



How to navigate the Coupa Supplier Portal (CSP)

February 2025

Benefits for Coupa Supplier Portal (CSP)



Coupa provides a free-to-use tool called the Coupa Supplier Portal. Through the Coupa Supplier Portal (CSP), Mitie will be able to raise and issue purchase orders to you and the rest of the supplier base more easily with greater transparency between us.

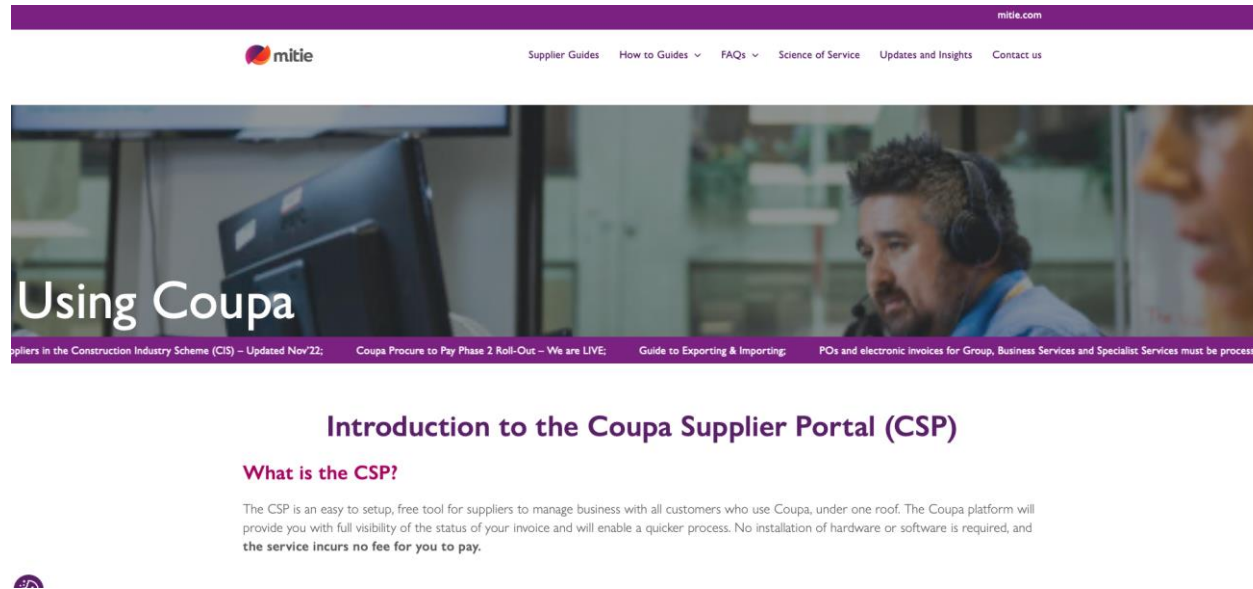
By joining the Coupa Supplier Portal, you will be able to view and acknowledge your Mitie purchase orders, submit invoices and view your invoice status in real time.

Participation in the Coupa Supplier Portal program is essential for simplifying and streamlining how you engage with Mitie and will offer benefits such as a simpler E-invoicing process and accelerating successful payment of invoices submitted to Mitie.

Mitie Suppliers Help and Guides



Mitie has a supplier website <https://mitiesuppliers.com> under how to guides you will find lots of How to documents.



Each section in this document will have reference to How to Guides held on [Mitie suppliers](https://mitiesuppliers.com) use this link to access them.

Before you Invoice Mitie, you must have a Legal entity setup and read our Taxes and CIS Guidance

Coupa Supplier Portal – Register / Login

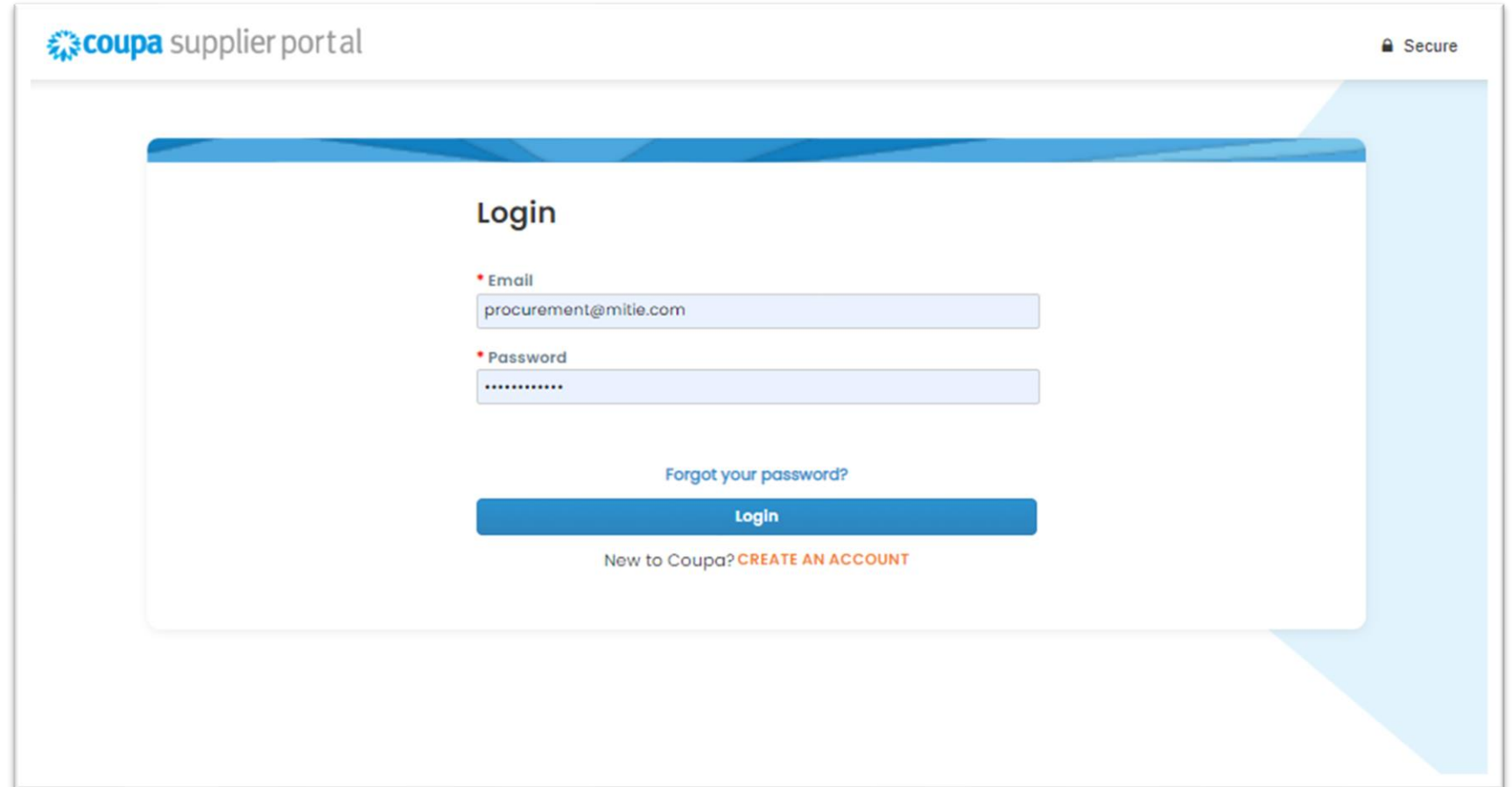
Link to access the Coupa Supplier Portal (CSP)

Link

[Coupa Supplier Portal \(copenhos.com\)](https://copenhos.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.
- Coupa is Free to use, you don't need to sign up for any chargeable services with Coupa.



The screenshot shows the Coupa Supplier Portal login interface. At the top left, the text "coupa supplier portal" is displayed next to 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



TS Test Supplier SH
Profile Last Updated: 3 days ago | [View Profile](#)

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

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

Change of your company Information –

To protect our supplier's data, we ask that any changes to Bank details, remit to addresses are validated and checked therefore you would need to request a "Supplier Update" form via supplier.maintenance@mitie.com, as you cannot update these directly on your CSP profile as we do not use these fields for this purpose.

Recent Activity

[View](#) ⓘ

Mitie Group Plc - SRCL LTD_0000... Mitie Group Plc - Filmtek Ltd More...

Activity	Status	Date
Information Request	Approved	19 Feb
Mitie Group Plc - SRCL LTD_0000601291		Received 5 days ago
Information Request	Due Now	18 Feb
Mitie Group Plc - SRCL LTD_0000601291		Received 6 days ago
Information Request	Submitted	18 Feb
Mitie Group Plc - SRCL LTD_0000601291		Received 6 days ago
Information Request	Due Now	18 Feb
Mitie Group Plc - SRCL LTD_0000601291		Received 6 days ago
Invoice # safil2f3gqh2lig	Disputed	12 Feb
Mitie Group Plc - SRCL LTD_0000601291		730.0 • GBP • Not paid

Announcements

No Announcements

Multi-Factor Security 1 of 1 User	Join Requests 0 Users	Merge Suggestions 8 Duplicates	Linked Customers 4 Connections
--------------------------------------	--------------------------	-----------------------------------	-----------------------------------

Coupa Supplier Portal – Homepage Menu



These are the main sections to use for Mitie.

Notifications – Find all notifications here

Setup - Manage Users, Merge Requests,

Business profile – Legal Entity, information Requests

Orders – Find all your purchase orders here and use Gold Coins to create Invoices. P.S. Please Do NOT use red coins.

Invoices – View Invoices & create Credit Notes

The screenshot shows the Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is on the left, and the user name 'SIMON' and 'NOTIFICATIONS 18' are on the right. Below the logo is a navigation bar with icons and labels for 'Invoices', 'Orders', 'Business Profile', 'Payments', 'Setup', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', and 'More...'. The main content area features a purple box with 'TS' and 'Test Supplier SH', with a subtext 'Profile Last Updated: 3 days ago | View Profile'. Below this is a 'Recent Activity' section with a 'View' dropdown and an information icon. It lists five items: four 'Information Request' entries and one 'Invoice # safil2f3gqh2lig'. Each entry includes a status (Approved, Due Now, Submitted, Disputed) and a date. To the right is an 'Announcements' section with 'No Announcements'. At the bottom, there are four summary cards: 'Multi-Factor Security' (1 of 1 User), 'Join Requests' (0 Users), 'Merge Suggestions' (8 Duplicates), and 'Linked Customers' (4 Connections).

Account settings

Account settings can be found in the top right of you CSP Click on your name and the drop down will appear.

Select **Account settings**

You can update your name and change password

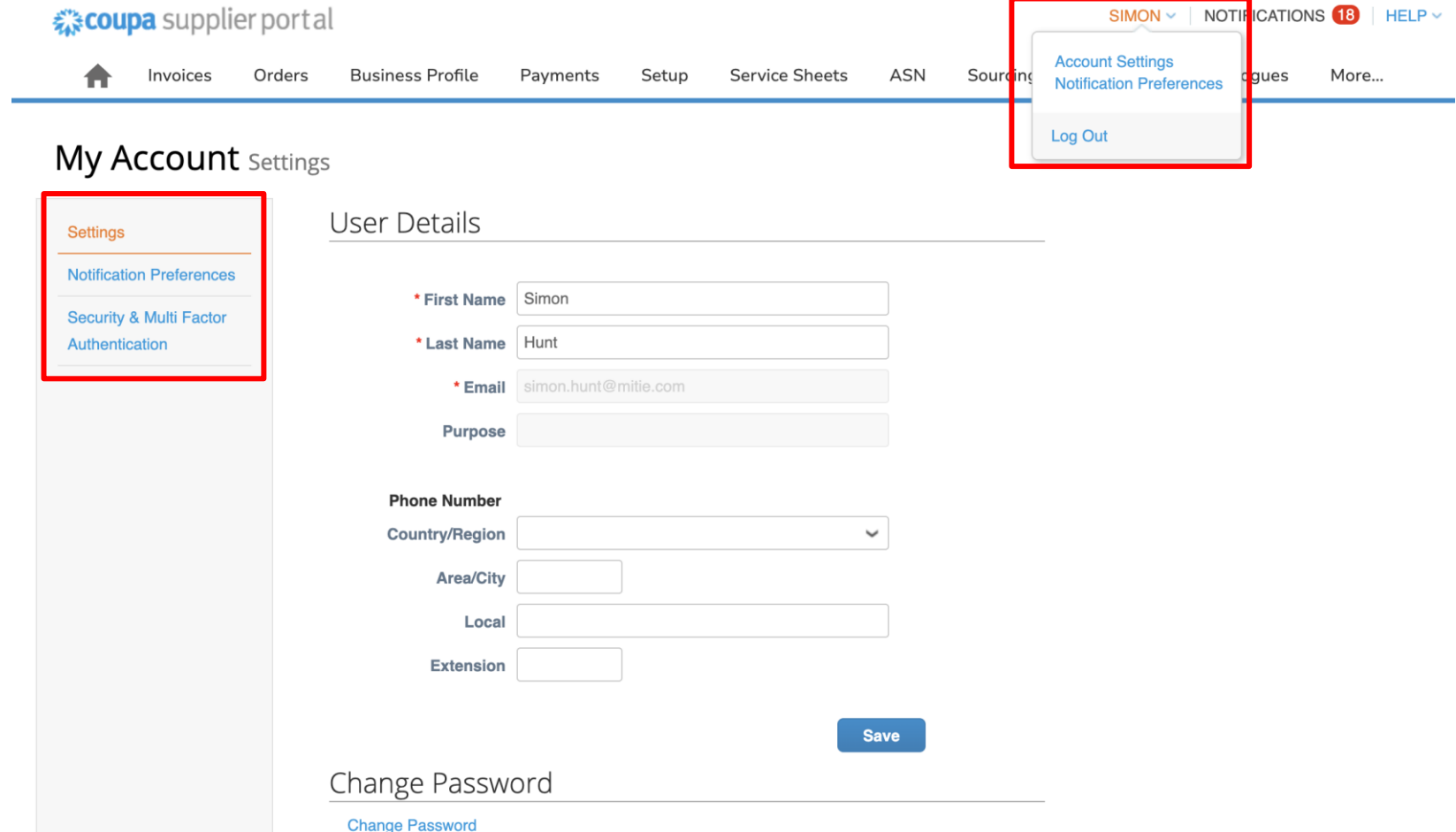
You will see 2 options displayed.

- **Notification preferences**
- **Security & Multifactor Authentication**

Related Guides

How to set up Two-Factor Authentication

How to manage your Notification preferences



coupa supplier portal

Home Invoices Orders Business Profile Payments Setup Service Sheets ASN Sourcing

SIMON | NOTIFICATIONS 18 | HELP

Account Settings
Notification Preferences
Log Out

My Account Settings

Settings
Notification Preferences
Security & Multi Factor Authentication

User Details

* First Name

* Last Name

* Email

Purpose

Phone Number

Country/Region

Area/City

Local

Extension

Save

Change Password

[Change Password](#)

Admin

Users

Invite / Manage new users to CSP it allows you to Manage permissions and customers.

Merge Requests:

Merge with other existing CSP users from within your company

Payment Methods

This is where you can manage your payment method with your bank details.

Related Guides

How to Manage users and merge requests

How to Setup your Legal Entity

Navigation bar with home icon, Invoices, Orders, Business Profile, Payments, **Setup** (highlighted), Service Sheets, ASN, Sourcing, Forecasts, Catalogues, More... Below the bar is a sub-menu with **Admin** (highlighted) and Connection Requests.

Admin Users

- Users** (highlighted)
- Merge Requests (highlighted)
- Merge Suggestions
- Requests to Join
- Fiscal Representatives
- Payment Methods** (highlighted)
- Early Pay Discounts
- sFTP Accounts
- cXML Errors
- sFTP File Errors (to Customers)

Invite User							View	All	Search
User name	Email	Status	Permissions	Customer Access	Purpose	Actions			
Aisha Lewis	aisha.lewis@mitie.com	Deactivated	ASNs Admin Business Performance Catalogues Early Payments Forecast Planner Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service Sheets Sourcing	Mitie Group Plc - Vodafone PLC Test Site	None	Activate			

Business Profile



Legal Entities -

Information Requests – is where you can forms sent out by Mitie i.e. Supplier update information, Insurances etc

Related Guides

How to Setup your Legal Entity

Navigation bar with items: Home, Invoices, Orders, Business Profile, Payments, Setup, Service Sheets, ASN, Sourcing, Forecasts, Catalogues, More...
Sub-navigation bar with items: Business Profile, Legal Entities, Information Requests, Performance Evaluation

Legal Entities

[Create](#)

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customers
Test Supplier	32 London Bridge Street, London, England, SE1 9SG, United Kingdom	GB:GB123456789	Bank Account Bank Account	Natwest International *****5678 LLOYDS BANK PLC *****5678	Mitie Group Plc - Vodafone PLC Test Site, Mitie Group Plc - Filmtek Ltd, +2 More None

Orders (Purchase Orders)



Find your Coupa related purchase orders (POs) for Mitie.

Select customer to view purchase orders from different customers

Create an invoice

To create an Invoice, Click the gold coins once or click on the PO number to open the PO and it has a Create invoice button towards the bottom.

If you do not see the purchase order you are looking for, please check it's a Coupa PO or reach out to your company contact.

Related Guides

How to submit an invoice by CSP

Note: Please do NOT use the red coins. If you need to raise a credit note, go to the Invoices tab and you will find Create credit note button

Coupa supplier portal

SIMON | NOTIFICATIONS 18 | HELP

Home Invoices **Orders** Business Profile Payments Setup Service Sheets ASN Sourcing Forecasts Catalogues More...

Orders Order lines Returns Order Changes Order Line Changes Order Confirmations Order Confirmation Lines More...

Select Customer Mitie Group Plc - SRCL LTD_0000601291

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.

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

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
F02400362615	16/09/2024	Soft Closed	None	Test PO CIS Supplier	No	200.00 GBP		
G10000360053	05/03/2024	Issued	None	Test PO CIS Supplier	No	1,000.00 GBP		
G10000359833	23/01/2024	Issued	None	1 Bag of Test QTY line	No	1,000.00 GBP		
G10000359789	10/01/2024	Issued	17/01/2024	1 Bag of Test QTY line	No	1,000.00 GBP		
G10000334468	22/11/2023	Soft Closed	22/01/2024	1 Bag of Test QTY line	No	1,000.00 GBP		
G10000334202	09/10/2023	Issued	None	Test PO G100	No	100.00 GBP		

Invoices

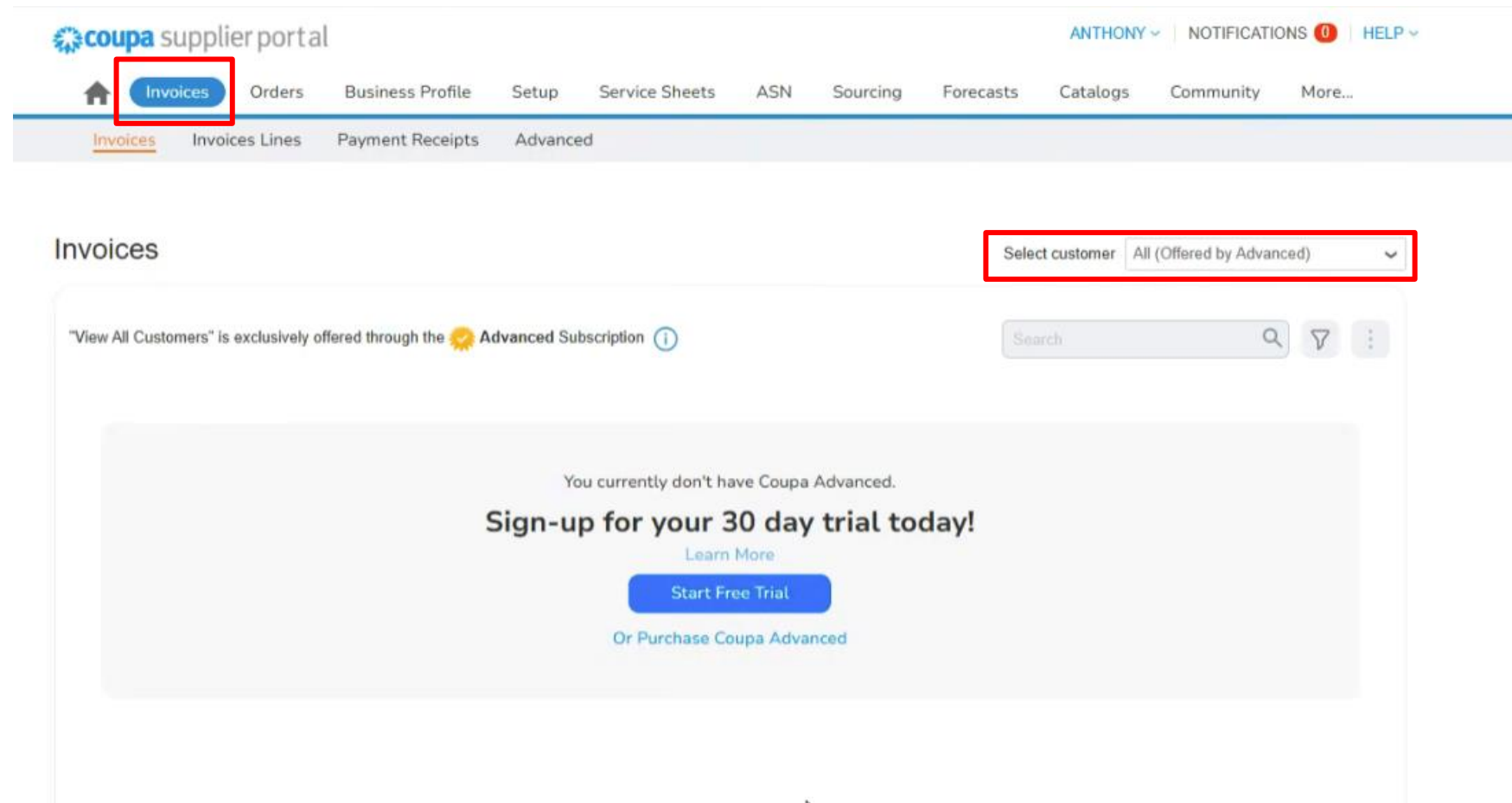
Invoices – When you click on Invoices for the first time you will see the Page

Go To “Select Customer” change it to Mitie Group PLC to see your Invoices screen for Mitie

Remember: Coupa with Mitie it is free to use, you don't need to sign up to any subscription services with Coupa to work with Mitie.

Related Guides

- How to submit a Credit Note by CSP
- How to Resolve disputed Invoices
- How to setup your invoice's view



The screenshot shows the Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is on the left, and user information 'ANTHONY', 'NOTIFICATIONS 0', and 'HELP' are on the right. A navigation bar contains 'Invoices' (highlighted with a red box), 'Orders', 'Business Profile', 'Setup', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Community', and 'More...'. Below this, a secondary navigation bar shows 'Invoices' (underlined), 'Invoices Lines', 'Payment Receipts', and 'Advanced'. The main content area is titled 'Invoices' and features a 'Select customer' dropdown menu (highlighted with a red box) set to 'All (Offered by Advanced)'. A search bar and filter icons are also present. A central message states: 'You currently don't have Coupa Advanced. Sign-up for your 30 day trial today!' with a 'Start Free Trial' button and a 'Learn More' link. Below this, it says 'Or Purchase Coupa Advanced'.

Invoices

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

Pending approval – Awaiting Good receipt or Remit to address for 1st invoice submitted through CSP.

Approved – Invoice is okay to pay and exports to payment system and will be paid when due

Disputed – Invoice please checkj the disputed invoice reason

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 Invoice from PO – takes you to Orders to select the gold Coins against the relevant PO

Create Credit Note Use this to create Credit notes against invoices.

Related Guides

How to submit a Credit Note by CSP

How to Resolve disputed Invoices

How to setup your invoices view

coupa supplier portal SIMON | NOTIFICATIONS 18 | HELP

Home Invoices Orders Business Profile Payments Setup Service Sheets ASN Sourcing Forecasts Catalogues More...

Invoices Invoices Lines Payment Receipts

Select customer Mitie Group Plc - SRCL LTD_0000

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

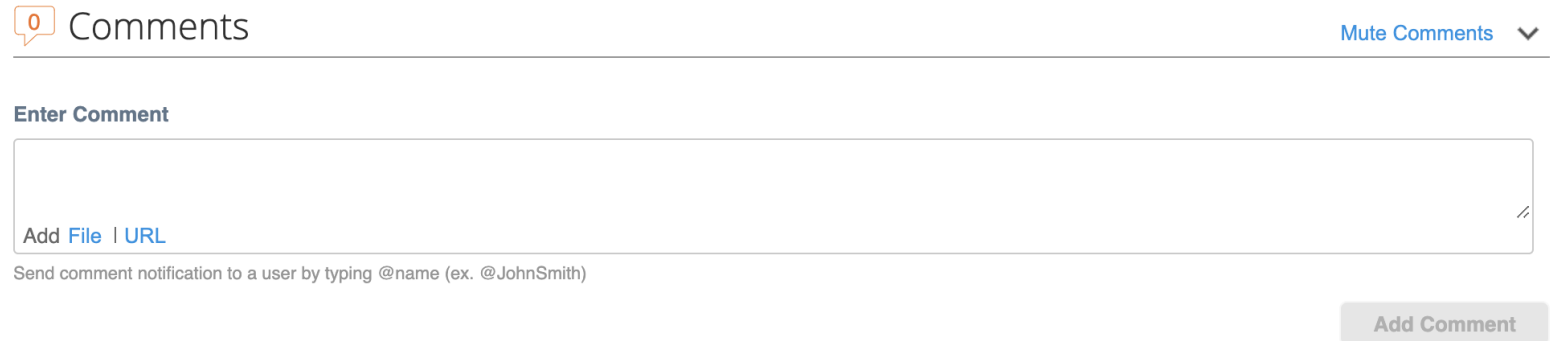
Export to View Simon's view Search

Invoice #	Invoice Date	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions	Paid	Payment Information	Document I
0001763447	31/10/2022	21/12/2022	Approved	N00100092573	55,200.00 GBP	No			Yes	Payment# - on 16/02/2023 for GBP 55,200.00	None
0001772934	30/11/2022	21/12/2022	Approved	N00100117180	55,200.00 GBP	No			Yes	Payment# - on 16/02/2023 for GBP 55,200.00	None
0001765530	16/11/2022	22/12/2022	Approved	N00100127577	1,176.00 GBP	No			Yes	Payment# - on 16/02/2023 for GBP 1,176.00	None
0001756107	22/12/2022	22/12/2022	Approved	N00100127578	516.00 GBP	No			Yes	Payment# - on 16/02/2023 for GBP 516.00	None
0001782989	20/01/2023	20/01/2023	Approved	N00100129294	30,000.00 GBP	No			Yes	Payment# - on 04/04/2023 for GBP 30,000.00	None

Use the comments feature in Coupa

You can use the **'Comments'** section in Coupa, these can be found at the bottom of the PO and Invoices in your CSP.

Please use the **'@'** function to select the person you want to make a comments too, once you have selected there name you can type the message to them and then click the relevant add comment box. This will send a notification in Coupa to that person.



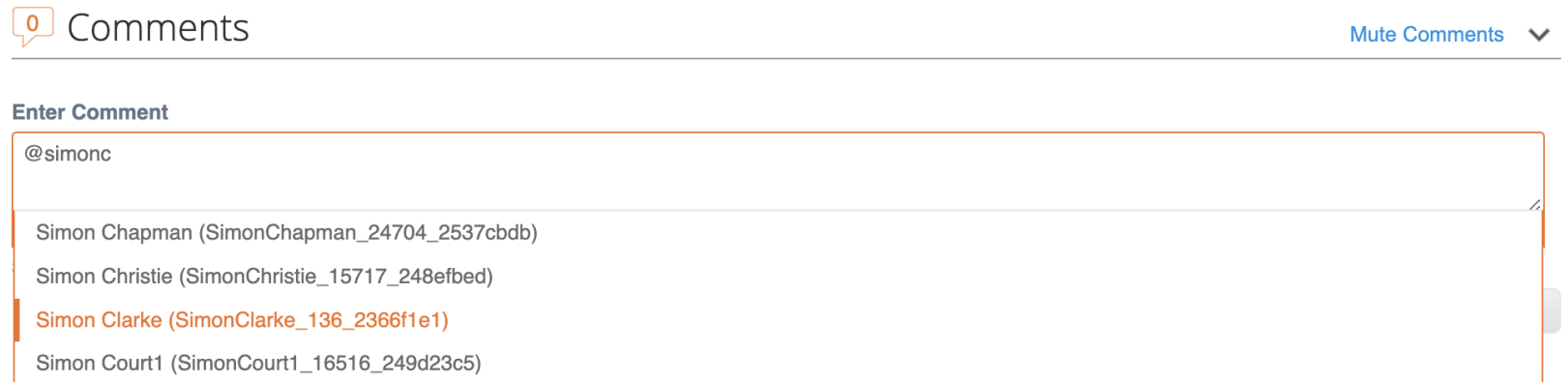
0 Comments Mute Comments ▾

Enter Comment

Add [File](#) | [URL](#)

Send comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment



0 Comments Mute Comments ▾

Enter Comment

@simonc

- Simon Chapman (SimonChapman_24704_2537cbdb)
- Simon Christie (SimonChristie_15717_248efbed)
- Simon Clarke (SimonClarke_136_2366f1e1)**
- Simon Court1 (SimonCourt1_16516_249d23c5)

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

Note: 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)

Related Guide

How to manage your preferred Language in your CSP

Invoice # CISTEST050324D Approved 12 Mar

Mitie Group Plc - SRCL LTD_0000601291 • 10.0 • GBP • Not paid • Due 79 days ago

Two-factor Security 0 of 1 Users	Join Requests 0 Users	Merge Suggestions 7 Duplicates	Linked Customers 4 Connections
-------------------------------------	--------------------------	-----------------------------------	-----------------------------------

- Dansk (Danmark)
- Deutsch (Belgien)
- Deutsch (Deutschland)
- Deutsch (Luxemburg)
- Deutsch (Schweiz)
- Deutsch (Österreich)
- English (Australia)
- English (Canada)
- English (UK)

© 2006-2024 Coupa Software Incorporated
Privacy Policy · Terms of Use