This Quick Reference Card explains how to fill a request for a Call When Needed (CWN) aircraft that has a resource record defined in ROSS. When called by an authorized ordering dispatch center, CWN aircraft are contracted to provide specific resources on an as-available basis. Before filling the CWN request, contact the vendor to verify that resource’s availability.

To fill a request for a CWN aircraft

1. On the Request menu, click Pending Request, or click PR.
2. On the Pending Request screen, search for and click the Aircraft Request of your choice, and then click the Contracts/Agreements tab.
3. On the Contracts/Agreements tab, click the Resource Name of your choice, and then click Fill.
4. On the Fill Request dialog box, click Set Travel, click ▲ and ▼, and then click the ATD and ETE.
5. Complete the Assigning Contact text box, complete the Call Sign text box, and then click OK.
6. On the Request Action Message dialog box, click OK.

To create an Overhead Support Request from the Pending Request screen

Once you fill the parent request, you cannot create a Support Request for it from the Pending Request screen.

A. On the Pending Request screen, click the Parent Request of your choice.
B. Click Action, and then click Create Support Request.
C. On the Create Support Request dialog box, search for and then click the Overhead Position of your choice.
D. Click the Request tab, complete all information as required and/or appropriate, and then click .
E. Repeat steps C and D to create all needed Support Requests. When finished, click the Requests Created tab to review, and then click Close.

Helpdesk: 866-224-7677  
ROSS Website: https://famit.nwcg.gov/applications/ROSS