

Four Cornerstones  
of Success

#UTHealth Houston  
Supply Chain Management

CUSTOMER SERVICE

COMPLIANCE

THE  
SWEET  
SPOT

COLLABORATION

CONSISTENCY

# Supply Chain Management Support Guide

 UTHealth<sup>®</sup> Houston

Value Chain

# Payment Services

Suppliers may reach out to [AccountsPayable@uth.tmc.edu](mailto:AccountsPayable@uth.tmc.edu) for PO invoice inquiries.

Coupa Invoices (text-based pdf) may be sent via email by Suppliers to [invoices@uth-tmc.coupahost.com](mailto:invoices@uth-tmc.coupahost.com) for processing.

**Accounts Payable:** Please contact the AP Specialist below for all **PO** Invoice Issues and Inquiries if your supplier begins with the following letters:

## UTHSC & UTP

Kira Gibbs	713-500-4708	A – D (0-9)	<b><u>High Volume</u></b> Cynthia Richmond (AP Manager)	713-500-4707	Azenta, Great America & Today's Business
Beverly Coleman	713-500-4711	E - K	Lakeitha Spates (AP Manager)	713-500-8131	Possible Mission, Sigma & Summus
Alice Douet	713-500-8734	L – N, Pitney	Johnnie Thomas	713-500-4747	Alsco, Matheson & Zeno
Quyen Diep	713-500-4718	O – Z, excludes Pitney	Denise Jones-Thorn	713-500-4864	Amazon, Imperial Linen & McKesson

**Disbursements :** Please contact the Disbursement Specialist below for all **Non-PO** Invoice Issues and Inquiries if your Supplier begins with the following letters:

**Phone:** 500-4966 | **Email:** [Disbursements@uth.tmc.edu](mailto:Disbursements@uth.tmc.edu)

## UTHSC

Nakeya Phillips	713-500-4959	A – H
Jessica Jackson	713-500-4960	I – O
Paul Linares (Admin Manager)	713-500-4977	P – Q
Paul Linares	713-500-4977	R – Z

## UTP

Paul Linares	713-500-4977	A – Z
Nicole Brown (Sr. Admin Manager)	713-500-4961	

# ERT, Procurement Services, & Supplier Information Management

**Employee Reimbursement & Travel (ERT)** : Please contact the Employee Reimbursement Team below for all **Travel or Non Travel expense reimbursement** issues and inquiries:

Phone: 500-4958 | Email: [travel@uth.tmc.edu](mailto:travel@uth.tmc.edu)

Nicole Brown (Sr. Admin Manager)	713-500-4961	Rebecca Reeves	713-500-4973
Jackqueline Owens	713-500-4963	LeNisha Johnson-Griggs	713-500-4972

**Med School Travel:** Please contact for invoice issues and inquiries in regards to **Med School ONLY (Business Units 02 and 12)**

Email: [MSTravel@uth.tmc.edu](mailto:MSTravel@uth.tmc.edu)

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## **Procurement Services**

**Central Procurement:** Please contact for inquiries in regards to **Requisitions >\$15K, Purchase Orders >\$15K, PO closures, Bids (ITB, RFP), and Contracts**

Email: [CentralProcurement@uth.tmc.edu](mailto:CentralProcurement@uth.tmc.edu)

**Purchasing Services:** Please contact for inquiries in regards to **Requisitions <\$15K, Purchase Orders <\$15K, PO closures.**

Email: [PurchasingServices@uth.tmc.edu](mailto:PurchasingServices@uth.tmc.edu)

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**Supplier Information Management (SIM):** Please contact for inquiries in regards to **Vendor/Supplier set up, Onboarding, and Information Updates**

Email: [VendorCode@uth.tmc.edu](mailto:VendorCode@uth.tmc.edu) | Phone: 500-4700

# Coupa Administrative Support Team Assistance

## **Coupa Administrative Support Team:**

For general questions regarding use of Coupa, please email the Coupa Administrative Support Team [coupasupport@uth.tmc.edu](mailto:coupasupport@uth.tmc.edu). For example, user is having issues logging in to Coupa, Coupa is down and cannot be accessed, need to add a user to certain approval groups, advanced troubleshooting. Questions regarding access should be submitted to Service Now (see below). Please do not submit non Coupa technical questions to the Coupa Administrative Support Team. Functional questions should be directed to Procurement or Payment Services.

## **Customer General Inquiries:**

Basic questions on functionality of that module will be directed to that functional group to answer. If the functional group can answer the question, they will answer the question and follow up with an email providing a link to the ValueChain Training Academy – <https://inside.uth.edu/finance/procurement/academy.htm>. This will provide users with additional information/tips about Coupa.

## **IT Service Now (Help Desk) Support**

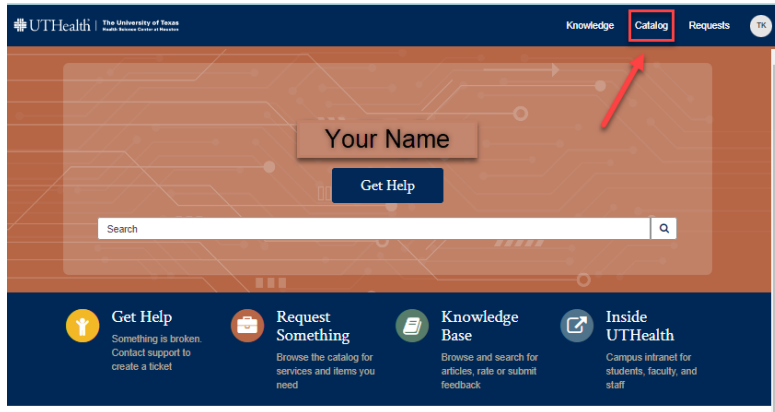
If a user needs Coupa access then visit **ServiceNow** to input a request: <https://uthealth.service-now.com/uthealth> (see screenshots-next slide)

## **Coupa Single Sign-On Link:**

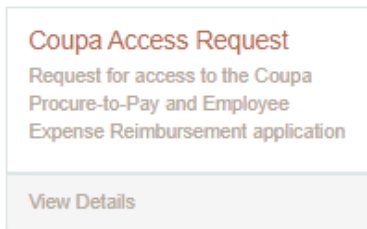
<https://uth-tmc.coupahost.com/user/home>

# IT Help Desk Support (Continued)

1. Select “Catalog” at the top right




2. Select "Coupa Access Request"



3. Complete all required fields on the request form (right) and hit “Request”

### Coupa Access Request

Request for access to the Coupa Procure-to-Pay and Employee Expense Reimbursement application

- \* Indicates required
- \* Name of Requestor's Department Manager
- \* Name of Employee needing Access
- \* Employee title
- \* Employee phone number
- \* Employee Department name
- \* Employee Department ID
- \* Functions access is being requested for 
- Comments