

How to Receive STP/Coupa Support in EMEA

STP Knowledge Center



Are you experiencing an issue in our Source to Pay process? Do you need support with Coupa? Are you a supplier looking for help in submitting an invoice through the Coupa Supplier Portal? In this Quick Reference Card (QRC) **you will find the steps to raise questions to our Source to Pay Knowledge Center.**

In an effort to get the right response as timely as possible (based on type of question, and country/language), please review the below sections to identify which mailbox you should be using. We have 3 primary support channels:

1. **Buying Support**
2. **Invoicing and Payment Support**
3. **Supplier Onboarding and Vendor Due Diligence Support**

For questions related to **buying support**, use one of our 'Buying Support' email addresses. Buying support includes questions or assistance in the following key activities:

- Accessing Coupa or the Coupa Supplier Portal (CSP)
- Purchase requisition creation or purchase order submission
- Approving in Coupa
- Creation or review of sourcing events
- Creation or review of contracts

Country	Buying Support Email Address
Germany	DE.IndirectsBuyingSupport@kcc.com
Switzerland, Austria	CH.IndirectsBuyingSupport@kcc.com
Benelux (Netherlands, Belgium, Denmark, Sweden)	BE.IndirectsBuyingSupport@kcc.com
United Kingdom	UKOffices.IndirectsBuyingSupport@kcc.com , UKMills.IndirectsBuyingSupport@kcc.com
Spain, Portugal, Canary Islands	IB.IndirectsBuyingSupport@kcc.com
Czech Republic, Poland, Slovenia, Hungary, Slovakia, Lithuania, Croatia	CE.IndirectsBuyingSupport@kcc.com
Italy	IT.IndirectsBuyingSupport@kcc.com
France	FR.IndirectsBuyingSupport@kcc.com
South Africa	SA.IndirectsBuyingSupport@kcc.com
Nigeria, Kenya	WECA.IndirectsBuyingSupport@kcc.com
Bahrain, Saudi Arabia, United Arab Emirates	GCC.IndirectsBuyingSupport@kcc.com
Ukraine	EE.IndirectsBuyingSupport@kcc.com

For questions related to **Invoice or Payment support**, use one of our 'Invoice or Payment Support' email addresses. Invoice/Payment Support includes questions or assistance in the following key activities:

- Submitting an invoice via the Coupa Supplier Portal (CSP)

- Payment dates
- Approving invoices

Country	Invoice or Payment Support Email Address
Belgium, Netherlands, Nordic	AP.BE.HO.NO@kcc.com
Germany, Austria, Switzerland	AP.GR.SW.AU@kcc.com
United Kingdom	APUK@kcc.com
Spain, Portugal	AP.Spain.Portugal@kcc.com
Czech Republic, Poland, Hungary	AP.Czech@kcc.com
Italy	AP.Italy@kcc.com
France	APFrance@kcc.com
South Africa	SouthAfrica.Enquiries@kcc.com
Nigeria, Kenya	WECA.APEnquiries@kcc.com
Dubai	Dubai.Ap@kcc.com
Saudi Arabia	APSaudi.Rtc@kcc.com
Bahrain	APBahrain.Rtc@kcc.com
Ukraine	GBSCEE.Accountspayable@kcc.com

For questions related to **Supplier Onboarding or Vendor Due Diligence (VDD)**, use our 'Supplier Onboarding and VDD' email address. Supplier Onboarding and Vendor Due Diligence includes questions or support in the following key activities:

- Requesting a new supplier
- Completing Coupa supplier onboarding form
- Completing risk assessments

Country	Supplier Onboarding or VDD Email Address
All	KCEMEA.SupplierLink@kcc.com

Upon submission of your inquiry, please include 'Coupa' in the Subject Line along with as much detail as possible about the issue you are experiencing (Coupa PO or Invoice number, associated screenshots, etc.)

Please allow 2 business days to get a response from the STP Knowledge Center agent. A STP agent will get in touch with you when needed and provide complete case resolution confirmation via email.



Note: Procuree, our virtual assistant, will be available in EMEA in Q2 of 2024. Until then, all EMEA users and suppliers will utilize our local mailboxes to obtain support.

Change Version

Version History

Version	Date	Change Description	Author
0.1	November 8, 2023		Jaclyn Slotman