Filling Requests for CWN Aircraft

Windows 7

This Quick Reference Card explains how to fill a request for a Call When Needed (CWN) aircraft that has a resource record defined in ROSS. When called by an authorized ordering dispatch center, CWN aircraft are contracted to provide specific resources on an as-avaiable basis. Before filling the CWN request, contact the vendor to verify that resource's availability.

To fill a request for a CWN aircraft

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

2 On the **Pending Request** screen, search for and click the **Aircraft Request** of your choice, and then click the **Contracts/Agreements** tab.

3 On the **Contracts/Agreements** tab, click the **Resource Name** of your choice, and then click Fill

4 On the **Fill Request** dialog box, click **Set Travel**, click and then click the **ATD** and **ETE**.

5 Complete the **Assigning Contact** text box, complete the **Call Sign** text box, and then click OK

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

Helpdesk: 866-224-7677
email: helpdesk@dms.nwcg.gov

To create an Overhead Support Request from the Pending Request screen

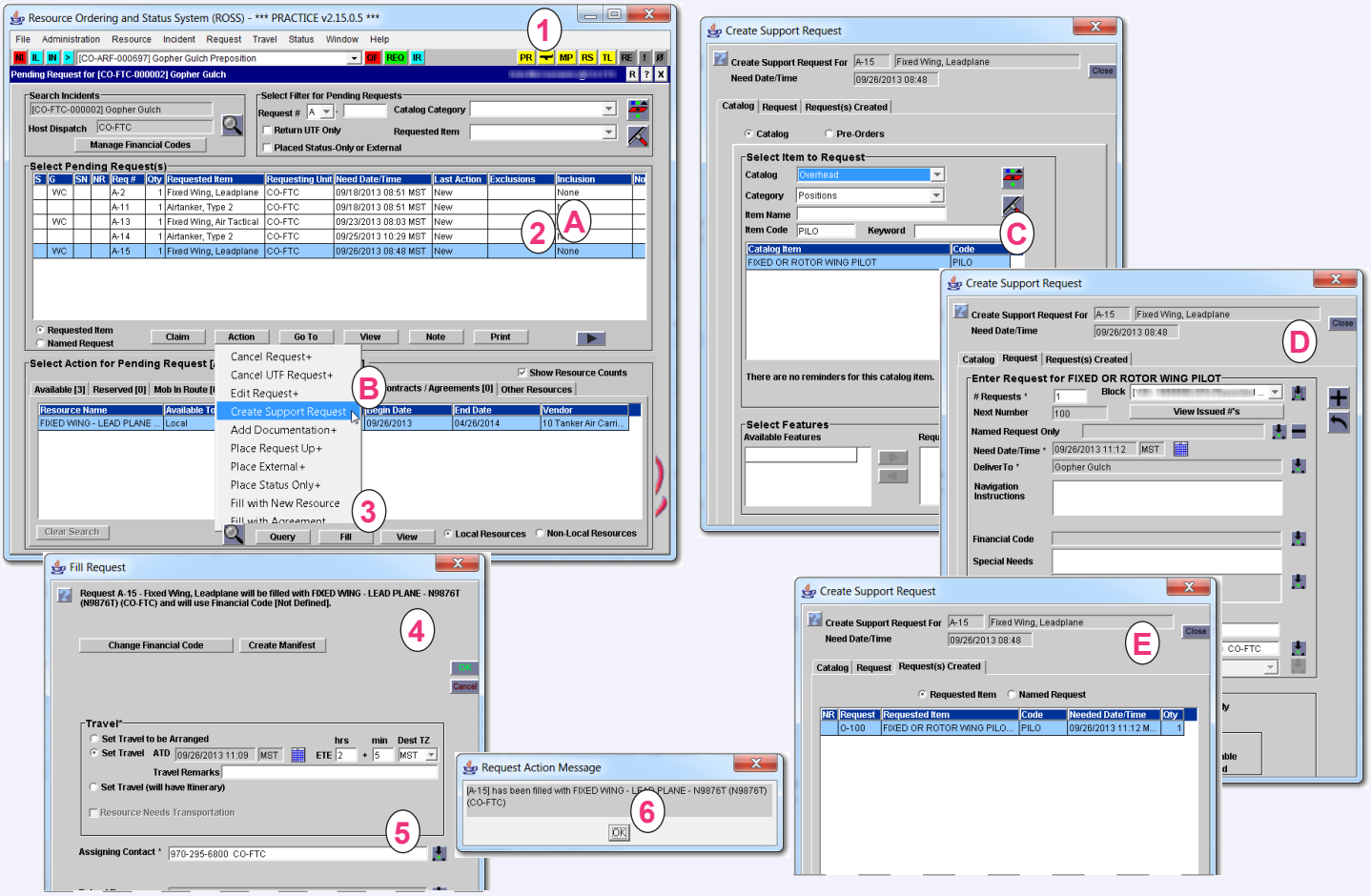
Once you fill the parent request, you cannot create a Support Request for it from the Pending Request screen.

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

You can also create Support Requests from the Request Status and Incident Resources screens.

B Click Action and then click **Create Support Request**.

C On the **Create Support Request** dialog box, search for and then click the **Overhead Position** of your choice.

D Click the **Request** tab, complete all information as required and/or appropriate, and then click +

E Repeat steps **C** and **D** to create all needed **Support Requests**. When finished, click the **Requests Created** tab to review, and then click Close