New Request - creating and editing new requests

This User Guide explains how to create requests for incidents. You can create requests for both internal and external incidents. Topics include:

- Creating a new request
- Completing the New Request screen
- Creating a named request
- Creating a supplemental request
- Creating an NFES request
- Editing a request
- Deleting a request
- Creating a support request
- Placing up a new request
- Reviewing requests from other ROSS screens
- Exploring new requests in detail.

To access the New Request screen

- On the Request menu, click New Request, or click the REQ button.
New Request screen - Catalog tab

Creating a new request

This section explains how to create new requests for catalog items and preorders. Topics include:

- Working with the Catalog tab
- Working with the Preorders tab.

**Working with the Catalog tab**

The Catalog tab is the first tab on the New Request screen. It allows you to create new requests for cataloged resources.

*Remember, if you add any features to a request for a catalog item, the resource that fills the request must match (have those features) or it will not show as a qualified/available resource on the Pending Request screen.*
To create a new request for a catalog item

1. On the New Request screen, click the drop-down arrow and select the Incident of your choice, and then click the Show/Update Incident context button to update the incident context.

2. On the Catalog tab under Select Item to Request, click the Catalog drop-down arrow, click the Catalog of your choice, and then click the Filter button.

3. On the Catalog Item table, search for and then click the Catalog Item of your choice.

4. To view any reminders for the Catalog Item, click the View button. See, “To view reminders for a catalog item.”

5. Under Select Features, click the Available Features of your choice, if any, and then click the Add arrow button to move your selection to the Requested Features table.

6. Under Select Inclusions and Exclusions, click the option of your choice
   - None - default
   - Federal Only
   - Non-Federal Only
   - Host Agency Only
   - State Only.

For overhead catalog items, click the options of your choice
   - EFF/AD Exclusion
   - Trainee No Trainee, Trainee Acceptable, or Trainee Required.

7. Click to select the check boxes of your choice
   - Contractor Not Acceptable
   - Portal-to-Portal Acceptable.
   - EFF/AD Exclusion.

8. Complete the Enter Request for [Catalog Item] portion of the New Request screen as instructed in the section, “Completing the New Request screen.”
To complete shipping instructions for an NFES supply request

- Under Shipping Information, perform one of the following
  - click the Pick Shipping Address button, and then click the shipping address of your choice
  - click to select the Will Pick Up At Cache check box
  - click the Add/Edit Shipping Instructions button, complete the Shipping Instructions, City, and State information on the Add Shipping Instructions dialog box.

To remove a previously entered Shipping Address or Shipping Instructions, click the Remove button.

The following graphic shows a sample Shipping Information portion of the New Request for pickup at a cache.

The following graphic shows the Add Shipping Instructions dialog box.

To remove the shipping address

- Under Shipping Information, click the Remove Shipping Address button.

To edit shipping instructions

1. Under Shipping Information, click the Add/Edit Shipping Instructions button.

2. On the Edit Shipping Instructions dialog box, change the following information as appropriate, and then click OK
   - Shipping Instructions
   - City
   - State.
The following graphic shows the Edit Shipping Instructions dialog box.

![Edit Shipping Instructions](image)

**To view reminders for a catalog item**

*The View button located directly below the Catalog Item table allows you to view reminders relating to the catalog item of your choice.*

1. On the **New Request** screen, search for and then click the **Catalog Item** of your choice.
2. Click the **View** button, and then click **View Reminders**.
3. Review the information on the **Reminders** dialog box, and then click **Close**.

The following graphic shows the Reminders dialog box.

![Reminders](image)

**Working with the Preorders tab**

The Preorders tab is the second tab on the New Request screen. It allows you to select an existing preorder and then create new requests based on catalog items in that preorder.

*You cannot create a preorder from the New Request screen. See, “Preorders - creating lists of needed resources.”*
New Request screen - Preorders tab

To create a new request for a preordered catalog item

1. On the **New Request** screen, click the drop-down arrow and select the **Incident** of your choice, and then click the **Show/Update Incident context** to update the incident context.

2. Click the **Preorders** tab.

3. Click the **Catalog** drop-down arrow, and then click the **Catalog** of the preorder.

   *The View Reminder(s) button, located directly below the Orders to Create table, allows you to display specific information relating to the catalog item of your choice.*

4. Under **Orders to Create**, click the **Member Name(s)** of your choice.

   *Each catalog item listed on the Orders to Create table identifies a Member Name, Code, and Quantity.*
5 Complete the **Enter Request for [Catalog Item]** portion of the **New Request** screen as instructed in the next section, “Completing the New Request screen.” - Users can add or remove quantities in the "Adjust the Pre-Order Quantities" dialog box after selecting the "Create request Button" 

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**Completing the New Request screen**

The “Enter Request for [Catalog Item]” section of the New Request screen is located on the right-hand side of the New Request screen. Complete this section for catalog items and preorders in the same way.

**To complete the New Request screen**

1. Complete the task, “To create a new request for a catalog item,” or the task, “To create a new request for a preordered catalog item,” as appropriate for the new request.
2. Under **Enter Request for [Catalog Item]** complete the text box as appropriate
   - for catalog items that can be ordered in quantities greater than one, type the appropriate quantity in the **Quantity** text box
   - for catalog items that can not be ordered in quantities greater than one, type the appropriate number in the **# Requests text box**
   - click the **Block** drop-down arrow and then click the **Block** of your choice, as appropriate.
   
   *See, “Setting up request blocks.”*
3. To assign the date and time needed, click the **Select Dates** button, and then select the **Need Date/Time** of your choice.
4. Click the **Select Delivery Location** button and select the location of your choice.
5. To select a financial code other than the default code designated for the incident, click the **Pick Financial Code** button, click the appropriate tab on the **Select Financial Code** dialog box, and then click the **Financial Code** of your choice, and then click **OK**.
6. To assign a FireCode that was created for this incident, click the **Import FireCode** button.
7. In the **Special Needs** text box, type special needs for the request, as appropriate.

*For example, a special need may be an “engine, double-crewed.” Do not use this text box for navigation instructions. See, “Designating special needs.”*
8 To enter or change reporting instructions, click the Select Reporting Instructions button, complete the Reporting Instructions dialog box, click Save, and then click Close.

9 In the Incident Ordering Contact text box, type the name of the contact person that the filling resource is supposed to report to when arriving at the incident.

10 In the Request Contact text box, type the name and/or contact information of the dispatch unit that created the request, or click the Select Contact Info button and then click the contact name of your choice.

11 If the selected catalog item is a configuration, click the Configuration Option drop-down arrow and then click the configuration option of your choice.

   See, “Working with configuration options.”

12 When finished completing all appropriate information, click the Create Request button.

To clear the request list

   • Under Request(s) Created, click the Action button, and then click Clear List.

To view or modify block numbers

1 On the New Request screen under Enter Request for [Catalog Item], click the Pick Block to View, Edit or Split button.

2 On the Pick Block dialog box, perform one or more of the following, as appropriate, and then click Close
   - to set the default block to request default (“R” in the Default column), click the default Block Name, click the Default button, and then click Set Request Default
   - column), click the default Block Name, click the Default button, and then click Set System Default
   - New button, complete the Split Block dialog box, and then click OK
   - Name of your choice, click the Edit button, complete the Edit Block dialog box, and then click OK
   - the Delete button, click the block to merge the deleted block into, if appropriate, and then click OK.
The following graphic shows the Pick Block dialog box where you can edit, create, or delete request blocks.

![Pick Block Dialog Box](image1)

The following graphic shows a sample Split Block dialog box for setting up request blocks for expanded dispatch.

![Split Block Dialog Box](image2)

The following graphic shows the resulting blocks on the Pick Block dialog box.

![Pick Block Dialog Box](image3)
To pick a reload base

The Pick Reload Base dialog box now allows you to designate the new request’s reload base using an airport, the incident, or a location.

1. On the New Request screen, click the Pick Reload Base button.

2. On the Pick Reload Base dialog box, perform one of the following:
   - to designate an airport, search for and then click the Airport Name of your choice on the Airports tab, and then click OK
   - to designate the incident, click the Incident tab, and then click OK
   - to designate another location, click the Locations tab, search for and then click the Location of your choice, and then click OK.

The following graphic shows the Airports tab on the Pick Reload Base dialog box.
The following graphic shows the Incident tab on the Pick Reload Base dialog box.

![Incident tab graphic](image)

The following graphic shows the Locations tab on the Pick Reload Base dialog box.

![Locations tab graphic](image)
To search for a Deliver To Locations

- On the Delivery Location dialog box, complete the Set Search for Deliver To Locations information as appropriate to narrow your search, and then click the Search button.

To add a new Deliver To Location

1. On the Delivery Location dialog box, click the Pick button.
2. On the Pick/Copy Existing Reporting Instruction dialog box, enter filter criteria as appropriate, and then click the Filter button.
3. Click the Location Type drop-down arrow, and then select the Location Type of your choice.

The following graphic shows the Deliver To Location dialog box.

![Deliver To Location Dialog Box](image)

To create a new incident financial code

*You can not create new host financial codes from the New Request screen.*

1. On the New Request screen, click the Pick Financial Code button.
2. On the Select Financial Code dialog box on the Incident Financial Codes tab, click the New button.
3. On the Ad Hoc Financial Code dialog box, complete the following information and then click OK
   - Financial Code
   - Fiscal Year
   - Owned By.
The following graphic shows the Select Financial Code dialog box.

![Select Financial Code](image)

The following graphic shows the Ad Hoc Financial Code dialog box.

![Ad Hoc Financial Code](image)

The following graphic shows the Pick Agency Organization dialog box.

![Pick Agency Organization](image)

**To import a FireCode**

If a firecode has been created for the incident, you may import that four-character code when selecting the Financial Code for a new request.

1. On the **New Request** screen, click the **Pick Financial Code** button.
2. On the **Select Financial Code** dialog box, click the **Import FireCode** button.
3. On the **Ad Hoc Financial Code** dialog box, modify the **FireCode** as appropriate.
4 Complete the following information and then click **OK**
   - Fiscal Year
   - Owned By.

The following graphic shows a sample Select Financial Code dialog box. The arrow points to the Import FireCode button.

*If no firecode has been created for the incident, the Import Firecode appears dimmed.*

**To enter new reporting instructions**

1. On the **New Request** screen, click the **Select Reporting Instructions** button, and then click **New**.
2. Under **Reporting Instruction**, type the specific instructions for reporting to the assignment.
3. On the **Incident Contact** tab, click the **Contact Name** of your choice, and then click the **Add Contact/Frequency to Reporting Instructions** button.
4. Click the **Incident Radio Frequency** tab, click the radio frequency of your choice, and then click the **Add Contact/Frequency to Reporting Instructions** button.
5. When finished, click **Save**, and then click **Close**.
The following graphic shows the Reporting Instructions dialog box.

![Reporting Instructions Dialog Box]

**To choose from instructions entered on other resource requests for the incident**

1. On the **Reporting Instructions** dialog box, click the **Pick** button.
2. On the **Pick/Copy Existing Reporting Instruction** dialog box, enter filter criteria as appropriate, and then click the **Filter** button.
3. Click to select the **Reporting Instruction** of your choice, click **OK**, and then click **Close**.

*The full text displays in the Selected Reporting Instruction text box.*

The following graphic shows the Pick/Copy Existing Reporting Instruction dialog box.

![Pick/Copy Existing Reporting Instruction Dialog Box]
To select an existing instruction and modify it for one request, without affecting any requests that have used the instruction

1 On the New Request screen, click the Select Reporting Instructions button, and then click the Copy Reporting Instruction button.

2 On the Pick/Copy Existing Reporting Instruction dialog box, click the Reporting Instruction you want to modify for this request, and then click OK.

3 On the Reporting Instructions dialog box, change the Reporting Instruction, click Save, and then click Close.

To specify a request contact

1 On the New Request screen, click the Select Contact info button.

2 On the Pick Requesting Contact dialog box, click the Contact Name of your choice, and then click OK.

The following graphic shows the Pick Requesting Contact dialog box.

The following graphic shows the Pick Requesting Contact dialog box.

To create a request for a catalog item with configuration or a catalog item without configuration

1 On the New Request screen, click in the Configuration Option drop-down arrow, and then select the Configuration Option of your choice.

2 Click the Create Request button.

To create a request for selected items from configuration

1 On the New Request screen, click in the Configuration Option drop-down arrow and select Selected Items from Configuration, and then click the Select Configuration Items button.
2 On the **Order Selected Items** dialog box, click each **Order** check box for the items you need.

*To select all items under a parent item, click the **Order** check box of the parent first. This will automatically select all check boxes for the items beneath the parent. Next, click to clear any **Order** check boxes beneath the parent that you do not want.*

3 Click the **Create Request** button.

The following graphic shows the Order Selected Items dialog box.

![Order Selected Items dialog box](image)

**To add documentation**

1 Under **Request(s) Created**, click the **Request** of your choice, click the **Action** button, and then click **Add Documentation**.

*To add identical documentation to more than one request, press **Ctrl**, click the **requests** of your choice, click the **Action** button, and then click **Add Documentation.***

2 On the **Request Documentation** dialog box in the **Enter Documentation** text box, type the appropriate **documentation for that request**, click the **Add Documentation** button, and then click **Close**.

The following graphic shows the Request Documentation dialog box for one request.

![Request Documentation dialog box](image)
The following graphic shows the Multi-Edit Documentation dialog box for multiple requests.

Creating a named request

This section explains how to request a specific resource item, including those not statused in ROSS. You can create a named request for a single overhead resource. That is, an overhead resource that does not have a configuration in the catalog.

See, “Understanding named requests.”

To request a specific overhead resource

1. Complete the task, “To create a new request for a catalog item.”
2. Under **Named Request Only**, click the **Pick Named Request** button.
3. On the **Pick Resource** dialog box, filter for and then click the **resource item** of your choice, and then click **OK**.

The following graphic shows the Resource Item Lookup tab on the Pick Resource dialog box.
To select a resource from the ROSS inventory - statused in ROSS

1. On the Pick Resource dialog box on the Resource Item Inventory tab, complete the following information, and then click the Filter button
   - Last Name - required
   - First Name
   - Home Dispatch Unit.

   *If you don’t know the exact spelling of the overhead resource’s name, use the asterisk (*) to perform a wildcard search on Last Name.*

2. Click to select the Name of your choice.

To specify a resource not in the ROSS inventory - not statused in ROSS

1. On the Pick Resource dialog box, click the User Entered tab.
2. Type the following information in the appropriate text boxes
   - Last Name - required
   - First Name
   - Home Dispatch Unit.

The following graphic shows the User Entered tab on the Pick Resource dialog box.

![Pick Resource Dialog Box](image)

To edit a named request

1. On the New Request screen, under Request(s) Created, click Named Request, and then click the Named Request of your choice.
2. Click the Action button, and then click Edit Request.
3. On the Edit Request dialog box, click the Pick Named Request button.
4. On the Pick Resource dialog box, search for and then click a resource from the ROSS inventory, or specify a resource not in the ROSS inventory, and then click OK.
5. When finished, click OK on the Edit Request dialog box.
The following graphic shows the Edit Request dialog box as it appears for editing a named request.

To remove a named request
- Under Enter Request for [position], click the Remove Named Request button.

Creating a supplemental request

This section explains how to create Temporary Flight Restriction (TFR), infrared scanner, and food service supplemental requests.

See, “Understanding supplemental requests.”

Creating a TFR supplemental request

The Supplementals dialog box displays specific information for all TFR requests.

To create a TFR supplemental request
1. On the New Request screen under Request(s) Created, click the TFR Service Request of your choice, click the Action button, and then click Add/Edit Supplemental.
2 On the **Supplementals** dialog box under **TFR Information**, complete the following information as appropriate
   - NOTAM # Assigned
   - Verification Date/Time
   - Effective Date/Time
   - Cancellation Date/Time
   - ARTCC Contacted
   - ARTCC Phone
   - ARTCC Fax.

3 Under **TFR Details**, complete the following information as appropriate
   - Name
   - Organization
   - Phone.

4 Under **2. Brief Description of Incident, Material, or Activity text box**, type the description of the incident, material, or activity that is posing a hazard to persons and property in the area.

5 Under **3. Estimated Duration of Flight Restriction**, click the **Select Date** button, and then complete the **Start Date/Time** and **End Date/Time** text boxes.

6 On the **Agency** tab, type the **Phone** and **Fax** numbers of the agency conducting the relief activity.

7 Complete the remaining tabs on the **Supplementals** dialog box as instructed, and then click **Save**.

The following graphic shows the Supplementals dialog box.
To complete the Area tab
1  On the Supplementals dialog box, click the Area tab.
2  Under Coordinate Type, click the Lat/Long or VOR option of your choice.
3  For Lat/Long coordinates, complete the following
   - For Latitude, type the degrees of latitude in the first text box
   - in the second text box, type the minutes of latitude
   - in the third text box, type the seconds of latitude
   - in the fourth text box, click the drop-down arrow, and then select the N (North) or S (South) direction of latitude
   - For Longitude, type the degrees of longitude in the first text box
   - in the second text box, type the minutes of longitude
   - in the third text box, type the seconds of longitude
   - in the fourth text box, click the drop-down arrow, and then select the E (East) or W (West) direction of longitude.
4  For VOR coordinates, complete the following
   - click the VOR drop-down arrow, and then click the VOR of your choice
   - in the Bearing text box, type the Bearing
   - in the Distance text box, type the Distance.
5  In the Horizontal Restriction text box, type the NM Radius from the center point.
6  In the Vertical Restriction text box, type the appropriate MSL number that is 2000 feet above either the highest elevation or Aircraft Operation Base.

The following graphic shows the Area tab on the Supplementals dialog box.

To complete the Hazard tab
1  On the Supplementals dialog box, click the Hazard tab.
2  Under 6. Description of hazard that would be magnified, spread, or compounded by low flying aircraft or rotor wash text box, type the appropriate description.
The following graphic shows Hazard tab on the Supplementals dialog box.

To complete the Nature of Relief/Helibases tab

_Helibases that display on this tab are derived from the helibases selected for the current incident._

1 On the _Supplementals_ dialog box, click the _Nature of Relief/Helibases_ tab.

2 Under _7. Nature of airborne relief, proposed aircraft operation, and location of relief aircraft bases_ text box, type the appropriate description.

3 Under _Incident Helibases_, click the _Helibase Name_ of your choice, and then click _Radio Frequency_ column of your choice and type the appropriate _Radio Frequency_ for that helibase, and then click _Save_.

The following graphic shows the Nature of Relief/Helibases tab on the Supplementals dialog box.

To delete a helibase from a TFR

1 On the _Supplementals_ dialog box, click the _Nature of Relief/Helibases_ tab.

2 Under _Incident Helibases_, click the _Helibase Name_ of your choice, and then click _Delete_.

3 On the _Confirm Deletion_ dialog box, click _Yes_ to delete or click _No_ to cancel.

To complete the Contact/FSS tab

1 On the _Supplementals_ dialog box, click the _Contact/FSS_ tab.
2 In the **Phone Number** text box, type the phone number of the person coordinating media flights.

3 In the **Victor Frequency** text box, type the appropriate radio frequency for coordinating media flights.

4 In the **FSS Name** text box, type the **FSS Name** of the designated coordination facility nearest to the incident.

5 In the **Phone Number** text box, type the phone number of that designated coordination facility.

The following graphic shows the Contact/FSS tab on the Supplementals dialog box.

![Graphic showing Contact/FSS tab](image)

**To complete the Actions tab**

1 On the **Supplementals** dialog box, click the **Actions** tab.

2 To designate that the request was relayed to ARTCC, complete the following
   - click the **Request Relayed to ARTCC** check box
   - click the **Select Date** button, and then click the **Date/Time** of your choice
   - in the **To** text box, type the name of the person or position who received the request
   - in the **From** text box, type the name of the person or position who sent the request.

3 To designate the NOTAM number, complete the following
   - click the **NOTAM Number** check box
   - click the **Select Date** button, and then click the **Date/Time** of your choice
   - in the **To** text box, type the name of the person or position who received the request
   - in the **From** text box, type the name of the person or position who sent the request.

4 To designate a request to cancel the TFR, complete the following
   - click the **Request to cancel TFR** check box
   - click the **Select Date** button, and then click the **Date/Time** of your choice
- in the **To** text box, type the name of the person or position who received the request.
- in the **From** text box, type the name of the person or position who sent the request.

5 To designate a request to cancel TFR relayed to ARTCC, complete the following:
- click the **Request to cancel TFR relayed to ARTCC** check box
- click the **Select Date** button, and then click the **Date/Time** of your choice
- in the **To** text box, type the name of the person or position who received the request.
- in the **From** text box, type the name of the person or position who sent the request.

The following graphic shows the Actions tab on the Supplementals dialog box.

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### Creating an infrared aircraft scanner supplemental request

The Supplementals dialog box displays specific information for all infrared scan requests.

**To create a supplemental request for an infrared aircraft scanner**

1 On the **New Request** screen under **Request(s) Created**, click the **Infrared Service Request** of your choice, click the **Action** button, and then click **Add/Edit Supplemental**.

2 On the **Supplementals** dialog box, click the **Select Date** button to change the **Need Date/Time**.

3 In the **National IR Coord** text box, type the name of the infrared coordinator, and the type the appropriate **Phone** and **Fax** numbers.

4 In the **IR Field Specialist** text box, type the name of the infrared field specialist, and the type the appropriate **Phone** and **Fax** numbers.

5 Click to select the **Interpreter Ordered** check box, if appropriate, and then complete the **IR Interpreter, Phone, Fax, and Hotel** text boxes.

6 In the **Elevation** text box, type the appropriate elevation.
7 In the **Approximate Size** text box, type the approximate size of the infrared scan, and then click the **Approximate Size** drop-down arrow to select the unit of measurement.

8 To delete an **Incident VOR** from the 10 nearest VORs to the incident, click the **FAA Code** of your choice, and then click the **Delete** button.

9 Complete the remaining tabs on the **Infrared Aircraft Scanner Request** dialog box as instructed, and then click **Save**.

The following graphic shows the VORs tab on the Supplementals dialog box.

To complete the Weather/Delivery Point tab

1 On the **Supplementals** dialog box, click the **Weather/Delivery Point** tab, and then type the information into the appropriate text boxes

- Weather at incident
- Delivery Point
- Weather at Delivery Point
- Alternate Delivery Point.

2 Click the **Select Date** button, and then select the **Estimated Delivery Date/Time**.
The following graphic shows the Weather/Delivery Point tab on the Supplementals dialog box.

![Weather/Delivery Point Tab](image)

**To complete the Radio Freq/Remarks tab**

- On the Supplementals dialog box, click the Radio Freq/Remarks tab, and then type the following information into the appropriate text boxes:
  - Radio Freqs - Local Admin Unit
  - Air Attack Supv
  - Radio Freq - Air Attack
  - Remarks.

The following graphic shows the Radio Freq/Remarks tab on the Supplementals dialog box.

![Radio Freq/Remarks Tab](image)

**To complete the Boundaries tab**

1. On the Supplementals dialog box, click the Boundaries tab, and then click New to enter a new Boundary for the infrared scan.

2. On the Boundary dialog box, type the latitude and longitude in degrees, minutes, and seconds, into the appropriate text boxes and then click OK
   - North Boundary
   - South Boundary
   - East Boundary
   - West Boundary.

3. To enter additional boundary information, click the New Boundary button.
The following graphic shows the Boundaries tab on the Supplementals dialog box.

![Boundaries tab](image)

The following graphic shows the dialog box that displays for entering a new boundary.

![New boundary dialog](image)

**To edit a boundary on an Infrared Aircraft Scanner Request**

1. On the **New Request** screen under **Request(s) Created**, click the **Infrared Service Request** of your choice, click the **Action** button, and then click **Add/Edit Supplemental**.

2. On the **Supplementals** dialog box, click the **Boundaries** tab, select a set of boundary information, and then click the **Edit Boundary** button.

3. On the **Edit Boundary** dialog box, change the information as appropriate and then click **OK**
   - North Boundary
   - South Boundary
   - East Boundary
   - West Boundary.

4. When finished, click **Save** on the **Supplementals** dialog box.

**To delete boundary information on an Infrared Aircraft Scanner Request**

1. On the **New Request** screen under **Request(s) Created**, click the **Infrared Service Request** of your choice, click the **Action** button, and then click **Add/Edit Supplemental**.

2. On the **Supplementals** dialog box, click the **Boundaries** tab, click the **Boundary** of your choice, and then click the **Delete Boundary** button.

3. On the **Confirm Deletion** dialog box, click **Yes** to confirm or click **No** to cancel.
Creating a food service supplemental request

The Supplementals dialog box displays specific information for all mobile food service requests. The estimated number for the first three meals is based on the following:

- Sequence - 1, 2, or 3
- Meal type - Breakfast, Lunch, or Dinner
- Quantity - default is “1” for all meal types.

To create a food service request

1. On the New Request screen under Request(s) Created, click the Mobile Food Service Request of your choice, click the Action button, and then click Add/Edit Supplemental.

2. On the Supplementals dialog box under Number of Meals, click the Select Dates button, and then click the Date/Time of first meal of your choice.

3. In the Reporting location text box, type the name of the delivery location of the food service request.

4. In the Contact person text box, type the name of the contact person for the food service request.

5. In the Contracting Officer’s Technical Representative text box, type the name of the Contracting Officer’s Technical Representative.

6. On the Support Information tab in the Nearest potable water text box, type the location of the nearest potable water.

7. Under Available Services, click each Food Service that is the responsibility of the benefitting unit, and then click the Add button.

   To designate all available services to the benefitting unit responsibility, click the Add All button. To remove a food service from the benefitting unit responsibility, click the Food Service of your choice, and then click the Remove button.

8. Complete the Estimated Duration/Needs tab on the Food Service Request dialog box, and then click Save.
The following graphic shows the Support Information tab on the Supplementals dialog box.

![Supplementals Dialog Box]

To add a meal to the food service request

1. On the Supplementals dialog box under Number of Meals, click New.
2. In the Sequence text box, type the order of the new meal.
3. Click the Meal drop-down arrow, and then click the Meal of your choice.
4. In the Quantity text box, type the number of meals required, and then click OK.

The following graphic shows the Add Meal dialog box.

![Add Meal Dialog Box]

To change information about a meal

1. On the Supplementals dialog box under Number of Meals, click the Meal of your choice, and then click Edit.
2. On the Edit Meal dialog box, change the following as appropriate
   - to change the Sequence of the meal, type to replace the Sequence number
to change the meal type, click the Meal drop-down arrow, and then click the Meal of your choice.
- to change the Quantity, type to replace the Quantity.

3 When finished, click OK.

If the meals are not listed in numerical order, click the Sequence column. The meals will be reordered according to sequence number.

To delete a meal from the food service request
1 On the Supplementals dialog box under Number of Meals, click the Meal of your choice, and then click Delete.
2 On the Confirm Deletion dialog box, click Yes to confirm or click No to cancel.

To complete the Estimated Duration/Needs tab
1 On the Supplementals dialog box, click the Estimated Duration/Needs tab.
2 In the 1. Anticipated duration of Incident (days) text box, type the number of days of duration anticipated for the incident.
3 In the 2. Number of personnel at peak of Incident text box, type the number of people expected at the peak of the incident.
4 To designate a spike camp, click the 3. Spike Camps? check box, and then complete the following
   - in the Number text box, type the Number of spike camps
   - in the No. of meals per camp per day text box, type the number of meals per camp per day.
5 In the Contact text box, type the name of the contact person who can provide additional information about the food service request.
6 In the Telephone text box, type the telephone number of that contact person.

The following graphic shows the Estimated Duration/Needs tab on the Food Service Request dialog box.
Creating an NFES request

You can create an NFES request and place it directly to an ICBS external cache from the New Request screen. The following requirements must be met before an NFES request can be successfully placed to a cache.

- **Financial Codes.** A default financial code must be assigned to the incident and the request must have a financial code.
  - If an incident already has a default financial code assigned to it when a new request is created, the user does not have to add one to the request as the default financial code is used by ROSS for the request.
  - If a ROSS user creates a request with a financial code and attempts to place it to an external cache prior to assigning a default financial code to the incident, the user will receive an error. S/he must add the default financial code to the incident before the request can be successfully placed.

- **Shipping Information.** The user must select one of the following options for the request.
  - Shipping Address. The user can add an existing shipping address or enter a new one.
  - Shipping Instructions. The user can enter in shipping instructions.
  - Will Pick Up at Cache. The user can select this option to pick up the item(s) at the cache.

- **Shipping Contact.** Both the phone number and contact name are now required in this text box on the New Request Screen.

**To create a new request for a telecommunications item**

*Before creating a request for an NFES item, the Incident must have a default financial code assigned to it. Otherwise, you will not be able to place the request to the cache!*

1. On the Request menu, click New Request, or click REQ.
2. On the New Request screen under Select Item to Request, click the Catalog drop-down arrow, and then click Supply.
3. Click the Category drop-down arrow, click NFES Supplies, and then click the Pick button.
4. Search for and then click the telecommunications item of your choice.
5. Under Shipping Information, perform one of the following:
   - click to select the Will Pick Up At Cache check box
   - complete the Shipping Address text box
   - complete the Shipping Instructions text box.

*You must specify Shipping Information for the cache to fill the order.*
6  Complete the following information, and then click the **Create Request** button
- Shipping Contact Name
- Shipping Contact Phone
- Request Contact #.

*To place the telecom item(s) to the external cache from the New Request screen, click the **Action** button, and then click **Place to External Cache**.*

**Editing a request**

You may edit a request for service or non-service catalog item as long as the request has not been filled.

**To edit a single request**

1  On the **New Request** screen under **Request(s) Created**, click the **Request** of your choice, click the **Action** button, and then click **Edit Request**.

2  On the **Edit Request** tab on the **Edit Request** dialog box, change the following fields as appropriate
- Quantity
- Need Date/Time
- Deliver To
- Financial Code
- Special Needs
- Reporting Instructions
- Incident Ordering Contact
- Request Contact
- Select Features
- Select Inclusions and Exclusions.

3  When finished, click **OK**.
The following graphic shows the Edit Request dialog box for editing one request.

To edit multiple requests

1. On the New Request screen under Request(s) Created, click and hold Ctrl, click the Requests of your choice, click the Action button, and then click Edit Request.

2. Click the check box next to the field you want to change, and then modify that information as appropriate.

3. Continue editing the fields of your choice. Information/fields that do not apply to the requests you selected appear dimmed and cannot be selected for editing. For example, you cannot click the Quantity check box for a resource item that cannot be ordered in a quantity greater than one (1).

4. When finished, click OK.
The following graphic shows the Edit Multiple Requests dialog box.

Deleting a request

You cannot delete a request that has been filled, placed, or cleared.

To delete a request

1. On the New Request screen under Request(s) Created, click the Request of your choice, click the Action button, and then click Delete Request.
2. On the Confirm Deletion dialog box, click Yes to confirm or click No to delete, and then click OK.

Creating a support request

Create a support request when you need to order a catalog item to accompany or to complete the filling of the new request. You can create one in the same way as you would a new request. You can also create a support request from the Pending Request and the Request Status screens.

The Request(s) Created tab on the Create Support Request dialog box allows you to perform similar operations to support requests in the same manner as new requests. For example, you can add documentation, create supplemental requests, and edit, delete, and clear support requests. Once
you close the Create Support Request dialog box, the support requests are automatically cleared from the Request(s) Created tab.

For example, if you create a new request for an equipment item that usually requires a special tool, you can create a support request for that special tool.

To create a support request for a catalog item

1. On the New Request screen under Request(s) Created, click the Request of your choice, click the Action button, and then click Create Support Request.

2. Complete the Request tab and review the Request(s) Created tab as instructed later in this section.

To create a support request for a preorder

Before you can create a support request for a preorder, you must first create the preorder from the New Request screen. See, “Preorders - creating lists of needed resources.”

1. On the New Request screen, click the Preorder tab, and then create a New Request for the Preorder of your choice.

2. Under Request(s) Created, click the Request that needs a Support Request, click the Action button, and then click Create Support Request.

3. Complete the Catalog tab and Request tab and review the Request(s) Created tab as instructed in the next task, “To complete a support request for catalog items and preorders.”

To complete the support request for catalog items and preorders

1. On the Create Support Request dialog box on the Catalog tab under Select Item to Request, click the Catalog drop-down arrow, and then click the Catalog of your choice.

2. Click the Category drop-down arrow, click the Category of your choice, and then click the Filter button.

3. Under Catalog Item, click the Catalog Item of your choice.

4. Under Select Features, click the Available Features of your choice, if any, and then click the Add arrow button to move your selection to the Requested Features table.

5. Click the Request tab.
6 Under **Enter Request for [Catalog Item]**, complete the text box as appropriate
   - for catalog items that can be ordered in quantities greater than one, type the appropriate quantity in the **Quantity** text box
   - for catalog items that can not be ordered in quantities greater than one, type the appropriate number in the **# Requests** text box.

7 In the **Item Description** text box, type a brief description of the item, as appropriate.

8 To assign the date and time needed, click the **Select Dates** button, and then select the **Need Date/Time** of your choice.

   *For supply items, click the **Track Supply** check box, if appropriate.*

9 Click the **Select Delivery Location** button and select the location of your choice.

   *To add navigation instructions for a “Deliver To” location access the Incident screen.*

10 To select a financial code other than the default code designated for the incident, click the **Pick Financial Code** button, click the appropriate tab on the **Select Financial Code** dialog box, click the **Financial Code** of your choice, and then click **OK**.

11 In the **Special Needs** text box, type special needs for the request, as appropriate.

   *Do not use this text box for navigation instructions. For example, a special need may be an “engine, double-crewed.” See, “Designating special needs.”*

12 To enter or change **reporting instructions**, click the **Select Reporting Instructions** button, complete the **Reporting Instructions** dialog box, click **Save**, and then click **Close**.

13 In the **Incident Ordering Contact** text box, type the name and/or contact information of the individual/position at the incident requesting the resource.

14 In the **Request Contact** text box, type the name and/or contact information of the individual/position at the incident or requesting dispatch unit who can provide information about the request, or click the **Select Contact Info** button and then click the **Contact Name** of your choice.

15 If the selected catalog item is a configuration, click the **Configuration Option** drop-down arrow and then click the **Configuration Option** of your choice.

   *See, “Working with configuration options.”*
16 Under **Select Inclusions and Exclusions**, click the option of your choice
- None - default
- Federal Only
- Non-Federal Only
- Host Agency Only
- State Only.

*For overhead, click the options of your choice*
- EFF/AD Exclusion
- Trainee No Trainee, Trainee Acceptable, or Trainee Required.

17 Click to select the check boxes of your choice
- Contractor Not Acceptable
- Portal-to-Portal Acceptable.

18 When finished completing all appropriate information, click the **Create Request** button, and then click the **Request(s) Created** tab.

19 On the **Request(s) Created** tab, review the request(s) as needed, and then click **Close**.

The following graphic shows the Catalog tab on the Create Support Request dialog box.
The following graphic shows the Request tab on the Create Support Request dialog box.

![Request Tab](image)

The following graphic shows the Request(s) Created tab on the Create Support Request dialog box.

![Request(s) Created Tab](image)
Placing up a new request

You can place up a new request to your parent organization directly from the New Request screen.

To place up a new request

1. On the New Request screen under Request(s) Created, click the Request of your choice, click the Action button, and then click Place Request Up.
2. On the ROSS Confirmation Message dialog box, click Yes to confirm or click No to cancel.
3. On the Request Action Message dialog box, click OK.

Reviewing requests from other ROSS screens

This section explains how to use the Go To button and how to review requests from other ROSS screens.

To review a new request from the Pending Request screen

- On the New Request screen under Request(s) Created, click the Requested Item of your choice, and then click the Go To button.

To review new requests from the Multi Place Requests screen

1. On the Request menu, click Multi Place Request, or click the MP button.
2. Click the drop-down arrows to select the Incident and Unit ID of your choice, and then click the Filter button.
3. On the Pending Request screen, complete the Set Filter Criteria for Pending Requests, and then click the Filter button.

To review new requests from the Request Status screen

1. On the Request or Status menu, click Request Status, or click the RS button.
2. On the Search Incidents dialog box, click the Incident Name(s) of your choice.
3. On the Request Status screen, click the Filter button.
Exploring new requests in detail

This section explains some of the information that will help you to effectively use the New Request screen. Topics include:

- Where did my new requests go?
- Understanding how to edit requests
- Understanding tracked catalog items
- Understanding named requests
- Understanding preposition services
- Understanding supplemental requests
- Designating a reload base for aircraft
- Setting up request blocks
- Designating special needs
- Working with supply items
- Working with request contact information
- Working with configuration options.

Where did my new requests go?

The Request(s) Created table is located in the lower right portion of the New Request screen. It lists only the requests created during your current ROSS session.

If you exit from the New Request screen or change the incident context, these requests no longer display in this table. To review these requests, you must access the Pending Request, Multi Place Requests, and/or Request Status screens.

See, “Pending Request - managing requests for resources.”
See, “Multi Place Requests - placing multiple requests.”
See, “Request Status - managing the status of requests.”

Understanding how to edit requests

Remember these key points when editing requests:

- When changing the request item, the new catalog item must be in the same catalog as the original requested item. For example, the requesting unit may edit a request for Equipment > Dozer > Type2 to a request for Equipment > Tractor-Plow > Type 2. ROSS automatically documents this change.
- So long as the request has not been filled or canceled, you can change a request for an aircraft, crew, equipment, or overhead service to a non-service request and a a non-service request to a request for an
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New Request - creating and editing new requests

- aircraft, crew, equipment, or overhead service. ROSS automatically documents this change.
- You can not change temporary flight restrictions and infrared aircraft service requests to non-service aircraft requests.

You can also edit a request from the Pending Request and/or the Request Status screen. However, you can not edit a request once it has been filled and the resource’s estimated time of departure has passed.

Understanding tracked catalog items

The Track Request check box displays on the New Request screen for service and supply catalog items. It identifies those resources that must be released from the incident and tracked back to their home destinations. Examples of tracked catalog items include rental cars, trucks, and buses. NICC designates many of the tracked catalog items. If you check the Track Request check box when creating a request, only the creating dispatch unit, prior to filling the request, can change the request to “Not Tracked.” You must track the request until it is released.

Untracked catalog items are “consumed” during the assignment or are tracked outside of ROSS. Requests for these items are termed “Fill/Close.” Most untracked items include NFES supply items and supply service items.

The following graphic shows the location of the Track Request check box on the New Request screen.

The Track Request check box appears only for certain service and supply catalog items. If the catalog item is designated by NICC, the check box is unavailable and the Track Request text appears dimmed.

Understanding named requests

A named request is a request for an overhead resource that you specifically ask for by name. Handle named requests the same way as any other request. You can fill, place, UTF, or cancel named requests that are displayed on the New Request, Pending Request, and Request Status screens. Named requests are designated by an asterisk (*) in the “NR” column. You can sort by this column and group named requests together.
Remember these key points when working with named requests

- You can create named requests for support and subordinate requests, but not for groups, preorders, detail requests, or “Quick Fill” request.
- You can create a named request for a single overhead resource. That is, an overhead resource that does not have a configuration in the catalog.
- You may search for an existing overhead resource to name the request on the Resource Item Lookup tab or you may enter the named request information free-form on the User Entered tab. In either case, always enter the pertinent contact information for the requested resource.
- So long as the request has not been placed, you can change a regular overhead request to a named request and a named request to a regular overhead request. ROSS automatically documents this change.
- The requested resource does not need to hold a current qualification that matches the catalog item you request.
- You can fill a named request with inventory or non-inventory resources.
- You do not have to fill the named request with the requested resource. You can edit the named request to request a different individual, so long as the request has not been filled. ROSS automatically documents this change.
- You can create only one named request at a time. You can not create named requests when requesting a quantity greater than one.

The following graphic shows the location of the Pick Named Request button on the New Request screen.

Understanding preposition services

Ordering service items on preposition incidents allows you to preposition a service such as a mobile retardant base. You can also order meals and rooms in support of prepositioned resources. Remember these key points

- For preparedness/preposition incidents, you can create regular and support service item requests from all catalogs.
- You may status local and non-local services assigned to their preposition incident until the services are released. This includes setting the availability/unavailability and the area of availability. You may also create and maintain unavailability periods.
• You may status non-inventory services, such as those “Filled with Agreement,” while these are assigned to a preposition.
• You may assign services available on a preposition to local or non-local non-preposition incidents.

Understanding supplemental requests

You can complete supplemental requests for the following

• Temporary Flight Restriction (TFR)
• Infrared Aircraft Scanner (IR)
• Food Service.

You can create a supplemental request when accessing the New Request, Pending Request, and Request Status screens. You can also create a supplemental request for a support request. The Supplementals dialog box displays specific information based on the type of supplemental request you create.

You can not edit the incident and request information that displays on the Supplementals dialog box.

Designating special needs

The Special Needs text box allows you to enter information that is not documented anywhere else. You may identify information critical to the resource mobilization, such as the time and physical location of the team in-briefing for the incident management team. Remember these key points when designating special needs

• Do not identify navigation instructions as special needs. Navigation instructions are entered when the incident is created.
• Do not identify named requests in special needs. NICC will not process named requests identified in the Special Needs text box.
• Do not enter special needs that are listed or specified in another ROSS field on this screen.
• When using the THSP position code, the ordering unit must enter additional information in the Special Needs text box. Prior to placing the THSP request, the ordering unit must fully describe all duties to be performed of the THSP position prior to placing the THSP request. When appropriate, a GACC or NICC can direct an ordering unit to correct and resubmit a THSP request as an appropriate position code.

Only use the THSP position code when there is no other appropriate position code available.
• For all NIRSC radio kits and NIRSC ICS Starter Systems, enter the required Bill-to-Address in the Special Needs text box prior to placing the requests.

  If the request is for a starter system that is replacing a prepositioned starter system, enter the appropriate FireCode to be charged for the transportation costs. For example, charge transportation to FireCode 1234.

• For resource mobilization information, identify information critical to the resource mobilization such as the time and physical location the incident management team will receive the team in-briefing.

• When requesting a Remote Automated Weather Station (RAWS), identify whether a RAWS technician is available locally. Include the technicians name and contact information.

• For advance approval items, identify any item that must be approved in advance of mobilization. This includes rental vehicles, agency owned vehicle (AOV), privately owned vehicle (POV), cell phones, and/or laptop computers.

• Identify items not authorized. For example, “rental car is not authorized.”

• For items of high importance, such as cell phones, laptop computers, rental cars, personal protective equipment (PPE), tools, or lunches, identify these as required items in the Special Needs text box.

  You may also identify the off incident location where a helicopter manager (HELM) will meet the Call-When-Needed helicopter.

• For name or resource suggests items, include the official name as it is listed in ROSS, the local unit, and the appropriate GACC. Also include the contact telephone number. For overhead personnel, identify the agency employment status

  - Any dispatch unit within the established ordering chain may fill the pending request with a qualified and available resource.
  - Identify casual, EFF, or AD hire employees, which may be requested as a name or resource suggests.
Designating a reload base for aircraft

When creating a new request for an aircraft, you may be required to designate a reload base. This requirement is set in the ROSS catalog. You must designate a reload base when ordering Type 1 and Type 2 airtankers.

The following graphic shows arrows pointing to the location of the Reload Base field and the Pick Reload Base button on the New Request screen.

Setting up request blocks

You can set up requests blocks from the Organization, Incident, and New Request screens based on your organization's business practices. Request number blocks allow you to designate blocks of requests within each catalog for specific functions, such as blocks for “initial attack,” “expanded,” or “team orders,” and helps you manage hand-entered, non-consecutive request numbers.

For example, you can track initial attack orders on card stock for orders A-1 through A-6, and then begin entering orders in ROSS at A-7. As another example, an ordering manager may place a request with expanded for S-152. The next call to expanded might be for S-158, as requests S-153 through S-157 were filled locally by the incident.

Remember these key points when setting up request blocks

- To apply the same numbering system to every new incident for a given host organization, access the “Default Request Number Blocks” section on the “Incident Numbering” and “Incident Hosts” tab on the Organization screen. This method allows you to “set it and forget it,” by setting this up one time for your dispatch center and each of your host organizations.

- To set up blocks on an incident-by-incident basis or to modify your default system for a specific incident, access the “Requests Blocks” tab on the Incident screen. This method allows you to apply the block numbering only to the current incident and does not affect any defaults you created on the Organization screen.

- To set up blocks on a catalog-by-catalog basis, access the New Request screen to create and change block numbers “on the fly.” While these
blocks are reflected on the Incident screen, they do not affect your settings on the Organization screen.

- Once the default requests block is exhausted, you must select another block to create additional requests.

**Working with supply items**

Remember these key points when working with supply items:

- “System Generated” blocks assign the next sequential number when a new request is created. The last block for each catalog (the one containing request 999,999) must be system generated. The default system generated block is used to create non-local support requests, quick fill requests, and requests for reassignments create when two incidents are merged.

- “User Issued” blocks allow you to assign a request number when creating a request(s).

- You can order unique and alias supply non-services on regular and support requests.

- You cannot order subordinate requests for supply non-services.

- You can view but cannot change the unit of issue.

- For items ordered in quantities of one, specify the number of requests to create.

- For items ordered in quantities greater than one, create one request for the quantity of items needed. The “Qty” field under “Requests Created” displays the quantity requested. The requesting unit may only edit the quantity requested while the request is still pending.

- You can create requests for non-service supplies not in the ROSS catalog by selecting the generic “!Not in Catalog” item from the Non-NFES Supplies category, and then entering a free-form text description. The generic catalog item is ordered in quantities greater than one, has no unit of issue, and request tracking is optional.

**Working with request contact information**

The Pick Requesting Contact dialog box allows you to select a contact from a list of all contacts entered for the incident and from all requesting contacts used on other requests for the incident.

Completing the Request Contact text box gives the dispatch center working on the request a contact if they need to find out more information about the request. Give a copy of the request to the resource filling the request and
write down the dispatch contact number so that the resource can contact the incident in the event of travel delays and/or cancellations.

While the incident dispatch can rearrange travel, the incident can not.

To enter a new request contact
• On the New Request screen, click in the Request Contact text box, and then type the name of the Request Contact.

Working with configuration options

You can select from three configuration options

• Catalog Item with Configuration. The creator of the request is requesting the resource to be filled with the national standard configuration.

• Catalog Item without Configuration. The creator of the request is requesting that the resource may or may not have the national standard configuration.

• Selected Items from Configuration. The creator of the request specifies that the request be filled only with the specified items.

Configuration options appear dimmed for all resource types not identified as a group in the ROSS catalog.