Cytiva AP Helpdesk… how to properly raise a case

Link to ticketing system: https://danaher.service-now.com/csm

In order to access ServiceNow portal as a supplier. You need to have a Cytiva webpage login. Create your login via https://www.cytivalifesciences.com/en/us.

1. It is critical when raising a request that you select the legal entity to which your requests belongs. A case will not be directed to the correct Cytiva Accounts Payable team if the legal entity is not properly selected (Instead it will remain with the incorrect team and will take longer for the issue to be resolved)
2. Make sure you input the inquiry type that describes your issue. There are few inquiry types which you can input: invoice status, remittance details request, incorrect/double payment etc.
3. Always provide the PO# and invoice # when requested - this is critical for accelerating the issue resolution and closure of your case in an expedited manner.
4. Please provide a detailed description of your issue and attachments (if applicable) which can accelerate closure.