Request Status - managing the status of requests

This User Guide explains how to view requests in any status and across all catalog for one or more local or non-local incidents at the same time. Topics include:

- Viewing resource requests
- Using the Action button
- Using the Go To button
- Using the View button
- Printing
- Exploring request status in detail.

To access the Request Status screen

For more information about searching for and selecting incidents see, “Setting the incident context,” later in this chapter.

1 On the **Request** menu or **Status** menu, click **Request Status**, or click the **RS** button.

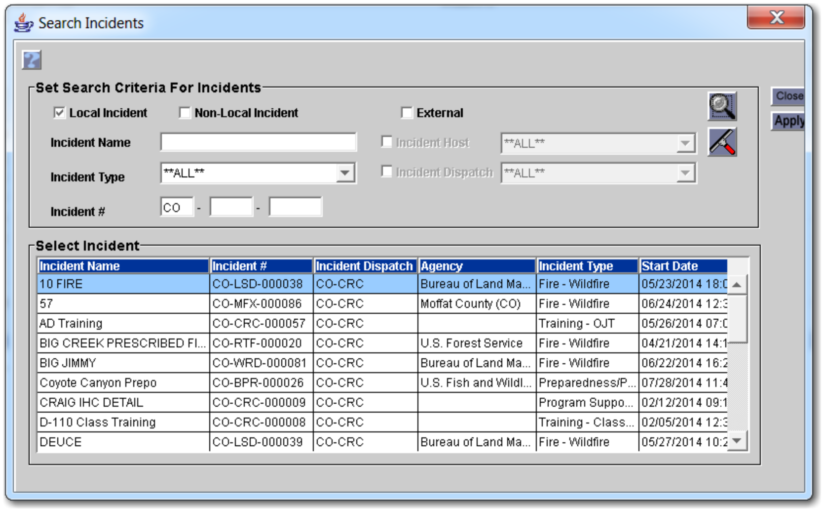
2 On the **Search Incidents** dialog box, complete or click one or more of the following fields to narrow your filter criteria, and then click the **Search** button

- Local Incident
- Non-Local Incident
- External
- Incident Name
- Incident Type
- Incident #
- Incident Host
- Incident Dispatch.

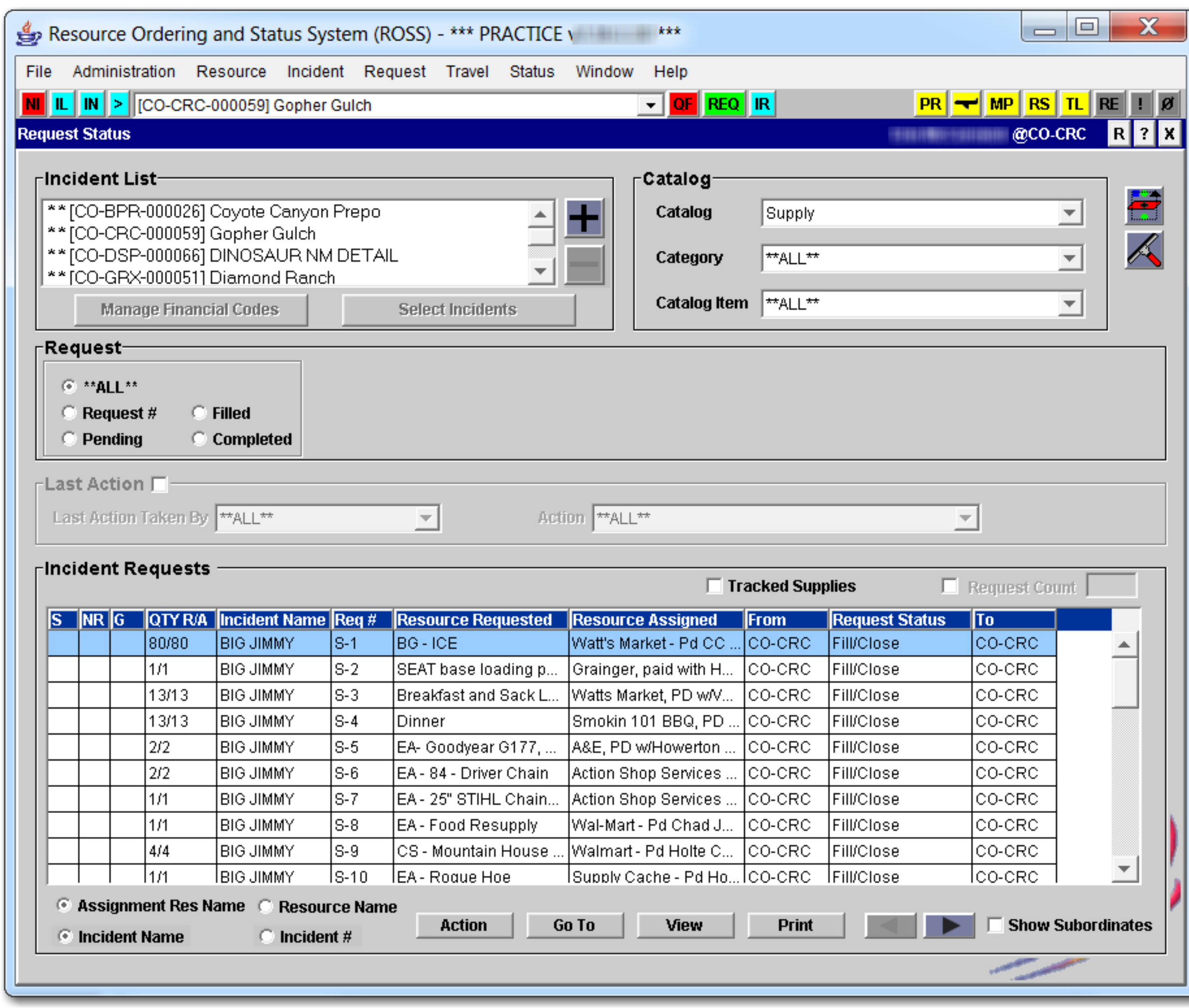
3 Under **Select Incident**, click the **Incident(s)** of your choice, click **Apply**, and then click **Close**.

To select more than one incident at a time, press and hold [CTRL] and then click the incidents of your choice.

The following graphic shows the Search Incidents dialog box.



Request Status screen



Viewing resource requests

The Request Status screen allows you to specify the request status you want to view. For example, you can view combinations of the following:

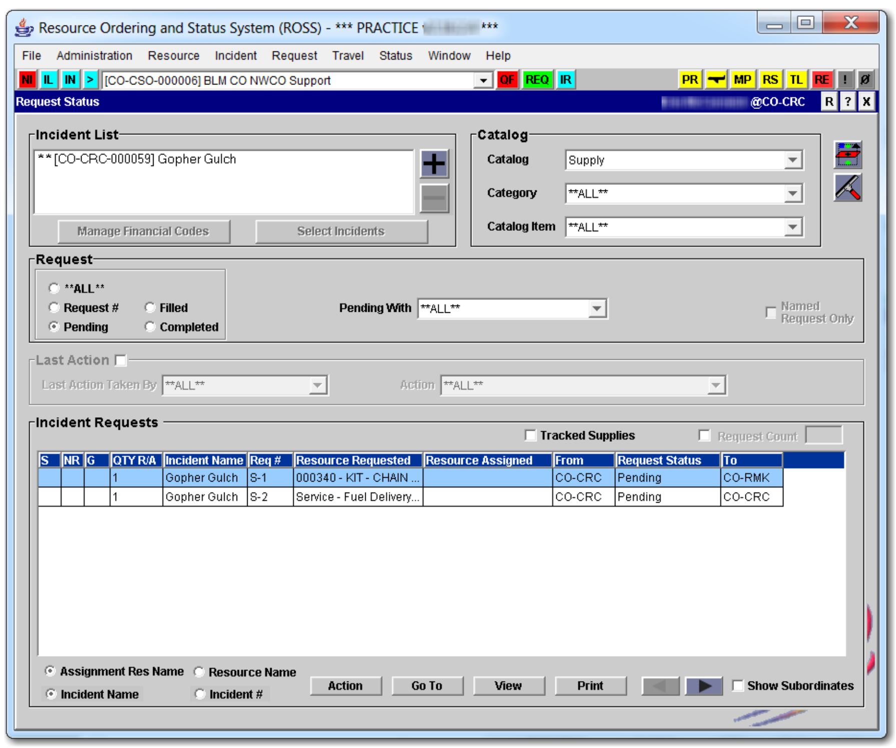
- all catalogs and all request statuses
- a specific request number by catalog, category, and catalog item
- multiple request numbers within a specify catalog
- only pending requests, filled requests, or completed requests
- a specific last action taken by a specified unit and by a specified action performed.

To display all pending resource requests

1 On the **Search Incidents** dialog box, search for and then click the **Incident Name(s)** of your choice.

2 On the **Request Status** screen under **Request**, click **Pending**, and then click the **Filter** button.

The following graphic shows pending equipment requests on the Request Status screen for all category items within your ordering chain.



To display tracked NFES requests

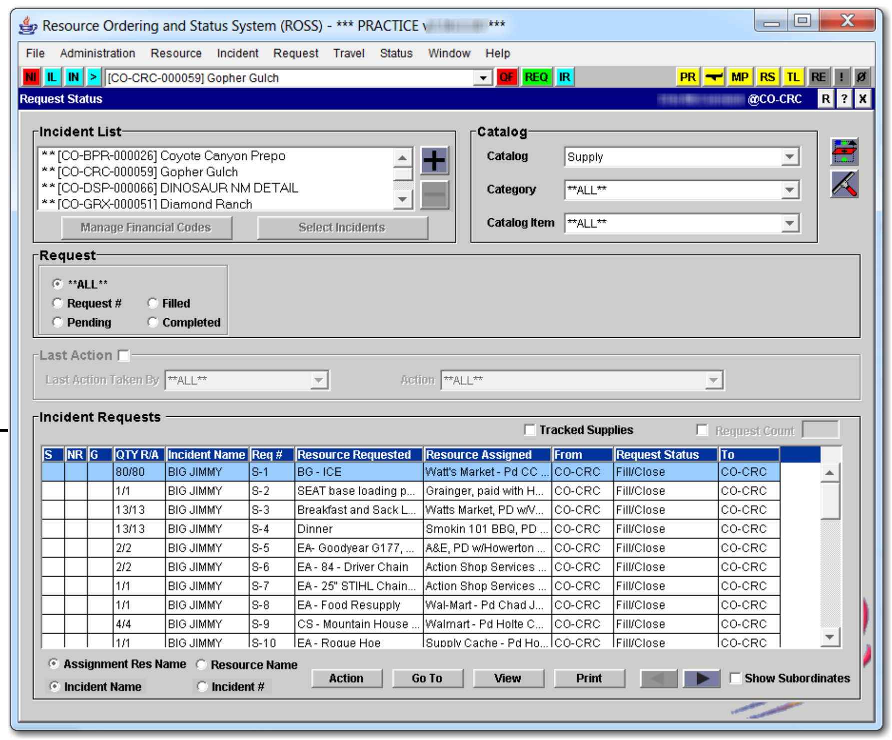
The Tracked Supplies check box displays only when viewing the request status of resources in the Supply catalog.

1 On the **Multi Place Requests** screen under **Select Filter Criteria for Pending Requests**, click the **Catalog** drop-down arrow, and then click **Supply**.

2 Click the **Tracked Supplies** check box.

3 Complete the remaining filter criteria as appropriate for that supply pending request, and then click the **Filter** button.

The following graphic shows the Request Status screen for the Supply catalog. The arrow points to the Tracked Supplies check box.



To display the status of requests placed to a cache

You cannot modify a request while it is pending or being processed by the cache. You may only add documentation.

- On the **Request Status** screen for the **Incident(s)** of your choice, click the **Catalog** drop-down arrow, and then click **Supply**.

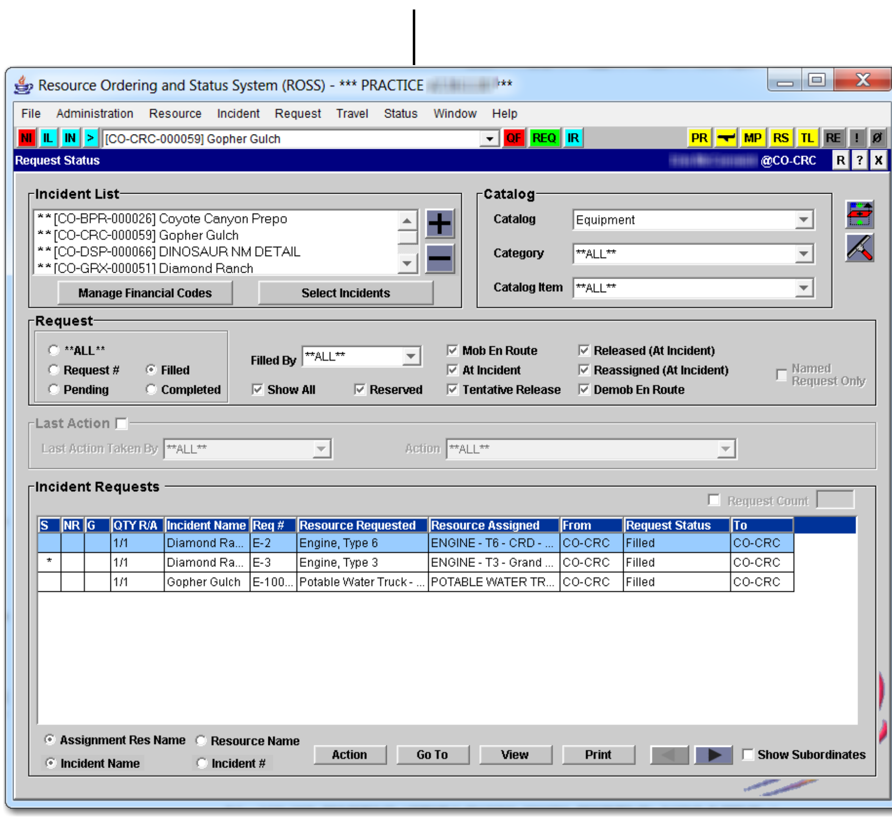
To display filled resource requests by resource status

1. On the **Request Status** screen under **Request**, click **Filled**.
2. To further restrict your search, click the **Filled By** drop-down arrow, and then click to clear one or more of the following request status check boxes
   - Reserved
   - Mob In Route
   - At Incident
   - Tentative Release
   - Released (At Incident)
   - Reassigned (At Incident)
   - Demob In Route.

   By default, all Filled By check boxes are initially selected.

3. When finished completing your search criteria, click the **Filter** button.

The following graphic shows the Request Status screen for viewing filled resource requests. The arrow points to the Filled By drop-down arrow.



To display completed resource requests

1. On the **Search Incidents** dialog box, search for and then click the **Incident Name(s)** of your choice.
2. On the **Request Status** screen under **Request**, click **Completed**.

3 To further restrict your search, click one or more of the following request status check boxes

- Closed
- Reassigned
- Returned
- Deleted
- Cancelled
- Cancelled - UTF
- Filled/Closed.

By default, all check boxes are initially selected.

4 When finished completing your search criteria, click the **Filter** button.

To display resource requests based on the last action performed by any unit

You can display resource requests based on the last action performed, regardless of which organization performed the action.

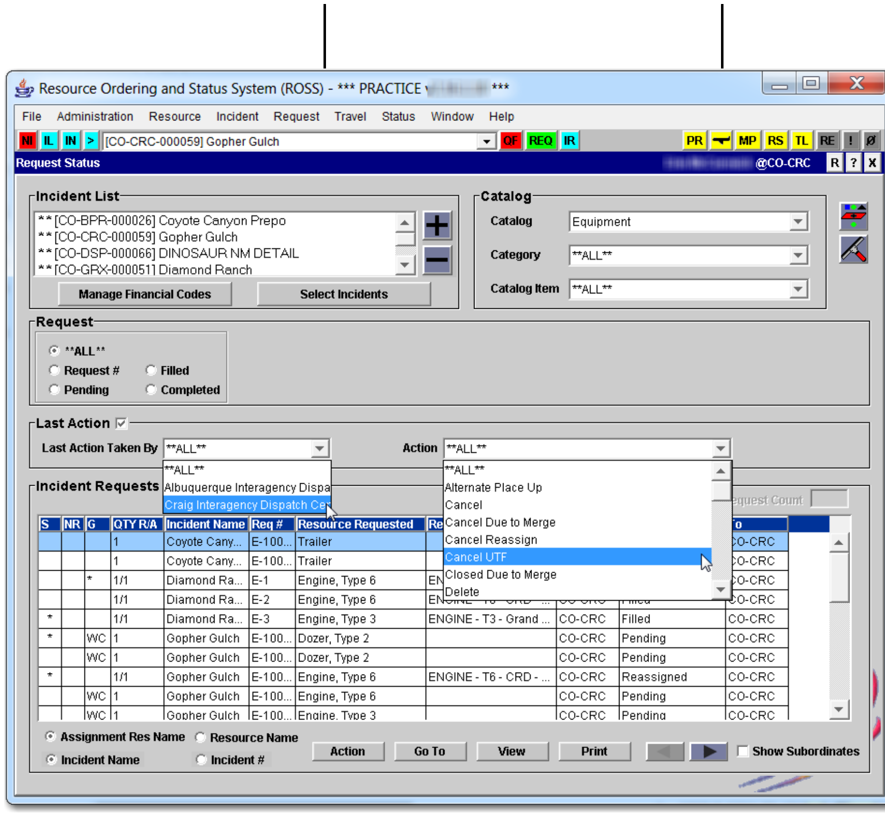
1 On the **Search Incidents** dialog box, search for and then click the **Incident Name(s)** of your choice.

2 On the **Request Status** screen, click the **Last Action** check box.

3 Click the **Last Action Taken By** drop-down arrow, and then select the **Dispatch Center** of your choice.

4 Click the **Action** drop-down arrow, select the **Action** of your choice, and then click the **Filter** button.

The following graphic shows the Request Status screen. The arrows point to the options available under Last Action Taken By and Action.



To display a single request number with a roster and subordinates

1 On the **Search Incidents** dialog box, search for and then click the **Incident Name(s)** of your choice.

2 On the **Request Status** screen under **Request**, click **Request #**.

3 In the **Request #** text box, type the **Catalog (A**, **C**, **E**,**O**, **S**) and then press [TAB].

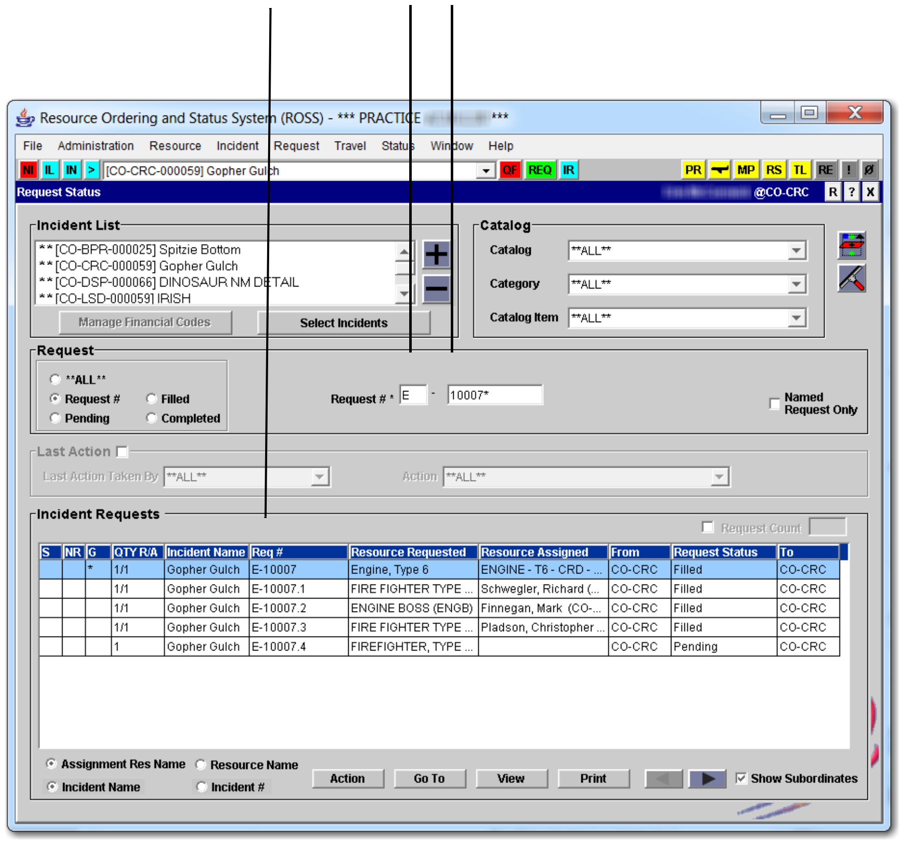
4 In the next text box, type the request number followed by an asterisk (*).

For example, type "E" in the Request # text box and "10" in the next text box to display requests E-10, E-101, E-102, and so on.*

5 Click to select the **Show Subordinates** check box.

6 Complete the remaining filter criteria as appropriate, and then click the **Filter** button.

The following graphic shows the Request Status screen for displaying a single request number and its subordinates. The arrows point to the Request # text boxes and the resulting Req # column.



To display a combination of multiple, individual requests and a range of requests within a catalog

Enter all filter criteria correctly. Partial results do not display.

1 On the **Search Incidents** dialog box, search for and then click the **Incident Name(s)** of your choice.

2 On the **Request Status** screen under **Request**, click **Request #**.

3 In the **Request #** text box, type the **Catalog (A**, **C**, **E**,**O**, **S**), and then press [TAB].

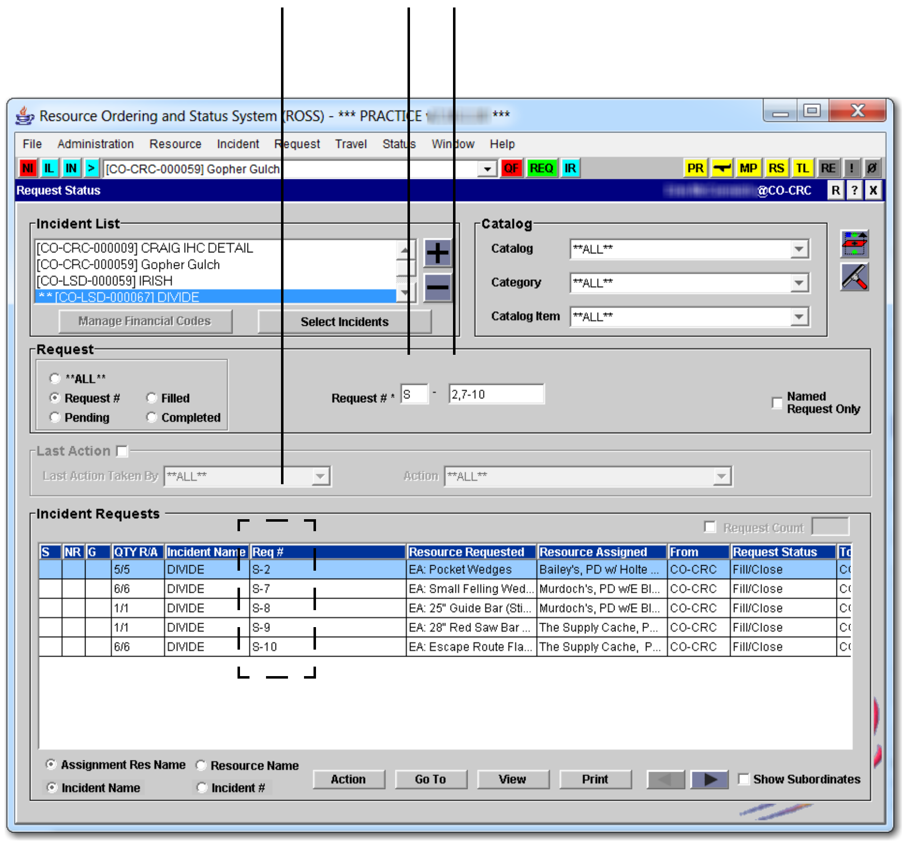
For example, type “S” to specify Supply.

4 In the next text box, perform one or more of the following and then click the **Filter** button

- to filter for multiple individual request numbers, type each request number, separated by a comma (,)
- to filter for a range of request numbers, type the first and last request number, separated by a dash (-).

For example, type "2,7-10" to display requests S-2 and S-7 through S-10. Spaces are automatically trimmed from the filter criteria.

The following graphic shows the Request Status screen for displaying multiple request numbers. The arrows point to the Request # text boxes and the resulting Req # column.



Using the Action button

The Action button allows you to take action on resource requests, including:

- edit request information
- unfill a request
- cancel a pending request
- cancel a UTF request
- add or edit a supplemental request
- view or add documentation
- create a support request
- convert a request to a support request
- add a subordinate request
- cancel a reassignment
- retrieve a request
- restore a request.

Actions that appear dimmed are not available for the type of resource request you are currently viewing.

To edit a single request

1 On the **Request Status** screen, search for and then click the **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

- Requested Item
- Select Features
- Select Inclusions and Exclusions
- Enter Documentation
- Reload Base
- Need Date/Time
- Deliver To
- Financial Code
- Special Needs
- Reporting Instructions
- Incident Ordering Contact
- Request Contact
- Configuration Option
- Navigation Instructions.

Information/fields that do not apply to the request you selected appear dimmed or cannot be selected for editing. The Reload Base field only appears for tactical aircraft catalog items.

4 To edit information about the resource used to fill the request, click the **Edit Assignment** button, and then modify the assignment information as appropriate.

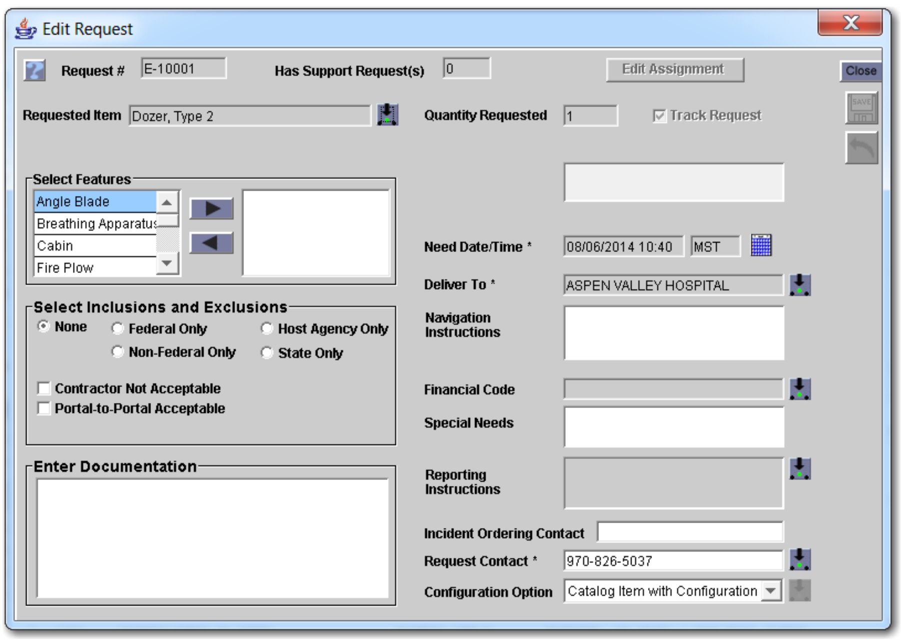
For more information about editing the assignment see, the next task, "To edit the assignment of a resource request."

5 To edit the manifest for a request that was filled with a CWN resource, click the **Edit Manifest** button on the **Edit Assignment** dialog box, modify the manifest information on the **Manifest** dialog box as appropriate, and then click **Save**.

For more information about editing a manifest see the task, "To edit the manifest of a resource request."

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

The following graphic shows the Edit Request dialog box for a Type 2 Dozer.



To edit the assignment of a resource request

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

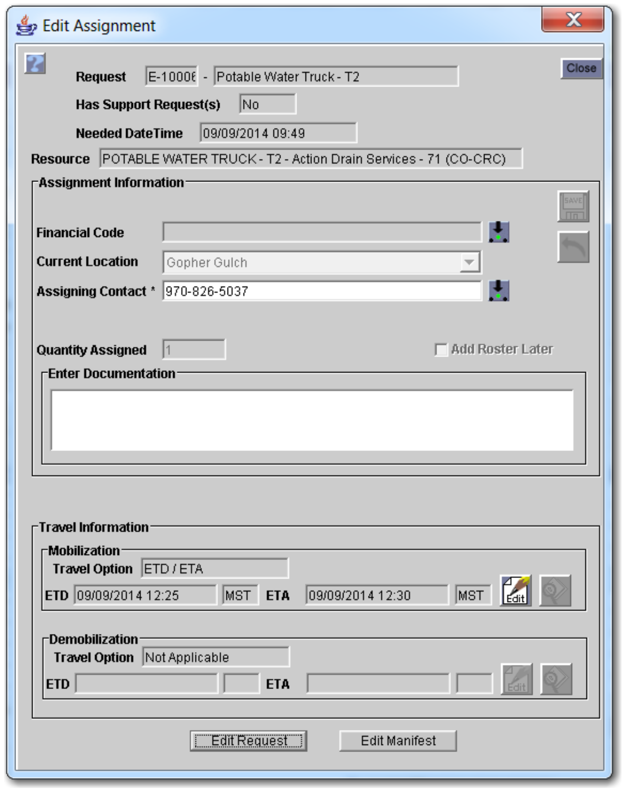
2 Click the **Action** button, and then click **Edit Assignment**.

*You can also click the **Edit Assignment** button from the **Edit Request** dialog box.*

3 On the **Edit Assignment** dialog box, change the following fields as appropriate, and then click the **Save** button

- Finacial Code
- Assigning Contact
- Enter Documentation
- Travel Information.

The following graphic shows the Edit Assignment dialog box.



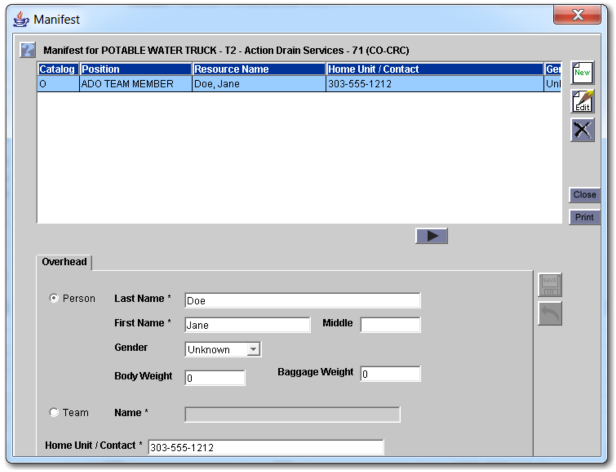
To edit a manifest for a request that was filled with a CWN resource

1 On the **Edit Assignment** dialog box, click the **Edit Manifest** button.

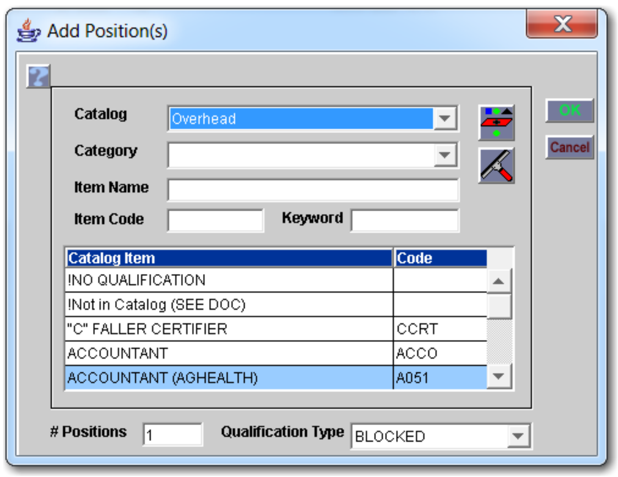
2 On the **Manifest** dialog box, perform the following as appropriate, and then click **Close**

- to add another position, click the **New** button, then search for and click the **Catalog Item(s)** of your choice
- to edit the qualifications for an existing position, click the **Edit** button, click the **Position** of your choice, search for the **Catalog Item** of your choice, then change the **Qualification Type**.

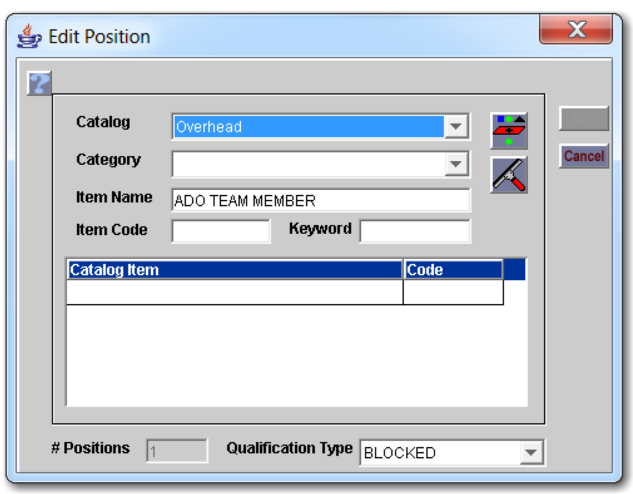
The following graphic shows the Manifest dialog box.



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



The following graphic shows the Edit Position dialog box.



To delete a manifest position

1 On the **Edit Assignment** dialog box, click the **Edit Manifest** button.

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

To edit multiple requests

1 On the **Request Status** screen, click and hold [CTRL], and then click the **Request(s)** of your choice.

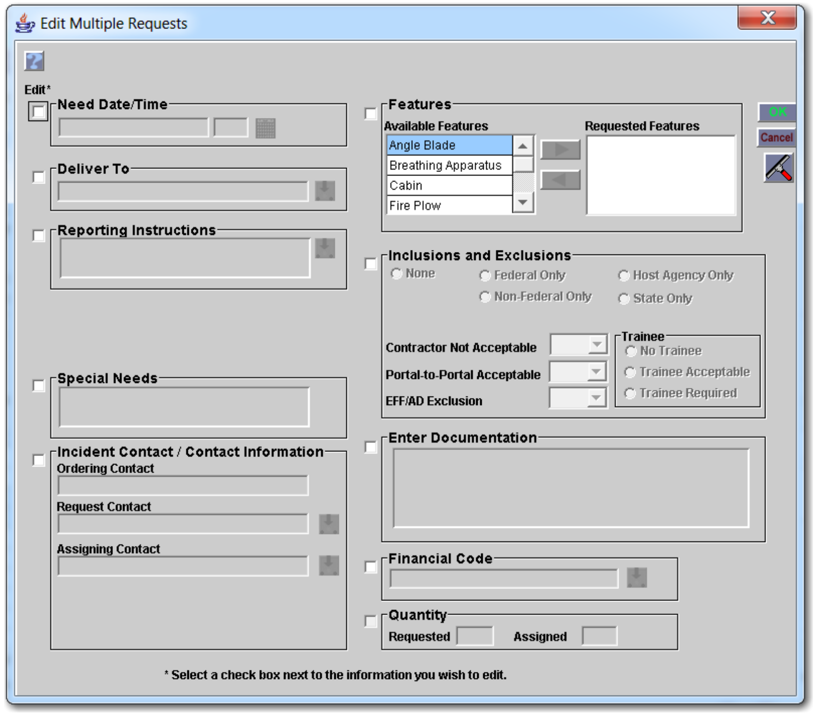
2 Click the **Action** button, and then click **Edit Request**.

3 On the **Edit Multiple Requests** dialog box, click the check box next to the field you want to change, and then modify that information as appropriate and then click **OK**

- Need Date/Time
- Deliver To
- Financial Code
- Special Needs
- Reporting Instructions
- Incident Contact/Contact Information
- Quantity
- Features
- Inclusions and Exclusions
- Reload Base - *available for tactical aircraft only*
- Enter Documentation.

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

The following graphic shows the Edit Multiple Requests dialog box.



To unfill a request

Remember, you can only unfill a resource request in "reserved" status, that is, its ETD has not yet passed.

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

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

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

To continue work on the unfill request, go to the Pending Request screen.

To cancel a request

You can cancel a request only if your organization generated the request.

1 On the **Request Status** screen, search for and then 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 cancel a UTF request

Remember, you can cancel a UTF request only if that request has been UTF'd back to you as the originator.

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

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

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

To add documentation to one or more requests

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

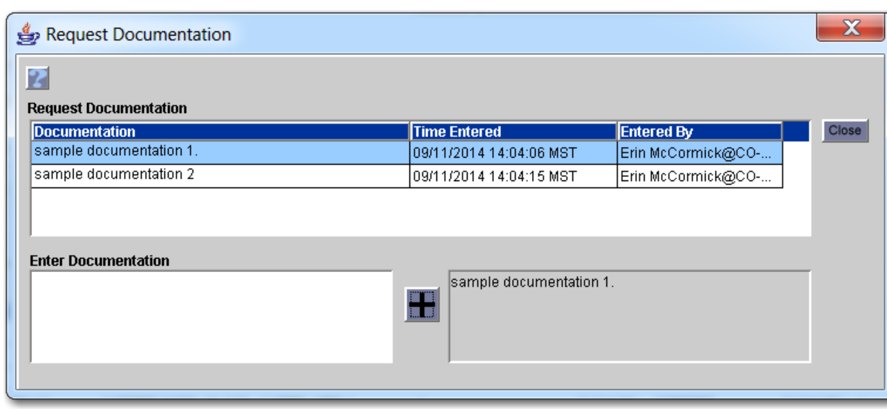
*To add identical documentation to more than one Request, press [CTRL], click the **Requests** of your choice, and then click the **Add Documentation** button.*

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

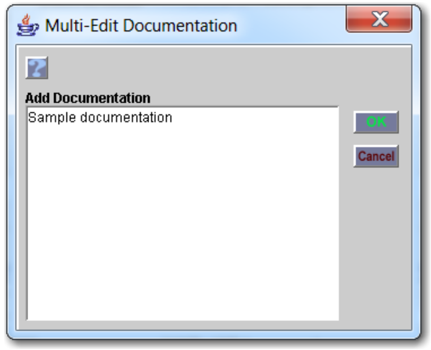
3 On the **Request Documentation** dialog box, type the appropriate **Documentation** in the **Enter Documentation** box, click the **Add Documentation** button, and then click **Close**.

*For adding documentation to multiple requests, type the **Documentation** in the **Add Documentation** box, and then click **OK**.*

The following graphic shows the Request Documentation dialog box.



The following graphic shows the Multi-Edit Documentation dialog box for adding documentation to more than one request.



Creating a support request

When creating a support request for a request that was placed to your organization, you can retain control of the release/reassignment of that support request, or allow the incident dispatch to control the release/reassignment of that support request.

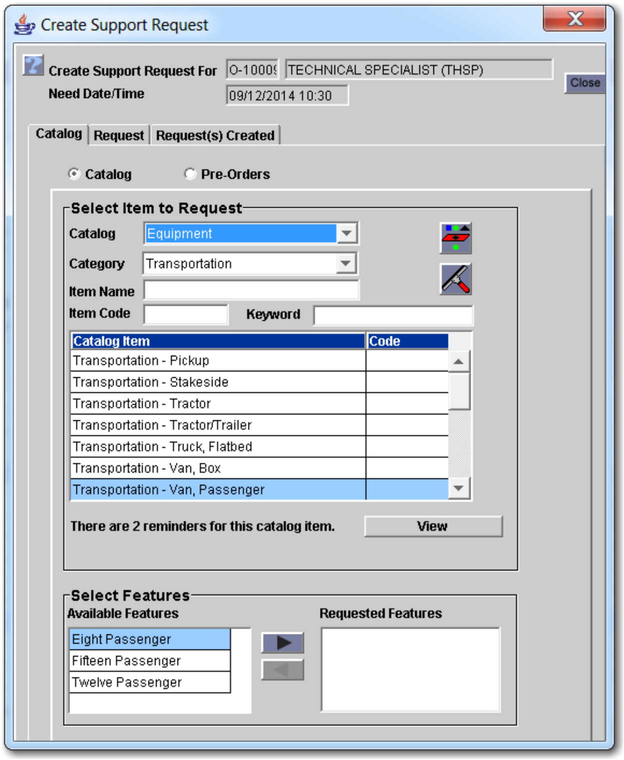
To create a support request

1. On the **Request Status** screen, search for and then click the **Request** of your choice.
2. Click the **Action** button, and then click **Create Support Request**.
3. On the **Catalog** tab, search for and then click the **Catalog Item** of your choice.
4. Click the **Request** tab, complete all appropriate and required boxes, and then click the **Create Request** button.
5. To review support requests created during this session, click the **Request(s) Created** tab.
6. To maintain control of the support request if it was created by your organization, click **Yes** on the **Support Request** dialog box.

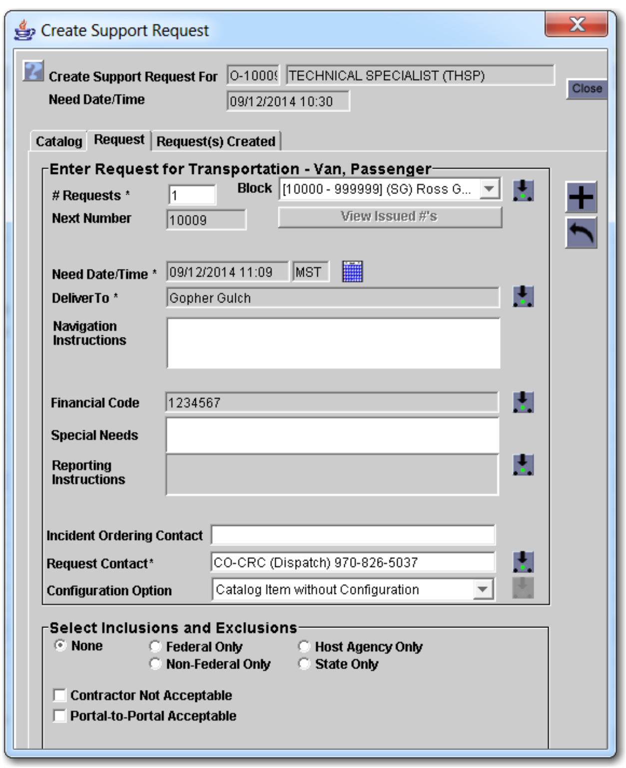
   *Typically, click **No** to allow the incident dispatch to control the release/ reassignment of the support request.*

7. When finished, click **Close**.
8. Complete the **Create Support Request** dialog box as appropriate, and then click **Close**.

The following graphic shows the Catalog tab on the Create Support Request dialog box for an eight passenger van.

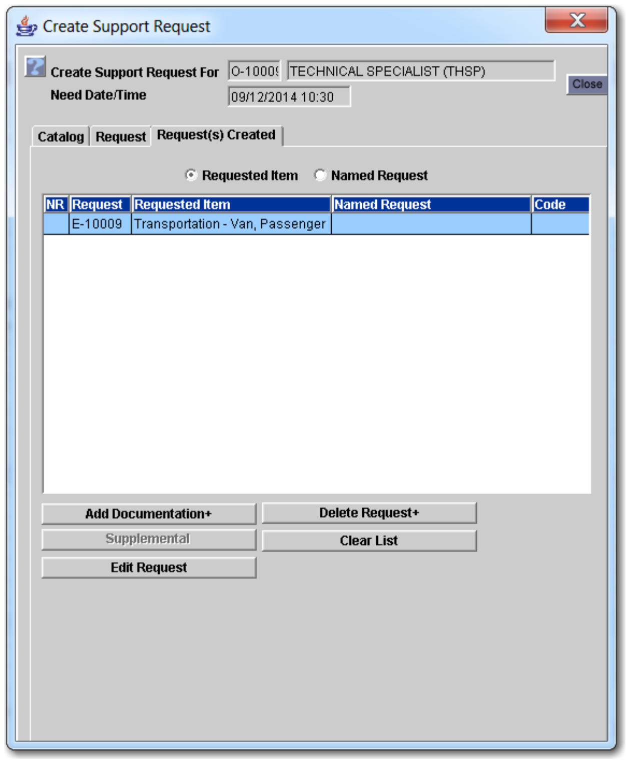


The following graphic shows the Request tab on the Create Support Request dialog box.



The following graphic shows the Support Request dialog box that displays when creating a support request for a request that was created by your organization.

The following graphic shows the Requests Created tab on the Create Support Request dialog box.

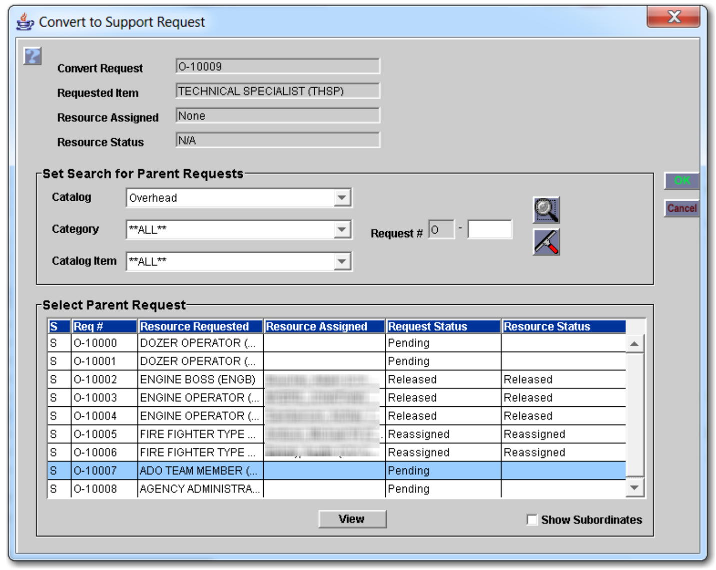


For more information about creating a support request see, "Creating a support request," in "New Request - creating and editing new requests."

To convert a request to a support request

1. On the **Request Status** screen, search for and then click the **Request** of your choice.
2. Click the **Action** button, and then click **Convert to Support Request**.
3. Under **Set Search for Parent Requests**, search for and then click the appropriate **Parent Request** for the support request, and then click **OK**.

The following graphic shows the Convert to Support Request dialog box.



To view a non-local support request

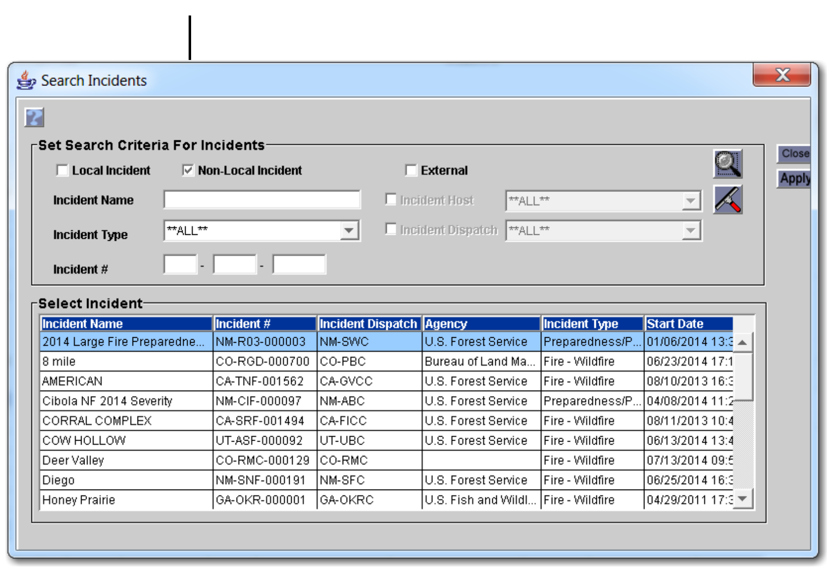
1 On the **Request** menu, click **Request Status**, and then click the **Add Incident** button.

2 On the **Search Incidents** dialog box, click the **Non-Local Incident** check box, search for and click the **Incident Name(s)** of your choice, and then click **OK**.

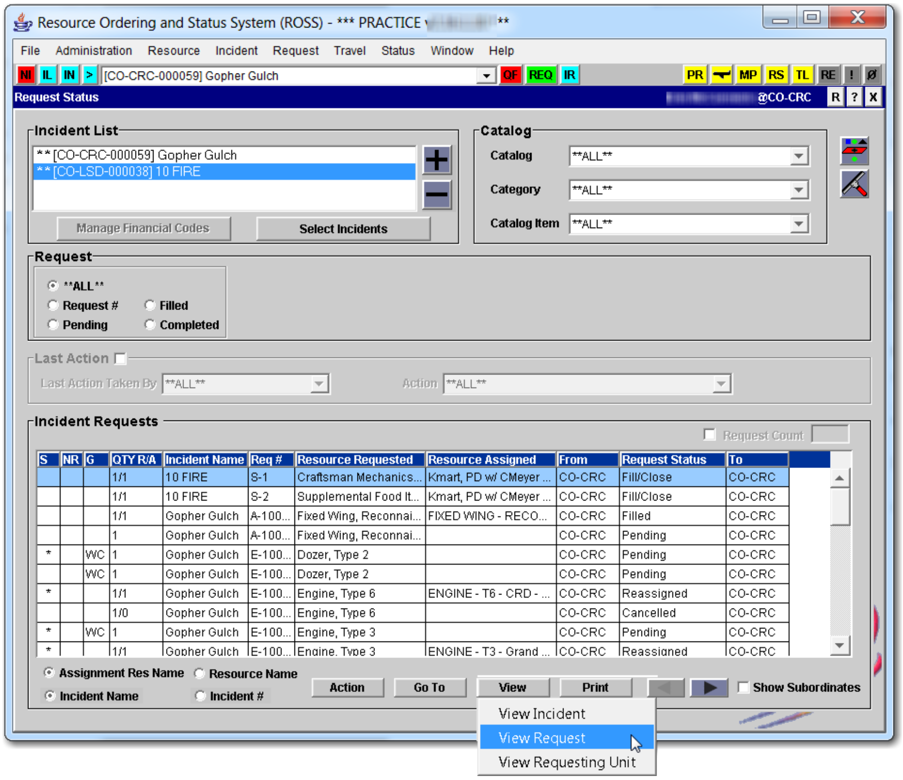
3 On the **Request Status** screen, filter for and then click the **Request** of your choice.

4 Click the **View** button, and then click **View Request**.

The following graphic shows the Search Incidents dialog box. The arrow points to the Non-Local Incident check box.



The following graphic shows the View Request option selected from the View button.



To yield control of a non-local support request to the incident dispatch

The non-local support request must first be filled before you can yield control to the incident dispatch.

1. On the **Incident** menu, click **Incident Resources**.
2. Click the **Show/Update Incident Context of the Current Screen** button, and then select the **Incident** of your choice.
3. Under **Set Incident Filter**, click **Non-Local Support Request**.
4. Click to select the **Resource Requested** of your choice.
5. Click the **Action** button, and then click **Yield Control to Incident Dispatch**.
6. On the **ROSS Confirmation Message** dialog box, click **Yes** to confirm or click **No** to cancel.

Adding an assignment roster

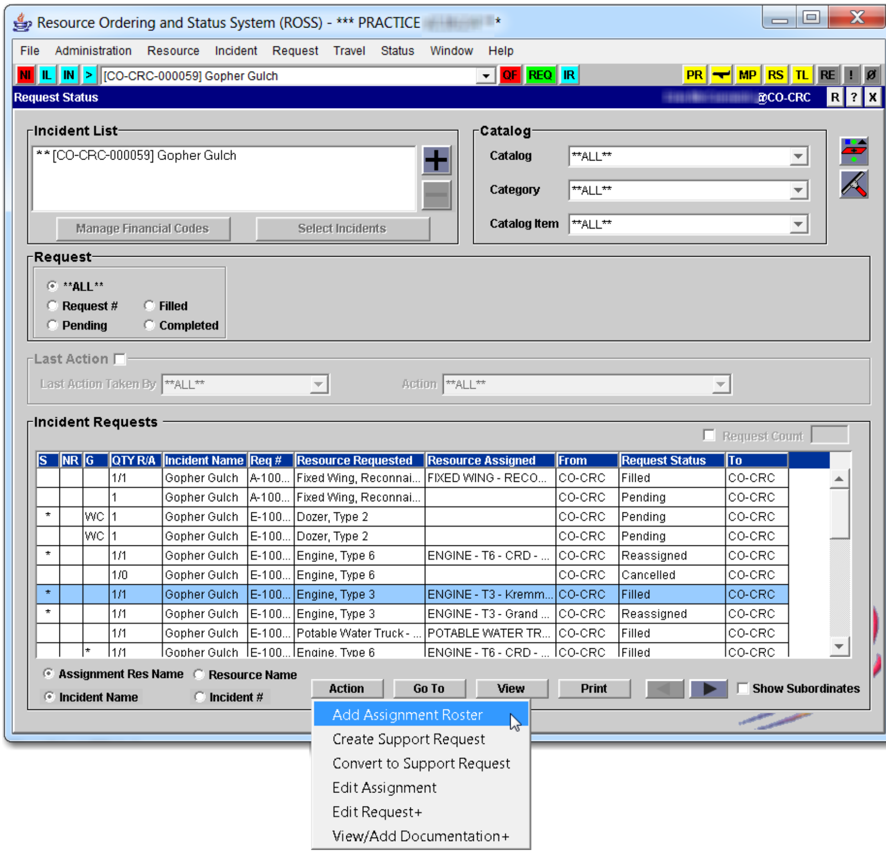
If a resource request was "Filled with Single Resource (Add Roster Later)" from the Pending Request screen, you can add the assignment roster directly from the Request Status screen. The roster may only be added by the filling dispatch unit. You can not add a roster later to a request for selected items or to a CWN/AGR resource.

To add an assignment roster for a resource request

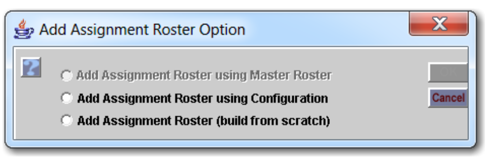
1. On the **Request Status** screen, search for and then click the **Request** of your choice.
2. Click the **Action** button, and then click **Add Assignment Roster**.
3. On the **Add Assignment Roster Option** dialog box, click one of following options and then click **OK**
   - Add Assignment Roster using Master Roster
   - Add Assignment Roster using Configuration
   - Add Assignment Roster (build from scratch).
4. Complete the **Assignment Roster** dialog box as appropriate to complete the request.

For more information about completing the Assignment Roster dialog box see, "Working with assignment rosters," in the ROSS User Guide, "Pending Requests - managing requests for resources."

The following graphic shows the Add Assignment Roster option from the Action button.



The following graphic shows the Add Assignment Roster Option dialog box.



Working with subordinate requests

ROSS creates subordinate requests when you fill a parent request with an assignment roster.

To add a subordinate request to a filled configuration request

1. On the **Request Status** screen, search for and then click the filled **Configuration Request** of your choice.
2. Click the **Action** button, and then click **Add Subordinate Request**.
3. On the **Create Subordinate Request** dialog box on the **Catalog** tab, search for and then click the **catalog item** of your choice.

4 Click the **Request** tab, complete all appropriate and requested boxes to complete the subordinate request.

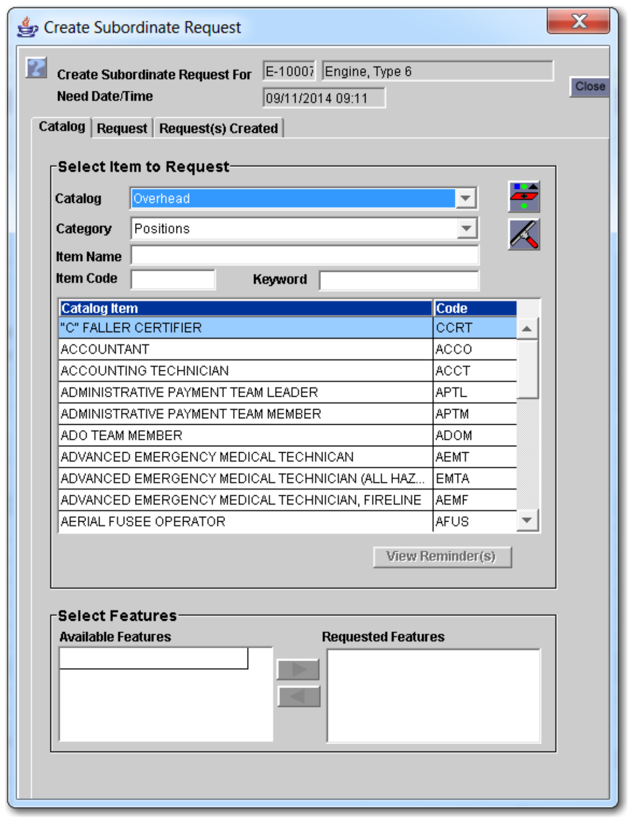
5 If the new subordinate request is being added to a parent request for a local incident, which was placed to and filled by another organization, click one of the following options under **Select Placement**.

- to place the subordinate request with the organization that filled the parent request, click **Place Directly with Filling Organization**.
- to add the subordinate request to the Pending Request screen, click **Place/Fill Locally (via Pending Request)**.

*To view information about the filling unit, click the **View** button.*

6 When finished, click the **Create Request** button.

The following graphic shows the Catalog tab on the Create Subordinate Request dialog box.



To view a subordinate request

Subordinate requests do not automatically display on the Request Status screen.

1 On the **Search Incidents** dialog box, search for and then click the **Incident Name(s)** of your choice.

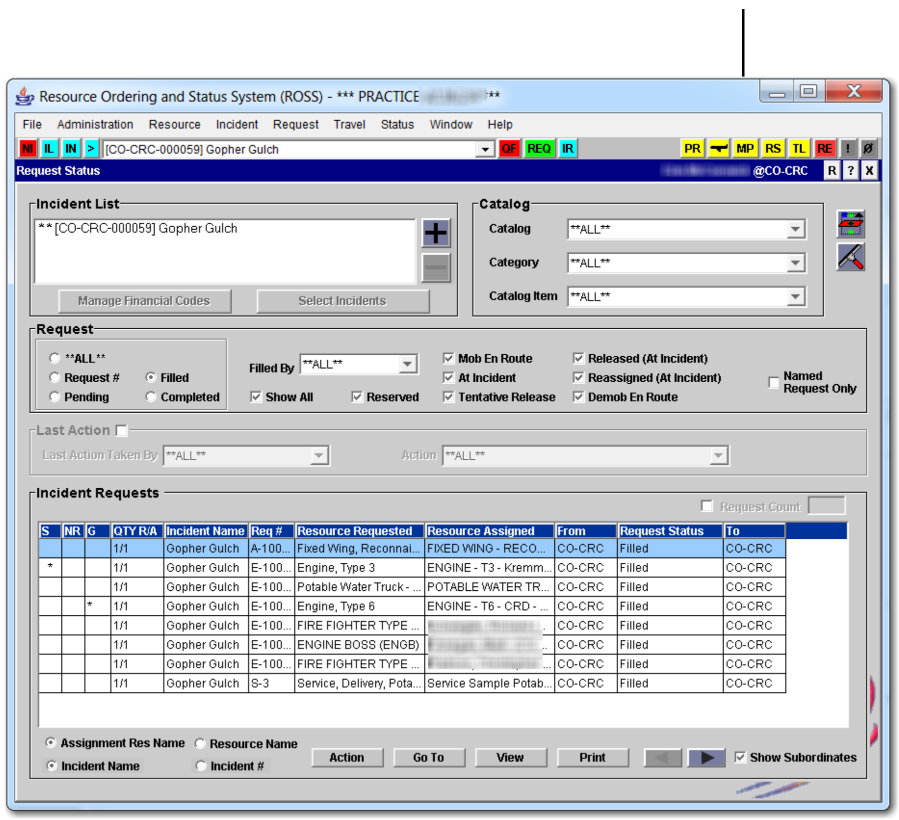
2 On the **Request Status** screen under **Request**, click **Filled**.

3 To further restrict your search, click the **Filled By** drop-down arrow, and then click to clear one or more of the following request status check boxes

- Reserved
- Mob In Route
- At Incident
- Tentative Release
- Released (At Incident)
- Reassigned (At Incident)
- Demob In Route.

4 Click the **Show Subordinates** check box, and then click the **Filter** button.

The following graphic shows a sample Request Status screen. The arrow points to the Show Subordinates check box.



Canceling the reassignment of a request

You can cancel the reassignment of a request only if:

- The resource for the filled request is "At Incident" and then was reassigned to another request.
- The status of the reassigned resource is "Reserved" and/or "Mob in Route" to the new assignment.
- The resource is not a tracked NFES resource.

To cancel a reassignment

1 On the **Search Incidents** dialog box, search for and then click the **Incident Name(s)** of your choice.

2 Under **Request**, click **Filled**.

3 Click the **Filled By** drop-down arrow, click the **Dispatch Unit** that reassigned the resource, and then click the **Filter** button.

4 Under **Incident Requests**, click the **resource** of your choice, click the **Action** button, and then click **Cancel Reassignment**.

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

Retrieving requests

You can retrieve a request that your organization placed, regardless of whether you created the request. Remember the following key points when retrieving a request:

- You can only retrieve a request that has not yet been filled.
- You cannot retrieve a request that your organization has UTF'd.
- You can retrieve a request for which you are in the ordering chain, even if the request has subsequently been placed to other dispatch units.
- Once an NFES request has been placed to a cache and the cache user has begun work on it, you cannot retrieve that request.

To retrieve a request

1 On the **Search Incidents** dialog box, search for and then click the **Incident Name(s)** of your choice.

2 Under **Request**, click **Pending**.

3 Click the **Pending With** drop-down arrow, click the **Dispatch Unit** that has the resource, and then click the **Filter** button.

4 Click to select the **Requested Item** that you want to retrieve, click the **Action** button, and then click **Retrieve Request**.

5 Perform one of the following, as appropriate for the request

- If the request was placed internally, that is, to a ROSS dispatch unit, click **Yes** on the **ROSS Confirmation Message** dialog box.
- If the request was placed externally, that is, to a non-ROSS dispatch unit, complete the **Retrieve Request** dialog box, click **OK**, and then click **Yes** on the **ROSS Confirmation Message** dialog box.

For an example of the Retrieve Request dialog box see, "To retrieve a pending request," in the chapter, "Pending Request - managing requests for resources," in this ROSS Users Guide.

Performing other functions using the Action button

This section explains how to use other buttons available on the Request Status screen, including the following topics:

- Using the Go To button
- Using the View button
- Printing.

Using the Go To button

The Go To button allows you to open other ROSS screens in the context of the currently selected request or resource, including the following screens:

- Incident
- Incident Resources
- Multi Place
- New Request
- Pending Request
- Quick Fill
- Release Resources (Non Local)
- Resource Status
- Travel.

Options not applicable to the selected request do not display on the Go To menu.

To go to the a screen in the context of the related resource request

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

2 Click the **Go To** button, and then click the **screen** of your choice.

3 When finished reviewing the screen, click the **Close Current Screen** button.

Using the View button

The View button allows you to view the specific information about the resource request of your choice, including:

- incident information
- individual request information
- resource information
- requesting unit
- filling unit
- home dispatch unit
- any associated requests
- any associated manifests.

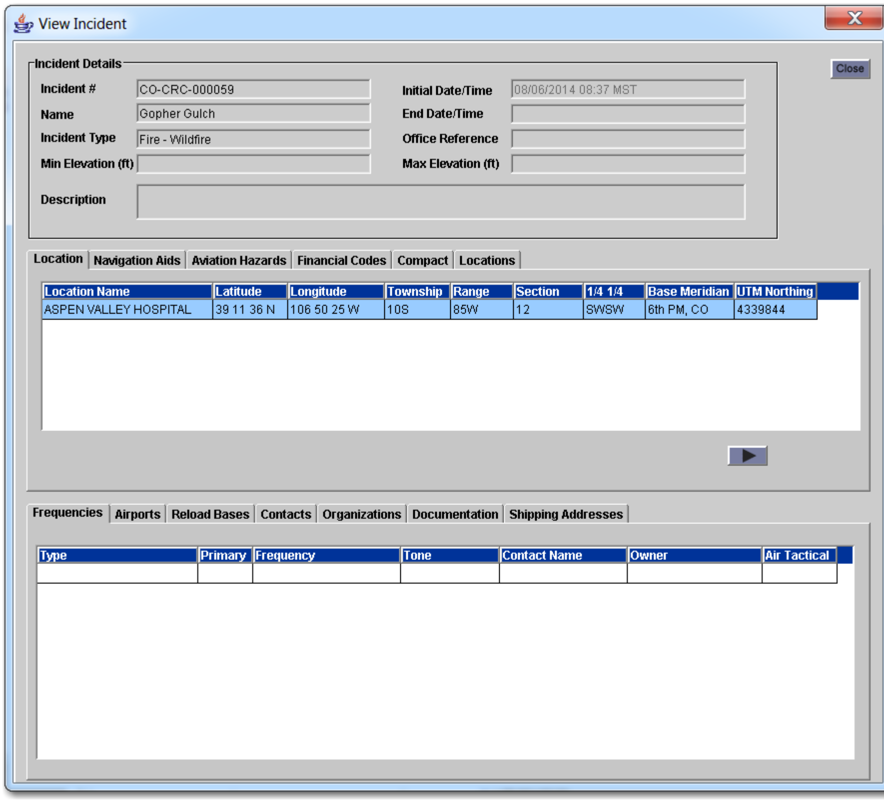
To view incident information for a resource request

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

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

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

The following graphic shows the View Incident dialog box.



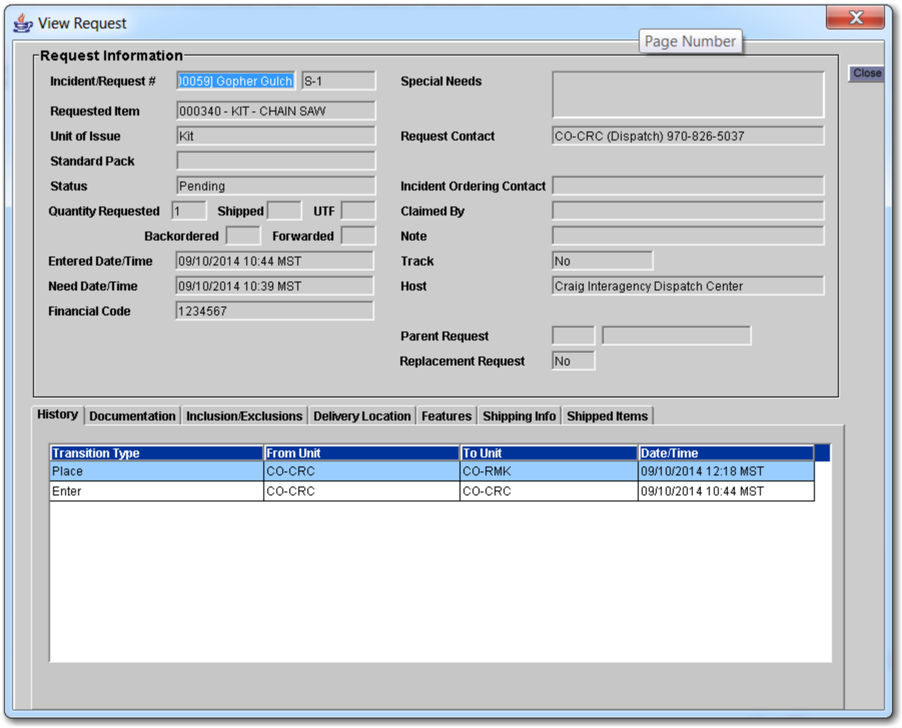
To view request information

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

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

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

The following graphic shows the View Request dialog box as it displays for an NFES catalog item.



To view resource information

1. On the **Request Status** screen, search for and then click the **Request** of your choice.
2. Click the **View** button, and then click **View Resource**.
3. When finished reviewing the request, click **Close**.

To view information about the requesting unit

1. On the **Request Status** screen, search for and then click the **Request** of your choice.
2. Click the **View** button, and then click **View Requesting Unit**.
3. When finished reviewing the request, click **Close**.

To view information about the filling unit

1. On the **Request Status** screen, search for and then click the **Request** of your choice.
2. Click the **View** button, and then click **View Filling Unit**.
3. When finished reviewing the request, click **Close**.

To view information about the home dispatch unit

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

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

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

To view any associated requests

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

2 Click the **View** button, and then click **View Associated Requests**.

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

To view a resource request

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

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

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

To view and/or print a manifest

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

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

3 On the **View Manifest** dialog box, click the **Print** button.

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

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

6 To return to the **Request Status** screen, click the **Close** button on the **Cognos** window.

7 When finished reviewing the manifest, click **Close**.

Printing

This section explains how to print the following Standard reports using the Print button on the Request States screen:

- Print Resource Order+
- Print Resource Order (Continuous Headers)+
- Print NFES Requests Only+
- Print NFES Requests Only (Continuous Headers)+
- Print Request List.

To print a resource order form, NFES request list, or assignment roster

By default, Standard reports are generated in PDF format and displayed in READ mode in the IBM Cognos Viewer.

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

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

- Print Resource Order+
- Print Resource Order (Continuous Headers)+
- Print NFES Requests Only+
- Print NFES Requests Only (Continuous Headers)+
- Print Request List.

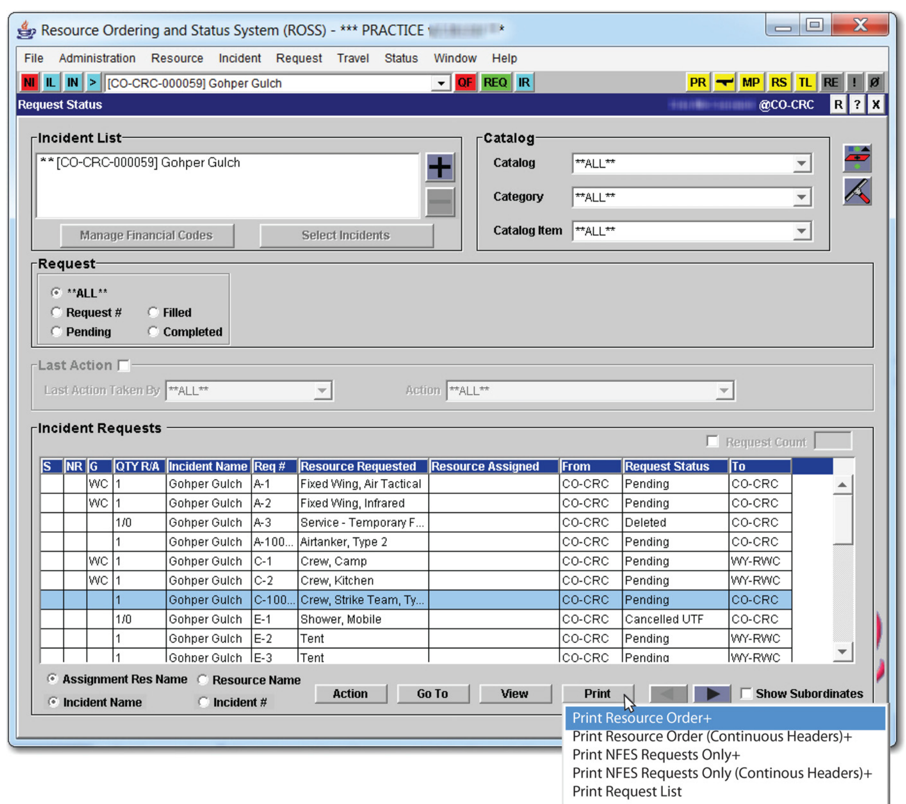
3 On the **IBM Cognos Viewer** toolbar, press CTRL + P.

*You may choose to hover your pointer to display the **PDF floating toolbar**, and then click the **Print** button.*

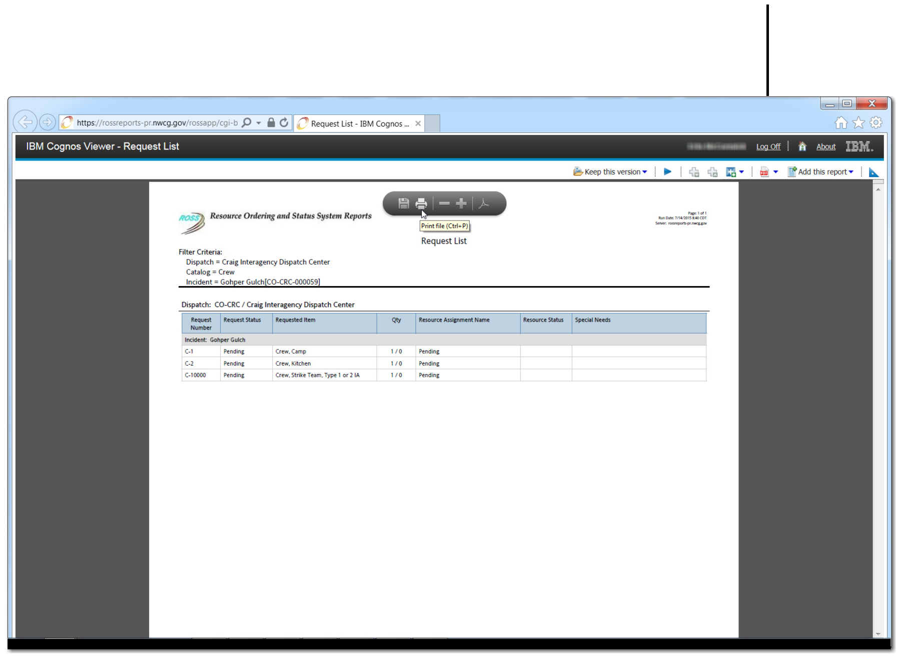
4 On the **Print** dialog box, review the printer settings and then click **OK**.

5 To return to the **Request Status** screen, click Log Off and then close your Internet browser.

The following graphic shows the options available from the Print button on the Request Status screen.



The following graphic shows a sample Request List displayed on the IBM Cognos Viewer. The arrow points to the Log Off option



Exploring request status in detail

This section explains the following topics:

- Understanding the Request Status screen
- Setting the incident context
- Understanding Action button options
- Understanding subordinate requests
- Understanding a canceled reassignment resource.

Understanding the Request Status screen

The Request Status screen allows you to view requests in any status and across all catalog for one or more local or non-local incidents at the same time. You can perform the following actions from the Request Status screen:

- **View**. View resource requests, associated requests, and manifests within your organization's ordering chain.
- **Edit**. Edit the resource request and/or edit information about the resource used to fill the request.
- **Unfill**. Unfill an internal or external request that is currently in "reserved" status, that is, its ETD has not yet passed. To further process the unfill request, you must access the Pending Request screen.
- **Cancel**. Cancel the request that has not yet been filled.
- **Cancel UTF Request**. Cancel a UTF request that has been UTF'd back to you as the originator.

- **Add/Edit Assignment Roster**. Add or edit an assignment roster to a filled resource request.
- **Add/Edit Supplemental Request**. Add or edit a supplemental request to the resource request.
- **Add Documentation**. Add documentation to the resource request.
- **Add Subordinate Request**. Add a subordinate request to a filled resource request for a configuration item.
- **Print**. Print a copy of a resource request.

Setting the incident context

Before you can access the Request Status screen, you must search for and select the incident, known as "setting the incident context." The Search Incidents dialog box, which allows you to set the incident context, displays automatically when you first access the Request Status screen. You can also set the incident context anytime, by clicking the Search Incidents button on the Request Status screen.

You cannot use the Most Recent Incidents drop-down list from the Request Status screen to set the incident context.

To search for an incident on the Search Incidents dialog box

1 Under **Set Filter Criteria For Incidents**, type into or select information for as many boxes as possible to narrow your search, and then click the **Search** button

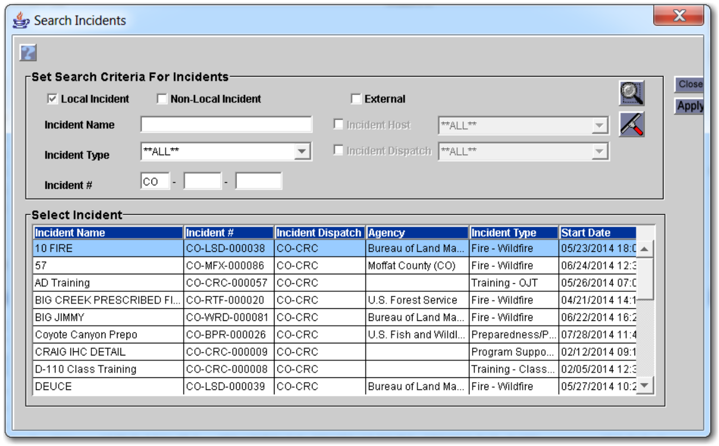
- Click **Local Incident** to search for a local incident.
- Click **Non-Local Incident** to search for a non-local incident.
- Click the **External** check box to search for an external incident.
- In the **Incident Name** box, type the name of the incident.
- Click the **Incident Type** drop-down arrow, and then select the **incident type** of your choice.
- Click the **Incident Host** drop-down arrow, and then select the **incident host** name.
- Click the **Incident Dispatch** drop-down arrow, and then select the incident dispatch unit of your choice.
- In the **Incident #** box, type the **incident number**.

2 Under **Select Incident**, click the **Incident Name(s)** of your choice, and then click **Apply**.

*To select more than one incident at a time, press and hold CTRL, and then click the **Incident Name(s)** of your choice.*

3 When finished, click **Close**.

The following graphic shows the Search Incidents dialog box.



Understanding Action button options

The following columns list the options available from the Action drop-down arrow:

- Add Assignment Roster
- Alternate Place Up
- Cancel
- Cancelled Due to Merge
- Cancel Reassign
- Cancel UTF
- Closed Due to Merge
- Delete
- Direct Order
- Enter
- Enter Due to Merge
- Fill
- Fill External
- Fill/Close
- Incident Transferred
- Place
- Place External.
- Place Status Only
- Place Up
- Reassign
- Reassignment Changed Due to Merge
- Reassignment Cancelled Due to Merge
- Reassigned Due to Merge
- Release
- Restore
- Restored Due to Merge
- Retrieve
- Retrieve External
- UTF
- UTF External
- Unfill
- Unrelease
- Updated Due to Merge

Understanding subordinate requests

ROSS assigns subordinate request numbers to the resources that are filling positions on an assignment roster. For example, members of an overhead team and crew members on an engine or fire crew may be part of a subordinate request. If the parent request, such as a Type 6 Engine, is request number "E-16," then the subordinate crew members on the assignment roster would be numbered, "E-16.1," "E-16.2," "E-16.3," and so on.

Remember the following points when adding subordinate requests:

- You can add a subordinate request only to a filled configuration request.
- The filling unit can add a subordinate request only when the resource used to fill the parent request is statused as “Reserved” or “Mob in Route.”
- The receiving unit can add a subordinate request only when the resource used to fill the parent request is status as “Mob in Route” or “At Incident.”
- You cannot select a preorder when adding a subordinate request.

Understanding a canceled reassignment resource

Remember the following key points when canceling a reassignment of a resource:

- The resource is placed back to the original request and the resource is “At Incident.” You can not set travel for this resource.
- The request the resource had been reassigned to is unfilled and becomes pending with the organization that canceled the reassignment.
- The requesting unit of the request that the resource had been reassigned to receives a “No Action” notification message.
- If the request that the resource had been reassigned to has associated support requests, the requesting unit receives an “Action” notification message.
- When a pre-positioned resource is reassigned from one non-preposition incident to another non-preposition incident, and then the reassignment is canceled, the organization that canceled the reassignment can either
  - return the resource back to the non-preposition incident associated with the original request
  - release the resource back to the pre-position incident. In this case, the resource is placed back on the preposition incident request and you can reset the release date, travel option, and release to location. The request that the resource had been reassigned to is unfilled and becomes pending with the organization that canceled the reassignment, and then closed when the resource returns to the pre-position incident.
- When a pre-position group is assigned to a non-pre-position, any subordinate members of the group that are reserved on the pre-position are now assigned to the non-preposition along with the group.
- For configuration requests, when the reassignment of the resource on the root request is canceled, the cancellation cascades only to those subordinate requests for which the resource is “Demob in Route.” Canceling a reassignment of a resource on a subordinate request of a configuration does not affect the parent or any other subordinates.