

## **ORDERING MANAGER**

**7543**

(Revised 1996)

The ordering manager orders all personnel, equipment and supplies necessary for the incident. In most situations, the ordering manager's duties will be handled by the Supply Unit leader. However, on complex incidents, the ordering manager's position will substitute for the Supply Unit leader so that the manager can manage the overall unit.

## **ORDERING MANAGER'S RESPONSIBILITIES**

**7543.1**

(Revised 1996)

The following should be considered as the minimum responsibilities for the ordering manager's position:

- Obtain briefing from the Supply Unit leader.
- Obtain necessary agency(s) order forms.
- Establish ordering procedures.
- Establish name and telephone numbers of agency(s).
- Set up filing system.
- Get names of incident personnel with ordering authority.
- Check out what has already been ordered.
- Ensure that order forms are filled out correctly.
- Place orders in a timely manner.
- Consolidate orders where possible.
- Identify times and locations for delivery of supplies and equipment.
- Keep receiving and distribution managers and the Resource Unit informed of orders placed.
- Submit all ordering documents to the Documentation Unit through the Supply Unit leader before demobilization.

## ORDERING MANAGER'S 12-HOUR CHECKLIST

7543.2

(Revised 1996)

### BRIEFING INFORMATION

#### BRIEFING INFORMATION

- Agencies assigned
- Office trailers, logistics
- Photocopy in camp ordered
- Communications:
  - base radio
  - HTs
  - telephone
  - mobile phone
  - FAX
  - computer
- Expanded ECC in place
  - phone # \_\_\_\_\_
- Ordering procedures:
  - ranger unit
  - USFS cache
- Security problems
- Tables
  - chairs for unit
- Power source

### ORGANIZATION

7543.3

(Revised 1996)

There will normally be two ordering managers, one each per operational period. The ordering manager works in the Support Branch of the Logistics Section and is a sub-function of the Supply Unit. The ordering manager may supervise on or more recorders who will assist in the placing of orders, locating sources of supplies, reconciling orders, and record keeping.

### MAJOR PROCEDURES

7543.4

(Revised 1996)

The incident commander will normally delegate the authority for ordering resources and supplies to his/her section chiefs: Operations, Planning, Logistics and Finance. The section chiefs in turn will delegate ordering authority to their respective unit

leader. It is the ordering manager's responsibility to determine who has ordering authority within the various sections.

Once orders are placed, a confirmation from the supply source is obtained and an expected time of arrival is established. The ordering manager will notify the person who placed the order of its status. Orders for supplies and food will normally be delivered to the receiving and distribution manager. Orders for personnel and equipment will be delivered to the Resource Unit in the Planning Section.

Record keeping is an important part of the ordering manager's job. Accurate records are necessary to enable the manager to trace orders, provide current status on orders, and reconcile orders. These records are helpful by providing information for cost accounting, payment of invoices, inventory control and historical records.

## **WORK LOCATION**

**7543.4.1**

(Revised 1996)

The location of your work area will be assigned by the Supply Unit leader. Normally, it will be located near the receiving and distribution areas. Wherever the work area is located, it should be centrally located and visible within the base. It should be equipped with:

- Table and chairs.
- Boxes and/or files.
- Pen, pencils, note pads.
- Order form catalogs.
- Communications - telephone and/or radio.
- Lighting.
- General Message Forms, ICS 213.

## **ORDERING SYSTEM**

**7543.4.2**

(Revised 1996)

The ordering manager must be familiar with the standard incident ordering process as outlined in the Command and Control Handbook 8100 ([see Table of Contents](#)).

A state ordering manager assigned to another agency's incident must become familiar with that agency's policies, procedures, forms and supply sources. Decisions made regarding the way items and personnel are ordered may designate who will be financially responsible for those orders and the supply sources used.

## **AUTHORIZED ORDERS**

**7543.4.3**

(Revised 1996)

The ordering manager is responsible for the list of names of incident personnel who are authorized to place orders. This list must be current and periodically checked. This list is given to the Supply Unit leader by the ordering manager.

## **ACCEPTING ORDERS**

**7543.4.4**

(Revised 1996)

All orders must be submitted to the ordering manager on an ICS-213 or a form mutually agreed on.

All orders should be reviewed and approved by the Logistics chief; however, he/she may delegate this responsibility to the Supply Unit leader. In turn, the Supply Unit leader may delegate the responsibility to the ordering manager. The ordering manager must have experience in this field to know what is acceptable to order.

All orders must be legible and contain the following information:

- Request date/time
- Catalog number (if applicable)
- Description of item(s)
- Number desired, units of issue
- Any special billing requirements
- Whom to notify when the item is delivered
- Delivery point(s)
- Name of requesting party and agency

## **ORDER FORMS**

**7543.4.5**

(Revised 1996)

The order form is the ICS-213, and has three copies. The three-part form will provide the ordering manager with the needed copies of each order for distribution to those sections which must interface in the order process.

When an order is confirmed, the flow of copies should be as follows:

- Orders for personnel and equipment
  - 1 - copy to remain in the Supply Unit
  - 1 - copy to the person placing the order (when confirmed)
  - 1 - copy to the Resource Unit
- Orders for food and supplies
  - 1 - copy to remain in the Supply Unit
  - 1 - copy to the person placing the order (when confirmed )
  - 1 - copy to receiving and distribution manager
- The person placing the order will not keep a copy of the order at the time it is placed. The requestor's copy will be returned when the order is confirmed.

## **REQUEST NUMBER ASSIGNMENT**

**7543.4.6**

(Revised 1996)

After accepting an order, the ordering manager must have a request number assigned. Each item or person ordered on the incident must have a request number.

The request number will be an alpha designator followed by a consecutive number. The alpha prefix will be as follows:

A - Aircraft

C - Crews

E - Equipment

O - Overhead

## S - Supplies

### **ECC-GENERATED REQUESTS**

**7543.4.7**

(Revised 1996)

Request numbers 1-199 are reserved for Emergency Command Center-generated requests, including first alarm resources, move-up and cover assignments and other requests not ordered by the incident.

### **INCIDENT-GENERATED REQUESTS**

**7543.4.8**

(Revised 1996)

Requests beginning with number 200 are assigned to those requests originating from the incident.

### **UNIFIED COMMAND REQUESTS**

**7543.4.9**

(Revised 1996)

In a unified command operation, the agency identifier should prefix the request, indicating which agency has fiscal responsibility for the request. Requests may be refused if the agency identifier is not given to the requestor.

### **INCIDENT DISPATCH COORDINATION**

**7543.4.10**

(Revised 1996)

If the Incident Base Logistics Section has been delegated the responsibility of assigning the request numbers for an incident, there must be close coordination with the ECC administratively responsible for the incident in order to ensure that duplicate request numbers are not generated. Generally, the Logistics Section should be assigned a specified block of numbers to use as needed. Those numbers shall be for supplies only.

## **TRACKING REQUESTS**

**7543.4.11**

(Revised 1996)

The ordering manager must have a system for tracking all requests. The command centers use the Resource Order Form(s), ICS-219-1 through ICS-219-8, ICS-260-1/ICS-206-2, or the MAC-420 form. The ordering manager may use the Resource Order Form or a log. This tracking system will provide the manager with a complete history of all requests in numerical order. It must be kept current and in a safe place.

In most cases there will have been orders placed prior to the ordering manager's arrival at the incident. The manager must know what has been ordered to avoid duplication. Check with the Supply Unit leader, Logistics chief, Resource Status and the Emergency Command Center to obtain this information.

Draw a double line under and initial the last item ordered prior to your arrival. This will indicate when the ordering manager took over and the point at which he becomes accountable.

## **ORDER STATUS SYSTEM**

**7543.4.12**

(Revised 1996)

One of the main responsibilities of the ordering manager is to keep track of all orders placed. The easiest method to do this is the four-stage method. These stages are:

1. Placed - Order has been communicated to supplier.
2. Confirmed - Supplier will send order.
3. Filled - Order has been received at incident and all paper work processed.
4. Canceled - Supplier unable to fill order or person placing order cancels order.

Each of the four stages should have their own areas for filing or grouping in like order. Whether the system is a series of boxes, a piece of canvas with pockets, or a filing cabinet doesn't matter as long as it is functional and works as a status keeping system.

## **ORDERING TIMETABLE**

**7543.4.13**

(Revised 1996)

An ordering timetable will need to be established so that supplies are received in advance of need. Procurement lead time and incident needs will dictate the ordering timetable. The Supply Unit leader, Logistics chief, Emergency Command Center, and the Service Center FLO can help in arriving at the lead time or "turn around time" for items ordered from the incident. Most food orders must be placed well in advance of need and for a minimum of two meals in advance.

## **PLACING ORDERS**

**7543.4.14**

(Revised 1996)

Most orders will be placed through the Emergency Command Center or Service Center. On joint incidents, the ordering may go through a "buying unit." The ordering manager may be on an incident where the agency does not have a warehousing system for taking orders. The manager may find that he/she will be contacting all the vendors and have the Procurement Unit in the Finance Section do the purchasing. The ordering manager must thoroughly understand whatever system is being used.

When the ordering manager is placing an order with a supplier, the supplier must be given the following information:

- Order/request number.
- Catalog number (if applicable).
- Description of item(s).
- Quantity.
- Delivery location.
- Person to whom delivery is to be released.
- Billing information.

Information needed from the supplier is as follows:

- Can order be filled?
- Can order be filled within the time frame specified?
- Estimate time of delivery?
- Other pertinent information?

Like orders should be consolidated. Combine all food orders into one order with one request number.

## **CONFIRMING ORDERS**

**7543.4.15**

(Revised 1996)

A confirmed order is when the Service Center or supplier verifies he/she can provide the requested material within the time frames. Whenever an order has been confirmed, the requesting person/section must be notified and the Resource Order Form documented. To confirm an order, return the requester's copy of the order form indicating the status of his/her order, the estimated time of delivery/arrival and any other appropriate information. If the confirmation is for food or supplies, the ordering manager must notify the receiving and distribution manager. If the confirmation is for personnel or equipment, notify the Resources Unit.

Orders for rental equipment present a special problem. When an order for rental equipment is confirmed, the ordering manager must notify the requesting agency's Finance Section and the Resource Unit. It helps during demobilization to have the request number shown on their status cards.

## **RECONCILING ORDERS**

**7543.4.16**

**(Revised 1996)**

The ordering manager is responsible for reconciling (balancing) orders. All orders placed should eventually have deliveries received to the incident. The ordering manager must work closely with the receiving and distribution manager and the Resources Unit for feedback on the arrivals of all items and personnel ordered.

Soon after arrival, the ordering manager should contact the receiving and distribution manager as well as the Resource Unit to establish a system to keep the ordering manager informed regarding deliveries made to their sections and outcome of their inventory process.

The ordering manager should reconcile orders a minimum of once per shift. Record all delivery times. When the order is placed, obtain an estimated time of delivery from the supplier. Compare the actual time of delivery against the estimated time of delivery. This will help set up or adjust ordering timetables.

## **UNIT LOG**

**7543.5**

(Revised 1996)

On arrival at the incident, the ordering manager will start the Unit Log (ICS-214). The log will be kept current and will be submitted to the Supply Unit leader at the end of each operational shift. Include in the log:

- Events that occur in the Ordering Unit
- A list of the ordering manager's staff
- A copy of all orders for that period (attach to log)
- Any major timetable problems
- Any new policy guideline changes
- Any problems encountered with suppliers

## **DEMOBILIZATION**

**7543.6**

(Revised 1996)

The Ordering Unit should be demobilized according to the Supply Unit Demobilization Plan. The plan will be provided by the Logistics chief through the Supply Unit leader.

Demobilization of the Ordering Unit will be an orderly process if the ordering manager has reconciled operational period orders and used the recommended status keeping system.

When demobilization occurs, the orders in the placed and confirmed status files should be removed and the requesting parties notified if there is still a need. If the order is still needed, indicate the current status of the order on the order form and advise the requesting party.

As personnel become surplus to the unit's needs, notify the Supply Unit leader so personnel can be reassigned or released. The state requires that the performance of incident personnel be documented. The ordering manager will fill out the necessary performance rating forms for each person he/she supervised and review it with them.

All Ordering Unit records should be as current and complete as possible. Turn all records over to the Supply Unit leader, including:

- Ordering log/resource order forms.
- Current ordering forms (with status noted).
- Subordinate performance ratings.

Brief the Supply Unit leader on the status of all pending orders and provide any other important information. At this time the Supply Unit leader should complete and discuss the ordering manager's performance rating.

Check with the Supply Unit leader and determine if the telephones or radios will still be needed. If not, make arrangements to have them removed through the Communications Unit.

Return all work materials or equipment to the appropriate unit and clear any receipts for those items.

Return your work area to its pre-incident condition.

**FORMS AND/OR FORMS SAMPLES: RETURN TO ISSUANCE HOME PAGE  
FOR FORMS/FORMS SAMPLES SITE LINK.**

[\(see next section\)](#)

[\(see Table of Contents\)](#)