

ROSS DISPATCH

BASIC 5 – NEW REQUEST

OBJECTIVES

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

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.

I. 'NEW REQUEST' SCREEN

Summary.

- Accessed by 'Request' menu or 'REQ' toolbar button.
- Used to create resource orders, termed 'requests' in ROSS.

A. 'Select Item to Request' section of screen.

Two tabs – 'Catalog' and 'Preorders'.

1. 'Catalog' Tab.

a. Catalog Item filters.

b. Alias catalog items.

- Alias – Single catalog item that represents two or more other unique catalog items.
- Supply categories automatically allow aliases.

- An alias catalog item cannot be:
 - 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.

c. 'View' button

- 'View Associated Items'.

- 'View Reminders'.

d. 'Standard Pack' field – Displays for NFES category only.

e. 'Select Features' section of tab.

f. 'Set Inclusions and Exclusions' section of tab.

- Can select multiple check boxes (independent of radio button selected).

- Overhead Catalog-Specific Inclusions and Exclusions:
 - EFF/AD Exclusion.
 - Trainee – Select a radio button.

2. 'Preorders' Tab – Used to select an existing preorder.

- 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.

B. 'Enter Request for [Catalog Item]' section of screen.

1. Number of Requests/Quantity (required field).

- Number of Requests – Displays for catalog items not orderable in quantities >1.

- Quantity – Displays for catalog items orderable in quantities >1.

2. Request Block Numbering.

- Allows flexibility in determining request numbers.
- 'Block' field.
 - Initially displays 'Request Default' block for catalog.
 - Drop-down list contains all blocks available for selected catalog. Cache Block does not display since cannot be used by ROSS users.
 - Request blocks created for each catalog.
- 'User Issued' vs. 'System Generated'.
 - Each block is either User Issued (UI) or System Generated (SG).
 - UI – Must select number to be assigned to request.

- SG – ROSS assigns next available sequential number.

- 'View Issued #'s' button.

- 'Enter Request #' field displays for UI blocks.
 - Enter number you want assigned.

 - If enter number already used, receive message.

 - If creating more than one request:
 - First request assigned number entered in 'Request Number' field.

 - Each subsequent request assigned next sequential number.

 - If any request numbers within range have already been used, receive message and NO requests are created.

 - If not enough numbers remain in block, receive error message and NO requests are created.

- 'Next Number' field for SG blocks.
 - 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:
 - 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.

- Preorders.
 - Preorders must always use designated 'System Default' block.
 - If not enough available numbers in any catalog of the preorder, receive error message and NO requests are created.

- 3. Unit of Issue/Item Description – One or other displays for Supply catalog items.
 - Unit of Issue – NFES items for which 'Requestor Provides Item Name' not designated. Read-Only.
 - Item Description – 'Generic catalog items' (i.e., Supply non-service, non-NFES catalog items for which 'Requestor Provides Item Name' designated). Enter description.

- 4. Track Request – Displays for Supply (non-NFES) and Services catalog items only. Track Request for NFES catalog items is set by the external cache system and cannot be changed.
 - Tracking - Resource must be 'released' from incident and tracked back home.

- If 'Track Associated Requests' is designated by NICC, then cannot change.
 - If 'Track Associated Requests' not designated by NICC, can enable tracking at time of request creation or fill.
 - Untracked item is 'consumed' during assignment or is tracked outside of ROSS ('Fill/Close' requests).
5. Named Request – Overhead request for which a specific resource is requested by name.
- 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:

- Resource Item Lookup tab.

- User Entered tab.

- 'Clear Named Request' button.

6. Need Date/Time.

7. Deliver To – Defaults to incident location. Not applicable to NFES items.

- Can select existing location or create new.

- Search for an existing location.

- Select a radio button:

- Airports.

- Locations.

- Incident

- Table can include:

- Locations added to incident by incident dispatch.
 - Airports associated with incident.
 - Incident location.
 - Organization locations added to incident.
- Creating a new delivery location – New location automatically added to incident and dispatch.
8. Shipping Information – Only displays for NFES items and pre-orders containing at least one NFES item. Must:
- If check Will Pick Up At Cache check box, must select/enter:
 - Pick Up Date/Time.
 - Contact Name.
 - Contact Info.

- If do not check Will Pick Up At Cache check box, you must either:

- Pick, or enter an ad hoc, Shipping Address, or
- Enter Shipping Instructions.

9. Navigation Instructions – Displays instructions for 'Deliver To' location. Does not display for NFES items.

- 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.

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.

- Incident Financial Codes tab.
- Host Financial Codes tab.

11. Special Needs – Cannot contain special characters (e.g., %, \$).

12. Reporting Instructions – Does not display for NFES catalog items.

- 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'.

- 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.

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.

14. Incident Ordering Contact.

15. Request Contact – Can either enter or pick.

- Table displays only contacts added to incident by your dispatch.
- Contacts typed into field are added to incident.

16. Configuration Option.

17. Click '+' button to create request.

C. 'Request(s) Created' section of screen.

- Columns of note:

– 'S'.

- '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.

D. **'Action' Button** – Only options applicable to selected catalog item display.

1. 'Add Documentation'.

- Single request.
- Multiple requests.

2. 'Supplementals'.

3. 'Edit Request'.

4. 'Delete Request' – Cannot delete a request once it has been:

- Filled.
- Placed.
- Cleared from New Request screen.

5. 'Create Support Request'.

6. 'Clear List' – Clears 'Request(s) Created' table.
 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.
 8. Place To External Cache – Allows placing of one or more NFES requests to an external supply cache.
 - Both of following must be true:
 - 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.
- E. 'Go To' button.
- F. Receive New Request from External Supply Cache.
- Only NFES category requests are received from external supply caches.

- The external supply cache assigns:
 - 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:
 - 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.