Performing a Substitution on a ROSS Initiated Incident

DATE: 03/21/2011

This Quick Reference Guide explains how to perform a substitution on an order that was initiated in ROSS.

To locate the incident for the substitution

For Cache Administrators, the ROSS initiated incident displays under Queues and Alerts. For non-cache administrators, the incident displays only under Queues.

1 On your **Home** page under **Alerts**, click the **NWCG INCIDENT SUCCESS** queue.

2 On the **Alert List** screen, click the **PlaceResourceRequestExternalReq Alert ID for the ROSS initiated incident** of your choice.

You may also click to select the check box next to the Alert ID of your choice, and then click View Details

3 On the **Alert Detail** screen under **References**, scroll down and then click to select the **Incident Detail Link**.

To assign the Alert to a specific user, click Assign To User

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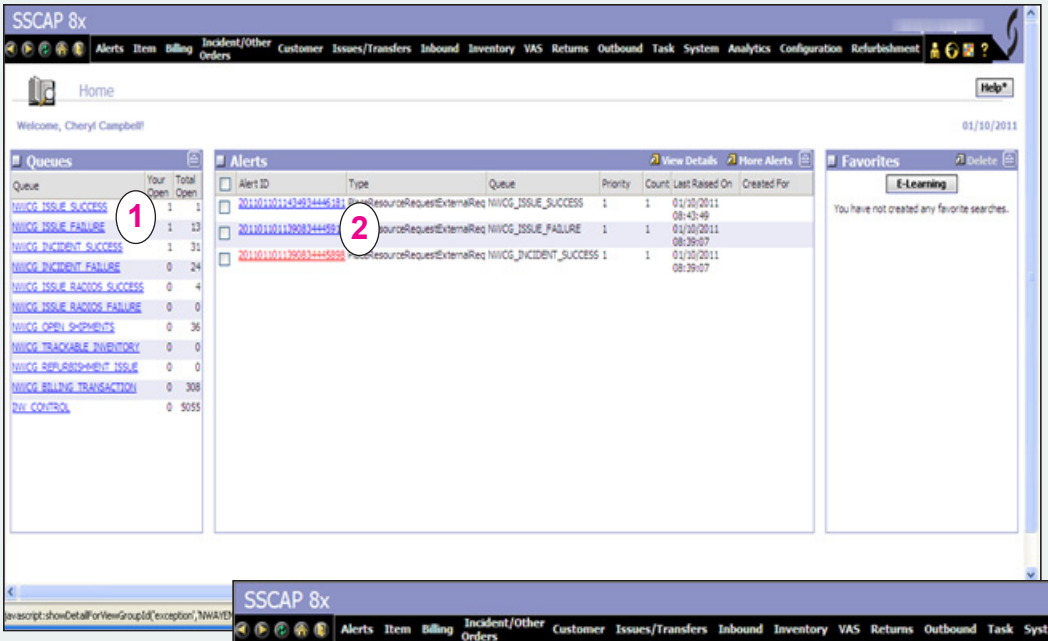
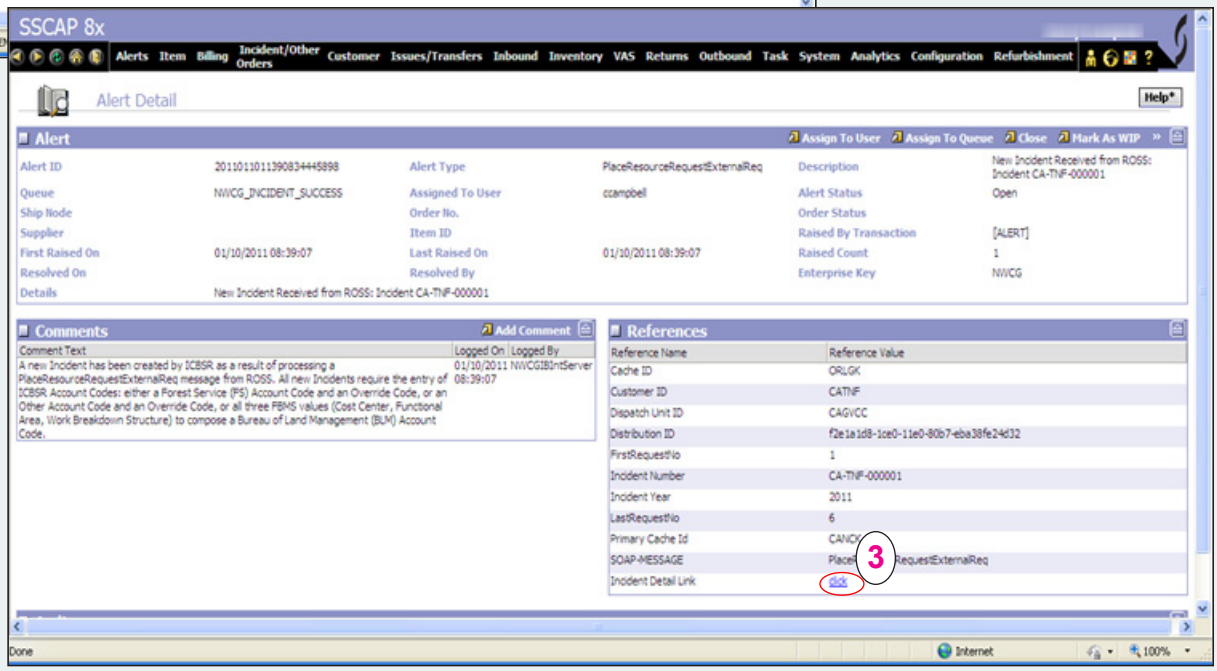
ICBS-R Helpdesk: 866-224-7677
email: helpdesk@dms.nwcg.gov





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To add the ICBS account codes to the incident

Clicking the Incident Detail Link on the Alert Detail screen opens the Incident Details screen.

1 On the **Incident Details** screen under **Incident Properties**, complete the appropriate **agency accounting code information,** and then click **Save**

2 On the **Incident Details** screen, click the **View Issues for Incident / Year** link.

You may also click the **NWCG ISSUE SUCCESS** *queue from your* **Home** *page under* **Alerts** *and then return to the* **PlaceResourceRequestExternalReq Alert ID for the ROSS initiated incident** *of your choice.*

3 Under **Issue List**, click to select the **Issue Number** of your choice, and then click **View Details**

4 On the **Issue Details** screen, click the **Service** drop-down arrow, and then click to select the **service** of your choice.

5 Click **Save**

At this point you can proceed with the substitution.

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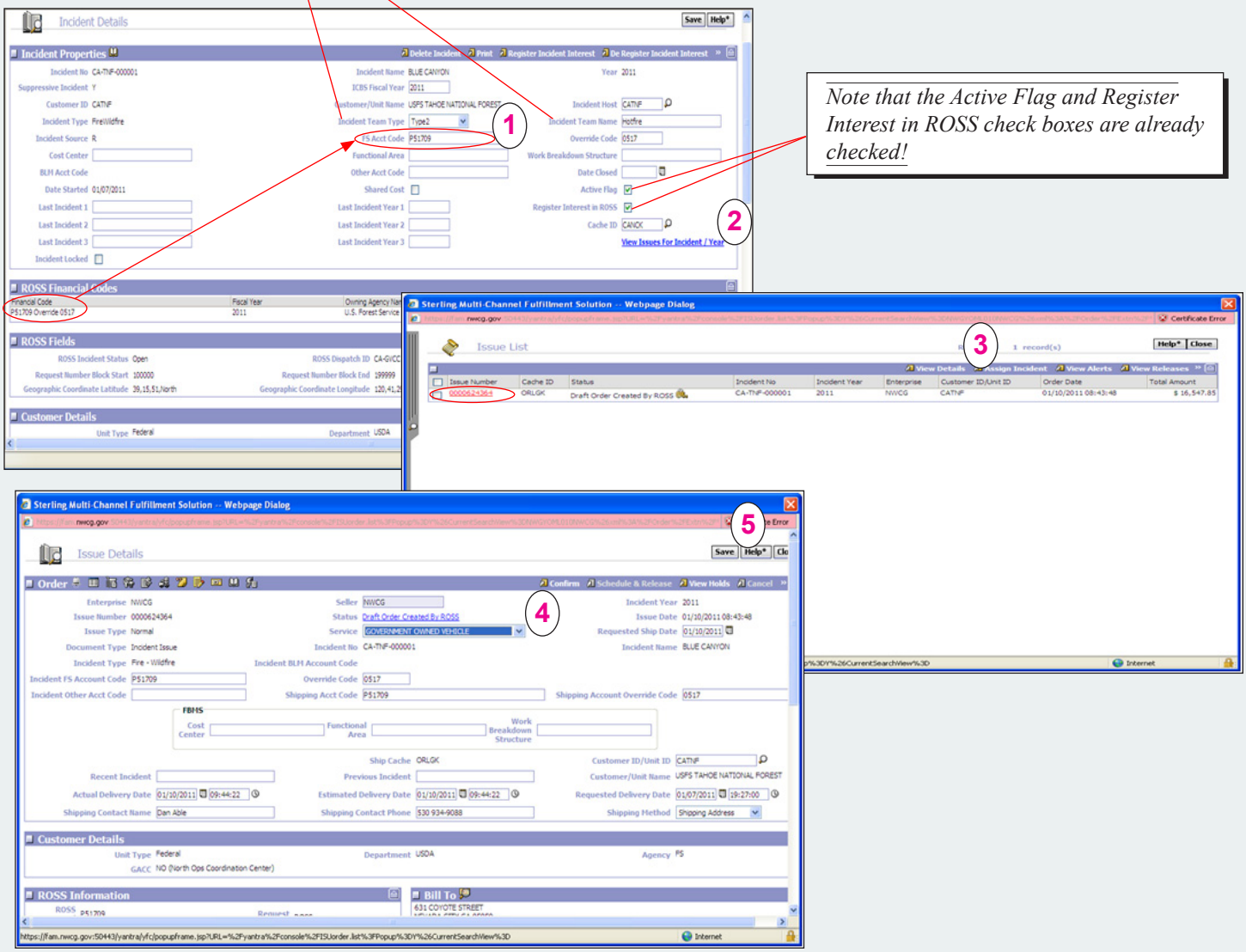
As appropriate, complete the Incident Team Type and Incident Team Name.

Note that the Active Flag and Register Interest in ROSS check boxes are already checked!



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To substitute an item and complete the issue

1 On the **Issue Detail** screen under **Order Lines**, click to select the check box for the **item that will be substituted**.

2 On the **Order Lines** header, click »

The Next button is to the right of the View Kit Components button.

3 On the drop-down menu, click Substitute Item

4 On the **Item Substitution** menu, complete the following text boxes, and then click Save

- Item ID
- Issue Qty.

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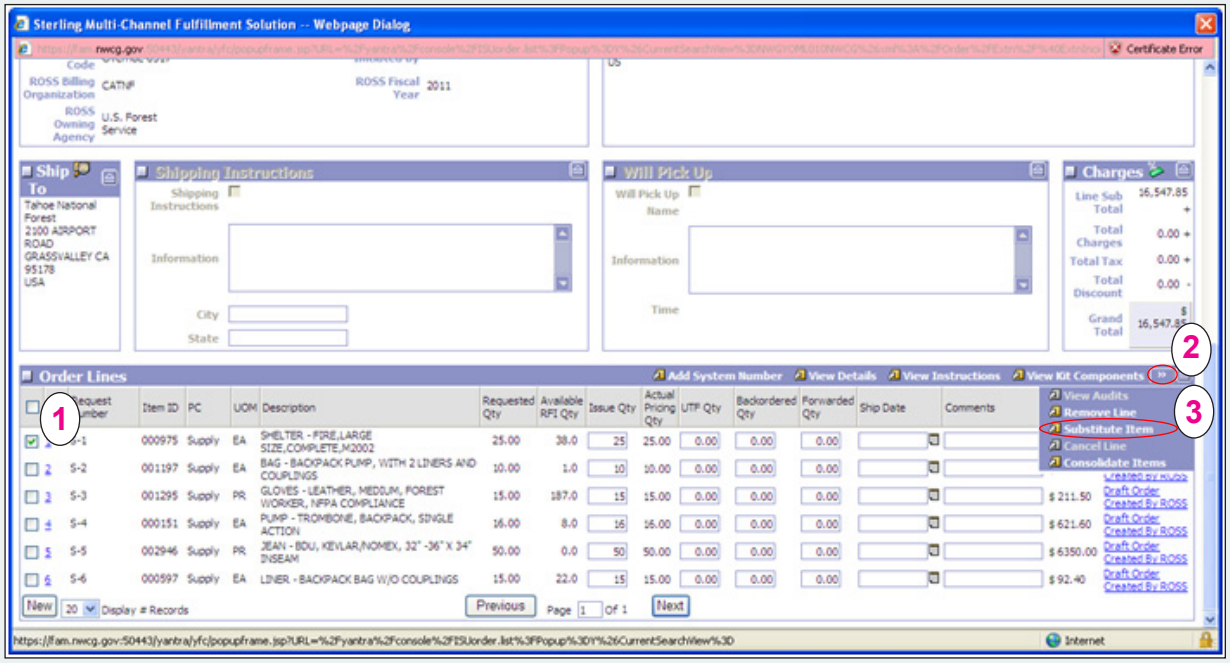
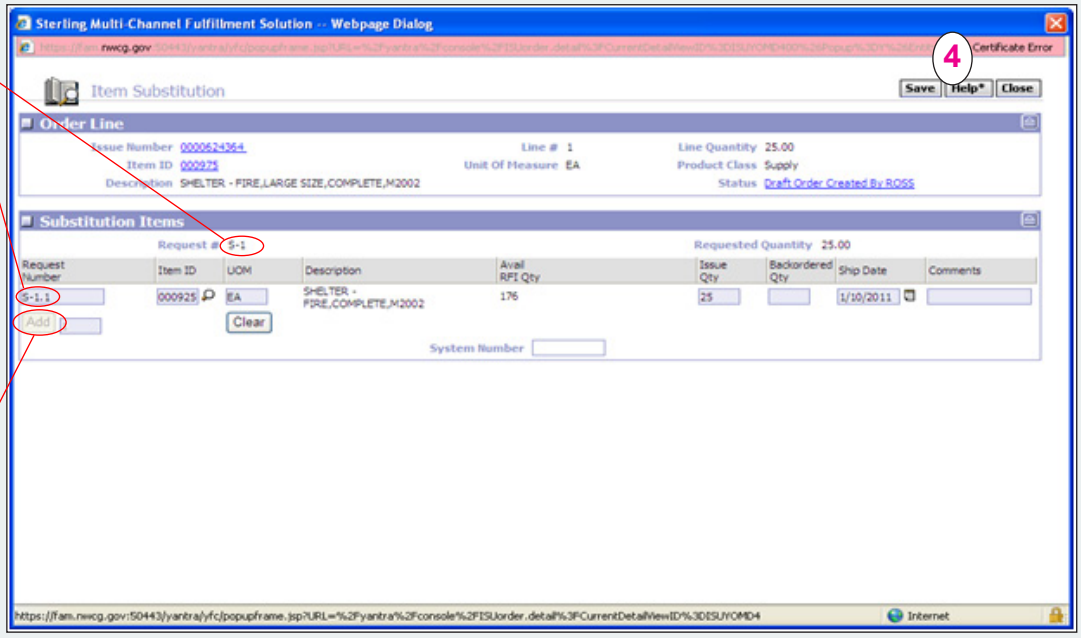


ICBS automatically generates "S-1.1" for the request number. In this example, the NFES 000975 Large Fire Shelter (S-1) request is being substituted with a 000925 Regular Fire Shelter (S-1.1).



To substitute more than one item for the original, type the item number in the text box next to Add *and then press [TAB] to advance to the Issue Qty text box. ICBS will add the appropriate lines and corresponding S#s, such as S-1.1, S-1.2, and so on.*

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To substitute an item and complete the issue - *continued*

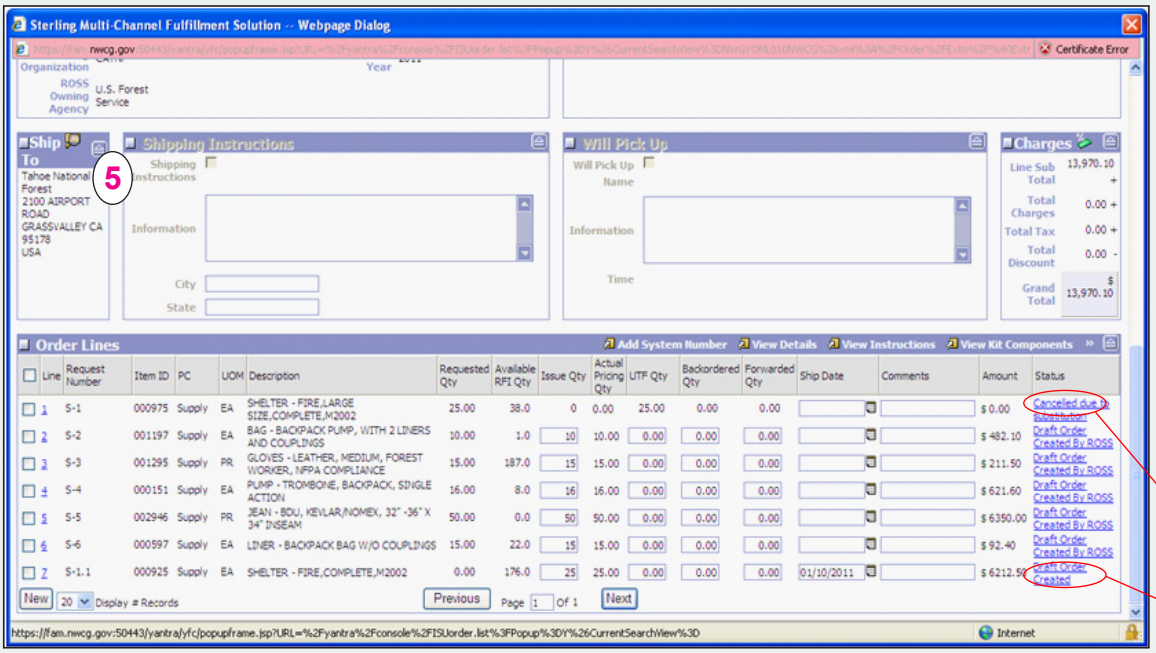
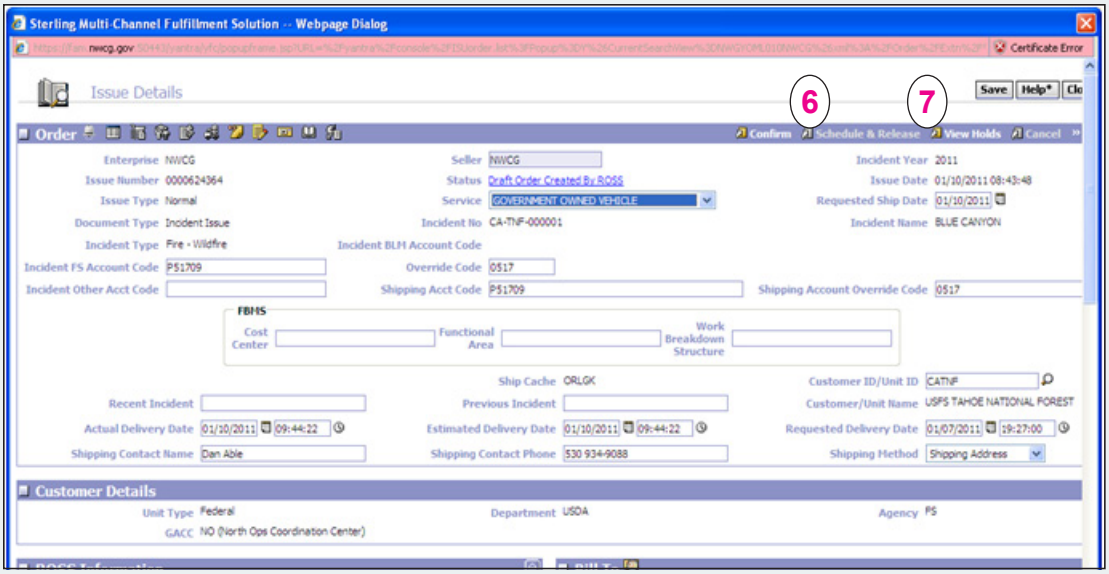
5 Complete the **Shipping Contact Name** and **Shipping Contact Phone** text boxes.

If you do not know this information, type **N/A**.

6 Click **Save** and then click **Confirm** to confirm the issue.

7 To schedule and release the issue, click **Schedule & Release** and then click **OK** on the **Schedule Order** dialog box.

At this point, issue tasks are released to the scan guns and the Status of the shipment displays, "Included in Shipment.".



In this example, S-1 displays, "Cancelled due to substitution," and S-1.1 displays "Draft Order Created."