

# ROSS DISPATCH

## INTERMEDIATE 4 – PENDING REQUEST

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### OBJECTIVES

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

1. Identify the request chains.
2. Create a non-local support request.
3. Place Direct a request.
4. Place a request to a status-only or external dispatch.
5. Fill a request with a new resource.
6. Fill a request with a resource from a status-only or external dispatch.
7. Create a manifest.
8. Fill a request with the Requested Item
9. Fill a request with a Substitution
10. Fill a request with a Local Purchase
11. Fill a TFR Request.
12. Fill an Infrared Request.
13. Fill a configuration request.
14. Change the financial code when filling a request.

## Summary.

- Used to take action on requests pending with your dispatch.

### I. 'REQUEST CHAINS'

A. 'Request Chain' business rules dictate dispatches that can view and take action on a particular request.

B. Request chains are: Ordering, Touched By, Filling, and Home.

C. For all three chains, the following scenario will be used:

- TX Dispatch creates and places request O-1 to Durango Dispatch via Selection Area.
- Durango fills O-1 with 'Wilson', a Firefighter prepositioned with Durango from Pueblo Dispatch, which is Wilson's Home Dispatch.

D. Ordering Chain (also known as placing Chain).

- Set of dispatches that have performed an action on the request (other than UTF). Dispatch must have either:
  - Created, placed, or filled the request.
  - Reassigned the resource from the request.

- Dispatches in Ordering Chain of a request can:
  - View request on Request Status screen.
  - Retrieve request from another dispatch.
  - View, create, and edit assigned resource's travel on Travel screen.
  - Edit assigned resource's ETD/ETA on Edit Assignment screen.
  - Add documentation on Edit Request screen.
  - Receive notification messages regarding the request and incident.
  
- When a Mob En Route resource is reassigned to another request, dispatches that entered Ordering Chain of reassign-from request after dispatch that performed the reassignment drop out of Ordering Chain (and receive No Action notification).

E. Touched By Chain.

- If a dispatch UTFs a request, dispatch falls out of Ordering Chain but remains in Touched By Chain.
  
- If a request is retrieved from a dispatch, dispatch falls out of Ordering Chain but remains in Touched By Chain.
  
- Dispatches in Touched By Chain of a request can view the request on Request Status screen.

F. Filling Chain (filled requests only).

- Set of dispatches that fall, in normal dispatch hierarchy, between Requesting and Filling dispatches.
  
- Filling Chain of non-local support request for which control was yielded is set of dispatches between Incident and Filling dispatches.
  
- If resource's filling organization is not part of normal dispatch hierarchy (e.g., external supply cache), Filling Chain is set of organizations that fall between Requesting Dispatch and last dispatch to place the request.
  
- Dispatches in Filling Chain of a request can:
  - Reassign resource when it is Mob En Route.
  
  - Edit request assignment information on Edit Assignment screen.
  
- Ability of a Filling Chain dispatch to reassign a Mob En Route resource includes:
  - A resource is on a non-local support request.
  - A prepositioned resource is on a non-local support request and is traveling from the preposition incident to a non-preposition incident.

G. Home Chain (filled requests only).

- Set of dispatches that fall, in normal dispatch hierarchy, between Current and Home dispatches of the assigned resource.
  
- Home Chain for a non-local support request for which control was maintained is set of dispatches that fall between resource's Current and Home dispatches.
  
- Home Chain for a non-preposition incident request that is filled with a prepositioned resource, and for which 'Release to Preposition' was selected, is set of dispatches that fall between resource's Current (on non-preposition incident) and Preposition dispatches.
  
- If resource's home organization is not part of normal dispatch hierarchy (e.g., external supply cache), Home Chain is comprised of only the resource's Current Dispatch.
  
- Dispatches in Home Chain of a request can reassign the resource when it is Demob En Route, including when:
  - A resource is on a non-local support request (regardless of whether control was maintained by the requesting dispatch or yielded to the incident dispatch).
  - A prepositioned resource is being released, either to home or back to the preposition incident.
  - A prepositioned resource is on a non-local support request (regardless of whether control was maintained by the requesting dispatch or yielded to the incident dispatch), and is traveling from a non-preposition incident to the preposition incident.

H. Request chains of a prepositioned resource remain intact until resource is either:

- Reassigned from preposition incident.
- Released from preposition incident and returned home.

## II. 'PENDING REQUEST' SCREEN

A. 'Select Pending Requests' section of 'Pending Request' screen.

1. 'Action' Button.

a. Create Support Request – Process identical to that previously discussed in 'New Request'.

Creating a 'Non-local Support Request' – When create support request for request placed to you, have option of retaining control.

- If select 'No', Incident Dispatch will control release/reassignment.

- Non-local support requests can be:

– Viewed on 'Request Status' screen independent of whether you retained control.

- Accessed on 'Incident Resources' screen only if you retained control.
  - Can edit yield control to Incident Dispatch, but support request must be filled.
- b. Place Request Up – Places request to parent or dispatch with which you have 'Place Up' affiliation. Must have user role for which Place Up function designated.
- Place Up affiliations:
    - Allows placing of requests, based on Host, up to dispatch other than parent.
    - Set up by your dispatch on Place Up Affiliations screen.
    - Can establish for each of your Hosts (including your dispatch), with multiple affiliations for each Host.
  - Placing via Place Up:
    - Only requesting dispatch can place via a place up affiliation.
    - If place up affiliation and selection area applicable, can use either.

- If do not have Place Up affiliations for Host of selected incident, will place up to your parent.
  - In order to place up a request received via selection area, the ordering authorization by which request was placed to you must have 'Place Up Auth' designated.
- c. Place Direct – Places request to dispatch with which you have 'Direct Order' affiliation.
- Direct Order affiliations:
    - Allow placing, based on Host, to another dispatch that is not parent, subordinate, or in selection area.
    - Must be set by your parent.
    - Can establish for each of your Hosts, with multiple affiliations for each Host.
    - Must establish for a specific category. Can be applied to one, multiple, or all catalog items in the category.
    - Take precedence over selection area agreements.

- Are based on catalog of item being requested, not on catalog nomenclature of its sub request (i.e., Request E-1.1 is for an Overhead. Direct placement of request E-1.1 is governed by affiliations for Overhead, not Equipment).

- Placing a request via Direct Order:

- Only requesting dispatch can place request via direct order.
- Cannot further place request placed direct to you.

d. Place External.

- Allows request to be placed with External (non-ROSS) Dispatch.
- Not applicable to services requests.
- Prior to placing, print selected request.
- 'Place External' dialog box – Can search for existing or create new (previously discussed).
- Fax or physically deliver the request to external dispatch.

e. Place Status-Only.

- Allows request to be placed with Status-Only ROSS Dispatch.
- Not applicable to services requests.
- Prior to placing, print selected request.
- 'Place Status-Only' dialog box.
- Fax or physically deliver request to status-only dispatch.

f. Fill with New Resource.

- 'Dispatch Manager' role required, with Fill with New Resource function.
- Not applicable to service, 'generic' (i.e., Requestor Provides Item Name), or NFES catalog items.
- Can enter a new resource into ROSS, and use it to fill selected request.

- Information entered about new resource, differs based on catalog of request.
  - 'Fill with New Resource' dialog box:
    - Radio buttons.
    - Preferred Jetport.
    - Return Location.
    - Provider – Cannot select your dispatch. Selected dispatch becomes resource's Owner and Home Unit.
  - 'Fill Request' dialog box:
- g. Fill with External Resource – Allows filling request placed to External Dispatch with resource from that dispatch. Not applicable to services requests. 'Fill with External Resource ' dialog box:
- Existing External Resource Tab – Resources in ROSS inventory.
  - New External Resource Tab.

- h. Fill with Status-Only Resource – Allows filling request placed to Status-Only Dispatch with a resource from that dispatch.
  - Can only fill with resources, your dispatch has been authorized to use, qualified as requested item.
  - Not applicable to services requests.
- i. Fill with Requested Item – Allows filling non-service, non-tracked Supply request with the 'requested item'. A resource is not assigned to request.
- j. Fill with Substitution – Allows filling non-service Supply request with item other than requested (including service items).
- k. Fill with Local Purchase – Allows filling non-service Supply request with a local purchase.
- l. Fill TFR Request – Not filled with a resource.
- m. Fill Infrared Request
  - Table displays available resources classified as 'Infrared Flight'.

- An 'Infrared Flight' request is filled with a resource item, however resource is not committed to incident.

B. Filling Requests for Configuration Catalog Items.

1. Tabs involving committed resources operate same whether or not request for configuration catalog item.
2. A resource with an open assignment roster cannot be used to fill another request.
3. 'Available' tab 'Fill' Button configuration request options:
  - a. Fill with Single Resource – Fills request as if it were a non-configuration request.
    - Fills request with resource.
    - No assignment roster.
    - Resource cannot be:
      - OH group.
      - On CWN/AGR.
    - Request cannot:

- Be a support request.
    - Have a Configuration Option of Selected Items (SI).
  - Also enabled if resource is a prepositioned group parent with Aircraft or Equipment subordinates.
- b. Fill with Single Resource (Add Roster Later) – Fills request as a configuration, but initiation of assignment roster is deferred.
- Resource cannot be:
    - OH group.
    - On CWN/AGR.
    - Prepositioned.
  - Request cannot:
    - Be a support request.
    - Be for Selected Items (SI).
- c. Fill with Assignment Roster using Master Roster – Builds assignment roster using resource's master roster.
- Resource:
    - Must have a master roster.
    - Cannot be a prepositioned group parent.

- Request cannot be for Selected Items (SI).
  
  - A resource can have only one master roster, however multiple 'versions' can be maintained.
  
  - All, some, or none of positions on master roster can be assigned to a given version.
  
  - One version can be designated as default, and is used as the basis for assignment rosters.
  
  - If two or more versions of master roster exist, and no default is designated, Select Master Roster Version dialog box displays and you must select a version.
  
  - Positions are added to assignment roster in order they appear on master roster.
- d. Fill with Assignment Roster using Configuration – Builds assignment roster using template of resource's configuration qualification.
- Resource cannot be:
    - On CWN/AGR.
    - Prepositioned.

- Request cannot be for Selected Items (SI).
  
  - If any configuration items are themselves configurations, their subordinate catalog items are not added to assignment roster.
  
  - If requested item is an alias, assignment roster built based on resource's qualification associated with the alias.
  
  - Positions are added to assignment roster in order they appear in configuration.
- e. Fill with Assignment Roster (build from scratch) – Creates blank assignment roster - all sub positions must be added manually.
- Resource cannot be:
    - On CWN/AGR.
    - Prepositioned.
  
  - Request cannot be for Selected Items (SI).
- f. Fill with Assignment Roster for Selected Items – Builds assignment roster using catalog items selected from the configuration.

- Resource cannot be:
  - On CWN/AGR.
  - Prepositioned.
  
- Request must have configuration option of Selected Items (SI).
  
- If resource being assigned has a master roster, the roster is ignored.
  
- Selected items are added to assignment roster in order they appear in configuration.
  
- Cannot remove the select catalog items from assignment roster
  
- g. Fill with Prepositioned Roster – Builds assignment roster using the resource’s prepositioned roster.
  - Resource must be parent of a prepositioned group.
  
  - Requested item must not be able to be filled with a temporary group.

- A prepositioned group cannot be used to fill a group request for which a subordinate request has already been created.
  - Positions are added to assignment roster in order they appear on the prepositioned roster.
- h. Reassign Prepositioned Roster – Reassigns prepositioned group to a different preposition incident.
- Not enabled if any subs are currently assigned to a non-prepo incident or are unavailable.
  - Displays Reassign Roster screen, based on assignment roster of selected parent resource.
  - Order of positions, and their associated subordinate request number suffixes, are retained.
- i. Fill with Temporary Group – Can use part of a prepositioned Crew or Overhead team to construct a temporary (non-inventory) group to fill a request on a non-preposition incident.
- Request on non-prepo incident must be an ‘alias’ for which ‘Fill With Temporary Group’ is authorized.
  - Resources on preposition roster can be spread out among multiple non-prepo incidents.

- Following illustrates use of Fill with Temporary Group functionality:
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  - A Crew Type II is prepositioned with Dispatch A.
  - Dispatch A assigns a portion of crew to request for a short crew C-1 (by removing unneeded positions from assignment roster). Assignment roster initially displays parent resource's prepositioned roster.
  - To fill a second short crew request C-2, for example, using same prepositioned crew, use 'Fill with Temporary Group' from Action button drop-down list.
  - Assignment roster initially contains only parent position – all subordinate positions must be added manually.
  - Assign resources from prepositioned Crew Type II that were not used on C-1 request to C-2 assignment roster as appropriate.

4. Fill with Temporary Group (**Action button option**).

5. Subordinate request numbering:

- All subordinate requests have same catalog designation as parent request.
- 1<sup>st</sup> level of hierarchy beyond parent: E-6.1, E-6.2, E-6.3, etc.
- 2<sup>nd</sup> level of hierarchy beyond parent: E-6.2.1, E-6.2.2, E-6.2.3, etc.

C. 'Change Financial Code' Button

1. 'Incident Financial Codes' tab.

- Displays active codes assigned to incident by local and non-local dispatches.
- During a reassignment, displays local and non-local codes assigned to reassigned- to incident.
- 'Ad Hoc Financial Code' dialog box (previously discussed).

2. "[Your Dispatch] Financial Codes' tab.

- Displays codes associated with your dispatch and providers.
- Tab does not display when 'Select Financial Code' dialog box is accessed during request creation.

3. 'Host Financial Codes' tab.

- Displays codes associated with incident host. Ad-hoc codes cannot be created on this tab.
- During a reassignment, displays active codes associated with reassigned-to incident host.
- Tab only displays if your dispatch is not the incident dispatch.

#### D. 'Manifest' Button

1. A manifest is a temporary listing of positions and associated resources.
2. Applicable when resource is from:
  - External dispatch.
  - CWN contract.
  - Inventory agreement.
  - Non-inventory agreement.
3. Cannot be saved for use on other requests, but if resource reassigned manifest is carried over to reassign-to request.
4. Positions (i.e., catalog items) are added to manifest, then non-inventory resource information entered for the position.
5. Manifest resources are not added to ROSS inventory.
6. 'Create Manifest' dialog box:
  - Table of positions.

- 'New' button used to add position to manifest (cannot be an alias catalog item).
- Resource information that can be entered differs based on catalog of position.
- 'Save' button.
- 'Edit' button.
- After completed click 'Print'.
- Can re-access manifest via Edit Assignment dialog box.