

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)

Beverly Coleman 713-500-4711 E - K

Alice Douet 713-500-8734 L – N, Pitney

Quyen Diep 713-500-4718 O – Z,  
excludes Pitney

## High Volume

Cynthia Richmond 713-500-4707 Azenta, Great America &  
(AP Manager) Today's Business

Lakeitha Spates 713-500-8131 Possible Mission, Sigma &  
(AP Manager) 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](mailto:Disbursements@uth.tmc.edu)

## UTHSC

Nakeya Phillips 713-500-4959 A – H

Jessica Jackson 713-500-4960 I – O

Paul Linares 713-500-4977 P – Q  
(Admin Manager)

Paul Linares 713-500-4977 R – Z

## UTP

Paul Linares 713-500-4977 A – Z

Nicole Brown 713-500-4961  
(Sr. Admin Manager)

# 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
Teni Mathew (CLI)	713-500-4990		

**Med School Travel**: Please contact for travel, 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 Support Team:**

For general questions regarding the use of Coupa, please email the UTHHealth Coupa Support Team at [CoupaSupport@uth.tmc.edu](mailto:CoupaSupport@uth.tmc.edu). If you are having Coupa-related issues, please submit a service ticket via the "E-mail Coupa Support" link on the Coupa homepage

## **Coupa Training:**

Regular training sessions are provided for all Coupa users:

- Documents related to training are located on the [ValueChain Training Academy](#) webpage.
- On the [Coupa Training Schedule](#) webpage, you can access and view all ongoing Coupa trainings.

## **New User Coupa Access Request**

If a user needs Coupa access, then visit [ServiceNow](#) to input a request (see screenshots on next slide)

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

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

## **Delegation Request:**

Please submit a ServiceNow ticket for all delegation requests utilizing the [Coupa Functional Assistance](#) link. If there are multiple users requesting delegation, please include their information on the delegation form and attach the completed form to your request. You can also submit the form to request the removal of delegation

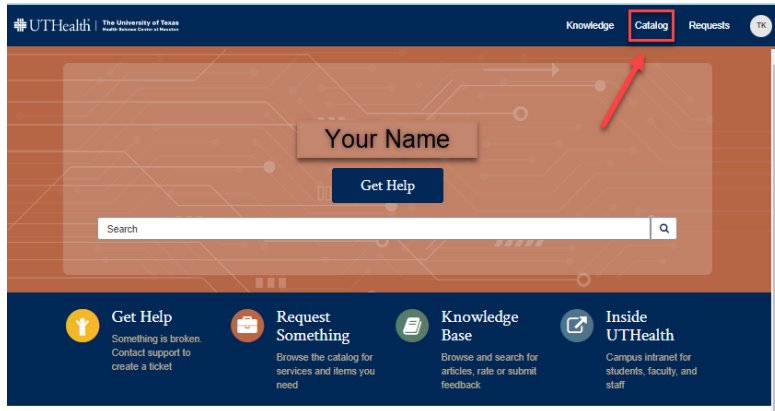
## **Additional Useful Information:**

Please contact Purchasing Services regarding PO closure at [PurchasingServices@uth.tmc.edu](mailto:PurchasingServices@uth.tmc.edu).

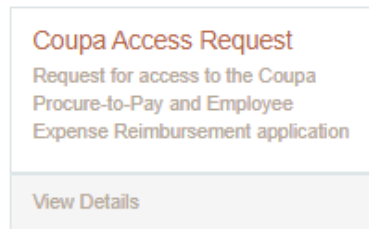
For issues regarding trapped encumbrances, please contact the Budget Office at [Budget@uth.tmc.edu](mailto:Budget@uth.tmc.edu).

# 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