

DETAILED LESSON OUTLINE

COURSE:	ROSS Dispatch – Basic
UNIT:	7 – Request Status
SUGGESTED TIME:	1 Hour (0:30 Lecture, 0:30 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. View the status of a request.2. Edit a request.3. Edit an assignment.4. Unfill a request.5. Cancel a reassignment.6. Retrieve a request.7. Restore a request.8. Convert a request to a support request.

BASIC UNIT 7 – Request Status

Changes since last version:

1. None.

OUTLINE	AIDS & CUES
<p>INTRODUCE THE UNIT.</p> <p>PRESENT UNIT OBJECTIVES.</p> <p>Summary.</p> <ul style="list-style-type: none"> • Accessed by either 'Request' or 'Status' menu, or 'RS' toolbar button. • Used to: <ul style="list-style-type: none"> – Check status of requests. – Perform basic actions on requests, such as Edit, Unfill, and Cancel (but <u>not</u> Fill or Place). • You can only view requests for which your dispatch is in 'touched by' chain (i.e., dispatches in the Ordering/Placing Chain, plus dispatches that were in the Ordering/Placing Chain but fell out when they UTFd the request). <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>07-01-ROSSD-SL</p> <p>07-02-ROSSD-SL</p> <p><u>Log into Pagosa Springs Dispatch.</u></p>

OUTLINE	AIDS & CUES
<p>I. 'SEARCH INCIDENTS' DIALOG BOX</p> <ul style="list-style-type: none"> • Each time Request Status screen is opened, incident context must be set. • 'Most Recent Incidents' toolbar drop-down list does <u>not</u> apply to Request Status screen. • 'Set Search Criteria for Incidents' section of the dialog box. <p>BRIEFLY DISCUSS THE SEARCH CRITERIA.</p> <ul style="list-style-type: none"> • 'Select Incident' section of dialog box. <p>BRIEFLY DISCUSS THE TABLE COLUMNS.</p> <p>II. 'INCIDENT LIST' SECTION OF SCREEN.</p> <ul style="list-style-type: none"> • To add an incident click '+'. • To remove an incident click '-'. • 'Manage Financial Codes' Button – Can select or create and apply to the incident. • 'Select Incidents' Button – Allows selecting and de-selecting incidents without having to remove from list. Multi-select permitted. Selected incidents have '**'. <p>III. 'CATALOG' SECTION OF SCREEN</p> <p>IV. 'REQUEST' SECTION OF SCREEN</p> <p>Only one of five radio buttons can be selected.</p> <ul style="list-style-type: none"> • **ALL** (1st radio button). • Request # (2nd radio button). <p>BRIEFLY DISCUSS THE FILTER FIELDS.</p>	<p>Open Request Status screen. (If already open, click '+').</p> <p>Leave Local selected.</p> <p>Click Search.</p> <p>Select all local incidents. Click Apply.</p> <p>Click Close.</p> <p>Select <u>Deer Valley</u> incident.</p> <p>Click Manage Financial Codes. Click Close.</p> <p>Click Select Incidents.</p> <p>Select Equipment catalog.</p> <p>Click Request radio button.</p>

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<ul style="list-style-type: none"> - Multiple numbers and ranges of numbers can be entered, separated by commas. Example: 1,3,5-7,9,10.1,10.3,10.3.5,12-14. - Cannot filter for ranges of subordinate request numbers (e.g., 10.1-10.3). - If filter for a parent request (e.g., 9), cannot simultaneously filter for any of its individual subordinates (e.g., 9.1,9.4), because Show Subordinate Requests check box dictates that all subordinates of parent display. - Wildcard can be used with individual numbers (e.g., 1*,4-7,9) but not with ranges(e.g., 1,4*-7,9). - If any part of request number suffix is incorrectly formatted, no filter results are returned (i.e., all-or-nothing). <ul style="list-style-type: none"> • Pending With (3rd radio button). <p>BRIEFLY DISCUSS THE FILTER FIELDS.</p> <p>Requires Correction Only check box – Limits results to only requests for which an action was taken with an external supply cache), but after all retries a response has not been received. Only displays if you have a user role with External Action Admin function assigned, and there are requests requiring correction.</p> <ul style="list-style-type: none"> • Filled (4th radio button) – In order to select individual check box must un-check ‘Show All’ check box. <p>BRIEFLY DISCUSS THE FILTER FIELDS.</p> <ul style="list-style-type: none"> • Completed (5th radio button). <p>BRIEFLY DISCUSS THE FILTER FIELDS.</p> <p>V. ‘LAST ACTION’ SECTION OF SCREEN</p> <ul style="list-style-type: none"> • ‘Last Action Taken By’. • ‘Last Action’. 	<p>Click Pending radio button.</p> <p>Click Filled radio button. Uncheck Show All check box.</p> <p>Click Completed radio button. Show All check box.</p> <p>Display drop-down list.</p> <p>Display drop-down list.</p>

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<p>VI. 'INCIDENT REQUEST' TABLE</p> <p>BRIEFLY DISCUSS THE TABLE COLUMNS.</p> <p>FOR 'FROM' AND 'TO' COLUMNS, EXPLAIN THAT THE DISPATCH REFERENCE MANUAL CONTAINS A TABLE THAT IDENTIFIES THE 'TO' AND 'FROM' FOR ALL ROSS REQUEST ACTIONS.</p> <p>'Tracked' check box – Only tracked NFES Supply requests display.</p> <p>'Request Count' check box – Displays the number of requests in the table.</p>	<p>Check the status of specific resources:</p> <p>In 'Request' section of screen select <u>Pending</u> radio button. Click Filter. Check status of Dozer T1 request (placed with Buena Vista Dispatch).</p> <p>Select Overhead. Select Pending. Click Filter. Check status of Procurement Unit Leader request (placed up).</p> <p>Select Filled. Click Filter. Check status of Incident Commander T1 request (filled).</p> <p>Select Equipment. Click Filter. Select Tractor-Plow request filled with TP #11.</p> <p>Check 'Request Count' check box.</p>

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<p>A. 'Action' Button – Only applicable options display.</p> <p>1. Edit Request.</p> <ul style="list-style-type: none"> • Only Requesting Dispatch can edit a request, though can add documentation to a non-local request if you are in ordering chain. • Can edit requests across multiple catalogs at the same time. • Only update a ROSS user can perform on an NFES request pending with an external supply cache is to add documentation. • Financial Code cannot be edited on NFES Supply request if incident has no active default. • Cannot be edited if request has been filled (regardless of resource status): <ul style="list-style-type: none"> – Quantity Requested. – Named Request Only (and has not been placed to another dispatch). – Track Request. – Configuration Option. • Cannot be edited if request has been filled and mobilization ETD has passed: <ul style="list-style-type: none"> – Select Features. – Select Inclusions and Exclusions. – Need Date/Time. – Financial Code/Compact. – Special Needs. – Reporting Instructions. – Incident Ordering Contact. – Request Contact. • Editing a single request. <p>BRIEFLY DISCUSS THE LAYOUT AND FIELDS OF THE EIDT REQUEST DIALOG BOX.</p>	<p>Select any pending request. Click Action. Select Edit Request.</p>

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<ul style="list-style-type: none"> • Requested Item: <ul style="list-style-type: none"> – Can be edited only if all are true: <ul style="list-style-type: none"> ▪ Your dispatch created the request. ▪ Request is pending, but not with an external supply cache. ▪ Requested item is not for a Temporary Flight Restriction. ▪ Requested item is not for an Infrared Request. – Business rules for editing requested item. You: <ul style="list-style-type: none"> ▪ Cannot change catalog of requested item. ▪ Can change from service to non-service catalog item, and vice versa, as long as in same catalog. ▪ Can change a 'Named Request' to a non-Named Request and vice versa, or change name of requested Overhead resource. ▪ Can only edit Named Request field if request was created by, and is currently pending with, your dispatch. ▪ Cannot select an item from other than Supply > NFES category if request is a subordinate and parent was filled by an external supply cache. – If request for a generic catalog item, type directly in field. – For all other requests click 'Pick' button. <p>BRIEFLY DISCUSS THE PICK REQUESTED ITEM DIALOG BOX.</p>	<p>Click Pick.</p>
<ul style="list-style-type: none"> • Editing multiple requests. <p>BRIEFLY DISCUSS THE EDIT MULTIPLE REQUESTS DIALOG BOX.</p>	<p>Click Close</p> <p>Select any 2 requests. Click Action. Select Edit Request.</p>

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<ul style="list-style-type: none"> • Business rules for editing multiple requests. <ul style="list-style-type: none"> – Cannot edit resource requested on a Named Request when multi-editing. – Cannot be a mix of NFES and non-NFES requests. – Cannot enter Documentation if any of requests are filled and resource's mobilization ETD has passed. – When editing multiple NFES requests, only documentation changes are applied to requests pending with a cache, while all changes are applied to remaining requests. <p>2. Edit Assignment – Applicable to 'filled' or 'closed' requests only.</p> <ul style="list-style-type: none"> a. Your dispatch must be in filling chain of request, though ordering chain dispatches can edit resource's ETD/ETA via Edit Assignment dialog box. b. 'Edit Assignment' dialog box: <p>BRIEFLY DISCUSS THE FIELDS.</p> <ul style="list-style-type: none"> • Resource – Can only edit for requests filled with non-inventory or external resource. Clicking 'Edit' brings up appropriate dialog box matching how request was filled. <p>POINT OUT THAT THESE DIALOG BOXES WERE DISCUSSED IN PENDING REQUEST.</p> <ul style="list-style-type: none"> • 'Assignment Information' – Only Filling Dispatch can edit information in this section. Fields function same as on New Request except: 	<p>Click Cancel.</p> <p>Select a filled request with a Mob En Route resource. Click Action. Select Edit Assignment.</p>

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<p>3. Unfill Request – Un-fills selected filled request.</p> <ul style="list-style-type: none"> • Only available if resource is 'Reserved'. • Unfilled request becomes pending with dispatch that performed unfill. • When request for which intent to add assignment roster later is unfilled, Add Roster Later setting is cleared from request. <p>FILTER FOR AND DISPLAY THE REQUEST.</p> <p>4. Cancel Reassignment.</p> <ul style="list-style-type: none"> • Can cancel only if resource: <ul style="list-style-type: none"> – Was At Incident, Tentative Released, Released (At Incident), or Reassigned (At Incident) when reassigned, and – Is Reserved or Mob En Route to new incident. • Must be cancelled from 'reassigned to' request (not reassign-from request). 	<p>Click Action. Select Unfill Request.</p> <p>Click OK.</p> <p>Click + to add an incident to Request Status screen.</p> <p>Search for and apply Teller Peak incident. Click OK.</p> <p>Select Overhead. Select Filled. Click Filter. Select Firefighter request filled with Molly Morgan.</p> <p>Click Action. Select Cancel Reassignment.</p>

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<ul style="list-style-type: none"> • Only incident dispatch can cancel if resource was At Incident. • Not applicable to resources whose original assignment was filled by an external supply cache (because ICBS cannot re-use reassign-from request number once resource has been assigned to another incident). • After reassignment is cancelled: <ul style="list-style-type: none"> – Resource is returned to reassign-from request and set At Incident. – Reassign-to request is unfilled and becomes pending with cancelling dispatch. – If parent resource's reassignment is cancelled, any subordinate requests on reassign-to parent request are deleted. <p>EXPLAIN THAT CANCELLING THE REASSIGNMENT OF A PREPOSITIONED RESOURCE IS DISCUSSED IN THE INTERMEDIATE COURSE.</p> <p>5. Retrieve Request – Retrieves a request for which your dispatch is in the Ordering chain.</p> <ul style="list-style-type: none"> • Request must be pending. • Request cannot: <ul style="list-style-type: none"> – Have an open assignment roster. 	<p>Click OK.</p> <p>Select pending <u>Deer Valley</u> incident FFT2 request (placed to Buena Vista Dispatch).</p> <p>Click Action. Select Retrieve Request.</p>

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<ul style="list-style-type: none"> – Be in process of being placed to or retrieved from an external supply cache. – Be a replacement request. <ul style="list-style-type: none"> • Cannot retrieve if your dispatch UTFd. • Dispatch from which request was retrieved can still view request and add documentation. • When retrieving a request from an external supply cache, the cache can either accept or deny the retrieve, based upon status of request in cache system. <p>6. Restore Request.</p> <ul style="list-style-type: none"> • Restores cancelled request. • Your dispatch must be requesting dispatch, and request was either cancelled or cancel UTFd. • If request having an assignment roster is cancelled or cancelled UTF, then restored, assignment roster is not restored. 	<p>Click OK.</p> <p>Still on <u>Deer Valley</u> incident, select a cancelled FFT2 request.</p> <p>Click Action. Select Restore Request.</p> <p>Click OK.</p> <p>Select FFT2 request filled with Leighton McKenzie (Released At Incident).</p>

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<p>7. Cancel Release.</p> <p>a. Canceling release from current assignment:</p> <ul style="list-style-type: none"> • If Tentative Released or Released (At Incident), only current dispatch can cancel. If non-local support request, applies whether or not control retained. • If Demob En Route, only incident dispatch can cancel (unless non-local support request, in which only dispatch that controls request can cancel). • If resource released from subordinate, parent must be: <ul style="list-style-type: none"> – At Incident. – Available/Unavailable on a preposition incident. – Tentative Released. – Released (At Incident). <p>b. Canceling release from previous assignment:</p> <ul style="list-style-type: none"> • Only incident dispatch can cancel (unless non-local support request, where only dispatch that controls request can cancel). • Resource is: <ul style="list-style-type: none"> – Returned From Assignment and has not yet been checked in. – Unassigned (if no check in required), with no subsequent assignments. – Available or Unavailable on preposition incident (cancelling release from last non-prepo assignment from the prepo) 	<p>Click Action. Select Cancel Release.</p>

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<ul style="list-style-type: none"> • If resource released from subordinate, same parent status rules apply as with current assignment (above). <p>c. 'Cancel Release' dialog box – Add documentation and click OK.</p> <p>d. After a resource's release is cancelled, its status is set to At Incident (or Available on preposition if applicable).</p> <p>8. Convert to Support Request – Converts request to support request.</p> <ul style="list-style-type: none"> • Cannot convert request if: <ul style="list-style-type: none"> – On non-local or closed incident. – For Tactical Aircraft. – A subordinate request. – Already a support request. • 'Convert to Support Request' dialog box – Select 'support parent'. Must: <ul style="list-style-type: none"> – Be on same local incident. – Not be a support request of request being converted (or descendent at any level). – Not have had control yielded if non-local support request. 	<p>Add documentation and click OK.</p> <p>Select a local request that is <u>not</u> a support request. Click Action. Select Convert to Support Request.</p> <p>Select a request qualified to be the parent.</p> <p>Click OK.</p>
<p>B. 'Go To' Button.</p>	<p>Click Go To and display drop-down list.</p>
<p>C. 'View' Button.</p>	<p>Click View. Click Close.</p>

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<p>D. 'Print' Button.</p>	<p>Click Print and display drop-down.</p>
<p>VII. PRACTICE SESSION.</p>	
<p>REVIEW UNIT OBJECTIVES.</p>	<p>07-03-ROSSD-SL</p>
<p>QUESTIONS?</p>	
<p>REQUEST STUDENTS FILL OUT UNIT EVALUATION.</p>	