

How to navigate the Coupa Supplier Portal (CSP)



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.

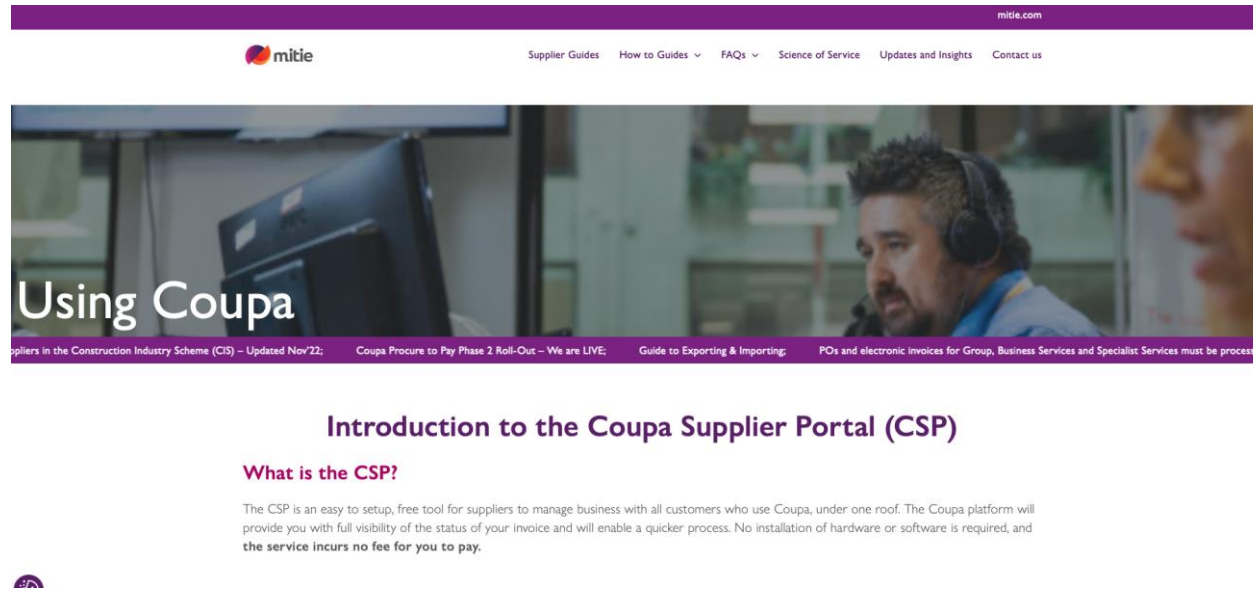
By joining the Coupa Supplier Portal, you will be able to view and acknowledge your Mitie purchase orders, submit invoices and view your invoice status in real time.

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

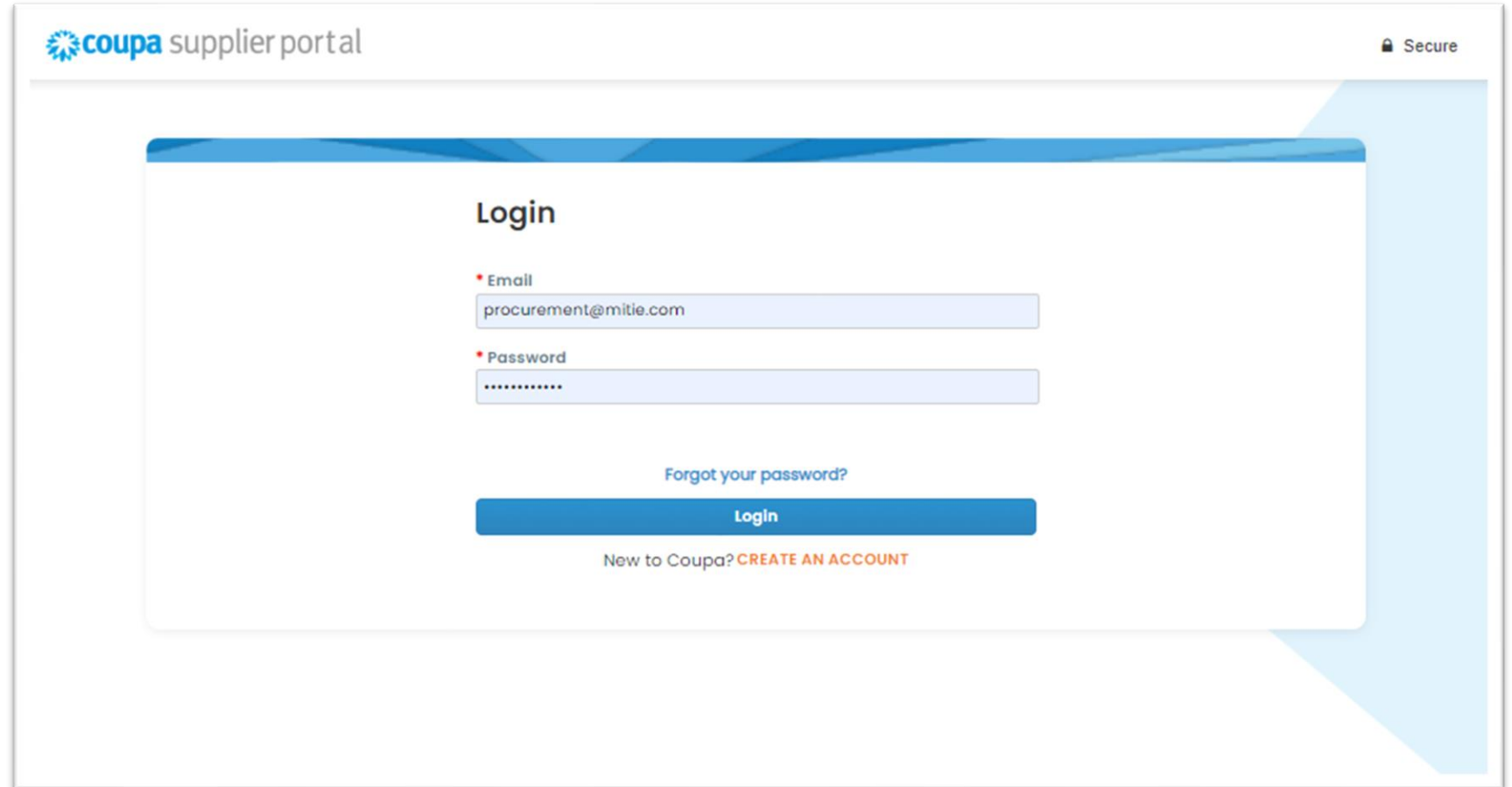
Link to access the Coupa Supplier Portal (CSP)

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 is the Coupa logo and 'supplier portal' text. At the top right 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 fields. At the bottom, there is a link for 'New to Coupa? CREATE AN ACCOUNT'.

Coupa Supplier Portal – Homepage



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

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.

TS **Test Supplier SH**
Profile Progress 29% Last Updated: 20 days ago | [View Profile](#)

Recent Activity

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

Order # G10000360053	Issued	28 May
Mitie Group Plc - SRCL LTD_0000601291 • 1000.0 • GBP • 220.0 GBP Invoiced		
Information Request	Due Now	02 May
Mitie Group Plc - SRCL LTD_0000601291 • Received 27 days ago		
Invoice # CISTEST1103A	Dispute withdrawn	18 Mar
Mitie Group Plc - SRCL LTD_0000601291 • 100.0 • GBP • Not paid		
Invoice # CISTEST050324E	Approved	12 Mar
Mitie Group Plc - SRCL LTD_0000601291 • 10.0 • GBP • Not paid • Due 78 days ago		
Invoice # CISTEST050324D	Approved	12 Mar
Mitie Group Plc - SRCL LTD_0000601291 • 10.0 • GBP • Not paid • Due 79 days ago		

Announcements

No Announcements

Two-factor Security 0 of 1 Users	Join Requests 0 Users	Merge Suggestions 7 Duplicates	Linked Customers 4 Connections
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Coupa Supplier Portal – Homepage Menu



These are the main sections to use for Mitie.

Notifications – Find all notifications here

Setup - Manage Users, Merge Requests, Legal Entity Setup.

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 a 'NOTIFICATIONS 11' badge are on the right. Below this is a blue navigation bar with buttons for Home, Profile, Forecasts, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, Payments, and Business Performance. A secondary row contains Sourcing, Add-ons, and Setup. The main content area features a profile card for 'Test Supplier SH' with a 'TS' icon and a progress bar at 29%. Below the profile card is a 'Recent Activity' section with a 'View' dropdown and an information icon. It lists several activities: 'Mitie Group Plc - SRCL LTD_0000...' (highlighted), 'Mitie Group Plc - Filmtex Ltd', and 'More...'. The activity list includes: 'Order # G10000360053' (Issued, 28 May), 'Information Request' (Due Now, 02 May), 'Invoice # CISTEST1103A' (Dispute withdrawn, 18 Mar), 'Invoice # CISTEST050324E' (Approved, 12 Mar), and 'Invoice # CISTEST050324D' (Approved, 12 Mar). To the right of the activity list is an 'Announcements' section with 'No Announcements'. At the bottom, there are four summary cards: 'Two-factor Security' (0 of 1 Users), 'Join Requests' (0 Users), 'Merge Suggestions' (7 Duplicates), and 'Linked Customers' (4 Connections).

Account settings

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

Select **Account settings**

You can update your name and change password

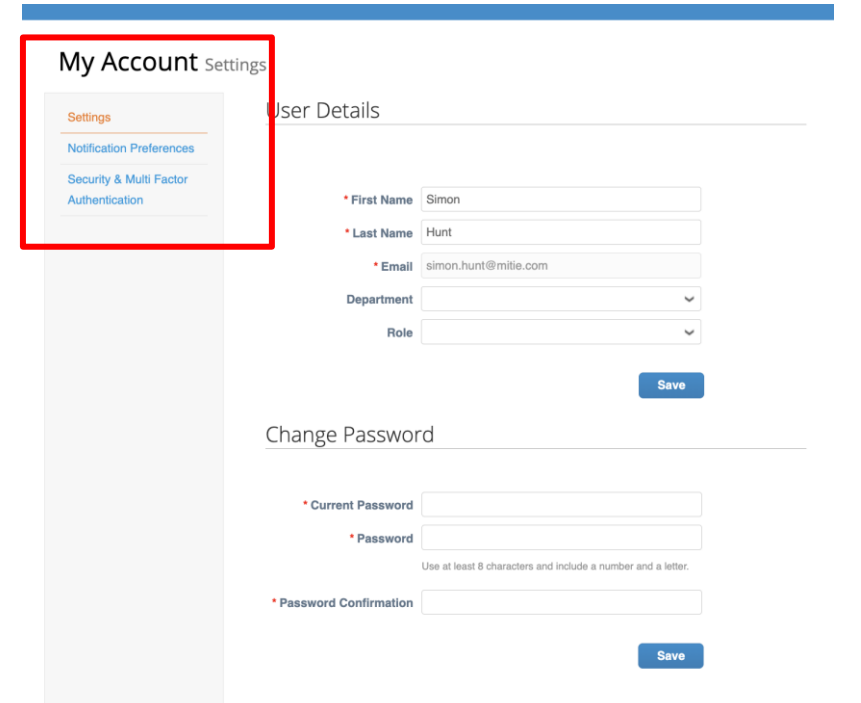
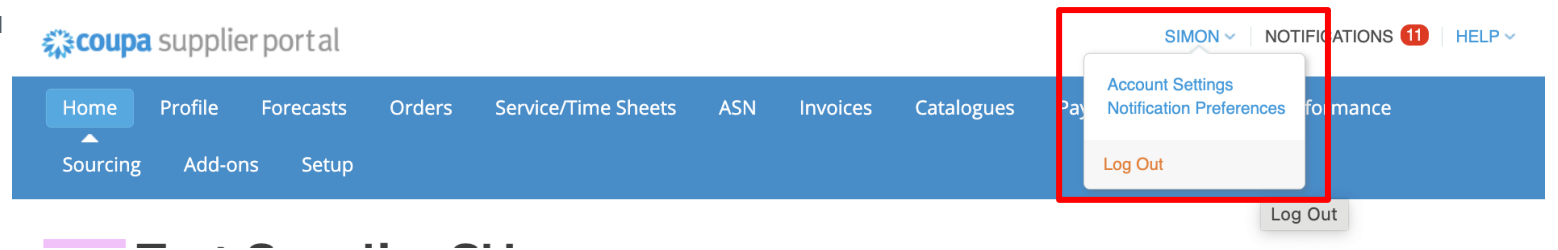
You will see 2 options displayed.

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

Related Guides

How to set up Two-Factor Authentication

How to manage your Notification preferences



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

Legal Entity Setup

To invoice Mitie a Legal entity must be setup

Related Guides

How to Manage users and merge requests

How to Setup your Legal Entity

coupa supplier portal SIMON ▾ | NOTIFICATIONS 11 | HELP ▾

Home Profile Forecasts Orders Service/Time Sheets ASN Invoices Catalogues Payments Business Performance

Sourcing Add-ons **Setup**

Admin Customer Setup

Admin Users

Users Merge Requests Merge Suggestions Requests to Join **Legal Entity Setup** Fiscal Representatives Remit-To Early Pay Discounts sFTP Accounts cXML Errors sFTP File Errors (to Customers)

Invite User View All ▾ Search 🔍

User name	Email	Status	Permissions	Customer Access	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/Time Sheets Sourcing	Mitie Group Plc - Vodafone PLC Test Site	Activate
Rachael Mauler	rachael.mauler@mitie.com	Inactive	ASNs Admin Business Performance	Mitie Group Plc - Vodafone PLC Test Site	Activate

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

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the Coupa logo and 'supplier portal' text. On the right, there are links for 'SIMON', 'NOTIFICATIONS 11', and 'HELP'. Below this is a main navigation menu with tabs for Home, Profile, Forecasts, Orders (highlighted with a red box), Service/Time Sheets, ASN, Invoices, Catalogues, Payments, and Business Performance. A secondary menu below includes Sourcing, Add-ons, and Setup. A sub-menu for 'Orders' is visible, listing various options like Order lines, Returns, Order Changes, etc. On the right side, there is a 'Select Customer' dropdown menu with 'Mitie Group Plc - SRCL LTD_0000601291' selected (highlighted with a red box). The main content area is titled 'Purchase Orders' and includes 'Instructions From Customer' which explains how to create an invoice from a PO. Below the instructions is a button that says 'Click the [gold coins icon] Action to Accept the Purchase Order and Create an Invoice using its data'. At the bottom, there is a table of Purchase Orders with columns for PO Number, Order Date, Status, Acknowledged At, Items, Unanswered Comments, Total, Assigned To, Actions, and CAFM header long description. The first row is highlighted, and the 'Actions' column for that row contains a gold coins icon (highlighted with a red box) and a red coins icon.

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

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 11 | HELP

Home Profile Forecasts Orders Service/Time Sheets ASN **Invoices** Catalogues Payments Business Performance

Sourcing Add-ons Setup

Invoices Invoices Lines Payment Receipts

Select customer Mitie Group Plc - SRCL LTD_0000

Invoices

Invoice Tests 1234 deleted

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

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

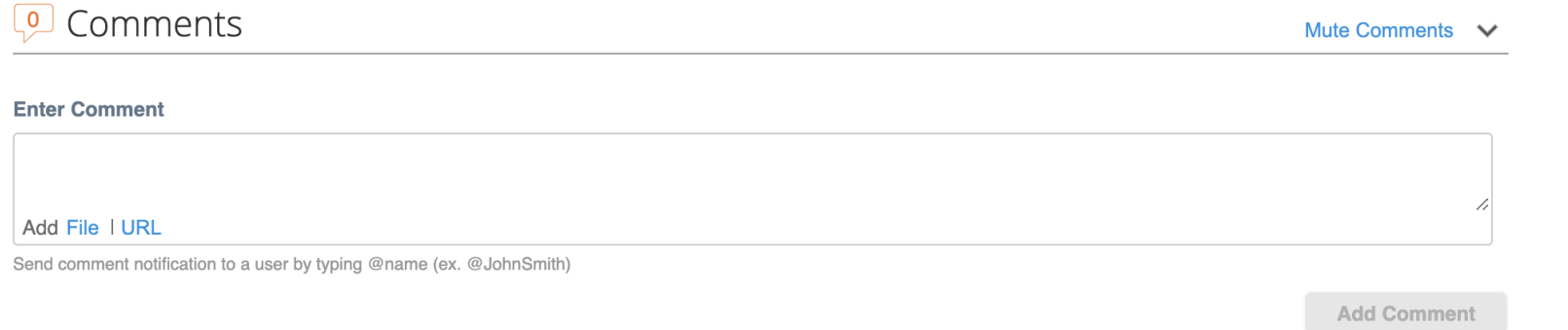
Export to View Simon's view Search

Invoice #	Invoice Date	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions	Paid	Payment Information
None	28/05/2024	28/05/2024	Draft	G10000360053	780.00 GBP	No			No	
CISTEST050324E	12/03/2024	12/03/2024	Approved	G10000360053	12.00 GBP	No			No	
CISTEST050324D	11/03/2024	11/03/2024	Approved	G10000360053	10.00 GBP	No			No	
CISTEST1103C	11/03/2024	11/03/2024	Approved	G10000360053	100.00 GBP	No			No	
CISTEST1103B	11/03/2024	11/03/2024	Approved	G10000360053	100.00 GBP	No			No	
CISTEST1103A	11/03/2024	11/03/2024	Pending Approval	G10000360053	100.00 GBP	Yes			No	
None	11/03/2024	11/03/2024	Voided	G10000360053	1,000.00 GBP	No			No	

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.



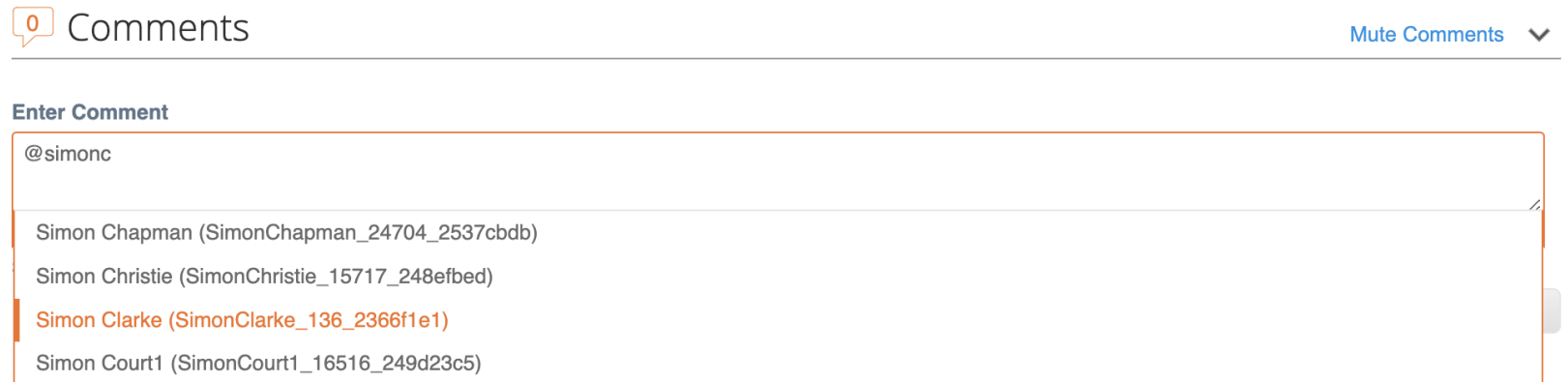
0 Comments Mute Comments ▾

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

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