

[COUPA FOR BILL & MELINDA GATES MEDICAL RESEARCH INSTITUTE \(GATES MRI\)](#)

Q: Do I have to use Coupa?

A: Yes. Gates MRI expects suppliers to use Coupa to manage POs, submit invoices, and maintain supplier information.

Q: How can I tell if a PO or request is from Gates MRI?

A: Gates MRI's customer name in Coupa is Bill & Melinda Gates Foundation and its Subsidiaries. POs specific to Gates MRI will have a PO Number prefix of "MRI". SIM Forms will have Bill & Melinda Gates Medical Research Institute in its title.

Q: Do I need a backing document to submit an invoice?

A: Yes, it is required to have a backing document for invoices. Invoices submitted with no document will be rejected until a purchase order (PO) or other approved document is presented.

Q: Is PO acknowledgement required?

A: Yes. POs must be acknowledged within 2 business days of receipt.

Q: How do I request a PO change?

A: If you do not agree with the specifics of a PO, use the comment functionality to contact Gates MRI to request a PO change within 2 business days of receipt.

Q: When can I submit an invoice?

A: Invoices can be submitted only after service have been rendered or goods have been received.

Q: I have an MSA or GTC with Gates MRI. What are my governing terms for payment?

A: If your company has a Master Service Agreement (MSA) or General Terms and Conditions (GTC) with Gates MRI, those terms and conditions will supersede the ones contained within a Purchase Order (PO).

MANAGING YOUR COUPA SUPPLIER PORTAL (CSP) ACCOUNT

Q: How much does it cost to join the Coupa Supplier Portal (CSP)?

A: The CSP is free of charge for suppliers.

Q: Where do I register for the CSP?

A: You can request an invitation to join the CSP at supplierhelp@gatesmri.org. Alternatively, visit <https://supplier.coupa.com>.

Q: Why didn't I receive the email invitation to join Coupa?

A: Check your spam/junk, promotions, updates, or social folders. Occasionally, emails from Coupa get routed to these folders rather than your primary inbox.

Q: Why can't I register for the CSP?

A: If you received the email and cannot register, check "I'm not a robot". If there is another issue, contact supplier@coupa.com.

Q: How do I register if the previous admin/CSP account owner left the company?

A: Contact your IT department or your customer. Your IT department may be able to grant you temporary access to a former employee's email to change CSP account information. Alternatively, contact supplierhelp@gatesmri.org requesting them to update your contact information and reinitiate a connection in Coupa.

Q: Where do I sign in to the CSP?

A: <https://supplier.coupa.com>

Q: How do I cancel my CSP account?

A: Ask the customer to inactivate you in the system.

Q: Why don't I get password reset emails?

A: Check your spam/junk, promotions, updates, or social folders. Occasionally, emails from Coupa get routed to these folders rather than your primary inbox.

Q: What do I do if I am not the admin/owner of my CSP account, but I can't log in or don't have access?

A: Contact your admin to activate your account and/or set your permissions.

EXTERNAL RESOURCES

Product Documentation by Coupa

- [Coupa Compass for Suppliers](#)
- [Coupa Compass for Suppliers – Sourcing](#)
- [Coupa Compass For Suppliers – Contract Collaboration](#)
- [Coupa Supplier Help Page](#)