Supply Chain Management Support Guide
April 11, 2023
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:

<table>
<thead>
<tr>
<th>UTHSC &amp; UTP</th>
<th>High Volume</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kira Gibbs</td>
<td>Cynthia Richmond (Manager)</td>
<td>713-500-4708</td>
<td><a href="mailto:AccountsPayable@uth.tmc.edu">AccountsPayable@uth.tmc.edu</a></td>
</tr>
<tr>
<td>Beverly Coleman</td>
<td>Lakeitha Spates (Sr. Lead)</td>
<td>713-500-4711</td>
<td></td>
</tr>
<tr>
<td>Alice Douet</td>
<td>Johnnie Thomas</td>
<td>713-500-8734</td>
<td></td>
</tr>
<tr>
<td>Quyen Diep</td>
<td>Denise Jones-Thorn</td>
<td>713-500-4718</td>
<td></td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>UTHSC</th>
<th>UTP</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nakeya Phillips</td>
<td>Paul Linares</td>
<td>713-500-4959</td>
<td></td>
</tr>
<tr>
<td>Nicole Brown</td>
<td>Nicole Brown (Manager)</td>
<td>713-500-4961</td>
<td></td>
</tr>
<tr>
<td>Michelle Balderas</td>
<td></td>
<td>713-500-4960</td>
<td></td>
</tr>
<tr>
<td>Paul Linares</td>
<td></td>
<td>713-500-4977</td>
<td></td>
</tr>
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**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 (Manager) 713-500-4961 Vilma Almazan 713-500-4973
Vacant 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

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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

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

**Email:** 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 | **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](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](https://uthealth.service-now.com/uthealth) (see screenshots-next slide)

**Coupa Single Sign-On Link:**
[https://uth-tmc.coupahost.com/user/home](https://uth-tmc.coupahost.com/user/home)
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”