

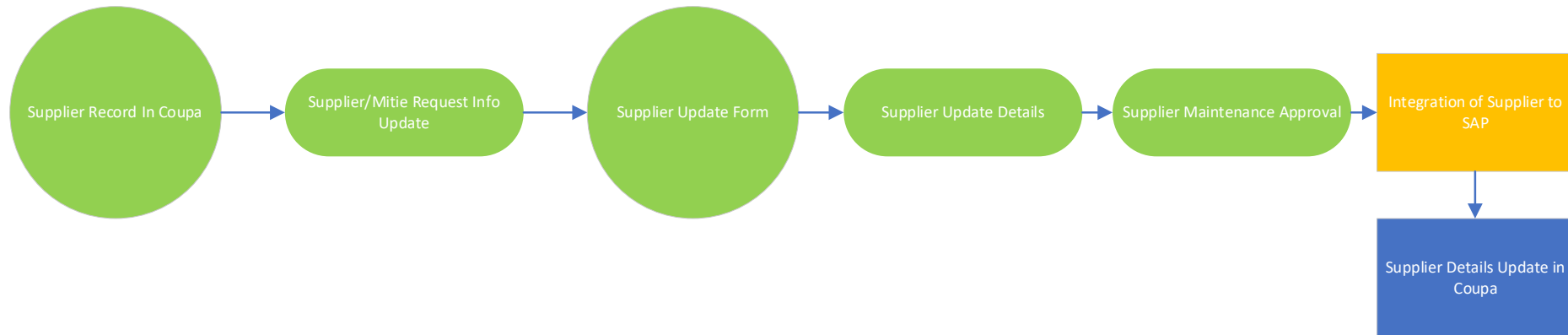


DSP – Supplier Onboarding

How to update supplier details as a supplier

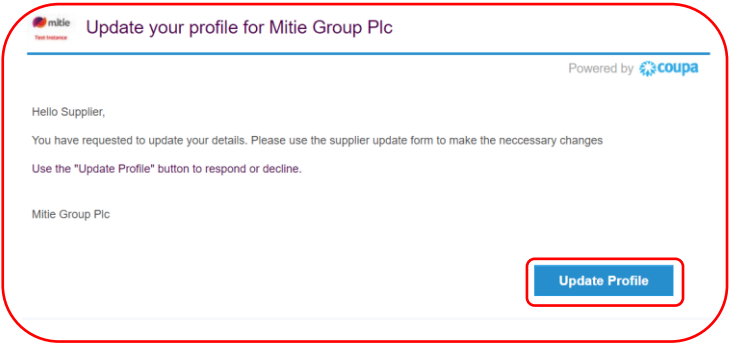
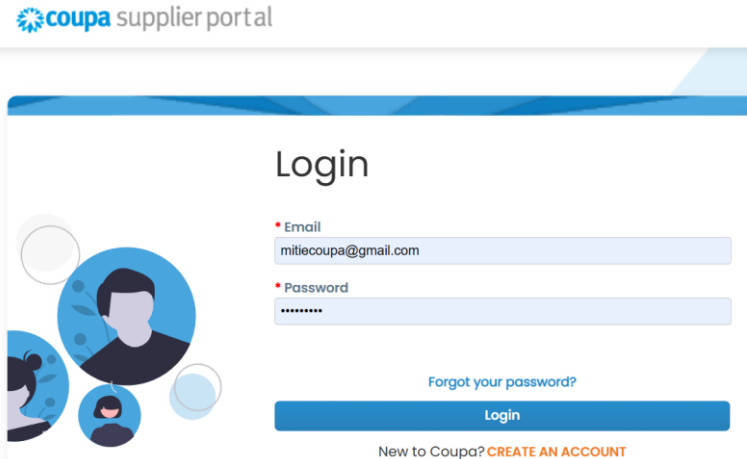
This tutorial will help you to update your bank details using the Supplier Update form:

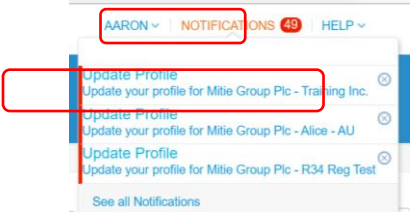
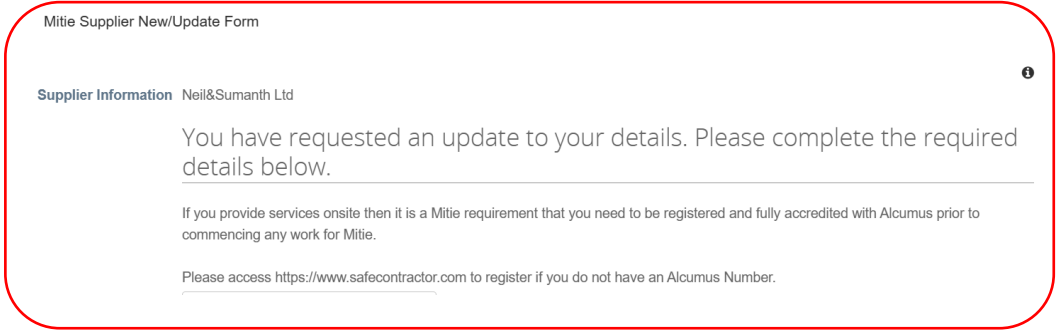
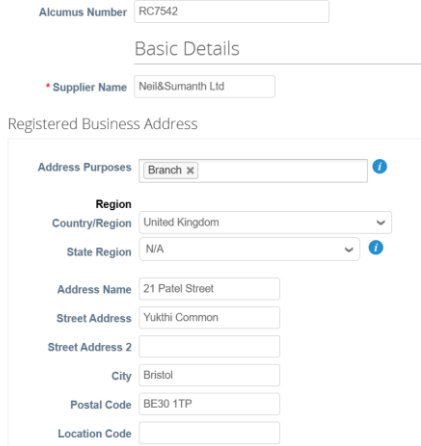
1. How to request supplier details update form
2. How you will know you have received the supplier details update form
3. Completing the supplier details update form and submitting.
4. How you know your details have been updated


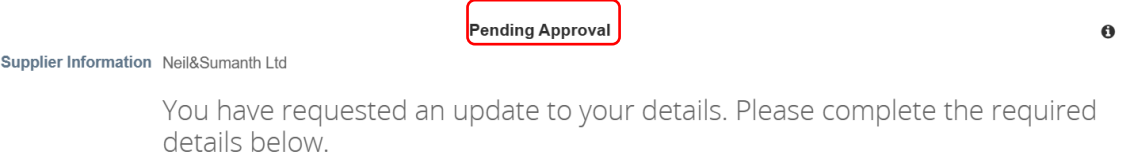
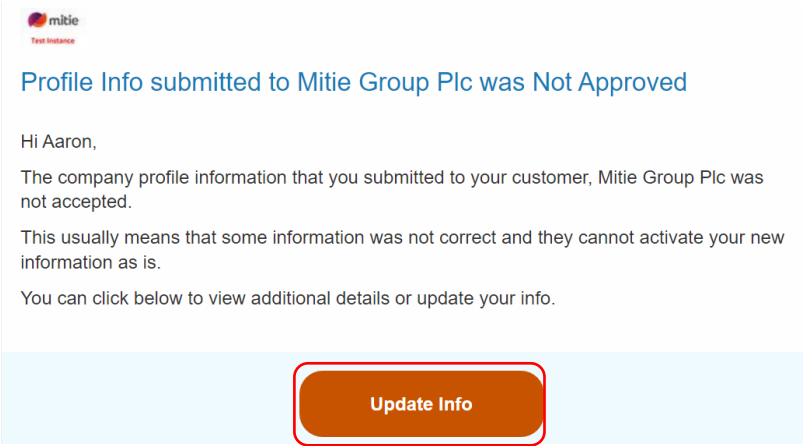


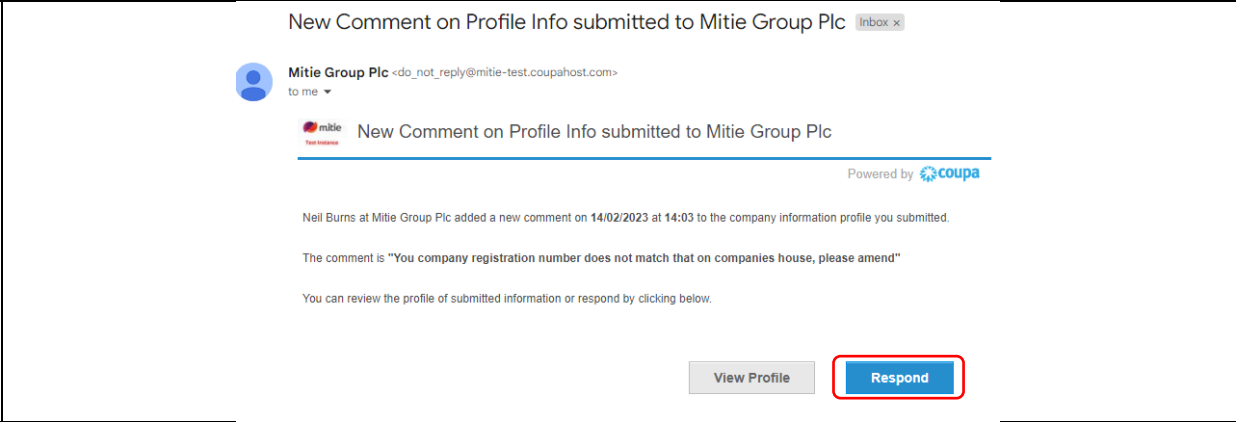
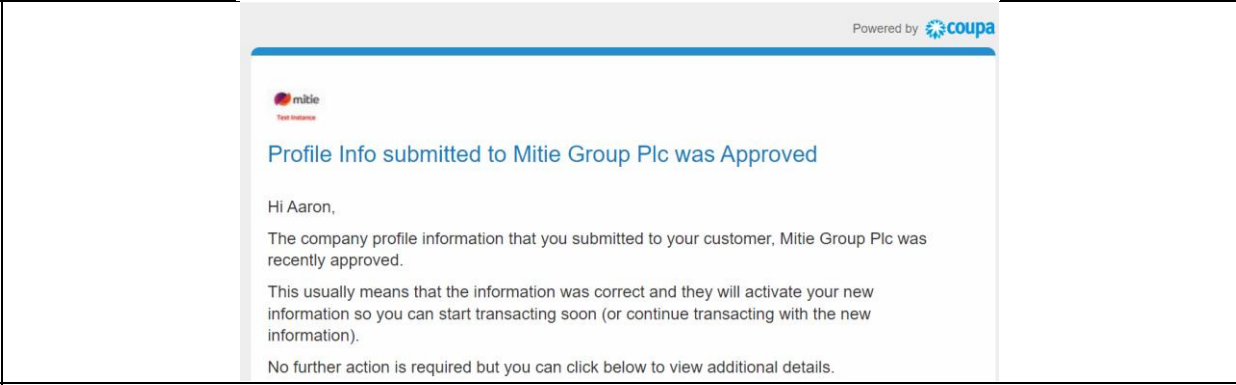
How to update your details using the Supplier Update form in the Coupa Supplier Portal (CSP)

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.

<p>1.</p>	<p>How to request an update to your details.</p> <p>Any supplier wishing to update their details will need to send an email to the supplier maintenance inbox (supplier.maintenance@mitie.com) requesting an update. Supplier Maintenance will respond to your email confirming they will send you a Supplier Update Form</p> <p>Only suppliers who are fully onboarded can update their bank details.</p> <p>If the supplier is in progress or not onboarded to Coupa, this must take place first. This training material assumes the supplier is fully onboarded and available in Coupa</p>	
<p>2.</p>	<p>You will receive an email confirming you have requested to update your details which will prompt you to login to the Coupa Supplier Portal (CSP)</p> <p>Click on the Update Profile button to be re-directed to the CSP to login.</p>	 <p>The screenshot shows an email interface with the following text: 'Update your profile for Mitie Group Plc', 'Powered by coupa', 'Hello Supplier,', 'You have requested to update your details. Please use the supplier update form to make the necessary changes', 'Use the "Update Profile" button to respond or decline.', 'Mitie Group Plc', and a blue 'Update Profile' button at the bottom right.</p>
<p>3.</p>	<p>Login to the Coupa Supplier Portal</p> <p>The login details will be the details you used when you originally logged in to the CSP.</p>	 <p>The screenshot shows the 'coupa supplier portal' header and a 'Login' section. It includes input fields for 'Email' (mitiecoupa@gmail.com) and 'Password' (masked with dots), a 'Forgot your password?' link, a blue 'Login' button, and a link for 'New to Coupa? CREATE AN ACCOUNT'.</p>

<p>4.</p>	<p>Under the Notifications section, a notification will be visible requesting an update to your profile. Click on the notification.</p>	
<p>5.</p>	<p>The supplier update form will be displayed for you to change your details.</p>	
<p>6.</p>	<p>The details Mitie already have will be defaulted into the question sets.</p> <p>It's a simple case of deleting the entries out and adding your new details.</p> <p>You <u>only</u> need to update the details you need to change, you don't have to complete the whole form.</p> <p>Note: If you have changed company name with a different company registration number, Mitie will require you to be set up as a new supplier.</p>	

<p>7.</p>	<p>Scroll to the bottom and click Submit for Approval</p> <p>Note: If you decline the request, you will need to ask Mitie to re-send the supplier form</p>	
<p>8.</p>	<p>The form is now with Mitie in Pending Approval status. Mitie will review the details and either Approve or Reject</p>	
<p>9.</p>	<p>If your details are not accepted by Mitie, you will receive 2 emails.</p> <p>Email 1 is informing you the information submitted was not approved. Clicking Update Info will take you to the supplier Update form.</p>	

	<p>Email 2 is the comments stating why the information submitted was not approved.</p> <p>You can go back and forth with Mitie with comments by clicking the Respond button</p>	
<p>10.</p>	<p>If your details are approved, you will receive an email confirming the information you have submitted has been approved.</p>	
<p>11.</p>	<p>The supplier Update form will be in Applied status.</p> <p>Nothing further is needed, and the update is complete.</p>	