

## Creating a Request

Requests are orders for resources needed on an incident. An incident can have many requests. To create a new request, make sure you have a dispatch center selected, then select the **Add** icon in the Pending Requests tile.

### Notes:

- If you select an incident from the **Watched Incident** content selector, your request will be created for that incident.
- All items marked with an asterisk are required. All other fields are optional.

- 1 If you did not select a **Watched Incident** on the homepage, choose from the **Incident\*** drop-down.
- 2 Choose the **Catalog\***, **Catalog Category\***, and **Catalog Item\*** for the resource you want to request.
- 3 Enter the **Number of Requests**, representing the number of requests you want to create for this catalog item. IROC defaults this value to 1.
- 4 *Optional:* Choose a **Financial Code**.
- 5 *Optional:* Choose a **Custom Request Block** from the drop-down to determine numbering for this request.
- 6 Click the **Calendar** icon to set the **Needed by Date\***.
- 7 Set the **Needed By Time\*** and select the **Needed By Timezone\*** from the drop-downs.
- 8 Select the **Deliver To** location from the drop-down.
- 9 Type in **Navigation Instructions** as needed.
- 10 Select the **Request Contact\* from the drop-down**.

**Tip:** If you need to add a new location, financial code, or contact, you can do this without exiting the screen; simply click on the appropriate action button at the top of the screen.

- 11 Select an **Ordering Contact** from the drop-down.
  - 12 Enter **Special Needs** in the Request Features section.
- Note:** For certain types of requests, such as indicating the desired features for a Helicopter, Type 1, Standard, the **Features** field will appear, where you can select one or more features.
- 13 Choose specific inclusions or exclusions for the request.
    - a **Inclusions** – Limit the request to categories of agencies
    - b **EFF/AD Exclusion** – Appears for overhead catalog items.
    - c **Contractor Not Acceptable** and **Portal to Portal Acceptable** – Choose where appropriate.
  - 14 **Overhead Details** will appear for overhead catalog items. Select a **Trainee** status acceptable for your request and a **Requested / Named Resource** if desired. You can also indicate **Rental Car Approved**, **Laptop Approved**, or **Cell Phone Approved**.

15 Provide additional **Documentation** in the **Activities** section where appropriate by typing directly in this field.

- 16 If you create a request for an NFES supply item, a **Supply Details** section will appear at the bottom of the screen. If you check the boxes for shipping or cache pickup, complete the required information in the form.

**Note:** If you need to add a new shipping address, click the **New Address** action button at the top of the screen.

- 17 **Supplemental Requests** – For requests that require a supplemental form, you can attach the form directly to the request by clicking on the **Attach icon**. Examples of requests requiring supplemental forms include Temporary Flight Restrictions, Infrared Flight, and Mobile and Food Shower Service requests.
- 18 **Required and Optional Fields** – The information shown in the Create Request screen will change depending on the catalog item you are requesting. Items marked with an asterisk are required for all catalog items. Depending on the item you are requesting, additional fields on the form may be required, as indicated by asterisks and/or a system message in IROC. For a list of fields associated with a request record, see the *New Request Student Guide*.

Request - new record 

Request

\* Requesting Dispatch

 Albuquerque Interagency Dispatch Center ▼

Next Number

\* Incident

Custom Request Block

Catalog

\* Needed By Date



Catalog Category

\* Needed By Time

\* Catalog Item

Please enter in military time e.g. 1500

Number of Request

1

\* Needed By Timezone

 Mountain x ▼

Financial Code

Deliver To

Navigation Instructions

\* Request Contact

Ordering Contact

Request Features

Special Needs

Inclusions/Exclusions

Inclusions

-- None -- ▼

Contractor Not Acceptable

Portal to Portal Acceptable