Vantive ServiceNow Portal

Finance and Procurement Registration Guide

ServiceNow is a comprehensive query resolution tool selected by Vantive to engage suppliers and internal users' 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 Finance or Procurement related system or process. This platform aims to streamline communication, enhance transparency, and improve resolution efficiency across all Procurement and Finance interactions.

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

Important Note: This guide has been developed for Vantive suppliers. However, some images, logos, or visual references may still reflect elements of the Baxter brand, as certain content and processes are currently undergoing transition. This does not affect the validity or applicability of the information provided.
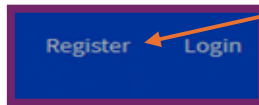
Registering into the Portal

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

1. Go to https://baxter.service-now.com/csm
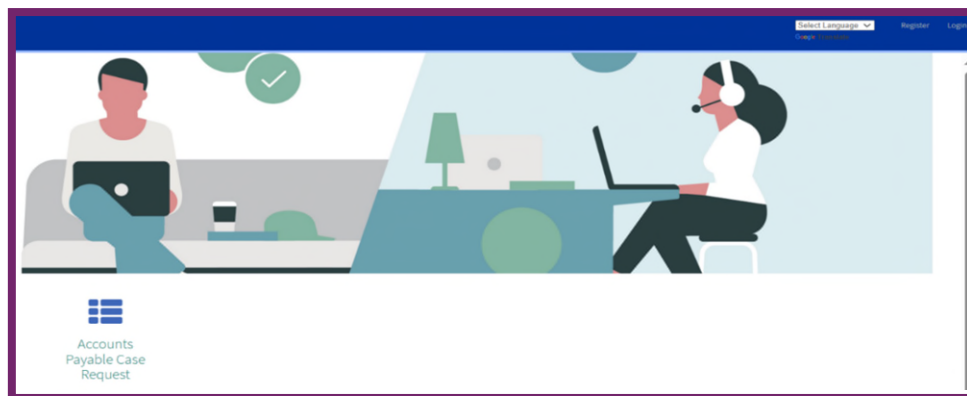
2. In the top right corner, click on '**Register.'**

Register   Login

3. Complete the Supplier registration form.

Registration

|	
First Name	first name
Last Name	last name
Business Email	business email
VAT/Tax ID	Tax ID / VAT ID / Registro Tributario ?
Supplier of	Select Supplier of

☐ I agree to the Privacy Policy

reCAPTCHA verification

☐ I'm not a robot   reCAPTCHA
Privacy - Terms

Report Issue Registering   Submit

4. You should receive an email from '**My Baxter ID.'**

WELCOME TO MY BAXTER

Dear User,

Thank you for signing up with MyBaxter ID.
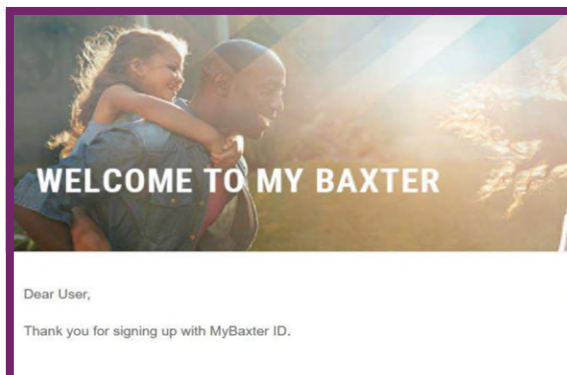
5. Click on the link to **Verify your account** and follow the instructions to create a password and a security question in My Baxter ID site. The email will contain your username; this will be different in case you need to create one account for more than one company.

Setting up your account:

The system will prompt you to enter a password. Please proceed to create a safe password for your account.

Set up multifactor authentication.

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

Once the account is created, and no authentication methods have been configured, the system will require configuring at least one of the options (more than one option is preferable). The available options are:

- Okta Verify
- Google Authenticator
- SMS Authentication
- Voice Call Authentication
- Email Authentications

To configure the options, you need to click on '**Setup**' and follow the steps provided by the system:

Okta Verify:

1. Download Okta Verify app from App Store or Google Play Store. This app is available just for mobile.

2. Select your device type:
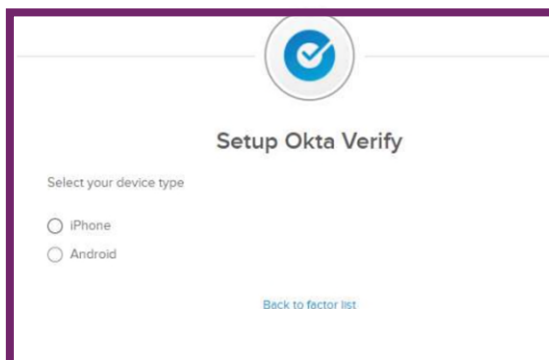
3. Launch Okta Verify application on your mobile device and select add an account or tap the "+" icon (choosing Organization as Choose account type). Then select 'Yes, Ready to Scan' where it asks, 'Do you have your QR Code?' and scan the code provided by the system.
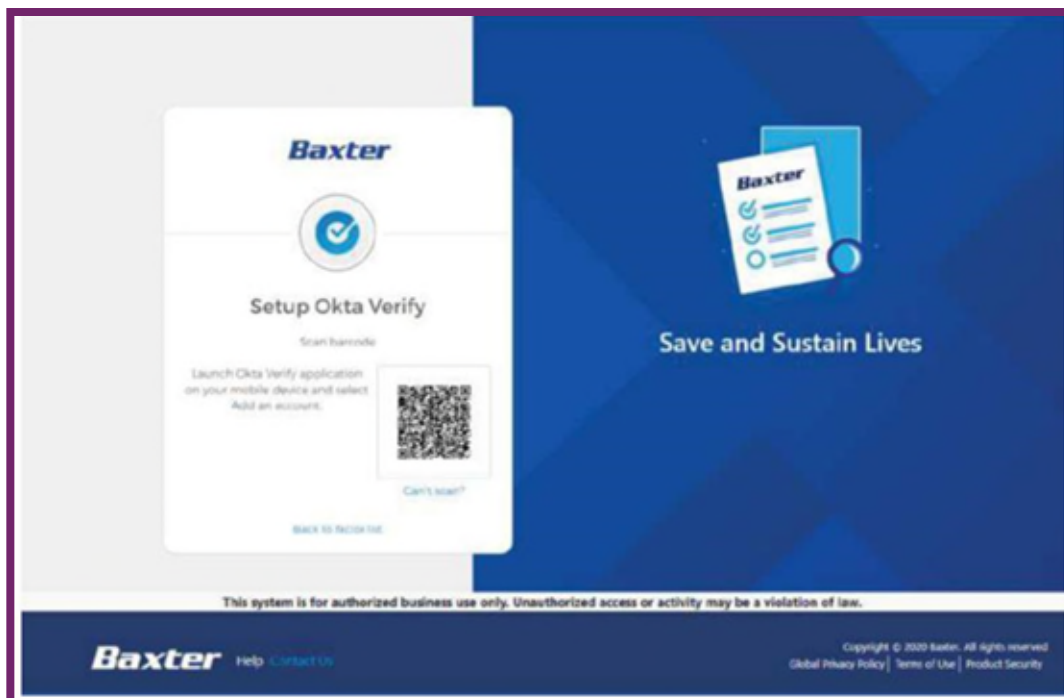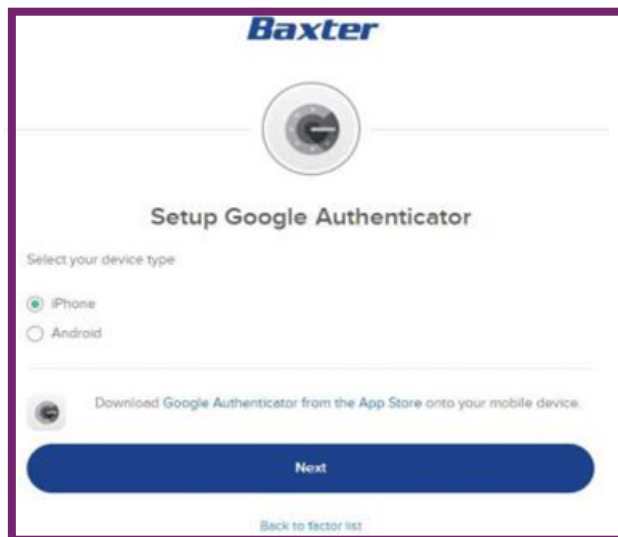
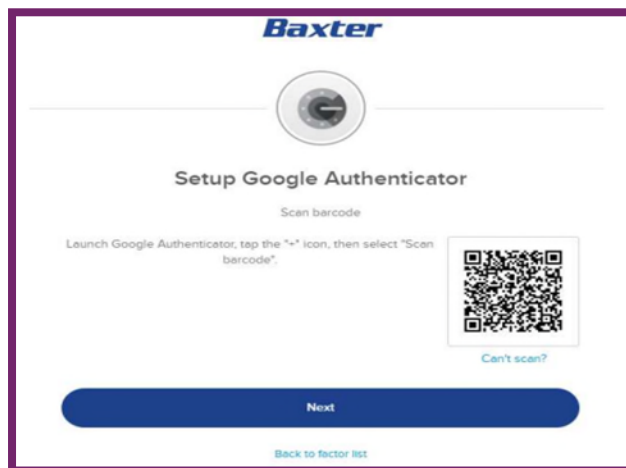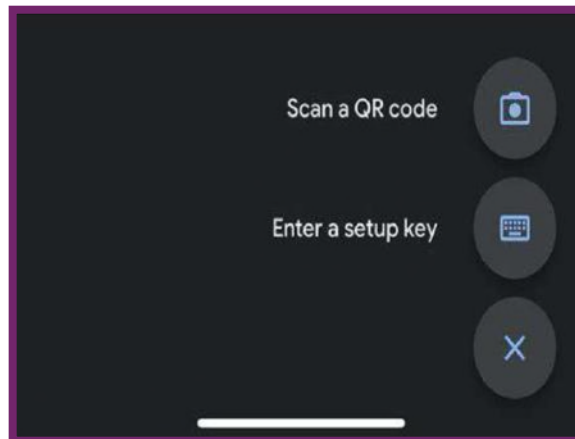4. Once completed, the system will show Okta Verify with a green check mark.
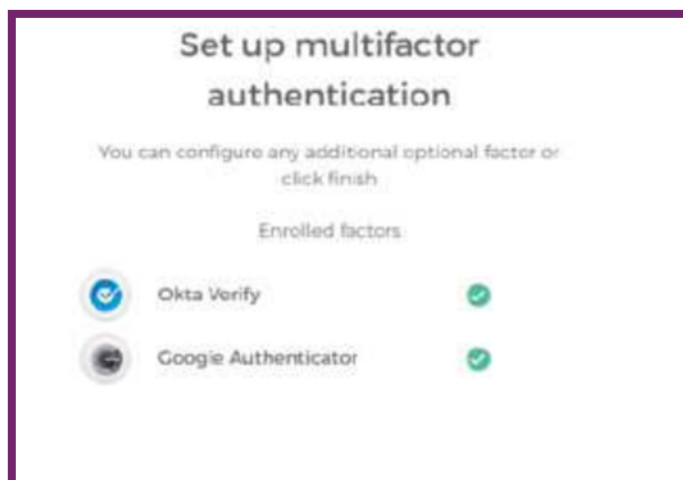

Google Authenticator:

1. Download Google Authenticator app from App Store or Google Play Store. This app is available just for mobile.
2. Select your device type:

3. Launch Google Authenticator, tap the "+" icon, then select "Scan a QR Code."
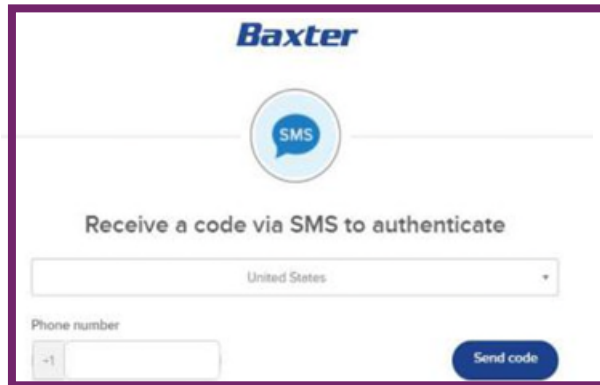
4. Once completed, the system will show Google Authenticator with a green check mark.
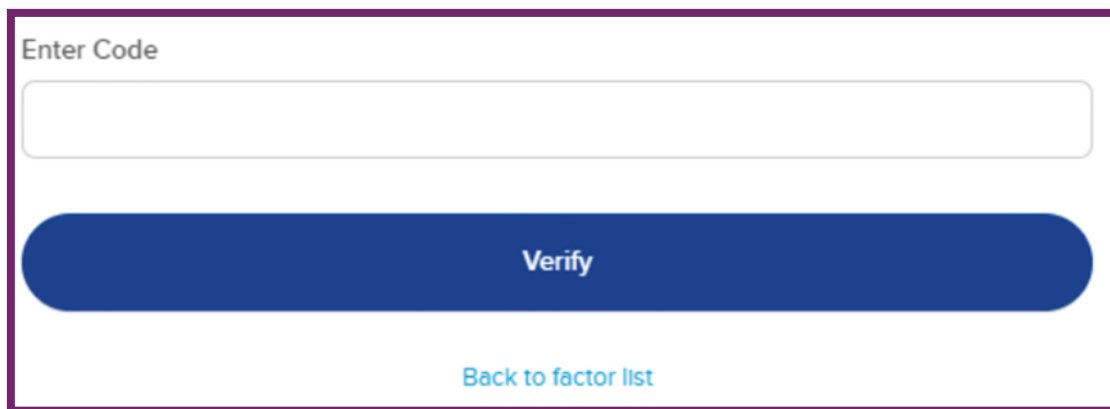
SMS Authentication:

1. Change country and enter your mobile number. Click on Send Code.

2. You will receive an SMS that contains Baxter: (code). Enter the code and click on verify.
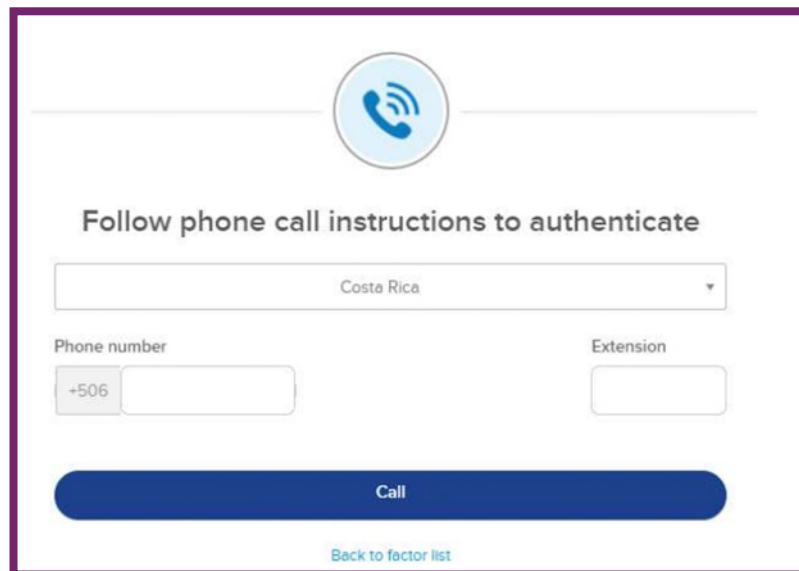
3. Once completed, the system will show the SMS Authenticator with a green check mark.

Voice Call Authentication:

1. Change country and enter your mobile number and extension if applicable. Click on 'Call'
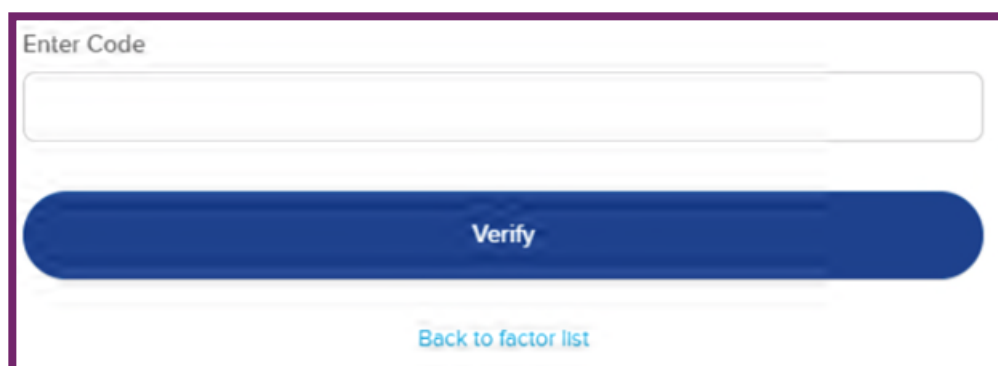
2. You will receive a call, and the system will provide you with the code. Enter the code and click on verify.
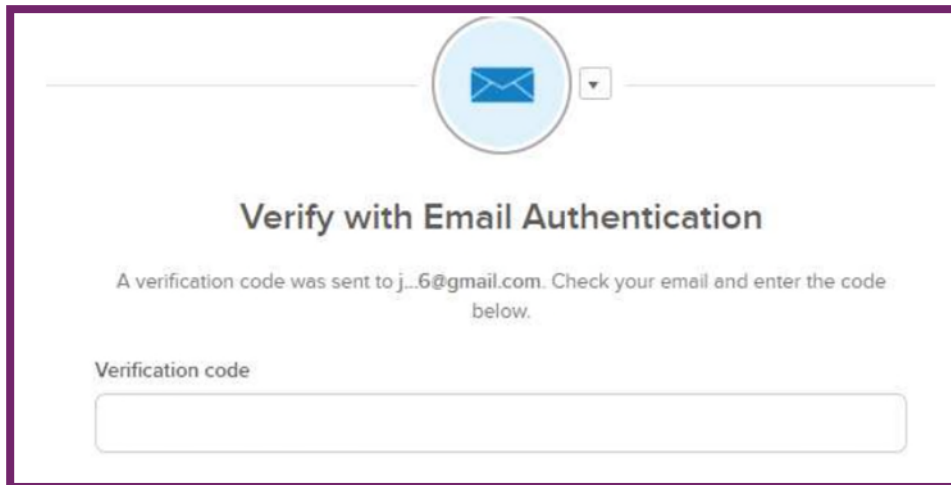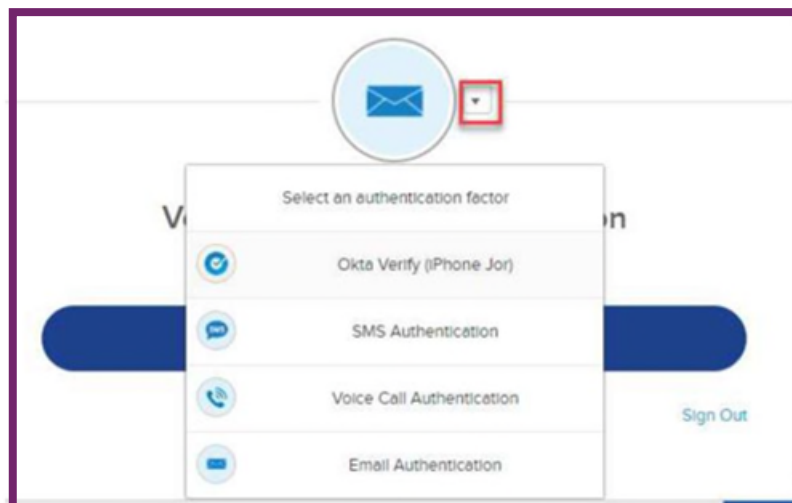
Email Authentication:
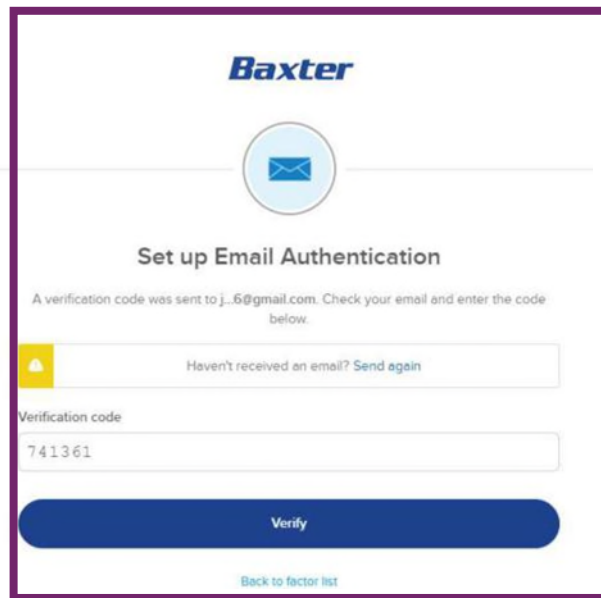
1. Click on 'Send me the code.

2. You will receive an email with the verification code, copy and paste in the 'Verification Code' field.
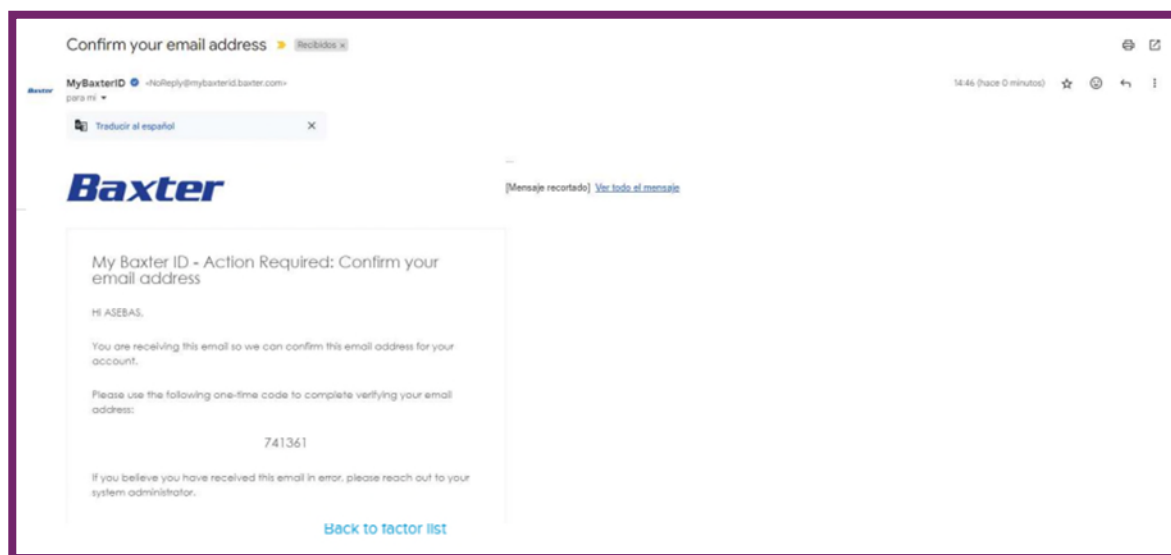
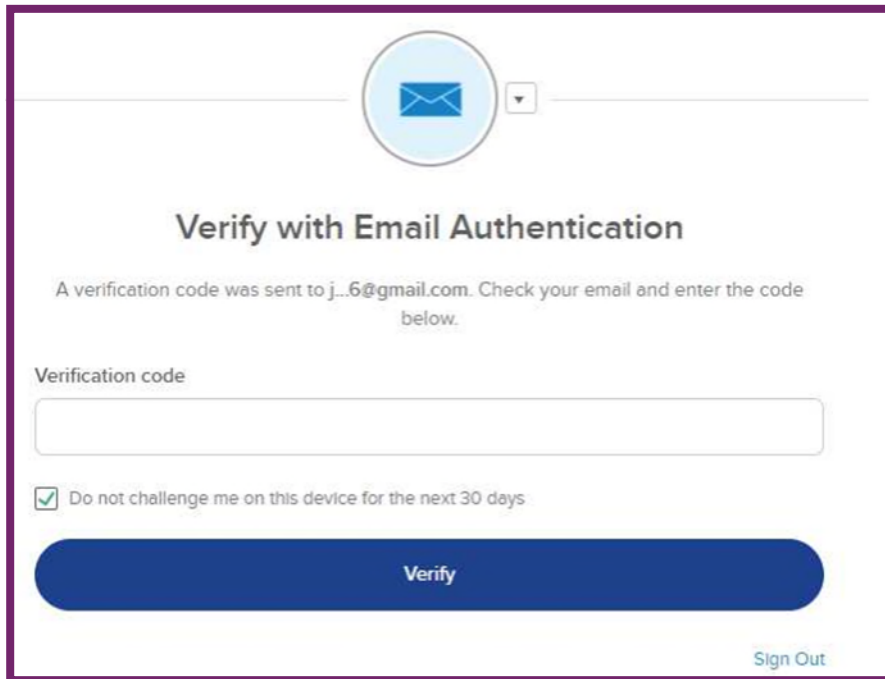Once you have completed configuring the authentication methods click on Finish. The system will require you to verify with any of the methods chosen. You can switch the method by clicking on the dropdown icon and selecting the preferred method (that will be possible if you configure at least 2 methods, otherwise, the system will show one by default).

You have the option to check the box 'Do not challenge me on this device for the next 30 days' it means in the next 30 days the system will require your user id and your password.
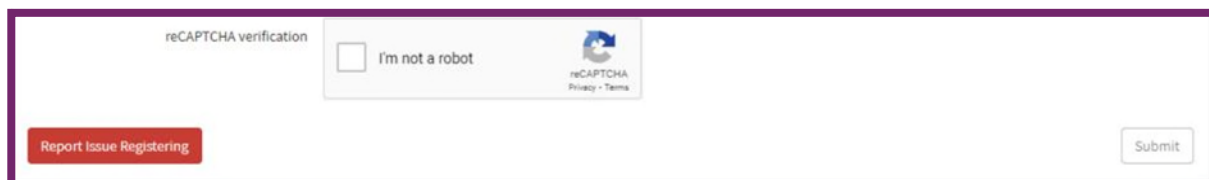
Once your account has been set up, you should go back to the Portal page and login with your newly created credentials.

If the validation fails

Validation can fail if the tax ID number does not match our records. This could be either because of special characters or your record not being matched completely. If any issue is prompted, please use the '**Report Issue Registering**' in the bottom left corner of the registration page:

This will prompt a new registration form where you can notify the issue you are seeing. Once you complete the information, verify the captcha and click on submit. This will create one case in our database and one of our agents will contact you within 2 business days to help you create or validate your account.

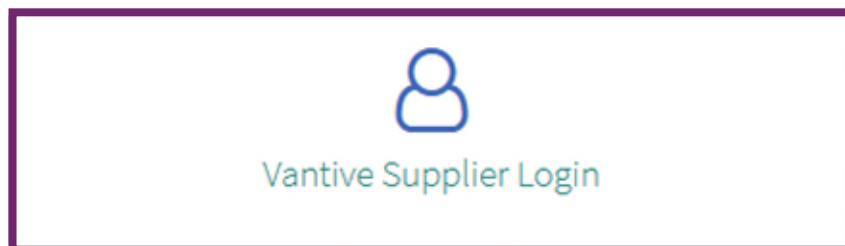## After you have successfully registered

Login into the Portal

Go into https://baxter.service-now.com/csm

1. Go into the top right corner and click on Login:
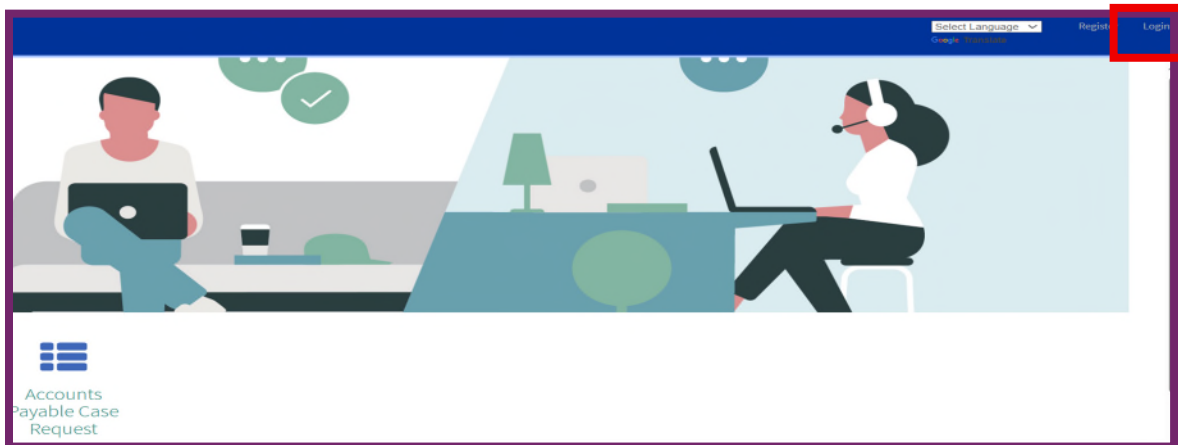
3. In the login page, click on **Vantive Supplier Login** and select the corresponding company.

![Vantive]

4. You will be prompted to enter your Baxter ID credentials: the username (that should be an email address) and the password you created. If you have more than one account, you will open cases for the logged in user. 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.
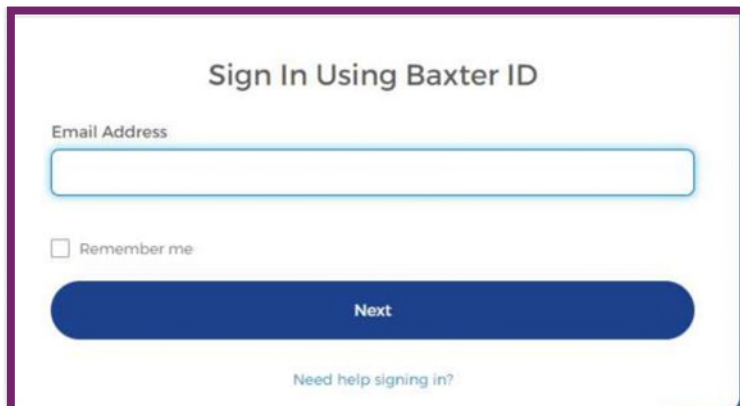
Issues with your account or password?

Please go to the following link and complete all the fields required in the form https://baxter.service-now.com/csm?id=csm_report_login_issue The support team will get in touch with you as soon as possible.

Changing your security question

If you need to change the security question in your account, please follow the next steps.

1. Go to: https://mybaxterid.baxter.com/app/UserHome

2. Log in with your username (email) and password.
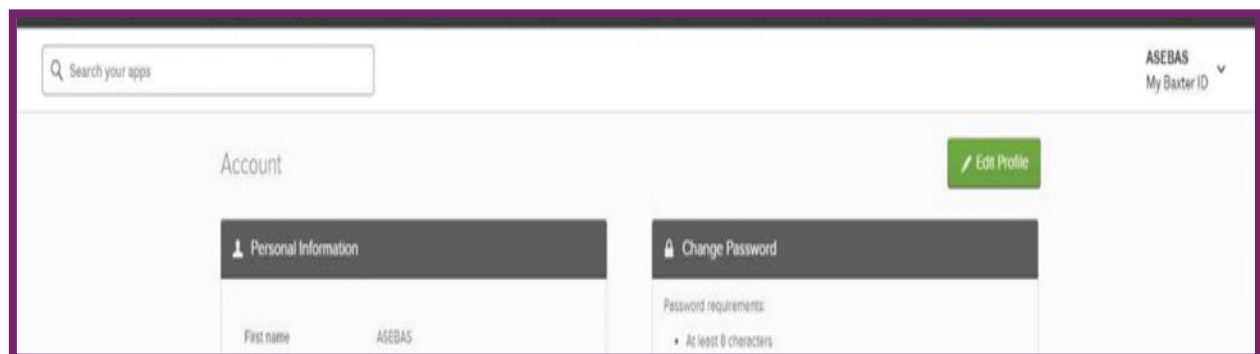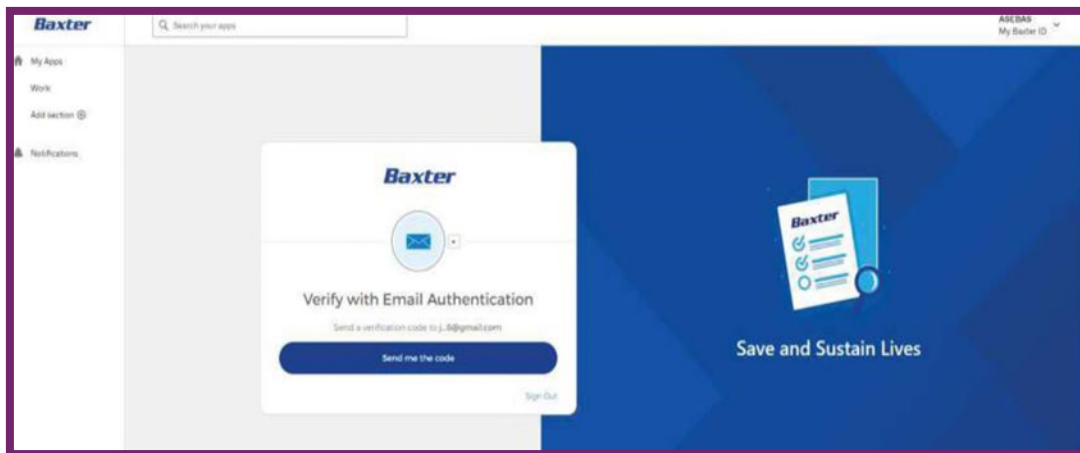

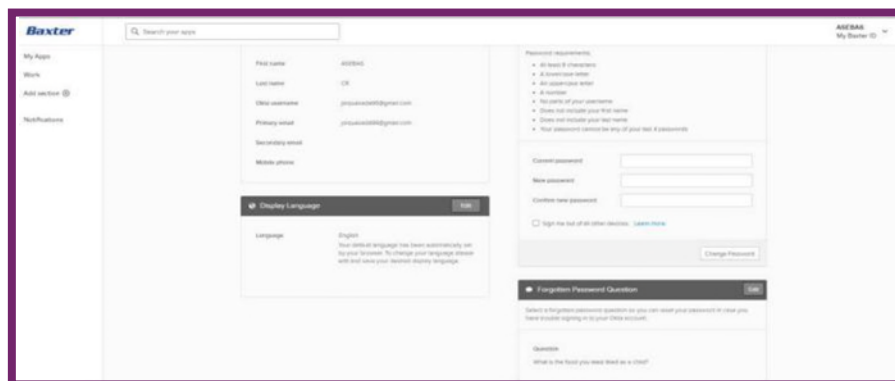3. Click on your name in the upper right corner and select Settings.
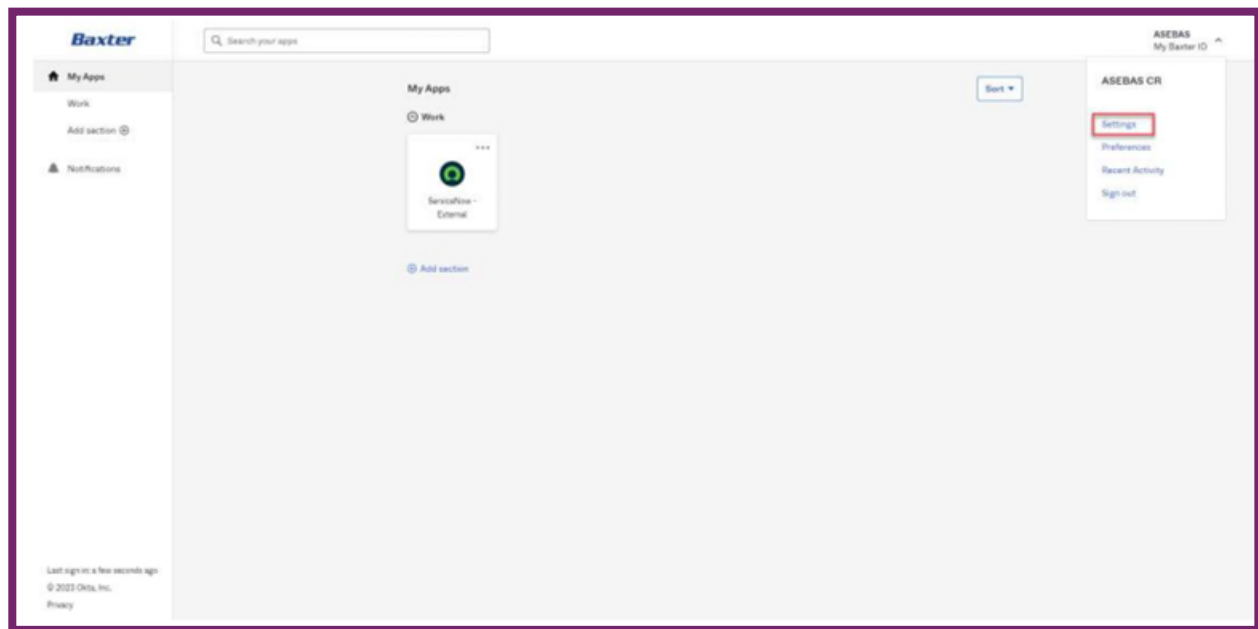
4. Edit Profile. This will require your password again.

4.   Complete the verification with any of the authentication methods previously configured.

6. You will be able to edit the security question.

7. Save the changes.