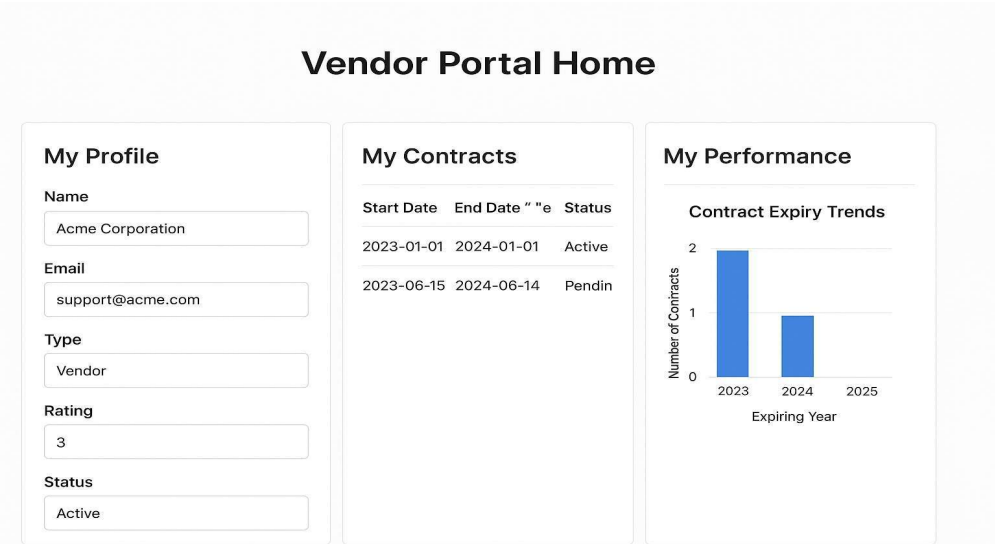


VENDOR MANAGEMENT PORTAL

1. Vendor Portal

The Vendor Portal is the centralized platform that vendors use to interact with the organization. It integrates all features (Profile, Contracts, Performance) into a single self-service experience.



Sections Included:

- My Profile – Vendors can update their details.
- My Contracts – Vendors can view their agreements.
- My Performance – Vendors can see performance analytics and rating distribution.

Purpose:

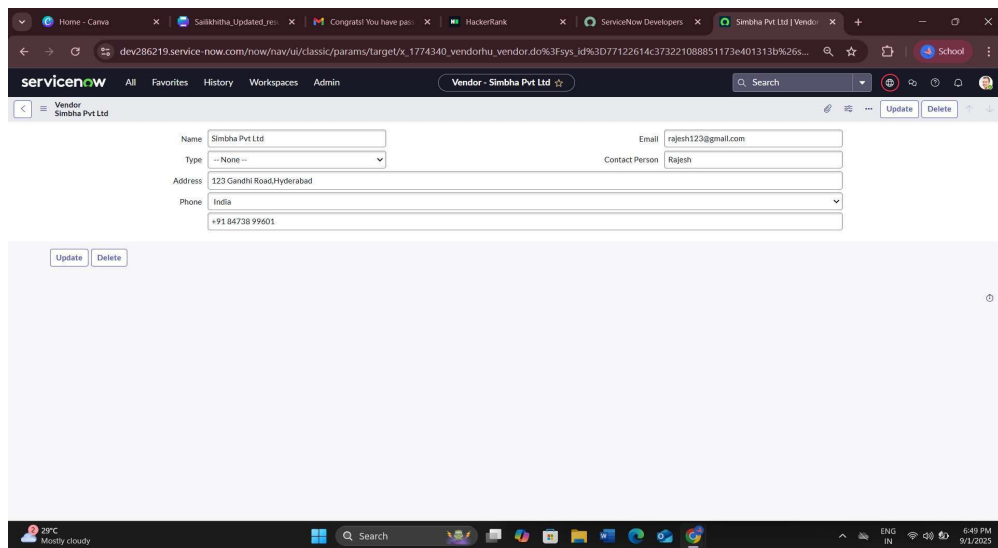
- Enhances vendor self-service.
- Reduces dependency on support teams.
- Provides transparency in vendor–organization relationships.

Process:

1. Log in to the Vendor Portal.
2. Access widgets – Profile, Contracts, Performance.
3. Update profile, check contracts, review performance.
4. Use portal as a self-service hub.

2. Vendor Profile

The Vendor Profile page allows vendors to view and update their own information. This ensures accuracy and transparency by letting vendors manage their personal and company data directly.



The screenshot shows a web browser window displaying the ServiceNow Vendor Profile page for 'Simbha Pvt Ltd'. The browser's address bar shows a URL from dev286219.service-now.com. The page header includes the ServiceNow logo and navigation links like 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main content area is titled 'Vendor - Simbha Pvt Ltd' and contains a form with the following fields: Name (Simbha Pvt Ltd), Type (None), Address (123 Gandhi Road, Hyderabad), Phone (India), Email (rajesh123@gmail.com), and Contact Person (Rajesh). There are 'Update' and 'Delete' buttons at the bottom of the form. The Windows taskbar at the bottom shows the system clock as 6:49 PM on 9/1/2023.

Key Features:

- Vendor Name and Contact Info
- Vendor Type
- Rating and Status fields

Purpose:

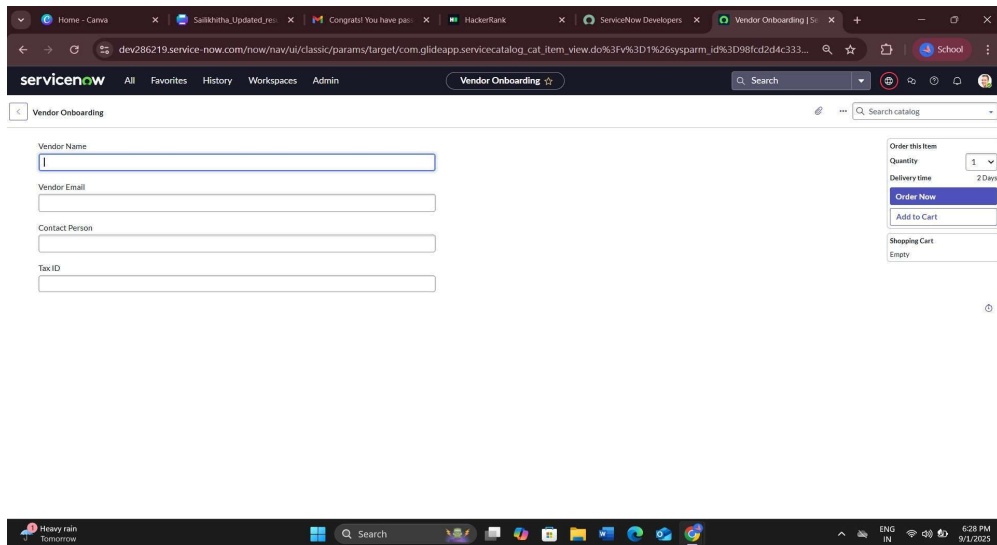
- Keeps vendor information up to date.
- Reduces administrative overhead for procurement teams.
- Provides vendors with self-service capabilities.

Process:

1. Create custom table: Vendor [u_vendor].
2. Add fields: Name, Type, Address, Email, Rating, Status.
3. Open a vendor record.

3. Vendor Onboarding Form

The Vendor Onboarding page is designed to register and add new vendors into the system. It ensures that all required details are captured for compliance and vendor evaluation.



The screenshot shows a web browser window with the ServiceNow interface. The page title is "Vendor Onboarding". The form contains the following fields:

- Vendor Name (text input)
- Vendor Email (text input)
- Contact Person (text input)
- Tax ID (text input)

On the right side, there is a "Order this Item" section with a "Quantity" dropdown set to "1", a "Delivery time" of "2 Days", and buttons for "Order Now" and "Add to Cart". Below this is a "Shopping Cart" section showing "Empty".

Key Fields Displayed:

- Vendor Name
- Contact Information (Email, Phone)
- Vendor Type (Supplier, Partner, etc.)
- Status (New, Active, In Review)

Purpose:

- Streamlines the process of adding vendors.
- Maintains accurate and standardized vendor records.
- Acts as the entry point for vendors into the management system.

Process:

1. Go to Service Catalog → Maintain Items → New.
2. Create item: Vendor Onboarding.
3. Add fields: Vendor Name, Contact Person, Email, Tax ID, Documents.
4. Open form.

4. Vendor Contract

The Vendor Contract section displays all contracts associated with a specific vendor. It is configured to show only those contracts linked to the logged-in vendor, ensuring security and data privacy.

The screenshot shows the ServiceNow 'Vendor Contracts - Create Created' form. The form is titled 'Vendor Contracts - Create Created' and has a 'Submit' button. The form fields are as follows:

Field	Value
Vendor	Simbha Pvt Ltd
Start Date	2025-08-25
End Date	2030-02-21
Contract Value	\$ 500,000.00
Status	Active

The form is displayed in a browser window with the ServiceNow logo and navigation menu. The browser address bar shows the URL: dev286219.service-now.com/now/nav/ui/classic/params/target/x_1774340_vendor_m_vendor_contracts.do%3Fsys_id%3D1%26sys_is_list%3Dtrue%26sys_ta...

Key Fields Displayed:

- Contract Start Date.
- Contract End Date.
- Contract Value.
- Contract Status (Active, Expired, Pending Renewal).

Purpose:

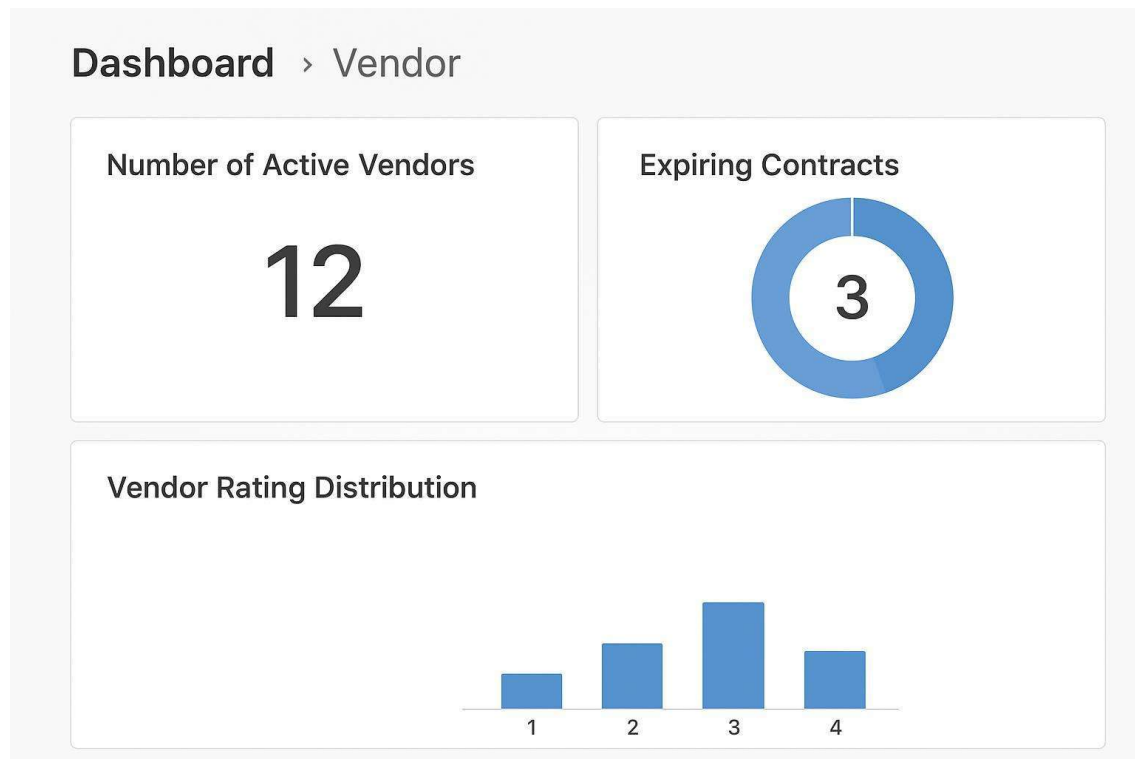
- Gives vendors visibility into their current agreements.
- Ensures timely follow-up on expiring contracts.
- Provides a clear record of contract commitments.

Process:

1. Create table: Vendor Contracts [u_vendor_contract].
2. Add fields: Vendor (reference), Start Date, End Date, Contract Value, Status.
3. Open a contract record.

5. Vendor Dashboard

The Vendor Dashboard provides a consolidated view of vendor-related performance metrics and contract insights. It is built using Performance Analytics and serves as a single location for monitoring vendor activities.



Key Features:

- Number of Active Vendors.
- Expiring Contracts.
- Vendor Rating Distribution.

Purpose:

- Track vendor status in real-time.
- Identify risks (like expiring contracts).
- Make data-driven decisions for vendor management.

Process:

1. Go to Performance Analytics → Dashboards → Create New
2. Name: Vendor Dashboard.
3. Add widgets: Active Vendors (indicator), Expiring Contracts (list), Vendor Rating Distribution (chart).
4. Arrange in layout → preview.