

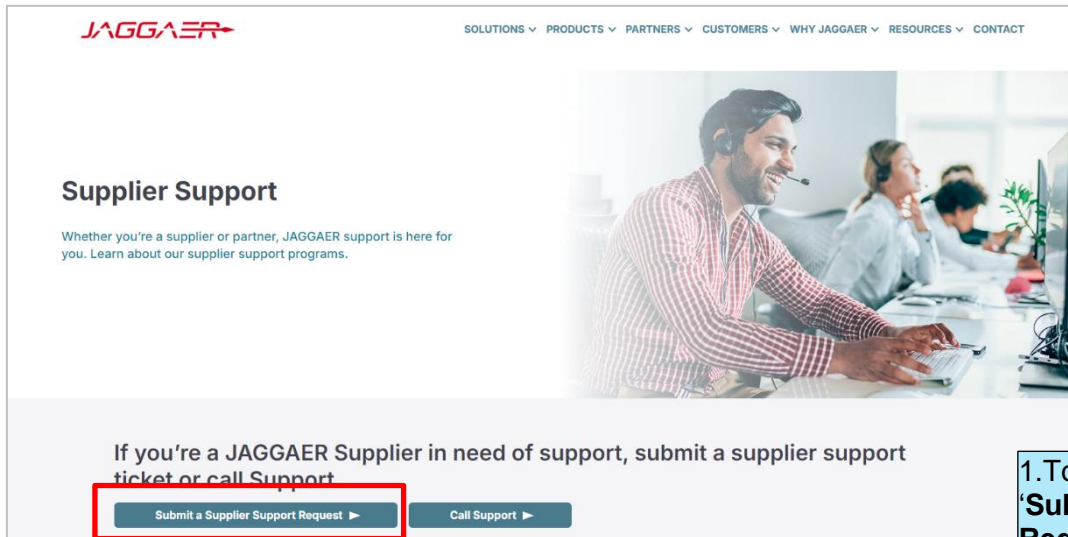
Quick Reference Guide

Live Chat – Supplier support

Suppliers have an additional option when contacting Jaggaer for support: **live chat**.

How to use live chat?

Log-in to Jaggaer Supplier Support: [JAGGAER: Comprehensive Supplier & Partner Support](#)



1. To access Live Chat click 'Submit a Supplier Support Request'

Supplier Support Request

NOTICE Speak to a Live Agent via Chat! (available during business hours 9:00 AM - 10:00 PM CET)

Use the Chat Bubble in the bottom right of the screen to get connected to a live agent which will lead to the fastest resolution time for your case.

Otherwise, use the form below to submit a Case.

Please briefly describe the issue you are having

Please enter your company name

Please enter your first and last name

Please make sure you enter a valid email format as shown in the example and only enter ONE email address. If you enter more than one or an invalid format, your case may not be received.

Please enter your email address

you@example.com

Please enter your phone number

What is your preferred language?

--None--

Please enter your username if applicable

Please limit the field below to 255 characters - if it is too long, you will receive a submission error. You can remove characters from the end of the string to get to the 255 limit, leaving the beginning of the value.

Please enter the url or website page you are having issues with

2. Then click on the **LIVE CHAT** button at the bottom of the page. Available in **multiple languages!**