

Basic IROC Training: Student Guide

Creating a New Request

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1. Objectives

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

- Create a request
- Add a financial code to a request
- Add a location to a request
- Add a contact to a request
- Create an NFES request
- Add an address to an NFES request
- Create a supplemental request
- Add forms to a request
- Create a configuration request
- Create Compact, EMAC, or state-to-state orders

2. Requests Overview

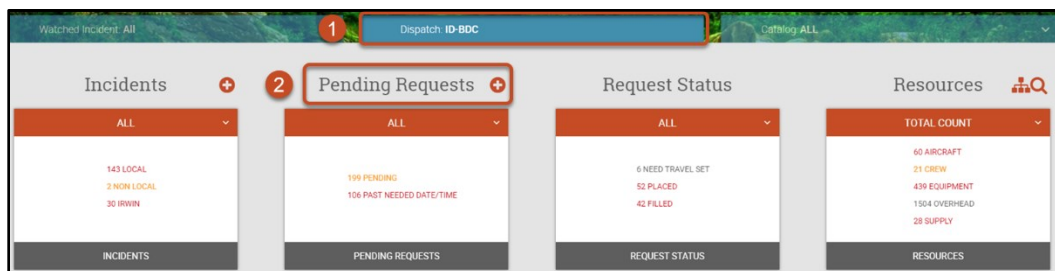
Requests are orders for resources needed on an incident. An incident can have many requests. In IROC, the subject of requests—requested items—are organized into five catalogs: Aircraft, Crew, Equipment, Overhead, and Supplies. The catalogs are further organized by category to simplify searching and filtering. Most catalog items require the same request information. However, there are some key differences depending on the selections you make, as detailed in [Required and Optional Data Associated with a Request](#) at the end of this guide.

Notes:

- 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.
- Example scenarios used throughout this student guide may not accurately reflect dispatch manager workflows and are used only as a tool to walk through the features in training.

3. Creating a Request

As a dispatcher, you may need to create a request for an incident supported by your dispatch center.



- 1 On the IROC Portal homepage, select a dispatch center from the **Dispatch** content selector.

Note: If you select an incident from the **Watched Incident** content selector, your request will be created for that incident. In this screenshot, your request would not have an incident automatically associated with it, because you have **Watched Incident: All** in the content selector.

- 2 Click the **Add** (+) icon in the Pending Requests action tile to open the Create New Request screen.
- 3 The **Requesting Dispatch** field will automatically populate with the dispatch center you are currently logged into.

Request - new record

Request

* Requesting Dispatch
Albuquerque Interagency Dispatch Center

Next Number

* Incident

Custom Request Block

Catalog

* Needed By Date

Catalog Category

* Needed By Time
Please enter in military time e.g. 1500

* Catalog Item

* Needed By Timezone
Mountain

Number of Request
1

Deliver To

Financial Code

Navigation Instructions

* Request Contact

Ordering Contact

Request Features

Special Needs

Inclusions/Exclusions

Inclusions
-- None --

Contractor Not Acceptable

Portal to Portal Acceptable

Save (Ctrl + s)

Notes:

- All items marked with an asterisk (*) in IROC are required.
- Clicking the **Information** icon (i) will open a screen with details for the related record.

Tips:

- Unless otherwise noted, you can type directly in each field. In drop-down menus, IROC will perform a type-ahead search to narrow down the choices in the list.
- In most drop-down fields, to clear information click the small **x** in that field or simply select a new item from the drop-down.

- 4 From the **Incident*** drop-down, select the incident for which you want to create the request. This drop-down contains a list of all incidents with an incident dispatch that matches the dispatch center you are logged into.

The screenshot shows a web form titled "Request - new record". It has two main sections: "Requesting Dispatch" and "Incident*". The "Requesting Dispatch" field is a dropdown menu currently showing "Albuquerque Interagency Dispatch Center" with an information icon (i) to its left. The "Incident*" field is an open dropdown menu with a search bar and a list of incident names. The list includes "BASIC RELEASE TEST NM-ADO-000003" (highlighted in blue), "Cedar Canyon TX-LAP-009025", "Cuarenta 2018-NMCIF-000450", "InFORM_Test_Backup 2019-NMCIF-201908291", "Launch Pad TX-LAP-009016", "LRA Contra Prepo Test 2 NM-LAA-000001", and "LRA Fill Test 2 TX-AMD-000003".

Note: If you selected an incident from the **Watched Incident** content selector on the IROC homepage, it will automatically populate this field. You can clear this field and choose a new incident if needed.

Example Scenario: Dispatcher Nancy selects **LRA FILL TEST A** from the drop-down to set the incident for the request. (**Note:** In the screenshot, the LRA Fill Test A incident is just out of view in the drop-down.) The drop-down includes only those units within Nancy's dispatch center (NM-ABC). To enter an incident associated with a different dispatch center, Nancy would return to the IROC Portal homepage and select a new center from the **Dispatch** content selector.

- 5 Choose the **Catalog***, **Catalog Category***, and **Catalog Item*** for the resource you want to request.

The screenshot shows a web form titled "Request - new record". It contains several dropdown menus for selection:

- *Requesting Dispatch:** Albuquerque Interagency Dispatch Center
- *Incident:** LRA FILL TEST A TX-AMD-000005
- Catalog:** Overhead
- Catalog Category:** Positions
- *Catalog Item:** ENGB - ENGINE BOSS

Notes: You can do this in any order. Choosing the catalog first will narrow down the items in the catalog category list. Choosing the catalog category will narrow down the catalog item list.

- The **Catalog** drop-down lists the five catalogs: Aircraft, Crew, Equipment, Overhead, and Supply.
- The items in the **Catalog Category** field will change to reflect the chosen catalog.
- The **Catalog Item** will be filtered to contain all catalog items within the selected **Catalog** and **Catalog Category** fields.
- If you choose from the **Catalog Item** field first, the **Catalog** and **Catalog Category** fields will automatically populate.

Example Scenario: Dispatcher Nancy needs an engine boss for the request. She chooses **Overhead** from the **Catalog** drop-down and then types "EN" in the **Catalog Item** field. She selects **ENGB – ENGINE BOSS** from the drop-down. The **Catalog Category** field automatically populates with **Positions**.

- 6 Enter the **Number of Requests**, representing the number of requests you want to create for this catalog item. IROC defaults this value to 1.

Note: If you choose an item that requires a reload base, the **Reload Base** field will appear. Choose the desired reload base from the drop-down.

- 7 *Optional:* From the **Financial Code** drop-down, select a financial code. (To add a new financial code, see [Adding a Financial Code to a Request.](#))

Notes: This list will show all financial codes associated with an incident.

- 8 Select a **Custom Request Block** from the drop-down to determine numbering for this request.

Note: Custom request blocks are defined on each incident. If no custom request blocks are defined for the catalog associated with this request on this incident, the drop-down will be empty.

Tip: For more information on creating and editing request blocks, see "Request Blocks Tab" in *Maintaining Incidents Student Guide*.

- 9 Click the **Calendar** icon (📅) to set the **Needed by Date***.

Tip: To manually enter the date and time, use MM-DD-YYYY format.

- 10 Set the **Needed by Time*** and select the **Needed by Timezone*** from the drop-down.

Note: You must enter the time in four-digit military time (i.e., a 24-hour clock), with no punctuation. The time entry must be formatted on hours and minutes (e.g., 0800 or 1600).

- 11 Select the **Deliver To*** location from the drop-down. (To add a new location to the incident, see [Adding a Location to a Request.](#))

Note: The **Deliver To** drop-down is populated by the initial location provided on the incident, as well as any locations subsequently added to the incident.

- 12 *Optional:* Type instructions for the **Deliver To** location in the **Navigation Instructions** field.

Note: Any instructions associated with an existing **Deliver To** location will populate this field.

- 13 Select the **Request Contact*** and the **Ordering Contact**. (To add a new contact, see [Adding a Contact to a Request.](#))

- 14 If needed, type any **Special Needs** in the field in the Request Features section.

The screenshot shows a form titled "Request Features" with a sub-section "Special Needs" containing a large, empty text input field.

- 15 Set **Inclusions/Exclusions** by choosing from the **Inclusions** drop-down and clicking in the appropriate exclusion checkboxes on the right.

The screenshot shows the "Inclusions/Exclusions" section. On the left, there is a dropdown menu for "Inclusions" with options: "-- None --", "Federal Only", "Host Agency Only", "Non-Federal Only", and "State Only". On the right, there are three checkboxes: "EFF/AD Exclusion", "Contractor Not Acceptable", and "Portal to Portal Acceptable".

- a This portion of the form is where you create Compact, EMAC, or state-to-state orders. To specify the type of order, select the appropriate inclusion/exclusion. (For more information, see [Creating Compact, EMAC, or State-to-State Orders.](#))

Note: The **EFF/AD Exclusion** checkbox only appears for overhead catalog items.

- 16 For overhead catalog items:

- a Select from the **Trainee** drop-down in Overhead Details: **No Trainee**, **Trainee Acceptable**, or **Trainee Required**.

The screenshot shows the "Overhead Details" section with a "Trainee" dropdown menu. The dropdown is open, showing options: "-- None --", "No Trainee", "Trainee Acceptable", and "Trainee Required".

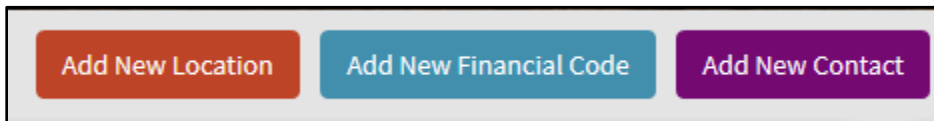
- b** To generate a named request for an overhead item, check the **Named Request** field and choose from the **Requested Resource** drop-down that appears.

- 17** When done, click **Save** (or Ctrl-s) to place the request in your pending request list.

Adding a Financial Code to a Request

When creating a request, you can choose to add a financial code to be associated with the incident. This financial code will then be available to you in the **Financial Code** drop-down.

- 1** Click **Add New Financial Code** at the top of the Create New Request screen.



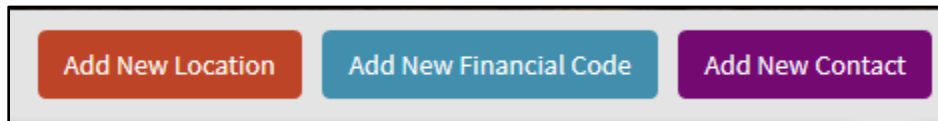
- 2** IROC presents the Add New Financial Code screen.

- 3** Fill in the required fields: **Financial Code Name***, **Owned By***, and **Fiscal Year***.
- 4** When done, click **Save** to save the financial code and associate it to the incident.

Adding a Location to a Request

When creating a request, you can choose to add a location to be associated with the incident. This location will then be available to you in the **Location** drop-down.

- 1 Click **Add New Location** at the top of the Create New Request screen.



- 2 IROC presents the Add Location screen. From this screen, you can either select an existing location or create a new one for the incident.

A screenshot of a web form titled 'Add Location'. The form has a red header bar with the title and a close button. Below the header, there are three dropdown menus: 'Location Usage', 'Location Options' (with 'Select From Existing' selected), and 'Existing Location Category'. At the bottom left is a blue 'Submit' button, and at the bottom right is a red 'Cancel' button.

- 3 For either option, first select the **Location Usage*** (e.g., base camp, drop point, helispot, etc.).

Valid Location Usage Selections

- Base Camp
- Command Post
- Delivery Point
- Demobilization Center
- Drop Point
- Equipment Inspection Demob Center
- Evacuation Center
- Expanded Dispatch Center
- Fire Cache
- Helibase
- Heliport
- Helispot
- Mobilization Center
- R&R Center
- Staging Area
- Water Dip Site

4 To select an existing location:

- a Choose **Select from Existing** from the **Location Options*** drop-down.
 - b Choose an **Existing Location Category*** (airport, organization, or other)
 - c Choose the appropriate item from the fourth drop-down.
- Note:** The title of this fourth field changes to match the chosen location category.
- d The location **Coordinates** and **Location Name** will automatically populate.
 - e Any navigation instructions associated with the selected location will automatically populate the **Navigation** field. You can type additional information directly in this field if needed.
 - f When done, click **Submit**.

5 To add a new location:

- a Choose **Create New** from the **Location Options*** drop-down.
- b Choose a **Location Type*** (e.g., community center, helispot, other, etc.).
- c Enter the coordinates:
 - If you select Latitude/Longitude, then you must enter the **Latitude*** and **Longitude***.
 - If you select UTM, you must enter **Easting***, **Hemisphere***, **Northing***, and **Zone***.
 - If you select Town, Range and Section (TRS), you must enter **Principle Meridian***, **Township***, and **Range***.

Note: IROC automatically converts from the coordinate type you entered (lat/long, UTM, or TRS) to the other two.

- 6 Enter the **Location Name***.
- 7 If needed, type instructions in the **Navigation** field.
- 8 When done, click **Submit** to save the location and associate it to the incident.

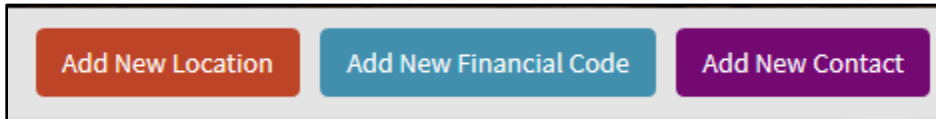
Note: After clicking **Submit**, the Add New Location screen will remain, allowing you to add more locations. If you are done, click **Cancel** to return to the Create New Request screen.

Adding a Contact to a Request

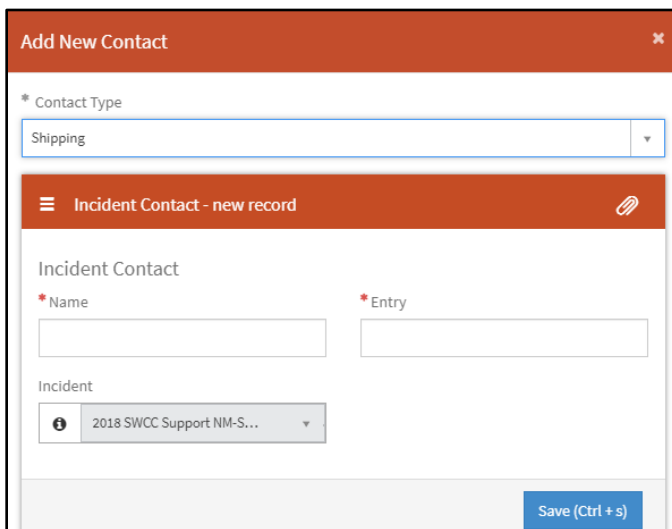
When creating a request, you can choose to add a new contact to be associated with the incident. This contact will then be available to you in the **Request Contact** and **Ordering Contact** drop-downs. It will also appear in the **Shipping Contact** field for NFES supplies.

Tip: If the name does not appear after adding the contact, type in the drop-down field to perform a type-ahead search.

- 1 Click **Add New Contact** to open the Add New Contact screen.



- 2 Select the **Contact Type*** from the drop-down.

A screenshot of the 'Add New Contact' form. The form has a title bar 'Add New Contact' with a close button. Below the title bar is a dropdown menu for '* Contact Type' with 'Shipping' selected. Below that is a sub-header 'Incident Contact - new record' with a paperclip icon. The main form area is titled 'Incident Contact' and contains two required fields: '* Name' and '* Entry'. Below these fields is an 'Incident' dropdown menu with '2018 SWCC Support NM-S...' selected. At the bottom right of the form is a 'Save (Ctrl + s)' button.

Valid Contact Types

- Assigning
- Ordering
- Pickup
- Requesting
- Shipping

- 3 Enter the required information: **Name*** and **Entry*** (phone number or email).
- 4 Click **Save** to save the contact and associate it with the incident.

4. Creating an NFES Request

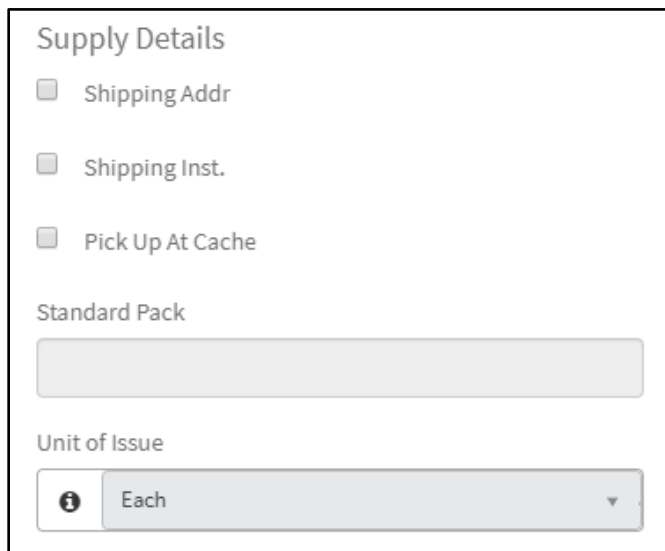
You can create a request for an NFES supply item and place the request to supply cache. The requirements for NFES requests are different from those for other types of requests. Before a request can be placed to a cache, the following must be true:

- The incident must have a default financial code, and the request must have a financial code.
- You must provide shipping information either in the form of a shipping address or shipping instructions or by explaining that the item will be picked up at the cache.
- Both the phone number and the contact are now required.

Notes:

- If the incident has a default financial code, IROC copies it to the request; you do not need to enter a separate financial code for the request.
- If you create a financial code for the request but the incident does not have a default financial code, you'll receive an error and will be required to identify a default financial code for the incident.

The information for NFES requests is entered in the **Supply Details** section that appears at the bottom of the Create New Request screen after choosing the desired catalog item.



Supply Details

Shipping Addr

Shipping Inst.

Pick Up At Cache

Standard Pack

Unit of Issue

Each ▼

- 1 Select the NFES supply catalog item you want to request. (See [Creating a Request](#), step 5.)
- 2 IROC presents the additional required fields in the Supply Details section of the Create New Request screen.

Note: The information in this section changes depending on the checkbox you select on the left.

- If you select Shipping Address, choose the **Shipping Contact*** and **Shipping Address*** from the drop-down menus.

The screenshot shows the 'Supply Details' section of a form. On the left, there are three checkboxes: 'Shipping Addr' (checked), 'Shipping Inst.', and 'Pick Up At Cache'. Below these are a 'Standard Pack' text field and a 'Unit of Issue' dropdown menu set to 'Each'. On the right side, there are two dropdown menus: '* Shipping Contact' and '* Shipping Address', both of which are currently empty.

Note: You can create a new shipping contact and/or a new shipping address by clicking the **Add New Contact** or **Add New Address** action buttons at the top of the Create New Request screen. (See also [Adding a Contact to a Request](#) and [Adding an Address to an NFES Request](#).)

- If you select Shipping Instructions, choose the **Shipping Contact***, **Shipping Instructions City***, and **Shipping Instructions State*** from the drop-down menus. You may also enter **Shipping Instructions** by typing in the field.

The screenshot shows the 'Supply Details' section of a form. On the left, 'Shipping Inst.' is selected. On the right side, there are four dropdown menus: '* Shipping Contact', '* Shipping Instructions', '* Shipping instructions city', and '* Shipping instructions state'. The '* Shipping Instructions' dropdown is currently empty and has a text input field below it.

- If you select Pick Up At Cache, choose the **Shipping Contact***, **Pickup Contact***, **Pick Up Date***, **Pick Up Time***, and **Pick Up Date Time zone*** from the drop-down menus.

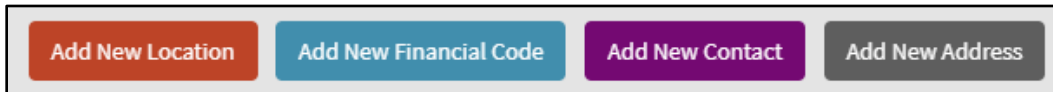
The screenshot shows the 'Supply Details' section of a form. On the left, 'Pick Up At Cache' is selected. On the right side, there are five dropdown menus: '* Shipping Contact', '* Pickup Contact', '* Pick Up Date', '* Pick Up Time', and '* Pick Up Date Time TZ'. The '* Pick Up Date' dropdown includes a calendar icon for date selection.

Note: For information on managing pending requests, including placing up to your parent dispatch center for a request that you created but cannot fill, see *Managing Pending Requests Student Guide*.

Adding an Address to an NFES Request

Follow the instructions here to add an address for an NFES supply.

- 1 Click the **Add New Address** action button that appears after you select NFES supplies from the **Catalog Category** drop-down.



- 2 IROC displays the Add New Address screen.

☰ Incident Address - new record
🔗

Incident Address

*** Address 1**

Address 2

*** City**

*** State**

*** Zip Code**

Country

ROSS ID

Full Address

*** Incident**

Type

Default

Create Options

Shipping Information

Ship to Name

Ship to Unit ID Prefix

Ship to Unit ID Suffix

- 3** To select an existing organization:
 - a** Choose **Create From Organization** in the **Create Options** drop-down.
 - b** Select the **Organization*** and **Organization Address*** in the fields that appear.
 - c** The address and **Type** fields will automatically populate with the address details and shipping type. You can modify any of the fields if necessary.
 - d** Click the **Default** checkbox if this will be the default shipping address.
 - e** When done, click **Save**.
- 4** To create a new address:
 - a** Select **Create From New** in the **Create Options** drop-down.
 - b** Fill in the required fields: **Address 1***, **City***, **State***, and **Zip Code***.
 - c** Indicate the type of address: **Mailing**, **Official**, or **Shipping**. This field defaults to **Shipping**.
 - d** Click the **Default** checkbox if this will be the default address.
 - e** When done, click **Save**.

5. Create a Supplemental Request

For requests that require a supplemental form, you can attach the form directly to the request. This can be done when creating a request (in the Create New Request screen) or when managing a request (from either the Manage Request screen or the Request Details accordion view). Once attached, the form can be viewed by anyone in the ordering chain (requesting, filling, etc.). Examples of requests requiring supplemental forms:

- Temporary Flight Restriction (TFR)
- Infrared Flight Request
- Mobile Food and Shower Service Request Form

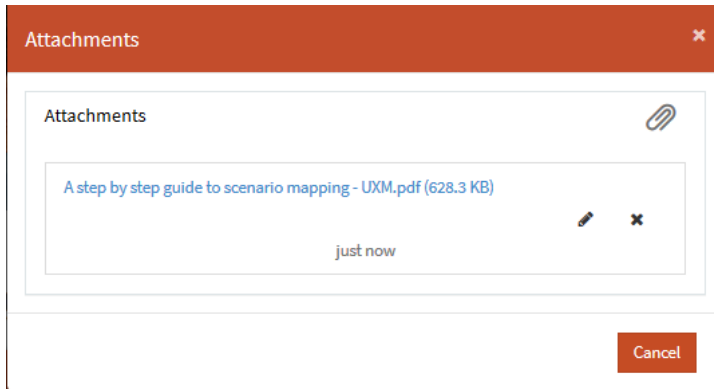
For example, for infrared flight requests, a form would be attached to the request to specify infrared scanner boundaries, radio frequencies and remarks, incident weather, delivery points, or incident VOR. The adding a supplemental form appear on the next page.

The instructions for adding or modifying a supplemental form can also be followed to add a Detail Request Form or Manifests.

Attaching a Supplemental Form

Regardless of when you decide to add a form, the instructions are the same.

- 1 Click the **Attach** icon (📎) at the top of the page.
- 2 In the Attachments screen, you can either click the gray **Attach** icon in the **Attachments** field and select a file or drag and drop a file from your computer into the **Attachments** field.

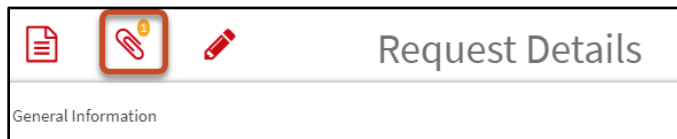


Notes:

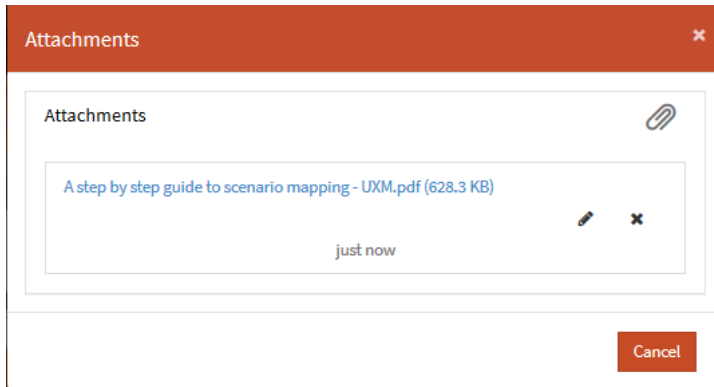
- If adding an attachment from the Create New Request screen, you can simply choose a file from your computer after clicking the **Attach** icon.
 - To remove an attachment added on the Create New Request screen, click **Edit** and then click **Delete (x)**.
- 3 When done attaching from the Manage Request screen or Request Details accordion, click the **x** in the upper right corner to close the Attachments screen.
 - 4 To view the attachment, you can see it at the top of the Create New Request screen. In the Manage Request screen and the Request Details accordion, a small number beside the Attach icon indicates that the request has additional forms added.

Modifying a Supplemental Form

On the Manage Request screen and in the Request Details accordion view, a small number beside the **Attach** icon will indicate the number of attachments on this request.



- 1 Click the **Attach** icon to open the Attachments screen.



- 2 To rename a file, click the **Edit** (✎) icon and make your changes.
- 3 To remove a file, click the **Delete** (x) icon to the right of the file name and then click **OK**.
- 4 To add more files, click the gray **Attach** icon or drag and drop.
- 5 When done, click the small **x** in the upper-right corner to close the screen.

6. Creating a Configuration Request

You may create a configuration request using the same steps you would use for creating any request. The configuration is identified on the catalog item you request. For information on filling the configuration request and its subordinates, see *Assignment Rosters Student Guide*.

Note: Keep the following in mind when creating a configuration request:

- The request you create will be the parent request for the configuration.
- The subordinate requests for the configuration will not be generated when you create the parent request.
- You must fill the parent request, create the assignment roster for the parent request, and then generate the subordinate requests.

7. Creating Compact, EMAC, or State-to-State Orders

You may create a Compact, EMAC, or state-to-state order using the same steps you would use for creating any request. In Step 15 of [Creating a Request](#), specify the type of order by selecting the appropriate **Inclusions and Exclusions** in the lower section of the **Create Request** screen. These types of requests can then be placed in IROC through predetermined selection areas.

8. Required and Optional Fields Associated with a Request

The information shown in the Create Request screen will change depending on the catalog item you are requesting. All items in this list that are marked with an asterisk are required for all catalog items. Depending on the item you are requesting, additional fields on the form may be required, as indicated by asterisks and/or a system message in IROC.

Requesting Dispatch* – Represents the dispatch center you are logged into. This field will be set to the dispatch requesting the resource on the request. You may not edit this field, but it will change if you log into a different dispatch center and create a new request.

Incident* – Represents the incident for which you are creating the request. This field is required for all requests. If you filtered your content selector to a watched incident, that incident will populate this field.

Catalog*, Category*, and Catalog Item* – The catalog item represents the requested item. Both **Catalog** and **Category** are populated once you select the catalog item, or select an item from each to narrow down the choices in the **Catalog Item** list.

Quantity Requested – Defaults to 1. You can edit this field when the requested item can be ordered in quantities greater than 1. This field is mandatory for all requests that it applies to (e.g., for certain NFES supplies).

Number of Requests – Determines how many requests to create for the same requested item. This field does not display if the requested item can be ordered in quantities greater than 1. This field is mandatory for all requests that it applies to.

Financial Code – The list shows all financial codes associated with the incident, if any. You may update it by adding a new financial code. (See [Adding a Financial Code to a Request.](#))

Request Block – The default request blocks for each catalog for the incident are used by default. You can select a custom request block to change the numbering for the request. Custom request blocks are defined on each incident. If no custom request blocks are defined for the catalog associated with this request on this incident, the drop-down will be empty.

Needed by Date* – The day, month, and year that the requested item is needed. This field is mandatory for all requests.

Needed by Time*/Timezone* – The hour and minute and time zone on the needed by date that the requested item is needed. These fields are mandatory for all requests.

Deliver to Location* – This field defaults to the incident location. You may update it by adding a new location. (See [Adding a Location to a Request.](#)) This field is mandatory for all requests except for NFES supplies.

Navigation Instructions – Displays when the request is for a non-NFES catalog item. You may update it by typing in the field.

Requesting Contact* – This drop-down includes incident contacts with the type “requesting.” This field is mandatory.

Ordering Contact – This field represents the ordering contact on the incident. You may update it by adding a new contact. (See [Adding a Contact to a Request.](#))

Reload Base – This field defaults to the dispatch organization’s default reload base. You may update it. It is required when the requested item requires a tanker base, such as an Airtanker, Type 3 (Multi-Engine).

Special Needs – This field is optional. You may update the special needs text when the request is pending and the resource’s mob ETD has not passed.

Features – This field appears for certain types of requests, such as indicating the desired features for a Helicopter, Type 1, Standard. Requested features will not limit what can be filled.

Inclusions – Defaults to **None**. You may update it to include or exclude certain resources (e.g., Federal Only, State Only, Host Agency Only, or Non-Federal Only.).

Trainee Status Exclusion – In Overhead Details, this defaults to **No Trainee**. You may update it to **Trainee Allowed** or **Trainee Required**.

EFF/AD Exclusion – Defaults to no checkmark, which means this exclusion does not apply. Clicking to select the checkbox excludes emergency firefighters from filling the request. This only appears when requesting an overhead catalog item.

Contractor Not Acceptable Exclusion – Defaults to no checkmark, which means this exclusion does not apply. Clicking to select the checkbox excludes contractors from filling the request.

Portal to Portal Acceptable Exclusion – Defaults to no checkmark, which means the exclusion does not apply. Clicking to select the checkbox excludes portal resources from filling the request.

Reporting Instructions – Will only display when the requested item is a non-NFES supply item.

Item Description – Displays if you select “!Not in Catalog Supplies” for a non-NFES supply.

Named Request – If selected, an overhead resource name can be requested from the list of all qualified resources in IROC.

Supply Details – This section appears when requesting an NFES supply. See [Creating an NFES Request](#) for more information. All required fields in this section are marked with an asterisk.

Overhead details – For overhead requests, you will have the option to choose Rental Car Approved, Cell Phone Approved, and Laptop Approved.

Attach Icon – Click the **Attach** icon at the top of the page to add supplemental requests for temporary flight restrictions, infrared aircraft scanners, or food service. You can also click this icon to add manifests to crew catalog requests or to add module requests or detail request forms to overhead requests.