

## DETAILED LESSON OUTLINE

COURSE:	ROSS Dispatch - Intermediate
UNIT:	2 – New Request
SUGGESTED TIME:	1 Hour 30 Minutes (0:45 Lecture, 0:45 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"><li>1. Edit request blocks.</li><li>2. Create a request for a configuration.</li><li>3. Create a Support Request.</li></ol>

## INTERMEDIATE UNIT 2 – New Request

Changes since last version:

1. None.



OUTLINE	AIDS & CUES
<p>1. 'New' (Split Block) button – Used to create a new block by splitting an existing block.</p> <ul style="list-style-type: none"> <li>• 'Start Block [Block #] At'.</li> <li>• 'Block [Existing Block #] section dialog box: <ul style="list-style-type: none"> <li>– Name – Existing name of block is displayed, and can be edited.</li> <li>– Start – Starting number of block, which cannot be edited from this dialog box.</li> <li>– End – Ending number of block, which cannot be edited from this dialog box.</li> <li>– Purpose – Purpose of block, which can be edited.</li> <li>– Default. <ul style="list-style-type: none"> <li>▪ Request and/or System Default check boxes will be marked as appropriate.</li> <li>▪ Can be changed, consistent with rules.</li> </ul> </li> <li>– User Issued check box – Can be changed, consistent with rules.</li> </ul> </li> <li>• 'Block [New Block #] section of dialog box.</li> <li>• Block splitting rules: <p><b>EXPLAIN THAT THESE RULES WILL BECOME EASIER TO UNDERSTAND ONCE YOU HAVE PRACTICED A BIT WITH BLOCK NUMBERING.</b></p> <ul style="list-style-type: none"> <li>– If a UI block is split, resulting blocks must be UI.</li> <li>– If an SG block is split, resulting blocks can be either UI or SG.</li> </ul> </li> </ul>	<p>Select Dispatch block. Click New.</p> <p>Enter 1000.</p> <p>Leave as Dispatch.</p> <p>Enter 'Dispatch Special' for name of new block.</p> <p>Click 'System Default' check box for new block.</p> <p>Go back to 'Dispatch' block. and click 'User Issued' check box.</p>

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<ul style="list-style-type: none"> <li>– If split a block that is not designated as a default, cannot set either of resulting blocks to be a default from 'Split Block' dialog box (default settings can be changed on 'Request Blocks' tab).</li> <li>– SG blocks can be changed to UI, but UI blocks cannot be changed to SG.</li> <li>– If split a default block, must select one of resulting blocks to be new default.</li> <li>– If split an SG block, Starting Number of second resulting block must be greater than next sequential available number of original block (i.e., cannot create a SG block that already contains a used request number).</li> <li>– Last block in each catalog must be an SG block, with End Number of 999,999 (maximum allowable).</li> </ul> <ul style="list-style-type: none"> <li>• When all information has been entered, click 'OK'.</li> </ul> <p><b>POINT OUT THE THREE BLOCKS THAT NOW DISPLAY.</b></p> <ol style="list-style-type: none"> <li>2. 'Edit' button – 'Edit Block' dialog box essentially identical to 'Split Block' dialog box, except only selected block is displayed.</li> <li>3. 'Delete' button – Used to delete selected block. <ul style="list-style-type: none"> <li>• Must always be at least one remaining block for each catalog.</li> <li>• Cannot delete block designated as either 'R' or 'SYS' default for catalog (must first designate a different block to be default).</li> <li>• Cannot delete block from which a request has already been created.</li> <li>• If deleting first or last block of a catalog, will be informed that block being deleted will be merged into adjacent block.</li> </ul> </li> </ol>	<p>Click OK.</p> <p>Select Incident block. Click Edit. Click Cancel.</p>

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<ul style="list-style-type: none"> <li>• If deleting a 'middle' block, will be asked to select block you want deleted block to be merged into.</li> <li>• If a SG block is merged into a UI block, remaining block will be converted to SG.</li> </ul> <p>B. Configuration Option – Configuration items only. Initially displays 'default' for catalog item. Not applicable to preorders and NFES catalog items.</p> <ul style="list-style-type: none"> <li>• Catalog Item with Configuration – Requests entire configuration.</li> <li>• Catalog Item without Configuration – Requests only root catalog item.</li> <li>• Selected Items from Configuration – Requests only selected items from configuration. Requires request to be filled using 'selected items' option. <ul style="list-style-type: none"> <li>– Table displays the configuration items, in same order as specified on Catalog screen.</li> <li>– Checking root item automatically selects all items in table. Root must always remain selected.</li> <li>– Checking parent item of a nested configuration automatically selects all items in nested configuration.</li> <li>– A child item cannot be selected unless its parent is selected.</li> <li>– 'Clear All' button – Deselects all except root.</li> </ul> </li> </ul>	<p>Select Equipment, Engine, Engine T3 catalog item.</p> <p>Select 'Catalog Item without Configuration'.</p> <p>Select 'Selected Items from Configuration'.</p> <p>Click Pick.</p> <p>Click check box next to Engine T3.</p> <p>Click Clear All. Click Cancel.</p>

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<p>C. 'Create Support Request' (Action button option) – 'Create Support Request' dialog box:</p> <p><b>POINT OUT THAT THE DIALOG BOX CONTAINS THE SAME INFORMATION AS THE NEW REQUEST SCREEN, BUT IN A DIFFERENT FORMAT.</b></p> <ul style="list-style-type: none"> <li>• A support request can be created for a support request.</li> <li>• A tactical aircraft catalog item cannot be the requested item of a support request.</li> <li>• NFES Supply support requests cannot be created unless incident has an active default financial code.</li> <li>• 'Catalog' Tab.</li> <li>• 'Request' Tab.</li> <li>• 'Request(s) Created' Tab.</li> </ul>	<p>Create a request for Equipment, Dozer T1. Select the request in the Requests Created table.</p> <p>Click Action. Select Support Request.</p> <p>Click Preorder radio button. Click Catalog radio button.</p> <p>Select Overhead, Positions, Dozer Boss.</p> <p>Select Request tab. Select Incident request block. Enter Sally Jones as Requesting Contact. Click '+'. Select Requests Created tab.</p> <p>Click Close.</p>

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<p>II. PRACTICE SESSION</p> <p><b>REVIEW UNIT OBJECTIVES.</b></p> <p><b>QUESTIONS?</b></p> <p><b>REQUEST STUDENTS FILL OUT UNIT EVALUATION.</b></p>	<p>02-04-ROSSD-SL</p>