

This Quick Reference Card explains how to fill a request for a Call When Needed (CWN) helicopter with configuration, or to fill support requests, such as for a CWN Helicopter Manager or Helicopter Crew member. Before filling the CWN request, contact the vendor to verify that resource's availability.

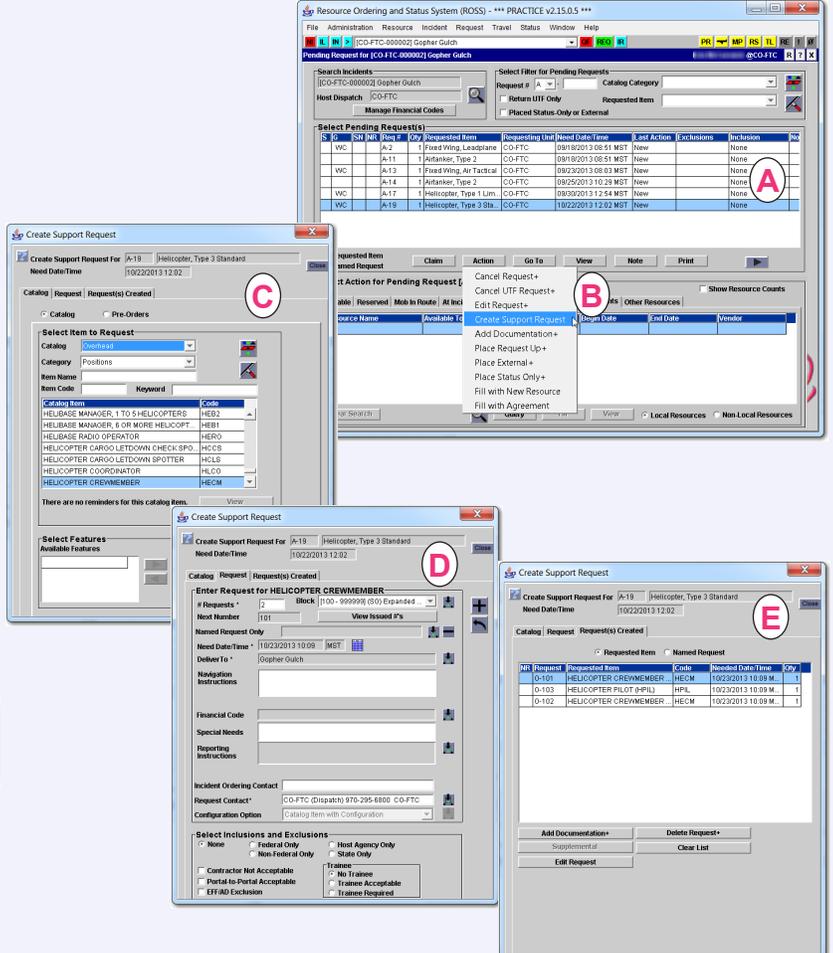
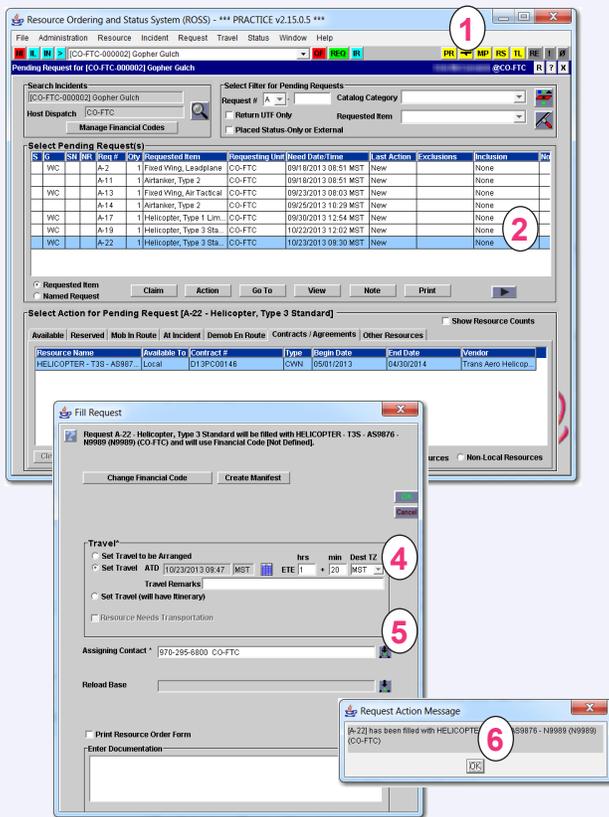
To fill a request for a CWN helicopter

- 1 On the **Request** menu, click **Pending Request**, or click **PR**
- 2 On the **Pending Request** screen, search for and click the **Helicopter 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 **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**

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**



To reassign a helicopter to a preposition order

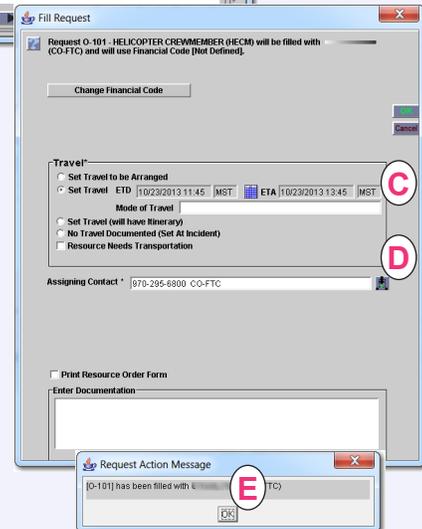
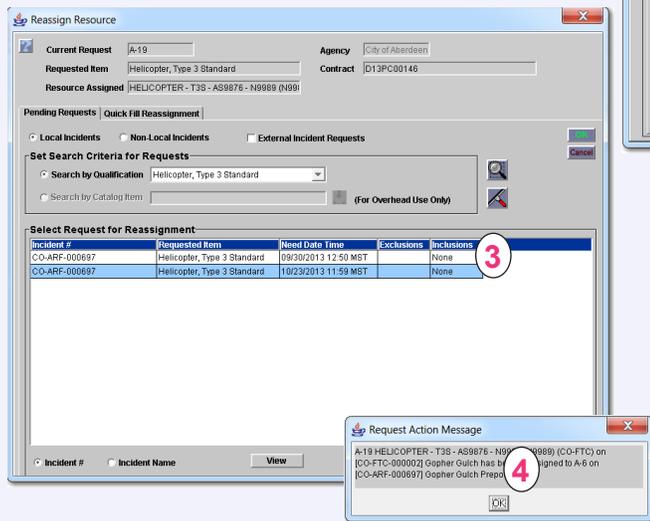
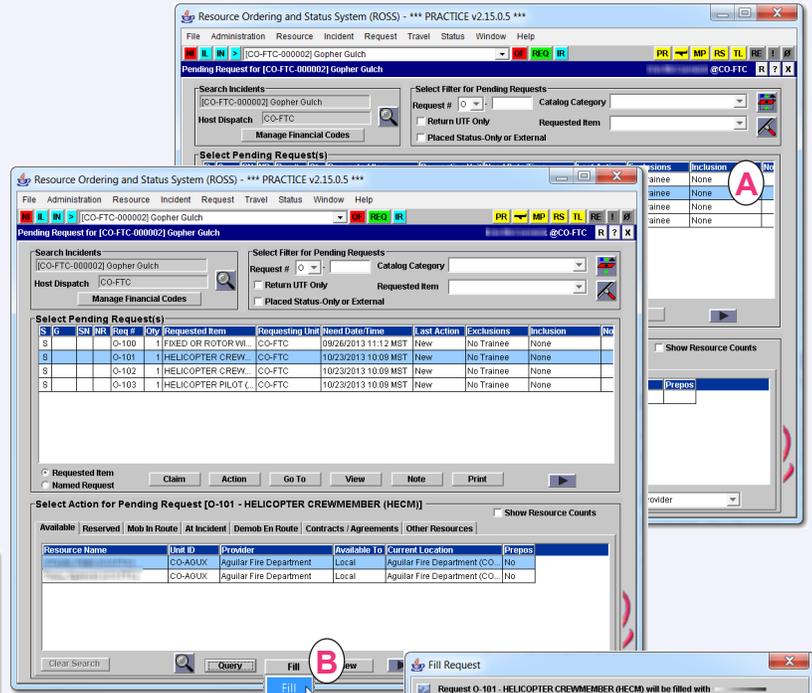
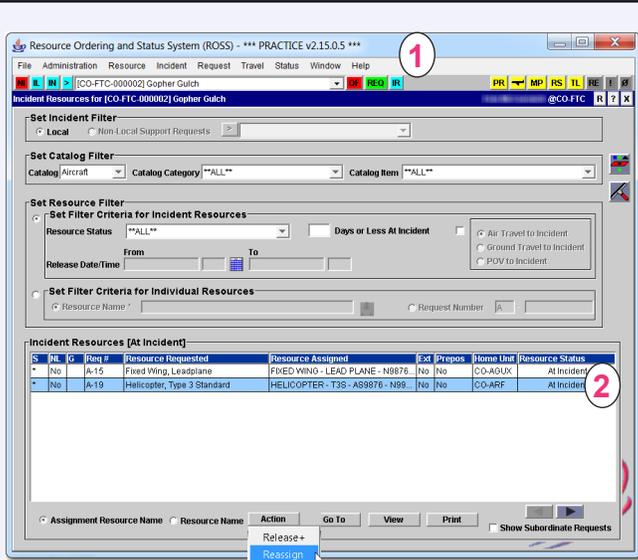
- 1 On the **Incident** menu, click **Incident Resources**, or click **IR**
- 2 Search for and then click the **Helicopter Resource** you want to reassign, click **Action** and then click **Reassign**.
- 3 On the **Reassign Resource** dialog box, search for and click the **Preposition Incident Name** of your choice, and then click **OK**
- 4 On the **Reassign Request** dialog box, complete the **Travel** information as appropriate, and then click **OK**
- 5 On the **Request Action Message** dialog box, click **OK**

From here, reassign the associated Support Requests as appropriate.

To fill support requests for the CWN helicopter

You may also place this request.

- A On the **Pending Request** screen, search for and then click the **Overhead Request for that CWN helicopter**, and then click **Query**
- B Click the **Resource Name** of your choice, click **Fill** and then click **Fill**.
- C On the **Fill Request** dialog box, click **Set Travel**, click **OK** and then click the **ATD** and **ETE**.
- D Complete the **Assigning Contact** text box, complete the **Call Sign** text box, and then click **OK**
- E On the **Request Action Message** dialog box, click **OK**



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