

Cache Supply Request Ordering Aid

As a dispatcher, you can create requests for NFES supply items through IROC to meet resource needs on active fires or generate resupply orders. While not a step-by-step guide on how to place a NFES request, below are some of the biggest issues that can slow down or stall the process when sending an order to the fire cache.

To receive support from a National Fire Cache, every incident must have an active incident number in IROC and have a “P” Code established in Fire Code. Along with the P Code and incident number, there are certain fields that need to be checked or filled out with great attention to detail for the order to go through properly.

Please use this guide to supplement your supply request SOP to make sure these specific areas are filled out correctly, there are no batching issues, and the cache has access to all relevant information on initial order placement. Greater familiarity of cache ordering processes will help to ensure smooth order fulfillment and timely delivery.

Fire Code

FS Assist Checked

Before placing the first order for an incident, use Fire Code to establish a P-Code for the incident. The Northwest Cache is a Forest Service program. Make sure the **FS Assisted** box is checked for every incident that will be getting the support of the cache. If the incident is already established but the FS Assisted box is not checked, please check it and update records before proceeding on to anything else with the order.

Edit FireCode		Additional Tasks
FireCode: EQ60 * Discover Date: January 22 2009 * Discover Time: 12 : 15 MT Incident Name: SWEAT * Host Unit Id: OK - CHA Host Unit Name: Chickasaw Agency - Bureau of Indian Affairs * Latitude: 34 : 39 : 26 * Longitude: 96 : 33 : 51 Incident Order #: OK - CHA - 009014 Complex: <input type="radio"/> Yes <input checked="" type="radio"/> No FS Assisted: <input checked="" type="checkbox"/> (check if FS provided assistance) Special Requirements: <input checked="" type="checkbox"/> MULTI - JURISDICTIONAL <input checked="" type="checkbox"/> BILLABLE (Now known as Trespass) <input type="checkbox"/> TRESPASS <input checked="" type="checkbox"/> REIMBURSABLE <input checked="" type="checkbox"/> WILDLAND FIRE USE <input type="checkbox"/> SEVERITY Comments: Previous: MARK MASTERS - 1/26/2009 07:53 Comments: Corrected incident order number from OK-CHA-009011 to OK-CHA-009014. JAMES SILVERSTONE - 1/22/2009 13:28 3 BIA T-6, 3 VFD T-7, 2 T-1, 1 WT, STONEWALL 319 IC, 1 SEC STRUCTER DESTROYED, 2 PRIMARY THEATENED. 1.4 AC, THREAT TO TRUST. PONTOTOC CNTY		View Reports User Administration Announcement Administration Dept Administration Agency Administration GACC Administration Geo Area Administration Unit Administration
		My Information
		Name: TERRI SHADIX Agency: Bureau of Land Management Geographic Area: Great Basin Unit: National Interagency Fire Center, Bureau of Land Management Role: SYSTEM ADMINISTRATOR Time Zone: MT Edit My Information Change Password
		EQ60 Information
		Edit Rights: Ouachita National Forest - Forest Service Created By: JAMES SILVERSTONE (AR-OUF) on 1/22/2009 at 13:28 Last Modified By: MARK MASTERS (OK-OKA) on 1/26/2009 at 07:53 Transfer Edit Rights Flag as Duplicate Flag as Invalid Print Information
<input type="button" value="Cancel"/> <input type="button" value="Update Record"/>		

IROC Primary/Default Job Code

Select the appropriate Financial Code in IROC for the request. The Financial Code must be entered before the new request is created; it must not be left blank.

Locate the host agency financial code. If using more than one financial code from the same agency, identify the primary code by selecting the default button. An active incident default financial code **must** be selected for requests for NFES supply items to be accepted by ICBSR through the IROC-ICBSR interface. The primary financial code must be in a six-character format to include the Firecode number specific to the incident. State financial codes are not recognized in federal financial systems.

As a dispatch manager, you may request a fire code to be associated with an incident with type = wildfire. This task can only be done in the IROC Data Management Tool (DMT) for an incident within your current dispatch center.

Note - The incident must have been successfully added to IRWIN before a fire code can be requested. You can check the **IRWIN** tab on the Incident screen to ensure it contains a valid IrwinID.

Special Needs

Special Needs is a field used a lot in IROC; however, it isn't easily accessible within ICBS. Due to the sheer volume of orders received, caches rarely look for information located in this area. If you have tucked something into special needs that they do need to know – communicate that information to them via a phone call when you place the order, so they know to look for it with that specific request.

An example of something you might find yourself putting in the special needs field could be for when ordering foam, sometimes there will be a specific request for Phoschek or Silvex brand foams. If there is no specific brand request for an item like this, the cache will make a selection based on stock on hand.

Do not put information in special needs that should go in one of the regular fields (examples: quantity, shipment address information, etc.) ICBS needs that data in the correct location to process the request, and cache personnel can't free type it into ICBS once information is input in *special needs*. You must get the right kind of data into the right field on the IROC end for your requests to correctly process in ICBS.

Good Address And POC

The Location section in IROC has an important section called Navigation Instructions. Please be as specific as possible in this box with putting in addresses, mile markers, landmarks, and any information that will help determine the proper delivery vehicle, safest route for our drivers, and precise delivery location.

Be sure to provide a good shipping POC for the order so the cache can call to them if needed to better finalize delivery time/location, explain why substitutions or cancellations were made, and/or get clarification on quantity or exact items needed.

Cache drivers may be agency employees or contract carriers. Use of GPS units is not guaranteed. Providing the cache with a physical location of the point of delivery is preferred over GPS coordinates. Deliveries are to locations identified in the resource orders. Modification of delivery points must be negotiated with cache managers prior to reassignment of drivers or fleet.

NOTE: Cache deliveries will not go to active/uncontrolled fire lines. Agency and contract carriers are not trained in fire shelter use nor are qualified to be on uncontrolled fire lines.

Running the PDF report and emailing before pushing up to ICBS

Before pushing the order to ICBS, run a PDF resource report of the supplies requested and email it to the cache's FireNet and managers' accounts. In this email, please include

any pertinent information about the order, such as: non NFES items that are needed, a specific trailer size needed, specific delivery instructions or requests. Examples of non NFES items can be pallets, battery buckets, wire bins, etc. Call the cache and let them know you have just sent over an order for review. You can also describe in greater detail any additional information that the cache should be aware to successfully fill this order during this call.

Management from the cache will then look over and adjudicate the order. This process sometimes includes asking dispatch to substitute certain NFES items for others, changing the quantity of some items, canceling an item all together (UTF), asking for the requested date or delivery time to be changed, and verifying special needs requests. Once management has adjudicated the order, dispatch will receive a call/email from the cache and will be asked to push the order through, or to make some changes to the order before pushing it through to ICBS.

Email the PDF report to ORNWK@firenet.gov. Please CC Cache management on the PDF report as well, Hector.Basso@usda.gov and Kristopher.Strong@usda.gov.

Batching

THE MAJOR CAUSE OF REQUESTS SPLITTING OFF INTO SEPARATE ISSUES: Generally, people are trying to get a batch to all stick together and show up in a single issue, so understanding what will make them split off into separate groups is important. Usually dispatch successfully places the requests all at once, so they think they went through as a single issue... but a rogue number peels off into a separate issue. The cause of this problem is different values in three key fields. They are “*Shipping Contact Name*”, “*Shipping Contact Phone*” and “*Shipping Method*”; they must have the exact same information for all the requests or else even though you place them together, any that were modified will drop off as a separate issue. Below is an example of the relevant fields on the ICBS side for an AK order. The fields are near the bottom of the header part of the snips from ICBS. One batch has C. Bonds in the shipping phone, the other does not.

The request with most of the line items in the group:

Seller: NWCG
 Status: Draft Order Created
 Service: WILL PICK UP
 Incident No: AK-MID-00001
 Incident Name: 2020 MID RX
 Incident FS Account Code: []
 Shipping Acct Code: LLA9F1600.LF6900000.HT0000.LRRFLX010500
 Cost Center: LLA9F1600
 Functional Area: LF6900000.HT0000
 Work Breakdown Structure: LRRFLX010500
 Ship Cache: AKAKK
 Customer ID/Unit ID: AKMID
 Customer/Unit Name: BLM AF
 Requested Delivery Date: 04/23/2020 15:54:33
 Shipping Contact Phone: 907-371-5150
 Shipping Method: Will Pick Up

PC	UOM	Description	Requested Qty	Available RFI Qty	Issue Qty	Actual Pricing Qty	UTF Qty	Forwarded Qty	Ship Date	Comments	Amount
Supply	EA	BAG - BURLAP, 24" X 36"	10.00	4057.00	10	10.00	0.00	0.00			\$
Supply	KT	KIT - FIRST AID, 20-25 PERSON, BELT TYPE	1.00	226.00	1	1.00	0.00	0.00			\$
Supply	BX	FOOD - MEALS READY TO EAT (MRE'S)	2.00	3911.00	2	2.00	0.00	0.00			\$

AND the one that peeled off on its own...

Seller: NWCG
 Status: Draft Order Created
 Service: WILL PICK UP
 Incident No: AK-MID-00001
 Incident Name: 2020 MID RX
 Incident FS Account Code: []
 Shipping Acct Code: LLA9F1600.LF6900000.HT0000.LRRFLX010500
 Cost Center: LLA9F1600
 Functional Area: LF6900000.HT0000
 Work Breakdown Structure: LRRFLX010500
 Ship Cache: AKAKK
 Customer ID/Unit ID: AK
 Customer/Unit Name: BLM
 Requested Delivery Date: 04/23/2020 15:54:33
 Shipping Contact Phone: C. Bonds
 Shipping Method: Will Pick Up

D	PC	UOM	Description	Requested Qty	Available RFI Qty	Issue Qty	Actual Pricing Qty	UTF Qty	Forwarded Qty	Ship Date	Comments	Amount
000030	Supply	PG	BATTERY - SIZE AA, 1.5 VOLT, PENLIGHT	24.00	7821.00	24	24.00	0.00	0.00			\$ 136.80

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If you WANT stuff to go to different places then of course, enter the differing information... just realize it means the requests will show up at the cache in separate issues and be processed as separate orders. In general, an ongoing incident should have only one POC and delivery point per daily request. Due to limited drivers and fleet, the cache cannot accommodate multiple trips to an incident in any given operational shift. This mostly occurs with operations vs.

air operations or several divisions communicating with dispatch instead of routing requests through a logistics point person or the incident commander. Will pick up options are available to meet special circumstances where the cache cannot support delivery. Incident replacement/replenishment can have multiple POC and addresses and will be delivered by most economical methods. This may be through agency fleet/driver or through common carrier (i.e., FedEx, UPS, USPS).

Shipping Status Email Notification

Once the cache has filled the order, the dispatch sending email account will receive an email reply with a copy of the shipping status report. The shipping status report contains information including the driver's name and contact number, UTF or partial fill items, and the estimated departure and arrival time of the shipment. Relay this information to the requesting resource as needed to ensure someone is at the delivery address to accept delivery of goods as needed.

Note: Some supplies are extremely heavy or bulky. Cache drivers will not unload supplies independently. Additional personnel or equipment may be required to unload.

Radio Equipment

Ordering ICS STARTER SYSTEMS (NFES 004390)

Refer to NWCG National Fire Equipment System, Catalog Part 1: Fire Supplies and Equipment. There are 4 systems prepositioned in the Northwest Area Caches: 2-Redmond (NWK) and 2/Wenatchee (WFK). Prepositioned Starter Systems will be ordered through NWCC to NWK or WFK. NWCC will confer with the NIRSC CDO to identify which Starter System to assign for proper frequency coordination. NWCC will then forward a copy of the resource order to NWK or WFK clarifying which Starter System to ship to the incident. **All radio equipment orders must be placed through NWCC.**

SOPs for NIRSC Kit Returns

NIRSC radio systems and kits are finite resources. Without them, incidents can't safely communicate. We must ensure that any kits that have completed service at one incident are immediately sent back to NIRSC to be readied for the next incident. Ship kits back to NIRSC by commercial carrier rather than through the Cache whenever possible.

Do not wait to return any damaged or non-functioning equipment.

PL 1-2: Return equipment by lowest cost - Commercial carrier ground.

PL 3-4: Expedite equipment return by best means - Should arrive at NIRSC within 4-5 days.

PL 5: Return equipment by fastest means - Overnight if possible.

Additional Resources:

[FAM IT KB-Creating an NFES Supply Request](#)

[FAM IT KB-Placing NFES Supply Requests to Cache](#)

[FAM IT KB-Retrieving an NFES Supply Request Placed to the Cache](#)

[National Mob Guide Chapter 40, Equipment and Supplies](#)

[Northwest Interagency Mob Guide](#)

[NWCG NFES Catalog - Part 1: Fire Supplies and Equipment, PMS 449-1](#)