ROSS DISPATCH

BASIC 7 – REQUEST STATUS

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.

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 <u>not</u> 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).

I. 'SEARCH INCIDENTS' DIALOG BOX

- 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.

- 'Select Incident' section of dialog box.

II. 'INCIDENT LIST' SECTION OF SCREEN.

- To add an incident click ‘+’.

- To remove an incident click ‘–’.

- ‘Manage Financial Codes' Button – Can select or create and apply to the incident.

- ‘Select Incidents' Button – Allows selecting and de-selecting incidents without having to remove from list. Multi-select permitted. Selected incidents have ‘**’.

III. 'CATALOG’ SECTION OF SCREEN

IV. 'REQUEST’ SECTION OF SCREEN

Only one of five radio buttons can be selected.

- **ALL** (**1st** radio button).

- Request # (**2nd** radio button).

- 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).

  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.

- Completed (**5th** radio button).

V. 'LAST ACTION' SECTION OF SCREEN

- 'Last Action Taken By'.

- 'Last Action'.

VI. 'INCIDENT REQUEST' TABLE

'Tracked' check box – Only tracked NFES Supply requests display.

'Request Count' check box – Check to display the number of requests in the table

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.

- 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.

- Editing multiple requests.

- 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.

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:

- 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.

- 'Assignment Information' – Only Filling Dispatch can edit information in this section. Fields function same as on New Request except:

  - 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

‘Edit Mobilization/Demobilization’ button.

- ‘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.

3. Unfill Request – Un-fills selected filled 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.

4. 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).

- 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.

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.
  - 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.

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.

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)

- 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.

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.

- 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.

B. 'Go To' Button.

C. ‘View' Button.

D. ‘Print' Button.