



# How to navigate the Coupa Supplier Portal (CSP)

November 2025

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# 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.

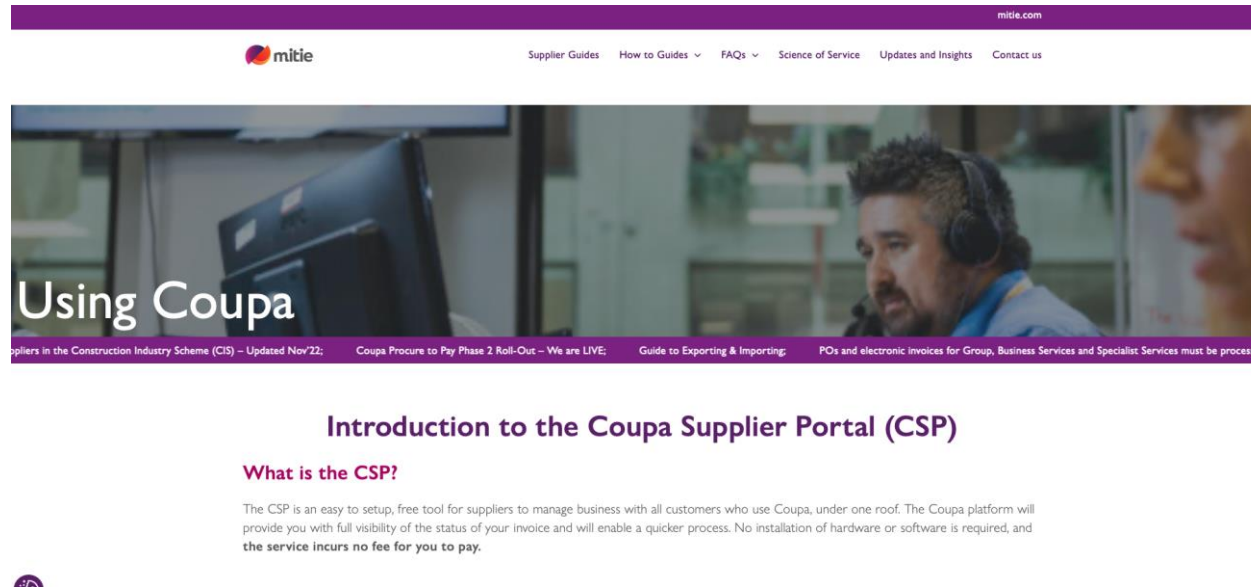
By joining the Coupa Supplier Portal, you will be able to view and acknowledge your Mitie purchase orders, submit invoices and view your invoice status in real time.

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 dedicated supplier website [Mitie Suppliers](#) under how to guides you will find lots of How to documents.



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

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

# Coupa Supplier Portal – Register / Login

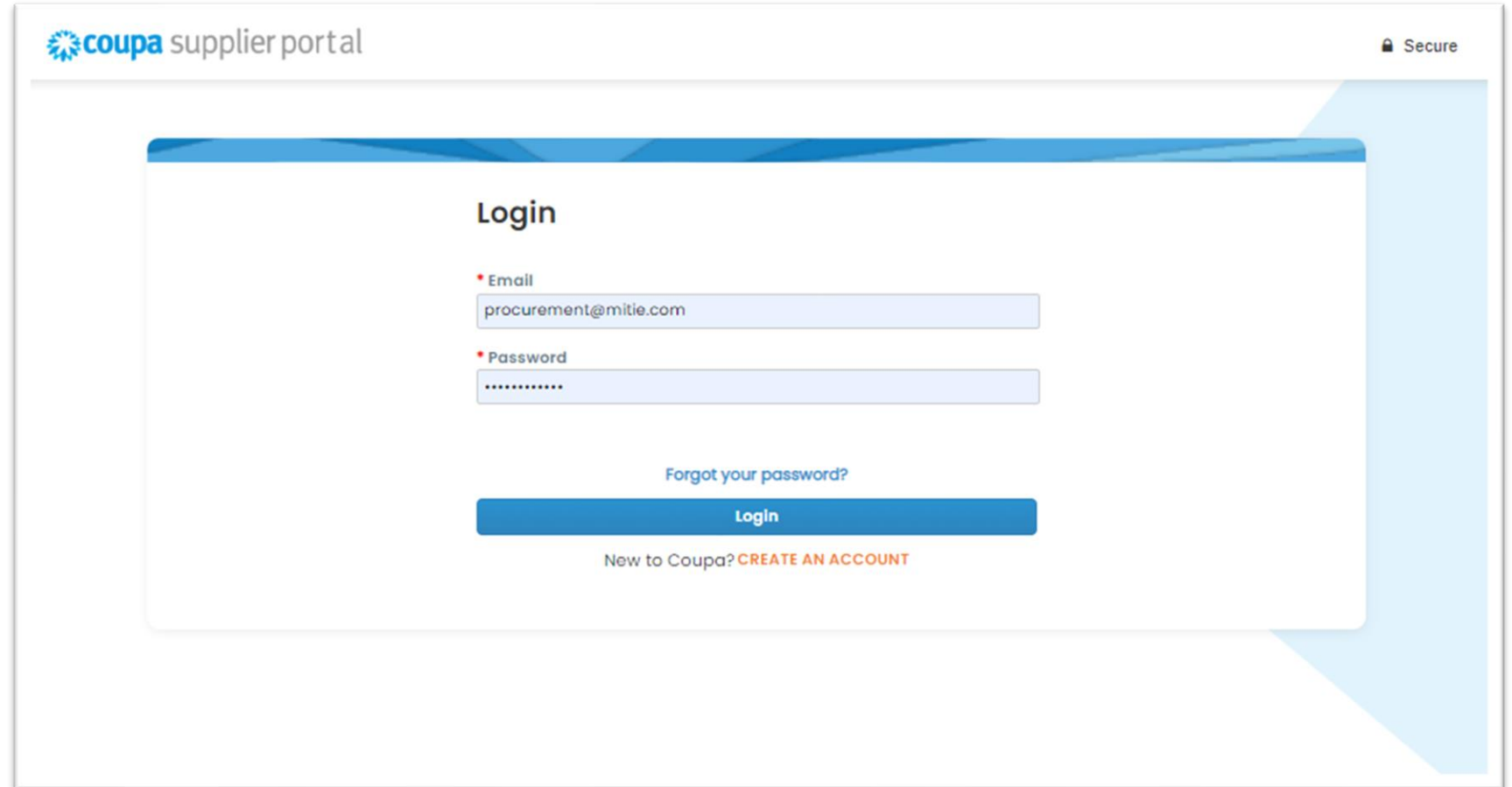
Link to access the Coupa Supplier Portal (CSP)

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 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 "Forgot your password?" link. At the bottom of the login form, 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.

**Announcements**  
No Announcements

**Recent Activity** View i

Mitie Group Plc - SRCL LTD\_0000... Mitie Group Plc - Filmtek Ltd More...

- 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

Multi-Factor Security 1 of 1 User	Join Requests 0 Users	Merge Suggestions 8 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,

**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 a 'NOTIFICATIONS 18' badge 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 header for 'Test Supplier SH' with a 'View Profile' link. Below this is a 'Recent Activity' section with a 'View' dropdown and a list of activities: 'Information Request' (Approved, 19 Feb), 'Information Request' (Due Now, 18 Feb), 'Information Request' (Submitted, 18 Feb), 'Information Request' (Due Now, 18 Feb), and 'Invoice # safil2f3gqh2lig' (Disputed, 12 Feb). 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 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 3 options displayed.

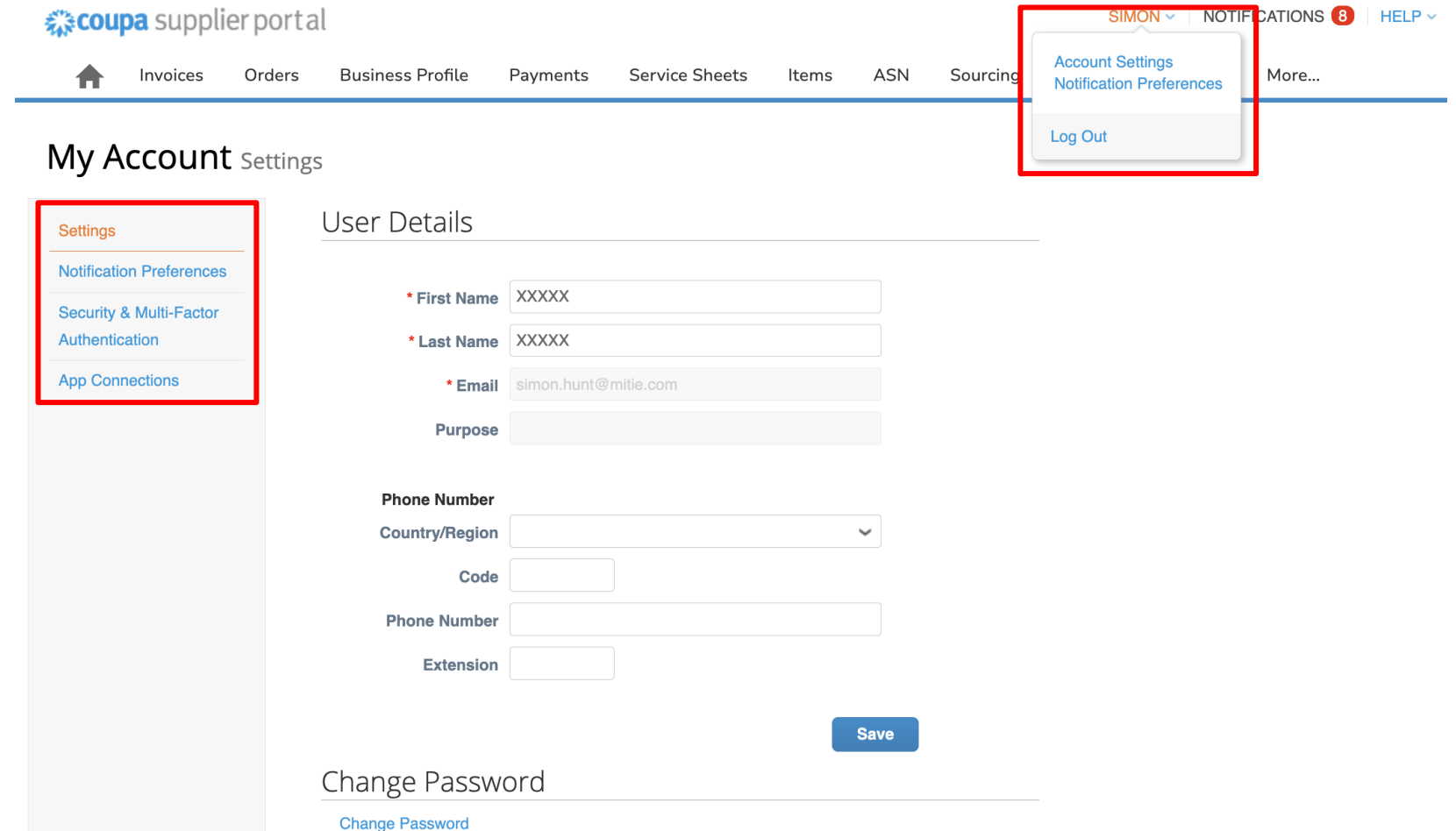
- **Notification preferences**
- **Security & Multifactor Authentication**
- **App Connections**

## Related Guides

How to set up Two-Factor Authentication

How to manage your Notification preferences

Please note: Multifactor Authentication (MFA) is a Coupa requirement and if you need it resetting you must contact Coupa support directly. Mitie does not have access to reset MFA.



**coupa** supplier portal

Home Invoices Orders Business Profile Payments Service Sheets Items ASN Sourcing More...

**My Account** Settings

**Settings**  
Notification Preferences  
Security & Multi-Factor Authentication  
App Connections

**User Details**

\* First Name XXXXX  
\* Last Name XXXXX  
\* Email simon.hunt@mitie.com  
Purpose  
Phone Number  
Country/Region  
Code  
Phone Number  
Extension

Save

Change Password  
[Change Password](#)

SIMON | NOTIFICATIONS 8 | HELP

Account Settings  
Notification Preferences  
Log Out

## 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

## Related Guides

How to Manage users and merge requests

**coupa** supplier portal

SIMON | NOTIFICATIONS 8 | HELP

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

**Admin** Connection Requests

**Admin** Users

**Users**

Worker Portal Access

**Merge Requests**

Merge Suggestions

Requests to Join

Fiscal Representatives

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
Simon Hunt	simon.hunt@mitie.com	Active	ASNs Admin Catalogues Community Early Payments Forecast Planner Inventory Invoices Order Changes Order Line Confirmation Orders Payments Profiles Restricted Worker Access Restricted Worker Assignment Access	Mitie Group Plc - Test Supplier SH	None	Edit

It is the supplier's responsibility to manage their own users on there companies CSP account.

# Business Profile - Legal Entity



**Legal Entities –** Please refer to Legal entity Guide

## Related Guides

How to Setup your Legal Entity

The screenshot shows the Coupa Supplier Portal navigation menu. The 'Business Profile' tab is highlighted with a red box. Below it, the 'Legal Entities' sub-tab is also highlighted with a red box. Other tabs include Invoices, Orders, Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Setup, and More... The top right of the page shows the user name 'SIMON', a notification bell with '8' notifications, and a 'HELP' dropdown.

## Legal Entities

The screenshot shows the 'Legal Entities' table in the Coupa portal. A 'Create' button is highlighted with a red box. The table has columns for Legal Entity Name, Invoice From Address, Tax ID, Linked Payment Method, Payment Information, and Customers. A search bar and filter icons are visible at the top right of the table.

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customers
TEST1	32 London Bridge Street, London, England, SE1 9SG, United Kingdom	GB:GB123456789	Bank Account	LLOYDS BANK PLC *****5678	Mitie Group Plc - Vodafone PLC Test Site, Mitie Group Plc - Filmtek Ltd, +6 More

If your legal Entity is blank you will need to click Create and follow the process using our related Guide.

If your legal Entity is not showing any Customer's, you can add them on Payment Methods.

Its recommended you have one legal entity and one payment method in your CSP otherwise you have keep selecting remit to etc when invoicing.

# Business Profile – Payment Methods



**Payment methods-** Please refer to Legal entity Guide

**Related Guides**  
How to Setup your Legal Entity

coupa supplier portal SIMON | NOTIFICATIONS 8 | HELP

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

Business Profile Profile Submissions Legal Entities **Payment Methods** Information Requests Performance Evaluation

## Payment Methods

**Add Payment Method** Search

Payment Method	Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
Bank Transfer	<a href="#">Bacs</a>	United Kingdom	GBP	TEST1	Mitie Group Plc - ACQUISITION TEST SUPPLIER SH, Mitie Group Plc - ADVANCED TECHNICAL PRODUCTS LIMITED_0000557739 +6 more	Active	

If your Payment method is not showing Mitie group PLC as a “Shared with Customers”, Click in the actions column and select the customer’s, you was to associate with that payment method.

Its recommended you have one legal entity and one payment method in your CSP otherwise you have keep selecting remit to etc when invoicing.

# Business Profile – Information Requests



**Information Requests-** is where you can see forms sent out by Mitie i.e. Supplier update information, Insurances etc for you to complete.

## Status

New – Awaiting action

Draft – Started or rejected forms

Pending Approval – It being reviewed by Mitie

Applied – Approved and will update Mitie’s systems

The screenshot shows the Coupa Supplier Portal navigation menu. The 'Business Profile' and 'Information Requests' items are highlighted with red boxes. The user is logged in as 'SIMON' and has 8 notifications. The current customer is 'Mitie Group Plc - Test Supplier SH'.

Mitie Group Plc - Test Supplier SH

Select Customer Mitie Group Plc - Test Supplier SH

## Form Responses

Form	Status	Created Date	Submitted At
<a href="#">External Supplier Update (System Form)</a>	New	06/11/2025	None
<a href="#">2.5 Insurance Update Form SH TESTING</a>	New	06/06/2025	None
<a href="#">Bank Details Update Form R4</a>	Applied	22/11/2023	22/11/2023
<a href="#">2.5 Insurance Update Form</a>	New	27/10/2023	None

Per page 15 | 45 | 90

Please Note: If you need to update any of your company Information with Mitie ie addresses, email addresses, bank details, insurances etc

Please email [vendormasterdata@mitie.com](mailto:vendormasterdata@mitie.com) and inform them what you want to update, and they will send you the relevant update form which will show on this page when issued.

If you need help in completing any of the forms issued, please email [askprocurement@mitie.com](mailto:askprocurement@mitie.com) for help.

# Invoices and Orders Tabs – Coupa 30-day Free Trial



**Invoices and Orders** – When you click on Invoices or orders 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.

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 several tabs: '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) currently set to 'All (Offered by Advanced)'. Below the dropdown, a message states: '“View All Customers” is exclusively offered through the Advanced Subscription'. A search bar is visible to the right. A large central banner reads: 'You currently don't have Coupa Advanced. Sign-up for your 30 day trial today!'. Below this banner are links for 'Learn More', a 'Start Free Trial' button, and 'Or Purchase Coupa Advanced'.

# 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
<a href="#">F02400362615</a>	16/09/2024	Soft Closed	None	Test PO CIS Supplier	No	200.00 GBP		
<a href="#">G10000360053</a>	05/03/2024	Issued	None	Test PO CIS Supplier	No	1,000.00 GBP		
<a href="#">G10000359833</a>	23/01/2024	Issued	None	1 Bag of Test QTY line	No	1,000.00 GBP		
<a href="#">G10000359789</a>	10/01/2024	Issued	17/01/2024	1 Bag of Test QTY line	No	1,000.00 GBP		
<a href="#">G10000334468</a>	22/11/2023	Soft Closed	22/01/2024	1 Bag of Test QTY line	No	1,000.00 GBP		
<a href="#">G10000334202</a>	09/10/2023	Issued	None	Test PO G100	No	100.00 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 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 invoice's 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

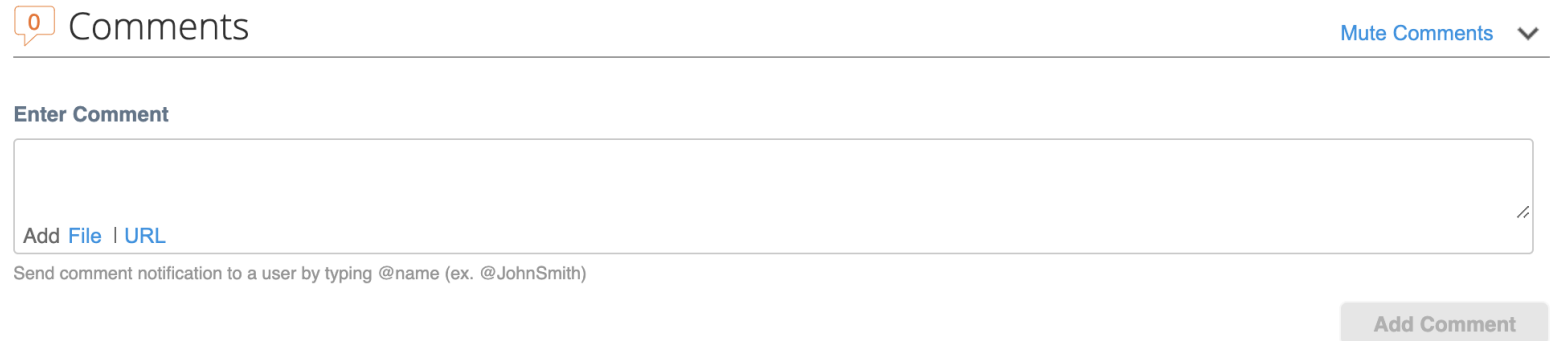
Export to View Simon's view Search

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



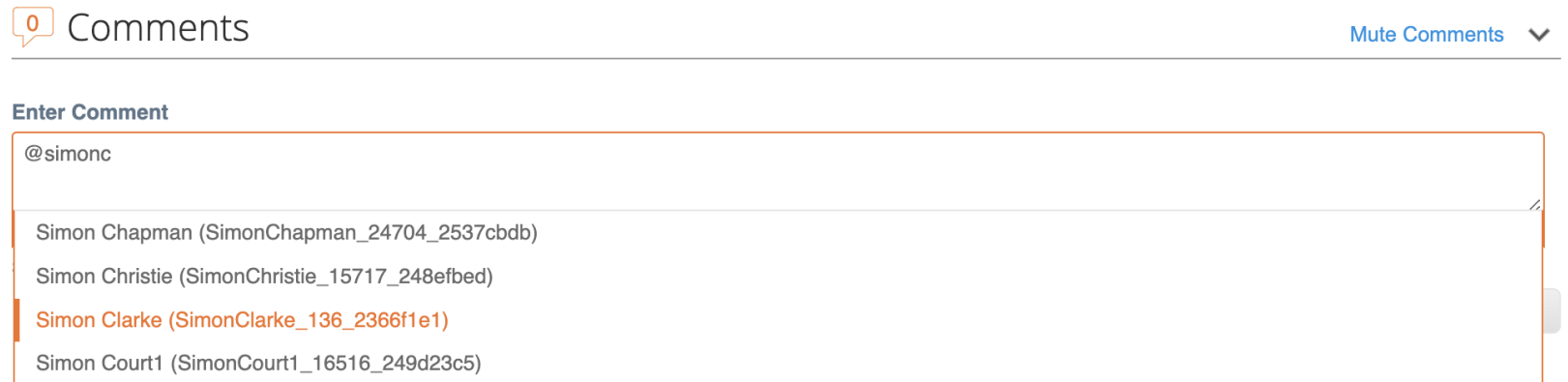
0 Comments Mute Comments ▾

**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
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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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