

CUSTOMER SUPPORT OVERVIEW

Coupa's Customer Support organization is dedicated to your success. Our highly trained support experts are ready to answer your questions, provide advanced troubleshooting, and share best practices to help you maximize the value delivered by your Coupa platform. With two levels of support to choose from, you can easily select the option that best fits your operations.

Support Features	Basic Support	Premium Support
Designated Support Contacts	5	10
24x7 Availability Monitoring	✓	✓
24x7 Success Portal Access	✓	✓
24x7 Coupa Community Access	✓	✓
24x7 Support Portal Access	✓	✓
Technical Support: Severity 1 Cases	24x7	24x7
Technical Support: Severity 2-4 Cases	10x5	24x7
Web Case Submission	✓	✓
Phone Support	Severity 1 Only	✓
Accelerated Initial Response Targets		✓
Accelerated Case Updates		✓
Designated Support Account Manager		Premium Plus
Assigned Support Engineering Team Access		Premium Plus
Escalations Management		Premium Plus
Proactive Case Management		Premium Plus
Monthly Support Review Meetings		Premium Plus
Release Management & Upgrade Assistance		Premium Plus

Inclusion of Premium Plus features is based on availability and subscription size. Please inquire for more information.

ABOUT THE SUPPORT FEATURES

Designated Support Contacts

Your designated support contacts are authorized to submit cases and work directly with Coupa's support experts toward case resolution. You can set up Coupa certified users to be designated contacts in the Coupa Support Portal.

24x7 Availability Monitoring

Rest assured that we're always monitoring the Coupa platform to ensure maximum availability and performance. We'll alert you to any issues that may require your attention.

24x7 Success Portal Access

Access the Coupa Success Portal at <https://success.coupa.com> for links to online product documentation, the Coupa Knowledge Base, the Coupa Community, and more.

24x7 Coupa Community Access

The Coupa Community is an online resource for customers and partners to share ideas, expertise and best practices with each other and with Coupa.

24x7 Support Portal Access

Designated Support Contacts can access the online Support Portal anytime to connect with Coupa Support. You can submit support requests, review case status, and browse other resources to help you ensure peak performance from your Coupa platform.

Technical Support: Severity 1 Cases

Your Coupa Support team is ready to assist with Severity 1 issues 24 hours per day, 7 days per week, and will respond within our Service Level Response Targets to help diagnose, troubleshoot, and resolve technical problems related to the Coupa platform.

Technical Support: Severity 2-4 Cases

For those with Coupa Basic Support, our Support experts are available to assist with Severity 2-4 cases weekdays from 8am to 6pm per your company headquarters' time zone. For those with Coupa Premium Support, we're available 24 hours per day, 7 days per week. Response will be within Service Level Response Targets.

Web Case Submission

Create your support cases directly in the Coupa Support Portal, and your request will be routed to the best resources to help with resolution. For Coupa Basic Support customers, case response and communications will primarily be managed via the web Support Portal.

Phone Support

Coupa Premium Support customers can submit cases of any severity level and receive support via telephone at any time. Phone case submission and support is available to Coupa Basic Support customers for Severity 1 cases only.

Accelerated Initial Response Targets

Faster Service Level Targets for initial response help to speed resolution for your support cases. Please see the Service Level Initial Response and Case Update Targets table.

Accelerated Case Updates

Get more frequent updates on your support cases so you can stay informed every step of the way towards resolution.

PREMIUM PLUS FEATURES

Helping to ensure maximum performance and reduced risk, Premium Plus support features provide access to top-tier support resources plus personalized, proactive support management from a Support Account Manager who understands your environment and can advocate for your ongoing success. Inclusion of Premium Plus features is based on availability and subscription size. Please inquire for more information.

Designated Support Account Manager (SAM)

Your Coupa SAM acts as your single point of contact to Coupa's global support organization, overseeing your cases, managing escalations, and advocating for any resources needed to help ensure you get the highest business value from your investment.

Assigned Support Engineering Team Access

To help speed resolution, your critical support cases will be handled by the Assigned Support Engineering Team. This team of top-level experts brings a broad range of skills to help resolve cases quickly and effectively.

Escalations Management

Your Coupa SAM manages case escalations and coordinates the resources necessary to resolve any technical issues you may encounter.

Proactive Case Management

Your Coupa SAM will actively monitor your cases for trending issues to help you anticipate and proactively take steps to avoid problems. They will also use their knowledge of your business goals and platform usage to share best practices relevant to your operations.

Monthly Support Review Meetings

Your Coupa SAM will lead Monthly Support Review Meetings to help ensure the best level of service is being delivered. We'll review support delivery metrics and key performance indicators to help you optimize the value of your Coupa platform.

Release Management & Upgrade Assistance

Your Coupa SAM will communicate product updates, upgrades and new features around Coupa's three major releases and help you to consider those that will bring the most value to your system.

SERVICE LEVEL INITIAL RESPONSE & CASE UPDATE TARGETS

Service Level Targets	Basic Support		Premium Support	
	Initial Response	Case Update Frequency	Initial Response	Case Update Frequency
Severity 1	1 hour	2 hours	30 minutes	1 hour
Severity 2	4 business hours	1 business day	2 hours	6 hours
Severity 3	3 business days	4 business days	2 business days	2 business days
Severity 4	7 business days	7 business days	5 business days	5 business days

CASE SEVERITY

Severity	Description
Severity 1	Production down. Severe production issue that results in Coupa being completely unavailable causing critical impact to business operations.
Severity 2	Production impaired. Serious issue with a major function of Coupa, or a consistent issue in common functionality. Issue results in severe inconvenience and/or major impact to business operations.
Severity 3	Performance degraded. Intermittent issue in common functionality, or a consistent failure in less common functionality. Issue has no or low impact to business operations.
Severity 4	Minor issue or inquiry. Request for information or general assistance on capabilities or configuration.

SUPPORT FOR PRODUCTION DOWN ISSUES

Online: Visit the Coupa Support Portal at <https://support.coupa.com>, and submit a Severity 1 support case.

Phone: Call your local Coupa Support hotline and follow the prompts to report a Severity 1 issue.

SUPPORT CONTACT INFORMATION

Support Portal: <https://support.coupa.com>

Telephone Contact Numbers:

AMERICAS

United States: +1 800 385 7830

Brazil: +55 61 3550 0424

Columbia: +57 1 5087068

ASIA PACIFIC

Australia: +61 2 8310 5943

China: +86 10 5904 5541

Japan: +81 3 4540 0427

Singapore: +65 3163 2299

EUROPE, MIDDLE EAST, & AFRICA

Austria: +43 720 817067

Belgium: +32 800 26 642

Denmark: +45 80 82 68 99

France: +33 8 05 08 04 87

Germany: +49 3222 1091101

Greece: +30 21 1198 3971

Hungary: +36 800 88026

Ireland: +353 1 800 817068

Italy: +39 069 480 6535

Norway: +47 21 93 07 61

Poland: +48 22 397 51 35

Portugal: +351 30 880 7364

Romania: +40 21 529 1359

Spain: +34 911 23 12 69

Sweden: +46 8 408 396 98

The Netherlands: +31 20 808 5126

United Kingdom: +44 800 088 5114

Supplier Support

Suppliers may contact Coupa Customer Support via email at supplier@coupa.com for technical or functional support related to the Coupa platform. Any questions regarding the Customer/Supplier relationship, processes, request/invoice/payment status etc. cannot be addressed by Coupa Support and must be directed to the Coupa Customer.

More Information

For more information on Coupa Customer Support, please contact your Coupa Customer Value Manager.