



ROSS/ICBS INTERFACE TIPS & FAQs For the ROSS User

July 3, 2012

WHAT IS THIS ANYWAY?

This is a combination of Frequently Ask Questions (FAQS) and tips for dispatchers on using the ROSS/ICBS interface.

- **Key FAQs:** Along with the other FAQs in this document, you will see the answers to these most frequently ask questions;
- **Canceling an NFES request.**
- **Retrieving an NFES request.**
- **Prepositioned NFES requests.**
- **Special Needs don't show in ICBS.**
- **Subordinate requests.**
- **ICBS doesn't see ROSS incident.**
- **Reasons ICBS creates multiple issue numbers.**

- FAQs

- **What are ICBS and this interface all about?**

The “Interagency Cache Business System” is an inventory management system used by NFES National Interagency Support Caches. The system interfaces with ROSS. The interface goes both ways Requests created in ROSS can be placed to a Cache and requests created in ICBS can be sent to ROSS. In addition, when requests are processed by an ICBS user (whether it was created in ROSS or in ICBS), ICBS will communicate the actions taken to ROSS.

- **Why would a cache create a request to send to ROSS?**

The cache may receive a request from an incident that is ordering direct to the cache. While the cache would fill the order, they can send the request to ROSS for record keeping purposes.

- **I sent a request to the cache but they don't see it. Why?**

Before ICBS can accept a request from ROSS, the *incident host and unit ID* must be entered in ICBS. Most hosts ID's have been entered, but occasionally one is missing. This causes a failure in ICBS and the ICBS data base administrator must enter the organization before ICBS will see the request.

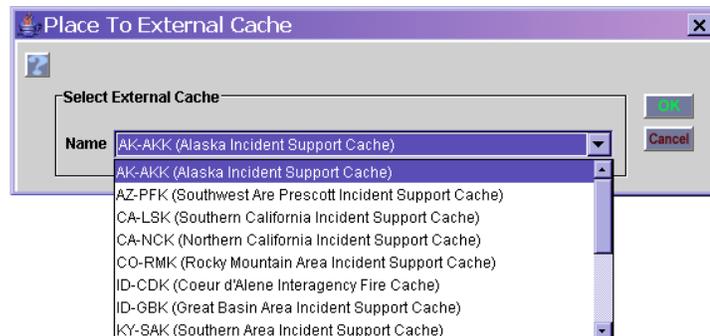


Missing Hosts in ICBS

If one of your hosts is missing in ICBS, the cache may contact you for the host's address information which needs to be entered into ICBS. The information can be found on the report **Organization Address Report by Managing Org.** To access the report, log into ROSS reports and follow the path **Public Folders > ROSS-AR > User Community Reports > UC - Administration > UC – Organizations > Organization Address Report by Managing Org**, then enter the appropriate search criteria.

- **Can I make my cache show up at the top of the dropdown list on the *Place to External Cache* options?**

Yes. Initially the cache options in the ***Place to and External Cache*** drop down list sort alphabetically by unit identifier with Alaska cache being the first.



To set your cache as the default (so it will show up first in the list) send an organization update request to the ROSS organization gurus. Go to http://ross.nwcg.gov/Orgs/Dispatch_and_Cache_templates_2011_0323.zip and submit the *Update Dispatch and Cache Organizations form_2010_1215.dotx*. Once the request is completed, your cache will be first available in the cache drop down list.

Don't forget that the business rules for which cache you can place a request to have not changed. *Just because you can see the cache in the drop down does not mean you are allowed to place a request to that cache.*



NFES Item Report

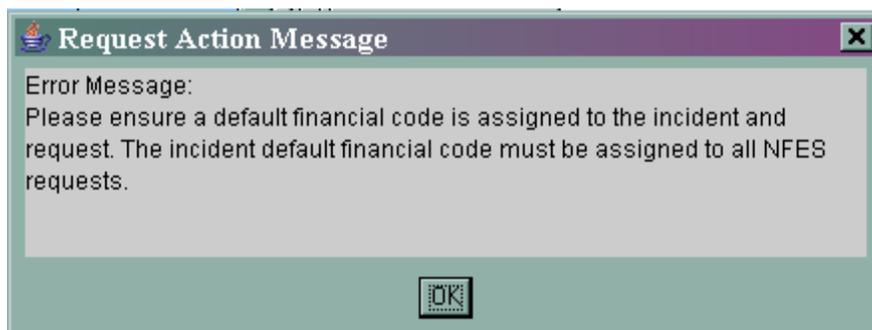
To see easily see the status of NFES requests (number requested/assigned, number UTF, number back ordered and number forwarded), use the [External Cache Activity Report](#) found in *ROSS Reports – Public Folders - Incident – External Cache Activity Report*.

Issue Number	Date/Time	Cache	Item Name	Item Code	Ship Qty	BO Qty	Fwd Qty	UTF Qty	Trackable ID	Est Ship Date	Est Arrival Date
0000627322	04/12/2011 14:56 MST	AZ-PFK	BATTERY - SIZE AA, 1.5 VOLT, PENLIGHT	000030	12	0	0	0		04/12/2011 15:51 PNT	04/12/2011 15:51 PNT

- **Why can't I see the 100,000 block of Request Numbers on my New Request screen?**

A block of supply numbers (100,000 – 199,999) is automatically set aside on all incidents for incident to cache direct ordering. This block is available to the cache for use when an incident without ROSS is ordering directly to the cache. Those incidents will maintain control of the request numbers and direct the cache on which number to assign to a request. The cache is not assigning the requests numbers but does the data entry as directed by the incident. The dispatch office will not see these numbers unless entered by the cache and attached to an incident in ROSS. Incidents using ROSS will proceed as normal when placing requests to a cache.

- **I'm trying to create a request and keep getting this error message that I need a financial code, but the incident already has a financial code.**



Before ICBS can accept a request from ROSS the incident must have a **default** financial code. Just because an incident has a financial code, doesn't mean it is the default. The financial code must have **Yes** in the **Default** column of the Incident Financial Codes.

Incident Financial Codes		Host Financial Codes		
Financial Code	Default	Owned By	Assigned By	Fiscal Year
WGE5X0 (0316) (USFS)	Yes	U.S. Forest Service	Southwest Area Coordi...	2010
E5X0 (DOI)	No	Bureau of Land Manag...	Southwest Area Coordi...	2010

Note: A red arrow points to the 'Default' column header.



Multi Place...Please

Multi place as many supply requests as possible to the cache. This allows the cache to process the requests faster and to associate one issue number to multiple requests. If ten requests (S1 – S10) are placed to the cache at one time, they will all get one issue number. If each of those requests is place separately, each request gets a separate issue number resulting in a set of paper work for each request.

- **Why can't I cancel the request I placed with the cache?** Because *an issue number is automatically assigned* to a request when it is sent to a cache, ICBS will not allow the request to be canceled by the ROSS user. It must first be retrieved and then canceled by the dispatch. (See below for retrieving restrictions.)
- **Why can't I retrieve my request from the cache?**
Once a request is in the state of 'Included in Shipment' (meaning the *request has been sent to the floor to be filled*), ICBS will not allow the requests to be retrieved by the ROSS user. The only way to get the request back is to have the cache UTF the request back to ROSS. *UTF the request*, not cancel or you are back in the Cancel loop talked about above.



Rules for cancelling and retrieving a NFES request in ROSS:

- Once the request is sent to the cache it cannot be canceled.
- It can be retrieved until the cache has *sent it to the floor to be filled* (this is called "Included in Shipment" in cache jargon.)
- Once the request is "Included in Shipment":
 - It cannot be cancelled or retrieved by ROSS.
 - To get the request back to ROSS, have the cache UTF the request.

- **What does it mean when the fill info says a portion of my request has been back ordered?**

A cache may fill a request is several ways:

- “Backorder” all or a portion of a request. When the item is re-stocked the cache completes the fill.
- “UTF” all or a portion of a request.
- “Forward” all or a portion of a request to another cache to fill.

A request is considered filled when *any* portion of the requested quantity is filled. When any portion of an un-tracked item is filled, the request is set as Fill/Close. However, if a request is partially filled and partially forwarded or back ordered, ROSS continues to receive fill information until the total requested items is complete (or UTFd).

- **Why can't I reassign an NFES resource?**

When the original assignment was filled by an external supply cache, ROSS prevents reassignment unless the reassign-to incident has a default financial code and the request has a financial code.

- **Why can't I edit multiple supply requests?**

The group of requests to edit cannot be a mix of NFES and non-NFES requests because of the NFES shipping and financial number requirements. Only documentation can be made on NFES request already placed to a cache. All other changes (quantity ordered, shipping instructions, etc.) must be made by the cache.

- **I can't release the NFES request back to its preposition order. Why not?**

NFES resources cannot be released back to preposition because ICBS cannot re-use preposition request number. The request must either be released to 'home' (cache) or reassigned to the preposition.



Mixing NFES and non NFES Pre Orders

NFES supplies and non NFES supplies cannot be on the same Pre-Order in ROSS because of the required shipping information for NFES supply orders that is not required for orders not placed with a cache. ROSS users need to ensure that they remove all NFES Items from Pre-orders that contain items from other catalogs, and create new, separate, Pre-orders for just the NFES Supplies.

- **I've entered Special Needs in ROSS but the cache doesn't see them.**

If a ROSS user places a special character in the Special Needs field (for instance an upside down question mark), ICBS cannot process the request.

- **I've entered shipping instructions and a shipping address but the cache only sees the shipping address. What's up with that?**

Only one type of shipping address can be entered (Will Pick Up, Shipping Address or Shipping Instructions). If you select *Will Pick Up*, the other fields are hidden. If you enter a Shipping Address it shows in the field, but if you then enter Shipping Instructions, the Shipping Address is replace with *See Shipping Instructions*. You can enter Shipping Instructions that include an address and directions if you like.

A screenshot of a software interface titled "Shipping Information". It contains a checkbox labeled "Will Pick Up At Cache" which is unchecked. Below this are two text input fields. The "Shipping Address" field contains the text "See Shipping Instructions." and the "Shipping Instructions" field contains the text "Take Hwy 21 5 miles out of Tulip, turn south on FS road 258 for 2.3 miles. Shack on the right." To the right of the input fields are several small icons, including a download arrow, a printer, and a refresh button.

In a future release it will be clear that only one type of shipping instructions can be entered.



Shipping Address - State ID Only

Only use the 2-letter ID for a state in *the ROSS Shipping Address State*. While ROSS allows you to enter the full name of a state (e.g. "Idaho") rather than the 2-letter abbreviation (e.g. "ID") and place the request to the cache, if you enter the full name of the state, ICBS cannot send the fill information back to ROSS.

- **What's the difference between Standard Pack and Unit of Issue in ROSS and which quantity should I order; each, package...?**

The *Standard Pack* is how things are packaged. For instance *BATTERY – SIZE AA, 1.5 VOLT, PENLIGHT* come 24 in a package.

The *Unit of Issue* (aka Unit of Measure (UOM)) refers to the quantity of an item; as each, pair, package, etc. *BATTERY – SIZE AA, 1.5 VOLT, PENLIGHT* are issued by the package.

In this case, since the Unit of Issue is PG (Package), you would request the number of Packages needed to make up the number of batteries needed (you want 48 AA batteries you order two packages because the batteries come 24 in a package).

New Request - [OR-955S-000334] NFES ERROR TEST Eliza

Select Item to Request
 Catalog | Pre-Orders

Catalog: Supply

Category: NFES Supplies

Item Name: batt*

Item Code: Keyword:

Catalog Item	Code
BATTERY - 6 VOLT, GENERAL PURPOSE, LA...	000031
BATTERY - ALKALINE, NEDA 14A, SIZE C 1.5V	000834
BATTERY - LITHIUM ION,IRIDIUM	004610
BATTERY - SIZE AA, 1.5 VOLT, PENLIGHT	000030
BATTERY - SIZE D,1.5V,ALKALINE,GENERAL ...	000033
BATTERY ELIMINATOR - MOTOROLA XTS 2500	005346
BATTERY ELIMINATOR - MOTOROLA XTS 5000	005344

There are no reminders for this catalog item. View

Standard Pack: 24/PG

Enter Request for BATTERY - SIZE AA, 1.5

Quantity * 1 Block [1 - 99999] (SG)

Next Number 1 View

Unit of Issue Package

Need Date/Time * 06/24/2011 11:41 PST

Shipping Information

Will Pick Up At Cache Pick Up* Date/Time 06/24/2

Contact Name* Joe Bob

Contact Info* 444-444-4444

Financial Code

Special Needs

Shipping Contact

Name * Jill

Phone * 444-444-4444

Incident Ordering Contact

Request Contact* OR-000 (Dispatch) Central Ore

- **Why can't I create or place a subordinate request to the cache?**

ICBS does not allow subordinate request to be created or placed to a cache for a NFES Supply Telecommunication order (e.g. order an additional box of radios for a radio system as a subordinate). This will be corrected in a future version.

- **Why can't the cache see my ROSS incident in ICBS?**

When the cache initiates an order in ICBS, once they have entered the incident order number and year, if the incident isn't defined in ICBS yet, a message will display asking them if they want to query ROSS for the incident. If they say OK, ICBS calls to ROSS for the incident and if it is in ROSS, the incident details will display in the ICBS incident details. The ICBS user then has to populate the appropriate account code fields, activate the incident by clicking in the active flag box and save it.

If the incident is not found in ROSS they will get an error message. They can then check the incident to make sure it's been entered correctly and if so then ROSS will need to create the incident and the ICBS user will need to follow the above steps



I'm sending a bunch of requests to the cache at the same time thinking there would only be one issue number. But the cache says it's not working and there are multiple issue numbers being issued every time I send a group of requests. It's nickel and dimeing them and they hate it. What am I doing wrong?

There are several reasons multiple issue numbers are created in ICBS even though you are highlighting all the requests at once and placing them to the cache at one time.

Here are the some instances that determine if more than one issue number is created when requests are sent from ROSS to ICBS:

Sending one request at a time – Requests that are sent individually to the cache will always get a separate issue number.

Difference in field entry values - Any difference in these values will result in multiple requests or bundles being sent to ICBS as separate cache issues:

- Smokejumper Loft **vs.** Smoke Jumper Loft **vs.** SMOKEJUMPER LOFT
- PARACARGO **vs.** PARA CARGO **vs.** paracargo
- JOHN Q. SMITH **vs.** John Q. Smith **vs.** John Smith **vs.** J. Smith

Date/Time requested - If the date/time requested is different on requests, this will split requests in ICBS. This happens often because the ROSS dispatcher leaves this information as the default (default is the current date and time the request is created).

Shipping phone number – Requests will be split in ICBS if the contact number is different or if it is the same but the format is different such as () **vs.** dashes.

- Examples;
 - 208-387-5124 **vs.** (208)387-5124 **vs.** 208.387.5124
 - 208-387-5124 Ext. 121 **vs.** 208-387-5124 Ext 121 **vs.** 208-387-5124 #121

- *Shipping method* - Shipping address or shipping instructions or will pickup. Any format, upper/lower case, abbreviation differences will cause the requests to be split. Examples:
 - ELKO DISTRICT OFFICE **vs.** Elko District Office **vs.** Elko DO **vs.** Elko D.O.
 - 740 Simms Street **vs.** 740 Simms St.
 - SUITE A **vs.** Suite A **vs.** Ste. A **vs.** Ste A
 - 32459 **vs.** 32459-1590
 - DROP POINT 6 ON WARM LAKE ROAD **vs.** Drop Point 6 on Warm Lake Road **vs.** DP 6 on Warm Lake Road **vs.** DP6 on Warm Lake Road.

- What is the difference between ROSS-initiated and ICBS-initiated issues?
 - ROSS users can create request numbers *not* reserved for ICBS, initial attack, buying teams, etc.
 - ICBS users can only 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.