

Supplier Support for Coupa at Clarivate

The Clarivate Procurement and Accounts Payable teams are here to assist and guide you through the Coupa process. Below are resources and contacts to help you resolve any issues or questions.

Coupa Technical Assistance/Training/Profiles Setup:

- [Help Page | Coupa Suppliers](#) - Official **Coupa** support and training resources

Clarivate's Instance of Coupa Assistance:

- [Supplier Guide to Coupa \(pdf\)](#) - Step-by-step instructions for using Coupa with Clarivate
- [Supplier Support | Clarivate](#) - General Supplier Support
- [FAQ Guide](#) - frequently asked questions
- **Still have questions?** Contact our Clarivate Supplier Management team at: clarivate.vendor.master@Clarivate.com. We're happy to schedule a time to walk the supplier and you through the process

Clarivate Accounts Payable / Invoice Assistance:

- Contact the appropriate AP team based on the Clarivate legal entity name on your invoice:
 - Clarivate and Ex Libris: clarivate.ap.queries@clarivate.com
 - ProQuest: QL pq-accounts.payable@clarivate.com
 - Innovative: pq-ap@clarivate.com

Clarivate Sourcing/Purchasing/Contract Assistance:

- For questions related to Sourcing, Purchasing or Contracts, reach out to the Sourcing Team at: Clarivate.sourcing@clarivate.com