



Handling Incident Supply Requests from ROSS

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ROSS version 2.13 transfers Supply requests and incident information to ICBS via the Alert Queue function in ICBS. To fill the ROSS-generated Supply request, you must locate and display the Alert for that request, complete the appropriate agency Account Code(s) and any other required information in the Incident Properties section on the Incident Details screen, and then complete the Incident Issue as usual. ICBS then updates ROSS when the incident is acted upon and when the S#s are filled on the request.

To complete incident details for a Supply request from ROSS

Although alerts are assigned to the predefined default cache user, you can act upon any alert in the Alerts queue. This task shows sample screens from the ISSUE_SUCCESS Queue.

1 On your Home page under Alerts, click to select the Alert ID for the ROSS initiated issue of your choice.

You may also click the Alert ID from the Alert List screen.

2 On the Alert Detail screen under References, click the Incident Detail Link.

3 On the Incident Details screen under Incident Properties, complete the appropriate agency financial information as required, pressing [TAB] after each entry.

Shipping method (will pick up, shipping instructions, or ship to) is transferred to ICBS when the Incident is created in ROSS.

4 Click to select the Active Flag check box, and then click

Save

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The screenshots illustrate the workflow for handling a supply request from ROSS.
 1. The Alerts queue shows a list of alerts, with the 'Alerts' tab selected and a specific alert ID highlighted.
 2. The Alert Detail screen shows the selected alert's information, including the 'References' section where the 'Incident Detail Link' is visible.
 3. The Incident Details screen shows the 'Incident Properties' section where financial information is entered.
 4. The 'Active Flag' checkbox is checked, and the 'Save' button is highlighted.

Once you complete the financial information and save, you may click the View Issues for Incident/Year hyperlink, located under Incident Properties on the Incident Details screen, to complete the Issue.





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Keeping track of incidents created in ROSS

Register Incident Interest. This button on the Incident Details screen allows you to tell ROSS that you want to keep track of updates relating to the incident. By default, the Register Interest in ROSS check box is checked for all incidents that originated in ROSS.

Active check box. This check box on the Incident Details screen allows you to tell ROSS that the Incident Status is either active or inactive and also allows or prohibits transaction processing in ICBS.

Incident Locked. This check box on the Incident Details screen allows you to unlock the Incident, which may be locked when ICBS tells ROSS that there is a change in Incident Status or Incident Interest, or when ROSS does not accept messages for an Incident because it does not exist in ROSS or because that Incident has been merged with another, surviving Incident.

Transfer Incident Notification. This Alert is used to update the "Dispatch Unit ID" of an incident in ICBS. ROSS transfers an incident from its original dispatch organization to a different dispatch organization.

Update Incident Notification. This Alert displays when Dispatch changes any information about the incident, for example, a change in a financial code or a ship to address. ROSS automatically sends an Update Notification to ICBS.

If ICBS does not receive a Failure Notification from ROSS about missing or invalid information, contact the ROSS dispatch organization for correction before it is resent to ICBS!

Update Incident Key Notification. This Alert displays when ROSS sends an Update Incident Key Notification message to ICBS when the Incident Key, which consists of incident number and incident year, has been modified for an existing source incident in ICBS to a new destination incident. If the destination incident from the Update Incident Key does not exist in ICBS, ICBS will create the new incident with the destination Incident Key. This new incident has the same information as the source incident, except for the Incident Number, Incident Year, and "Last Incident 1" field, which identifies the source Incident Number. The source incident is then deregistered, inactivated, and locked with the Reason Code, "ReceivedUpdateIncidentKeyNotification."

To complete a ROSS initiated Supply request

Before starting this task, you must complete all required Incident Details for the incident!

- 1 On your **Home** page under **Alerts**, click the **NWCG ISSUE SUCCESS** queue, and then click the **Alert ID** for the **ROSS initiated issue** of your choice.
- 2 On the **Alert Detail** screen under **References**, click to select the **Issue Detail** link.
- 3 On the **Issue Details** screen, process the issue as normal

*To complete the issue you may also click the **View Issues for Incident/Year** hyperlink, located under **Incident Properties** on the **Incident Details** screen.*

The screenshot shows the Sterling Multi-Channel Fulfillment Solution Consoles interface. The top navigation bar includes 'Alerts', 'Item', 'Billing', 'Incident/Other Orders', 'Customer', 'Issues/Transfers', 'Inbound', 'Inventory', and 'VAS'. The 'Alerts' table shows a queue for 'NWCG ISSUE SUCCESS' with an alert ID of 2010113011220633448570. The 'Alert Detail' view shows the alert type as 'PlaceResourceRequestExternalReq' and the description as 'Bundle received from ROSS: Issue created successfully.' The 'References' table shows the incident number 'CA-NEU-017803' and the issue number '0000624229'. The 'Issue Details' form shows the issue type as 'Normal' and the status as 'Draft Order Created by ROSS'. A red box highlights the status dropdown menu, and a callout box points to it with the text: 'Note that the Status box on the Issue Details screen states, "Draft Order Created by ROSS."'