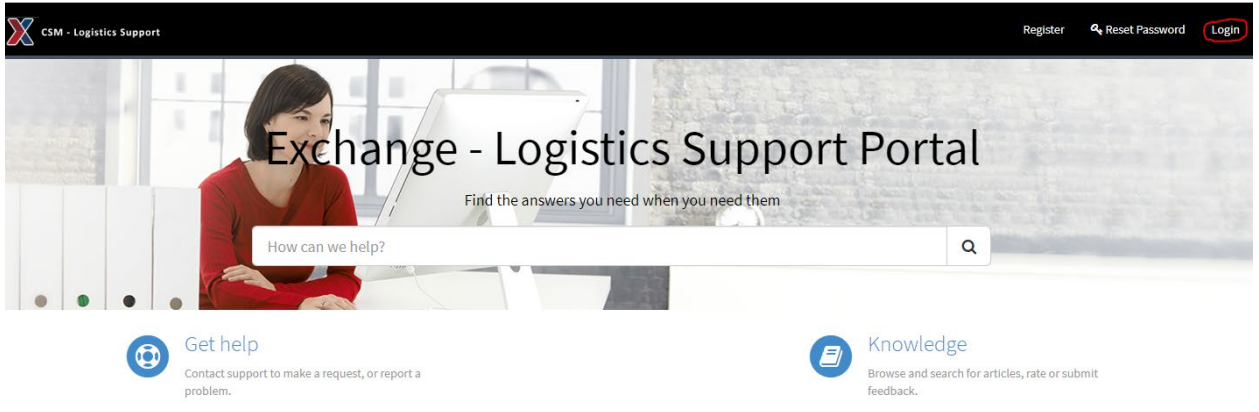


Submitting a Request

To submit a request for assistance from the Exchange partners will have to first register on the support portal ([Registration Instructions](#)). The portal can be accessed by going to <https://aafes.servicenow.com/csm> from any browser or mobile device. The following instructions will show how to submit a request or issue.

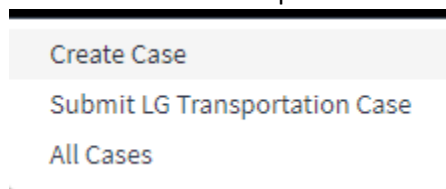
- 1.) Click Login in the upper right-hand corner



- 2.) Once you are logged in there are three menus on the top banner which can be used

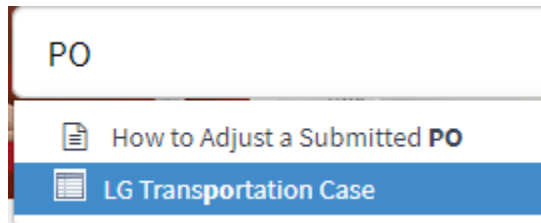


- a. Case – this is a drop down which allows for quick access to view or submit cases.



- b. Register – option to register another person to an account
 - c. My Profile – allows you to update your information

3.) To view request options you can type in the “How can we help” bar and a list of options will return.



- a.
- b. The first icon represents a Knowledge Article
- c. The last icon represents a request form

4.) Click on the Knowledge Article and you are directed to the article page

A screenshot of a Knowledge Article page. The title is "How to Adjust a Submitted PO". Below the title, there are icons for views (5 Views), a calendar icon (3d ago), and a star rating (5 stars). The main content area has two sections: "Introduction" and "Instructions". The "Introduction" section contains the text "This is a sample KA to allow customers to adjust PO's that have already been submitted". The "Instructions" section contains a list with one item: "1. Add Pallet weight" followed by "1. stuff to know". At the bottom, there is a "Helpful?" section with "Yes" and "No" buttons, and "0% found this helpful". Below that is a "Rate this article" section with a star rating.

- 5.) Select the request form and you are directed to the appropriate form to submit. The required fields are noted by the red asterisk and also on the right side of the screen.

LG Transportation Case
Transportation Request

Select the options below to submit a transportation request

Account
CONTINENTAL ACESORY - 00090102

* Contact ID
Test ServicePatch

* Tranporation Case Options
-- None --

* Short Description

Comments / Details

Submit

Required Information
Tranporation Case Options
Short Description

- 6.) A generic request can be submitted by selecting Get help from the home page as well

X CSM - Logistics Support

Exchange

How can we help?

Get help
Contact support to make a request, or report a problem.

- a. The Create Case form opens to be completed and submitted

Create Case

Create Case

Please provide the following details to help us provide you assistance at the earliest.

Priority

* Subject

Description

Submit

Required information **Subject**

b. All forms can have attachments added

Priority

* Subject

Description

Submit

Required information **Subject**

 Add attachments