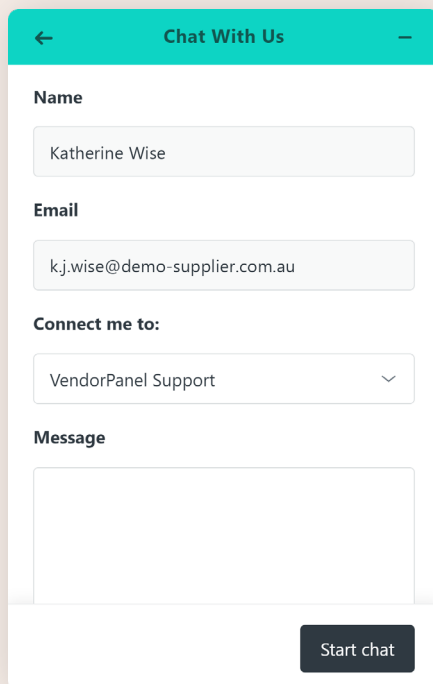


# VendorPanel Support

Need help responding to a request, or finding your way around your VendorPanel account? We have put together some of our top tips for navigating the platform and the different ways to get the support you need.



A screenshot of a mobile chat interface titled "Chat With Us". It features a teal header with a back arrow and a close button. Below the header are four input fields: "Name" (containing "Katherine Wise"), "Email" (containing "k.j.wise@demo-supplier.com.au"), "Connect me to:" (a dropdown menu with "VendorPanel Support" selected), and "Message" (an empty text area). A "Start chat" button is located at the bottom right of the form.

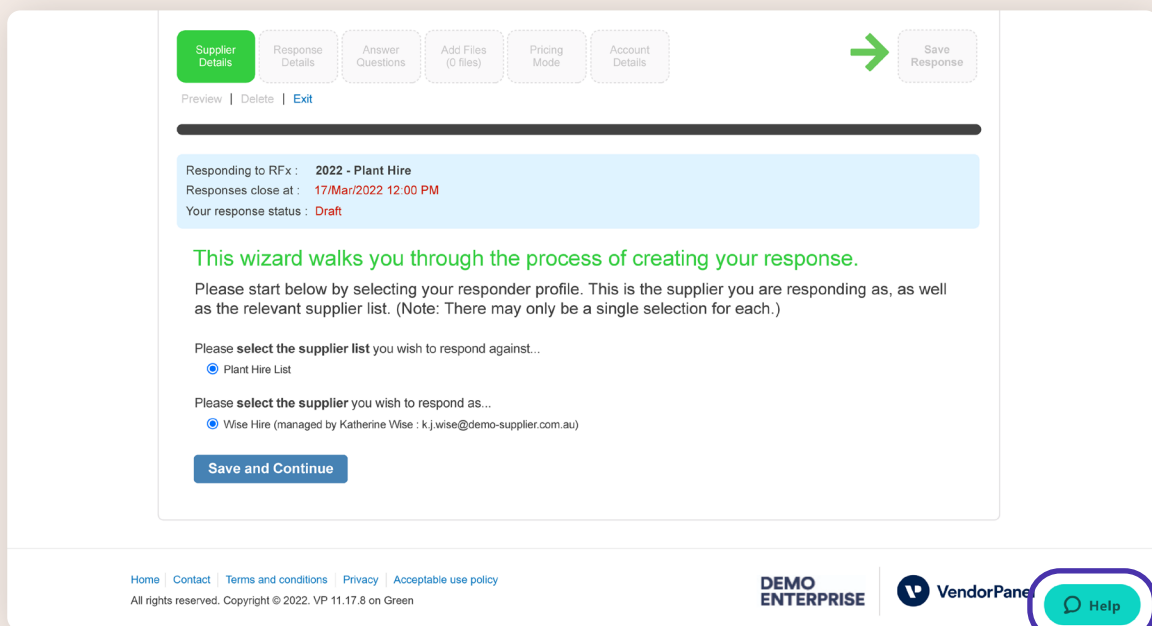
## Live Chat

Do you have a timely request or question?  
Do you need a response quickly?

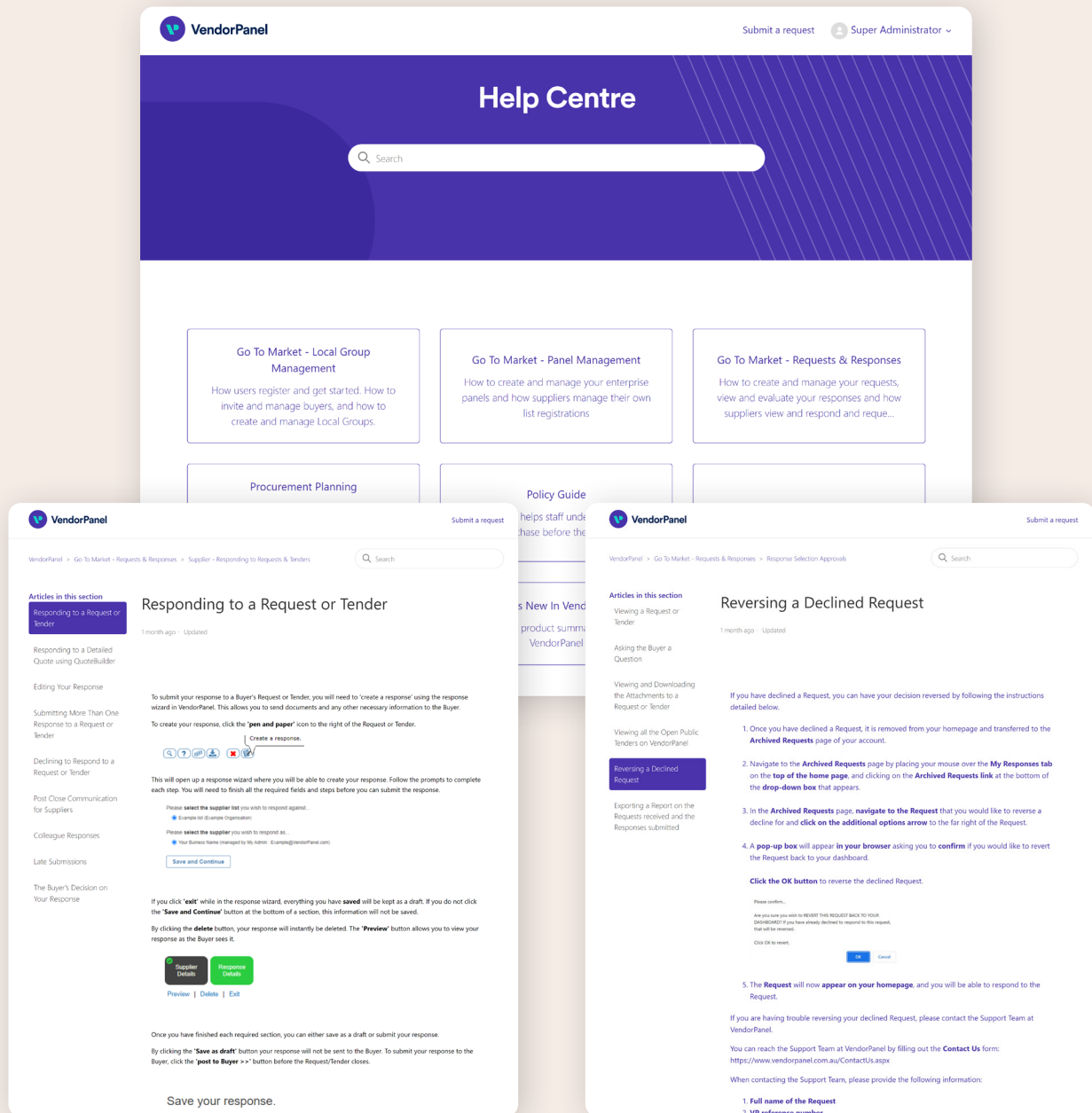
Please use our live chat to speak with one of our Australia-based support specialists. This is the quickest way to get a query resolved, with our average response time being just 90 seconds during business hours.

Live chat is monitored by our support team from 8am-5pm (AEST) Monday to Friday (excluding some public holidays). If you require assistance outside of business hours, you can also leave a message for our support team, who will then respond when they are back online.

The live chat button can be found within your supplier account and is located in the bottom right-hand corner of the screen. Please see associated screenshots for reference.



A screenshot of the VendorPanel response wizard interface. At the top, there are navigation tabs: "Supplier Details" (highlighted in green), "Response Details", "Answer Questions", "Add Files (0 files)", "Pricing Mode", and "Account Details". A green arrow points to a "Save Response" button. Below the tabs are links for "Preview", "Delete", and "Exit". The main content area shows "Responding to RFx : 2022 - Plant Hire" and "Responses close at : 17/Mar/2022 12:00 PM". It indicates the response status is "Draft". A green heading reads "This wizard walks you through the process of creating your response." Below this, instructions state: "Please start below by selecting your responder profile. This is the supplier you are responding as, as well as the relevant supplier list. (Note: There may only be a single selection for each.)" Two selection options are provided: "Please select the supplier list you wish to respond against..." with "Plant Hire List" selected, and "Please select the supplier you wish to respond as..." with "Wise Hire (managed by Katherine Wise : k.j.wise@demo-supplier.com.au)" selected. A "Save and Continue" button is at the bottom. The footer contains navigation links (Home, Contact, Terms and conditions, Privacy, Acceptable use policy), copyright information, and logos for DEMO ENTERPRISE and VendorPanel. A "Help" button is highlighted in a purple circle in the bottom right corner.



## Help Centre

Did you know we also have a comprehensive help centre featuring articles and FAQs across a variety of topics? Simply type any questions you have into the search bar to pull up handy guides and informational content. And if you're unable to find the information you need, our support team is ready to help out with your queries.

## Email Support Team

If your query isn't urgent, or you simply prefer to send us an email, you can contact our support team at [support@vendorpanel.com.au](mailto:support@vendorpanel.com.au).

We will aim to get back you within 12 business hours. If your enquiry is urgent however, we recommend getting in contact with support via our live chat.