ICLIP NEWS

ICLIP
Interagency Cache Logistics
Inventory Program

This month's newsletter is packed with important updates and helpful resources for the Cache community. From preparing for spring training to staying current with system updates, we're sharing tools and information designed to help you work more efficiently and get the support you need.

What You Need to Know This Month

Here's what's included:

- **Spring ICLIP Training Schedules:** What to expect and how each session can introduce new tips or refresh key skills
- **Updated Knowledge Articles:** Recent updates to help you stay current and make the most of system enhancements
- **ICLIP Help Desk Ticket Template:** A quick guide to submitting requests clearly and effectively

ICLIP Spring Training

Full-Time Staff Training

Week of April 20 (Dates TBD)

- Instructor-led and recorded
- Two days, up to 6 hours total

This training will provide an overview of the new reporting functionality, along with practical tips, best practices, and more advanced features to help users maximize system capabilities.

AD Staff "Just-in-Time" Training

Week of May 26 (Dates TBD)

- Instructor-led and recorded
- Two days, up to 4 hours per day

This training will revisit foundational concepts for navigating and using the ICLIP workspace, while also covering key day-to-day functions that support warehouse users in their regular operations.

Survey Reminder: The ICLIP Feedback Survey was sent to the Cache community. Your feedback will help shape communication and training for the Cache staff.

What's New and Updated in Our Knowledge Base

This section highlights recent updates to the knowledge articles to help you stay current and make the most of system improvements. You'll find information on newly published articles that introduce additional functionality, as well as a summary of existing articles that have been updated to reflect recent system changes. Be sure to review both sections to stay up to date on the latest tools and guidance.

New Knowledge Articles

The following knowledge articles have been created based on the new ICLIP functionalities. Click each link to learn more

- **Adding an Active NFES Non-Trackable Item to Your Cache**: This article explains how to make an active NFES non-trackable item available in your Cache by increasing its stock quantity to a value greater than zero. Cache Managers, Assistant Administrators, and Cache Administrators can perform this task using the Data Management Tool (DMT).
- **Managing Pick and Put Away Tasks**: This article describes how Warehouse users can access, manage, and close pick and put away tasks in the ICLIP Enterprise Asset Workspace (EAW).
- **Managing Kit Summary Reports**: This article explains how users can create, manage, and view Kit Summary reports in the ICLIP Reports module of the ICLIP Enterprise Asset Workspace (EAW). Kit Summary Reports help track inventory, determine available kit quantities, and identify shortages of required components.
- **Disassembling a Kit**: This article describes how to create, complete, or cancel a dekitting request for an existing kit in the ICLIP Enterprise Asset Workspace (EAW). Additionally, it explains how to update an existing kit.
- **Accessing the Desktop Site for ICLIP on the iPad**: This article outlines how to access and permanently request the desktop version of the ICLIP ServiceNow site in Chrome on an iPad.

Updated Knowledge Articles

The following articles were recently revised to reflect the updated functionalities in ICLIP. Click each link to learn how each functionality can help you complete the related tasks in the system.

1. **Managing Returns**: The Returns process in ICLIP was updated this past December to include new user interface updates, including the RFI/UNS and Refurb RFI tabs.
2. **Submitting Other Orders**: This Other Orders form in the ICLIP Portal was updated

For a detailed overview of the specific changes, please refer to the **ICLIP Release Notes** dated December 17, 2025.

Tip: Knowledge articles can be accessed in ICLIP by searching Knowledge in the All menu and selecting All

Featured Knowledge Articles

The featured knowledge articles are consistently recognized as some of the most viewed and valuable resources across all Caches.

Fulfilling Orders
ICLIP Knowledge Administrator • 5 Views • 2mo ago • ★★★★★

Managing Quantities for Consumable Assets
ICLIP Knowledge Administrator • 11 Views • 2mo ago • ★★★★☆

Managing Trackable Disposal Orders
ICLIP Knowledge Administrator • 153 Views • 2mo ago • ★★★★★

Creating an Ad-Hoc Move Task
ICLIP Knowledge Administrator • 2 Views • 2mo ago • ★★★★★

ICLIP Release Notes (Consolidated)
ICLIP Knowledge Administrator • 42 Views • 14d ago • ★★★★★

About the ICLIP Help Desk Template

To ensure your request is handled as quickly as possible, the Interagency Incident Applications (IIA) Help Desk uses an **ICLIP-specific template** designed to collect all necessary details. Providing complete and accurate information enables the ICLIP Tier 2 and Tier 3 teams to resolve issues without unnecessary delays. Please include the required information below when submitting your help desk ticket to help streamline the process.

Required Information (All Requests)

The following information must be provided for every IIA Help Desk request:
- First and Last Name
- Current Call Back Number
- Current Cache
- Issue Summary (Brief description of the problem)

> ### Important Notice: Ticket Submission Guidelines
> To help us prioritize requests more effectively, please select **only** Low, Medium, or High urgency when submitting a ticket.
>
> **Note:** Critical tickets may only be submitted by Ricky Reynoso.

Additional Information (If Available)

You must provide all pertinent information (include all that apply) from the following incident identifiers:
- Cache-to-Cache Record Number
- Customer/Other Record Order Number
- Incident Order Record Number
- Dispatch Order Record Number
- Return Record Number
- Line Item Number
- Asset Task Number
- NFES / Kit Number
- Asset Tag

Contacting the Help Desk

For more detailed guidance, see the Submitting an ICLIP Help Desk Ticket article to learn about the available contact methods.
- All ICLIP Help Desk requests are routed to the IROC Product Engagement Team. The Help Desk maintains 24/7 coverage, including holidays, to support users as needed (shown in *Figure 1*).

Figure 1. The IIA Help Desk Welcome Page
- Visit the IIA Help Desk Welcome Page.