

Four Cornerstones
of Success

#UTHealth Houston
Supply Chain Management

CUSTOMER SERVICE

COMPLIANCE

THE
SWEET
SPOT

COLLABORATION

CONSISTENCY

Supply Chain Management Support Guide Jan 1, 2023

 UTHealth[®] Houston

Value Chain

Payment Services

Suppliers may reach out to 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 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)
VACANT	713-500-4711	E-K
Alice Douet	713-500-8734	L–N, Pitney
Quyen Diep	713-500-4718	O–Z, exclude Pitney

High Volume

Cynthia Richmond (Manager)	713-500-4707	Azenta, Great America & Today's Business
Lakeitha Spates (Sr. Lead)	713-500-8131	Possible Mission, Sigma & Summus
Johnnie Thomas	713-500-4747	AlSCO, Matheson & Zeno
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

UTHSC

Nakeya Phillips	713-500-4959	A – H
Marquisha Banks	713-500-4963	I – O
Nicole Brown	713-500-4960	P – Q
Paul Linares	713-500-4977	R – Z

UTP

Paul Linares	713-500-4960	A – Z
Nicole Brown (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

Nicole Brown (MGR)	713-500-4961	Vacant	713-500-4973
Marquisha Banks	713-500-4963	LeNisha Johnson	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

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

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

Email: PurchasingServices@uth.tmc.edu

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

Email: 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. 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

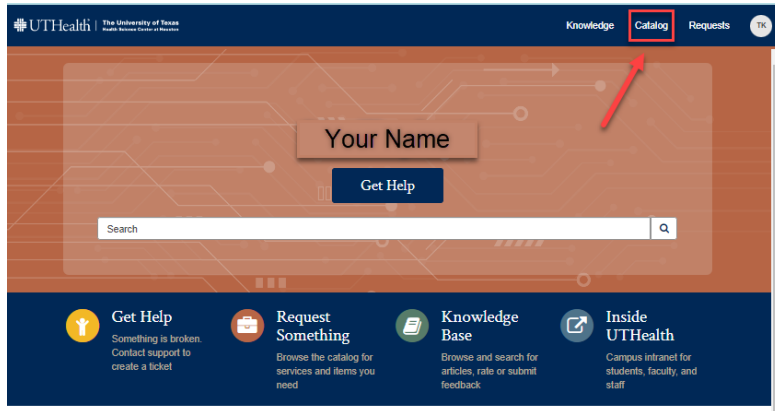
If a user needs Coupa access then visit **ServiceNow** to input a request: <https://uthealth.service-now.com/uthealth> (see screenshots-next slide)

Coupa Single Sign-On Link:

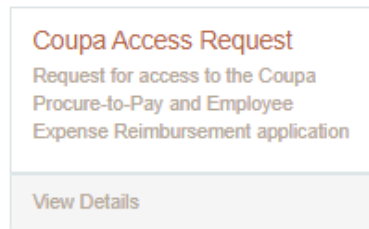
<https://uth-tmc.coupahost.com/user/home>

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