



# **Basic Unit 4 – New Request**

**ROSS Dispatch Training Student Workbook  
Release 2.16.12**

For ROSS Steady State  
Operations & Maintenance



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**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.

**BASIC UNIT 4: NEW REQUEST**

**4.1 Objectives**

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.1 Objectives	<p><b>Refer to Slide ROSSD-SL-BASIC-04-01 (New Request).</b></p> <p><b>Refer to Slide ROSSD-SL-BASIC-04-02 (Objectives).</b></p> <p><b>Refer to Slide ROSSD-SL-BASIC-04-03 (ROSS Dispatch Process).</b></p>

**4.2 Overview**

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.2 Overview	

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

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.3 New Request Screen > Select Item to Request Panel > Catalog Tab	<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> <li>• View button.                             <ul style="list-style-type: none"> <li>– View Associated Items.</li> <li>– View Reminders.</li> </ul> </li> <li>• Standard Pack field – Displays for NFES category only.</li> </ul>

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.3 New Request Screen > Select Item to Request Panel > Catalog Tab (continued)	<ul style="list-style-type: none"> <li>• Select Features.</li>   <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**

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.4 New Request Screen > Select Item to Request Panel > Preorders Tab	<ul style="list-style-type: none"> <li>• Catalog drop-down list.</li>   <li>• Preorder table.</li> </ul>

☑	Topic	Notes
☐	4.4 New Request Screen > Select Item to Request Panel > Preorders Tab (continued)	<ul style="list-style-type: none"> <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	Notes
☐	4.5 New Request Screen > Enter Request for [Catalog Item] Panel	<ul style="list-style-type: none"> <li>• Number of Requests – Displays for catalog items <u>not</u> orderable in quantities &gt;1.</li>   <li>• Quantity – Displays for catalog items orderable in quantities &gt;1.</li>   <li>• Request Block Numbering.                         <ul style="list-style-type: none"> <li>– User Issued (UI) vs. System Generated (SG).</li>   <li>– View Issued #'s and Enter Request # fields for UI blocks.</li> </ul> </li> </ul>

☑	Topic	Notes
☐	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>   <li>– Two 'defaults' within each catalog:                             <ul style="list-style-type: none"> <li>▪ Request Default – Block that displays by default in Block field.</li>   <li>▪ System Default – For requests from Preorders, Quick Fill, and Detail Request. Cannot be UI.</li> </ul> </li>   <li>– Default cache request block is automatically created for Supply catalog with range of 100,000 – 199,999.</li>   <li>• Unit of Issue – NFES items for which Requestor Provides Item Name is not designated. Read-Only.</li> </ul>

☑	Topic	Notes
☐	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>   <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>   <li>– Untracked item is 'consumed' during assignment or is tracked outside of ROSS ('Fill/Close' requests).</li> </ul> </li>   <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>   <li>• Need Date/Time.</li> </ul>

☑	Topic	Notes
☐	4.5 New Request Screen > Enter Request for [Catalog Item] Panel (continued)	<ul style="list-style-type: none"> <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>   <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>   <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>   <li>• Navigation Instructions – Displays instructions for 'Deliver To' location. Does not display for NFES items.</li>   <li>• Financial Code – Defaults to 'Default' code designated for incident. Displays only active codes.</li> </ul>

☑	Topic	Notes
☐	4.5 New Request Screen > Enter Request for [Catalog Item] Panel (continued)	<ul style="list-style-type: none"> <li>– NFES Supply requests cannot be created unless incident has an active default financial code.</li>   <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>   <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>   <li>– To select an existing instruction and modify it without affecting any requests using it, click 'Copy' button.</li>   <li>– Contact and Radio Frequency '+' button.</li> </ul> </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> </ul>

☑	Topic	Notes
☐	4.5 New Request Screen > Enter Request for [Catalog Item] Panel (continued)	<ul style="list-style-type: none"> <li>• Shipping Contact – Only displays for NFES items and pre-orders containing at least one NFES item.</li>   <li>• Incident Ordering Contact.</li>   <li>• Request Contact – If a contact is entered, it is added to the incident.</li>   <li>• Configuration Option.</li>   <li>• '+' button – Click to create request.</li> </ul>

**4.6 Create Requests**

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.6 Create Requests	<ul style="list-style-type: none"> <li>• Aircraft, Service - Aviation, Temporary Flight Restriction'.</li> <li>• Equipment, Dozer, 'Dozer, T1'.</li> </ul>
<input type="checkbox"/>	4.6 Create Requests (continued)	<ul style="list-style-type: none"> <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**

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.7 New Request Screen > Request(s) Created Panel	<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	Notes
		<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	Notes
☐	4.8 New Request Screen > Action Button	<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>   <li>• Edit Request.</li> </ul>

☑	Topic	Notes
☐	4.8 New Request Screen > Action Button (continued)	<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>   <li>• Create Support Request.</li>   <li>• Clear List.</li>   <li>• Place Request Up – To your parent or a dispatch with which you have a ‘Place Up’ affiliation.</li>   <li>• Place To External Cache – Applicable only to NFES requests.</li>   <li>• Go To button.</li> </ul>

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

☑	Topic	Notes
☐	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> </ul>
☐	4.9 Receive New Request from External Supply Cache (continued)	<ul style="list-style-type: none"> <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> <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> <li>• Only replacement requests can be received once an incident is Closed.</li> <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> </ul> </li> </ul>

<input checked="" type="checkbox"/>	Topic	Notes
		<ul style="list-style-type: none"> <li>– Sets the request as pending with the external supply cache that created it.</li> </ul>

**4.10 Objectives Review**

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.10 Objectives Review	<b>Refer to Slide ROSSD-SL-BASIC-04-04 (Objectives Review).</b>

**4.11 Practice Session**

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	4.11 Practice Session	