

COUPA PREMIUM SUPPORT

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 issue isolation, and share best practices to help you maximize the value delivered by your Coupa platform.

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 Forum 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 submit support requests, review case status, and browse other support resources.

| Support Features | Premium Support |
|---|------------------------------------|
| Designated Support Contacts | 10 |
| 24x7 Availability Monitoring | ✓ |
| 24x7 Success Portal Access | ✓ |
| 24x7 Coupa Community ; dg b Access | ✓ |
| 24x7 Support Portal Access | ✓ |
| 24x7 Technical Support | ✓ |
| Web Case Submission | ✓ |
| Phone Support | ✓ |
| | |
| | |
| Designated Support Account Manager | Support Account Management Add-on* |
| Senior Support Engineering Team Access | Support Account Management Add-on* |
| Escalations Management | Support Account Management Add-on* |
| Proactive Case Management | Support Account Management Add-on* |
| Support Review Meetings | Support Account Management Add-on* |
| Release Management & Upgrade Assistance | Support Account Management Add-on* |

Support Account Management Add-On option availability is based on subscription size. Please inquire for details.

24/7 Technical Support

Your Coupa Support team is ready to assist you 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.

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.

Phone Support

Coupa Premium Support customers can submit cases of any severity level via telephone at any time.

SUPPORT ACCOUNT MANAGEMENT OPTION

Coupa Support Account Management gives you access to top-tier support resources plus personalized, proactive support management from a designated Coupa Support Account Manager who understands your environment and can advocate for your ongoing success. Availability of the Support Account Management add-on option is based on 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.

Senior Support Engineering Team Access

To help speed resolution, your critical support cases will be handled by Coupa's Senior 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.

Support Review Meetings

Your Coupa SAM will lead scheduled 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 | Premium Support | |
|-----------------------|------------------|-----------------|
| | Initial Response | Query Response |
| Severity 1 | 30 minutes | 1 hour |
| Severity 2 | 2 hours | 6 hours |
| Severity 3 | 2 business days | 2 business days |
| Severity 4 | 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 the Live Chat box on the [Coupa Supplier Portal](#), or email 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.