Supplier Actionable Notifications (SAN) Purchase Order and Invoice Processing

Bill & Melinda Gates Medical Research Institute (Gates MRI) Key Takeaways

Gates MRI Order and Invoicing Requirements

NOTE: Gates MRI’s customer name in Coupa is Bill & Melinda Gates Foundation and its Subsidiaries.

- **Gates MRI PO Number**: Orders specific to Gates MRI will have a PO number prefix of “MRI”.
- **PO Acknowledgement**: POs must be acknowledged within 2 business days of receipt.
- **PO Change Request**: 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.
- **No-PO No-Pay**: You cannot submit an invoice without a backing document. Invoices submitted with no backing document will be rejected until a PO or other approved document is presented.
- **Invoice Submission**: You are allowed to submit invoices only after services have been rendered or goods have been delivered.
- **Invoice Numbers**: Invoice numbers must be less than 20 characters and unique.
- **Governing Terms**: If your company has a Master Service Agreement (MSA), General Terms and Conditions (GTC) or other master agreement with Gates MRI, those terms and conditions will supersede the ones contained within the Purchase Order (“PO”).

SAN Reminders

- SAN only routes orders to a single email address. Join the Coupa Supplier Portal (CSP) to allow multiple individuals visibility to Gates MRI orders.
- **Partial Invoicing**: If you are submitting a partial invoice, you will need to keep track of the original PO email to submit subsequent invoices for the outstanding balance.

Please contact supplierhelp@gatesmri.org if you are experiencing difficulties processing orders via SAN.