

DETAILED LESSON OUTLINE

COURSE:	ROSS Dispatch - Basic
UNIT:	5 – New Request
SUGGESTED TIME:	2 Hours (1:15 Lecture, 0:45 Practice)
TRAINING AIDS:	Computer projector, screen, PowerPoint presentation, computers (one for instructor and one per trainee) with Internet connection.
OBJECTIVES:	Upon completion of this unit, the trainee will be able to: <ol style="list-style-type: none">1. Create a request.2. Create requests from a Preorder.3. Create a Named Request.4. Place Up a request.5. Place a request to an external supply cache.

BASIC UNIT 5 – New Request

Changes since last version:

1. None.

OUTLINE	AIDS & CUES
<p>INTRODUCE THE UNIT.</p>	<p>05-01-ROSSD-SL</p>
<p>PRESENT UNIT OBJECTIVES.</p>	<p>05-02-ROSSD-SL</p>
<p>POINT OUT WHICH PORTIONS OF THE 'ROSS DISPATCH PROCESS' ARE DISCUSSED IN THIS UNIT (REFER STUDENTS TO THE HANDOUT FROM UNIT 2).</p>	<p>05-03-ROSSD-SL 02-01-ROSSD-HO</p> <p><u>Log into Pagosa Springs Dispatch.</u></p>
<p>BEFORE CONTINUING THE UNIT LECTURE:</p> <ul style="list-style-type: none"> • PERFORM A QUICK, UNINTERRUPTED WALK-THROUGH OF THE SCREENS AND MAJOR FUNCTIONS TO BE COVERED IN THIS UNIT. • USE THE 'EXTRA' RESOURCES IN THE TRAINING DATABASE AS APPROPRIATE TO DEMONSTRATE MAJOR ACTIONS. • DO NOT FIELD STUDENT QUESTIONS DURING THE WALK-THROUGH (HAVE STUDENTS SAVE THEIR QUESTIONS FOR THE LECTURE). 	
<p>I. 'NEW REQUEST' SCREEN</p> <p>Summary.</p> <ul style="list-style-type: none"> • Accessed by 'Request' menu or 'REQ' toolbar button. • Used to create resource orders, termed 'requests' in ROSS. <p>A. 'Select Item to Request' section of screen.</p> <p>Two tabs – 'Catalog' and 'Preorders'.</p>	<p>Open New Request screen for <u>Deer Valley</u> incident.</p>

OUTLINE	AIDS & CUES
<p>1. 'Catalog' Tab.</p> <p>a. Catalog Item filters.</p> <p>BRIEFLY DISCUSS THE FILTERS.</p> <p>b. Alias catalog items.</p> <p>POINT OUT THAT THE CATALOG ITEM 'AIRTANKER TYPE 1 OR 2' IS AN ALIAS.</p> <ul style="list-style-type: none"> • Alias – Single catalog item that represents two or more other unique catalog items. • Supply categories automatically allow aliases. • An alias catalog item cannot be: <ul style="list-style-type: none"> – From an Overhead category. – From a Services category – Used as a resource qualification/classification. – A configuration. – Added to a configuration. – Added as a roster, assignment roster, or manifest position. – Ordered on a subordinate request. • An alias catalog item cannot have aliases. <p>c. 'View' button</p> <ul style="list-style-type: none"> • 'View Associated Items'. <ul style="list-style-type: none"> • 'View Reminders'. 	<p>Filter for Aircraft, Airtanker, Type 1 or 2.</p> <p>Click View button.</p> <p>Select View Associated Items. Click Close.</p> <p>Filter for Equipment, Engine, Engine T1.</p> <p>Click View button. Select View Reminders. Click Close.</p>

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<p>d. 'Standard Pack' field – Displays for NFES category only.</p> <p>e. 'Select Features' section of tab.</p> <p>f. 'Set Inclusions and Exclusions' section of tab.</p>	<p>Filter for a Supply NFES catalog item.</p> <p>Filter for Equipment, Engine, Engine T1.</p> <p>Filter for Overhead, Positions, ADO Team Member (ADOM).</p>
<p>BRIEFLY DISCUSS THE RADIO BUTTONS.</p>	
<ul style="list-style-type: none"> • Can select multiple check boxes (independent of radio button selected). 	
<p>BRIEFLY DISCUSS THE CHECK BOXES.</p>	
<ul style="list-style-type: none"> • Overhead Catalog-Specific Inclusions and Exclusions: <ul style="list-style-type: none"> – EFF/AD Exclusion. – Trainee – Select a radio button. 	
<p>2. 'Preorders' Tab – Used to select an existing preorder.</p> <ul style="list-style-type: none"> • Catalog drop-down list. • Preorders for selected catalog display in 'Preorder' table. • Contents of selected preorder display in 'Orders to Create' table. • 'View Reminders' button. • Cannot contain both NFES and non-NFES. 	<p>Display Preorders tab.</p> <p>Select Overhead. Select Zimmerman's Type 2 Incident Team.</p>
<p>B. 'Enter Request for [Catalog Item]' section of screen.</p>	<p><u>Return to Catalog tab.</u></p>
<p>1. Number of Requests/Quantity (required field).</p> <ul style="list-style-type: none"> • Number of Requests – Displays for catalog items not orderable in quantities >1. • Quantity – Displays for catalog items orderable in quantities >1. 	<p>Filter for a Supply NFES catalog item.</p>

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<p data-bbox="412 302 862 336">2. Request Block Numbering.</p> <p data-bbox="285 375 1206 443">EXPLAIN THAT SPLITTING AND EDITING REQUEST BLOCKS ARE DISCUSSED IN THE INTERMEDIATE COURSE.</p> <ul style="list-style-type: none"> <li data-bbox="487 489 1081 556">• Allows flexibility in determining request numbers. <li data-bbox="487 600 1198 932">• 'Block' field. <ul style="list-style-type: none"> <li data-bbox="532 674 1182 741">– Initially displays 'Request Default' block for catalog. <li data-bbox="532 751 1198 890">– Drop-down list contains all blocks available for selected catalog. Cache Block does not display since cannot be used by ROSS users. <li data-bbox="532 900 1159 932">– Request blocks created for each catalog. <li data-bbox="487 976 1182 1268">• 'User Issued' vs. 'System Generated'. <ul style="list-style-type: none"> <li data-bbox="532 1050 1138 1117">– Each block is either User Issued (UI) or System Generated (SG). <li data-bbox="532 1127 1182 1194">– UI – Must select number to be assigned to request. <li data-bbox="532 1205 1073 1268">– SG – ROSS assigns next available sequential number. <li data-bbox="487 1312 873 1344">• 'View Issued #'s' button. <li data-bbox="487 1388 1211 1864">• 'Enter Request #' field displays for UI blocks. <ul style="list-style-type: none"> <li data-bbox="532 1461 1057 1493">– Enter number you want assigned. <li data-bbox="532 1503 1110 1570">– If enter number already used, receive message. <li data-bbox="532 1581 1211 1864">– If creating more than one request: <ul style="list-style-type: none"> <li data-bbox="581 1612 959 1680">▪ First request assigned number entered in 'Request Number' field. <li data-bbox="581 1690 1198 1757">▪ Each subsequent request assigned next sequential number. <li data-bbox="581 1768 1187 1864">▪ If any request numbers within range have already been used, receive message and NO requests are created. 	<p data-bbox="1240 302 1523 369">Filter for Crew, Fire, Type 1.</p> <p data-bbox="1240 741 1507 808">Display drop-down list.</p> <p data-bbox="1240 1106 1490 1138">Select a UI block.</p> <p data-bbox="1240 1289 1490 1356">Click View Issued #'s. Click Close.</p>

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<ul style="list-style-type: none"> ▪ If not enough numbers remain in block, receive error message and NO requests are created. • 'Next Number' field for SG blocks. <ul style="list-style-type: none"> – Next Number field. – First request assigned 'Next Number'. – Each subsequent request assigned next sequential number. – If not enough numbers remain in block, receive warning message and '# Requests' field automatically updates to number of requests that can be created in that block. – Receive a warning message if use last number in block. • Within each catalog must be two 'defaults' designated: <ul style="list-style-type: none"> – Request Default – Displays by default in Block field. – System Default – Requests from Preorders, Quick Fill, and Detail Request automatically numbered based on System Default block for each catalog. Cannot be UI. • Default cache request block is automatically created for Supply catalog with range of 100,000 – 199,999. • Pick Block dialog box table. <p>BRIEFLY DISCUSS THE TABLE COLUMNS.</p> <ul style="list-style-type: none"> • Preorders. <ul style="list-style-type: none"> – Preorders must always use designated 'System Default' block. 	<p>Select a SG block.</p> <p>Click Pick button.</p>
<ul style="list-style-type: none"> • Preorders. <ul style="list-style-type: none"> – Preorders must always use designated 'System Default' block. 	<p>Click Close.</p> <p>Select Preorders tab.</p>

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<ul style="list-style-type: none"> • Support Requests and Subordinate Requests can be Named Requests, but not applicable to Pre-Orders, Detail Requests, or Quick Fill. • Requested resource does not need current qualification matching requested catalog item. • Can be filled with Inventory or Non-Inventory resources. • Do not have to be filled with requested resource. • Only one Named Request can be created at a time. • To request a specific Overhead resource: <ul style="list-style-type: none"> – Resource Item Lookup tab. – User Entered tab. <p>BRIEFLY DISCUSS THE TABS.</p> <ul style="list-style-type: none"> • 'Clear Named Request' button. <p>6. Need Date/Time.</p> <p>7. Deliver To – Defaults to incident location. Not applicable to NFES items.</p> <ul style="list-style-type: none"> • Can select existing location or create new. • Search for an existing location. <ul style="list-style-type: none"> – Select a radio button: <p>BRIEFLY DISCUSS THE SEARCH CRITERIA FOR EACH RADIO BUTTON.</p> <ul style="list-style-type: none"> ▪ Airports. ▪ Locations. ▪ Incident <ul style="list-style-type: none"> – Table can include: <ul style="list-style-type: none"> ▪ Locations added to incident by incident dispatch. ▪ Airports associated with incident. 	<p>Click Pick.</p> <p>Select User Entered tab.</p> <p>Enter 'Parody, Jenny'. Click OK.</p> <p>Click Pick.</p> <p>Click Airports radio button. Click Locations radio button. Click Incident radio button.</p>

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<ul style="list-style-type: none"> ▪ Incident location. ▪ Organization locations added to incident. <ul style="list-style-type: none"> • Creating a new delivery location – New location automatically added to incident and dispatch. 	<p>Click Locations radio button. Click Search.</p> <p>Click New.</p>
<p>BRIEFLY DISCUSS THE FIELDS.</p>	<p>Click Cancel.</p>
<p>8. Shipping Information – Only displays for NFES items and pre-orders containing at least one NFES item. Must:</p> <ul style="list-style-type: none"> • If check Will Pick Up At Cache check box, must select/enter: <ul style="list-style-type: none"> – Pick Up Date/Time. – Contact Name. – Contact Info. • If do not check Will Pick Up At Cache check box, you must either: <ul style="list-style-type: none"> – Pick, or enter an ad hoc, Shipping Address, or 	<p>Filter for an NFES catalog item.</p> <p>Check the check box.</p> <p>Uncheck the check box.</p> <p>Click Pick. Click New.</p>
<p>BRIEFLY DISCUSS THE SELECT SHIPPING ADDRESS ORGANIZATION DIALOG BOX.</p>	<p>Click Ship To Name Pick button.</p> <p>Click Cancel.</p> <p>Back in New Shipping Address dialog box: Complete fields and click OK.</p>

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<p style="text-align: center;">– Enter Shipping Instructions.</p> <p>POINT OUT HOW THE SHIPPING ADDRESS FIELD NOW DISPLAYS ‘SEE SHIPPING INSTRUCTIONS’.</p> <p>9. Navigation Instructions – Displays instructions for 'Deliver To' location. Does not display for NFES items.</p> <ul style="list-style-type: none"> • If location already on incident, incident navigation instructions applied to request. • If location not already on incident, location navigation instructions applied to request. • To enter or edit, click in field and type. Instructions saved for request but not incident. <p>10. Financial Code – Defaults to 'Default' code designated for incident. Displays only active codes. NFES Supply requests cannot be created unless incident has an active default financial code.</p> <ul style="list-style-type: none"> • Incident Financial Codes tab. • Host Financial Codes tab. <p>11. Special Needs – <u>Cannot</u> contain special characters (e.g., %, \$).</p>	<p>Back in Select Shipping Address dialog box: Click OK.</p> <p>On New Request screen: Click Edit Shipping Instructions button.</p> <p>Complete fields and click OK.</p> <p>Filter for FFT2 catalog item.</p> <p>Click Pick.</p> <p>Click New. Click Cancel.</p> <p>Select Host tab. Click Cancel.</p>

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<p>12. Reporting Instructions – Does not display for NFES catalog items.</p> <ul style="list-style-type: none"> • Defaults to instructions designated for last request created, except if screen has just been opened or refreshed. • Creating new instructions – New and Save buttons. • To choose from instructions entered on other resource requests for incident, for same catalog, click 'Pick'. 	<p>Click Pick.</p> <p>Click New Type 'Report to Staging Area'. Click Save.</p> <p>Click Pick.</p>
<p>BRIEFLY DISCUSS THE PICK/COPY EXISTING REPORTING INSTRUCTIONS DIALOG BOX.</p> <ul style="list-style-type: none"> • To select an existing instruction and modify it without affecting any requests using it, click 'Copy' button. • Incident Contact Tab – Click + to insert selected entry. • Incident Radio Frequency – Click + to insert selected entry. 	<p>Click Cancel.</p> <p>Click Copy.</p> <p>Click Cancel.</p> <p>Select any contact. Click +. Click Save.</p> <p>Select Incident Radio Frequency Tab.</p> <p>Select any frequency. Click +. Click Save.</p> <p>Click Close.</p>
<p>13. Shipping Contact – Only displays for NFES items and pre-orders containing at least one NFES item. Can either enter a contact or pick one.</p>	<p>Filter for an NFES item. Click Pick. Click Cancel.</p>
<p>14. Incident Ordering Contact.</p>	

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<p>15. Request Contact – Can either enter or pick.</p> <ul style="list-style-type: none"> • Table displays only contacts added to incident by your dispatch. • Contacts typed into field are added to incident. <p>16. Configuration Option.</p> <p>EXPLAIN THAT CONFIGURATION OPTION IS DISCUSSED IN THE INTERMEDIATE COURSE</p>	<p>Click Pick.</p> <p>Click Cancel.</p>
<p>17. Click '+' button to create request.</p> <p>EXPLAIN THAT FIVE DIFFERENT TYPES OF REQUESTS WILL NOW BE CREATED.</p> <ul style="list-style-type: none"> • Overhead, Positions, 'Incident Commander T1'. • Equipment, Dozer, 'Dozer, T1'. • Equipment, Engine, 'Engine T3'. Configuration Option: 'Catalog Item with Configuration'. • Aircraft, Service - Aviation, Temporary Flight Restriction'. • Supply, Service, 'Service, Fuel Delivery, Gas'. <p>C. 'Request(s) Created' section of screen.</p>	<p>Create the five Deer Valley incident requests.</p> <p>Use the next available UI request number.</p>
<p>BRIEFLY DISCUSS THE TABLE COLUMNS.</p> <ul style="list-style-type: none"> • Columns of note: <ul style="list-style-type: none"> – 'S'. <ul style="list-style-type: none"> ▪ 'S' = Is a support request. ▪ '*' = Has a support request. ▪ 'S*' = Is a support request AND has a support request. – 'NR' – An asterisk (*) identifies request as a 'Named Request'. • 'Requested Item'/'Named Request' radio buttons. 	<p>Toggle between radio buttons.</p>

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<p>D. 'Action' Button – Only options applicable to selected catalog item display.</p> <ol style="list-style-type: none"> 1. 'Add Documentation'. <ul style="list-style-type: none"> • Single request. • Multiple requests. 2. 'Supplementals'. 	<p>Select any request. Click Action. Select Add Doc. Click Close.</p> <p>Select any two requests. Click Action. Select Add Documentation. Click Cancel.</p>
<p>EXPLAIN THAT SUPPLEMENTALS ARE DISCUSSED IN THE INTERMEDIATE COURSE</p>	
<ol style="list-style-type: none"> 3. 'Edit Request'. 	<p>Click Action. Display drop-down list.</p>
<p>EXPLAIN THAT EDIT REQUEST IS DISCUSSED IN THE REQUEST STATUS UNIT OF THIS COURSE.</p>	
<ol style="list-style-type: none"> 4. 'Delete Request' – Cannot delete a request once it has been: <ul style="list-style-type: none"> • Filled. • Placed. • Cleared from New Request screen. 	<p>Select Delete.</p> <p>Click No.</p>
<ol style="list-style-type: none"> 5. 'Create Support Request'. 	<p>Click Action. Display drop-down list.</p>
<p>EXPLAIN THAT SUPPORT REQUESTS ARE DISCUSSED IN THE INTERMEDIATE COURSE.</p>	
<ol style="list-style-type: none"> 6. 'Clear List' – Clears 'Request(s) Created' table. 	<p><u>Create an Overhead request.</u></p>

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<p>7. Place Request Up – To your parent or a dispatch with which you have a ‘Place Up’ affiliation. Must have user role with Place Up function.</p> <p>8. Place To External Cache – Allows placing of one or more NFES requests to an external supply cache.</p> <ul style="list-style-type: none"> • Both of following must be true: <ul style="list-style-type: none"> – Request has a financial code. If multi-placing, only those requests with a financial code are placed. – Incident has a default financial code. • If multi-placing, any non-NFES requests are ignored. • Brings up Place To External Cache dialog box. Drop-down defaults to incident default cache, if one was designated. <p>E. ‘Go To’ button.</p>	<p>Select the Overhead request.</p> <p>Click Action and select Place Request Up.</p> <p>Select any dispatch. Click OK.</p> <p><u>Create a request for a Supply > NFES catalog item.</u></p> <p>Click Action and select Place To External Cache.</p> <p>Select a cache from drop-down list and click OK.</p> <p>Select any request in Requests Created table.</p> <p>Click Go To and display drop-down list.</p>

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<p>F. Receive New Request from External Supply Cache.</p> <ul style="list-style-type: none"> • Only NFES category requests are received from external supply caches. • The external supply cache assigns: <ul style="list-style-type: none"> – A request number to the request using UI Supply block named 'Cache Request Block'. – An issue number to the order. One issue number can be associated with multiple requests in ROSS, since requests may have been bundled into one shipment. • Only replacement requests can be received once an incident is Closed. • When ROSS receives a new request from an external supply cache, ROSS: <ul style="list-style-type: none"> – Creates the request in ROSS. – Sets Requesting and Placing dispatch to the incident dispatch. – Sets the request as pending with the external supply cache that created it. <p>II. PRACTICE SESSION</p> <p>REVIEW UNIT OBJECTIVES.</p> <p>QUESTIONS?</p> <p>REQUEST STUDENTS FILL OUT UNIT EVALUATION.</p>	<p>05-04-ROSSD-SL</p>