



ServiceNow Portal for Vantive Suppliers

Procure to Pay Query Resolution

ServiceNow has been chosen by **Vantive** as the primary platform for managing and resolving supplier queries related to **Accounts Payable** and **Procurement** processes.

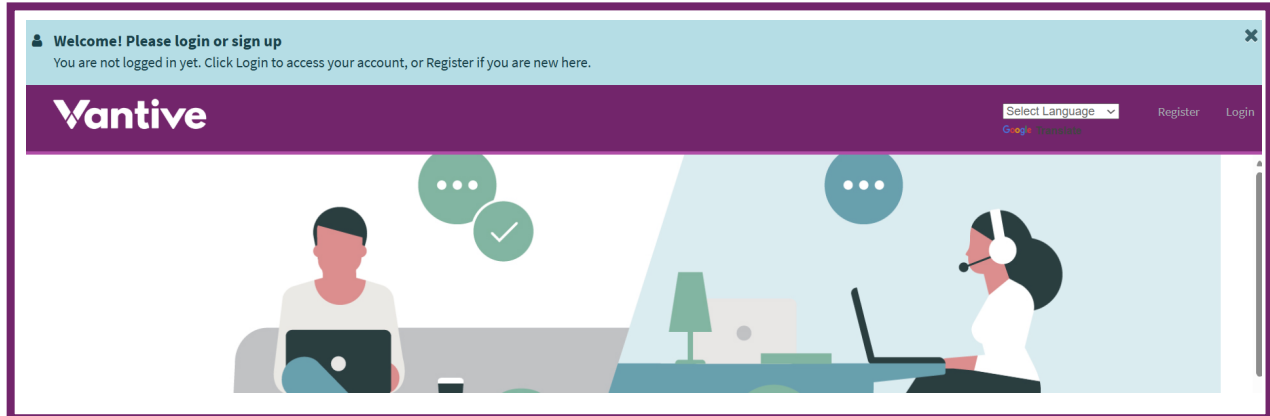
In the tool, suppliers will be able to create cases, attach documents, and follow up on inquiries relating to any Accounts Payable or Procurement related system or process. This platform aims to streamline communication, enhance transparency, and improve resolution efficiency across all Procurement and Accounts Payable interactions.

To start using the tool, please follow the guidelines below to create your account and start using the tool to submit your queries.

Registering into the Portal

If you are a new **Vantive** supplier registering for the first time, please follow the steps below:-

1. Go to <https://vantive.service-now.com/csm>



2. In the top right corner, click on 'Register.'

All new suppliers working with Vantive are required to complete a registration process in ServiceNow.



3. Complete the Supplier registration form. and click **'submit.'**

The screenshot shows a 'Registration' form with the following fields: First Name (placeholder: first name), Last Name (placeholder: last name), Business Email (placeholder: business email), VAT/Tax ID (placeholder: Tax ID / VAT ID / Registro Tributario), and Supplier of (dropdown menu with 'Vantive' selected). Below these fields is a checkbox for 'I agree to the Privacy Policy' and a reCAPTCHA verification section with a checkbox for 'I'm not a robot' and a reCAPTCHA logo. A red button labeled 'Report Issue Registering' is located at the bottom left of the form.

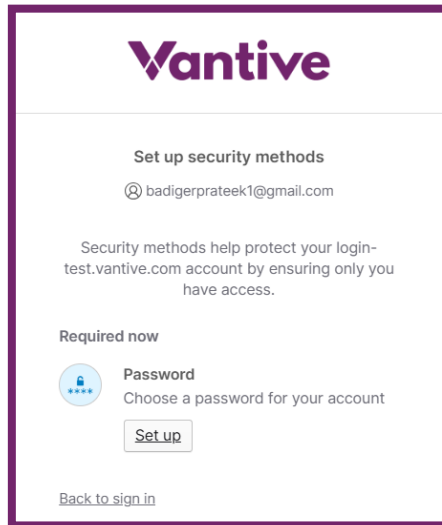
4. You will receive an email from **NoReply@okta.com** with your unique username which should be used every time you log into the ServiceNow portal as a Vantive supplier. It is essential you **'Activate Your Okta Account'** before you can begin using the platform.

The screenshot shows an email template with a purple border. At the top, there is a button labeled 'Activate Okta Account' with a blue arrow pointing to a box on the right labeled 'Activate Your Okta Account'. Below the button, it says 'This link expires in 30 days.' At the bottom, it provides the username 'badigerprateek1@gmail.com' and the organization's sign-in page 'https://login-test.vantive.com'.

5. Once you click on the link to **Activate Your Okta Account**, follow the instructions to create a password and a security question. The email will contain your unique username.

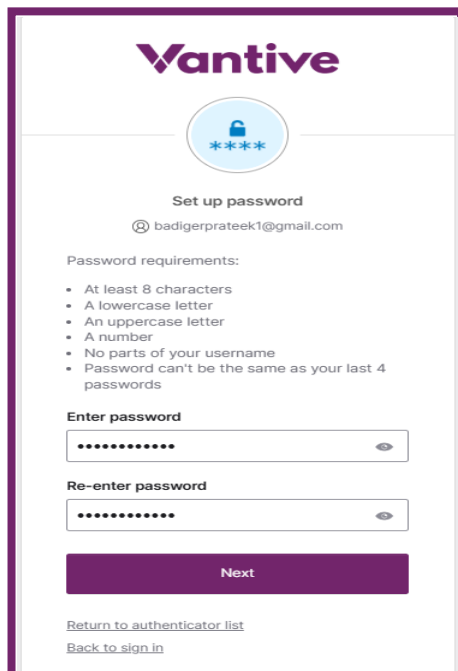
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6. After clicking on “**Activate Okta Account**” link, setup a password.



The screenshot shows the 'Set up security methods' page for a Vantive account. At the top is the Vantive logo. Below it, the title 'Set up security methods' is displayed, followed by the email address 'badigerprateek1@gmail.com'. A message states: 'Security methods help protect your login-test.vantive.com account by ensuring only you have access.' Under the heading 'Required now', there is a blue circular icon with a lock and four asterisks, followed by the text 'Password' and 'Choose a password for your account'. A 'Set up' button is located below this text. At the bottom left, there is a link that says 'Back to sign in'.

7. Create a strong password as per the password requirements:



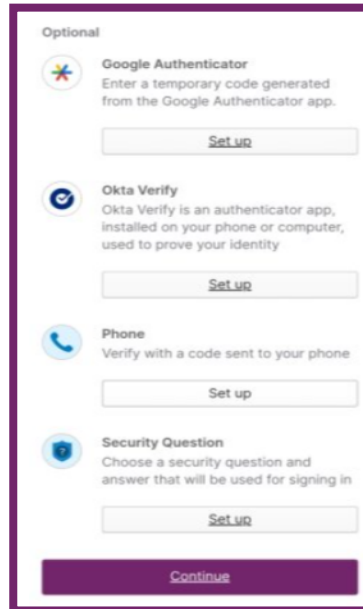
The screenshot shows the 'Set up password' page for a Vantive account. At the top is the Vantive logo. Below it is a blue circular icon with a lock and four asterisks. The title 'Set up password' is displayed, followed by the email address 'badigerprateek1@gmail.com'. Under the heading 'Password requirements:', there is a list of requirements: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'No parts of your username', and 'Password can't be the same as your last 4 passwords'. Below the list are two input fields: 'Enter password' and 'Re-enter password', both containing eight asterisks and having an eye icon to the right. A large purple 'Next' button is positioned below the input fields. At the bottom left, there are two links: 'Return to authenticator list' and 'Back to sign in'.

8. Set up multifactor authentication.

Vantive requires multifactor authentication to add an additional layer of security when signing in to your account.

Once the password is created, the system will require configuring at least one of the options (more than one option is preferable). The available options are:

- Google Authentication
- Okta Verify
- Phone (SMS or Call)
- Security Questions



The screenshot shows a web interface titled "Optional" for setting up multifactor authentication. It lists four options, each with a "Set up" button:

- Google Authenticator:** Enter a temporary code generated from the Google Authenticator app.
- Okta Verify:** Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity.
- Phone:** Verify with a code sent to your phone.
- Security Question:** Choose a security question and answer that will be used for signing in.

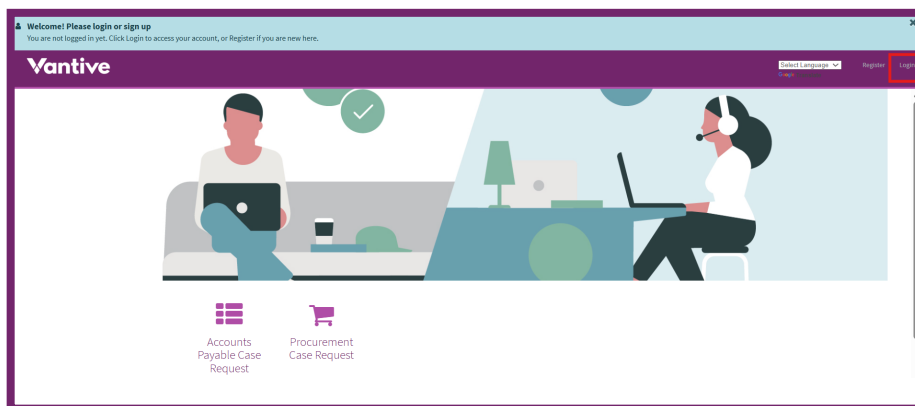
At the bottom of the list is a large purple "Continue" button.

After you have successfully registered

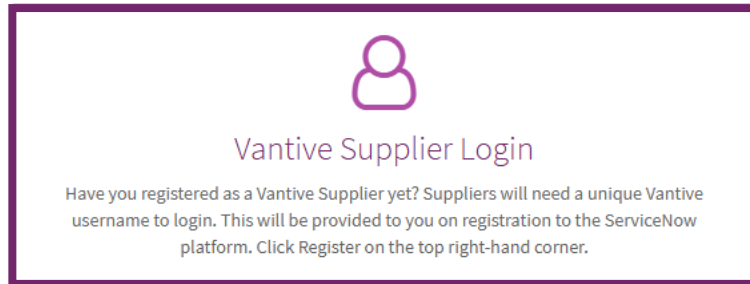
Login into the Portal

Go into: <https://vantive.service-now.com/csm>

1. Go into the top right corner and click on Login:



2. In the login page, Select '**Vantive Supplier Login.**'



3. You will be prompted to enter your new **Vantive** credentials: the username that was sent to you on registration and the password you created. Please make sure you use the correct credentials to raise/see cases for the correct company. If you click on the '**Remember me**' box, automatic login should happen for future visits to the portal.
4. After successfully login to ServiceNow page select the case types to submit requests to the respective teams



Select "**Procurement Case Request**" and submit the case when you have quires related to procurement such as Purchase orders, Supplier record update, Etc.

Select "**Accounts Payable Case**" and submit the case when you have quires related to accounts payable such Invoice submission, Payment Enquiry, Etc.