

GSD. General - How to handle EMEA ServiceNow – Finance Services related issues and requests

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General Information:

Possible symptoms/errors:

How to handle EMEA ServiceNow – Finance Services related issues and requests.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

EMEA ServiceNow – Finance Services tool enables FME users to open certain financial tasks directly within ServiceNow as a self-service.

This tool is fully supported by FME and the Global Service Desk will not be able to assign any upcoming tickets to them.

If by mistake any tickets are raised at the Global Service Desk from FME end-users regarding EMEA ServiceNow, please send an email from the ticket to GSS-Finance-Support@freseniusmedicalcare.com and inform user that their issue has been reported to the GSS Support team.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A