

# ROSS DISPATCH

## INTERMEDIATE 5 – REQUEST STATUS

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### OBJECTIVES

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

1. Cancel reassignment of a prepositioned resource.
2. Add a subordinate request.

## Summary.

- Accessed by either 'Request' or 'Status' menu, or 'RS' toolbar button.
- Used to:
  - Check status of resource requests.
  - Perform basic actions on requests, such as Edit, Unfill, Cancel (but not Fill or Place).
- You can only view those requests for which your organization is in the 'touched by' chain.

### I. 'Action' Button.

#### A. Cancel Reassignment.

If prepositioned resource reassigned from one non-preposition incident to another, and reassignment is cancelled:

1. Reassign-to request unfilled and becomes pending with dispatch that cancelled reassignment.
2. Select 'Return-To Request' dialog box displays. Select a 'Return To' radio button:
  - 'Previous Request' – Returns resource back to non-preposition incident associated with original request.

- 'Preposition Request'.
  - 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.

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).

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:
  - 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:
    - Parent resource is Mob En Route, At Incident, or Available or Unavailable on a preposition incident, and
    - Your dispatch is one of following:
      - 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:
      - 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.

7. Adding subordinate request to a non-local incident:

- 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:
  - 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.

8. 'Create Subordinate Request' dialog box identical to 'Create Support Request' dialog box except:

'Select Placement' section (on Request tab).

- Displays only when adding subordinate to a local parent request filled by another organization.
- Select a radio button:

- 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.

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.

- 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.
- Radio buttons:
  - 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.
- 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.
- 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.
  
  - Radio buttons:
    - Request Exists in ICBS (Place Succeeded) – 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 all requests in the bundle.

E. Status NFES Request – Allows you to ask for a status update on an NFES request pending with an external supply cache. ROSS:

- Sends request and incident information to the cache.
- Receives a response from cache.
- Updates request status as appropriate.

F. View NFES Request Placed with External Supply Cache.

- Request Information section of screen:
  - 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.
  - Displays ‘Placed To Cache’.
  
  - Shipped Items table. Columns:
    - 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.
- Cache Trackable IDs section of tab – Lists trackable IDs of items shipped with issue selected in Shipped Items table.