

How to Submit Help Tickets

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.

Purpose

Are you experiencing an issue in our Source to Pay process? Do you need support with Coupa? In this Quick Reference Card (QRC) you will find the steps to raise questions to our Source to Pay virtual assistant via [Coupa Supplier Portal](#) and [Taulia Supplier Portal](#).

Our virtual assistant, [Procuree](#), offers guidance around-the-clock, immediately responding to your inquiries with relevant guidelines, references, or data from our systems when applicable.

If further support is needed, Procuree can raise a ticket on your behalf with the STP Knowledge Center to assist with your inquiries.

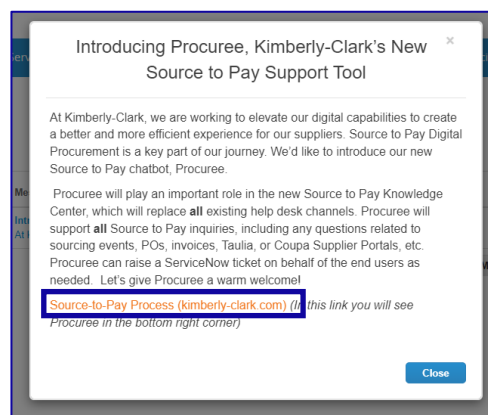
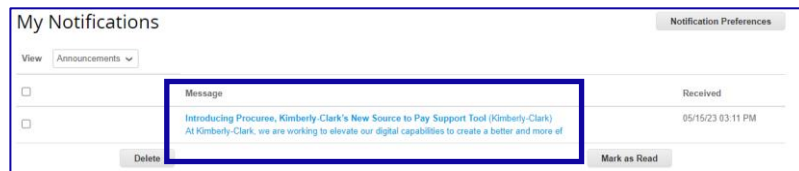
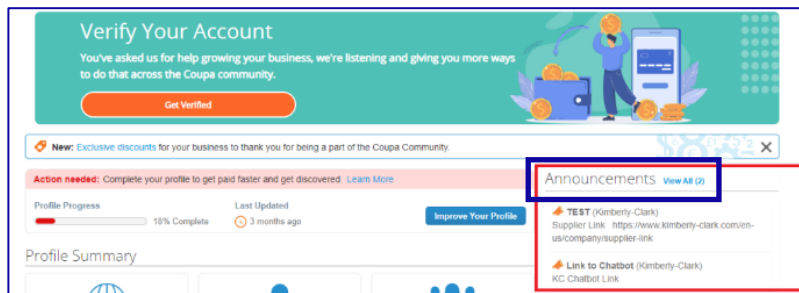
In an effort to reinforce Coupa Supplier Portal and self-service, we strongly recommend you to take advantage of the wealth of Coupa training materials and resources available to you. If you cannot find the solution to your issue, raise a ticket with Procuree to the STP Knowledge Center.

We recommend following the below tasks to learn how to solve your inquiries:

- How to create a ticket with Procuree virtual assistant
- Get your issue resolved with STP Knowledge Center

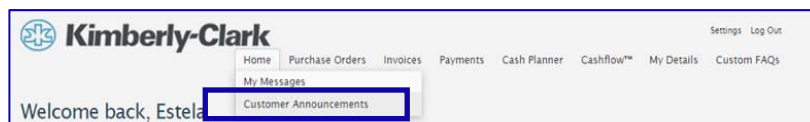
How to create a ticket with Procuree virtual assistant

1. There are three ways to find and create a ticket with Procuree – a) Coupa Supplier Portal, b) Taulia Supplier Portal or c) Supplier Link
 - a. Go to Coupa Supplier Portal, you will find the link for Procuree in the Announcements log to list out and find link to Procuree.



Coupa Supplier Portal: Find Procuree

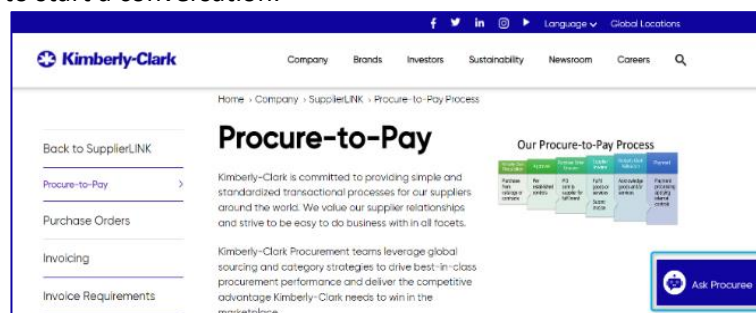
- b. Go to Taulia Supplier Portal, press Home tab and click on Customer Announcements to list out and find link to Procuree.



Taulia Supplier Portal: Find Procuree

- c. Go to Supplier Link and find at the bottom the icon for Procuree.

2. All three ways will lead you to [Supplier Link](#) webpage where you will find Procuree's icon to start a conversation.



3. After clicking on the Procuree link, you will be welcomed and asked to enter the following details for authentication:
 - E-mail address field: Insert your company e-mail address
 - Name: Insert your full name
 - Click on the “Submit” button to proceed.

4. Next, you can ask your question to Procuree
 - Type your message and click on the **Send** icon (or press the enter key to send)

OR

 - Select a default option that best matches your issue
 - Wait for a few seconds to get a reply from the virtual support agent.



During a support chat, at any time, you can leave the chat by typing “Cancel” in the chat box or type “Menu” to go back to Main Menu.

5. If you are facing any challenges or need further assistance, you can click on **Others** and select **Create a Ticket**

Thanks! To continue, please choose from one of the topics listed or you can type your own question in the message field below.

Invoice & Payment Status PO Related Inquiries
Supplier Management Sourcing Contracting
Others

To return to the main menu, please type 'Menu'.
To cancel the current operation, please type 'Cancel'.

you - 2 minutes ago

Please type your query or select from the options below.

Create a ticket Go to Main Menu

Procuree - Just now

Type your message

- Procuree will ask you to provide more details in the Create Ticket screen. To ensure your ticket gets to the right team and the STP Knowledge Center responds to you in a timely manner, please provide a short Subject for the issue, and then give complete details in the Issue Description field. Please make sure you enter Supplier Name and Supplier Number if a Supplier Number exists in order to efficiently support you.

I can assist you creating a ticket with any queries you may have and ensure it goes to the right team. Please update the details below.

Subject*
Enter Subject

Issue Description*
Enter Issue Description

Please supply as much information as possible in the issue description.

Submit

Just now

- Add details and then press send to submit the ticket to STP Knowledge Center
- Your case number will be shared in the chat window to confirm creation of your ticket.

Your ticket CS0001437 was created and routed to the Source to my Knowledge Center. Please allow up to 2 working days to receive a response from the support team.

We'll keep in touch!

Select Go to Main Menu to ask something more, or select "I am done" button.

Go to Main Menu **I am done**

Procuree - Just now

Type your message

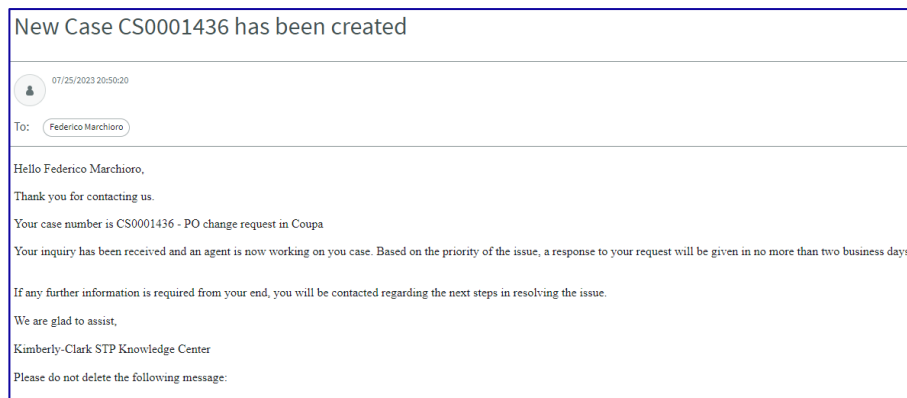


Note: After submitting the ticket, please expect to receive immediate notification with the Case Number and details. A STP agent will get in touch with you when needed and provide complete case resolution confirmation via e-mail.

How to get your issues resolved with STP Knowledge Center

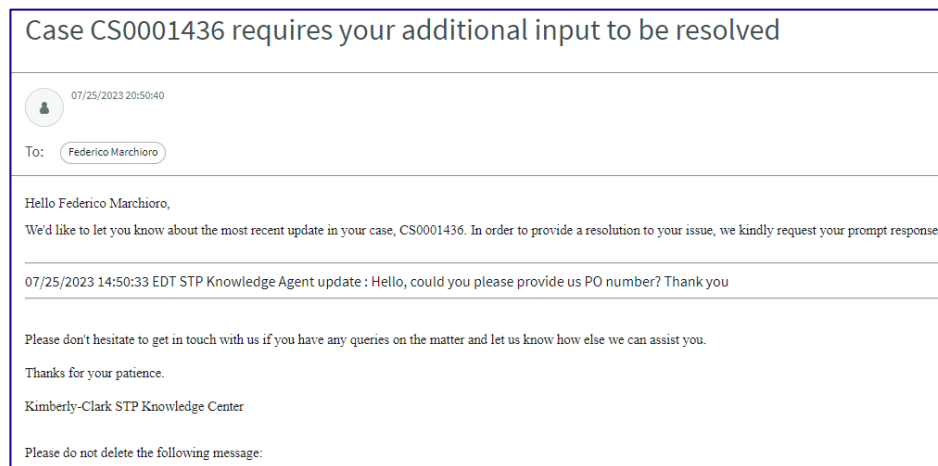
After ticket submission, Procuree will provide the ticket number and confirmation via email. Procuree triages the ticket to the STP Knowledge Center team for proper inquiry management and resolution.

All New Cases created via Procuree will send the confirmation email as shown below. Please allow 2 business days to get a **response** from the STP Knowledge Center agent:



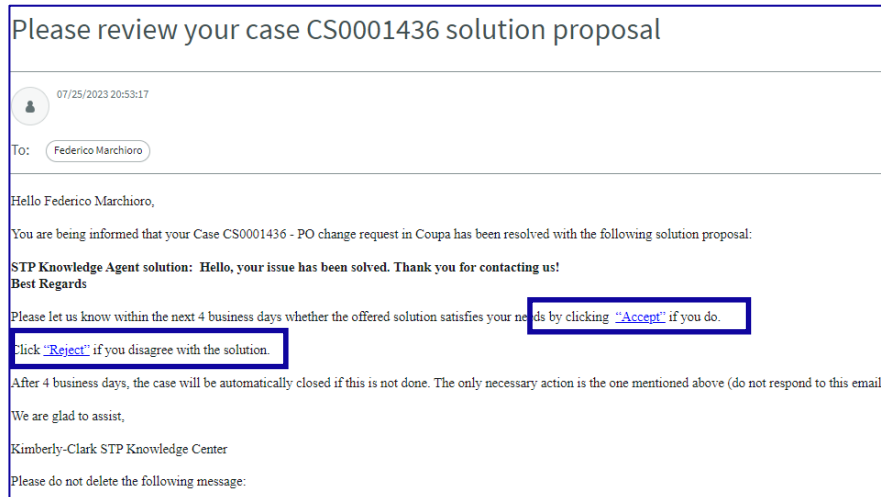
STP Knowledge Center agent will then review the ticket and adjust the priority based on pre-defined criteria. If a ticket is defined as business critical, agent will prioritize the ticket for solution.

STP Knowledge Center agent will contact you via e-mail if additional information is needed from your end. You can reply directly to the email received by keeping intact the subject, case number and reference code in the body of the email.

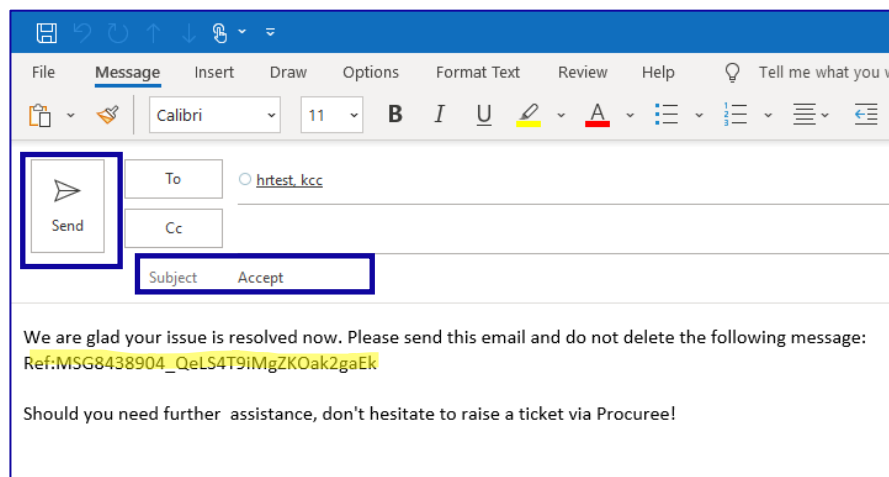


Note: Please make sure you always have your ticket number for STP Knowledge Center team to support you effectively.

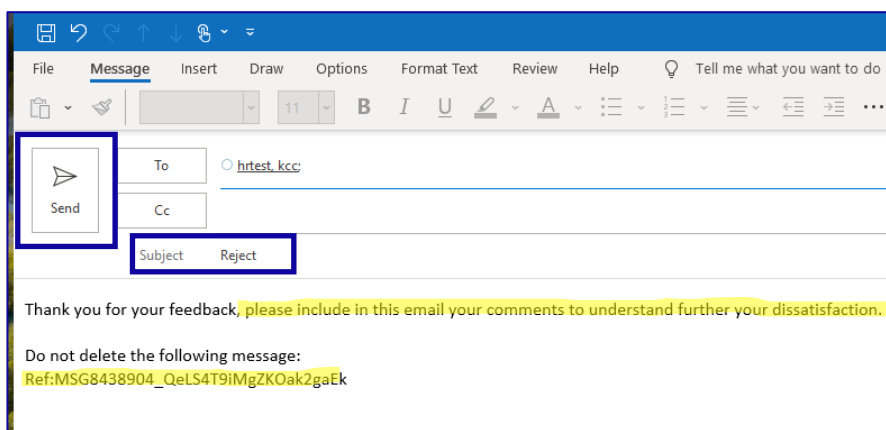
You will receive an email with the potential answer to your question from the STP Knowledge Center agent. It is required from your end decide whether to **ACCEPT** or **REJECT** the offered answer, by clicking over the hyperlinks within the email.



A new email will open when you click the Accept hyperlink; click send. The Reference code link to your case number should not be removed.



A new email will appear if you click the Reject hyperlink, but before you hit send, add your remarks so we can better understand why you're dissatisfied.



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.

Change Version

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