



ISM Vendor User Guide



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Document Purpose

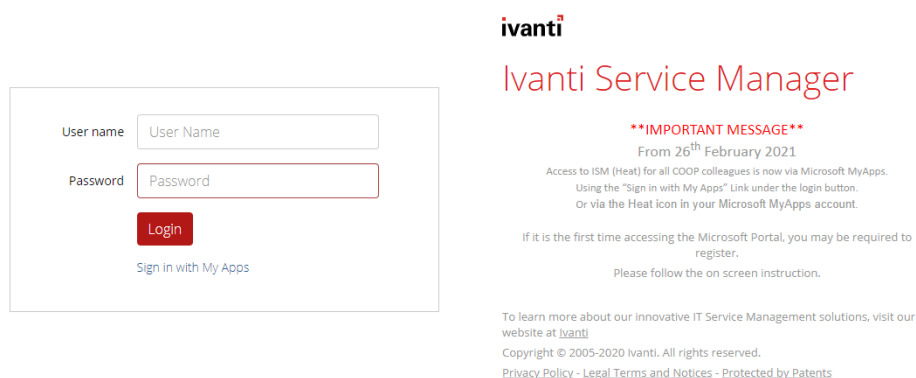
The aim of this document is to help support end users in accessing the Supplier Self Service Portal and guide users on how to raise issues and requests.

Accessing The Tool

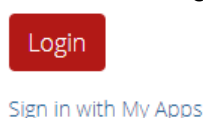
The ISM tool can be accessed in several ways. Either by browsing directly to the tool and authenticating in from the main log in page, or by accessing your Microsoft Applications Page and selecting Heat from the options. To access the ISM Self Service Catalogue, follow the below instructions:

Direct Access

1. Open your preferred browser, and in the URL bar at the top of the page type in <https://co-opheat.saasiteu.com/>
2. You will then see the below screen.



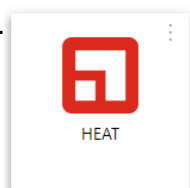
3. Click on the "Sign in with My Apps" link under the red login button. (Do not click on the Login button, as this will not give you access and will present you with an "Access Denied" Message



You should now be logged into the tool.

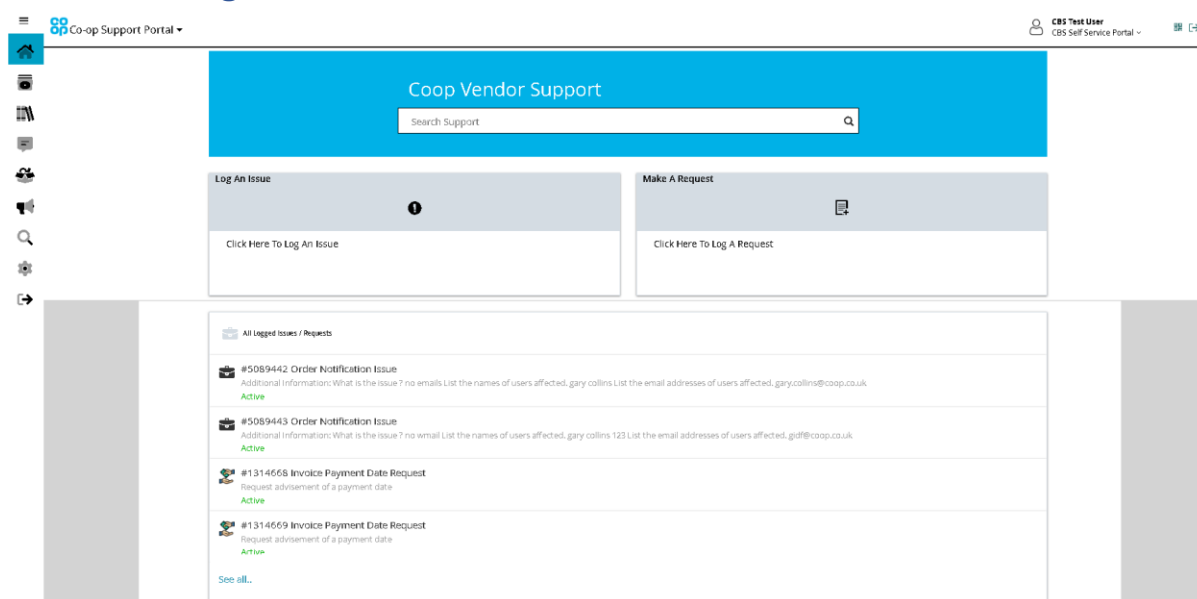
Access Via Microsoft Applications.

1. Open your preferred browser, and in the URL bar at the top of the page type in <https://myapplications.microsoft.com>
2. If prompted to login, use your COOP network Username and Password.
3. You will then be presented with icons for all the applications you have access to. Select the HEAT icon.



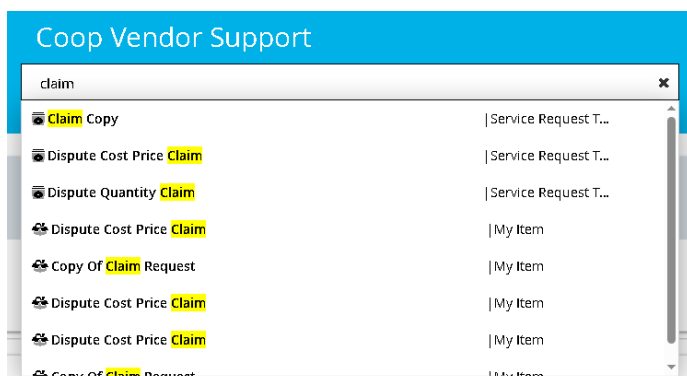
You should now be logged into the tool.

The Main Page



Once logged in to the portal, you will be directed to the home page. From here you can browse the system to log an issue, raise a request or view previously logged tickets.

If you know what you are looking for you can search for it in the top search bar.



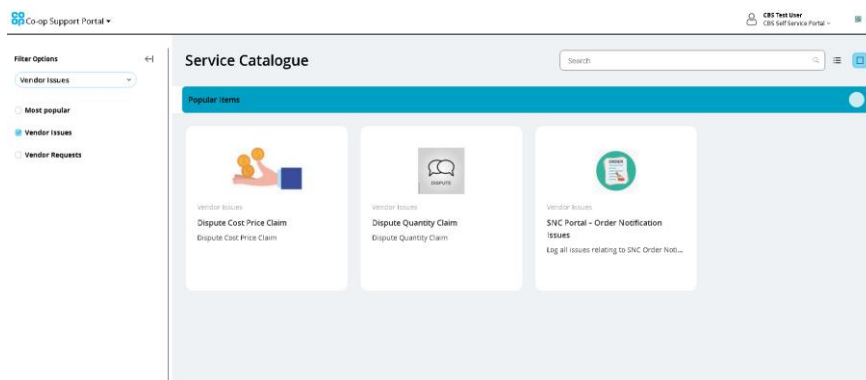
This will show you a list of matching items to select.

Raising an Issue.

On the main page click on the “Log An Issue” icon

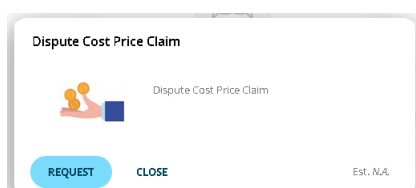


This will take you directly to the list of issues you can log.



Select the option which best matches the issue you wish to log.

On the next screen, click on “Request”



← Service Catalogue

Dispute Cost Price Claim
Dispute Cost Price Claim

Reference number: 5089480
Users Name
CBS Test User

Email:
cbstest123@coop.co.uk

Issue
Dispute Cost Price Claim

Please answer all the below questions
Claim No
[Text Field]

Enter any other details that may help
[Text Field]

Add Attachments / Photographs
Attach file Paste from clipboard

Complete all the required fields in the form, and ensure you add as much detail as is required. If needed use the additional details field to add anything further, you feel may help to progress the ticket.

Once completed, click on the “Submit button”.

Submit Issue

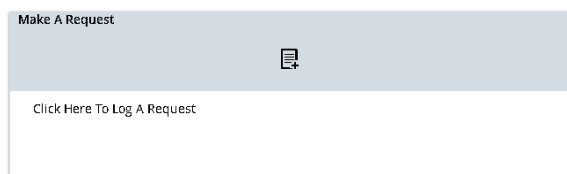
You will then be given your reference number.

Co-op Support Portal

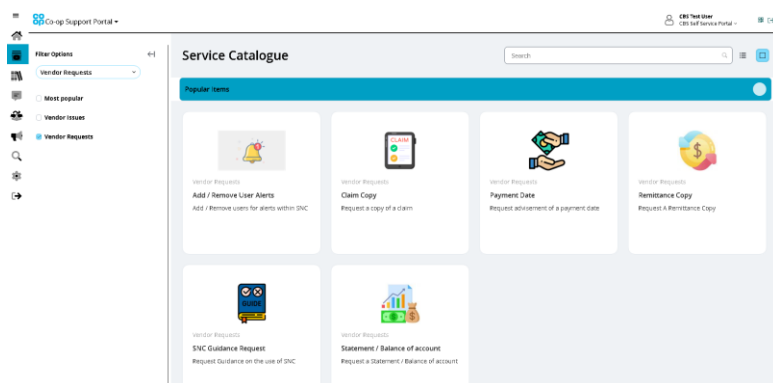
Incident "Dispute Cost Price Claim (#5089480)" has been created.
What do you want to do next?

Raising a Request.

On the main page click on the “Make A Request” icon

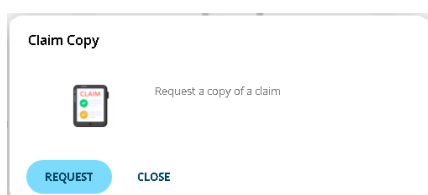


This will take you directly to the list of requests you can raise.




Select the option which best matches the request you wish to raise.

On the next screen, click on “Request”



Service Catalogue


Claim Copy
Request a copy of a claim

Service options
Requestors Name *


Requestors Email
cbstest123@coop.co.uk
Requestors Tel No

Claim No *

Attach Documents

or drop files here

Ensure all fields are completed as required.


Look out for  icons, as these will give help on advise on what is required.

Reviewing Previous Issues and Requests.













To check an historical issue or request, ensure you are on the home page. If not you can click on the House icon in the top left.



The bottom half of the screen will show the last 4 tickets that were logged by yourself. To view one of the tickets just click on the details.

All Logged Issues / Requests	
	#5089442 Order Notification Issue Additional Information: What is the issue ? no emails List the names of users affected, gary collins List the email addresses of users affected, gary.collins@coop.co.uk Active
	#5089443 Order Notification Issue Additional Information: What is the issue ? no email List the names of users affected, gary collins 123 List the email addresses of users affected, gdf@coop.co.uk Active
	#1314668 Invoice Payment Date Request Request advisement of a payment date Active
	#1314669 Invoice Payment Date Request Request advisement of a payment date Active
See all..	

If the ticket you wish to view is not shown, you can click on the “See All” link at the bottom of the list and you will be taken to the “My Items” page which lists all your tickets.

My Items		Search	All	Sort By: Created On	Sort Dir.: Desc
	5089480 Dispute Cost Price Claim 15/11/2023 10:49	Active 08/11/2023 10:46		1314689 Copy Of Claim Request 09/11/2023 10:23	Active 08/11/2023 10:23
	5089479 Dispute Cost Price Claim 15/11/2023 10:22	Active 08/11/2023 10:21		5089448 Dispute Cost Price Claim 01/11/2023 15:11	Waiting for Customer 25/10/2023 15:08
	1314675 Copy Of Claim Request 25/10/2023 18:00	Active 24/10/2023 20:50		5089446 Dispute Cost Price Claim 31/10/2023 18:00	Active 24/10/2023 20:49
	1314674 Invoice Payment Date Request 25/10/2023 18:00	Active 24/10/2023 19:16		1314673 Invoice Payment Date Request 25/10/2023 18:00	Active 24/10/2023 19:04
	1314672 Statement 25/10/2023 18:00	Active 24/10/2023 19:01		1314671 Invoice Payment Date Request	Active 24/10/2023 19:01
	1314670 Remittance Copy Request	Active 24/10/2023 19:00		1314669 Invoice Payment Date Request 25/10/2023 18:00	Active 24/10/2023 19:00