



Service Desk

The Service Desk operates between the hours of 08:00 and 18:00 (GMT) Monday to Friday (excluding Bank Holidays)

The ProcServe Service Desk utilise the latest in automated email logging. Within minutes of receiving an email the Mail Manager identifies if it is a new support request or an update to an existing Incident.

Update your outstanding Incident by email

If you would like to UPDATE an existing Incident, please reply to the automated email.



Telephone the Service Desk

ProcServe have a team of professionals available to answer your call and help offer experienced support and advice.

Information to consider when Raising an Incident...

To help the Service Desk resolve your support issue as quickly as possible, please review the below information and try to have as much of the information available when raising your support request. The Service Desk team will then be able to investigate your issue more efficiently.

Please Always provide your..

- Name
 - Organisation Name
 - DUNS number
 - Contact Detail (mobile or landline)
 - Details of Actions Completed so far
- (for example, have you contacted the Buying Organisation to check information/detail and what time was the catalogue loaded?)

Catalogue Related Issues

- Catalogue ID / Name
- Send the completed Catalogue Builder, not the generated BMEcat file

Transaction Related Queries

- Order/Invoice/Credit Note ID
- Date the transaction took place
- Name of the Buying Organisation
- Description of issue or request

Error/Problem Issues

- Take a Screenshot of error to send to Service Desk
- Give a list of steps taken before error/issue started
- Have you successfully completed this task before now?



Information and Frequently Asked Questions

To get more information about integrating with the ProcServe Trading Network, please visit <http://www.procserve.com/documents/SupplierIntegration>

To download the latest ProcServe Catalogue Builder, please visit <http://www.procserve.com/documents/procservecataloguebuilder>

For more information about providing content and selecting the best option for you, please visit <http://www.procserve.com/documents/ProvidingContent>

To get more information on how to get the most out of your ProcServe Trading Network Account, please visit <http://www.procserve.com/documents/SupplierAccounts>



Q. Where can I get information on Supplier Value Added Services?

A. Call the Supplier Services Team on +44 (0)20 7798 2685 or email info@procserve.com

Q. I have forgotten my password for the Portal, how can I reset it?

A. Below the **Logon** button there is a link “**Forgotten your password?**”, click on this and you will be emailed a new temporary password. If you have locked your account you will not be able to request a new password and will need to contact the Service Desk.

Q. I have forgotten my Username for the Portal, how can I found out what it is?

A. Below the **Logon** button there is a link “**Forgotten your username?**”, click on this and your unique username will be emailed to you. If you have locked your account you will not be able to request your username and will need to contact the Service Desk.

Q. How can I contact the Service Desk for support?

A.

| Marketplace | Telephone Number | Email |
|-----------------------------------|------------------|-----------------------------------|
| ProcServe | 0845 603 6727 | ProcServeSupport@ProcServe.com |
| OPEN | 0845 699 6736 | OPENSUPPORT@ProcServe.com |
| Zanzibar | 0845 603 2885 | ZanzibarHelpdesk@ProcServe.com |
| xchangewales eTrading | 0845 602 9802 | xchangewales@ProcServe.com |
| xchangewales eTrading for Schools | 0845 602 9803 | xchangewalesschools@ProcServe.com |
| Supplier Support | 0845 604 2328 | SupplierSupport@ProcServe.com |