servicenow®

FOLLOW the Five

Follow these recommendations to improve your experience using **Accounts Payable Helpdesk** in *ServiceNow*.

1

The more descriptive, the better. Being clear and concise enables the helpdesk to process your request effectively.

2

When you send a request wait for the notification email that your ticket has been received before you reply, to avoid duplicate tickets.
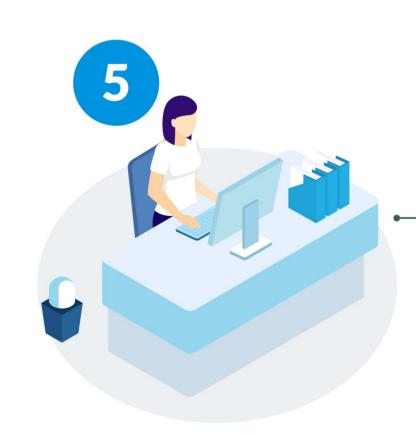
3

Every interaction with you is important. Create a new email for every case. If you need to follow up a closed case, please include your previous ticket number.

4

To guarantee that all relevant individuals, including vendors, are updated on your ServiceNow ticket, consider adding them to the CC list of your ticket request email.

5

Please be aware that notification emails regarding your request will come from Global Enterprise Services (*cemex@service-now.com*).

The way you request support from the **AP team** will not change.
You will continue to request **email support**
using known emails from:

ncrvendor.recon@cemex.com	UK P2P Helpdesk Team IBM
gb.invoicematchinggroup@cemex.com	UK P2P Clearing Team IBM
gb-vendorhelpdeskssuk@cemex.com	UK Master data team IBM
gb.paymentsgroup@cemex.com	UK Payments team IBM
gb-pcardhelpdeskssc@cemex.com	UK Procurement card team IBM
gb-ssctandeclaims@cemex.com	UK Travel & Expense team IBM
gb.haulagevendorpack@appstwo.cemex.com	UK P2P Self Billing Team IBM
gb.apupload@cemex.com	UK P2P AP Uploads Team IBM

Global Enterprise Services