



P2P Vendor Connect Portal

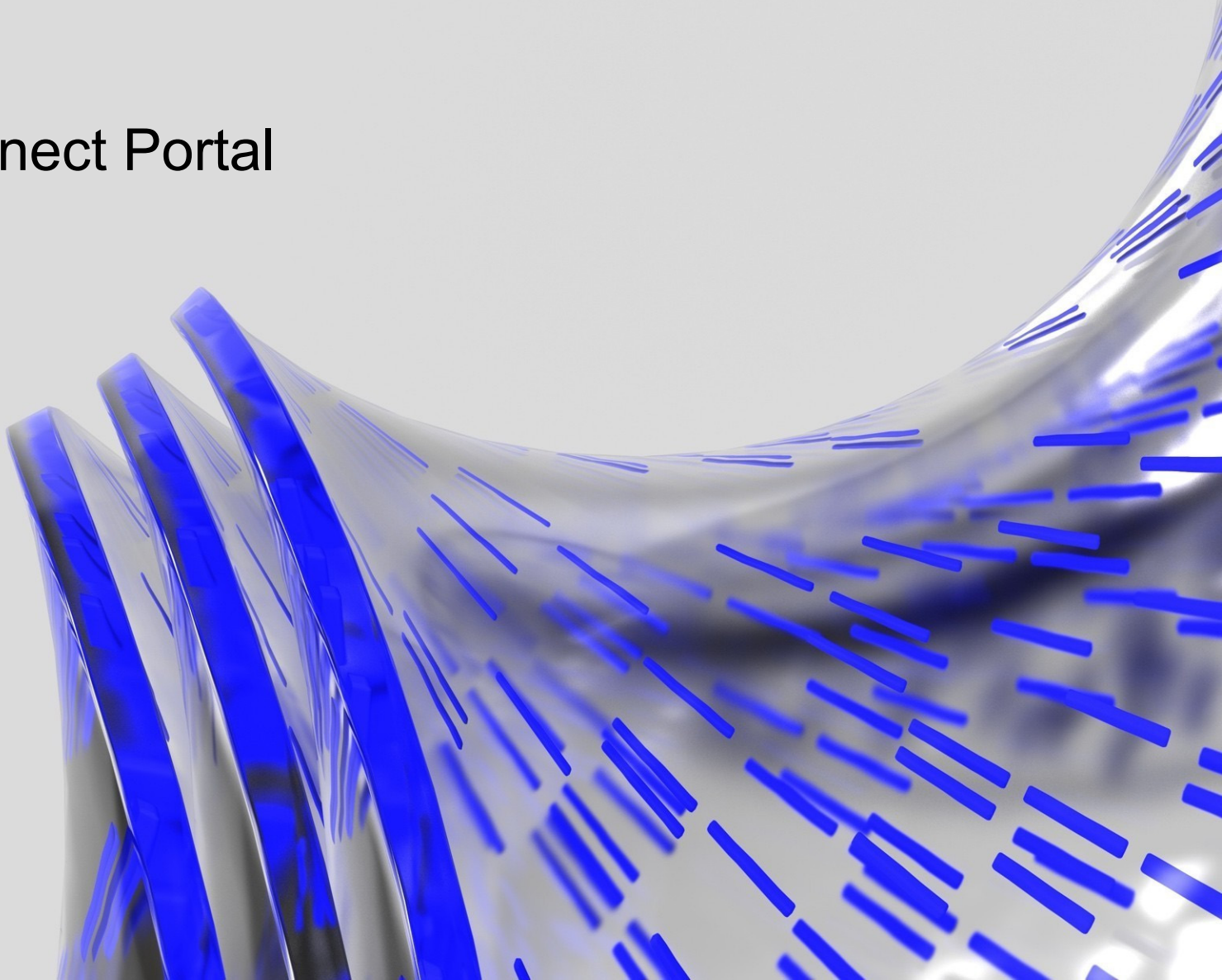


Table of Contents

Vendor Connect Overview

Self Registration

Vendor Connect Portal

P2P Case Creation

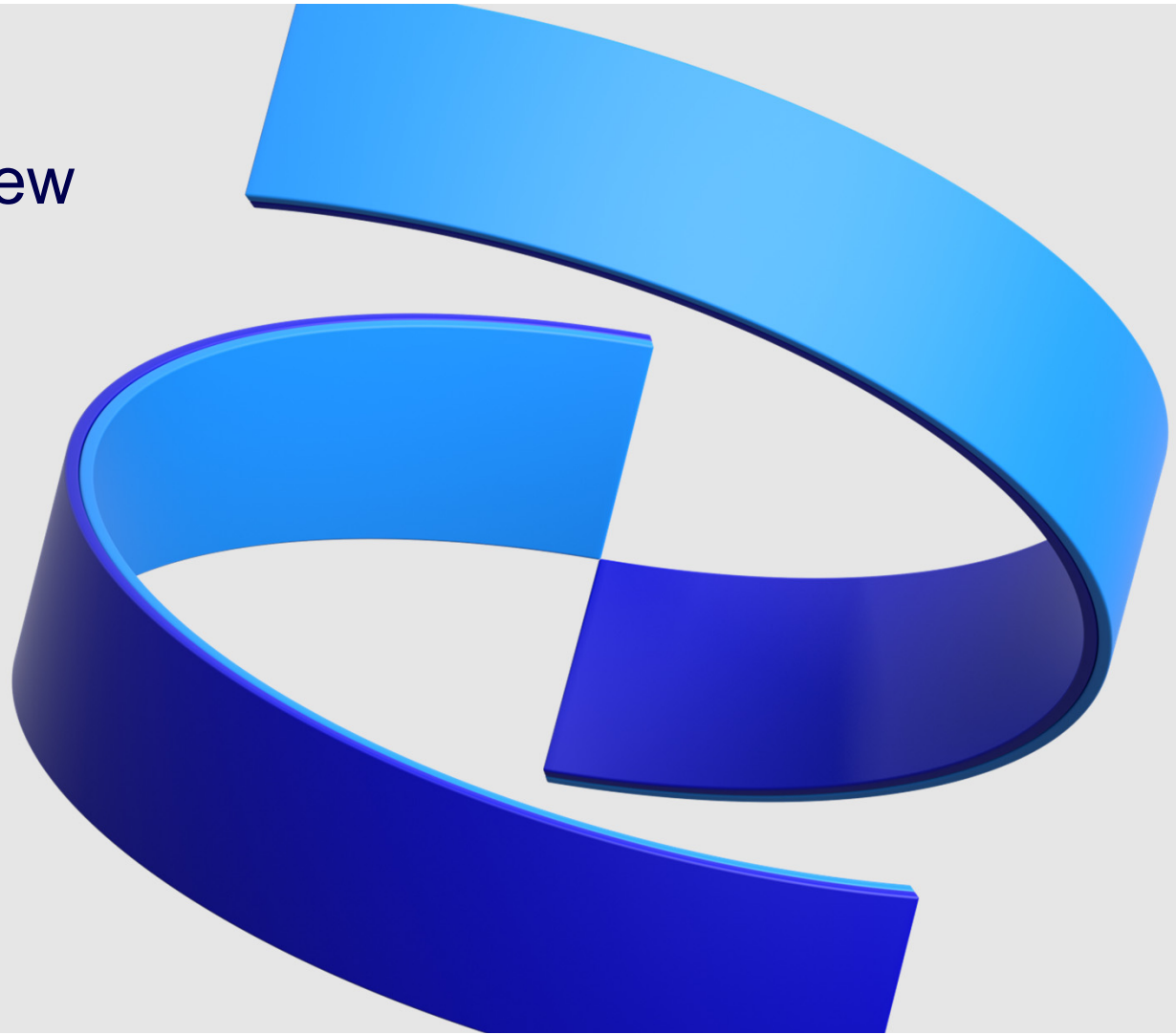
P2P Case Status

Appendix A: Additional information



—

Vendor Connect Overview

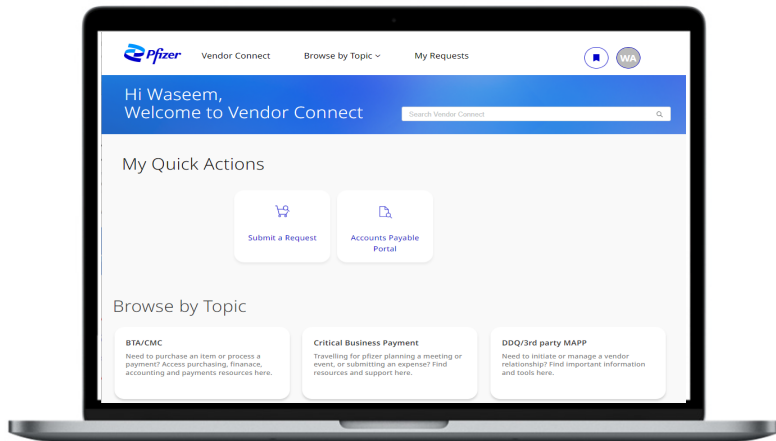


ServiceNow at Pfizer creates seamless experiences with Customer workflows and Vendors can submit their request (case) at <http://vendorconnect.pfizer.com>

Vendors



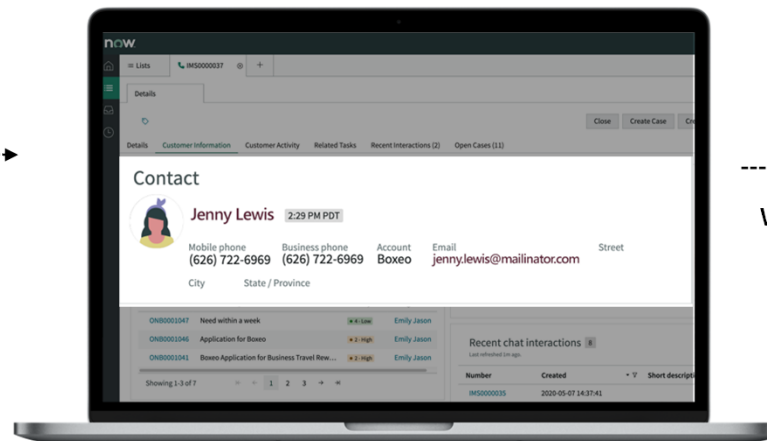
Analyst



Intake Channels

Self-Service

Case



Analyst tools

P2P
Workspace

Procure to Pay
(P2P)

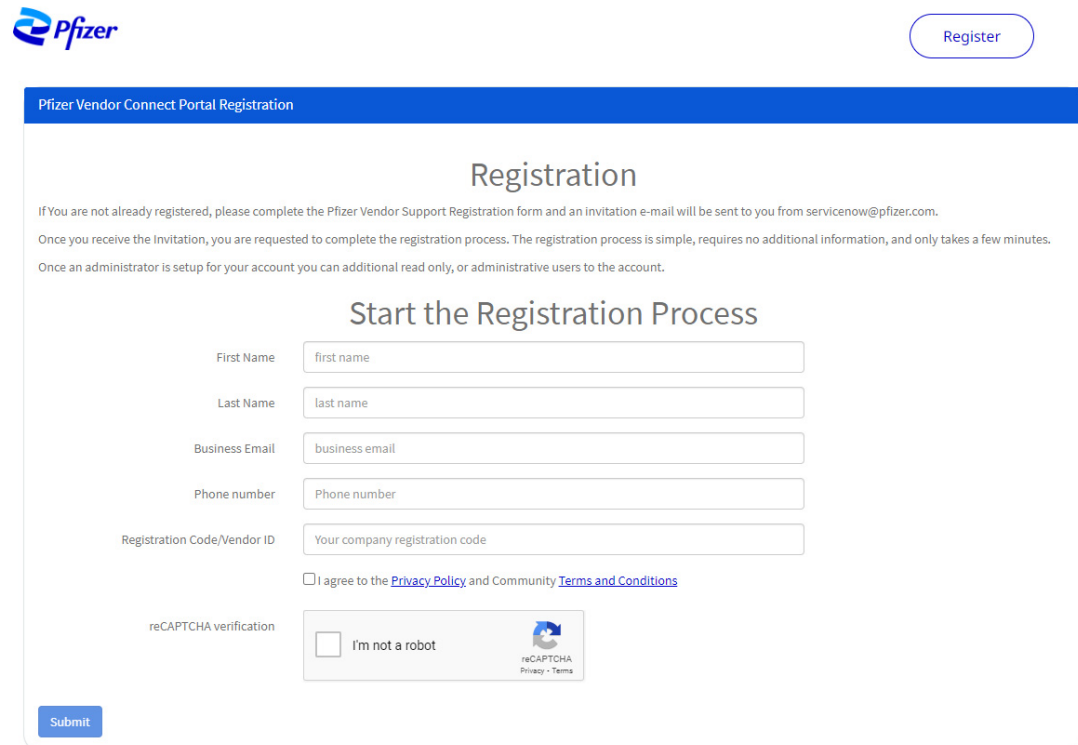
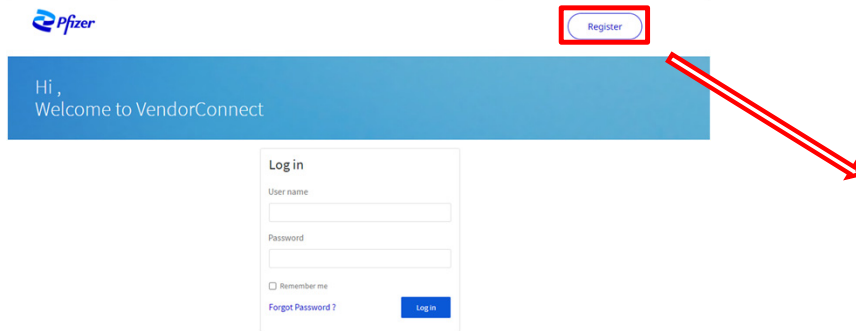


Workflow



Self Registration

If you have not received already a direct communication for our existing vendors with User and temporal password, vendors are required to Self-Register before login to Vendor Connect Portal and raise a case.



- Vendor Contacts are required to fill all fields in the Registration form.
 - **Vendor ID should be entered with leading zeros (e.g. 0000123456)**
- Vendor Contact will receive an email notification with User ID and temporary password upon registration request approval



Vendor Connect Portal

Provides Vendors an ability to engage with Procure to Pay (P2P) team by submitting a request (case), view the status of the case and knowledge articles by Topic

- Vendor Contacts can raise a case to P2P by clicking on “Submit a Request” tile under My Quick Actions
- Vendor Contacts can also access Accounts Payable Portal under My Quick Actions
- Vendor Contacts can browse by Topic for additional information under each topic
- Vendors can also view the status of cases submitted under My Requests menu

The screenshot shows the Pfizer Vendor Connect Portal. At the top, there is a navigation bar with the Pfizer logo, 'Vendor Connect', 'Browse by Topic' (with a dropdown arrow), and 'My Requests'. On the right side of the navigation bar, there are two circular icons: a square icon and a 'WA' icon. Below the navigation bar is a blue header area with the text 'Hi Waseem, Welcome to Vendor Connect' and a search bar labeled 'Search Vendor Connect'. The main content area is divided into two sections. The first section is 'My Quick Actions', which contains two tiles: 'Submit a Request' (with a shopping cart icon) and 'Accounts Payable Portal' (with a document icon). The second section is 'Browse by Topic', which contains six tiles arranged in a 2x3 grid. The tiles are: 1. 'BTA/CMC' with the text 'Need to purchase an item or process a payment? Access purchasing, finance, accounting and payments resources here.' 2. 'Critical Business Payment' with the text 'Travelling for pfizer planning a meeting or event, or submitting an expense? Find resources and support here.' 3. 'DDQ/3rd party MAPP' with the text 'Need to initiate or manage a vendor relationship? Find important information and tools here.' 4. 'Invoice' with the text 'Need to purchase an item or process a payment? Access purchasing, finance, accounting and payments resourses here.' 5. 'Payment' with the text 'Travelling for Pfizer business, planning a meeting or event, or submitting an expense? Find resources and support here.' 6. 'PCARD' with the text 'Need to initiate or manage a vendor relationship? Find important information and tools'. In the bottom right corner of the main content area, there is a blue circular chat icon.

Case Creation

Engage with Procure to Pay (P2P) team by submitting a request (case)

The screenshot displays the Pfizer Vendor Connect dashboard. At the top, the Pfizer logo is on the left, followed by 'Vendor Connect', 'Browse by Topic', and 'My Requests'. On the right, there are user profile icons for 'WA'. Below this is a blue header bar with the text 'Hi Waseem, Welcome to Vendor Connect' and a search bar labeled 'Search Vendor Connect'. The main content area is titled 'My Quick Actions' and features two buttons: 'Submit a Request' (with a shopping cart icon) and 'Accounts Payable Portal' (with a document icon). The 'Submit a Request' button is highlighted with a red border. Below this is a 'Browse by Topic' section with six topic cards: 'BTA/CMC', 'Critical Business Payment', 'DDQ/3rd party MAPP', 'Invoice', 'Payment', and 'PCARD'. Each card contains a brief description of the topic. A chat icon is visible in the bottom right corner of the dashboard.



Case Creation Contd.

Engage with Procure to Pay (P2P) team by submitting a request (case)



Vendor Connect

Browse by Topic ▾

My Requests

Search Vendor Cr



Home > All Catalogs > Get Support > GBS Vendor Category > Procure to Pay (P2P) Vendor

Procure to Pay (P2P) Vendor

This request will submit a P2P case from Vendor Portal.

Requested For

* Choose an Issue Type for your question

* Case Subject

* Please describe your question or issue - provide as much detail as you can

← → Paragraph **B** *I* [List icons] [Link icon] [Image icon] [Help icon] <>

Submit

Required information

Choose an Issue Type for your question

Case Subject

Please describe your question or issue - provide as much detail

My Requests

Vendor Contacts to be able to see all submitted requests (case)



Vendor Connect

Browse by Topic ▾

My Requests

Search Vendor Cc 🔍



Home > Requests

My Requests		
	View <input type="text" value="Open"/> ▾	<input type="text" value="Search open requests"/> 🔍
Inquiry for multiple invoice statuses PTPC0002696 Open	Open	🕒 just now
Invoice Status PTPC0002695 New	New	🕒 2h ago



View Case Status

Vendor Contacts to view the status of submitted request (case)

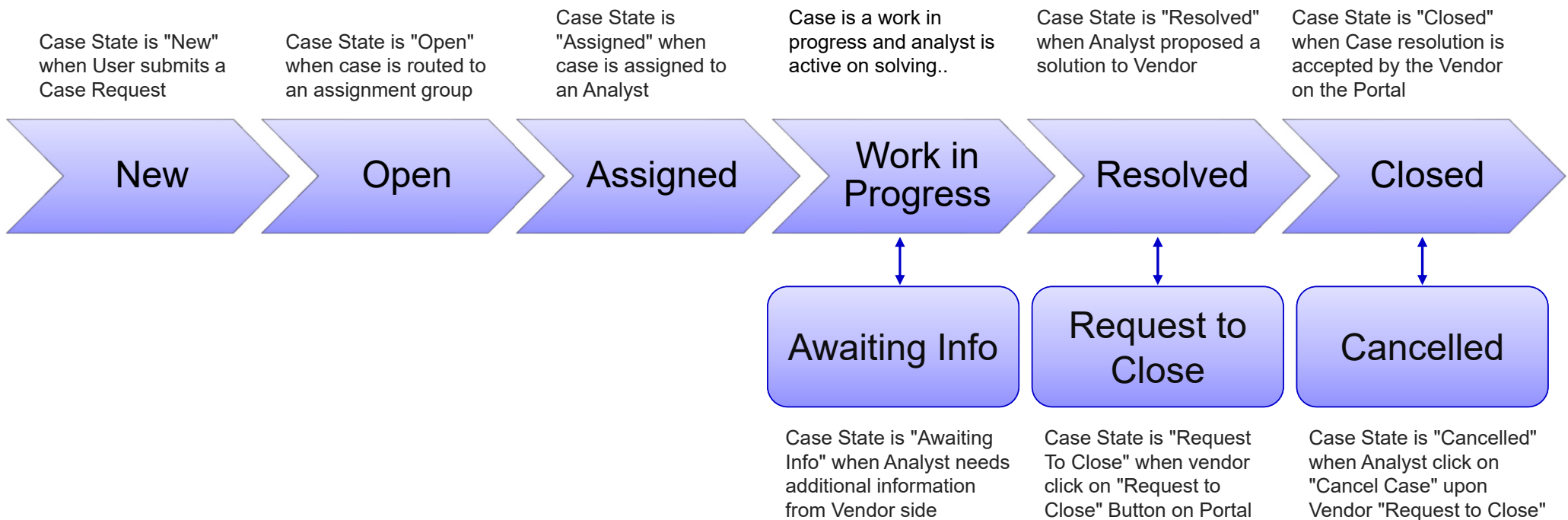
The screenshot displays the Pfizer Vendor Connect interface for viewing a case status. The page header includes the Pfizer logo, 'Vendor Connect', 'Browse by Topic', and 'My Requests'. A search bar and user profile icons are also present. The main content area shows the case details for 'Invoice S...' with a callout box indicating 'Attachments to assist with the case'. Below this, there are tabs for 'Activity', 'Attachments', and 'Additional Details'. A message history section shows a message from 'Waseem A' with the text 'PTPC0002695 Created' and a 'Start' button. A callout box points to the message history, stating 'Interaction with P2P Analyst'. The page also includes a 'Post' button and a 'Start' button.



Appendix A: Additional information

What are the states of a case?

P2P cases are created for all requests or inquiries related to CSM Services





Thank You!

