

DETAILED LESSON OUTLINE

COURSE:	ROSS Dispatch – Intermediate
UNIT:	5 – 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: <ol style="list-style-type: none">1. Cancel reassignment of a prepositioned resource.2. Add a subordinate request.

INTERMEDIATE UNIT 5 – Request Status

Changes since last version:

1. None.

OUTLINE	AIDS & CUES
<p>INTRODUCE THE UNIT.</p> <p>PRESENT UNIT OBJECTIVES.</p> <p>Summary.</p> <ul style="list-style-type: none"> • Accessed by either 'Request' or 'Status' menu, or 'RS' toolbar button. • Used to: <ul style="list-style-type: none"> - Check status of resource requests. - Perform basic actions on requests, such as Edit, Unfill, Cancel (but <u>not</u> Fill or Place). • You can only view those requests for which your organization is in the 'touched by' chain. <p>BEFORE CONTINUING THE UNIT LECTURE:</p> <ul style="list-style-type: none"> • 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). 	<p>05-01-ROSSD-SL</p> <p>05-02-ROSSD-SL</p> <p><u>Log into Buena Vista Dispatch.</u></p>

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<p>REFER STUDENTS TO THE HANDOUT.</p> <p>BRIEF STUDENTS ON THE FOLLOWING SCENARIO:</p> <ul style="list-style-type: none"> • PAGOSA SPRINGS DISPATCH PUT ‘ADO CLASS B TEAM #2’ RESOURCE ON ITS ‘BUCK RANCH PREPO’ PREPOSITION INCIDENT. • PAGOSA SPRINGS USED THE TEAM TO FILL A REQUEST PLACED TO THEM BY BUENA VISTA DISPATCH (FOR BEAR LAKE INCIDENT). • BUENA VISTA DISPATCH REASSIGNED THE TEAM TO A REQUEST PLACED TO THEM BY CRAIG DISPATCH, AND PUT THE TEAM MOB EN ROUTE TO SANDSTONE PILLARS INCIDENT. <p>I. 'Action' Button.</p> <p style="padding-left: 40px;">A. Cancel Reassignment.</p> <p><u>POINT OUT THAT ONLY CANCELING REASSIGNMENT OF A PREPOSITIONED RESOURCE HAS NOT PREVIOUSLY BEEN DISCUSSED</u></p> <p style="padding-left: 40px;">If prepositioned resource reassigned from one non-preposition incident to another, and reassignment is cancelled:</p> <ol style="list-style-type: none"> 1. Reassign-to request unfilled and becomes pending with dispatch that cancelled reassignment. <p>POINT OUT THAT THE CRAIG DISPATCH REQUEST FOR ‘ADO CLASS B TEAM’ HAS NOW BEEN UNFILLED.</p>	<p>05-03-ROSSD-SL 05-01-ROSSD-HO</p> <p>Open Request Status screen. Click '+'. Select Non-Local. Click Search. Select <u>Sandstone Pillars</u> incident. Click OK.</p> <p>Select Overhead. Click Filter. Select ADO Team Member (ADOM) request (filled with resource 'ADO Class B Team #2').</p> <p>Click Action.</p> <p>Select Cancel Reassignment.</p>

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<p>2. Select Return-To Request' dialog box displays. Select a 'Return To' radio button:</p> <ul style="list-style-type: none"> • 'Previous Request' – Returns resource back to non-preposition incident associated with original request. • 'Preposition Request'. <ul style="list-style-type: none"> – Resource is placed back on preposition incident request, and a release date, travel option, and release to location can be set. – Reassign-to request is unfilled and becomes pending with dispatch that cancelled reassignment. – Reassign-from request is closed when resource returns to the preposition incident. <p>POINT OUT THAT WHEN THE TEAM ARRIVES BACK AT THE PREPOSITION INCIDENT, THE BUENA VISTA DISPATCH REQUEST FOR 'ADOM' IS CLOSED.</p>	<p>Select Preposition Request radio button.</p> <p>Click OK.</p> <p>Set Travel ETD & ETA to present.</p> <p>Click OK.</p> <p><u>Log into Pagosa Springs Dispatch.</u></p> <p>Open Request Status screen for <u>Deer Valley</u> incident. Click Apply. Click OK.</p> <p>Select Equipment. Select Filled. Click Filter. Select Engine T3 request filled by <u>BVD</u>.</p>

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<p>B. Add Subordinate Request – Applicable only to parent requests for which an assignment roster has been created and ‘closed’ (i.e., parent request was set to Filled).</p> <ol style="list-style-type: none"> 1. Cannot be added to a configuration request that was filled as a single item (whether or not assignment roster was added later). 2. Cannot select a 'Preorder' when adding a subordinate request. 3. Can only create NFES Supply subordinate if: <ul style="list-style-type: none"> • Parent’s original assignment was filled by an external supply cache. • Incident has an active default financial code. 4. Cannot create for an alias catalog item. 5. Request Blocks are not applicable to subordinate requests. 6. Can add subordinate if: <ul style="list-style-type: none"> • Parent resource is Mob En Route, At Incident, or Available or Unavailable on a preposition incident, and • Your dispatch is one of following: <ul style="list-style-type: none"> – Home dispatch. – Incident dispatch, if local request. – Incident dispatch, if non-local support request with control yielded to you. – Requesting dispatch (but not incident dispatch), if non-local support request with control retained. • Additionally, if Filling Dispatch can add if any of following: 	<p>Click Action. Select Add Subordinate Request.</p>

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<ul style="list-style-type: none"> - Resource is Reserved (but not Reassigned (At Incident)). - Resource is Mob En Route, you are Home Dispatch, and resource not reassigned to non-local incident. - Resource is At Incident, you are assigning prepositioned resource to non-prepo incident, and Release to Preposition option is selected. <p>7. Adding subordinate request to a non-local incident:</p> <ul style="list-style-type: none"> • If parent reassigned to non-local incident, once resource leaves reassign-from incident only home and reassign-to dispatches can add. • When non-local prepositioned resource is on non-local non-prepo incident, home dispatch: <ul style="list-style-type: none"> - Can add subordinate to preposition assignment roster. - Unrelated to resource's status on non-preposition. - Changes to prepo roster do not affect non-prepo roster. - Cannot add subordinate to non-preposition assignment roster. <p>8. 'Create Subordinate Request' dialog box identical to 'Create Support Request' dialog box except:</p> <p>'Select Placement' section (on Request tab).</p> <ul style="list-style-type: none"> • Displays only when adding subordinate to a local parent request <u>filled by another organization</u>. 	<p>In Create Sub Request dialog box, Filter for and select Overhead FFT2.</p> <p>Display Request tab. Enter a Requesting Contact.</p>

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<ul style="list-style-type: none"> • Select a radio button: <ul style="list-style-type: none"> – Place Directly with Home Dispatch [Unit ID] of Parent Resource. In case of nested rosters, placed to home dispatch of immediate parent. – Place/Fill Locally (via Pending Request) – Adds request to 'Pending Request' screen. If parent was filled by an external supply cache, 'Place/Fill Locally (via Pending Request)' radio button is automatically selected and cannot be changed. • 'View' button – Brings up 'View Organization' dialog box for filling unit. <p>C. Correct Retrieve – Used when an action has been taken to retrieve a request from an external supply cache, but after all retries a response has not been received.</p> <ul style="list-style-type: none"> • User can check with an ICBS Administrator outside of ROSS and then record outcome of retrieve in ROSS via Correct Retrieve. • Only applicable if you have a user role with External Action Admin function assigned. • Brings up the Correct Retrieve Action dialog box. 	<p>Select Place Directly with Home Dispatch of Parent Resource.</p> <p>Click View. Click Close.</p> <p>Click '+'. Display Requests Created tab. Click Close.</p> <p>05-04-ROSSD-SL 05-02-ROSSD-HO</p>

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<ul style="list-style-type: none"> • Radio buttons: <ul style="list-style-type: none"> – Request is Cancelled in ICBS (Retrieve Succeeded) – Indicates ICBS verified request exists and is cancelled, and ROSS should mark request as successfully retrieved and no longer await a response from ICBS. – Request is not Cancelled in ICBS (Retrieve Denied) – Indicates ICBS verified retrieve action was processed but denied, the request is not cancelled in ICBS, and ROSS should leave request as pending with cache and no longer await a response from ICBS. – Request is not Cancelled in ICBS (Retrieve Failed, OK for User to Retry) – Indicates ICBS verified request exists but is not in a cancelled state in ICBS and ROSS should leave request as pending with cache and no longer await a response from ICBS. ROSS user may attempt request retrieval again. <p>D. Correct Place – Used when an action has been taken to place a request to an external supply cache, but after all retries a response has not been received.</p> <ul style="list-style-type: none"> • User can check with an ICBS Administrator outside of ROSS and then record the outcome of the place in ROSS via Correct Place. • Only applicable if you have a user role with the External Action Admin function assigned. • Brings up Correct Place Action dialog box. 	<p>05-05-ROSSD-SL 05-03-ROSSD-HO</p>

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<ul style="list-style-type: none"> • Radio buttons: <ul style="list-style-type: none"> – Request Exists in ICBS (Place Succeeded) <ul style="list-style-type: none"> – Indicates ICBS verified request exists and ROSS should mark request as successfully placed and no longer await a response from ICBS. – Request Does Not Exist in ICBS (Place Failed, OK for User to Retry) – Indicates ICBS verified request does not exist in ICBS and ROSS should set request as pending with placing dispatch and no longer await a response from ICBS. ROSS user may attempt to place request again. • If selected request is part of a bundle, selected status is applied to <u>all requests in the bundle</u>. <p>E. Status NFES Request – Allows you to ask for a status update on an NFES request pending with an external supply cache. ROSS:</p> <ul style="list-style-type: none"> • Sends request and incident information to the cache. • Receives a response from cache. • Updates request status as appropriate. 	<p>Place an NFES request to an external supply cache (from New Request or Pending Request).</p> <p>Select the placed NFES request on Request status.</p>

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<p>F. View NFES Request Placed with External Supply Cache.</p> <ul style="list-style-type: none"> • Request Information section of screen: <ul style="list-style-type: none"> – Shipped – Total quantity of items shipped, from all caches, in all issues, for request. – UTF – Total quantity of items from request UTFd by caches. – Backordered – Total quantity of items from request backordered by caches. – Forwarded – Total quantity of items from request forwarded by caches. – Replacement Request – Indicates by Y/N. • Shipping Info tab – Displays Shipping Information and Shipping Contact. • Shipped Items tab – Displays a history of cache activity related to request. <ul style="list-style-type: none"> – Displays ‘Placed To Cache’. – Shipped Items table. Columns: <ul style="list-style-type: none"> ▪ Issue # – Assigned by the cache. ▪ Date/Time – Date/time the information was received from the external system. ▪ Cache – Cache that shipped the issue. ▪ Item Name. ▪ Item Code. ▪ Shipped – Quantity of items shipped in the issue. ▪ BO – Quantity of items backordered as part of the issue. ▪ Fwd – Quantity of items forwarded as part of the issue. ▪ UTF – Quantity of items UTFd as part of the issue. 	<p>Click View button. Select View Request.</p> <p>Select Shipping Info tab.</p> <p>Select Shipped Items tab.</p>

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<p data-bbox="451 302 1214 411">– Cache Trackable IDs section of tab – Lists trackable IDs of items shipped with issue selected in Shipped Items table.</p> <p data-bbox="285 485 711 516">II. PRACTICE SESSION.</p> <p data-bbox="285 596 716 627">REVIEW UNIT OBJECTIVES.</p> <p data-bbox="285 669 493 701">QUESTIONS?</p> <p data-bbox="285 743 1081 774">REQUEST STUDENTS FILL OUT UNIT EVALUATION.</p>	<p data-bbox="1240 375 1409 407">Click Close.</p> <p data-bbox="1240 596 1495 627">05-06-ROSSD-SL</p>