New Request - creating and editing new requests

This chapter explains how to create requests for incidents. You can create requests for both internal and external incidents. Topics in this chapter include:

- Creating a new request
- Completing the New Request screen
- Creating a named request
- Creating a supplemental request
- Creating an NFES request
- Editing a request
- Deleting a request
- Creating a support request
- Placing up a new request
- Reviewing requests from other ROSS screens
- Exploring new requests in detail.

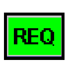
For complete information about new functionality and enhancements to ROSS, access the ROSS Main Page from your browser, and then click "Release Notices" along the left side of the page.

Creating a new request

This section explains how to create new requests for catalog items and preorders. Topics include:

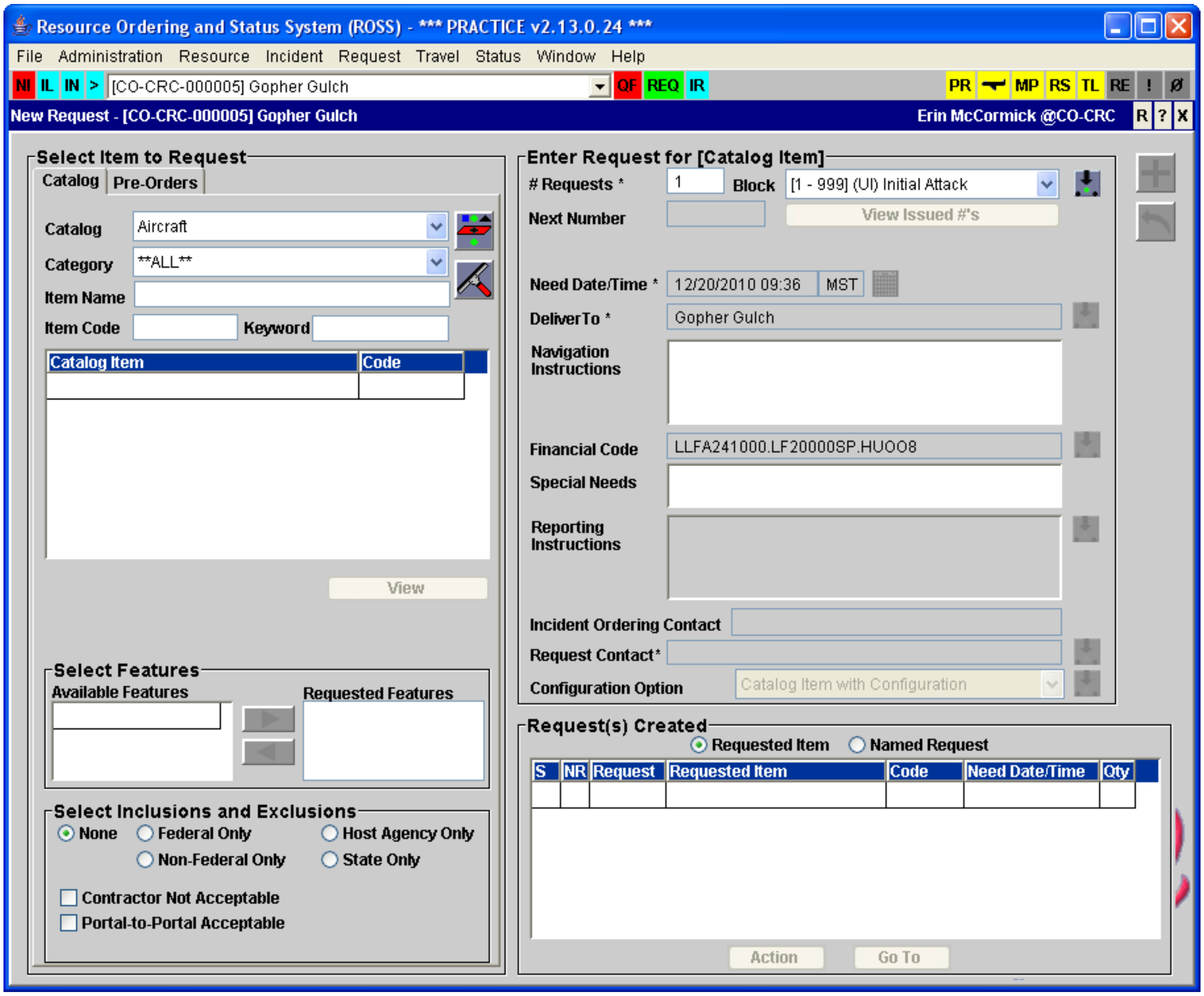
- Working with the Catalog tab
- Working with the Preorders tab.

To access the New Request screen



- On the **Request** menu, click **New Request**, or click the **REQ** button.

New Request screen - Catalog tab

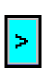


Working with the Catalog tab

The Catalog tab is the first tab on the New Request screen. It allows you to create new requests for cataloged resources.

Remember, if you add any features to a request for a catalog item, the resource that fills the request must match (have those features) or it will not show as a qualified/available resource on the Pending Request screen.

To create a new request for a catalog item



1. On the **New Request** screen, click the drop-down arrow and select the **incident** of your choice, and then click the **Show/Update Incident context** button to update the incident context.
2. On the **Catalog** tab under **Select Item to Request**, click the **Catalog** drop-down arrow, click to select the **Catalog** of your choice, and then click the **Filter** button.

3 On the **Catalog Item** table, search for and then click to select the **Catalog Item** of your choice.

4 To view any reminders for the **Catalog Item**, click the **View** button.

For more information about viewing reminders see the task, "To view reminders for a catalog item."

5 Under **Select Features**, click to select the **Available Features** of your choice, if any, and then click the **Add** arrow button to move your selection to the **Requested Features** table.

6 Under **Select Inclusions and Exclusions**, click to select the option of your choice

- None - *default*
- Federal Only
- Non-Federal Only
- Host Agency Only
- State Only.

For overhead catalog items, click to select the options of your choice

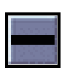
- *EFF/AD Exclusion*
- *Trainee: No Trainee, Trainee Acceptable, or Trainee Required.*

7 Click to select the check boxes of your choice

- Contractor Not Acceptable
- Portal-to-Portal Acceptable.

8 Complete the **Enter Request for [Catalog Item]** portion of the **New Request** screen as instructed in the section, "Completing the New Request screen."

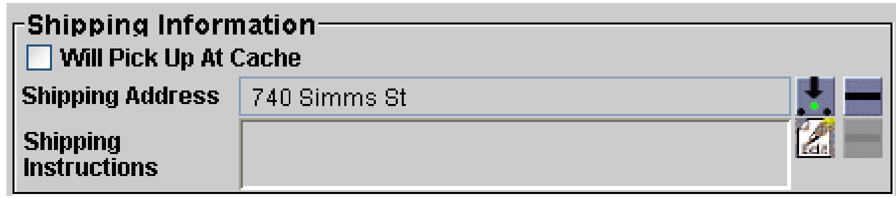
To complete shipping instructions for an NFES supply request



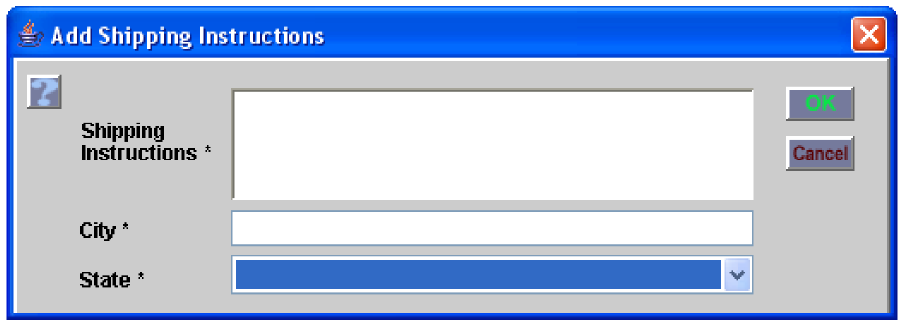
- Under **Shipping Information**, perform one of the following
  - click the **Pick Shipping Address** button, and then click to select the shipping address of your choice
  - click to select the **Will Pick Up At Cache** check box
  - click the **Add/Edit Shipping Instructions** button, complete the **Shipping Instructions**, **City**, and **State information** on the **Add Shipping Instructions** dialog box.

*To remove a previously entered Shipping Address or Shipping Instructions, click the **Remove** button.*

The following diagram shows the Shipping Information portion of the New Request screen for NFES supply requests.



The following diagram shows the Add Shipping Instructions dialog box.

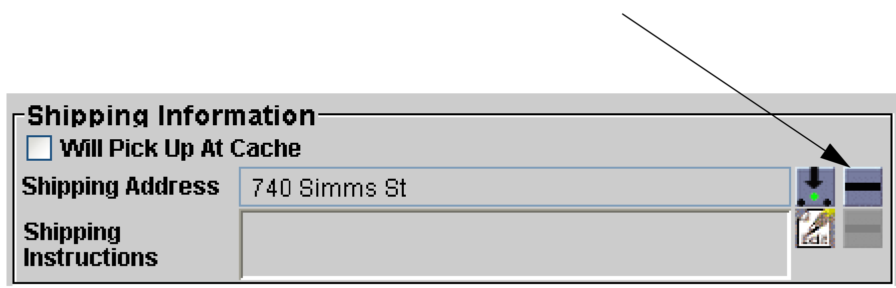


Position the cursor over the Shipping Address to display the complete shipping address.

To remove the shipping address

- Under **Shipping Information**, click the **Remove Shipping Address** button.

The following diagram shows the Shipping Information portion of the New Request screen. The arrow points to the location of the Remove Shipping Address button.



To edit shipping instructions

1 Under **Shipping Information**, click the **Add/Edit Shipping Instructions** button.

2 On the **Edit Shipping Instructions** dialog box, change the following information as appropriate, and then click **OK**

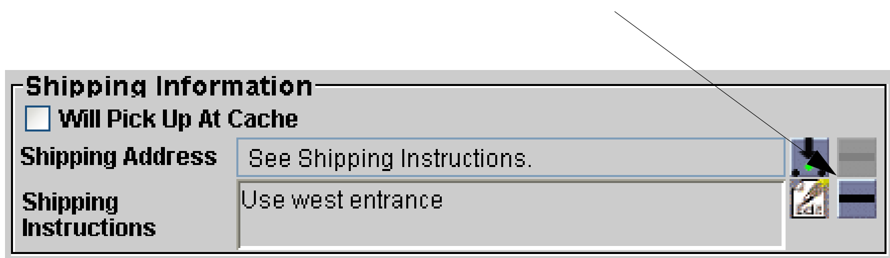
- Shipping Instructions
- City
- State.

The following diagram shows the Edit Shipping Instructions dialog box.

To remove shipping instructions

- Under **Shipping Information**, click the **Remove Shipping Instructions** button.

The following diagram shows the Shipping Information portion of the New Request screen. The arrow points to the location of the Remove Shipping Instructions button.



To view reminders for a catalog item

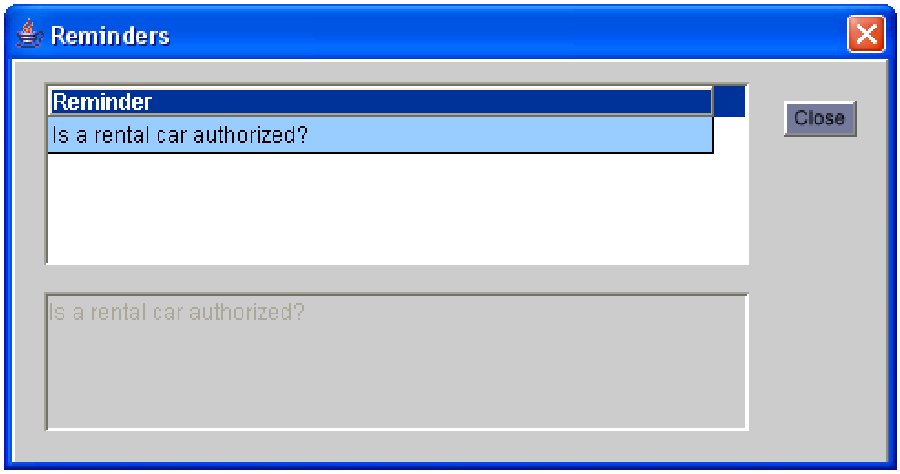
The View button located directly below the Catalog Item table allows you to view reminders relating to the catalog item of your choice.

1 On the **New Request** screen, search for and then click to select the **Catalog Item** of your choice.

2 Click the **View** button, and then click to select **View Reminders**.

3 Review the information on the **Reminders** dialog box, and then click **Close**.

The following diagram shows the Reminders dialog box.

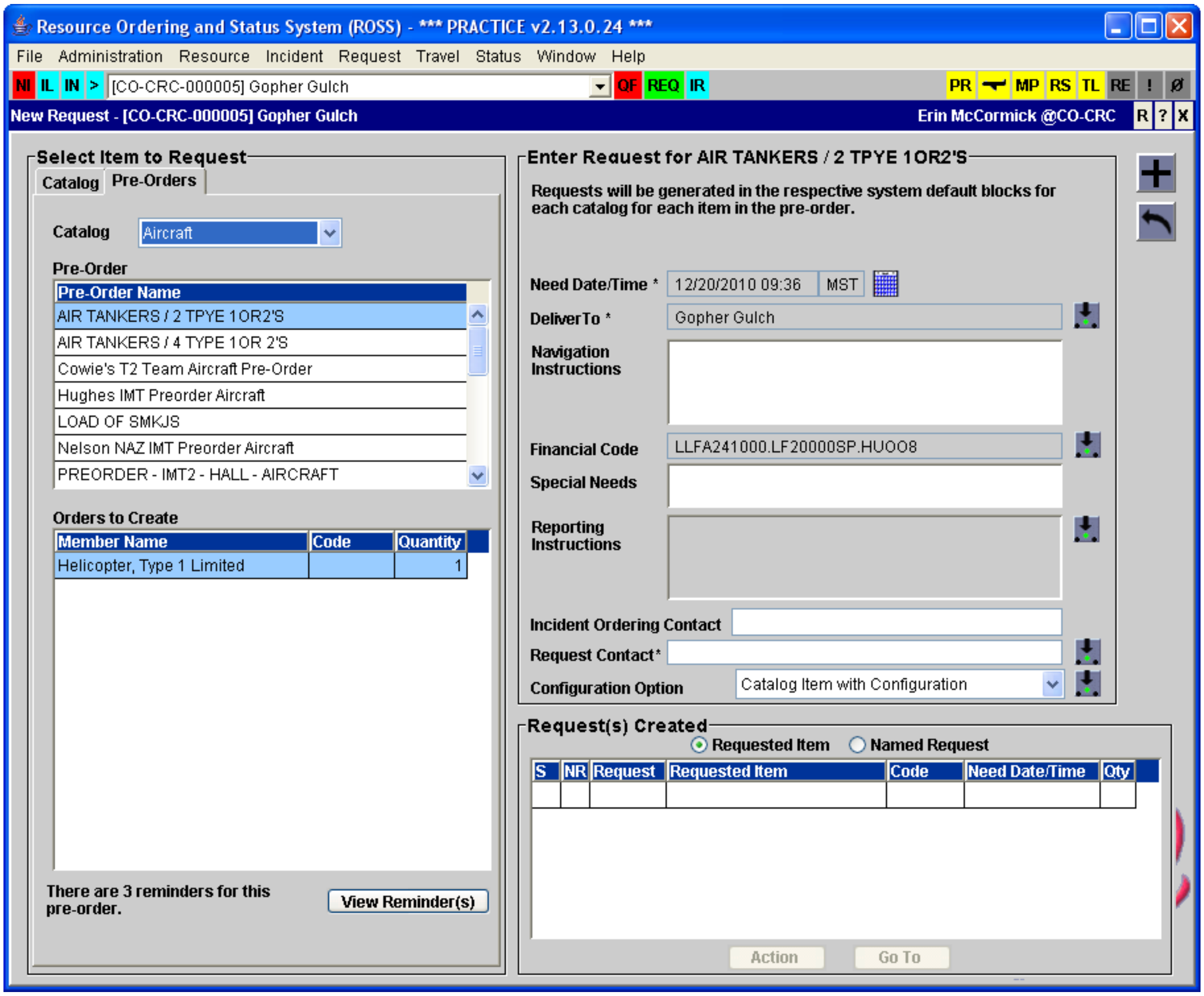


Working with the Preorders tab

The Preorders tab is the second tab on the New Request screen. It allows you to select an *existing preorder* and then create new requests based on catalog items in that preorder.

You cannot create a preorder from the New Request screen. For more information see, "Preorders - creating lists of needed resources," in this ROSS User's Guide.

New Request screen - Preorders tab



To create a new request for a preordered catalog item

1. On the **New Request** screen, click the drop-down arrow and select the **incident** of your choice, and then click the **Show/Update Incident context** to update the incident context.
2. Click the **Preorders** tab.
3. Click the **Catalog** drop-down arrow, and then click to select the **Catalog** of the preorder.

The View Reminder(s) button located directly below the Orders to Create table allows you to display specific information relating to the catalog item of your choice.

4 Under **Orders to Create**, click to select the **Member Name(s)** of your choice.

Each catalog item listed on the Orders to Create table identifies a Member Name, Code, and Quantity.

5 Complete the **Enter Request for [Catalog Item]** portion of the **New Request** screen as instructed in the next section, "Completing the New Request screen."

Completing the New Request screen

The "Enter Request for [Catalog Item]" section of the New Request screen is located on the right-hand side of the New Request screen. Complete this section for catalog items and preorders in the same way.

To complete the New Request screen

1 Complete the task, "To create a new request for a catalog item," or the task, "To create a new request for a preordered catalog item," as appropriate for the new request.

2 Under **Enter Request for [Catalog Item]** complete the box as appropriate

- for catalog items that can be ordered in quantities greater than one, type the appropriate quantity in the **Quantity** box
- for catalog items that can not be ordered in quantities greater than one, type the appropriate number in the **# Requests** box
- click the **Block** drop-down arrow and then click to select the **Block** of your choice, as appropriate.

For more information about block numbering see, "Understanding request block numbering," later in this chapter.

3 To assign the date and time needed, click the **Select Dates** button, and then select the **Need Date/Time** of your choice.

4 Click the **Select Delivery Location** button and select the location of your choice.

5 To select a financial code other than the default code designated for the incident, click the **Pick Financial Code** button, click the appropriate tab on the **Select Financial Code** dialog box, and then click to select the **Financial Code** of your choice, and the click **OK**.

6 In the **Special Needs** box, type special needs for the request, as appropriate.

Do not use this box for navigation instructions!
For example, a special need may be an "engine, double-crewed." For more information about special needs see, "Designating special needs," later in this chapter.

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7 To enter or change reporting instructions, click the **Select Reporting Instructions** button, complete the **Reporting Instruction**s dialog box, click **Save**, and then click **Close**.

For more information about completing reporting instructions see, "Working with reporting instructions," later in this chapter.

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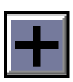
8 In the **Incident Ordering Contact** box, type the name of the contact person that the filling resource is supposed to report to when arriving at the incident.

9 In the **Request Contact** box, type the name and/or contact information of the dispatch unit that created the request, or click the **Select Contact Info** button and then click to select the contact name of your choice.

10 If the selected catalog item is a configuration, click the **Configuration Option** drop-down arrow and then click to select the configuration option of your choice.

For more information about selecting configuration options and completing the Order Selected Items dialog box see, "Working with configuration options," later in this chapter.

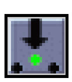


11 When finished completing all appropriate information, click the **Create Request** button.

To clear the request list

- Under **Request(s) Created**, click the **Action** button, and then click **Clear List**.

To view or modify block numbers



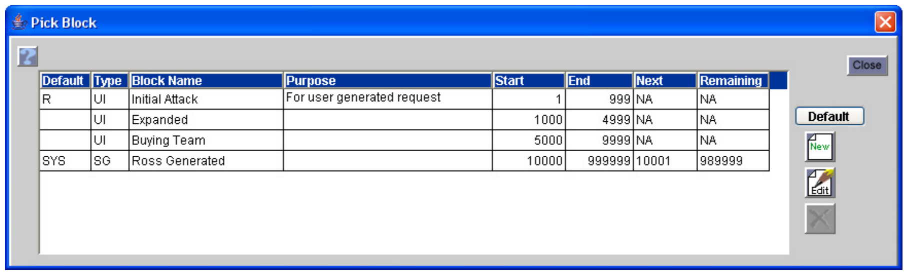
1 On the **New Request** screen under **Enter Request for [Catalog Item]**, click the **Pick Block to View, Edit or Split** button.

2 On the **Pick Block** dialog box, perform one or more of the following, as appropriate, and then click **Close**

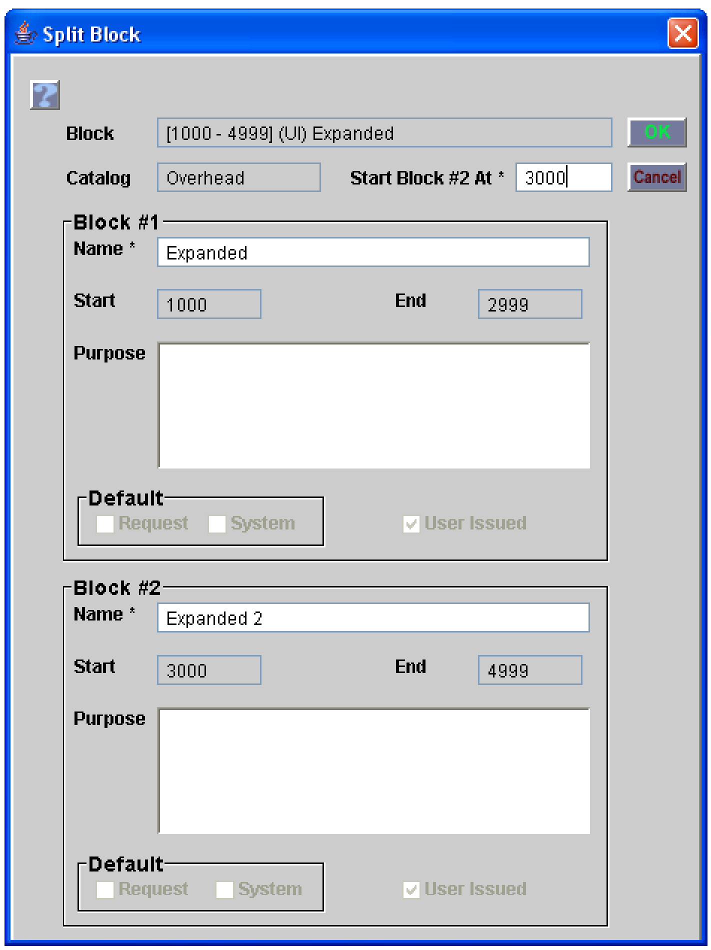
- to set the default block to request default ("R" in the Default column), click to select the **default Block Name**, click the **Default** button, and then click to select **Set Request Default**
- to set the default block to system default ("SYS" in the Default column), click to select the **default Block Name**, click the **Default** button, and then click to select **Set System Default**

- to create a new block by splitting an existing block into two, click the **New** button, complete the **Split Block** dialog box, and then click **OK**
- To edit a request block, click to select the **delfaul Block Name**, click to select the **Block Name** of your choice, click the **Edit** button, complete the **Edit Block** dialog box, and then click **OK**
- to delete a request block, click to select the **Block Name** of your choice, click the **Delete** button, click to select the block to merge the deleted block into, if appropriate, and then click **OK**.

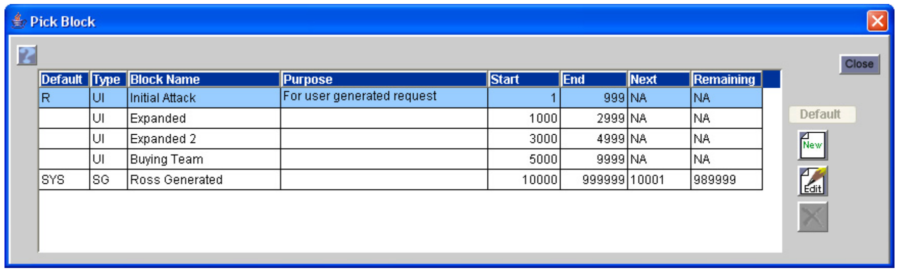
The following diagram shows the Pick Block dialog box where you can edit, create, or delete blocks of numbers.



The following diagram shows a sample Split Block dialog box for setting up request blocks for expanded dispatch.



The following diagram shows the resulting blocks on the Pick Block dialog box.



Default	Type	Block Name	Purpose	Start	End	Next	Remaining
R	UI	Initial Attack	For user generated request	1	999	NA	NA
	UI	Expanded		1000	2999	NA	NA
	UI	Expanded 2		3000	4999	NA	NA
	UI	Buying Team		5000	9999	NA	NA
SYS	SG	Ross Generated		10000	999999	10001	989999

To pick a reload base

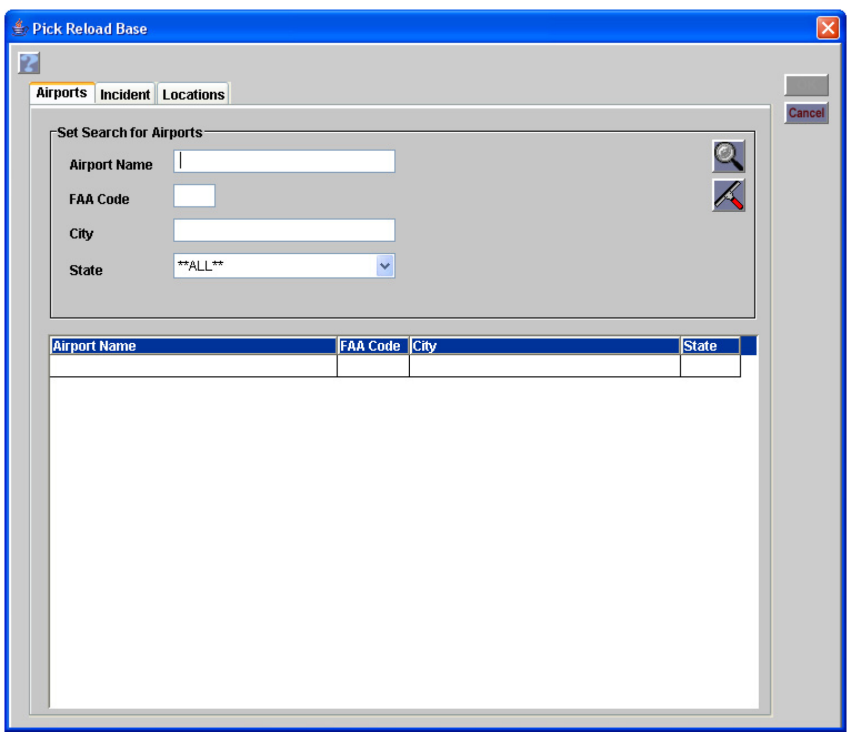
The Pick Reload Base dialog box now allows you to designate the new request's reload base using an airport, the incident, or a location.

1 On the **New Request** screen, click the **Pick Reload Base** button.

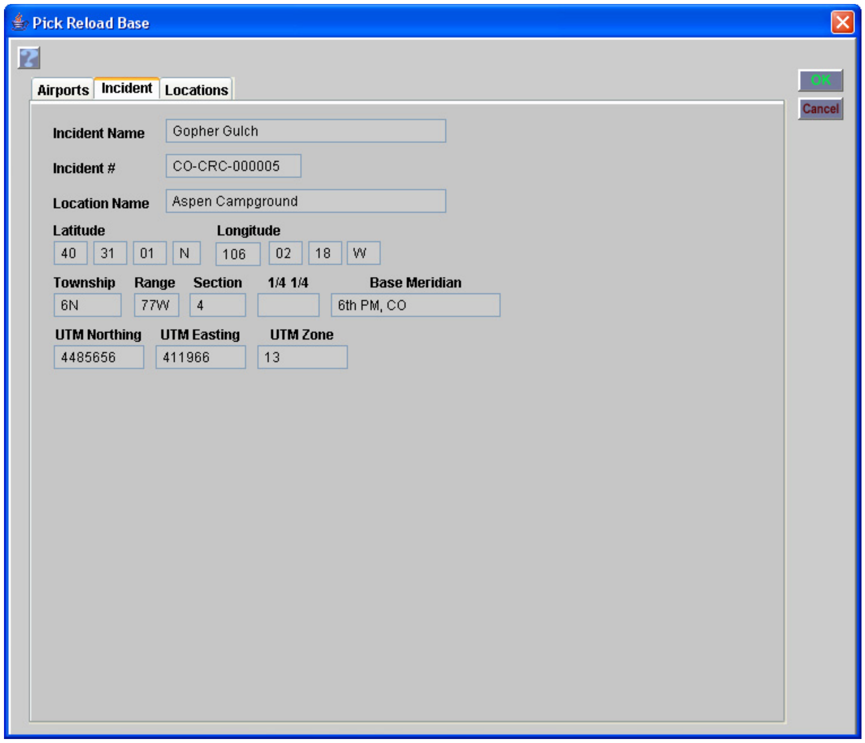
2 On the **Pick Reload Base** dialog box, perform one of the following

- to designate an airport, search for and then click to select the **Airport Name** of your choice on the **Airports** tab, and then click **OK**
- to designate the incident, click the **Incident** tab, and then click **OK**
- to designate another location, click the **Locations** tab, search for and then click to select the **Location** of your choice, and then click **OK**

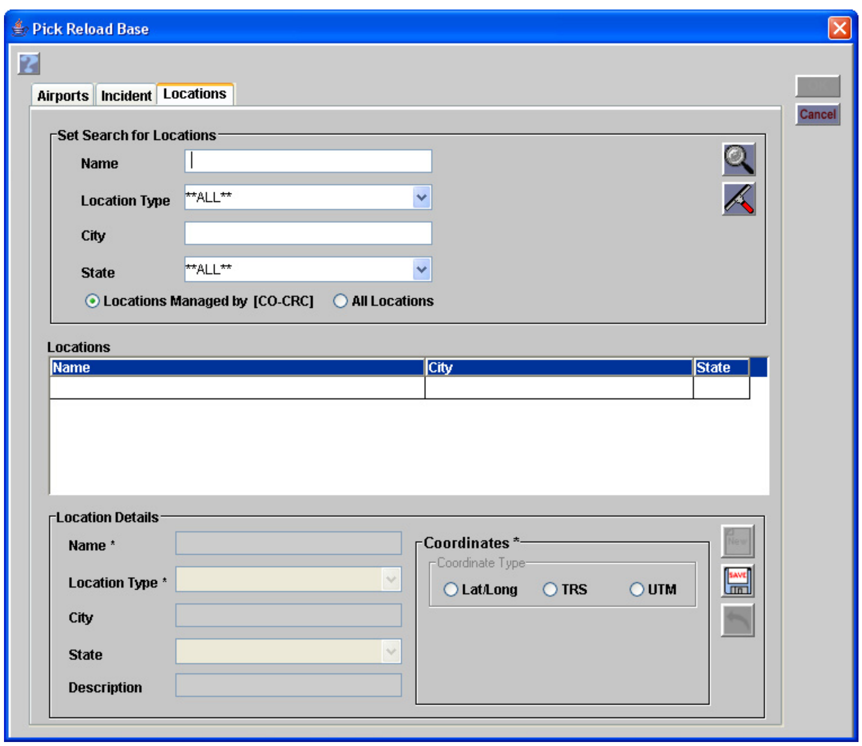
The following diagram shows the Airports tab on the Pick Reload Base dialog box.



The following diagram shows the Incident tab on the Pick Reload Base dialog box.



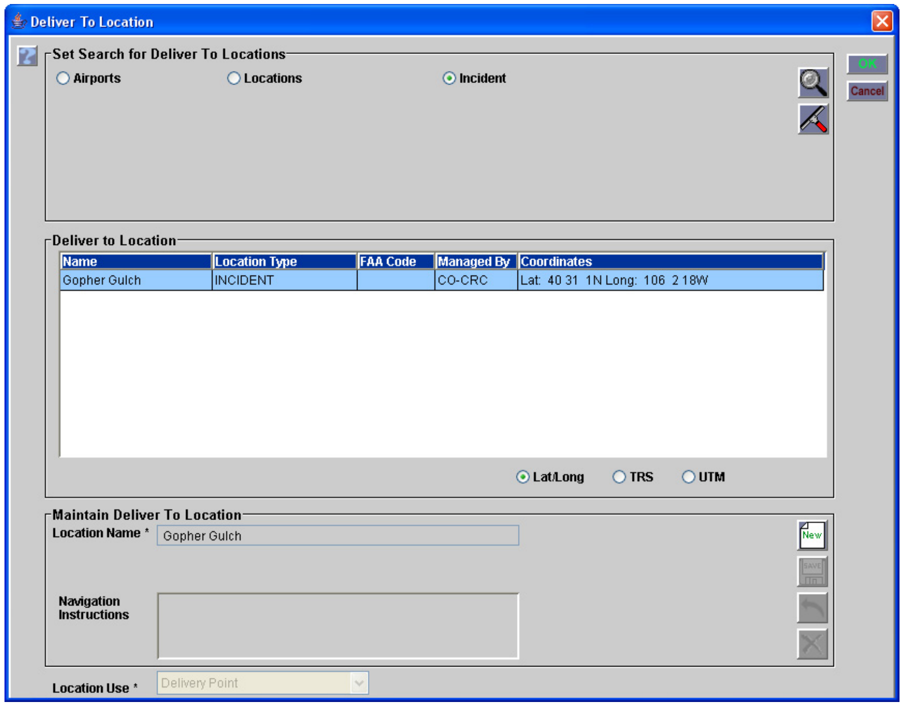
The following diagram shows the Locations tab on the Pick Reload Base dialog box.



To search for a Deliver To Locations

- On the **Delivery Location** dialog box, complete the **Set Search for Deliver To Locations** information as appropriate to narrow your search, and then click the **Search** button.

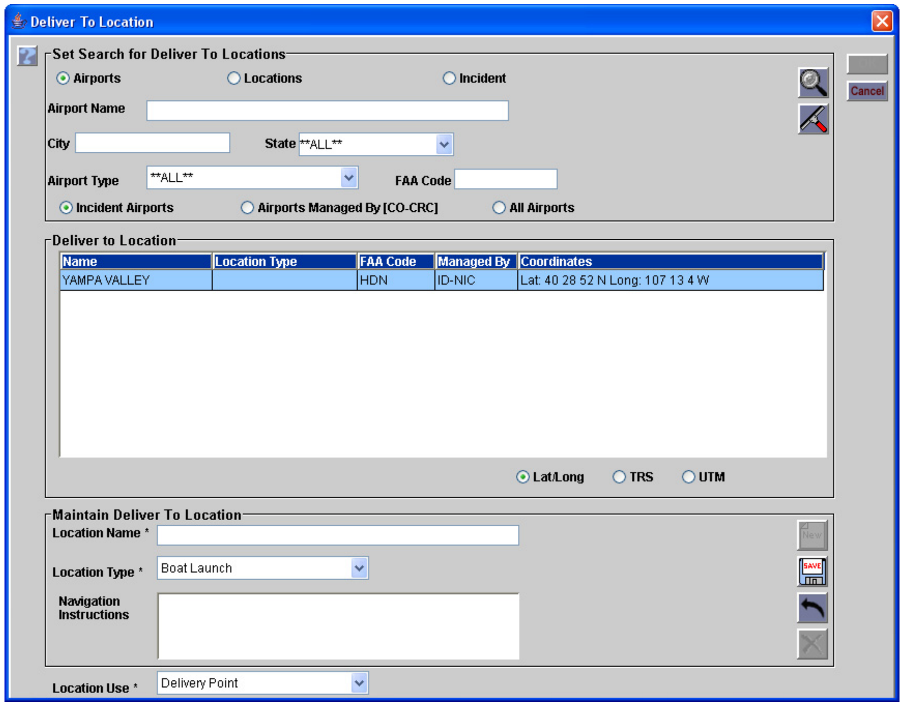
The following diagram shows a sample Deliver To Location dialog box after performing a search for an incident location.



To add a new Deliver To Location

1. On the **Delivery Location** dialog box, click the **Pick** button.
2. On the **Pick/Copy Existing Reporting Instruction** dialog box, enter filter criteria as appropriate, and then click the **Filter** button.
3. Click the **Location Type** drop-down arrow, and then select the **Location Type** of your choice.

The following diagram shows the Deliver To Location dialog box.

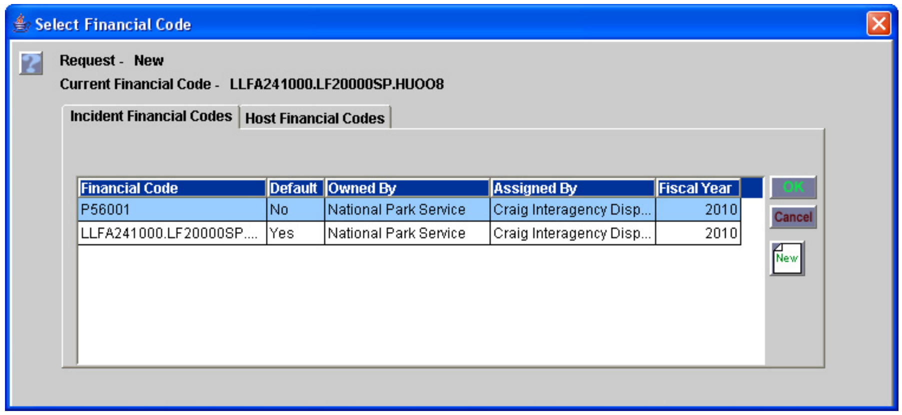


To create a new incident financial code

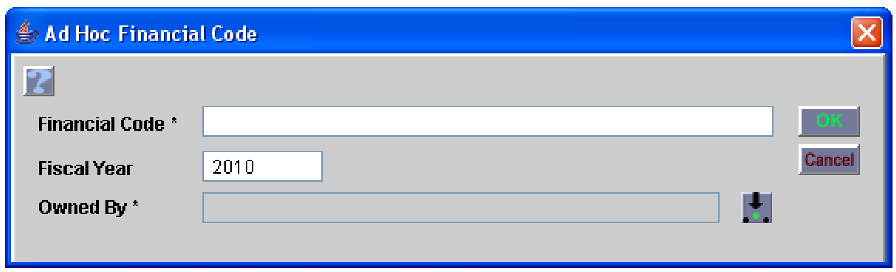
You can not create new host financial codes from the New Request screen.

1. On the **New Request** screen, click the **Pick Financial Code** button.
2. On the **Select Financial Code** dialog box on the **Incident Financial Codes** tab, click the **New** button.
3. On the **Ad Hoc Financial Code** dialog box, complete the following information and then click **OK**
   - Financial Code
   - Fiscal Year
   - Owned By.

The following diagram shows the Select Financial Code dialog box.



The following diagram shows the Ad Hoc Financial Code dialog box.



To enter new reporting instructions

1 On the **New Request** screen, click the **Select Reporting Instructions** button, and then click **New**.

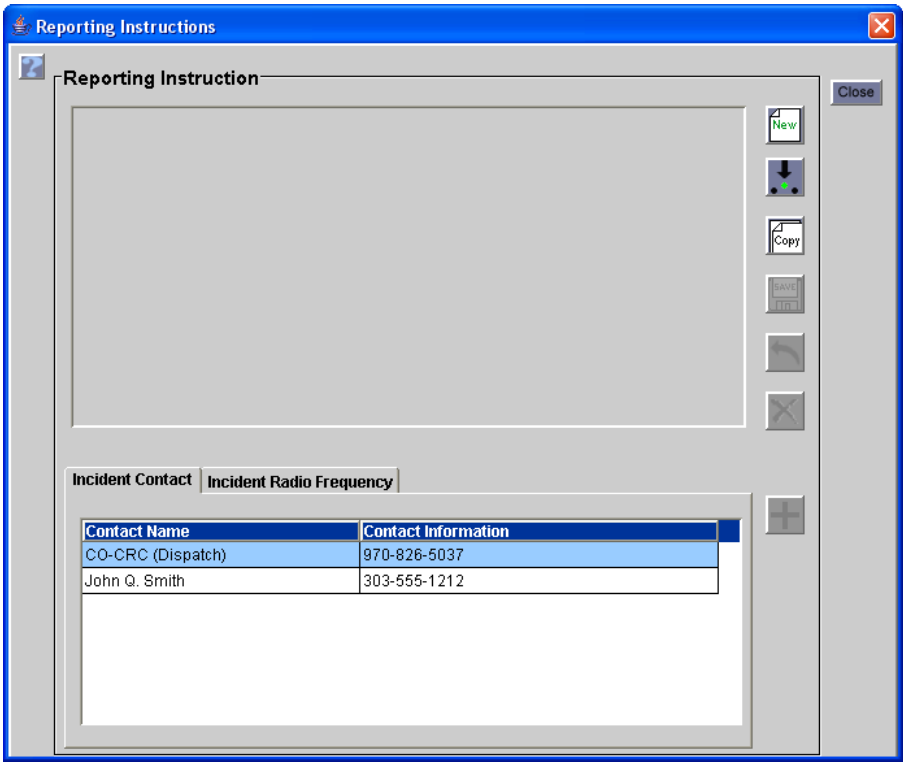
2 Under **Reporting Instruction**, type the specific instructions for reporting to the assignment.

3 On the **Incident Contact** tab, click to select the **Contact Name** of your choice, and then click the **Add Contact/Frequency to Reporting Instructions** button.

4 Click the **Incident Radio Frequency** tab, click to select the radio frequency of your choice, and then click the **Add Contact/Frequency to Reporting Instructions** button.

5 When finished, click **Save**, and then click **Close**.

The following diagram shows the Reporting Instructions dialog box.



To choose from instructions entered on other resource requests for the incident

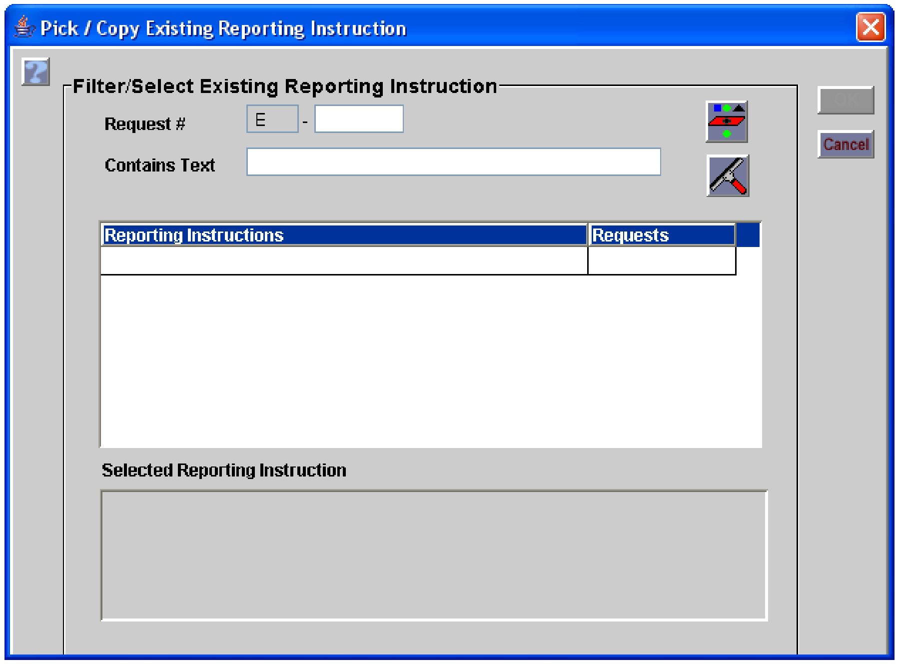
1 On the **Reporting Instructions** dialog box, click the **Pick** button.

2 On the **Pick/Copy Existing Reporting Instruction** dialog box, enter filter criteria as appropriate, and then click the **Filter** button.

3 Click to select the **Reporting Instruction** of your choice, click **OK**, and then click **Close**.

The full text displays in the Selected Reporting Instruction box.

The following diagram shows the Pick/Copy Existing Reporting Instruction dialog box.



To select an existing instruction and modify it for one request, without affecting any requests that have used the instruction

1 On the **New Request** screen, click the **Select Reporting Instructions** button, and then click the **Copy Reporting Instruction** button.

2 On the **Pick/Copy Existing Reporting Instruction** dialog box, click to select the **Reporting Instruction** you want to modify for this request, and then click **OK**.

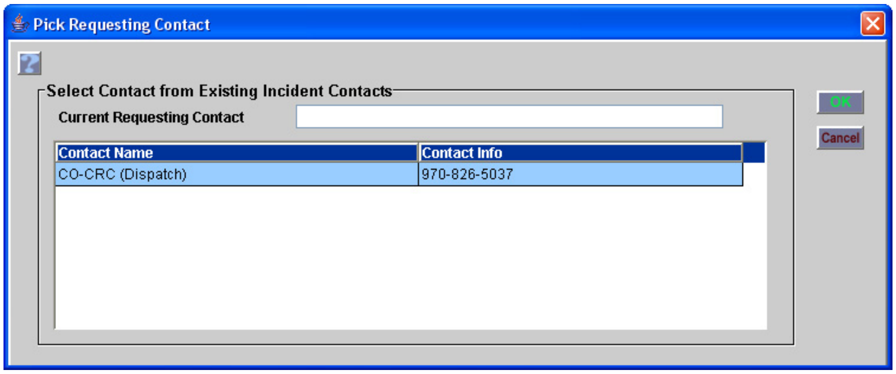
3 On the **Reporting Instructions** dialog box, change the **Reporting Instruction**, click **Save**, and then click **Close**.

To specify a request contact

1 On the **New Request** screen, click the **Select Contact info** button.

2 On the **Pick Requesting Contact** dialog box, click to select the **Contact Name** of your choice, and then click **OK**.

The following diagram shows the Pick Requesting Contact dialog box.



To create a request for a catalog item with configuration or a catalog item without configuration

1 On the **New Request** screen, click in the **Configuration Option** drop-down arrow, and then select the **Configuration Option** of your choice.

2 To create the request, click the **Create Request** button.

To create a request for selected items from configuration

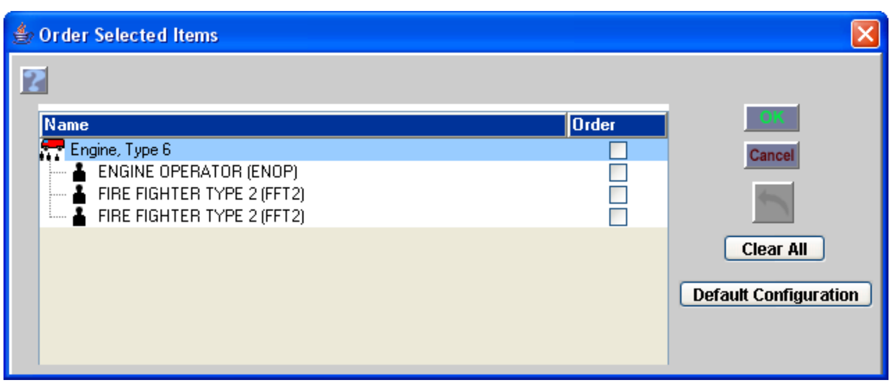
1 On the **New Request** screen, click in the **Configuration Option** drop-down arrow and select **Selected Items from Configuration**, and then click the **Select Configuration Items** button.

2 On the **Order Selected Items** dialog box, click to select each **Order** check box for the items you need.

*To select all items under a parent item, click to select the **Order** check box of the parent first. This will automatically select all check boxes for the items beneath the parent. Next, click to clear any **Order** check boxes beneath the parent that you do not want.*

3 To create the request, click the **Create Request** button.

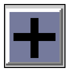
The following diagram shows the Order Selected Items dialog box.



To add documentation

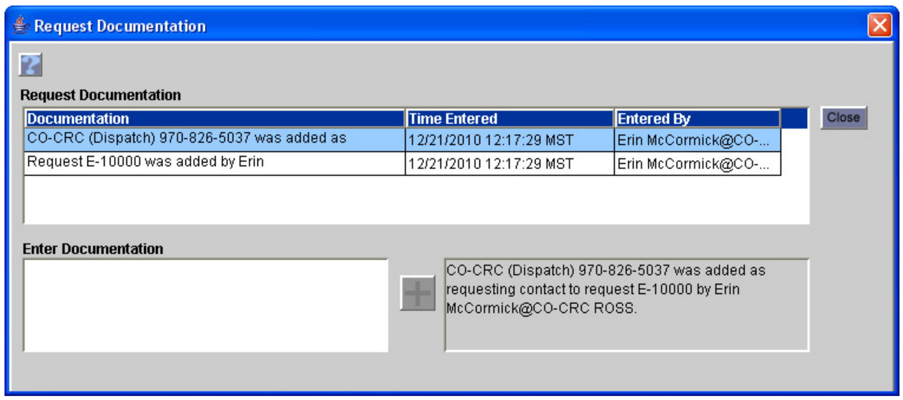
1 Under **Request(s) Created**, click to select the **Request** of your choice, click the **Action** button, and then click **Add Documentation**.

To add identical documentation to more than one request, press CTRL*, click to select the **requests** of your choice, click the **Action** button, and then click **Add Documentation**.*

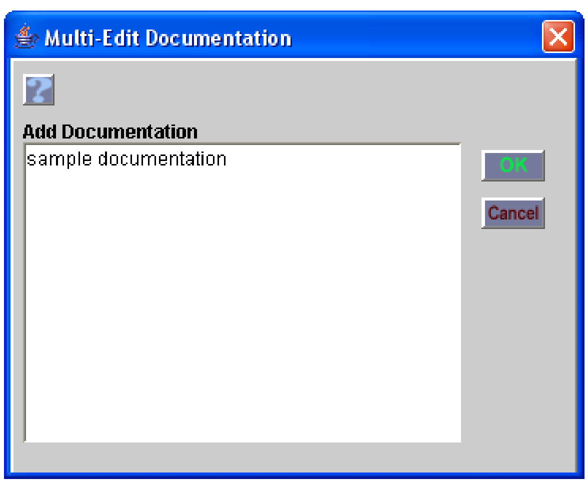


2 On the **Request Documentation** dialog box in the **Enter Documentation** text box, type the appropriate **documentation for that request**, click the **Add Documentation** button, and then click **Close**.

The following diagram shows the Request Documentation dialog box for one request.



The following diagram shows the Request Documentation dialog box for multiple requests.



Creating a named request

This section explains how to request a specific resource item, including those not statused in ROSS. You can create a named request for a single overhead resource. That is, an overhead resource that does not have a configuration in the catalog.

For more information about named requests see, "Understanding named requests," later in this chapter.

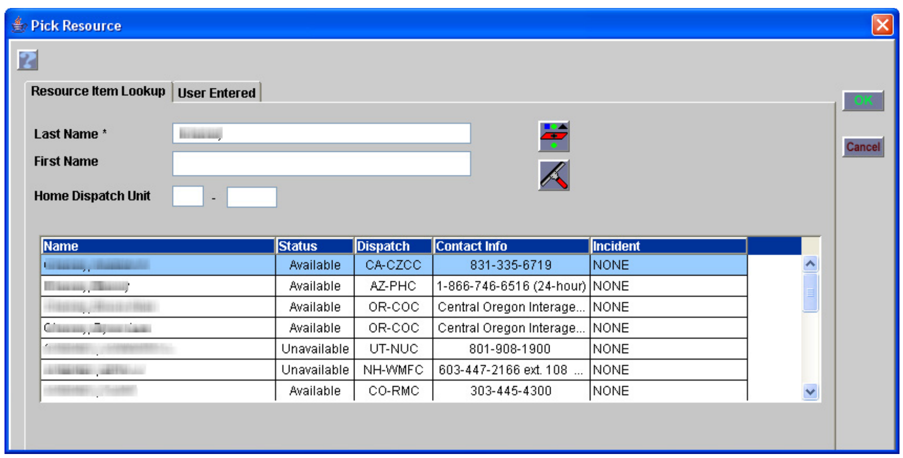
To request a specific overhead resource

1 Complete the task, "To create a new request for a catalog item."

2 Under **Named Request Only**, click the **Pick Named Request** button.

3 On the **Pick Resource** dialog box, filter for and then click to select the **resource item** of your choice, and then click **OK**.

The following diagram shows the Resource Item Lookup tab on the Pick Resource dialog box.



To select a resource from the ROSS inventory - statused in ROSS

1 On the **Pick Resource** dialog box on the **Resource Item Inventory** tab, complete the following information, and then click the **Filter** button

- Last Name - *required*
- First Name
- Home Dispatch Unit.

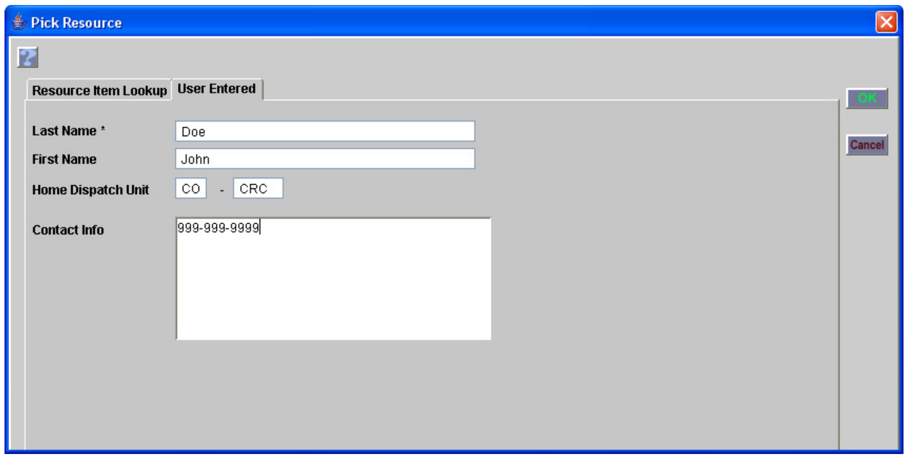
If you don't know the exact spelling of the overhead resource's name, use the asterisk (*) to perform a wildcard search on Last Name.

2 Click to select the **Name** of your choice.

To specify a resource not in the ROSS inventory - not statused in ROSS

1. On the **Pick Resource** dialog box, click the **User Entered** tab.
2. Type the following information in the appropriate boxes
   - Last Name - *required*
   - First Name
   - Home Dispatch Unit.

The following diagram shows the User Entered tab on the Pick Resource dialog box.



To edit a named request

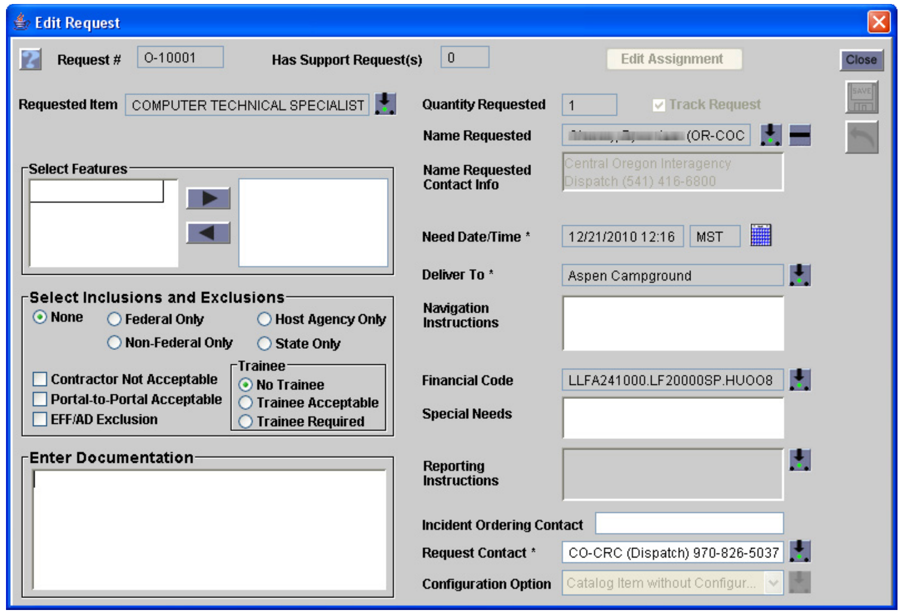
1. On the **New Request** screen, under **Request(s) Created**, click **Named Request**, and then click to select the **Named Request** of your choice.
2. Click the **Action** button, and then click **Edit Request**.

3. On the **Edit Request** dialog box, click the **Pick Named Request** button.
4. On the **Pick Resource** dialog box, search for and then click to select a resource from the ROSS inventory, or specify a resource not in the ROSS inventory, and then click **OK**.

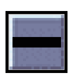
   For more information about completing the Pick Resource dialog box see the previous tasks, "To select a resource from the ROSS inventory," and, "To specify a resource not in the ROSS inventory," earlier in this section.

5. When finished, click **OK** on the **Edit Request** dialog box.

The following diagram shows the Edit Request dialog box as it appears for editing a named request.



To remove a named request



- Under **Enter Request for [position]**, click the **Remove Named Request** button.

Creating a supplemental request

This section explains how to create Temporary Flight Restriction (TFR), infrared scanner, and food service supplemental requests.

For more information about supplemental requests see, “Understanding supplemental requests,” later in this chapter.

Creating a TFR supplemental request

The Supplementals dialog box displays specific information for all TFR requests.

To create a TFR supplemental request

1 On the **New Request** screen under **Request(s) Created**, click to select the **TFR Service Request** of your choice, click the **Action** button, and then click **Add/Edit Supplemental**.

2 On the **Supplementals** dialog box under **TFR Information**, complete the following information as appropriate

- NOTAM # Assigned
- Verification Date/Time
- Effective Date/Time
- Cancellation Date/Time
- ARTCC Contacted
- ARTCC Phone
- ARTCC Fax.

3 Under **TFR Details**, complete the following information as appropriate

- Name
- Organization
- Phone.

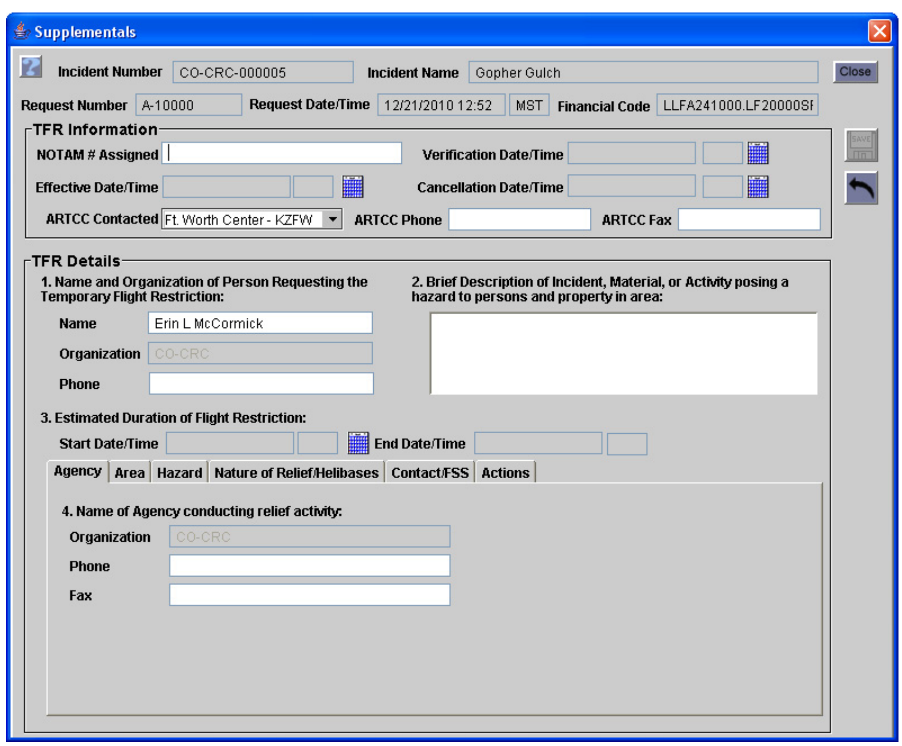
4 Under **2. Brief Description of Incident, Material, or Activity** box, type the description of the incident, material, or activity that is posing a hazard to persons and property in the area.

5 Under **3. Estimated Duration of Flight Restriction**, click the **Select Date** button, and then complete the **Start Date/Time** and **End Date/Time** boxes.

6 On the **Agency** tab, type the **Phone** and **Fax** numbers of the agency conducting the relief activity.

7 Complete the remaining tabs on the **Supplementals** dialog box as instructed, and then click **Save**.

The following diagram shows the Supplementals dialog box.



To complete the Area tab

1 On the **Supplementals** dialog box, click the **Area** tab.

2 Under **Coordinate Type**, click to select the **Lat/Long** or **VOR** option of your choice.

3 For **Lat/Long** coordinates, complete the following

- For **Latitude**, type the degrees of latitude in the first box
- in the second box, type the minutes of latitude
- in the third box, type the seconds of latitude
- in the fourth box, click the drop-down arrow, and then select the **N** (North) or **S** (South) direction of latitude
- For **Longitude**, type the degrees of longitude in the first box
- in the second box, type the minutes of longitude
- in the third box, type the seconds of longitude
- in the fourth box, click the drop-down arrow, and then select the **E** (East) or **W** (West) direction of longitude.

For more information about entering coordinates see, "Entering coordinates," in the chapter, "Airports - working with airport information," in this ROSS User's Guide.

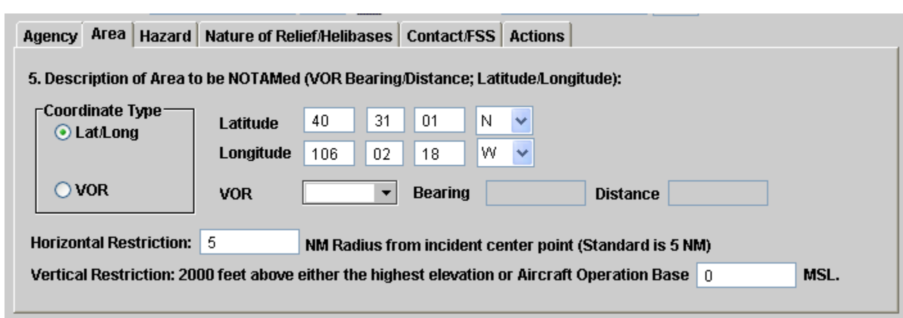
4 For **VOR** coordinates, complete the following

- click the **VOR** drop-down arrow, and then click to select the **VOR** of your choice
- in the **Bearing** box, type the **Bearing**
- in the **Distance** box, type the **Distance**.

5 In the **Horizontal Restriction** box, type the **NM Radius** from the center point.

6 In the **Vertical Restriction** box, type the appropriate **MSL** number that is 2000 feet above either the highest elevation or **Aircraft Operation Base**.

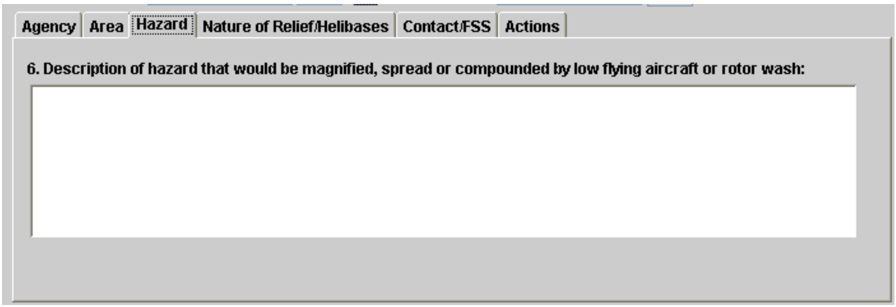
The following diagram shows the Area tab on the Supplementals dialog box.



To complete the Hazard tab

1. On the **Supplementals** dialog box, click the **Hazard** tab.
2. Under **6. Description of hazard that would be magnified, spread, or compounded by low flying aircraft or rotor wash** box, type the appropriate description.

The following diagram shows Hazard tab on the Supplementals dialog box.

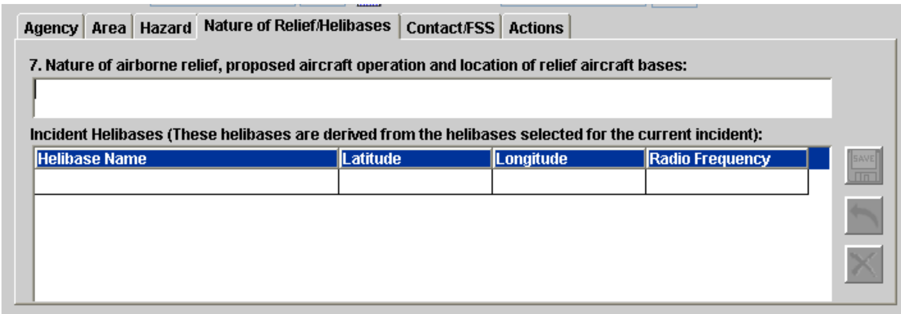


To complete the Nature of Relief/Helibases tab

Helibases that display on this tab are derived from the helibases selected for the current incident.

1. On the **Supplementals** dialog box, click the **Nature of Relief/Helibases** tab.
2. Under **7. Nature of airborne relief, proposed aircraft operation, and location of relief aircraft bases** box, type the appropriate description.
3. Under **Incident Helibases**, click to select the **Helibase Name** of your choice, and then click **Radio Frequency** column of your choice and type the appropriate **Radio Frequency** for that helibase, and then click **Save**.

The following diagram shows the Nature of Relief/Helibases tab on the Supplementals dialog box.



To delete a helibase from a TFR

1 On the **Supplementals** dialog box, click the **Nature of Relief/Helibases** tab.

2 Under **Incident Helibases**, click to select the **Helibase Name** of your choice, and then click **Delete**.

3 On the **Confirm Deletion** dialog box, click **Yes** to delete or click **No** to cancel.

To complete the Contact/FSS tab

1 On the **Supplementals** dialog box, click the **Contact/FSS** tab.

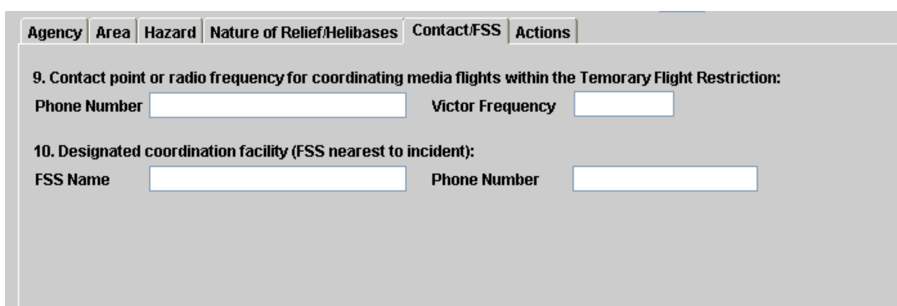
2 In the **Phone Number** box, type the phone number of the person coordinating media flights.

3 In the **Victor Frequency** box, type the appropriate radio frequency for coordinating media flights.

4 In the **FSS Name** box, type the **FSS Name** of the designated coordination facility nearest to the incident.

5 In the **Phone Number** box, type the phone number of that designated coordination facility.

The following diagram shows the Contact/FSS tab on the Supplementals dialog box.



To complete the Actions tab

1 On the **Supplementals** dialog box, click the **Actions** tab.

2 To designate that the request was relayed to ARTCC, complete the following

- click the **Request Relayed to ARTCC** check box
- click the **Select Date** button, and then click to select the **Date/Time** of your choice
- in the **To** box, type the name of the person or position who received the request
- in the **From** box, type the name of the person or position who sent the request.

3 To designate the NOTAM number, complete the following

- click the **NOTAM Number** check box
- click the **Select Date** button, and then click to select the **Date/Time** of your choice
- in the **To** box, type the name of the person or position who received the request
- in the **From** box, type the name of the person or position who sent the request.

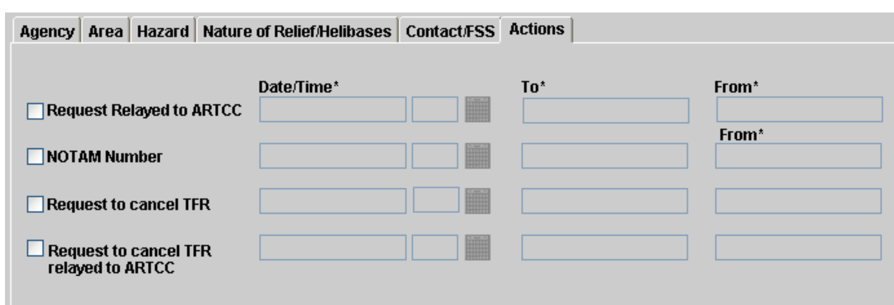
4 To designate a request to cancel the TFR, complete the following

- click the **Request to cancel TFR** check box
- click the **Select Date** button, and then click to select the **Date/Time** of your choice
- in the **To** box, type the name of the person or position who received the request
- in the **From** box, type the name of the person or position who sent the request.

5 To designate a request to cancel TFR relayed to ARTCC, complete the following

- click the **Request to cancel TFR relayed to ARTCC** check box
- click the **Select Date** button, and then click to select the **Date/Time** of your choice
- in the **To** box, type the name of the person or position who received the request
- in the **From** box, type the name of the person or position who sent the request.

The following diagram shows the Actions tab on the Supplementals dialog box.



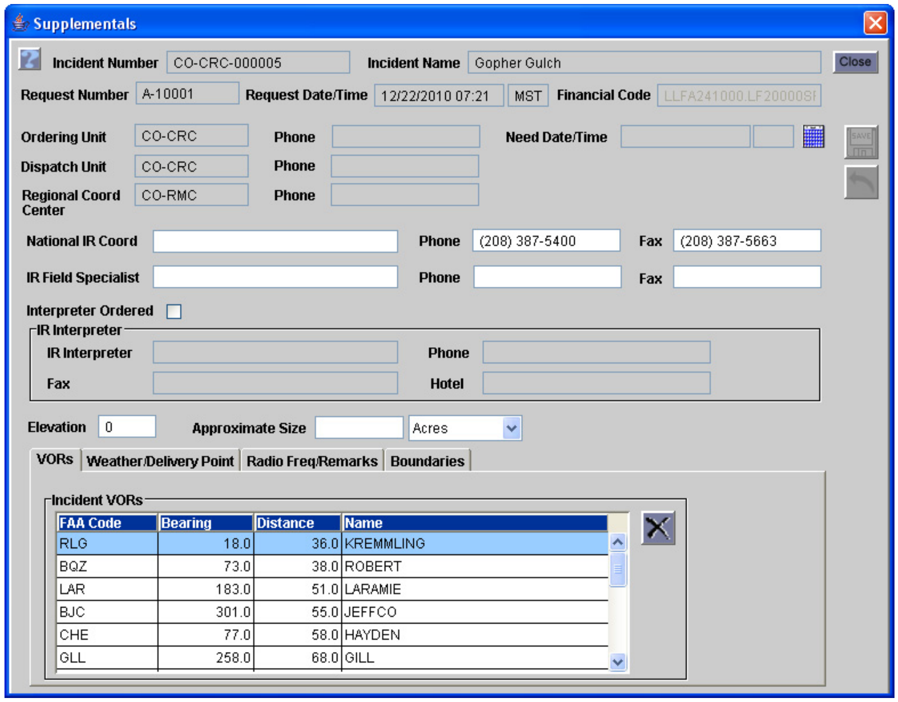
Creating an infrared aircraft scanner supplemental request

The Supplementals dialog box displays specific information for all infrared scan requests.

To create a supplemental request for an infrared aircraft scanner

1. On the **New Request** screen under **Request(s) Created**, click to select the **Infrared Service Request** of your choice, click the **Action** button, and then click **Add/Edit Supplemental**.
2. On the **Supplementals** dialog box, click the **Select Date** button to change the **Need Date/Time**.
3. In the **National IR Coord** box, type the name of the infrared coordinator, and the type the appropriate **Phone** and **Fax** numbers.
4. In the **IR Field Specialist** box, type the name of the infrared field specialist, and the type the appropriate **Phone** and **Fax** numbers.
5. Click to select the **Interpreter Ordered** check box, if appropriate, and then complete the **IR Interpreter**, **Phone**, **Fax**, and **Hotel** boxes.
6. In the **Elevation** box, type the appropriate elevation.
7. In the **Approximate Size** box, type the approximate size of the infrared scan, and then click the **Approximate Size** drop-down arrow to select the unit of measurement.
8. To delete an **Incident VOR** from the 10 nearest VORs to the incident, click to select the **FAA Code** of your choice, and then click the **Delete** button.
9. Complete the remaining tabs on the **Infrared Aircraft Scanner Request** dialog box as instructed, and then click **Save**.

The following diagram shows the VORs tab on the Supplementals dialog box.



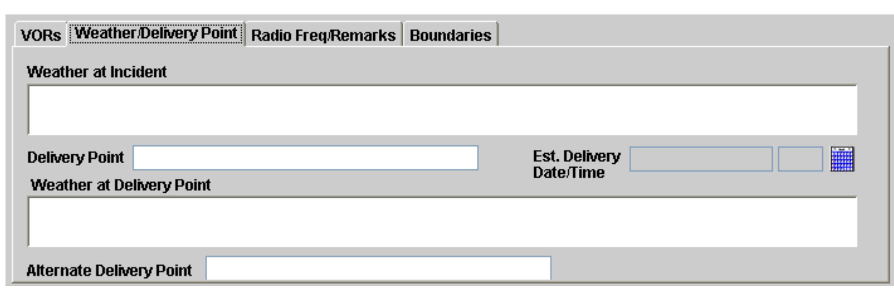
To complete the Weather/Delivery Point tab

1 On the **Supplementals** dialog box, click the **Weather/Delivery Point** tab, and then type the information into the appropriate boxes

- Weather at incident
- Delivery Point
- Weather at Delivery Point
- Alternate Delivery Point.

2 Click the **Select Date** button, and then select the **Estimated Delivery Date/Time**.

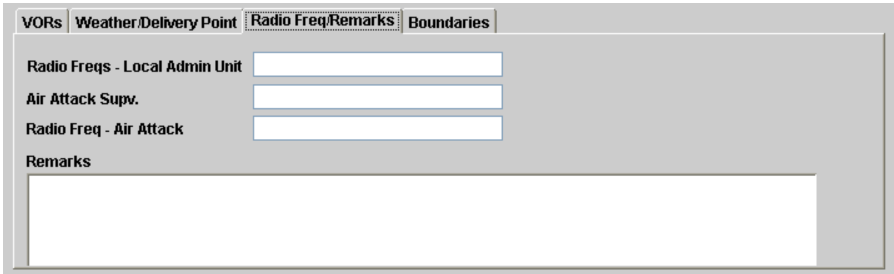
The following diagram shows the Weather/Deliver Point tab on the Supplementals dialog box.



To complete the Radio Freq/Remarks tab

- On the **Supplementals** dialog box, click the **Radio Freq/Remarks** tab, and then type the following information into the appropriate boxes
  - Radio Freqs - Local Admin Unit
  - Air Attack Supv
  - Radio Freq - Air Attack
  - Remarks.

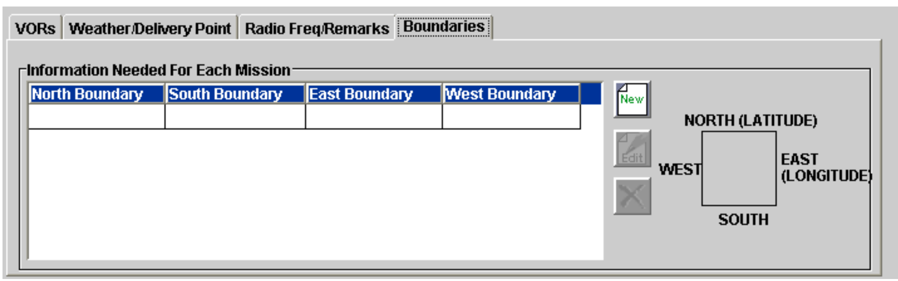
The following diagram shows the Radio Freq/Remarks tab on the Supplementals dialog box.



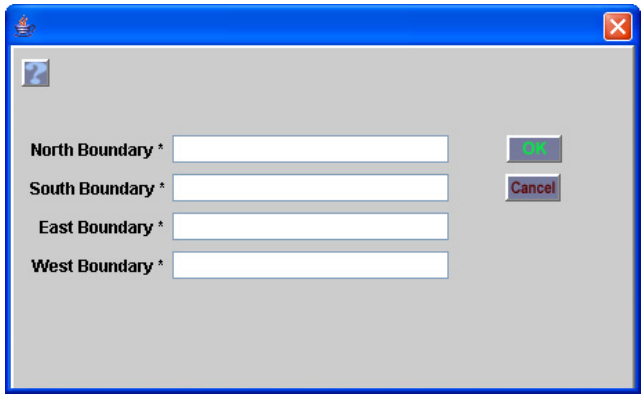
To complete the Boundaries tab

1. On the **Supplementals** dialog box, click the **Boundaries** tab, and then click **New** to enter a new **Boundary** for the infrared scan.
2. On the **Boundary** dialog box, type the latitude and longitude in degrees, minutes, and seconds, into the appropriate boxes and then click **OK**
   - North Boundary
   - South Boundary
   - East Boundary
   - West Boundary.
3. To enter additional boundary information, click the **New Boundary** button.

The following diagram shows the Boundaries tab on the Infrared Aircraft Scanner Request dialog box.



The following diagram shows the boundary dialog box.



To edit a boundary on an Infrared Aircraft Scanner Request

1 On the **New Request** screen under **Request(s) Created**, click to select the **Infrared Service Request** of your choice, click the **Action** button, and then click **Add/Edit Supplemental**.

2 On the **Supplementals** dialog box, click the **Boundaries** tab, select a set of boundary information, and then click the **Edit Boundary** button.

3 On the **Edit Boundary** dialog box, change the information as appropriate and then click **OK**

- North Boundary
- South Boundary
- East Boundary
- West Boundary.

4 When finished, click **Save** on the **Supplementals** dialog box.

To delete boundary information on an Infrared Aircraft Scanner Request

1 On the **New Request** screen under **Request(s) Created**, click to select the **Infrared Service Request** of your choice, click the **Action** button, and then click **Add/Edit Supplemental**.

2 On the **Supplementals** dialog box, click the **Boundaries** tab, click to select the **Boundary** of your choice, and then click the **Delete Boundary** button.

3 On the **Confirm Deletion** dialog box, click **Yes** to confirm or click **No** to cancel.

Creating a food service supplemental request

The Supplementals dialog box displays specific information for all mobile food service requests. The estimated number for the first three meals is based on the following:

- Sequence - 1, 2, or 3
- Meal type - Breakfast, Lunch, or Dinner
- Quantity - *default is "1" for all meal types.*

To create a food service request

1 On the **New Request** screen under **Request(s) Created**, click to select the **Mobile Food Service Request** of your choice, click the **Action** button, and then click **Add/Edit Supplemental**.

2 On the **Supplementals** dialog box under **Number of Meals**, click the **Select Dates** button, and then click to select the **Date/Time of first meal** of your choice.

3 In the **Reporting location** box, type the name of the delivery location of the food service request.

4 In the **Contact person** box, type the name of the contact person for the food service request.

5 In the **Contracting Officer's Technical Representative** box, type the name of the **Contracting Officer's Technical Representative**.

6 On the **Support Information** tab in the **Nearest potable water** box, type the location of the nearest potable water.

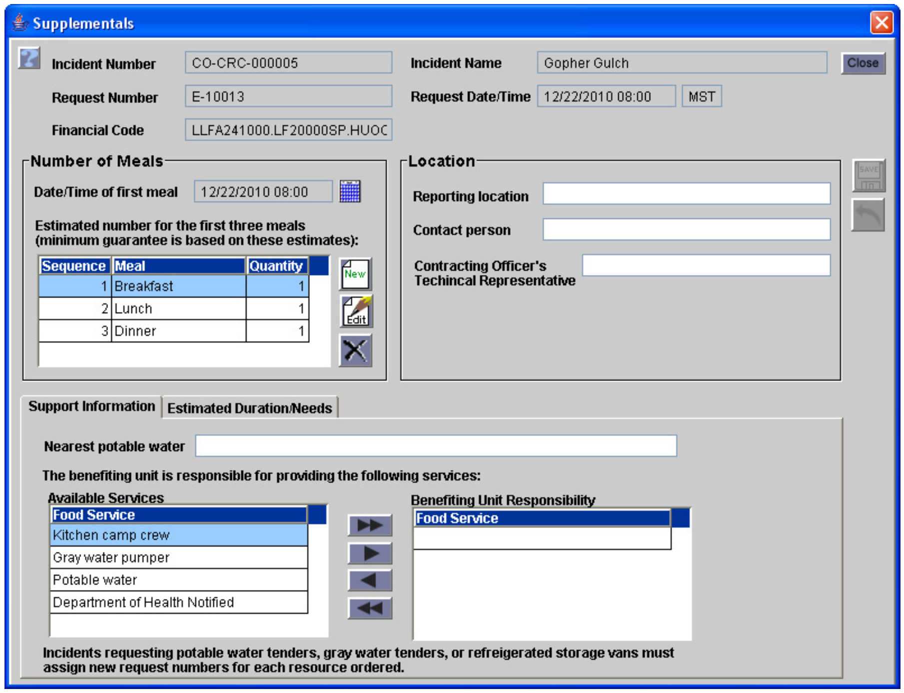
7 Under **Available Services**, click to select each **Food Service** that is the responsibility of the benefitting unit, and then click the **Add** button.

To designate all available services to the benefiting unit responsibility, click the ***Add All*** *button. To remove a food service from the benefiting unit responsibility, click the* ***Food Service*** *of your choice, and then click the* ***Remove*** *button.*

8 Complete the **Estimated Duration/Needs** tab on the **Food Service Request** dialog box, and then click **Save**.

For more information see, "To complete the Estimated Duration/Needs tab," later in this section.

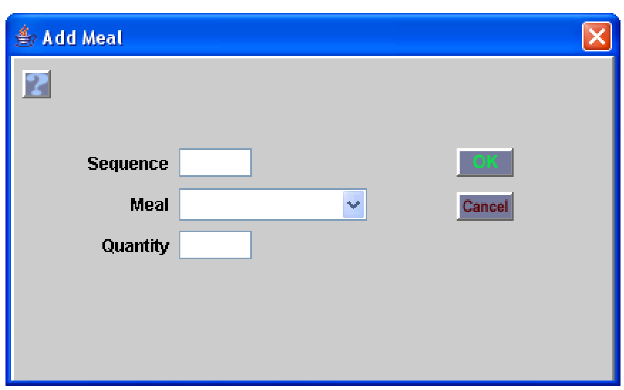
The following diagram shows the Support Information tab on the Supplementals dialog box.



To add a meal to the food service request

1. On the **Supplementals** dialog box under **Number of Meals**, click **New**.
2. In the **Sequence** box, type the order of the new meal.
3. Click the **Meal** drop-down arrow, and then click to select the **Meal** of your choice.
4. In the **Quantity** box, type the number of meals required, and then click **OK**.

The following diagram shows the Add Meal dialog box.



To change information about a meal

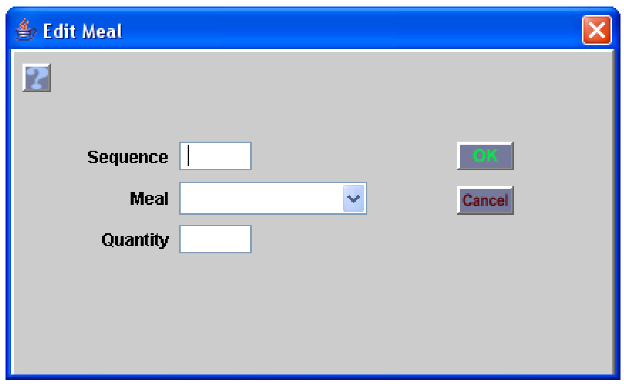
1 On the **Supplementals** dialog box under **Number of Meals**, click to select the **Meal** of your choice, and then click **Edit**.

2 On the **Edit Meal** dialog box, change the following as appropriate

- to change the **Sequence** of the meal, type to replace the **Sequence** number
- to change the meal type, click the **Meal** drop-down arrow, and then click to select the **Meal** of your choice.
- to change the **Quantity**, type to replace the **Quantity**.

3 When finished, click **OK**.

The following diagram shows the Edit Meal dialog box.



*If the meals are not listed in numerical order, click the **Sequence** column. The meals will be reordered according to sequence number.*

To delete a meal from the food service request

1 On the **Supplementals** dialog box under **Number of Meals**, click to select the **Meal** of your choice, and then click **Delete**.

2 On the **Confirm Deletion** dialog box, click **Yes** to confirm or click **No** to cancel.

To complete the Estimated Duration/Needs tab

1 On the **Supplementals** dialog box, click the **Estimated Duration/Needs** tab.

2 In the **1. Anticipated duration of Incident (days)** box, type the number of days of duration anticipated for the incident.

3 In the **2. Number of personnel at peak of Incident** box, type the number of people expected at the peak of the incident.

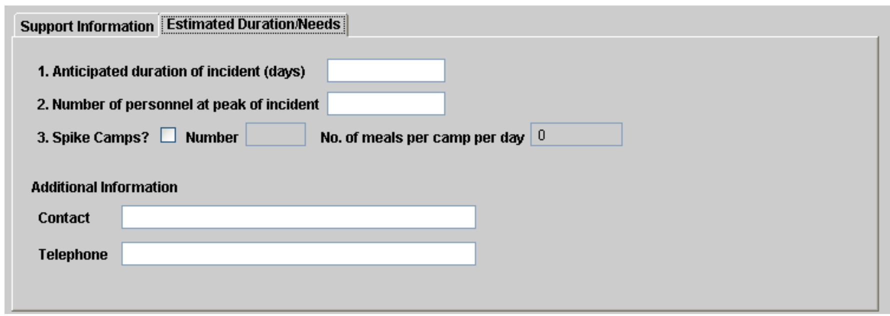
4 To designate a spike camp, click the **3. Spike Camps?** check box, and then complete the following

- in the **Number** box, type the **Number** of spike camps
- in the **No. of meals per campe per day** box, type the number of meals per camp per day.

5 In the **Contact** box, type the name of the contact person who can provide additional information about the food service request.

6 In the **Telephone** box, type the telephone number of that contact person.

The following diagram shows the Estimated Duration/Needs tab on the Food Service Request dialog box.



Creating an NFES request

You can create an NFES request and place it directly to an ICBS external cache from the New Request screen. The following requirements must be met before an NFES request can be successfully placed to a cache:

- **Financial Codes**. A default financial code must be assigned to the incident and the request must have a financial code.
  - If an incident already has a default financial code assigned to it when a new request is created, the user does not have to add one to the request as the default financial code is used by ROSS for the request.
  - If a ROSS user creates a request with a financial code and attempts to place it to an external cache prior to assigning a default financial code to the incident, the user will receive an error. S/he must add the default financial code to the incident before the request can be successfully placed.
- **Shipping Information**. The user must select one of the following options for the request:
  - Shipping Address. The user can add an existing shipping address or enter a new one.
  - Shipping Instructions. The user can enter in shipping instructions.
  - Will Pick Up at Cache. The user can select this option to pick up the item(s) at the cache.
- **Shipping Contact.** Both the phone number and contact name are now required in this box on the New Request Screen.

To create a new request for a telecommunications item

*Before creating a request for an NFES item, the Incident must have a **default financial code** assigned to it. Otherwise, you will not be able to place the request to the cache!*

1 On the **Request** menu, click **New Request**, or click **REQ**.

2 On the **New Request** screen under **Select Item to Request**, click the **Catalog** drop-down arrow, and then click **Supply**.

3 Click the **Category** drop-down arrow, click to select **NFES Supplies**, and then click the **Pick** button.

4 Search for and then click to select the **telecommunication item** of your choice.

5 Under **Shipping Information**, perform one of the following

- click to select the **Will Pick Up At Cache** check box
- complete the **Shipping Addres**s text box
- complete the Shipping Instructions text box.

You must designate Shipping Information for the cache to fill the Supply order!

6 Complete the following information, and then click the **Create Request** button

- Shipping Contact Name
- Shipping Contact Phone
- Request Contact #.

*To place the telecom item(s) to the external cache from the New Request screen, click the **Action** button, and then click to select Place to External Cache.*

Editing a request

You may edit a request for service or non-service catalog item as long as the request has not been filled.

To edit a single request

1 On the **New Request** screen under **Request(s) Created**, click to select the **Request** of your choice, click the **Action** button, and then click **Edit Request**.

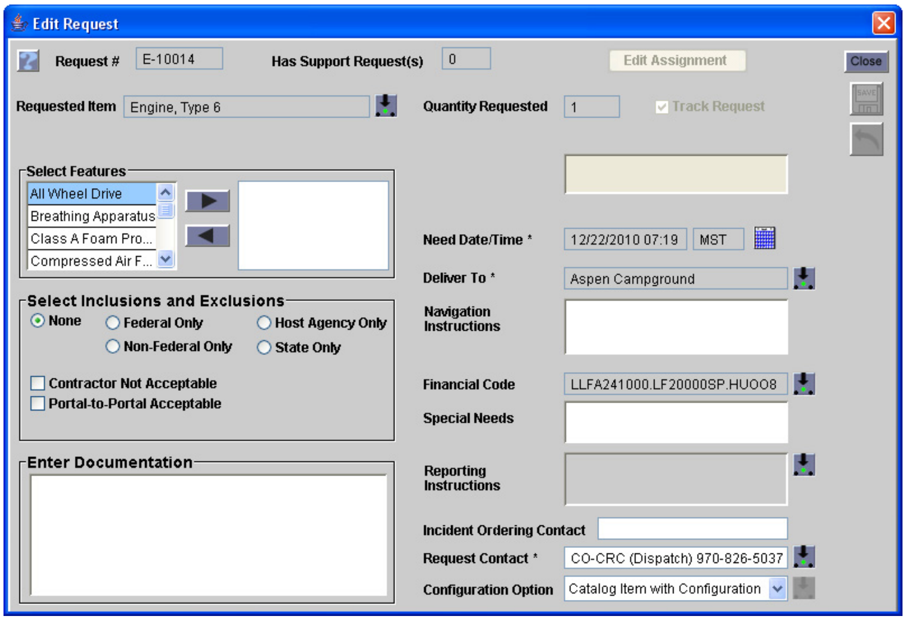
2 On the **Edit Request** tab on the **Edit Request** dialog box, change the following fields as appropriate

- Quantity
- Need Date/Time
- Deliver To

- Financial Code
- Special Needs
- Reporting Instructions
- Incident Ordering Contact
- Request Contact
- Select Features
- Select Inclusions and Exclusions.

3 When finished, click **OK**.

The following diagram shows the Edit Request dialog box for editing one request.



To edit multiple requests

1 On the **New Request** screen under **Request(s) Created**, click and hold CTRL, click to select the **Requests** of your choice, click the **Action** button, and then click **Edit Request**.

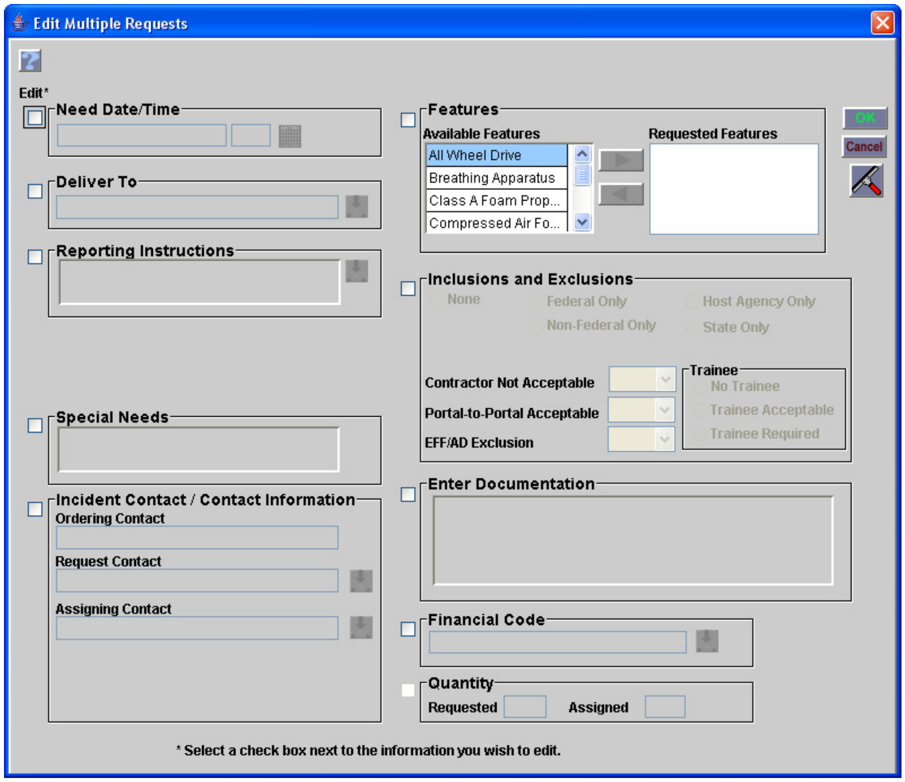
2 Click the check box next to the field you want to change, and then modify that information as appropriate.

3 Continue editing the fields of your choice.

Information/fields that do not apply to the requests you selected appear dimmed and cannot be selected for editing. For example, you cannot click the Quantity check box for a resource item that cannot be ordered in a quantity greater than one (1).

4 When finished, click **OK**.

The following diagram shows the Edit Multiple Requests dialog box.



Deleting a request

You cannot delete a request that has been filled, placed, or cleared.

To delete a request

1 On the **New Request** screen under **Request(s) Created**, click to select the **Request** of your choice, click the **Action** button, and then click **Delete Request**.

2 On the **Confirm Deletion** dialog box, click **Yes** to confirm or click **No** to delete.

Creating a support request

Create a support request when you need to order a catalog item to accompany or to complete the filling of the new request. You can create one in the same way as you would a new request. You can also create a support request from the Pending Request and the Request Status screens.

For example, if you create a new request for an equipment item that usually requires a special tool, you can create a support request for that special tool.

To create a support request for a catalog item

1 On the **New Request** screen under **Request(s) Created**, click to select the **Request** of your choice, click the **Action** button, and then click **Create Support Request**.

2 Complete the **Request** tab and review the **Request(s) Created** tab as instructed later in this section.

To create a support request for a preorder

Before you can create a support request for a preorder, you must first create the preorder from the New Request screen. For more information see, "Preorders - creating lists of needed resources," in this ROSS User's Guide.

1 On the **New Request** screen, click the **Preorder** tab, and then create a **New Request** for the **Preorder** of your choice.

2 Under **Request(s) Created**, click to select the **Request** that needs a Support Request, click the **Action** button, and then click **Create Support Request**.

3 Complete the **Catalog** tab and **Request** tab and review the **Request(s) Created** tab as instructed in the next task, "To complete a support request for catalog items and preorders."

To complete the support request for catalog items and preorders

1 On the **Support Request** dialog box on the **Catalog** tab under **Select Item to Request**, click the **Catalog** drop-down arrow, and then click to select the **Catalog** of your choice.

2 Click the **Category** drop-down arrow, click to select the **Category** of your choice, and then click the **Filter** button.

3 Under **Catalog Item**, click to select the **Catalog Item** of your choice.

4 Under **Select Features**, click to select the **Available Features** of your choice, if any, and then click the **Add** arrow button to move your selection to the **Requested Features** table.

5 Click the **Request** tab.

6 Under **Enter Request for [Catalog Item]**, complete the box as appropriate

- for catalog items that can be ordered in quantities greater than one, type the appropriate quantity in the **Quantity** box.
- for catalog items that can not be ordered in quantities greater than one, type the appropriate number in the **# Requests** box.

7 In the **Item Description** box, type a brief description of the item, as appropriate.

8 To assign the date and time needed, click the **Select Dates** button, and then select the **Need Date/Time** of your choice.

*For supply items, click to select the **Track Supply** check box, if appropriate.*

9 Click the **Select Delivery Location** button and select the location of your choice.

To add navigation instructions for a "Deliver To" location access the Incident screen.

10 To select a financial code other than the default code designated for the incident, click the **Pick Financial Code** button, click the appropriate tab on the **Select Financial Code** dialog box, and then click to select the **Financial Code** of your choice, and the click **OK**.

11 In the **Special Needs** box, type special needs for the request, as appropriate.

Do not use this box for navigation instructions!
For example, a special need may be an "engine, double-crewed." For more information about special needs see, "Designating special needs," later in this chapter.

12 To enter or change **reporting instructions**, click the **Select Reporting Instructions** button, complete the **Reporting Instruction**s dialog box, click **Save**, and then click **Close**.

13 In the **Incident Ordering Contact** box, type the name and/or contact information of the individual/position at the incident requesting the resource.

14 In the **Request Contact** box, type the name and/or contact information of the individual/position at the incident or requesting dispatch unit who can provide information about the request, or click the **Select Contact Info** button and then click to select the **Contact Name** of your choice.

15 If the selected catalog item is a configuration, click the **Configuration Option** drop-down arrow and then click to select the **Configuration Option** of your choice.

For more information about selecting items from the Configuration option and completing the Order Selected Items dialog box see, "Working with configuration options," later in this section.

16 Under **Select Inclusions and Exclusions**, click to select the option of your choice

- None - *default*
- Federal Only
- Non-Federal Only
- Host Agency Only

- State Only.

For overhead, click to select the options of your choice
- *EFF/AD Exclusion*
- *Trainee: No Trainee, Trainee Acceptable, or Trainee Required.*

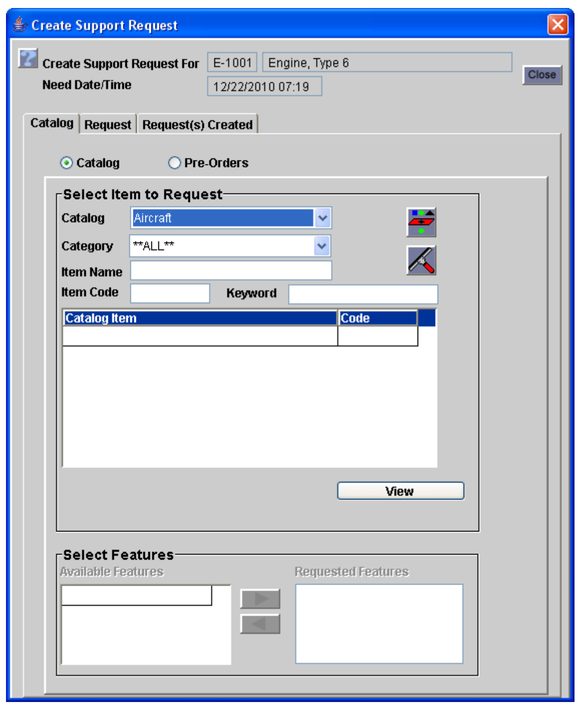
17 Click to select the check boxes of your choice

- Contractor Not Acceptable
- Portal-to-Portal Acceptable.

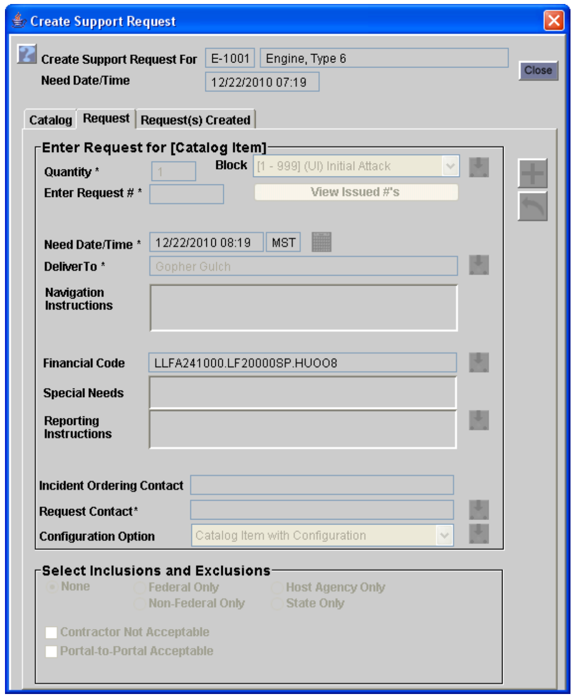
18 When finished completing all appropriate information, click the **Create Request** button, and then click the **Request(s) Created** tab.

19 On the **Request(s) Created** tab, review the request(s) as needed, and then click **Close**.

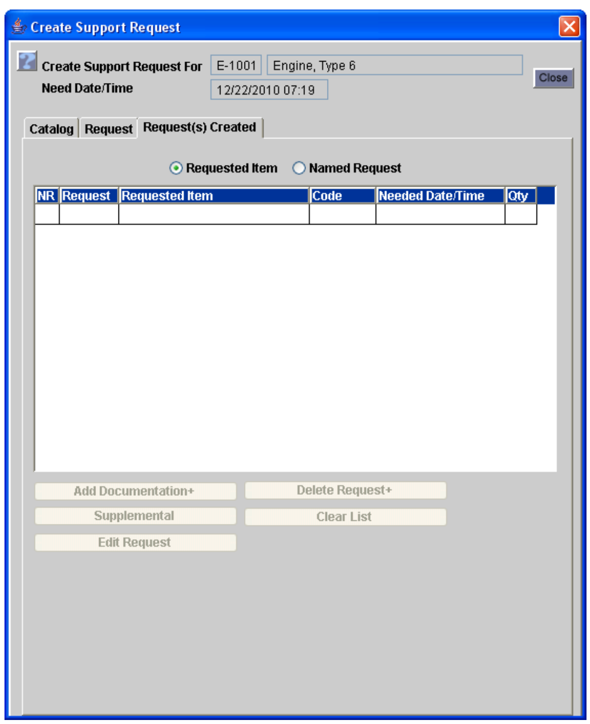
The following diagram shows the Catalog tab on the Support Request dialog box.



The following diagram shows the Request tab on the Support Request dialog box.



The following diagram shows the Request(s) Created tab on the Support Request dialog box.



Placing up a new request

You can place up a new request to your parent organization directly from the New Request screen.

To place up a new request

1. On the **New Request** screen under **Request(s) Created**, click to select the **Request** of your choice, click the **Action** button, and then click **Place Request Up**.
2. On the **ROSS Confirmation Message** dialog box, click **Yes** to confirm or click **No** to cancel.
3. On the **Request Action Message** dialog box, click **OK**.

Reviewing requests from other ROSS screens

This section explains how to use the Go To button and how to review requests from other ROSS screens.

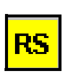
To review a new request from the Pending Request screen

- On the **New Request** screen under **Request(s) Created**, click to select the **Requested Item** of your choice, and then click the **Go To** button.

To review new requests from the Multi Place Requests screen

1. On the **Request** menu, click **Multi Place Request**, or click the **MP** button.
2. Click the drop-down arrows to select the **Incident** and **Unit ID** of your choice, and then click the **Filter** button.
3. On the **Pending Request** screen, complete the **Set Filter Criteria for Pending Requests**, and then click the **Filter** button.

To review new requests from the Request Status screen



1. On the **Request** or **Status** menu, click **Request Status**, or click the **RS** button.
2. On the **Search Incidents** dialog box, click to select the **Incident Name(s)** of your choice.
3. On the **Request Status** screen, click the **Filter** button.

Exploring new requests in detail

This section explains some of the information that will help you to effectively use the New Request screen. Topics include:

- Where did my new requests go?
- Understanding how to edit requests
- Understanding tracked catalog items
- Understanding named requests
- Understanding preposition services
- Understanding supplemental requests
- Designating a reload base for aircraft
- Setting up request blocks
- Designating special needs
- Working with supply items
- Working with request contact information
- Working with configuration options
- Understanding the Request(s) Created tab for support requests.

Where did my new requests go?

The Request(s) Created table is located in the lower right portion of the New Request screen. It lists only the requests created during your current ROSS session.

If you exit from the New Request screen or change the incident context, these requests no longer display in this table. To review these requests, you must access the Pending Request, Multi Place Requests, and/or Request Status screens.

For more information about the Pending Request screen see, "Pending Request - managing requests for resources." For more information about the Multi Place Requests screen see, "Multi Place Requests - placing multiple requests." For more information about the Request Status screen see, "Request Status - managing the status of requests."

Understanding how to edit requests

Remember these key points when editing requests:

- When changing the request item, the new catalog item must be in the same catalog as the original requested item. For example, the requesting unit may edit a request for Equipment > Dozer > Type2 to a request for Equipment > Tractor-Plow > Type 2. *ROSS automatically documents this change.*
- So long as the request has not been filled or canceled, you can change a request for an aircraft, crew, equipment, or overhead service to a non-service request and a a non-service request to a request for an aircraft, crew, equipment, or overhead service. *ROSS automatically documents this change.*

- You can not change temporary flight restrictions and infrared aircraft service requests to non-service aircraft requests.

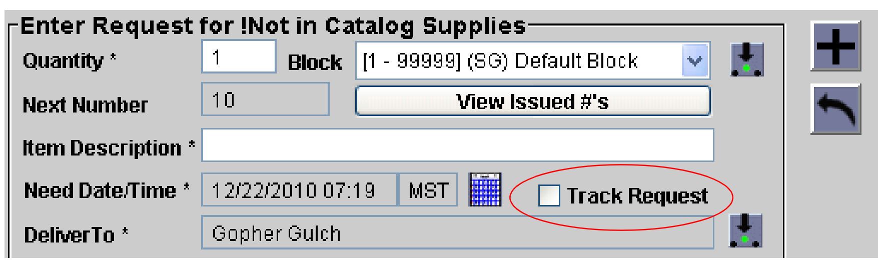
You can also edit a request from the Pending Request and/or the Request Status screen. However, you can not edit a request once it has been filled and the resource's estimated time of departure has passed.

Understanding tracked catalog items

The Track Request check box displays on the New Request screen for service and supply catalog items. It identifies those resources that must be released from the incident and tracked back to their home destinations. Examples of tracked catalog items include rental cars, trucks, and buses. NICC designates many of the tracked catalog items. If you check the Track Request check box when creating a request, only the creating dispatch unit, prior to filling the request, can change the request to "Not Tracked." You must track the request until it is released.

Untracked catalog items are "consumed" during the assignment or are tracked outside of ROSS. Requests for these items are termed "Fill/Close." Most untracked items include NFES supply items and supply service items.

The following diagram shows the location of the Track Request check box on the New Request screen.



The Track Request check box appears only for certain service and supply catalog items. If the catalog item is designated by NICC, the check box is unavailable and the Track Request text appears dimmed.

Understanding named requests

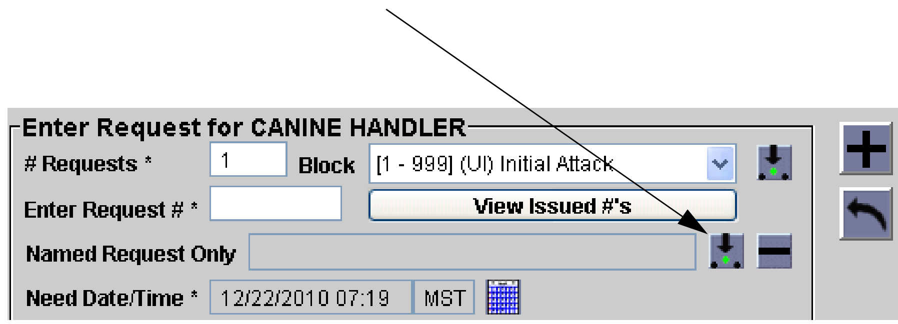
A named request is a request for an overhead resource that you specifically ask for by *name*. Handle named requests the same way as any other request. You can fill, place, UTF, or cancel named requests that are displayed on the New Request, Pending Request, and Request Status screens. Named requests are designated by an asterisk (*) in the "NR" column. You can sort by this column and group named requests together.

Remember these key points when working with named requests:

- You can create named requests for support and subordinate requests, but not for groups, preorders, detail requests, or "Quick Fill" request.
- You can create a named request for a single overhead resource. That is, an overhead resource that does not have a configuration in the catalog.

- You may search for an existing overhead resource to name the request on the Resource Item Lookup tab or you may enter the named request information *free-form* on the User Entered tab. In either case, always enter the pertinent contact information for the requested resource.
- So long as the request has not been placed, you can change a regular overhead request to a named request and a named request to a regular overhead request. *ROSS automatically documents this change.*
- The requested resource does not need to hold a current qualification that matches the catalog item you request.
- You can fill a named request with inventory or non-inventory resources.
- You do not have to fill the named request with the requested resource. You can edit the named request to request a different individual, so long as the request has not been filled. *ROSS automatically documents this change.*
- You can create only one named request at a time. You can not create named requests when requesting a quantity greater than one.

The following diagram shows the location of the Pick Named Request button on the New Request screen.



Understanding preposition services

Ordering service items on preposition incidents allows you to preposition a service such as a mobile retardant base. You can also order meals and rooms in support of prepositioned resources. Remember these key points:

- For preparedness/preposition incidents, you can create regular and support service item requests from all catalogs.
- You may status local and non-local services assigned to their preposition incident until the services are released. This includes setting the availability/unavailability and the area of availability. You may also create and maintain unavailability periods.
- You may status non-inventory services, such as those "Filled with Agreement," while these are assigned to a preposition.
- You may assign services available on a preposition to local or non-local non-preposition incidents.

Understanding supplemental requests

You can complete supplemental requests for the following:

- Temporary Flight Restriction (TFR)
- Infrared Aircraft Scanner (IR)
- Food Service.

You can create a supplemental request when accessing the New Request, Pending Request, and Request Status screens. You can also create a supplemental request for a support request. The Supplementals dialog box displays specific information based on the type of supplemental request you create.

You can not edit the incident and request information that displays on the Supplementals dialog box.

Designating special needs

The Special Needs box allows you to enter information that is not documented anywhere else. You may identify information critical to the resource mobilization, such as the time and physical location of the team in-briefing for the incident management team. Remember these key points when designating special needs:

- **Do not** identify navigation instructions as special needs. Navigation instructions are entered when the incident is created.
- **Do not** identify named requests in special needs. NICC will not process named requests identified in the Special Needs box.
- **Do not** enter special needs that are listed or specified in another ROSS field on this screen.
- When using the THSP position code, the ordering unit must enter additional information in the Special Needs box. Prior to placing the THSP request, the ordering unit must fully describe all duties to be performed of the THSP position prior to placing the THSP request. When appropriate, a GACC or NICC can direct an ordering unit to correct and resubmit a THSP request as an appropriate position code.

  Only use the THSP position code when there is no other appropriate position code available.

- For all NIRSC radio kits and NIRSC ICS Starter Systems, enter the required Bill-to-Address in the Special Needs box prior to placing the requests.

  If the request is for a starter system that is replacing a prepositioned starter system, enter the appropriate FireCode to be charged for the transportation costs. For example, charge transportation to FireCode 1234.

- For resource mobilization information, identify information critical to the resource mobilization such as the time and physical location the incident management team will receive the team in-briefing.
- When requesting a Remote Automated Weather Station (RAWS), identify whether a RAWS technician is available locally. Include the technicians name and contact information.
- For advance approval items, identify any item that must be approved in advance of mobilization. This includes rental vehicles, agency owned vehicle (AOV), privately owned vehicle (POV), cell phones, and/or laptop computers.
- Identify items not authorized. For example, "rental car is not authorized."
- For items of high importance, such as cell phones, laptop computers, rental cars, personal protective equipment (PPE), tools, or lunches, identify these as required items in the Special Needs box.

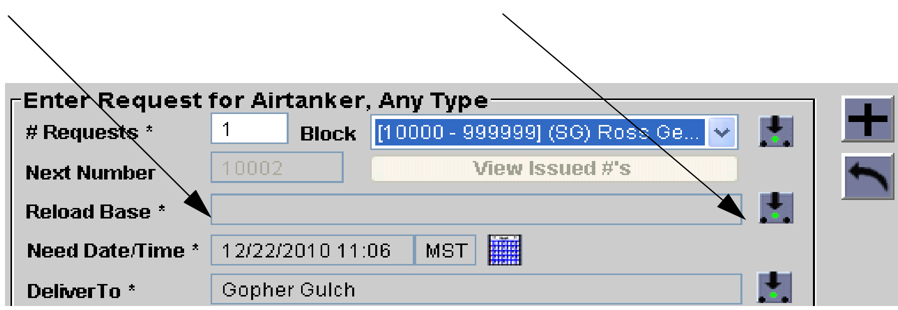
You may also identify the off incident location where a helicopter manager (HELM) will meet the Call-When-Needed helicopter.

- For name or resource suggests items, include the official name as it is listed in ROSS, the local unit, and the appropriate GACC. Also include the contact telephone number. For overhead personnel, identify the agency employment status.
  - Any dispatch unit within the established ordering chain may fill the pending request with a qualified and available resource.
  - Identify casual, EFF, or AD hire employees, which may be requested as a name or resource suggests.

Designating a reload base for aircraft

When creating a new request for an aircraft, you may be required to designate a reload base. This requirement is set in the ROSS catalog. You must designate a reload base when ordering Type 1 and Type 2 airtankers.

The following diagram shows arrows pointing to the location of the Reload Base field and the Pick Reload Base button on the New Request screen.



Setting up request blocks

You can set up requests blocks from the Organization, Incident, and New Request screens based on your organization's business practices. Request number blocks allow you to designate blocks of requests within each catalog for specific functions, such as blocks for "initial attack," "expanded," or "team orders," and helps you manage hand-entered, non-consecutive request numbers.

For example, you can track initial attack orders on card stock for orders A-1 through A-6, and then begin entering orders in ROSS at A-7. As another example, an ordering manager may place a request with expanded for S-152. The next call to expanded might be for S-158, as requests S-153 through S-157 were filled locally by the incident.

Remember these key points when setting up request blocks:

- To apply the same numbering system to every new incident for a given host organization, access the "Default Request Number Blocks" section on the "Incident Numbering" and "Incident Hosts" tab on the Organization screen. This method allows you to "set it and forget it," by setting this up one time for your dispatch center and each of your host organizations.
- To set up blocks on an incident-by-incident basis or to modify your default system for a specific incident, access the "Requests Blocks" tab on the Incident screen. This method allows you to apply the block numbering only to the current incident and does not affect any defaults you created on the Organization screen.
- To set up blocks on a catalog-by-catalog basis, access the New Request screen to create and change block numbers "on the fly." While these blocks are reflected on the Incident screen, they do not affect your settings on the Organization screen.
- Once the default requests block is exhausted, you must select another block to create additional requests.

Working with supply items

Remember these key points when working with supply items:

- "System Generated" blocks assign the next sequential number when a new request is created. The last block for each catalog (the one containing request 999,999) must be system generated. The default system generated block is used to create non-local support requests, quick fill requests, and requests for reassignments create when two incidents are merged.
- "User Issued" blocks allow you to assign a request number when creating a request(s).
- You can order unique and alias supply non-services on regular and support requests.
- You cannot order subordinate requests for supply non-services.
- You can view but can not change the unit of issue.

- For items ordered in quantities of one, specify the number of requests to create.
- For items ordered in quantities greater than one, create one request for the quantity of items needed. The "Qty" field under "Requests Created" displays the quantity requested. The requesting unit may only edit the quantity requested while the request is still pending.
- You can create requests for non-service supplies not in the ROSS catalog by selecting the generic "!Not in Catalog" item from the Non-NFES Supplies category, and then entering a free-form text description. The generic catalog item is ordered in quantities greater than one, has no unit of issue, and request tracking is optional.

Working with request contact information

The Pick Requesting Contact dialog box allows you to select a contact from a list of all contacts entered for the incident and from all requesting contacts used on other requests for the incident.

Completing the Request Contact box gives the dispatch center working on the request a contact if they need to find out more information about the request. Give a copy of the request to the resource filling the request and write down the dispatch contact number so that the resource can contact the incident in the event of travel delays and/or cancellations. While the incident dispatch can rearrange travel, the incident can not!

To enter a new request contact

- On the **New Request** screen, click in the **Request Contact** box, and then type the name of the **Request Contact**.

Working with configuration options

You can select from three configuration options:

- **Catalog Item with Configuration**. The creator of the request is requesting the resource to be filled with the national standard configuration.
- **Catalog Item without Configuration**. The creator of the request is requesting that the resource may or may not have the national standard configuration.
- **Selected Items from Configuration**. The creator of the request specifies that the request be filled only with the specified items.

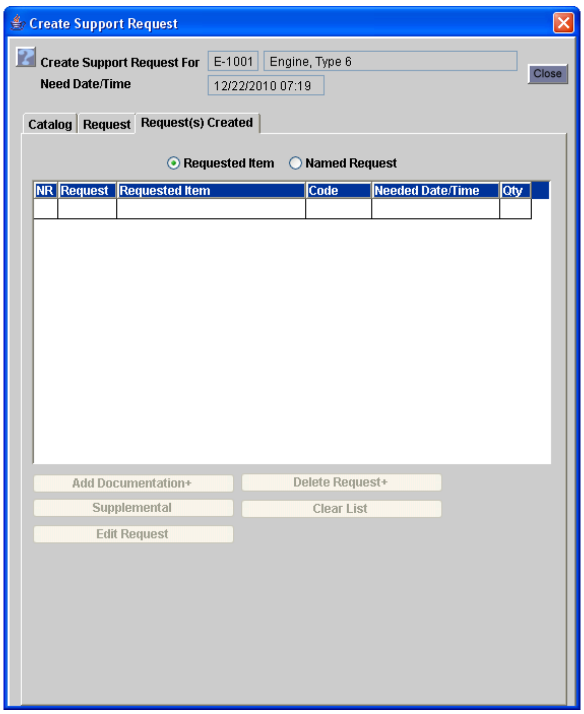
Configuration options appear dimmed for all resource types not identified as a group in the ROSS catalog

Understanding the Request(s) Created tab for support requests

The Request(s) Created tab allows you to perform similar operations to support requests in the same manner as new requests. For example, you can add documentation, create supplemental requests, and edit, delete, and clear support requests. For more information, refer to the following information presented earlier in this chapter:

- to add documentation to a new support request see the section, "Adding documentation"
- to create a supplemental request for a support request see the section, "Creating a supplemental request"
- to edit a support request see the section, "Editing a request"
- to delete a support request see the section, "Deleting a request"
- to clear support requests from the Request(s) Created tab see the task, "To clear the request list."

The following diagram shows the Request(s) Created tab on the Support Request dialog box.



Once you close the Support Request dialog box, the support requests are automatically cleared from the Request(s) Created tab.