

Basic IROC Training: Student Guide

Managing Pending Requests

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1. Objectives

Upon completion of this unit, you will be able to:

- Access pending requests from list view and the Manage Request screen.
- Filter the Pending Requests list.
- Navigate the Manage Request screen.
- Claim a request.
- Place a request up, down, or direct.
- Cancel a request.
- UTF a request.
- Cancel UTF a request.
- Send back an incorrectly placed request.
- Send back a request as unable to fill (UTF).
- Retrieve a request.
- Fill a request with available and reserved resources.
- Fill a request with a contracted resource.
- Fill a request with a VIPR resource.
- Fill a request with an EFF/AD resource.
- Fill a request with a local purchase.
- Fill with override.
- Generate a Resource Order Form.
- Document that a resource declined an assignment.

2. Pending Requests Overview

Pending requests are those requests awaiting action from your dispatch center. They were either created by or placed to your dispatch center. This document describes how to view and manage pending requests from the Pending Request work area or the Manage Requests screen in IROC.

For more information on pending requests and the request chain in general, see [Request Chain Overview](#), at the end of this document.

Note: Because of the Agile development used to create IROC, some of the screenshots, action buttons, and filters described here will be different from what you may see in the IROC instance you are viewing.

3. Pending Requests List View

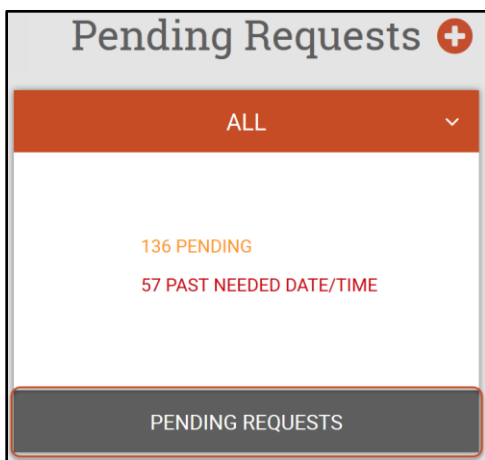
After a request has been created but not placed or filled, it sits in the Pending Requests list view. In this view, you can perform several actions on a request. This section describes how to access the list view and the actions you can take on requests from there.

Example scenario: Dispatcher Nancy has requests pending for her dispatch center. She needs to evaluate the requests and decide how to manage them. Nancy will use Pending Request filters to find the requests needed and then take action on them.

Accessing the Pending Requests List View

Follow these steps to access the **Pending Requests** list from the IROC homepage.

- 1 Click the **Pending Requests** list selector on the Pending Requests action tile.



- 2 IROC displays the Pending Requests list view in the work area.

Selected	Support Indicator	* Request Number	Catalog Item	Resource	Quantity Requested/Quantity Assigned	Name	Code	Status	Previous Organization	Current Dispatch Organization	Needed By Time	Needed By Timezone	Last Action	Created by
<input type="checkbox"/>	O-5	FF12 - FIRE FIGHTER TYPE 2		TRN BIG BEND	1/0	TX-BBP-000003	Pending		Alamogordo Interagency Dispatch Center	1100	Mountain	Enter	rene.abreo	
<input type="checkbox"/>	O-4	FF12 - FIRE FIGHTER TYPE 2		TRN BIG BEND	1/0	TX-BBP-000003	Pending		Alamogordo Interagency Dispatch Center	1100	Mountain	Enter	rene.abreo	
<input type="checkbox"/>	O-3	FF12 - FIRE FIGHTER TYPE 2		TRN BIG BEND	1/0	TX-BBP-000003	Pending		Alamogordo Interagency Dispatch Center	1100	Mountain	Enter	rene.abreo	

Filtering the Pending Requests List

Before taking action on a request, you can use the various filter functions in IROC to find a specific pending request record. Each option is explained in further detail in this section.

- The content selectors, including Watched Incident, Dispatch, and Catalog
- The Pending Requests selector bar, including All, Local, and Non-Local
- The Pending Requests list view filters
- The Pending Requests list view columns

Filtering Using Content Selectors

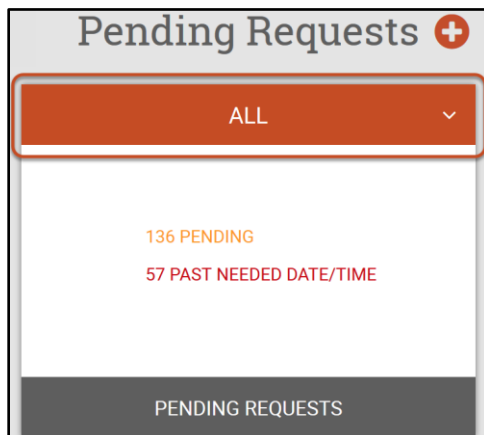
The **Content Selectors** are drop-down lists on the IROC homepage that allow you to choose filters for the **Pending Requests** list.



- 1 **Watched Incident Content Selector** – Click on this selector to choose either a specific watched incident or all incidents at the dispatch center you are logged into. If you do not see the incident you want to filter for, navigate to the Incident list and either:
 - a Click the **Star** icon for the incident you want to add to the **Watched Incident** list.
 - b Check the box in the **Selected** column for the incident you want to add and then click the **Watch** action button.
- 2 **Dispatch Content Selector** – Click on this selector to choose one of your dispatch centers. You can only select one at a time. This will change the information shown in the **Pending Requests** list.
- 3 **Catalog Content Selector** – Click on this selector to see pending requests for all catalogs or from any one of the five catalogs.

Note: These selectors are cumulative. If you select a single watched incident and a single catalog, the **Pending Requests** list will be filtered to show only the requests on that incident for the requested item's catalog.

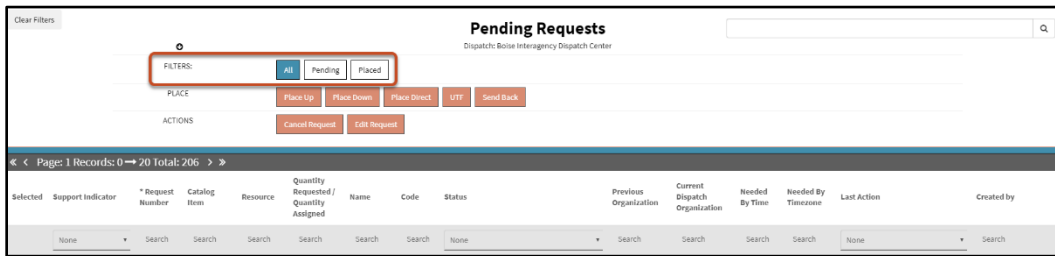
Filtering Using the Pending Request Selector Bar



The selector bar at the top of the Pending Request action tile filters what appears in the **Pending Requests** list.

- **All** – Select to show all pending requests for the incident, dispatch center, and catalog you selected in the content selectors.
- **Local** – Select to show all pending requests created at the dispatch center you're logged into for the incident and catalog you selected in the content selectors.
- **Non-Local** – Select to show all pending requests placed to the dispatch center you're logged into for the incident and catalog you selected in the content selectors.

Filtering Using the Pending Request Filters



The Pending and Placed filters on the **Pending Request** list are cumulative. You can click on one or both to alter what appears in the list view.

- 1 **All** – Displays all pending requests.
- 2 **Pending** – Displays pending requests *created* at the dispatch center you’re logged into.
- 3 **Placed** – Displays all pending requests *placed* to the dispatch center you’re logged into.

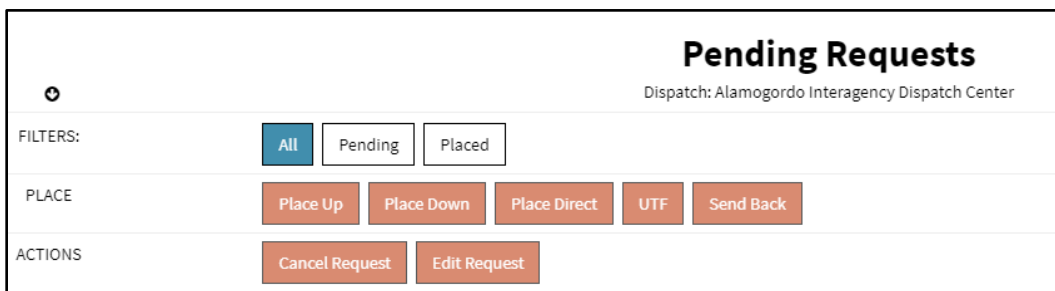
Note: Keep in mind that the list is already filtered by the **Watched Incident**, **Dispatch Center**, and **Catalog** you selected in the content selectors. If you cannot find what you are looking for, you may want to clear the content selector filters by clicking **Clear Filters** in the upper-left corner of the list view work area.

Filtering Using the List View Columns

Refer to “Navigating the Work Area” in *Navigating the IROC Portal Student Guide* for more information on using the column header sort and the column header search options. You can also perform a wildcard search in the **Search** field in the upper-right corner of the list view work area.

4. Managing Requests in Pending Requests List View

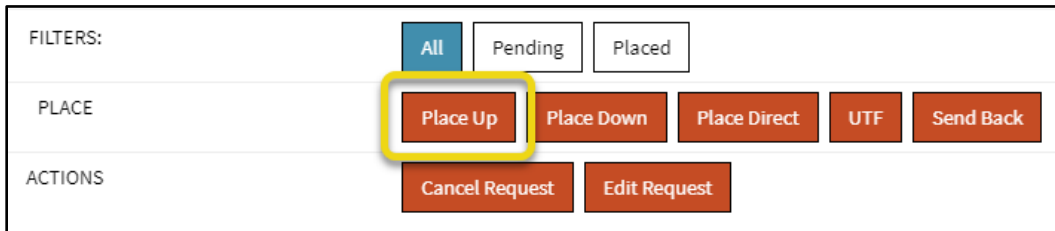
This section describes actions you can take on one or more requests from the Pending Requests list view. In this view, you can place multiple requests up, down, or direct. You can also cancel, UTF, or send back pending requests. The **Place** and **Action** buttons at the top of the screen will become active when you select one or more pending requests from the list. For all actions, first navigate to the Pending Requests list view from the IROC homepage.



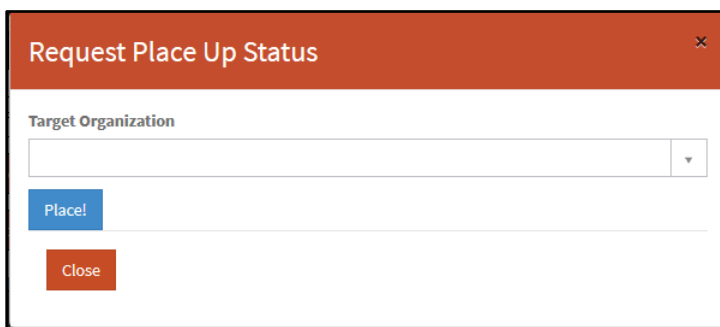
Note: For more information on performing actions on a request, see [Managing Requests in the Manage Request Screen](#).

Placing Up

As a dispatcher, you may place a request up to your parent dispatch center using the **Place Up** button.



- 1 In the Pending Requests list view, select one or more pending requests by clicking in the box in the **Selected** column.
- 2 Click the **Place Up** button to open the Request Place Up Status screen.



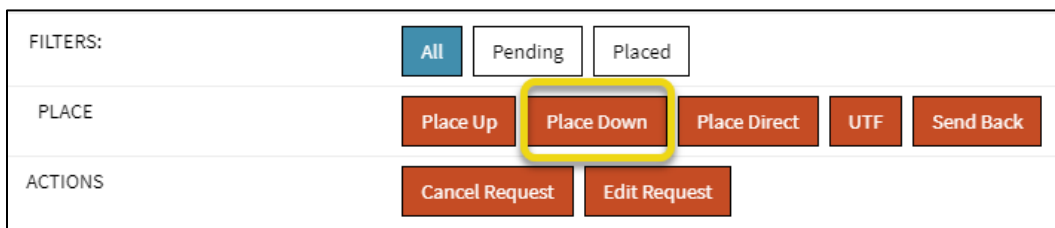
- a Select the **Target Organization** from the drop-down.
- b Click **Place**.
- c Once IROC confirms the place action, click **Close**.

Note: Keep the following in mind when you are placing requests:

- The **Place Up** button will only become active if you have a parent dispatch center to which you can place the pending request.
- If a request was placed to you via a selection area, the selection area must have place up authority activated to place the request up to your parent.

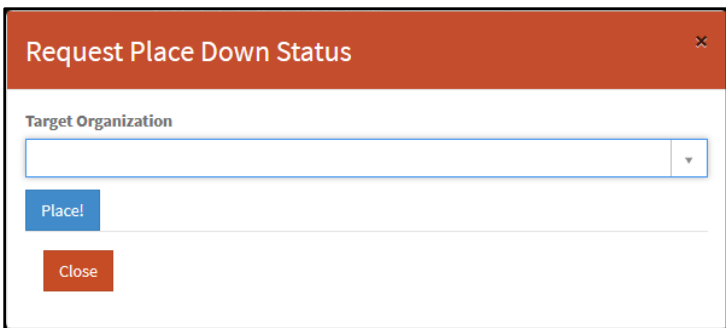
Placing Down

As a dispatcher, you may place a request down to one of your subordinate dispatch centers using the **Place Down** button.



- 1 In the Pending Requests list view, select one or more pending requests by clicking in the box in the **Selected** column.

2 Click the **Place Down** button to open the Request Place Down Status screen.



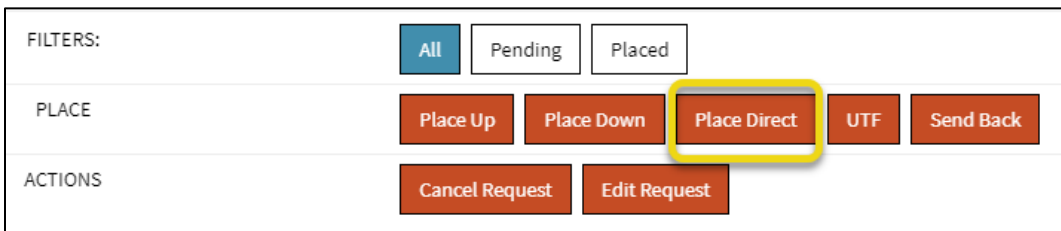
- a Select the **Target Organization** from the drop-down.
- b Click **Place**.
- c Once IROC confirms the place action, click **Close**.

Note: Keep the following in mind when you are placing requests:

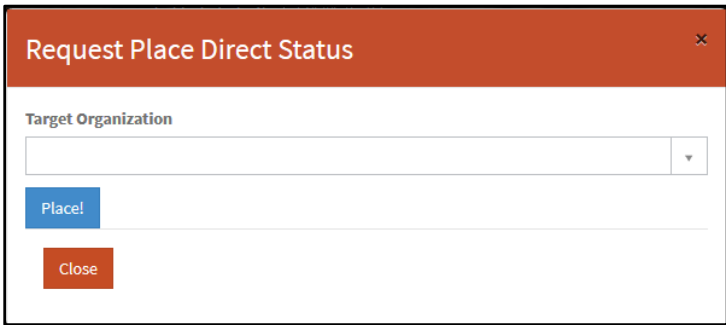
- The **Place Down** button will only become active if you have one or more subordinate dispatch centers to which you can place the pending request.
- If a request was placed to you via a selection area, the selection area must have place down authority activated to place the request down to one of your subordinates.

Placing Direct

As a dispatcher, you may place a request to one of your selection area members using the **Place Direct** button at the top of the **Pending Request** list.



- 1 In the Pending Requests list view, select one or more pending requests by clicking in the box in the **Selected** column.
- 2 Click the **Place Direct** button to open the Request Place Direct Status screen.



- 3 Select the **Target Organization** from the drop-down.
- 4 Click **Place**.

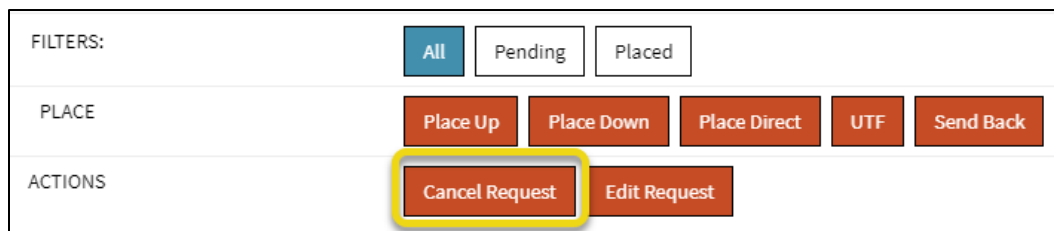
- Once IROC confirms the place action, click **Close**.

Note: Keep the following in mind when you are placing requests:

- The **Place Direct** button will only become active if you have one or more dispatch centers in a selection area to which you can place the pending request.
- If a request was placed to you via a selection area, the selection area must have place direct authority activated to place the request directly to one of your selection area members.

Canceling a Request

As a dispatcher, you may need to cancel one or more requests so they can no longer be filled with a resource.



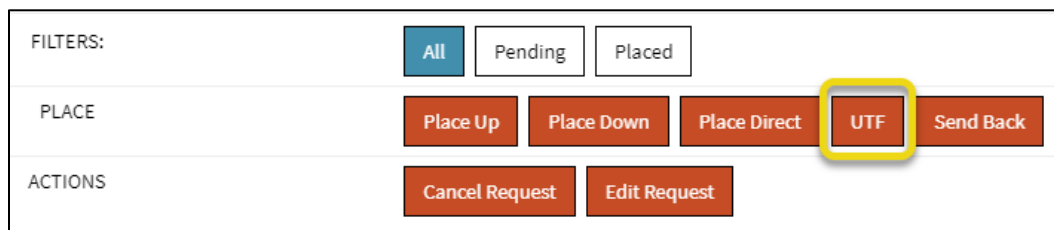
- In the Pending Requests list view, select one or more pending requests by clicking in the box in the **Selected** column.
- Click the **Cancel Request** button.
- IROC will cancel the requests and remove them from the **Pending Requests** list.

Note: Keep the following in mind when you are cancelling requests:

- The **Cancel Request** button will only appear if the request is pending at your dispatch center and your dispatch center is the requesting dispatch center on the request.
- If the request has subordinate requests, all subordinate requests must be pending, canceled, or cancel UTFed.
- If the request has subordinate requests, all pending subordinate requests are canceled once the parent is canceled, and the request's assignment roster is deleted once the parent is canceled.

UTF a Request

As a dispatcher, if you are unable to fill (UTF) a request, you can return it to the dispatch center that placed it to you.



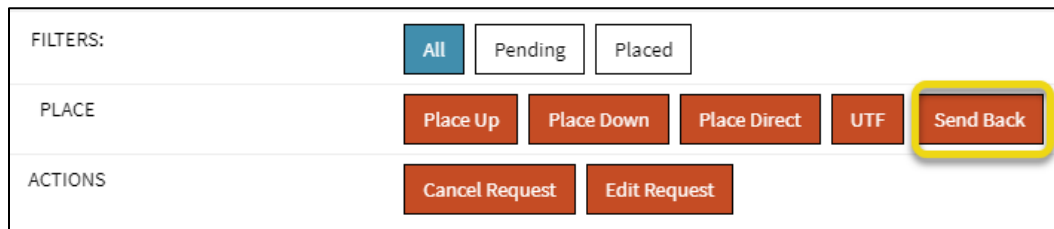
- In the Pending Requests list view, select one or more pending requests by clicking in the box in the **Selected** column.
- Click the **UTF** button.
- IROC will send the requests back to the dispatch center that placed it them you, mark them as unable to fill (UTF), and place them on that dispatch center's **Pending Request** list.

Note: Keep the following in mind when you are canceling requests because they are UTF:

- The **UTF** button will only appear if the request is pending and it was placed to your dispatch center.
- If the request has subordinate requests, all subordinate requests must be pending, canceled, or cancel UTFed.
- If the request has subordinate requests, all pending subordinate requests are cancel UTFed once the parent is cancel UTFed, and the request's assignment roster is deleted once the parent is cancel UTFed.

Sending Back a Request

As a dispatcher, you may send one or more requests incorrectly placed to you back to the dispatch center that placed them to you.



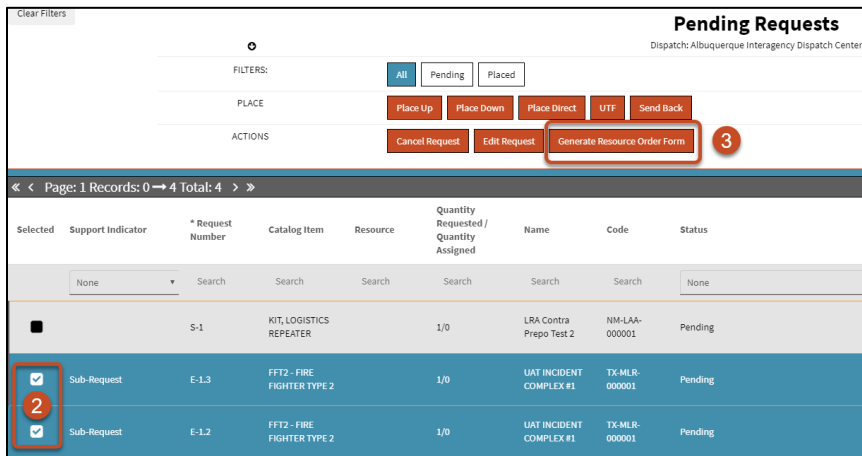
- 1 In the Pending Requests list view, select one or more pending requests by clicking in the box in the **Selected** column.
- 2 Click the **Send Back** button.
- 3 IROC will send the requests back to the dispatch center that placed them to you and place them on that dispatch center's **Pending Requests** list.

Notes: Keep the following in mind when sending back a request:

- The **Send Back** action button only appears if the requests you select are pending at your dispatch center.
- If the requests have support requests controlled by your dispatch center, you'll need to disposition those support requests.
- If the requests have support requests not controlled by your dispatch center, IROC will send a notification to the controlling dispatch center(s) notifying them that the parent request has been sent back.

Generating a Resource Order Form

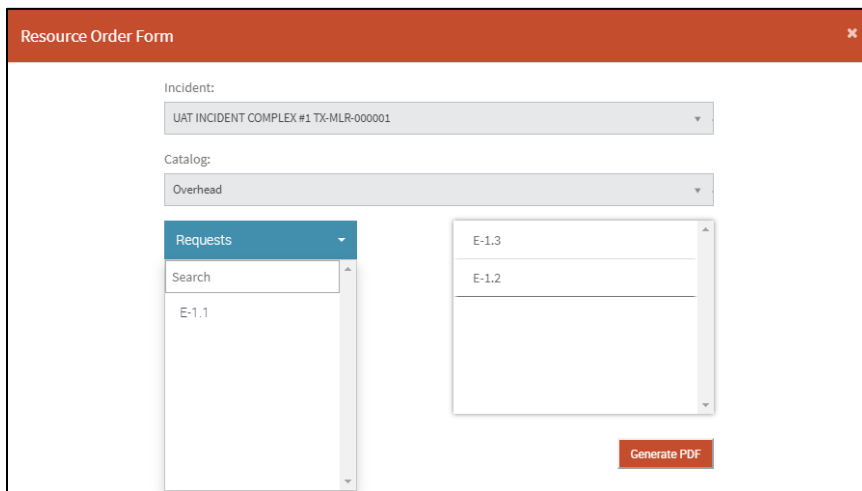
As a dispatcher, you may need to send a request to someone who does not have direct access to IROC. To do this, you would generate a resource order form.



- 1 Navigate to the Pending Requests list.
- 2 Select one or more requests to include in your form.

Note: To generate a request for multiple requests, the items must be for the same incident and be in the same catalog.

- 3 Click the **Generate Resource Order Form** action button to open the Resource Order Form screen.



- 4 From the **Requests** drop-down, you can choose additional requests to add to the form.
- 5 When done, click **Generate PDF**.

5. The Manage Request Screen

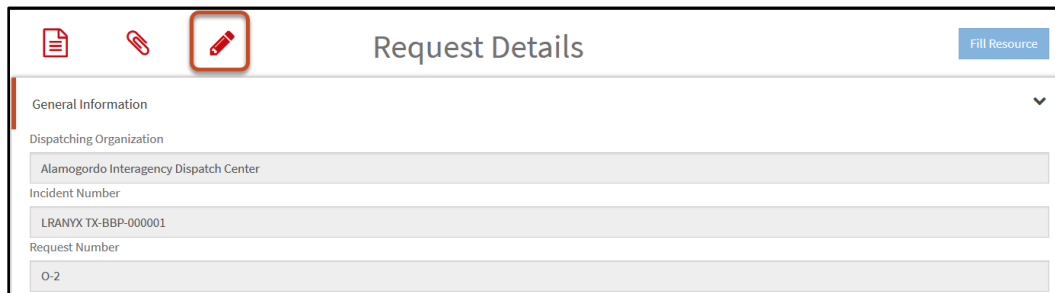
The Manage Request screen is the IROC place for taking actions on a request in IROC. This section of the guide explains how to access the Manage Request screen and provides an overview of its layout. See [Managing Requests in the Manage Request Screen](#) for more information.

Accessing the Manage Request Screen

There are two ways to access the Manage Request screen—from the Request Details accordion or from the Create Request screen.

Access the Manage Request Screen from the Request Accordion



In the Request Details accordion view, click the **Edit** icon at the top of the screen to open the Manage Request screen, which shows all information related to that request.



Access the Manage Request Screen from the Create Request Screen

After you create a request, a list of the most recent records appears on the right side of the screen. Click the **Manage** icon for a record on that list to open the Manage Request screen for that item.

Showing last 57 records

Created	Request	Dispatch	Manage
02-17-2020 13:47:56	TX- BBP-000001 : S-1	Alamogordo Interagency Dispatch Center	
02-13-2020 15:46:38	TX- AMD-000001 : O-6	Albuquerque Interagency Dispatch Center	

Navigating the Manage Request Screen

There are three main sections to the Manage Request screen—the request summary, the action tabs, and the request details.

Note: Because of space, the next page shows only the top portion of the Manage Request screen.

REQUEST SUMMARY: TX-BBP-000001 : O-2

ALAMOGORDO INTERAGENCY DISPATCH CENTER | SOUTHWEST AREA COORDINATION CENTER

PENDING

Current Dispatch	Southwest Area Coordination Center	Incident	LRANYX TX-BBP-000001
Request	TX-BBP-000001 : O-2	Incident Type	Preparedness/Preposition
Requesting Dispatch	Alamogordo Interagency Dispatch Center	Point Of Origin	Big Bend National Park
Catalog	Overhead	Dispatching Org	Alamogordo Interagency Dispatch Center
Catalog Item	FFT2 - FIRE FIGHTER TYPE 2	Jurisdiction	Big Bend National Park
Request Contacts			
Dispatch Contacts	Main Incoming , Main Incoming , Main Incoming , Fax		
Claimed By:			

2 INFO CLAIM FILL FILL WITH SUPPORT REQ DOWN UP SEND BACK UTF

3 Request

* Requesting Dispatch: Alamogordo Interagency Dispatch Center

Status: Pending

Current Dispatch Organization: Southwest Area Coordination Center

* Incident: LRANYX TX-BBP-000001

* Catalog: Overhead

* Deliver To: Big Bend National Park

* Catalog Category: Positions

* Needed By Timezone: Mountain

* Catalog Item: FFT2 - FIRE FIGHTER TYPE 2

Financial Code: [Empty]

Request Number: O-2

Preposition

Custom Request Number: [Empty]

Custom Request Block: [Empty]

1 Request Summary – The request summary displays basic information about a request, including:

- Request Status (in the yellow bar)
- Current Dispatch Center
- Request Number
- Requesting Dispatch Center
- Catalog
- Catalog Item
- Request Contacts
- Dispatch Contacts
- Claimed By information

- Incident Name/Number
- Incident Type
- Incident Point of Origin
- Dispatching Organization
- Jurisdictional Unit

Tip: Click on blue text, such as for **Dispatch Contacts**, to see related details.

2 Action Tabs – The action tabs are based on the status of the request and the dispatch center you are logged into. Most of the work on a pending request happens on these tabs.

- Claim
- Fill
- Fill With
- Support Req
- Down
- Up
- Direct
- Send Back
- Retrieve
- UTF
- Cancel UTF

Note: You will only see the tabs that are applicable to the status of the request and what you can do with that request.

3 Request Details – This section contains additional information about the request. The specific data elements displayed depend on the type of request selected. Unlike the Request Summary section, some fields in this section can be modified here.

Note: Grayed-out fields are read-only and cannot be modified.

6. Managing Requests in the Manage Request Screen

This section of the guide explains how to perform various actions on a request. For information on how to get to the Manage Request Screen, see [Accessing the Manage Request Screen](#). For information on how to perform specific actions on multiple requests at once, see [Managing Requests in Pending Requests List View](#).

Claiming a Request

As a dispatcher, you may claim a request so that other dispatchers know you are working the request.



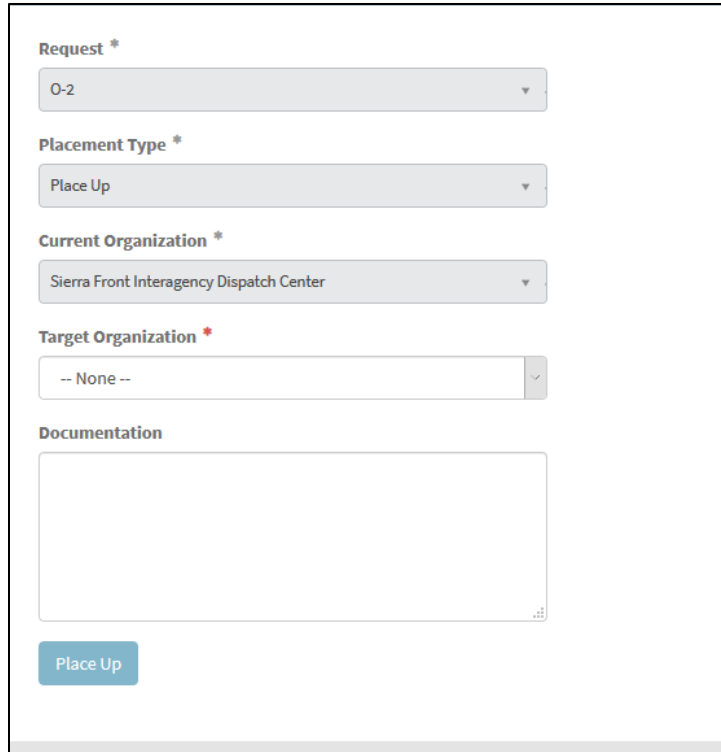
- 1 Navigate to the **Manage Request** screen for the request you want to claim.
- 2 Click on the **Claim** action tab to add the request to your claimed list.

Placing Up

As a dispatcher, you may place a request up to your parent dispatch center using the **Up** tab on the **Manage Request** screen.



- 1 Navigate to the **Manage Request** screen for the request you want to place up.
- 2 Click on the **Up** tab to display the **Place Up** form in the Request Details section.



- a Select the **Target Organization*** from the drop-down.
- b Enter any necessary comments in the **Documentation** field.
- c When done, click **Place Up**.

Note: Keep the following in mind when you are placing requests:

- The **Up** tab will only become active if you have a parent dispatch center to which you can place the pending request.
- If a request was placed to you via a selection area, the selection area must have place up authority activated to place the request up to your parent.

Placing Down

As a dispatcher, you may place a request down to one of your subordinate dispatch centers using the **Down** tab on the **Manage Request** screen.



- 1 Navigate to the **Manage Request** screen for the request you want to place down.
- 2 Click on the **Down** tab to display the **Place Down** form in the Request Details section.

Request *

O-2

Placement Type *

Place Down

Current Organization *

Sierra Front Interagency Dispatch Center

Target Organization *

-- None --

Documentation

Place Down

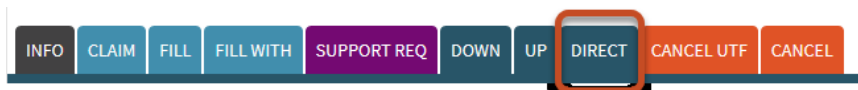
- a Select the **Target Organization*** from the drop-down.
- b Enter any necessary comments in the **Documentation** field.
- c When done, click **Place Down**.

Note: Keep the following in mind when you are placing requests:

- The **Down** tab will only become active if you have a subordinate dispatch center to which you can place the pending request.
- If a request was placed to you via a selection area, the selection area must have place down authority activated to place the request up to your parent.

Placing Direct

As a dispatcher, you may place a request to one of your selection area members using the **Direct** tab on the **Manage Request** screen.



- 1 Navigate to the **Manage Request** screen for the request you want to place direct.

- Click on the **Direct** tab to display the **Place Direct** form in the Request Details screen.

The screenshot shows a form titled 'Place Direct' with the following fields:

- Request ***: A dropdown menu with '0-2' selected.
- Placement Type ***: A dropdown menu with 'Place Direct' selected.
- Current Organization ***: A dropdown menu with 'Sierra Front Interagency Dispatch Center' selected.
- Target Organization ***: A dropdown menu with '-- None --' selected.
- Documentation**: A large text area for entering comments.
- Place Direct**: A blue button at the bottom of the form.

- Select the **Target Organization*** from the drop-down.
- Enter any necessary comments in the **Documentation** field.
- When done, click on **Place Direct**.

Note: Keep the following in mind when you are placing requests:

- The **Direct** tab will only become active if you have a selection area member dispatch center to which you can place the pending request.
- If a request was placed to you via a selection area, the selection area must have place direct authority activated to place the request up to your parent.

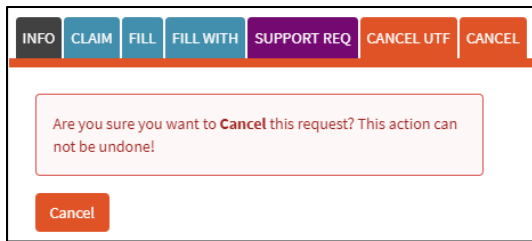
Canceling a Request

As a dispatcher, you may need to cancel a request so that it can no longer be filled with a resource.



- Navigate to the **Manage Request** screen for the request you want to cancel.
- Click on the **Cancel** action tab.

- IROC will present a confirmation message to confirm the cancel.



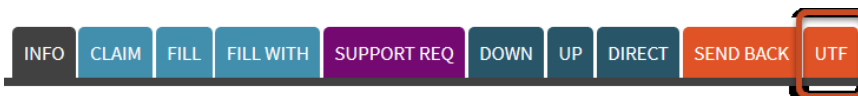
- After you confirm, IROC will cancel the request and remove it from the **Pending Requests** list.

Note: Keep the following in mind when you are cancelling requests:

- The **Cancel** tab will only appear if the request is pending at your dispatch center and your dispatch center is the requesting dispatch center on the request.
- If the request has subordinate requests, all subordinate requests must be pending, canceled, or cancel UTFed.
- If the request has subordinate requests, all pending subordinate requests are canceled once the parent is canceled, and the request’s assignment roster is deleted once the parent is canceled.

UTF a Request

As a dispatcher, if you are unable to fill (UTF) a request, you can return it to the dispatch center that placed it to you.



- Navigate to the **Manage Request** screen for the request you want to UTF.
- Click on the **UTF** action tab.
- IROC will present a confirmation message to confirm the UTF.
- After you confirm, IROC will send the request back to the dispatch center that placed it to you, mark it as unable to fill (UTF), and place it on that dispatch center’s **Pending Request** list.

Note: Keep the following in mind when you are canceling requests because they were unable to be filled:

- The **UTF** tab will only appear if the request is pending and it was placed to your dispatch center.
- If the request has subordinate requests, all subordinate requests must be pending, canceled, or cancel UTFed.
- If the request has subordinate requests, all pending subordinate requests are cancel UTFed once the parent is cancel UTFed, and the request’s assignment roster is deleted once the parent is cancel UTFed.

Canceling a Request Because You Are Unable to Fill (Cancel UTF)

As a dispatcher, you may cancel UTF a request so you can indicate that a need exists for the resource but the request was unable to be filled due to a lack of resources.



- Navigate to the **Manage Request** screen for the request.
- Click on the **Cancel UTF** action tab.

- 3 IROC will ask that you confirm the cancel UTF.
- 4 Once you confirm, IROC will cancel the request and remove it from the **Pending Requests** list.

Note: Keep the following in mind when you choose to Cancel UTF:

- The **Cancel UTF** tab will only appear if your dispatch center is the requesting dispatch center on the request and the request is pending at your dispatch center.
- If the request has subordinate requests, all subordinate requests must be pending, canceled, or cancel UTFed.
- If the request has subordinate requests, all pending subordinate requests are cancel UTFed once the parent is cancel UTFed, and the request's assignment roster is deleted once the parent is cancel UTFed.

Retrieving a Request

As a dispatcher, you may retrieve a request for which you are in the ordering chain so you can recall the request from the dispatch center it was placed to without that dispatch center having to UTF the request.



- 1 Navigate to the **Request Status** screen for the request you want to retrieve.
- 2 Click on the **Retrieve** action tab.
- 3 IROC will retrieve the request and place it on your **Pending Requests** list.

Note: Keep the following in mind when you are retrieving requests:

- Requests you can retrieve appear on the **Request Status** list. To navigate to the **Request Status** list, clicking on **Request Status** on the Request Status action tile on the IROC homepage.
- The **Retrieve** tab will only appear if the request you are retrieving is pending at another dispatch center and your dispatch center is in the ordering chain for the request.
- If the request has support requests controlled by your dispatch center, you'll need to disposition those support requests.
- If the request has support requests not controlled by your dispatch center, IROC will send a notification to the controlling dispatch center(s), notifying them that the parent request has been retrieved.

Sending Back a Request

As a dispatcher, you may need to send an incorrectly placed request back to the dispatch center that placed it to you.



- 1 Navigate to the **Manage Request** screen for the request you want to send back.
- 2 Click on the **Send Back** action tab.
- 3 IROC will send the request back to the dispatch center that placed it to you and place the request on that dispatch center's **Pending Request** list.

Note: Keep the following in mind when you are retrieving requests:

- The **Send Back** tab will only appear if the request you are sending back is pending at your dispatch center.

- If the request has support requests controlled by your dispatch center, you'll need to disposition those support requests.
- If the request has support requests not controlled by your dispatch center, IROC will send a notification to the controlling dispatch center(s), notifying them that the parent request has been retrieved.

7. Filling a Request

Most pending request actions take place on the Manage Request screen. To fill a request, you will click on the **Fill** or **Fill With** action tab in the Request Details section of the Manage Request screen. In the **Fill** tab, you will see a series of headers that show the count of resources available to fill the request. Click on a header to assign a resource to a request. The **Fill With** tab allows you to fill with non-local inventory or other similar options.

Fill with a Resource from Available and Reserved Status

In the **Fill** tab, click the **Available** header to see available, local resources; click the **Non-Local** header to see available, non-local resources; or click the **Reserved** header to see reserved resources that can be reassigned to the current request.

Fill Action Tab

Headers

INFO CLAIM **FILL** FILL WITH SUPPORT REQ UP DIRECT CANCEL UTF CANCEL

Available (25) Non-Local (7) **Reserved (3)** At Incident (1) Mob En Route (0) Demob En Route (0) Contracts(0) VIPR(0)

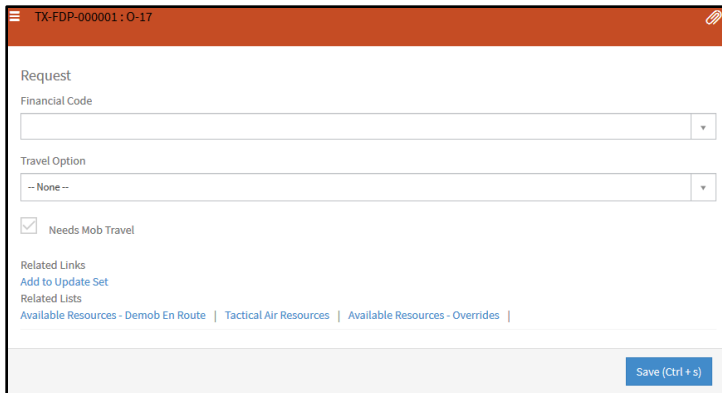
Search Resource by Name

Decline	Resource Name	Unit ID	Provider Org	Available Area	Current Dispatch	Prepos	Qual Status	Emp Class	Action
<input type="checkbox"/>	Antonio, Michael	NM-MEA	Mescalero Agency	Local	Alamogordo Interagency Dispatch Center	No	QUALIFIED		Assign Decline
<input type="checkbox"/>	Apachito JR, Irwin	NM-MAT	Mescalero Apache Tribe	Local	Alamogordo Interagency Dispatch Center	No	QUALIFIED		Assign Decline

- 1 Navigate to the **Manage Request** screen for the request you want to fill.
- 2 Click on the **Fill** action tab.
- 3 Click the **Available**, **Non-Local**, or **Reserved** header, depending on what you are looking for.
- 4 Click the **Assign** action button for the resource you want to assign.

Tip: You can use the **Search Resource by Name** field if needed to find the desired resource.

5 IROC presents the Incident Request screen.



- a *Optional:* Select a **Financial Code** for the assignment.
- b You must select a **Travel Option*** from the drop-down.

Valid Travel Options

- No Travel
- Set Travel ETD/ETA
- Set Travel ATD/ETE
- Set Travel with Itinerary
- Travel to Be Arranged

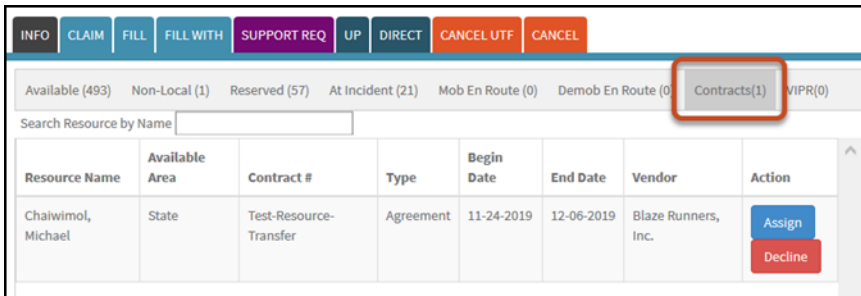
Note: See the *Travel Student Guide* for more information on these options.

- c When done, click **Save**.

Note: If a resource declines an assignment, refer to [Documenting That a Resource Declined an Assignment](#).

Fill with a Contracted Resource

You may fill a request with a contracted resource by clicking on the **Contracts** header on the Fill screen.



- 1 Navigate to the **Manage Request** screen for the request you want to fill.
- 2 Click on the **Fill** action tab.
- 3 Click the **Contracts** header and search for the required resource.
- 4 Click the **Assign** action button for that resource.
- 5 In the Incident Request screen, set the **Financial Code**, if needed, and the required **Travel Options**. (See [Fill with a Resource from Available and Reserved Status](#), Step 5.)

Note: See the *Travel Student Guide* for more information on these options.

6 When done, click **Save**.

Note: Your dispatch center must have direct access to the contract to see resources available for assignment.

Note: If a resource declines an assignment, refer to [Documenting That a Resource Declined an Assignment](#).

Fill with a VIPR Resource

You may fill a request with a VIPR resource by clicking on the **VIPR** header on the Fill screen.

Year	Category	Name	DPL	Available Area	Agreement #	Vendor	VIN/SN/UID	Action
2009	T6	Engine Type 6 - FORD, DON J - 1FTXW43R29EA56813 - 300	1	Local	12837119T7026	FORD, DON J	1FTXW43R29EA56813	Assign Decline

- 1 Navigate to the **Manage Request** screen for the request you want to fill.
- 2 Click on the **Fill** action tab.
- 3 Select the **VIPR** header and search for the required resources.
- 4 Click the **Assign** action button for that resource.
- 5 In the Incident Request screen, set the **Financial Code**, if needed, and the required **Travel Options**. (See [Fill with a Resource from Available and Reserved Status](#), Step 5.)

Note: See the *Travel Student Guide* for more information on these options.

6 When done, click **Save**.

Note: Your dispatch center must have direct access to the contract to see resources available for assignment.

Note: If a resource declines an assignment, refer to [Documenting That a Resource Declined an Assignment](#).

Documenting Reasons for a DPL Bypass

The resources shown on the VIPR Fill screen are listed according to their Dispatch Priority List (DPL). You are required to assign available resources according to their priority on the DPL list. If you must assign a lower-priority VIPR resource, you are required to provide a reason for bypassing the DPL. You may also provide a detailed explanation of the bypass reason.

Note: The DPL Bypass Reasons available on the drop-down are:

- Attribute required on request
- Cannot meet date and time needed
- Government discretion for effective response
- Host agency policy
- Initial attack of incident
- Resource displaying is unavailable
- Resource not at identified location per agreement
- Resource unavailable per contract with contractor

- Tribal preference policy
- Unable to contact contractor
- Contractor declined assignment
- Other

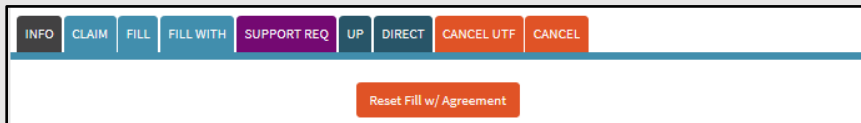
Fill with a Non-Inventory Agreement Resource

Fill with agreement is used to fill a request with a resource that is not in the inventory. Non-inventory resources are temporary resources that are not added to the IROC inventory.



- 1 Navigate to the **Manage Request** screen for the request you want to fill.
- 2 Click on the **Fill With** action tab.
- 3 Click the **Fill w/Agreement** action button.

Note: After clicking **Fill w/Agreement**, if you decide you don't want to fill the request with agreement, click **Reset Fill w/Agreement** and select another fill option.



- 4 Complete all required fields and any other relevant information in the Fill w/Agreement form.

A screenshot of the 'Fill w/Agreement' form. At the top, there is a navigation bar with tabs: INFO, CLAIM, FILL, FILL WITH (highlighted), SUPPORT REQ, UP, DIRECT, CANCEL UTF, and CANCEL. Below the tabs, there is a 'Reset Fill w/Agreement' button. The form itself has the following fields:

- Incident:** A dropdown menu with the value 'TRN BIG BEND TX-BBP-000003'.
- Request Number:** A text input field with the value 'E-3'.
- Resource Name:** A text input field.
- Provider:** A dropdown menu.
- Fill Date:** A date picker field.
- Fill Date Time Timezone:** A dropdown menu with the value 'Mountain'.
- Fill Time:** A text input field.
- Purchased By:** A text input field.
- Agreement Number:** A text input field.

Note: Due to the size of the screenshot, we have not shown the entire screen here.

Note: The information in this screen will vary depending on the selected resource.

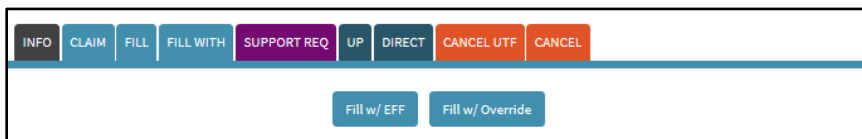
- 5 When done, click **Save**.
- 6 Once you have completed filling the request, click **Complete Fill w/Agreement**.

Note: Keep the following in mind when filling with agreement:

- When a non-inventory agreement is used to fill a request, no IROC resource items are being assigned. However, your dispatch becomes the “home dispatch” of the temporary non-inventory resource until it is released.
- Non-inventory agreement resources do not have to be checked in upon completion of their assignment; thus, they do not become statused as “returned from assignment.” Requests filled with non-inventory agreement resources are closed when the demobilization ETA is reached.
- On requests for supply items that are in the catalog, the **Resource Name** field displays the catalog item name and cannot be changed.

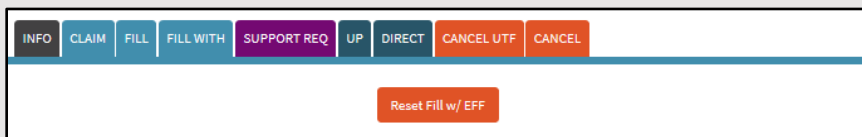
Fill with a Non-Inventory EFF/AD Resource

As a dispatcher, you may fill a request with a non-inventory EFF/AD (emergency fire fighter / administratively determined) resource.



- 1 Navigate to the **Manage Request** screen for the request you want to fill.
- 2 Click on the **Fill With** action tab.
- 3 Click the **Fill w/EFF** action button.

Note: After clicking **Fill w/EFF**, if you decide you don’t want to fill the request with an EFF/AD resource, click **Reset Fill w/EFF** and select another fill option.



- 4 Complete all required fields and any other relevant information in the Request form.

The screenshot shows a form titled 'Request'. At the top, there is a 'Reset Fill w/ EFF' button and a 'Complete Fill w/ EFF' button. The form contains the following fields:

- * First Name (text input)
- * Last Name (text input)
- Middle Name (text input)
- * Contact Information (text input)
- * Provider (dropdown menu showing 'Adams County')

 Below the form, there are 'Related Links' for 'Add to Update Set' and 'Include in Update Set', a 'Save (Ctrl + s)' button, and a summary bar showing 'Required information' with sub-items 'First Name', 'Last Name', and 'Contact Information'. A second 'Complete Fill w/ EFF' button is located at the bottom of the form.

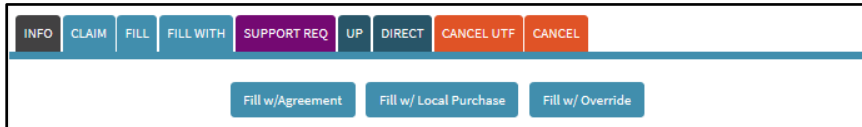
- 5 When done, click **Save**.
- 6 Once you have completed filling the request, click **Complete Fill w/EFF**.

Note: Keep the following in mind when filling a request with an EFF/AD resource:

- The request must be for an overhead catalog item.
- The requested item must not be a service and it cannot have a configuration.

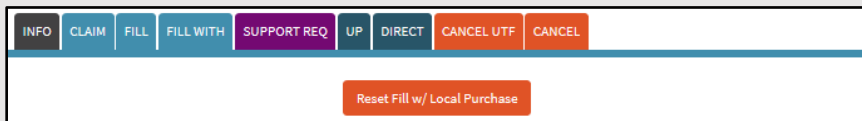
Fill with a Local Purchase

As a dispatcher, you can fill a request with a local purchase.



- 1 Navigate to the **Manage Request** screen for the request you want to fill.
- 2 Click on the **Fill With** action tab.
- 3 Click the **Fill w/Local Purchase** action button.

Note: After clicking **Fill w/Local Purchase**, if you decide you don't want to fill the request with a local purchase, click **Reset Fill w/Local Purchase** and select another fill option.



- 4 Complete all required fields and any other relevant information in the Request Purchase form.

Description	Vendor	Qty/Cost
Sleeping Bag	4Wards Services, LLC	1 40

Note: Due to the size of the screenshot, we have not shown the entire screen here.

5 When done, click **Save**.

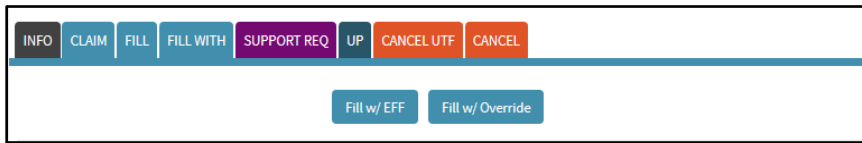
Note: When you save the fill information, a record is created and displayed in the **List of Records** on the right side of the screen.

6 Once you have completed filling the request, click **Fill the Request**.

Note: When filling with a local purchase, keep in mind that if you choose to track the item, you will need to set travel. (See the *Travel Student Guide* for more information.)

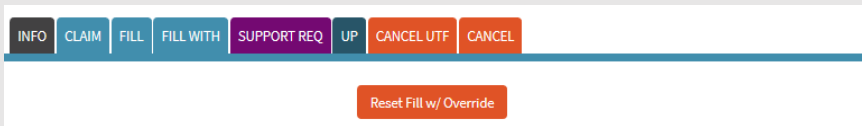
Fill with Override

As a dispatcher, you can fill a request using the override so that you can override inclusions and exclusions on the request.



- 1 Navigate to the **Manage Request** screen for the request you want to fill.
- 2 Click on the **Fill With** action tab.
- 3 Click the **Fill w/Override** action button.

Note: After clicking **Fill w/Override**, if you decide you don't want to fill the request with override, click **Reset Fill w/Override** and select another fill option.



4 Click the **Assign** button for the appropriate record. **IROC** fills the request with the resource you identified.

A screenshot of a table interface. At the top, there is a horizontal menu with tabs: INFO, CLAIM, FILL, FILL WITH, SUPPORT REQ, UP, DIRECT, CANCEL UTF, and CANCEL. Below the menu is a 'Reset Fill w/Override' button. The table has columns for Catalog, Unit ID, Provider Org, Available Area, Current Dispatch, Prepos, Qual Status, and Action. The 'Action' column contains 'Assign' (blue) and 'Decline' (red) buttons for each row.

Catalog	Unit ID	Provider Org	Available Area	Current Dispatch	Prepos	Qual Status	Action
i. Overhead	Government (Non-Dispatch)	Boise National Forest	Local	Boise Interagency Dispatch Center	No	Available	Assign Decline
a J Overhead	Government (Non-Dispatch)	National Interagency Fire Center Forest Service	Local	Boise Interagency Dispatch Center	No	Available	Assign Decline
Overhead	Government (Non-Dispatch)	Boise National Forest	National	Boise Interagency Dispatch Center	No	Available	Assign Decline
na Overhead	Government (Non-Dispatch)	Boise National Forest	Local	Boise Interagency Dispatch Center	No	Available	Assign Decline
Overhead	Government (Non-Dispatch)	Boise National Forest	Local	Boise Interagency Dispatch	No	Available	Assign Decline

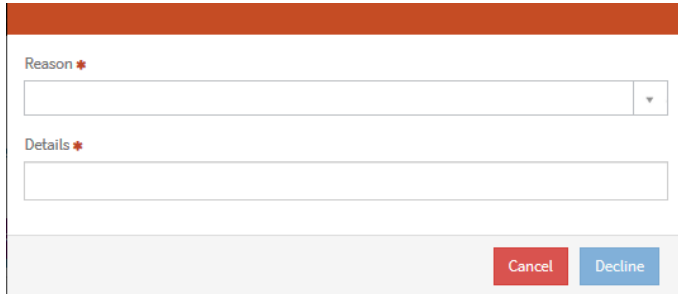
Tip: You may need to use the scroll bar at the bottom of the screen to see the **Assign/Decline** action buttons.

Note: You can set travel for the resource on this assignment by clicking on the **Travel** tab. (See the *Travel Student Guide* for more information.)

Note: If a resource declines an assignment, refer to [Documenting That a Resource Declined an Assignment](#).

Documenting That a Resource Declined an Assignment

As a dispatcher, you may need to document that a resource declined an assignment.



The screenshot shows a form with two main sections: 'Reason' and 'Details'. The 'Reason' section has a red asterisk and a drop-down arrow. The 'Details' section has a red asterisk and a text input field. At the bottom right, there are two buttons: 'Cancel' (red) and 'Decline' (blue).

- 1 In the Resource list, click **Decline** for the resource that declined the assignment.
- 2 In the pop-up screen, select a **Reason** from the drop-down list.
- 3 Add **Details** explaining the decline.
- 4 Click **Decline**.

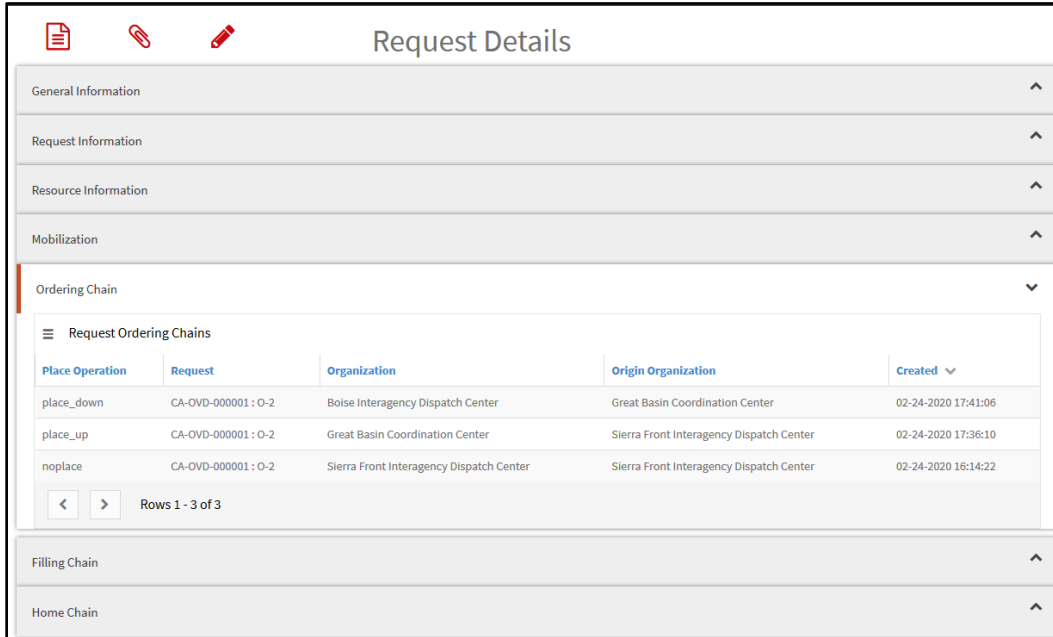
Note: Valid reasons available in **Reason** drop-down are:

- Cannot meet date and time needed
- Resource displaying not available
- Declined assignment
- Unable to contact
- Other

8. View Ordering Chain Information for a Request

As a dispatcher, you may need to see request ordering chains for a request.

- 1 Navigate to the Request Status list in the work area from either the Pending Requests or the Request Status action tile.
- 2 Double-click on a request to open the Request Details screen.
- 3 Open the **Ordering Chain** tab in the accordion view.



The screenshot shows the 'Request Details' interface with an accordion menu on the left. The 'Ordering Chain' tab is selected and expanded, showing a table titled 'Request Ordering Chains'. The table has the following data:

Place Operation	Request	Organization	Origin Organization	Created
place_down	CA-OVD-000001 : O-2	Boise Interagency Dispatch Center	Great Basin Coordination Center	02-24-2020 17:41:06
place_up	CA-OVD-000001 : O-2	Great Basin Coordination Center	Sierra Front Interagency Dispatch Center	02-24-2020 17:36:10
noplace	CA-OVD-000001 : O-2	Sierra Front Interagency Dispatch Center	Sierra Front Interagency Dispatch Center	02-24-2020 16:14:22

Below the table, there are navigation arrows and the text 'Rows 1 - 3 of 3'. The accordion menu on the left includes: General Information, Request Information, Resource Information, Mobilization, Ordering Chain (selected), Filling Chain, and Home Chain.

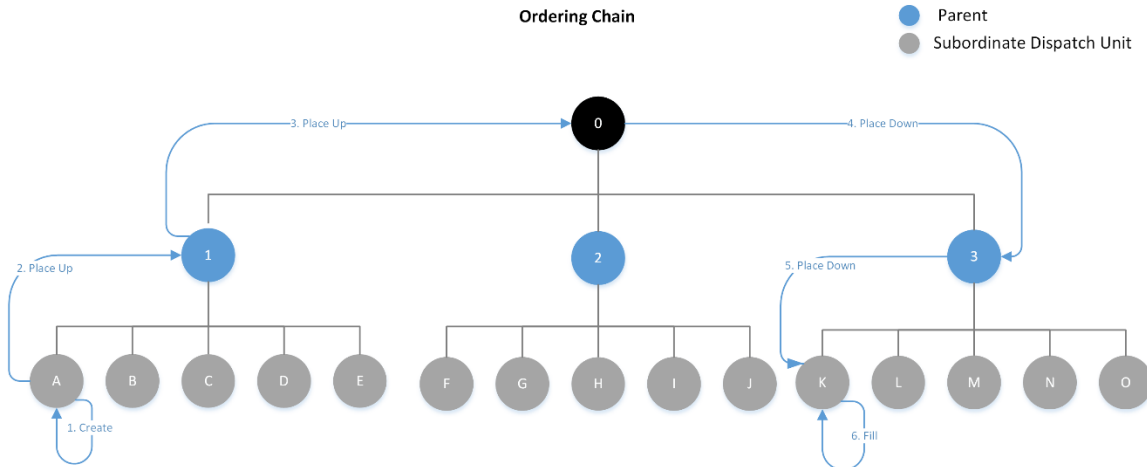
9. Request Chain Overview

Request chain business rules dictate which dispatch centers can view and take action on a particular request. Request chains include the ordering chain, touched by chain, filling chain, and home chain.

The **ordering chain** is the set of dispatch units that have created, placed, or filled the request or reassigned a resource from the request. This chain is used for the following:

- Determine which dispatch centers can view the status of a request
- Retrieve a pending request from another dispatch center
- Manage (view, create, or edit) a resource's travel on the request
- Add documentation to the request
- Receive notification messages regarding the request
- Receive notifications regarding the incident the request is associated with for both local and non-local incidents.

In the example below, Dispatches A, 1, 0, 3 and K are members of the ordering chain for this request. Note that certain actions result in dispatch centers falling out of the ordering chain. For example, If Dispatch 1 were to retrieve the request, Dispatches 0, 3, and K would fall out of the request's ordering chain.



The **touched by chain** is the set of dispatch centers that have acted on the request, including reassignment and retrieval (i.e., they fall out of the ordering chain but stay in the touched by chain). This chain is used to determine who can review the status of a request.

The **filling chain** only applies to filled requests; it comprises the dispatch centers in the normal dispatch hierarchy between the requesting and filling dispatch centers for the request. This chain is used to determine who can reassign a resource when it is mob en route, as well as who can edit the request assignment information.

The **home chain** also only applies to filled requests; it comprises the dispatch centers in the normal dispatch hierarchy between the current and home dispatch centers of the assigned resource. This chain is used to determine who can reassign a resource when it is demob en route.