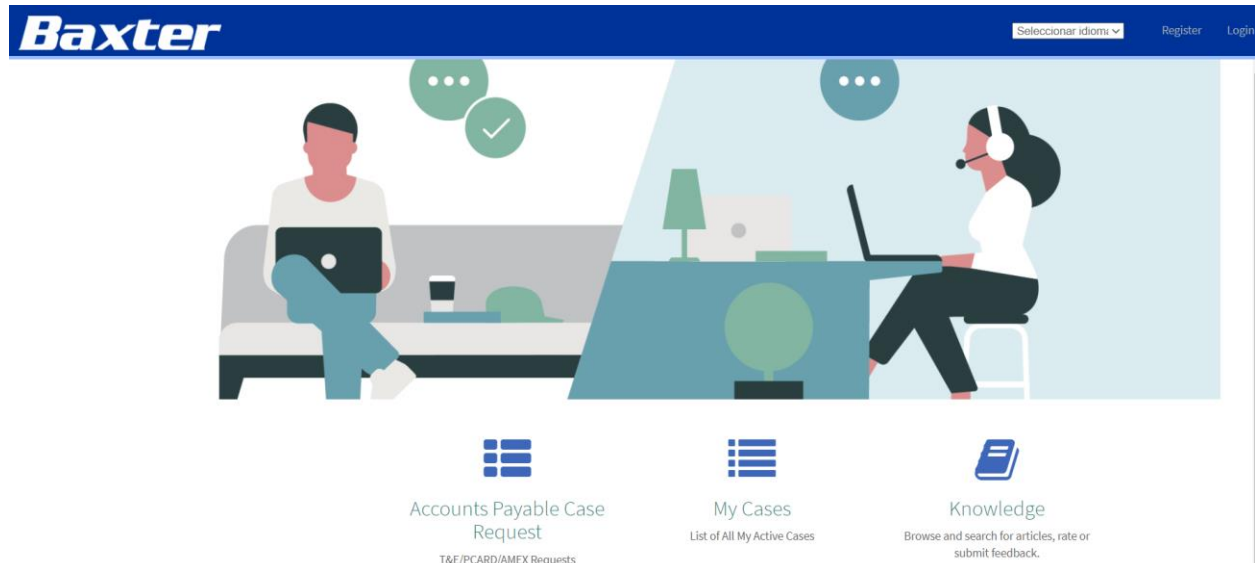**How to use Baxter's AP Portal – For suppliers**

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 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 the tax identification number from your business. This tax number has different names across the countries.

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 be receiving 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.

Dear User,

Thank you for signing up with MyBaxter ID.

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 right 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 in the next 48 hours to help you create or validate your account.

Login into the Portal

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

2. Go into the top right corner and click on Login:
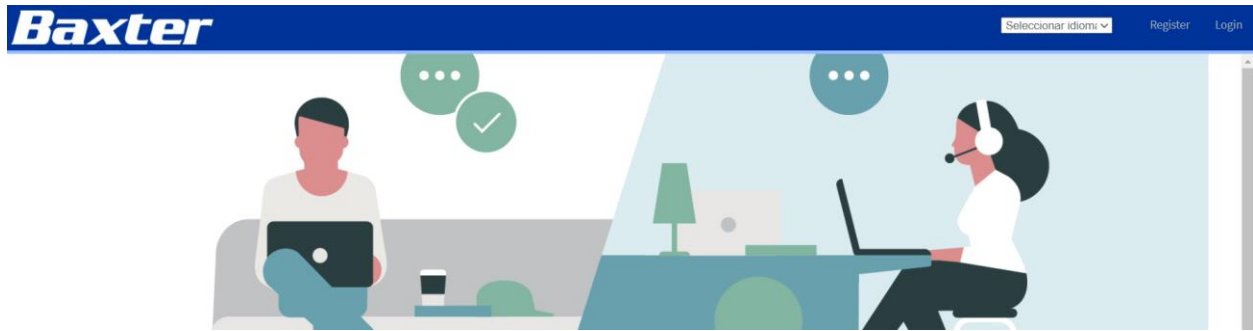
3. In the login page, click on **Customer Login**
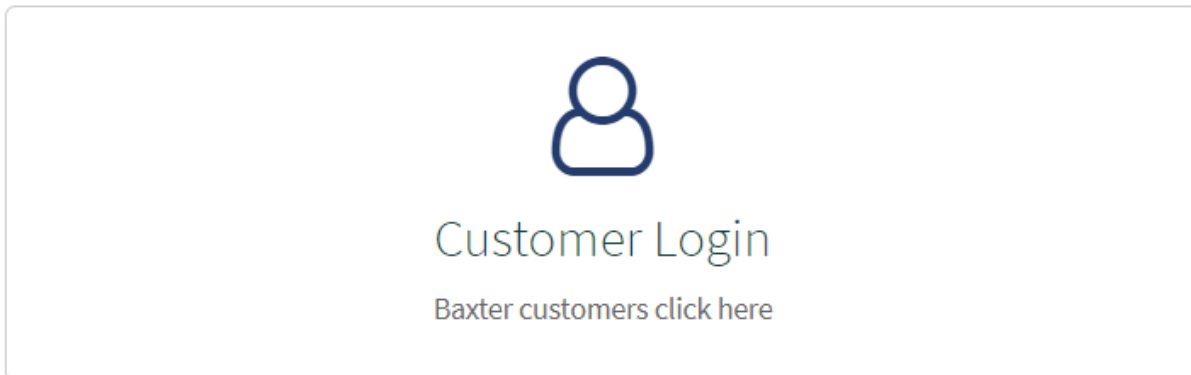
4. You will be prompted to enter your BaxterID credentials: the registered email and the password you created. If you click on the **Remember me** box, the automatic login should happen for future visits to the portal.

How to create a case

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

Accounts Payable Case Request

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

a) Case Type: Refers to the type of query. In this case for External contacts is only Accounts Payable
b) Category: The main type of query you are raising into the Portal. Options are AP Inquiry, Payment Related Queries and Requests.
c) Subcategory: This will define your type of query into a more specific topic.
d) 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)
e) Country: The country where the Baxter facility you are billing to is located
f) Supplier Name
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) Urgent check box. **Please note** this is for critical cases only. You will be prompted to justify the urgency of the case if this is marked.
m) Attachments: in case you need to add additional information

3. Once the form is completed, click on Submit. This will assign a new case number. Please keep this number at hand 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. You can even close your own case in the Actions button if you feel the answer is no longer required.

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

Issues with your account password?

You can enter the following page and follow the instructions for account issues: https://mybaxterid.baxter.com/help/login