



Basic Unit 6 – Request Status

**ROSS Dispatch Training Instructor Guide
Release 2.16.12**

For ROSS Steady State
Operations & Maintenance

12.0



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Basic Unit 6 – Request Status

OBJECTIVES

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

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.
9. Add documentation.

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: Added Resource Panel.	M. Apicella
7.0	01/17/2017	2.16.7: No updates.	M. Apicella
6.0	05/11/2016	2.16.6: No updates.	J. Olson
5.0	02/16/2016	2.16.5: No updates	C. Dingman
4.0	07/14/2015	2.16.4: No updates.	C. Dingman
3.0	04/23/2015	2.16.3: Updated Section "Convert to Support Request" to reference not being able to convert an NFES supply request to a support request	C. Dingman
2.0	09/30/2014	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 6: REQUEST STATUS

6.1 Objectives

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	6.1 Objectives	<p>Display Slide ROSSD-SL-BASIC-06-01 (Request Status).</p> <p>Display Slide ROSSD-SL-BASIC-06-02 (Objectives).</p>

6.2 Overview

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	6.2 Overview	<p>Log into Pagosa Springs Dispatch.</p> <p>Perform a quick, uninterrupted walk-through of the screens and major functions to be covered in this unit.</p> <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>

6.3 Request Status Screen > Search Incidents Dialog Box

☑	Topic	Instructor Actions
☐	6.3 Request Status Screen > Search Incidents Dialog Box	<p>Open the Search Incidents dialog box for the Request Status screen.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Accessed by either Request or Status menu, or RS toolbar button. • Request Status screen 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). • Can only view requests for which your dispatch is in ‘touched by’ chain. • Most Recent Incidents toolbar list does not apply. • Can view multiple incidents at same time. • Set Search Criteria for Incidents panel.

☑	Topic	Instructor Actions
☐	6.3 Request Status Screen > Search Incidents Dialog Box (continued)	<ul style="list-style-type: none"> • Select Incident grid. • Apply button. <p>Apply Deer Valley incident.</p>

6.4 Request Status Screen > Incident List Panel

☑	Topic	Instructor Actions
☐	6.4 Request Status Screen > Incident List Panel	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • To add an incident click '+'. • To remove an incident click '-'. • Manage Financial Codes button and dialog box.

☑	Topic	Instructor Actions
☐	6.4 Request Status Screen > Incident List Panel (continued)	<ul style="list-style-type: none"> • Select Incidents button – Allows selecting and de-selecting incidents without having to remove from list. Selected incidents display ‘**’.

6.5 Request Status Screen > Filter Criteria Panels

☑	Topic	Instructor Actions
☐	6.5 Request Status Screen > Filter Criteria Panels	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Catalog panel. <p>Select Equipment.</p> <ul style="list-style-type: none"> • Request panel. <ul style="list-style-type: none"> – **ALL** – Request #. <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.

☑	Topic	Instructor Actions
☐	6.5 Request Status Screen > Filter Criteria Panels (continued)	<ul style="list-style-type: none"> ▪ 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). – Pending. ▪ Requires Correction Only check box. <ul style="list-style-type: none"> ▫ 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 user has role with External Action Admin function assigned and there are requests requiring correction. – Filled.

☑	Topic	Instructor Actions
☐	6.5 Request Status Screen > Filter Criteria Panels (continued)	<ul style="list-style-type: none"> – Completed. • Last Action panel. <ul style="list-style-type: none"> – Last Action Taken By. – Last Action. • Resource panel. <ul style="list-style-type: none"> – Resource Name.

6.6 Request Status Screen > Incident Requests Grid

☑	Topic	Instructor Actions
☐	6.6 Request Status Screen > Incident Requests Grid	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Grid columns. <ul style="list-style-type: none"> – Column of note: QTY R/A (Quantity Requested/Quantity Assigned). • Tracked Supplies check box. <ul style="list-style-type: none"> – Causes only tracked NFES Supply requests to display (i.e., Fill/Close requests, and requests from other catalogs, will not display).

☑	Topic	Instructor Actions
☐	6.6 Request Status Screen > Incident Requests Grid (continued)	<ul style="list-style-type: none"> – Enabled only when there is at least one tracked NFES supply request in the grid. • Request Count check box. • Go To button • View button. • Print button. • Show Subordinates check box – Subordinates do <u>not</u> display by default.

☑	Topic	Instructor Actions

6.7 Edit Request

☑	Topic	Instructor Actions
☐	6.7 Edit Request	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Only Requesting Dispatch can edit a request, though you can add documentation to a non-local request if you are in the 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. <p>Select any pending request.</p> <ul style="list-style-type: none"> • Edit Request dialog box (editing a single request). <p>Select any two pending requests.</p> <ul style="list-style-type: none"> • Edit Multiple Requests dialog box (editing multiple requests). <ul style="list-style-type: none"> – Cannot be a mix of NFES and non-NFES requests.

☑	Topic	Instructor Actions
☐	6.7 Edit Request (continued)	<ul style="list-style-type: none"> • 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.

☑	Topic	Instructor Actions
		<ul style="list-style-type: none"> – Request Contact.

6.8 Edit Assignment

☑	Topic	Instructor Actions
☐	6.8 Edit Assignment	<p>Select a filled request with resource Mob En Route.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Applicable only to Filled and Closed requests. • Your dispatch must be in Filling Chain of request, though Ordering Chain dispatches can edit resource’s ETD/ETA. • Edit Assignment dialog box. <ul style="list-style-type: none"> – Fields at top of dialog box. – Assignment Information panel – Only Filling Dispatch can edit information in this section. <ul style="list-style-type: none"> ▪ Current Location – Can only edit if resource is Reserved or Mob En Route.

☑	Topic	Instructor Actions
☐	6.8 Edit Assignment (continued)	<ul style="list-style-type: none"> ▪ Add Roster Later check box – Used to indicate intent to add assignment roster later to configuration request filled with a single resource. – Travel Information panel. – Edit Request button – Requesting Dispatch only. – Edit Manifest button. <p>Note: Point out that manifest is discussed in the Intermediate course.</p>

6.9 Unfill Request

☑	Topic	Instructor Actions
☐	6.9 Unfill Request	<p>Select Overhead FFT2 request filled with Jose Peta.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Only enabled if resource is Reserved.

☑	Topic	Instructor Actions
		<ul style="list-style-type: none"> Unfilled request becomes pending with your dispatch. <p>Unfill the request.</p>

6.10 Cancel Reassignment

☑	Topic	Instructor Actions
☐	6.10 Cancel Reassignment	<p>Select Teller Peak incident > Overhead FFT2 request filled with Molly Morgan.</p> <p><u>Discuss the following:</u></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. Is Reserved or Mob En Route to new incident. Must be cancelled from 'reassigned to' request (not reassign-from request). Only incident dispatch can cancel if resource was At Incident.

☑	Topic	Instructor Actions
☐	6.10 Cancel Reassignment (continued)	<ul style="list-style-type: none"> • 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. <p>Cancel the reassignment.</p>

6.11 Retrieve Request

☑	Topic	Instructor Actions
☐	6.11 Retrieve Request	<p>Select Deer Valley incident > Pending Overhead FFT2 request that was placed to Buena Vista Dispatch.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Retrieves a placed request for which your dispatch is in the Ordering Chain.

☑	Topic	Instructor Actions
☐	6.11 Retrieve Request (continued)	<ul style="list-style-type: none"> • Request must be pending. • Request cannot have an open assignment roster. • Cannot retrieve if your dispatch UTFd. • 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>Retrieve the request.</p>

6.12 Restore Request

☑	Topic	Instructor Actions
☐	6.12 Restore Request	<p>Select a Cancelled OH FFT2 request.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Restores cancelled request.

☑	Topic	Instructor Actions
☐	6.12 Restore Request (continued)	<ul style="list-style-type: none"> • Your dispatch must be Requesting Dispatch. • Request must have been cancelled or cancel UTFd. • A request that has been cancelled by an external cache cannot be restored. • If request having an assignment roster is cancelled or cancelled UTF, then restored, assignment roster is not restored. <p>Restore the request.</p>

6.13 Cancel Release

☑	Topic	Instructor Actions
☐	6.13 Cancel Release	<p>Select Overhead FFT2 request filled with Leighton McKenzie (Release At Incident).</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Canceling release from current assignment: <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.

☑	Topic	Instructor Actions
☐	6.13 Cancel Release (continued)	<ul style="list-style-type: none"> – If Demob En Route, only Incident Dispatch can cancel (unless non-local support request, in which only dispatch that controls request can cancel). • Canceling release from previous assignment: <ul style="list-style-type: none"> – Only Incident Dispatch can cancel (unless non-local support request, in which only dispatch that controls the request can cancel). – Resource must be one of following: <ul style="list-style-type: none"> ▪ Returned From Assignment and not yet checked in. ▪ Unassigned (if no check in required), with no subsequent assignments. ▪ Available or Unavailable on preposition incident (and cancelling release from last non-prepo assignment from that prepo).

☑	Topic	Instructor Actions
☐	6.13 Cancel Release (continued)	<ul style="list-style-type: none"> • Cancel Release dialog box. • After a resource’s release is cancelled, its status is set to At Incident (or Available on preposition if applicable). <p>Cancel the release.</p>

6.14 Convert to Support Request

☑	Topic	Instructor Actions
☐	6.14 Convert to Support Request	<p>Select a local request that is <u>not</u> a support request.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Converts the selected request into a support request. • Cannot convert request if: <ul style="list-style-type: none"> – On non-local or closed incident.

☑	Topic	Instructor Actions
☐	6.14 Convert to Support Request (continued)	<ul style="list-style-type: none"> – For Tactical Aircraft. – A subordinate request. – For NFES supply. • Convert to Support Request' dialog box – Select 'support parent', which 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>Convert the request into a support request.</p>

6.15 Add Documentation

☑	Topic	Instructor Actions
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☑	Topic	Instructor Actions
☐	6.15 Add Documentation	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Request Documentation dialog box (single request). • Multi-Edit Documentation dialog box (multiple requests).

6.16 Objectives Review

☑	Topic	Instructor Actions
☐	6.16 Objectives Review	<p>Display Slide ROSSD-SL-BASIC-06-03 (Objectives Review).</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>

6.17 Practice Session

<input type="checkbox"/>	6.17 Practice Session	Facilitate the unit practice session.
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