



# Navigating the Coupa Supplier Portal (CSP)

March 2023

# Benefits for Coupa Supplier Portal (CSP)

- Free to Use
- Easy to set-up
- Manage Purchase Orders from all customers who use Coupa
- Raise Invoices & Credit notes
- Track status of Invoices

## **New Suppliers:**

If you are a new supplier currently being onboarded please refer to

**[How to complete the NSIR Form](#)**

## **Existing Suppliers:**

If you are existing Supplier, please ensure you have a legal entity set-up in your CSP: Please refer to

**[How to set-up Legal Entity](#)**

- If you need to update your important company information for e.g. Bank details, Insurance details etc. please email **[supplier.maintenance@mitie.com](mailto:supplier.maintenance@mitie.com)** and they will take appropriate action.

# Coupa Supplier Portal – Register / Login

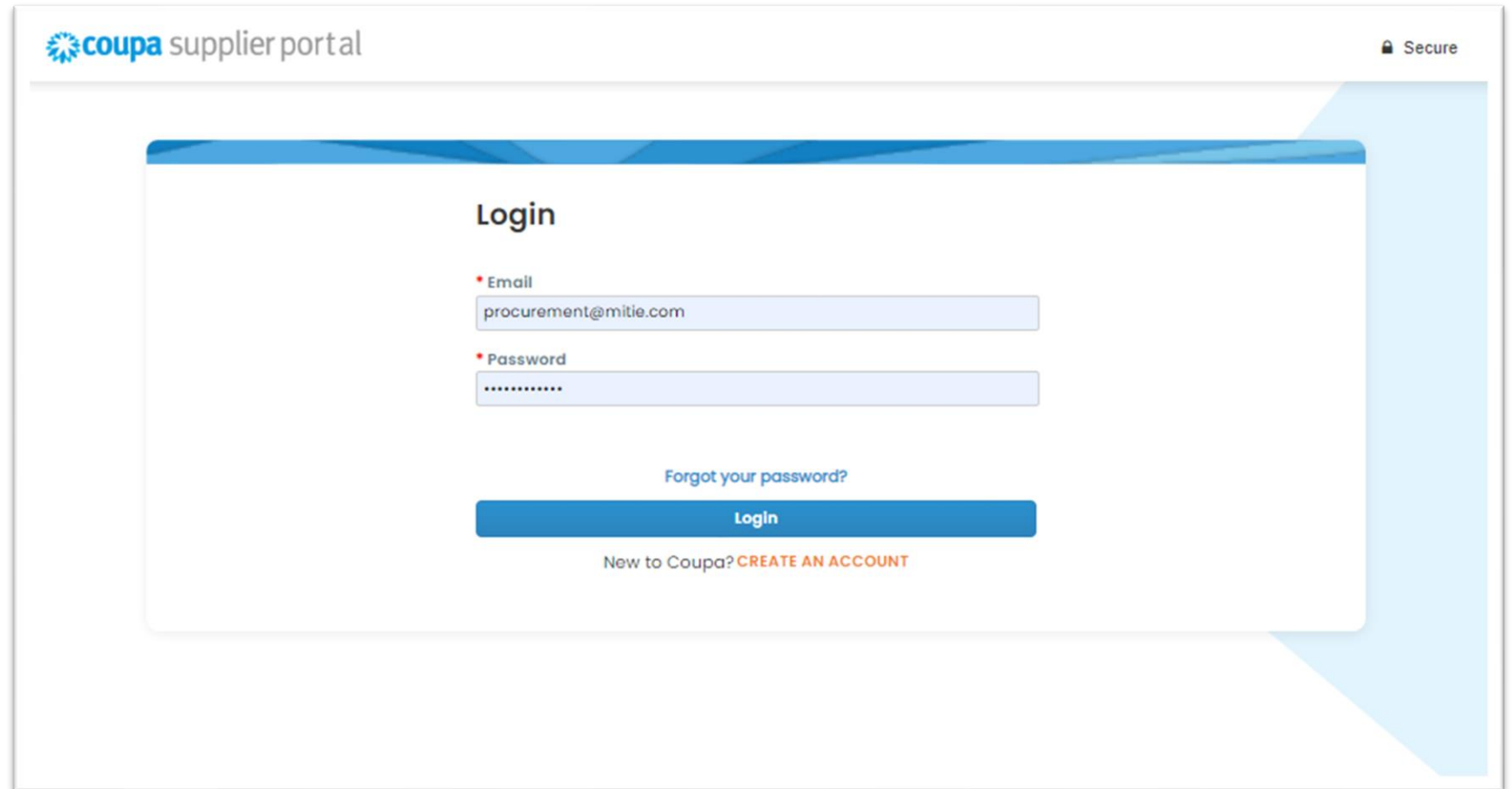
**Link to access the Coupa Supplier Portal (CSP)**

**Login here**

**[Coupa Supplier Portal \(coupahost .com\)](https://coupahost.com)**

**Tip:**

- **Bookmark the link/Add it to favourites**
- **The email address used to login should be the same as the primary contact held on Mitie's Vendor Master**
- **If you already use Coupa with other customers, please provide the email address for your current CSP administrator**



The screenshot shows the Coupa Supplier Portal login interface. At the top left, it says "coupa supplier portal" with the Coupa logo. At the top right, there is a "Secure" indicator with a lock icon. The main content area is titled "Login" and contains two input fields: "Email" with the value "procurement@mitie.com" and "Password" with masked characters. Below the password field is a link for "Forgot your password?". A blue "Login" button is positioned below the links. At the bottom, there is a link for "New to Coupa? CREATE AN ACCOUNT".

# Coupa Supplier Portal – Homepage

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

- **Profile** – Completing these details doesn't update Mitie's vendor Master (Not essential for Mitie)

- **Profile Summary** – gives information on number of

**Legal Entities**

**Registered User**

**Connected Customers**

- **Announcements** – View Customer announcements, really important to check this, all important updates are communicated through this section.

**Action needed:** Complete your profile to get paid faster and get discovered [Learn More](#)

Profile Progress 47% Complete Last Updated 13 days ago [Improve Your Profile](#)

### Profile Summary

2 Legal Entities [View](#)

1 Registered User [View](#)

4 Connected Customers

Banking Info Diversity Accelerate Bribery Policy

### Test Supplier - Procurement

Website <http://www.alliedvaughn.com>

Industry [✕](#)

About [🏠](#)

Established [📅](#)

Top Commodities [📦](#) Public administration and finance services

Currencies [💰](#)

Diversity [✔](#) Ethnic Minority Business

Public Profile [🌐](#) [Profile](#)

### Announcements [View All \(2\)](#)

**Invoice Date Announcement** (Mitie Group Plc)  
Please ensure you have updated the invoice date correctly to avoid delays in payment processing

**Help us to help you!** (Mitie Group Plc)  
Invoice Date Want to be paid on time? Please ensure you update the invoice date to reflect the

### One-Click Savings [View All](#)

**Start saving today!**  
Explore deals for your company, exclusive to the Coupa Community.

### Merge Accounts

Additional accounts have been found for your company. Merge these accounts to reduce confusion for your customers. [Learn more](#)

### Test Supplier SH

The Shard  
London Berkshire SE1 9SG  
United Kingdom

[simon.hunt@mitie.com](mailto:simon.hunt@mitie.com), [aisha.lewis@mitie.com](mailto:aisha.lewis@mitie.com),  
[Susana.viera@mitie.com](mailto:Susana.viera@mitie.com),  
[rachael.mauler@mitie.com](mailto:rachael.mauler@mitie.com)

[Don't Merge](#) [Request Merge](#)

# Coupa Supplier Portal – Homepage Menu



These are the main sections to use for Mitie.

1. **Notifications** – Find all notifications here
2. **Setup** - Manage Users, Merge Requests, Legal Entity Setup.
3. **Orders** – Find all your purchase orders here and use Gold Coins to create Invoices. P.S. Please Do NOT use red coins.
4. **Invoices** – View Invoices & create Credit Notes

**coupa** supplier portal

SUPPLIER ▾ NOTIFICATIONS 21 HELP ▾

Home Profile **Orders** (3) Service/Time Sheets ASN **Invoices** (4) Catalogues Payments Business Performance Sourcing Add-ons

**Setup** (2)

**Action needed:** Complete your profile to get paid faster and get discovered [Learn More](#)

Profile Progress 47% Complete Last Updated 13 days ago [Improve Your Profile](#)

Profile Summary

- 2 Legal Entities [View](#)
- 1 Registered User [View](#)
- 4 Connected Customers

✓ Banking Info ✓ Diversity ✗ Accelerate ✗ Bribery Policy

Test Supplier - Procurement

- Website <http://www.alliedvaughn.com>
- Industry ✗
- About 🏠
- Established 📅
- Top Commodities 📦 Public administration and finance services
- Currencies 💰
- Diversity ✓ Ethnic Minority Business
- Public Profile 🌐 [Profile](#)

Announcements [View All \(2\)](#)

- Invoice Date Announcement** (Mitie Group Plc)  
Please ensure you have updated the invoice date correctly to avoid delays in payment processing
- Help us to help you!** (Mitie Group Plc)  
Invoice Date Want to be paid on time? Please ensure you update the invoice date to reflect the

One-Click Savings [View All](#)

- Start saving today!**  
Explore deals for your company, exclusive to the Coupa Community.

Merge Accounts

Additional accounts have been found for your company. Merge these accounts to reduce confusion for your customers. [Learn more](#)

**Test Supplier SH**

The Shard  
London Berkshire SE1 9SG  
United Kingdom  
[simon.hunt@mitie.com](mailto:simon.hunt@mitie.com), [aisha.lewis@mitie.com](mailto:aisha.lewis@mitie.com),  
[Susana.viera@mitie.com](mailto:Susana.viera@mitie.com),  
[rachael.mauler@mitie.com](mailto:rachael.mauler@mitie.com)

[Don't Merge](#) [Request Merge](#)

# Notifications



View all notifications received from your customer

To manage notification preferences refer to this guide

## How to manage Notification Preferences

- Click on Notification Preferences to update as needed
- Review each option and tick or untick against the relevant option 'Online', 'Email' and/or 'SMS' as required.
- If you select the SMS option, a pop up window will open 'Enable your mobile phone number to receive SMS notifications on the My Account page.' you will need to update a mobile number.
- Once you have made your changes remember to click Save at the bottom.

coupa supplier portal

SUPPLIER | NOTIFICATIONS 21 | HELP

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

Setup

### My Notifications

View: All

	Message	Received
<input type="checkbox"/>	Update your profile for Mitie Group Plc - Test Procurement Supplier	23/02/2023 16:10

coupa supplier portal

SUPPLIER | NOTIFICATIONS 21 | HELP

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

Setup

### My Account

Notification Preferences

You will start receiving notifications when your customers enable them.

Email: procurement@mitie.com      Mobile (SMS): +1 201-555-5555      **Verify**

! Verify number to receive SMS

#### Announcements

Announcement	Online	Email	SMS
New Customer Announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Admin:

### Users

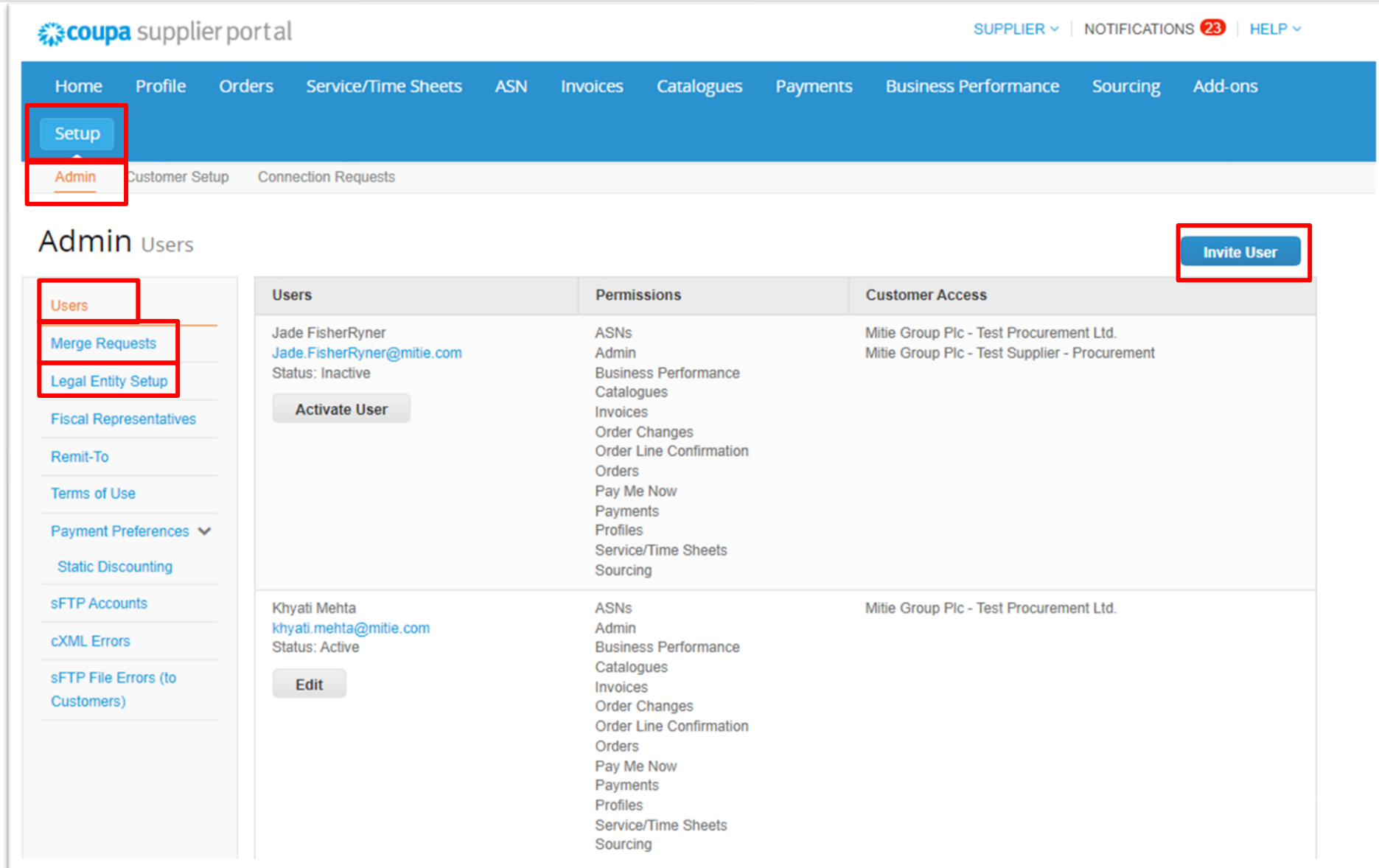
#### - Invite new Users

(employees/colleagues new to CSP)

#### - Manage permissions and customers

- **Merge Requests:** merger with other existing CSP users from within your company

• **Add Legal Entities for your company** (for Mitie we can accept only one bank account and remit-to address per supplier)



**coupa** supplier portal

SUPPLIER ▾ | NOTIFICATIONS 23 | HELP ▾

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

Setup

Admin Customer Setup Connection Requests


### Admin Users

Invite User

Users	Permissions	Customer Access
<p>Jade FisherRyner Jade.FisherRyner@mitie.com Status: Inactive</p> <p>Activate User</p>	<p>ASNs Admin Business Performance Catalogues Invoices Order Changes Order Line Confirmation Orders Pay Me Now Payments Profiles Service/Time Sheets Sourcing</p>	<p>Mitie Group Plc - Test Procurement Ltd. Mitie Group Plc - Test Supplier - Procurement</p>
<p>Khyati Mehta khyati.mehta@mitie.com Status: Active</p> <p>Edit</p>	<p>ASNs Admin Business Performance Catalogues Invoices Order Changes Order Line Confirmation Orders Pay Me Now Payments Profiles Service/Time Sheets Sourcing</p>	<p>Mitie Group Plc - Test Procurement Ltd.</p>

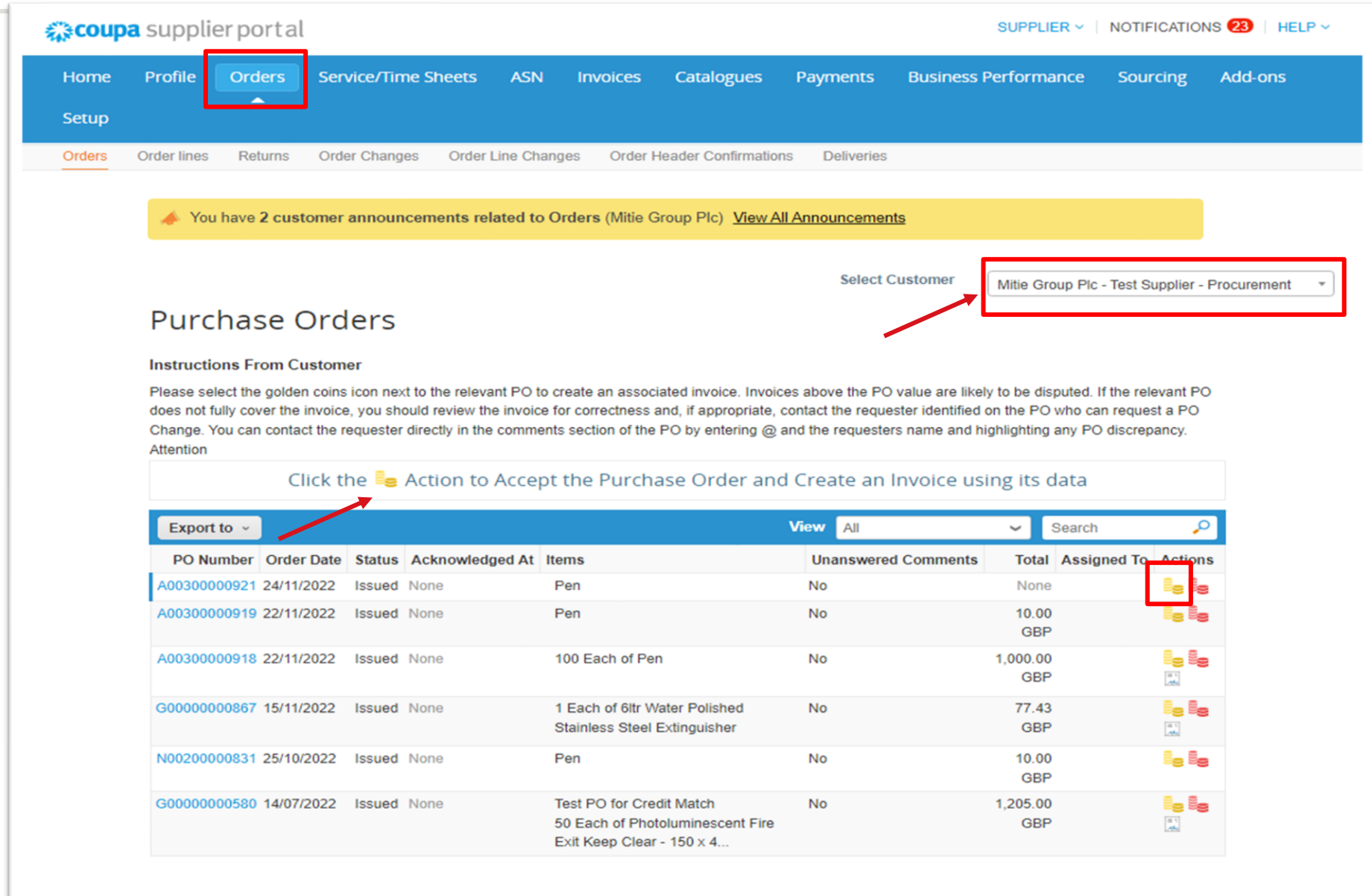
# Orders (Purchase Orders)



- Find all of your purchase orders (POs).
- **Select customer** to view purchase orders from different customers
- **Create an invoice** on this page by clicking on the gold stack of coins  or clicking on the PO number.

Note: Please do NOT use the red coins. If you need to raise a credit note go to the Invoices section)

If you do not see the purchase order you are looking for, please reach out to your company contact.



**coupa** supplier portal

SUPPLIER | NOTIFICATIONS 23 | HELP

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

Setup

Orders Order lines Returns Order Changes Order Line Changes Order Header Confirmations Deliveries

You have 2 customer announcements related to Orders (Mitie Group Plc) [View All Announcements](#)


Select Customer: Mitie Group Plc - Test Supplier - Procurement







### Purchase Orders

**Instructions From Customer**

Please select the golden coins icon next to the relevant PO to create an associated invoice. Invoices above the PO value are likely to be disputed. If the relevant PO does not fully cover the invoice, you should review the invoice for correctness and, if appropriate, contact the requester identified on the PO who can request a PO Change. You can contact the requester directly in the comments section of the PO by entering @ and the requesters name and highlighting any PO discrepancy.

Attention

Click the  Action to Accept the Purchase Order and Create an Invoice using its data

Export to	View	All	Search					
PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
A00300000921	24/11/2022	Issued	None	Pen	No	None		
A00300000919	22/11/2022	Issued	None	Pen	No	10.00 GBP		
A00300000918	22/11/2022	Issued	None	100 Each of Pen	No	1,000.00 GBP		
G00000000867	15/11/2022	Issued	None	1 Each of 6ltr Water Polished Stainless Steel Extinguisher	No	77.43 GBP		
N00200000831	25/10/2022	Issued	None	Pen	No	10.00 GBP		
G00000000580	14/07/2022	Issued	None	Test PO for Credit Match 50 Each of Photoluminescent Fire Exit Keep Clear - 150 x 4...	No	1,205.00 GBP		



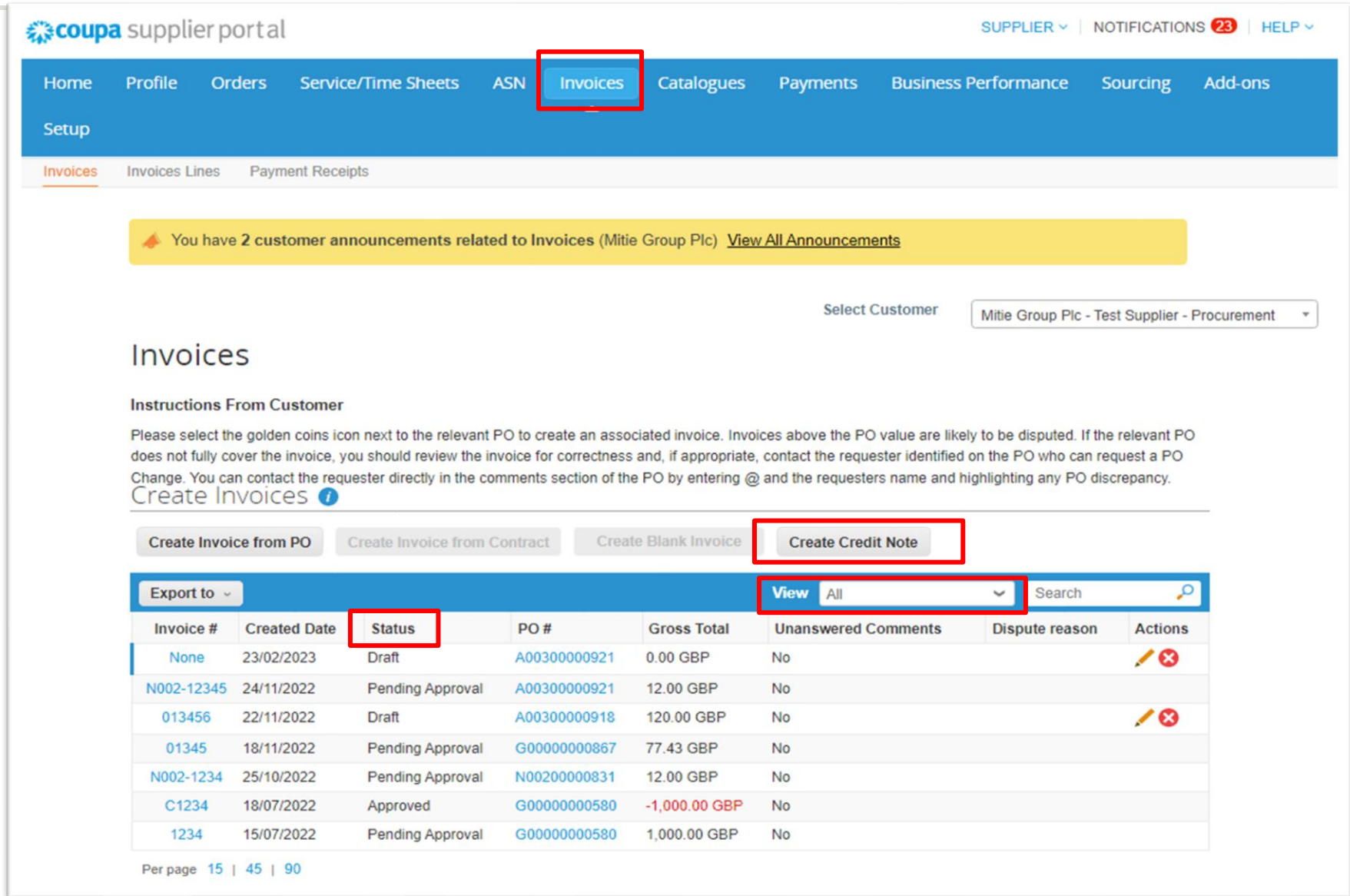
# Invoices

**Status** - Follow the **Status** for each of the submitted invoices.

- **Pending approval** – Awaiting Good receipt or Remit to address for 1<sup>st</sup> invoice submitted through CSP.
- **Approved** – Invoice is okay to pay and exports to payment system and will be paid when due
- **Disputed** – Invoice exceeds the PO amount and you need to use the resolve button to credit the invoice and contact requester if PO needs uplifting.
- **Draft** – Invoice has not been submitted to Mitie, you can finish or delete draft.

**View** Use the **View** dropdown to sort by status or “Create View” to customize what you see

**Create Credit Notes** – Use this to create Credit notes against invoices.



**coupa** supplier portal SUPPLIER ▾ | NOTIFICATIONS 23 | HELP ▾

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

Setup

**Invoices** Invoices Lines Payment Receipts

You have 2 customer announcements related to Invoices (Mitie Group Plc) [View All Announcements](#)

Select Customer Mitie Group Plc - Test Supplier - Procurement ▾

## Invoices





**Instructions From Customer**

Please select the golden coins icon next to the relevant PO to create an associated invoice. Invoices above the PO value are likely to be disputed. If the relevant PO does not fully cover the invoice, you should review the invoice for correctness and, if appropriate, contact the requester identified on the PO who can request a PO Change. You can contact the requester directly in the comments section of the PO by entering @ and the requesters name and highlighting any PO discrepancy.

Create Invoices [i](#)

Create Invoice from PO Create Invoice from Contract Create Blank Invoice **Create Credit Note**

Export to ▾ **View** All ▾ Search 🔍

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
None	23/02/2023	Draft	A00300000921	0.00 GBP	No		 
N002-12345	24/11/2022	Pending Approval	A00300000921	12.00 GBP	No		
013456	22/11/2022	Draft	A00300000918	120.00 GBP	No		 
01345	18/11/2022	Pending Approval	G00000000867	77.43 GBP	No		
N002-1234	25/10/2022	Pending Approval	N00200000831	12.00 GBP	No		
C1234	18/07/2022	Approved	G00000000580	-1,000.00 GBP	No		
1234	15/07/2022	Pending Approval	G00000000580	1,000.00 GBP	No		

Per page 15 | 45 | 90

# Change your CSP Account Language (includes dates formats)



- Scroll to the bottom of your screen
- Select your required Language from the pop up  
You can change your CSP language, click on the language button (English (UK) shown below)
- Once you select the required Language you will see your CSP account update  
(if your account was English (US) and you change to English (UK) you will notice the date formats change to UK format from US format)

The screenshot displays the Mitie CSP account profile page. At the top, there is a red banner with the text "Action needed: Complete your profile to get paid faster and get discovered" and a "Learn More" link. Below this, the "Profile Progress" section shows a 6% completion rate and a "Last Updated" date of 12 months ago, with an "Improve Your Profile" button. The "Profile Summary" section includes three cards: "Legal Entity" (0), "Registered User" (1), and "Connected Customer" (0). Below these are tabs for "Banking Info", "Diversity", "Accelerate", and "Bribery Policy". The "Mitie" section features a globe icon and a list of menu items: "Website", "Industry", "About", "Established", "Top Commodities", "Currencies", and "Public Profile". A red box highlights a language selection dropdown menu with the following options: "Dansk (Danmark)", "Deutsch (Belgien)", "Deutsch (Deutschland)", "Deutsch (Luxemburg)", "Deutsch (Schweiz)", "Deutsch (Österreich)", "English (Australia)", "English (Canada)", and "English (UK)". The footer contains the copyright notice "© 2006-2023 Coupa Software Incorporated" and links to "Privacy Policy" and "Terms of Use".