



Customer Requisition Management

Overview

The Materiel Management/Inventory Control Point (MM/ICP) module Customer Requisition process provides the ability to add or review a Requisition request.

Navigation

MATERIEL MGMT > Customer Requisition > Customer Requisition page

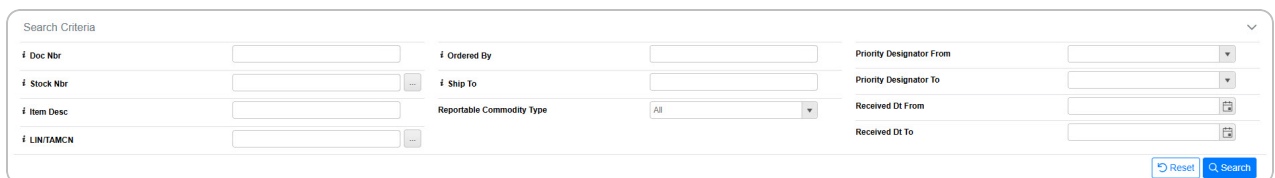
Procedures

Search for a Customer Requisition

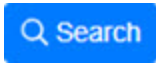
One or more of the Search Criteria fields can be entered to isolate the results. By default, all

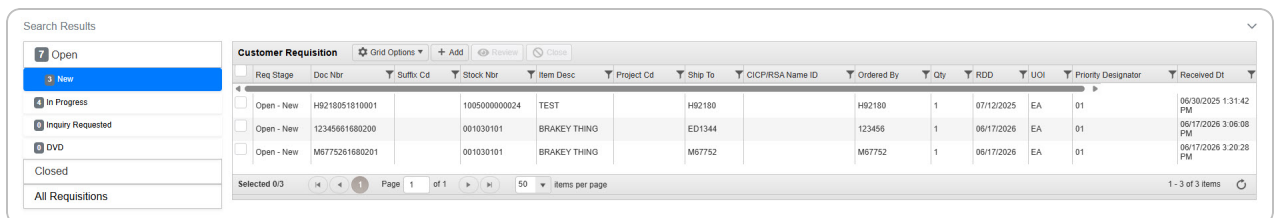
results are displayed. Selecting  at any point of this procedure returns all fields to the default "All" setting.

1. In the Search Criteria box, narrow the results by entering one or more of the following optional fields.



The screenshot shows the 'Search Criteria' form with various input fields for filtering requisitions. Fields include Doc Nbr, Stock Nbr, Item Desc, LIN/TAMCN, Ordered By, Ship To, Reportable Commodity Type, Priority Designator From, Priority Designator To, Received Dt From, and Received Dt To. There are 'Reset' and 'Search' buttons at the bottom right.

2. Select . The Search Results display.



The screenshot shows the 'Search Results' table with a list of requisitions. The table has columns for Req Stage, Doc Nbr, Suffix Cd, Stock Nbr, Item Desc, Project Cd, Ship To, C/P/IRSA Name ID, Ordered By, City, RDD, UOI, Priority Designator, and Received Dt. The table is filtered to show 'Open' requisitions.

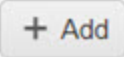
Req Stage	Doc Nbr	Suffix Cd	Stock Nbr	Item Desc	Project Cd	Ship To	C/P/IRSA Name ID	Ordered By	City	RDD	UOI	Priority Designator	Received Dt
Open - New	H9218051810001		1005000000024	TEST		H92180		H92180	1	07/12/2025	EA	01	06/30/2025 1:31:42 PM
Open - New	12345661680200		001030101	BRAKEY THING		ED1344		123456	1	06/17/2026	EA	01	06/17/2026 3:06:08 PM
Open - New	M6775261680201		001030101	BRAKEY THING		M67752		M67752	1	06/17/2026	EA	01	06/17/2026 3:20:28 PM





Add a New Customer Requisition

Navigation

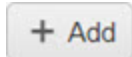
MATERIEL MGMT > Customer Requisition >  Add > New Customer Requisition page

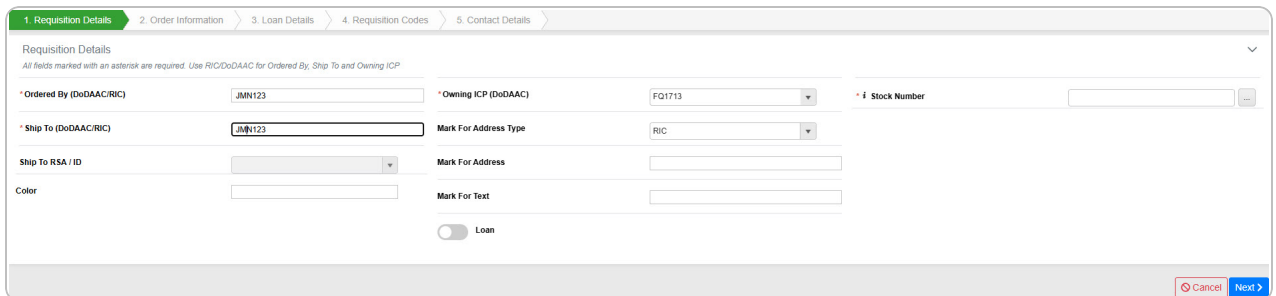
Procedures

Add a Customer Requisition

Selecting  at any point of this procedure removes all revisions and closes the page.

Selecting  retains the information and returns to the previous page. **Bold** numbered steps are required.

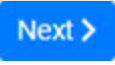
1. Select . The **New Customer Requisition** page displays, open to the Requisition Details step.

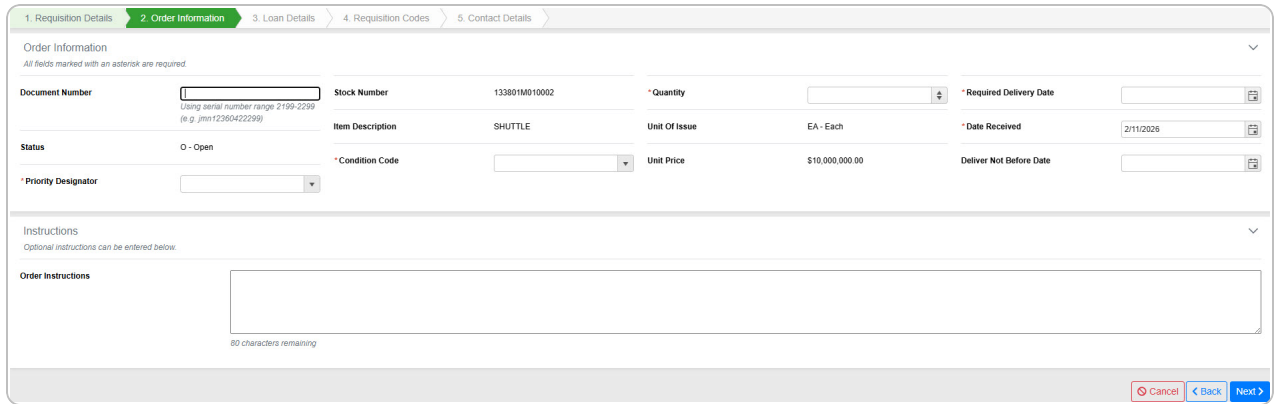


- A. Enter the Ordered By (DoDAAC / RIC) in the field provided. *This is a 6 alphanumeric character field.*
- B. Enter the Ship To (DoDAAC / RIC) in the field provided. *This is a 6 alphanumeric character field.*
- C. Enter the Owning ICP (DoDAAC / RIC) in the field provided. *This is a 6 alphanumeric character field.*
- D. Use  or  to assist with the STOCK NBR entry. *This is a 15 alphanumeric character field.*





2. Select . *The Order Information step appears.*



Order Information
All fields marked with an asterisk are required.

Document Number		Stock Number	133801M010002	*Quantity		*Required Delivery Date	
Using serial number range 2199-2299 (e.g. jmm12360422299)		Item Description	SHUTTLE	Unit of Issue	EA - Each	*Date Received	2/11/2026
Status	O - Open	*Condition Code		Unit Price	\$10,000,000.00	Deliver Not Before Date	
*Priority Designator							

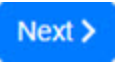
Instructions
Optional instructions can be entered below.

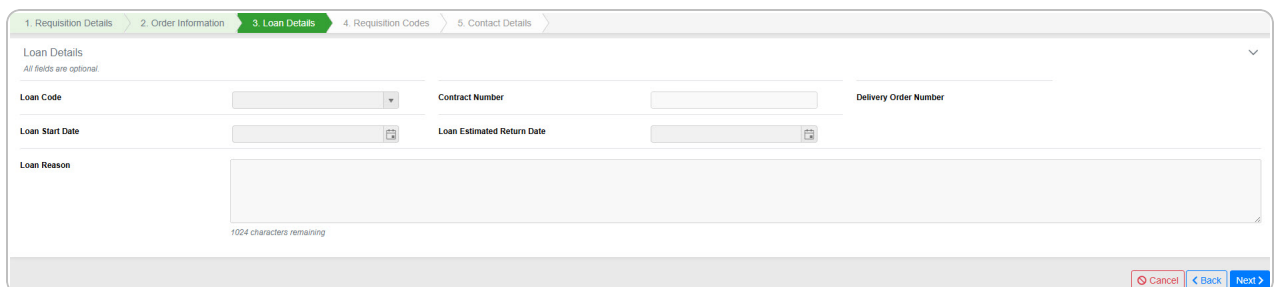
Order Instructions

80 characters remaining

- A.** Use  to select the Priority Designator.
- B.** Use  to select the Condition Code.
- C.** Use  to choose the Quantity.
- D.** Use  to select the Required Delivery Date, or enter the date (MM/DD/YYYY) in the field provided.
- E.** Use  to select the Date Received, or enter the date (MM/DD/YYYY) in the field provided.

3. Select . *The Loan Details step appears.*



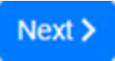
Loan Details
All fields are optional.

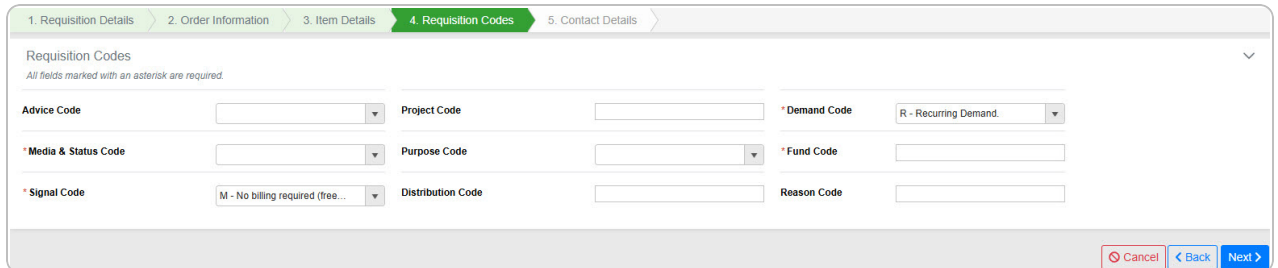
Loan Code		Contract Number		Delivery Order Number	
Loan Start Date		Loan Estimated Return Date			
Loan Reason					

1024 characters remaining

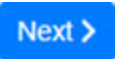
  

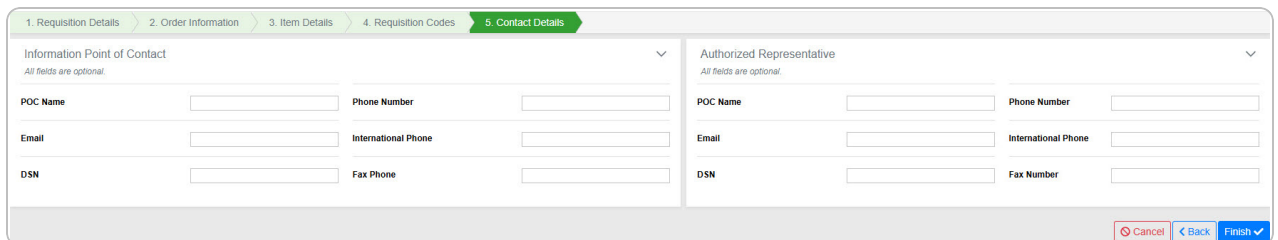


4. Select . *The Requisition Codes step appears.*



- A. Use  to select the Media & Status Code.
- B. Use  to select the Signal Code.
- C. Use  to select the Demand Code.
- D. Enter the Fund Code in the field provided. *This is a 2 alphanumeric character field.*

5. Select . *The Contact Details step appears.*



6. Select  to save the new Requisition record. *The **New Customer Requisition** page shows the Requisition Number and three options to proceed.*





✓ Requisition **10123456789102** has been added

Requisition Tasks

[View all requisitions](#)

View all customer requisitions

[Review requisition 10123456789102](#)

Review recently added customer requisition

[Add new customer requisition](#)

Create a new customer requisition





Review a Customer Requisition

Navigation

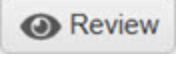
MATERIEL MGMT > Customer Requisition > (desired record) >  Review > Customer Requisition Review page

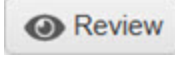
Procedures

Review the Customer Requisition Request

Selecting  at any point of this procedure removes all revisions and closes the page.

Selecting  retains the information and returns to the previous page. **Bold** numbered steps are required.

- Click to select the desired entry. The Customer Requisition request is highlighted, and  becomes available.

- Select . The **Customer Requisition Review** page displays, open to the **Details** tab.

- Select the **Order Information** panel.

Details						Destination		Contact Info		History		Action
Order Information												▼
Document Number	JMN12345672299	Stock Number	0001000445808	Requested Quantity	1 EA	Required Delivery Date	07/10/2026					
Date Received	07/08/2025	Item Description	COOL FANS INSTL/AF	Priority Designator	01	Deliver Not Before						
Status	Open - New	Condition Code	A - Svcd(w/o Qual)	Unit Price	\$1.00	Project Code						

- Select the **Quantity Status** panel.





a. If the **Req Stage is New**:

I. And the **inventory comes from an MRO**:

Quantity Status (1 remaining)

+ Add ▾ Substitution

New MRO

Select	RSA Name	RSA DoDAAC	RSA ID	Owning DoDAAC	Condition Code	Project Code	Purpose Code	Contract Number	Available Qty
☐	GRANITE	B90999		N00018	A				0
☐	MIAMI	W91NTE		N00019	A				7

* Select Quantity

1

Cancel Save

i. Use  to choose the Select Quantity.

II. And the **inventory comes from a Serialized MRO**:

New Serialized MRO

Search Criteria

Serial Number RSA DoDAAC

Condition Code Project Code

Purpose Code

Serial Numbers

☐	Serial Number	RSA DoDAAC	RSA ID	Owning DoDAAC	Cond Cd	Prj Cd	Purpose Cd	Contract Nbr
Selected 0/0 Page 0 of 0 50 items per page No items to display								

Selected

☐	Serial Number	RSA DoDAAC	RSA ID	Owning DoDAAC	Cond Cd	Prj Cd	Purpose Cd	Contract Nbr
Selected Page 0 of 0 50 items per page No items to display								

Cancel Save

III. And the **inventory comes from a DVD**:





Help Reference Guide

DVD Order Information
Stock Number: 11122223334 Item Description: MEDICAL SHOES Quantity: 11 Unit of Issue: PR Unit Price: \$50.00

All fields marked with an asterisk are required

Manufacturer Part Number		*Quantity	11	*Contract Number	
Delivery Order Number		Unit Of Issue	PR	*Unit Price	
Contract Line Item		Acceptance		Inspection	
Supplier Type	CAGE	Supplier Cage		Required Delivery Date	
Shipper Type	CAGE	Shipper Cage		Est Shipment Date	
Overage %		Underage %		Dollar Variance	
Certificate Of Conformance	No	Certificate Of Quality Conformance	No		

i. Use  to choose the Quantity.

ii. Enter the Contract Number in the field provided. *This is a 13 alphanumeric character field.*

iii. Use  to choose the Unit Price.

IV. And the **inventory comes from a Backorder**:

Quantity Status (2 remaining)

New Backorder

* RSA DoDAAC		▼
* Owning DoDAAC		▼
* Condition Code		▼
* Estimated Ship Date		📅
* Select Quantity		▲▼
Purpose Code		▼
Project Code		





- i. Use  to select the RSA DoDAAC.
 - ii. Use  to select the Owning DoDAAC.
 - iii. Use  to select the Condition Code.
 - iv. Use  to select the Estimated Ship Date, or enter the date (MM/DD/YYYY) in the field provided.
 - v. Use  to choose the Select Quantity.
 - vi. Select . *The Backorder saves, and the panel changes to show the information.*
- b. If the **Req Stage is In Progress**:
- I. And the **requisition comes from an MRO**:

Quantity Status (0 remaining)

MRO - HP000200871201-B

RSA DoDAAC B90999	Estimated Ship Date 3/30/2020	Owning DoDAAC N00019	Contract Number
Condition Code A	Project Code	Purpose Code	Stock Number 1005000032251
Trans Account Code			

Selected Quantity 3 EA	Planned Quantity 3 EA	Denied Quantity 0 EA	Shipped Quantity 0 EA	Canceled Quantity 0 EA
----------------------------------	---------------------------------	--------------------------------	---------------------------------	----------------------------------

- II. And the **requisition comes from a Backorder**:





Help Reference Guide

Quantity Status (0 remaining)

Backorder - H921652264SMF3

RSA DoDAAC	Stock Number
CEN001	1005000032251
Owning DoDAAC	Estimated Ship Date
N68869	9/27/2023
Condition Code	Backordered Quantity
A	1 EA
Purpose Code	Project Code
null	null

c. If the **Req Stage is Closed**:

I. And the **requisition comes from an MRO**:

Quantity Status (0 remaining)

MRO - HP000210701202

RSA DoDAAC		Estimated Ship Date		Owning DoDAAC		Contract Number			
W91NTE		3/14/2021		N00019					
Condition Code		Project Code		Purpose Code		Stock Number			
A						VA50096ISOXLG			
Trans Account Code									
Selected Quantity		Planned Quantity		Denied Quantity		Shipped Quantity		Canceled Quantity	
30 BX		0 BX		0 BX		30 BX		0 BX	
TCN				Shipped Date					
4444444444444444				3/11/2021					

II. And the **requisition comes from a Backorder**:





Help Reference Guide

Quantity Status (0 remaining)

Backorder - H921652264SMF3

RSA DoDAAC	Stock Number
CEN001	1005000032251
Owning DoDAAC	Estimated Ship Date
N68869	9/27/2023
Condition Code	Backordered Quantity
A	1 EA
Purpose Code	Project Code
null	null

d. Select the **Loan Details** panel.

Loan Details

Contract Number	Loan Code
Delivery Order Number	Loan Reason
Loan Start Date	
Loan Estimated Return Date	

e. Select the **Requirements** panel.

Requirements

Advice Code	Program	Fund Code	68	Order Instructions
Media & Status Code	0 - No Sits to RQNR or SUPADD O/T Mand Ship Sits to Ship To by DMS	Purpose Code		Distribution Code
Signal Code	A - Requisitioner (pp 30-35)	Demand Code	A	PMR Sent To
PSD ID		Special Requirements		

C. Select the **Destination** tab.

Details Destination Contact Info History Action

Shipping Information		Billing Information	
Ship To DoDAAC	W14FX0	Ship To Address	W78T 54TH TRP CMD 722 RIVERWOOD DR PEMBROKE NH 03275-0000 PEMBROKE US 03275-0000 USA
Bill To DoDAAC	W14FX0	Bill To RIC	Bill To Address
			W78T 54TH TRP CMD 722 RIVERWOOD DR PEMBROKE NH 03275-0000 PEMBROKE US USA





- D. Select the **Contact Info** tab.
- a. Select the **Ordered By Information** panel.

Details	Destination	Contact Info	History	Action
Ordered By Information ▼				
Ordered By DoDAAC	W14FX0	Ordered By RIC	Ordered By Address	W78T 54TH TRP CMD 722 RIVERWOOD DR PEMBROKE NH 03275-0000 PEMBROKE US USA

- b. Select the **Information Point of Contact** panel.

Information Point of Contact ▼	
POC Name	Phone Number
Email	International Phone
DSN	Fax Number

- c. Select the **Authorized Representative** panel.



Authorized Representative

POC Name

Phone Number

Email

International Phone

DSN

Fax Number

d. Select the **Named Entities** panel.

Named Entities

DoDAAC/RIC	IdentifierCode	Receiving Status
W14FX0	ST	
W14FX0	OB	

E. Select the **History** tab.

Details

Destination

Contact Info

History

Action

Transactions

DLMS Transactions

Grid Options

View Details

Processed

Report

Filter

All

Direction

Set Type

Trans Type Cd

Processed D/Tm

Process Status

Doc Nbr

Document Id Desc

Subs. Cd

Report Type Cd

Stock Nbr

Qty

Cond Cd

Document Id

Message From

Copy Address

Message To

Outbound

8700 - Order Status Report (Supply Status)

03/27/2020 1:10:00 PM

PCD - Processed

HP000000071201

ASB - Supply Sh From DAAG To Sic/Rpt

A

1000000032251

1

A

ASB

YRT

N00019

Outbound

8700 - Order Status Report (Supply Status)

03/27/2020 1:10:00 PM

PCD - Processed

HP000000071201

ASB - Supply Sh From DAAG To Sic/Rpt

B

1000000032251

3

A

ASB

YRT

N00019

Outbound

94RR - Warehouse Shipping Order (Material Release)

NA

03/27/2020 1:10:00 PM

PCD - Processed

HP000000071201

ASA - MRO Com NDN

B

1000000032251

3

A

ASA

YRT

N17

Selected 03

Page 1

of 1

50

items per page

1 - 3 of 3 items

a. Review the DLMS Transactions grid.

F. Select the All Customer Requisitions hyperlink. *The **Review Customer Requisition** page closes and returns to the Customer Requisition page.*

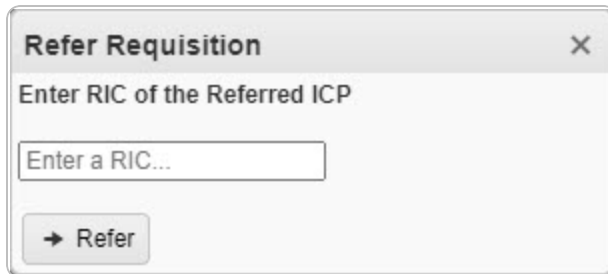
3. Select

Action

. *The Action dropdown appears.*

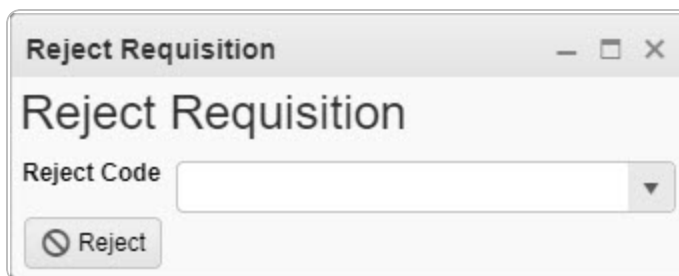


- A. Choose **Refer Requisition**. The **Refer Requisition** pop-up appears.



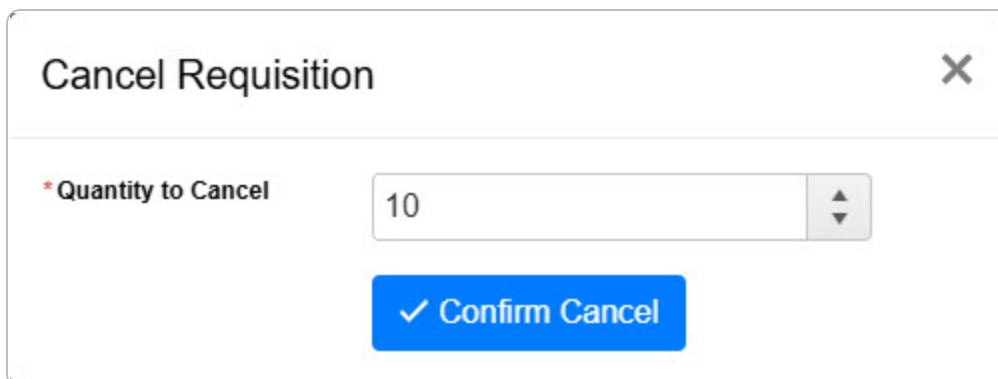
The 'Refer Requisition' pop-up window has a title bar with a close button (X). The main area contains the text 'Enter RIC of the Referred ICP' above a text input field with the placeholder 'Enter a RIC...'. Below the input field is a button labeled '→ Refer'.

- B. Choose **Reject Requisition**. The **Reject Requisition** pop-up appears.



The 'Reject Requisition' pop-up window has a title bar with standard window controls (minimize, maximize, close). The main area contains the title 'Reject Requisition' above a 'Reject Code' dropdown menu. Below the dropdown is a button labeled '⊗ Reject'.

- C. Choose **Cancel Requisition**. The **Cancel Requisition** pop-up appears.



The 'Cancel Requisition' pop-up window has a title bar with a close button (X). The main area contains the title 'Cancel Requisition' above a label '*Quantity to Cancel' next to a numeric input field containing the value '10'. Below the input field is a large blue button labeled '✓ Confirm Cancel'.

- a. Use  to choose the Quantity to Cancel.
- b. Select . The requisition is changed to "Closed - Canceled".

