



Intermediate Unit 5 – Request Status

**ROSS Dispatch Training Instructor Guide
Release 2.16.12**

For ROSS Steady State
Operations & Maintenance

12.0



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Intermediate Unit 5 – Request Status

OBJECTIVES

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

1. Cancel reassignment of a prepositioned resource.
2. Add a subordinate request.
3. Correct an External Supply Cache retrieve.
4. Correct an External Supply Cache place.
5. View an NFES request placed with an External Supply Cache.
6. Status an NFES request placed with 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 | 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: No updates. | C. Dingman |
| 2.0 | 09/30/2014 | 2.16.2: No updates. | C. Dingman |
| 1.0 | 02/28/2015 | Re-formatted for consistency with NAP Instructor Guides, and updated for ROSS version 2.16.1. | J. Vahl |

INTERMEDIATE UNIT 5: REQUEST STATUS

5.1 Objectives

| <input checked="" type="checkbox"/> | Topic | Instructor Actions |
|-------------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | 5.1 Objectives | <p>Display Slide ROSSD-SL-INTERMEDIATE-05-01 (Request Status).</p> <p>Display Slide ROSSD-SL-INTERMEDIATE-05-02 (Objectives).</p> |

5.2 Overview

| <input checked="" type="checkbox"/> | Topic | Instructor Actions |
|-------------------------------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | 5.2 Overview | <p>Log into <u>Buena Vista</u> 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> |

5.3 Cancel Reassignment of Prepositioned Resource

| ☑ | Topic | Instructor Actions |
|---|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ☐ | 5.3 Cancel Reassignment of Prepositioned Resource | <p>Display Slide ROSSD-SL-INTERMEDIATE-05-03 (Cancel Reassignment Scenario).</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Following scenario will be used to illustrate cancelling the reassignment of a prepositioned resource: <ul style="list-style-type: none"> – Pagosa Springs Dispatch put ‘ADO Class B Team #2’ resource on its Buck Ranch Prepo preposition incident. – Pagosa Springs used the team to fill a request placed to them by Buena Vista Dispatch (for the Bear Lake incident). – Buena Vista Dispatch reassigned the team to a request placed to them by Craig Dispatch, and put the team Mob En Route to the Sandstone Pillars incident. • If a prepositioned resource is reassigned from one non-preposition incident to another, and reassignment is cancelled, the reassign-to request is unfilled and becomes pending with dispatch that cancelled reassignment. <p>At Buena Vista Dispatch, open the Request Status screen in the context of the Sandstone Pillars non-local incident.</p> |

| ☑ | Topic | Instructor Actions |
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| ☐ | 5.3 Cancel Reassignment of Prepositioned Resource (continued) | <p>Select Overhead request for ADO Team Member (filled with resource ‘ADO Class B Team #2’).</p> <p>Cancel the reassignment.</p> <ul style="list-style-type: none"> • Select Return-To Request dialog box. <ul style="list-style-type: none"> – Previous Request – Returns resource back to non-preposition incident associated with original request. – Preposition Request. <ul style="list-style-type: none"> ▪ Resource is placed back on preposition incident request, and a release date, travel option, and release to location can be set. ▪ Reassign-from request is closed when resource returns to the preposition incident. <p>Note: Point out that when the team arrives back at the preposition incident, the Buena Vista request for an ADOM is closed.</p> |

| <input checked="" type="checkbox"/> | Topic | Instructor Actions |
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| <input type="checkbox"/> | 5.3 Cancel Reassignment of Prepositioned Resource (continued) | <p>Select the Preposition Request radio button. Set travel ETD & ETA to present.</p> <p>Note: Point out that the Craig Dispatch request for ADO Class B Team has now been unfilled.</p> |

5.4 Add Subordinate Request

| <input checked="" type="checkbox"/> | Topic | Instructor Actions |
|-------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | 5.4 Add Subordinate Request | <p>Log into Pagosa Springs Dispatch.</p> <p>Open the Request Status screen in the context of the Deer Valley incident.</p> <p>Select Equipment request for Engine T3 filled by Buena Vista Dispatch.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Applicable only to parent requests for which an assignment roster has been created and 'closed' (i.e., parent request was set to Filled). • Can add subordinate if: <ul style="list-style-type: none"> – Parent resource is Mob En Route, At Incident, or Available/Unavailable on a preposition incident, and |

| ☑ | Topic | Instructor Actions |
|---|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ☐ | 5.4 Add Subordinate Request (continued) | <ul style="list-style-type: none"> – Your dispatch is one of following: <ul style="list-style-type: none"> ▪ Home Dispatch. ▪ Incident Dispatch, if local request. ▪ Incident Dispatch, if non-local support request with control yielded to you. ▪ Requesting Dispatch (but not incident dispatch), if non-local support request with control retained. ▪ Filling Dispatch, if one of following is true: <ul style="list-style-type: none"> ▫ Resource is Reserved (but not Reassigned (At Incident)). ▫ Resource is Mob En Route, you are Home Dispatch, and resource not reassigned to non-local incident. ▫ Resource is At Incident, you are assigning prepositioned resource to non-prepo incident, and Release to Preposition option is selected. • Can create NFES Supply subordinate only if: <ul style="list-style-type: none"> – Parent’s original assignment was filled by an external supply cache. – Incident has an active default financial code. |

| ☑ | Topic | Instructor Actions |
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| ☐ | 5.4 Add Subordinate Request (continued) | <ul style="list-style-type: none"> • Cannot create for an alias catalog item. • Request Blocks are not applicable to subordinate requests. • Cannot be added to a configuration request that was filled as a single item (whether or not assignment roster was added later). • Cannot select a Preorder when adding a subordinate request. <p>Initiate creating a subordinate request for an Overhead FFT2.</p> <ul style="list-style-type: none"> • Create Subordinate Request dialog box – Identical to Create Support Request dialog box with following exception: <ul style="list-style-type: none"> – Select Placement panel on Request tab: <ul style="list-style-type: none"> ▪ Select Place Directly with Home Dispatch of Parent Resource – In case of nested rosters, placed to home dispatch of immediate parent. |

| ☑ | Topic | Instructor Actions |
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| ☐ | 5.4 Add Subordinate Request (continued) | <ul style="list-style-type: none"> ▪ Place/Fill Locally (via Pending Request). <ul style="list-style-type: none"> ▫ Adds request to 'Pending Request' screen. ▫ If parent was filled by an external supply cache, radio button automatically selected and cannot be changed. <p>Finish creating the subordinate request.</p> |

5.5 Correct External Supply Cache Retrieve

| ☑ | Topic | Instructor Actions |
|---|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ☐ | 5.5 Correct External Supply Cache Retrieve | <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Used when an action has been taken to retrieve a request from an external supply cache, but after all retries a response has not been received. • User can check with an ICBS Administrator outside of ROSS and then record outcome of retrieve in ROSS via Correct Retrieve. • Only applicable if you have a user role with External Action Admin function assigned. |

| ☑ | Topic | Instructor Actions |
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| ☐ | 5.5 Correct External Supply Cache Retrieve (continued) | <p>Display Slide ROSSD-SL-INTERMEDIATE-05-04 (Correct Retrieve).</p> <ul style="list-style-type: none"> • Correct Retrieve Action dialog box. <ul style="list-style-type: none"> – Request is Cancelled in ICBS (Retrieve Succeeded) – Indicates ICBS verified request exists and is cancelled, and ROSS should mark request as successfully retrieved and no longer await a response from ICBS. – Request is not Cancelled in ICBS (Retrieve Denied) – Indicates ICBS verified retrieve action was processed but denied, the request is not cancelled in ICBS, and ROSS should leave request as pending with cache and no longer await a response from ICBS. – Request is not Cancelled in ICBS (Retrieve Failed, OK for User to Retry) – Indicates ICBS verified request exists but is not in a cancelled state in ICBS and ROSS should leave request as pending with cache and no longer await a response from ICBS. ROSS user may attempt request retrieval again. |

5.6 Correct External Supply Cache Place

| ☑ | Topic | Instructor Actions |
|---|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ☐ | 5.6 Correct External Supply Cache Place | <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Used when an action has been taken to place a request to an external supply cache, but after all retries a response has not been received. • User can check with an ICBS Administrator outside of ROSS and then record the outcome of the place in ROSS via Correct Place. • Only applicable if you have a user role with the External Action Admin function assigned. <p>Display Slide ROSSD-SL-INTERMEDIATE-05-05 (Correct Place).</p> <ul style="list-style-type: none"> • Correct Place Action dialog box. <ul style="list-style-type: none"> – Request Exists in ICBS (Place Succeeded) – Indicates ICBS verified request exists and ROSS should mark request as successfully placed and no longer await a response from ICBS. |

| ☑ | Topic | Instructor Actions |
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| ☐ | 5.6 Correct External Supply Cache Place (continued) | <ul style="list-style-type: none"> – Request Does Not Exist in ICBS (Place Failed, OK for User to Retry) – Indicates ICBS verified request does not exist in ICBS and ROSS should set request as pending with placing dispatch and no longer await a response from ICBS. ROSS user may attempt to place request again. • If selected request is part of a bundle, selected status is applied to all requests in the bundle. |

5.7 View NFES Request Placed with External Supply Cache

| ☑ | Topic | Instructor Actions |
|---|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ☐ | 5.7 View NFES Request Placed with External Supply Cache | <p>Place an NFES request to an external supply cache (from New Request or Pending Request).</p> <p>Select the placed NFES request on the Request Status screen.</p> <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Request Information panel – Fields of Note: <ul style="list-style-type: none"> – Replacement Request – Indicates by Y/N. |

| ☑ | Topic | Instructor Actions |
|---|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ☐ | 5.7 View NFES Request Placed with External Supply Cache (continued) | <ul style="list-style-type: none"> – Only display after an action has been taken on the request by the cache: <ul style="list-style-type: none"> ▪ Shipped – Total quantity of items shipped, from all caches, in all issues, for request. ▪ UTF – Total quantity of items from request UTFd by caches. ▪ Backordered – Total quantity of items from request backordered by caches. ▪ Forwarded – Total quantity of items from request forwarded by caches. • Shipping Info tab – Displays Shipping Information and Shipping Contact. • Shipped Items tab – Displays a history of cache activity related to request. <ul style="list-style-type: none"> – Shipped Items grid. <ul style="list-style-type: none"> ▪ Issue # – Assigned by the cache. |

| ☑ | Topic | Instructor Actions |
|---|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ☐ | 5.7 View NFES Request Placed with External Supply Cache (continued) | <ul style="list-style-type: none"> ▪ Date/Time – Date/time the information was received from the external system. ▪ Cache – Cache that shipped the issue. ▪ Item Name. ▪ Item Code. ▪ Shipped – Quantity of items shipped in the issue. ▪ BO – Quantity of items backordered as part of the issue. ▪ Fwd – Quantity of items forwarded as part of the issue. ▪ UTF – Quantity of items UTFd as part of the issue. <p>– Cache Trackable IDs grid – Lists trackable IDs of items shipped with issue selected in Shipped Items table.</p> |

5.8 Status NFES Request Placed with External Supply Cache

| <input checked="" type="checkbox"/> | Topic | Instructor Actions |
|-------------------------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | 5.8 Status NFES Request Placed with External Supply Cache | <p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Allows you to ask for a status update on an NFES request pending with an external supply cache. • ROSS: <ul style="list-style-type: none"> – Sends request and incident information to the cache. – Receives a response from cache. – Updates request status as appropriate. |

5.9 Objectives Review

| <input checked="" type="checkbox"/> | Topic | Instructor Actions |
|-------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | 5.9 Objectives Review | <p>Display Slide ROSSD-SL-INTERMEDIATE-05-06 (Objectives Review).</p> <p>Ensure each objective has been met.</p> |

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| <input checked="" type="checkbox"/> | Topic | Instructor Actions |
|-------------------------------------|-----------------------------------|----------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | 5.9 Objectives Review (continued) | <p>Elicit and answer remaining student questions.</p> <p>Request students fill out the unit evaluation.</p> |

5.10 Practice Session

| <input checked="" type="checkbox"/> | Topic | Instructor Actions |
|-------------------------------------|-----------------------|---------------------------------------|
| <input type="checkbox"/> | 5.10 Practice Session | Facilitate the unit practice session. |