

Step 3: Add Catalog UI Policies

Create UI policies to:

- ☐ Show/hide fields based on selections
- ☐ Make fields mandatory dynamically

The screenshot shows the 'Catalog UI Policy - New Record' form in ServiceNow. The left sidebar contains a navigation menu with 'Service Catalog' expanded, showing options like 'Maintain Catalogs', 'Maintain Categories', 'Maintain Dynamic Categories', 'Maintain Items', 'Maintain Cart Layouts', 'Service Catalog Wizards', and 'Maintain Wizards'. The main form area has a header with 'Catalog UI Policy - New Record' and a search bar. Below the header, there's a 'Catalog UI Policy' section with a 'New record' button. The form includes fields for 'Applies to' (set to 'A Catalog Item'), 'Catalog Item' (set to 'Laptop Request'), and 'Short description' (set to 'show accessories details'). There's a 'When to Apply' section with a 'Script' tab and a 'Catalog Conditions' section with a filter condition 'additional_accessories is true'. The 'Applies on' section has checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). The 'On load' section has a checkbox for 'On load' (checked) and a checkbox for 'Reverse if false' (checked). A 'Submit' button is at the bottom left.

The screenshot shows the 'Catalog UI Policy Action - New Record' form in ServiceNow. The left sidebar contains a navigation menu with 'Service Catalog' expanded, showing options like 'Maintain Catalogs', 'Maintain Categories', 'Maintain Dynamic Categories', 'Maintain Items', 'Maintain Cart Layouts', 'Service Catalog Wizards', and 'Maintain Wizards'. The main form area has a header with 'Catalog UI Policy Action - New Record' and a search bar. Below the header, there's a 'Catalog UI Policy Action' section with a 'New record' button. The form includes fields for 'Catalog Item' (set to 'Laptop Request'), 'Variable name' (set to 'accessories_details'), and 'Order' (set to '100'). There's a 'When to Apply' section with a 'Script' tab and a 'Catalog Conditions' section with a filter condition 'additional_accessories is true'. The 'Applies on' section has checkboxes for 'Applies on a Catalog Item view' (checked), 'Applies on Catalog Tasks' (unchecked), and 'Applies on Requested Items' (unchecked). The 'On load' section has a checkbox for 'On load' (checked) and a checkbox for 'Reverse if false' (checked). A 'Submit' button is at the bottom left.

Step 4: Create UI Action (Reset Form)

Add a Reset Form button using a client-side UI Action to clear the form inputs.

Step 5: UI Action Create 1. Open service now.

2. Click on All >> search for ui action

3. Select ui actions under system definition

4. Click on new

5. Fill the following details to create ui action

Table: shopping cart(sc_cart)

Order:100

Action name: Reset form

Client : checked

Script:

```
function resetForm() { g_form.clearForm(); //
Clears all fields in the form alert("The form has
been reset.");
}
```

Click on save

The screenshot shows the ServiceNow 'UI Action - New Record' configuration page. The left sidebar contains a navigation menu with options like 'Self-Service', 'Business Applications', 'Dashboards', 'Service Catalog', 'Employee Center', 'Knowledge', 'Visual Task Boards', 'Incidents', 'Watched Incidents', 'My Requests', 'Requested Items', 'Watched Requested Items', 'My Connected Apps', 'My Profile', 'My Tagged Documents', 'My Tags', 'My Knowledge Articles', 'Take Survey', 'My Approvals', 'My Assessments & Surveys', 'My Assets Analytics', 'My Notification Preferences', 'Access Analyzer', 'Activity Subscriptions', and 'App Engine'. The main configuration area includes fields for 'Name' (Reset form), 'Table' (Shopping Cart [sc_cart]), 'Order' (100), and 'Action name' (Reset form). There are checkboxes for 'Active', 'Show insert', 'Show update', 'Client', 'List v2 Compatible', and 'List v3 Compatible'. A 'Save' dropdown menu is open, showing options: 'Save', 'Configure', 'Export', 'Create Favorite', 'Copy URL', 'Copy sys_id', and 'Reload form'. The right side of the page has various form options like 'Form button', 'Form context menu', 'Form link', 'Form style', 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style'. At the bottom, there is a 'Script' section with a code editor containing the following code:

```
1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
}
```

Step 5: Export Changes

Export the update set to an XML file for reuse in other ServiceNow instances.

servicenow

All

update

No Results

ALL RESULTS

System Data Management

Update Jobs

System Update Sets

Update Sources

Retrieved Update Sets

Update log

Local Update Sets

Merge Update Sets

Merge Completed Sets

Update Sets to Commit

Update Set Commit History

FavoritesHistoryWorkspacesAdmin

Update Set - Laptop Request

Search

Update Set
Laptop Request

Your current update set has been changed to Default (Global)

NameLaptop Request

StateComplete

Parent

Release date

Install date

Installed from

Description

ApplicationGlobal

Created2025-09-01 01:57:29

Created byadmin

Merged to

Update

Back Out

Related Links

[Export to XML](#)

[Merge With Another Update Set](#)

[Scan Update Set](#)

Customer Updates (10)

Update Set Logs

Child Update Sets

Created

Search

Update set = Laptop Request

	Created	Type	View	Target name	Updated by	Remote update set	Action
<input type="checkbox"/>	2025-09-01 02:17:33	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-09-01 02:20:06	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-09-01 02:10:33	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-09-01 02:12:01	Variable		Justification	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-09-01 02:13:22	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-09-01 02:14:20	Variable		Accessories Details	admin	(empty)	INSERT_OR_UPDATE
<input type="checkbox"/>	2025-09-01 02:00:18	Catalog Items Catalog		Service Catalog Laptop Request	admin	(empty)	INSERT_OR_UPDATE

