Managing Pending Requests

Contents

1 Objectives
2 Pending Requests Overview
3 Pending Requests List View
   • Accessing the Pending Requests List View
   • Filtering the Pending Requests List
4 Managing Requests in Pending Requests List View
   • Placing Up
   • Placing Down
   • Placing Direct
   • Canceling a Request
   • UTF a Request
   • Sending Back a Request
   • Generating a Resource Order Form
5 The Manage Request Screen
   • Accessing the Manage Request Screen
   • Navigating the Manage Request Screen
6 Managing Requests in the Manage Request Screen
   • Claiming a Request
   • Placing Up
   • Placing Down
   • Placing Direct
   • Canceling a Request
   • UTF a Request
   • Cancel UTF
   • Retrieving a Request
   • Sending Back a Request
7 Filling a Request
   • Fill with a Resource from Available and Reserved Status
   • Fill with a Contracted Resource
   • Fill with a VIPR Resource
   • Fill with a Non-Inventory Agreement Resource
   • Fill with a Non-Inventory EFF/AD Resource
   • Fill with a Local Purchase
   • Fill with Override
   • Documenting That a Resource Declined an Assignment
8 View Ordering Chain Information for a Request
9 Request Chain Overview
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.

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.

![Request Place Down Status](image)

**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.

![Pending Request list](image)

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.

![Request Place Direct Status](image)

3. Select the **Target Organization** from the drop-down.

4. Click **Place**.
5 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.

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 **Cancel Request** button.
3. 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.

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 **UTF** button.
3. IROC will send the requests back to the dispatch center that placed it to 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.

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.
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.

![Place Up Form](image)

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.

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

![Place Direct form](image)

- 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.

1 Navigate to the Manage Request screen for the request you want to cancel.
2 Click on the Cancel action tab.
3 IROC will present a confirmation message to confirm the cancel.

4 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.

1 Navigate to the Manage Request screen for the request you want to UTF.
2 Click on the UTF action tab.
3 IROC will present a confirmation message to confirm the UTF.
4 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 Requests 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.

1 Navigate to the Manage Request screen for the request.
2 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.
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.

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.

![Image of 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.

![Image of Fill screen with Contracts header]

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.

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
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.

**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.
When done, click Save.

Once you have completed filling the request, click Complete Fill w/Agreement.

**Note:** Keep the following in mind when filling with an 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.
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.

**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.
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.

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.

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.