigned to non-local incidents (preposition or non-preposition).
 - Unassigned resources having a hidden qualification matching the requested item.
- c. If assigning a prepositioned resource to a non-local non-preposition incident, 'Select Release Option' dialog box displays.
- Release to Home – Releases resource back to its home location. Resource is reassigned and preposition request is closed.
 - Release to Preposition.
 - Cannot select Release to Home if resource is parent of configuration, and any subs are assigned to a non-preposition incident or are unavailable.
 - If Incident Dispatch chooses to use resource on another preposition incident (local or non-local), can override your selected release option.
- d. When assigning (or reassigning) a resource whose original assignment was filled by an external supply cache, ROSS:

- Prevents assignment if pending request does not have a financial code and incident does not have a default financial code.
- If prepositioned resource, sets Release Option to Release to Home. A prepositioned NFES resource cannot be released back to preposition because ICBS cannot re-use preposition request number once resource has been assigned to another incident. Resource must be released to 'home' (cache) or reassigned to the preposition.

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

a. Displays resources:

- Local resources that are assigned to non-local incidents (preposition or non-preposition).
- Unassigned resources having a hidden qualification matching the requested item.

b. Also displays:

- External resources, available to your unit, presently being used in same capacity (i.e., qualification) as requested item.
- Non-inventory resources currently assigned to local incident.

- c. When use resource from 'Reserved' tab, request the resource had been reserved for is unfilled and becomes pending with dispatch that filled it.
 - d. 'Disposition of Support Requests' dialog box can display.
3. 'Mob En Route' tab (**3rd Tab**) and 'Reassign' button.
- a. Displays resources:
 - For which you are current dispatch or which were used to fill request for which you are in 'ordering chain' (includes non-inventory resources), AND
 - That are en route to an incident.
 - b. Clicking 'Reassign' brings up 'Reassign Resource' dialog box, which is essentially same as 'Fill Request' except:
 - Track Request – Does not display.
 - Estimated Delivery Date – Does not display.
 - Reassignment Date/Time – Can be recorded.
 - Enter Documentation – Not required even if the reassignment is an 'override'

- c. When reassign a Mob resource:
- Original request is unfilled and becomes pending with your dispatch.
 - If parent of configuration reassigned, affects all subordinates.
- d. If a prepositioned resource is being reassigned from a non-preposition incident to a non-local non-preposition incident, 'Select Release Option' dialog box displays.
- e. Select Reassign Option – When reassigning a resource from a request for which intent to add assignment roster later was indicated, 'Select Reassign Option' dialog box displays.
- Independent of whether an assignment roster has actually been initiated for reassign-from request.
 - Select a radio button:
 - Reassign without Assignment Roster – Reassignment continues, and removes ability to add an assignment roster to reassign-from request.
 - Add Assignment Roster Now.

- Add Assignment Roster Option dialog box.
 - Used to indicate how assignment roster will be built.

 - Select a radio button:
 - Add Assignment Roster using Master Roster.

 - Add Assignment Roster using Configuration.

 - Add Assignment Roster (build from scratch).

 - Click OK and Assignment Roster screen displays.

- 4. 'At Incident' tab (**4th Tab**) and 'Reassign' button – Displays resources at local incidents (includes non-inventory resources).

When 'At Incident' resource is reassigned:

- Request from which resource is being reassigned is closed.

- Reassignment can be cancelled as long as resource is 'Mob En Route' to new assignment (via Request Status).

5. 'Demob En Route' tab **(5th Tab)** and 'Reassign' button.
- Displays resources that are demobilizing from an incident and:
 - For which you are home or preposition dispatch (includes non-inventory resources), or
 - From another dispatch that were used to fill a request for which you are in 'ordering chain'.
 - When 'Demob En Route' resource is reassigned, request resource is being reassigned from is closed.

6. 'Contracts/Agreements' tab **(6th Tab)** and 'Fill' button.
- Displays inventory resources you have access to on contracts or agreements in ROSS, plus Vendors with which you have a Purchase Agreement (services only).
 - Does not include non-inventory resources.
 - Select either 'Local Resources' or 'Non-Local Resources'.
 - Filling service request with purchase agreement:
 - 'Fill With Agreement' dialog box displays.

- No ROSS resource item is used.

- Your dispatch becomes 'home dispatch' of the non-inventory resource until it is released.

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

- Can display following organizations:
 - Your subordinates.
 - Dispatches which with you have an active selection area ordering authorization covering requested catalog item.

- External and removed dispatches do not display.

- Select either 'Government Controlled' or 'CWN/Agreement'.

- 'Action' button drop-down list:
 - Place Request Up – To parent or Affiliate. Previously discussed.

 - Place Request – To place request to a selection area member:

- Cannot have received via direct order.

- Don't have direct order affiliation with member covering requested item.

- Member not in ordering chain.

- Have selection area ordering authorization with member that:
 - Covers requested item.
 - Is designated as 'Active'.
 - Has 'Placed Down Reqs' designated if your dispatch received request from your parent.
 - Has 'SA Placed Reqs' designated if your dispatch received request via selection area.

- If want member to be able to place the request up to their parent, 'Place Up Auth' must be designated.

- Place External.

- Place Status-Only.

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

1. 'Search' Button.

- For Aircraft, Crews, Equipment, and service Supply Requests, brings up 'Search Resources' dialog box.

Fields of note:

- Show Government Provided Resources Only – Checking excludes CWN/AGR contracted resources from search (and removes Contracts / Agreements tab from Pending Request screen).
- Resource Name – Note if Advanced Criteria check box is checked, any value entered in Resource Name field is ignored.
- For Overhead Requests – Brings up 'Search Overhead Resources' dialog box.
 - Can search for a specific individual, regardless of qualification, using 'Resource Name' field.
 - Advanced Criteria.

Criteria of note:

- 'Qualified Resources Only' radio button.
- 'Qualified As' radio button – Use to search for overhead resources qualified as a different catalog item than that being requested.

2. 'Clear Search' Button.

- Removes any search criteria applied to 'Select Action for Pending Request' table.
- Does not update tab numbers.

3. 'View' Button.

J. Disposition of Support Requests (DOSR).

1. When certain actions are performed on a request, that has local support requests (or non-local support requests for which the Incident Dispatch has 'control'), DOSR used to take action on the support requests.
2. When control of a non-local support request is yielded to Incident Dispatch, Requesting Dispatch still retains control until resource begins mobilizing.

3. If multiple resources were selected when Disposition of Support Requests dialog box opened, support requests associated with all the resources display.

4. Dialog box displays when:
 - Fill and Reassign
 - Request filled with Reserved, Mob En Route, At Incident, Reassigned (At Incident), or Demob En Route resource, and unfilled request has local support request.
 - Resource Quick Fill reassigned from request having local support request.
 - Tactical aircraft is diverted from request having local support request.
 - Parent is reassigned, and parent or any subs have local support request.
 - Parent is Quick Fill reassigned, and parent or any subs have local support request.
 - Reassignment of parent is cancelled, and reassign-to request has local support request.

 - Release
 - A request having local support request is released (but not Tentative Release).
 - Parent is released, and any subs have local support request.

- Other
 - Request is retrieved that has local support request.
 - Parent is unfilled, and parent or any of unfilled subs has local support request.
 - Request having local support request is cancelled.
 - Request having local support requests is cancel UTFd.

- 5. 'Disposition of Support Requests' dialog box table.

- 6. 'Action' button – Only applicable options display.
 - Cancel Request.

 - Release.

 - Reassign.

 - Unfill Request.

 - Retrieve Request.

- Cancel Reassignment.

7. 'View' button.

K. Receive Fill Information from External Supply Cache.

- A request is considered filled when any portion of requested quantity is filled.
- A cache may 'forward' all or a portion of a request. This allows other caches in system to fill forwarded portion. ROSS is notified of forwards.
- A cache may 'backorder' all or a portion of a request, and wait until item is re-stocked to complete the fill. ROSS is notified of backorders.
- If request is not tracked, and any portion of requested quantity is filled, ROSS statuses request as Fill/Close. However, ROSS may continue to receive fill or UTF information from cache system regarding request.
- If fill is first sent by a cache for request, ROSS sets Filled By, Home Dispatch, Provider, and Home Unit organizations to cache that sent the fill information.
- When incident closed due to merge, all subsequent fills and request updates sent from caches are against old (source) incident and

requests. ROSS automatically applies information to destination incident.