

# How to Submit a Transportation Case in ServiceNow CSM

This document will help you navigate through the ServiceNow portal and submit tickets to the LG Trans team (CONUS, EXPORTS, AIR, and MWR)

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



## Submit a LG Transportation Request

Log Into ServiceNow Portal: <https://aafes.service-now.com/csm>. You should always see a big red Exchange truck on the webpage. If you do not see a big red truck you ARE NOT on the correct page

The screenshot shows the ServiceNow CSM portal for Logistics Support. The browser address bar displays [aafes.service-now.com/csm](https://aafes.service-now.com/csm). The page header includes the CSM - Logistics Support logo and navigation links for Case, Reset Password, My Profile, and a user profile for Larry Stoudemire. The main banner features a red Exchange truck with the slogan "You Save. We give back." and a search bar with the text "How can we help?". Below the banner are three main service categories: "Get help" (Contact support to make a request, or report a problem.), "Knowledge" (Browse and search for articles, rate or submit feedback.), and "Request Something" (Browse the catalog for the items and services you need). At the bottom, there are three article lists: "Most Read Articles", "Featured Articles", and "Most Useful Articles", all showing "No content to display". A chat icon is visible in the bottom right corner.

Once you are logged in you will see the Case dropdown option on the top in the black menu bar. Click submit Transportation Request.

The screenshot displays a web browser window with the URL [aafes.service-now.com/csm](https://aafes.service-now.com/csm). The browser's address bar shows several open tabs: "Accounts | Exchange Information", "eCom Outstanding - Power BI", "Order 5553944050 < GSO Admin", and "Customer Service Portal - Logisti". The page header is a black navigation bar with the "CSM - Logistics Support" logo on the left. On the right side of the header, there is a "Case" dropdown menu, a "Reset Password" link, a "My Profile" link, and the user name "Larry Stoudemire". A blue arrow points from the "Case" dropdown to a white menu that is open, listing the following options: "Create Case", "Submit Transportation Request", "OTM Onboarding", "My Cases", and "All Cases". Another blue arrow points from the "Submit Transportation Request" option to the main content area. Below the navigation bar is a large banner image of a red semi-truck. The truck has a white star on its side with the text "Find the answers you need" and "How can we help?". The side of the truck also features the slogan "You Save. We give back." and the "SmartWay" logo. Below the banner, there are three main service categories: "Get help" (with a headset icon and the text "Contact support to make a request, or report a problem."), "Knowledge" (with a document icon and the text "Browse and search for articles, rate or submit feedback."), and "Request Something" (with a briefcase icon and the text "Browse the catalog for the items and services you need").

After you select Submit Transportation Request a form will open up for you to fill out.

All fields with a red \* are a mandatory, if you do not know the information put an N/A there.

## LG Transportation Case




Select the options below to submit a transportation request

\* Indicates required

\* Contact ID

Account

Additional Notifications 

Add email addresses as a coma-seperated list. These addresses will be copied on all updates of this request. 

\* Transportation Case Options

\* Routing Type

\* Short Description

Submit

Required information

Transportation Case Options

Routing Type

Short Description

Ship From Company Name

Contract Number

Transportation Case Option drop down is where you will select the type of inquiry you have on a specific PO. You can fill out routing forms, request PO status update, report carrier/vendor issues etc...

The screenshot displays the 'LG Transportation Case' form in the CSM - Logistics Support system. The page header includes the logo and navigation links for 'Case', 'Reset Password', 'My Profile', and the user 'Larry Stoudemire'. The breadcrumb trail shows 'Home > Customer Service > Support > LG Transportation Case'. A search bar is located in the top right. The main form area is titled 'LG Transportation Case' and contains a 'Transportation Request' section. A blue arrow points to the 'Transportation Case Options' dropdown menu, which is currently open and shows a list of options: '-- None --', 'Routing Request', 'Expedite Routing', 'Shipment/Carrier Status', 'Report late/missed carrier appointments', 'Request access to OTM', and 'Carrier - unable to pick up'. Below the dropdown is a 'Temperature' input field. On the right side of the form, there is a 'Submit' button and a 'Required information' section with three red boxes: 'Transportation Case Options', 'Routing Type', and 'Short Description'. A chat icon is visible in the bottom right corner.

Next make sure you select the correct Routing Type (CONUS, EXPORT, MWR, AIR EXPEDITE). This will make sure your ticket is submitted to the correct group to be worked.

**CONUS** = Continental United States shipments

**EXPORT** = Overseas shipments

**MWR** = Morale welfare Recreation

CSM - Logistics Support

Case ▾ 🔍 Reset Password My Profile

Home > Customer Service > Support > LG Transportation Case

Search

**Routing Type**

-- None --

CONUS

EXPORT

**Air Expedite**

MWR

Temperature

Submit

Required information

- Transportation Case Options
- Routing Type
- Short Description
- Ship From Company Name

After you input the Transportation Case Options and Routing Type a list of questions will populate. All fields with a red \* are a mandatory, if you do not know the information put an N/A there.

\* Short Description

Transportation Routing Request

\* Ship From Company Name

Temperature

\* Contract Number

Comments / Details

Finally you also have the option to attach a word, excel, or PDF document to the ticket as well. Once you have filled out all required fields, click submit. You will receive a notification with your Case number after submission.

CSM - Logistics Support

Case ▾ 🔍 Reset Password My Profile LS Larry Stoudemire

Home > Customer Service > Support > LG Transportation Case



Search 🔍

### LG Transportation Case

Transportation Request

\* Contract Number


Comments / Details

  Add attachments

**Submit**

Required information

- Short Description
- Are there multiple PO's
- P.O. Number



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