



# **Basic Unit 4 – New Request**

**ROSS Dispatch Training Instructor Guide  
Release 2.16.12**

For ROSS Steady State  
Operations & Maintenance

12.0



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## Basic Unit 4 – New Request

### OBJECTIVES

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

1. Create a request.
2. Create requests from a Preorder.
3. Create a Named Request.
4. Place Up a request.
5. Place a request to an external supply cache.

### REVISION LOG

| Rev # | Date       | Revision(s)  | Author      |
|-------|------------|--|-------------|
| 12.0  | 10/08/2018 | 2.16.12: No updates.   | M. Apicella |
| 11.0  | 01/22/2018 | 2.16.11: No updates.   | M. Apicella |
| 10.0  | 10/06/2017 | 2.16.10: No updates.   | M. Apicella |
| 9.0   | 03/29/2017 | 2.16.9: No updates.  | M. Apicella |
| 8.0   | 01/23/2017 | 2.16.8: No updates.  | M. Apicella |
| 7.0   | 01/17/2017 | 2.16.7: No updates.  | M. Apicella |
| 6.0   | 5/10/16    | 2.16.6: Add reference to Special Needs Approved Items  | J. Olson    |
| 5.0   | 02/16/2016 | 2.16.5: No updates   | C. Dingman  |
| 4.0   | 07/14/2015 | 2.16.4: Updated section “New Request Screen > Enter Request for [Catalog Item] Panel” to address Buying Team check box functionality | C. Dingman  |
| 3.0   | 04/23/2015 | 2.16.3: No updates   | C. Dingman  |
| 2.0   | 09/30/2015 | 2.16.2: No updates   | C. Dingman  |
| 1.0   | 02/28/2014 | Re-formatted for consistency with NAP Instructor Guides, and updated for ROSS version 2.16.1.  | J. Vahl     |

**BASIC UNIT 4: NEW REQUEST**

**4.1 Objectives**

| <input checked="" type="checkbox"/> | Topic          | Instructor Actions  |
|-------------------------------------|----------------|---|
| <input type="checkbox"/>            | 4.1 Objectives | <p><b>Display Slide ROSSD-SL-BASIC-04-01 (New Request).</b></p> <p><b>Display Slide ROSSD-SL-BASIC-04-02 (Objectives).</b></p> <p><b>Display Slide ROSSD-SL-BASIC-04-03 (ROSS Dispatch Process).</b></p> <p>Point out which portions of the ROSS Dispatch Process are discussed in this unit.</p> |

**4.2 Overview**

| <input checked="" type="checkbox"/> | Topic        | Instructor Actions  |
|-------------------------------------|--------------|---|
| <input type="checkbox"/>            | 4.2 Overview | <p><b>Log into Pagosa Springs Dispatch.</b></p> <p>Perform a quick, uninterrupted walk-through of the screens and major functions to be covered in this unit.</p> |

| ☑ | Topic                    | Instructor Actions  |
|---|--------------------------|---|
| ☐ | 4.2 Overview (continued) | <p>Use the 'extra' resources in the training database as appropriate to demonstrate major actions.</p> <p>Do not field student questions during the walk-through; have students save their questions for the lecture.</p> |

**4.3 New Request Screen > Select Item to Request Panel > Catalog Tab**

| ☑ | Topic   | Instructor Actions   |
|---|---|--|
| ☐ | 4.3 New Request Screen > Select Item to Request Panel > Catalog Tab | <p><b>Open the New Request screen for the Deer Valley incident.</b></p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> <li>• Accessed by Request menu or REQ toolbar button.</li> <li>• Used to create resource orders, termed 'requests' in ROSS.</li> <li>• Catalog Item filters.</li> <li>• Alias catalog items – Single catalog item that represents two or more other unique catalog items.</li> </ul> |

| ☑ | Topic   | Instructor Actions   |
|---|---|--|
| ☐ | 4.3 New Request Screen ><br>Select Item to Request Panel<br>> Catalog Tab (continued) | <ul style="list-style-type: none"> <li>• View button.                             <ul style="list-style-type: none"> <li>– View Associated Items.</li> <li>– View Reminders.</li> </ul> </li> <br/> <li>• Standard Pack field – Displays for NFES category only.</li> <br/> <li>• Select Features.</li> <br/> <li>• Set Inclusions and Exclusions.                             <ul style="list-style-type: none"> <li>– Overhead-Specific Inclusions and Exclusions:                                     <ul style="list-style-type: none"> <li>▪ EFF/AD Exclusion.</li> <li>▪ Trainee.</li> </ul> </li> </ul> </li> </ul> |

**4.4 New Request Screen > Select Item to Request Panel > Preorders Tab**

| ☑ | Topic   | Instructor Actions  |
|---|---|---|
| ☐ | 4.4 New Request Screen ><br>Select Item to Request Panel<br>> Preorders Tab | <p><b>Switch to the Preorders tab.</b></p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> <li>• Catalog drop-down list.</li> </ul> <p><b>Select ‘Zimmerman’s Type 2 Incident Team’ overhead preorder.</b></p> <ul style="list-style-type: none"> <li>• Preorder table.</li> <li>• Orders to Create table – Cannot contain both NFES and non-NFES.</li> <li>• View Reminders button.</li> </ul> |

**4.5 New Request Screen > Enter Request for [Catalog Item] Panel**

| ☑ | Topic   | Instructor Actions   |
|---|---|--|
| ☐ | 4.5 New Request Screen > Enter Request for [Catalog Item] Panel | <p><b>Switch to the Catalog tab.</b></p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> <li>• Number of Requests – Displays for catalog items <u>not</u> orderable in quantities &gt;1.</li> <br/> <li>• Quantity – Displays for catalog items orderable in quantities &gt;1.</li> </ul> <p><b>Filter for Crew, Fire, Type 1 catalog item.</b></p> <ul style="list-style-type: none"> <li>• Request Block Numbering.                             <ul style="list-style-type: none"> <li>– User Issued (UI) vs. System Generated (SG).</li> <br/> <li>– View Issued #'s and Enter Request # fields for UI blocks.</li> </ul> </li> </ul> |

| ☑ | Topic   | Instructor Actions   |
|---|---|--|
| ☐ | 4.5 New Request Screen > Enter Request for [Catalog Item] Panel (continued) | <ul style="list-style-type: none"> <li>– Next Number field for SG blocks.</li> <br/> <li>– Two 'defaults' within each catalog:                             <ul style="list-style-type: none"> <li>▪ Request Default – Block that displays by default in Block field.</li> <br/> <li>▪ System Default – For requests from Preorders, Quick Fill, and Detail Request. Cannot be UI.</li> </ul> </li> <br/> <li>– Default cache request block is automatically created for Supply catalog with range of 100,000 – 199,999.</li> <br/> <li>Note: Point out that splitting and editing request blocks are discussed in the Intermediate course.</li> <br/> <li>• Unit of Issue – NFES items for which Requestor Provides Item Name is not designated. Read-Only.</li> </ul> |

| ☑ | Topic   | Instructor Actions   |
|---|---|--|
| ☐ | 4.5 New Request Screen > Enter Request for [Catalog Item] Panel (continued) | <ul style="list-style-type: none"> <li>• Item Description – ‘Generic catalog items’ (i.e., Supply non-service, non-NFES catalog items for which Requestor Provides Item Name is designated). Enter description.</li> <br/> <li>Note: There may not currently be a Requestor Provides Item Name item in the Catalog.</li> <br/> <li>• Track Request – Displays for Supply (non-NFES) and Services catalog items only.                             <ul style="list-style-type: none"> <li>– If 'Track Associated Requests' is designated by NICC, then cannot change. If 'Track Associated Requests' not designated by NICC, can enable tracking at time of request creation or fill.</li> <br/> <li>– Untracked item is 'consumed' during assignment or is tracked outside of ROSS ('Fill/Close' requests).</li> </ul> </li> <br/> <li>• Named Request – Overhead request for which a specific resource is requested by name.                             <ul style="list-style-type: none"> <li>– Do not have to be filled with the requested resource.</li> </ul> </li> </ul> |

| ☑ | Topic   | Instructor Actions   |
|---|---|--|
| ☐ | 4.5 New Request Screen > Enter Request for [Catalog Item] Panel (continued) | <ul style="list-style-type: none"> <li>• Need Date/Time.</li> <br/> <li>• Deliver To – Defaults to incident location. Not applicable to NFES items.                             <ul style="list-style-type: none"> <li>– If create a new delivery location, it is automatically added to the incident and dispatch.</li> </ul> </li> <br/> <li>• Shipping Information – Only displays for NFES items and pre-orders containing at least one NFES item.                             <ul style="list-style-type: none"> <li>– If check Will Pick Up At Cache check box, must select/enter Pick Up Date/Time, Contact Name, and Contact Information.</li> <br/> <li>– If do not check Will Pick Up At Cache check box, must either pick/enter a Shipping Address or enter Shipping Instructions.</li> </ul> </li> </ul> |

| ☑ | Topic   | Instructor Actions  |
|---|---|---|
| ☐ | 4.5 New Request Screen > Enter Request for [Catalog Item] Panel (continued) | <ul style="list-style-type: none"> <li>• Navigation Instructions – Displays instructions for 'Deliver To' location. Does not display for NFES items.</li> <br/> <li>• Financial Code – Defaults to 'Default' code designated for incident. Displays only active codes.                             <ul style="list-style-type: none"> <li>– NFES Supply requests cannot be created unless incident has an active default financial code.</li> </ul> </li> <br/> <li>• Special Needs – Cannot contain special characters (e.g., %, \$).                             <ul style="list-style-type: none"> <li>– To select Approved Item(s) for an Overhead catalog item, click 'Pick'.</li> </ul> </li> <br/> <li>• Reporting Instructions – Does not display for NFES catalog items.                             <ul style="list-style-type: none"> <li>– To choose from instructions entered on other resource requests for incident, for same catalog, click 'Pick'.</li> <br/> <li>– To select an existing instruction and modify it without affecting any requests using it, click 'Copy' button.</li> </ul> </li> </ul> |

| ☑ | Topic   | Instructor Actions  |
|---|---|---|
| ☐ | 4.5 New Request Screen > Enter Request for [Catalog Item] Panel (continued) | <ul style="list-style-type: none"> <li>– Contact and Radio Frequency '+' button.</li> <li>• Buying Team Request – Only displays for non-NFES Supply and Equipment items. When checked, must specify the date the order was/will be given to the Buying Team.</li> <br/> <li>• Shipping Contact – Only displays for NFES items and pre-orders containing at least one NFES item.</li> <br/> <li>• Incident Ordering Contact.</li> <br/> <li>• Request Contact – If a contact is entered, it is added to the incident.</li> <br/> <li>• Configuration Option.</li> <br/> <li style="padding-left: 40px;">Note: Point out that configuration option is discussed in the Intermediate course.</li> <br/> <li>• '+' button – Click to create request.</li> </ul> |

| ☑ | Topic | Instructor Actions |
|---|-------|--------------------|
|   |       |                    |

**4.6 Create Requests**

| ☑ | Topic               | Instructor Actions  |
|---|---------------------|---|
| ☐ | 4.6 Create Requests | <p><b>Create the following requests:</b></p> <ul style="list-style-type: none"> <li>• Aircraft, Service - Aviation, Temporary Flight Restriction'.</li> <li>• Equipment, Dozer, 'Dozer, T1'.</li> <li>• Equipment, Engine, 'Engine T3'. Configuration Option: 'Catalog Item with Configuration'.</li> <li>• Overhead, Positions, 'Incident Commander T1'.</li> <li>• Supply, Service, 'Service, Fuel Delivery, Gas'.</li> </ul> |

**4.7 New Request Screen > Request(s) Created Panel**

| ☑ | Topic   | Instructor Actions  |
|---|---|---|
| ☐ | 4.7 New Request Screen > Request(s) Created Panel | <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> <li>• 'S' column:             <ul style="list-style-type: none"> <li>– S = Is a support request.</li> <li>– * = Has a support request.</li> <li>– S* = Is a support request and has a support request.</li> </ul> </li> </ul> |

| ☑ | Topic   | Instructor Actions  |
|---|---|---|
| ☐ | 4.7 New Request Screen > Request(s) Created Panel (continued) | <ul style="list-style-type: none"> <li>• 'NR' – Asterisk (*) identifies request as a Named Request.</li> <li>• Requested Item / Named Request radio buttons.</li> </ul> |

**4.8 New Request Screen > Action Button**

| ☑ | Topic                                  | Instructor Actions   |
|---|--|--|
| ☐ | 4.8 New Request Screen > Action Button | <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> <li>• Add Documentation.                             <ul style="list-style-type: none"> <li>– Single request.</li> <li>– Multiple requests.</li> </ul> </li> <li>• Supplementals.</li> </ul> |

| ☑ | Topic  | Instructor Actions   |
|---|--|--|
| ☐ | 4.8 New Request Screen > Action Button (continued) | <p>Note: Point out that supplementals are discussed in the Intermediate course.</p> <ul style="list-style-type: none"> <li>• Edit Request.</li> </ul> <p>Note: Point out that Edit Request is discussed in the Request Status course unit.</p> <ul style="list-style-type: none"> <li>• Delete Request – Cannot delete a request once it has been filled, placed, or cleared from New Request screen.</li> </ul><br><ul style="list-style-type: none"> <li>• Create Support Request.</li> </ul> <p>Note: Point out that support requests are discussed in the Intermediate course.</p> <ul style="list-style-type: none"> <li>• Clear List.</li> </ul><br><ul style="list-style-type: none"> <li>• Place Request Up – To your parent or a dispatch with which you have a ‘Place Up’ affiliation.</li> </ul><br><ul style="list-style-type: none"> <li>• Place To External Cache – Applicable only to NFES requests.</li> </ul> |

| ☑ | Topic  | Instructor Actions  |
|---|--|---|
| ☐ | 4.8 New Request Screen > Action Button (continued) | <ul style="list-style-type: none"> <li>• Go To button.</li> </ul> |

**4.9 Receive New Request from External Supply Cache**

| ☑ | Topic  | Instructor Actions  |
|---|--|---|
| ☐ | 4.9 Receive New Request from External Supply Cache | <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> <li>• Only NFES category requests are received from external supply caches.</li> <br/> <li>• The external supply cache assigns:               <ul style="list-style-type: none"> <li>– A request number to the request using UI Supply block named ‘Cache Request Block’.</li> <br/> <li>– An issue number to the order. One issue number can be associated with multiple requests in ROSS, since requests may have been bundled into one shipment.</li> </ul> </li> <br/> <li>• Only replacement requests can be received once an incident is Closed.</li> </ul> |

| ☑ | Topic  | Instructor Actions   |
|---|--|--|
| ☐ | 4.9 Receive New Request from External Supply Cache (continued) | <ul style="list-style-type: none"> <li>• When ROSS receives a new request from an external supply cache, ROSS:                             <ul style="list-style-type: none"> <li>– Creates the request in ROSS.</li> <li>– Sets Requesting and Placing dispatch to the incident dispatch.</li> <li>– Sets the request as pending with the external supply cache that created it.</li> </ul> </li> </ul> |

**4.10 Objectives Review**

| ☑ | Topic                  | Instructor Actions   |
|---|------------------------|--|
| ☐ | 4.10 Objectives Review | <p><b>Display Slide ROSSD-SL-BASIC-04-04 (Objectives Review).</b></p> <p>Ensure each objective has been met.</p> <p>Elicit and answer remaining student questions.</p> <p>Request students fill out the unit evaluation.</p> |

Basic Unit 4 – New Request

| <input checked="" type="checkbox"/> | Topic | Instructor Actions |
|-------------------------------------|-------|--------------------|
|                                     |       |                    |

**4.11 Practice Session**

| <input checked="" type="checkbox"/> | Topic                 | Instructor Actions                    |
|-------------------------------------|-----------------------|---------------------------------------|
| <input type="checkbox"/>            | 4.11 Practice Session | Facilitate the unit practice session. |