



Acquisition Onboarding User Guide

Acquisition Onboarding Supplier Training Guide



Acquisition Supplier Training Guide



- To transact with Mitie, all suppliers must use the Coupa Supplier Portal (CSP). The CSP is a free to use portal and allows suppliers to receive Purchase Orders and send Invoices electronically.
- As part of a Mitie acquisition, your details have already been loaded onto the Mitie purchasing system (Coupa).
- To complete the process; you must complete the acquisition form to be fully set up. Once complete, you will be ready to transact.
- You will receive an automated email requesting completion on the Supplier Onboarding Form. This email is sent to the primary contacted already added to the Mitie purchasing system.
- Click Join and Respond to register with the CSP and complete the supplier onboarding form.

A screenshot of an email titled "New CSP Supplier SIM Invitation" from Mitie. The email is powered by Coupa. It contains the following text:

Powered by coupa

mitie
TEST

New CSP Supplier SIM Invitation

Action Required – Please Complete Your Supplier Onboarding Form

You should have recently received communications from Marlowe about changes we are making as we integrate into the Mitie Group of Companies. You have been identified as a valued supplier, and we look forward to continuing to work with you.

As part of the process and to continue to transact with us as part of Mitie, we need to onboard you onto our new system (Coupa). Please complete the Supplier Onboarding Form within the next 5 working days,

- If you are new to Coupa, click “Join and Respond” button below to register on the Coupa Supplier Portal (CSP).
- If you already use Coupa, click “Update Profile” button below to connect with Mitie.

Through the CSP, you can view Purchase Orders, submit invoices, and maintain your company details.
For guidance and tips, visit <https://mitiesuppliers.com>.
Thank you for your prompt action. We look forward to working with you.

Mitie Group PLC
<https://www.mitie.com>

Join and Respond

Acquisition Supplier Training Guide – Coupa Supplier Portal



- Create a password for your CSP account.
- Add your company region
- Add your tax registration ID
- If you are not tax registered, click “I do not have a Tax ID”. This will prompt a further question asking for a reason you are not tax registered.
- Tick the accept terms and conditions box
- Click Create an account

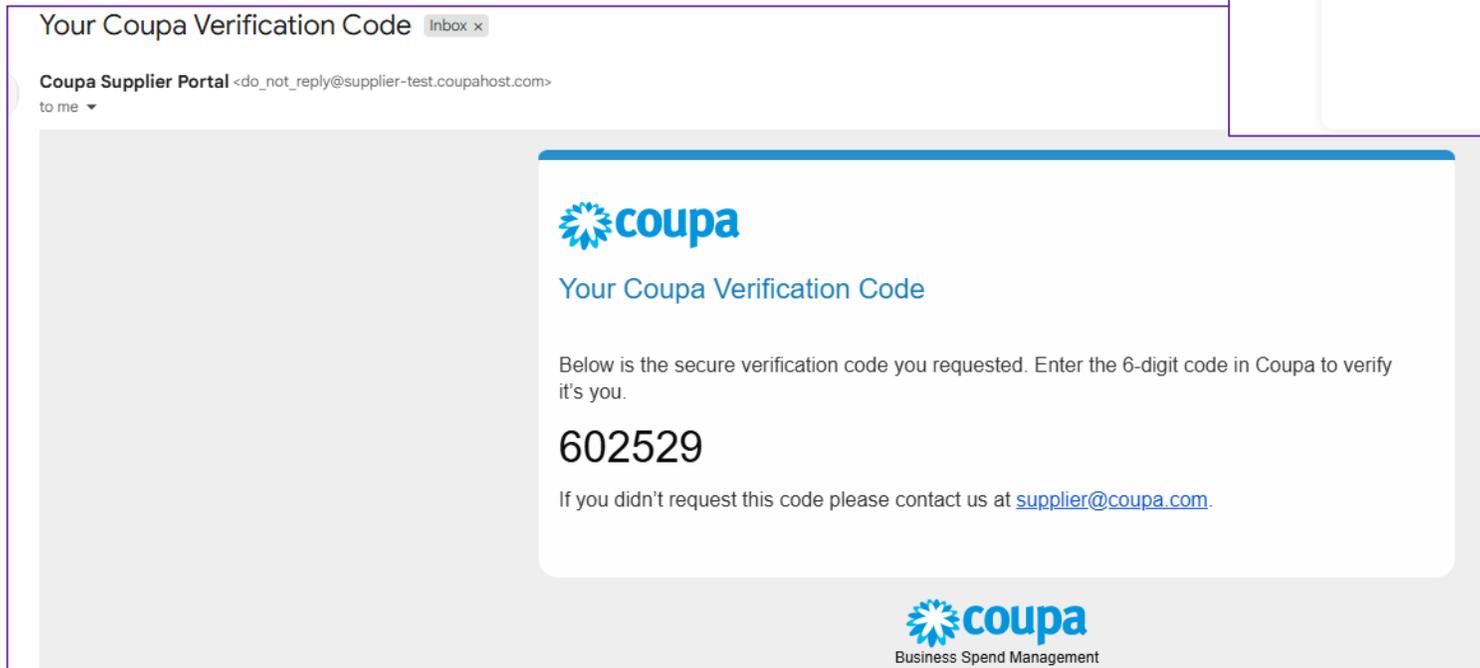
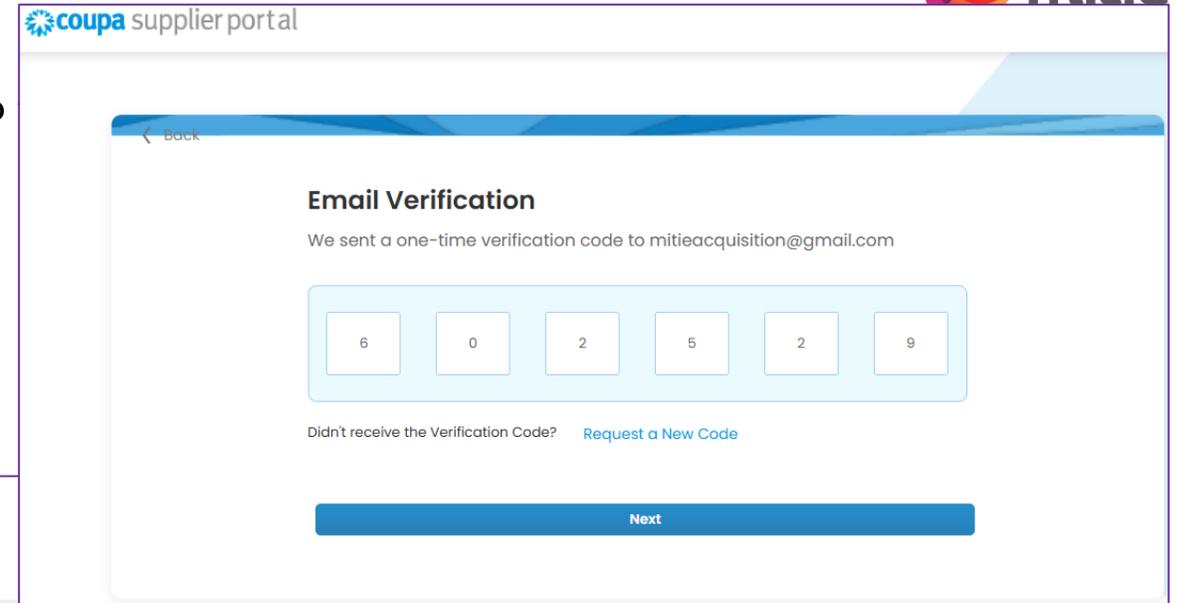
IMPORTANT: The user who receives the Coupa supplier portal invite will by default, be the administrator of this site. This user has the option of inviting additional users within the business. Mitie cannot allocate more than one user.

The screenshot shows the 'Create an account' page on the Coupa Supplier Portal. The page title is 'coupa supplier portal'. The main heading is 'Create an account'. Below the heading, there is a paragraph: 'Mitie Group Plc uses Coupa to transact and communicate with you. If you can't provide this info, please send it to the right person who manages accounts.' There is a link 'Forward this to someone'. The form fields are: 'Business Name' (value: TRAINING SUPPLIERCSP), 'Email' (value: mitieacquisition@gmail.com), 'First Name' (value: Jamie), 'Last Name' (value: Lee), 'Password' and 'Confirm Password' (both empty), 'Country/Region' (dropdown menu), and 'Tax Registration' (value: #####). There are two checkboxes: 'I do not have a Tax ID' and 'I accept the Privacy Policy and Terms of Use'. The 'Create an account' button is highlighted with a purple oval.

Acquisition Supplier Training Guide – Coupa Supplier Portal



- Coupa will request an email verification code. This will be sent to email address the original CSP invite was sent to.



- Type the email verification code and click “Next”

Acquisition Supplier Training Guide – Coupa Supplier Portal



- Complete the address details form. All fields marked with an * are mandatory fields.
- You can ignore the Invoice-From-Code and Board of Directors field
- Click “Save and Next”

Onboarding for mitie-test (Coupa Supplier Portal)
Fill out the required fields so your customer can pay you.

1 Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Primary Address ✦

* Country/Region: United Kingdom

* Address Line 1: 1 Training Street

Address Line 2: Address Line 2

* City: London

* State: London

* Postcode: E15 4HE

United Kingdom

* Type of Company: Limited

Board of Directors

Invoice-From Code

Preferred Language: English (UK)

Save and Next

Acquisition Supplier Training Guide – Coupa Supplier Portal



IGNORE THIS SECTION – Mitie does not accept virtual payments

Onboarding for mitie-test (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

✔ Primary Address saved successfully

✔ Primary Address
Provide the main address associated with your business.

2 Payment Methods
(Virtual Card | Bank Transfer | Remit-To Address)

Virtual Card ⓘ

Please enter the following information to receive Virtual Card payments.

Account Nickname * ⓘ

Email Address *

Process credit cards automatically

Do not accept Virtual Card payments from Mitie Group Plc

Save and Next

Acquisition Supplier Training Guide – Coupa Supplier Portal



- Complete the bank details form.
- Account Nickname
- Beneficiary Legal Name (Your company name)
- Bank Name
- Account Number
- Sort Code

Note: IBAN and SWIFT are only required for international payments. Please leave bank if this is not required.

Additional Information

Remittance Email i

Remit-To Code i

Supporting Documents i

Drop or Browse Files

Do not accept Bank Transfer payments from Mitie Group Plc

Onboarding for mitie-test (Coupa Supplier Portal)

Fill out the required fields so your customer can pay you.

1 Primary Address Provide the main address associated with your business. **2** Payment Methods (Virtual Card | Bank Transfer | Remit-To Address)

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Account Nickname * <small>i</small>	Beneficiary Legal Name * <small>i</small>
<input type="text" value="Training Supplier"/>	<input type="text" value="TRAINING SUPPLIERCSP"/>
Bank Branch Country / Region *	Bank Account Currency *
<input type="text" value="United Kingdom"/>	<input type="text" value="GBP"/>
Bank Name *	Account Number *
<input type="text" value="Barclays"/>	<input type="text" value="40849501"/>
IBAN	Sort Code * <small>i</small>
<input type="text"/>	<input type="text" value="209069"/>
SWIFT / BIC Code <small>i</small>	
<input type="text" value="8 or 11 characters"/>	

- Option details of adding Remittance email, Remit-To-Code and supporting documents.

Note: Supporting documents and remittance email are not required here but they are required on the Mitie form which you will be returned to after registering with the CSP. Do not tick “Do not accept bank transfers....” as Mitie pays all suppliers with this method.

- Click “Save and Next”

Acquisition Supplier Training Guide – Complete Acquisition Form



Now you have completed the Coupa Supplier Portal registration, the next step is to complete the Mitie Acquisition Supplier Onboarding Form. This form must be completed to successfully populate your supplier profile in the Mitie system and get you ready to transact. Note: the status of your supplier onboarding form is “New”

Click on the blue hyperlink.

Mitie Group Plc Select Customer

Forms

Fill out and submit the **New** or **Draft** forms. You can update your information on forms at any time.

Form	Status	Created Date	Submitted At
Acquisition Supplier Onboarding Form - Marlowe	New	30/01/2026	None

View: All | Advanced | Search

Per page: 15 | 45 | 90

Acquisition Supplier Training Guide – Complete Acquisition Form



Mitie Group Plc Select Customer Mitie Group Plc

[View All Responses](#)

Acquisition Supplier Onboarding Form - Marlowe

Acquisition form for Marlowe integration.

Supplier Information
TRAINING SUPPLIERCSP

Action Required: Please Complete Our Supplier Onboarding Form

You should have recently received communications from Marlowe about changes we are making as we integrate into the Mitie Group of Companies. These changes affect how we work with you from both procurement and finance perspectives. To support this, please complete this Supplier Onboarding Form in Coupa. It provides the key details we need to set you up and start transacting in our systems.

Primary Contact

- These details are auto populated from the Mitie system. They can be overwritten if required.
- If you are to change the phone number, please ensure it is in the same format as displayed here.

PO Email

- Auto populated, Can be changed if required. Recommendation is to have a group email as this is where all Mitei PO's will automatically be sent.

Note: All Mitie PO's can also be viewed in the CSP

*** Primary Contact**

*** First name**
Jamie

*** Surname**
Lee

*** Email Address**
mitieacquisition@gmail.com

*** Phone Number**

Other	44	7949	198245	
	Country/Region	Area/City	Local	Extension (optional)

*** PO Email**
po@po.com i

Email address of who will receive Mitie Purchase Orders. We recommend a group email is used whenever possible.

Acquisition Supplier Training Guide – Complete Acquisition Form



Bank Details

* Are you a UK supplier?

Yes x v

* Remit-To Addresses

Add one or more Remit-To Addresses by either filling out a new Compliant Invoicing Form or choosing an Existing Remit-To Address.

[Add Remit-To](#)

Bank Details

- Choose if you are a UK supplier (Yes/No option)
- Click Add Remit-To

- Change the Tab to Bank Transfers
- The bank details you previously added when registering with the CSP should be visible. Click the check box next to it
- Click “Add Selected”

How would you like to be paid?

All Methods **Bank Transfers** Remit-To Addresses Virtual Cards [Add Payment Method](#) v

Mitie Group Plc supports Virtual Cards, Bank Transfers, Remit-To Addresses Payments.

<input checked="" type="checkbox"/>		Barclays	☆ Customer Supported
		1 Training Street, London, London, E15 4HE, United Kingdom	
	Account Number	Transit Code	Wire Routing Number
	****9501	209069	

[Cancel](#) [Add Selected](#)

Acquisition Supplier Training Guide – Complete Acquisition Form



* Remit-To Address

* Bank Name ✖

Barclays

* Bank Address

1 Bank Street

* Bank City

London

* Bank Post Code

E15 4HE

* Bank Country

United Kingdom ▼

* Remit To Street Address

1 Training Street

Remit To Street Address 2

Remit-To details will automatically be pulled back into the Mitie supplier onboarding form however some details are still required.

- Bank Address
- Bank City
- Bank Post Code

Acquisition Supplier Training Guide – Complete Acquisition Form



***Remit-To Address**

* Bank Name
Barclays

* Bank Address
1 Bank Street

* Bank City
London

* Bank Post Code
E15 4HE

* Bank Country
United Kingdom

* Remit To Street Address
1 Training Street

Remit To Street Address 2

* Remit To City
London

* Remit To Post Code
E15 4HE

* Remit To Country
United Kingdom

Remit-To Contact Email
remit@remit.com

Account Name
TRAINING SUPPLIERCSP

Sort Code
***069

Bank Account Number
*****501

IBAN Number

Remit-To details will automatically be pulled back into the Mitie supplier onboarding form however, some details are still required.

- Bank Address
- Bank City
- Bank Post Code
- Remit – To Contact email

* Please attach company banking details on letter headed paper and signed by company authorised signatory

Choose File Test bank details.docx

Add proof of company bank details on signed, letter header paper.

Acquisition Supplier Training Guide – Complete Acquisition Form



Tax Details

- If you answer “Yes” to Are you VAT registered, the VAT ID you added to the CSP will automatically populate the VAT number field

* Are you registered under the CIS / Construction Industry Scheme?

Yes
 No

<https://www.gov.uk/what-is-the-construction-industry-scheme>

* Unique tax reference (UTR) Number

* Please provide your CIS/UTR registered trading name as registered with HMRC

Tax Details

* Are you VAT registered?

Yes
 No

* VAT Number

e.g: GB123456789

- If you answer “Yes” to being registered with the Construction Industry Scheme, you must answer to follow up questions to provide a UTR number and UTR registration name.

* Do you operate via a Personal Services Company?

* Are you a Sole Trader?

* NI Number

- If you answer “Yes” to being a Sole Trader, you must provide your NI (National Insurance) Number

Acquisition Supplier Training Guide – Complete Acquisition Form



Almost there!

Once, you have completed the form, please review as this form needs to be completed in full. Once you have reviewed, click “Submit for Approval”. If any of the mandatory fields are missing, you will not be able to submit and what is missing will be highlighted in red.

Thank you for completing your onboarding form. Once submitted, we will review your details to move to the next stage of onboarding. When this is complete, the Mitie Vendor Maintenance Team will contact the primary contact you provided to verify your bank information and finalise the onboarding process.

Once Submitted, your form will be in Pending Approval status.
Mitie will review your details

Acquisition Supplier Training Guide – What Happens Next



What Happens Next?

Our supplier onboarding form is in Pending Approval status. Mitie will review your details and verify your bank details. If you want to see the status of your supplier onboarding form. Click on “Business Profile” > “Information Requests” in your CSP account

The screenshot shows the Coupa Supplier Portal interface. The navigation menu includes 'Business Profile' and 'Information Requests', both of which are circled in purple. Below the menu, the user is logged in as 'JAMIE' and the customer is set to 'Mitie Group Plc'. The 'Forms' section displays a table with the following data:

Form	Status	Created Date	Submitted At
Acquisition Supplier Onboarding Form - Marlowe	Pending Approval	30/01/2026	02/02/2026

Acquisition Supplier Training Guide – What Happens Next



What Happens Next?

Our supplier onboarding form is in Pending Approval status. Mitie will review your details and verify your bank details. If you want to see the status of your supplier onboarding form. Click on “Business Profile” > “Information Requests” in your CSP account

The screenshot shows the Coupa Supplier Portal interface. The navigation menu includes 'Business Profile' and 'Information Requests', both of which are circled in purple. Below the navigation menu, the user is logged in as 'JAMIE' and the customer is set to 'Mitie Group Plc'. The 'Forms' section displays a table of forms with the following data:

Form	Status	Created Date	Submitted At
Acquisition Supplier Onboarding Form - Marlowe	Pending Approval	30/01/2026	02/02/2026

Acquisition Supplier Training Guide – What Happens Next



Once approved from the Mitie side, you will receive an email confirming your details have been approved. You will also see the status of your Supplier Onboarding form change to “applied”

You are now ready to transact with Mitie. We look forward to working with you.

Powered by Coupa

Profile Info submitted to Mitie Group Plc was Approved

Hi Jamie,

The company profile information that you submitted to your customer, Mitie Group Plc was recently approved.

This usually means that the information was correct and they will activate your new information so you can start transacting soon (or continue transacting with the new information).

No further action is required but you can click below to view additional details.

[View Profile Info](#)

Mitie Group Plc Select Customer Mitie Group Plc

Forms

Fill out and submit the **New** or **Draft** forms. You can update your information on forms at any time.

Form	Status	Created Date	Submitted At
Acquisition Supplier Onboarding Form - Marlowe	Applied	30/01/2026	02/02/2026