

ServiceNow

Procurement Service Request Guide

Introduction

ServiceNow is an online service request system for internal users and suppliers who may have a query relating to Procurement processes and activities. This tool allows users to create cases, track tickets, attach documents, and resolve issues with the procurement team.

The Procurement Experience Desk team at Vantive manages the ServiceNow platform for Procurement with the goal of improving response times, ensuring smooth operations, and maintaining high levels of service quality across various functions within procurement support.

This Supplier guide provides an overview of the ServiceNow user interface and covers how to report an issue, request a service, check the status of a Service Request, approve or reject a request.

ServiceNow User Guide Purpose

The main purpose of this user guide is to introduce Vantive Suppliers to the general functions and features of the Procurement ServiceNow process. That is, how Vantive Suppliers can use the SNOW platform to submit a service request.

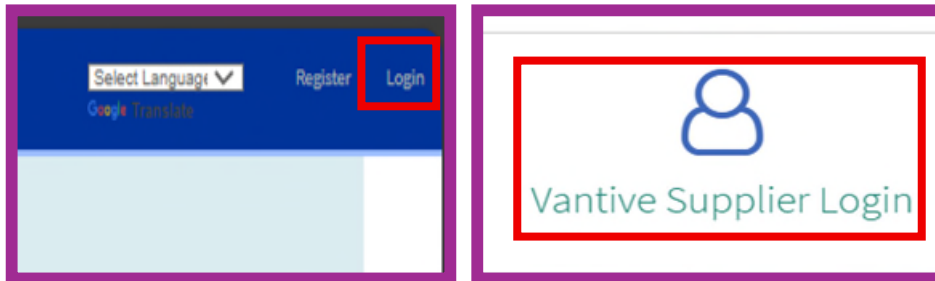
ServiceNow Overview & Navigation

1. How to create a service request
2. How to track a service request
3. How to update a service request
4. How to escalate a service request
5. How to **'Accept'** or **'Reject'** the Proposal

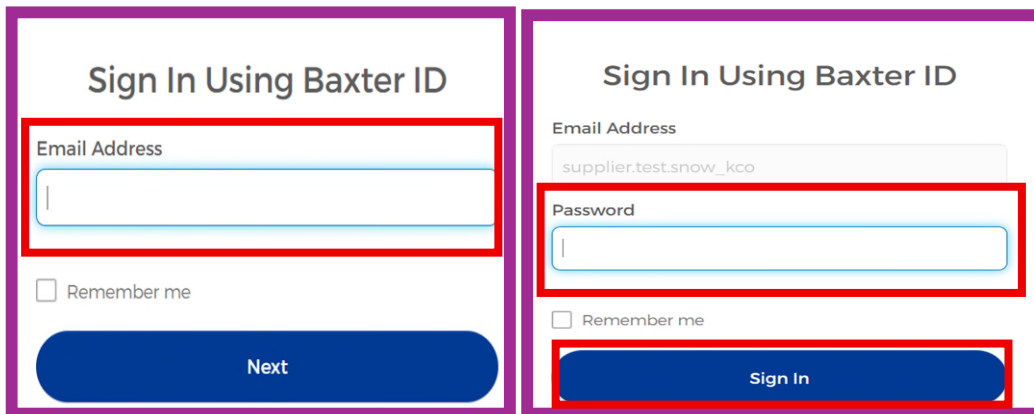


To Log in to ServiceNow

1. Open a browser and go to <https://baxter.service-now.com/csm>
2. On the home page, click **'Login'** and select **'Vantive Supplier Login'**

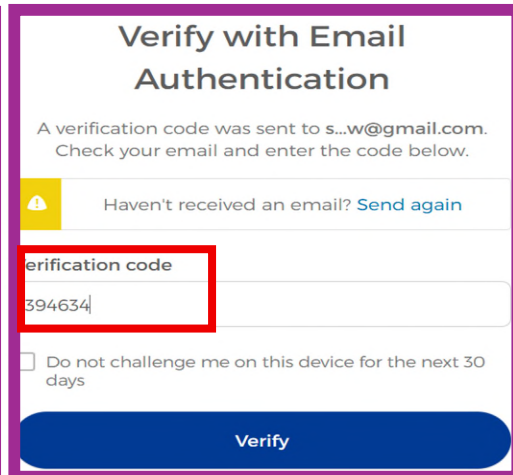
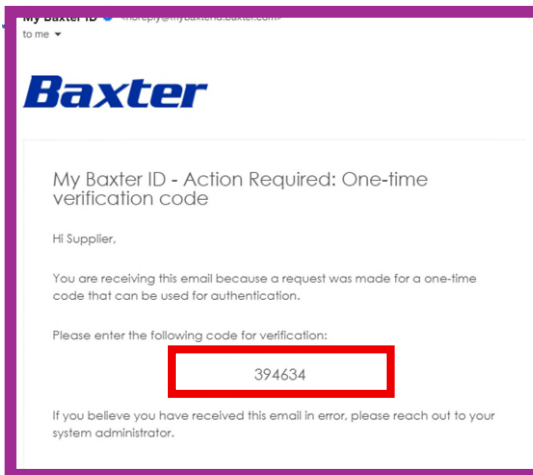
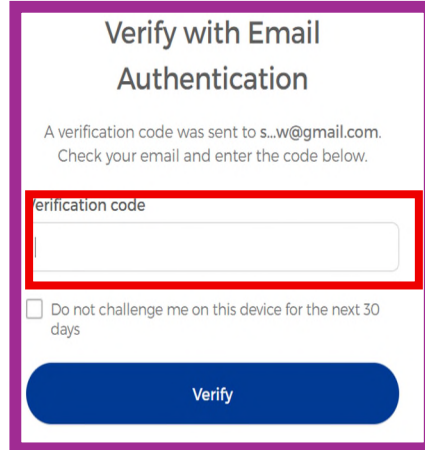
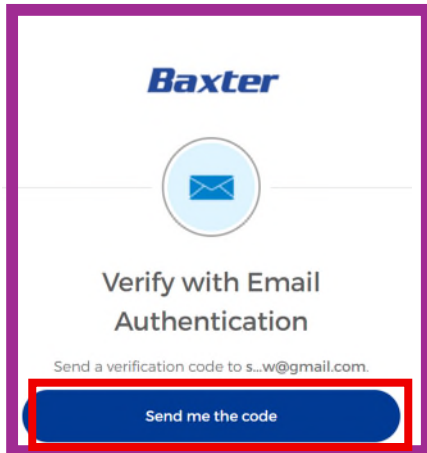


3. Enter your **"Email Address"** and **Password** in the corresponding fields, and then click the **Sign In** button to continue.

The image contains two side-by-side screenshots of the login form. The left screenshot is titled 'Sign In Using Baxter ID'. It has an 'Email Address' input field, which is highlighted with a red rectangular box. Below the field is a checkbox labeled 'Remember me' and a blue 'Next' button. The right screenshot is also titled 'Sign In Using Baxter ID'. The 'Email Address' field now contains the text 'supplier.test.snow_kco'. Below it is a 'Password' input field, which is highlighted with a red rectangular box. Below the password field is another 'Remember me' checkbox and a blue 'Sign In' button, which is also highlighted with a red rectangular box.

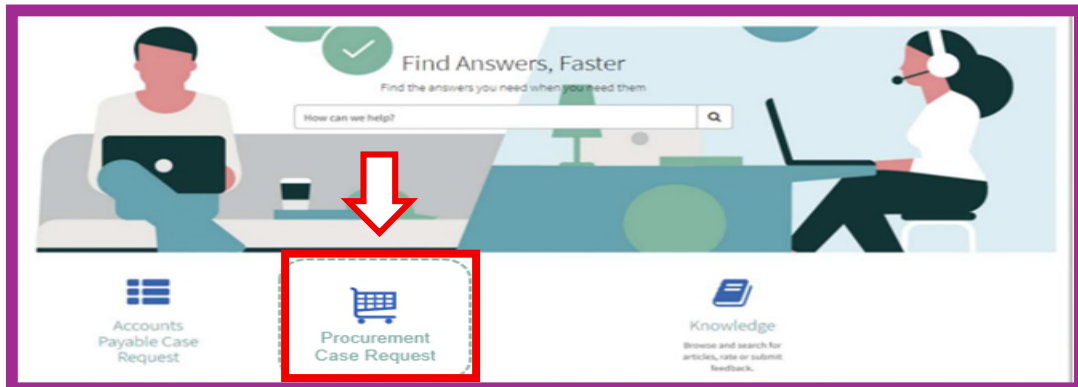
4. Click on **'Send me the code'** and you will receive an email with the verification code, enter in the **'Verification Code'** field and click on **"Verify."**

Note: Authentication verify depends on supplier choice – (**Okta Verify - Google Authenticator, SMS Authentication Voice Call Authentication**)

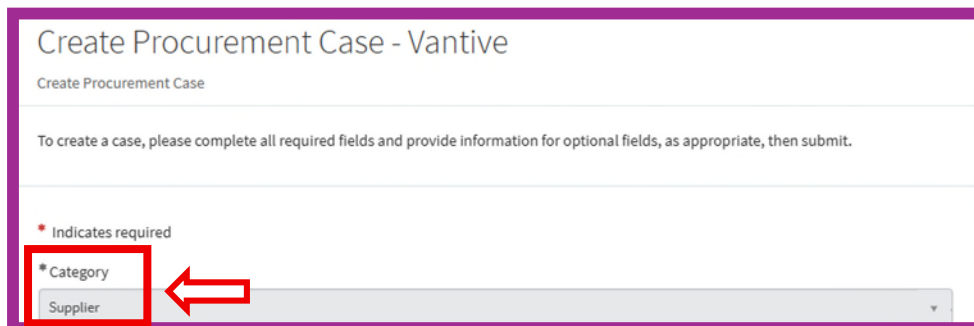


➤ HOW TO CREATE A SERVICE REQUEST

1. Click on “**Procurement Case Request.**”



2. This will open the ServiceNow intake form – ‘**Supplier**’ will automatically populate in the default “**Category**” field.

A screenshot of the "Create Procurement Case - Vantive" form. The form title is "Create Procurement Case - Vantive" and the subtitle is "Create Procurement Case". Below the subtitle, there is a message: "To create a case, please complete all required fields and provide information for optional fields, as appropriate, then submit." A legend indicates that a red asterisk (*) denotes required fields. The "Category" field is highlighted with a red box, and a red arrow points to it from the right. The dropdown menu for "Category" is open, showing "Supplier" as the selected option.

3. To complete the service request, finish by entering the required information below.



ome > Create Procurement Case - Vantive

Search

Create Procurement Case - Vantive

Create Procurement Case

To create a case, please complete all required fields and provide information for optional fields, as appropriate, then submit.

Required information

Sub Category Region Country Subject Description

* Indicates required

* Category

A Supplier

* Sub Category

B -- None --

* Region

C -- None --

* Country

D -- None --

* Subject

E

* Description

F

G Add attachments

Submit

a. Category: This is the field supplier's name will automatically populate as default.

b. Subcategory: This field allows you to narrow down the topic in which you will need support.

c. Region: Select the region where the supplier is based. There are four Vantive regions to choose from: North America (UCAN), Latin America (LATAM), Europe, Africa, and Middle East (EMEA) and Asia Pacific (APAC).

d. Country: Select the country where the supplier is located.

e. Subject: Enter a brief description of the issue or question the supplier has.

f. Description: Use the description field to add a more detailed explanation of what is needed and problems that need to be resolved.

Best Practice: When writing a short description, it is important to be clear and concise while providing enough information to convey the necessary details. Be specific, use clear language, include relevant details about the issue, and avoid non-value details that can distract the responder from the root problem you want solved.

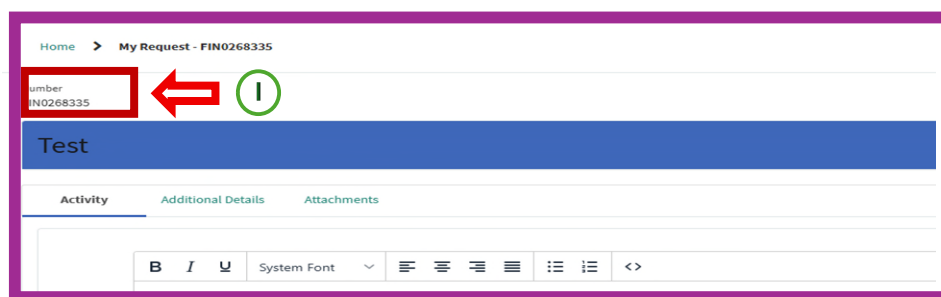
g. Attachments: Sometimes, supporting documentation is required. Use the “paperclip” icon to ‘Add attachments’ to the service request. Documents that might be added may include screen shots, letters, emails or other information a responder may need to solve your issue. To add the attachment, choose the file from your computer, drag and drop the file from your desktop or copy and paste it. The file will then be attached to service request.

Note: Not every submission requires an attachment.

h. Submit: Once all fields are completed in the intake form, click ‘Submit.’

i. After clicking submit, a **Service Request case number** is generated. All case numbers generated by CSM will start with “FIN” and emails generated from the CSM portal will appear as from “CSM Finance.”

Caution: Attachments are part of the service request once added. Always double check the file before submitting to ensure the correct file has been added. Also, when starting a new service request from a previous, unsubmitted intake form, be sure to remove any old attachments before submission.



- 4. Caution:** Service requests for **Accounts Payable (AP)**, supplier will be directed to the AP form.



Create Procurement Case - Vantive

Create Procurement Case

To create a case, please complete all required fields and provide information for optional fields, as appropriate, then submit.

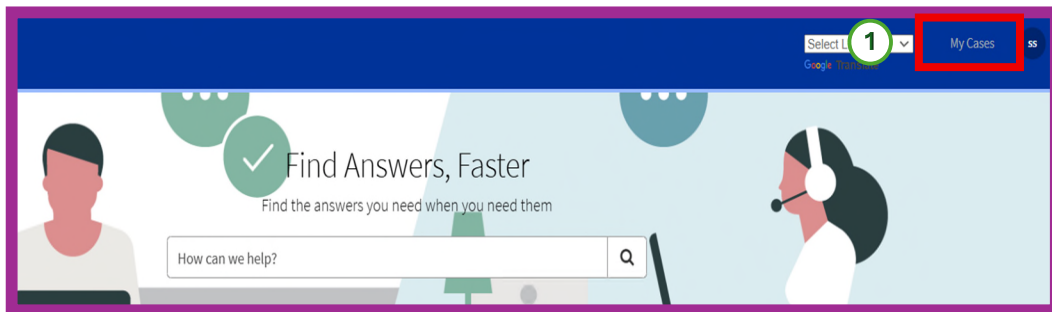
* Category
Supplier 4

* Sub Category
Invoice/Payment Status

Please visit AP form for any invoice payment status queries.

➤ HOW TO TRACK A SERVICE REQUEST

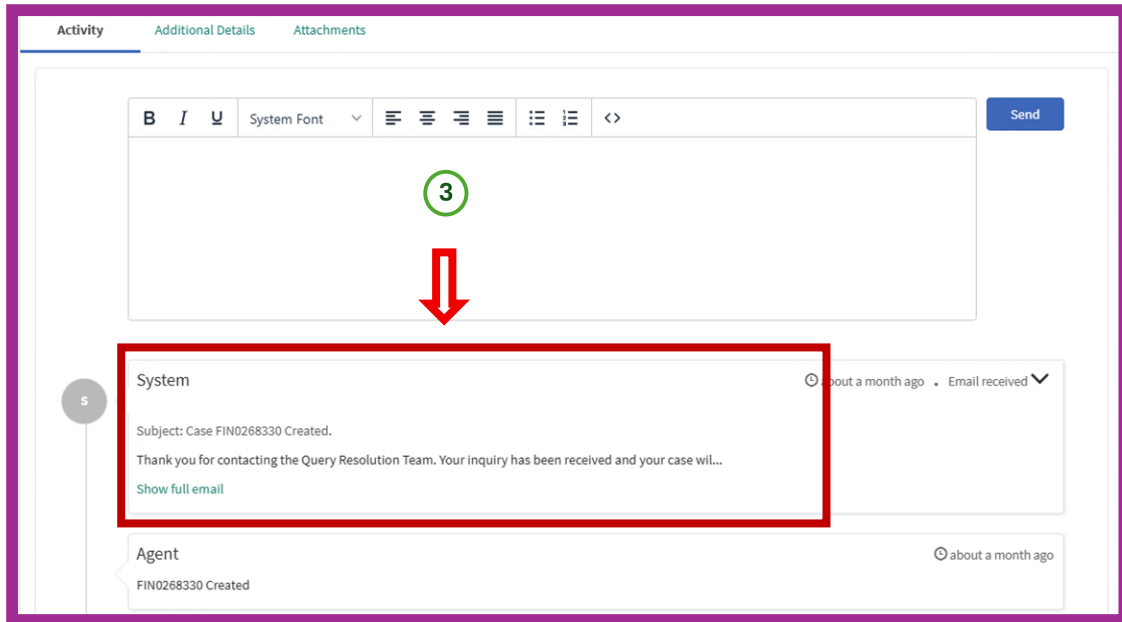
1. To track the service request, click on ServiceNow home page and click on “My Cases.”



2. Select the service request you want to track by clicking on the service request number FIN0268386.

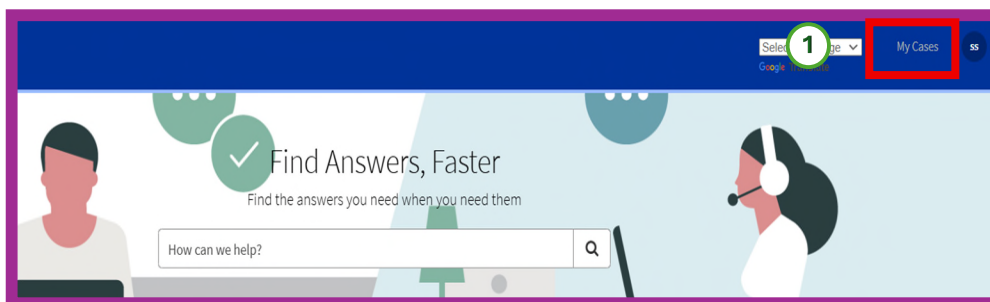
Number	Subject	Status	Updated
FIN0268386		New	07/18/2025 02:53:50
FIN0268335	Test	New	06/30/2025 03:10:20
FIN0268333	Test	New	06/23/2025 05:11:16
FIN0268330	Need help to find information on contracts	Open	06/20/2025 08:46:53

3. You will see the details and status of the Service Request.



➤ HOW TO UPDATE A SERVICE REQUEST

1. To update the service request, click on ServiceNow home page and click on **“My Cases.”**



2. Select the service request you want to update by clicking on the service request.



Number	Subject	Status	Updated
FIN0268386		New	07/18/2025 02:53:50
FIN0268335	Test	New	06/30/2025 03:10:20
FIN0268333	Test	New	06/23/2025 05:11:16
FIN0268330	Need help to find information on contracts	Open	06/20/2025 08:46:53

3. Enter the details into the text box and if you want to add an attachment then click on **“Attachments,”** upload and **“Send.”**

Number: FIN0268386 | Created: 8d ago | Updated: 8d ago | Status: New

Test

Activity | **Attachments**

B I U System Font | [Text Alignment Icons] | [List Icons] | [Code Icon] | **Send**

3

S System | 8d ago | Email received

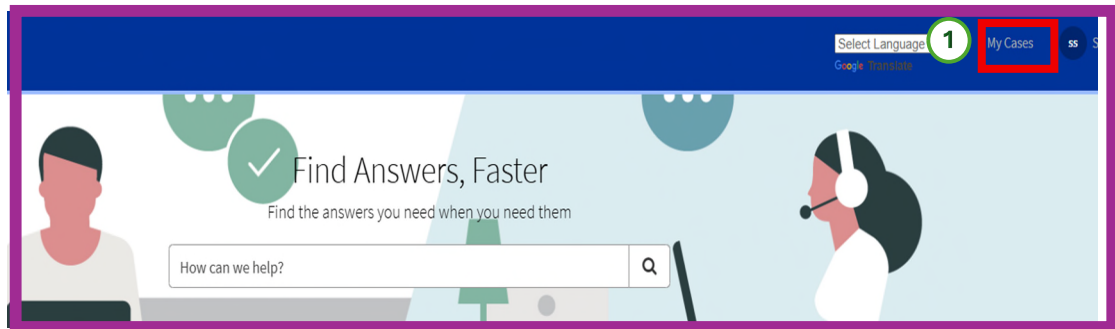
Subject: Case FIN0268386 Created.

Thank you for contacting the Query Resolution Team. Your inquiry has been received and your case wil...

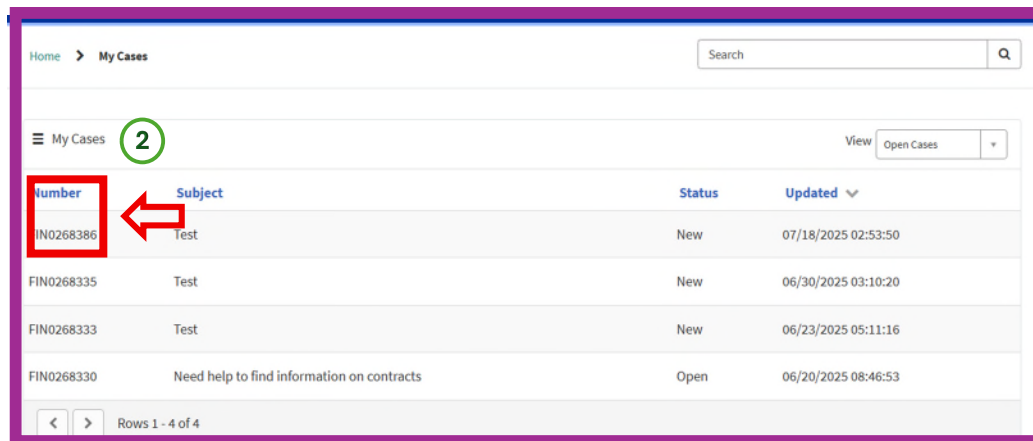
[Show full email](#)

➤ HOW TO ESCALATE A SERVICE REQUEST

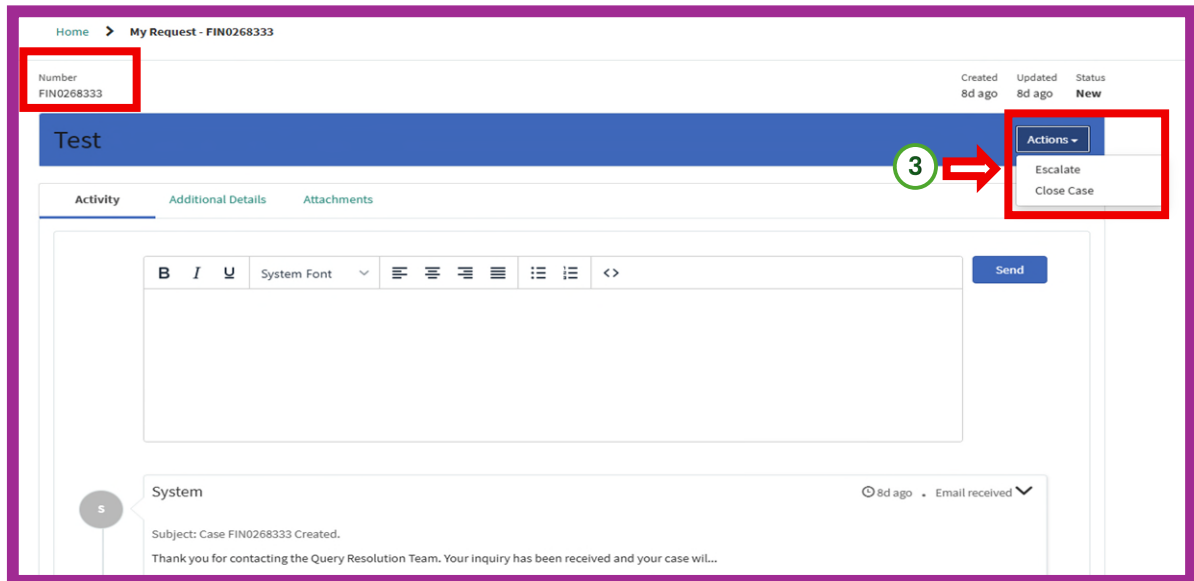
1. To escalate the Service request, click on ServiceNow home page and click on **“My Cases.”**



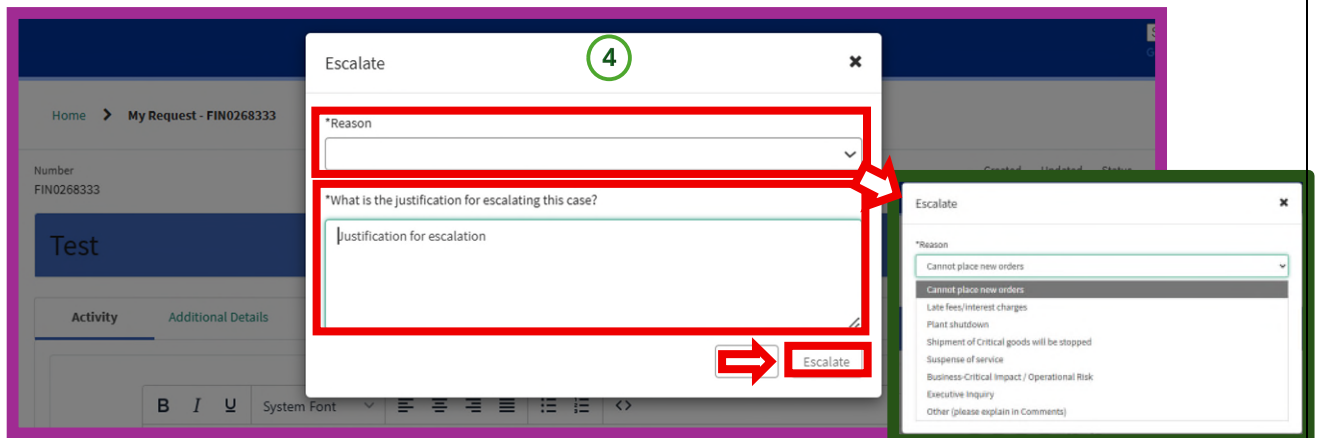
2. Select the Service request you want to escalate by clicking on the Service request.



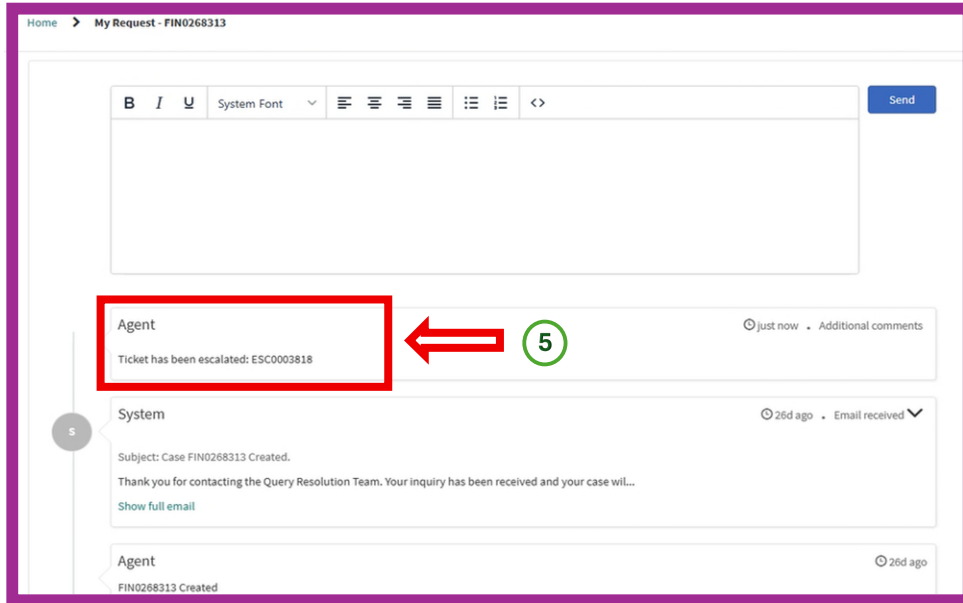
3. If the Service request has not been actioned within 2 days, then click **“Actions”** and select **“Escalate”**



4. Click on **“Reason”** drop down and select the **Reason type** and provide the **“Justification for escalation”** and click on **“Escalate.”**

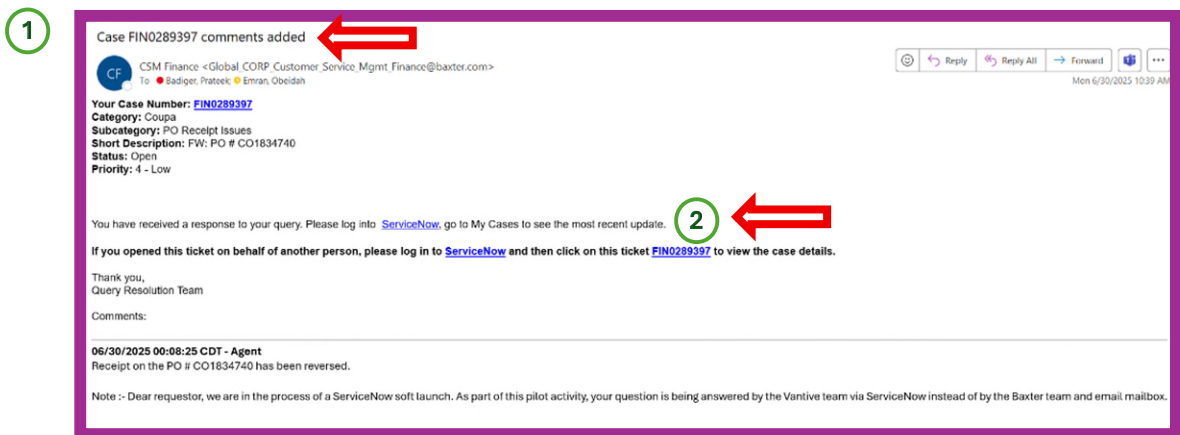


5. Here you will see the escalation case number.

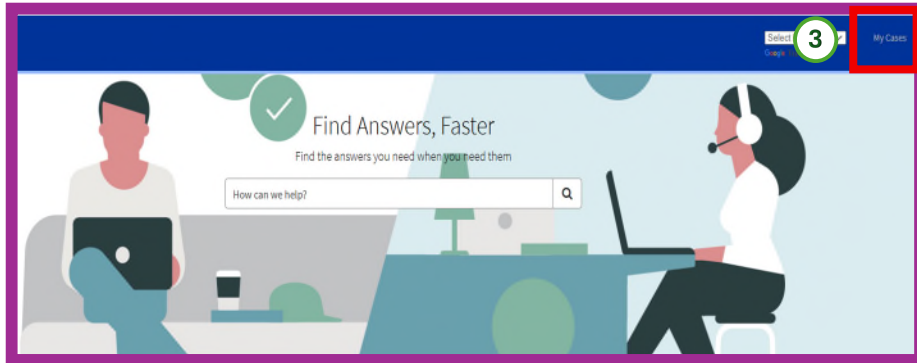


➤ HOW TO ACCEPT OR REJECT A PROPOSAL

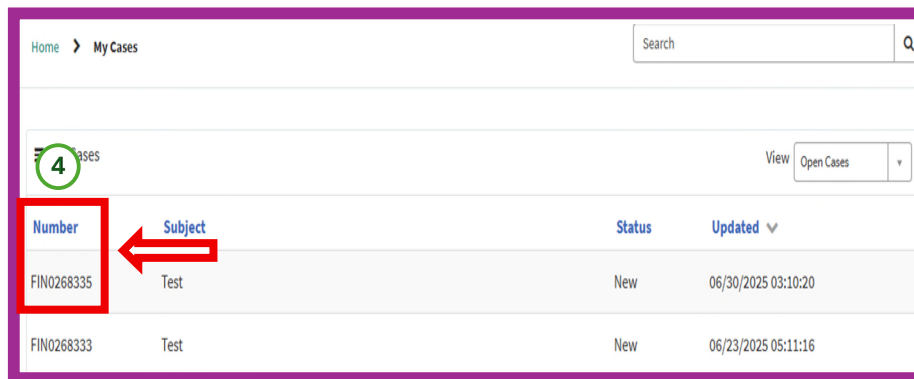
1. Once the agent has actioned the Service request and proposed a solution, user will receive an automated email.
2. Supplier can either click the link as provided in the email or follow the navigation steps outlined in the below.



3. To **Accept** or **Reject** the service request, click on ServiceNow home page, and click on “**My Cases.**”



4. Select the service request you want to **Accept** OR **Reject** by clicking on the Service request.



5. Check and confirm the Service Request has been resolved by Selecting “**Accept Solution**” and then your Service Request will be closed.
6. If the requested issue is not resolved, select “**Reject Solution,**” and your Service Request will be re-opened.

Number
FIN0268345

Created 24m ago Updated 2m ago Status **Solution Proposed**

TEST

Activity Additional Details Resolution Notes Attachments

5
6

Actions ▾
Accept Solution
Reject Solution

B I U System Font ▾ [List Icons] [Code Icon] **Send**

Agent 2m ago • Additional comments

PO has been closed