

# How to Get Help with Source to Pay (STP) Inquiries

STP Knowledge Center



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## Key Terminology

Term	Definition
Coupa	Global procurement software that will enable K-C to submit requests for goods and services, source, contract, and manage our suppliers.
CSP	Coupa Supplier Portal
Procuree	Source to Pay virtual assistant name
STP	Source to Pay
STP Knowledge Center	Source to Pay team receiving and resolving queries raised in Procuree from supplier and K-C internal users

Ticket number	Technical name used to handle users request and queries. Each question creates a ticket number so that requests are not lost and can be processed with all related information.
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## Purpose

Are you experiencing an issue in our Source to Pay process or need support with Coupa? Look no further! Our virtual assistant, Procuree, is available around-the-clock to provide guidance and support. Simply follow the steps outlined in this QRC to raise questions to Procuree via our official channels: Coupa Supplier Portal, Taulia Supplier Portal & [Supplier Link](#).

Procuree will immediately respond to your inquiries with relevant guidelines, references, or data from our systems. If further support is needed, Procuree can raise a ticket on your behalf with the STP Knowledge Center.

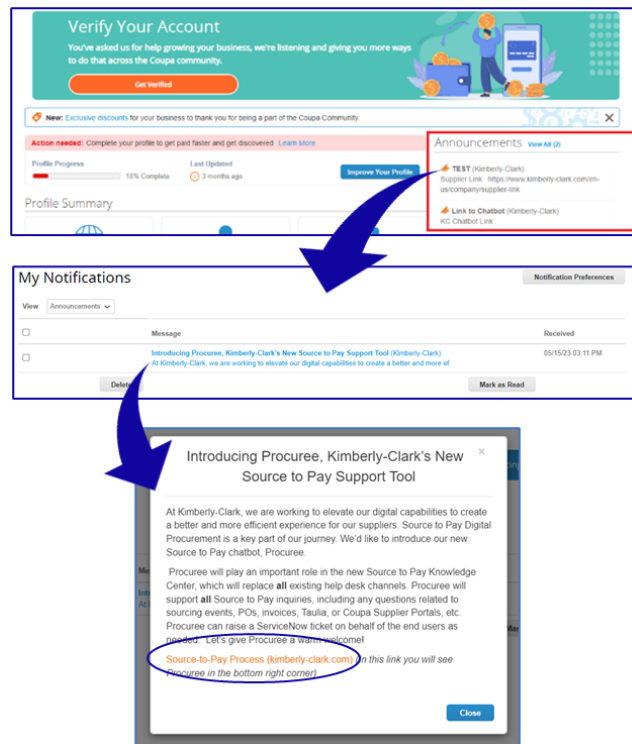
To reinforce the Coupa Supplier Portal and self-service, we strongly recommend taking advantage of the wealth of [[Coupa training materials link](#)] and resources available to you. If you cannot find the solution to your issue, create a ticket to the STP Knowledge Center.

To get started, we recommend following the below tasks to learn how to solve your inquiries:

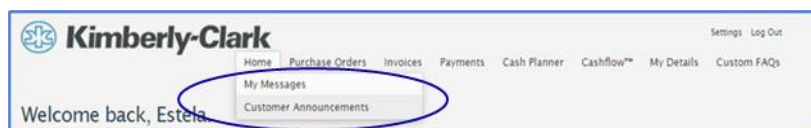
- How to access Procuree, request information and create a ticket
- How to work with STP Knowledge Center to resolve your ticket
- How to follow up your ticket status and provide information when needed

## How to access Procuree, request information and create a ticket

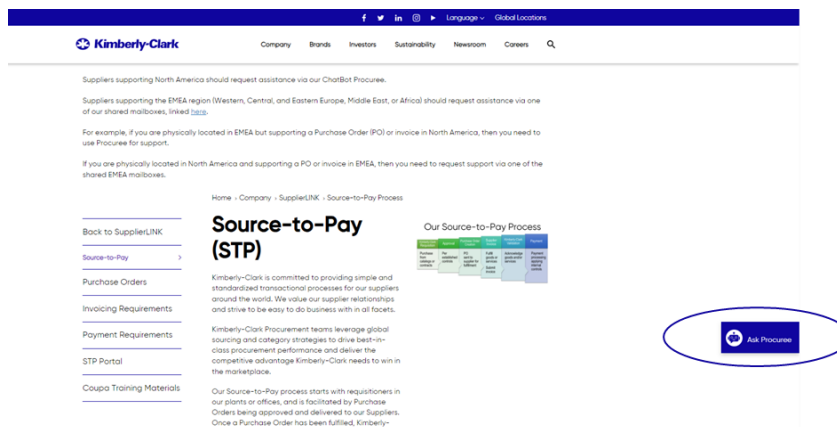
1. There are three ways to find and create a ticket with Procuree:
  - a. Go to the Coupa Supplier Portal and find the link for Procuree in the Announcements log.



- b. Go to the Taulia Supplier Portal, press the Home tab, and click on Customer Announcements to find the link for Procuree.

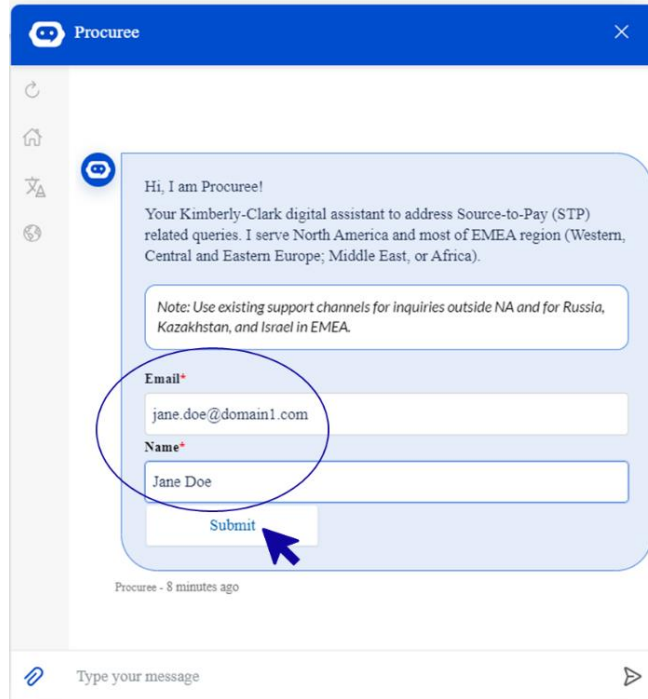


- c. Go to [Supplier Link](#) and find the Procuree icon at the bottom of the page.

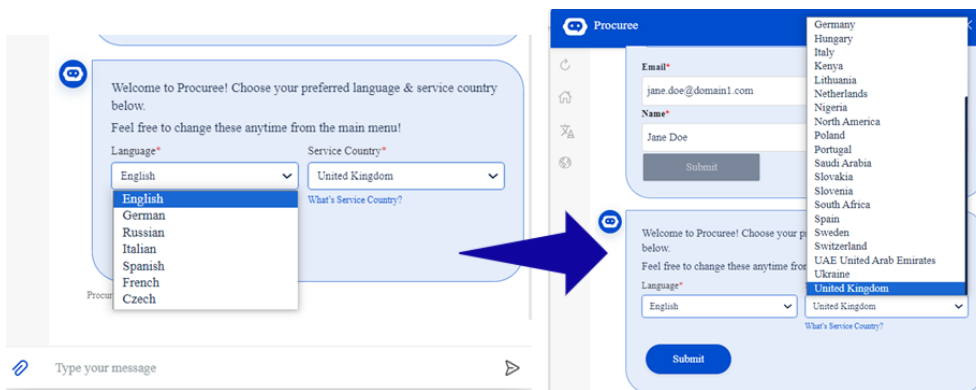


2. All three ways will lead you to the [Supplier Link](#) webpage where you can click on the Procuree icon to start a conversation.
3. After clicking on the Procuree icon, enter the following details for authentication:
  - a. E-mail address field: Insert your company e-mail address.

- b. Name: Insert your full name.
- c. Click on the “Submit” button to proceed.

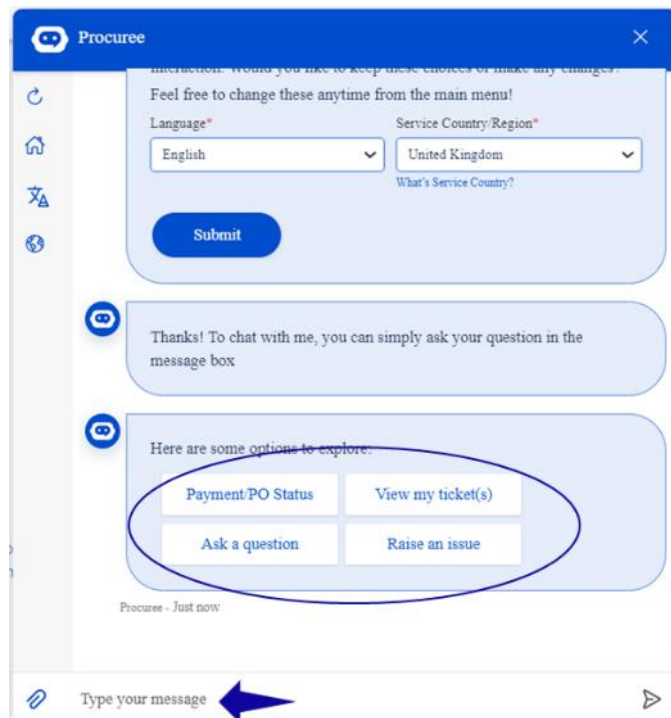


- 4. Next, you can select your preferred language and service country. Service country is not your country of origin, but the country you need assistance with.

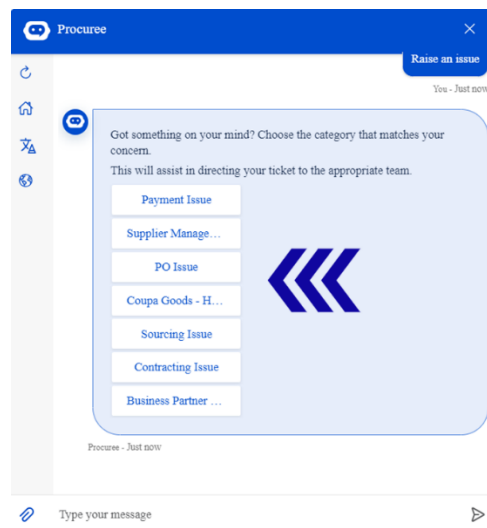


- 5. Next, you can ask your question to Procuree or select a default option that best matches your issue:
  - a. **Payment /PO Status** – Check your invoice/ payment or purchase order status with Procuree. Keep your supplier ID on hand!
  - b. **View my tickets** – View your ticket number status or recent submitted tickets with Procuree. Keep your ticket number on hand!
  - c. **Ask a question** – Procuree can assist by searching through the knowledge base. Type your question such as “How do I create a PO change request?”


- d. **Raise an Issue** – Raise a ticket to our STP Knowledge Center team for further assistance.




- 6. If you need further assistance, click on **“Raise an issue”** and select from the categories that best matches your concern:



- 7. Procuree will ask you to provide more details to create a ticket:
  - a. Provide a short Subject for the issue.
  - b. Give complete details in the Issue Description field. You can add attachments if necessary to support your details.
  - c. Press submit to send the ticket to STP Knowledge Center.

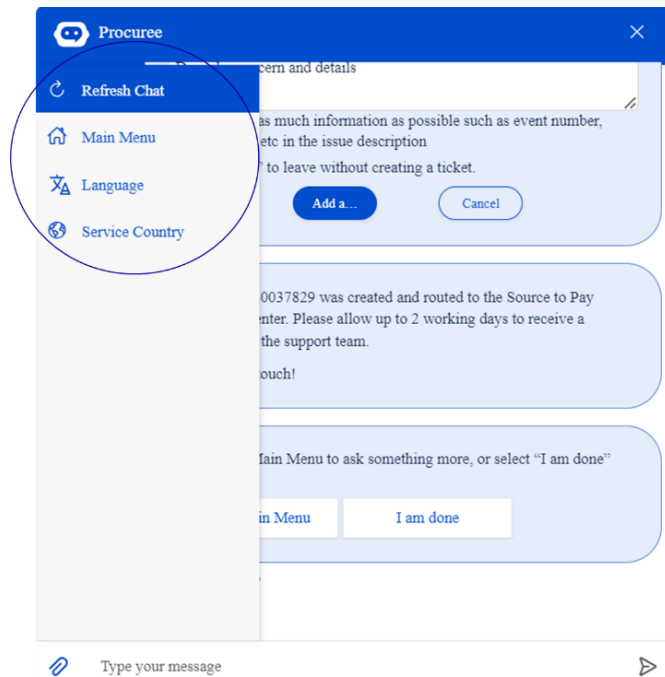
 **Note:** Enter additional information when asked such as Supplier Name, Supplier Number, Invoice or PO reference to efficiently support you.

8. Your case number will be shared in the chat window to confirm creation of your ticket.

 **Note:** After submitting the ticket, expect to receive immediate notification with the Case Number and details. A STP agent will get in touch with you when needed and provide complete case resolution confirmation via e-mail.

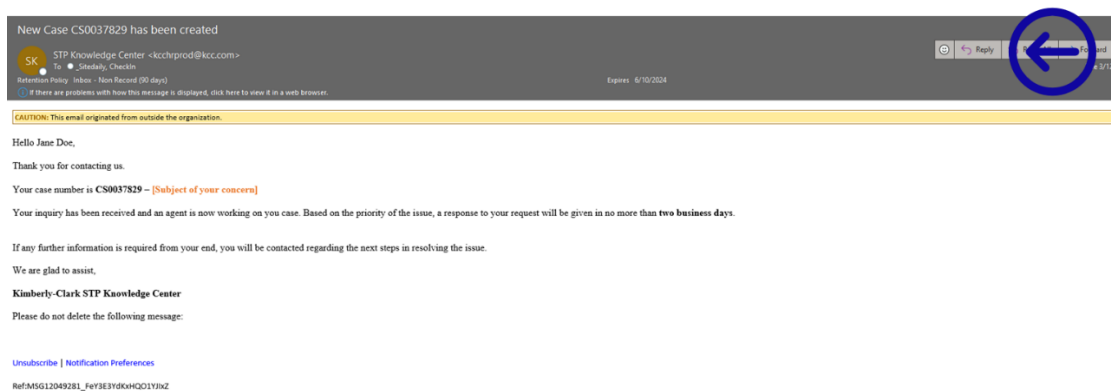
9. During a support chat, at any time, you can select:
  - a. **Refresh chat** – Start new conversation.
  - b. **Main Menu** – Go back to main menu options.
  - c. **Change Language** – Select preferred language.
  - d. **Change Service Country** – Select a different service country. Service country is not your country of origin, but the country you need assistance with.

Leave the chat by typing “Cancel” in the chat box or type “Menu” to go back to Main Menu.

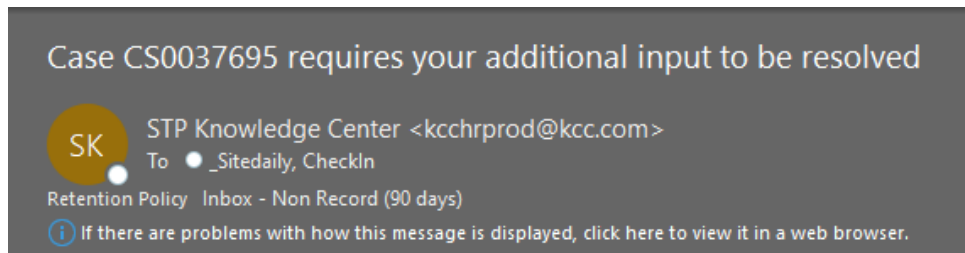


## How to work with STP Knowledge Center to resolve your ticket

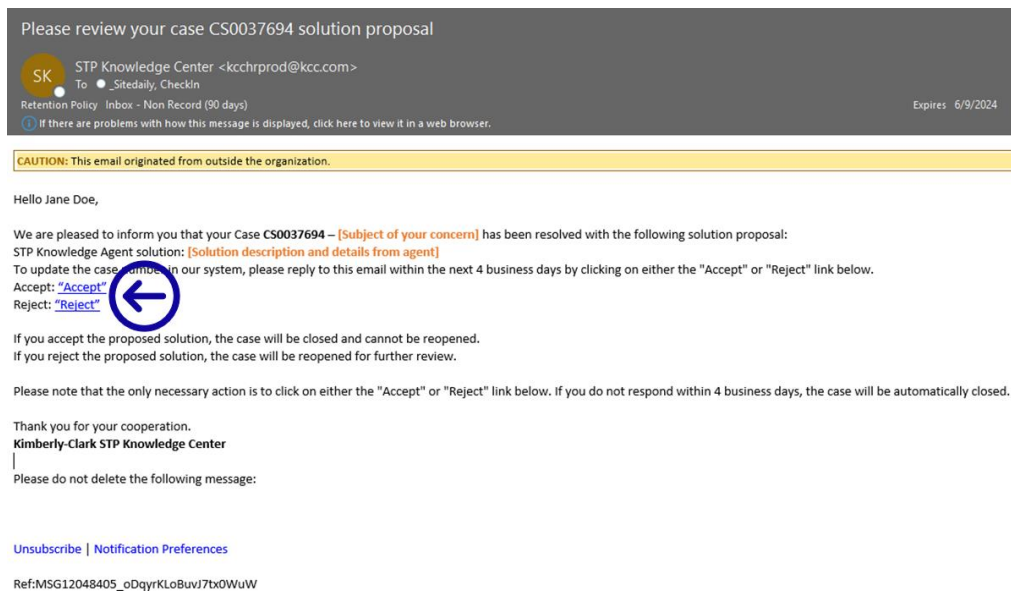
1. After ticket submission, you will receive a confirmation via email with your ticket number. Procuree triages the ticket to the STP Knowledge Center team for proper inquiry management and resolution.
2. STP Knowledge Center agent will then review the ticket and adjust the priority based on pre-defined criteria. If a ticket is defined as business critical, agent will prioritize the ticket for solution.
3. All New Cases created via Procuree will send the confirmation email as shown below. Based on the severity, please allow 2 business days to get a **response** from the STP Knowledge Center agent. You can reply directly to the email received by keeping intact the subject, case number and reference code in the body of the email.



4. Stay tuned, the agents will contact you via e-mail with further questions or solutions to your concern.
  - a. Please reply whenever the agent requires additional input from your end.

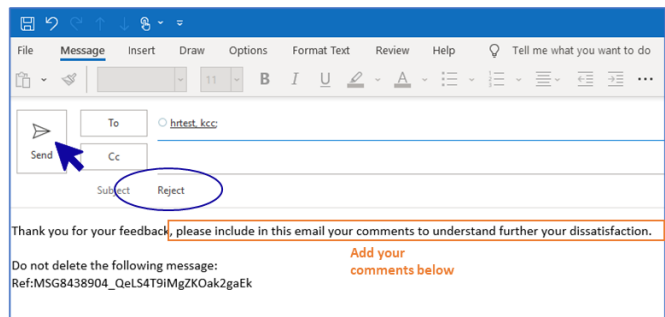
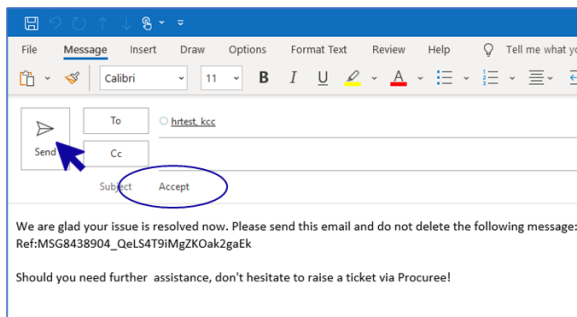


- b. **Accept or Reject** the solution proposed whenever the agent contacts you with the solution of your concern.




**Note:** Please make sure you always have your ticket number for STP Knowledge Center team to support you effectively.

- 5. Accept or reject hyperlinks will open new email window. If Accept, please click send. If Reject, please type down your remarks so STP knowledge center can better understand your dissatisfaction.



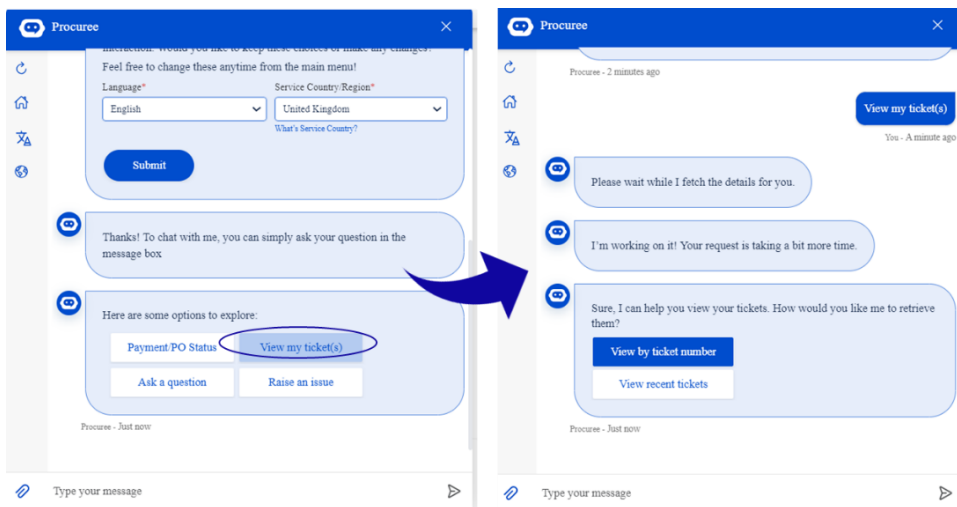
**Note:** Accepted responses will instantly be closed in the STP Knowledge Center inquiry platform. Rejected solutions will cause the ticket to be opened again and the agent assigned to the STP Knowledge Center will get in touch with you to discuss your concerns and find potential solutions.



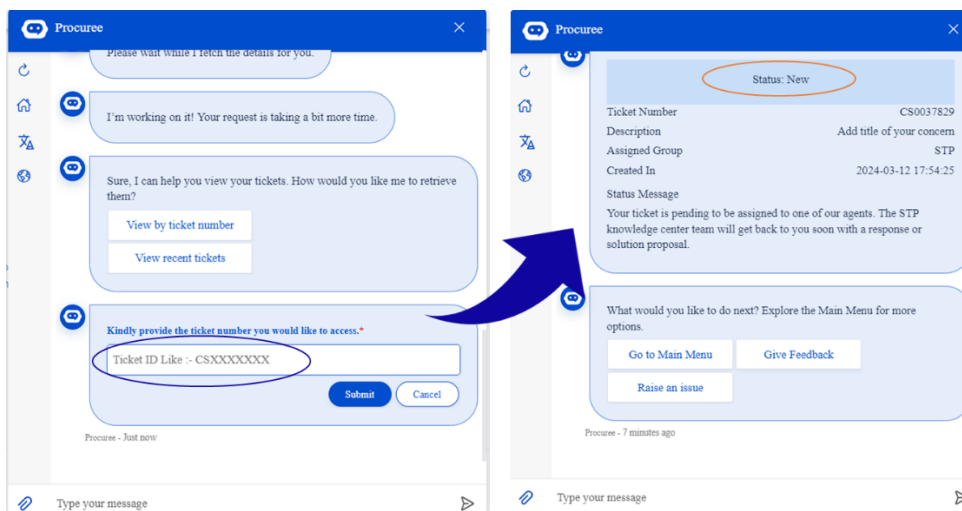
 If you do not offer your acceptance or rejection of the case after 4 business days, the case will be automatically closed. The ticket cannot be opened again once it has been closed. If you require additional help, please get in touch with Procuree and open a new ticket.

## How to follow up your ticket status and provide information when needed

1. Go to Procuree and select from the main menu “View My Tickets”.
2. Please wait while Procuree fetch your details, then select View by Ticket Number.



3. Provide the ticket number you would like to check status – ticket ID starts with CSXXXXXXXX.
4. Review ticket details.



5. To update your case, you can reply directly to the email received by keeping intact the subject, case number and reference code in the body of the email.

## Change Version

Version History			
Version	Date	Change Description	Author
0.1	March 9 <sup>th</sup> 2023		Alexa Torijano
0.2	April 26 <sup>th</sup> , 2023		Alexa Torijano
0.3	July 26 <sup>th</sup> , 2023	Update Procuree images and added STP Knowledge Center resolution procedure	Federico Marchioro/Alexa Torijano
0.4	April 12 <sup>th</sup> , 2024	Update Procuree images and process steps	Alexa Torijano