

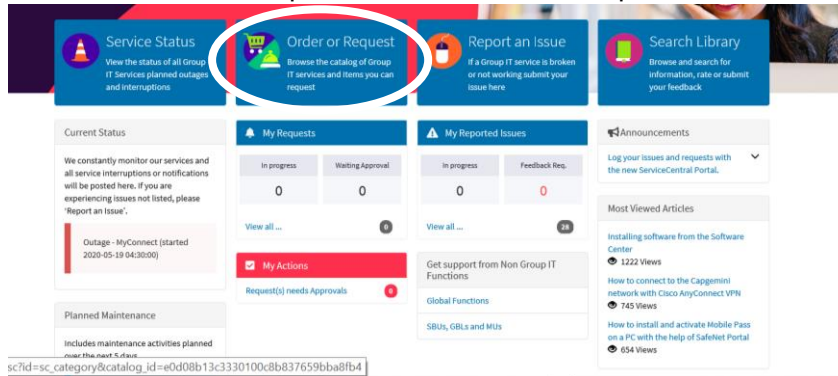
To raise a ticket under payroll category. Please follow the below steps.

1. Please open Service central (available on Talen Page > Access All > Helpdesk & Support) or Click on the below link or copy paste below link. Please use Chrome for better User Experience.
<https://servicecentral.capgemini.com/sc?id=index>

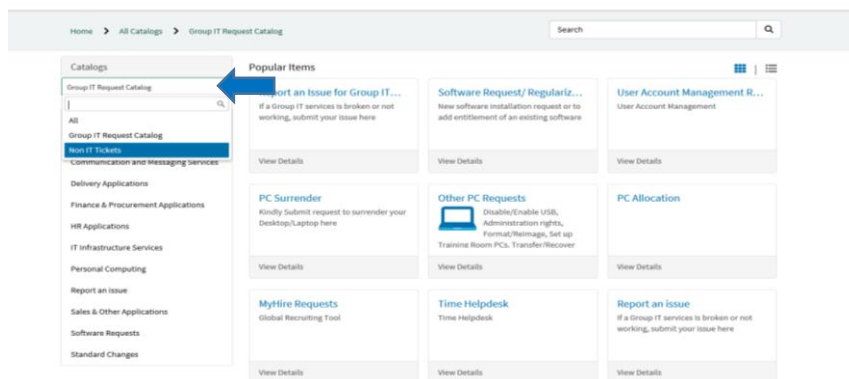
Select Order or Request-catalog-Non IT Tickets- Category-Global Function-Finance-India Payroll Support

Please refer below screenshots

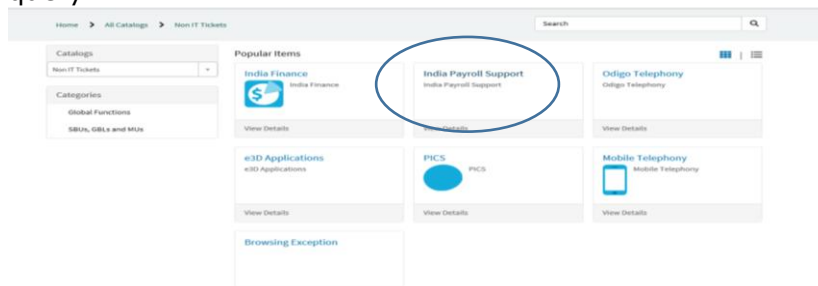
2. Click on Order or Request as shown in below picture.



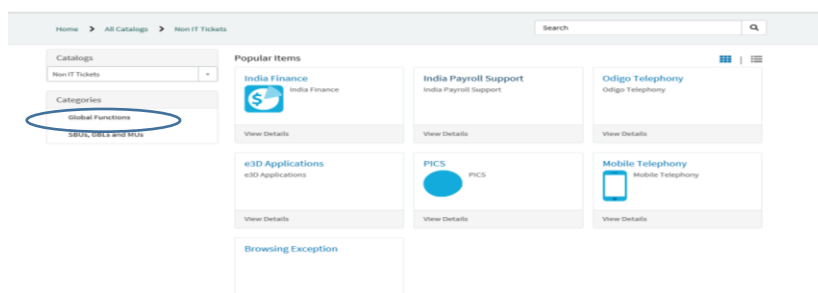
3. Select Non IT from the drop down.



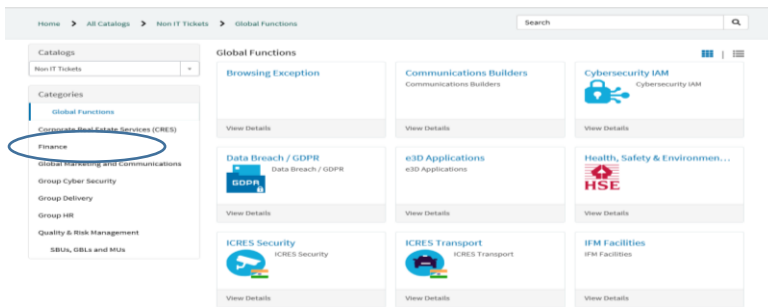
4. Click on India Payroll Support in Popular Items and raise the ticket for your payroll related query



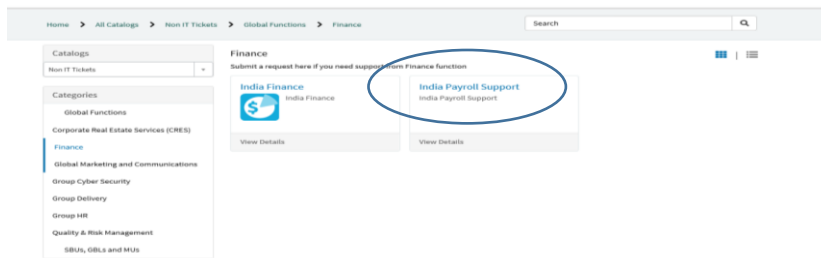
OR click on Global Functions



& click on Finance



Select India Payroll Support and raise the ticket for Payroll queries.



You will get below screen.

1. Click on Service and select India payroll Support.
2. Click on Category and choose the category as per query.
3. Write your query in details in Description column and click on submit

India Payroll Support

*Service

*Category

*Description

Additional information

Submit

Once your query is submitted you will see below screen and your Incident no. gets created

dummy ticket

Type your message here...

Send

SP

just now

INC0113594 Created

Start

Actions

Cancel

Your request has been submitted

Number INC0113594

State New

Created just now

Options

Service India Payroll Support

Category Salary

You will also receive mail communication from

ServiceCentral cgitprod@service-now.com with your Incident no.