



Logistics

Directorate

SUBJECT: Service Now (SN) - LG Transportation Issue Tickets

APPLICABILITY: FOB ORIGIN Supplier Partners

INFORMATION: By utilizing the Service Now portal, vendors can streamline their interactions with our Logistics Transportation team, ensuring prompt responses and efficient resolution of issues. This platform offers a user-friendly interface that simplifies the process of submitting inquiries and tracking their progress. Moreover, the portal enables seamless collaboration between vendors and our internal teams, fostering transparency and accountability in addressing any challenges that may arise.

SUPPLIERS: How to Request Assistance

1. Suppliers are required to submit a Service Now ticket for routing guidance and transportation questions. For additional training please review the instructional documents below.
 - a. ServiceNow: How to Register
 - b. ServiceNow: How to Submit a Ticket
 - c. ServiceNow: How to Navigate the Site
2. Suppliers are responsible for reviewing the Service Now system for updates on their tickets, all communication must be done within the ticketing system (Service Now) by supplier.
3. Useful Hints:
 - a. For multiple Purchase Orders, please open one ServiceNow ticket. All POs will be handled under one case.
 - b. Ensure vendor POCs who are responsible for routing have access to the portal, registered, and trained.

Note: MD teams should not be filling ticket requests on behalf of suppliers; suppliers will be redirected to the above instructions.

Tickets have a 72-hour response window (excluding weekends/holidays). If a supplier does not receive a response within 48 hours, escalate the issue to the next level of management.

LG TRANS MGMT SYS SPVR

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