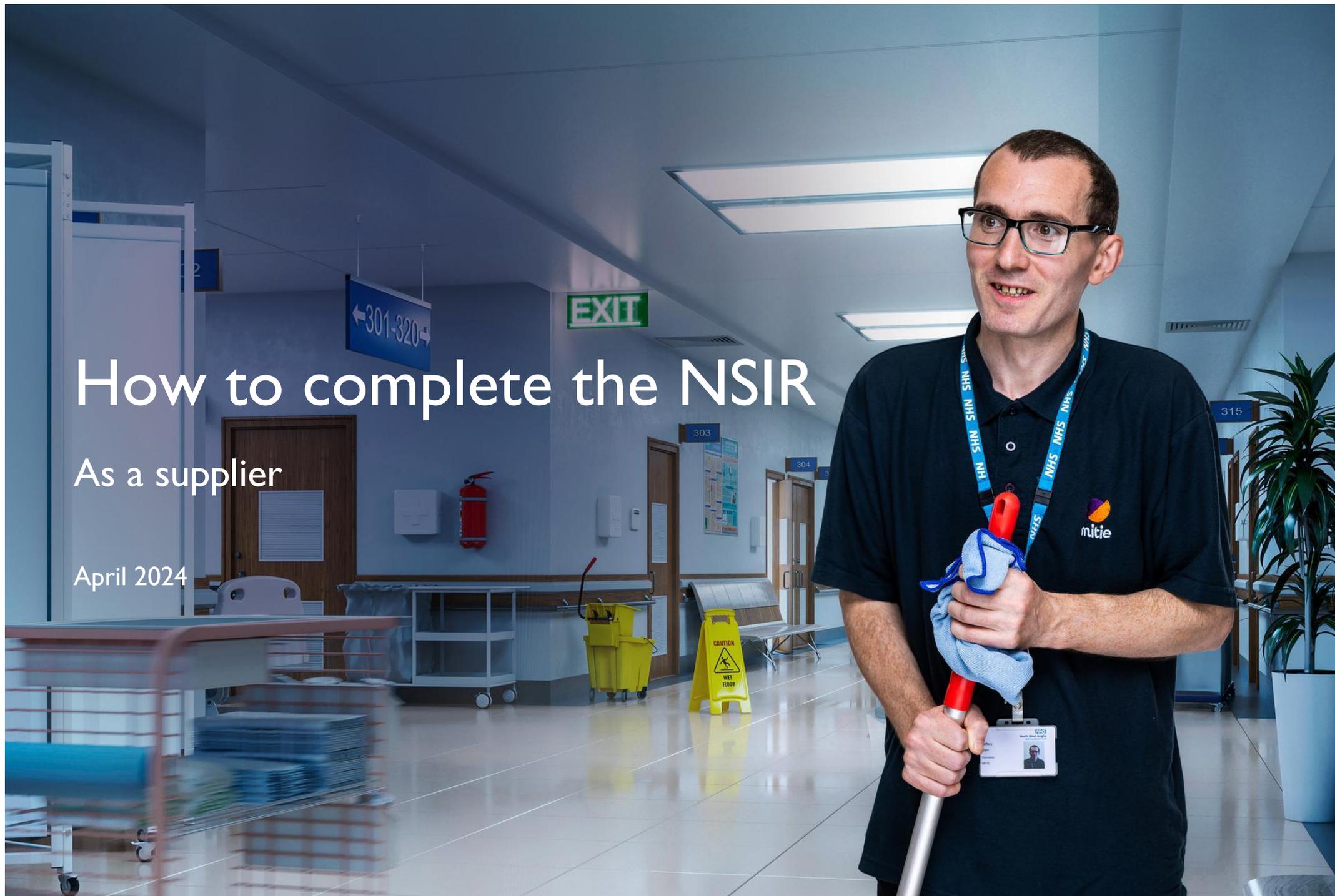


# How to complete the NSIR

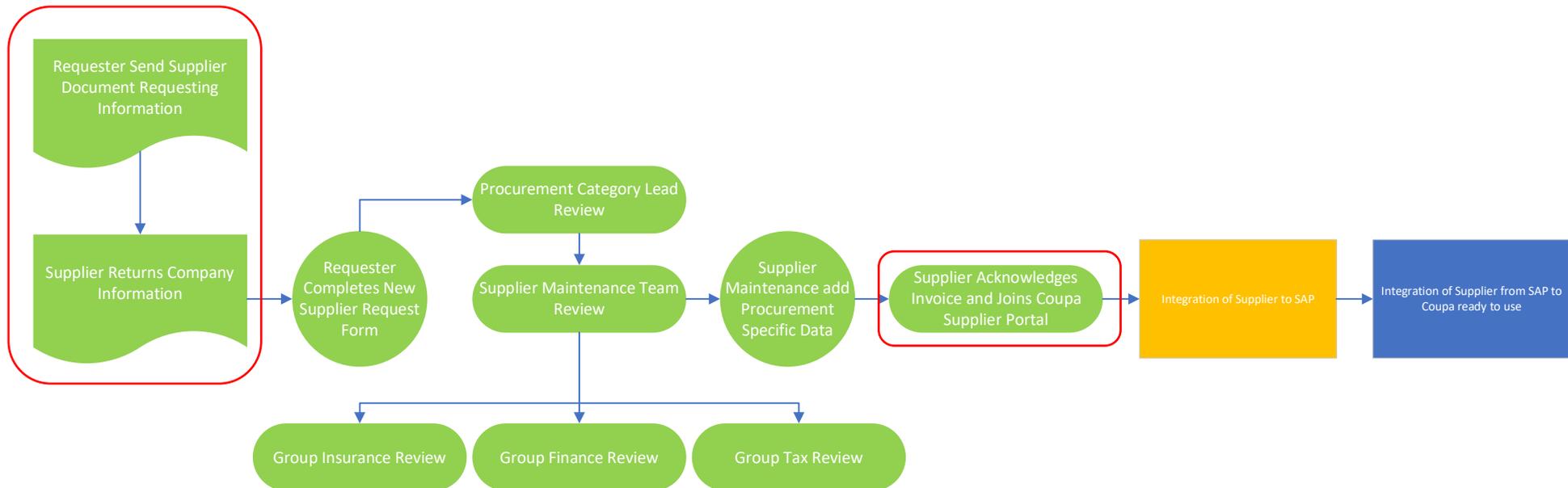
As a supplier

April 2024



# This tutorial will help you create a new supplier record

1. How to complete and submit a New Supplier Information Request (NSIR) form
2. Acknowledge Coupa invitation and join the Coupa Supplier Portal (CSP)



Mitie use Coupa to onboard new suppliers as well as to maintain and amend existing Supplier details.

## Receive the NSIR form, from your Mitie Contact

On identification as a suitable supplier, your Mitie contact will email you a **New Supplier Information Request (NSIR)** Microsoft (MS) form, which you need to complete and return to your Mitie contact. Upon completion, it then goes through an internal approval process. On approval, you will receive an email invitation from Coupa to join the Coupa Supplier Portal (CSP). To join Coupa you can click on the link contained in the email invitation to complete your registration.



# New Supplier Information Request Form

## IMPORTANT INFORMATION

Please refer to [Mitiesuppliers.com](https://mitiesuppliers.com) for details of all training, guidance and support information about becoming an approved supplier to Mitie. Suppliers should review this information prior to submitting a completed form. In this form you will be asked to confirm that you have read this information, agree to Mitie Terms and Conditions, and have provided the required documentation prior to submitting your form.

Please select each item below to confirm that you have reviewed and completed the required documentation and to confirm your agreement and compliance with all requirements as detailed in each document (select all that apply):

Mitie Standard Terms and Conditions	[Select]
Mitie requirements for subcontractors (including Alcumus SafeContractor accreditation, Mitie Contractor Handbook, and Mitie Contractor Rules)	[Select]
Mitie Infosec Questionnaire for Suppliers which covers Information Security and Cyber requirements (where applicable to Goods or service)	[Select]
Mitie Guidance for suppliers on Modern Slavery and Human trafficking	[Select]
Mitie Social Value Policy	[Select]

You must:

1. Complete the NSIR form and return it to your Mitie contact.
2. Provide insurance documentation.
3. Provide proof of banking details on company headed paper.

## Mitie Terms & Conditions

Download, read and agree to the [Mitie Terms and Conditions](#).

NOTE: If you decline to accept the Mitie Terms and Conditions, it means you cannot work with Mitie

Please complete the NSIR form with all the accurate details and return to your Mitie Contact.

About your Company	
Your Full Name	
Your email address	
Company Registered Name <i>(as registered by Companies House or country equivalent)</i>	Please ensure you complete your company name in CAPITALS.
Registered Business Address <i>(Street address line 1)</i>	
City	
Postcode	
Country	
Supplier Type <i>(select from drop down menu)</i>	[Select]
Company Registration Number <i>(as registered on Companies House or country equivalent)</i>	
Do you operate via a Personal Services Company?	
Preferred Account Currency	
Organisation Size <i>(select from drop down menu)</i>	[Select]
Type of goods and/or services	
Do you currently hold a waste carrier, broker or dealers licence, or are a registered professional carrier and transporter of waste?	[Select]
Waste Carrier Licence # <i>(if applicable)</i>	
Do you provide IT or IS Systems Hardware or Software and/or handle Mitie or Customer Information? <i>IMPORTANT: All suppliers who are providing these are required to complete an INFOSEC questionnaire prior to onboarding with Mitie. If you have not already completed this - ask your Mitie contact for more information</i>	[Select]
Confirm the date you submitted a completed INFOSEC questionnaire to Mitie contact <i>(if applicable)</i>	
Provide a short summary of what goods and/or services you will be providing Mitie	
Will you be providing services onsite for Mitie? <i>IMPORTANT: All onsite sub-contractors are required to register with Alcumus PRIOR to onboarding with Mitie. You can find more information about this requirement at MitieSuppliers.com</i>	[Select]
Enter your Alcumus Membership Number <i>(onsite sub-contractors only)</i>	
Confirm the date you submitted completed Contractor Rules and Contractor Handbook to Mitie Contact <i>(onsite sub-contractors only)</i>	

### Bank & Financial Information

Are you a UK based supplier?	[Select]
Enter your Bank Name	
Bank Address (Street address Line 1)	
City	
Postcode	
Country	
Remit to Address (Street address Line 1 - <i>This may be Company registered address</i> )	
City	
Postcode	
Country	
Remit To Contact Email	
Bank Account Name	
Sort Code	
Bank Account Number	
IBAN Number <i>(if applicable)</i>	
SWIFT Code (BIC) <i>(if applicable)</i>	
Bank Account Currency	

#### Top Tip!

Remember to attach Company Bank details on letter headed paper, signed by company authorised signatory when submitting this form. A verbal check will be completed by Mitie

Country of Operation	
Are you VAT Registered?	[Select]
VAT Registration Number <i>(if applicable)</i>	
<i>VAT registration number for the UK must start with a GB then a 9 digit number E.g. GB123456789</i>	
Are you registered under the CIS / Construction Industry Scheme?	[Select]
<a href="https://www.gov.uk/what-is-the-construction-industry-scheme">https://www.gov.uk/what-is-the-construction-industry-scheme</a>	
Unique tax reference (UTR) Number <i>(if applicable)</i>	
Please provide CIS/UTR registered trading name as registered with HMRC <i>(if applicable)</i>	
Primary Contact Full Name <i>(This will be the primary contact who will manage your Coupa Account)</i>	
Email address	
Work Phone	
PO Email address	

## Insurance Information

Do you hold £10,000,000.00 employers liability insurance? <i>(If yes please move on to EL Effective date, if no provide value or details below)</i>	[Select]
Employers liability insurance value (£)	
Provide details why you do not have required Insurance	
EL Effective Date	
EL Expiry Date	
If there have been any claims against or exclusions made in this policy, please provide summary details	
Do you hold £10,000,000.00 Public/Product Liability insurance? <i>(If yes please move on to PL Effective date, if no provide value or details below)</i>	[Select]
Public/Product Liability insurance value (£)	
Provide details why you do not have required Insurance	
PL Effective Date	
PL Expiry Date	
If there have been any claims against or exclusions made in this policy, please provide summary details	
Do you hold £5,000,000.00 Professional Liability insurance? <i>(If yes please move on to PI Effective date, if no provide value or details below)</i>	[Select]
Professional Liability insurance value (£)	
Provide details why you do not have required Insurance	
PI Effective Date	
PI Expiry Date	
If there have been any claims against or exclusions made in this policy, please provide summary details	

**Thank you - You have now completed all the questions in this form**

### Top Tip!

Remember to send a copy of each of the applicable supporting documents listed below together with your completed form to your Mitie Contact

- > PDF copy of your Company bank details on letterheaded paper
- > PDF / non-editable copies of all applicable insurance documentation
- > PDF copy of Infosec questionnaire (where applicable)
- > PDF signed copy of Contractor rules and handbook (where applicable)

# What happens next?

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The New Supplier Request form will be reviewed by our Supplier Maintenance team and depending on the information added, may be subject to further checks from our Insurance, Tax, Finance teams or all. On approval, you will receive an email inviting you to join or log in to the Coupa Supplier Portal.

## Mitie Group Plc Profile Information Request - Action Required

**You are almost set up as a Mitie supplier!**

The last step to complete the process and in order to transact with Mitie you must click the "Join and Respond" button below.

**You must join the Coupa supplier portal** where you will be able to view all your purchase orders and submit invoices electronically as well as update your company details

For useful tips and advice on using the Mitie supplier portal, please go to <https://mitiesuppliers.com>

We look forward to working with you.

Mitie



Join and Respond

## Receive an email invitation to join the Coupa Supplier Portal ('CSP')

The primary contact will receive an email invitation with a notification to join Coupa, the primary contact who accepts the initial invite on the CSP will become the CSP Admin for your company.

The email informs the supplier they are almost set up as a supplier for Mitie and they must join the Coupa supplier portal to complete the process.

Suppliers ***must*** join the Coupa Supplier portal to transact with Mitie.

When the primary contact clicks "Join and Respond" they are prompted to register/login to the Coupa Supplier Portal.

Click **Join and Respond** to create a Coupa Supplier Portal account or **Log in to Coupa** if you are already using Coupa for other customers.

# Coupa Supplier Portal (CSP)

**coupa** supplier portal

C | NOTIFICATIONS 53

Home Profile Forecasts Orders Service/Time Sheets ASN Invoices Catalogues Payments Business Performance

Sourcing Add-ons Setup

**CD** **CC2 DEMO SUPPLIER\_0000646896**

Profile Progress 18% Last Updated: about 1 month ago | [View Profile](#)

**Recent Activity** View *i*

**Announcements**

No Announcements

Coupa is a digital platform used by Mitie to onboard new suppliers, as well as maintaining and amending existing supplier details.

The CSP offers suppliers an easy way to receive purchase orders from their Coupa-based customers.

The CSP allows you to:

- Manage your company information.
- Configure your company PO transmission preferences for each customer.
- View PO's from all your connected customers who use Coupa.
- Create invoices directly in Coupa.

# Verify your email account

### Create an Account

Grow your Business on Coupa with a Free Account

\* Business Name  
  
Your legal business name (or legal personal name if an individual)

\* Email

\* First Name  \* Last Name

\* Password  \* Confirm Password   
Use at least 8 characters and include a number and a letter.

I accept the [Privacy Policy](#) and the [Terms of Use](#)

[Create an Account](#)

Already have an account? [LOG IN](#)

## Email Verification

We sent a one time verification code to  
@mitie.com

Didn't receive the Verification Code? [Request a New Code](#)

[Next](#)

Once you have completed the basic details to create a free account, you will then be asked to verify your email account using a verification code, which will be sent directly to your email address.

# The Coupa Supplier Portal Set-up

## Join an Existing Account?

Provide any of the additional info to get better suggestions.

View existing accounts matching email domain **mitie.com**

**Business Name**

**Country/Region**

**Address Line 1**

**City**  **State**  **Postal Code**

**Tax ID**  **DUNS Number**

No, continue creating a new account

**Next**

Coupa will perform a search and will sometimes make recommendations, if there are any existing accounts, and ask if you wish to review and merge these accounts.

If you are new to Coupa, tick **No, continue creating a new account.**

# Secure CSP Two Factor Authentication

## Secure Your Payment Information

Two-Factor Authentication is **required** to finish setting up payment.

**Authenticate via:** Authenticator app

- 1 Scan this QR code using your mobile device.
  - Open your preferred authentication app on your mobile device. [Learn more](#)
  - For most apps, select "Add" or "+" to scan the QR code or copy and paste the security key.

Coupa Supplier Portal



Click to copy Security Key
- 2 Enter the 6-digit verification code from your device.

Next

## Secure Your Payment Information

Two-Factor Authentication is **required** to finish setting up payment.

**Authenticate via:** Phone Text Message

- 1 A message will be sent to your phone.

**Phone Number**

Invalid format. Example: +1 123-456-7890
- 2 Confirm ReCAPTCHA.

I'm not a robot  [Privacy](#) · [Terms](#)
- 3 Enter the 6-digit verification code sent to your phone.

Next

You will be asked to set-up a two factor authentication which will ensure that your details remain secure whilst using the CSP.

You are provided with two options. You can either scan the QR code and use an existing authentication app to verify a code or select a phone number which can be used to generate a text code.

# Recovery Codes

## Emergency Recovery Codes

Emergency Recovery codes are the only way to restore access if you lose access to your authenticating device or app.

You can use each recovery code only once.  
Save your recovery codes somewhere safe but accessible.

RmdwVA	IsNUhQ	FCRDZQ
9UAYcQ	iYhTvQ	P-VsNg

**Print**

**Download**

**Copy**

These codes were generated on March 19, 2024

On set-up, you will be given some recovery codes which you can save in case there is an issue with the phone or authentication app at any time in the future.

Please save a copy for use in an emergency.

Next

## Initial Connect to Mitie

### Your Contact Information

\* First Name

\* Last Name

\* Phone Number

\* Country/Region

\* Address Line 1

\* City

State

\* Postcode

Next

Skip for Now

Whilst it is encouraged that you complete your contact and profile details. It's possible from this page to skip through until you reach the Mitie request page which asks you for additional information.

## Accepting Mitie's request for information

### Mitie Group Plc requires some additional information

This information must be provided before you can do business with Mitie Group Plc.

Once you've reached this page, please ensure you select the **“Take me there”** button.

[Take me there](#)

# Mitie's acknowledge Coupa portal invite message

Your Profile Information Requests Performance Evaluation

Mitie Group Plc

Profile Mitie Group Plc

Acknowledge Coupa Portal Invite Message

1.1E New Supplier Request Supplier Acknowledgement [R4]

Supplier Information

CC2 Invite Screenshots LTD



Thank you for joining the Coupa Supplier Portal. Please click submit below. This is so you are able to transact with Mitie and confirms you have completed your Coupa Supplier Portal registration. If you need to change any of your company details, please contact us at [supplier.maintenance@mitie.com](mailto:supplier.maintenance@mitie.com) or via your normal Mitie contact who will arrange for an update form to be sent you. Once received, you can update your details right here in the portal. We look forward to working with you.  
Mitie

Decline

Save

Submit

For suppliers who have already provided their details, this page is an acknowledgement of set-up and needs to be **submitted** before you are approved and activated for use.

# Successful submission

Mitie Group Plc

Profile Mitie Group Plc

Your request has been applied successfully

Acknowledge Coupa Portal Invite Message

1.1E New Supplier Request Supplier Acknowledgement [R4]

Applied



### Supplier Information

CC2 Invite Screenshots LTD

Thank you for joining the Coupa Supplier Portal. Please click submit below. This is so you are able to transact with Mitie and confirms you have completed your Coupa Supplier Portal registration. If you need to change any of your company details, please contact us at [supplier.maintenance@mitie.com](mailto:supplier.maintenance@mitie.com) or via your normal Mitie contact who will arrange for an update form to be sent you. Once received, you can update your details right here in the portal. We look forward to working with you.  
Mitie

Update Info

You are now a Mitie-Coupa enabled supplier!

# Submit confirmation of CSP registration for existing Coupa Suppliers

- Home
- Profile
- Orders
- Service/Time Sheets
- ASN
- Invoices
- Catalogues
- Payments
- Business Performance
- Sourcing
- Add-ons
- Setup

## My Notifications

Notification Preferences

View

All ▾

<input type="checkbox"/>	Message	Received
<input type="checkbox"/>	<a href="#">First reminder from Mitie Group Plc - Procurement Test Supplier: Your information request is still pending.</a>	22/02/2023 07:02
<input type="checkbox"/>	<b>Update your profile for Mitie Group Plc - Procurement Test Supplier</b>	20/02/2023 17:41

## Mitie Group Plc

Profile

Mitie Group Plc

Acknowledge Coupa Portal Invite Message R4

### Supplier Information

SMOKE TEST NEW SUPPLIER REQUEST



Thank you for joining the Coupa Supplier Portal. Please click submit below.

This is so you are able to transact with Mitie and confirms you have completed your Coupa Supplier Portal registration. If you need to change any of your company details, please contact us at [supplier.maintenance@mitie.com](mailto:supplier.maintenance@mitie.com) or via your normal Mitie contact who will arrange for an update form to be sent you. Once received, you can update your details right here in the portal.

We look forward to working with you. Mitie

## Mitie Group Plc - Procurement Test Supplier

Profile Mitie Group Plc - Procurement Test Supplier ▾

Your request has been applied successfully



Applied



Once the primary contact has signed up to the Coupa Supplier Portal, they will receive a notification to update their profile and to submit confirmation of their CSP registration.

Click on **Update your profile for Mitie Group Plc.** under notifications.

**Note:** The primary contact must click submit to confirm they have completed the registration.