



## Procurement Support Escalation Path

Procurement support is provided by two teams - Global Procurement One Place (POP) team and EMEA Procurement Squad for Invoicing Solutions (PSIS).

IBM's Procurement One Place (POP) strategy is to act as a first point of contact, which will provide problem resolution to clients or direct them to the right contact within the Procurement organization.

There are three geography support centers: one for North America (NA), one for Asia Pacific (AP), and one for Europe, Middle East, and Africa (EMEA) and Latin America (LA).

IBM's Procurement Squad for Invoicing Solutions (PSIS) is responsible for the handling of invoicing queries (invoice status, remittance advice, rejection reasons, etc.) for the EMEA region.

In case you need leadership support, please turn to the below focal points, stating the number of your ticket you need help with.

Region	Query Type	First Level	Second Level
NA	All	<a href="#">Priyartharshini B</a>	<a href="#">Indrajeet Gupta</a>
AP region (excluding India and Sri Lanka)	All	<a href="#">Sophie Hu</a>	<a href="#">Grace Yin</a>
India and Sri Lanka	All	<a href="#">Husna Banu</a>	<a href="#">Grace Yin</a>
EMEA and LA	All	<a href="#">Stoyan Markov</a>	<a href="#">Vladimir Nikolov</a>