



# HOW TO LOG A CALL WITH COUPA



## Course outline



### Description

This course explains the process of logging a support / help call with Coupa.

Please note that Distell does have an internal support desk for supplier queries - should you require assistance with a non-technical query (described in the course content), you can contact us on [suppliers@distell.co.za](mailto:suppliers@distell.co.za).

### Objectives

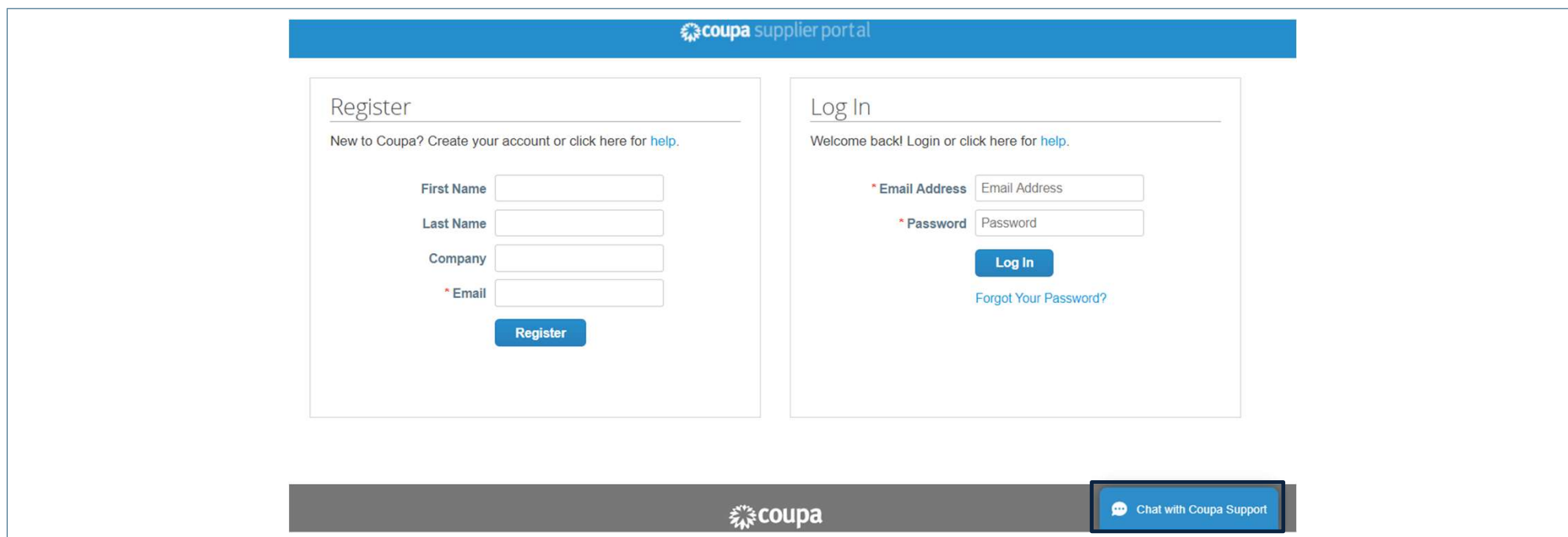
After completing this course, you will be able to:

1. Identify when to log a call with Coupa
2. Log a call with a Coupa support agent

## When Can I Log a Call with Coupa?

Distell does not have visibility and access to your Coupa Supplier Portal (CSP), therefore as a Supplier you will need to log a call when:

- You are experiencing technical issues on the CSP
- You have requested password reset emails but are not receiving the requested emails
- You cannot access your portal




The screenshot displays the Coupa Supplier Portal interface. At the top, a blue header bar contains the 'coupa supplier portal' logo. Below this, the page is divided into two main sections: 'Register' on the left and 'Log In' on the right. The 'Register' section includes a link for new users, followed by input fields for 'First Name', 'Last Name', 'Company', and '\* Email', with a 'Register' button at the bottom. The 'Log In' section includes a link for returning users, followed by input fields for '\* Email Address' and '\* Password', a 'Log In' button, and a 'Forgot Your Password?' link. At the bottom of the page, a dark grey footer bar features the 'coupa' logo on the left and a 'Chat with Coupa Support' button on the right.

# How to Log a Call with Coupa

Below, we have outlined steps you can follow when logging a call with Coupa:

## Process Steps:

- 1
- Log into the CSP.  
Once logged into the CSP, scroll to the bottom of the page and click on 'Chat with Coupa Support' button.

 supplier portal

DIVYA

 | NOTIFICATIONS 0 | 

HELP

HomeProfileOrdersService/Time SheetsASNInvoicesCatalogsAdd-onsAdmin

Action needed: Complete your profile to get paid faster and get discovered [Learn More](#)

Profile Progress


5% Complete

Last Updated

2 months ago

Improve Your Profile


Profile Summary



0

Legal Entity


Add



1

Registered User

View



2

Connected Customers

Banking Info


Diversity Info

Accelerate

Bribery Policy

Announcements [View All \(0\)](#)

One-Click Savings [View All](#)

 **Start saving today!**

Explore deals for your company, exclusive to the Coupa Community.


Merge Accounts

If your company has more than one CSP account, we try to list it below. Consider merging them to reduce confusion for existing and potential customers.

Not seeing the account you want to merge with? [Click here.](#)

Latest Customers

1



 Chat with Coupa Support

# How to Log a Call with Coupa

Populate the mandatory fields:

## Process Steps:

- 1 Once you have clicked on 'Chat with Coupa Support' a pop-up will appear. Populate all the mandatory fields on the pop-up.
- 2 Click on 'Start Chat' for assistance from a Coupa agent.


Chat with Coupa Support


This support service is for technical issues with the Coupa Supplier Portal only. For questions relating to transactions, please contact your customer directly.

This chat session will be saved as part of the supplier support request ticket. Continuing with this session will constitute your consent for this action.

1

\*First Name

\*Last Name

\*Email

Phone

2

Start Chat





»»» **END- THANK YOU**

