



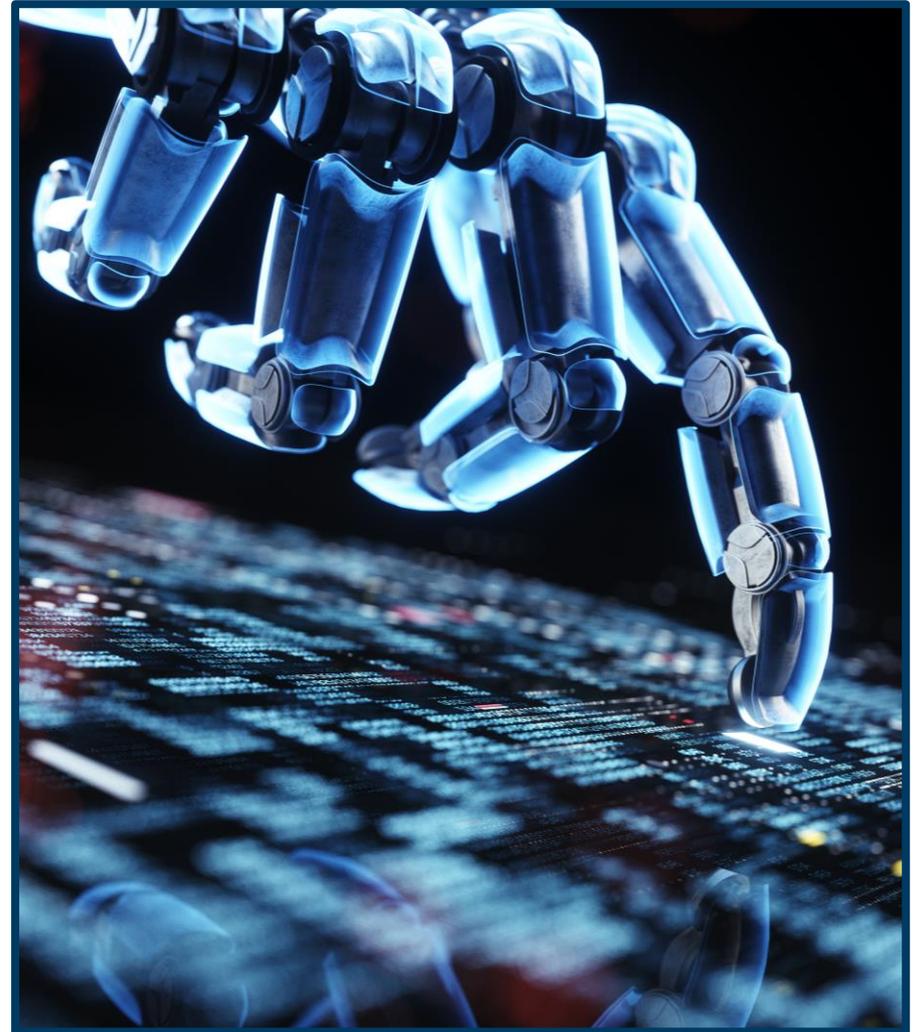
## **servicenow**

Supplier Portal

Quick Reference Guide

## Introduction

A supply chain is an entire **system** of producing and delivering a **product** or **service**, from the very beginning stage of **sourcing** the raw materials to the final **delivery** of the product or service to end-users. The supply chain lays out all aspects of the **production** process, including the **activities** involved at each stage, **information** that is being communicated, natural **resources** that are transformed into useful **materials**, **human resources**, and other components that go into the **finished** product or service.



# Terminology

## WORKSPACE

The Supplier Management Workspace is the one place for fulfillers to do their everyday job.

## SUPPLIER PORTAL (SP)

The portal is the front end for Supplier Contacts to raise requests and interact with the SLM team.

## CATALOG (SERVICE CATALOG)

A section of the portal where supplier contacts can raise requests and can order items and services.



## RECORD PRODUCER

A record producer is a self-service form completed by supplier contacts in the Supplier Collaboration Portal.

## KNOWLEDGE BASE ARTICLE

Supplier-related information and policies that can be shared to supplier contacts.

## SUPPLIER CASE / SUPPLIER TASK

Records are initiated when suppliers seek services from the SLM team. Tasks can run in parallel and multiple tasks contribute to one case (parent).

 **FUELOCITY ACADEMY**  
Fuelling brilliant minds



## Supplier portal

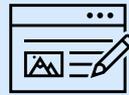
Step-by-step

# Table of contents

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**01**

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Search reported case from portal

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Provide additional information to a case

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Provide additional information to a case in pending-customer action stage

**04**

**Case 4**



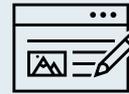
**05**

**Case 5**



**06**

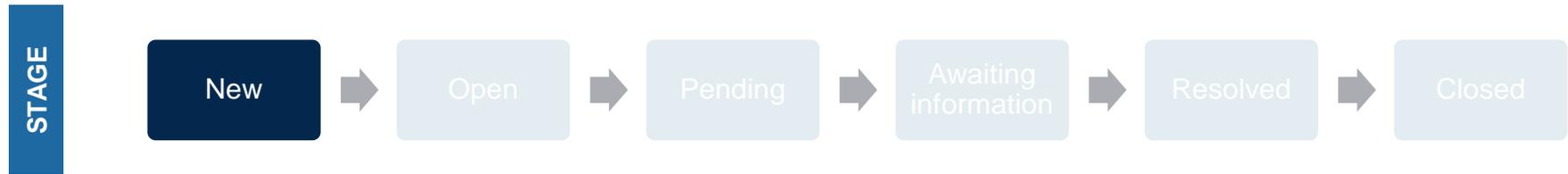
**Case 6**



Accept resolution

# Use Case 1

## Log a product case



Role of the customer



1

Click on "Request something" to log a case

Your Central Service Hub for Support and Service Requests

  
**Knowledge**  
 Browse and search for articles, rate or submit feedback.

Most Read Articles  
 No content to display

  
**Request Something**  
 Browse the catalog for the items and services you need

Featured Articles  
 No content to display

  
**My Cases**  
 Contact support to make a request, or report a problem.

My Assessments and Surveys  
 No assessments or surveys for you at the moment

<https://myimqa.service-now.com/csm>

3

Click on "Remittance request".



Home > Customer Service > All Categories

Categories

Supply Chain Services

2

Click on "supply chain" to create a case.

Popular Items

**Remittance Request**  
Remittance Request

View Details

**Base Chemicals**  
Base Chemicals

View Details

**General Catalog**  
General Catalog

View Details

**Energy Job Completion Subm...**  
Energy Job Completion Submission

View Details

**Dynamic Discount**  
Dynamic Discount

View Details

**Sasol Non Conformance**  
Sasol Non Conformance

View Details



**WHO WE ARE**

- About us
- Leadership
- Corporate Governance
- Purpose and Values

**CONTACT US**

Switch board:  
+27 10 344 5000

South African fuel customer  
Queries and Complaints:  
+27 860 335 444

Sasol Rewards:

**SOCIAL MEDIA**

Discover a wealth of content related to Sasol and our activities on our social media accounts



4

Remittance form will be visible



The screenshot shows the SASOL user interface for a Remittance Request. The breadcrumb trail is Home > Customer Service > Supply Chain Services > Remittance Request. A search bar is located in the top right. The form contains several mandatory fields marked with an asterisk: Vendor Name, Vendor Number, Category, Service, Service Offering, and Remittance From. A 'Submit' button is located at the bottom right of the form. A 'Required information' section lists the fields: Vendor Name, Category, Service, Service Offering, Remittance From, Remittance To, and Short Description. Annotations include a circled '4' pointing to the breadcrumb trail, a circled '5' pointing to the mandatory fields, and a circled '6' pointing to the 'Submit' button.

6

Click on "Submit"

5

Fill in all the Mandatory fields.

Home > My Request - SCM0010456

7

Number  
SCM0010456

Case Number generated for case logged

Created	Updated	State
3m ago	3m ago	New

**TESTING**

Contact  
Supplier Agent2

Actions ▾

8

Case logged in "New" State.

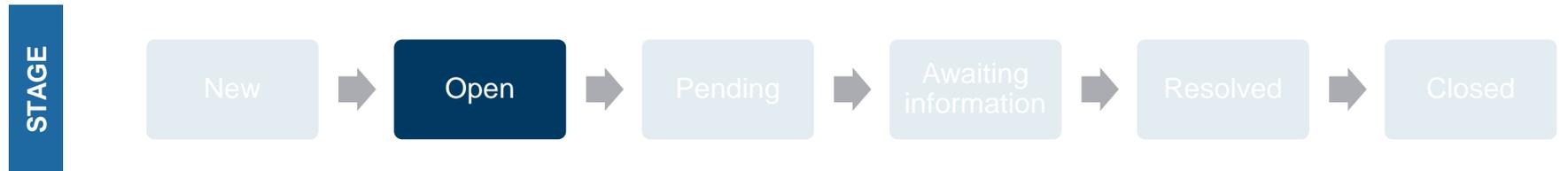
Activity Attachments

**B** *I* U Font Family ▾ 

Send

# Use Case 2

## Search reported case on portal



Role of the customer

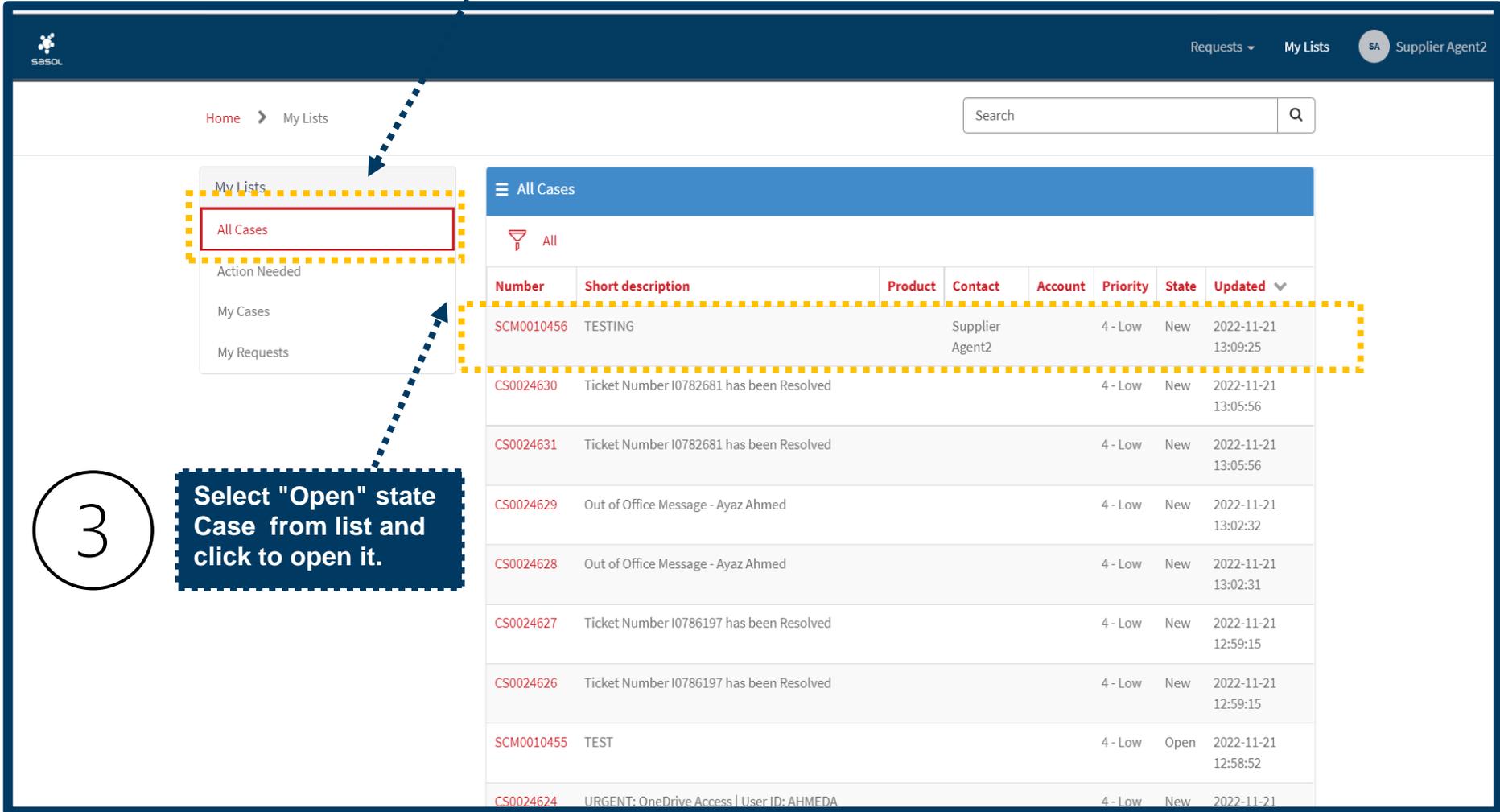
1

Click on "My Lists"



2

Click on "My Cases"



Home > My Lists

Search

My Lists

- All Cases
- Action Needed
- My Cases
- My Requests

All Cases

All

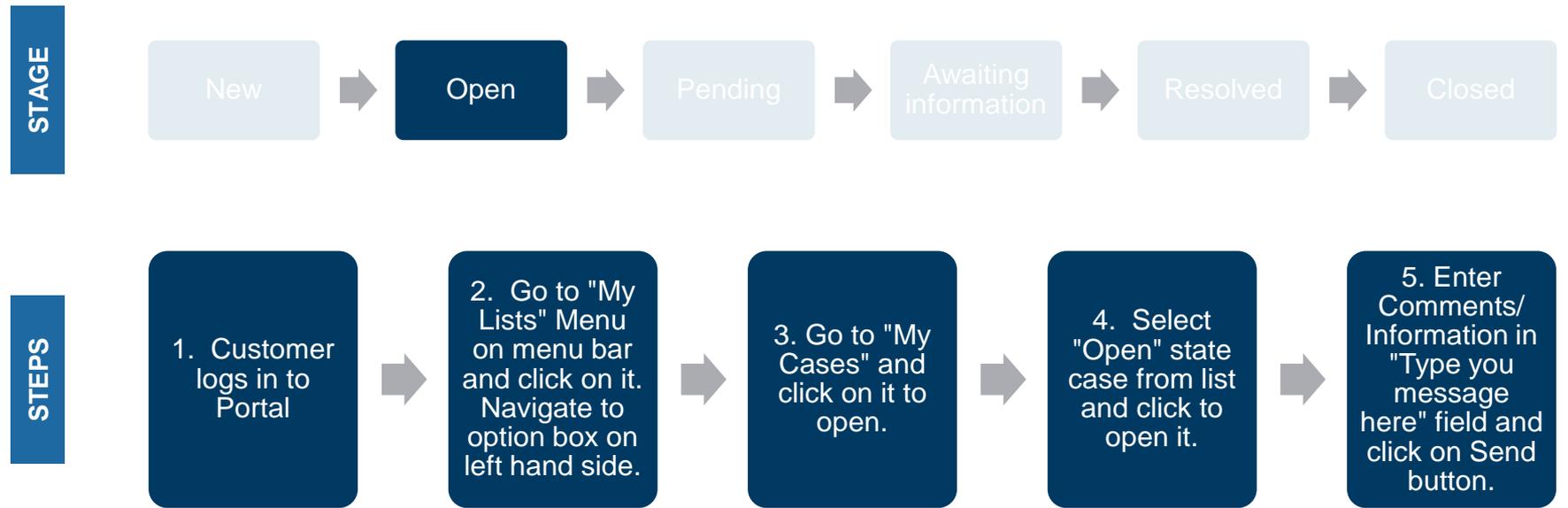
Number	Short description	Product	Contact	Account	Priority	State	Updated
SCM0010456	TESTING		Supplier Agent2		4 - Low	New	2022-11-21 13:09:25
CS0024630	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
CS0024631	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
CS0024629	Out of Office Message - Ayaz Ahmed				4 - Low	New	2022-11-21 13:02:32
CS0024628	Out of Office Message - Ayaz Ahmed				4 - Low	New	2022-11-21 13:02:31
CS0024627	Ticket Number I0786197 has been Resolved				4 - Low	New	2022-11-21 12:59:15
CS0024626	Ticket Number I0786197 has been Resolved				4 - Low	New	2022-11-21 12:59:15
SCM0010455	TEST				4 - Low	Open	2022-11-21 12:58:52
CS0024624	URGENT: OneDrive Access   User ID: AHMEDA				4 - Low	New	2022-11-21

3

Select "Open" state Case from list and click to open it.

# Use Case 3

## Provide additional information to a case



Role of the customer

1

Click on " My Lists"



Requests ▾ My Lists SA Supplier Agent2

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Selbstbedienung  
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Your Central Service Hub for Support and Service Requests

Knowledge  
Browse and search for articles, rate or submit feedback.

Most Read Articles

No content to display

Request Something  
Browse the catalog for the items and services you need

Featured Articles

No content to display

My Cases  
Contact support to make a request, or report a problem.

My Assessments and Surveys

No assessments or surveys for you at the moment

<https://myimqa.service-now.com/csm>

Home &gt; My Lists

Search



My Lists

All Cases

Action Needed

My Cases

My Requests



2

Click on "My Cases"

All Cases



All

Number	Short description	Product	Contact	Account	Priority	State	Updated
SCM0010456	TESTING		Supplier Agent2		4 - Low	New	2022-11-21 13:09:25
CS0024630	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
CS0024631	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
CS0024629	Out of Office Message - Ayaz Ahmed				4 - Low	New	2022-11-21 13:02:32
CS0024628	Out of Office Message - Ayaz Ahmed				4 - Low	New	2022-11-21 13:02:31
CS0024627	Ticket Number I0786197 has been Resolved				4 - Low	New	2022-11-21 12:59:15
CS0024626	Ticket Number I0786197 has been Resolved				4 - Low	New	2022-11-21 12:59:15
SCM0010455	TEST				4 - Low	Open	2022-11-21 12:58:52
CS0024624	URGENT: OneDrive Access   User ID: AHMEDA				4 - Low	New	2022-11-21

Home > My Lists

Requests ▾ My Lists SA Supplier Agent2

Search  Q

My Lists

All Cases

Action Needed

My Cases

My Requests

☰ All Cases

🔍 All

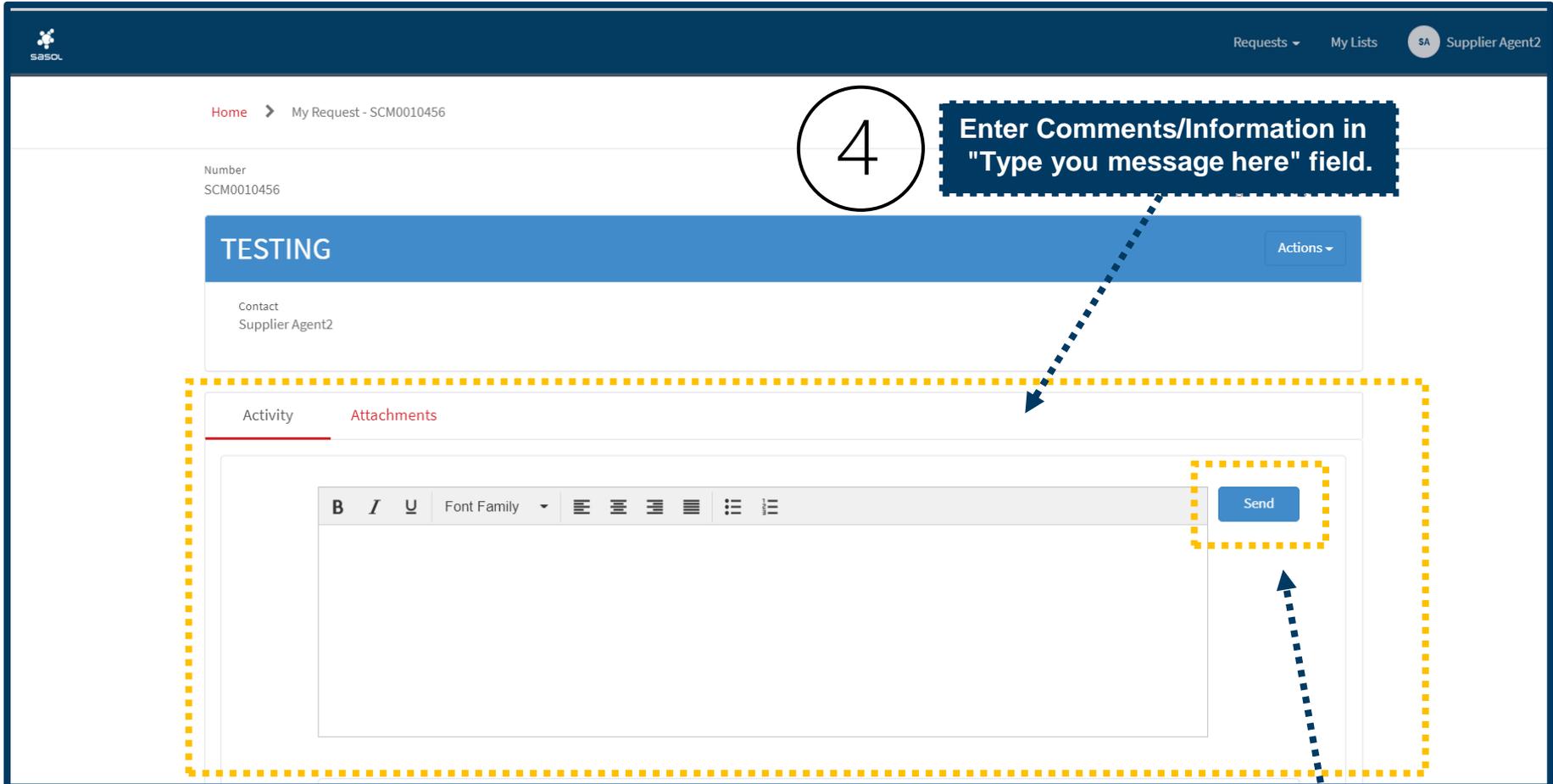
Number	Short description	Product	Contact	Account	Priority	State	Updated ▾
SCM0010456	TESTING		Supplier Agent2		4 - Low	New	2022-11-21 13:09:25
CS0024630	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
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CS0024628	Out of Office Message - Ayaz Ahmed				4 - Low	New	2022-11-21 13:02:31
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CS0024626	Ticket Number I0786197 has been Resolved				4 - Low	New	2022-11-21 12:59:15
SCM0010455	TEST				4 - Low	Open	2022-11-21 12:58:52
CS0024624	URGENT: OneDrive Access   User ID: AHMEDA				4 - Low	New	2022-11-21

3

Select "Open" state case from list and click to open it.

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The screenshot shows the Sasol web application interface. At the top, there is a dark blue header with the Sasol logo on the left and navigation links for 'Requests', 'My Lists', and 'Supplier Agent2' on the right. Below the header, the breadcrumb 'Home > My Request - SCM0010456' is visible. The main content area includes a blue bar with the text 'TESTING' and an 'Actions' dropdown menu. Below this, the contact information 'Contact Supplier Agent2' is displayed. The 'Activity' tab is selected, and the 'Attachments' tab is also visible. A large text input field with a rich text editor toolbar (including bold, italic, underline, font family, and list icons) is present. A blue 'Send' button is located to the right of the text field. A yellow dashed box highlights the entire activity section, and a blue dashed box highlights the 'Send' button. A blue dashed arrow points from the 'Send' button to the text input field.

4

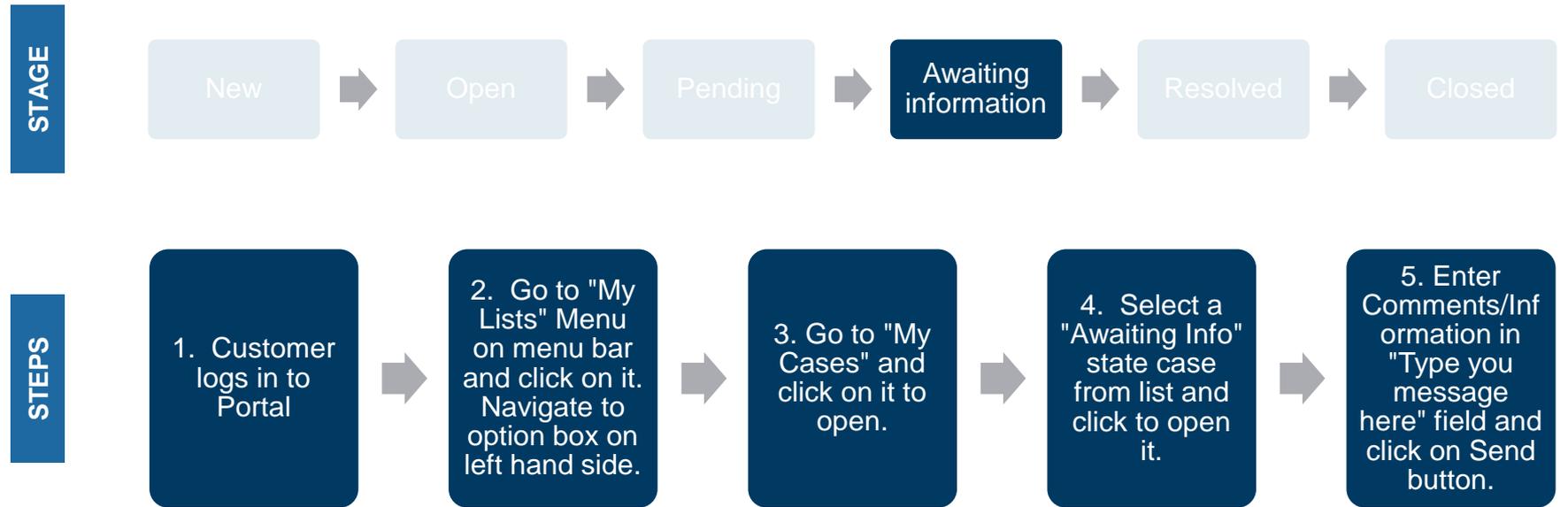
Enter Comments/Information in "Type your message here" field.

5

Click on " Send "

# Use Case 4

## Provide additional information to a case in pending-customer action stage



Role of the customer

1

Click on " My Lists"



Requests ▾ My Lists SA Supplier Agent2

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Auto Serviço  
Selbstbedienung  
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Your Central Service Hub for Support and Service Requests

Knowledge  
Browse and search for articles, rate or submit feedback.

Most Read Articles

No content to display

Request Something  
Browse the catalog for the items and services you need

Featured Articles

No content to display

My Cases  
Contact support to make a request, or report a problem.

My Assessments and Surveys

No assessments or surveys for you at the moment

<https://myimqa.service-now.com/csm>

Home &gt; My Lists



My Lists

All Cases

Action Needed

My Cases

My Requests

2

Click on "My Cases"



☰ All Cases



All

Number	Short description	Product	Contact	Account	Priority	State	Updated
SCM0010456	TESTING		Supplier Agent2		4 - Low	New	2022-11-21 13:09:25
CS0024630	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
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CS0024627	Ticket Number I0786197 has been Resolved				4 - Low	New	2022-11-21 12:59:15
CS0024626	Ticket Number I0786197 has been Resolved				4 - Low	New	2022-11-21 12:59:15
SCM0010455	TEST				4 - Low	Open	2022-11-21 12:58:52
CS0024624	URGENT: OneDrive Access   User ID: AHMEDA				4 - Low	New	2022-11-21

Home > My Lists

Requests ▾ My Lists SA Supplier Agent2

Search  Q

My Lists

- All Cases
- Action Needed
- My Cases
- My Requests

All Cases

🔍 All

Number	Short description	Product	Contact	Account	Priority	State	Updated ▾
SCM0010456	TESTING		Supplier Agent2		4 - Low	New	2022-11-21 13:09:25
CS0024630	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
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SCM0010455	TEST				4 - Low	Open	2022-11-21 12:58:52
CS0024624	URGENT: OneDrive Access   User ID: AHMEDA				4 - Low	New	2022-11-21

3

Select "Open" state Case from list and click to open it.



Home > My Request - SCM0010455

4

Enter Comments/Information in "Type your message here" field

Number  
SCM0010455

Created 16m ago Updated 16m ago State Open

TEST

Actions ▾

Activity

Attachments

**B** *I* U Font Family ▾ 

Status of Delivery of the Product.

Send

5

Click on "Send"

ST

SupplyChainAgent5 test  
SCM0010455 Created

🕒 16m ago

TEST

Actions ▾

Activity

Attachments

**B** *I* U Font Family ▾ 

Send

6

Comments/ Information has been Captured in Activity Section.

SA

Supplier Agent2

just now · Additional comments(comments)

Status of Delivery of the Product.

ST

SupplyChainAgent5 test

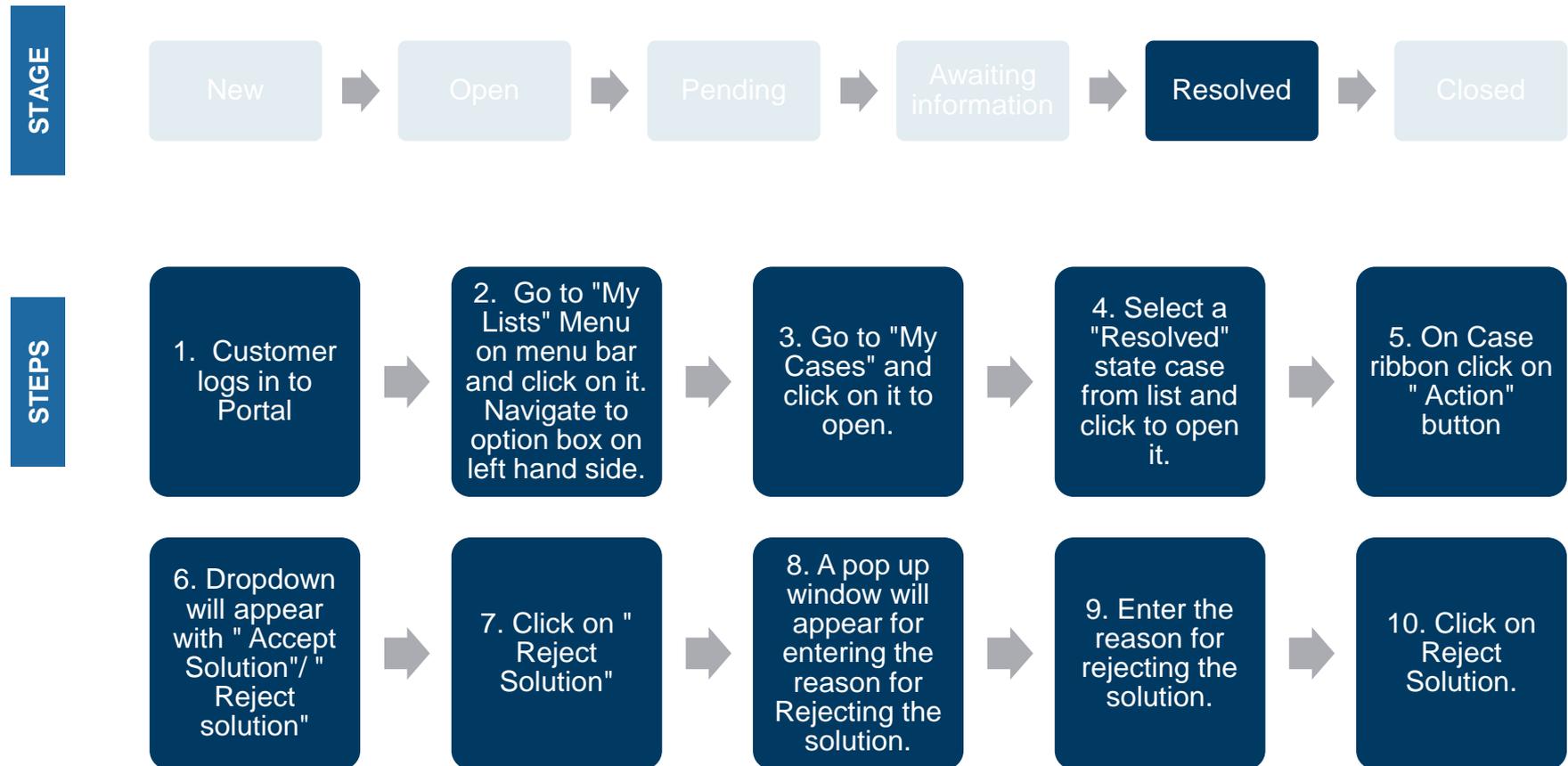
16m ago

SCM0010455 Created

Start

# Use Case 5

## Rejection resolution



1

Click on " My Lists"



Requests ▾ My Lists SA Supplier Agent2

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No assessments or surveys for you at the moment

<https://myimqa.service-now.com/csm>

Home > My Lists

My Lists

All Cases

Action Needed

My Cases

My Requests

2

Click on "My Cases"



All Cases							
All							
Number	Short description	Product	Contact	Account	Priority	State	Updated
SCM0010456	TESTING		Supplier Agent2		4 - Low	New	2022-11-21 13:09:25
CS0024630	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
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CS0024626	Ticket Number I0786197 has been Resolved				4 - Low	New	2022-11-21 12:59:15
SCM0010455	TEST				4 - Low	Open	2022-11-21 12:58:52
CS0024624	URGENT: OneDrive Access   User ID: AHMEDA				4 - Low	New	2022-11-21

Home &gt; My Lists

- My Lists
- All Cases
  - Action Needed
  - My Cases
  - My Requests

All Cases							
All							
Number	Short description	Product	Contact	Account	Priority	State	Updated ▾
SCM0010457	TESTING QA		Supplier Agent2		4 - Low	Resolved	2022-11-21 14:15:11
CS0024679	Ticket Number I0786806 has been logged				4 - Low	New	2022-11-21 14:13:07
CS0024678	Ticket Number I0786806 has been logged				4 - Low	New	2022-11-21 14:13:07
CS0024677	Ticket Number I0786808 has been logged				4 - Low	New	2022-11-21 14:13:05
CS0024676	Ticket Number I0786808 has been logged				4 - Low	New	2022-11-21 14:13:04
CS0024675	Ticket Number I0786807 has been logged				4 - Low	New	2022-11-21 14:13:03
CS0024674	Ticket Number I0786807 has been logged				4 - Low	New	2022-11-21 14:13:02
CS0024673	613375 -SASOL -CPR446-DC- RUN AS - ACTION FROM SAME USER FOR MULTIPLE DESTINATION				4 - Low	New	2022-11-21 14:10:55
CS0024672	613375 -SASOL -CPR446-DC- RUN AS - ACTION				4 - Low	New	2022-11-21

3

**Select "Open" state Case from list and click to open it.**

Home > My Request - SCM0010457

Number	Created	Updated	State
SCM0010457	22m ago	2m ago	Resolved

## TESTING QA

Actions ▾

 Assigned To  
**Leelind Billett**

Contact  
Supplier Agent2

Activity

Attachments

Click on "Action"

4

**B** *I* U Font Family ▾ 

Send

Home > My Request - SCM0010457

Number  
SCM0010457

5

Dropdown will appear

Created 22m ago Updated 2m ago State Resolved

## TESTING QA

Assigned To **Leelind Billett** Contact Supplier Agent2

Actions ▾  
Accept Solution  
Reject Solution

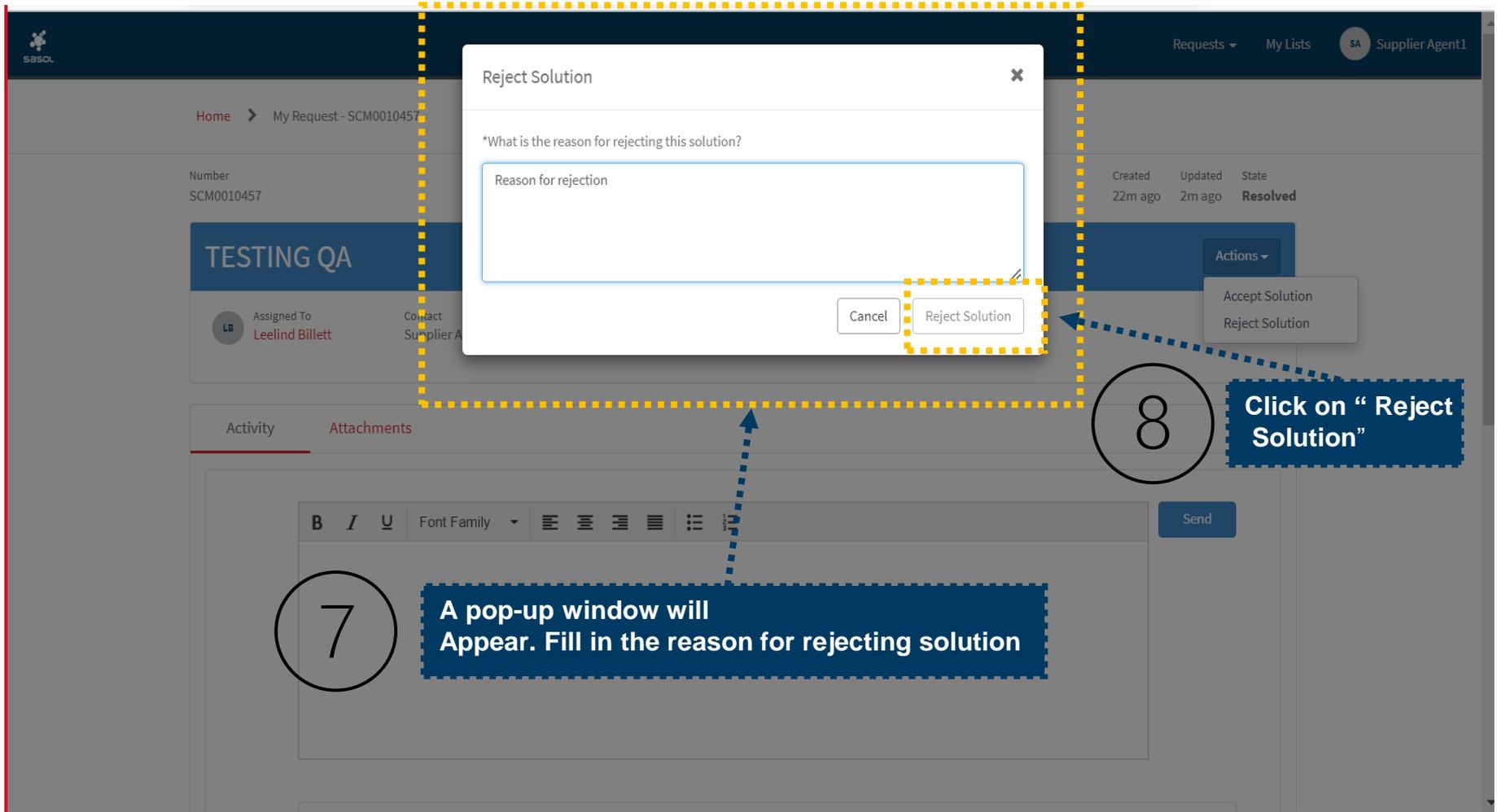
6

Click on "Reject Solution"

Activity Attachments

**B** *I* U Font Family ▾ [List of icons] [Send]

javascript:void(0)



Home > My Request - SCM0010457

Number  
SCM0010457

TESTING QA

Assigned To  
Leelind Billett

Contact  
Supplier A

Created 22m ago Updated 2m ago State Resolved

Actions  
Accept Solution  
Reject Solution

Cancel Reject Solution

Reason for rejection

\*What is the reason for rejecting this solution?

7 A pop-up window will Appear. Fill in the reason for rejecting solution

8 Click on " Reject Solution"

Send

9

State changes to "Open"



Number  
SCM0010457

Created	Updated	State
23m ago	just now	<b>Open</b>

### TESTING QA

Assigned To: **Leelind Billett** (LB) | Contact: Supplier Agent2

Activity | Attachments

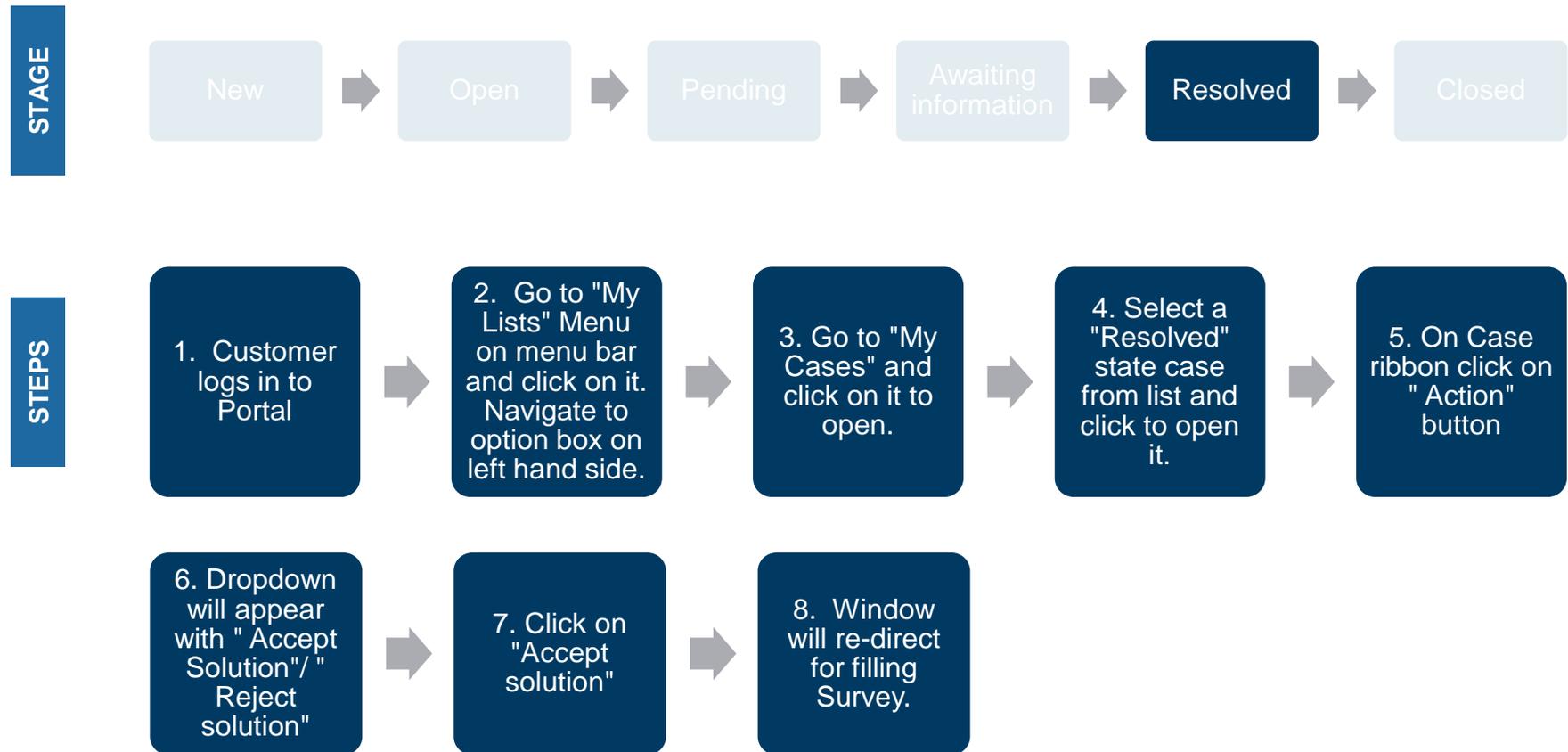
**B** *I* U Font Family [dropdown] [bulleted list] [numbered list] [table] [code] [link] [send]

Supplier Agent1 (SA) | just now • Additional comments(comments)

TESTING purpose

# Use Case 6

## Accept resolution



1

Click on " My Lists"



Requests ▾ My Lists SA Supplier Agent2

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<https://myimqa.service-now.com/csm>

Home &gt; My Lists

- My Lists
- All Cases
- Action Needed
- My Cases
- My Requests

2

Click on "My Cases"



All Cases							
<span style="color: red;">🔍</span> All							
Number	Short description	Product	Contact	Account	Priority	State	Updated ▾
SCM0010456	TESTING		Supplier Agent2		4 - Low	New	2022-11-21 13:09:25
CS0024630	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
CS0024631	Ticket Number I0782681 has been Resolved				4 - Low	New	2022-11-21 13:05:56
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SCM0010455	TEST				4 - Low	Open	2022-11-21 12:58:52
CS0024624	URGENT: OneDrive Access   User ID: AHMEDA				4 - Low	New	2022-11-21

Home &gt; My Lists

- My Lists
- All Cases
- Action Needed
- My Cases
- My Requests

### ☰ All Cases

 All

Number	Short description	Product	Contact	Account	Priority	State	Updated ▾
SCM0010457	TESTING QA		Supplier Agent2		4 - Low	Resolved	2022-11-21 14:15:11
CS0024679	Ticket Number I0786806 has been logged				4 - Low	New	2022-11-21 14:13:07
CS0024678	Ticket Number I0786806 has been logged				4 - Low	New	2022-11-21 14:13:07
CS0024677	Ticket Number I0786808 has been logged				4 - Low	New	2022-11-21 14:13:05
CS0024676	Ticket Number I0786808 has been logged				4 - Low	New	2022-11-21 14:13:04
CS0024675	Ticket Number I0786807 has been logged				4 - Low	New	2022-11-21 14:13:03
CS0024674	Ticket Number I0786807 has been logged				4 - Low	New	2022-11-21 14:13:02
CS0024673	613375 -SASOL -CPR446-DC- RUN AS - ACTION FROM SAME USER FOR MULTIPLE DESTINATION				4 - Low	New	2022-11-21 14:10:55
CS0024672	613375 -SASOL -CPR446-DC- RUN AS - ACTION				4 - Low	New	2022-11-21

3

**Select "Open" state Case from list and click to open it.**

Home > My Request - SCM0010457

Number	Created	Updated	State
SCM0010457	22m ago	2m ago	Resolved

## TESTING QA

Actions ▾

 Assigned To	Contact
Leelind Billett	Supplier Agent2

Activity

Attachments

Click on "Action"

4

**B** *I* U Font Family ▾ 

Send

Home > My Request - SCM0010457

Number  
SCM0010457

5

Dropdown will appear

Created 12m ago Updated 2m ago State Resolved

## TESTING QA

Assigned To **LB** Leelind Billett Contact Supplier Agent2

Actions ▾  
Accept Solution  
Reject Solution

6

Click on "Accept Solution"

Activity Attachments

**B** *I* U Font Family ▾ [List of icons] [Send]

javascript:void(0)

7

You will be re-directed to Fill out survey.

Home > My Surveys > Customer Satisfaction Survey



## Customer Satisfaction Survey

Survey is in reference to **SCM0010460**  
SCM0010460

Help us improve by taking our short satisfaction survey related to your recent case

Get Started

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Fill out Survey

### Customer Satisfaction Survey

How easy was your Journey when submitting / logging/ creating a request with us?



Frustrating



Easy

Was your query resolved to your satisfaction?



Satisfied



Dissatisfied

How was your customer experience when interacting with our agents?



Extremely Di...



Poor



Met Expecta...



Good



Exceeded Ex...

Please provide us with any suggestion that will assist us to create a pleasant experience for you as our valued customer.





Satisfied



Dissatisfied

---

How was your customer experience when interacting with our agents?



Extremely DI...



Poor



Met Expecta...



Good



Exceeded Ex...

---

Please provide us with any suggestion that will assist us to create a pleasant experience for you as our valued customer.

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Cancel

1/1

Save

Submit

**Click on Save / Submit.**

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**WHO WE ARE**

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- [Leadership](#)
- [Corporate Governance](#)
- [Purpose and Values](#)

**CONTACT US**

Switch board:  
+27 10 344 5000

South African fuel customer  
Queries and Complaints:  
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Sasol Rewards:  
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