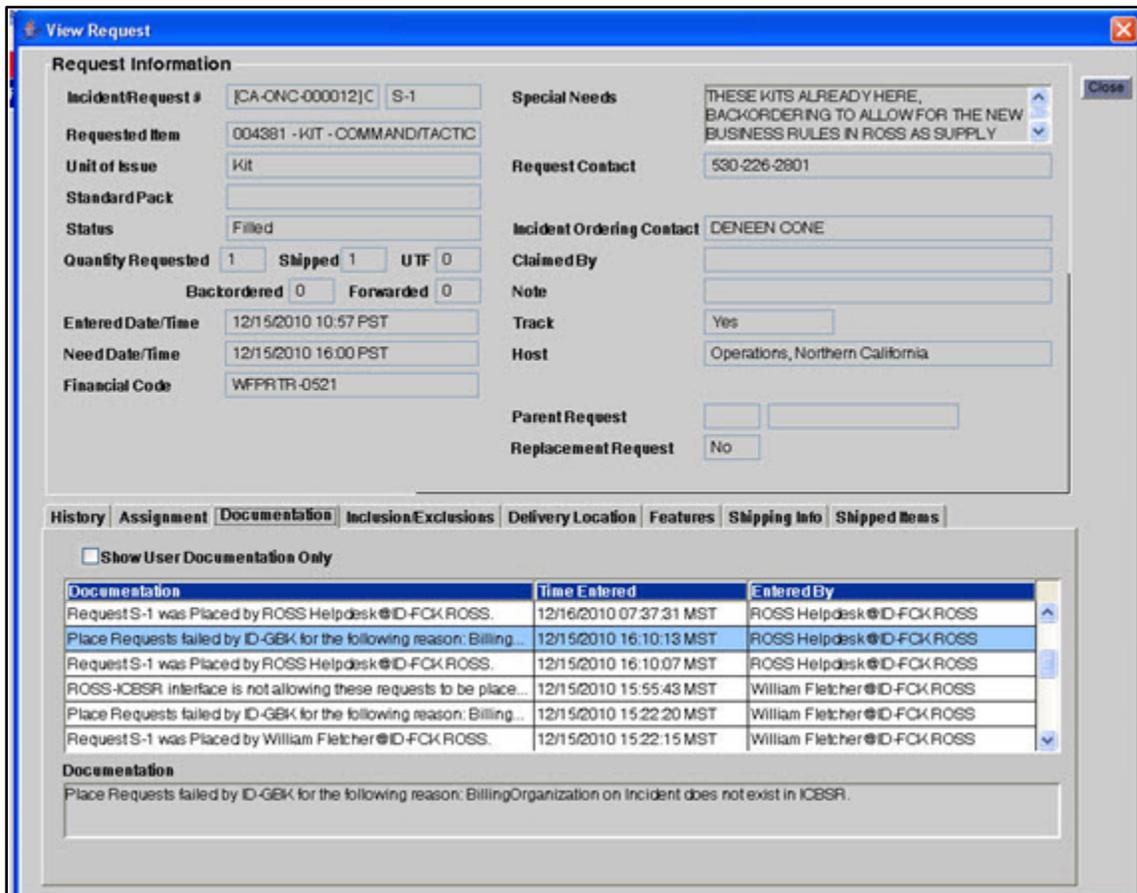


This KM explains why you might receive an error saying "Billing Organization does not exist in ICBS" when trying to place an order up to a cache.

This error is usually received in ROSS on the View Request and Action Notification screens. ROSS users will notice the request will never leave ROSS; it will remain on the Pending Request and Multiple Place screen.

Figure 1: Example of "Billing Organization does not exist in ICBS" error



Examples include:

- ROSS error on the Request Status screen: "Place Requests failed by ID-GBK for the following reason: Billing Organization on Incident does not exist in ICBSR".
- ROSS Error on the Action Notification screen: "Place requests to ID-GBK failed for the following requests because: Billing Organization on Incident does not exist in ICBSR For trouble shooting, the distribution ID is b4bcbf83-0896-11e0-b617-77175e7454ca.Contact the ROSS Help Desk S-1".

End User Solution

This error indicates that a Unit ID (ex. CAONC) does not exist in the ICBS system since ROSS keys off a Unit ID to match a ROSS Organization to an ICBS Customer. The Unit ID that does not match might be for a ROSS Host Organization or for a Billing Organization. In either case, since ICBS cannot relate to the ROSS Unit ID to any customer in the ICBS database, it rejects the message from ROSS.

The Unit ID needs to be created in ICBS, or needs to be changed in one system or the other so that it matches in both.

The following information is mandatory before a customer/organization can be defined in ICBS:

- NWCG Unit ID/Org Code
- Agency and Customer Name
- Physical Address
- Contact Phone Number

If you are receiving this error, contact the Interagency Helpdesk at 866.224.7677 for further assistance.

Helpdesk Solution

If the Customer/Organization needs to be changed in ICBS, collect the following information and escalate the ticket to Jeri Billiard:

- NWCG Unit ID/Org Code
- Agency and Customer Name
- Physical Address
- Contact Phone Number

If the Customer/Organization needs to be changed in ROSS, Jeri Billiard will work with the ROSS team to make the change in ROSS.

Once the Unit ID exists in ICBS, the ROSS user should be able to place the request to the cache successfully.

Refer to: [ICBS: SME schedule, contacts and support information](#)

Reviewed/updated 1/15/2014 jbilliard