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

- 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.

New: Exclusive discounts f	or your business to thank you for being a part of the Coupa Community.	SAS
tion needed: Complete your	profile to get paid faster and get discovered Learn More	ouncements View All (2)
offie Progress	% Complete 🕥 3 months age Suppose Toda Protocol Suppose Toda Prot	EST (Kimberly-Clark) Inter Link https://www.kimberly-clark.com/en- ompany/supplier-link ink to Chatbot (Kimberly-Clark) habitot Link
Notifications		Notification Preference
Announcements 🗸	Message	Received
Announcements 🐱	Introducing Procuree, Kimberly-Clark's New Source to Pay Support Tool (Kimberly-Clark)	Received 05/16/23 03:11 PM
Announcements v Delete	Introducing Procuree, Kimberly-Clark's New Source to Pay Support Tool (Kimberly-Clark) At Kimberly-Clark, we are working to elevate our digital capabilities to create a better and more ef	0.0000.0755

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

🕲 Kimberly-C	lark							Settings Log Out
• · · · · · · · · · · · · · · · · · · ·	Home	Purchase Orders	Invoices	Payments	Cash Planner	Cashflow™	My Details	Custom FAQs
	My Mes	sages						
Welcome back, Estela	Custom	er Announcements						

Coupa Supplier Portal: Find Procuree

- c. Go to Supplier Link and find at the botton the icon for Procuree.
- All three ways will lead you to <u>Supplier Link</u> webpage where you will find Procuree's icon
 Ack Procuree
 to start a conversation.



Taulia Supplier Portal: Find Procuree

- 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.

Procuree 🛛 🗆 🗙
Hill am Procuree, your Kimberly-Clark cligital assistant to address Source-ta-Pay (STP) related queries for North America: For questions on Procurement activities outside of NA, ploeae continue to use your avisiting support channels until it is time for you to use Procuree!
To get started, please provide me your Name and Email Address below.
Email Address*
Enter your email address
Name*
Enter your name
Submit
Procurce - A minute ago
Type your message 🦪

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.

Thanks! To continue, please choose from one of the topics vou can troe vour own question in the message field below Invoice & Payment Status PO Related Inquiries Supplier Management Sourcing Contractin Others Contractines To return to the main menu, please type "Menu".	
Type your message	A



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**

Y	w - 2 minutes ago			thers lust nov
	Please type your query or select from 1	he options below:	You - J	lust nov

6. 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
ust now

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

p in tauch! o to Main Menu to ask something more, or utton.	select "I am
Main Menu I am done	



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:

New Case CS0001436 has been created
• ^{07/25/2023 20:50:20}
To: (Federico Marchioro)
Hello Federico Marchioro,
Thank you for contacting us.
Your case number is CS0001436 - PO change request in Coupa
Your inquiry has been received and an agent is now working on you case. Based on the priority of the issue, a response to your request will be given in no more than two business days.
If any further information is required from your end, you will be contacted regarding the next steps in resolving the issue.
We are glad to assist,
Kimberly-Clark STP Knowledge Center
Please do not delete the following message:

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.

Case CS0001436 requires your additional input to be resolved
07/25/2023 20:50:40
To: (Federico Marchioro)
Hello Federico Marchioro,
We'd like to let you know about the most recent update in your case, CS0001436. In order to provide a resolution to your issue, we kindly request your prompt response
07/25/2023 14:50:33 EDT STP Knowledge Agent update : Hello, could you please provide us PO number? Thank you
Please don't hesitate to get in touch with us if you have any queries on the matter and let us know how else we can assist you.
Thanks for your patience.
Kimberly-Clark STP Knowledge Center
Please do not delete the following message:



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.

Please review your case CS0001436 solution proposal
07/25/2023 20:53:17
To: (Federico Marchioro)
Hello Federico Marchioro,
You are being informed that your Case CS0001436 - PO change request in Coupa has been resolved with the following solution proposal:
STP Knowledge Agent solution: Hello, your issue has been solved. Thank you for contacting us! Best Regards
Please let us know within the next 4 business days whether the offered solution satisfies your ne ds by clicking "Accept" if you do.
Click <u>"Reject"</u> if you disagree with the solution.
After 4 business days, the case will be automatically closed if this is not done. The only necessary action is the one mentioned above (do not respond to this email).
We are glad to assist,
Kimberly-Clark STP Knowledge Center
Please do not delete the following message:

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.

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) Send	Cc	⊖ <u>hrtest, kcc</u> Accept											
We are glad your issue is resolved now. Please send this email and do not delete the following message: Ref:MSG8438904_QeLS4T9iMgZKOak2gaEk Should you need further assistance, don't hesitate to raise a ticket via Procuree!										ge:			

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.

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File Mess	age Insert Draw Options Format Text Review Help ${\mathbb Q}$ Tell me what you want to do						
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► Send	To Original Cc						
	Subject Reject						
Thank you for your feedback <mark>, please include in this email your comments to understand further your dissatisfaction.</mark> Do not delete the following message: Ref:MSG8438904_QeLS4T9iMgZKOak2gaEk							



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