Creating an Incident Issue

An Incident Issue consists of these tasks:

- Associating an Incident Number, Issue Type, and Service with one or more Item Numbers from a Request Order form.
- Scheduling and Releasing information for the Incident Issue. Complete further processing using a scan gun.
- Completing retrieval tasks using a scan gun.
- Confirming Shipment, Completing Shipping Information, Printing the issue and generate a shipping status report from the console.

This document explains how to create an incident issue for:

- Incidents previously registered in ROSS. Use this to create incident issues for incidents already registered in ROSS.
- Incident not previously registered in ROSS. Use this to register and create an incident issue in ROSS.

To Create an ICBS Initiated Issue – Incident Registered in ROSS:

1. On main menu bar select **Issues/Transfers >Create Incident Issue.** The **Issues Entry** screen opens to the **Headers Details** panel.

2. Enter the **Incident NO**, or search for the **Incident NO**.

   To search for the incident ID:

   a. Click the magnifying glass next **Incident No**. The **Search** screen appears.
   b. Enter the search specifications.
   c. Click **Search**. The search results display.
   d. Select the appropriate **Incident NO** from the results list.
3. Click the **Incident #** box and press **Tab**,
4. Enter **Incident Year**. Press **Tab** through **Incident Year**. This auto populates all related details such as Customer ID and address**.**
5. Select the **Issue Type** from the drop-down list.
6. Select a **Shipping Type.**

NOTE: The **Ship To** field is auto populated with the information from the Bill to Customer ID address. To change the delivery method, select the appropriate radio button, and enter the information in the panel for the selected delivery method.

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7. Enter the **Requested Delivery Date** and **Time**.

8. Click **Create Order** at the upper-right corner of the screen. The **Issue Details** screen appears.
9. Select the **Service** from the drop down list. For example, FEDEX-2DAY.
10. Enter **Shipping Contact Name** and **Shipping Contact Phone Number**. If there is no **Contact Name/Phone Number**, enter **N/A** in these fields.
11. Navigate to the **Order Lines** panel.
12. Click **New**.
13. Click once in the first **S#** text box, and enter the request number (i.e.100001) and press **Tab.**
14. Enter or search for the six-digit item (NFES) number and press **Tab**.
15. Enter the **Requested Qty** and press **Tab**.
16. Enter the **Issue Qty**.

NOTE: Enter the remaining Requests listed on the Resource Order Form following steps12-16.

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17. Click **Save**.
18. Click **Confirm** to confirm and create the order. The status is now Created.
19. Click **Schedule & Release**. This releases the issue tasks to the scan guns. The status is now Included In Shipment.

To Create an ICBS Initiated Issues – Incident Not Registered with ICBS:

1. On main menu bar click **Issues/Transfers >Create Incident Issue**. The **Create Incident Issues** screen opens.
2. Enter the **Incident Order Number**. For example ID-BOF-123456
3. Enter the **Incident Year** and press **Tab**. The **Incident may exist in ROSS would you like to check?** dialog box appears. Click **OK**. If the incident already exists in ROSS but is not registered in ICBS, the Incident Details screen appears with the Incident Name, Year, and Customer ID already populated from ROSS. The Incident Properties pop up appears.
4. Click the **Active Flag** checkbox. Notice **Register Interest in ROSS** is already checked.
5. Enter the appropriate account codes available in the ROSS Financial Code portion of the **Incident Detail** screen. Ensure **Primary Indicator** is marked true.
6. Click **Save** in the upper-right corner of the screen.
7. Click the red **X** in the upper-right corner of the screen. A message appears on-screen.

8. Click **OK**. The Header Details panel appears.
9. Enter the **Issue Type**.
10. Select the **Shipping Type** from the drop-down list.

NOTE: The **Ship To** information is auto populated with the information from the Bill to Customer ID address. To change the **Delivery Method**, select the appropriate radio button and enter the information in the panel for the chosen delivery method.

11. Enter **Requested Delivery Date** and **Time**.
12. Click **Create Order** in the upper-right corner of the screen.
13. Navigate to the **Header Details** panel.
14. Select the **Service** from the drop-down list. For example FEDEX-2DAY.
15. Enter the **Shipping Contact Name** and **Shipping Contact Phone Number**. If there is no contact information, enter N/A in these fields.
16. Navigate to the **Order Lines** panel.
17. Click **New**.
18. Click once in the first **S#** text box, and enter the request number (i.e.100001) and press **Tab.**
19. Enter or search for the six-digit item (NFES) number and press **Tab**.
20. Enter the **Requested Qty** and press **Tab**.
21. Click **Save**.
22. Enter the **Issue Qty**.

NOTE: Enter the remaining Requests listed on the Resource Order Form following steps17-22.

23. Click **Confirm** to confirm the order. The status is now Created.
24. Click **Schedule & Release**. The batch sheet prints. This releases the issue tasks to the scan guns. The status is now Included In Shipment.

To Confirm Shipment and Completing Shipping Information:

1. On main menu bar click **Outbound>Outbound Shipment Console.**
2. Select **Document Type** from drop-down list.
3. Enter search specifications, example **Shipment #** or **Issue Number** from batch sheet.
4. Click **Search.**
5. Click on **Hyperlink** or choose **check box** and **click View Details.**

6. At the Shipment Details, check the Execution Status in the Execution Attributes panel if all tasks have been completed by scan gun Status will be Pick Completed.

7. Navigate to the **Shipment Panel.**

8. Enter **Estimated Depart Date** by clicking on the calendar icon.

9. Click on Clock icon to enter **departure time.**

10. Enter **Estimated Arrival Date** by clicking on calendar icon.

11. Click on Clock to enter **Arrival time.**

12. Click **Save**. ***You must click Save to Capture Estimated Depart Date/Estimated Arrival Date before confirming the issue***

13. Enter remaining Shipping information, example, Driver name, Vehicle Number.

14. Click **Save**.

15. Click **Confirm Shipment.**

Note: If you do not have current shipping information, you can go back in and update that information by completing Steps 1-3, adding information into appropriate fields and clicking **Save.**
