



# Vendor Query Portal

User Manual Guide

October 2025



EDITION FOR

**VENDORS**

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# 1. Introduction

This document provides comprehensive instructions to help vendors understand and efficiently use **Vendor Portal Query** that allows query management with Accounts Payable through a portal connected with ServiceNow. This manual aims to guide users through usage, including descriptions of key features, setup procedures, usage guidelines, troubleshooting tips, and support information.

# 2. System Requirements

## Supported Devices and OS

- **Desktop or laptop (recommended):** Windows 10/11, macOS 12+.
- **Mobile** iOS 16+, Android 12+.

## Network

- **VPN:** Not required.

## Authentication & Access

- **SSO:** OKTA login for vendor and admin.
- **Second factor:** OTP sent via phone number.
- **Session timeout:** Auto-logout after **20–30 min** inactivity.

## File Uploads

- **Accepted types:** PDF (preferred)
- **Max size:** 10 MB per upload

## Security & Compliance

- **Do not use** shared/public computers for sensitive actions

## Time & Locale

- **Time zone:** Portal shows times in user's locale.
- **Language:** English

## 3. Registration

### Email Invitation

- As a first-time user, you will receive an **official email** from PepsiCo.
- This email contains **two important links**:
  - **Registration Link**: for first-time users who need to register and verify their account.
  - **Portal Login Link**: for approved users to access the portal.
- If you're a first time user, please select the registration link.

Dear Supplier,

We hope this message finds you well.

Please note that going forward, all supplier support queries must be raised through our new **Supplier Assist Portal**. The previous email channel will no longer be monitored for query submissions.

To continue receiving support, we request you to register on the portal at the earliest:

◆ **Registration Link**: <https://supplierassist.pepsico.com/register>

Once your registration is approved, you can:

- Submit new queries
- Track the status of your submissions
- View your historical queries

◆ **Portal Login**: <https://supplierassist.pepsico.com/>

Should you face any issues during registration or portal access, please reach out to PepsiCo support.

Thank you for your cooperation.

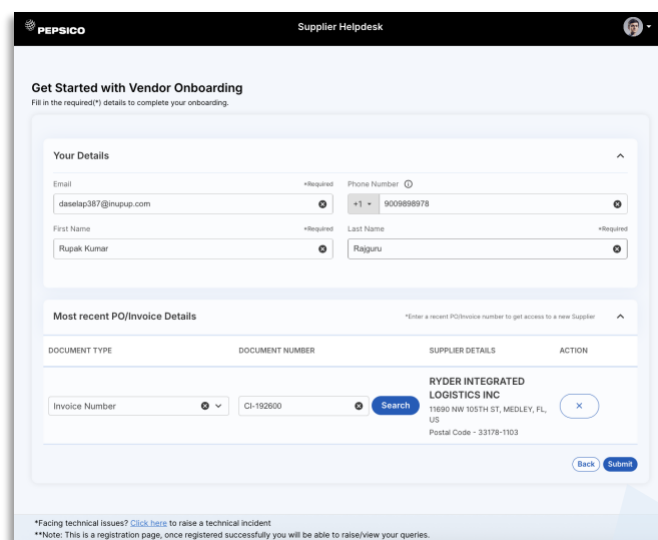
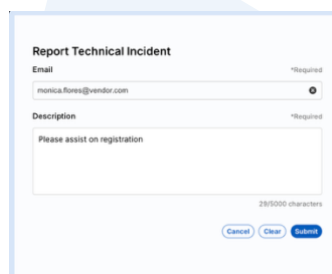
Best regards,

Supplier Assist Team

PepsiCo

# First-Time Registration

1. Click on the [registration link](#) provided in the email.
2. Fill in the required details on the registration form:
  - o Email address
  - o First name
  - o Last name
  - o Phone number
3. To verify your supplier identity, provide at least one of the following:
  - o **PO Number**
  - o **Invoice Number**
  - o **Supplier ID**

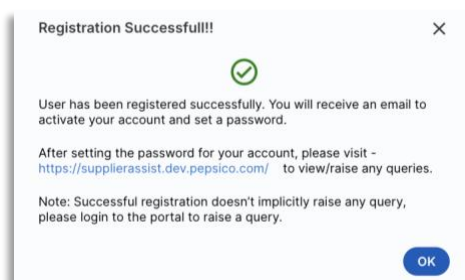
## Need Help?

In case you require assistance, you can send us a message through this form:

1. Enter your **Email** (vendor domain recommended).
2. Provide a short **Description** of the issue you're facing.
3. Click **Submit** to send your request.

Our support team will review your incident and get back to you as soon as possible.

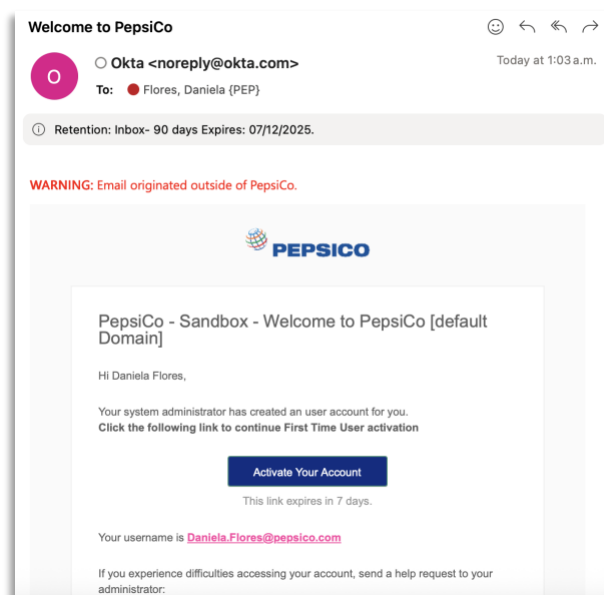
4. Once completed, click **Submit** and a success message will be displayed.



- The request will be reviewed within 24 to 72 hours if user's PO number, invoice or supplier ID could not be validated, and it will either be approved or rejected based on the validation outcome. Otherwise, the request should be approved instantly.

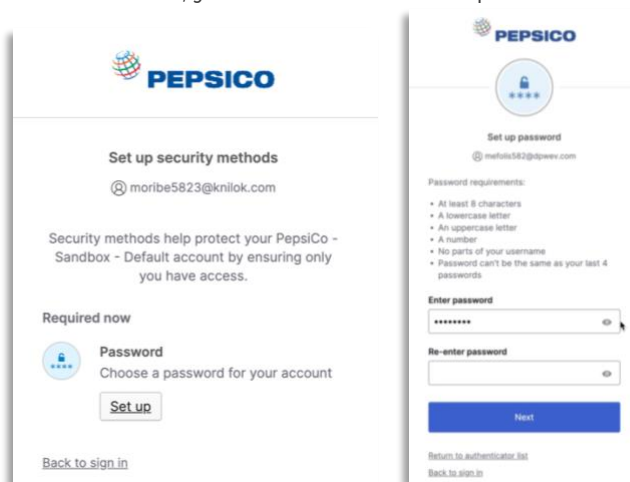
## Account Setup

- You will get a message from [noreply@okta.com](mailto:noreply@okta.com). Proceed by clicking **Activate Your Account**.



The account activation link is valid for **7 days**.

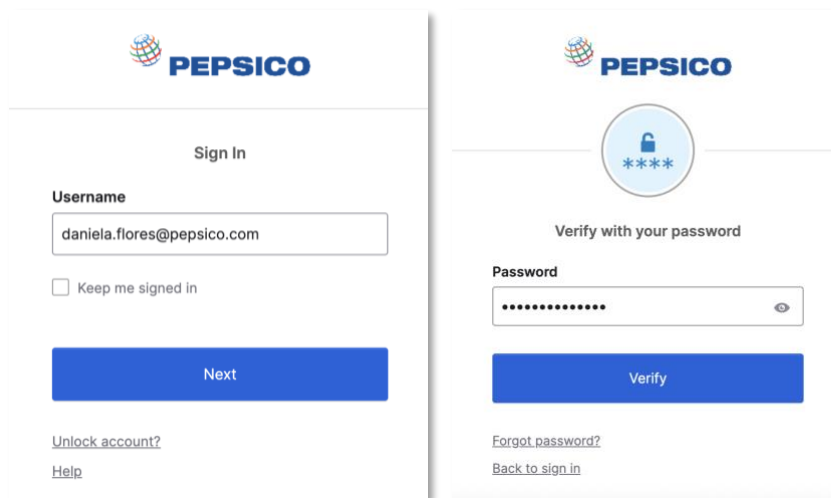
- To set up your OKTA account, you must establish a password:



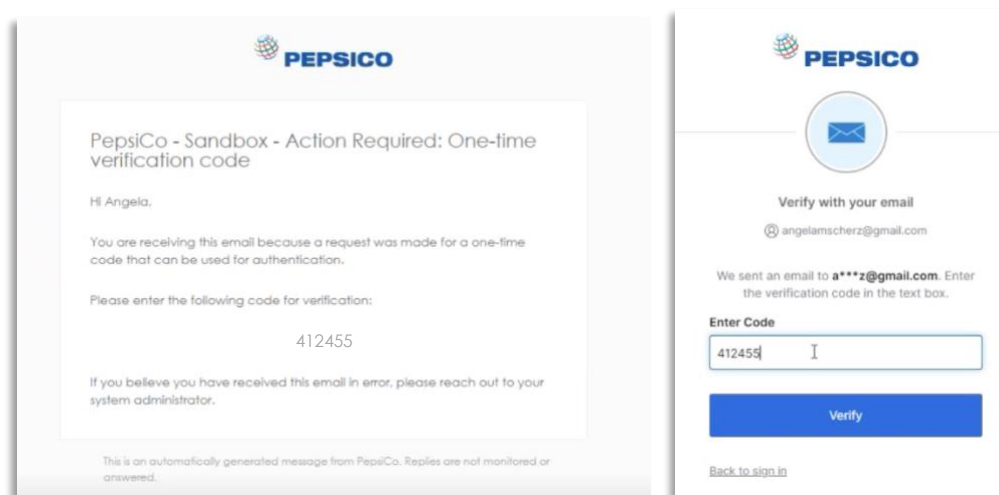
- Set your password according to the rules displayed.
- Click Register to complete the process.

# Login

1. Go to the **Login page**
2. Enter your registered **email address** with **password**.



3. You will receive a **One-Time Password (OTP)** via your registered e-mail.
4. Enter the OTP to complete authentication and click on **Verify**.



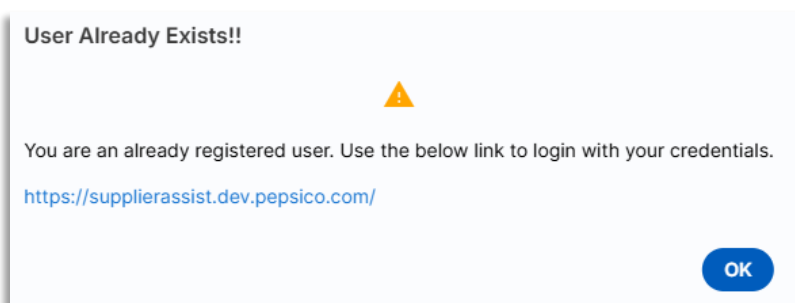
5. After login, you can:
  - o Submit new queries
  - o Track the status of your submissions
  - o View your historical queries
  - o Access invoice status and remittance details

## Special Scenarios

### Scenario 1:

When a user tries to register with an email address that is already in the system:

1. **If e-mail exists because the supplier is already registered with PepsiCo application:** The system will not send a welcome email. Instead, the user will receive a **login link** to access their account with existing credentials.
2. **If e-mail exists, but the user is trying to register with a new supplier ID:** The system will display the message: **“User already exists.”** To gain access for the new supplier ID, the user must go to **My Profile** and add the new supplier ID to request additional access.



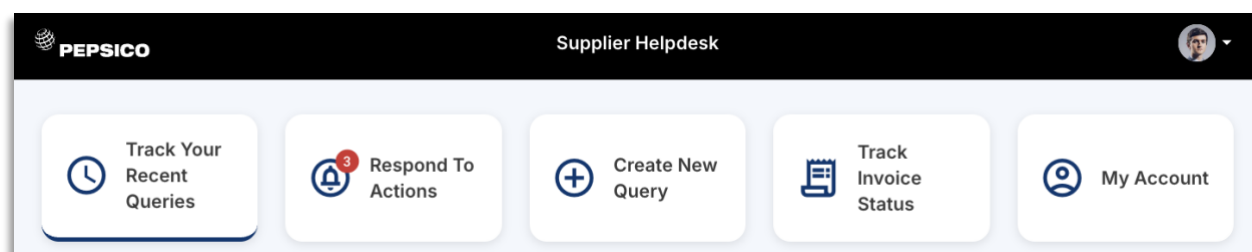
### Scenario 2:

If the user had previously attempted to register, and the request was in a pending state, and now the user is trying to register again. Then, the previous registration will be **overridden** based on the user's existing status in OKTA.



## 4. Getting Started

### Navigation Menu



At the top, you'll see four main options:



**Track Status of Recent Queries:**

Review the progress of queries you've submitted in the last 30 days.



**Respond to Actions:**

Check if there are pending requests or actions that require your response.



**Create New Query:**

Submit a new request if you have an issue or need support.



**Track Invoice Status:**

Monitor the progress and current state of your invoices.



**My Account**

Profile of user where will be able to manage other accounts.

## 5. Features Overview

### Vendor



#### **Ticket creation**

Create new SNOW tickets through a simple web-form, without manual intervention.



#### **Ticket tracking**

View open tickets and follow real-time updates on progress and resolution.



#### **Ticket response**

Respond directly when additional information is requested, enabling two-way communication.



#### **Invoice status**

Check invoice processing status and monitor expected payment dates.

### Admin



#### **Admin Console**

Centralized management of vendor user accounts.



#### **User Access Control**

Approve, revoke, or modify vendor access securely.



#### **Audit and compliance**

Full traceability of vendor interactions, ticket history, and approval workflows.



#### **Ticket Categorization and Routing**

Automatic classification of queries

### System integration

Seamless flow of vendor queries into SNOW without manual indexing.

### User Authentication Access

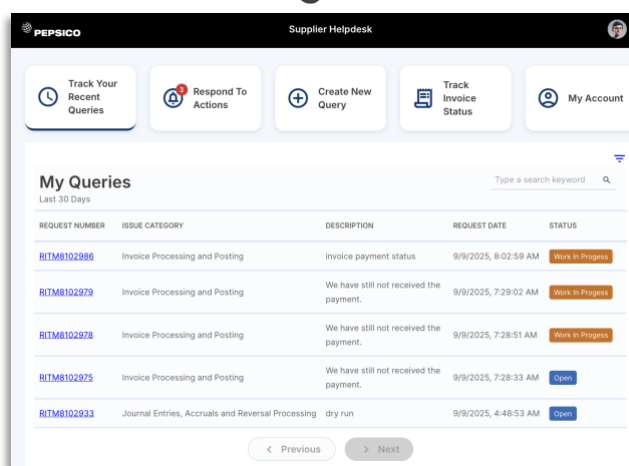
Vendors log in through the portal with OKTA authentication for secure and compliant access.

### User Interface

User-friendly portal to access vendor data in one place.

## 6. Usage Instructions

### Track Status of Recent Queries



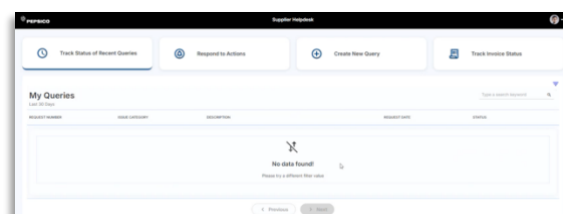
REQUEST NUMBER	ISSUE CATEGORY	DESCRIPTION	REQUEST DATE	STATUS
<a href="#">BITM8102986</a>	Invoice Processing and Posting	invoice payment status	9/9/2025, 6:02:59 AM	<a href="#">Work in Progress</a>
<a href="#">BITM8102979</a>	Invoice Processing and Posting	We have still not received the payment.	9/9/2025, 7:29:02 AM	<a href="#">Work in Progress</a>
<a href="#">BITM8102978</a>	Invoice Processing and Posting	We have still not received the payment.	9/9/2025, 7:28:51 AM	<a href="#">Work in Progress</a>
<a href="#">BITM8102975</a>	Invoice Processing and Posting	We have still not received the payment.	9/9/2025, 7:28:33 AM	<a href="#">Open</a>
<a href="#">BITM8102933</a>	Journal Entries, Accruals and Reversal Processing	dry run	9/9/2025, 4:48:53 AM	<a href="#">Open</a>

#### My Queries Section

This section displays all queries you've submitted within the last 30 days. Columns include:

- **Request Number:** The unique ID assigned to your query.
- **Issue Category:** The type of issue
- **Description:** Short explanation of your request.
- **Request Date:** The date you submitted your query.
- **Status:**
  - **Open**
  - **In Progress**
  - **Resolved**

🔍 If you see **"No data found"**, it means no queries match your filters or you haven't created a request yet.



#### Search & Filters

- Use the **search bar** on the right to quickly find a query by keyword.
- Apply **filters** to refine the results by category, status, or date.

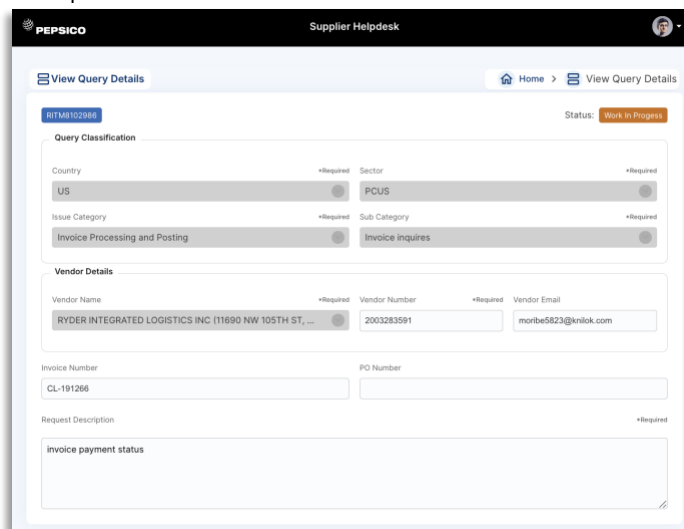
#### Pagination

If you have many queries, use the **Previous** and **Next** buttons at the bottom to move between pages.

✓ **Tip:** If this is your first time, start by clicking **"Create New Query"** to raise your first request. Once submitted, you'll see it appear in the **My Queries** list with a tracking number.

## View Query Details

This screen allows users to review, track, and follow up on an existing query submitted to the Supplier Helpdesk.



**Supplier Helpdesk**

**View Query Details** | Home > View Query Details

Query ID: 5011614023945 | Status: **Work In Progress**

**Query Classification**

Country: US | Sector: PCUS

Issue Category: Invoice Processing and Posting | Sub Category: Invoice Inquires

**Vendor Details**

Vendor Name: RYDER INTEGRATED LOGISTICS INC (11690 NW 105TH ST, ...)

Vendor Number: 2003283591 | Vendor Email: moribe5823@knitlok.com

Invoice Number: CL-191266 | PO Number:

Request Description: Invoice payment status

### Key Actions

- ✓ **Monitor status:** Track if your query is Open, In Progress, or Closed.
- ✓ **Communicate:** Use comments to exchange information with support team.
- ✓ **Provide evidence:** Upload attachments.
- ✓ **Trace history:** Review activities and documents already shared.

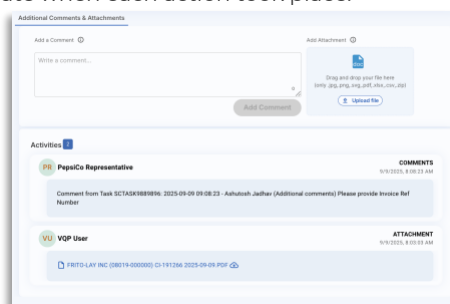
### Additional Comments & Attachments

This section allows users to follow up on the query.

- **Add a Comment:** Enter new information, clarifications, or updates.
- **Add Attachment:** Upload supporting files.
  - Accepted formats: **.jpg, .png, .jpeg, .pdf, .xls, .csv, .zip**
  - Options:
    - **Drag and drop** files directly.
    - **Upload file** button to select from your computer.
- **Add Comment button:** Confirms and logs the comment or attachment into the query.

Here you can see full activity log related to the query.

- **User Activity:** Shows who submitted the comment, update, or attachment
- **Attachments:** Any uploaded file is listed with a preview and timestamp.
- **Timestamps:** Indicate when each action took place.



**Additional Comments & Attachments**

Add a Comment | Add Attachment

Write a comment... | Drag and drop your file here (only .jpg, .png, .pdf, .xls, .csv, .zip)

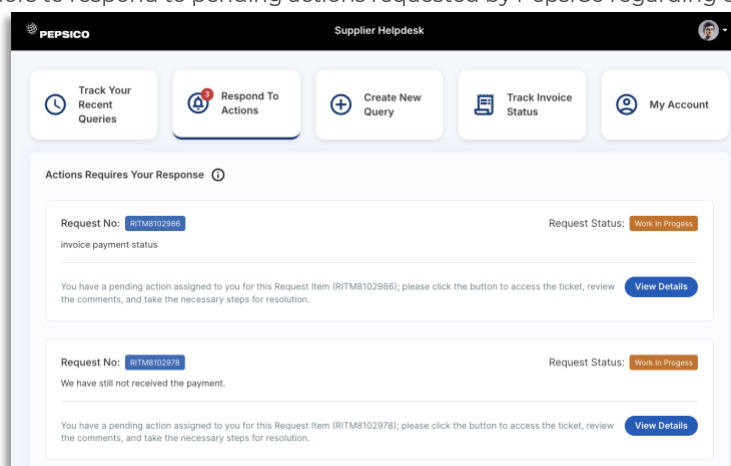
**Activities**

**Comments**

**Attachments**

# Respond to Actions

This section allows vendors to respond to pending actions requested by PepsiCo regarding open queries.



## Key Actions

- ✓ Identify pending actions that require their response.
- ✓ Reply via comments directly inside the ticket.
- ✓ Upload necessary supporting files such as invoice copies, PO details, etc.
- ✓ Review all history of comments and attachments in the activity log.

## Actions Requires Your Response

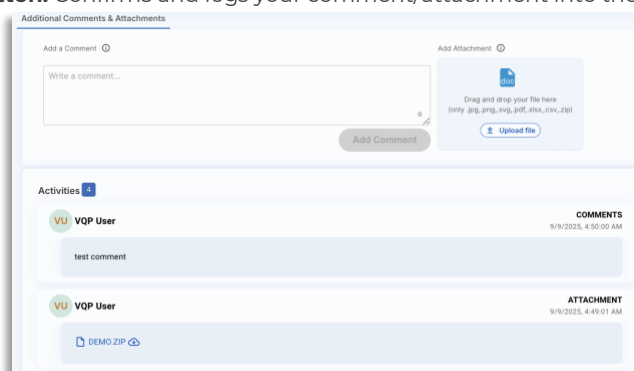
This area displays all queries that require input from the vendor.

- **Request No:** Unique identifier of the ticket (*RTMXXXXXXXX*).
- **Request Status:** Displays the progress of the query
- **Description:** Short text summarizing the issue.
- **View Details button:** Opens ticket to review comments, provide input, or upload files.

## Additional Comments & Attachments

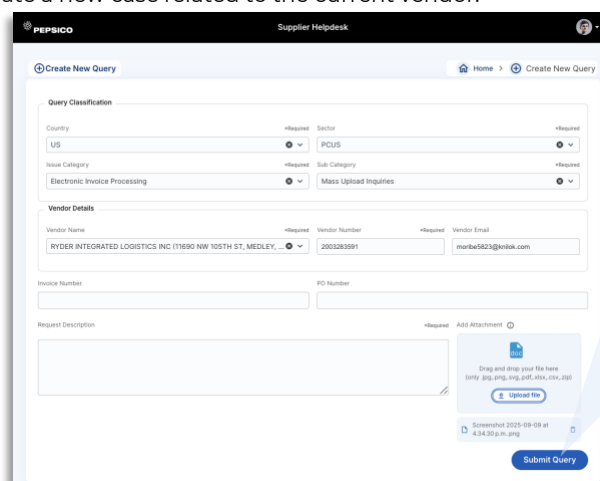
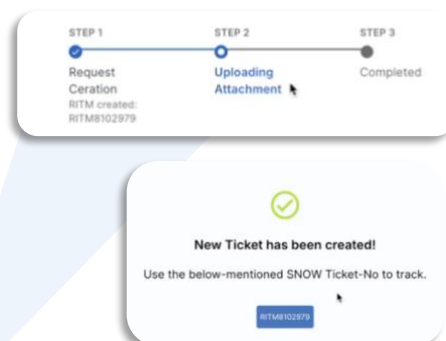
When a ticket is opened, vendors can respond directly.

- **Add a Comment:**
  - Enter your response or clarification in the text box.
  - Example: Provide missing invoice reference number or confirm details requested.
- **Add Attachment:**
  - Attach supporting documents (e.g., invoices, POs, proofs).
  - Accepted formats: **.jpg, .png, .jpeg, .pdf, .xls, .csv, .zip**.
  - Options:
    - **Drag and drop** files into the designated area.
    - **Upload file** by browsing your device.
- **Add Comment button:** Confirms and logs your comment/attachment into the ticket.



# Create New Query

This screen allows users to create a new case related to the current vendor.

## Query Classification

Fill in the general details of your request.

- **Country (required):** Select the country where the query is being raised
- **Sector (required):** Choose the related sector
- **Issue Category (required):** Main category of the issue.
- **Sub Category (required):** A more specific subcategory.

## Vendor Details

Enter supplier information linked to the case.

- **Vendor Name (required):** Select the vendor's name from drop down list. User will select the vendor name from drop-down if vendor is having multiple access. Otherwise, vendor name will be auto-populated accordingly.
- **Vendor Number (required):** Auto-populated vendor number.
- **Vendor Email (required):** Auto-populated contact email.
- **Invoice Number:** (optional) Capture the invoice number if applicable.
- **PO Number:** (optional) Provide the purchase order number if applicable.

## Request Description

- A free-text field where you the inquiry.

## Add Attachment

Attach supporting documents to your query.

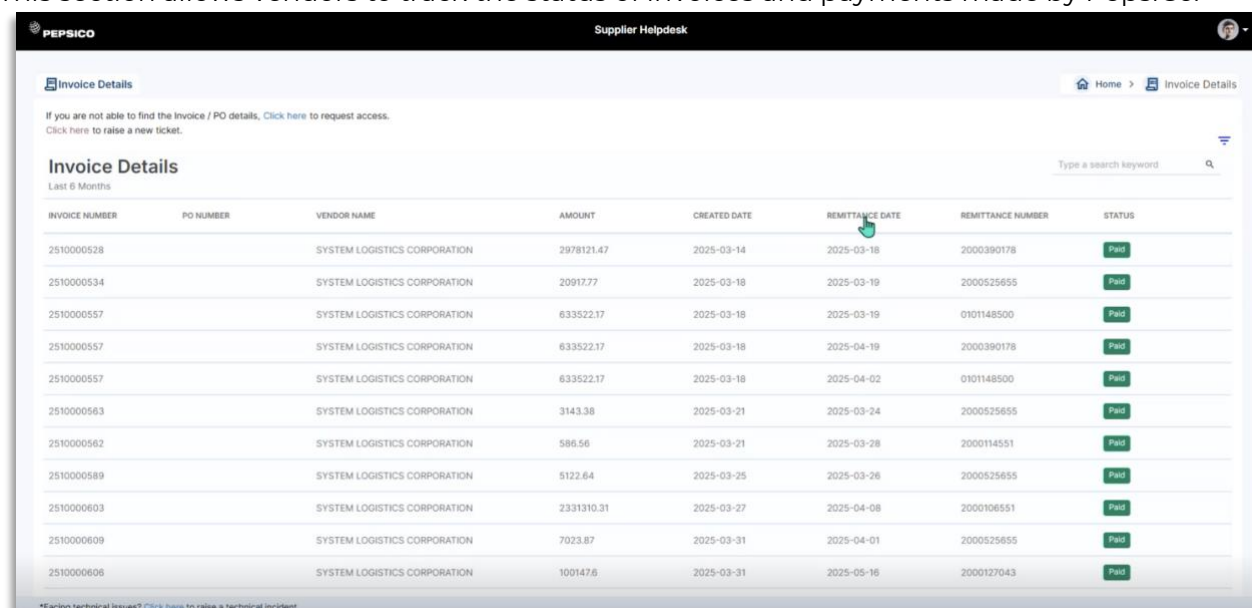
- Accepted formats: **.jpg, .png, .svg, .pdf, .xlsx, .csv, .zip**
- Maximum size: 10 MB per attachment
- Options:
  - **Drag and drop:** Drag files directly into the upload box.
  - **Upload file:** Click to browse and upload from your computer.

## Submit Query

- Once all required fields are completed, click **Submit Query** and we will log your request and send it to the appropriate team.

# Track Invoice Status

This section allows vendors to track the status of invoices and payments made by PepsiCo.



The screenshot shows the 'Invoice Details' page in the Supplier Helpdesk. It features a table with columns: INVOICE NUMBER, PO NUMBER, VENDOR NAME, AMOUNT, CREATED DATE, REMITTANCE DATE, REMITTANCE NUMBER, and STATUS. The table lists 12 invoices from SYSTEM LOGISTICS CORPORATION, all with a status of 'Paid'. A search bar is located at the top right of the table area.

INVOICE NUMBER	PO NUMBER	VENDOR NAME	AMOUNT	CREATED DATE	REMITTANCE DATE	REMITTANCE NUMBER	STATUS
2510000528		SYSTEM LOGISTICS CORPORATION	2978121.47	2025-03-14	2025-03-18	2000390178	Paid
2510000534		SYSTEM LOGISTICS CORPORATION	20917.77	2025-03-18	2025-03-19	2000525655	Paid
2510000557		SYSTEM LOGISTICS CORPORATION	633522.17	2025-03-18	2025-03-19	0101148500	Paid
2510000557		SYSTEM LOGISTICS CORPORATION	633522.17	2025-03-18	2025-04-19	2000390178	Paid
2510000557		SYSTEM LOGISTICS CORPORATION	633522.17	2025-03-18	2025-04-02	0101148500	Paid
2510000563		SYSTEM LOGISTICS CORPORATION	3143.38	2025-03-21	2025-03-24	2000525655	Paid
2510000562		SYSTEM LOGISTICS CORPORATION	586.56	2025-03-21	2025-03-28	2000114551	Paid
2510000589		SYSTEM LOGISTICS CORPORATION	5122.64	2025-03-25	2025-03-26	2000525655	Paid
2510000603		SYSTEM LOGISTICS CORPORATION	2331310.31	2025-03-27	2025-04-08	2000106551	Paid
2510000609		SYSTEM LOGISTICS CORPORATION	7023.87	2025-03-31	2025-04-01	2000525655	Paid
2510000606		SYSTEM LOGISTICS CORPORATION	100147.6	2025-03-31	2025-05-16	2000122043	Paid

## Key Actions

- ✓ Check invoice payment status
- ✓ Confirm remittance details
- ✓ Search for specific invoices or POs
- ✓ Request access or raise a ticket

## Invoice Details

Displays invoice records for the **last 6 months**. Each record includes:

- **Invoice Number:** Unique identifier of the invoice.
- **PO Number:** Purchase Order associated with the invoice.
- **Vendor Name:** Supplier's company name.
- **Amount:** Invoice amount billed.
- **Created Date:** Date when the invoice was created in the system.
- **Remittance Date:** Date payment was issued.
- **Remittance Number:** Reference number for the payment/remittance.
- **Status:** Payment status.
  - **Paid:** Indicates invoice has been processed and payment has been completed.

## Search & Filter

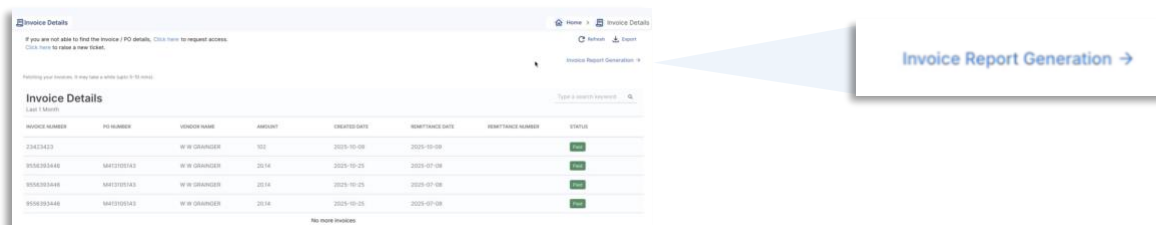
- **Search bar:** Enter keywords to quickly find specific records.

## Downloading Invoice Data

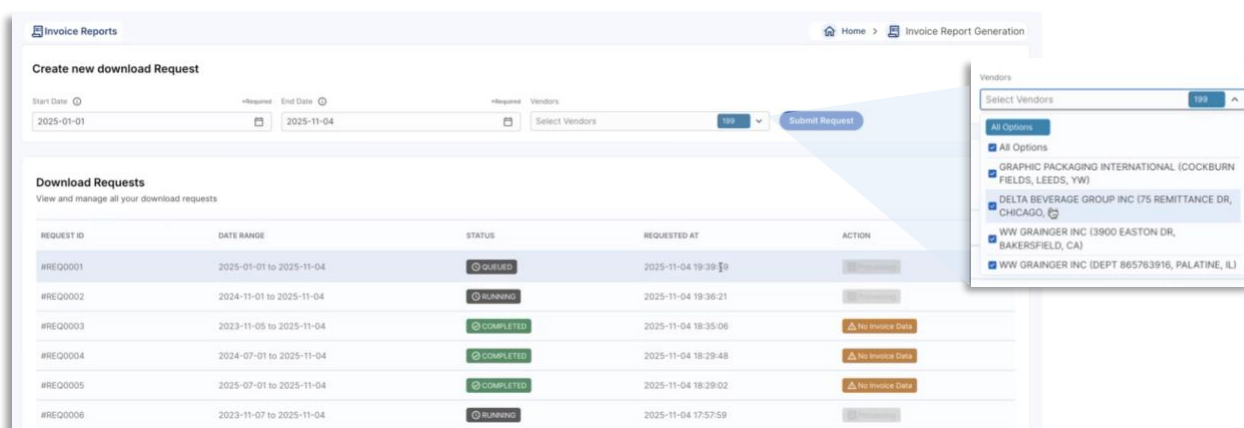
Vendors can export and download invoice data for up to 6 months directly from the platform. This feature allows them to access their historical invoice records easily and keep a copy for their own tracking or reconciliation purposes.

### How to Export and Download Data

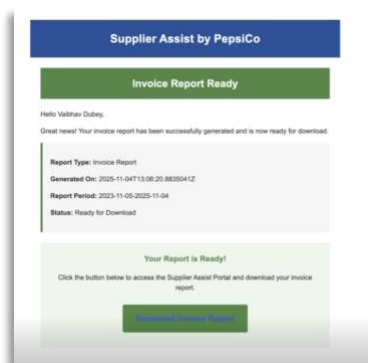
1. Navigate to the Invoice Details and click on *Invoice Report Generation*.



2. Within *Invoice Report Generation*, select the desired date range (up to 6 months) and the vendors you want to show on the report.
3. Click on *Submit request* to generate the report.



4. Once the file is ready, the user will receive an e-mail to download the report. This may take up to 15 minutes,

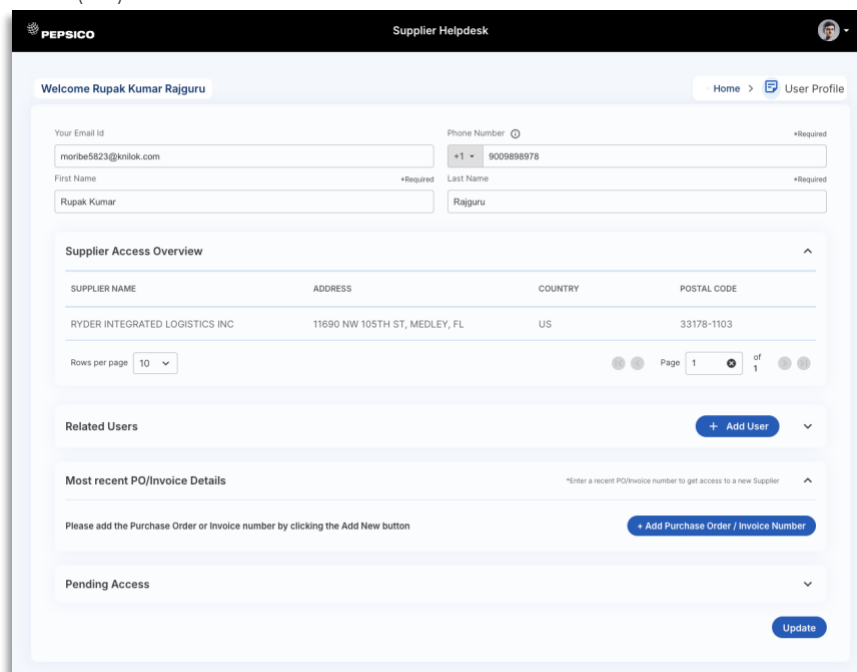


**Tip:** The file will be downloaded in Excel format, allowing vendors to filter, analyze, and store their invoice data for future reference.



# User Profile

This screen allows vendors to review their profile information, add related users, and complete their registration by adding Purchase Orders (PO) or Invoice numbers.



The screenshot shows the 'Supplier Helpdesk' interface for a user named Rupak Kumar Rajguru. The page includes a header with the PepsiCo logo and a user profile icon. The main content area is titled 'Welcome Rupak Kumar Rajguru' and contains several sections:

- Profile Information:** Fields for 'Your Email Id' (morbe5823@knitlok.com), 'Phone Number' (+1 9009898978), 'First Name' (Rupak Kumar), and 'Last Name' (Rajguru). Each field has a 'Required' label.
- Supplier Access Overview:** A table showing supplier information.
 

SUPPLIER NAME	ADDRESS	COUNTRY	POSTAL CODE
RYDER INTEGRATED LOGISTICS INC	11690 NW 105TH ST, MEDLEY, FL	US	33178-1103

 Below the table is a 'Rows per page' dropdown set to 10 and a pagination control showing 'Page 1 of 1'.
- Related Users:** A section with an '+ Add User' button.
- Most recent PO/Invoice Details:** A section with a note '\*Enter a recent PO/Invoice number to get access to a new Supplier' and a '+ Add Purchase Order / Invoice Number' button.
- Pending Access:** A section with an 'Update' button.

## Key Actions

- ✓ **Review personal details** and update if needed.
- ✓ **View company information** associated with the vendor account.
- ✓ **Add related users** (admins or business users) under the same supplier.
- ✓ **Request for additional access** by adding at least one PO or invoice number.
- ✓ **Maintain access** to vendor queries and support services.

## Profile Information

Vendors can review and update their personal details.

- **Email ID (required):** Registered email of the vendor user.
- **Phone Number (optional):** Must include the correct country code.
- **First Name (required):** User's first name.
- **Last Name (required):** User's last name.

## Supplier Access Overview

Shows the vendor's registered company information.

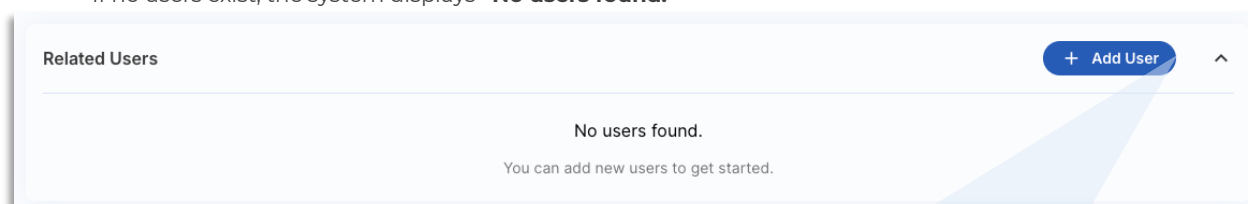
- **Supplier Name:** Official company name.
- **Address:** Full address of the supplier.
- **Country:** Country where the supplier operates.
- **Postal Code:** ZIP code.

## User Access

Vendors can add additional users under the same supplier profile.

- **Add User button:** Opens the *Add User* form.
- **Add User Form:**
  - **Email ID (required):** Email of the new user.
  - **Phone Number:** Number with country code.
  - **First Name (required):** First name of the user.
  - **Last Name (required):** Last name of the user.
  - **Save button:** Confirms and registers the new user.
  - **Cancel button:** Discards the action.

If no users exist, the system displays “No users found.”

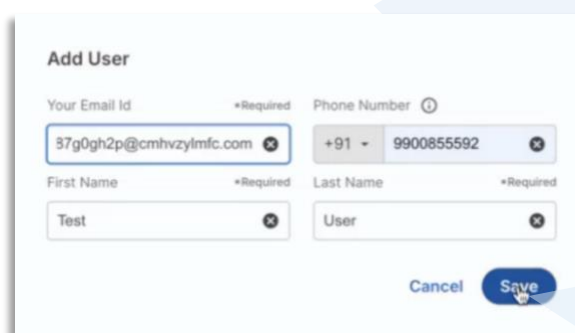


**Related Users** + Add User ^

---

No users found.

You can add new users to get started.



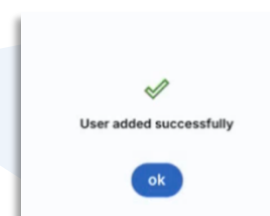
**Add User**

Your Email Id \*Required Phone Number ?

+91 9900855592

First Name \*Required Last Name \*Required

[Cancel](#) [Save](#)



✓

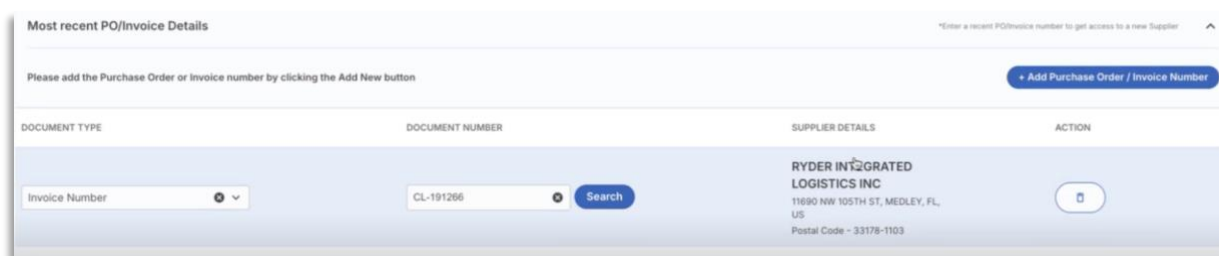
User added successfully

[ok](#)

## Most Recent PO/Invoice Details

Vendors must add a PO or Invoice to complete their profile and access supplier services.

- **Add Purchase Order / Invoice Number button:** Opens a form to register a new document.
- **Document Type:** Dropdown to select PO Number or Invoice Number.
- **Document Number:** Field to input the actual number.
- **Search button:** Validates the document against supplier records.
- **Supplier Details:** Displays supplier information linked to the document.
- **Action:** Allows deletion of the document if necessary.



**Most recent PO/Invoice Details** \*Enter a recent PO/Invoice number to get access to a new Supplier ^

Please add the Purchase Order or Invoice number by clicking the Add New button + Add Purchase Order / Invoice Number

DOCUMENT TYPE	DOCUMENT NUMBER	SUPPLIER DETAILS	ACTION
Invoice Number <small>?</small>	CL-191266 <small>?</small> <a href="#">Search</a>	<b>RYDER INTEGRATED LOGISTICS INC</b> 11690 NW 105TH ST, MEDLEY, FL, US Postal Code - 33176-1103	<a href="#">?</a>

## 7. Revision History

Version	Date	Changes
1.0	October 31 2025	User Manual Created