

Step 3: Add Catalog UI Policies

Create UI policies to:

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

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that Catalog Task form. [More Info](#)

Applies to: A Catalog Item
Catalog item: Laptop Request

Short description: show accessories details

When to Apply: Script

Catalog Conditions: additional_accessories is true

Applies on a Catalog Item view:

Applies on Catalog Tasks:

Applies on Requested Items:

On load:

Reverse if false:

UI policy actions specify exactly what actions to take on a specified field. The conditions specified determine when these actions are triggered. [More Info](#)

Catalog Item: Laptop Request

Variable name: accessories_details

Order: 100

Save

Configure >

Create Favorite

Copy URL

Copy sys_id

Reload form

Application: Global

Mandatory: True

Visible: True

Read only: Leave alone

Value action: Leave alone

Field message type: None

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 'UI Action - New Record' configuration page in ServiceNow. The left sidebar contains navigation links for 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 the following fields:

- Name: Reset form
- Table: Shopping Cart [sc_cart]
- Order: 100
- Action name: Reset form
- Active: checked
- Show insert: checked
- Show update: checked
- Client: checked
- List v2 Compatible: checked
- List v3 Compatible: unchecked
- Overrides: (empty)
- Messages: (empty)
- Comments: (empty)
- Hint: (empty)
- Onclick: (empty)
- Condition: (red warning box: Condition field should be specified to restrict execution of this UI Action to certain users. For example, current.canWrite() condition restricts the UI Action to the users who can modify the current record. gs.hasRole('admin') condition restricts the UI Action to the users with admin role.)
- Script:

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

On the right side, there are several configuration options with checkboxes:

- Application: Global
- Form button: (unchecked)
- Form context menu: (unchecked)
- Form link: (unchecked)
- Form style: -- None --
- List banner button: (unchecked)
- List bottom button: (unchecked)
- List context menu: (unchecked)
- List choice: (unchecked)
- List link: (unchecked)
- List style: -- None --

Step 5: Export Changes

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

servicenow All

Favorites History Workspaces Admin

Update Set - Laptop Request

Your current update set has been changed to Default [Global]

* Name	Laptop Request	Application	Global
State	Complete	Created	2025-09-01 01:57:29
Parent		Created by	admin
Release date		Merged to	
Install date			
Installed from			
Description			

Related Links

- Export to XML
- Merge With Another Update Set
- Scan Update Set

Customer Updates (10)

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

Actions on selected rows...

