

# I-Suite Supply Module

## Standard Operating Procedures



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## CTSP Responsibilities

The CTSP shall have the following responsibilities related to setting up and supporting the Supply Unit with connection to I-Suite.

1. Laptop Setup—Set up two laptops with access to the I-Suite server. Equipment Required:
  - a. Two Laptops (Thin Client devices will not run the scanners).  
**Note: Based on the number of Resources and/or Supply Business, the IMT will decide if two laptops are necessary).**
  - b. One Switch
  - c. Cat 5 Cable
  - d. Connection to the Supply Unit can be handled via wired connectivity if close enough to the I-Suite Server.
  - e. Wireless networking may require a point to point wireless bridge when outdoor distance exceeds 300 feet.
2. Printer—Have a printer available within reasonable distance from the Supply Unit for the printing of Waybills, reports and issue reports. (Not required for initial setup. The printer can be installed later)
3. Login Information—Provide Usernames/Passwords, Server Name, and Database Name for I-Suite.
4. Scanners—Set up a barcode scanner for each laptop. Scanners are part of the I-Suite Barcode Kit. Specific instructions are in **Appendix A** for setting up the LS3578 scanners and **Appendix B and Appendix C** for the P470 scanners.  
**NOTE: If scanners are not available or the team chooses not to use them skip this step**
5. Cache Shipping Lists Downloads—Retrieve daily the cache downloads from the Interagency Cache Business System (ICBS) as detailed in **Appendix D**.
6. Ongoing Support—throughout the incident, provide technical assistance to the Supply Unit related to:
  - a. Network
  - b. I-Suite connection
  - c. Scanners
  - d. Laptops

## Supply Unit Responsibilities

NOTE: The Supply Module can be used without the barcode scanners. This is not suggested, unless scanners are not working, or are unavailable. However, if you are not using scanners, see **Appendix H** for additional information on the best practices to use.

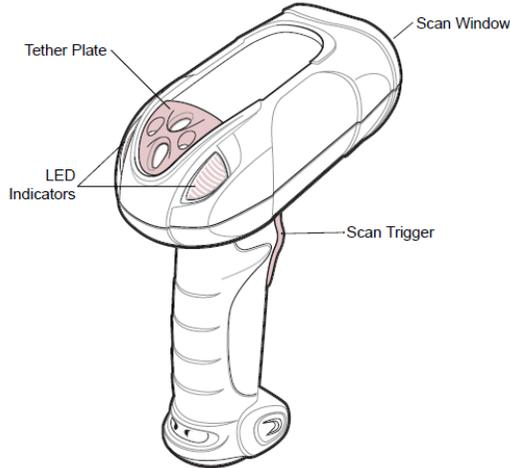
Following the setup of laptops and scanners with connection to I-Suite by the CTSP, the Supply Unit will have the following setup and ongoing operational responsibilities:

1. Confirm Connection—Confirm connection to I-Suite and the operation of the scanners by opening the Supply Module and scanning a barcode or card.
2. Barcode Cards—From the Barcode kit, retrieve barcode cards to issue to incident personnel checking out supplies.
3. Tracking Procedures—Every team will need to determine their own specific Standard Operating Procedures (SOP's). Most SOP's will simply mirror current procedures. Example: what would typically be tracked on a hand created issue sheet would be entered into I-Suite for tracking. A typical strategy would be to enter all durable and trackable items with possible exceptions of consumable items including:
  - a. Batteries
  - b. Small issues of consumables like 2 water bottles, 3 MRE's, garbage bags, P-cord, pens, gloves, etc.
4. Designated Personnel—Determine who in the Supply Unit will operate I-Suite. This can be the RCDM or someone who has the most experience using computers and software. It is preferable to identify individuals who have experience with I-Suite and/ or the Supply Module.
5. Training—Operator training is an ongoing process that can be completed in stages to include Issues, Returns, Reports, Waybills, etc. The barcode kit should contain a training CD that needs to be reviewed by all individual who will be working with the system. This training is also available online at the I-Suite support website. If the training CD is unavailable, the Supply Quick Rreference card ([http://isuite.nwcg.gov/User\\_Support/QRC\\_Ver11/ISUITE-Supply\\_Quick\\_Reference\\_2011.pdf](http://isuite.nwcg.gov/User_Support/QRC_Ver11/ISUITE-Supply_Quick_Reference_2011.pdf)) is a good training guide to assure that all aspects are covered. It is most critical to initially provide training by running through the typical process of issuing and returning items including:
  - a. Logging into I-Suite
  - b. Issuing and scanning issued barcode cards

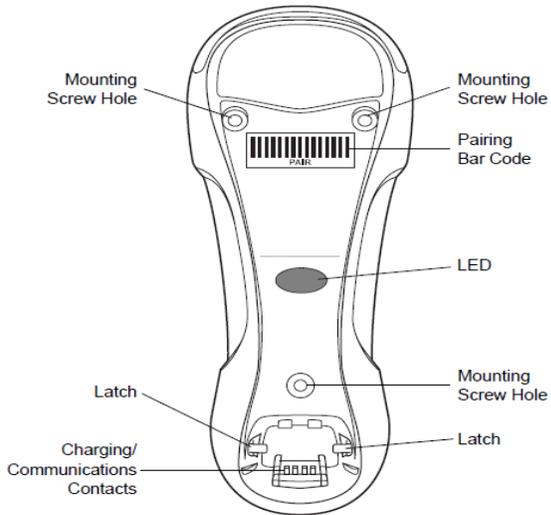
- c. Entering requested items into the shopping cart by one of the following methods:
    - i. Using '**Advanced Search**' for the item
    - ii. Using the '**Smart Book**' to scan the barcode for the item
    - iii. Scanning the barcode from the Cache Box that the item came in
  - d. Emphasizing how to handle exchanges and replacements vs. standard issues
  - e. Saving the shopping cart items
  - f. Navigating to '**Returns**' and returning items
  - g. Providing a copy of the I-Suite Supply Users Guide and Quick Reference Card
6. Monitoring—The monitoring of the operations of camp crew members operating the system is critical to success. This includes assuring cards are issued and appropriate supplies are correctly entered.
7. Waybills—Create waybills when returning items to the cache. Instructions can be found in **Appendix E**.
8. Trackable Property—Validate the trackable property items received in the cache download and adjust/enter items as necessary. Depending on the cache you are working with, trackable property may or may not come in the cache shipment downloads. See **Appendix F**.
9. System Outage—If the system goes down, proceed back to the manual process for issues/returns until the system is back up. Then enter the paper copies into the system to catch back up.
10. General Tips—General hints and tips for the successful usage of the I-Suite Supply Module can be found in **Appendix G**.

# Appendix A

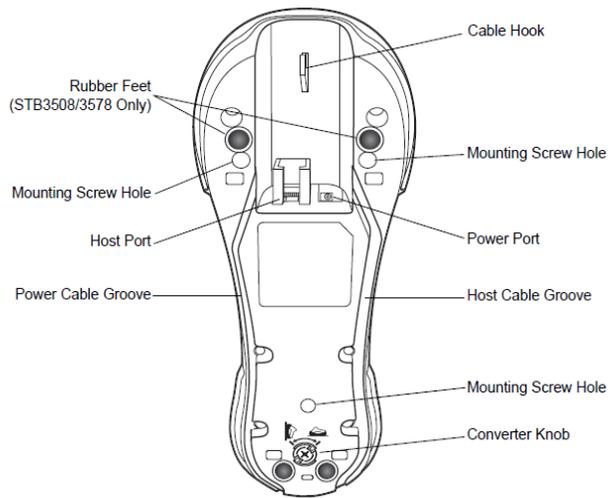
## Setting Up and Configuring Symbol LS 3578 Scanner for Use with I-Suite



Symbol Scanner



Cradle Top View



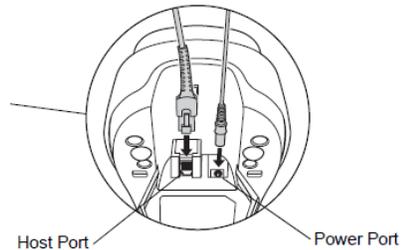
Cradle Bottom View

Insert battery and begin charging Scanners prior to setup

*Uncharged scanner may or may not affect scanner use*

## Step 1 Connect Scanner and Cradle

1. Power up and login to the computer.
2. Remove the Scanner from the cradle.
3. Locate the Power Port and the Host Port on the bottom of the cradle,
4. Insert the Power Supply into the power port and insert the interface cable into the host port.
5. Return the scanner to the cradle.
6. Plug Power Cord into power source.
7. Pair the Scanner and Cradle by removing the scanner from the cradle and scanning the barcode label on the cradle. Successful pairing is indicated by four rapid beeps, (hi/low/hi/low)
8. Ensure that the volume on the computer is turned to the highest setting.
9. Connect USB connector to computer. *Note: Ensure there is a handshake between the computer and scanner as indicated by a series of beeps on both devices. If you hear a handshake proceed to Step 2.1 If you do not hear a handshake attempt the steps below before proceeding to Step 2.1:*
  - a. Remove the scanner USB connection from the computer
  - b. Insert a thumb drive into the same computer USB port.
  - c. Properly eject the thumb drive (this step will clear the USB port).
  - d. Connect the Scanner USB cable again and listen for a handshake with the computer. If you still don't hear a handshake proceed to Step 2.1 anyway, as it may just be a volume issue.



## Step 2 Open I-Suite and Test the Scanner

1. Login to I-Suite and open the Supply module
2. Select a resource in the grid that has not been issued an Incident Card.
3. Scan an I-Suite incident card.  
*Confirmation box will appear to issue the card to the selected resource.*
4. Click Yes  
*Card is now assigned to the resource*
5. With Resource still selected, issue a few items using the I-Suite Barcode Smartbook.  
*Scanned items will display in the lower grid*
6. Clear items from issue grid and remove card number from resource.

**NOTE: If Step 2 is not successful move to Step 3**

### Step 3 Re-Programming the Scanners

Sometimes, when the scanners sit in the cache for long periods, they need to be re-programmed. For this step it is important to pay close attention to the sequence of beeps from both the scanner and the computer. A communication handshake will occur between the two devices to ensure syncing is successful.

1. Remove the Scanner from the cradle and scan the barcode label on the cradle. This will pair the Scanner and Cradle as indicated by four rapid beeps, (hi/low/hi/low)
2. Scan the barcode below to return scanner to default settings. Successful scanning is indicated by four rapid beeps, (hi/low/hi/low) followed by a communication handshake between the scanner and the computer
  - Scanner: **rapid beeps hi/low/hi/low**
  - Computer: **slow beeps hi/low**
  - Scanner: **rapid beeps hi/low**
  - Computer: **slow beeps hi/low** (pause)
  - Scanner: **rapid beeps hi/hi**

*BE PATIENT: It may take several seconds between each communication step. If the devices are already set to the default settings, the communication handshake will not occur. Proceed to next step.*



Set Scanner Defaults

3. Scan the barcode below to program new scanner settings (If scanning this bar code is unsuccessful, the bar code kit has a better copy of the bar code in the admin guide.)

Successful scanning is indicated by four rapid beeps, (hi/low/hi/low) followed by a communication handshake.

  - Scanner **rapid beeps hi/low/hi/low**
  - Computer: **slow beeps hi/low**
  - Scanner: **rapid beeps hi/low**
  - Computer: **slow beeps hi/low** (pause)
  - Scanner: **rapid beeps hi/hi**

*BE PATIENT: It may take several seconds between each communication step.*



IBM Hand Held USB

5. Return Scanner to cradle
6. Proceed back to Step 2.1

*If the Scanner fails to work, Scan the code below and repeat steps 3.1 to 3.3 above.*

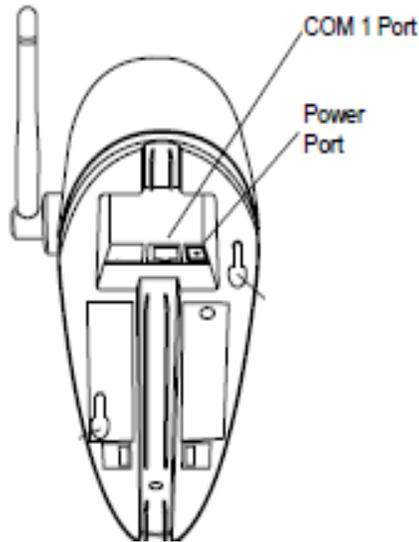


**Set Factory Defaults**

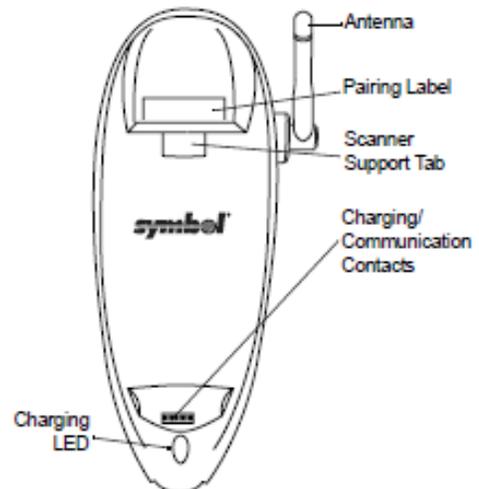
*\*Additional note: If at any time you receive a slow low/high beep, reset the scanner with the barcode above and run steps 3.1 to 3.3 above.*

## Appendix B

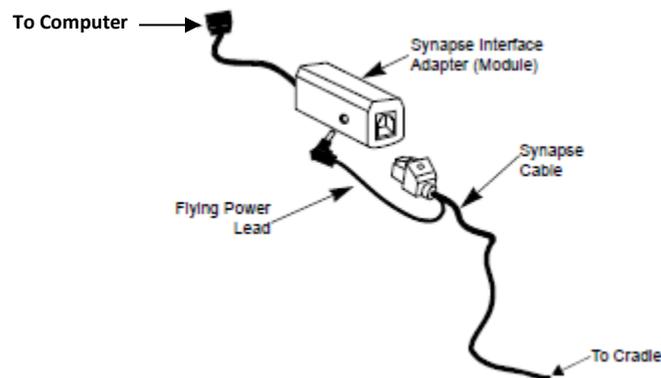
### I-Suite Initial Setup Instructions Motorola P470 Scanner



**Cradle Bottom View**



**Cradle Top View**



#### **Tips:**

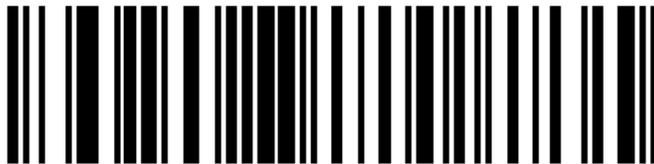
- 1. Do not connect the Scanner to the Computer until the Scanner is configured.**
- 2. Do not start up I-Suite on the computer until the Scanner is configured.**
- 3. Disconnect power after Configuring Scanner.**
- 4. Always plug in the USB connection to the Computer before connecting to power source.**

## Step 1 Connect Scanner and Cradle

1. Remove the Scanner from the cradle.
2. Locate the Power Port and the Com 1 Port on the bottom of the cradle,
3. Insert the Power Supply into the power port and the Synapse cable connector into COM1 port.
4. Plug Power Cord into power source.
5. Return the scanner to the cradle.
6. **Do not** attach USB Synapse Cable to computer until Scanner is programmed and paired with Cradle.

## Step 2 Programming the Scanners

1. Remove the Scanner from the cradle.
2. Scan the barcode below to return scanner to default settings.  
*(Successful scanning is indicated by four rapid beeps, hi/low/hi/low)*



**Set Synapse USB Defaults**

3. Scan the **IBM Hand-Held USB Barcode** below.



- (Successful scanning is indicated by four rapid beeps, hi/low/hi/low)*
4. Return Scanner to cradle

## Step 3 Pairing Scanner and Cradle

*Each Scanner needs to be paired to its Cradle before using.*

1. Remove the Scanner from the Cradle,
2. Scan the pairing barcode located on the top of the cradle.

*(Successful scanning is indicated by a four rapid beeps, hi/low/hi/low)*

3. Return the scanner into the cradle

*(Successfully pairing is indicated by two slow beeps, hi/low)*

**Tips:**

- *Data cannot be scanned until linking (pairing) is complete.*
- *During pairing there is an exchange of information between the scanner and the cradle. This occurs in a few seconds if the scanner is in the cradle and over a minute if the scanner is not in the cradle.*

**Step 4 Connecting the Scanner to the host machine (computer)**

1. Turn on and logon to the Computer. **Do not open I-Suite**
2. Disconnect the Power Source from the bottom of the Cradle or Power Outlet..
3. Plug USB connector from Scanner Cradle to a USB port on the Computer.
4. With Scanner in place in the Cradle, reconnect the power source.  
*Connection validate with two beeps hi/low*

**Step 5 Open I-Suite and Test the Scanner**

1. Login to I-Suite and open the Supply module
2. Select a resource in the grid that has not been issued an Incident Card.
3. Scan the I-Suite incident card.  
*Confirmation box will appear to issue the card to the selected resource.*
4. Click No.

*At this point you have successfully set up the scanner to work with ISuite.*

**Trouble Shooting**

<b>Problem</b>	<b>Solution</b>
Scanner is not working after initial setup complete,	Repeat all setup instructions. Scanners are very sensitive, carefully complete each step.

# I-Suite Supply Module

## Standard Operating Procedures

### Appendix C

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#### I-Suite Daily Setup Instructions Motorola P470 Scanner

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##### Step 1 Connecting the Scanner to the host machine (computer)

1. Turn on and logon to the Computer.  
**Do Not Log into I-Suite and Do Not Connect Cradle Power Source**
2. With Scanner in place in the Cradle, plug USB connector from Scanner Cradle to a USB port on the Computer.
3. Connect the power source to the Cradle (leaving the scanner in the cradle.)  
*Connection validate with two beeps hi/low*  
**Hint: Remember C-U-P**  
**C: Computer/Cradle Scanner**  
**U: USB**  
**P: Power to Scanner Cradle (Last)**

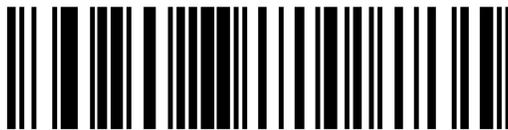
##### Step 2 Open I-Suite and Test the Scanner

1. Login to I-Suite and open the Supply module
2. Select a resource in the grid that has not been issued an Incident Card.
3. Scan the I-Suite incident card.  
*Confirmation box will appear to issue the card to the selected resource.*
4. Click No.

**If the above steps are not successful, disconnect the USB scanner cable for the computer and follow the steps below:**

##### Step 1 Programming the Scanners

1. Remove the Scanner from the cradle.
2. Scan the barcode below to return scanner to default settings.  
*(Successful scanning is indicated by four rapid beeps, hi/low/hi/low)*



**Set Synapse USB Defaults**

3. Locate the **Synapse “Smart Cable” for USB Interface Guide**. Scan the **IBM Hand-Held USB Barcode** located on Page 6.  
*(Successful scanning is indicated by four rapid beeps, hi/low/hi/low)*
4. Return Scanner to cradle.

### Step 3 Pairing Scanner and Cradle

Each Scanner needs to be paired to its Cradle before using.

1. Remove the Scanner from the Cradle,
2. Scan the pairing barcode located on the top of the cradle.  
(Successful scanning is indicated by a four rapid beeps, hi/low/hi/low)
3. Return the scanner into the cradle  
(Successfully pairing is indicated by two slow beeps, hi/low)

#### Disconnect Power Source

### Step 4 Connecting the Scanner to the host machine (computer

1. Turn on and logon to the Computer.  
**Do Not Log into I-Suite and Do Not Connect Cradle Power Source**
2. With Scanner in place in the Cradle, plug USB connector from Scanner Cradle to a USB port on the Computer.
3. With Scanner in place in the Cradle, connect the power source.  
Connection validate with two beeps hi/low  
**Hint: Remember C-U-P**  
**C: Computer/Cradle Scanner**  
**U: USB**  
**P: Power to Scanner Cradle (Last)**

### Step 5 Open I-Suite and Test the Scanner

1. Login to I-Suite and open the Supply module
2. Select a resource in the grid that has not been issued an Incident Card.
3. Scan the I-Suite incident card.  
Confirmation box will appear to issue the card to the selected resource.
4. Click No.  
Card is now assigned to the resource

## Trouble Shooting

Problem	Solution
Scanner is not working after a power disruption. or Scanner stops working	Close I-Suite, Cradle Scanner Disconnect Scanner USB from Host Machine Disconnect Power Source from Cradle
Note: May need to perform these steps for morning setup.	Reconnect USB Scanner to Host Machine While holding Scanner in Cradle, reconnect power source

## Appendix D

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### Import ICBS Shipments

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This document outlines the steps to Import the Interagency Cache Business System (ICBS) Shipping List into I-Suite.

**NOTE: A DMS Username/Password is necessary to download the file.**

#### Step 1. Download the Shipping List File

The Shipping List is generated in ICBS when the order has been filled and is then uploaded to the ROSS Data Draw. A general rule is to check the site twice a day or shortly before a shipment is expected to arrive (if known).

1. Go to: <http://ross.nwcg.gov/>
2. Click on Archive Data Delivery
3. Click on ROSS Archive Data Delivery
4. Enter DMS Username/Password
5. Click on icbs
6. Search for the incident you are working on, for example OR-DEF-000476-YYYYMMDD-HHMMSS.xml
7. For each day, there may be multiple files for each shipment that has been processed.
8. Right click on the file that you want to download.
9. Save the file to a folder location or an external device.

#### Step 2. Import the Shipping List

1. In the Supply Module, click the **'Import Shipment'** button at the top.
2. Click the **'Import File Name'** browse button at the bottom and search for the file you downloaded. Click **'OK'**.
3. Click the **'Import File'** button. An Import Successful message will display.

#### Step 3. Receive the Shipping List

1. Select in the grid the file just imported. Click **'Import Shipment'** button
2. This will take you to the **'Supply Receive'** screen. The bottom grid will show the items to be received.
3. The Shipment can be reviewed and Quantities adjusted, if necessary, from this screen.
4. Click **'Save'** at the bottom right corner and the Import is complete.
5. The Shipping List contents can also be Previewed/Printed on the Import Shipment screen.

## Appendix E

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### Create a Release to Cache Waybill

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1. Log into I-Suite as a Supply User
2. Go to the Supply Module
3. **Note: This step only needs to be done once to populate the 'Shipped From' Block on the Waybill:**
  - Select '**Tools**' located on the Main Menu
  - Select '**Options**' from the dropdown list
  - On the '**Supply**' tab, complete the Supply Address fields
  - Click '**OK**'
4. Go to the Supply Menu on the Main Menu. Select '**Release (Permanent)**'
5. You must first add a Waybill to the system before adding items to the Waybill. Click the '**Add Waybill**' button.
6. The first three items on the Waybill screen must be completed:
  - The Waybill Code is for your use only. It is limited to five characters and can be anything meaningful.
  - Enter a meaningful Description
  - The third item, '**Ship to Location**', is selected from the dropdown menu. Select the Cache for which you will be returning items.
7. At this point you have completed all the required items. Click '**Save**' to save the Waybill. The remaining items in the Waybill header can be edited at any time.
8. Start adding items to be shipped back to the cache to the Waybill. The easiest way to do this is to have a list of items by NFES # that are loaded on the pallet or into the van. Click on the Waybill just created to select and add items to it.  
**Note:** You do not have to complete the Waybill in one session. You can stop at any time and come back to add additional items or edit what has been entered.
9. Use the '**Quick Release**' button to add items to the Waybill. Enter the NFES# and the quantity to release and click '**Save**'.
10. As items are added to the Waybill, they display in the list at the bottom of the screen. You may Preview the Draft copy of the Waybill by clicking the '**Preview/Print Waybill**' button.
11. Items can be Removed or Quantities changed by clicking the '**Remove/Change Release**' button.
12. Click '**Preview/Print Waybill**' to Preview and/or Print a Draft or Final Waybill.  
**Notes:** You can easily delete a Pending Waybill up to the time you print a Final Waybill. After Printing a Final Waybill, the Waybill cannot be edited.

## Appendix F

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### Manually Receiving Trackable Property in I-Suite

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Typically, the trackable items on the initial Cache Van will not be included in the ICBS import process and need to be received manually.

Trackable items not received from the Cache may also be manually received for tracking in I-Suite, i.e., Items purchased by the Buying Team, Copiers, Printers, Cell Phones, etc.

When receiving property items from the Cache, the property number must be entered exactly as it displays on the Cache Packing List.

To receive items in I-Suite:

1. Login to I-Suite
2. Open the Supply Module
3. Click the **'Receive'** button
4. Click the **'Location'** dropdown list to select the location (Cache) of the item(s)
5. Locate the item to receive
  - Option 1 **Select or Scan**
    - ◇ Select item in the grid
    - ◇ Click the **'Receive Item'** button
    - ◇ Leave the quantity at 1
    - ◇ Add a property number
    - ◇ Optionally, add Serial Number, Other Number, or Remarks
    - ◇ Click **'Save'**

**OR**

- Option 2 **Quick Receive**
  - ◇ Click **'Quick Receive'** button
  - ◇ Enter a NFES number
  - ◇ Click the **'Do not clear NFES #'** checkbox if you are receiving multiple items with the same NFES #.
  - ◇ Enter a property number
  - ◇ Click the **'Save'** button

## Appendix G

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### General Tips for the Successful use of I-Suite Supply

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1. **Line orders**—Line Orders are typically checked out to a location, like Division A. Divisions must be created in the Locations list. Create a process for entering line orders being filled via a General Message Form. Such orders can be filled via the General Message and entered into I-Suite at a later time. However, if the order includes trackable property, entry into I-Suite should be real time in order to create a waybill to transfer the trackable property going to the line.
2. **Crew Issues**—When issuing cards and supplies to a crew, do everything at the crew level in I-Suite. Do not issue to actual crew members as the issues will tend to get overlooked at demob. An example would be for C-15, with the crew boss rostered as C-15.1. While the card should only be given to the crew boss, it should be issued to C-15, not C-15.1.
3. **Scanners unavailable**—I-Suite supply can be run without the use of barcode scanners, if they are unavailable. See Appendix H.
4. **Placement of Laptops**—It is helpful to place laptops up front so that personnel checking out supplies funnel directly to the computer operators first. This expedites getting information and beginning the entry process up front.

## Appendix H

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### Using the Supply Module Without BarCode Scanners

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The Supply Module will function without the barcode scanners. While this is not as efficient and some advantages of the system are lost, it must be emphasized that it can be done. The function of the scanners is to make processes more efficient by:

- Using the barcode card to identify resources by bringing up their record when scanning the card. This means only searching the database for the resource the first time they come to Supply and using their card on subsequent visits. This also creates improved accountability as, for example, only issuing supplies to a crew if they have their card. Thus issues to a crew member when the crew boss is not aware is avoided.
- Populating the issue shopping cart with supplies by simply scanning a bar code.

If at an incident where barcode scanners are unavailable, or chose to utilize the Supply Module without using the barcode scanners, the following information may be helpful:

1. There will be no need or purpose in issuing barcode cards as they only help in the process if scanning the barcode on the card to bring up the resource.
2. Resources will be identified in the system by searching for their request number or name each time they come in, instead of scanning their card (which increases the time involved in an issue or return).
3. All items will be issued using the advanced search and quick issue, which can take longer than using the scanner.

The impacts of not using scanners are with the efficiency and accuracy of the customer interface. All other aspects of the Supply Module are not impacted.

## Appendix I

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### Additional Instructions for Barcode Scanner Setup on Windows 7 Laptops

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If the Barcode Scanner does not read a Barcode Card after following 'Setting Up and Configuring Scanners' (SOP Appendices A or B), follow these instructions:

**NOTE: CTSP Support is needed for these steps**

1. Unplug Scanner power and USB cables from laptop, cradle, and power source
2. Sign on as Administrator on the Laptop
3. Uninstall I-Suite on the Client Laptop
4. Install I-Suite on the Client Laptop
5. Right Click on the I-Suite Icon
  - a. Select Properties
  - b. Uncheck 'Run this Program in Compatibility Mode for'. Click 'OK'
  - c. Note: This only needs to be done on laptops which will use barcode scanners. The scanners do not work with Compatibility turned 'ON'.
6. Check that the Symbol Barcode Scanner displays under 'Devices and Printers.' It should display under 'Unspecified.'
  - a. If the Scanner does not display as a 'Scanner' or under 'Unspecified':
    - i. Click 'All Programs'
    - ii. Click 'Symbol OPOS Driver'
    - iii. Click 'Test Scan'
    - iv. Click 'Enable Scan'
    - v. Scan the 'IBM Hand Held USB' barcode from the 'Setting Up and Configuring Scanners' SOP Appendices A or B' that applies to the Scanner Model (LS3578 or P470)
    - vi. Windows Update will look for the scanner driver
7. Setup the scanner following 'Setting Up and Configuring Scanners' (SOP Appendices A or B depending on the Scanner Model)
8. If problems still occur, try turning the Firewall OFF. Proceed with Steps 1, 2, 6, & 8.