



How to manage your Notification Preferences in your Coupa Supplier Portal (CSP)

February 26

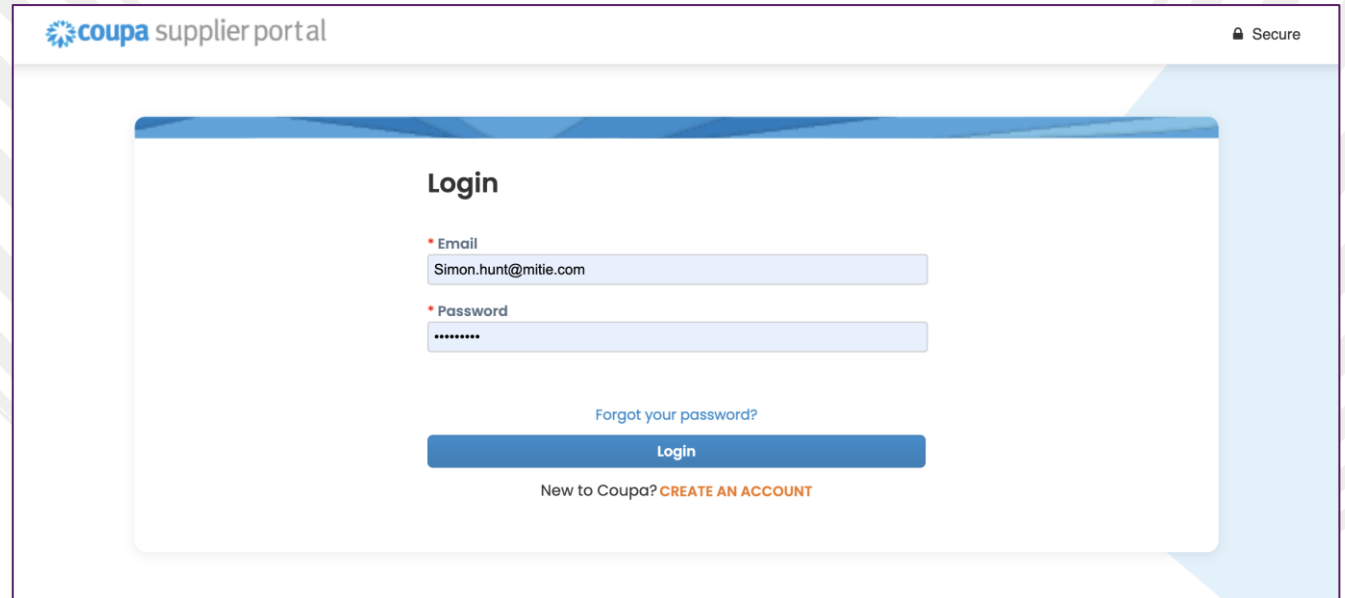
The future of high-performing places



Notification Preferences & Login to your CSP Account

This guide will help you manage your notification preferences in your Coupa supplier portal (CSP). Depending on what notifications you want to receive you can manage your preferences.

Log into your CSP account

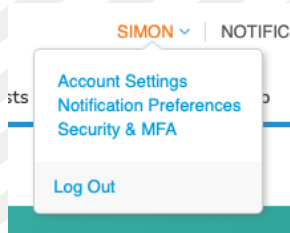


The screenshot shows the Coupa supplier portal login interface. At the top left, it says "coupa supplier portal" with the Coupa logo. At the top right, there is a "Secure" indicator with a lock icon. The main content area is titled "Login" and contains two input fields: "Email" with the value "Simon.hunt@mitie.com" 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 that says "New to Coupa? CREATE AN ACCOUNT".

Notification Preferences

Go to the top right-hand side and at the top click on the name you have showing.

It will open a menu



Click on **Notification Preferences**

Multi-Factor Security	Pending Tasks	Join Requests	Merge Suggestions	Linked Customers
1 of 2 User	6 Tasks	0 Users	10 Duplicates	1 Connection

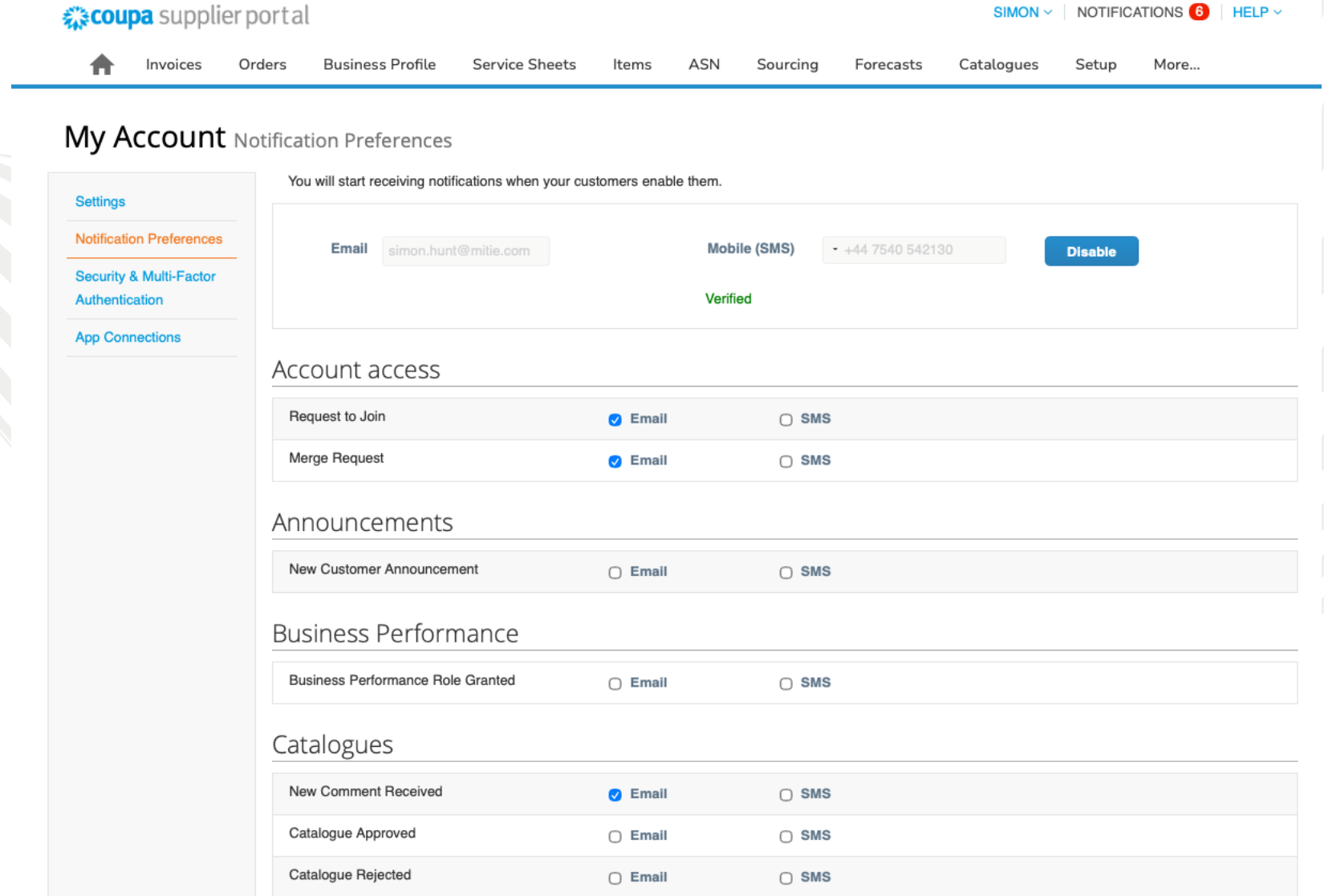
My Account Notification Preferences

The “My Account Notification Preferences” will be displayed.

Review each section and tick/ untick the options for Email and SMS depending on your requirements.

Click  at the bottom

Notifications preferences have now been updated.



The screenshot shows the 'My Account Notification Preferences' page in the Coupa Supplier Portal. The page is titled 'My Account Notification Preferences' and includes a navigation menu with options like Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogues, Setup, and More... The main content area is divided into several sections:

- Settings:** A sidebar menu with options for Settings, Notification Preferences (highlighted), Security & Multi-Factor Authentication, and App Connections.
- Notification Preferences:** A section where users can manage their notification preferences. It includes a 'You will start receiving notifications when your customers enable them.' message. Below this, there are fields for 'Email' (simon.hunt@mitie.com) and 'Mobile (SMS)' (+44 7540 542130). A 'Disable' button is present next to the mobile number. The status 'Verified' is shown below the mobile number.
- Account access:** A section with two rows of preferences:

Request to Join	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Merge Request	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
- Announcements:** A section with one row of preferences:

New Customer Announcement	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
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- Business Performance:** A section with one row of preferences:

Business Performance Role Granted	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
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- Catalogues:** A section with three rows of preferences:

New Comment Received	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue Approved	<input type="checkbox"/> Email	<input type="checkbox"/> SMS
Catalogue Rejected	<input type="checkbox"/> Email	<input type="checkbox"/> SMS

Our Dedicated Supplier Website

Mitie has a dedicated supplier website [Mitie Suppliers](#)
You will find lots of How to Guides.

Each section in this document will have reference to How to Guides

Click  **How to Guides** to expand

Introduction to the Coupa Supplier Portal (CSP)

What is the CSP?

The CSP is an easy to setup, free tool for suppliers to manage business with all customers who use Coupa, under one roof. The Coupa platform will provide you with full visibility of the status of your invoice and will enable a quicker process. No installation of hardware or software is required, and the service incurs no fee for you to pay.

How do I login to the portal?

Click on the image below to login to the CSP.

- Bookmark the link/add it to your favourites tab
- 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 an email address for your current CSP administrator.



Who can I contact for support?

Please email askmitieprocurement@mitie.com for any support using the CSP, our friendly team are happy to help guide you through the process.

You can also find help and information on the Coupa website, please [click here to visit](#).



How to manage / setup your CSP



Click for How to Guides

- How to register the CSP
- How to register and activate your CSP
- How to setup your legal entity
- How to set-up Two-factor Authentication
- How to update your details on the CSP
- How to manage user or merge requests in your CSP
- How to update Notification settings
- How to manage your preferred language in your CSP

Supplier Maintenance (SMT)

Mitie uses Coupa to manage and onboard new suppliers and undertakes validation checks to ensure our suppliers meet our minimum standards. Existing suppliers can also use Coupa to update, amend and maintain details such as their banking information and remit to address.



- New Suppliers
- Existing Suppliers
- Managing your company information with Mitie

How to Invoice Mitie

Depending on the volume and frequency of transactions there are multiple ways you can invoice via Coupa, you can either choose:

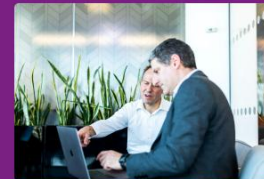
1. The Coupa Supplier Portal
2. Supplier Actionable Notifications (please refer to the how-to-guide below)

Before you invoice Mitie, please ensure that you have read the Tax guides that are listed in the menu below for your country.

Please note that the above guides are changed frequently, so please make sure that you download the most up-to-date version

You must have a Legal entity set up in your CSP to invoice Mitie Group PLC.

If you need further support regarding your invoices e.g. payment status or pending approval. Please email accountspayable@mitie.com



Click for How to Guides

- UK, CIS and VAT Guide
- Cyprus Tax Guide
- Germany VAT Guide
- Gibraltar VAT Guide
- Belgium VAT Guide
- France VAT Guide
- Netherlands VAT Guide
- How to setup your legal entity
- How to setup your business sites in the CSP
- How to submit an invoice by the CSP
- How to submit a credit note by the CSP
- How to Create and Submit an invoice via SAN
- How to manage Disputed Invoices

Contract Lifecycle Management (CLM)

Review Contracts

Coupa Contract Lifecycle Management (CLM) module enables suppliers to review and manage contracts online.



How to Guides

Source to Contract (S2C)

Participate in eAuctions

Coupa eSourcing and eAuctions tools enable Suppliers to interact online with Mitie during the Sourcing and eAuction process.



How to Guides

If you cannot find the help you need, please email askmitieprocurement@mitie.com

Website address: <https://mitiesuppliers.com/mitie-supplier-faq/using-coupa-2/>

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