

# 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](mailto:supplierhelp@gatesmri.org) if you are experiencing difficulties processing orders via SAN.