

How can suppliers submit a ticket/chat with HPE Accounts Payable Customer Response Center?

Summary

This document describes how suppliers can submit a ticket/chat with HPE Accounts Payable Customer Response Center (HPE AP CRC) for invoice and payment related issues/queries.

Use the following steps to submit a ticket/chat with HPE AP CRC

1

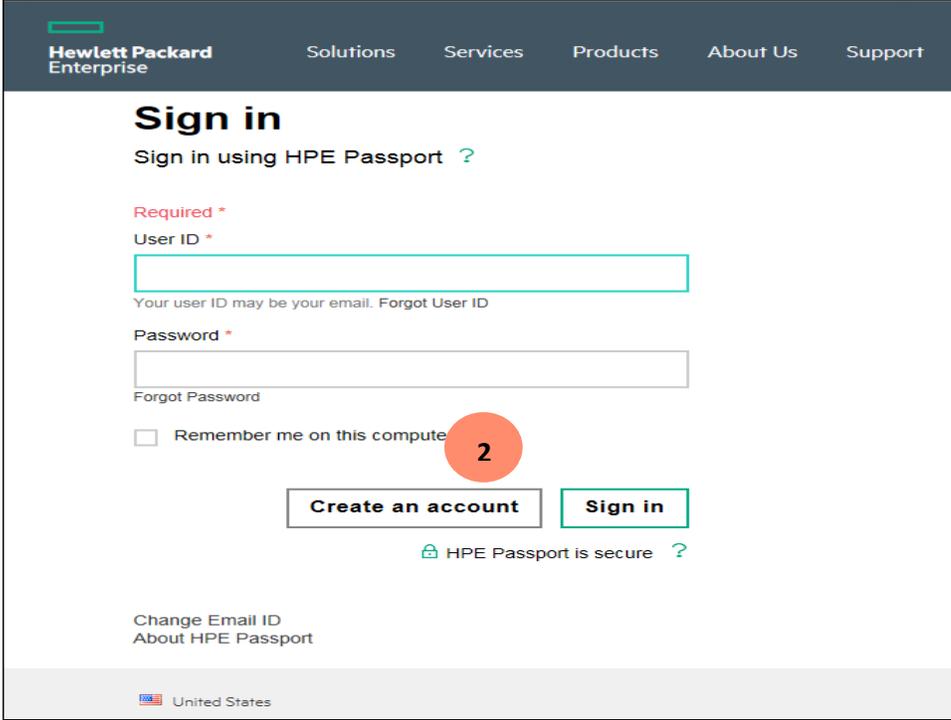
Go to the [HPE Service Central](#) portal.

*** Note:- All queries to the AP Customer Response Center must be submitted via Service Central**

2

Log into the HPE Service Central portal through the HPE Service Central sign-in page.

***Note: - Supplier needs to create an account when logging in for the first time or Sign in using your HPE passport credentials**



Sign in
Sign in using HPE Passport ?

Required *
User ID *
Your user ID may be your email. [Forgot User ID](#)

Password *
[Forgot Password](#)

Remember me on this computer

2

[Create an account](#) [Sign in](#)

[HPE Passport is secure ?](#)

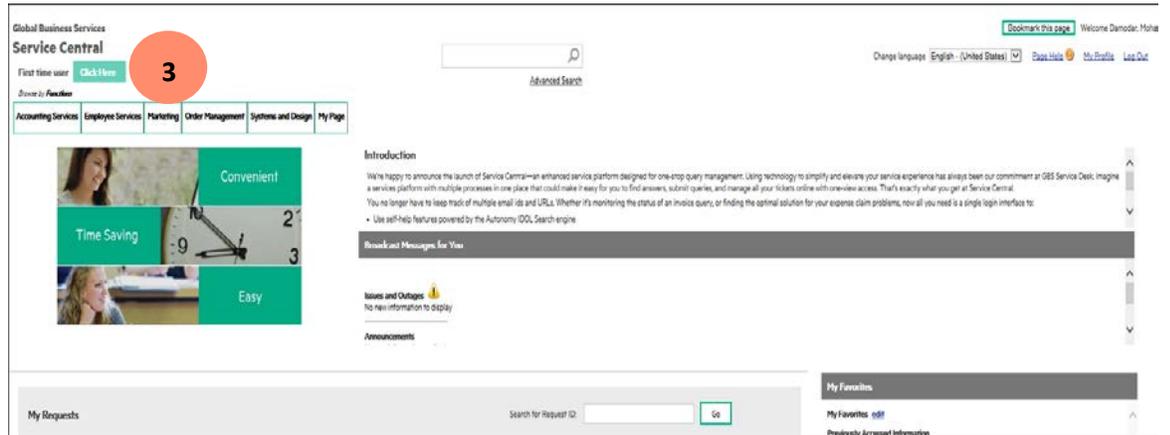
[Change Email ID](#)
[About HPE Passport](#)

 United States

After successful login, the HPE Service Central portal will direct to the dashboard.

Components available on the dashboard are as follows

- My Profile
- Self-Service Search
- Catalogs
- Bookmark this page
- Page Help
- Log out
- Change Language
- Browse by functions
- My Favorites
- Broadcast Messages
- My Requests



4

Choose the Accounts Payable catalog from the drop down list.

Example : Accounting Services - Accounts Payable

5

Select a sub-catalog category based on the issue/query request.

Example: Invoice status - Payment status

6

Select either the chat or ticket option to submit a chat or a ticket respectively.

The screenshot shows the 'Service Central' page. At the top, there is a search bar and a 'First time user' link. Below this is a navigation menu with categories: Accounting Services, Employee Services, Marketing, Order Management, Systems and Design, and My Page. The 'Accounting Services' category is selected, leading to 'Accounts Payable > Invoice Status > Payment Status'. On the left, there is a 'Browse by Services' list with options like 'Invoice Status', 'Resolve an Issue', 'Process and Policy Assistance', 'Create or Modify Information', 'First Level Application Support', 'Extended Payment Terms', and 'HPITBV'. In the center, there is a 'Top Queries' section with the text 'No Top Queries available'. On the right, there is a 'Useful Links' section with a 'Check' link. At the bottom, there are two main buttons: 'Submit a Case' (with a ticket icon) and 'Chat with Agent' (with a 'LIVE CHAT' icon). A red circle with the number '6' is placed over the 'Submit a Case' button, with arrows pointing to both buttons.

7

7.1 Choosing the option to submit a ticket would take to the web ticket form where mandatory fields have to be filled and then click on submit to log a ticket.

***Note - Attachments can be uploaded before submitting the ticket. Go to Step 8 directly after Step 7.1**

The screenshot shows a detailed web ticket form. The breadcrumb trail is 'Accounting Services-Accounts Payable-Invoice Status-Payment Status'. The form includes several sections:

- User Information:** User Email ID (mohana.damodar5@gmail.com), Region (APAC), Country (India), Preferred Phone, Preferred Language (English - (United States)), and Query / Subject.
- Description of Query:** A large text area with a character count of 1000.
- Criticality:** A dropdown menu set to 'Low'.
- Contact Preference:** A dropdown menu set to 'E-mail'.
- Invoice Details:** Invoice Number, Purchase order number, Submission details - OB10 tracking # & courier tracking #, Invoice Copy / PO copy (Select One), and HPE Entity/Bill to Name.
- Submitted By:** First Name (Mohana), Last Name (Damodar), and Email (mohana.damodar5@gmail.com).
- Attachments:** An 'Upload Attachment' section with a 'Browse...' button and an 'Upload' button.

 At the bottom, there are 'Submit' and 'Back' buttons. A red circle with the number '7.1' is placed over the 'Submit' button, with an arrow pointing to it.

7.2 Choosing option to submit a chat will take you to chat web form where mandatory fields have to be filled and then click on submit to chat with an AP CRC agent to avail instant resolution.

Triplet: <input type="text" value="Accounting Services (hpe) - Accounts Payable - Invoice Status"/>	Submitted By
Email Address: <input type="text" value="mohana.damodar5@gmail.com"/>	First Name: Mohana
Region: * <input type="text" value="APAC"/>	Last Name: Damodar
Country: * <input type="text" value="India"/>	Email: mohana.damodar5@gmail.com
Language: * <input type="text" value="English - (United States)"/>	Submitted For
Query / Subject: * <input type="text"/>	<small>Note: Below fields are only required when submitting for someone else.</small>
Criticality: * <input type="text" value="Low"/>	Email: <input type="text"/>
Support Window <input type="text" value="23*7"/>	First Name For Recipient: <input type="text"/>
Service Hours <input type="text" value="0:00-23:00"/>	Last Name For Recipient: <input type="text"/>
Chat Queue: * <input type="text" value="AS-AP-APAC-IN-EN"/>	Time Zone For Recipient: <input type="text" value="----- Select One -----"/>
Provide Brief Description: * <input type="text"/>	Phone Number For Recipient: <input type="text"/>
	Country For Recipient: <input type="text" value="India"/>
	Language For Recipient: <input type="text" value="English - (United States)"/>
<input type="button" value="Submit"/>	<input type="button" value="Clear Message"/>

7.2

After submitting the ticket, an email notification will be sent to the registered email address.

To know the ticket status- You will receive an automated notification email from the HP Service Manager once the ticket is Created/Updated

8

Interaction GSD004205597 has been created. Inbox x

 **HPE_ServiceDesk@hpe.com** <HPE_ServiceDesk@hpe.com>
to me 

8

HP Service Manager

Interaction [GSD004205597](#) has been created.

Details

Title	TESTING
Description	Created for testing TESTING
Business Unit	accounting services (hpe)
Process	accounts payable
Request Category	invoice status
Criticality	Low

Click on the Interaction number above for direct access to this case.

Service Desk Team
System generated email from HP Service Manager. Do not reply to sender.

9

To update an existing ticket, click on 'My Page' from the Service Central dashboard and then click the Edit button to update the ticket in Service Central.

The screenshot shows the Service Central dashboard with the 'My Page' tab selected. The page content includes:

- Design My Page** (with an arrow pointing to the 'My Page' tab)
- Introduction**: We're happy to announce the launch of Service Central—an enhanced service platform designed for one-stop query management. Using technology to simplify and elevate your service experience has always been our commitment at GBS Service Desk. Imagine a services platform with multiple processes in one place that could make it easy for you to find answers, submit queries, and manage all your tickets online with one-view access. That's exactly what you get at Service Central. You no longer have to keep track of multiple email ids and URLs. Whether it's monitoring the status of an invoice query, or finding the optimal solution for your expense claim problems, now all you need is a single login interface to:
 - Use self-help features powered by the Autonomy IDOL Search engine
- Broadcast Messages for You**
- Announcements**: No new information to display
- Search for Request ID:**
- From:** 06-January-2018
- Through:** 06-February-2018
-
- My Favorites**: My Favorites [edit](#)
- Previously Accessed Information**
- Table:**

Status	Request ID	Title	Criticality	Mode of Submission	Requested By	Actions
Open	GSD004205597	TESTING	Low	Web Ticket	Damodar, Mohana	edit

9

When can you escalate a case to HPE Accounts Payables CRC?

Suppliers can escalate to HPE Accounts Payables CRC for any existing tickets/chats they haven't received a response after 24 business hours from when the ticket has been created.

Write to the respective mailbox based on region:

Service Line	Level 1 (Above 2 working days)
<p>APJ</p> <p>Supplier https://servicecentral.ext.hpe.com/gbshub/default.aspx</p>	<p>HPE Escalation point</p> <p><u>Bgl_Apcrc-</u> <u>Mngr.Feedback_apj@hpe.com</u></p>
<p>EMEA</p> <p>Supplier https://servicecentral.ext.hpe.com/gbshub/default.aspx</p>	<p>HPE Escalation point</p> <p><u>bgl_apcrc-</u> <u>mngr.feedback_emea@hpe.com</u></p>
<p>AMS</p> <p>Supplier https://servicecentral.ext.hpe.com/gbshub/default.aspx</p>	<p>HPE Escalation point</p> <p><u>bgl_apcrc-</u> <u>mngr.feedback_ams@hpe.com</u></p>
<p>AP CRC WRC (Poland)</p> <p>Supplier https://servicecentral.ext.hpe.com/gbshub/default.aspx</p>	<p>HPE Escalation point</p> <p><u>escalationpoint.ap.crc@hpe.com</u></p>