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.

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 & <u>Supplier Link</u>.

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 <u>Coupa training materials</u> 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.

You've asked us for help growing your business, we're listening and giving you more to do that across the Coupa community.	
New: Exclusive discounts for your business to thank you for being a part of the Coupa Community.	5 1 1 2 X
Actean research Complete your profile to get pard faster and get discovered Linean More Profile Progress 15% Complete 0 3 months app Toffile Summary	Announcements www.kr.pp + TEST (Vincheny-Clark) disperior Laik. https://www.kincheny-clark.com/en- uscompany/suppler ark. + Lisk do statest (Crimberly-Clark) KC Chalter Lisk
y Notifications	Notification Preferences
Announcements Announcements Message Message Announcement Ann	
Introducing Procuree, Kimberly-	Clark's New ×

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 <u>Supplier Link</u> and find the Procuree icon at the bottom of the page.

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Cimberly-Clark	Company Brands Investors	Sustainability Newsroom	Coreers Q	
Suppliers supporting North Ame	ica should request assistance via our ChatBot Procuree.			
Suppliers supporting the EMEA n of our shared mailboxes, linked (agion (Western, Central, and Eastern Europe, Middle East, . 1979	or Africa) should request assis	tance via one	
For example, if you are physical use Procuree for support.	y located in EMEA but supporting a Purchase Order (PO) or	invoice in North America, the	n you need to	
If you are physically located in N shared EMEA mailboxes.	orth America and supporting a PO or invoice in EMEA, ther	you need to request support	via one of the	
	Home > Company > SupplierLINK > Source-to-Pay Proc	ess		
Back to SupplierLINK	Source-to-Pay	Our Source-to-F	ay Process	
Source-to-Pay >	(STP)	Personal Person Port Port Person Pers	Absolution Pagement	
Purchase Orders	Kimberly-Clark is committed to providing simple and			
Invoicing Requirements	standardized transactional processes for our supplie around the world. We value our supplier relationship			
	and strive to be easy to do business with in all facets Kimberly-Clark Procurement teams leverage alobal			
Payment Requirements	sourcing and category strategies to drive best-in- class procurement performance and deliver the			😟 Ask Procur
STP Portal	competitive advantage Kimberly-Clark needs to win the marketplace.	in		
Coupa Training Materials	Our Source-to-Pay process starts with requisitioners our plants or offices, and is facilitated by Purchase	in		
	Orders being approved and delivered to our Supplie			

- 2. <u>All three ways will lead you to the Supplier Link webpage</u> 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.

🖸 Proc	uree	×
2 73 78 78 78 78 78 78 78 78 78 78 78 78 78	Hi, I am Procuree! Your Kimberly-Clark digital assistant to address Source-to-Pay (STP) related queries. I serve North America and most of EMEA region (Western Central and Eastern Europe; Middle East, or Africa). Note: Use existing support channels for inquiries outside NA and for Russia, Kazakhstan, and Israel in EMEA. Email* jane.doe@domain1.com Name*	
Type	Jane Doe Submit Procuree - 8 minutes ago	E

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.

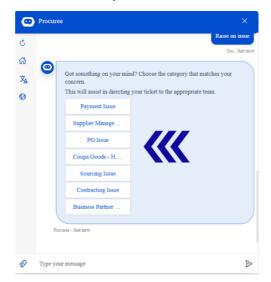
		D Pr	rocuree	Germany Hungary	K
English 🗸		} Ā	Email* jane doe@domain1.com Nam* Jane Doe Submit Welcome to Procuree! Choose your p below. Feel free to change these anytime froe Language* English	Switzerland	
Type your message	\triangleright		Submit		

- 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.

	Feel free to change these a	ayunic nom ac main menu.	
5	Language*	Service Country/Region*	
1	English	✓ United Kingdom	~
A		What's Service Country?	
	Submit		
•			
6			
-		ou can simply ask your question in t	he
	Thanks! To chat with me, y message box	you can simply ask your question in t	he
		ou can simply ask your question in t	he
6	message box		he
6	message box		he
	message box		he
6	message box Here are some options to en Payment/PO Status	xplore. View my ticket(s))
•	message box	xptore.	he)
	message box Here are some options to en Payment/PO Status	xplore. View my ticket(s))
6	message box Here are some options to en Payment/PO Status	xplore. View my ticket(s))

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.

Subject (maximum	n characters 50)*
Add title of yo	ur concern
Issue Description*	
Describe conce	ern and details
	s much information as possible such as event numb
	tc in the issue description
	to leave without creating a ticket.



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.

	created and routed to the Source to Pay
-	llow up to 2 working days to receive a
esponse from the support te	eam.
We'll keep in touch!	
elect Go to Main Menu to	ask something more, or select "I am don
outton.	ask someuning more, of select 1 and done
	ask something more, or select "I am



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.

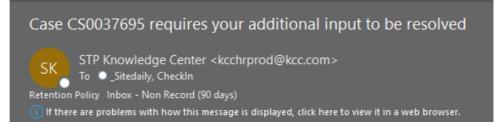
O Procuree	×
C Refresh Chat	cern and details
🚯 Main Menu	as much information as possible such as event number, etc in the issue description
Ż∆ Language	to leave without creating a ticket.
Service Country	
	0037829 was created and routed to the Source to Pay mter. Please allow up to 2 working days to receive a the support team. ouch!
	fain Menu to ask something more, or select "I am done"
	in Menu I am done
7 Type your message	e 🕒

How to work with STP Knowledge Center to resolve your ticket

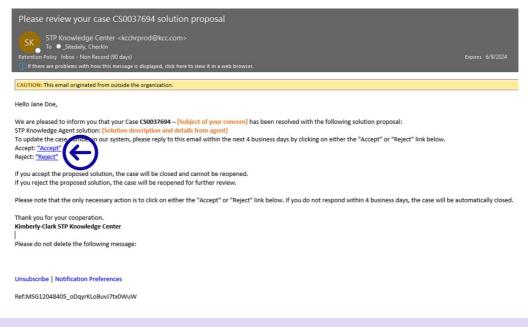
- 1. After ticket submission, you will receive a confirmation via email with your ticket number. Procuree triages the ticket to the STP Knowledge Center team for proper inquiry management and resolution.
- 2. STP Knowledge Center agent will then review the ticket and adjust the priority based on pre-defined 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 <u>keeping intact</u> the subject, case number and reference code in the body of the email.

New Case CS0037829 has been created STP Knowledge Center -scottpool@kc.com> p. •_statab, Oracia Stataba Oracia - Konfered (90 m) () Phore are posterior with how this aresign is displayed, did here is were it in a web trevore.	Engines 5/10/2024	
CAUTION: This email originated from outside the organization.		
Hello Jane Doe,		
Thank you for contacting us.		
Your case number is CS0037829 - [Subject of your concern]		
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:		
Unsubscribe Notification Preferences		
Ref:MSG12049281_FeY3E3YdKxHQO1YJIxZ		

- 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.



 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.

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File Message Insert Draw Options Format Text Review Help Q Tell me what you	File Message Insert Draw Options Format Text Review Help Q Tell me what you want to do
Calibri → B I U ∠ → A → Ξ → Ξ → Ξ	⁽¹⁾ · ♂ ⁽¹⁾ · B I <u>U</u> <u>2</u> · <u>A</u> · ⊟ · ⊟ · ≡ · ∈ Ξ · ···
To O Intest. kcc Send Cc Subject Accept	To <u>httest kcc</u> Send Cc Subject Reject
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!	Thank you for your feedback please include in this email your comments to understand further your dissatisfaction. Do not delete the following message: Add your Comments below Comments below



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.

Varia Startus County? Varia Startus County? Submit Submit Image: Submit Image: Submit Image: Submit <td< th=""><th>Procuree</th><th></th><th>Procuree</th><th>×</th></td<>	Procuree		Procuree	×
Ask a question Raise an issue View recent tickets	 Feel free to change these anytime from the main Language* Service Cour English United Kit What's Service Submit 	menul C hty/Region" gdom Country? XA S	View my tick Twe - A mi The sease wait while I fetch the details for you. The working on it! Your request is taking a bit more time. The working on it! Your r	uute ago
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- 3. Provide the ticket number you would like to check status ticket ID starts with CSXXXXXX.
- 4. Review ticket details.

Procuree		0	Procuree ×
Please want winne I tetch the defails for you. Image: Comparison of the second secon		C G X X 8 8 8 8	Status: New Ticket Number CS0037823 Description Add title of your concern Assigned Group STP Created In 2024-03-12 17:54-25 Status Message Out ticket is pending to be assigned to one of our agents. The STP noveledge center team will get back to you soon with a response or solution proposal. Image: Contract team of the second se
7 Type your message	>	~	·,;;·;································

 To update your case with additional info or escalation, <u>you can reply directly to the</u> <u>notifications received via email by keeping intact the subject, case number and reference</u> <u>code in the body of the email.</u>