Title: Get Help and Support

Section: Basics

Sub Section: Getting Started

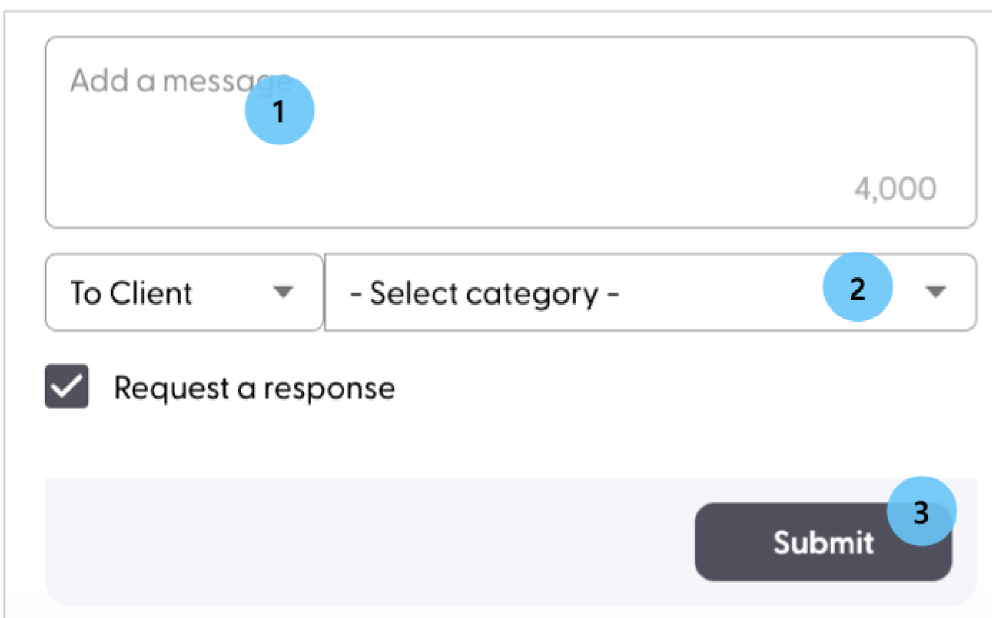
User Type: Supplier

Introduction

There are different ways to get more help and support in Supplier Connect, depending on what you need.

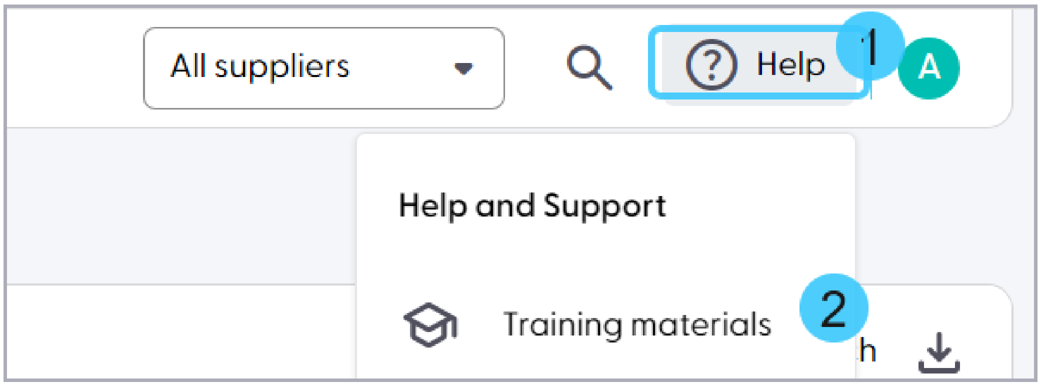
If you need help with a particular Invoice, Dispute or Missing Invoice Inquiry

Any questions related to the payment of an Invoice, or the decision of a Dispute etc. must be directed to the Client analyst by adding a **Message Request** on the transaction itself. This will create a task for the client to respond to the question. Add a message, then select a category then click **Submit** (make sure the **Request a response** checkbox is selected).

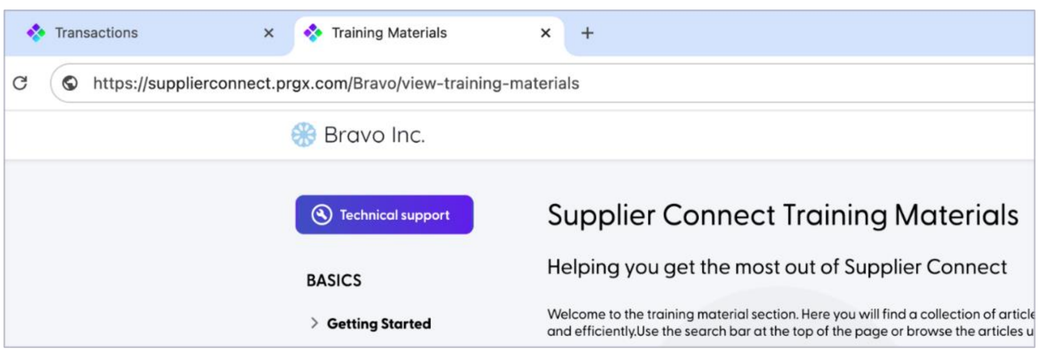


If you need help navigating around Supplier Connect

When you are having trouble understanding how to navigate the site or how a feature works, the first step is to check out the training materials (like the one you are reading). Each one is designed to be short and instructive. You can access the training materials by clicking **Help** in the top bar of the screen, then clicking **Training materials**.



Training Materials will open in a new tab.

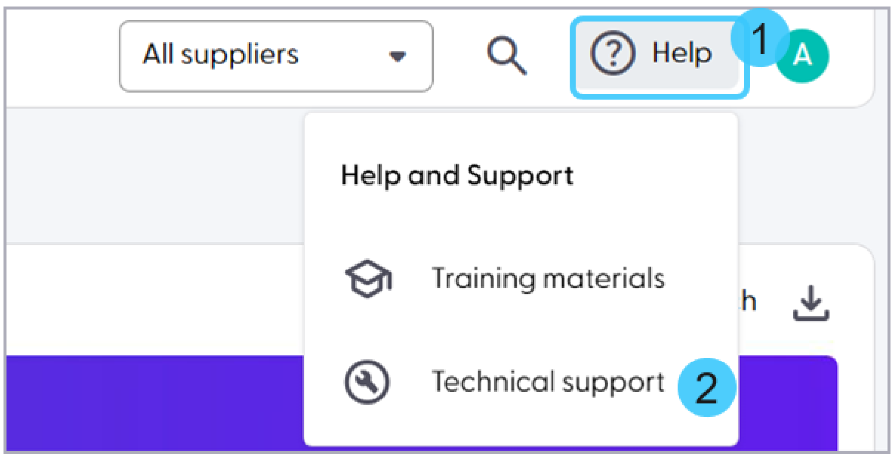


Browse through the table of contents to find the guide you are looking for and click the arrow next to the section sub-menu to open each material.

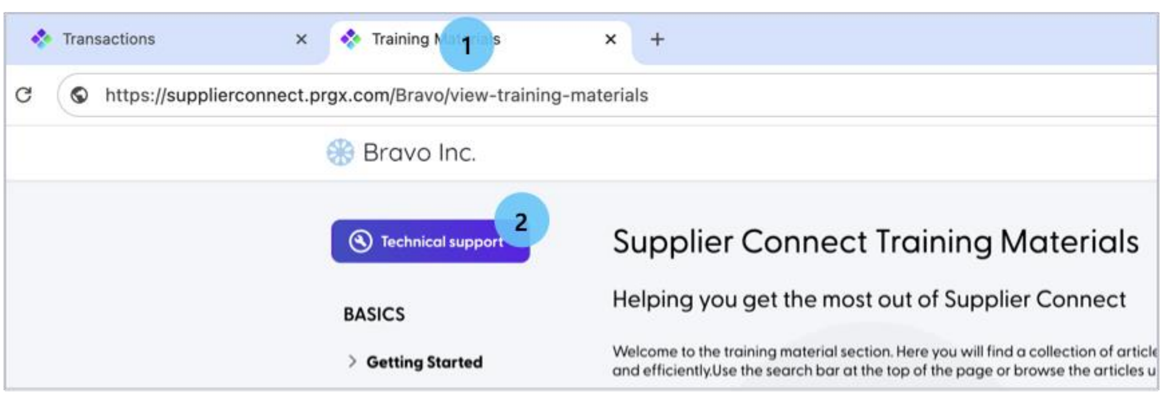
If you can't find your answer in the training materials, then you may want to contact the Technical Support team. They are trained on the content of the Training Materials and can help clarify anything or explain in more detail.

Please note that the Technical Support team are not able to answer questions relating to Invoices, Payments or Disputes etc. They can only support you in understanding how to navigate your way around the Supplier Connect platform.

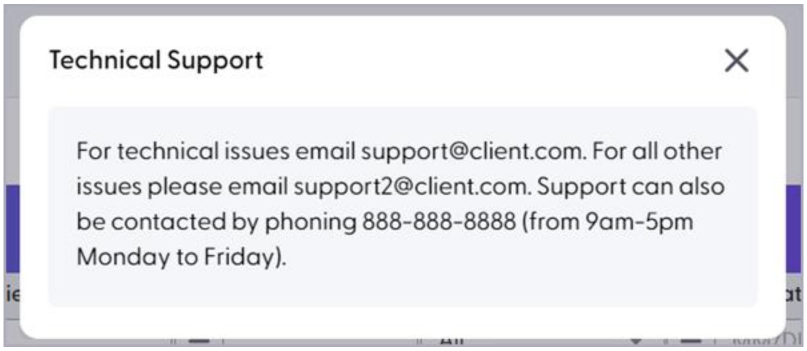
You can contact the Technical Support team by navigating to **Help** in the top bar of the screen, then clicking **Technical Support**.



Alternatively, you can contact the Technical Support team by clicking the **Technical Support** button from the **Training materials** tab.



Either option will display the lightbox with ways to contact Support.



Please note this example is for training purposes and contact options will be customized per client.