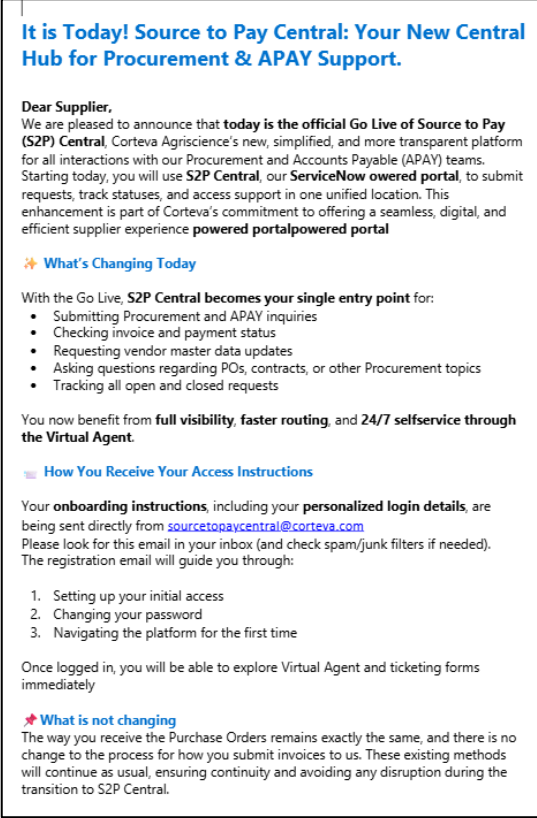
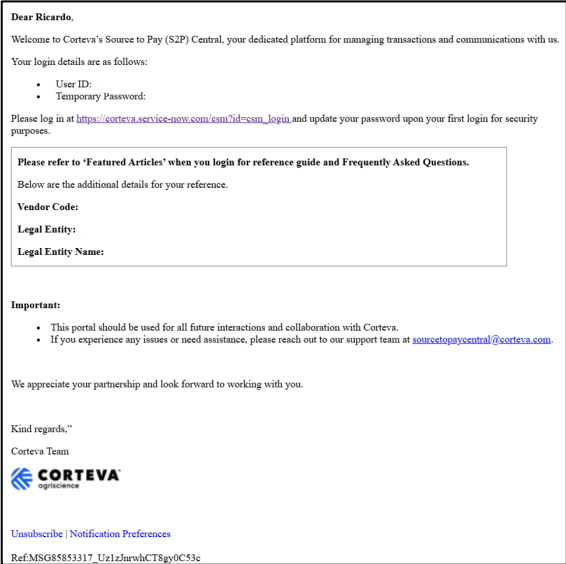


# Source-to-Pay Central Quick Reference Guide for External Users

## Contents

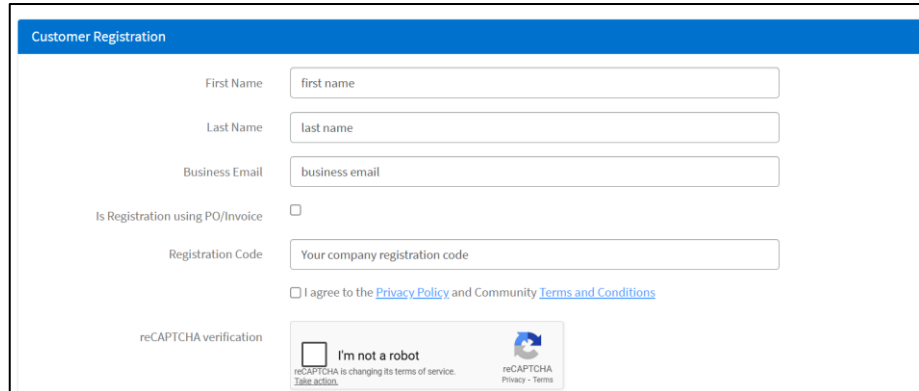
Registering for Source-to-Pay Central .....	2
Logging in to Source-to-Pay Central .....	4
How to Submit a Ticket (Case) .....	6
How to search for my Ticket (Case).....	9
How to re-open a Ticket (case).....	11
How to access virtual agent .....	12
Virtual Agent Scope: Accounts Payable .....	16

# Registering for Source-to-Pay Central

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

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 \(S2P\)](#)>

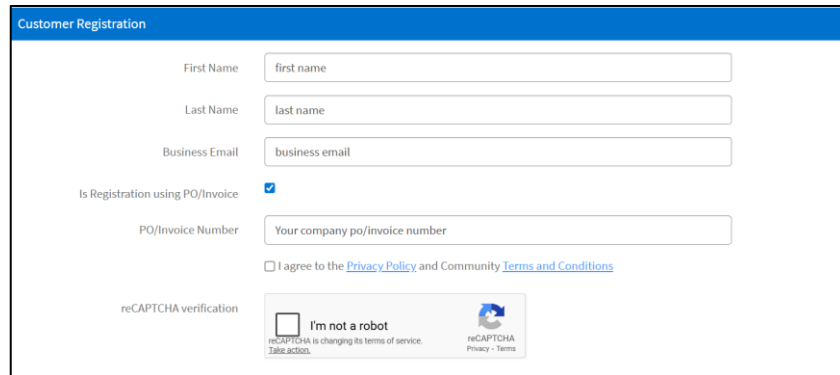
Once you click on the link, fill out the required information on the Customer Registration form and hit 'Submit.'



The screenshot shows the 'Customer Registration' form. Fields include: First Name, Last Name, Business Email, Is Registration using PO/Invoice (unchecked), Registration Code, and reCAPTCHA verification. A checkbox for 'I agree to the Privacy Policy and Community Terms and Conditions' is also present.

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.



The screenshot shows the 'Customer Registration' form. The 'Is Registration using PO/Invoice' checkbox is now checked. The 'PO/Invoice Number' field is visible and empty.

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 \(S2P\)](#)

Dear Ricardo,

Welcome to Corteva's Source to Pay (S2P) Central, your dedicated platform for managing transactions and communications with us.

Your login details are as follows:

- User ID:
- Temporary Password:

Please log in at [https://corteva.service-now.com/csm?id=csm\\_login](https://corteva.service-now.com/csm?id=csm_login) and update your password upon your first login for security purposes.

Please refer to 'Featured Articles' when you login for reference guide and Frequently Asked Questions.

Below are the additional details for your reference.

**Vendor Code:**

**Legal Entity:**

**Legal Entity Name:**


**Important:**

- This portal should be used for all future interactions and collaboration with Corteva.
- If you experience any issues or need assistance, please reach out to our support team at [sourcetopaycentral@corteva.com](mailto:sourcetopaycentral@corteva.com).

We appreciate your partnership and look forward to working with you.

Kind regards,"

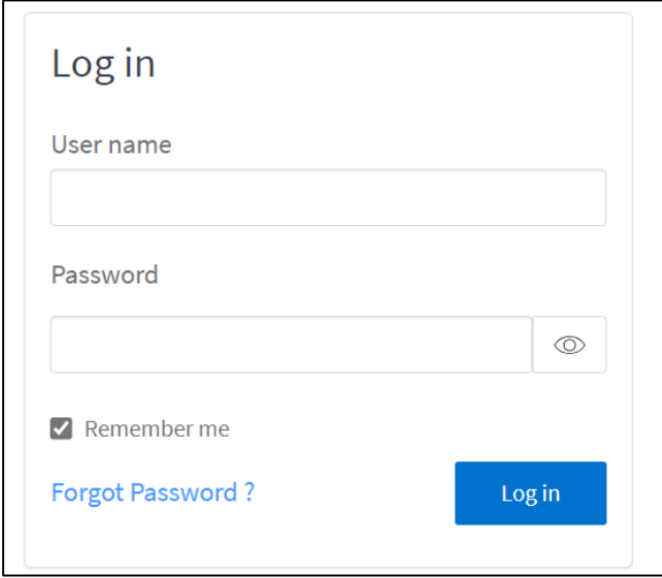
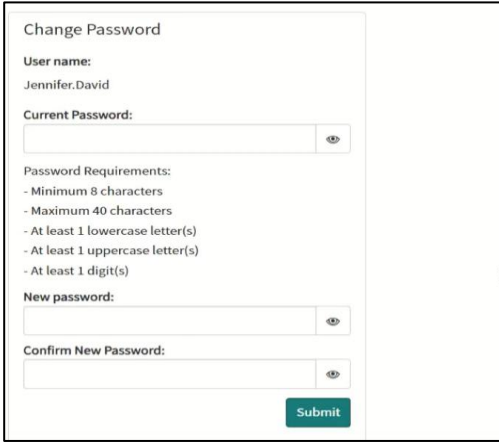
Corteva Team



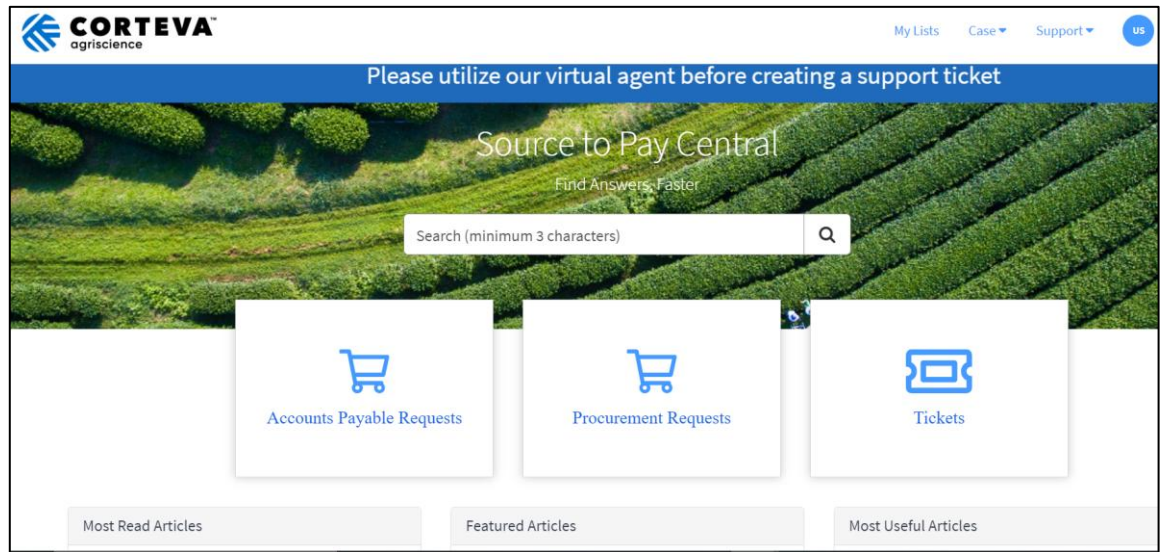
[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG85853317\_Uz1zJnrwhCT8gy0C53e

## Logging in to Source-to-Pay Central

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

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)



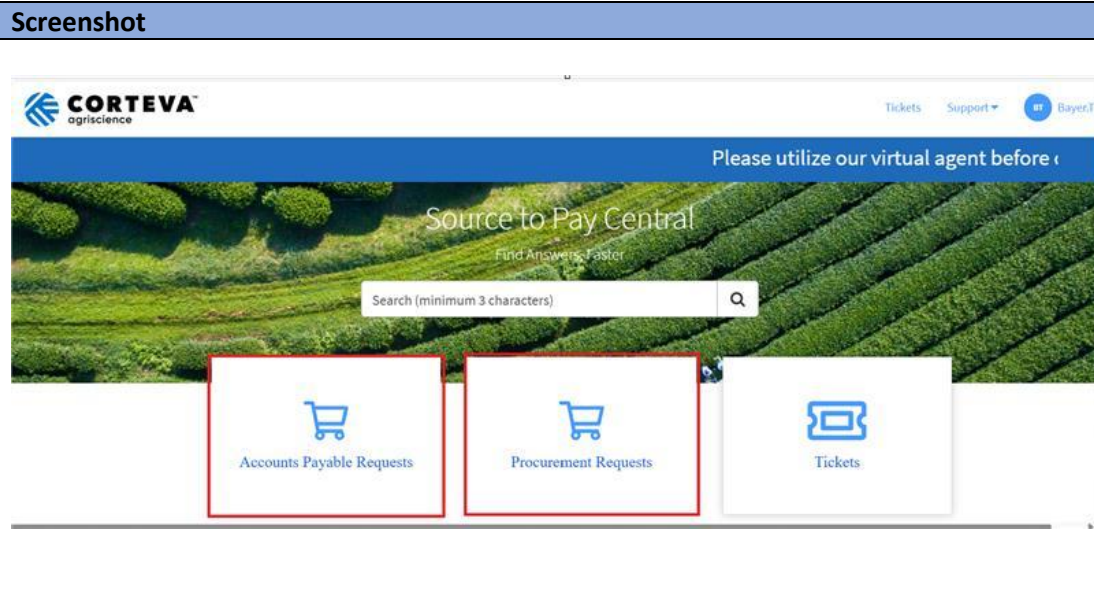
If you face any issues with logging in to Source-to-Pay Central. Please write to [sourcetopaycentral@corveva.com](mailto:sourcetopaycentral@corveva.com)

# How to Submit a Ticket (Case)

**Step**

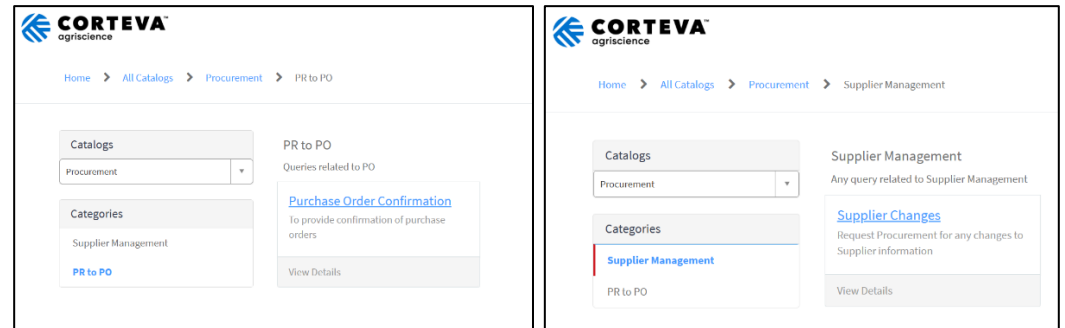
Click on the below link and login to the portal. [https://corteva.service-now.com/csm?id=csm\\_login](https://corteva.service-now.com/csm?id=csm_login)

Click on accounts payable request box or procurement request box based on your need.



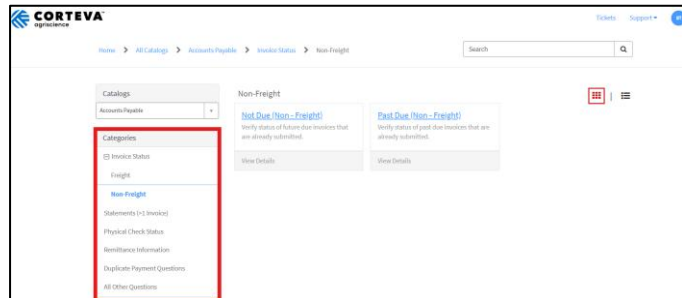
Here are the various forms available under Procurement section

<b>Procurement</b>
Purchase Order Confirmation
Supplier changes



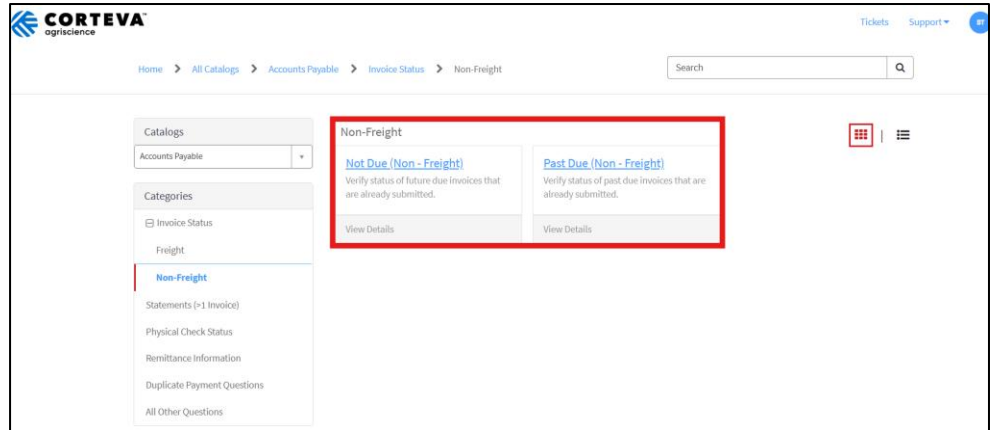
Here are the various forms available under Accounts Payable section

<b>Accounts Payable</b>
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.

\* Indicates required

\* Select the Region You Are Doing Business With

-- None --

\* Which Country are you doing business with?

-- None --

\* Choose the Legal Entity You Are Doing Business With ?

**Note: Please select correct legal entity and vendor name to route this ticket to the correct support team. ✖**

-- None --

Vendor Name

Vendor Code

\* Utilities

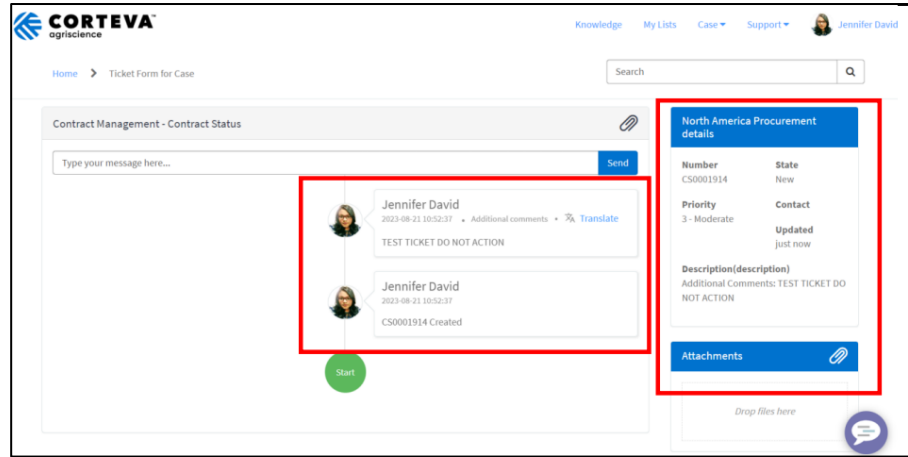
-- None --

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

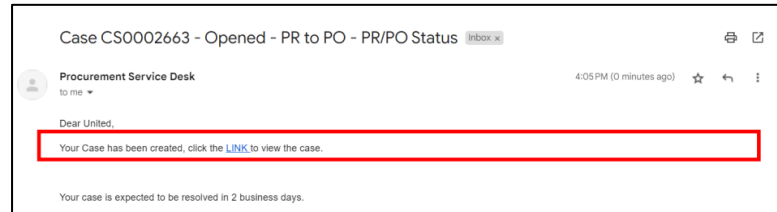
You can find the Case number and other details here.

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.

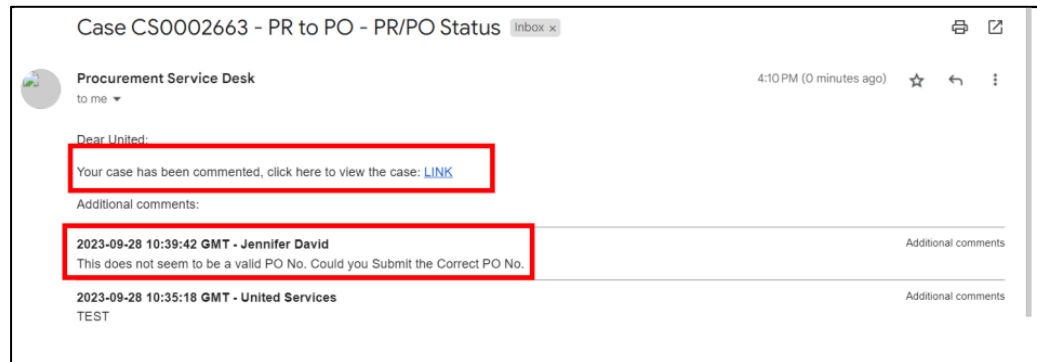


You will receive an E-mail notification with the link to view the Ticket (case) details.

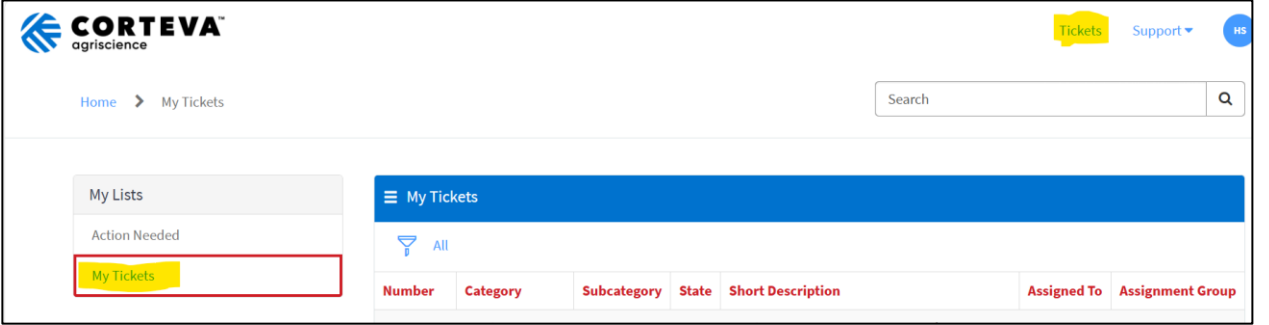



User will also receive an e-mail communication every time a comment/resolution is added by Corteva Service Center resolver.

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

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! Inbox x

 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**.

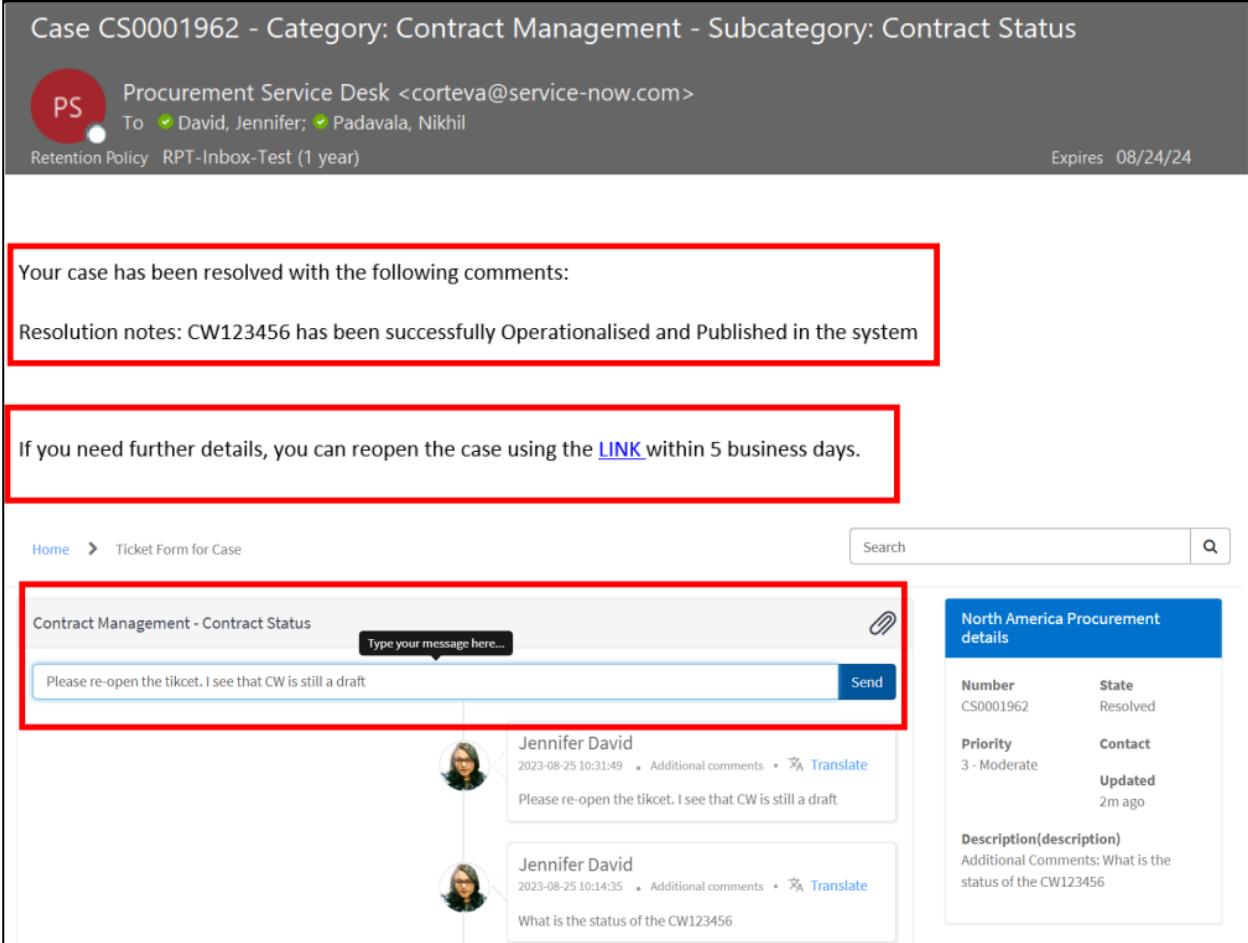
Take this quick, **1-minute** survey to tell us about it.

[Take the survey](#)

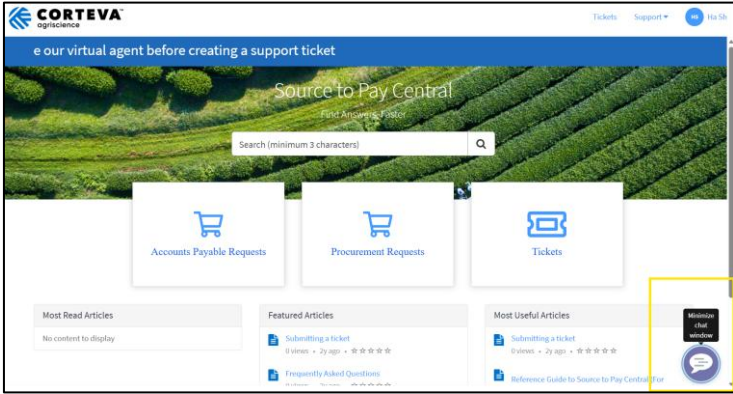
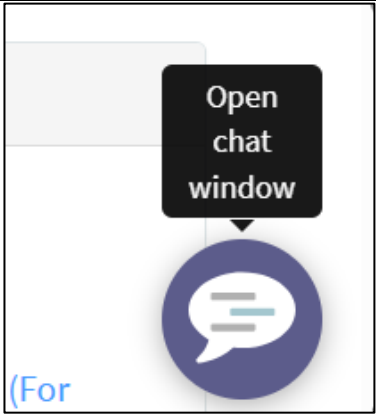
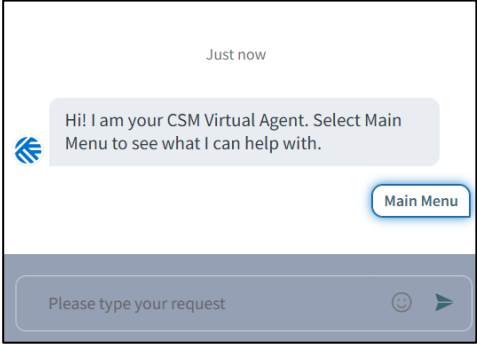
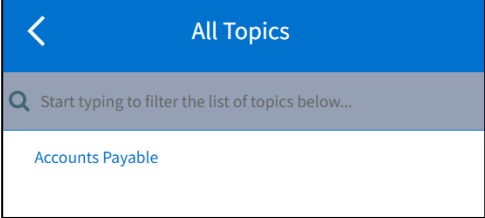
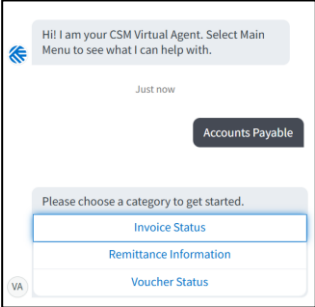
**About this request**

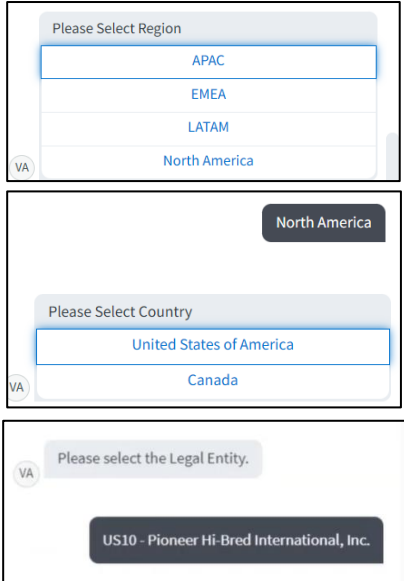
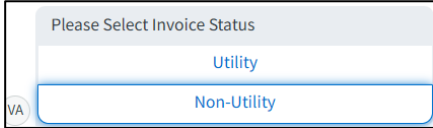
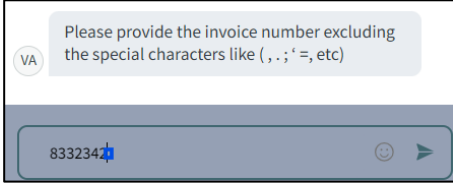
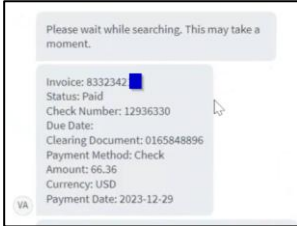
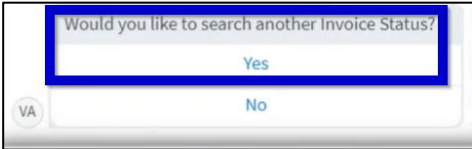
Short description: **PR to PO - PR/PO Status - PR: TEST** for work notes

# How to re-open a Ticket (case)

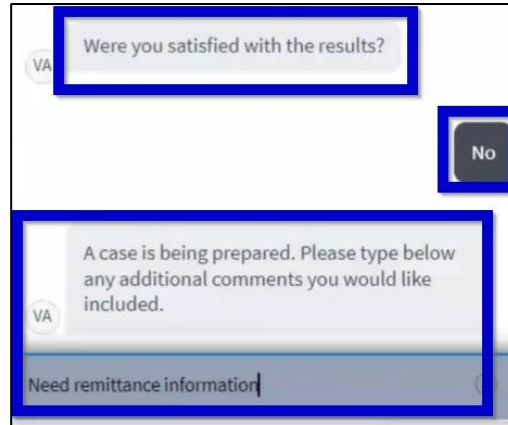
Step	Screenshot
<p>When the Case has been resolved the Service center team will update the resolution comments and move the case to “Resolved” status.</p> <p>You can have the Ticket(case) re-opened during this period by clicking on the link in the e-mail.</p> <p>You will be led to the Case form page 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.</p>	 <p>The screenshot shows an email from the Procurement Service Desk (PS) regarding Case CS0001962. The email states that the case has been resolved and provides a link to reopen it within 5 business days. Below the email, a screenshot of the ServiceNow portal shows the 'Contract Management - Contract Status' form. A text box contains the message: 'Please re-open the ticket. I see that CW is still a draft'. The form also shows a comment history with two entries from Jennifer David.</p>

## How to access virtual agent

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

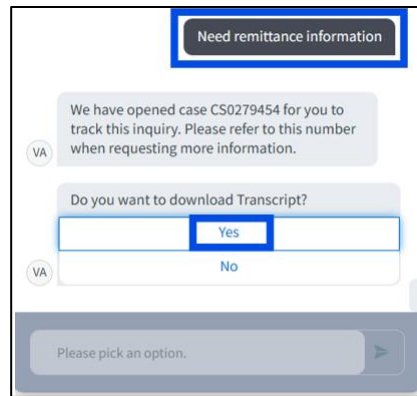
<p>Select the Region, Country, Legal Entity</p>	
<p>Select the Sub-Category (Applicable only for NA region)</p>	
<p>Input the required information.</p>	
<p>The VA will display the required information.</p>	
<p>If you want to know the status of another Invoice, click on 'Yes' else "No"</p>	

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



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

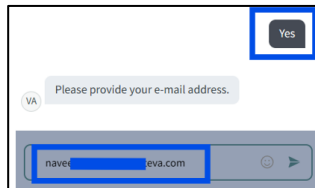
Case will be created on behalf of you with the requested information.



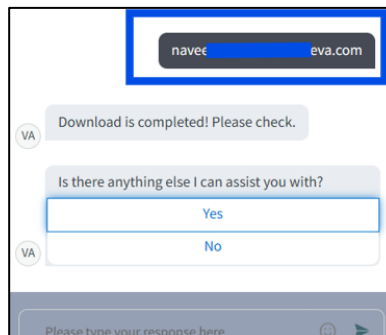
Transcript can also be downloaded

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

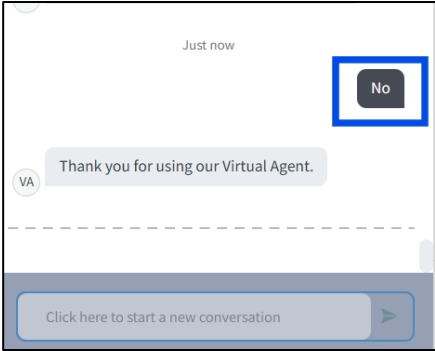

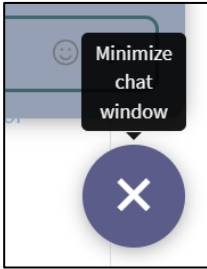
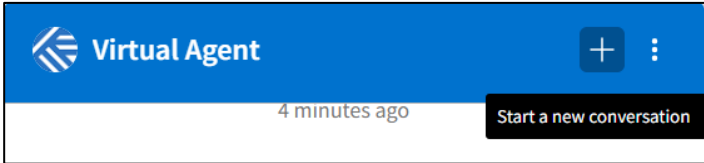
Please provide the email address where the transcript should be sent.



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



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

<p>Thank you for using Virtual Agent.</p>	
<p>You can click on X icon to end the conversation at any time.</p>	
<p>Click "X" icon to minimize chat window</p>	
<p>You can start over the new conversation at any point</p>	

## 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)