

ROSS-ICBS Phase 2 Interface FAQ's for ICBS Users
Updated: July 11, 2011 -DRAFT
[New content in this update is shown in blue text below]

ALERTS:

- When I see alerts (e.g. NWCG ISSUE FAILURE ALERT), am I required to go in and physically close each alert?
 - Depending on the alert (i.e. success or failure) it may be necessary for the ICBS user to close the alert.
 - When a shipment is confirmed for an issue the alert associated with that transactions should automatically close.
 - Alerts are raised in ISSUE queue due to 3 interface messages:
 - Place Request message from ROSS. System will close the alert on success of 'Schedule and Release'
 - ICBS sends a Create Request message to ROSS on an ICBS-initiated issue. ROSS sends a failure message to ICBS. ROSS needs to fix this issue and the user needs to close the alert. ICBS will send a create request message again to ROSS and will close the alert
 - ICBS sends a Fill message to ROSS. ROSS sends a failure message to ICBS. ICBS user needs to close this alert.
 - This information is also contained in the alert guide.
- What needs to be done to clear alerts from ICBS?
 - User needs to close the alert individually, or user can close the alerts from the alert list.
- How do I know which alerts are specific to me or my cache?
 - All the alerts for a particular cache are raised against a pre-defined user (configuration)
 - Also, the alert console allows the user to search for alerts specific to their node and with a status of Open, WIP, Closed, or all three (this change was deployed with ICBS BR 1.3.0.1 on 3/10/2011).
- How do I search for alerts specific to my cache, and create my own favorite search to make it easier to find the alerts that pertain to me?
 - There's a Quick Reference Guide (QRG) called "Creating and Saving a Favorite Search" that explains how to do this. It's posted on the ICBS-R "User Support & Quick Reference Guides" page:
http://icbs.nwcg.gov/user_support.html
- Is there a mechanism to differentiate Alerts for GBK and those for NIRSC (Radio Shop) within the GBK node?
 - At the time of the December interface deployment there were two queues specific to *orders* with radio requests: "NWCG Issue Radios Success" and

"NWCG Issue Radios Failure." With the deployment of BR 1.3.0.1 on 1/31/2011, two alert queues specific to *incidents* that relate to radio orders were added: "NWCG Incident Radios Success" and "NWCG Incident Radios Failure."

- Do we continually have to refresh ICBS, or is there a “notifier” planned something like what ROSS has...(i.e. will the screen give us a pop up or a different color to signify that a new order has arrived or will we see a new number in the Alerts column and guess that “notifier” has something to do with us)?
 - Each time the user goes back to the home page it will refresh and update the alert queues. There is not the functionality available to notify the user about a new alert at the present time.

DIRECT (INCIDENT-TO-CACHE) ORDERS:

- Now that the ROSS-ICBS interface is in place, do ALL supply orders need to originate in ROSS?
 - No. Orders can be created by a ROSS user (“ROSS initiated issue”) and then placed through the interface to a cache, *or* orders can be faxed to a cache and entered by an ICBS user (“ICBS initiated issue”).
- What is the key difference between a ROSS-initiated and an ICBS-initiated issue?
 - ROSS users can create request numbers *not* reserved for ICBS, initial attack, buying teams, etc.
 - ICBS users can use request numbers within the designated block reserved for ICBS-initiated issues (S-100000 to S-199999)
- Who creates the request numbers for incident-to-cache supply orders?
 - Incident personnel, not cache personnel, should create the request numbers for incident-to-cache orders as they always have.
- Since ICBS only allows request number entry with this block of numbers, can’t the cache assign these numbers?
 - No, incidents have always managed and assigned their own request numbers, and that ownership needs to continue
 - Also, if an incident uses some numbers from within the incident-to-cache block of numbers to order from Local Caches not using ICBS, the “ICBS cache” won’t have a record of it and those numbers would have been used twice
- If an incident team loses track of their request numbers, can they ask the cache to provide the next available unused number from ICBS?
 - There’s no current way for the ICBS user to determine which is the next available request number for a given incident, unless they query each issue for that incident to make that determination.

- As an alternative, an incident team can ask their servicing dispatch office to look up the numbers that have been used, by viewing the “Used Request Numbers” function in ROSS. ICBS sends ROSS request number and preliminary fill information whenever the ICBS user hits “Schedule and Release.” The only caveat is that if requests are placed with a cache and are not yet to the “schedule and release” or “confirm shipment” status, they won’t yet be available for viewing in ROSS.
- Do incident personnel know about this block of numbers?
 - On February 25, 2011 a memo addressing this, and other ROSS-ICBS interface issues, was issued by the Equipment Technology Committee (ETC) to Incident Commanders and Logistics Section Chiefs (as well as Coordinators, Dispatchers and National Cache Managers). This document can be viewed at:
http://icbs.nwcg.gov/User_Support/Memo_to_Field_Changes_ROSS_ICBS_Interface_02_25_0211.pdf
 - Jon Skeels and Jeri Billiard also discussed the request number block with incident logistics personnel at the National Logistics Workshop on March 1, 2011.
- Do ROSS Dispatchers know about this block of numbers?
 - This block of numbers was introduced to ROSS users in July 2008 with the deployment of ROSS version 2.8
 - Dispatchers and ICBS users can reference the ROSS v2.8 Release Notice document (6/26/2008) for more information on this:
“ROSS now automatically creates a user-issued request number block for supplies on each incident (Fig. 1). This block encompasses requests S-100,000 through S-199,999. This request block will be used in Phase 2 to prevent ICBS from creating duplicate request numbers in ROSS. Incidents will use these numbers when they have been authorized to communicate requests directly to the cache. ICBS will also use this block when processing approved replacement requests. This block is not displayed on the New Request screen and may not be changed or deleted by the ROSS user.”

This document is posted at:

http://ross.nwcg.gov/releaseNotices/notes/2008_0618_final_2.8_release_notes.pdf

PRE-ORDERS:

- Can Incident Management Team (IMT) Pre-Orders be created in ROSS and placed through the interface to a cache?
 - Yes. The only limitation a ROSS user needs to be aware of is that supplies and non-supplies can’t be on the same Pre-Order in ROSS. This is because caches require additional shipping information for supply orders that is not required for orders not placed with a cache.
 - Here’s the notice on this topic that is posted on the ROSS Message Board (which can be viewed by users after logging in to ROSS):

- Will there be a dispatch/ROSS S.O.P. to ensure that replacement requests are created in ROSS?
 - On July 8, 2011, Tory Henderson and Kim Christensen issued a memo to Coordinators, Dispatchers, Incident Commanders, Logistics Chiefs, Ordering Managers and Cache Managers providing a new national “S.O.P.” for processing Incident Replacement Requisitions (please see: http://icbs.nwcg.gov/User_Support/Processing_Incident_Replacement_Requisitions_07-05-2011.pdf)
 - This new guidance states that replacement requests for NFES items *when there is insufficient time for an incident supply unit to obtain replacement requests before demobilization of a resource* should **not** be entered in ROSS, but should instead be sent (e.g. faxed) to the servicing cache on an OF-315 form for the Cache to process.
 - The only requests that should be entered in ROSS are those for **non-NFES** items that will require processing/purchasing by someone other than cache personnel.

- Which cache should incident personnel or dispatchers place OF-315 requisitions with?
 - Consistent with 2011 NFES Catalog and National Interagency Mobilization Guide instructions, the new guidance states that these requisitions are to be placed the cache servicing the incident.

- When a servicing cache receives an OF-315, and there is insufficient time to fill and ship the replacement items before demobilization of a resource from the incident, what can the cache do?
 - The servicing cache has at least three options:
 - Fax the requisitions to the home cache for filling
 - Enter the requests in ICBS and fill them (for pickup or shipment to the home unit)
 - Enter the requests in ICBS and forward them to the home cache for processing

- If a resource (e.g. crew boss) shows up at the home cache with a requisition for replacement NFES items, but without request numbers within the incident-to-cache number block (S-100,000-199,999), can an ICBS user enter the requests?
 - No. The resource must contact the incident or host dispatch office and obtain request numbers from within the S-100,000 – 199,999 block that can be entered in ICBS.
 - ICBS users should **not** enter their own request numbers; fill the requisition as an “other order” or as a “refurb issue” to fill these requests. That would result in duplicate requests for these items.

- How does someone who has left an incident (e.g. a crew boss or engine boss) obtain request numbers for an incident replacement order?

- They need to contact the Incident Management Team, or if the team has been demobilized, contact the dispatch office that hosted the incident. They manage the request numbers for all incidents

STANDARD PACK INFORMATION IN ROSS:

- Does ROSS display Standard Pack information to help the user request NFES items so they can be issued in standard packs?
 - Yes. On the ROSS New Request screen, the user searches for an NFES catalog item (e.g. "BATTERY, size AA, 1.5 volt, penlight 000030"). When the user highlights the desired item, the "Standard Pack" field under the Catalog Item will display the appropriate standard pack value (i.e. 24/PG)
 - Since the Unit of Measure (UOM) is PG (Package), the ROSS user would request the number of Packages needed to make up the number of batteries needed.

SHIPPING INFORMATION:

- How does a ROSS user input a shipping address or instructions for his or her supply order?
 - In order to place an order with a cache, the ROSS user must first select one of the following options for the request(s):
 - **Shipping Address:** The user can add an existing shipping address or enter a new one
 - **Shipping Instructions:** The user can provide shipping instructions (e.g. "deliver to MP50, follow the yellow ribbon to the ICP located at Warm Springs Camp Ground")
 - **Will Pick Up at Cache:** The user selects this option to have the item(s) held at the cache for pickup. If this is selected, the ROSS user must provide a contact name and phone number
- I received a supply order through ROSS. After confirming the issue and printing out issue/packing reports, incomplete shipping instructions are all that appear on the form (i.e. no shipping address). What's going on?
 - A ROSS user probably entered a **Shipping Address** *and* then **Shipping Instructions** (thinking that the shipping instructions would supplement the address). These are meant to be "either/or" entry fields in ROSS. Although both sets of information appear on the ICBS Issue screen, only the Shipping Instructions print on the report (because that was the last field selected for input by the ROSS user).
 - A future change in ROSS will make it clear to users that the three choices (Shipping Address, Shipping Instructions or Will Pick Up at Cache) are mutually exclusive fields.
- What's the work-around if I receive an order with incomplete shipping information?
 - When the ICBS user determines they have incomplete shipping information, they should stop processing the request and contact the Dispatch Office that

placed the request(s). They should ask a dispatcher to retrieve the request(s) in ROSS; edit the shipping information; and then place it back with the cache for processing. Please note that a request can only be retrieved in ROSS *before* it has been scheduled and released in ICBS.

- Another option is for the ICBS user to edit the shipping information before processing. But this, too, needs to be done *before* it's been scheduled and released. Once an issue has been scheduled and released, the shipping information can't be edited.
- What determines the "Mobilization ETD" and "Mobilization ETA" information seen by a ROSS user when an ICBS user confirms a shipment in ICBS?
 - The Mob ETD and ETA in ROSS are currently populated, by default, with the date and time when the ICBS user creates an issue. If the ICBS user overwrites these fields in the Shipping Details screen, those values will be seen by the ROSS user.
- Why don't ICBS shipment details appear in ROSS when I confirm shipment in ICBS?
 - Displaying shipping information in ROSS was not in the scope of the first ROSS-ICBS Phase 2 release, so users will still need to print a Shipping Status report and fax it to the appropriate dispatch office.
- Are there plans for ICBS shipping details to be displayed in ROSS?
 - This is being considered as a future ROSS and ICBS change request.
- Why do I sometimes see truncated Shipping Contact Names and Numbers for ROSS-initiated orders?
 - Shipping Contact Names and Numbers are required for any ROSS-initiated order placed with a cache.
 - The ROSS user can enter more characters in the ROSS data entry fields than the interface (or ICBS) allows, so any additional characters will be truncated before being sent through the interface to ICBS.
 - The character limits on these fields in ICBS is: 40 characters for a Shipping Contact Name and 20 characters for a Shipping Contact Number.
 - If the ICBS info displayed in these fields is not usable, the ICBS user should contact the ROSS user for further information (or to have the ROSS user retrieve the request(s) in ROSS; edit the Shipping Contact information; and then place it back with the cache for processing).
- Have ROSS users been notified that these fields are now limited to 40 and 20 characters?
 - Yes, on 4/28/2011 a notice was posted on the ROSS Message Board advising users that any data entry exceeding these limits would be truncated before being sent to ICBS.

ROSS SPECIAL NEEDS INFORMATION:

- What is the purpose of "Special Needs" information in ROSS?

- This free-form text field in ROSS is reserved for information related to one or more requests for which there is not another specific field in ROSS
- Some examples might include: rig the supplies for paracargo delivery, send a copy of the shipping status form to the following fax number, etc.
- If supply request “Special Needs” information is entered in ROSS, can I view it in ICBS?
 - Yes. The ICBS user can select the order line on the “Issue Details” screen and then click on “View Instructions.”
- How do I know that the Special Needs information is there?
 - There’s currently nothing in ICBS that lets the user know, so a dispatcher would need to call the cache and let them know which requests have special needs information
 - The ICBS-R Team is investigating ways to provide a “flag” or better visibility to this information

ACTIVATING/DEACTIVATING INCIDENTS:

- What do I do when I’m through with an incident/order and it is ready to be closed?
 - On the Incident Details screen, uncheck the “Active” check box and click the Save button. ICBS will then “tell” ROSS that ICBS users are through with the incident.
- Does deactivating an incident make it unavailable to ICBS users in all caches?
 - Yes.
- If a user in a cache deactivated an incident and it needs to be reactivated (e.g. another cache needs to complete a work order on a returned item), how does a user do that?
 - On the Incident Details screen, check the “Active” check box and click the Save button. ICBS will then “tell” ROSS that ICBS users have made the incident active.

ROSS USER UNABLE TO PLACE EXTERNAL REQUEST TO A CACHE:

- What are the reasons a ROSS user can’t successfully place a request with a cache through the interface?
 - Some of the most common reasons, and how to resolve them, are listed in the following table:

Problem	ROSS Error Message	Resolution
Billing Organization or its Unit ID doesn’t exist in ICBS	“Place Requests failed by [cache ID] for the following reason: Billing Organization on Incident does not	1. ROSS user reports error to ICBS/ROSS Helpdesk 2. Helpdesk contacts ICBS NWCG System Administrator (like Jeri Billiard) 3. System Admin researches and provides

	exist in ICBSR...”	information and/or updates ICBS database so that it matches ROSS 4. ROSS user re-replaces the request
In ROSS there is not a default financial code for the incident in, <i>or</i> a financial code for each request		1. ROSS user adds a default financial code to the incident, <i>or</i> adds a financial code for each request 2. ROSS user re-replaces request(s)

- What are the cause and solutions to the ROSS Organization/ICBS Customer data discrepancies?
 - There are nearly 7,000 Organizations in ROSS, and about 2,600 of these are not currently in the ICBS Customer database. Many of these are small fire departments, vendors, APHIS offices, international units or other organizations that are unlikely to place a resource order for supplies to a cache.
 - A two-pronged approach is underway to address the data gap:
 - In the short term, the ROSS and ICBS-R Teams are working together to gather additional required information so that the ROSS organizations not currently found in ICBS can be entered. This will be completed by February 2011. Going forward, the two teams will coordinate any changes to NWCG organizations/customers.
 - In the long term, an NWCG Organization Information System (OIS) is in the design stage. This will ultimately be used as the organization data repository for ROSS, ICBS and several other NWCG systems.
 - The OIS system is due to be deployed in the spring of 2011, but won't be hooked up to ICBS or other systems for some time afterwards.
- What action is being taken to increase the “Incident Name” field length in ICBS from 40 to 50 characters to match that field in ROSS?
 - This is no longer a problem. The length of the “Incident Name” field in ICBS now matches the ROSS Incident Name field length.
- Why is a financial code required to place a request to a cache through the ROSS-ICBS interface?
 - Caches have always required a financial code in order to issue NFES items to users. This requirement in ROSS matches the preexisting business process.

NIRSC TELECOM REQUESTS

- Can caches other than GBK receive NIRSC telecommunications items into their inventory, or issue them from their inventory?
 - No. The NIRSC (National Incident Radio Support Cache) items (e.g. radios, starter systems, etc.) are part of the Great Basin Cache's inventory, and can only be issued or received by GBK. If

NIRSC items are prepositioned at another cache, that cache will not receive those items into its ICBS inventory.

- Can caches do a cache-to-cache transfer of NIRSC telecommunications items?
 - No. ICBS prevents this from being done.
- Can caches process requests for NIRSC telecommunications items (e.g. radios, starter systems, etc.)?
 - No. These requests (from Incident Management Teams, dispatch offices, etc.) should only be placed through dispatch ordering channels to NICC (National Interagency Coordination Center), which will, in turn, place them through ROSS with the NIRSC Communications Duty Officer.
 - There currently is nothing to prevent a ROSS user from placing a request with a cache for NIRSC items, but ICBS will not allow a user to process the request except at NIRSC.
 - If a cache receives a request for NIRSC items (either by direct order from an incident or by ROSS), the ICBS user should contact the ordering office and inform them that the request needs to be placed through dispatch channels to NICC. If the request was placed through ROSS to the cache, inform the ROSS user to **retrieve the request** and place it via the correct ordering channel.

SUBSTITUTIONS (e.g. issuing Mobile Cache Support Vans by components)

- Can I fill a request received through the ROSS-ICBS for a mobile cache support van (NFES #002069) by issuing its individual components, rather than issuing it as a kit?
 - You can still do this if you wish, but with the new ICBS, the preferred method is to issue it as a kit (#002069). The return functionality allows you to issue the mobile support cache as a single kit item and still process the return by components if not all are not returned.
 - If you receive a #002069 request through the interface, and want to issue the components, you'll need to use the ICBS Substitution function (because you're substituting all the components for the #002069).
 - Use the Substitution function when the issue is in "created" status and enter the appropriate number of request lines for the cache van components. For example – if the kit configuration for your cache van has 94 items then enter that quantity in the 'Request Number –ADD' field so that the system will create 94 subordinate request numbers. ICBS will then assign a dot notation (e.g. 100000.1, 1000000.2, etc.) to each component, and the issue will not fail in the interface.
 - Also, each substituted item will be associated with the base S#.

ROSS-INITIATED ORDER "DRAFT ISSUE REPORT"

- When dispatchers used to fax orders to the cache, the hard copy of the order was sometimes useful as a "worksheet" before orders were processed. Can I print an ICBS "worksheet" type of issue report?
 - Yes. A "Draft Issue Report" is now available to ICBS users.
 - The report is in Analytics menu and can be run for issues in any status - it is not just restricted to those issues in "draft" status.

- You can also create this report for ICBS-initiated issues and other issues.