



Register and Set-up your CSP For Mitie

How to register and set-up your Coupa supplier portal (CSP)

This guide will help you to register and set-up Coupa supplier portal (CSP) you will need the following information for this set-up.

- Your company details and address.
- VAT/ Tax registration number (UTR number for UK sole traders)

Mitie requires all suppliers to join the CSP. Mitie uses Coupa to manage its suppliers master data/ information and suppliers can Invoice via a Coupa POs. You will need to be issued a CSP invite which is issued to the primary contacts email address which we have on our supplier master data. If the email does not appear in your Inbox, please check your Junk folder if you cannot see the CSP invite email.

To request a CSP invitation please email Supplier.Maintenance@mitie.com confirming who the primary contact email address should be. If supplier maintenance confirms your supplier account is already linked on Coupa you will need to request access to Coupa to the admin user already linked on Coupa for your company.

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



Note: Any of your company information you enter in your CSP account / Profile does not automatically update Mitie's suppliers master records, to update any changes i.e. addresses, email addresses, Bank details, VAT number or tell us your CIS registered please email Supplier.Maintenance@mitie.com

Requirements

THE Minimum requirements for transacting via your CSP account with Mitie are as follows,

- Email invite to the CSP.
- Being able to log in to your CSP account.
- Set up Two-Factor Authentication.
- Set up a legal entity (Your company Information for invoicing)
- A Coupa PO number is required (PO Flip)

If you already have a CSP account being used for other customers check the following,

- The email invite was sent to the correct email address as the main user of you CSP account.
- Ensure you have a Legal Entity set up and Mitie Group PLC is showing as a customer or add Mitie Group PLC as a customer.
- Add Mitie as a customer to your CSP Users if required.

1.

‘Action Required – Mitie Group Plc Registration Instructions’

Click Join Coupa Supplier Portal

Action Required – Mitie Group Plc Registration Instructions Inbox x



Coupa Supplier Portal <do_not_reply@supplier-test.coupahost.com>
to me



Action Required – Mitie Group Plc Registration Instructions

Powered by Coupa

Hello Test Supplier SH

This is an invite to join the Coupa Supplier Portal which is Mitie's chosen method to onboard suppliers. Please click the "Join Coupa button" below to connect with us on the Coupa Network. From time to time, you will be asked to complete/update your supplier profile to ensure you comply with the minimum standards required to do business with Mitie. If you are not the right person at your company, you can send this request to the appropriate person by using the forward link. Mitie is implementing Coupa as their new Purchase to Pay system and in time, you will receive purchase orders and will need to send your invoices electronically through the Coupa Supplier Portal as well. Please note Mitie operates a No PO No Pay policy so goods and services should not be provided without a Purchase Order number.

The Coupa Supplier Portal does not require any installation of hardware or software, and the service incurs no fee for you to pay. More information on the Coupa supplier portal can be found on the Mitie Coupa Supplier internet page available here: <https://mitiesuppliers.com>, including FAQs and videos on how to submit your invoices when the Mitie's business units you interact with migrate to the new Purchase to Pay system. You will be informed of this in due course. If you have any queries on the use of Coupa, you can contact us at procurement@mitie.com

Simon Hunt
Mitie Group Plc

[Join Coupa Supplier Portal](#)

[Forward Invitation](#)



Business Spend Management

2.

‘Create an Account’

Once you click on Join Coupa the below screen will open

Business name must be exactly as your legally registered company name.

You will see the email address populated.

Create your memorable password (Use at least 8 characters and include a number and a letter)

Select your country / Region and VAT ID or tick I do not have a tax id where you can add the reason.

Accept the Privacy Policy and Terms of use.

Click Create an Account

(Mandatory info is marked with a *)

Note: Depending on the country/region selected the required information may differ and won't be the same as the screen shots in this guide.

Create an Account

Mitie Group Plc is using Coupa to transact electronically and communicate with you. We'll walk you through a quick and easy setup of your account with Mitie Group Plc so you're ready to do business together.

* **Business Name**
Test Supplier SH
Your legal business name (or legal personal name if an individual)

* **Email**
testsupplievodfaone@gmail.com

* **First Name** Simon * **Last Name** Hunt

* **Password** * **Confirm Password**
Use at least 8 characters and include a number and a letter.

* **Country/region** * **Tax Registration** i
#####

I do not have a Tax ID

I accept the [Privacy Policy](#) and the [Terms of Use](#)

Create an Account

Already have an account? [LOG IN](#)

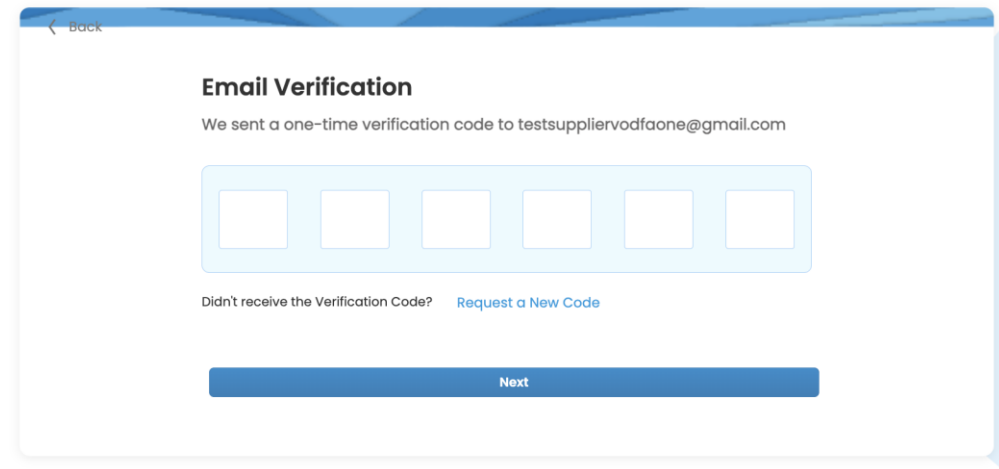
[Forward this to someone](#)

3.

'Email Verification'

You will be sent an email with a one-time Verification code.

Please enter your one-time verification code and click next.



4.

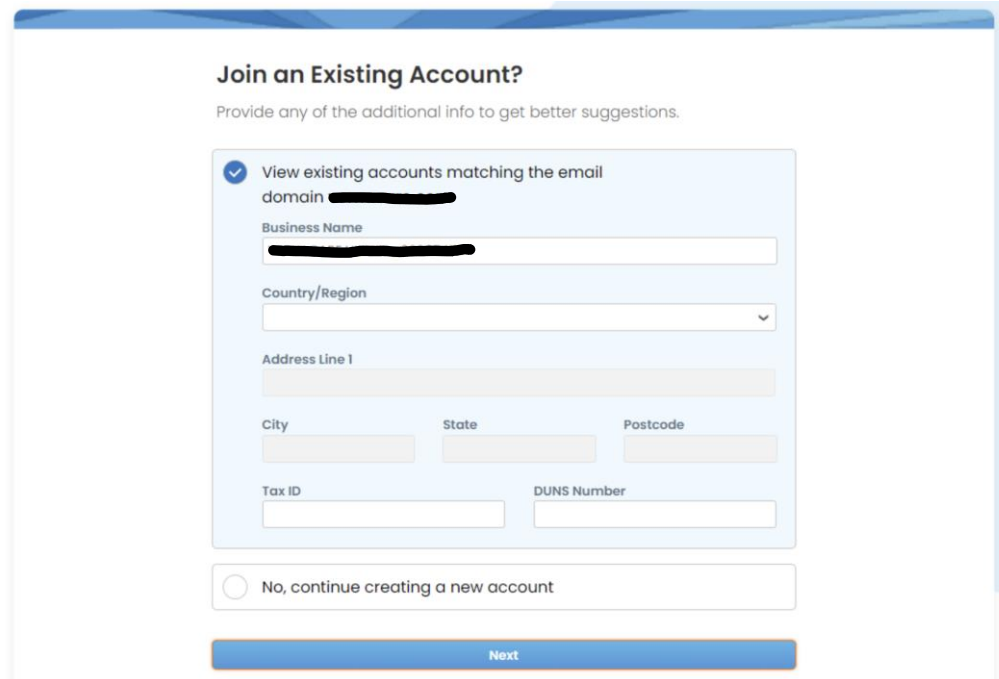
'Join an Existing Account?'

You may get a screen that says your company already has a CSP Account.

If you don't get this screen, go to section 5

This may have been set up by a previous employee.

We recommend you click create new account option at the bottom. You can always do a Merge Request later



5.

'Your Contact Info'

Update the mandatory fields *

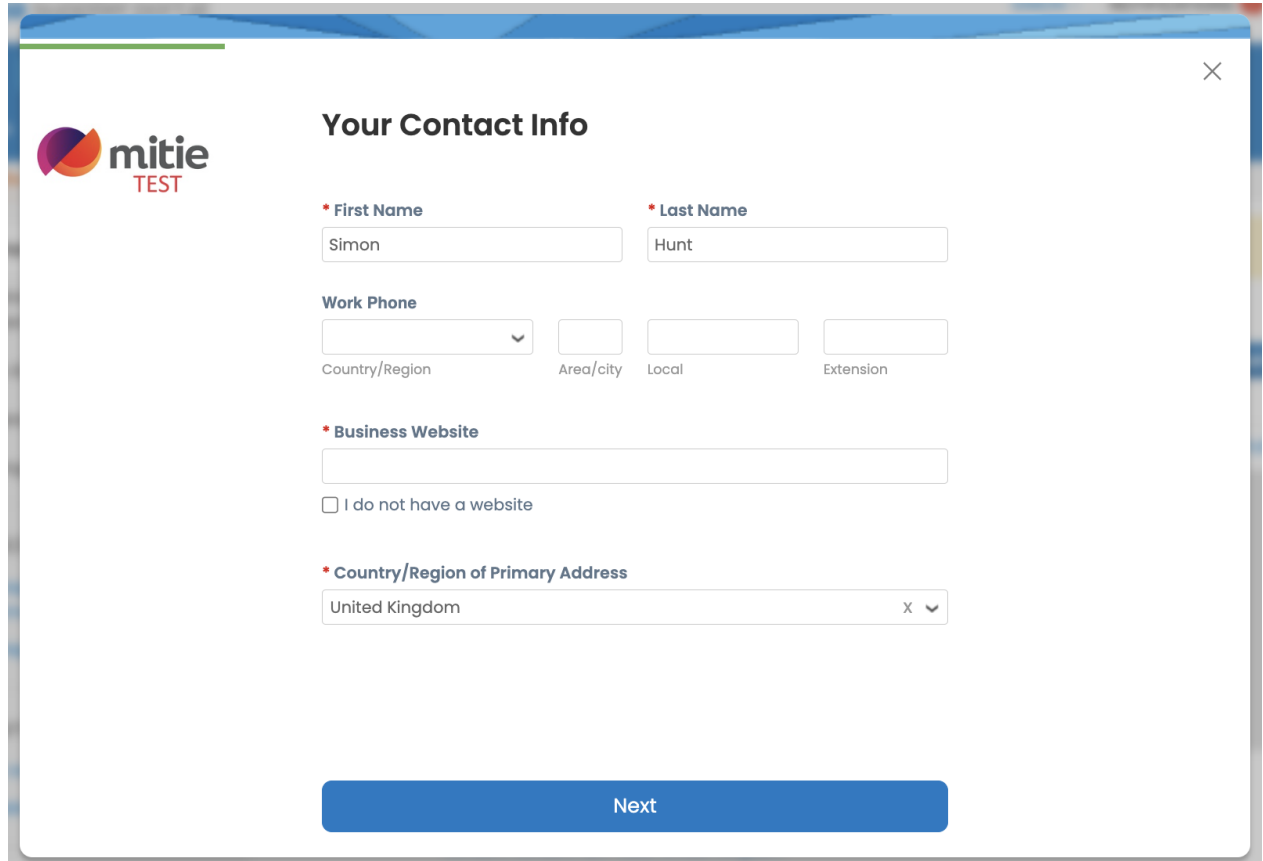
First Name and Last Name should default.

Enter Business Website or tick I do not have a website.

Check/select Country/ Region of Primary address.

Click Next

Note: Depending on the country/region selected the required information may differ and won't be the same as the screen shots in this guide.



The screenshot shows a web form titled "Your Contact Info" with the mitie TEST logo in the top left. The form contains the following fields:

- * First Name**: Text input field containing "Simon".
- * Last Name**: Text input field containing "Hunt".
- Work Phone**: A dropdown menu for "Country/Region" and three text input fields for "Area/city", "Local", and "Extension".
- * Business Website**: A text input field and a checkbox labeled "I do not have a website".
- * Country/Region of Primary Address**: A dropdown menu showing "United Kingdom" with a close button (X) and a dropdown arrow.

A blue "Next" button is located at the bottom of the form.

6.

'Make Sure You Get Paid'

Primary – some of the details are updated from previous steps.

Country/ Region is defaulted.

Check/ update your company address.

Country/region

VAT ID – Please enter your Tax/ VAT code associated with the selected country starting with the country prefix and no spaces e.g:

- GB123456789
- FR12345678901
- DE123456789

Note: Depending on the country/region selected the required information may differ and won't be the same as the screen shots in this guide.

You will see **Invite User** on most screens where you can invite other users to your CSP account using their email address. They will be sent a link to Join the CSP as their own account. You will see them as a User in set-up.

mitie
TEST

Make Sure You Get Paid

Confirm location addresses

Primary ▼

* Country/Region
United Kingdom ▼

* Address Line 1
12th Floor The Shard

Address Line 2
London Bridge Street + x

* City State * Postcode
London London SE1 9SG

* Country/region * VAT ID ⓘ
United Kingdom ▼ GB123456789

I do not have a Tax ID + Additional Tax Registration

Invite user ⓘ
Send Invite

Next

[Skip for Now](#)

7.

'Get Paid faster with Early Pay Discounts'

Tick the box my company does not offer discounts.

The screenshot shows a mobile application interface for 'mitie TEST'. The title is 'Get Paid Faster with Early Pay Discounts'. Below the title, there is a brief instruction: 'Set up your preferred terms here. Coupa will automatically update future invoices with your preferred terms if your customer has enrolled you in an EPD programme aligned with their terms.'

The main content area is divided into two columns:

- Your default payment term:** A list of dropdown menus with options: Net 30, Net 45, Net 60, Net 75, Net 90, and Net 120.
- Automatically replace with this discount (you can change this later):** A list of dropdown menus, currently empty.

Below the dropdowns, there are two checkboxes:

- Use these preferences for all your customers
- My company does not offer discounts

The 'My company does not offer discounts' checkbox is highlighted with a red rectangle. Below the checkboxes is an 'invite user' section with a text input field and a 'Send Invite' button. At the bottom, there is a large blue 'Next' button and a 'Skip for Now' link.

8.

‘Customise Your Profile’

This section is non-mandatory.

You can complete this section if you want otherwise Click Skip for Now.

The screenshot shows a mobile application interface for 'mitie TEST'. The title is 'Customise Your Profile'. The form includes the following sections:

- Year Established:** A text input field.
- Preferred Currency:** A dropdown menu.
- Company Size:** A dropdown menu.
- Business Description:** A large text area with a placeholder 'Share a few words about your company.'
- DUNS Number:** A text input field with a lock icon and a note: 'Dun & Bradstreet DUNS Number is a unique nine-digit identifier for businesses.'
- Area of Service:** Radio buttons for 'Global' and 'Regional' (selected). Below is an 'Add a region' button.
- Exclusion Areas:** A note: 'If you serve an entire region but there are a few exceptions, you can exclude them here (up to 5)'. Below is an 'Add an exception' button.
- Invite user:** A text input field with a help icon and a 'Send Invite' button.

At the bottom, there are two buttons: a blue 'Next' button and a white 'Skip for Now' button with a red border.

9.

'Highlight Your Diversity Credentials'

This section is non-mandatory.

You can complete this section if you want otherwise Click Skip for Now.

The screenshot shows a mobile application interface for 'mitie TEST'. At the top left is a 'Back' button with a left arrow. The title 'Highlight Your Diversity Credentials' is centered at the top, with the subtitle 'Diversity is a business advantage.' below it. The 'mitie TEST' logo is on the left. The form contains a dropdown menu for 'United Kingdom', a 'Select Diversity Categories' dropdown, and a '+ Add Country/Region' link. Below this is an 'Invite user' section with an information icon, a text input field, and a 'Send Invite' button. At the bottom, there are two buttons: a solid blue 'Next' button and a white 'Skip for Now' button with a red border.

10.

'Upload Diversity Certificates'

This section is non-mandatory.

You can complete this section if you want otherwise Click Skip for Now.

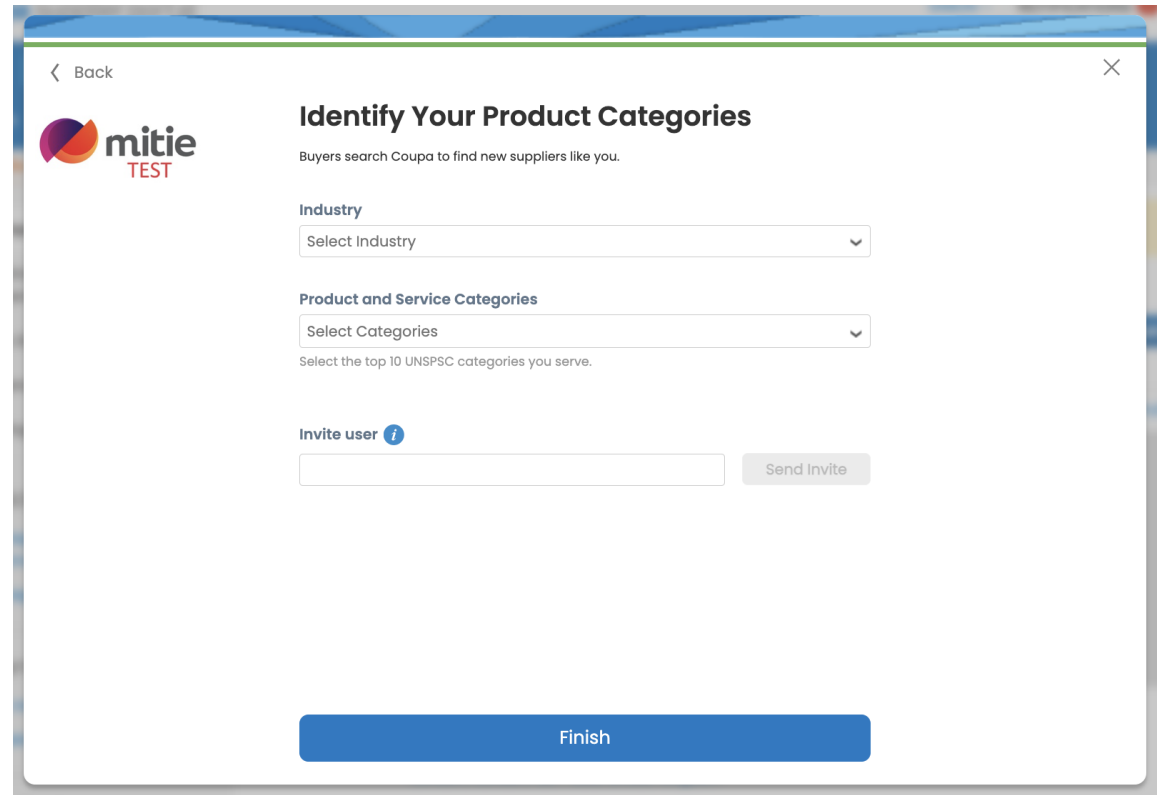
The screenshot shows a web interface for 'mitie TEST' with the title 'Upload Diversity Certificates'. A subtitle indicates '(Certificates may be added later)'. The form includes a dropdown menu with 'Small Business Enterprise (United Kingdom)' selected and an 'Upload' button. Below this is an 'Invite user' section with an information icon, an empty text input field, and a 'Send Invite' button. At the bottom, there are two buttons: a blue 'Next' button and a 'Skip for Now' button which is highlighted with a red border.

11.

'Identify Your Product Categories'

Complete Industry and product and service Categories

Click Finish



The screenshot shows a mobile application interface for 'mitie TEST'. At the top left is a 'Back' button with a left arrow, and at the top right is a close button with an 'X'. The main title is 'Identify Your Product Categories'. Below the title is a sub-header: 'Buyers search Coupa to find new suppliers like you.' The form contains three main sections: 1. 'Industry' with a dropdown menu labeled 'Select Industry'. 2. 'Product and Service Categories' with a dropdown menu labeled 'Select Categories' and a sub-instruction: 'Select the top 10 UNSPSC categories you serve.' 3. 'Invite user' with a text input field, a help icon (question mark in a circle), and a 'Send Invite' button. At the bottom center is a large blue button labeled 'Finish'.

12.

‘Coupa account options with Coupa’

Coupa may display a screen that shows Free and chargeable options for you as a supplier. Some are chargeable and this is between you and Coupa and not Mitie.

Only select the Free option

NOTE: There is no additional cost to using CSP to transact with Mitie Group PLC. Mitie cannot be held responsible if you select a chargeable option

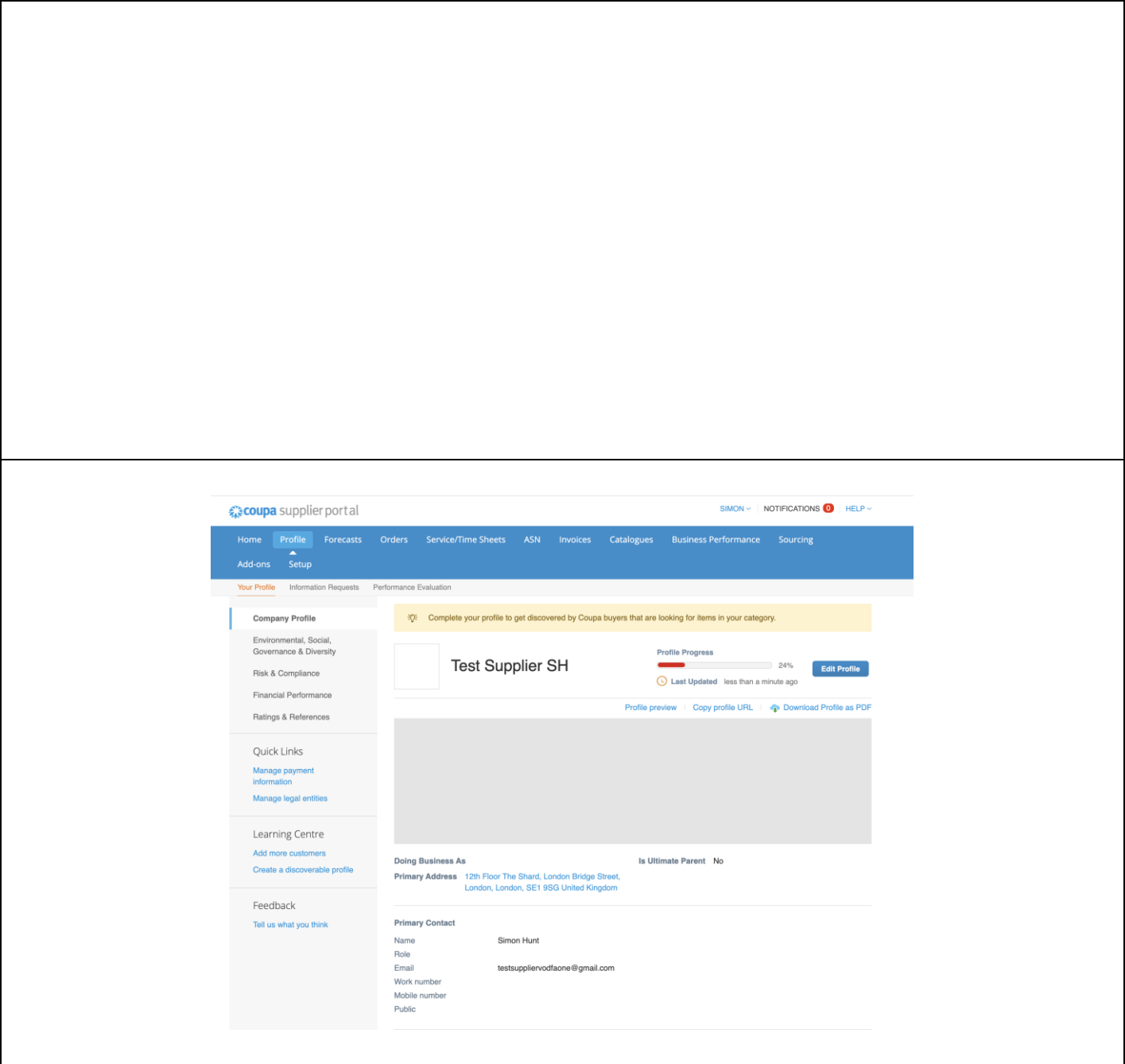
13.

‘Coupa Home Page’

You will be taken to your Coupa Home page.

Mitie has a ‘How to navigate your CSP’ account guide which we recommend all users review prior to using the CSP.

<https://mitiesuppliers.com/training/how-to-navigate-the-coupa-supplier-portal/>



14.

'Set-up your company's Legal entity'

To be able to Invoice Mitie you will need to set up a Legal Entity in your CSP account, this contains your Company information required on your Coupa Invoices.

Please see the How-to set-up your legal entity in your CSP Guide

<https://mitiesuppliers.com/wp-content/uploads/How-to-setup-your-Legal-Entity-in-your-CSP.pdf>

The screenshot shows the Coupa Supplier Portal interface. At the top, the logo 'coupa supplier portal' is visible on the left, and 'SIMON | NOTIFICATIONS 0 | HELP' is on the right. A blue navigation bar contains the following items: Home, Profile, Forecasts, Orders, Service/Time Sheets, ASN, Invoices, Catalogues, Business Performance, and Sourcing. Below this bar, there are two tabs: 'Admin' and 'Customer Setup'. The 'Setup' button is highlighted with a red box. The main content area is titled 'Admin Users'. On the left, a sidebar menu lists various options: Users, Merge Requests, Merge Suggestions, Requests to Join, Legal Entity Setup (highlighted with a red box), Fiscal Representatives, Remit-To, Early Pay Discounts, sFTP Accounts, cXML Errors, and sFTP File Errors (to Customers). The main area features an 'Invite User' button and a table with columns: User name, Email, Status, Permissions, Customer Access, and Actions. The table contains one entry for 'Simon Hunt' with email 'testsupplervodfaone@gmail.com', status 'Active', and a list of permissions including ASNs, Admin, Business Performance, Catalogues, Early Payments, Forecast Planner, Invoices, Order Changes, Order Line Confirmation, Orders, Payments, Profiles, Service/Time Sheets, and Sourcing. The 'Customer Access' column shows 'Mitie Group Plc' and the 'Actions' column has an 'Edit' link. At the bottom, it says 'Per page 5 | 10 | 15'.

For all Coupa supplier help and guides Click [here](#) for Mitie Suppliers website.