Pending Request - managing requests for resources

This guide explains how to take action on all requests pending with your organization. This guide explains the following topics:

- Filling pending requests
- Working with assignment rosters
- Setting resource travel from the Pending Request screen
- Performing other functions using the Action button
- Claiming a pending request
- Viewing details, printing, and adding notes
- Exploring pending requests in detail.

To access the Pending Request screen

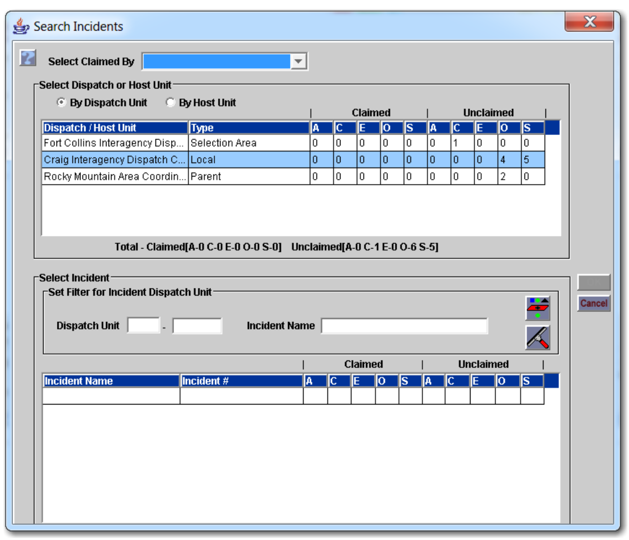
1 On the **Request** menu, click **Pending Request**, or click the **PR** button.

2 On the **Search Incidents** dialog box under **Select Dispatch or Host Unit**, click the **Dispatch/Host Unit** of your choice.

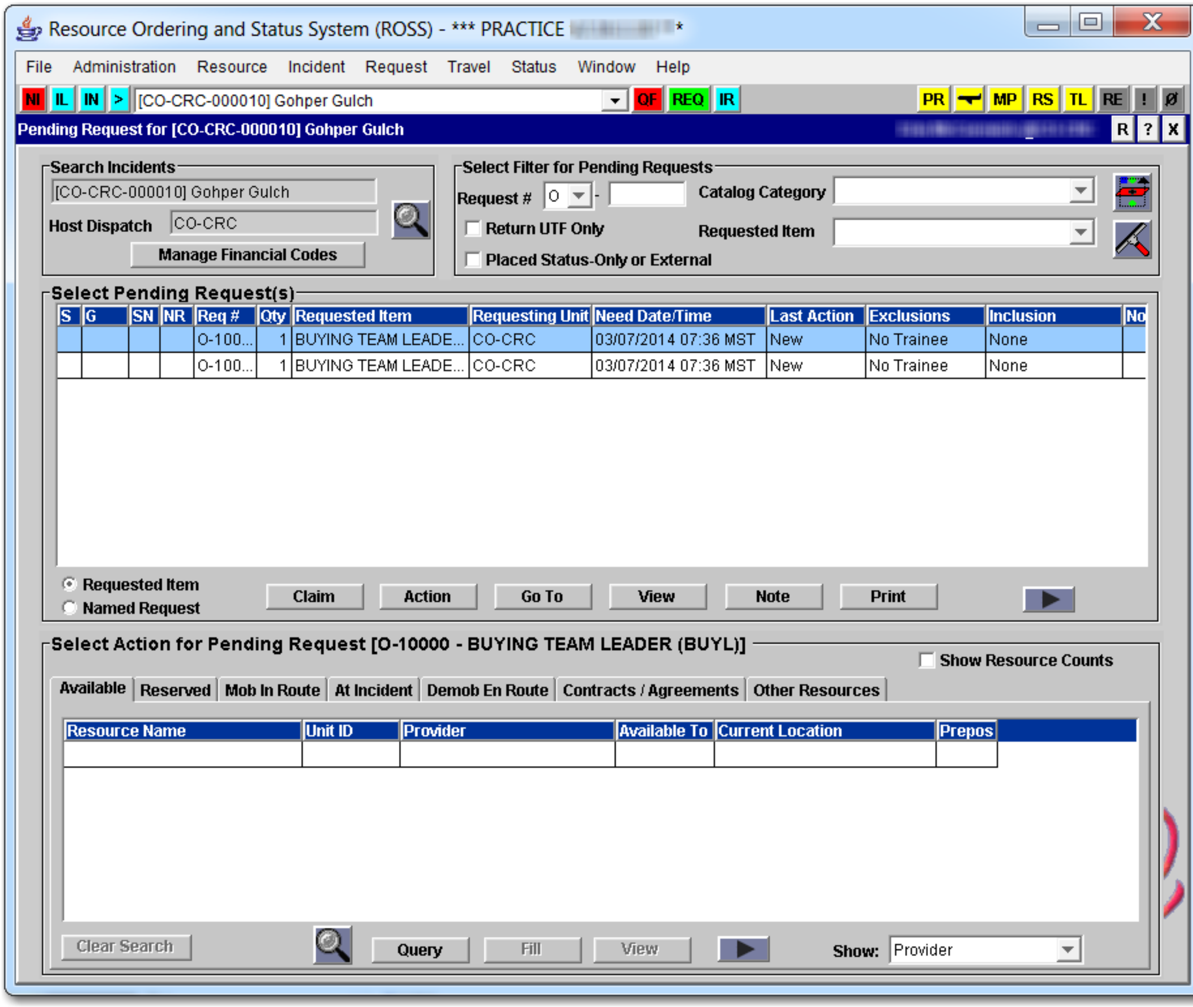
3 Under **Select Incident**, click the **Filter** button, click the **Incident Name** of your choice, and then click **OK**.

Remember to set your pending request filters for your dispatch unit and host. For more information see, "Setting pending request filters," later in this guide.

Search Incidents dialog box



Pending Request screen



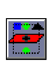
To change the incident context of the Pending Request screen

The Search Incidents dialog box displays automatically when you access the Pending Request screen for the first time or whenever you click the Search button to change the incident context.

1 On the **Pending Request** screen under **Select Incident**, click the **Search** button.

2 On the **Search Incidents** dialog box under **Select Dispatch or Host Unit**, click the **Dispatch/Host Unit** of your choice.

If the Dispatch/Host Unit you selected is your subordinate or parent, use the filter feature to further refine your search.

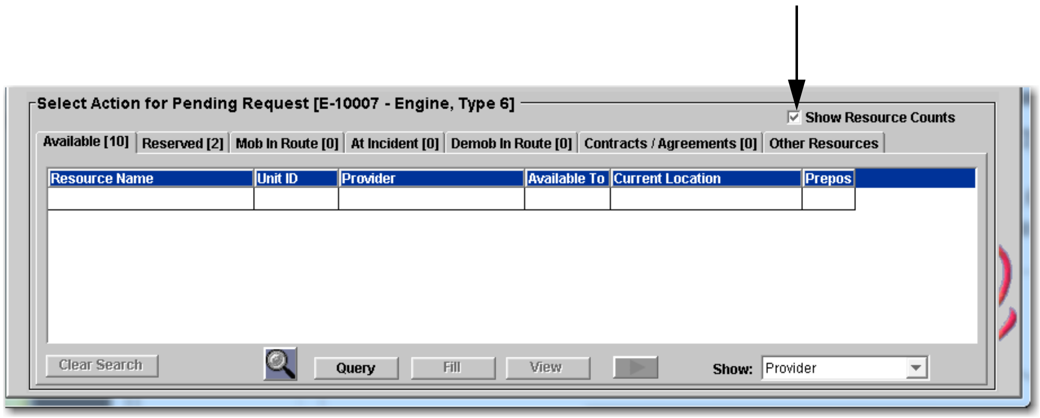


3 Under **Select Incident**, click the **Filter** button, click the **Incident Name** of your choice, and then click **OK**.

To show resource counts on the Select Action tabs

- On the **Pending Request** screen under **Select Action for Pending Request**, click the **Show Resource Counts** check box.

The following graphic shows the following Type 6 Engine resources: 10-Available, 2-Reserved, 0-Mob In Route, 0-At Incident, 0-Demob In Route, and 0-Contracts/Agreements. The arrow points to the Show Resource Counts check box.



To display current resource information

- On the **Pending Request** screen, click the **Pending Request** of your choice, and then click the **Query** button.

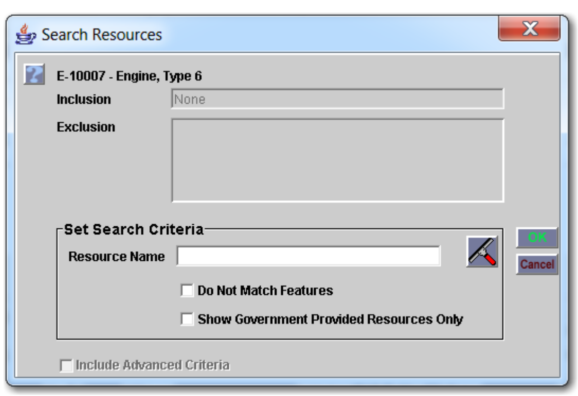
To search for specific resource information

1 On the **Pending Request** screen under **Select Action for Pending Request**, click the **Resource Status** tab of your choice, and then click the **Search** button.

The Search button is not available on the Other Resources tab.

2 On the **Search Resources** dialog box, complete the **Set Search Criteria** as appropriate for that resource, and then click **OK**.

The following graphic shows the Search Resources dialog box.



To search for a specific overhead resource

This task allows you to search for a specific person regardless of qualifications.

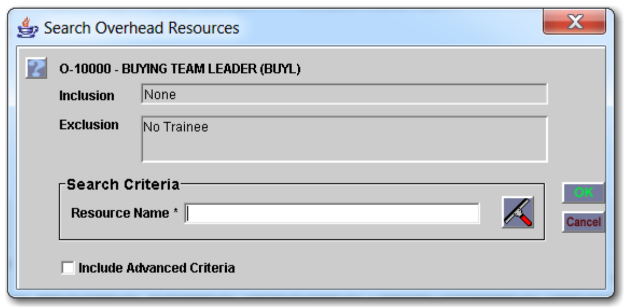
1 On the **Pending Request** screen, click the **Request #** drop-down arrow, click **O** (Overhead), and then click the **Filter** button.

2 Under **Select Pending Request(s)**, click the **Requested Item(s)** of your choice.

3 Under **Select Action for Pending Request**, click the **Resource Status** tab of your choice, and then click the **Search** button.

4 On the **Search Overhead Resources** dialog box, type the name of the person in the **Resource Name** box, and then click **OK**.

The following graphic shows the Search Overhead Resources dialog box.



To search for an overhead resource information - advanced criteria

1 On the **Pending Request** screen, click the **Request #** drop-down arrow, click **O** (Overhead), and then click the **Filter** button.

2 Under **Select Pending Request(s)**, click the **Requested Items** of your choice.

*To select more than one request at a time, press and hold [Ctrl], and then click the **Requested Items** of your choice.*

3 Under **Select Action for Pending Request**, click the **Resource Status** tab of your choice, and then click the **Search** button.

4 On the **Search Overhead Resources** dialog box, click the **Include Advanced Criteria** check box.

5 On the **Search Overhead Resources** dialog box, complete the following information as appropriate to narrow your search

- Resource Name

*You can only search using Resource Name for available resources qualified for the position. Otherwise, type * (wildcard).*

- Category
- Catalog Item
- Mnemonic/NFES Code
- Catalog Item.

To search for a specific resource who is not qualified for the position, you must know for which positions that resource is qualified, perform the search, and then determine if that specific resource is available.

6 To expand the search to include resources that do not match the features requested on the request, click the **Do Not Match Features** check box.

7 To specify that an **Emergency Firefighter** or **Administratively Determined** resource is acceptable, click the **Include EFF/AD Resources** check box.

8 To exclude CWN contracted resources from the search, click the **Do Not Show CWN Contracted Resources** check box.

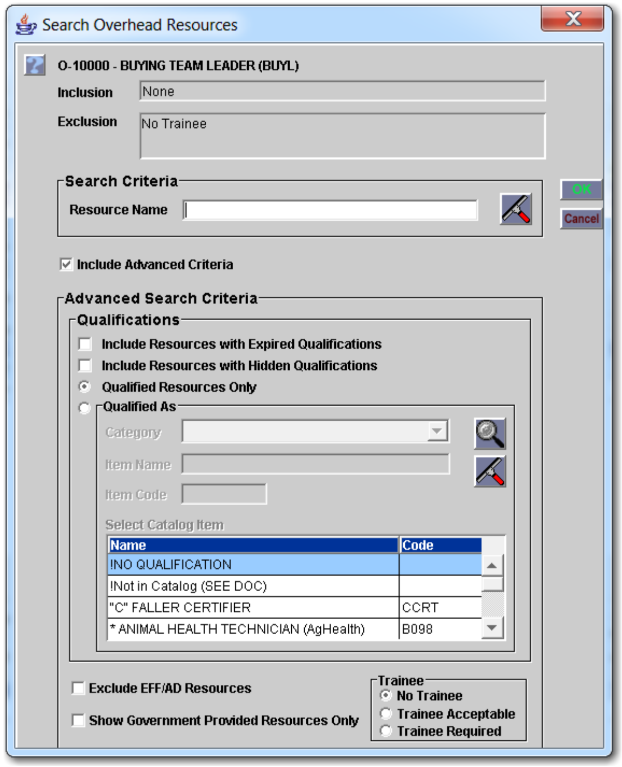
*Selecting this check box removes the **CWN /Agreements** tab, under **Select Action for Pending Request**, from the **Pending Request** screen*

9 Under **Trainee**, click one of the following

- No Trainee
- Trainee Acceptable
- Trainee Required.

10 When finished completing your search criteria, click **OK**.

The following graphic shows the Search Overhead Resources dialog box, including advanced criteria.



To search for an overhead resource information with hidden qualifications

1 On the **Pending Request** screen, click the **Request #** drop-down arrow, click **O** (Overhead), and then click the **Filter** button.

2 Under **Select Pending Request(s)**, click the **Requested Items** of your choice.

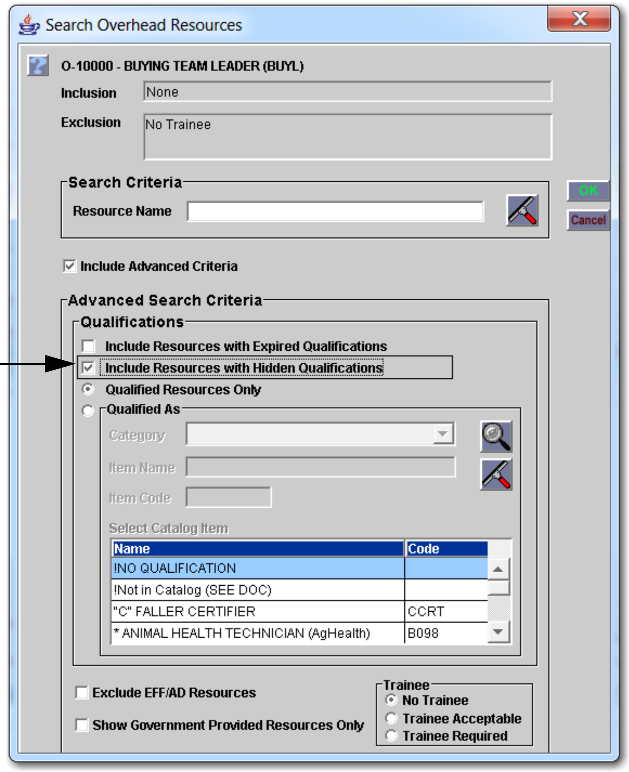
To select more than one request at a time, press and hold [Ctrl], and then click the ***Requested Items*** *of your choice.*

3 Under **Select Action for Pending Request**, click the **Resource Status** tab of your choice, and then click the **Search** button.

4 On the **Search Overhead Resources** dialog box, click the **Include Advanced Criteria** check box, and then click the **Include Resources with Hidden Qualifications** check box.

5 On the **Search Overhead Resources** dialog box, complete the remaining information as appropriate to narrow your search, and then click **OK**.

The following graphic shows the Search Overhead Resources dialog box. The arrow points to the Include Resources with Hidden Qualifications check box.



To remove search criteria from resources displayed on the Select Action for Pending Request tabs

*Remember to click the **Clear Search** button to display the complete list of resources available to fill the selected request.*

1 On the **Pending Request** screen under **Select Action for Pending Request**, click the **Resource Status** tab of your choice, and then click the **Clear Search** button.

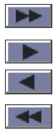
2 Click the tab of your choice, and then click the **Query** button.

To assign or remove financial codes to an incident

Remember, your dispatch center must be in the ordering chain to assign a request to or remove financial codes from an incident.

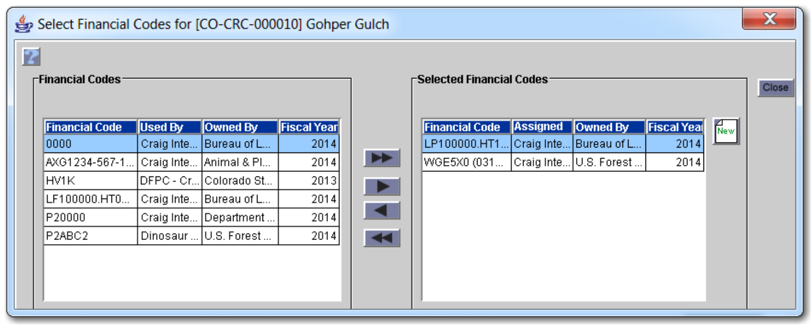
1 On the **Pending Request** screen, click the **Manage Financial Codes** button.

2 On the **Select Financial Codes** dialog box, perform one or more of the following and then click **Close**



- to select one or more financial codes, under **Finacial Codes**, click the **Financial Code(s)** of your choice and then click the **Select** arrow
- to select all available financial codes, click the **Select All** arrow
- to remove one or more financial codes, under **Selected Financial Codes**, click the **Financial Code(s)** of your choice, and then click the **Remove** arrow
- to remove all financial codes, click the **Remove All** arrow.

The following graphic shows the Select Financial Codes dialog box.



To create a new financial code for an incident

1 On the **Pending Request** screen, click the **Manage Financial Codes** button.

2 On the **Select Financial Codes** dialog box, click the **New Financial Code** button.

3 On the **Ad Hoc Financial Code** dialog box, type the **Financial Code** in the **Financial Code** box.

4 In the **Fiscal Year** box, type the **Fiscal Year of the Financial Code**.

5 Under **Owned By**, click the **Owner of the Financial Code**, click the drop-down arrow, and then click the **Organization** of your choice.

6 When finished, click **OK**, and then click **Close** to return to the **Pending Request** screen.

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

Filling pending requests

This section explains how to fill the following requests:

- non-configuration and configuration requests
- contract and agreement requests

Remember, contracts are for vendor-owned resources while agreements are for government, non-dispatch agency resources. For more information see, "Contracts - setting up contracts and agreements," in this ROSS User Guide.

- aviation service requests
- requests with new and external resources.

Filling non-configuration requests

Fill

The Fill button allows you to fill non-configuration requests for "Available," "Reserved," or "CWN" resources.

To fill a pending request with an available resource

Query

1 On the **Pending Request** screen, click the **Pending Request** of your choice and then click the **Query** button.

Fill

2 On the **Available** tab, click the **Resource Name** of your choice, click the **Fill** button, and then click the **Fill**.

3 On the **Fill Request** dialog box, click the **Travel** option of your choice.

For more information about setting resource travel see, "Setting resource travel from the Pending Request screen."

4 If the resource requires additional transportation to the incident or to home once the resource(s) reach the arrival location, click the **Resource Needs Transportation** check box.

5 In the **Assigning Contact** box, type the contact individual or position name and contact phone number for information about the resource, or click the **Assigning Contact** button to select from an existing contact list.

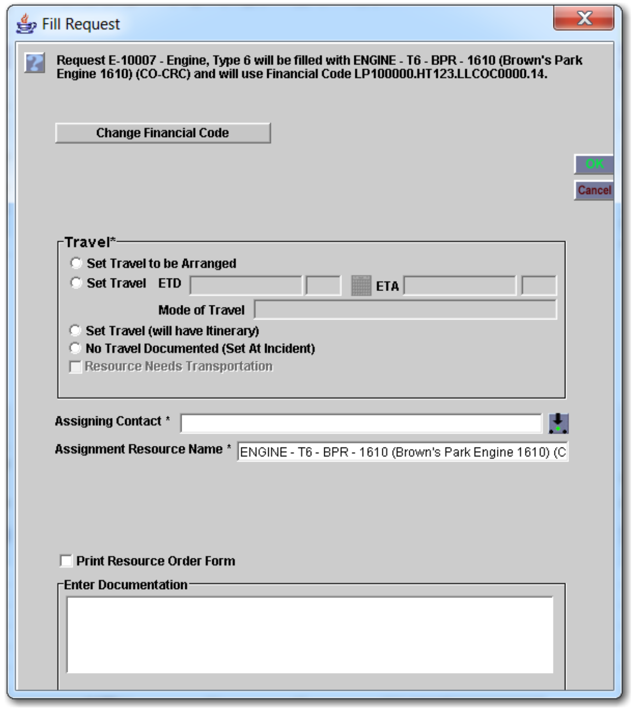
The Current Assigning Contact is not applicable on the Pending Request screen.

6 In the **Enter Documentation** box, type the appropriate **Reason for Overriding the Requested Item** if you fill the request with one of the following

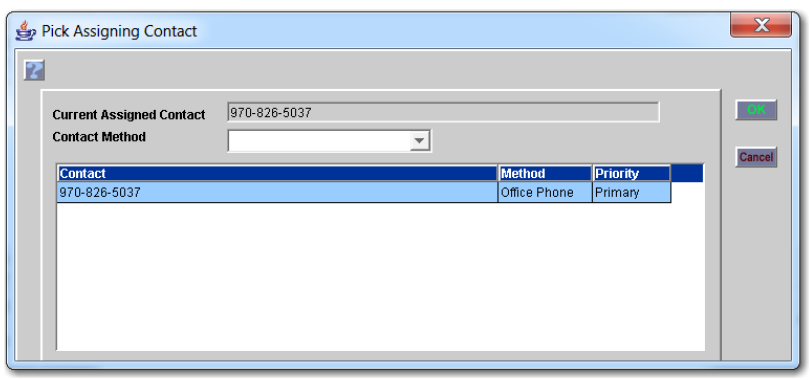
- a resource that has no qualifications
- a resource unqualified for the position
- a blocked resource.

7 When finished, click **OK**.

The following graphic shows a sample Fill Request dialog box for filling a Type 6 Engine.



The following graphic shows the Pick Assigning Contact dialog box.



To change a financial code

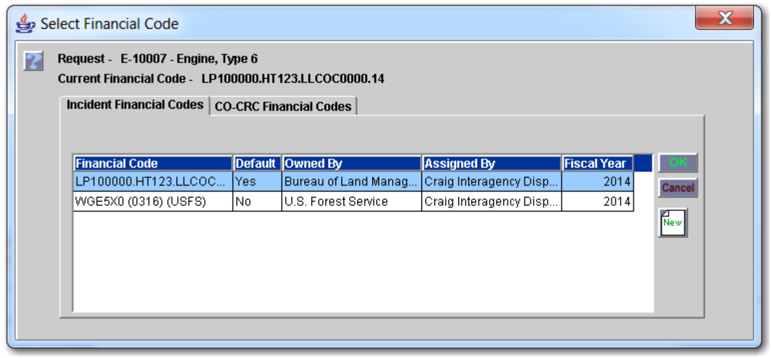
1 On the **Fill Request** dialog box, click the **Change Financial Code** button.

2 To select a different financial code defined for the incident, on the **Incident Financial Codes** tab on the **Select Financial Codes** dialog box, and then click the **Financial Code** of your choice.

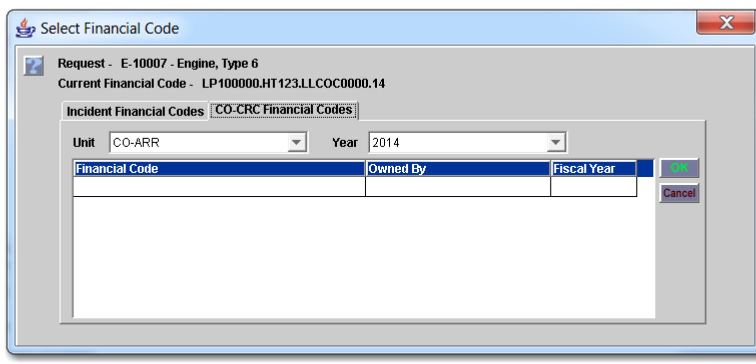
3 To select a different financial code from among those defined for your organization, perform the following and then click **OK**

- click the **[Unit] Financial Codes** tab
- click the **Unit** drop-down arrow and select the **Unit** of your choice
- click the **Year** drop-down arrow and select the **Year** of your choice
- click the **Financial Code** of your choice.

The following graphic shows the Incident Financial Codes tab on the Select Financial Code dialog box.



The following graphic shows the Host Financial Codes tab on the Select Financial Code dialog box.



To fill a pending request with a reserved resource

1 On the **Pending Request** screen, click the **Pending Request** of your choice, click the **Reserved** tab, and then click the **Query** button.

2 On the **Reserved** tab, click the **Resource Name** of your choice, and then click the **Fill** button.

3 Complete the **Fill Request** dialog box as appropriate, and then click **OK**.

To fill a pending request with a CWN resource

1 On the **Pending Request** screen, click the **Pending Request** of your choice, click the **Contracts/Agreements** tab, and then click the **Query** button.

2 On the **Contracts/Agreements** tab, click either **Local Resources** or **Non-Local Resources**, click the **Resource Name** of your choice, and then click the **Fill** button.

*Click the **Non-Local Resources** button to display resources not under a CWN contract with your unit, but that have been marked "Global" on the Contract screen.*

3 Complete the **Fill Request** dialog box as appropriate, and then click **OK**.

Filling pending requests with configurations

This section explains how to fill pending requests with configurations using available resources. For pending requests with configurations, most of the Select Action for Pending Request tabs on the Pending Request screen work in the same manner as for pending requests without configurations.

For more information about filling configuration requests see, "Understanding configurations," in the section, "Exploring pending requests in detail," later in this ROSS User Guide.

To fill a configuration pending request with a single resource

This task applies only for WC (With Configuration) and WO (Without Configuration) requests.

1 On the **Pending Request** screen, search for and then click the **Configuration Request** of your choice.

2 On the **Available** tab, click the **Query** button.

3 Click the **Fill** button, and then click **Fill with Single Resource**.

4 On the **Fill Request** dialog box, click the **Travel** option of your choice.

*To set the departure and arrival times, click **Set Travel,** click the **Select Dates** button, and then click the **ETD** and **ETA** time and dates of your choice.*

5 In the **Assigning Contact** dialog box, type the individual or position name to contact for information about the resource, or click **Pick** to select from an existing contact list.

The Current Assigning Contact is not applicable on the Pending Request screen.

6 If the resource you select is prepositioned, click either **Release to Home** or **Release to Preposition** under **Release Options.**

7 When finished, click **OK**.

To add an assignment roster later

1 On the **Pending Request** screen, search for and then click the **Configuration Request** of your choice.

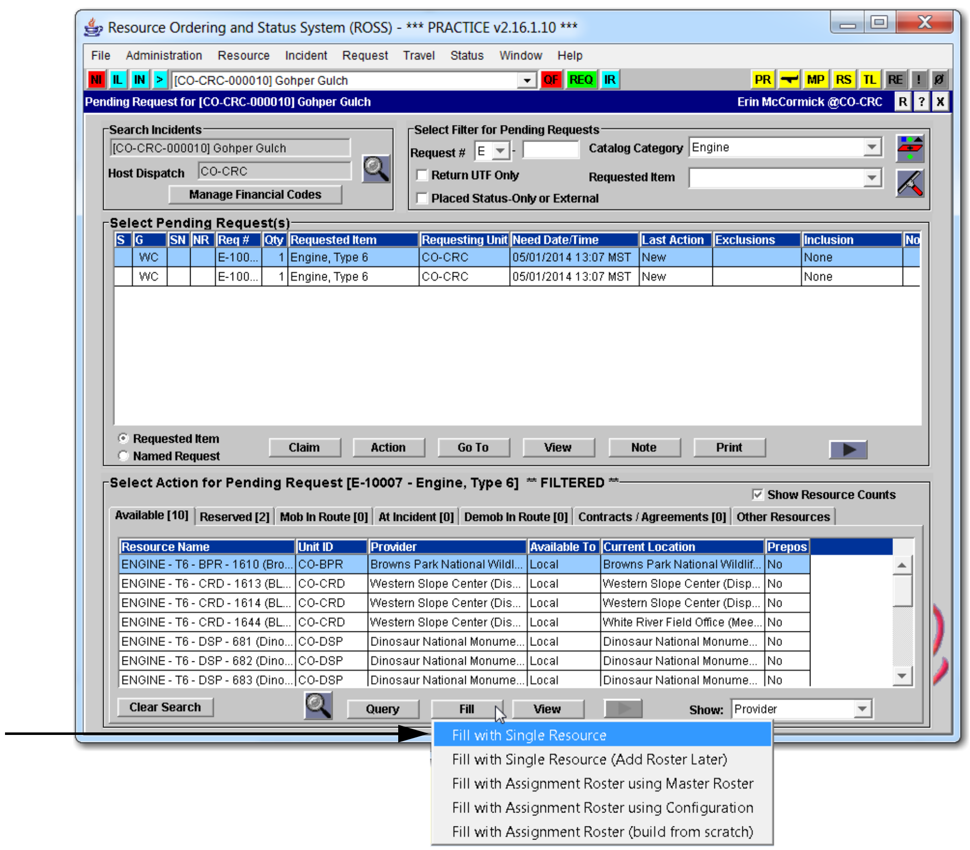
2 On the **Available** tab, click the **Query** button.

3 Click the **Fill** button, and then click **Fill with Single Resource (Add Roster Later)**.

4 On the **Fill Request** dialog box, complete the following information and then click **OK**

- Travel
- Assigning Contact.

The following graphic shows the options available from the Fill button. The arrow points to the Fill with Single Resource (Add Roster Later) option.



To fill a configuration pending request with an assignment roster using the master roster

This task applies only for WC (With Configuration) and WO (Without Configuration) requests for which the selected resource has a roster.

1 On the **Pending Request** screen, search for and then click the **Configuration Request** of your choice.

2 On the **Available** tab, click the **Query** button.

3 Click the **Fill** button, and then click **Fill with Assignment Roster using Master Roster**.

If the requested item is an alias, the assignment roster is built from the configuration of the qualification for the selected resource.

4 Complete the **Assignment Roster** dialog box as appropriate, and then click **OK**.

To fill a configuration pending request with an assignment roster using a configuration

This task applies only for WC (With Configuration) and WO (Without Configuration) requests.

1 On the **Pending Request** screen, search for and then click the **Configuration Request** of your choice.

2 On the **Available** tab, click the **Query** button.

3 Click the **Fill** button, and then click **Fill with Assignment Roster using Configuration**.

4 Complete the **Assignment Roster** dialog box as appropriate, and then click **OK**.

To fill a configuration pending request with an assignment roster (build from scratch)

This task applies only for WC (With Configuration) and WO (Without Configuration) requests.

1 On the **Pending Request** screen, search for and then click the **Configuration Request** of your choice.

2 On the **Available** tab, click the **Query** button.

3 Click the **Fill** button, and then click **Fill with Assignment Roster (build from scratch)**.

4 Complete the **Assignment Roster** dialog box as appropriate, and then click **OK**.

For more information about completing the Assignment Roster dialog box see the section, “Working with assignment rosters,” later in this guide.

To fill a configuration pending request with an assignment roster for selected items

This task applies only for SI (Selected Items) requests.

1 On the **Pending Request** screen, search for and then click the **Configuration Request** of your choice.

2 On the **Available** tab, click the **Query** button.

3 Click the **Fill** button, and then click **Fill with Assignment Roster for Selected Items**.

4 Complete the **Assignment Roster** dialog box as appropriate, and then click **OK**.

For more information about completing the Assignment Roster dialog box see the section, “Working with assignment rosters,” later in this guide.

To fill a configuration pending request with a prepositioned roster

This task applies only for prepositioned resources. You can only change the Assignment Resource Name, not the assignment roster itself. You must accept the prepositioned group “as is.”

1 On the **Pending Request** screen, search for and then click the **Configuration Request** of your choice.

2 On the **Available** tab, click the **Query** button.

3 Click the **Fill** button, and then click **Fill with Pre-Positioned Roster**, and then click **OK**.

To change the Assignment Resource Name see, “Working with assignment rosters,” later in this guide.

To fill a tactical aviation request with a configuration

This task applies only to the pilot position for lead planes and for aerial supervision modules (ASMs).

1 On the **Pending Request** screen, search for and then click the **Aircraft Configuration Request** of your choice.

2 On the **Available** tab, click the **Query** button.

3 Click the **Fill** button, and then click **Fill with Assignment Roster using Configuration**.

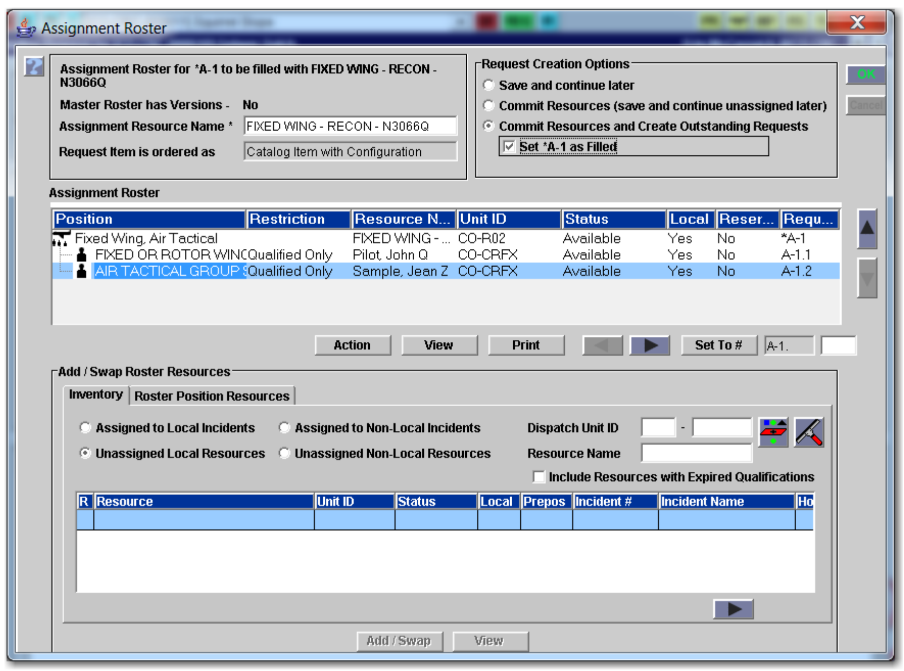
4 Complete the **Assignment Roster** dialog box as appropriate, and then click **OK**.

5 On the **Fill Request** dialog box, complete the following information and then click **OK**

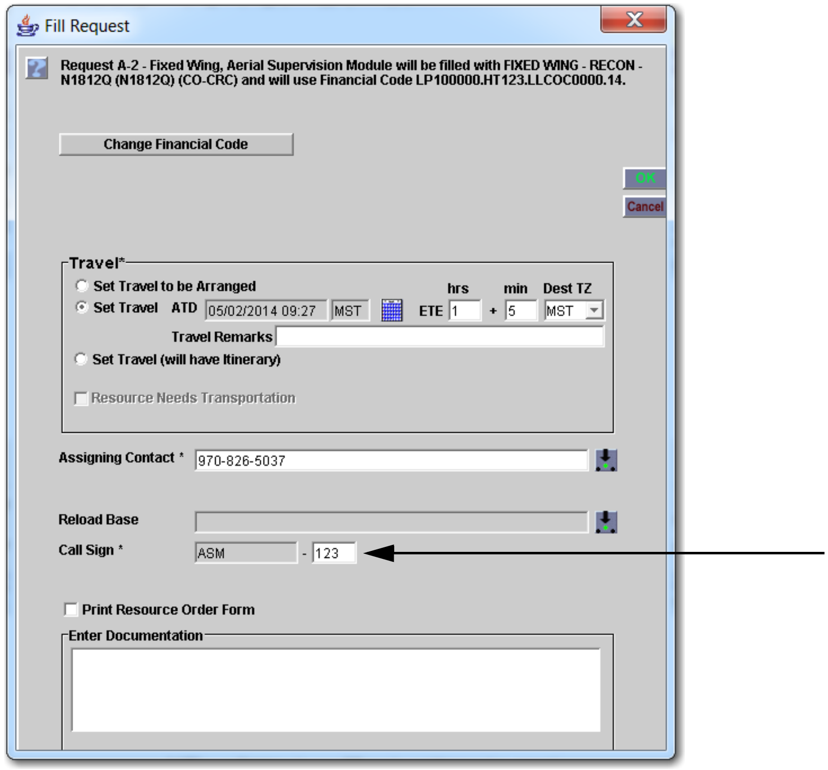
- Travel
- Assigning Contact
- Call Sign.

Type numbers only in the Call Sign box. ROSS appends the prefix and adds dashes when the call sign is displayed in the Resource Assigned Column on the Request Status screen.

The following graphic shows the Assignment Roster dialog box for assigning position resources for a tactical aircraft with configuration.



The following graphic shows the Fill Request dialog box for filling tactical aircraft with a configuration. The arrow points to the Call Sign text box.



To fill the pending request with an agreement

Remember, contracts are for vendor-owned resources while agreements are for government, non-dispatch agency resources. For more information see the ROSS User Guide, "Contracts - setting up contracts and agreements."

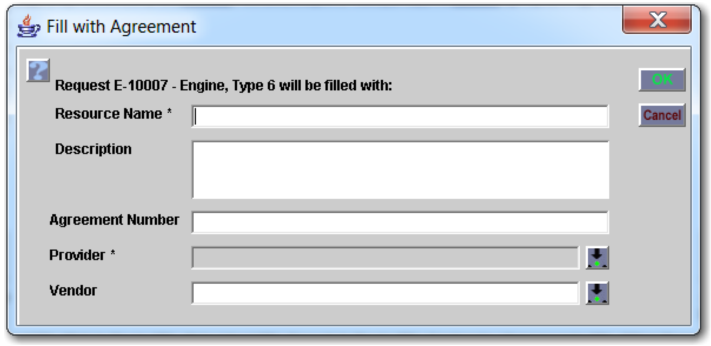
1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Fill with Agreement**.

3 On the **Fill with Agreement** dialog box, complete the following text boxes as appropriate, and then click **OK**

- Resource Name - *required*
- Description
- Agreement Number
- Provider - *required*
- Vendor.

The following graphic shows a sample Fill with Agreement dialog box.



To fill the pending request with an EFF/AD

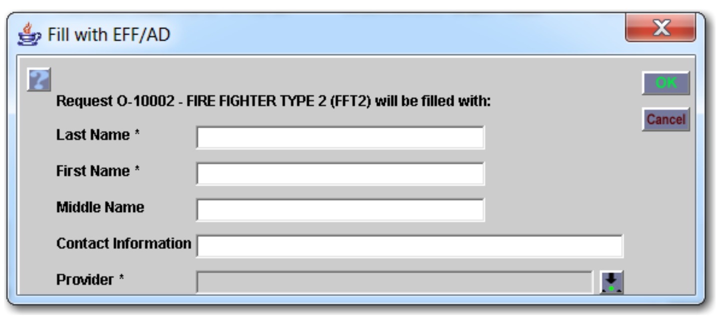
1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Fill with EFF/AD**.

3 On the **Fill with EFF/AD** dialog box, complete the following text boxes as appropriate, and then click **OK**

- Last Name - *required*
- First Name - *required*
- Middle Name
- Contact Information
- Provider - *required.*

The following graphic shows a sample Fill with EFF/AD dialog box.



To fill a TFR request

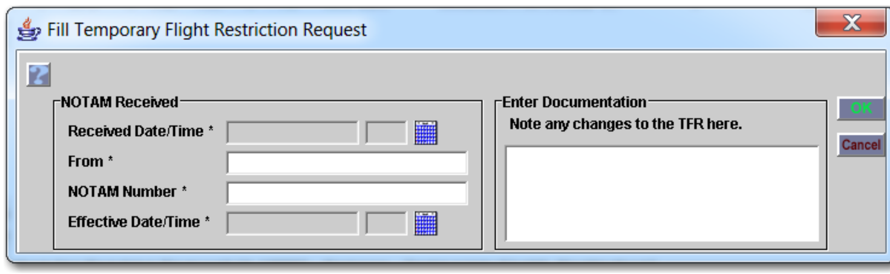
1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Fill TFR Request**.

3 On the **Fill Temporary Flight Restriction Request** dialog box, complete the following information and then click **OK**

- Received Date/Time - *required*
- From - *required*
- NOTAM Number - *required*
- Effective Date/Time - *required*
- Documentation - as appropriate.

The following graphic shows the Fill Temporary Flight Restriction Request dialog box.



To fill an infrared request

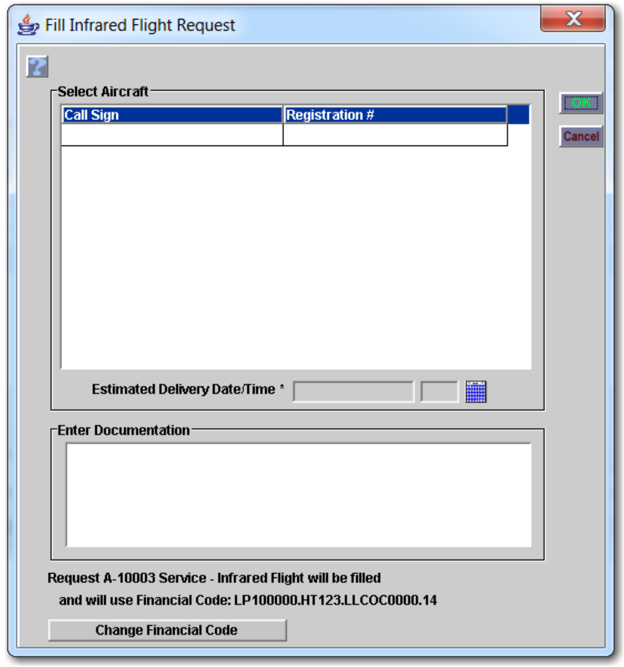
1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Fill Infrared Request**.

3 On the **Fill Infrared Flight Request** dialog box under **Select Aircraft**, click the **Call Sign** of your choice.

4 Click the **Set Dates** button, click the **Estimated Delivery Date/Time**, and then click **OK**.

The following graphic shows the Fill Infrared Flight Request dialog box.



To fill with a new resource

You must have the Dispatch Manager role to use this feature. You must select an existing provider organization for your dispatch center, which becomes the provider, owner, and home unit of the new resource.

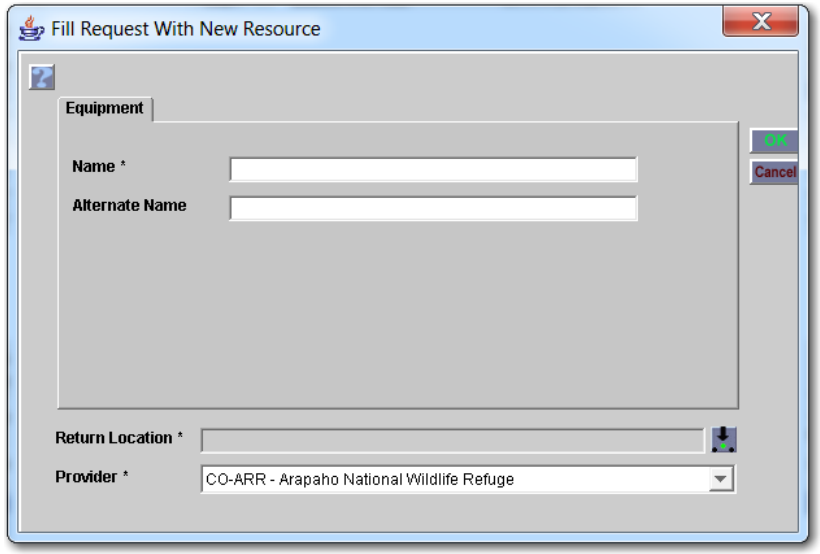
1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Fill with New Resource**.

3 On the **Fill Request With New Resource** dialog box, complete the information as appropriate, and then click **OK**.

Resource Item Name must be unique within the selected provider organization.

The following graphic shows a sample Fill Request With New Resource (Equipment) dialog box.



The Fill Request With New Resource dialog varies according to the type of resource item you are creating. For specific information about a resource item, see “Resource Item - working with resources.”

To fill with an external resource

The Fill with External Resource option allows you to fill a request with a resource from either a status-only or external dispatch unit.

You must have the Dispatch Manager user role to fill a pending request with an external resource.

1 On the **Pending Request** screen, click the **Placed Status-Only or External** check box, and then search for and select the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Fill with Status-Only/External Resource**.

If the No Results Found dialog box appears, there are no previously entered resources entered into ROSS that are currently available to fill the request. For more information see the next task, “To create an external resource.”

3 Search for and then click the **Resource Name** of your choice.

4 Complete the remaining information on the **Existing External Resource** tab as appropriate for that resource, and then click **OK**.

Status-only and external dispatch unit resources display on the Existing External Resource tab.

Working with assignment rosters

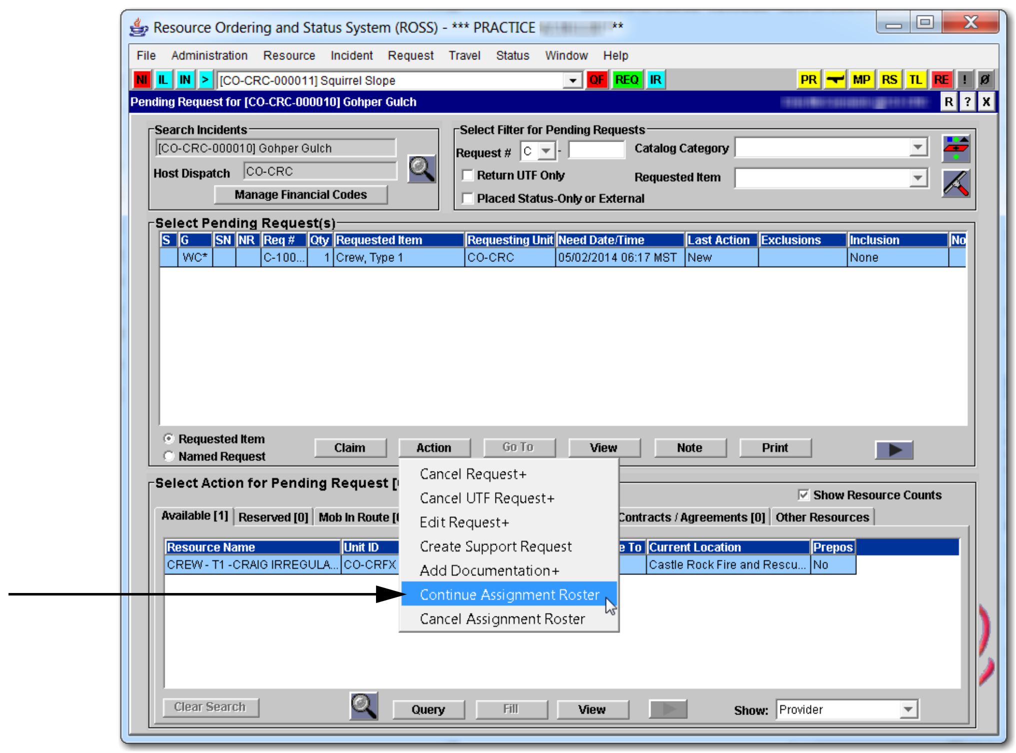
This section explains how to add and edit assignment rosters, assign resources to roster positions, and add and delete roster positions.

For more information about assignment rosters see, “Understanding assignment rosters,” later in this User Guide.

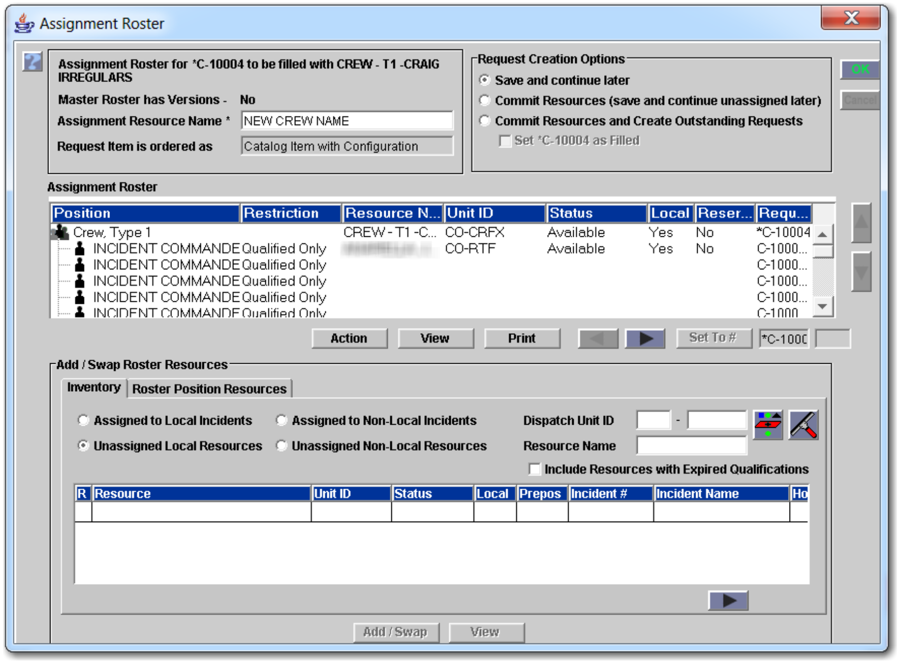
To edit the Assignment Resource Name

- On the **Assignment Roster** dialog box in the **Assignment Resource Name** text box, type to replace the **Assignment Resource Name**, and then click **OK**.

The following graphic shows the Pending Request screen for filling a Crew resource. The arrow points to the Continue Assignment Roster on the Action button menu.



The following graphic shows a sample assignment roster for a Type 1 Crew.



To assign an inventory resource to a roster position

1. On the **Assignment Roster** dialog box, click the **Position** for which you want to add or swap a resource.

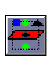
2. On the **Inventory** tab, complete the filter criteria as appropriate to narrow your search for the resource you want, and then click the **Filter** button.

3. Click the **Resource** of your choice, click the **Add/Swap** button, and then click the **Add/Swap** option of your choice.

4. When finished, click **OK**.

To change an assigned resource to a roster postion

1. On the **Assignment Roster** dialog box, click the position for which you want to add or swap a resource, and then click the **Roster Position Resource** tab.



2. On the **Roster Position Resource** tab, complete the filter criteria as appropriate to narrow your search for the resource you want, and then click the **Filter** button.

3. Click the **Resource** of your choice, click the **Add/Swap** button, and then click the **Add/Swap** option of your choice.

4. When finished, click **OK**.

To remove a resource from an assignment roster position

This task only applies to positions that have assigned resources.

1 On the **Assignment Roster** dialog box, click the **Position** from which you want to remove the resource.

2 Click the **Action** button, and then click **Remove Resource**.

To add a position to an assignment roster

You can only add a new position under a configuration.

1 On the **Assignment Roster** dialog box, click the **Position** under which you want to add the new position.

2 Click the **Action** button, and then click **Add Position**.

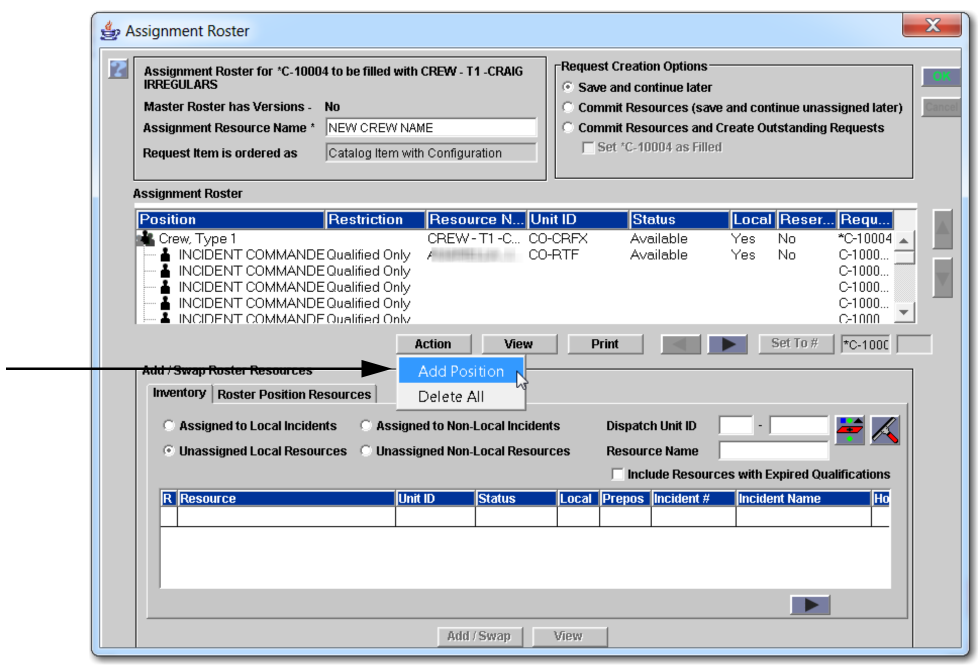
3 On the **Add Position** dialog box, search for and then click the **Catalog Item** of your choice.

4 In the **# Positions** text box, type the number of positions.

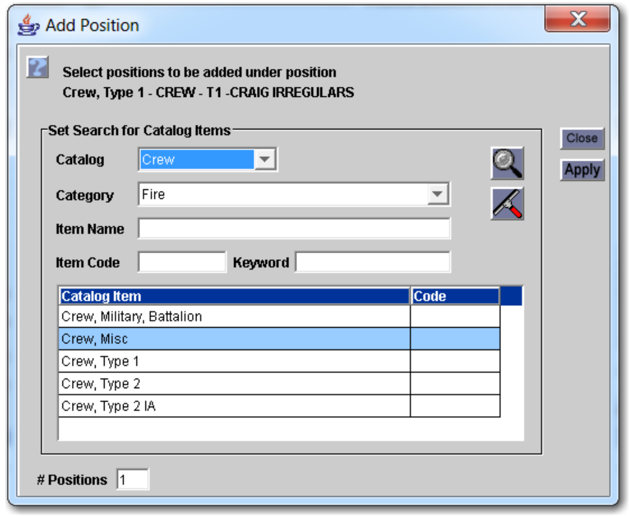
5 For **Overhead** catalog items, click the **Restriction** drop-down arrow, and then click the **Restriction** of your choice.

6 When finished, click **OK**.

The following graphic shows the Assignment Roster dialog box. The arrow points to the Add Position option on the Action menu.



The following graphic shows the Add Position dialog box.



To delete a position from an assignment roster

You cannot delete a root position from an assignment roster.

1 On the **Assignment Roster** dialog box, click the **Position** you want to delete.

2 Click the **Action** button, and then click **Delete Position**.

To change a restriction of an assignment roster position

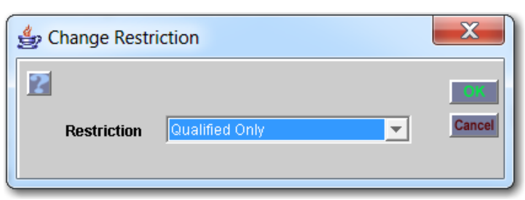
This task only applies to overhead positions. If the position has a resource already assigned, you cannot change the restriction to a level that the resource cannot meet.

1 On the **Assignment Roster** dialog box, click the **Position** for which you want to change the restriction.

2 Click the **Action** button, and then click **Change Restriction**.

3 On the **Change Restriction** dialog box, click the **Restriction** drop-down arrow, click the **Restriction Type** of your choice, and then click **OK**.

The following graphic shows the Change Restriction dialog box.



To delete all positions from an assignment roster

This task allows you to delete all positions from the assignment roster, except the root position. You cannot delete the root position.

1 On the **Assignment Roster** dialog box, click the **Action** button, and then click **Delete All**.

2 On the **Request Action Message** dialog box, click **OK**.

To build an assignment roster from a configuration

This task only applies to positions that are configurations, not to any root position.

1 On the **Assignment Roster** dialog box, click the **Position** that you want to build from configuration.

2 Click the **Action** button, and then click **Build from Configuration**.

To view resource details

1 On the **Assignment Roster** dialog box, click the filled position or resource of your choice.

2 Click the **View** button, and then click **View Resource**.

3 When finished, click **Close**.

To view home unit details

1 On the **Assignment Roster** dialog box, click the filled position or resource of your choice.

2 Click the **View** button, and then click **View Home Unit**.

3 When finished, click **Close**.

To view incident details

View Incident only applies to resources currently assigned to an incident.

1 On the **Assignment Roster** dialog box, click the filled position or resource of your choice.

2 Click the **View** button, and then click **View Incident**.

3 When finished, click **Close**.

To view the configuration template of the position

1 On the **Assignment Roster** dialog box, click the position of your choice.

2 Click the **View** button, and then click **View Configuration Template**.

3 When finished, click **Close**.

To view an assignment roster

1 On the **Assignment Roster** dialog box, click the filled position or resource of your choice.

2 Click the **View** button, and then click **View Roster**.

3 When finished, click **Close**.

To print an assignment roster

1 On the **Assignment Roster** dialog box, click the **Print** button.

2 In the **Cognos Viewer**, position your mouse toward the bottom of the web page, and then click the **Print file** button or pres [Ctrl] + P.

3 On the **Print** dialog box, review the printer settings and then click **OK**.

4 To close **Cognos Viewer**, click the **Close** button.

Setting resource travel from the Pending Request screen

All dispatch centers that actually handle a request are able to make and/or edit mob and demob travel arrangements for filling the resource. Whenever you fill a request, be sure to set the travel for the resource. This will allow you to automatically document the resource's travel without accessing the Travel screen.

For more information about reassigning mob-in-route and demob-in-route resources see, "Reassigning mob-in-route, at incident, and demob-in-route resources, and reassigning group requests," later in this ROSS User Guide.

To set resource travel if the resource is already at the incident

1 On the **Pending Request** screen, select the **Pending Request** of your choice, and then click the **Query** button.

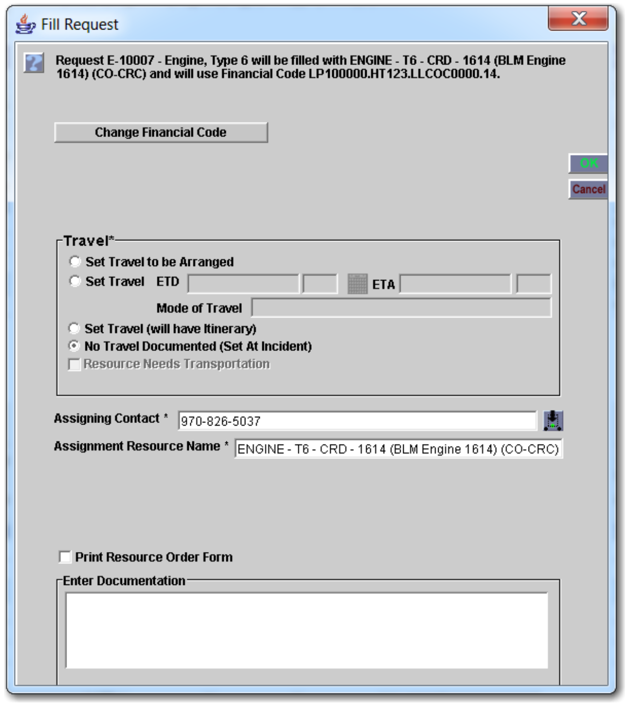
2 Select the **Resource Name** of your choice, and then click the **Fill** button.

3 On the **Fill Request** dialog box, click **No Travel Documented (Set At Incident)**.

4 Click the **Select Contact** button, and then click the **Contact** of your choice on the **Pick Assigning Contact** dialog box.

5 For prepositioned resources, under **Release Options**, click the **Release Option** of your choice, type the **Assignment Resource Name** in the **Assignment Resource Name** text box, and then click **OK**.

The following graphic shows a sample Fill Request dialog box for the No Travel Documented (Set At Incident) option.



To set resource travel if the resource does not need a detailedtravel itinerary

1 On the **Pending Request** screen, select the **Pending Request** of your choice, and then click the **Query** button.

2 Select the **Resource Name** of your choice, and then click the **Fill** button.

3 On the **Fill Request** dialog box, click **Set Travel**, and then click the **Set Dates** button.

4 On the **Calendar**, click the **ETD** and **ETA** of your choice, and then type the **Mode of Travel** in the **Mode of Travel** text box.

5 Click the **Select Contact** button, and then click the **Contact** of your choice on the **Pick Assigning Contact** dialog box.

6 For prepositioned resources, under **Release Options**, click the **Release Option** of your choice, type the **Assignment Resource Name** in the **Assignment Resource Name** text box, and then click **OK**.

To set resource travel if the resource needs a detailed travel itinerary

1 On the **Pending Request** screen, select the **Pending Request** of your choice, and then click the **Query** button.

2 Select the **Resource Name** of your choice, and then click the **Fill** button.

3 On the **Fill Request** dialog box, click **Set Travel (will have Itinerary)**.

4 Click the **Select Contact** button, and then click the **Contact** of your choice on the **Pick Assigning Contact** dialog box.

5 Under **Release Options**, click the **Release Option** of your choice, type the **Assignment Resource Name** in the **Assignment Resource Name** text box, and then click **OK**.'

6 On the **Travel** menu, click **Travel** or click the **TL** button.

7 On the **Travel** screen, click the **Travel (Itinerary)** tab, and then complete the itinerary as appropriate.

For more information about complete a Travel Itinerary see, "Travel - working with itineraries and travel plans," in this ROSS User Guide.

Performing other functions using the Action button

The Action button allows you to perform many other pending request functions, including how to:

- cancel a pending request
- designate a pending request as UTF
- cancel UTF a pending request received back as UTF
- retrieve a pending request
- edit a pending request
- edit multiple pending requests
- add/edit supplemental requests
- create a support request
- cancel one or more support requests
- add documentation
- place up a pending request
- create a new external resource.

Options not pertinent to the current pending request are hidden from view.

To cancel a pending request

Remember, you can now cancel/UTF any pending request created by your dispatch center.

---

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Cancel Request**.

3 On the **ROSS Confirmation Message** dialog box, click **Yes** to confirm or click **No** to cancel.

To designate a pending request as Unable To Fill (UTF)

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **UTF Request**.

3 On the **ROSS Confirmation Message**, click **Yes** to confirm or click **No** to cancel.

To cancel UTF a pending request received back as UTF

You can cancel UTF any open request that was created by your dispatch unit, including pending and placed, pending and not placed, and placed and then retrieved.

1 On the **Pending Request** screen under **Set Filter Criteria for Pending Requests**, click the **Return UTF Only** check box, set other filter criteria, and then click the **Filter** button.

2 Click the **Pending Request** of your choice, click the **Action** button, and then click **Cancel UTF Request**.

3 On the **ROSS Confirmation Message**, click **Yes** to confirm or click **No** to cancel.

To retrieve a pending request

*This task applies only to requests that were placed to a status-only or external dispatch unit. To retrieve internally placed requests, you must locate the request on the **Request Status** screen, and then click the **Action** button.*

1 On the **Pending Request** screen under **Set Filter Criteria for Pending Requests**, click the **Placed Status-Only and External Only** check box, set other filter criteria, and then click the **Filter** button.

2 Click the **Pending Request** of your choice, click the **Action** button, and then click **Retrieve Request**.

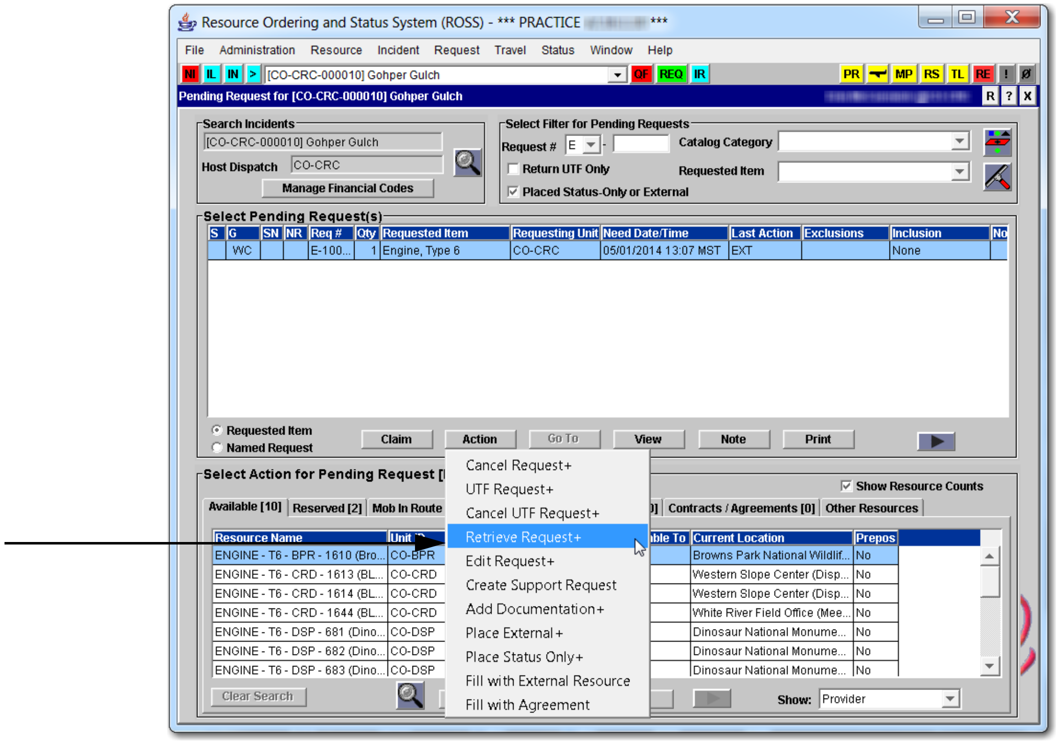
3 On the **Retrieve Request** dialog box, complete the information as appropriate for that request, and then click **OK**

4 On the **ROSS Confirmation Message**, click **Yes** to confirm or click **No** to cancel.

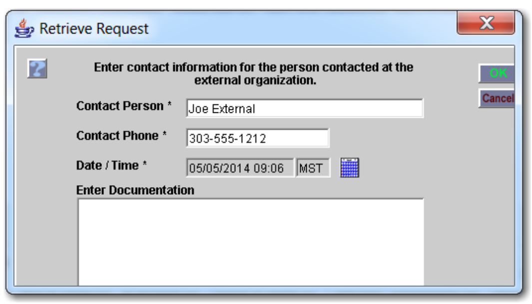
5 On the **Retrieve Request** dialog box, complete the **Contact Information** text boxes as appropriate, and then click **OK**.

6 On the **Request Action Message** dialog box, click **OK**.

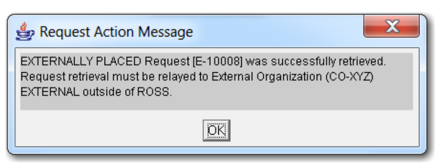
The following graphic shows the Retrieve Request dialog box.



The following graphic shows the Retrieve Request dialog box.



The following graphic shows the Request Action Message dialog box.



To edit a pending request

This applies to a pending request created by your own dispatch organization.

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Edit Request**.

3 On the **Edit Request** dialog box, change the following fields as appropriate

- Quantity
- Need Date/Time
- Deliver To
- Financial Code/Compact
- Special Needs
- Reporting Instructions
- Incident Ordering Contact
- Request Contact
- Select Features
- Select Inclusions and Exclusions.

4 When finished, click **OK**.

To review an example of the Edit Request dialog box, see "Editing a request," in "New Request - creating and editing new requests."

To edit multiple pending requests

1 On the **Pending Request** screen under **Select Pending Request(s)**, click and hold CTRL, and then click the **Pending Requests** of your choice.

2 Click the **Action** button, and then click **Edit Request**.

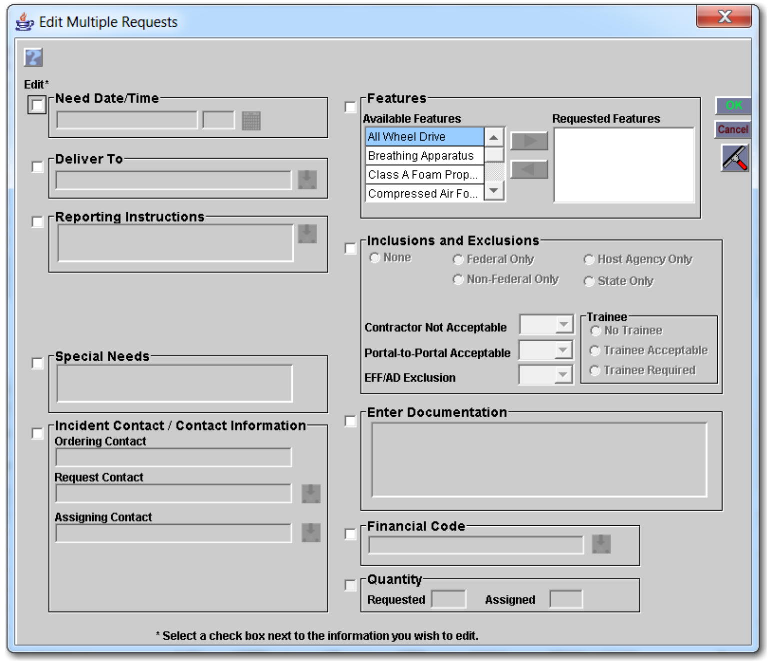
3 Click the check box next to the field you want to change, and then modify the information as appropriate.

4 Continue editing the fields of your choice.

Information/fields that do not apply to the requests you selected appear dimmed or 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).

5 When finished, click **OK**.

The following graphic shows the Edit Multiple Requests dialog box.



To add/edit supplemental requests

Supplemental forms can only be added in the Aircraft or Equipment catalogs. Add/Edit Supplemental only displays if the Pending Request can have a supplemental form, such as a TFR (Aircraft) or Food Service Request (Equipment - Food Service, Mobile.)

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 the **Action** button, and then click **Add/Edit Supplemental**.

3 Complete the supplemental request form as appropriate, and then click **Close**.

To create a support request

Very Important: *When you create a support request for a request placed to your organization, you have the option of retaining control of the request. For more information see, “Creating a support request,” in “Request Status - managing the status of requests.”*

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Create Support Request**.

3 Complete the **Create Support Request** dialog box as appropriate, and then click **Close**.

To cancel a parent request and one or more support requests of that parent request

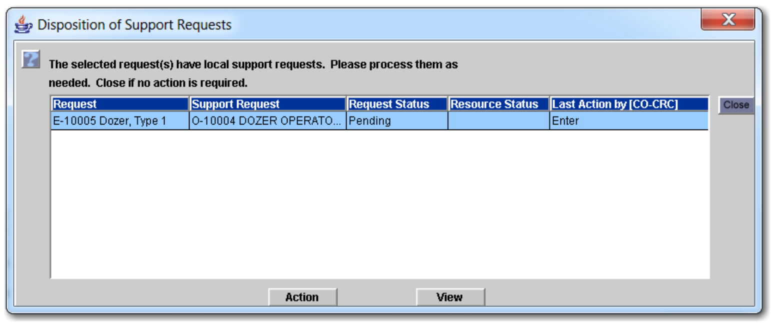
1 On the **Pending Request** screen, click the **Parent Pending Request** of your choice.

2 Click the **Action** button, click **Cancel Request**, and then click **OK** on the **Request Action Message** dialog box.

3 On the **Disposition of Support Requests** dialog box, click the **Support Request(s)** you want to cancel.

4 Click the **Action** button, and then click **Cancel Request**.

The following graphic shows the Disposition of Support Requests dialog box.



To add documentation

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

To add identical documentation to more than one pending request, press CTRL*, and then click the pending requests of your choice.*

2 Click the **Action** button, and then click **Add Documentation.**

3 On the **Request Documentation** dialog box, type the appropriate **Documentation** in the **Enter Documentation** text box, click the **Add Documentation** button, and then click **Close**.

To review an example of the Request Documentation dialog box for one or for multiple requests, see “Adding Documentation,” in “New Request - creating and editing new requests.”

To place up a pending request

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Place Request Up**.

3 On the **ROSS Confirmation Message** dialog box, click **Yes** to confirm or click **No** to cancel.

4 On the **Request Action Message** dialog box, click **OK**.

*The Request Action Message dialog box appears only if you click **Yes** on the **ROSS Confirmation Message** dialog box.*

To create a new external resource

You can create a new external resource, but you cannot create a new status-only resource. Only a status-only dispatch unit can create a status-only resource using the Resource Item screen.

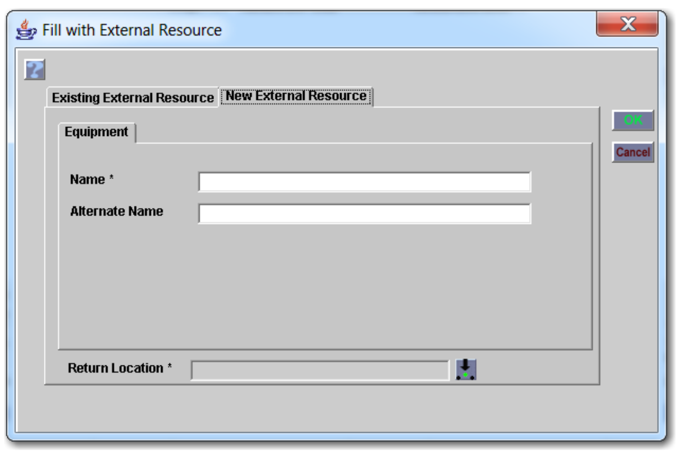
1 On the **Pending Request** screen, click the **Placed Status-Only or External Only** check box, and then search for and select the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Fill with External Resource**.

3 On the **Fill with External Resource** dialog box, click the **New External Resource** tab.

4 Complete the remaining information on the **New External Resource** tab as appropriate for that resource, and then click **OK**.

The following graphic shows the New External Resource tab on the Fill with External Resource dialog box.



Creating a manifest

You can create a manifest for Call When Needed (CWN) and agreement resources and for requests filled with status-only or external resources. A manifest lists positions associated with a request and may also include the names of resources assigned to the positions. A manifest is associated with the request, not the resource used to fill the request.

Unlike a roster, you cannot save a manifest for use on another request. However, if the resource is reassigned, you can transfer the manifest to the new request.

To create a manifest

1 On the **Fill Request** dialog box, click the **Create Manifest** button.

2 To add a new position to the manifest, click **New** on the **Manifest** dialog box.

3 On the **Add Position(s)** dialog box, click the **Catalog** drop-down arrow and then click the **Catalog** of your choice.

4 Click the **Category** drop-down arrow, click the **Category** of your choice, complete other filter criteria as appropriate to narrow your search, and then click the **Filter** button.

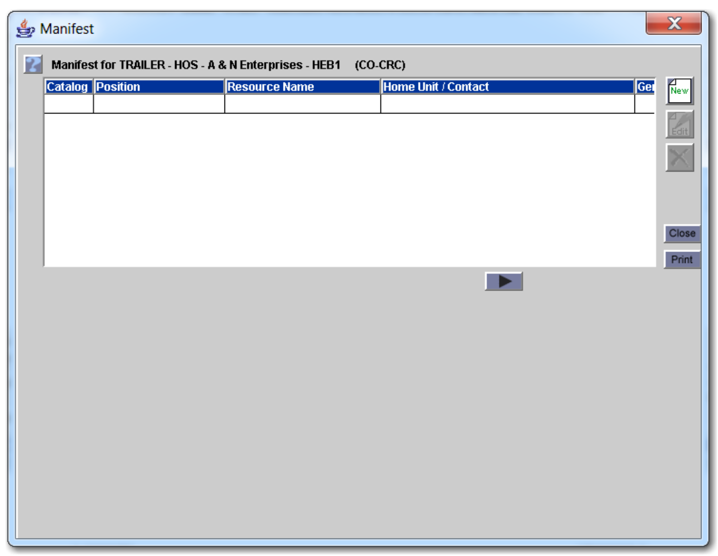
5 Click the **Catalog Item** of your choice, and then complete the following text boxes, if appropriate, and then click **OK**

- # Positions
- Qualification Type.

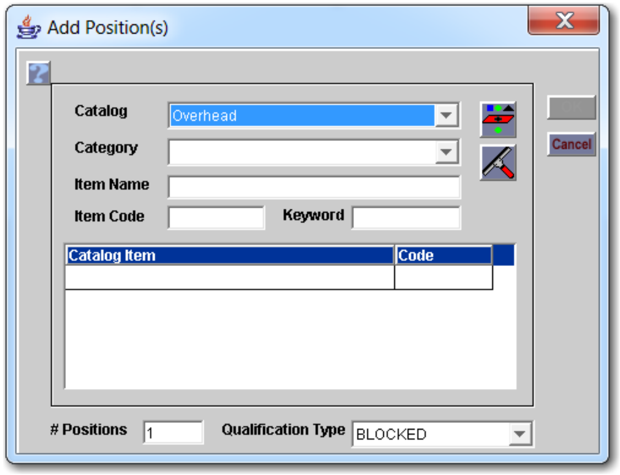
6 Continue adding positions to the manifest, as appropriate.

7 When finished, click **Close**.

The following graphic shows the Manifest dialog box as it first appears on your screen and a Manifest has not yet been created for the request.



The following dialog box shows the Add Position(s) dialog box.



To assign a resource to a manifest position

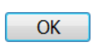
1 On the **Manifest** dialog box, click the **Position** of your choice.

2 Complete the remaining text boxes on the tab as appropriate for that **Position**, and then click **Save**.

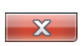
The tab that displays is based on the catalog of the position you selected.

3 To print the manifest, click the **Print** button, and then perform the following

- in the **Cognos Viewer**, position your mouse toward the bottom of the web page, and then click the **Print file** button or pres [Ctrl] + P.



- on the **Print** dialog box, review the printer settings and then click **OK**.



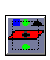
4 To close **Cognos Viewer**, click the **Close** button.

To edit a manifest position

1 On the **Fill Request** dialog box, click the **Create Manifest** button.

2 On the **Manifest** dialog box, click the manifest **Position** of your choice, and then click **Edit**.

3 On the **Edit Position** dialog box, click the **Catalog** drop-down arrow and then click the **Catalog** of your choice.

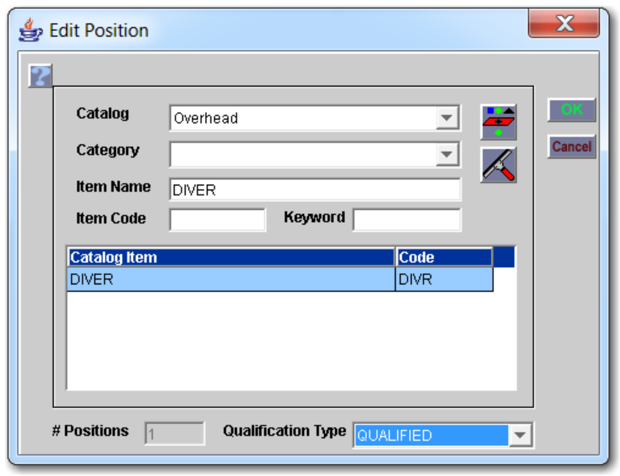


4 Click the **Category** drop-down arrow, click the **Category** of your choice, complete other filter criteria as appropriate to narrow your search, and then click the **Filter** button.

5 Click the **Catalog Item** of your choice, and then complete the following text boxes, if appropriate, and then click **OK**

- # Positions
- Qualification Type.

The following graphic shows the Edit Position dialog box.



To delete a manifest position

1 On the **Fill Request** dialog box, click the **Create Manifest** button.

2 On the **Manifest** dialog box, click the manifest **Position** of your choice, and then click **Delete**.

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

Placing pending requests to status-only or external dispatch units

This section explains how to place pending requests with a status-only or a non-ROSS dispatch unit. You can externally place requests, subordinate requests, and support requests, as well as requests that were placed with your organization.

To place a pending request to status-only or external

Before placing the pending request to status-only or external, print the request so that you may fax or physically deliver the externally placed request to the non-ROSS unit.

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Place Status-Only/External**.

3 On the **Place External** dialog box, search for and then select the **Dispatch Name** of your choice.

To create a new non-ROSS dispatch unit, see the next task, "To create a new non-ROSS dispatch unit from the Place External dialog box."

4 In the **Contact Person** text box, type the name of the **Contact Person** at the external dispatch office.

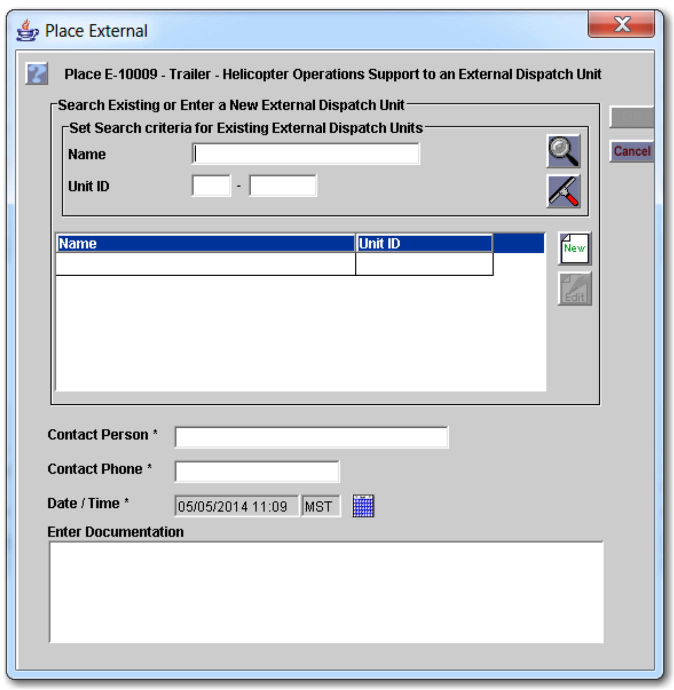
5 In the **Contact Phone** text box, type the telephone number of that contact person.

6 To change the **Date/Time**, click the **Select Date** button, and then click the new **Date/Time** of your choice.

7 When finished, click **OK**.

*Once you place a pending request status-only or external, you must click the **Placed Status-Only and External Only** check box on the **Pending Request** screen to perform actions on that request, including View, Fill, and UTF! For more information see the next task, "To review a pending request that was placed external."*

The following graphic shows the Place External dialog box.



To review a pending request that was placed externally

1 On the **Pending Request** screen under **Set Filter Criteria for Pending Requests**, click the **Placed Status-Only and External Only** check box.

2 Search for and then click the **Pending Request** of your choice.

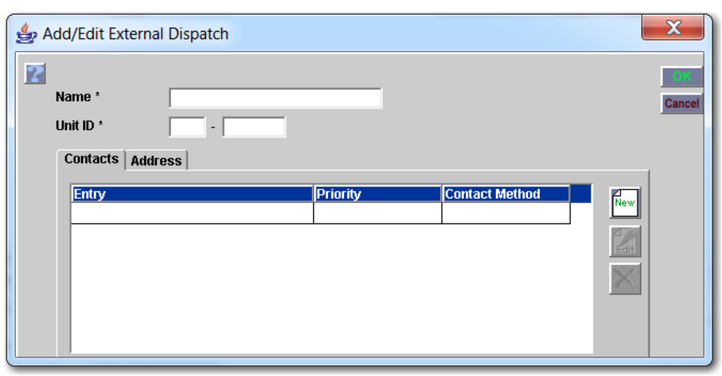
To create a new non-ROSS dispatch unit from the Place External dialog box

1. On the **Place External** dialog box, click **New**.
2. On the **Add/Edit External Dispatch** dialog box, type the name of the new dispatch unit in the **Name** text box, and then type the new unit code in the **Unit ID** text box.
3. To add contact information, click **New**, complete the following information as appropriate
   - Contact Method
   - Priority
   - Entry.

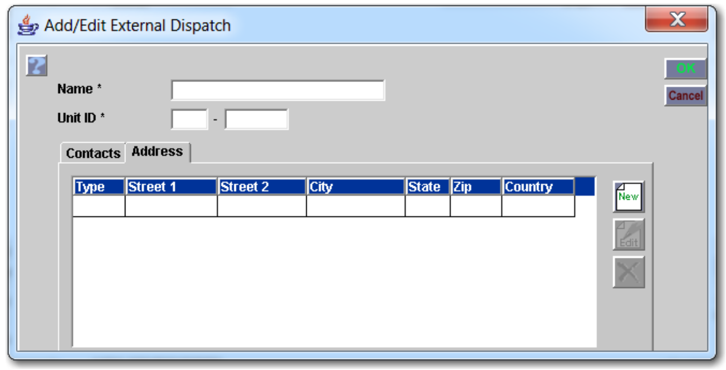
4. To add another contact, click the **Apply** button, and then click **OK** when finished.
5. To add address information, click the **Address** tab, click **New**, complete the following information as appropriate
   - Type
   - Street 1
   - Street 2
   - City
   - State
   - Zip Code
   - Country.
6. To add another address, click the **Apply** button, and then click **OK** when finished.

For more information about completing contact and address information see, "To add new contact information" and "To add new address information," in the section "Creating an external incident," in the guide, "Incidents - managing incidents and initial reports."

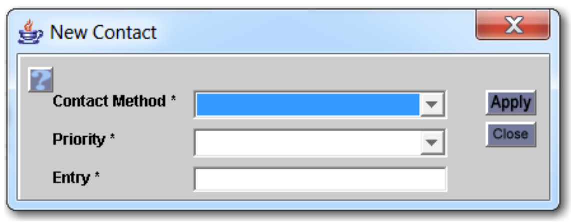
The following graphic shows the Contacts tab on the Add/Edit External Dispatch dialog box.



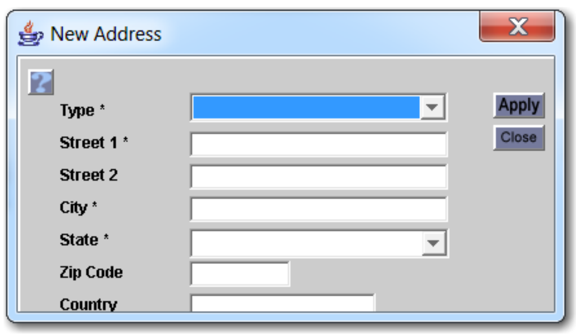
The following graphic shows the Address tab on the Add/Edit External Dispatch dialog box.



The following graphic shows the New Contact dialog box.



The following graphic shows the New Address dialog box.



To continue an assignment roster

This task applies to configuration requests that already have an assignment roster initiated, but do not have the root request set as filled.

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Continue Assignment Roster**.

For more information about rosters and assigning resources see, "Roster - managing subordinate requests," in this ROSS User Guide.

To cancel an assignment roster

This task applies to configuration requests that already have an assignment roster initiated and have an assignment roster position created.

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Cancel Assignment Roster**.

3 On the **Request Action Message** dialog box, click **Yes** to confirm or click **No** to cancel.

For more information about rosters and assigning resources see, “Roster - managing subordinate requests,” in this ROSS User Guide.

To refill a subordinate request

This task applies to subordinate requests that have been “unfilled” on the Request Status screen.

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Action** button, and then click **Refill Subordinate Request**.

For more information about subordinate requests see, “Roster - managing subordinate requests,” in this ROSS User Guide.

To reassign a mob-in-route resource

1 On the **Pending Request** screen, click the **Pending Request** of your choice, click the **Mob In Route** tab, and then click the **Query** button.

2 On the **Mob In Route** tab, click the **Resource Name** of your choice, and then click the **Reassign** button.

3 Complete the **Reassign Resource** dialog box as appropriate, and then click **OK**.

To reassign an at incident resource

1 On the **Pending Request** screen, click the **Pending Request** of your choice, click the **At Incident** tab, and then click the **Query** button.

2 On the **At Incident** tab, click the **Resource Name** of your choice, and then click the **Reassign** button.

3 Complete the **Reassign Resource** dialog box as appropriate, and then click **OK**.

To reassign a demob-in-route resource

1. On the **Pending Request** screen, click the **Pending Request** of your choice, click the **Demob In Route** tab, and then click the **Query** button.
2. On the **Demob In Route** tab, click the **Resource Name** of your choice, and then click the **Reassign** button.
3. Complete the **Reassign Resource** dialog box as appropriate, and then click **OK**.

Placing a request for other resources

The Other Resources tab allows you to access resources from child organizations or from selection area organizations.

To place a request for other resources

1. On the **Pending Request** screen, click the **Pending Request** of your choice, click the **Other Resources** tab, and then click the **Query** button.
2. On the **Other Resources** tab, click the **Organization Name** of your choice.
3. To show the total number of available and reserved resources, click the **Show Resource Counts** check box.
4. Click one of the following options
   - to display resources that are either government owned or vendor owned on an exclusive use contract with your organization, click **Government Controlled**
   - to display vendor owned resources that are on a call when needed contract, click **Call When Needed**.
5. Click the **Action** button, and then click **Place Request**.
6. On the **ROSS Confirmation Message** dialog box, click **Yes,** and then click **OK** to confirm or click **No** to cancel.

To place a request up for other resources

1. On the **Pending Request** screen, click the **Pending Request** of your choice, click the **Other Resources** tab, and then click the **Query** button.
2. On the **Other Resources** tab, click the **Action** button, and then click **Place Request Up**.

   You can also place up requests for other resources using the ***Action*** *button that is located under the* ***Select Pending Request(s)*** *section of the Pending Request screen.*

3. On the **ROSS Confirmation Message** dialog box, click **Yes** and then click **OK** to confirm, or click **No** to cancel.

To place a request "Status-Only" or "External" for other resources

*You can also place status-only and external requests for other resources using the **Action** button that is located under the **Select Pending Request(s)** section of the Pending Request screen.*

1 On the **Pending Request** screen, click the **Pending Request** of your choice and then click the **Other Resources** tab.

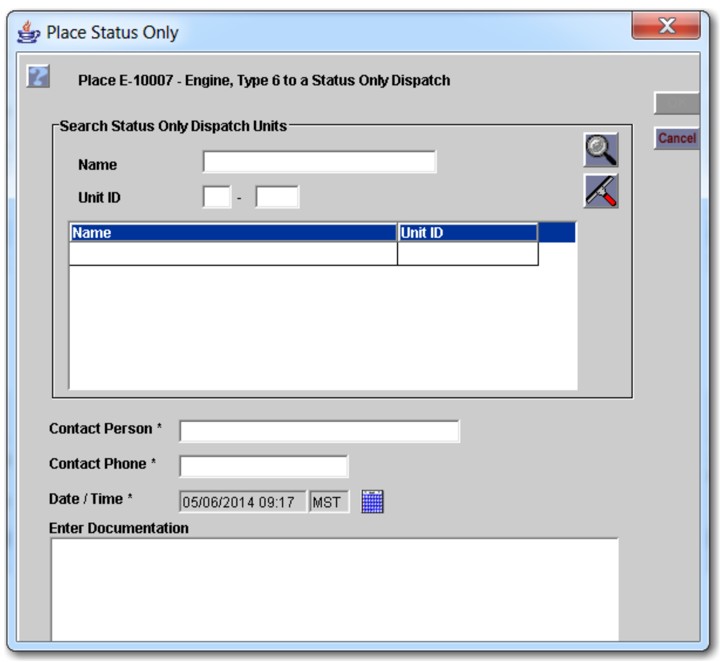
2 Click the **Action** button, and then click **Place Status-Only /External**.

3 On the **Place External** dialog box, search for and locate the **Organization Name** of your choice, type the **Contact Person** and **Contact Phone** in the appropriate text boxes, and then click **OK**.

*If the dispatch organization you want is not listed, click the **New** button, and then create the dispatch organization. For more information see the task, "To create an external dispatch unit," in the section, "Creating an external incident, in the guide, "Incidents - managing incidents and initial reports."*

4 On the **Request Action Message** dialog box, click **OK.**

The following graphic shows the Place Status Only dialog box.



Claiming a pending request

Claiming a pending request informs other dispatchers in your unit that you are working on it. While it is best to always claim a pending request before working on it, ROSS does not prevent any actions from being performed on it, whether claimed or not!

To display a specific request type

You can only view one catalog at a time!

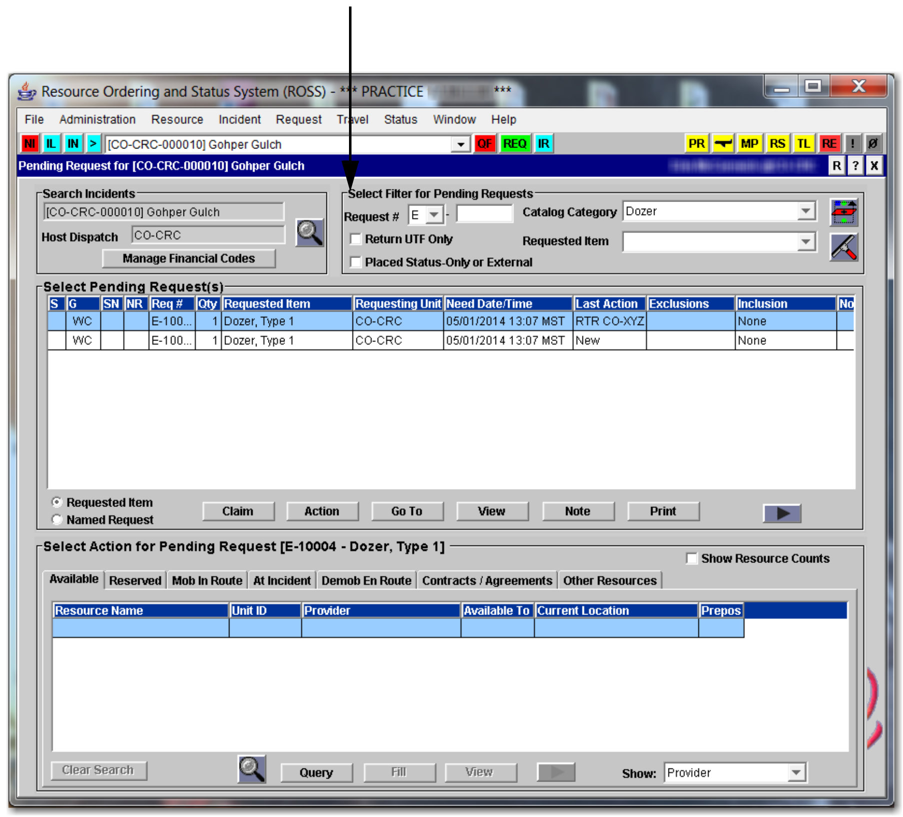
1 On the **Pending Request** screen under **Set Filter Criteria for Pending Requests**, click the **Request #** drop-down arrow, and then select the **Catalog Type** of your choice.

2 To further narrow your search, perform one or more of the following

- to display by **Request Number**, type the specific number in the text box next to the **Request #** text box
- to display by **Catalog Category**, click the **Catalog Category** drop-down arrow, and then click the **Catalog Category** of your choice
- to display requests generated by your organization and returned as UTF, click the **Return UTF Only** check box
- to display externally placed and status-only requests, click the **Placed Status-Only and External Only** check box
- to display by **Requested Item**, click the **Requested Item** drop-down arrow, and then click the **Requested Item** of your choice.

3 When finished setting the filter criteria, click the **Filter** button.

The following graphic shows the Pending Request screen. The arrow points to the Set Filter Criteria for Pending Requests area.



To claim a pending request

You can claim and work with more than one pending request at a time. To claim more than one pending request, press CTRL, *and then click the pending request(s) of your choice.*

---

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Claim** button, and then click **Claim** on the drop-down menu.

To unclaim a pending request

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Claim** button, and then click **Clear** on the drop-down menu.

Viewing details, printing, and adding notes

This section explains how to use the View, Print, and Note buttons on the Pending Request screen.

Viewing request details

The View button allows you to review details about the resource, including:

- view incident details
- view the request
- view information about the requesting unit
- view any associated requests
- view configuration/selected items.

You cannot edit information displayed from the View button.

To view request details

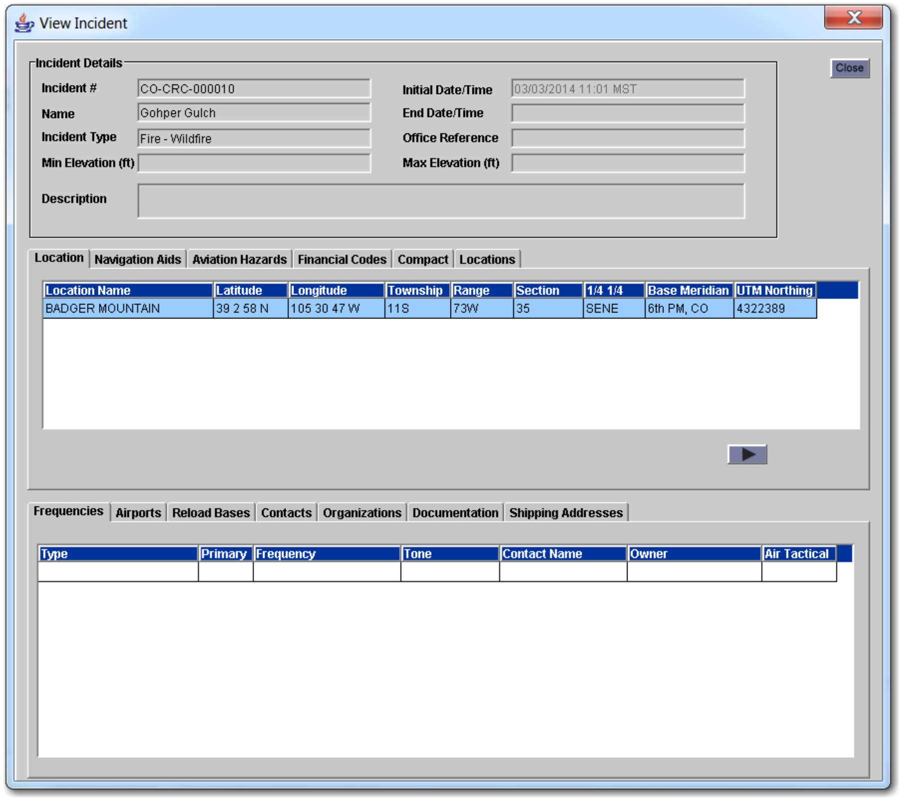
1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **View** button, and then click one of the following options

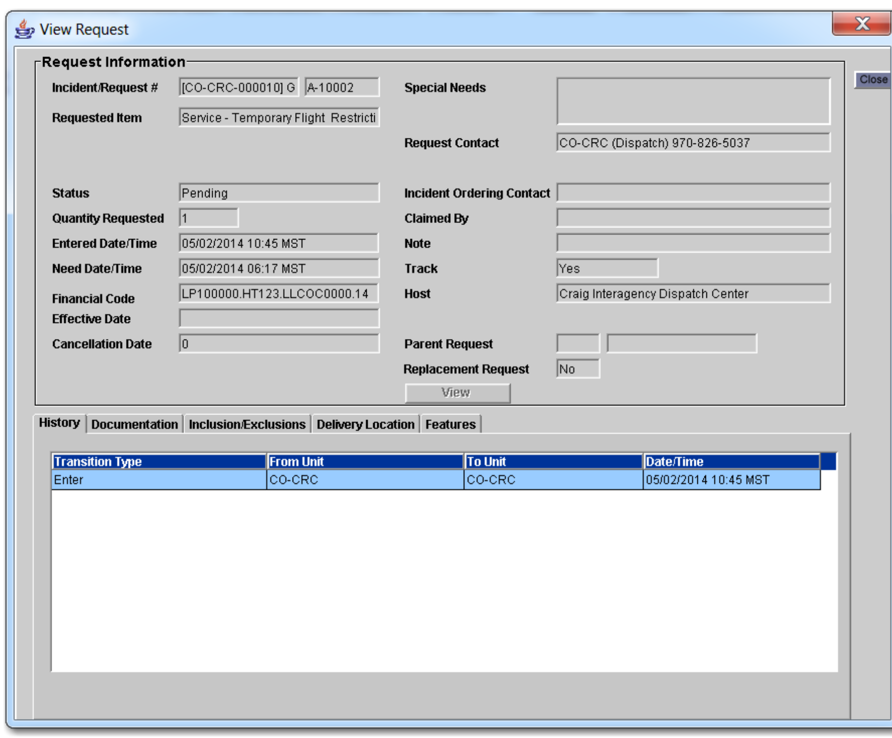
- View Incident
- View Request
- View Requesting Unit
- View Associated Requests - *applies only to requests that have associated requests*
- View Configuration/Selected Items.

3 When finished reviewing the information, click **Close**.

The following graphic shows the View Incident dialog box.



The following graphic shows the View Request dialog box for a TFR request.



Printing pending requests

The Print button allows you to print a hardcopy of the pending request using Cognos® [1], the printing and reporting utility used in ROSS.

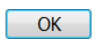
For more information about Cognos see, "Reports - generating and printing reports," in this ROSS User Guide.

To print a resource order from the Pending Request screen

1 On the **Pending Request** screen, click the **Pending Request** of your choice, click the **Print** button, and then click **Print Resource Order +**.

*To print more than one resource order at a time, press and hold [Ctrl], and then click the **Requested Items** of your choice.*

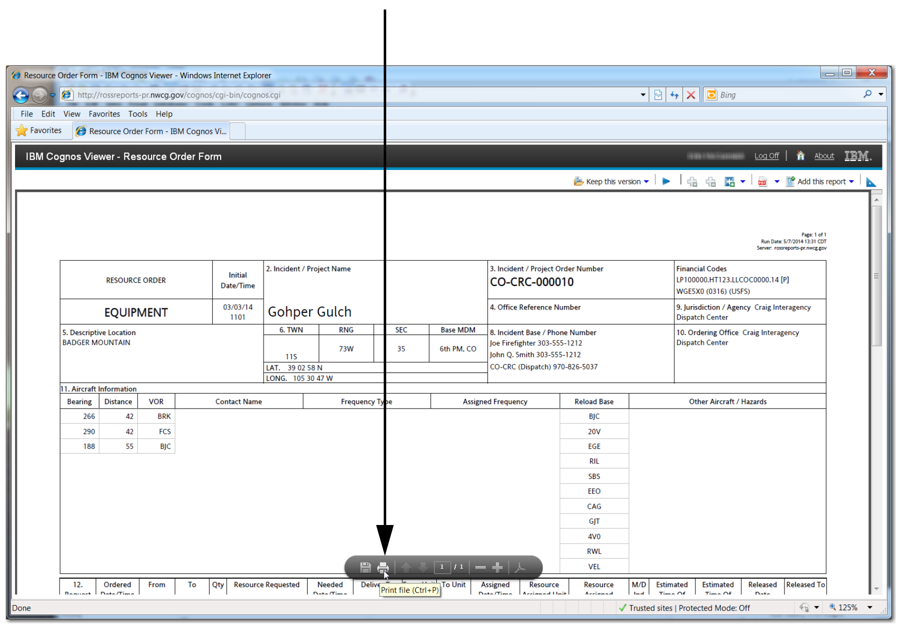
2 In the **Cognos Viewer**, position your mouse toward the bottom of the web page, and then click the **Print file** button or pres [Ctrl] + P.



3 On the **Print** dialog box, review the printer settings and then click **OK**.

4 To close **Cognos Viewer**, click the **Close** button.

The following graphic shows a sample Resource Order Form as it appears in Cognos. The arrow points to the Print button.



1.Cognos is a registered trademark of Cognos Incorporated. Copyright © 2003. All rights reserved.

Using the Note button

The Note button allows you to place a “Check Availability” or “Hold Request” designation in the Note column for a pending request, or clear an existing note.

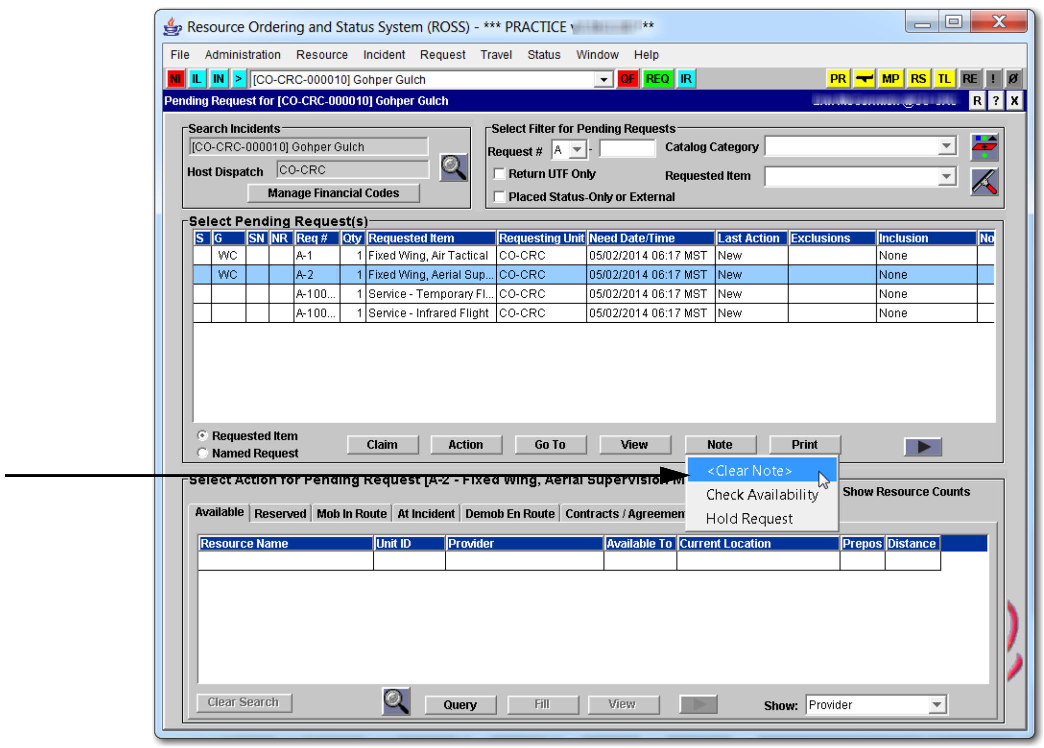
The Note column retains only one note at a time.

To clear a note from a pending request

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Note** button, and then click **<Clear Note>**.

The following graphic shows the Pending Request screen. The arrow points to the options available from the Note button.



To place a “Check Availability” note on a pending request

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Note** button, and then click **Check Availability**.

To place a "Hold Request" note on a pending request

1 On the **Pending Request** screen, click the **Pending Request** of your choice.

2 Click the **Note** button, and then click **Hold Request**.

Exploring pending requests in detail

This section identifies additional topics that relate to pending requests and using the Pending Request screen. Topics include:

- Understanding resource types
- Understanding pending request actions
- Working with the Select Action for Pending Request tabs
- Understanding the Select Pending Request(s) table
- Understanding the ordering chain and selection areas
- Understanding configurations
- Understanding assignment rosters
- Setting pending request filters
- Setting your notifications for pending requests
- Understanding the Fill with Agreement option
- Understanding the Fill with EFF/AD option
- Reassigning mob-in-route, at incident, and demob-in-route resources, and reassigning group requests
- Understanding supply requests.

Understanding resource types

Remember these key points about resource types for filling pending requests:

- **Prepositioned resource.** The ordering chain of a prepositioned resource, back to its home dispatch, remains intact until you either reassign the resource from the preposition or return it home. The resource may be used to fill multiple non-preposition requests while still maintaining the chain, from the current assignment through the preposition incident, and back to the home dispatch.
- **Reserved resource.** When a request is filled using a resource from the Reserved tab, the request that originally reserved the resource will be unfilled. You must then perform one of the following:
  - if your organization generated the original request, then cancel that original request, place the request to another dispatch organization, or fill the original request with another resource
  - if your organization did not generate the original request, fill the request with another resource, or UTF the original request back to the ordering unit.
- **Prepositioned CWN resource with manifest.** If filling a request with a prepositioned CWN resource with a manifest, the manifest will be carried over to the non-preposition incident request. You can edit the manifest on the prepositioned incident request or the manifest on the non-prepositioned incident request without affecting the other.

Understanding pending request actions

You can perform the following primary actions from the Pending Request screen:

- **Fill**. Fill the request within your organization.
- **Place**. Place the request with another organization below your level in the dispatch hierarchy or within your selection area. *Unable to fill the request within your organization.*
- **Place External**. Place the request externally with a non-ROSS dispatch center. *Unable to fill the request within your organization.*
- **Place Up**. Place-up the request to the organization above you in the dispatch hierarchy. *Unable to fill the request within your organization or at organizations at or below your level.*
- **Unable to Fill (UTF)**. Return the request to that organization as UTF. *Unable to fill the request within your own organization that was placed by another organization.*

If an asterisk (*) appears in the S column of the Select Pending Request(s) table, there are one or more related support requests for that pending request.

Working with the Select Action for Pending Request(s) tabs

Resources available to fill pending requests are organized and listed on seven tabs, which are located on the Select Action for Pending Request section of the Pending Request screen. These seven tabs include:

- **Available**. The resource is not committed to an incident. You are its home dispatch unit. Includes exclusive use contracted resources or preposition dispatch.
- **Reserved**. The resource has been assigned to an incident, but whose ETD has not yet passed. You are at its current dispatch unit. Includes reassigned or prepositioned resources that your dispatch center has control of, but is not the home dispatch.
- **Mob In Route**. The resource is in route to an incident. Any dispatch center in the ordering chain of the request may reassign from the mob in route tab.
- **At Incident**. The resource is at the incident.
- **Demob In Route**. The resource is demobilizing from an incident. Any dispatch center in the ordering chain of the request may reassign from the demob in route tab.
- **Contracts/Agreements**. The resource is qualified to fill the request via a Contract or Purchase Agreement. The Contracts/Agreements tab displays two options for displaying contracts and agreements

  - **Local resources**. Resources managed by the local dispatch center. These are either attached to a local contract or to a contract where the local dispatch center has direct or global access.
  - **Non-local resources**. Resources managed by a non-local dispatch center. These are either attached to a local contract or to a contract where the local dispatch center has direct or global access.
- **Other Resources**. The resource is available from your child organizations or from organizations in your Selection Area (for local incidents only). When placing a service request, the Other Resources tab displays the number of Purchase Agreements and CWN/Agreements that match the requested service catalog item for each subordinate or selection area dispatch center. The Other Resources tab displays two options when you click the **Show Resource Counts** check box: **Government controlled** and **CWN/Agreements**. You can toggle between these two options to display the sum of resources of available and reserved resources for each category.
  - **Government controlled > Available**. The sum of all GACC or nationally available government-owned and exclusive use resources as well as GACC or nationally available prepositioned resources from all sources, including government-owned, EXU, CWN, AGR, "Fill with Agreement," and "Fill with EFF/AD."
  - **Government controlled > Reserved**. The sum of all GACC or nationally available government-owned and exclusive use resources that are assigned to a request where the mobilization ETD has not passed, as well as GACC or natioanlly available prepositioned EXU, CWN, AGR, "Fill with Agreement," and "Fill with EFF/AD" resources that have been assigned to a request from the preposition and the mobilization ETD has not passed.
  - **CWN/Agreements > Available**. The sum of all unassigned GACC or nationally available CWN and agreement resources that a given dispatch center or its subordinates have on their contracts, whether they manage the resources or not, and like resources on other contracts where they have global or direct access.
  - **CWN/Agreements > Reserved**. The sum of all assigned GACC or nationally available CWN and agreement resources that a given dispatch center or its subordinates have on their contracts, whether they manage the resources or not, and resources on other contracts where they have global or direct access where the mobilization ETD has not passed. *CWN and agreement resources that were assigned from a preposition incident are included in the government controlled > reserved totals.*

For more information about government controlled and CWN/Agreement prepositioned resources see, "Contracts - setting up agreements," in this ROSS User Guide.

Understanding the Select Pending Request(s) table

The Select Pending Request(s) table lists pending requests and contains columns that allow you to quickly identify the following information:

- **S**. An "*" in this column indicates that a support request exists for this pending request. An "S" in this column indicates that this is a support request to another request.

Only those non-local support requests you control display on this table.

- **G**. This column identifies the configuration option specified when the request for a configuration catalog item was created.
  - WC - Catalog Item with Configuration.
  - WO - Catalog Item without Configuration.
  - SI - Selected Items from Configuration.
- **SN**. This column identifies whether the pending request has special needs
  - an asterisk (*) in this column indicates special needs
  - a blank in this column indicates no special needs.
- **NR**. This column identifies whether the pending request is a named request
  - an asterisk (*) in this column indicates a named request
  - a blank in this column indicates it is not a named request.
- **Req #**. The number assigned to the request when it was generated.
- **Qty**. The requested quantity of the catalog item.
- **Named Request**. A named request for an overhead resource. When the Named Request column displays on the Pending Request screen, the home dispatch unit ID, if provided by the requesting dispatch, is appended to the name. *For example, Suzie Smith (OR-EIC).*
- **Requested Item**. The requested catalog item. For automatically placed assignment roster requests, this column lists the specific name of the requested resource.
- **Requesting Unit**. The unit that created the request.
- **Need Date/Time**. When the requested resource is needed.
- **Last Action**. The last action taken on the request, as follows
  - New - The request has not been placed or has been placed but not retrieved or UTF'd.
  - RTR - The request has been placed and retrieved, and the Unit ID of the dispatch unit that retrieved the request displays.
  - UTF - The request has been placed and UTF'd, and the Unit ID of the dispatch unit that UTF'd the request displays.

- **Exclusions**. All exclusions designated on the request, which may include
  - Federal Only
  - Non-Federal Only
  - Host Agency Only
  - State Only
  - Contractor Not Acceptable
  - Portal-to-Portal Acceptable
  - EFF/AD Exclusion - No resources with an employment status of Emergency Firefighter display. You may override this exclusion using the Search button and editing the advanced criteria to *Include EFF/ED*.
  - No Trainee - *overhead only*
  - Traineed Acceptable - *overhead only*
  - Trainee Required - *overhead only.*
- **Inclusions**. All inclusions designated on the request, which may include
  - None **-** *no inclusions*
  - Portal-to-Portal Acceptable
  - EFF/AD Acceptable - *overhead only*
  - Trainee acceptable **-** *overhead only.*

*To view the following columns, click the **Next** button.*

- **Note**. Specific information about the request, which may be one of the following
  - No note **-** *remains blank*
  - Check Availability - *a dispatcher is checking the availability of a resource to be used to fill the request. Take no actions on the request*
  - Hold Request - *a request put on hold. Take no actions on the request.*

Check Availability and Hold Request allows you to be aware of the status of the request. ROSS does not stop you from performing actions on the request.

- **Contact**. Contact information for the request.
- **Financial Code/Compact**. If present, this request may have a particular financial code that may be different than requests that do not have one in this column. The requestor has assigned a financial code to this request to obtain a certain resource from a county, state, or other federal agency.

*To view the following columns, click the **Next** button.*

- **Claimed By**. The dispatcher who claimed the request.

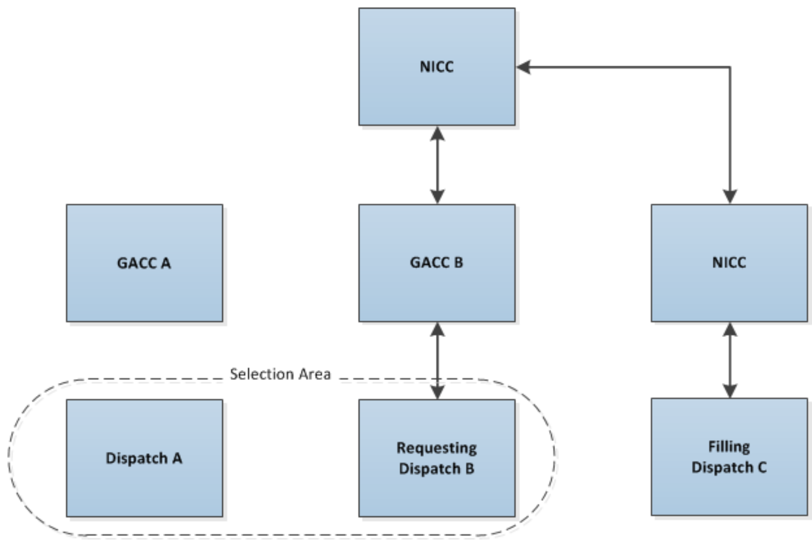
Understanding the ordering chain and selection areas

This section explains the ordering chain and selection areas for filling a request for a resource.

Example 1

Dispatch B creates a request that is placed to GACC B, NICC, GACC C, and finally to Dispatch C, which fills the request. While Dispatch C's resource is mob in route to Dispatch B, all five offices (Dispatch C, GACC C, NICC, GACC B, and Dispatch B) have the opportunity to reassign it using the mob in route tab of their Pending Request screen. They are all in the ordering chain between the requesting and filling dispatch.

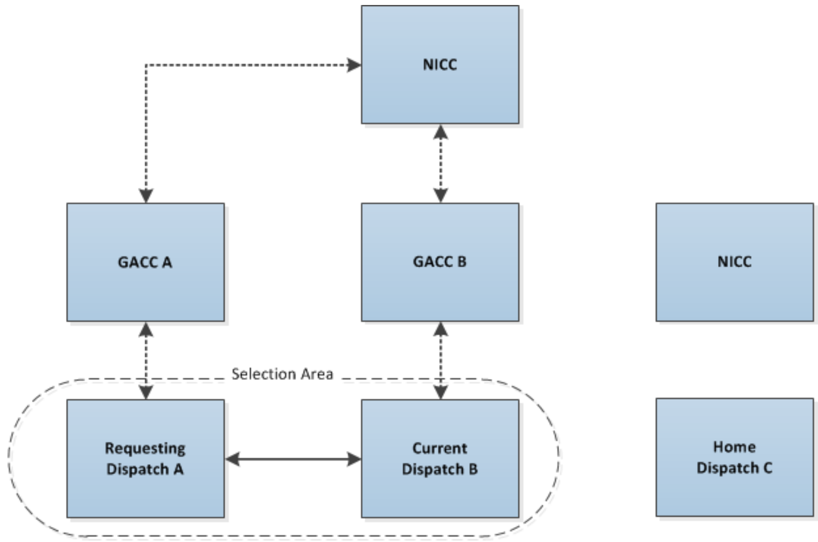
The following graphic shows Dispatch C, GACC C, NICC, GACC B, and Dispatch B in the ordering chain. These units may reassign the mob in route resource.



Example 2

Continuing on from Example 1, the resource was not reassigned and it has now arrived at Dispatch B's incident. Dispatch A, which is under GACC A, is in a selection area with Dispatch B. Dispatch A has an incident and places a request directly to Dispatch B, which fills it with Dispatch C's resource. While the resource is mob in route from Dispatch B to Dispatch A, it may be reassigned by Dispatch B, GACC B, NICC, GACC A, or Dispatch A. In this case, the request did not pass through NICC or either GACC. However, because Dispatch A and B are in different GACCs, NICC and both GACCs are able to see and act on the request. They are in the normal ordering chain.

The following graphic shows that Dispatch A, Dispatch B, GACC A, GACC C, or NICC could reassign the mob in route resource. All are in the ordering chain regardless of the selection area.

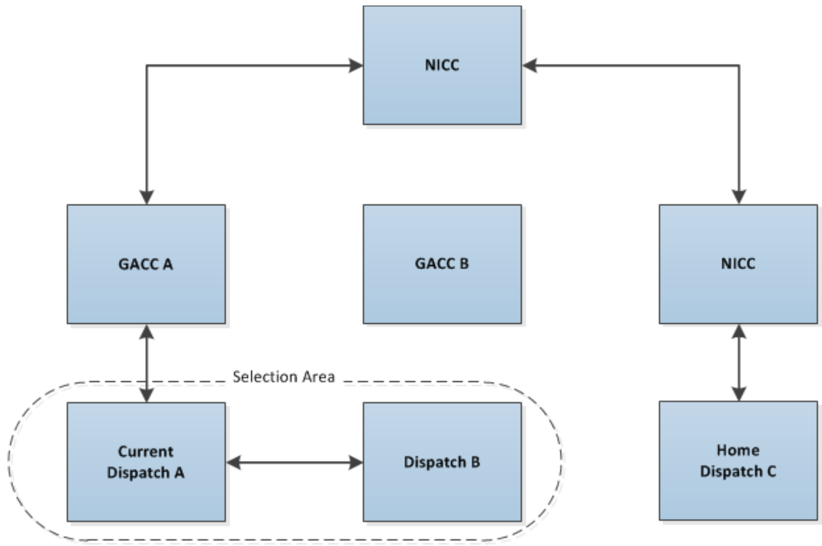


If GACC A were to reassign the mob in route resource, Dispatch A's original request would be unfilled and become pending at GACC A, could then fill, place, or UTF the request. In this case, Dispatch A also has the option to retrieve and then fill or cancel their request.

Example 3

The resource was not reassigned and is now at Dispatch A's incident. Dispatch A releases the resource and it is traveling home to Dispatch C. The resource may be reassigned while demob in route by Dispatch A, GACC A, NICC, GACC C, or Dispatch C. They are each in the ordering chain between the current and home dispatch.

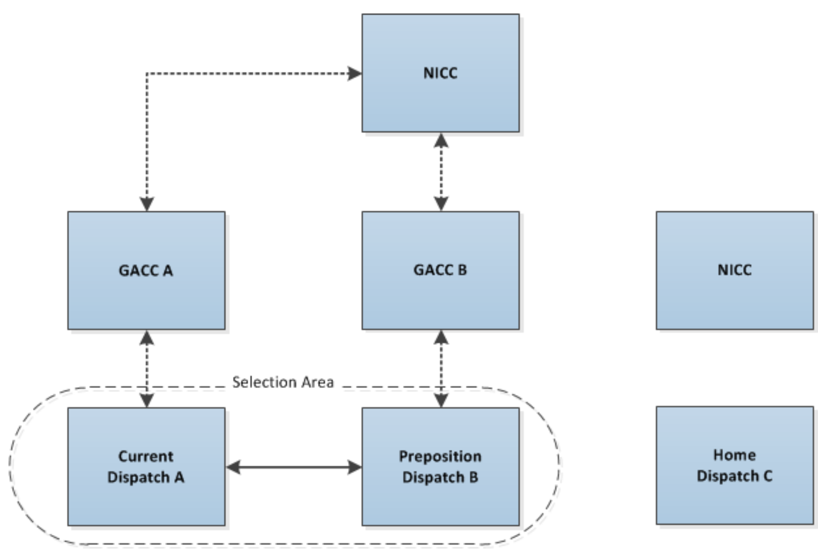
The following graphic shows Dispatch A, GACC A, NICC, GACC C, and Dispatch C may all reassign the demob in route resource.



Example 4

Dispatch C fills Dispatch B's preposition request. Dispatch B then uses the resource to fill Dispatch A's non-preposition request and selects to have the resource released back to their preposition. When Dispatch A releases the resource, it can be reassigned by Dispatch A, GACC A, NICC, GACC B, or Dispatch B while demob in route. They are each in the normal ordering chain between the current and preposition dispatch.

The following graphic shows Dispatch B choosing to "Release to Preposition" when filling Dispatch A's request. When demobing back to the preposition from Dispatch A, the resource may be reassigned by Dispatch A, GACC A, NICC, GACC B, and Dispatch B.



Understanding configurations

A configuration is a group of other catalog items, or positions, and outlines the qualifications that makes up this group. Configuration requests are designated by a "WC," "WO," or "SI" in the G column on the Select Pending Requests table. There are six options for filling configuration requests:

- **Fill with a single resource**. The root request is filled with the selected resource. No subordinate requests are generated.
- **Fill with an assignment roster using the master roster**. The root request is filled with the selected resource and the resource's roster displays on the Assignment Roster dialog box.
- **Fill with an assignment roster using a configuration**. The root request is filled with the selected resource and the requested catalog item configuration displays on the Assignment Roster dialog box. Only the first level of hierarchy beyond the root request is added to the assignment roster. If any catalog items of the configuration are also configurations, those catalog items are not added to the assignment roster.
- **Fill with an assignment roster (build from scratch)**. The root request is filled with the selected resource. All subordinate positions must be added from the Assignment Roster dialog box.
- **Fill with an assignment roster for selected items**. The root request is filled with the selected resource. The configuration catalog items selected when the request was created display on the Assignment Roster dialog box. If assigning a resource that has a roster to an assignment roster position, the resources assigned to the roster will not automatically be assigned to the assignment roster. That is, the resource's roster is ignored.

  This option is available for "SI" requests only.

- **Fill with a prepositioned roster**. The root request is filled with the selected resource. The roster of that resource displays on the Assignment Roster dialog box. If assigning a resource that has a roster to an assignment roster position, the resources assigned to the roster will not automatically be assigned to the assignment roster. That is, the resource's roster is ignored. You cannot fill a group request with a prepositioned group for which a subordinated request has already been created.

The tabs located on the bottom portion of the Pending Request screen divide catalog items into the following categories:

- **Available tab**. Filling a pending request with a configuration is significantly different than filling a pending request without one. For aircraft with a configuration, you may be required to enter a call sign for that position and enter the prefix for that call sign when filling a position in the configuration.

  For more information about filling a request for tactical aircraft see, "Tactical Aviation - dispatching tactical aircraft," in this ROSS User Guide.

- **Reserved**, **Mob In Route**, **At Incident**, **Demob In Route tabs**. If committed to another incident, reassigning the pending request with configuration resources will fill the root pending request and its corresponding subordinate requests.
- **CWN Contracts /Agreements** and **Other Resources tabs**. Filling configuration pending requests for CWN Contracts and Other Resources is performed in the same manner as for pending requests without configurations.

Understanding assignment rosters

The Assignment Roster dialog box allows you to work with all configuration options except "Fill with Single Resource." An assignment roster list the resources, or members, assigned to the configuration.

For complete descriptions of new assignment roster functionality in the version 2.8 release of ROSS click, "Release Notices" on the ROSS Main Page at: http://ross.nwcg.gov/

Remember these key points when working with assignment rosters:

- Generally, you may not add nested (secondary) roster positions to an assignment roster position that has a non-local resource assigned. For example, you may not add new positions for a non-local engine that you have assigned to an engine strike team. The dispatch center that manages the non-local engine may add the engine crew positions when they fill the pending request for the engine.
- However, you can add secondary roster positions to an assignment roster if the non-local resource assigned to the primary roster position is already committed to a local incident and its status is "Mob-in-Route," "At Incident," "Tentative Release," "Reassigned At Incident," or "Released At Incident."
- You may also add secondary roster positions to an assignment roster when no resource is assigned to the primary roster position or when a local resource has been assigned.
- When assigning a resource to a position on a nested roster, you are generally restricted from using a non-local resource's master roster or configuration. You may only use the master roster or configuration when the non-local resource assigned to the primary roster position is already committed to a local incident and its status is "mob-in-route," "At Incident," "Tentative Release," "Reassigned At Incident," or "Released At Incident."
- When swapping a resource in a primary roster position that already has secondary roster positions with a local resource that has a master roster, you may choose to add all the positions and resources from the roster. If the local resource has a configuration but no roster, you may choose to add all of the positions in the configuration.
- In general, when swapping a resource in a primary roster position that already has secondary roster positions with a non-local resource, all the

secondary roster positions will be deleted. The dispatch center that manages the non-local resource may add these positions when they fill the pending request created for the primary roster position.

- However, if the non-local resource is already committed to a local incident (“mob-in-route,” “At Incident,” “Tentative Release,” “Reassigned At Incident,” or “Released At Incident”) you have the option to perform one of the following:
  - swap with just the resource, leaving the original secondary roster positions and assigned resources intact
  - swap with the resource and its master roster
  - swap with the resource and its configuration positions.
- If you remove a resource from a primary roster position that has secondary positions under it, all the secondary roster positions will be deleted. A ROSS confirmation message displays that allows you to continue or cancel this operation.

Adding/swapping positions to the assignment roster

The Add/Swap button allows you to add and/or swap assignment roster positions and resources. There are three options for adding/swapping resources:

- **Add/Swap with Resource only**. Allows you to assign the selected resource to the position.
- **Add/Swap with Resource using Roster**. Allows you to assign the selected resource to the position and add the positions on the resources roster to the assignment roster, along with the resources assigned to those positions **-** *only available for resources that have a roster.*
- **Add/Swap with Resource using Configuration**. Allows you to assign the selected resource to the position and add the configuration catalog items as positions to the assignment roster - *only available for resources qualified as catalog items that have configurations.*

Saving the assignment roster

Whenever you want to stop working on an assignment roster and close the Assignment Roster dialog box, you must select from one of the following Request Creation Options:

- **Save and continue later.** Save the assignment roster as a work-in-progress. This option does not generate any requests, nor assigns resources other than to the root catalog item.
- **Commit Resources (save and continue unassigned later).** Commit assigned resources and save unassigned portions of the assignment roster as a work-in-progress.
- **Commit Resources and Create Outstanding Requests.** Commit assigned resources and create requests for unassigned items. The travel option you select applies to all assignment roster resources being assigned at that time. *Travel does not apply to requests that are placed to another*

dispatch unit or for unfilled requests that are placed on the Pending Request screens.

- **Set [request number] as Filled.** Set the root request as "filled" and remove it from the Pending Request screen. *Applies only with "Commit Resources and Create Outstanding Requests."*

Actions that appear dimmed are not available for the selected position on the assignment roster.

Setting pending request filters

The Pending Request Filters tab on the Personal Settings screen is located on the Administration menu. By setting your pending request filters and specifying which incidents you can view, you can limit the requests that appear on the Pending Request screen. You can filter pending requests by dispatch unit and/or by host unit. Two special types include "Selection Area," which indicates that you are a part of that organization's selection area, and "Roster," which indicates the organization has a resource item with a non-local roster to which one of your resources is assigned.

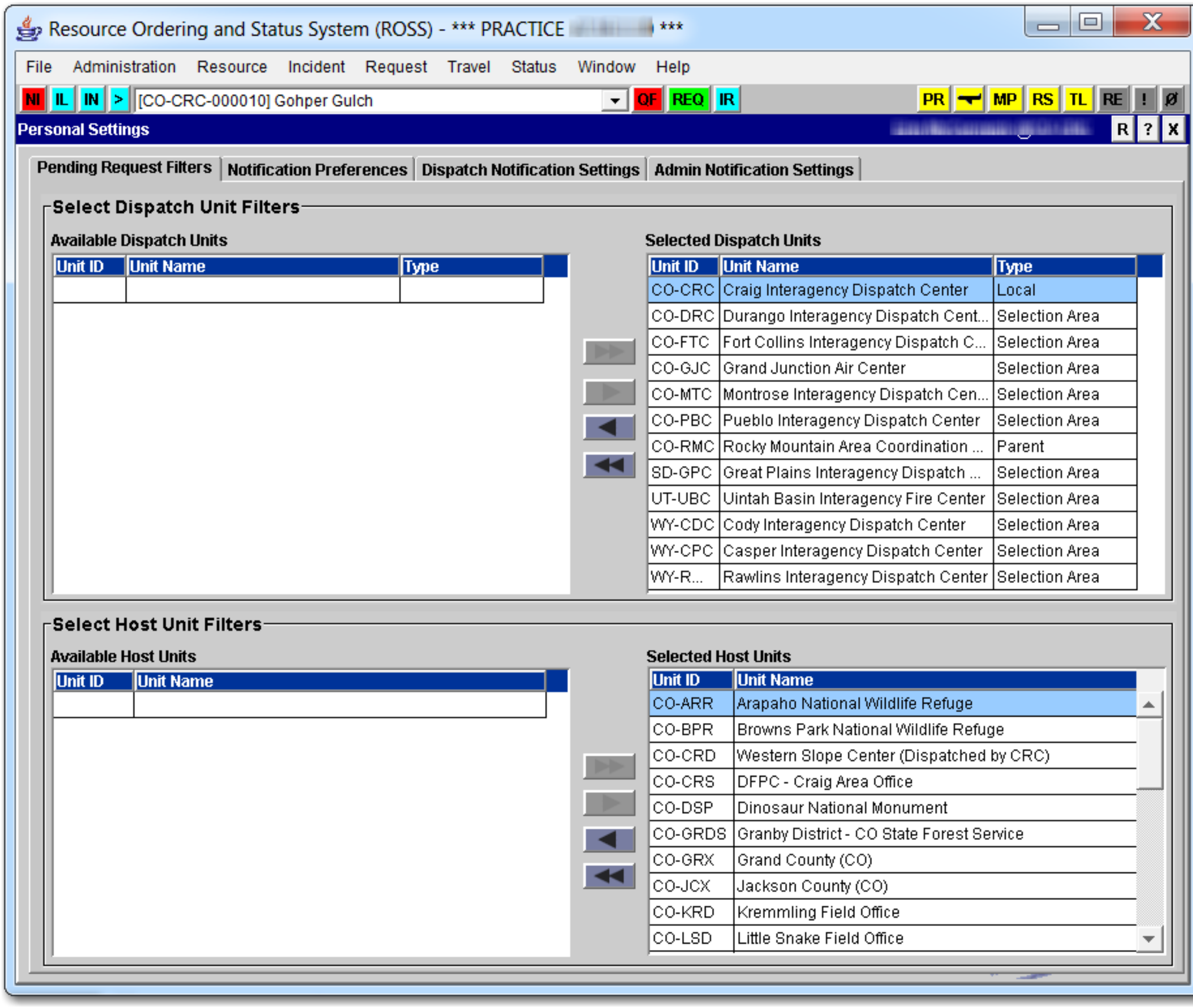
For more information refer to the following guides in this ROSS User Guide:

- *Personal Settings - setting request filters*
- *Direct Order Affiliation - setting direct order relationships*
- *Selection Area - defining placement authority*
- *Roster - managing subordinate requests.*

To access the Personal Settings screen

- On the **Administration** menu, click **Personal Settings**.

Personal Settings screen - Pending Request Filters tab



To set your pending request filters

1. To filter pending requests by dispatch unit, click the **Unit ID** of your choice under **Available Dispatch Units**, and then click the corresponding **Add** arrow.

To select all ***Available Dispatch Units****, click the corresponding* ***Add All*** *arrow. To remove a dispatch unit, under* ***Selected Dispatch Unit****, click the* ***Unit ID*** *of your choice and then click the corresponding* ***Remove*** *arrow. To remove all dispatch units, click the corresponding* ***Remove All*** *arrow.*

2. To filter pending requests by host unit, under **Available Host Units**, click the **Unit ID** of your choice and then click the corresponding **Add** arrow.

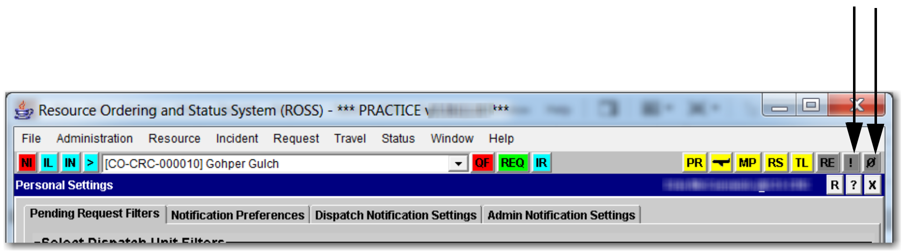
To select all ***Available Host Units****, click the corresponding* ***Add All*** *arrow. To remove a host unit, under* ***Selected Host Unit****, click the* ***Unit ID*** *of your choice and then click the corresponding* ***Remove*** *arrow. To remove all host units, click the corresponding* ***Remove All*** *arrow.*

Setting your notifications for pending requests

The Notification screen lists messages related to requests and incidents, and allows you, and anyone in the ordering chain to view the incident, resource, requesting unit, filling unit, home dispatch center, and associated requests. There are two buttons on the far, right-hand side of the ROSS toolbar for accessing the Notification screen.

- Notification - Action Required button
- Notification - No Action Required.

The following graphic shows the ROSS toolbar. The arrows point to the location of the Notification buttons.

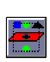


Remember these key points about accessing the Notification screen for pending requests:

- Based on your notification settings, all dispatch centers between the requesting unit and the filling unit and between the current dispatch and the home dispatch receives a "No Action" notification message when a resource is reassigned or released. *Only dispatch centers that actually handle a requests can see the request on the Request Status screen.*
- When an organization performs a reassignment of a mob in route resource, all dispatch units in the ordering chain, except NICC, can see and act on the request and receive notification of filled requests and reassigned and/or released resources.
- Notification messages for filled requests and reassigned resources include the resource name.
- Reassignment notifications include the requested catalog item for the new assignment.
- You can set up "Fill," "Release," and "Reassign" notifications for direct order and place up affiliates for all dispatch centers in the ordering chain that were set up by the person with the Dispatch Manager role.

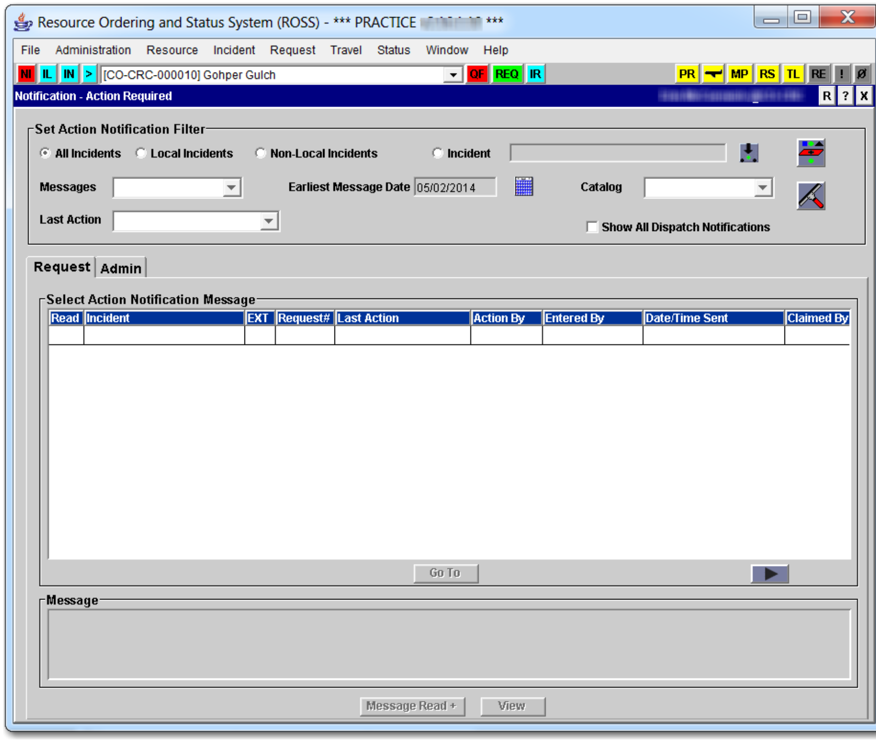
To specify "Action Required" notification settings

1 On the **ROSS toolbar**, click the **Action** button.



2 On the **Notification - Action Required** screen, specify the filter criteria as appropriate for your needs, and then click the **Filter** button.

The following graphic shows the Notification - Action Required screen.

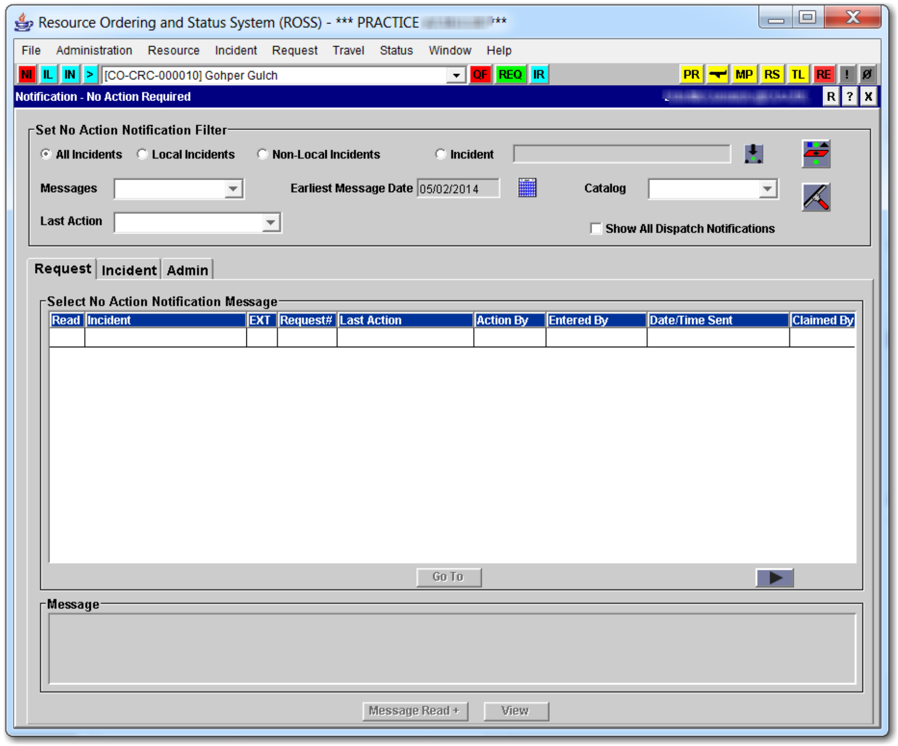


To specify “No Action Required” notification settings

1 On the **ROSS toolbar**, click the **No Action** button.

2 On the **Notification - No Action Required** screen, specify the filter criteria as appropriate for your needs, and then click the **Filter** button.

The following graphic shows the Notification - No Action Required screen.



The Fill/Reassign/Action button that displays on the Pending Request screen is based on the tab you select:

- The **Fill** button displays for the Available, Reserved, and CWN Contracts/ Agreements tabs.

- The **Reassign** button displays for the Mob In Route, At Incident, and Demob In Route tabs.

- The **Action** button displays for the Other Resources tab.

Understanding the Fill with Agreement option

The Fill with Agreement option on the Action button allows you to fill a service or non-service requests for resources not managed in ROSS. That is, the contract or agreement and its associated resources are not in ROSS. Remember these key points when using the Fill with Agreement option:

- Remember, contracts are for vendor-owned resources while agreements are for government, non-dispatch agency resources. For more information see, “Contracts - setting up contracts and agreements,” in this ROSS User Guide.
- This resource information is only associated with the current assignment. It does not display on the Contract, Resource Item, or Resource Status screens.
- When filling a service request, the Fill Request dialog box includes Quantity Requested and Quantity Assigned text boxes, and a Track Request check box. The Travel Itinerary button is disabled.

- The office filling the initial request displays as the home dispatch until the resource is released.
- All dispatch centers in the ordering chain can display the resource name, agreement number, provider, vendor, documentation, and home and current dispatch by clicking the View button.
- Along with other resource information, the printed resource order form lists the vendor, agreement number, and documentation.
- These requests are closed when the demobilization ETA is reached. That is, the resources do not enter “Returned from Assignment” status.
- You can create a manifest when filling a non-service request with a resource from an Agreement and/or from a status-only dispatch.
- Services available on a preposition may be assigned to local or non-local non-preposition incidents. *This is the same procedure as filling non-service requests with a prepositioned resource, including setting release options (Return to Home or Return to Preposition.)*
- For filling non-service requests on a preposition incident, the preposition dispatch can status the resource from the mobilization ETD, until the ETA is met. *This is the only time these resources appear on the Resource Status screen.*
- When filling a non-preposition request with a prepositioned group with a roster, whether local or non-local, any pending, reserved, mob-in-route, or demob-in-route subordinate requests remain with the preposition incident request. Only those subordinate requests that are available on the preposition will be used to fill subordinate requests on the non-preposition request.

Understanding the Fill with EFF/AD option

The Fill with EFF/AD option on the Action button allows you to fill overhead non-service requests with resources not managed or statused in ROSS. This action is only associated with the current incident assignment and does not create a new resource item in ROSS. Remember these key points when using the Fill with EFF/AD option:

- This resource information is only associated with the current assignment. It does not display on the Resource Item or Resource Status screens.
- You cannot fill an assignment roster, but you can create a manifest for the request.
- The office filling the initial request displays as the home dispatch until the resource is released.
- All dispatch centers in the ordering chain can display the last name, first name, contact information, provider, owner, and home and current dispatch by clicking the View button.
- Along with other resource information, the printed resource order form lists the resource name and specifies that the request was filled with an EFF/AD resource.

- These requests are closed when the demobilization ETA is reached. That is, the resources do not enter a Returned from Assignment status.
- For filling overhead requests on a preposition incident, the preposition dispatch can status the resource from the mobilization ETD, until the ETA is met. *This is the only time these resources appear on the Resource Status screen.*

When editing the resource name, contact number, or provider for a request filled using Fill with EFF/AD, the Resource Name does not appear in the auto-documentation. Therefore, create user-entered request documentation to document these changes.

Reassigning mob in route, at incident, and demob in route resources, and reassigning group requests

The Mob In Route, At Incident, and Demob In Route tabs allow you to reassign resources that are enroute, at, or demobilizing from one of your organization's incidents.

For complete descriptions of new functionality when reassigning resources and group request in the version 2.8 release of ROSS click, "Release Notices" on the ROSS Main Page at: http://ross.nwcg.gov/

Remember these key points when reassigning these resources:

- When reassigning a mob in route resource to another request, the original request is unfilled and placed back in the "pending" queue of the organization that performed the reassignment. For a configuration request, the parent and all subordinate requests become "pending."
- When reassigning an at incident resource to another request, you may cancel the reassignment if the resource is mob in route to the new assignment. You can cancel a reassignment from the Request Status screen.
- Any dispatch center in the chain between the requesting unit and the current dispatch may reassign a resource that is mob in route.
- When a parent request is reassigned while at incident or demob in route, any pending subordinate requests on the original assignment are canceled and corresponding requests on the new assignment are created and placed with the same dispatch centers.
  - ROSS automaticallys documents each pending subordinate request.
  - A "No Action" message is sent to each unit that handled the canceled subordinate request, based on the user's Notification Settings.
  - New pending subordinate requests, created due to the reassignment of the parent, may be filled, placed, or UTFd back to the dispatch center that performed the reassignment. the incident dispatch for the new assignment also has the option of retirieve or canceling the new subordinate requests.
- When a parent request is reassigned, any filled subordinate requests on the original assignment, including reserved, mob-in-route, at incident, or

demob-in-route, are reassigned to a new subordinate request number on the new assignment.

- ROSS automaticallys documents the reassignment of each filled subordinate request.
- All filled subordinates inherit the travel entered for the parent request to the new assignment. Any dispatch center that handled the request can edit the travel for the subordinate on the Travel screen.
- If you performed the reassignment, advise the current dispatch for any reserved or mob-in-route subordinates that there has been a reassignment. This allows the current dispatch to revise travel arrangements and to attempt to contact travling resources. Available contact information displays on the Reassign Roster dialog box.

• A unit that reassigns a parent request that is “at incident” may cancel the reassignment up until the mobilization ETA to the new assignment is reached.
  - When the reassignment is canceled, the parent request on the original incident is seet back to “at incident.”
  - Pending subordinate reuqests on the original incident that were canceled are reinstated at the dispatch center where they had been pending.
  - Subordinate requests that had been filled, including reserved, mob-in-route, at incident, or demob-in-route, prior to the reassignment, are set “at incident” on the original incident. You can edit travel on the Travel screen.
  - The assignment roster generated for the reassignment is deleted and the parent request is unfilled and set back to pending at the dispatch center that canceled the reassignment.
• While the parent of a group request (with an assignment roster) is mob-in-route, at incident, or demob-in-route, any dispatch center in the ordering chain may reassign the request, regardless of the status of the subordinate requests. *This includes Pending, Reserved, mob-in-route, at incident, or demob-in-route.*
• Your dispatch center can reassign a parent request that is mob-in-route if it is in the ordering chain between the requesting and filling units. The original request that was reassigned *from* becomes pending with your dispatch center and the original assignment roster is deleted. The reassigning office can fill the original request with a new assignment roster, place it, or UTF it. If the original request is UTF’d, the request is returned directly to the requesting unit.

*Resources filling subordinate requests for the mob in route parent will **lose their assignment history** to the original incident request when the parent is reassigned and the original assignment roster is removed.*

• Incident dispatch may reassign a parent request that is at incident. Once travel begins to the reassignment, the original request is closed>reassigned.

- Your dispatch center can reassign a group request that is demob-in-route if it is in the ordering chain between the current assignment and the home dispatch. Once travel begins to the reassignment, the original request becomes closed>reassigned.

Understanding supply requests

Remember these key points when filling requests for supply resource items:

- For a supply non-service request, the quantity assigned defaults to the quantity requests. You may only change the quantity when the requested item may be ordered in quantities greater than one. To fill a supply request with less than the quantity requested, create a support request for the shortage, or document why the request is being partially filled. *An auto-doc is generated when the assigned quantity differs from the requested quantity.*
- When filling or releasing a tracked supply resource item, you must complete the mob/demob travel. When filling an untracked supply resource item, you may enter an estimated delivery date/time or use the default current system data/time.
- Fill multiple, untracked supply requests at one time by selecting the “Fill with Requested Item+” option. You may enter or select a vendor to be applied to all selected requests. The assigned resource and quantity defaults to the request item and quantity and can not be changed. One estimated delivery date/time, financial code (if provided), and assigned contact is applied to all selected requests.
- Add untracked supply resource items from one or more incidents to a Travel Plan leg by selecting the new “Add Untracked Supply+” option. Add tracked supply resource items to a travel plan leg using the “Add Traveling Resource+” option.
- You may also choose to fill supply resource items using the “Fill with Substitution” option by choosing one of the following
  - Select “Fill with Substitution” to enter a free-form supply item name, optional description, and vendor. *For example, fill a request for a box of apples with a box of oranges.*
  - Fill with a different catalog item and enter or select a vendor. *For example, fill a request for NFES 000037 Canteen without Cover with NFES 000038 Canteen with Cover.*
- Click the Search button on the bottom of the Pending Request screen and click the “Include Advanced Criteria” check box to fill with an inventory resource that has a different qualification than what was requested.
- You may reassign supply resource items. When items ordered in quantities greater than one are reassigned, the quantity assigned to the new request defaults to the quantity assigned on the previous request. You may edit the quantity reassigned to a number between 1 and the original quantity. If the quantity reassigned is less than the quantity requested, you must either create a support request for the shortage or document why the request is being partially filled. *An auto-doc is generated when the assigned quantity differs from the requested quantity.*