



## CPO Announcement

April 28, 2025

State procurement professionals,

OMES Central Purchasing is excited to share an improved process for submitting supplier complaint requests. Starting May 31, instead of downloading and emailing Form CP016, agencies will submit requests directly through a new catalog item in [ServiceNow](#).

### Overview of changes

- **New submission method:** Requests will now be submitted in ServiceNow instead of via email.
- **Real-time tracking:** Each request generates a ticket number, so you can easily track progress.
- **Enhanced follow-up:** The process includes structured reviews to ensure completeness and accuracy.

### Submitting a request

To submit a supplier complaint request:

- Log in to the [ServiceNow](#) portal using your employee ID number or email address, as prompted.
- Navigate to the service catalog and select **Central Purchasing**.
- Locate and select the **Supplier Complaint** tile, then complete the required fields.
- Attach any necessary documentation.
- Submit your request. You will receive a confirmation email with a ticket number.

### Next steps

- After submitting the request, your ticket will be assigned to a Central Purchasing team member for review.
- You may be contacted if additional information is needed.
- Status updates will be available in ServiceNow.
- Once processed, you will receive final confirmation.

Agencies may still use the [Supplier Evaluation Form](#) for internal documentation, but after May 31, all supplier complaint requests submitted to CP must use the ServiceNow process outlined above.

If you have any questions or need assistance, please contact [Jeannie Troxel](#) or submit a support ticket in ServiceNow.

Thank you for your support as we transition to this new and improved process!