

Source-to-Pay Central

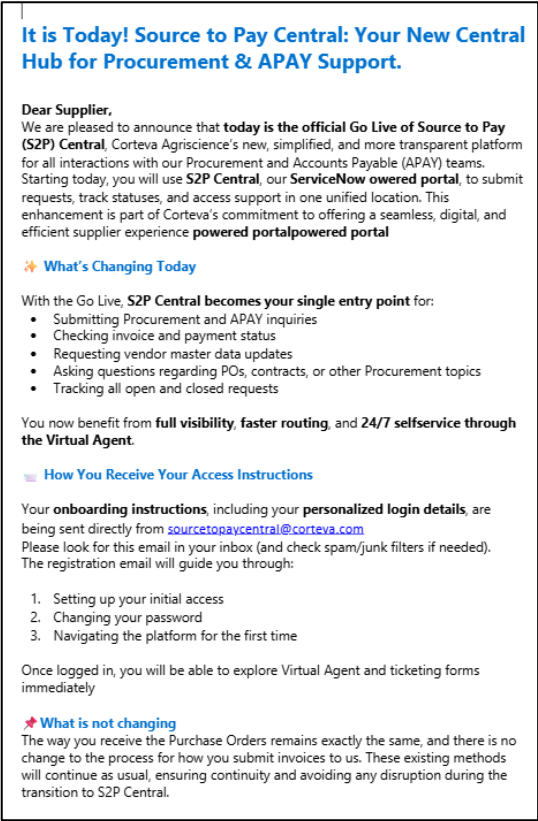
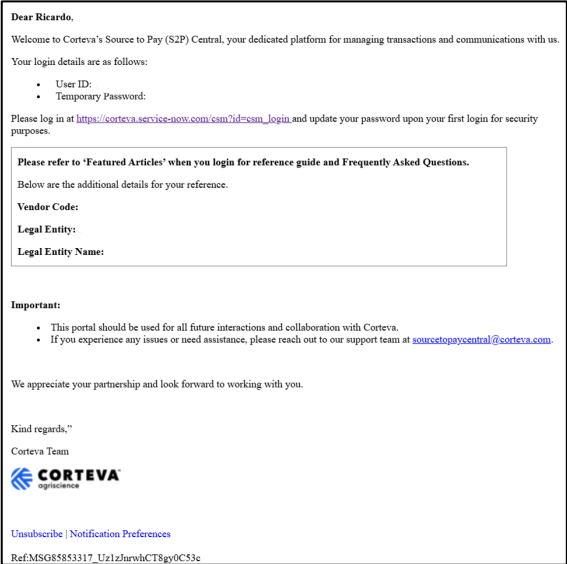
Quick Reference Guide

for External Users

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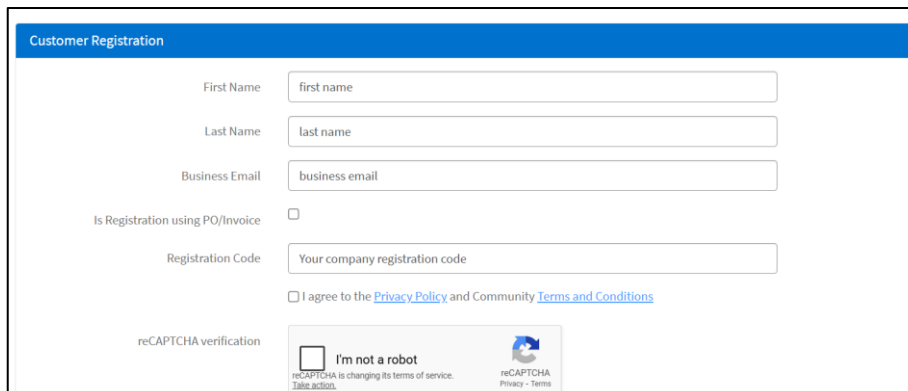
Registering for Source-to-Pay Central

Step	Screenshot
A communication e-mail will be received from sourcetopaycentral@corteva.com About source to pay central and the registration	
Corteva has already registered you under source to pay central and you will receive an email from sourcetopaycentral@corteva.com along with your login credentials. Note: please reset your password by logging in to the link CSM Login - Source to Pay Central (S2P)	

In case you haven't received the login credentials please click on the link below to get registered to source to pay central.

<[Registration Request - Source to Pay Central \(S2P\)](#)>

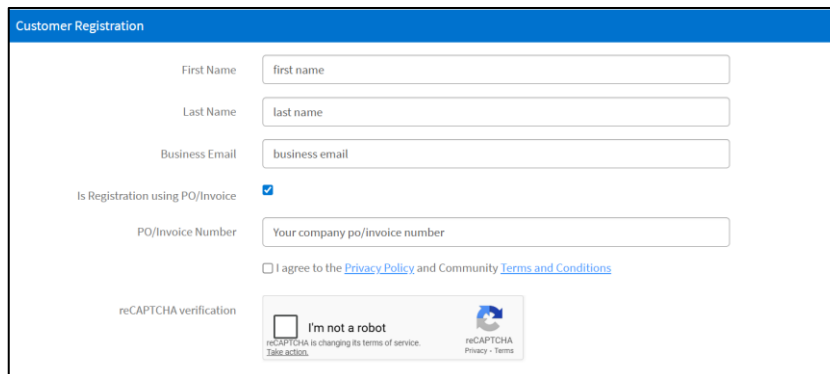
Once you click on the link, fill out the required information on the Customer Registration form and hit 'Submit.'



The screenshot shows the 'Customer Registration' form. It includes fields for First Name, Last Name, Business Email, and a checkbox for 'Is Registration using PO/Invoice'. There is also a field for 'Registration Code' and a checkbox for 'I agree to the Privacy Policy and Community Terms and Conditions'. At the bottom, there is a reCAPTCHA verification section with the text 'I'm not a robot' and a link to 'Take action'.

Check the "Is Registration using PO/Invoice" and enter the Invoice number or PO number in "PO/Invoice Number" and click on submit.

Once you submit the form an email will be sent to Corteva contact for approval.



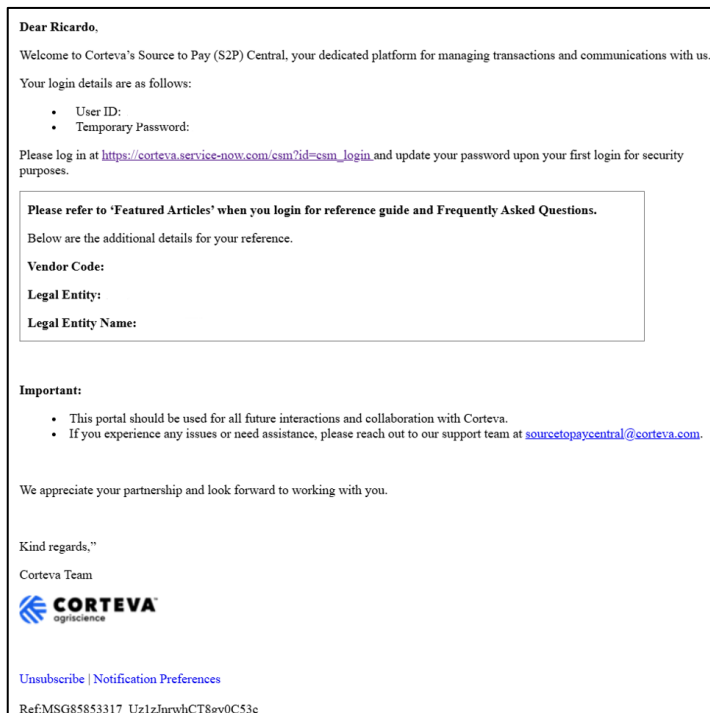
This screenshot shows the 'Customer Registration' form with the 'Is Registration using PO/Invoice' checkbox checked. The 'PO/Invoice Number' field is now visible and contains the text 'Your company po/invoice number'. The rest of the form structure is identical to the previous screenshot.

Corteva will review the submitted request. Upon successful registration, you will receive an email from **corteva@service-now.com** containing your login credentials (username and password).

The credentials will be sent to the registered email ID within **two business days**.

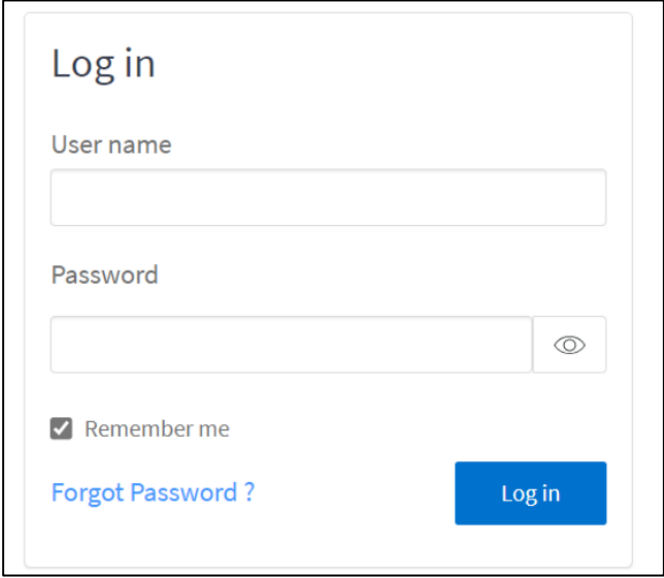
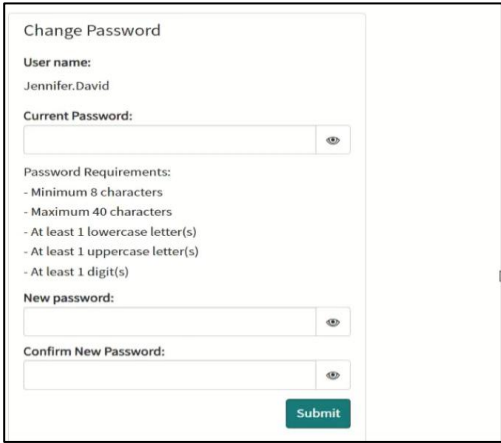
Please check your inbox and spam/junk folder during this period.

Note: please reset your password by logging in to the link [CSM Login - Source to Pay Central \(S2P\)](#)

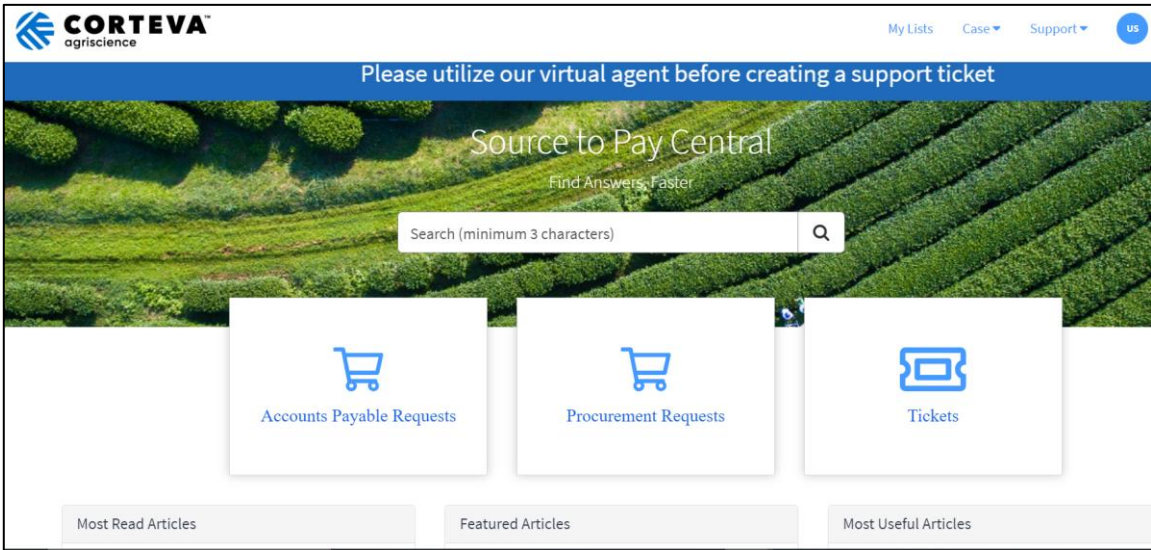


The screenshot shows an email from Corteva. It starts with 'Dear Ricardo,' and welcomes the user to Corteva's Source to Pay (S2P) Central. It provides login details: User ID and Temporary Password. It includes a link to log in at https://corteva.service-now.com/csm?id=csm_login and advises updating the password upon first login. There is a section for 'Featured Articles' and 'Frequently Asked Questions'. Below that, it lists 'Vendor Code', 'Legal Entity', and 'Legal Entity Name'. An 'Important' section follows, stating the portal should be used for all future interactions and providing a support email: sourcetopaycentral@corteva.com. The email concludes with 'We appreciate your partnership and look forward to working with you.', 'Kind regards,', and the 'Corteva Team' signature. The Corteva logo is also present. At the bottom, there are links for 'Unsubscribe | Notification Preferences' and a reference ID: 'Ref:MSG65853317_Uz1zInrwhCT8gy0C53c'.

Logging in to Source-to-Pay Central

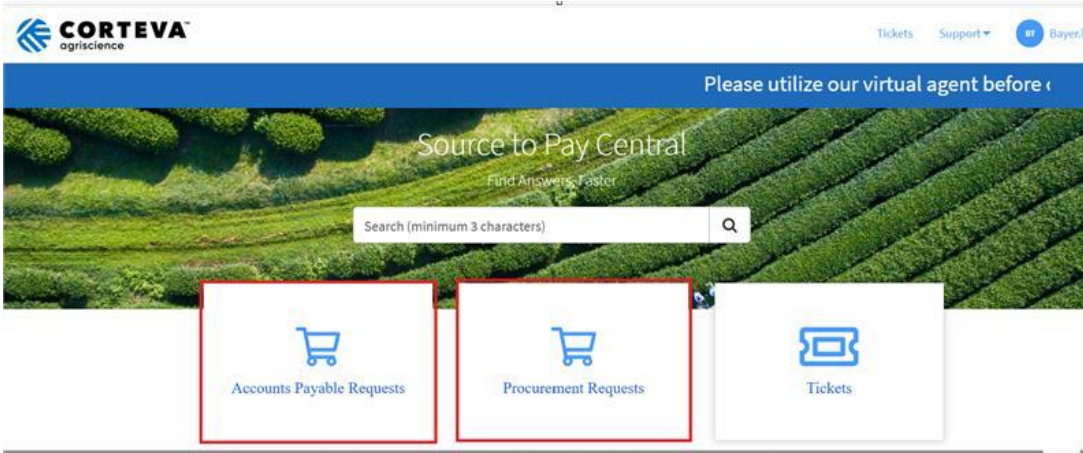
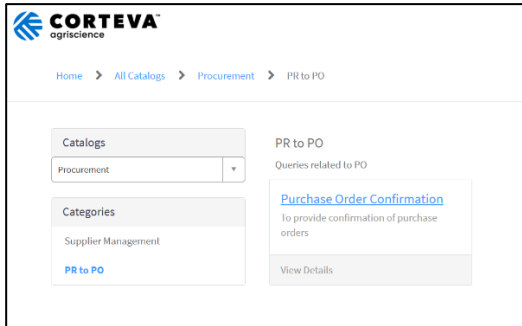
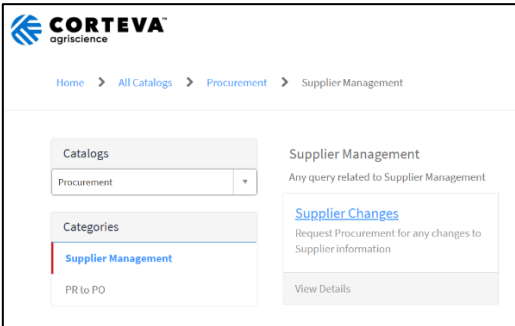
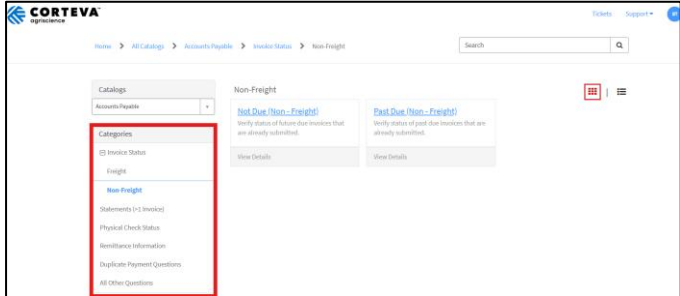
Step	Screenshot
Click on the below link and enter the User ID and password provided and hit 'Login.' https://corteva.service-now.com/csm?id=csm_login	
Your login will be successful, and you will be prompted to update your password the first time you login. Enter your current password and select a new password according to the password requirements mentioned.	

Once your password has been changed, you are now Logged-in to the Portal and can view the Source-to-Pay Central (portal view home page)



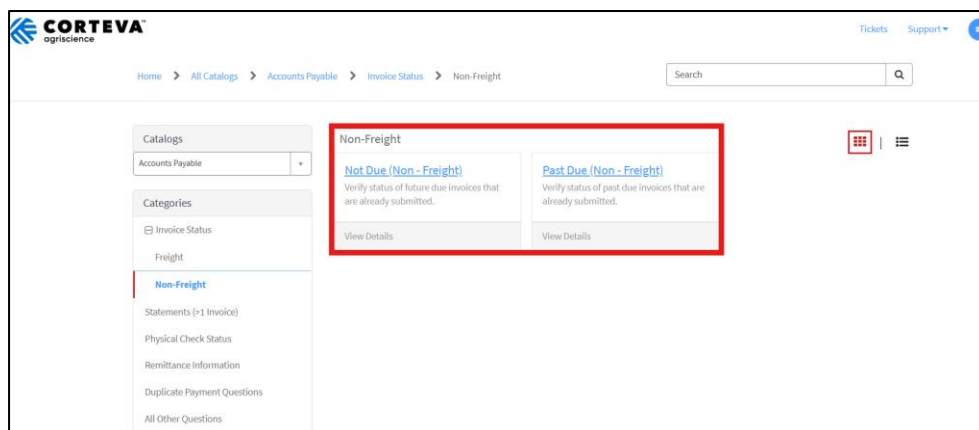
If you face any issues with logging in to Source-to-Pay Central.
Please write to sourcetopaycentral@corteva.com

How to Submit a Ticket (Case)

Step	Screenshot							
Click on the below link and login to the portal. https://corteva.service-now.com/csm?id=csm_login Click on accounts payable request box or procurement request box based on your need.								
Here are the various forms available under Procurement section <table><tr><td>Procurement</td></tr><tr><td>Purchase Order Confirmation</td></tr><tr><td>Supplier changes</td></tr></table>	Procurement	Purchase Order Confirmation	Supplier changes	 				
Procurement								
Purchase Order Confirmation								
Supplier changes								
Here are the various forms available under Accounts Payable section <table><tr><td>Accounts Payable</td></tr><tr><td>Invoice Status</td></tr><tr><td>Statements (>1 Invoice)</td></tr><tr><td>Physical Check Status</td></tr><tr><td>Remittance Information</td></tr><tr><td>Duplicate Payment Questions</td></tr><tr><td>All other Questions</td></tr></table>	Accounts Payable	Invoice Status	Statements (>1 Invoice)	Physical Check Status	Remittance Information	Duplicate Payment Questions	All other Questions	
Accounts Payable								
Invoice Status								
Statements (>1 Invoice)								
Physical Check Status								
Remittance Information								
Duplicate Payment Questions								
All other Questions								

Upon selecting the category, the list of available sub-categories is displayed.

Select the most relevant sub-category



The Ticketing form is now displayed.

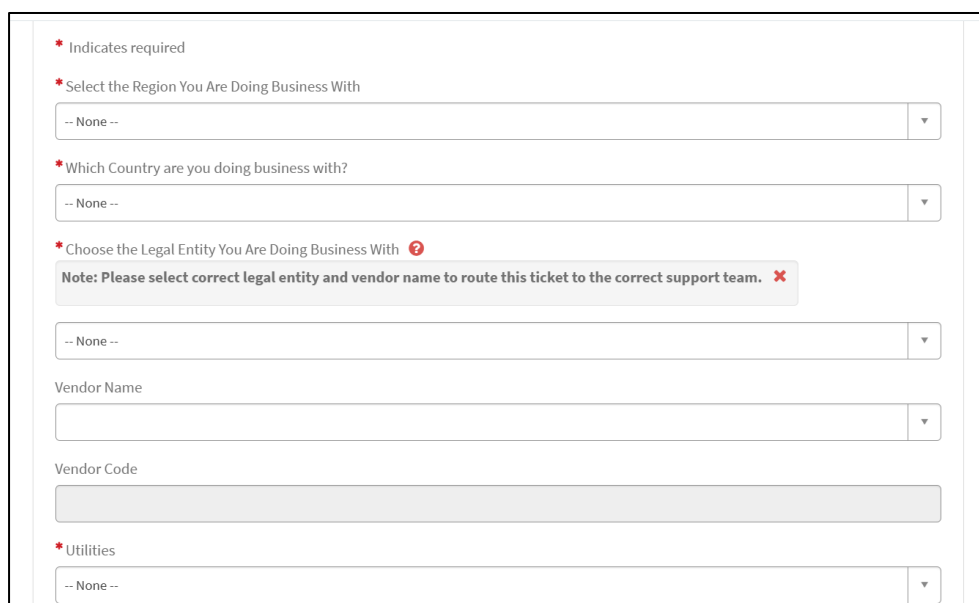
Fill out the details that are requested on the form.

You can add comments and attachments as needed.

Make sure to pick the correct country to display the legal entity.

The tool will display the required information.

Hit the Submit button when completed.

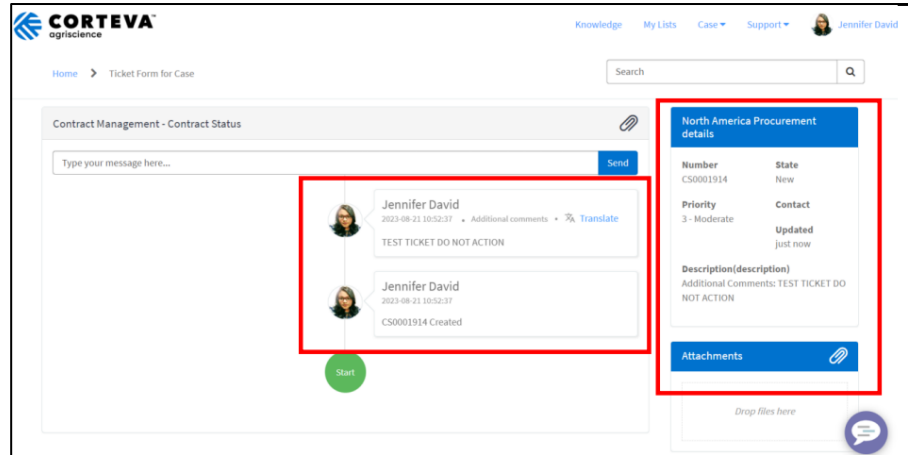


Upon Successful submission of the Ticket (case), you will be led to the following page.

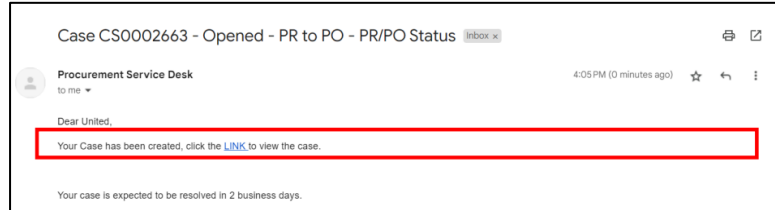
You can find the Case number and other details here.

Also, you can add comments and attachments even after the Ticket (case) has been submitted.

The assigned case number can be used to search for the details of the Ticket (case) from any search bar on the portal.

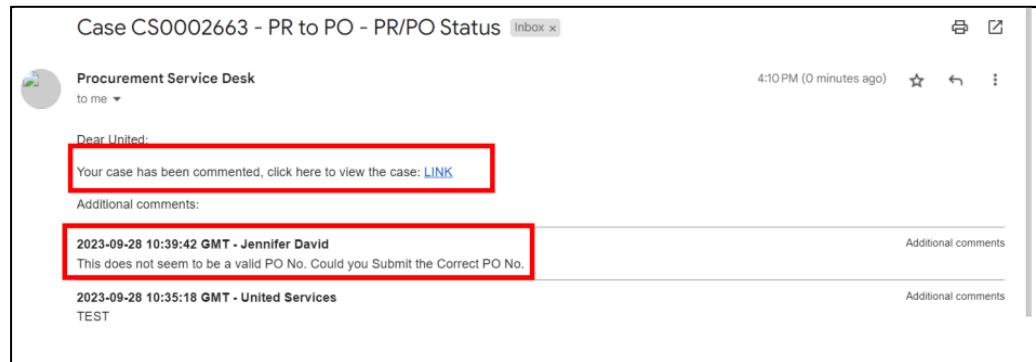


You will receive an E-mail notification with the link to view the Ticket (case) details.

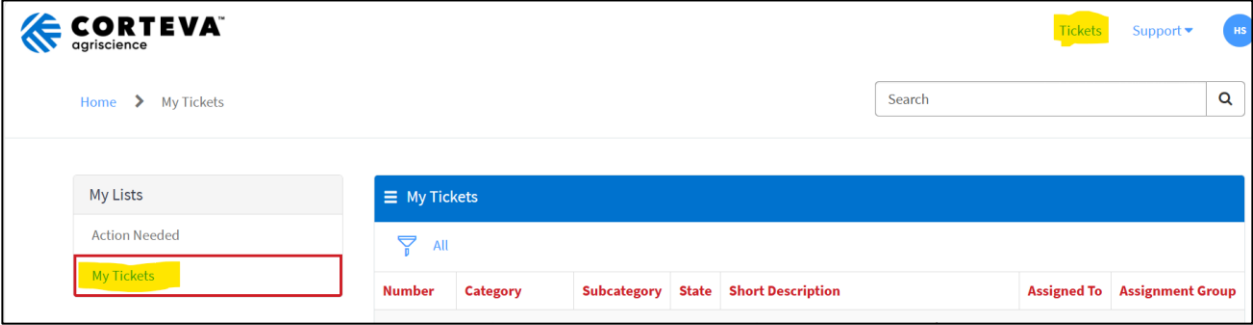
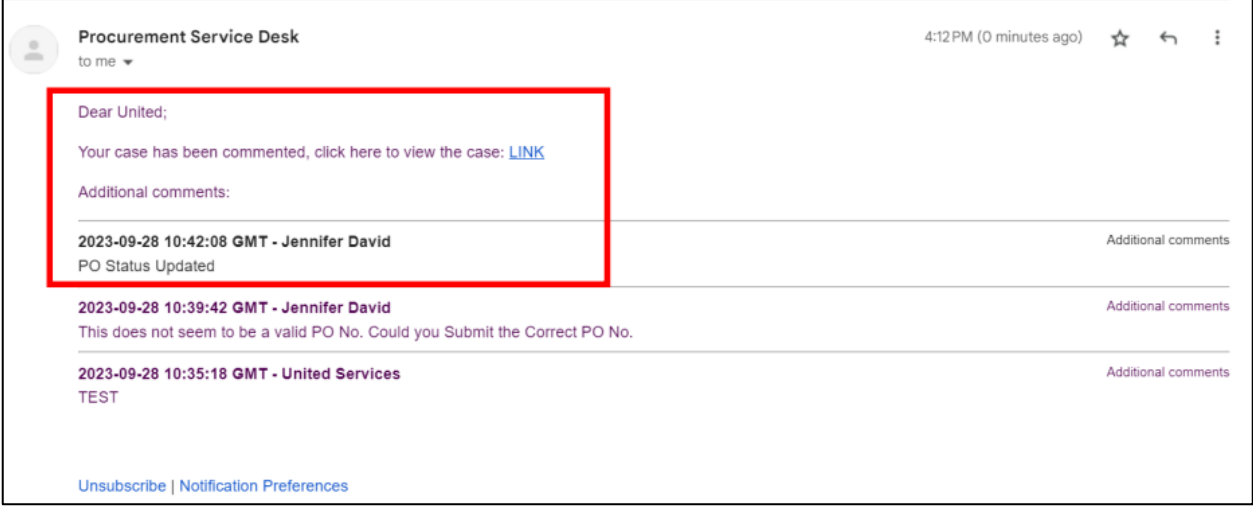


User will also receive an e-mail communication every time a comment/resolution is added by Corteva Service Center resolver.

To view the case form in the portal you can click on the link option in the email communication.



How to search for my Ticket (Case)

Step	Screenshot
You can view the status of all your submitted requests and tickets by navigating to the Tickets option on the home page. Path: Tickets → My Tickets This section will display all tickets raised by you along with their status.	
Also, When the Case has been resolved, the Corteva service center team will update the resolution comments and move the case to “Resolved” status. You can have the Ticket (case) re-opened during this period by clicking on the link in the e-mail.	

The case will remain in “Resolved” status for 5 days before it moves to “Closed” status.

When the Case is closed you will receive an e-mail requesting feedback.

Click on “Take the survey” to submit your feedback.

Case CS0002659 : Tell us how we did!

Procurement Service Desk

to me

Tell us how we did with your recent request

Hi ,

We'd love to hear about your experience with your recent request, **CS0002659**.

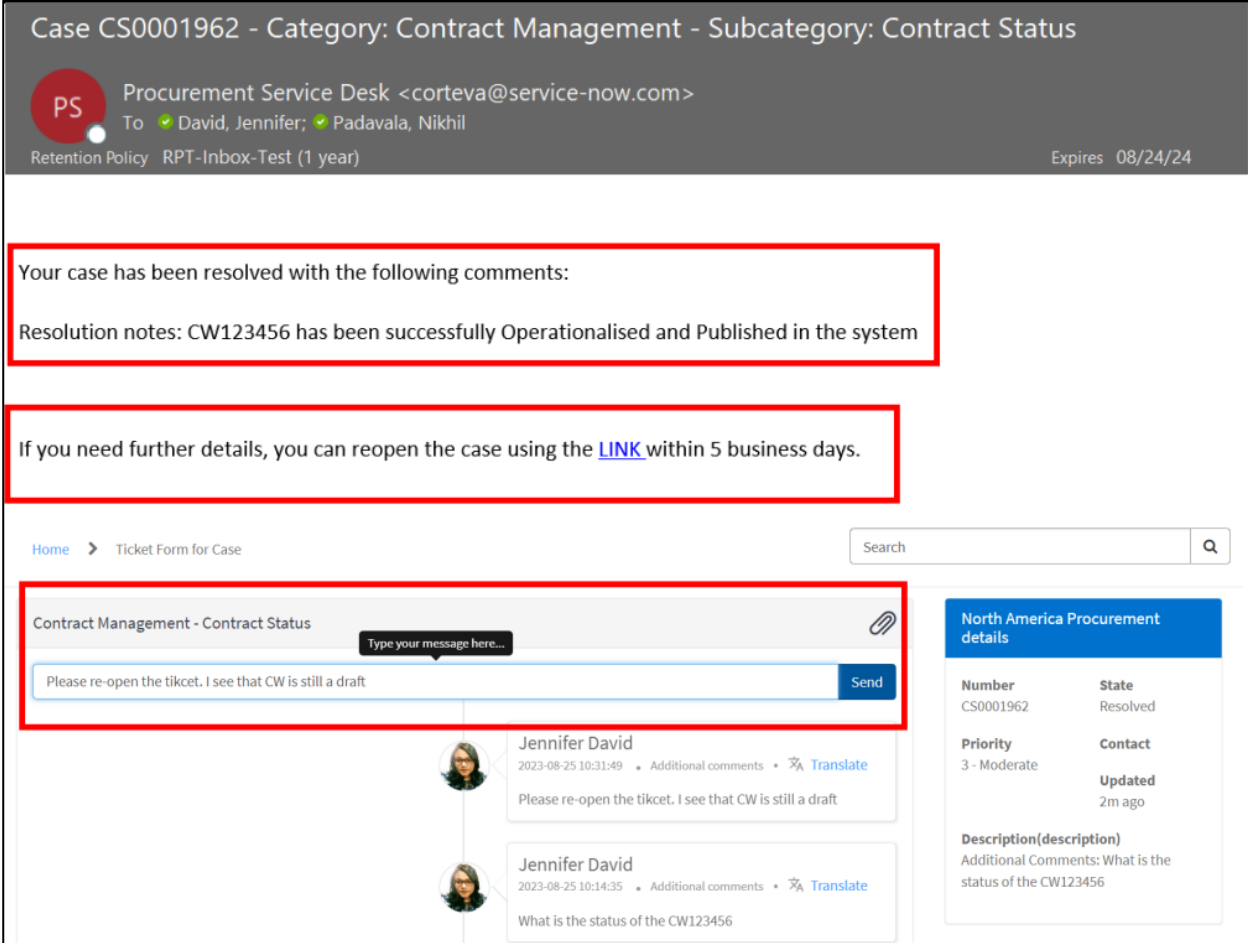
Take this quick, **1-minute** survey to tell us about it.

Take the survey

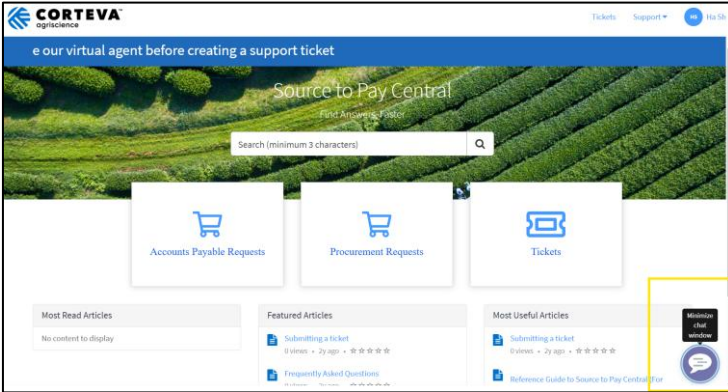
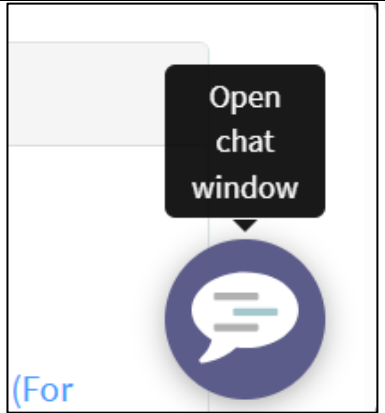
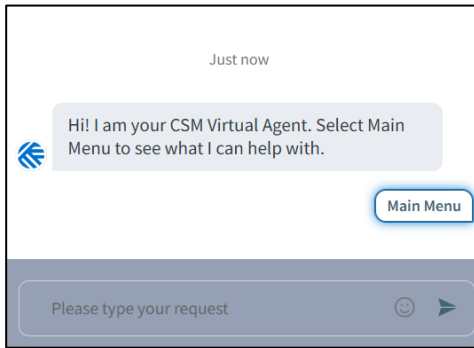
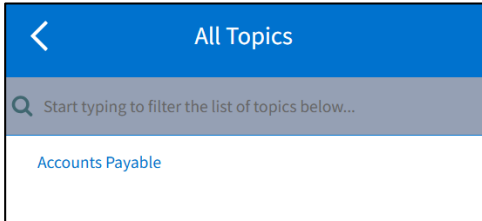
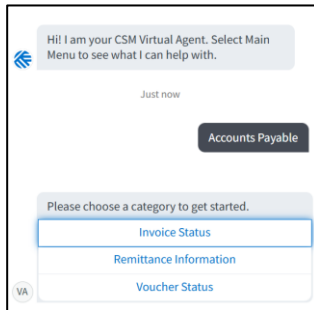
About this request

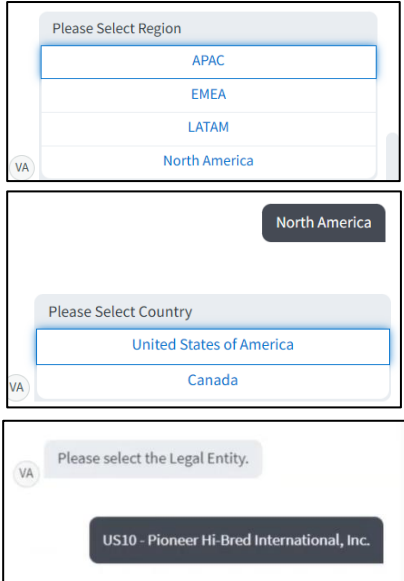
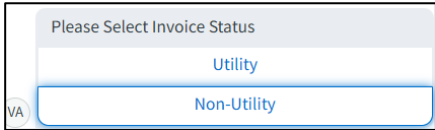
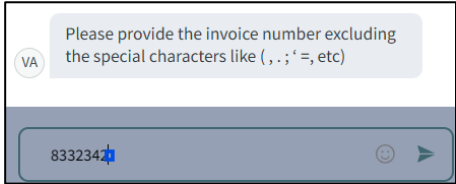
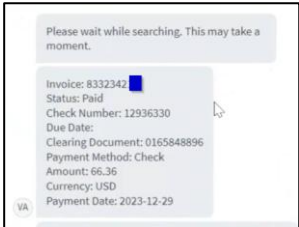
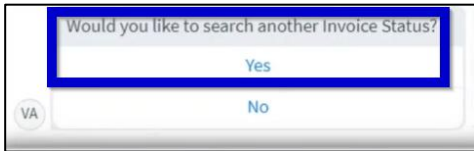
Short description: **PR to PO - PR/PO Status - PR: TEST** for work notes

How to re-open a Ticket (case)

Step	Screenshot										
When the Case has been resolved the Service center team will update the resolution comments and move the case to “Resolved” status. You can have the Ticket(case) re-opened during this period by clicking on the link in the e-mail. You will be led to the Case form page in the portal. Enter your comments and hit send. The system will then reopen the ticket for Corteva service center team to provide more details.	 Case CS0001962 - Category: Contract Management - Subcategory: Contract Status PS Procurement Service Desk <corteva@service-now.com> To David, Jennifer; Padavala, Nikhil Retention Policy RPT-Inbox-Test (1 year) Expires 08/24/24 Your case has been resolved with the following comments: Resolution notes: CW123456 has been successfully Operationalised and Published in the system If you need further details, you can reopen the case using the LINK within 5 business days. Home > Ticket Form for Case Contract Management - Contract Status Type your message here... Please re-open the ticket. I see that CW is still a draft Send Jennifer David 2023-08-25 10:31:49 • Additional comments • Translate Please re-open the ticket. I see that CW is still a draft Jennifer David 2023-08-25 10:14:35 • Additional comments • Translate What is the status of the CW123456 North America Procurement details <table border="1"> <tr> <td>Number</td><td>State</td></tr> <tr> <td>CS0001962</td><td>Resolved</td></tr> <tr> <td>Priority</td><td>Contact</td></tr> <tr> <td>3 - Moderate</td><td>Updated</td></tr> <tr> <td></td><td>2m ago</td></tr> </table> Description(description) Additional Comments: What is the status of the CW123456	Number	State	CS0001962	Resolved	Priority	Contact	3 - Moderate	Updated		2m ago
Number	State										
CS0001962	Resolved										
Priority	Contact										
3 - Moderate	Updated										
	2m ago										

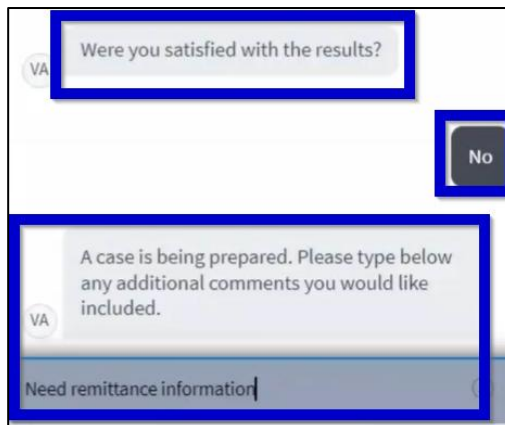
How to access virtual agent

Steps	Screenshots
For checking on invoice status, please use virtual agent within this tool. Login to the source to pay central -> Home -> click on open chat window logo	 
The dialog box is open and -> click on "Main menu"	
"All Topics" menu is displayed -> select the "accounts payable"	
Select the Category	

Select the Region, Country, Legal Entity	
Select the Sub-Category (Applicable only for NA region)	
Input the required information.	
The VA will display the required information.	
If you want to know the status of another Invoice, click on 'Yes' else "No"	

If you are satisfied with the result, then click Yes.

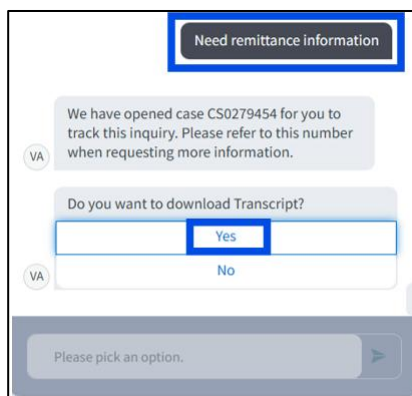
If not, select “No” and provide the required details.



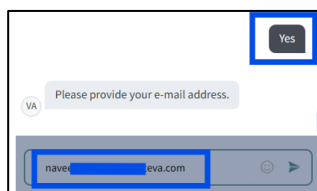
Case will be created on behalf of you with the requested information.

Transcript can also be downloaded

If you want to download Transcript, click “Yes”, if not “No”.

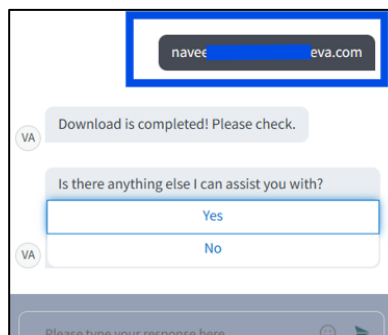


Please provide the email address where the transcript should be sent.

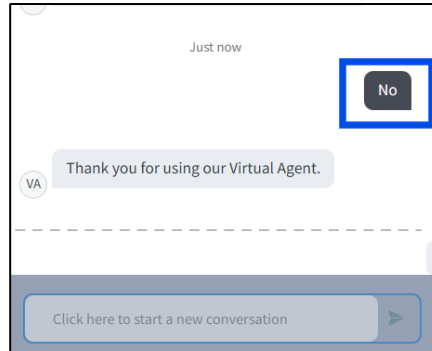


Transcript will be downloaded and sent to the email address provided.

If you want to know more information, click on “Yes” else “No”



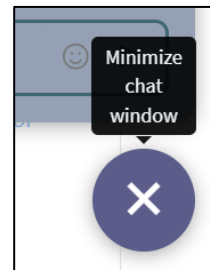
Thank you for using
Virtual Agent.



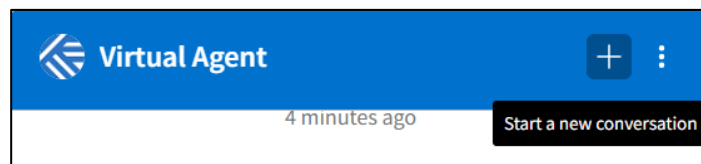
You can click on **X** icon
to end the conversation
at any time.



Click “**X**” icon to
minimize chat window



You can start over the
new conversation at
any point



Virtual Agent Scope: Accounts Payable

Category	Sub-Category	Input Required	Output by VA (For Integrated ERPs)
Invoice Status	Non-Utilities Invoice (only for North America region)	Legal Entity Invoice number	Invoice Status Check Number Due date Clearing Document Payment Method Amount Currency Payment date
Invoice Status	Utility Invoice (only for North America region)	Legal Entity, Account number, Invoice Date	Invoice Status Check Number Due date Clearing Document Payment Method Amount Currency Payment date
Remittance Information	Get Check Status	Legal Entity, Check Number	Status Check Number Currency Payment Amount Payment Method Payment date Due date List of Invoices (Remittance)