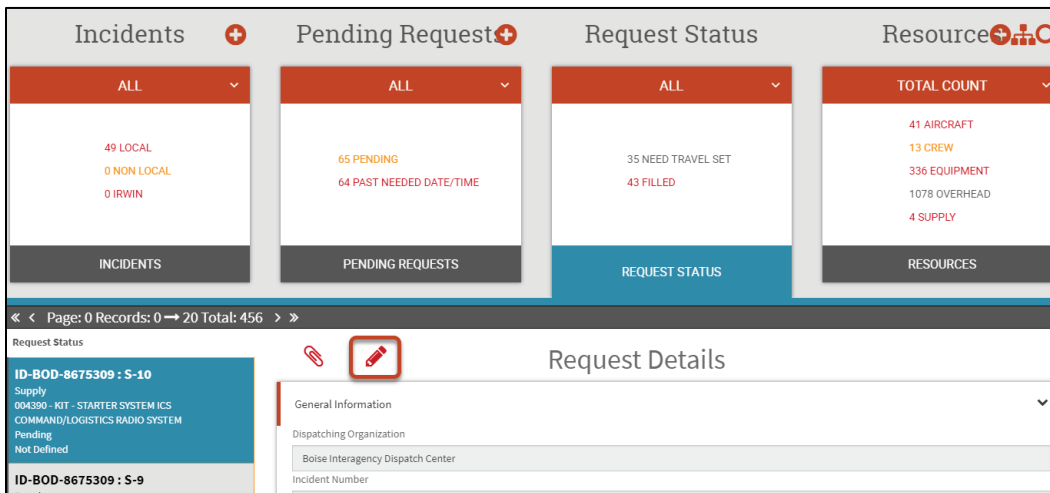


Retrieving an NFES Supply Request Placed to Cache

As a dispatcher, you may need to retrieve a pending NFES supply request sent to cache. This function essentially brings back the request from the cache. You can only retrieve an ICBS request for your organization, and your organization must be in the ordering chain for that request.

Note: If the request is scheduled and released, you will **not** be able to retrieve it from ICBS, as indicated by a status of **Error** in the **ICBS Status** field.

- 1 Find the request you want to retrieve in the Request Status accordion view and click the **Edit** icon to move to the Manage Request screen.



- 2 Click the **Info** tab to review the **ICBS Status** field. To retrieve a request, this field must show a status of **Submitted**. A status of **Error** means the request failed to place.
- 3 Click the **Retrieve** tab and then click the **Retrieve** button to retrieve the request from the cache. The **Retrieve** tab only appears if the request was submitted to cache.



- a If the order has been scheduled and released, a Retrieve Failed message appears at the top of the screen and in the **ICBS Status** field of the **Info** tab.
- b If the retrieve is successful, a confirmation message appears at the top of the screen, and the **ICBS Status** field shows Retrieve Success.

