P2P Vendor Connect Portal

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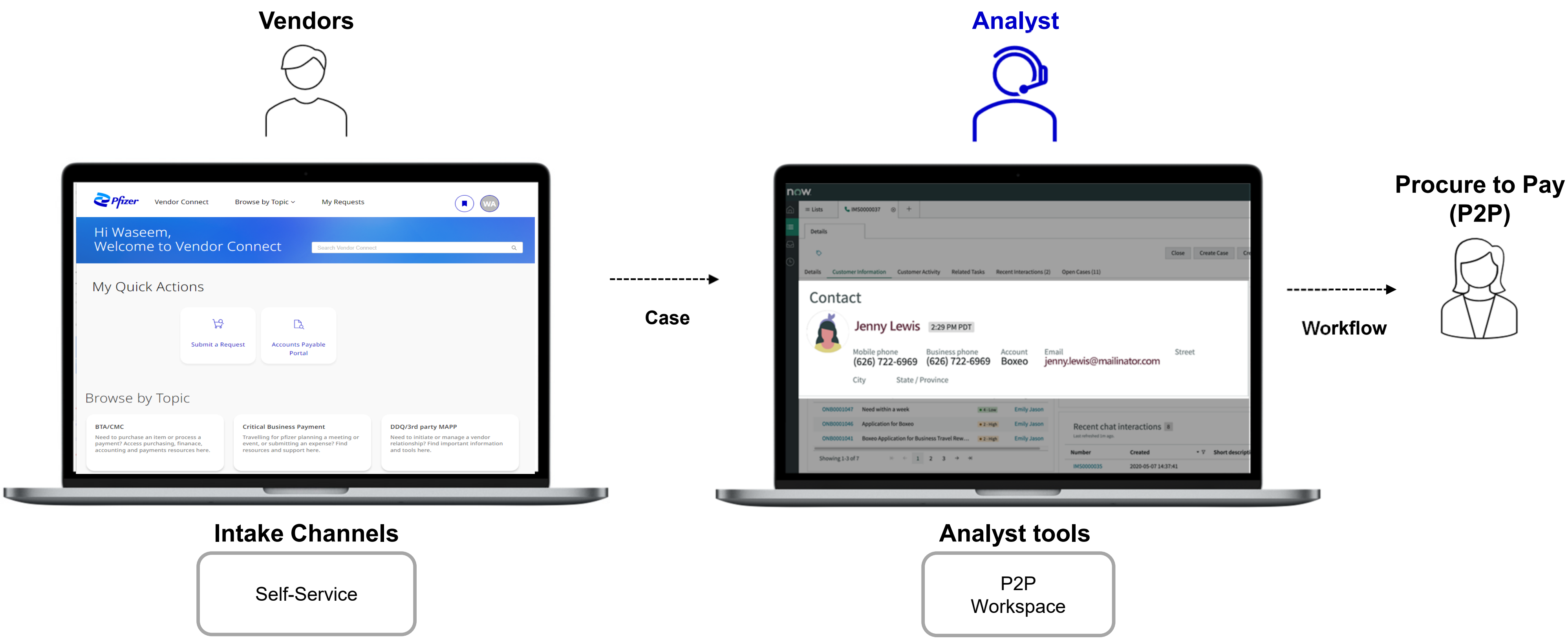
Vendor Connect Overview

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



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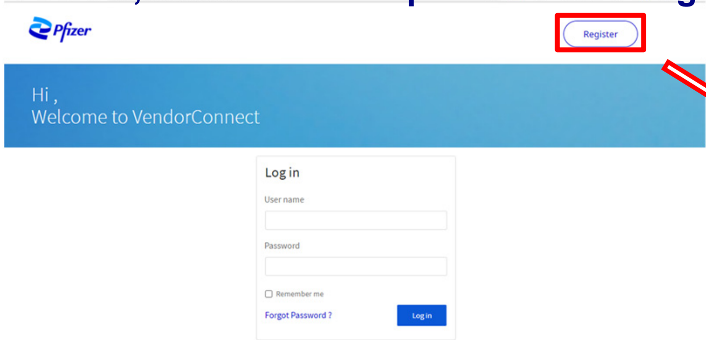
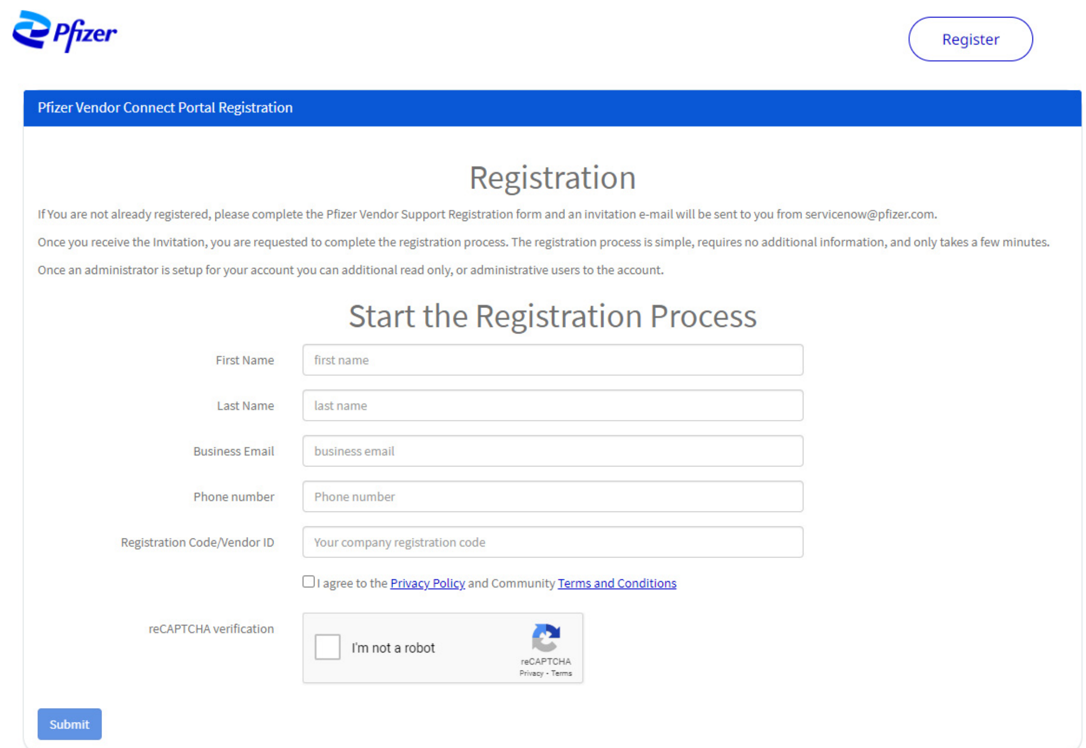
Self Registration

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.



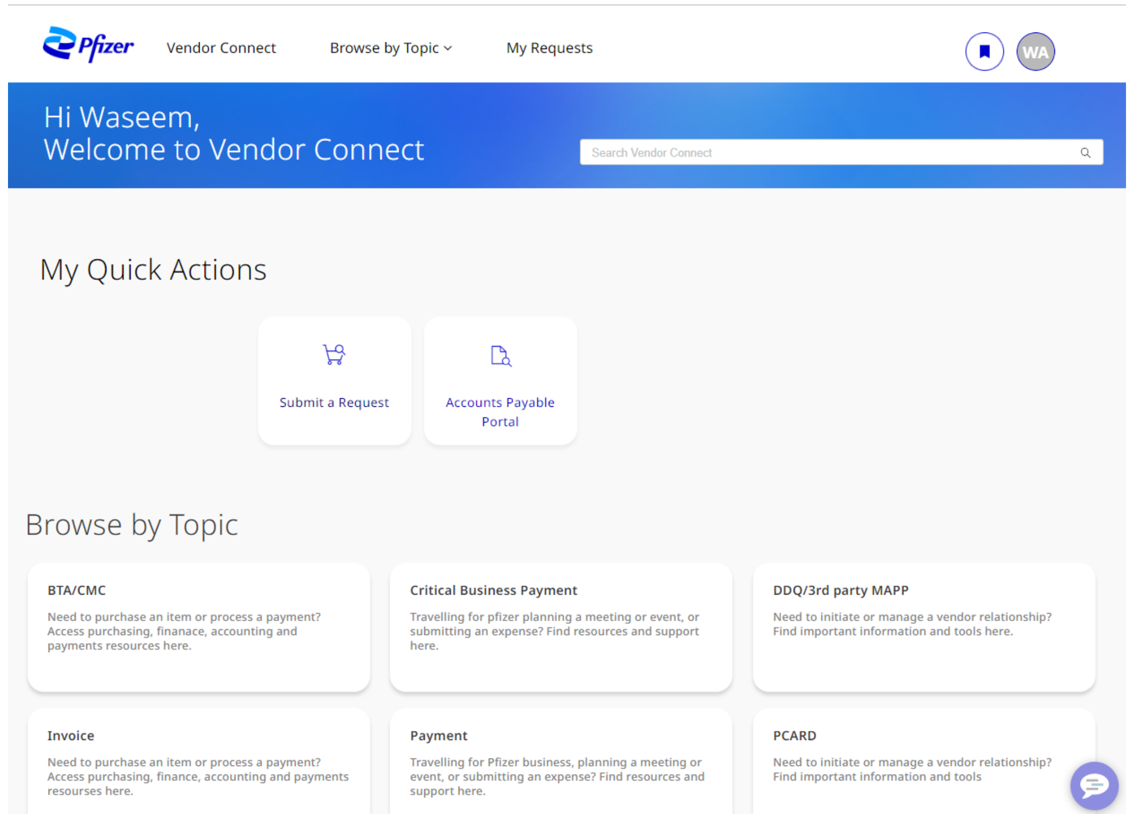


- Vendor Contacts are required to fill all fields in the Registration form.
  - **Vendor ID should be entered with leading zeros (e.g. 0000123456)**
- Vendor Contact will receive an email notification with User ID and temporary password upon registration request approval

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



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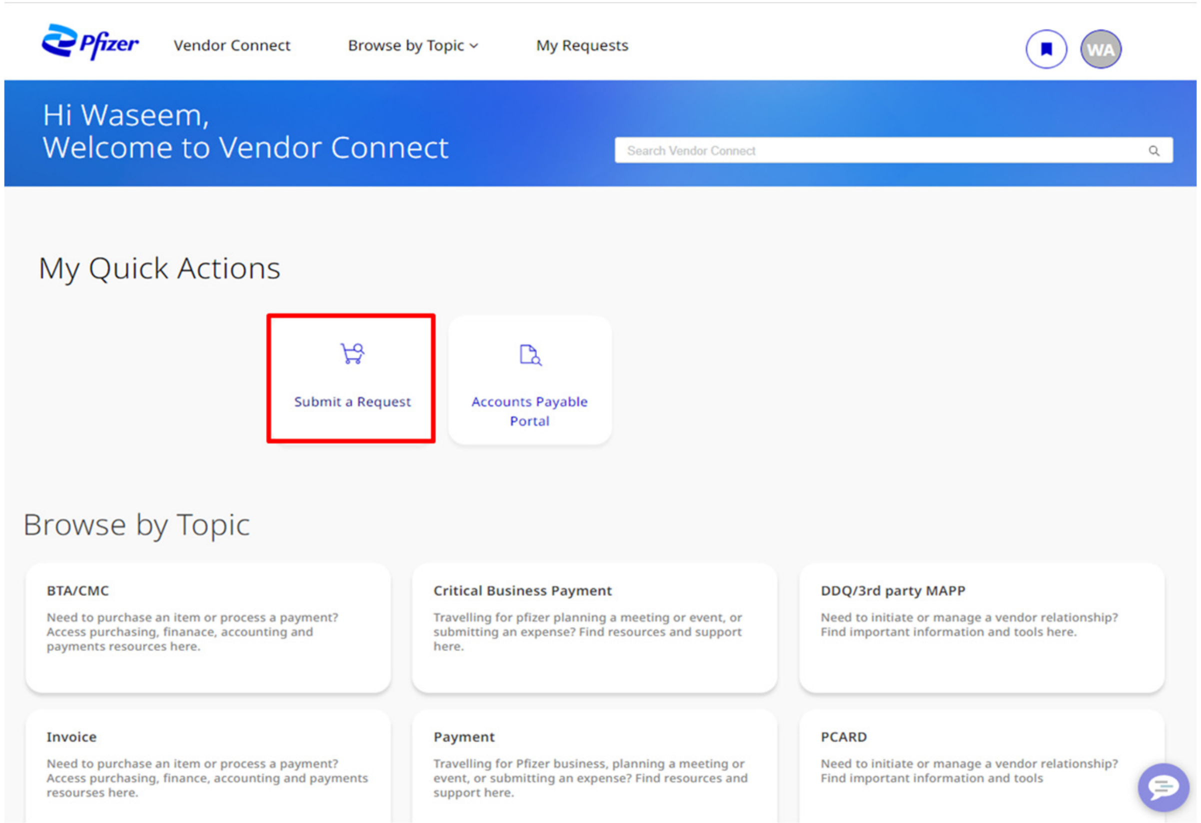
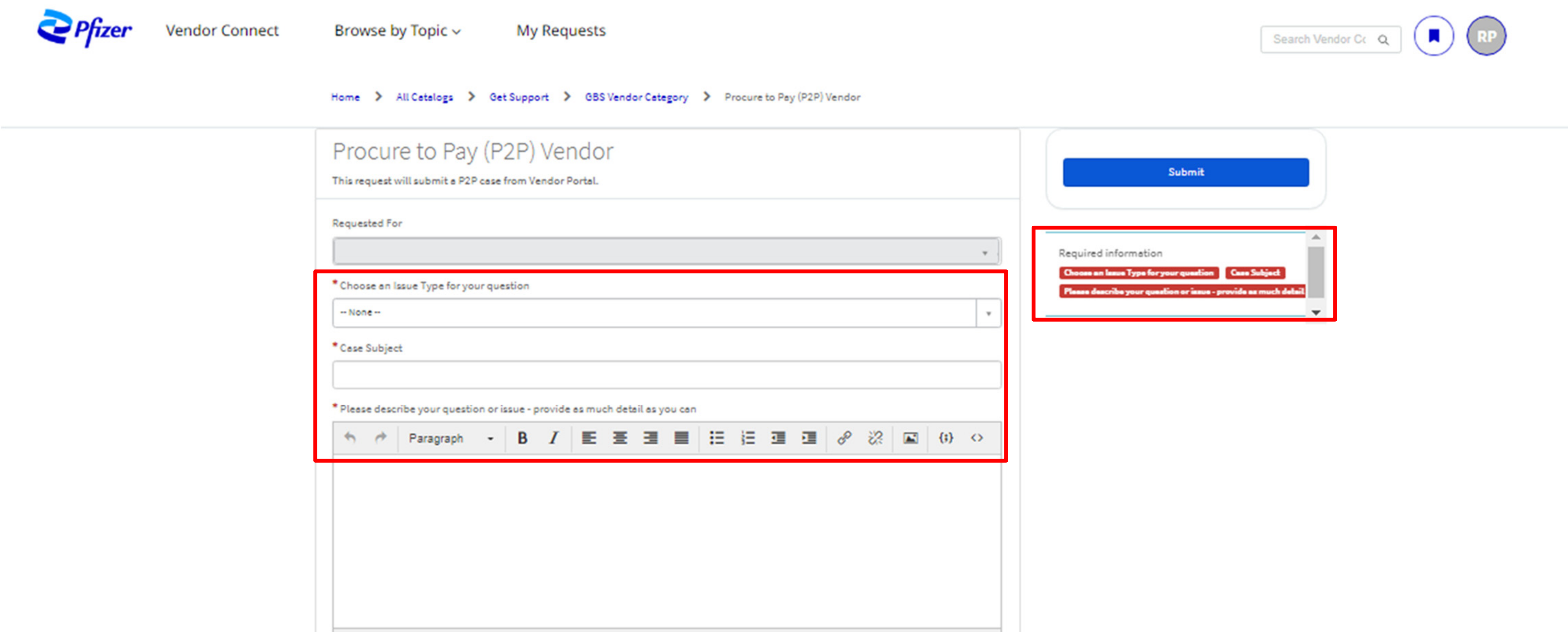
Case Creation

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



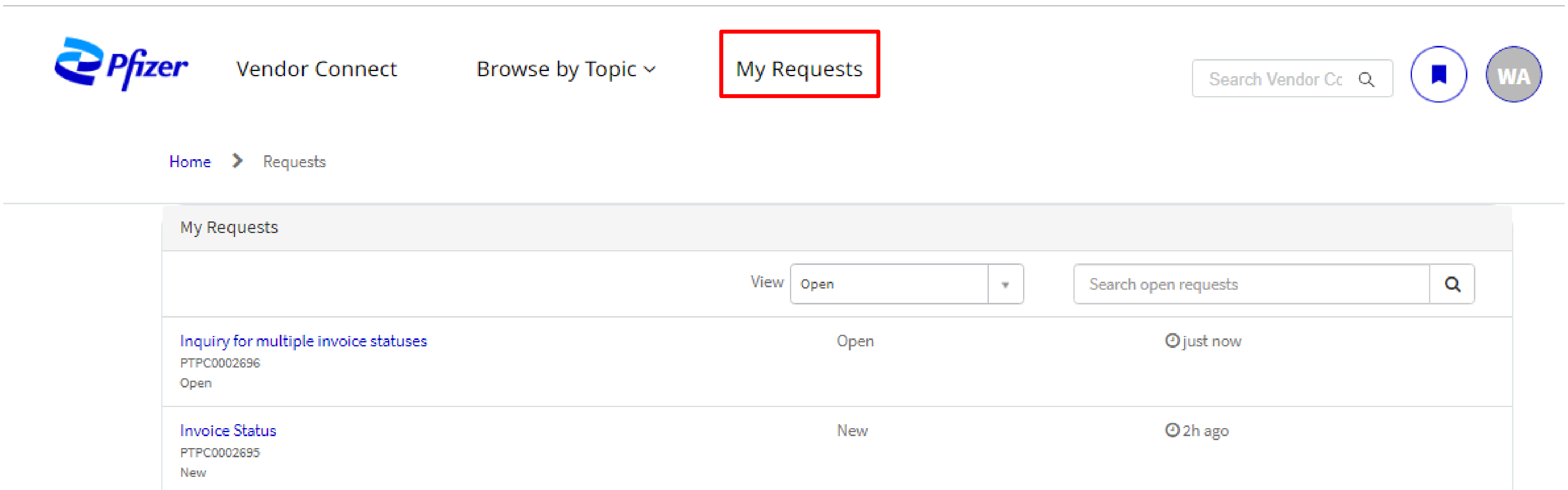
Case Creation Contd.

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



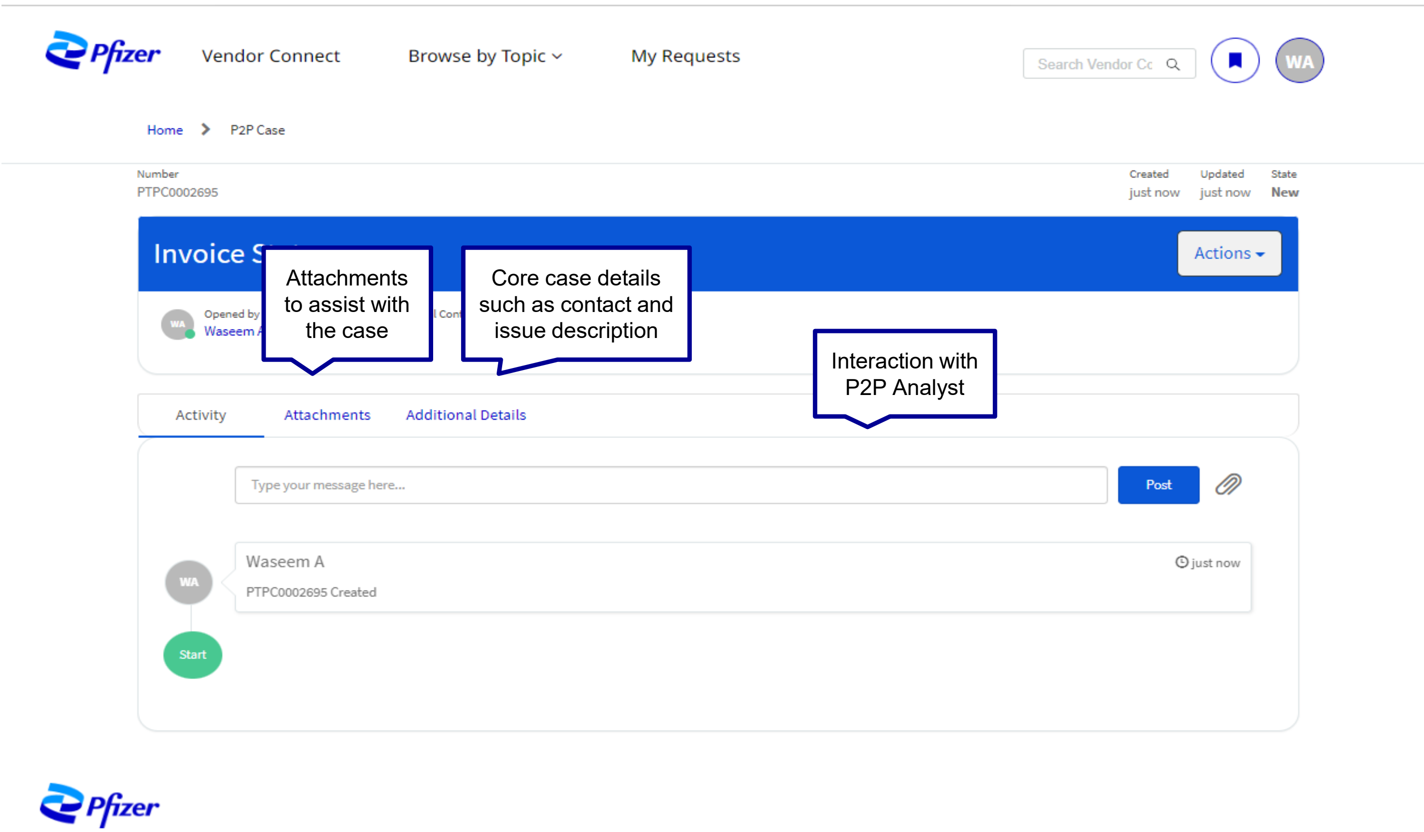
My Requests

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



View Case Status

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



Appendix A: Additional information

What are the states of a case?

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

Case State is "New" when User submits a Case Request

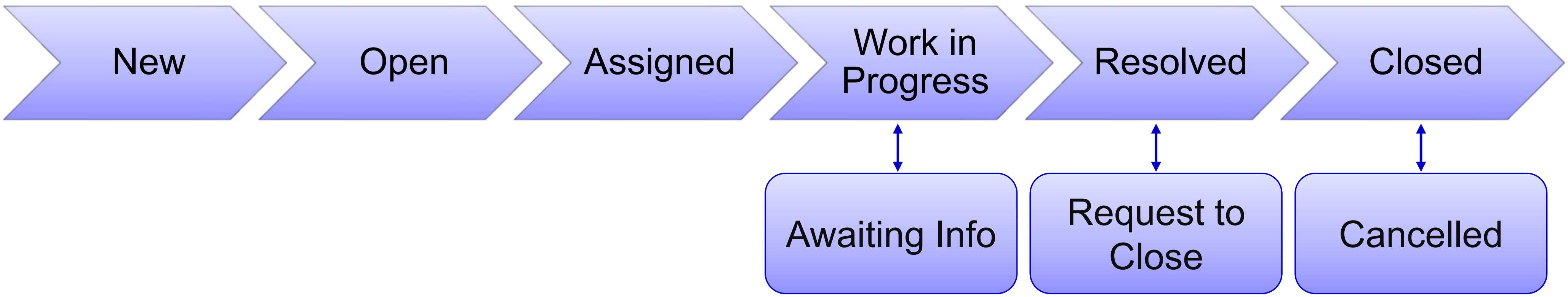
Case State is "Open" when case is routed to an assignment group

Case State is "Assigned" when case is assigned to an Analyst

Case is a work in progress and analyst is active on solving..

Case State is "Resolved" when Analyst proposed a solution to Vendor

Case State is "Closed" when Case resolution is accepted by the Vendor on the Portal



Case State is "Awaiting Info" when Analyst needs additional information from Vendor side

Case State is "Request To Close" when vendor click on "Request to Close" Button on Portal

Case State is "Cancelled" when Analyst click on "Cancel Case" upon Vendor "Request to Close"

*state transitions included in Appendix A

Thank You!