

Frequently Asked Questions

1. How do I contact Procurement?

Please use web form to contact our Procurement.

2. Who can use the web form to contact Procurement?

The web form is available for vendors, suppliers, and external parties who need to contact the Ruveon Procurement team.

3. What kind of inquiries can I submit through the web form?

You can submit inquiries related to Invoice Processing, Purchase Orders, and Ariba Network.

4. When can I expect a response to my inquiry submitted through the web form?

You may expect to receive a reply within 48 hours after submitting your inquiry.

5. How will I receive the reply to my inquiry?

The response will be sent directly to the email address provided in the web form. Please ensure the email address is spelled correctly.

6. When can I submit an inquiry ticket?

You can submit a ticket at any time; the web form is available 24 hours per day, 7 days a week.

7. When should I request a call back through a web form inquiry?

You can request a call back when:

- a. You have previously submitted an inquiry and would like to follow up. Please provide the ticket number for reference.
- b. You have an urgent case that requires you to speak with a Ruveon Procurement Representative and have not submitted an inquiry before.

8. What is the difference between a call back in your local language and a call back in English?

The main difference is the response time. For English callbacks, you will be contacted within 15 to 30 minutes. For local language callbacks, the contact will take place within 24 hours.