Baxter ServiceNow Portal

The tool for AP Queries submission

ServiceNow is the tool selected by Baxter to engage suppliers and internal users' queries related to the Accounts Payable process.

In the tool, users will be able to create cases, attach documents and follow up on inquiries regarding invoice status, payments, and other AP queries. Our AP Resolution Teams will be providing responses and solutions to the queries via updates in the cases.

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

Registering into the Portal

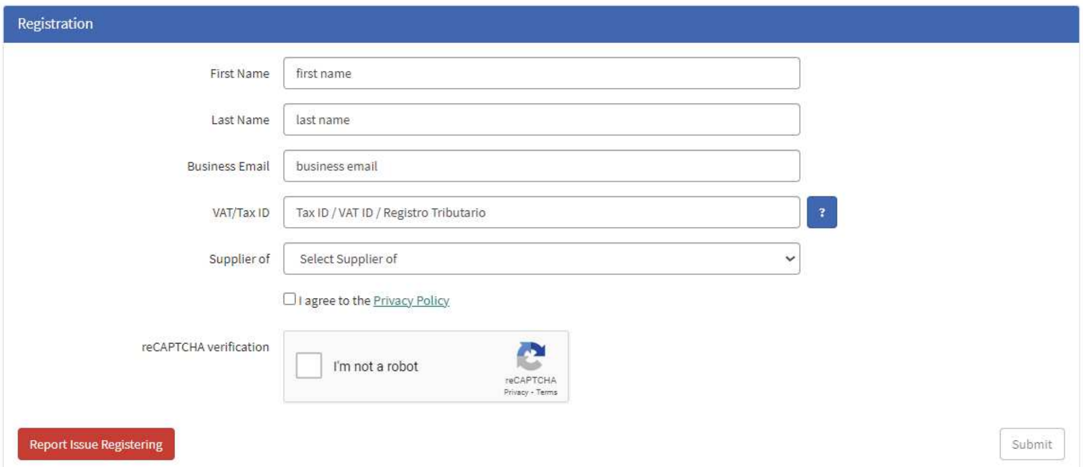
If you are a new vendor registering for the first time in the Portal, please follow the next steps:

1. Go to https://baxter.service-now.com/csm

2. In the top right corner, the "Register" button is displayed. Click on it
3. The Customer Registration page will be displayed. Please complete with your first name, last name, business email that you will be registering in the Portal and, tax identification number from

your business (this tax number has different names across the countries) and “Supplier Of” depending to which business you need to raise a ticket for:

- Baxter,
- KidneyCo
- Baxter Pharmaceutical Support/Baxter Oncology GmbH – Halle



4. Verify the captcha and click on submit. The system will validate your data with the credentials your vendor record has within in our system.

If everything is validated correctly:

You should receive an email from My Baxter ID, similar to the one below. 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.

Baxter

Dear User,

Thank you for signing up with MyBaxter ID.

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.

Baxter 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:

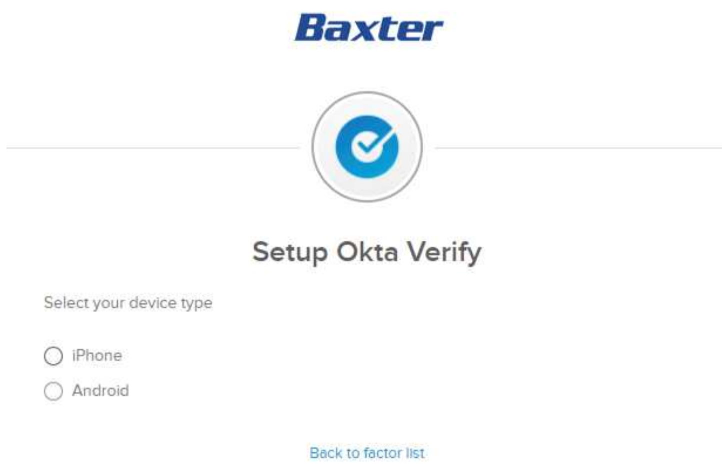
- Okta Verify
- Google Authenticator
- SMS Authentication
- Voice Call Authentication
- Email Authentication

To configure the options, need to click on ‘Setup’ and follow the steps provided by the system:

Baxter

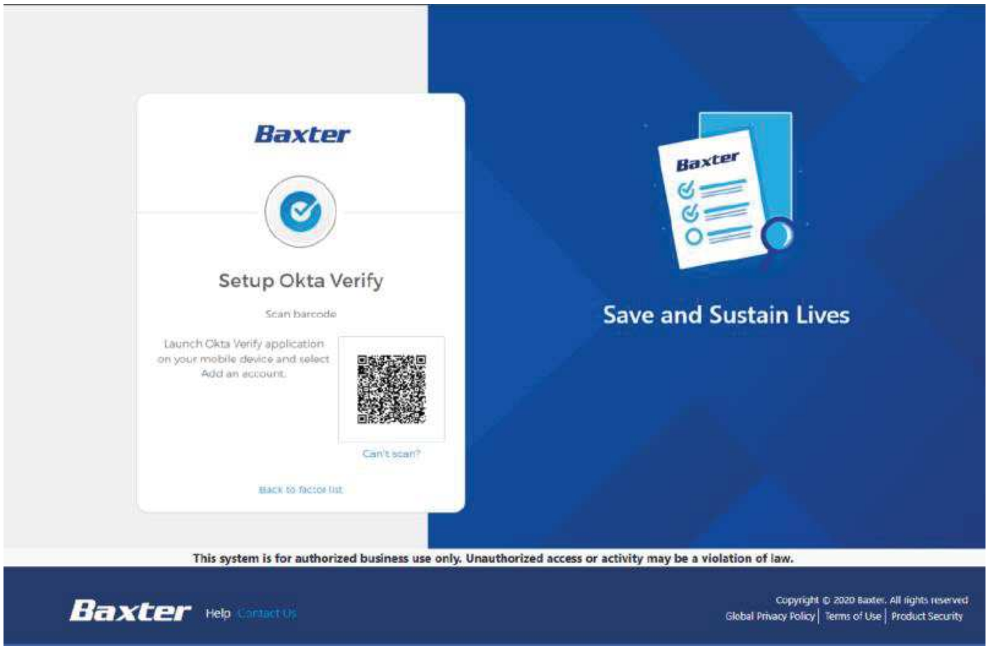
Okta Verify:

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

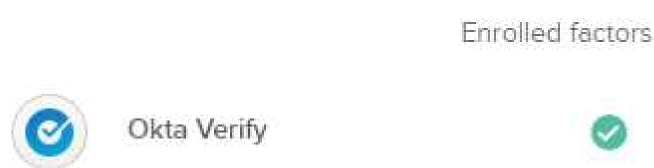


3. Launch Okta Verify application on your mobile device and select add an account or tap the "+" icon (choosing Organization as Choose account type). Then select 'Yes, Ready to Scan' where it asks, 'Do you have your QR Code?' and scan the code provided by the system.

Baxter

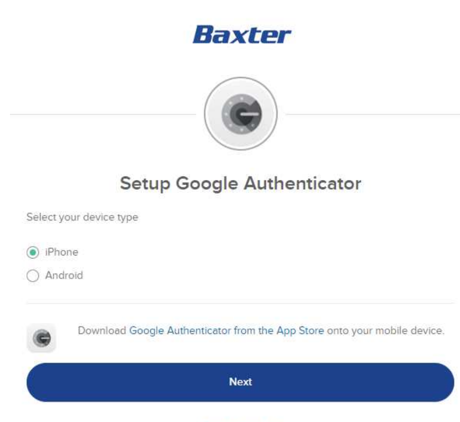


4. Once is done, the system will show Okta Verify with a green check mark.

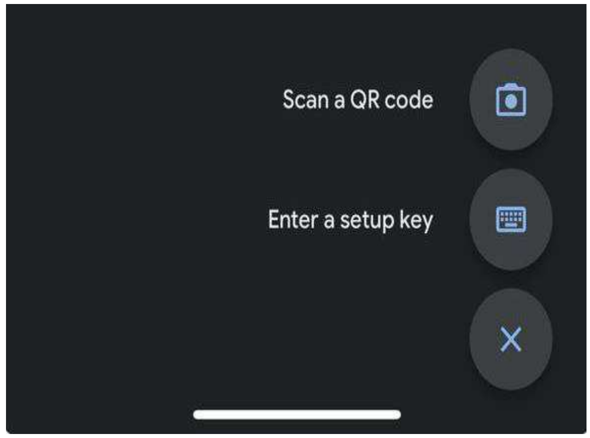


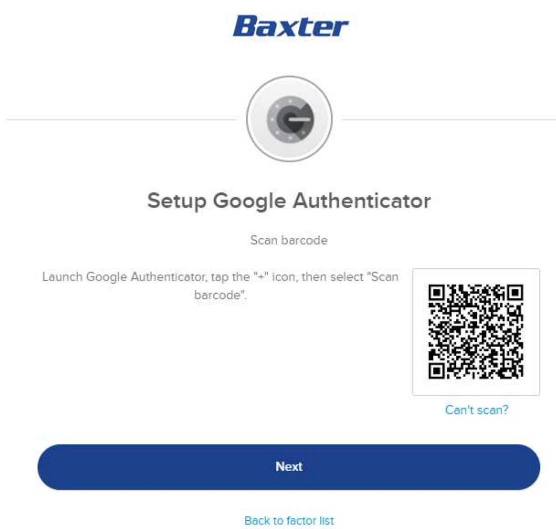
Google Authenticator:

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

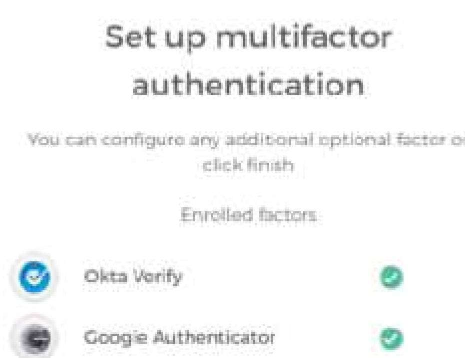


3. Launch Google Authenticator, tap the "+" icon, then select "Scan a QR Code"



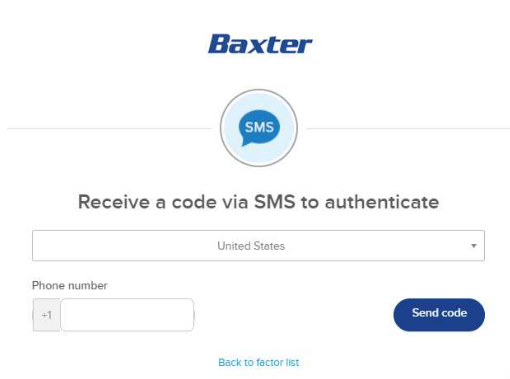


4. Once is done, the system will show Google Authenticator with a green check mark.

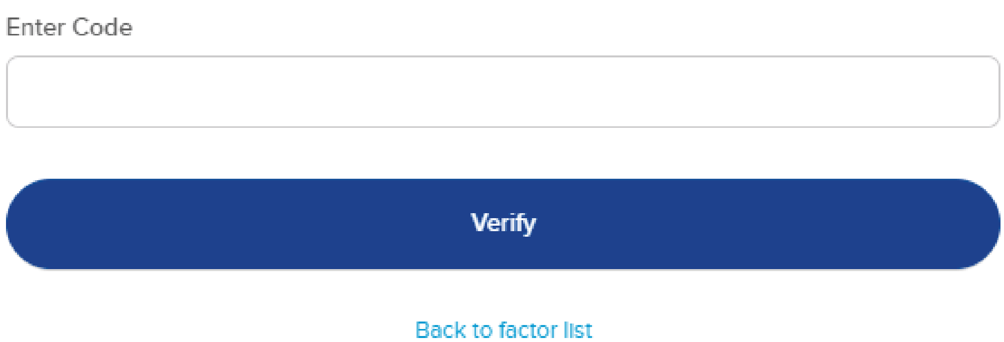


SMS Authentication:

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



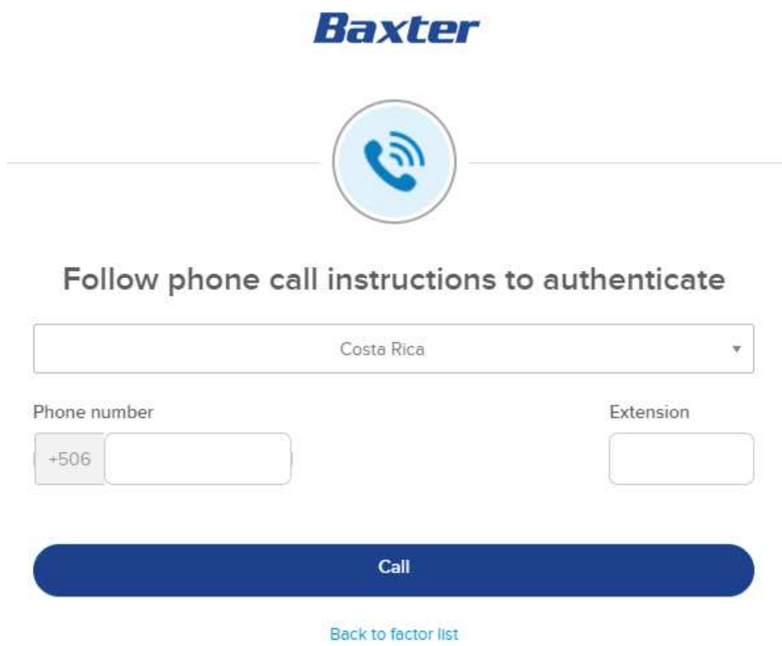
2. You will receive an SMS that contains Baxter: (code). Enter the code and click on verify.



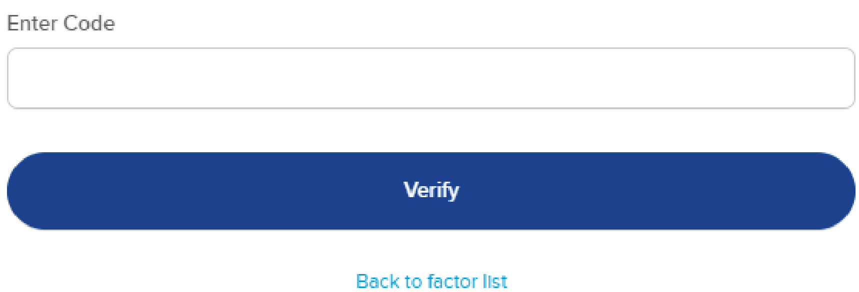
3. Once is done, the system will show SMS Authenticator with a green check mark.

Voice Call Authentication:

1. Change country and enter your mobile number and extension if applicable. Click on ‘Call’

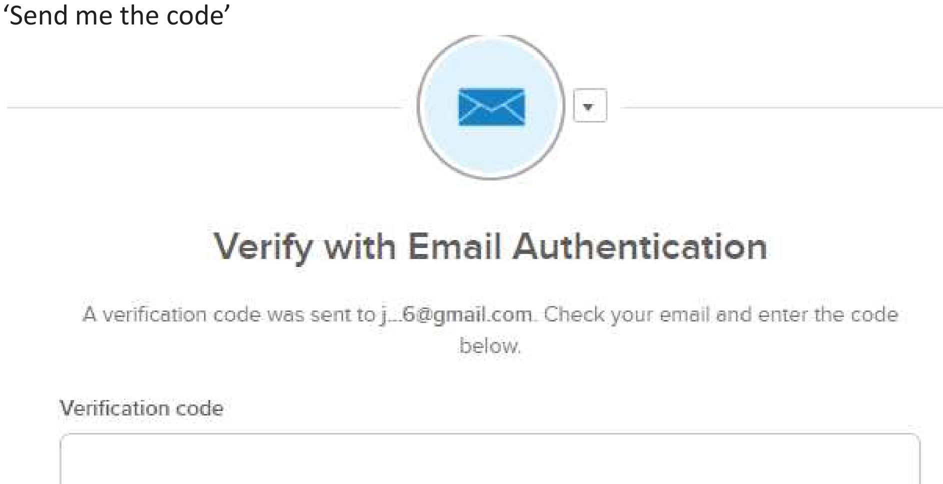


2. You will receive a call and the system will provide you the code. Enter the code and click on verify.



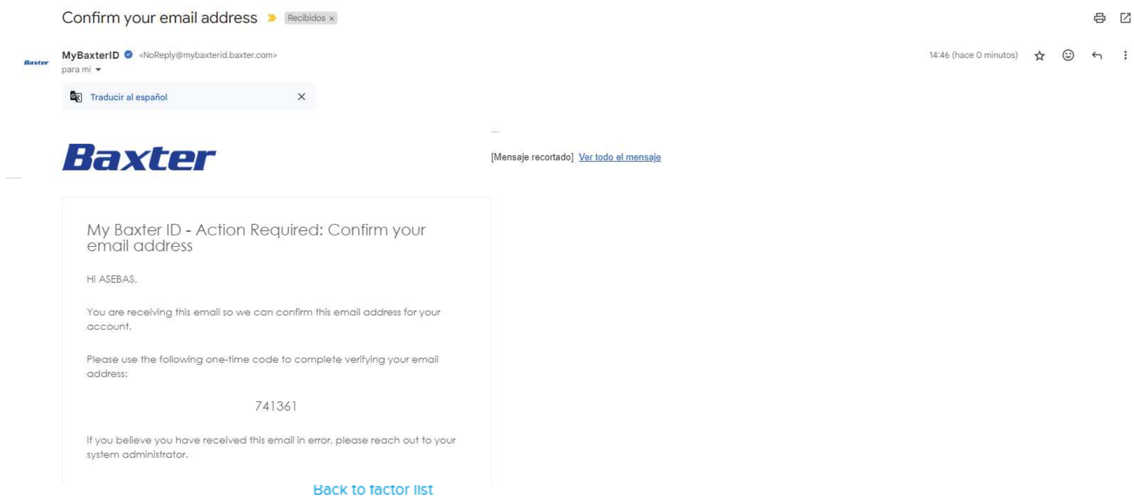
Email Authentication:

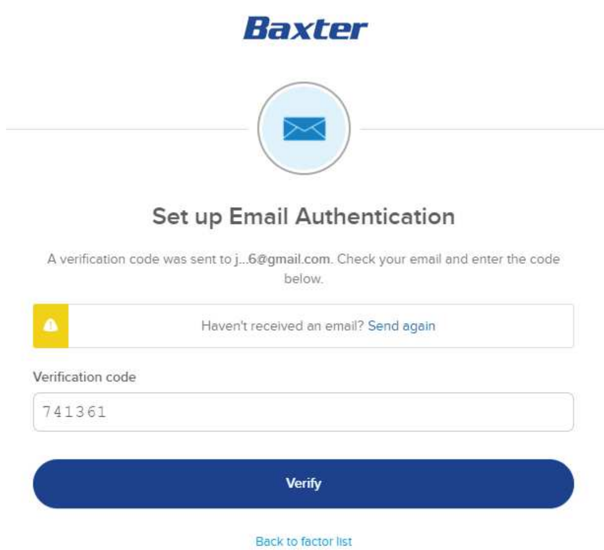
1. Click on 'Send me the code'



Baxter

2. You will receive an email with the verification code, copy and paste in the 'Verification Code' field.

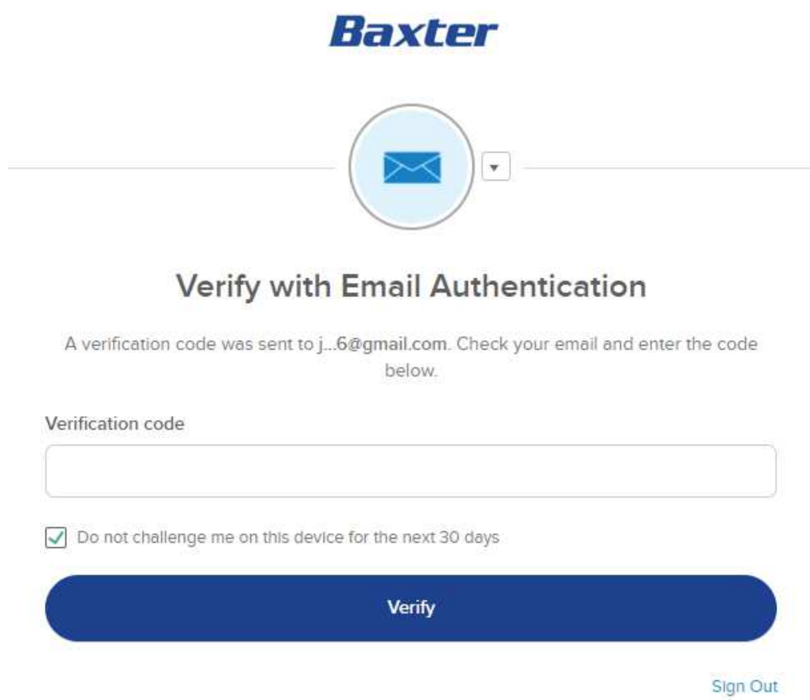




Once you have completed configuring the authentication methods click on Finish. The system will require you to verify with any of the methods chosen. You can switch the method clicking on the dropdown icon and selecting the prefer method (that will be possible if you configure at least 2 methods, otherwise, the system will show one by default)

Baxter

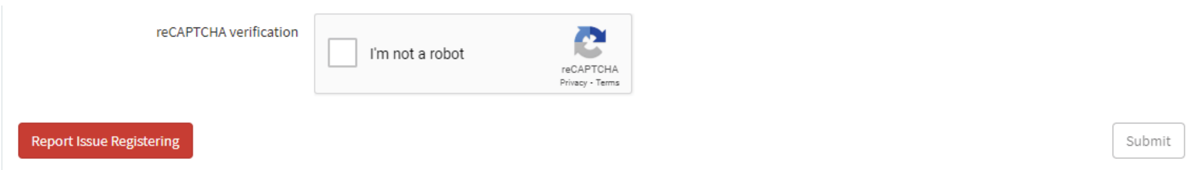
You have the option to check the box ‘Do not challenge me on this device for the next 30 days’ it means in the next 30 days the system will require your user id and your password.



Once your account has been set, 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 lfet corner of the registration page:

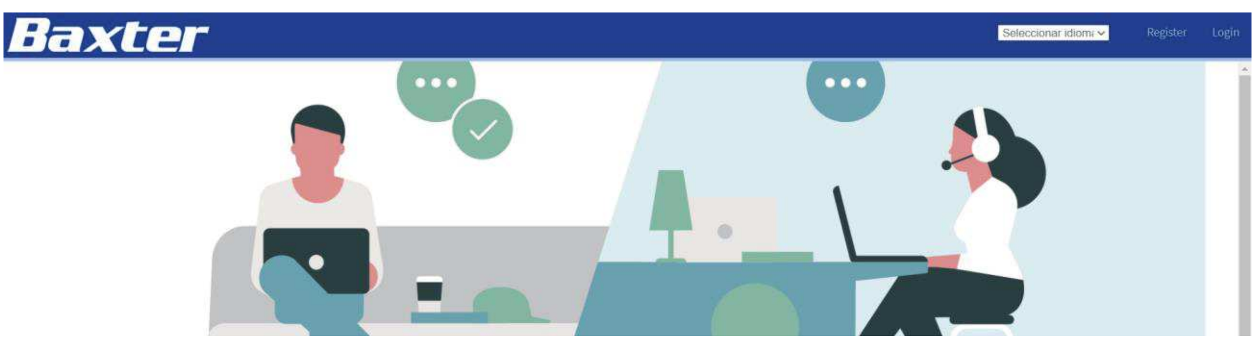


This will prompt a new registration form where you can notify the issue type you are seeing. Once you complete the information, verify the captcha and click on submit. This will create one case in our database and one of our agents will get in touch with you within 2 business day to help you create or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

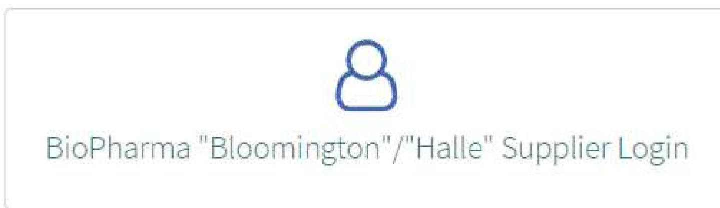
After you have successfully registered

Login into the Portal

1. Go into https://baxter.service-now.com/csm
2. Go into the top right corner and click on Login:



3. In the login page, click on **Customer Login** and select the corresponding company



4. You will be prompted to enter your BaxterID 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, the 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.

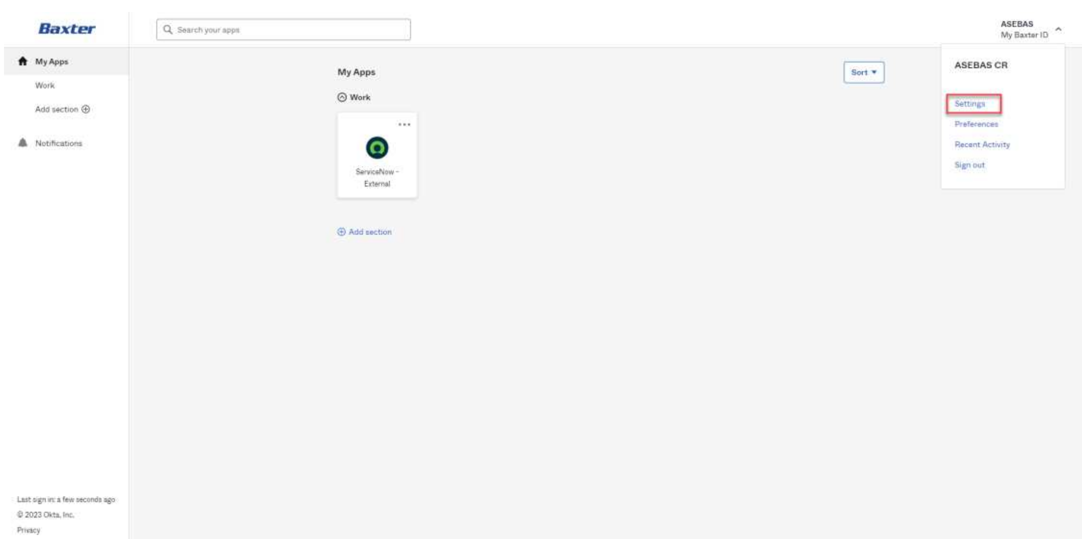
Changing your security question

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

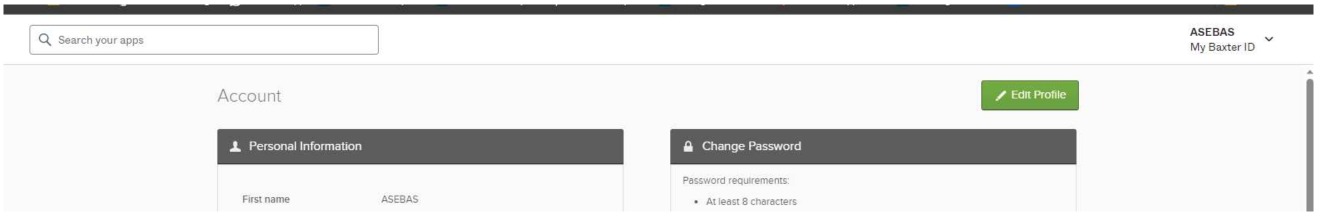
1. Go to : https://mybaxterid.baxter.com/app/UserHome

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

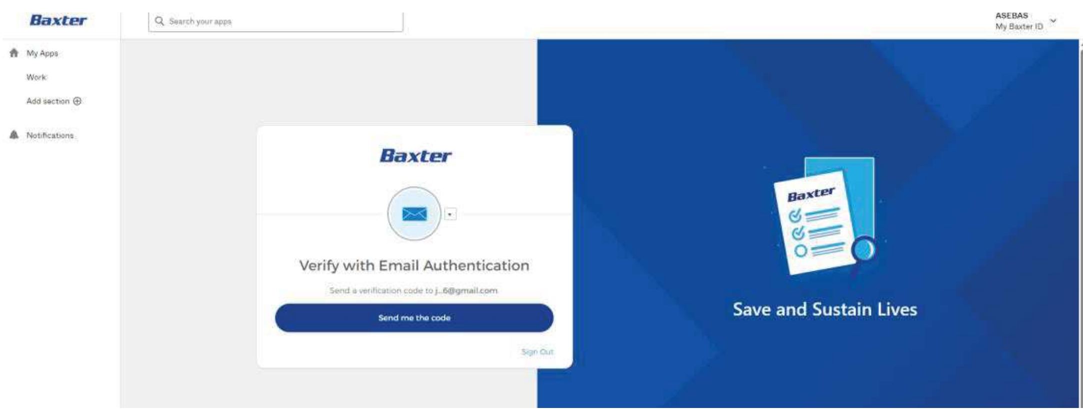
3. Click on your name in the upper right corner and select Settings



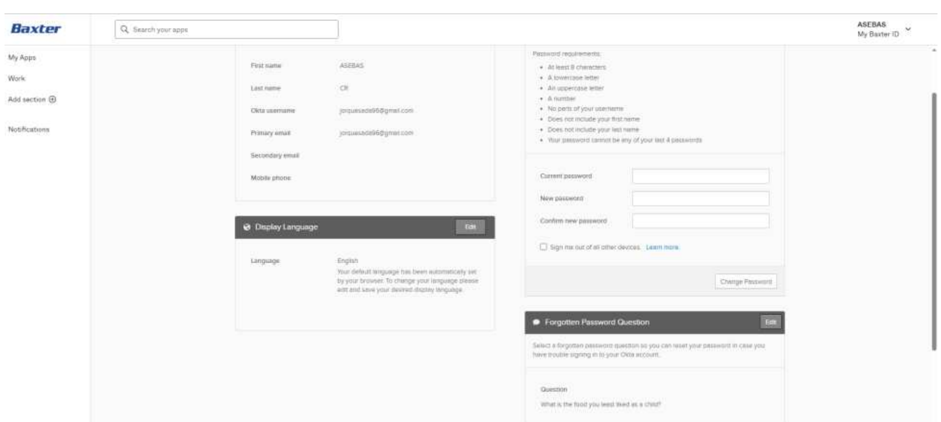
4. Edit Profile. This will require your password again



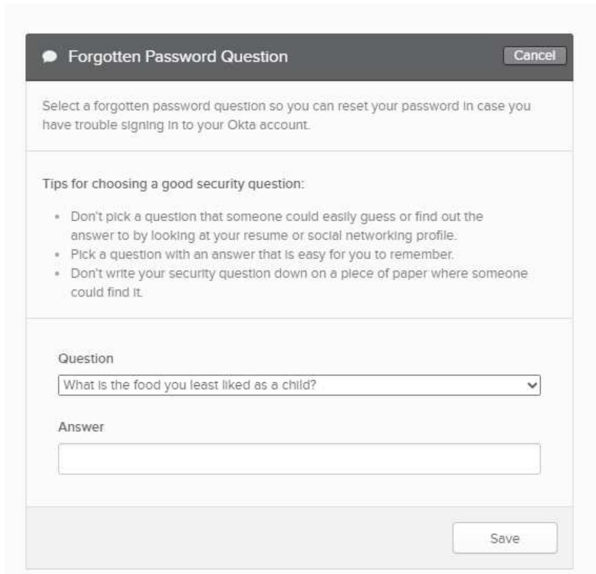
5. Complete the verification with any of the authentication methods previously configured.



6. You will be able to edit the security question



7. Save the changes



Using Baxter's ServiceNow Portal

ServiceNow is the tool selected by Baxter to engage suppliers and internal users' queries related to the Accounts Payable process.

In the tool, users will be able to create cases, attach documents and follow up on inquiries regarding invoice status, payments, and other AP queries. Our AP Resolution Teams will be providing responses and solutions to the queries via updates in the cases.

We aim to have an efficient and complete Accounts Payable process, so we appreciate your support on following the guidelines below to create and submit your AP queries.

Important for countries in Americas Region!

Before creating a case, please make sure to register in our Baxter P2P Invoice Portal, our self - service tool where you can consult the status of invoices and payments without the need to create a ticket. This tool is available for invoices billed to UCAN and LATAM countries.

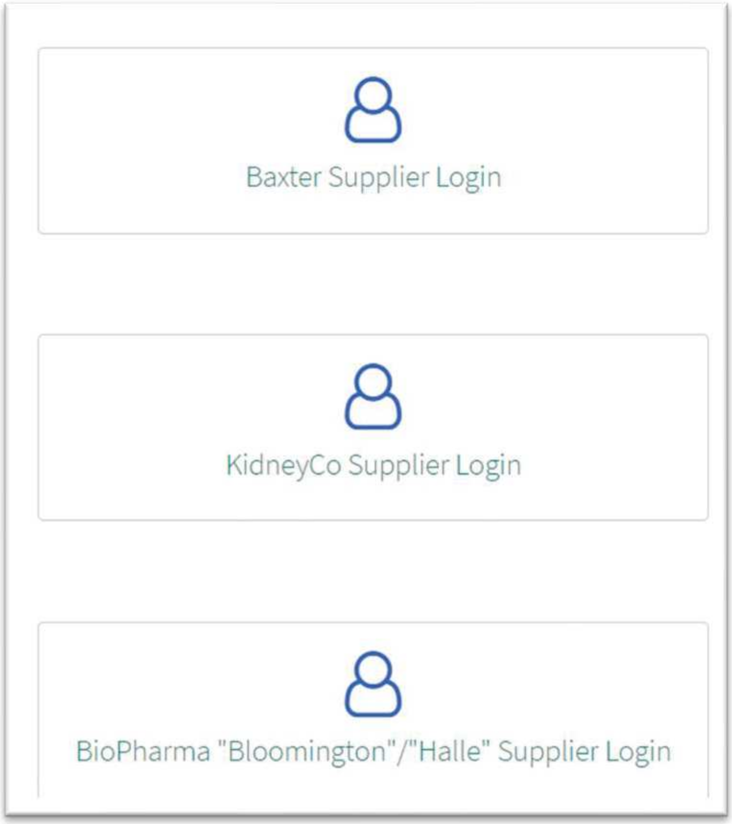
Register and log in into the tool on this address: https://wahcp.baxter.com/aponline/index.html

Login into the Portal

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

2. Go into the top right corner and click on Login:

3. In the login page, click on **Customer Login** and select the corresponding company

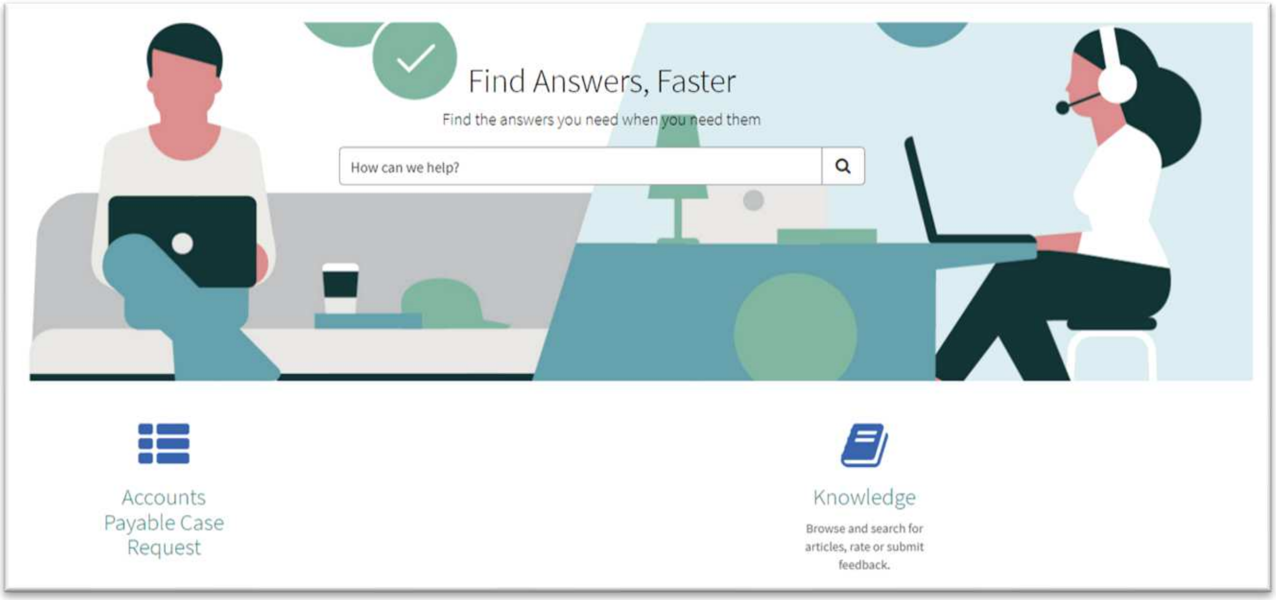


4. You will be prompted to enter your BaxterID credentials: the username (that should be an email address) and the password you created. If you have more than one account, you will the open cases for the logged in user. Please make sure you use the correct credentials to raise/see cases for the correct company. If you click on the **Remember me** box, the automatic login should happen for future visits to the portal.

How to create a case

1. In the portal home page, click on Accounts Payable Case Request

Baxter



2. Complete the fields in the Create Case Form. The fields are the ones below:

a) **Category**: The main type of query you are raising into the Portal. Options are Invoice/Payment Queries and Vendor Master

b) **Subcategory**: This will define your type of query into a more specific topic.

c) **Region**: The Baxter region you are billing to. Please note Baxter is defined by four regions: North America (UCAN), Latin America (LATAM), Europe, Africa and Middle East (EMEA) and Asia Pacific (APAC)

d) **Country**: The country where the Baxter facility you are billing to is located

e) **Supplier Name**

f) **Supplier number:** This is the record number used by Baxter to identify suppliers. It is composed by 8 digits. (this is not mandatory, complete only if you know it)

g) **Subject:** a brief description of the issue

h) **Description**: a more detail description of your issue/request

i) **Tax Identification Number**

j) **PO number** (if you have it)

k) **Invoice number** (if you have it)

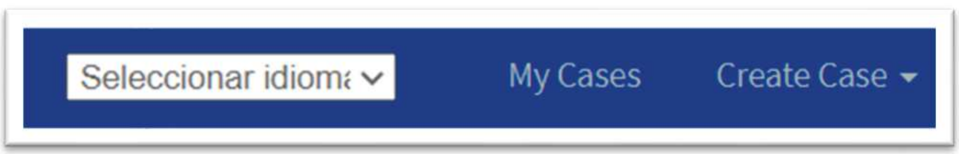
l) **Verification check box**. This will prompt you to use first the Baxter Invoice Portal, a separate self-service tool where you can check the invoice and payment information. This only applies for Americas and some subcategories.

m) **Urgent check box**. **<u>Please note</u>** this is for critical cases only. You will be prompted to justify the urgency of the case if this is marked.

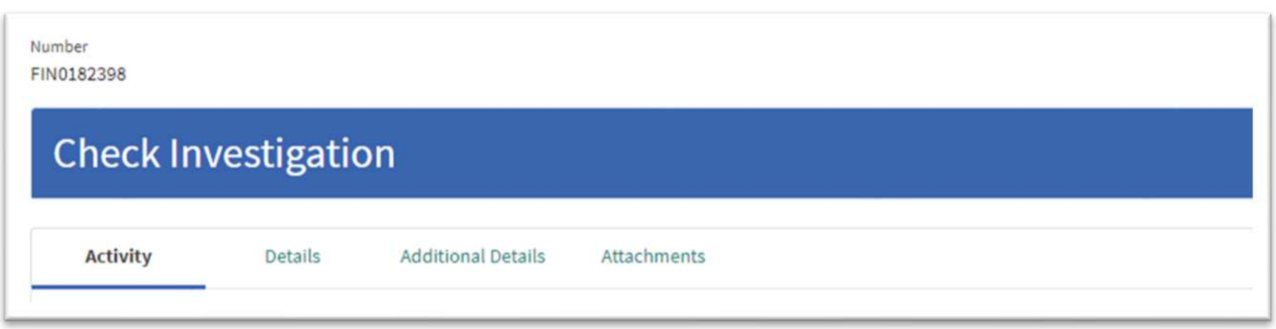
n) **Attachments**: please add support documentation for your case

3. Once the form is completed, click on Submit. This will assign a new case number. Please keep this number for future references.

4. You can also review the progress of your cases by clicking on the "My Cases" option in the menu on the top of the page:



5. Once you open a case, you can add further comments and attachments if needed, even when no updates have been provided by one of our agents, in the "My Cases" section. You can even close your own case using the Actions button if you feel the answer is no longer required. Activity for the ticket is also visible in this section



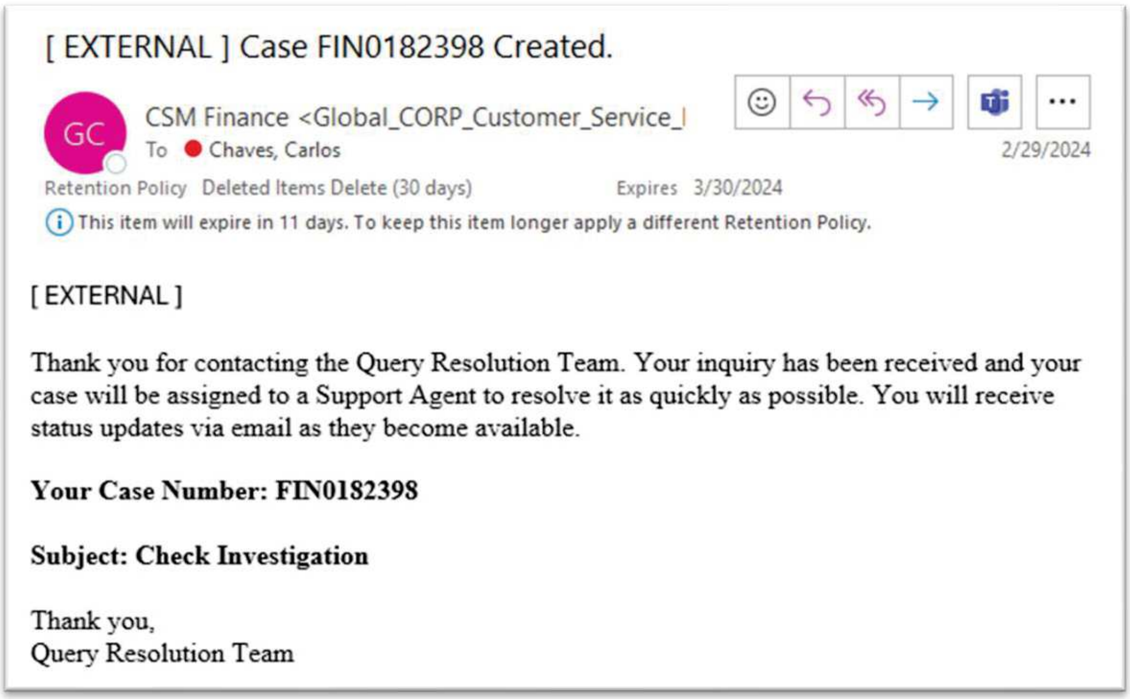
6. Once a case is marked as "Solution Proposed", you can click in the Actions button and confirm if you Accept or Reject the solution provided by the agent.

Notifications for your cases

Every time you create a case, you will receive notifications from status changes into the email you have registered. Please consider that some of these notifications will have relevant updates for your case.

Case creation

A notification is sent with the ticket number and the subject of the case



[EXTERNAL] Case FIN0182398 Created.

CSM Finance <Global_CORP_Customer_Service_I

To Chaves, Carlos

2/29/2024

Retention Policy Deleted Items Delete (30 days) Expires 3/30/2024

This item will expire in 11 days. To keep this item longer apply a different Retention Policy.

[EXTERNAL]

Thank you for contacting the Query Resolution Team. Your inquiry has been received and your case will be assigned to a Support Agent to resolve it as quickly as possible. You will receive status updates via email as they become available.

Your Case Number: FIN0182398

Subject: Check Investigation

Thank you,
Query Resolution Team

Comments added to your case by agents.

Any comment added by the AP Resolution agents will be added to the case and will trigger an email notification with the relevant comments. These comments can be proposing a solution, giving status, providing data on the case or even requesting the user that opened the ticket to provide additional information so the case can be solved.

Your comments will be added if you go to "My Cases" section in the portal and add the required information. This will automatically change the status of the ticket back to the agent.

[EXTERNAL] Case FIN0182398 comments added

CSM Finance <Global_CORP_Customer_Service_I
To Chaves, Carlos
Tue 3/12

Retention Policy Deleted Items Delete (30 days) Expires 4/11/2024

This item will expire in 23 days. To keep this item longer apply a different Retention Policy.

[EXTERNAL]

Your Case Number: FIN0182398
Category: Invoice/Payment Queries
Subcategory: Invoice/Payment Status
Short Description: Check Investigation
Priority: 1 - Critical

When logged into Service Now, go to My Cases to see this ticket

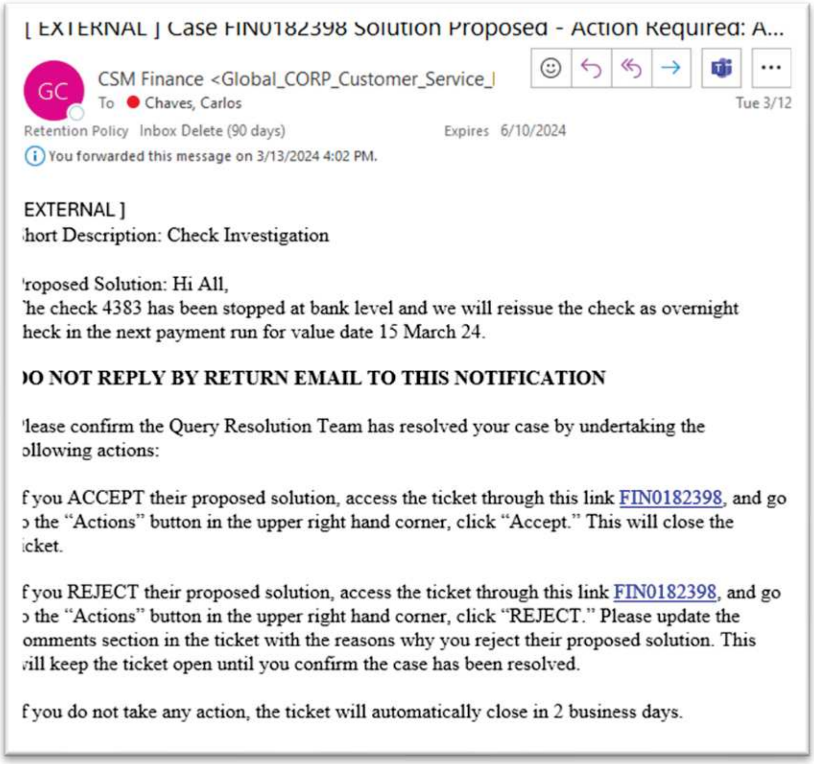
Comments:

03/12/2024 10:08:07 CDT - Agent
I have updated information on the case

Solution proposed for the case

When the AP Resolution Team has completed your case, they will send a proposal for the solution in the case. At this point, the ticket remains open. Please review the solution and either accept the solution, if everything is ok, or reject it in case the solution is not clear or has missing data.

Please note that you need to take action within 2 business days, otherwise the ticket will be automatically closed and if anything else is required, you will need to open a new ticket.



[EXTERNAL] Case FIN0182398 Solution Proposed - Action Required: A...

CSM Finance <Global_CORP_Customer_Service_|
To Chaves, Carlos
Tue 3/12
Retention Policy Inbox Delete (90 days) Expires 6/10/2024
You forwarded this message on 3/13/2024 4:02 PM.

EXTERNAL]
hort Description: Check Investigation

roposed Solution: Hi All,
he check 4383 has been stopped at bank level and we will reissue the check as overnight heck in the next payment run for value date 15 March 24.

O NOT REPLY BY RETURN EMAIL TO THIS NOTIFICATION

lease confirm the Query Resolution Team has resolved your case by undertaking the ollowing actions:

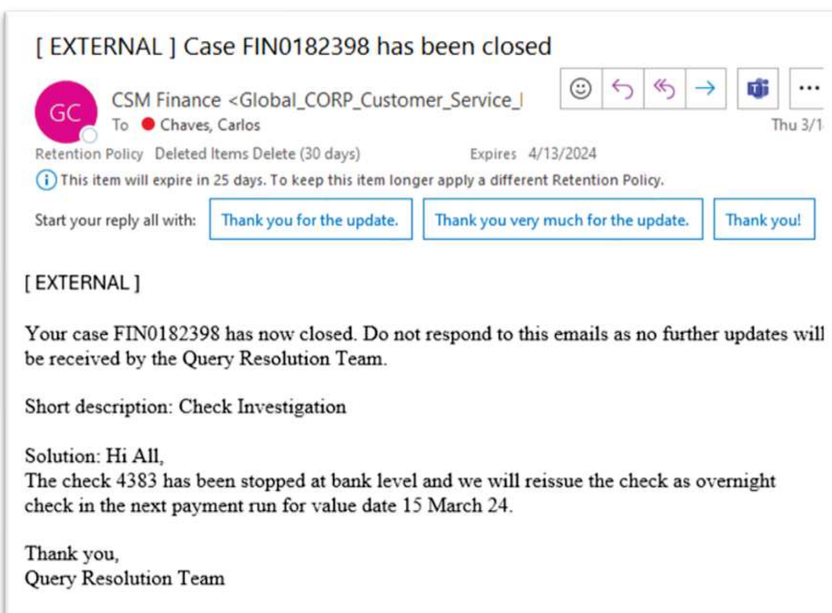
f you ACCEPT their proposed solution, access the ticket through this link FIN0182398, and go the “Actions” button in the upper right hand corner, click “Accept.” This will close the icket.

f you REJECT their proposed solution, access the ticket through this link FIN0182398, and go the “Actions” button in the upper right hand corner, click “REJECT.” Please update the omments section in the ticket with the reasons why you reject their proposed solution. This ill keep the ticket open until you confirm the case has been resolved.

f you do not take any action, the ticket will automatically close in 2 business days.

A case is closed

After 2 business days of having the Solution Proposed status, the ticket will be automatically closed. You will receive another notification when this happens, with a short description and the solution of the case. After this point, the ticket cannot be open again



[EXTERNAL] Case FIN0182398 has been closed

CSM Finance <Global_CORP_Customer_Service_|
To Chaves, Carlos
Thu 3/1
Retention Policy Deleted Items Delete (30 days) Expires 4/13/2024
This item will expire in 25 days. To keep this item longer apply a different Retention Policy.
Start your reply all with: Thank you for the update. Thank you very much for the update. Thank you!

[EXTERNAL]

Your case FIN0182398 has now closed. Do not respond to this emails as no further updates will be received by the Query Resolution Team.

Short description: Check Investigation

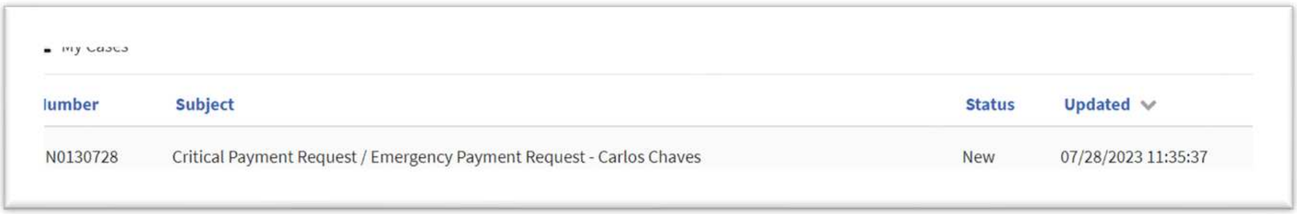
Solution: Hi All,
The check 4383 has been stopped at bank level and we will reissue the check as overnight check in the next payment run for value date 15 March 24.

Thank you,
Query Resolution Team

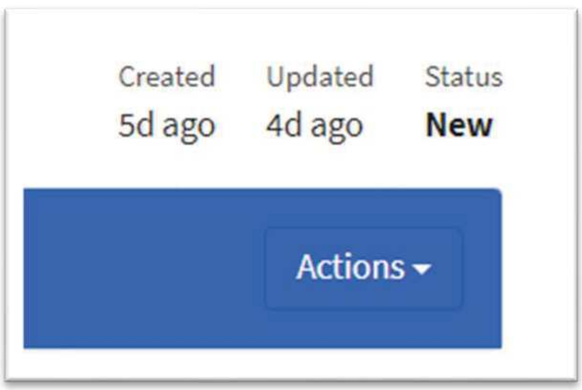
Escalation of a ticket

Tickets can be escalated after 7 days of creation date in the tool. Go to "My Cases" section and locate the ticket

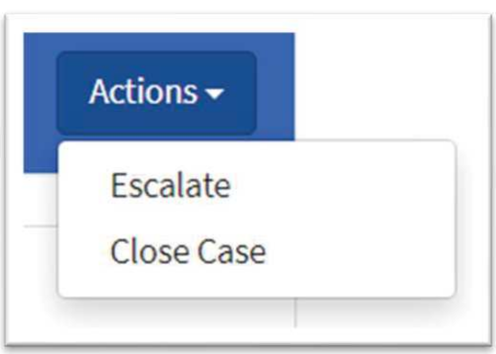
Search for the case created. You can review the latest creation and update date in the ticket



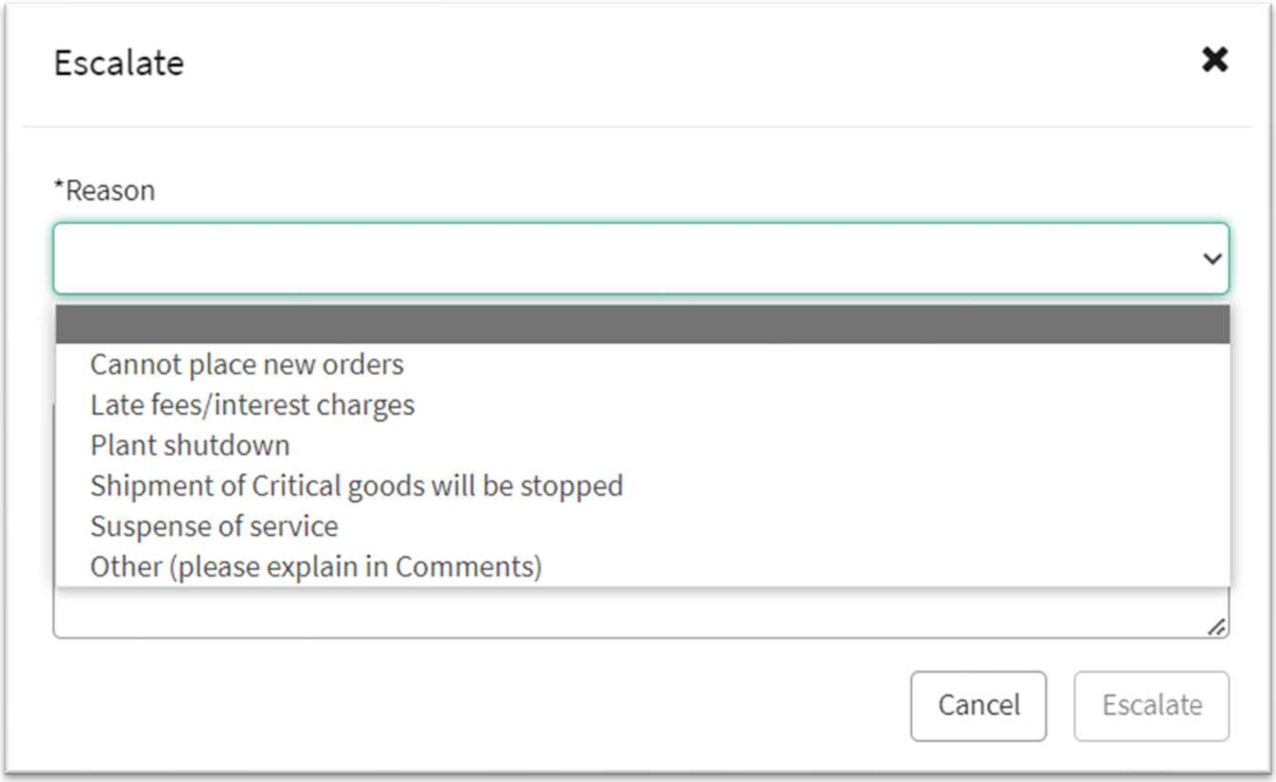
In the top right corner, you will see the Actions button



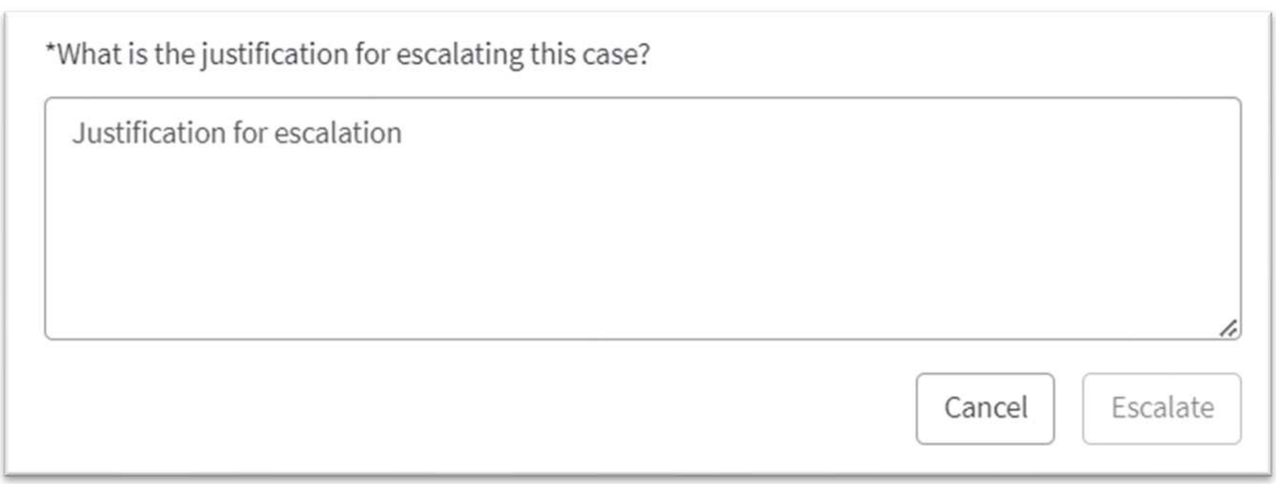
Click on Actions and the "Escalate" option should be available



You will need to select an escalation reason from the dropdown list



You will also need to provide your escalation comments in the blank space below the reason



Once the ticket has been escalated, you will see the latest update in the case created under an ESC case type. This escalation will remain open until the ticket is closed.