Supplier guide to ServiceNow AP Helpdesk

Contents

In order to access ServiceNow portal to raise AP Helpdesk queries as a supplier. You need to have a Cytiva webpage login. Follow the steps below to create an account in Cytiva webpage.

In case you have raised cases to Cytiva old system known as OSC GE portal, your account has already been setup, all you need to do is Reset your password by clicking on Forgot Password.

1- Steps to create a new login:

Step 1: Enter to the Cytiva webpage accessible via https://www.cytivalifesciences.com/en/us. The login page will display.

Step 2: In the login page, Click on Register Now

Step 3: Provide your first and last name, your work email and the operating country location of your company.

Step 4: Setup your password following the password requirements. Review the website's privacy policy and click on I have read and agree to this website's privacy policy.

In case your login has been created, you will not be able to create an account using the same email address, instead you will receive the following error when trying to register your account "This email already exists or needs activating". Click on Forgot your password to activate your account.

Sign up

This email already exists or needs activating

Enter another email or login. Forgot your password? Click here

If you do not get the message above, **skip to step 7**.

In case you have raised cases to Cytiva old system known as OSC GE portal, your account has already been setup, all you need to do is Reset your password by clicking on Forgot Password.

Enter to Cytiva webpage page accessible via

The login page will display. Click on "Forgot Password?"

cytiva

Log In

Username

shama.hatim@gmail.com

Password   Show 👁

•••••••••••••

Log In

Forgot Password?

Enter your Email address, click on I am not a robot and click on submit.

Reset Password

Enter the email you used to register with the Cytiva
and we'll send you link to reset you password.

Email Address

shama.hatim@gmail.co,m

This reCAPTCHA is for testing purposes only. Please report to the site admin if
you are seeing this.

✓ I'm not a robot

reCAPTCHA
Privacy - Terms

Submit

Check your email and follow the instructions indicated.

If you have not received the email in your mailbox, click on resend the email.

cytiva
Check Your Email

If "shama.hatim@gmail.com" matches our
records, you will receive an email from us
to finish resetting your password.

Can't find the email? Try checking your
spam folder.

If you still can't log in, have us resend the
email or contact your administrator.

Return to Login

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Privacy Policy   Terms and Conditions

Consult your email, search for the email with subject "Sandbox: Password Reset Request". Click on "reset your password" or copy paste the link provided in the email in your web browser.

Hi Firstname Lastname,

You recently initiated a password reset for your Login. To complete the process, please click the link below.

Reset Your Password

Alternatively, you can select the link below, copy and paste it in the web browser:

https://uat-gels.cs160.force.com/geidp/secur/forgotpassword.jsp?r=00D5r000000
8aOj0055r000001UM6xCjwKMwoPMDBENXIwMDAwMDA4YU9qEg8wMkcycDA
wMDAwMEZhMFoaDzAwNTVyMDAwMDAxVU02eBjF-qritC8SECtfmsTCTxfUSA
nKwSN9s_0aDFk95VWImw91jHrPAiI5EMpgctawUmQ3D7EQmyLBiBynCek4x1U
XRC4N3KxhiQJ9x8j2wL3KHAnVjJuWeH6zsDS4ZPbGsccn&display=page&fpot=

Add your password, confirm it then click on Change Password

Change Password

Enter a new password for
shama.hatim@gmail.com

New password: Show 👁

▪▪▪▪▪▪▪▪▪▪▪▪▪▪

Confirm New password: Show 👁

Your password must:

✓ Be between 8 and 50 characters

✓ Include at least one uppercase letter

✓ Include at least one lowercase letter

✓ Include at least one digit

✓ Only include a hyphen, @ symbol or period

✓ Not match your first name or last name

✓ Not include your username

Change Password

Your password has been updated, you are now able to login. (Skip to step 7)

Step 5: Activate your account by verifying your email address. Go to your email address mailbox and search for the email with subject: **Sandbox: Verify your Cytiva account**

← **Login**

🌀 **cytiva**

Check your email

An email has been sent to **shama.hatim@gmail.com** with a link to activate your account.

Didn't receive an email? If you don't see an email from us within a few minutes, please check the following:

- The email may have been sent to your spam folder.

- The email address you entered had a mistake. If this is the case, please complete registration again.

- We can't deliver the email to this address. (Usually because of corporate firewalls or filtering. If this is the case, please contact us.)

If you're still having issues, resend verification email.

Resend verification email

Step 6: Open the email and click on Verify Account
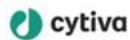
🌀 **cytiva**

Hi Firstname,

Thank you for registering on the Cytiva website. You are receiving this email because we received a request to create an account for you. To continue your registration, please ensure verify your account.

To verify your account, click on the verification button below.

Verify Account

Once you have verified your account, complete your profile and add your shipping and billing information. This will ensure you get the full benefit of the website.

For any registration or login support queries please contact our

The Cytiva Team

Once you verify your email you will be re-directed to Login page

Step 7: Enter your username: Email address and the Password you have set in previous steps.

Step 8: Continue registration and enter your Title. First name and Last name will auto-populate as you have already added them during basic information update.

Click Next

cytiva

Continue registration

1. Your details   Change

2. Work details

Company *

Genpact

Department

Willow House, Kestrel View   **Edit**
Bellshill,
ML4 3PB
United Kingdom

Contact telephone *

+44   0000-000000

[Next]

Step 9: Add you company details. First enter your company name under Company then the department you are representing if applicable. Then enter your company address and your work phone number.

Click Next.

3. Professional details

What best describes your job function? *

Supplier   ⌄

What best describes your business area? *

Cell Culture   ⌄

[**Complete registration**]

Step 10: Enter what best describes your job function: in this case Enter **Supplier.** It is important that you select *Suppli*er to be able to access ServiceNow.

Enter what best describes your business area, form drop down select the value that corresponds to your business. If none of the drop down values apply to you, select any value from the drop down to progress with the registration.

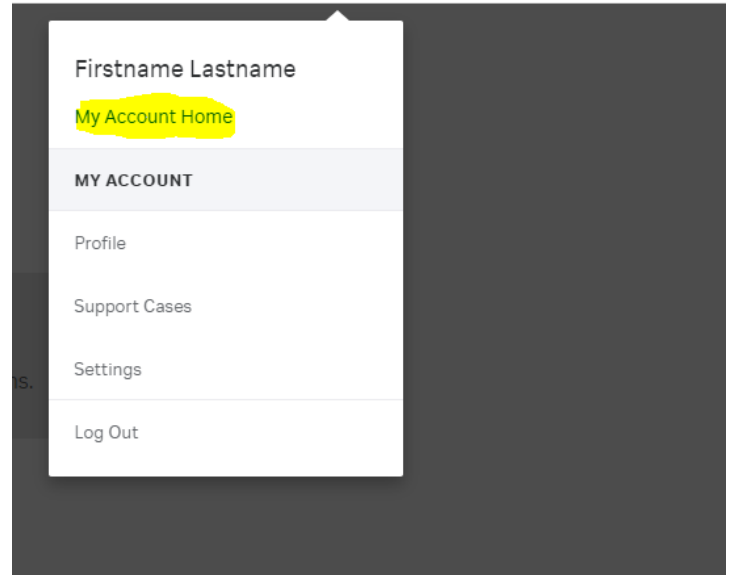Step 11: Once the registration is completed. Go to My Account Home.

Step 12: Click on supplier portal link to access to Cytiva supplier applications.

My Account

Firstname Lastname · Supplier, Genpact

Supplier portal

Visit our supplier portal to get access to Cytiva supplier applications.

Online Services   Account Settings   Notifications

Support Cases

Create and view support cases related to your account.

Orders

View your previous orders and see tracking information.

My Equipment

Manage your equipment and view service history.

Learning

Access your learning plan and see available courses.

Regulatory Support

Documentation for development and validation.

Certificate Search

Search certificates relating to your products.

Step 13: The App launcher will open. You will have to **wait 5 min** for your login to reach ServiceNow tool, then click on ServiceNow link.

App Launcher

Select an app you want to access

ServiceNow - Stage   ServiceNow - Test   MagicSuplierStage   ScaleConversion

If the App launcher does not open, **clear your browser cache and try to load the page again.** You can also use a private window in your browser.

Step 14: Cytiva ServiceNow page will open, click on **Login as Supplier user**
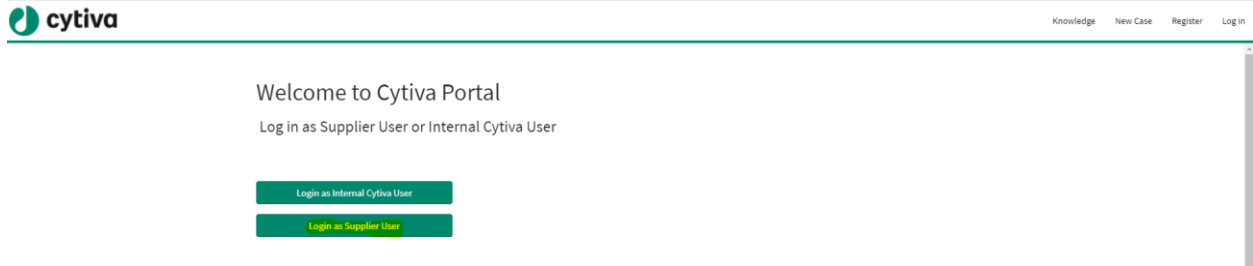
You are now ready to raise a new case under Create Case.
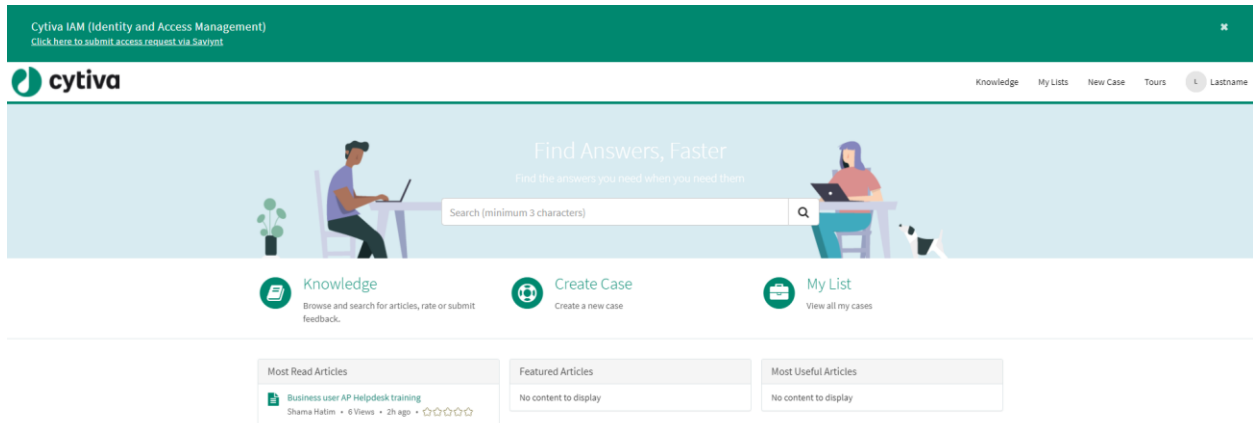
For future login, you can directly open https://danaher.service-now.com/csm and click on Login as Supplier User. You will be asked to provide your login email Id and password. Once logged in you will be able to check the status of your queries or raise new queries

2- Future login after your account has been created or activated

For future login, to access to ServiceNow page directly enter the link https://danaherstaging.service-now.com/csm. The link will direct you to the page below where you can click on Login as Supplier User.
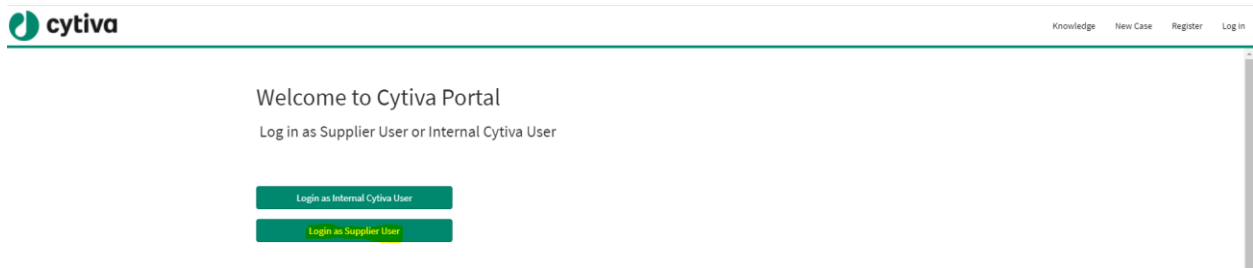
You will directed to the login page where you will be asked to enter your email address and password.

Log In

Username
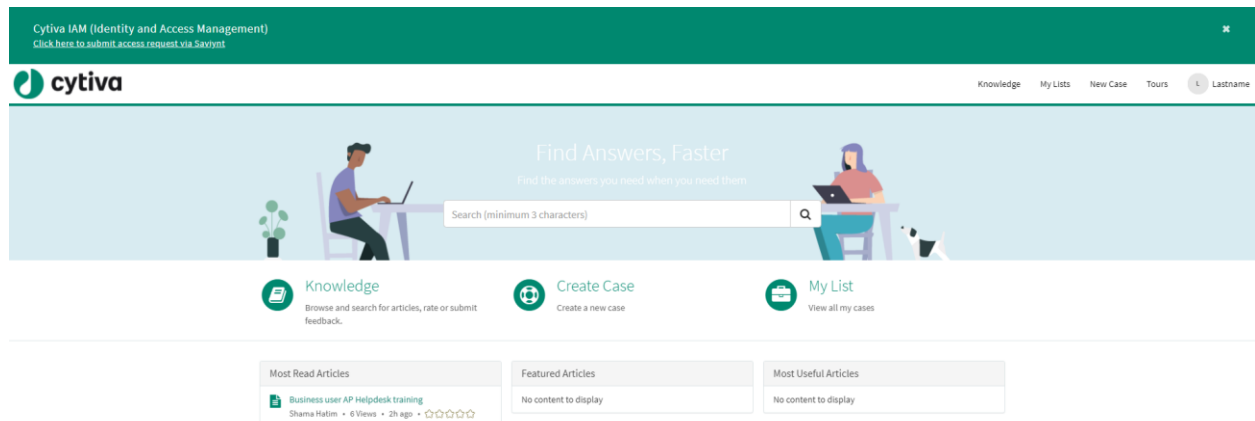
Password   Show 👁

[Log In]

Forgot Password?

Once you login you will be able to raise new cases by click on Create Case or consult your list of cases under My List.

3- How to create a case in ServiceNow?

Once you have logged in to ServiceNow via https://danaher.service-now.com/csm , click on Create Case from home page or New Case from navigation pane.
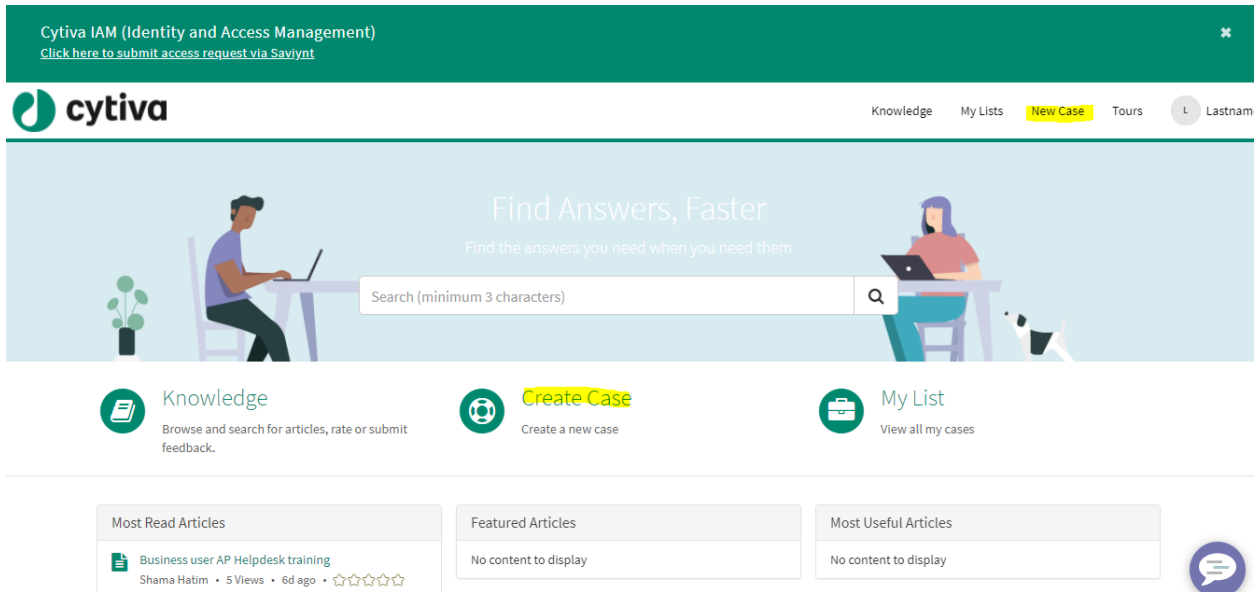
Fill in the case form with the requested details. It is important that you select the category that best describe your issue, the correct Cytiva Legal entity and all the mandatory details as these are necessary for AP to investigate your issue.

1- Add attachments using attachments button.

2- All mandatory fields are listed under "Required information". Required information will displayed remaining fields that are required before submission.

3- Mandatory fields are marked with *

4- The country selected will drive the Legal Entity displayed

5- Mandatory fields will change as per category selected. For vendor data updates, attachments are mandatory. You will be asked to attach at least one supporting document using this field.
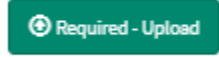
*Other Attachment

⊕ Required - Upload

6- Click on Submit to submit the case

Once the case is submitted, the case details will display.

1- The case number will be provided at case header, the same number will be later used to provide updates.
2- The case short description will display as a case title.
3- Status will also display at case header opposite side of case number.
4- Remaining case details will display at case header level
5- Contact AP to provide/request information at any stage of the query handling process using the comments section. Once the query is closed, you will no longer be able to update it.

6- Add/Remove Attachments at any stage of the query handling process using Attachments section.

We have received a double payment

Actions ▾

Priority	Account	Contact	Channel	Case Category	Country
3 - Moderate	DHL GLOBAL FORWARDI...	Lastname	Web	Incorrect / double payment	Australia

Legal Entity	Invoice Number	Supplier Name	PO Number(if you do not kno...	Total Payment received	GSL
Global Life Sciences Solu...	testabc	3M Filtration	4132	2000	F26480

# of Invoice/ Payments	Currency List
1	AUD

Activity   **Attachments**

📎

TEST INVOICE.pdf (179.9 KB)

✏️ ✖️

4d ago

7- Close your case at any stage of the process if needed, by going under Actions, close case.

We have received a double payment

Actions ▾

Close Case

Priority	Account	Contact	Channel	Case Category	Country

8- If the case is marked as awaiting Info, pending with category will display at header level indicating the action owner. If the pending with value is: Case requestor, the case is pending for your action.

Priority	Account	Contact	Channel	Case Category	Pending With
3 - Moderate	DHL GLOBAL FORWARDI...	Lastname	Web	Incorrect / double payment	Case requestor

Country	Legal Entity	Invoice Number	Supplier Name	PO Number(if you do not kno...	Total Payment received
Australia	Global Life Sciences Solu...	testabc	3M Filtration	4132	2000

GSL	# of Invoice/ Payments	Currency List
B63687	1	AUD

Once the case has been resolved, you will have 10 calendar days to accept or reject the solution.

To accept or reject the solution, go to actions at case header and select your choice from drop down.

Updated   State
just now   **Resolved**

Actions ▾

Accept Solution
Reject Solution

Country
Australia

GSL
B63687

If the solution is rejected, the case will re-open. Once the solution is accepted, the case will close and will not allow re-opening.

If you do not accept or reject the solution within 10 calendar days following the resolution, the case will auto-close and will not allow re-opening beyond the 10 days.

4- Check query status using ServiceNow portal:

In order to view the list of cases Click on My List/ My Lists from home or from navigation pane.
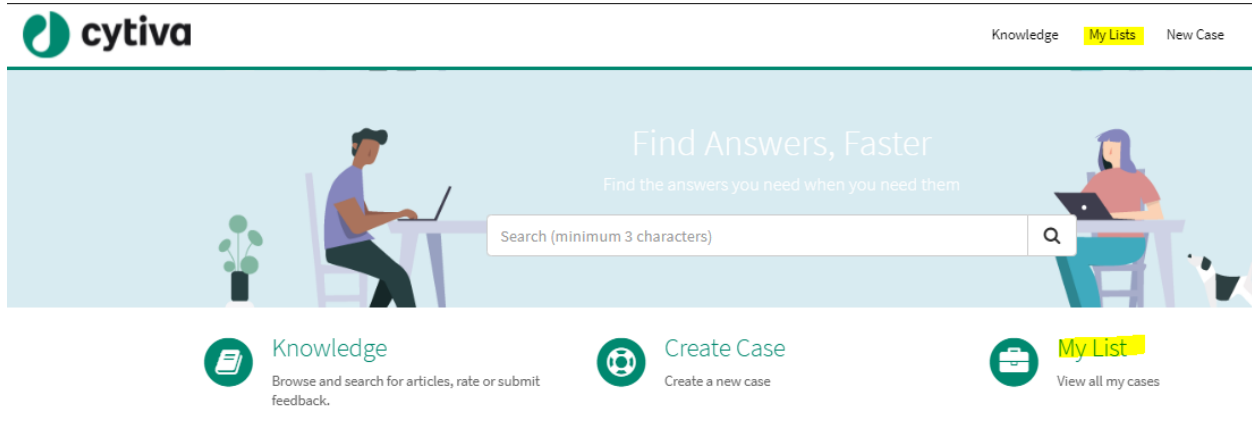
My Lists will display the history of active and resolved cases you have raised.
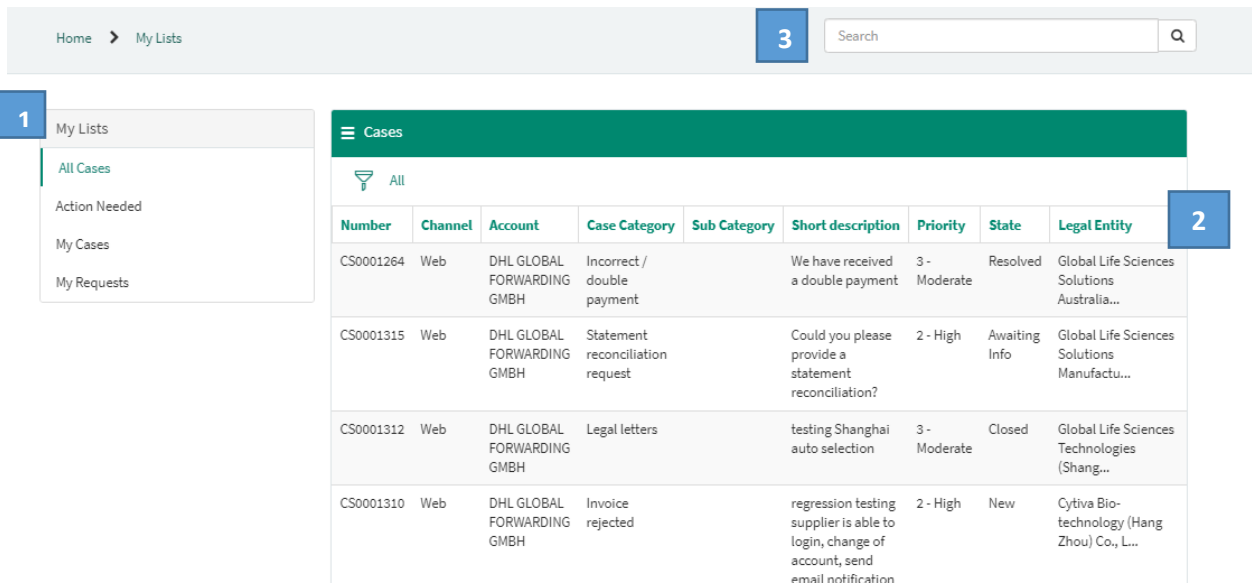
1- **All Cases** and **My Cases** lists will display the history of active and resolved cases you have raised.

Action Needed will display cases that:

    1- Are Resolved and waiting for a solution approval or rejection

    2- Are awaiting for additional information from you

    My Requests is not relevant and will be eventually hidden.

2- **Case list** will provide header information related to the case.
   Number: is the case unique ID in ServiceNow CSM
   Channel: Web indicates that the query has been raised using the portal. Chat indicates that the query has been raised via chat
   Case Category/Sub Category: will indicate the type of your query
   Short description: is a summary of your issue
   Priority: will flag the priority of your issue
   Legal Entity: indicates the entity the query relates to
   Closed By: indicates the AP agent name who closed the case
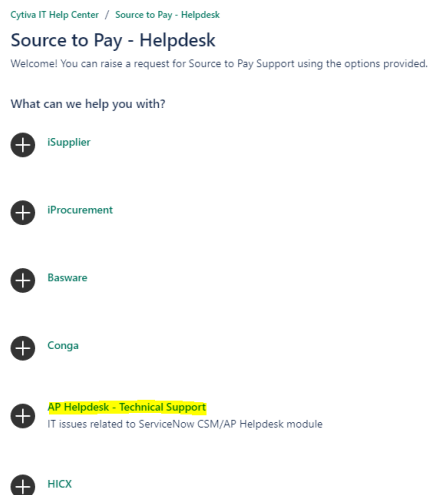   Closed: indicates the closure date
3- Filter can be used to search based on (case numbers, invoice number, PO number etc.)

5- How to log a technical issue request?

To report a technical issue, log at request via:
https://cytiva.atlassian.net/servicedesk/customer/portal/8 .

Choose option: AP Helpdesk – Technical Support

cytiva

Source to Pay - Helpdesk

Welcome! You can raise a request for Source to Pay Support using the options provided.

What can we help you with?

⊕ **AP Helpdesk - Technical Support**
IT issues related to ServiceNow CSM/AP Helpdesk module

Priority *

Medium

AP Helpdesk Technical Support *

Summary *

Description *

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Email confirmation to *

Send   Cancel

In Source to Pay- Helpdesk Request form

· Fill in other mandatory fields (with red asterisk)

· Attach optional attachments

· Click on Send