

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-available 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**

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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**