

QUICK REFERENCE CARD: CUSTOMER

DLA Troop Support Construction & Equipment (C&E) Ordering Process Overview



Customer or FOPOC Registration

- Before an order can be created, a customer must first register using the customer portal.
- You must also register before you can act as a FOPOC.

- Go to <https://dla.servicenow.com/services/customer>
- Click **Register as a Customer**

Don't have an account?
[Register as a Customer](#)
[Register as a FOPOC](#)

- Complete the **Registration** form
- Click **Sign Up**

[Sign Up](#)

Create an Order

- Once the registration has been processed, the customer can:
 - ✓ Add Favorited DoDAAC
 - ✓ Manage Favorited DoDAACs
 - ✓ Add Program
 - ✓ Edit FOPOC
 - ✓ Delete DoDAAC
 - ✓ Begin Order

Manage Favorited DoDAAC

- Click **Manage Favorited DoDAACs**

- Click **Add Favorited DoDAAC** button
- Click **Add**
- Complete form
- Click **Add**
- Click **Submit**

Start a New Order

- Select a Program
- Click **Begin Order**

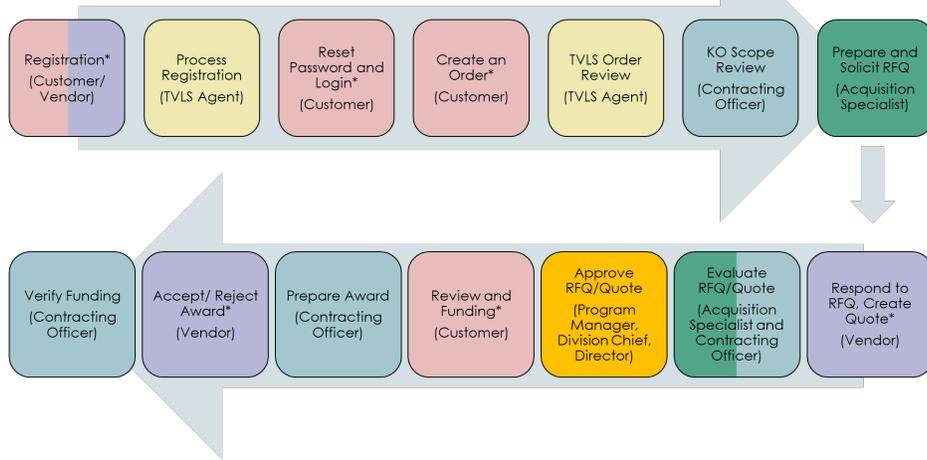
- Complete Order Form

- Click **Submit**



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Review and Funding

- Customer reviews the quote and provides funding sources for the line items

Provide Funding Type

- Open the order
- Choose the **Funding Type**

- Click **Save to Order**

Enter Details by Line Item

- Click the **Line Items** tab
- Click the **OLN number**
- Review and update details, including **Signal Code**, **Fund Code**, and **Requisition Number**

- Click **Save**
- Repeat for each line item

