

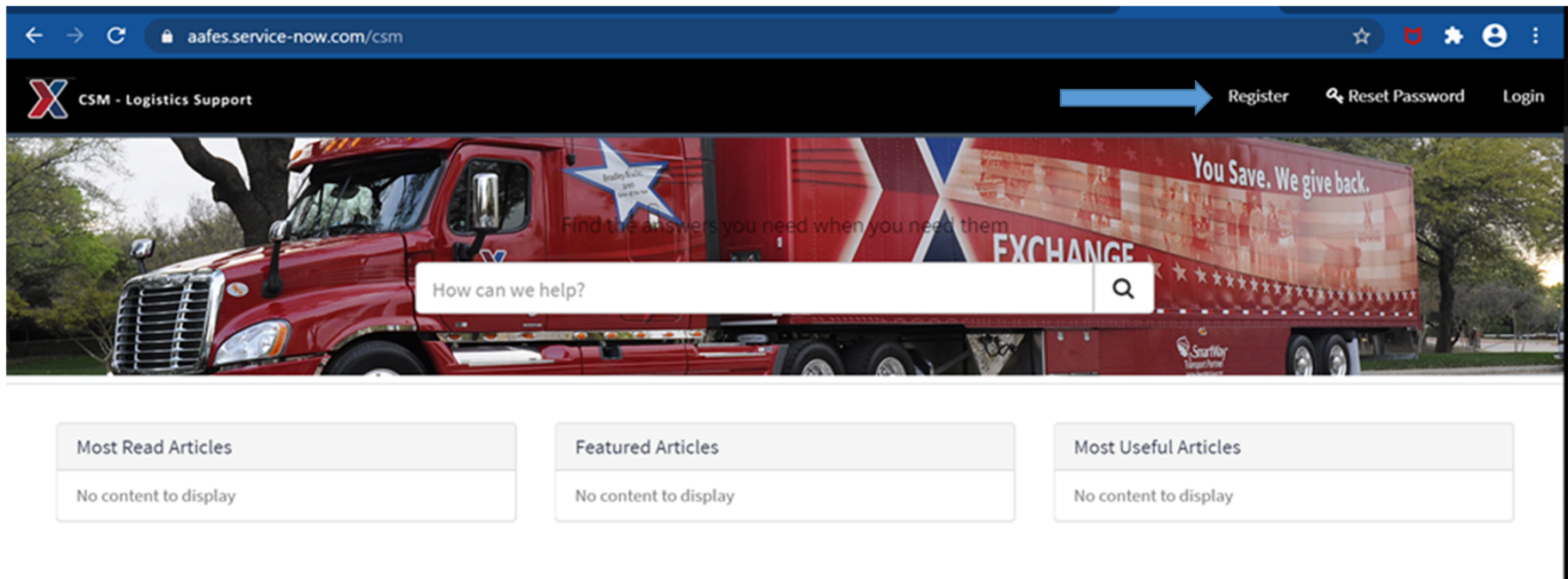
# How to Register for the ServiceNow CSM Portal



\*\*\*USE GOOGLE CHROME BROWSER\*\*\*

\*\*\*Go to the ServiceNow CSM URL - <https://aafes.service-now.com/csm>

Click on the **Register** link next to the password reset.



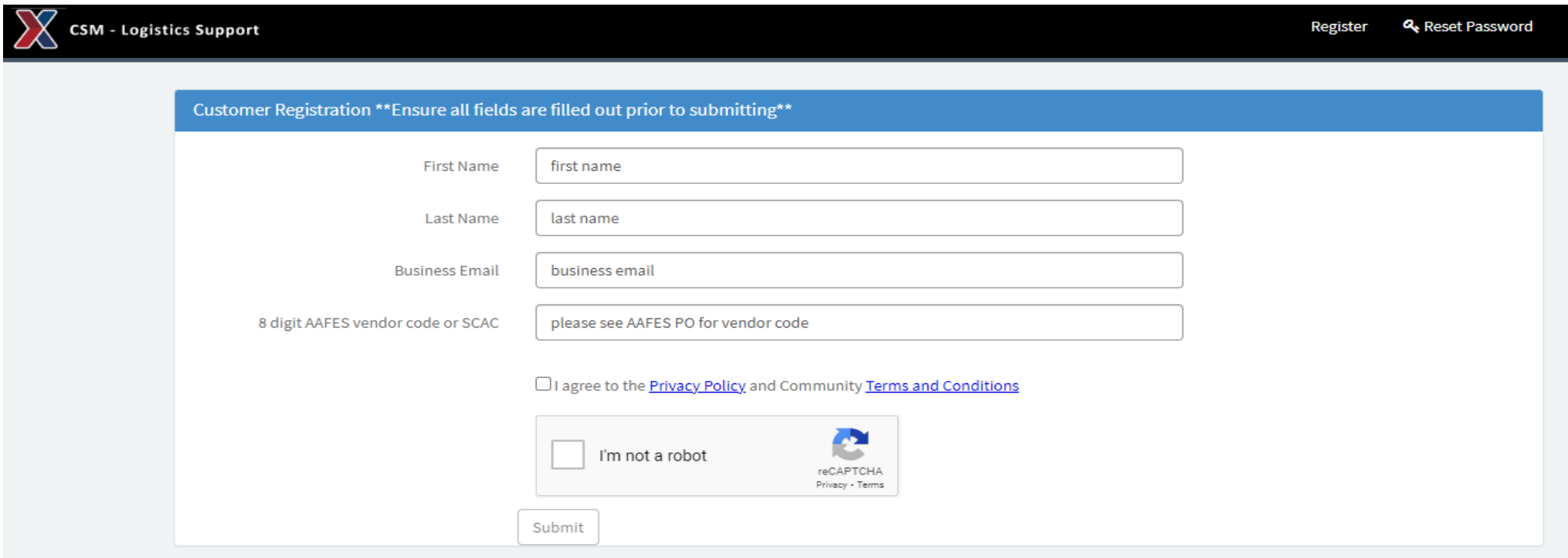
The screenshot shows a web browser window with the URL [aafes.service-now.com/csm](https://aafes.service-now.com/csm). The page header includes the ServiceNow logo and the text "CSM - Logistics Support". On the right side of the header, there are three links: "Register", "Reset Password", and "Login". A blue arrow points to the "Register" link. Below the header is a large banner image of a red semi-truck with a "Starline Exchange" advertisement. The banner features the text "You Save. We give back." and "EXCHANGE". A search bar is overlaid on the banner with the text "How can we help?". Below the banner are three article categories: "Most Read Articles", "Featured Articles", and "Most Useful Articles". Each category currently displays "No content to display".

When you click on the Register link it will open up the registration page below where you will input your information.

You will need to provide your First & Last Name, Business email address (Could be individual or group email), and then enter your 8 digit vendor/procurement code or 4 letter carrier SCAC code. **\*\* Be sure and fill out all fields or the registration will not process.**

Vendors will provide the Vendor/Procurement Code which is found on the Purchase Order. Some vendors may have multiple vendor codes but you only need one code to register.

Carriers will provide their 4 letter SCAC code.



The screenshot shows the 'Customer Registration' form in the 'CSM - Logistics Support' system. The page has a black header with the 'CSM - Logistics Support' logo on the left and 'Register' and 'Reset Password' links on the right. The main content area has a blue header with the text 'Customer Registration \*\*Ensure all fields are filled out prior to submitting\*\*'. Below this, there are four input fields: 'First Name' (placeholder: first name), 'Last Name' (placeholder: last name), 'Business Email' (placeholder: business email), and '8 digit AAFES vendor code or SCAC' (placeholder: please see AAFES PO for vendor code). Below the fields is a checkbox for 'I agree to the Privacy Policy and Community Terms and Conditions'. At the bottom, there is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Submit' button.

CSM - Logistics Support

Register Reset Password

Customer Registration \*\*Ensure all fields are filled out prior to submitting\*\*

First Name first name

Last Name last name

Business Email business email

8 digit AAFES vendor code or SCAC please see AAFES PO for vendor code

I agree to the [Privacy Policy](#) and Community [Terms and Conditions](#)

I'm not a robot

reCAPTCHA  
Privacy - Terms

Submit

Once you fill the form out you will click the "I'm not a robot" check box and submit the form.

After you have submitted the form you will get a message stating you registration has been submitted and is pending approval.

You will receive a confirmation email shortly after that with your username and temp password. You will go to the link where you registered and login in using the credentials provided. After you submit, the system will prompt you to change your password. Once that is done you are free to start submitting cases to the Exchange Transportation Group. Follow the How to Submit Tickets Doc to submit a case.

**\*\* If you have any issues please contact the LG ServiceNOW Admin at [zzLGServiceNow@aafes.com](mailto:zzLGServiceNow@aafes.com) \*\***

**Slide 4**

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**HTL1**     Horn, Tommy L., 6/26/2023