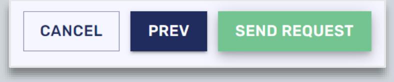
HOW TO: SUBMIT A CHANGE REQUEST PART 1

- From the Customer/Vendor Details page, go to the *Documents* section. Associate documents with your request, or simply click Request Change.

Method 1: Submitting via Text Request in the Portal

1. In the pop-up, start by selecting the most appropriate category that best describes the nature of your request.
2. Only after you selected one option you can click '**Launch**' under 'Text Request Change'.
3. The progress bar across the top shows your current step and submitting a request this way will put you in Step 3. Use the navigation buttons in the top right to move through the process.
4. In the text box, outline the required changes.
   - Hit '**Next**' to review and ensure that you've included all the content required, then '**Send Request**' to submit.



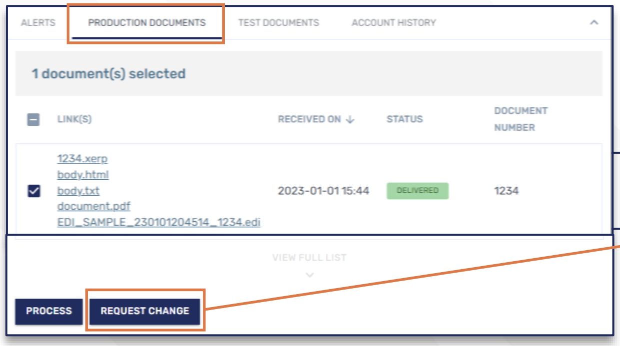
Based on urgency and impact, there are two **Yes/No escalation flags** available when paired with specific document:

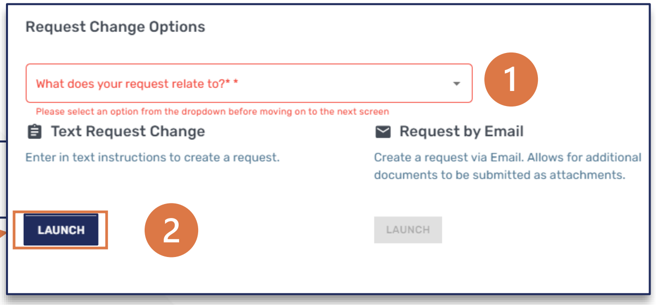
Escalation Option 1 — **Yes =** Apply the update and reprocess the selected document(s) with the update

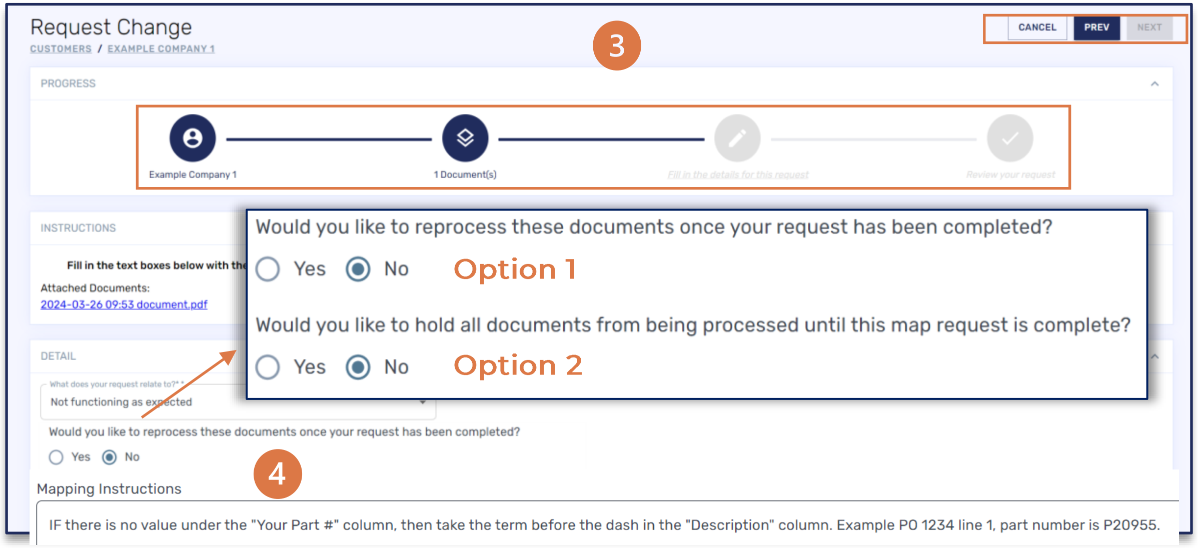
- Appropriate if the request relates to the selected document(s) and you would like the updated version sent to the ERP
- Not appropriate if you completed manual entry or adjustment on the documents and do not want duplicates in the ERP

Escalation Option 2 — **Yes =** Put incoming documents on hold until this request is completed

- All documents on hold (if any) would be processed after completion
- Appropriate if most incoming documents are failing and this request is the fix







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