ICLIP NEWS

ICLIP
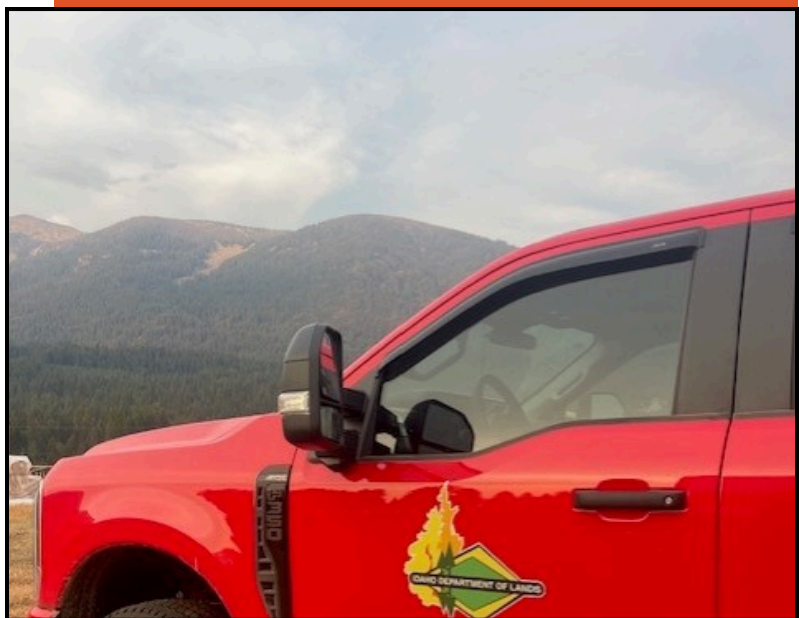Interagency Cache Logistics
Inventory Program

This month's newsletter offers important updates and helpful information for the Cache community. You'll see details about upcoming quarterly changes to ICLIP, tips for configuring your issue and return columns, a quick reminder about useful resources, and clear guidance on how the Help Desk processes tickets to assist you!

What You Need to Know This Month

Here's what's included:

- Tips to set up your issue and return columns, with a link to a detailed Excel document containing all column recommendations.
- Clear guidance on how the Help Desk processes tickets, along with a link to the knowledge article, *Submitting an IROC Help Desk Ticket*.
- Upcoming improvements and changes to ICLIP for the next quarter.
- Call outs for useful resources and general information.


Tips to Configure Columns in ICLIP

When viewing lists and locating information in the ICLIP Workspace, you need to apply a specific column setup to improve your visibility of important data. Adding columns, removing others, and changing their order can save time, prevent mistakes, and boost your overall workflow.

The Column Configuration documents are available on the Wildfire.gov site. Check out the document on the Wildfire.gov site regularly to stay informed about new recommendations or updates to existing column guidance. Currently, the document covers column recommendations for the following workflows:

- Incidents
- Returns
- Cache Stockrooms
- Inventory
- Other Orders

See Navigating ICLIP's Enterprise Asset Workspace (EAW) for more information on adjusting columns.

Contacting the Help Desk
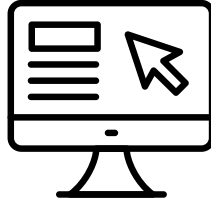
Need Support? Meet the Help Desk!

We're excited to reintroduce the Help Desk, your first stop for technical support, system access, and general assistance. Whether you're facing a login issue or need help navigating internal tools, the Help Desk team is here to help. To better understand how requests are handled, check out the Help Desk Workflow to see how your issue moves through the system from submission to resolution.

Throughout All Tiers: Communication Protocol

- Each time your ticket is escalated, you will receive the following information via a call or email:
  - Current status
  - Who is handling the issue now
  - Expected next steps
- Once the ticket is resolved or closed, you can expect to receive:
  - Final resolution summary
  - Any relevant workaround or documentation
  - Information on change requests if applicable

For more information:

See Submitting an IROC Help Desk Ticket to learn how to submit a ticket via the Interagency Incident Applications (IIA) Help Desk. The IROC Help Desk has someone on call 24 hours a day, 7 days a week, including holidays.

ADVISORY Critical Situations Requiring Help Desk Support

Managing Kits:

- If you encounter an issue while managing Kit Requests, specifically in the Asset pick tasks tab, contact the Help Desk.
- It is crucial that you complete the tasks as generated. Attempting to modify anything will break the kit request process flow and can result in ticket resolution delays.
- **If the quantity needs to be adjusted on a kit request**, contact the Help Desk **BEFORE** closing any tasks.

Generally, it is best practice to consult a supervisor or contact the Help Desk whenever you notice a process or workflow isn't functioning as intended or as documented in a knowledge article.

Fiscal Year 2026, Quarter 1 Goals

1 COST CENTERS IMPROVEMENTS

We're streamlining the process to display only active incidents or those assigned to specific cost centers. We'll also ensure the correct return of items and prevent dispatches from altering job codes.

2 RETURNS PROCESS

We're fixing bugs related to put-away tasks and improving the workflow. We'll also add a feature requiring caches to confirm orders before put-aways are created and allow them to close returns.

3 WORK ORDERS

We're developing a new work order feature for caches. We'll launch with a basic version and expand its functionality later in the quarter.

4 LOSS/USE REPORT

To address a major issue users have reported, we are working to ensure that returns from all caches are properly reflected in the Loss/Use report.

5 OTHER ORDERS FUNCTIONALITY

We're streamlining the creation process for Other Orders, resolving country selection issues, and enhancing visibility into customer-related information.

6 PRICING UPDATES

We're beginning work on requirements for next year's pricing updates, focusing on gathering input and laying the groundwork for implementation.

7 DEKITTING FUNCTIONALITY

We are introducing a de-kitting functionality with various capabilities to streamline the process.

8 REPORTS DEVELOPMENT

We are building several reports, including:
- Kit Summary
- Below Minimum
- Enterprise Stock Status
- Returns Report
- Billing Information Report
- Enhancements to the DLA Purchase Report

Help Desk

Connect with experts using the Interagency Incident Applications (IIA) Help Desk when it's convenient for you.

[Create a case](#) >>>

Knowledge Base

Find answers to help you complete a task or discover new tools.

[Search for articles](#) >>>

Change Management

Connect with your Cache's Change Management member to learn about the change ideas currently under review or being implemented.