



How to Navigate Your Coupa Supplier Portal (CSP)

March 26

The future of high-performing places



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.

Our Dedicated Supplier Website

Mitie has a dedicated supplier website [Mitie Suppliers](#)
You will find FAQs and 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:

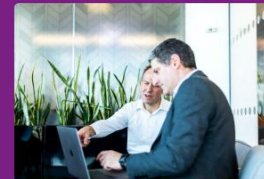
1. The Coupa Supplier Portal
2. Supplier Actionable Notifications (please refer to the how-to-guide below)

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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Coupa Supplier Portal – Register / Login

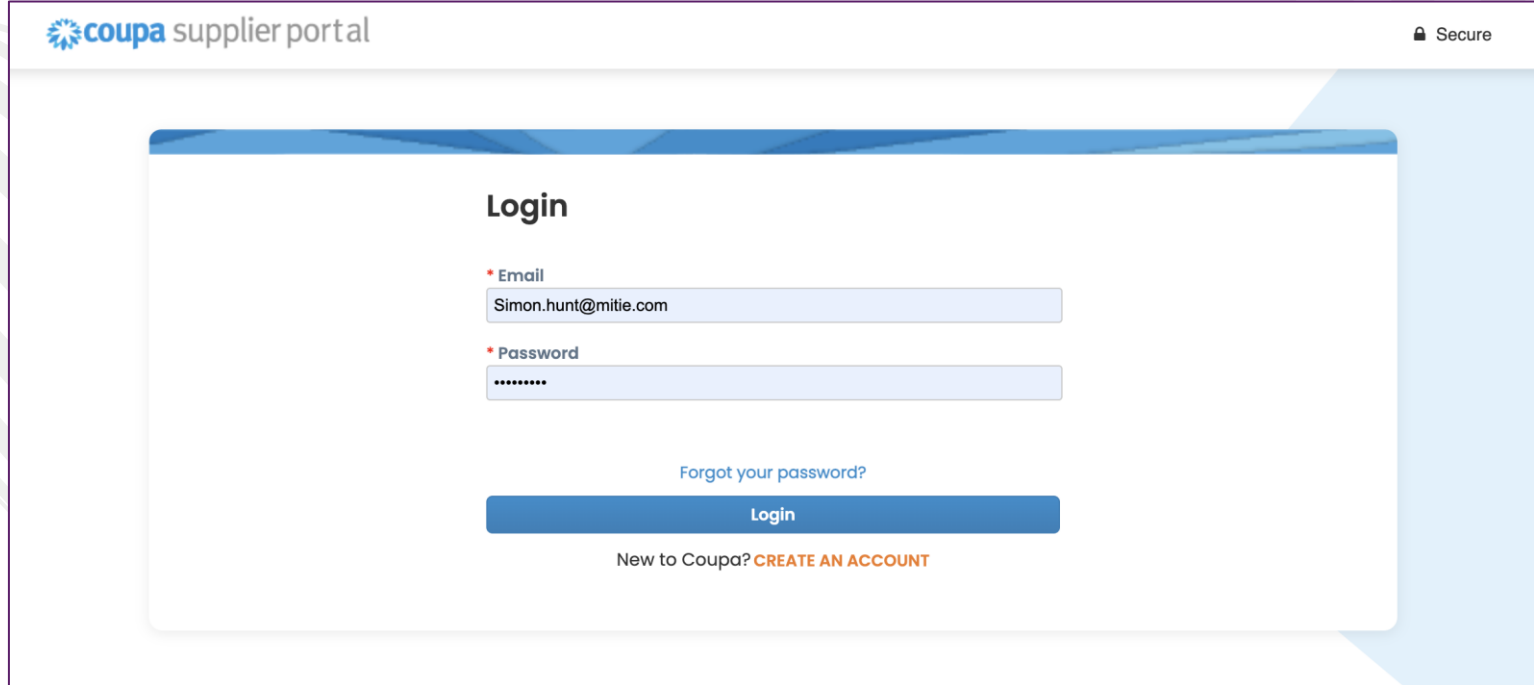
Link to access the Coupa Supplier Portal (CSP)

Link

[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.
- 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 logo and text 'coupa supplier portal' are visible. At the top right, there is a 'Secure' indicator with a lock icon. The main content area is a white box with a blue header and footer. The header contains the word 'Login' in bold. Below the header, there are two input fields: one for 'Email' with the value 'Simon.hunt@mitie.com' and one for 'Password' with masked characters. Below the password field is a link for 'Forgot your password?'. A blue 'Login' button is positioned below the input fields. At the bottom of the white box, there is a link for 'New to Coupa? CREATE AN ACCOUNT'.

Homepage

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.

The screenshot shows the Coupa Supplier Portal interface. At the top, the logo 'coupa supplier portal' is on the left, and 'SIMON', 'NOTIFICATIONS 18', and 'HELP' are on the right. A navigation bar contains links for Home, Invoices, Orders, Business Profile, Payments, Setup, Service Sheets, ASN, Sourcing, Forecasts, Catalogues, and More... The main content area features a profile card for 'Test Supplier SH' (TS) with a 'View Profile' link. Below this is a 'Recent Activity' section with a 'View' dropdown and an information icon. It lists several 'Information Request' items from 'Mitie Group Plc - SRCL LTD_0000601291' with statuses like 'Approved', 'Due Now', 'Submitted', and 'Disputed'. To the right of the activity is an 'Announcements' box showing 'No Announcements'. At the bottom, a summary bar displays: Multi-Factor Security (1 of 1 User), Join Requests (0 Users), Merge Suggestions (8 Duplicates), and Linked Customers (4 Connections).

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 logo 'coupa supplier portal' is on the left, and 'SIMON', 'NOTIFICATIONS 18', and 'HELP' are on the right. A navigation bar contains icons and labels for 'Invoices', 'Orders', 'Business Profile', 'Payments', 'Setup', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', and 'More...'. The main content area is for 'Test Supplier SH', with a profile last updated 3 days ago. 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 # safil2f3gqh2liq'. The requests have statuses 'Approved', 'Due Now', 'Submitted', and 'Due Now' with dates from 18 Feb to 19 Feb. The invoice is 'Disputed' from 12 Feb. To the right is an 'Announcements' section with 'No Announcements'. At the bottom, a summary bar shows: Multi-Factor Security (1 of 1 User), Join Requests (0 Users), Merge Suggestions (8 Duplicates), and Linked Customers (4 Connections).

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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**

See Our Supplier website for related Guides

coupa supplier portal

Simon | NOTIFICATIONS 23 | HELP

Account Settings
Notification Preferences
Security & MFA
Log Out

My Account Settings

Settings
Notification Preferences
Security & Multi-Factor Authentication
App Connections

User Details

• First Name

• Last Name

• Email

Purpose

Phone Number

Country/Region

Code

Phone Number

Extension

Save

Change Password

[Change Password](#)

Setup

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

See Our Supplier website for related Guides

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

Business Profile - Legal Entity

Legal Entities – Please refer to Legal entity Guide

See Our Supplier website for related Guides

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

Legal Entities

Create

Search

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

See Our Supplier website for related Guides

The screenshot shows the Coupa Supplier Portal interface. At the top, there's a navigation bar with 'coupa supplier portal' on the left and 'SIMON', 'NOTIFICATIONS 8', and 'HELP' on the right. Below this is a main navigation menu with 'Invoices', 'Orders', 'Business Profile' (highlighted), 'Payments', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Setup', and 'More...'. A secondary navigation bar includes 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods' (highlighted), 'Information Requests', and 'Performance Evaluation'. The main content area is titled 'Payment Methods' and features an 'Add Payment Method' button and a search bar. Below is a table with the following data:

Payment Method	Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
Bank Transfer	Bacs	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 interface. The top navigation bar includes 'coupa supplier portal', 'SIMON', 'NOTIFICATIONS 8', and 'HELP'. The main navigation menu has 'Business Profile' highlighted. Below it, a sub-menu shows 'Information Requests' highlighted. The page title is 'Mitie Group Plc - Test Supplier SH'. A dropdown menu for 'Select Customer' is set to 'Mitie Group Plc - Test Supplier SH'. The main content area is titled 'Form Responses' and contains a table with columns: Form, Status, Created Date, and Submitted At. The first row, 'External Supplier Update (System Form)', is highlighted with a red box. Other rows include '2.5 Insurance Update Form SH TESTING', 'Bank Details Update Form R4', and '2.5 Insurance Update Form'. The table has a 'View' dropdown set to 'All', an 'Advanced' filter, and a search bar. The footer of the table shows 'Per page 15 | 45 | 90'.

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

Please Note: If you need to update any of your company Information with Mitie i.e addresses, email addresses, bank details, insurances etc Please email 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 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 may see this 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 displays the Coupa supplier portal interface. At the top, the 'coupa supplier portal' logo is visible on the left, and user information 'ANTHONY' with a dropdown arrow, 'NOTIFICATIONS' with a red indicator, and 'HELP' with a dropdown arrow 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 includes 'Invoices', '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' with an information icon. A search bar is also present. A large grey box contains the text: 'You currently don't have Coupa Advanced. Sign-up for your 30 day trial today!' with a 'Learn More' link, a blue 'Start Free Trial' button, and the text '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.

See Our Supplier website for related Guides

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

Export to ▾	View	Simon's view ▾	Search						
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		 	


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Coupa Pos, the differences between qty & amount-based Pos including invoicing rules


Mitie has 2 different types of Pos which are issued,


Amount based PO Lines – for services / blanket orders

Only a price box is available, A supplier can submit multiple invoices against an amount-based PO  until the value of the PO has been consumed. If you go over the PO amount the invoice is auto disputed. If you know the PO does not have enough funds, contact your mitie business contact or Requester to get the PO uplifted.

1	Type	Item	Price	Total
		TEST	100.00	100.00

Qty Based PO Lines – goods only

You will see these types of Pos have a QTY , unit, Price and total. A supplier can submit only one invoice against qty of one. If you go over the PO qty the invoice will be auto disputed. If you know the PO does not have enough funds / Qty contact your mitie business contact or Requester to get the PO uplifted. Mitie does not accept QTYS as a fraction i.e. 1.4 or 0.4 and your invoice will be Disputed.

1	Type	Item	Qty	Unit	Price	Total
		Test QTY line	1	Bag	1,000.00	1,000.00

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 check 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.

See Our Supplier website for related Guides

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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

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

Export to View Simon's view Search

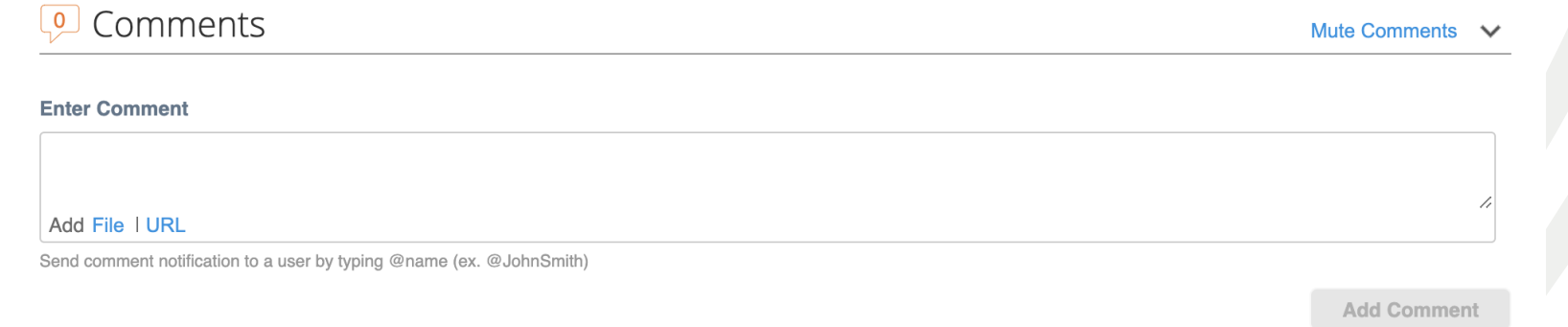
Invoice #	Invoice Date	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions	Paid	Payment Information	Document I
0001763447	31/10/2022	21/12/2022	Approved	N00100092573	55,200.00 GBP	No			Yes	Payment# - on 16/02/2023 for GBP 55,200.00	None
0001772934	30/11/2022	21/12/2022	Approved	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 their 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.



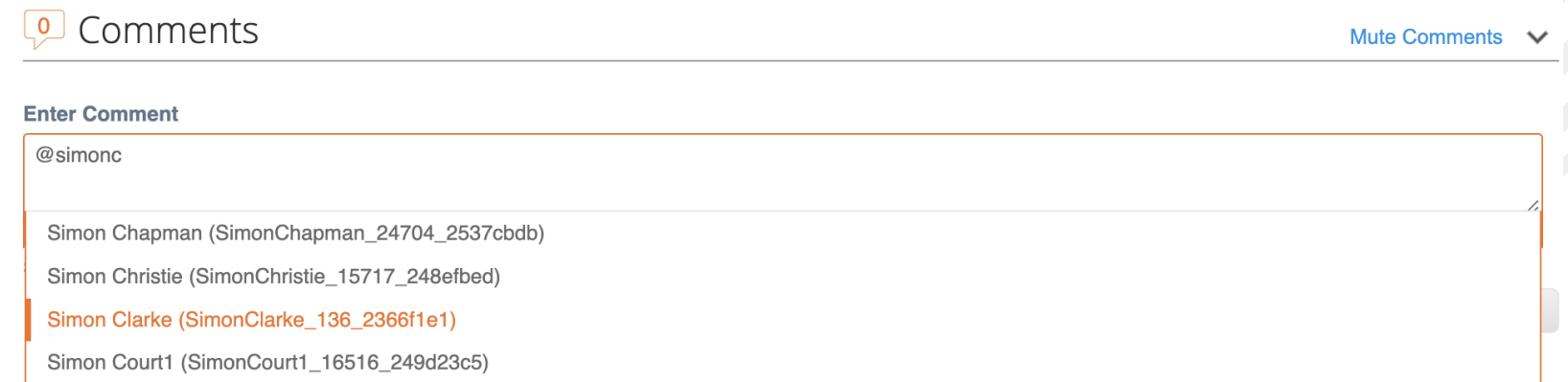
Comments Mute Comments

Enter Comment

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

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

Add Comment



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)

The screenshot displays the Mitie CSP account interface. At the top, an invoice card for 'Invoice # CISTEST050324D' is shown, with a status of 'Approved' and a date of '12 Mar'. Below the invoice, a summary of account details is provided: 'Mitie Group Plc - SRCL LTD_0000601291 • 10.0 • GBP • Not paid • Due 79 days ago'. The main dashboard area features four key metrics: 'Two-factor Security' (0 of 1 Users), 'Join Requests' (0 Users), 'Merge Suggestions' (7 Duplicates), and 'Linked Customers' (4 Connections). A language selection dropdown menu is open, listing various regional language options: Dansk (Danmark), Deutsch (Belgien), Deutsch (Deutschland), Deutsch (Luxemburg), Deutsch (Schweiz), Deutsch (Österreich), English (Australia), English (Canada), and English (UK). The footer of the interface includes the text '© 2006-2024 Coupa Software Incorporated' and links to 'Privacy Policy' and 'Terms of Use'.