

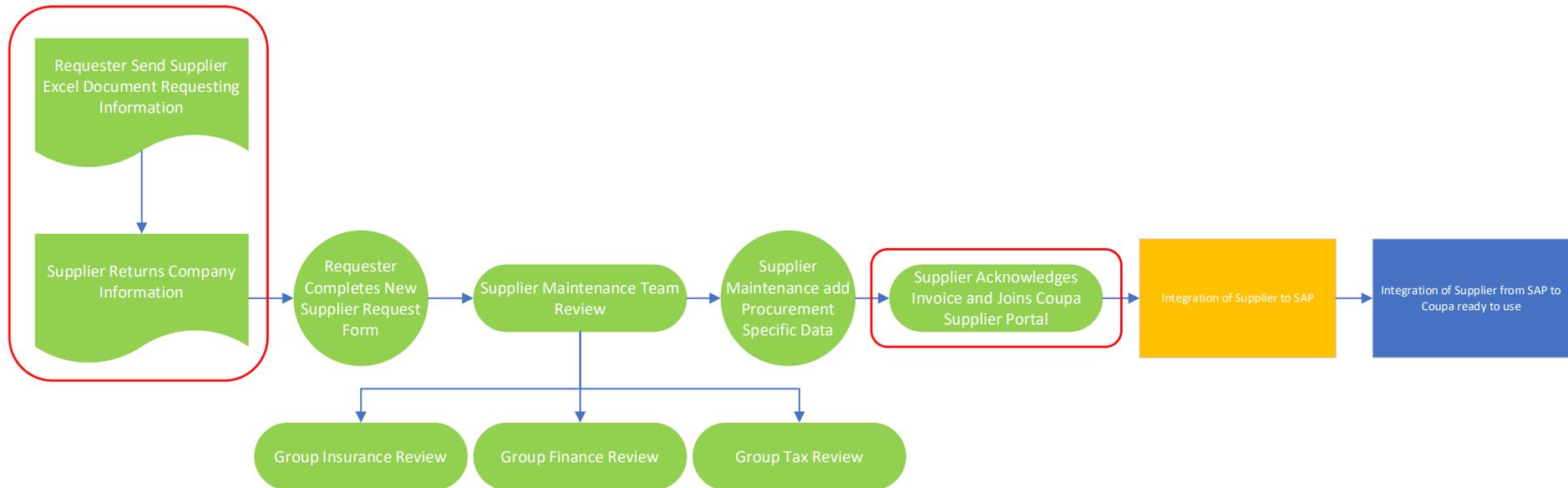


# DSP – Supplier Onboarding

## How to complete the NSIR as a supplier

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 Invite and Join Coupa Supplier Portal (CSP)



Mitie use Coupa to onboard new suppliers as well as to maintain and amend existing Supplier details. This training script assumes the supplier is already onboarded and they have contacted Mitie requesting a bank details update.

**1. 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)** form (an excel questionnaire sheet), which you need to complete and return to your Mitie contact. It then goes through an internal approval process. On approval, you will receive an email Invite 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.

You must:

1. Complete the form (excel sheet) and return.
2. Provide insurance documentation.
3. Provide proof of banking details on company headed paper.

**Mitie Terms & Conditions**

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

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

Should you have any questions, please speak to your Mitie contact.

## Mitie New Supplier Form

All training and support information and guidance is available to all suppliers at [Mitiesuppliers.com](https://mitiesuppliers.com).

Suppliers should review information prior to submitting their completed form as this contains full details of all requirements to become an approved supplier for Mitie, including:

- Mitie Standard terms and conditions
- Mitie Guidance for suppliers on Modern Slavery and Human trafficking
- Mitie Social Value Policy
- Mitie Information Security and Cyber requirements
- Mitie requirements for subcontractors - Alcumus SafeContractor accreditation, Mitie Contractor Handbook and Contractor Rules

**IMPORTANT:** Submitting this form confirms that you, as a Supplier, have read and agree to the requirements to become a Mitie Supplier as highlighted above.

**2. Complete the NSIR form with all the accurate details and return to your Mitie Contact.**

Question	Answer
Q1) Company Registered Name <i>(as registered by Companies House or country equivalent)</i>	<input type="text"/>
Q2) Registered Business Address	<input type="text"/> Address Line 1 <input type="text"/> Address Line 2 <input type="text"/> Address Line 3 <input type="text"/> Address Line 4 <input type="text"/> Address Line 5 <input type="text"/>
Q3) Supplier type	<input type="text"/>
Q4) Company Registration Number <i>(complete if a registered company on companies house or country equivalent)</i>	GB123456789
Q5) Do you operate via a Personal Services Company?	<input type="text"/>
Q6) Organisation Size	<input type="text"/>
Q7) Do you currently hold a waste carrier, broker or dealers licence, or are a registered professional carrier and transporter of waste? <i>(If no please move to question 15)</i>	<input type="text"/>
Q8) Waste Carrier Licence	<input type="text"/>
Q9) Do you provide IT or IS Systems Hardware or Software and/or handle Mitie or Customer Information?	<input type="text"/>
Q10) Confirm you have completed the INFOSEC questionnaire and sent it to the INFOSEC team?	<input type="text"/>
Q11) What will you be providing Mitie?	<input type="text"/>
Q12) Will you be providing services onsite for Mitie? <i>(If no please move to question 15)</i>	<input type="text"/>

Q13) Alcumus Membership Number (XX1234)  
**IMPORTANT:** All suppliers who are onsite contractors are required to register with Alcumus PRIOR to onboarding with Mitie.

Q14) Confirm you have completed, signed and returned a copy of the Contractor Rules and Contractor Handbook to Mitie.  
[https://mitiesuppliers.com/wp-content/uploads/Mitie\\_Contractor\\_Rules.pdf](https://mitiesuppliers.com/wp-content/uploads/Mitie_Contractor_Rules.pdf)  
[https://mitiesuppliers.com/wp-content/uploads/Contractor\\_Handbook.pdf](https://mitiesuppliers.com/wp-content/uploads/Contractor_Handbook.pdf)

Q15) Please provide details of the Goods/Service to be supplied to Mitie

Q16) Are you a Supplier based in the UK?

Q17) Bank Name

Q18) Bank Address

Q19) Bank City

Q20) Bank Country

Q21) Remit To Street Address

Q22) Remit To Street Address 2 (if applicable)

Q23) Remit To Street City

Q24) Remit To Post Code

Q25) Remit To Country

Q26) Remit To Contact Email

Q27) Account Name

Q28) Sort Code

Q29) Bank Account Number

Q31) IBAN Number (if applicable)

Q32) SWIFT Code (BIC) (if applicable)

Q33) Account Currency

Q34) Is this a company bank account or a factoring agent

Q35) Please attach company banking details on letter headed paper and signed by company authorised signatory.  
**IMPORTANT:** A verbal check will be carried out by Mitie to verify the bank details

Q36) Country of Operation

Q37) Are you VAT Registered?

Q38) VAT Registration Number  
VAT registration number for the UK must start with a GB then a 9 digit number E.g. GB123456789

Q39) Are you registered under the CIS / Construction Industry Scheme?

Q40) Unique tax reference (UTR) Number

Q41) Please provide CIS/UTR registered trading name as registered with HMRC

Q42) Primary point of contact: Full Name

Q43) Email

Q44) Phone Number

Q45) PO Email

Q46) Do you hold £10,000,000.00 employers liability insurance? (If yes please move to question 33)

Q47) Employers liability insurance value (£)

Q48) Provide details why you do not have required Insurance

Q49) EL Effective Date

Q50) EL Expiry Date

Q51) Have there been any claims against this policy?

Q52) Do you hold £10,000,000.00 Public/Product Liability insurance? (If yes please move to question 39)

Q53) Public/Product Liability insurance value (£)

Q54) Provide details why you do not have required Insurance

Q55) PL Effective Date

Q56) PL Expiry Date

Q57) Have there been any claims against this policy?

Q58) Do you hold £5,000,000.00 Professional Liability insurance? (If yes please move to question 45)

Q59) Professional Liability insurance value (£)

Q60) Provide details why you do not have required Insurance

Q61) PI Effective Date

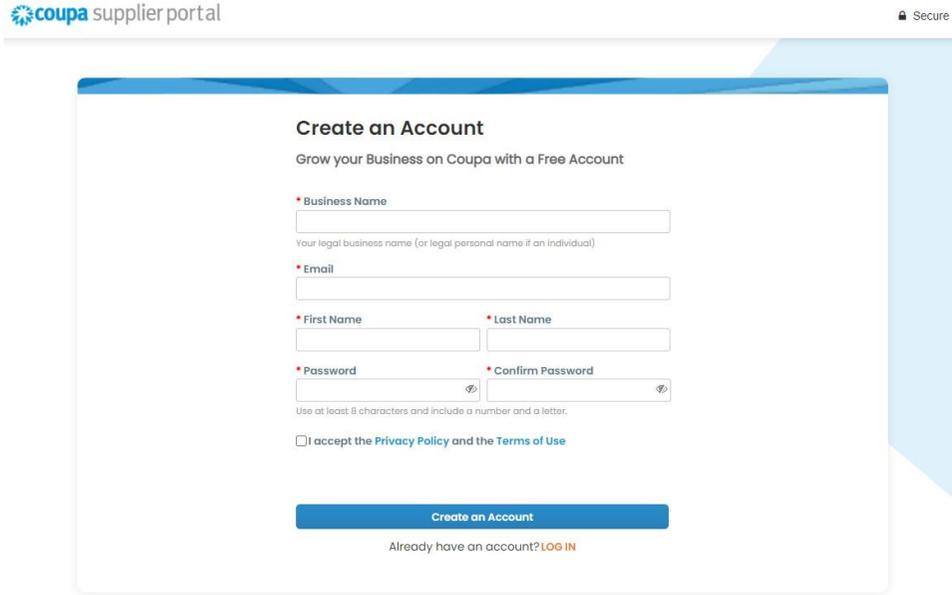
Q62) PI Expiry Date

Q63) Have there been any claims against this policy?

Completed By (Supplier Contact Name):

Please ensure you attach evidence of all relevant documentation including Company bank details and any Insurances

	<p><b>What happens next?</b>  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.</p>	
<p><b>3.</b></p>	<p><b>Receive an email invitation to join the Coupa Supplier Portal('CSP').</b>  The Primary contact receives 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 <b>must</b> Join the Coupa Supplier portal in order to transact with Mitie.  When the primary contact clicks "Join and Respond" they are prompted to register/login to the Coupa Supplier Portal.</p>	<div data-bbox="958 710 1720 742" data-label="Section-Header"> <p>Mitie Group Plc Profile Information Request - Action Required</p> </div> <div data-bbox="958 794 1294 813" data-label="Text"> <p>You are almost set up as a Mitie supplier!</p> </div> <div data-bbox="958 833 1787 877" data-label="Text"> <p>The last step to complete the process and in order to transact with Mitie you must click the "Join and Respond" button below.</p> </div> <div data-bbox="958 896 1787 941" data-label="Text"> <p>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</p> </div> <div data-bbox="958 960 1697 979" data-label="Text"> <p>For useful tips and advice on using the Mitie supplier portal, please go to <a href="https://mitiesuppliers.com">https://mitiesuppliers.com</a></p> </div> <div data-bbox="958 999 1236 1018" data-label="Text"> <p>We look forward to working with you.</p> </div> <div data-bbox="958 1031 1003 1050" data-label="Text"> <p>Mitie</p> </div> <div data-bbox="1232 1168 1572 1257" data-label="Image"> </div>

	<p>1. Click <b>Join and Respond</b> to create a Coupa Supplier Portal account or <b>Log in to Coupa</b> if you are already using Coupa for other customers.</p>	
	<p><b>Coupa Supplier Portal ('CSP').</b> Coupa is the tool used by Mitie to onboard new Suppliers as well as to maintain and amend existing Supplier details. The CSP offers suppliers an easy way to receive purchase orders from their Coupa-based customers. It is a no-cost tool for suppliers that makes working with Coupa a snap. The CSP lets you</p> <ul style="list-style-type: none"> <li>• Manage your company information</li> <li>• Configure your company PO transmission preferences for each customer</li> <li>• View PO's from all your connected customers who use Coupa</li> <li>• Create invoices directly in Coupa</li> </ul>	
<p><b>4.</b></p>	<p><b>Submit confirmation of CSP registration.</b> Once the primary contact has signed up to the Coupa Supplier</p>	

portal, they will receive a notification to update your profile and to submit confirmation of their Coupa Supplier Portal registration.

2. 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.

coupa supplier portal

SUPPLIER | NOTIFICATIONS 13 | HELP

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

Setup

My Notifications Notification Preferences

View  
All

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

3. Click **Submit** to complete CSP registration.

Mitie Group Plc - Training Inc

Profile Mitie Group Plc - Training Inc

Supplier Information Training Inc

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 vendor.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**

---

coupa supplier portal

SUPPLIER | NOTIFICATIONS 12 | HELP

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

Setup

Your Profile Information Requests

Mitie Group Plc - Procurement Test Supplier

Profile Mitie Group Plc - Procurement Test Supplier

Your request has been applied successfully

Applied