

## Supply Request Tips in IROC

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### 1. Information flow between IROC and ICBS

When requests go to a cache, they go through several steps in the process of being filled by ICBS. Once they move beyond the first ICBS processing step, you no longer have operational control over the requests via IROC. Only one system can be in control of a request at a time and once ICBS has begun the process, IROC relinquishes that control. There is a period of time right after you place a request to a cache where if you need to make edits, IROC can still access those requests and retrieve them. Best practice is to call the cache and tell them you want to do this, so that they don't move further processing the order in ICBS and the requests don't move to a point where IROC no longer has access to them. If you retrieve requests, you can edit them and replace them with the cache – the S number remains the same, but they'll be in a different issue.

Once the cache starts actually processing requests with ICBS, you cannot retrieve them, cancel them, or do anything else to them using IROC. Don't try - you will only end up frustrated. Instead, if you need to cancel an order at this point, call the cache – they can work with those requests in ICBS and either cancel them or UTF them as long as they haven't completed processing the order. If the cache has to either UTF or cancel your requests in this manner, you'll be back at square one and will need to generate completely new S numbers; you cannot reuse the old ones.

ICBS will not provide fill information back to IROC until the very last processing step has completed and the shipment has been confirmed. This is the equivalent of not showing fill information for an individual until their travel is booked. Again, this isn't the same as in other functional areas but it is essential for the two systems to share the filling process. Some shipping arrangements take longer than others. Caches don't schedule charter flights – that's a dispatch function, but other than in AK it is rarely utilized anymore. Generally, if anything ships via air, it is as cargo on a scheduled commercial flight. Some items ship via FedEx or UPS but usually ground transport is arranged by the caches using local drivers. Once the arrangements have been made and the shipment is confirmed in ICBS, all the relevant fill information for the request will then appear in IROC.

### 2. Batching Requests

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 3 key fields. They are "Shipping Contact Name", "Shipping Contact Phone" and "Shipping Method"; they have to 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, one doesn't.

The one with most of the requests 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  
 Estimated 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: AKO  
 Customer/Unit Name: BLM  
 Requested Delivery Date: 04/23/2020 15:54:33  
 Estimated 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.

### 3. Default charge codes

Default charge code needs to be indicated when orders get placed to caches. Caches care about default charge codes because they have to enter the charge code physically in little boxes in ICBS - ICBS isn't smart enough to translate whatever fiscal information comes from IROC into anything useful - for that you need a human. That process is showing in the upper part of this screen capture.

The screenshot shows two forms. The top form is 'Incident Properties' with the following fields: Incident No: CO-RMC-200005, Incident Name: 2020 MAPS RT, Customer ID: CORMC, Incident Type: PC, Incident Source: R, Cost Center: LFA231300, BLM Act Code: LFA231300.LF200000.H00000.LFSPM25G0000, Date Started: 04/18/2020, Incident Host: CORMC, Incident Team Name: [empty], Override Code: 1325, Work Breakdown Structure: LFSM25G0000, BLM Act Code: [empty], Active Flag: [checked], Register Interest in IROC: [checked], Cache ID: CORMC. The bottom form is 'IROC Financial Codes' with the following fields: Financial Code: PVM25G\_1325, Fiscal Year: 2020, Owning Agency Name: US Forest Service, Primary Indicator: true, Last Financial Code: null.

This order has had the USFS charge code entered - that's because it's for Rocky Mountain Cache, and they are an USFS cache, so RMK entered the USFS code. There's also a BLM code that has been entered - someone has ordered radios on this order, and the request went through the regular channels to NICC, down to NIRSC (aka GBK). GBK is a BLM cache, so they manually enter the BLM code, based on whatever is showing as "true" on that IROC financial code line at the bottom of the snip.

### 4. Placing requests in a group, needed date/time

If you are generating a bunch of requests and you have needed date/time differences... sort your requests into groups by that needed date/time before you create them in IROC. Here's why. ICBS doesn't work with individual needed date/times for requests – it uses a single needed date/time for the entire group of requests that come together in the order (which the cache refers to as an "issue"). So if you've got 17 things with one date/time and 3 with a later date/time and you place all 20 in a batch – those last 3 requests will ship out with the earlier items. Generally, that isn't a problem, unless you have a need for certain items to be in place and set up before the next ones show up. And if this is the case, don't batch them up with the earlier requests when you place them. This is how it worked in ROSS as well, it just was likely not explained very well anywhere.

### 5. Numbers and ICBS

ICBS doesn't like punctuation in numbers – (commas, dollar signs) so don't use anything except a decimal when it's appropriate in any number field. Requests won't process from IROC to ICBS when there is punctuation in quantity numbers, for example.

### 6. Special Needs

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

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 they're located it in special needs. You have to get the right kind of data into the right field on the IROC end in order for your requests to correctly process in ICBS.