


Request (REQ) Number vs Request Item (RITM) Number

This article covers the differences between a Request (REQ) Number and a Request Item (RITM) number in the IT Service Request Forms.

What is the difference between a Request (REQ) number and a Request Item (RITM) number?

A Request (REQ) Number is assigned to the overall request which may include several requested items.

A Request Item (RITM) Number is assigned to each individual item that you have requested.

-  You will often see both an REQ and RITM number for the requests that you submit, although occasionally you will only see an RITM number.

The screenshot shows a web interface for 'Order Status'. At the top, there is a back arrow and the title 'Order Status'. Below this is a green confirmation banner that says 'Thank you, your request has been submitted'. Underneath the banner, it displays 'Order Placed: 01-30-2023 11:32 AM' and 'Request Number: REQ100857' with a star icon. A red circle labeled 'A' points to the 'Request Number'. Below this is a table with two columns: 'Number' and 'Description'. The table contains three rows of data. A red circle labeled 'B' points to the first row. A red rectangular box highlights the entire table content.

Number	Description
RITM105653	Request changes to an active phone extension
RITM105652	Laptop Workstation
RITM105654	Apple iPad

- A. The Request (REQ) number for your overall request.
- B. The Request Item (RITM) numbers for each individual requested item in that Request (REQ).

What number should I provide to the Help Desk when checking on the status of a request?

Both are acceptable, but often it is most helpful to provide the specific Request Item (RITM) number to the Help Desk as that allows them to directly access the status of the specific item. If you provide an REQ number, the Help Desk technician will have to then have to find the RITM number and select it to view the status.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.