



How to Register & Setup your CSP Account

February 26

The future of high-performing places



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)

What is the CSP?

The CSP is a platform that is easy to setup, It's a free tool to allow suppliers to manage their business with all customers who use Coupa.

The Coupa platform will provide you with full visibility including statuses of purchase orders & invoices.

This will enable a quicker process. No installation of hardware or software is required.

You will need the following information for this set-up.

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

Note: 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. vendormasterdata@mitie.com

Action Required – Mitie Group Plc Registration Instructions

You will have received an email which is sent to the primary email address which Mitie hold on your supplier account.

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 

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

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 (greyed out).

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

Country/region select where your business is located.

Tax Registration enter your Tax/VAT code associated with the selected country, start with the country prefix and no spaces e.g
GB123456789 • FR12345678901 • DE123456789.

If your organisation is exempt from tax registration in some countries/ regions, please select box 'I do not have a TaxID. Another field will open where you must capture a Unique Tax Reference (UTR) registered with your local government.

Accept the Privacy Policy and Terms of use.

Click

Create an account

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
testsuppliersh1@gmail.com

* First Name
Any

* Last Name
One

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

* Confirm Password

* Country/Region
▼

* Tax Registration ⓘ
#####

I do not have a Tax ID

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

Create an account

Already have an account? [Log In](#)

[Forward this to someone](#)

Join an Existing Account

If you don't get this screen, go to section next page.

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

This may have been set up by a previous employee etc.

We recommend you click

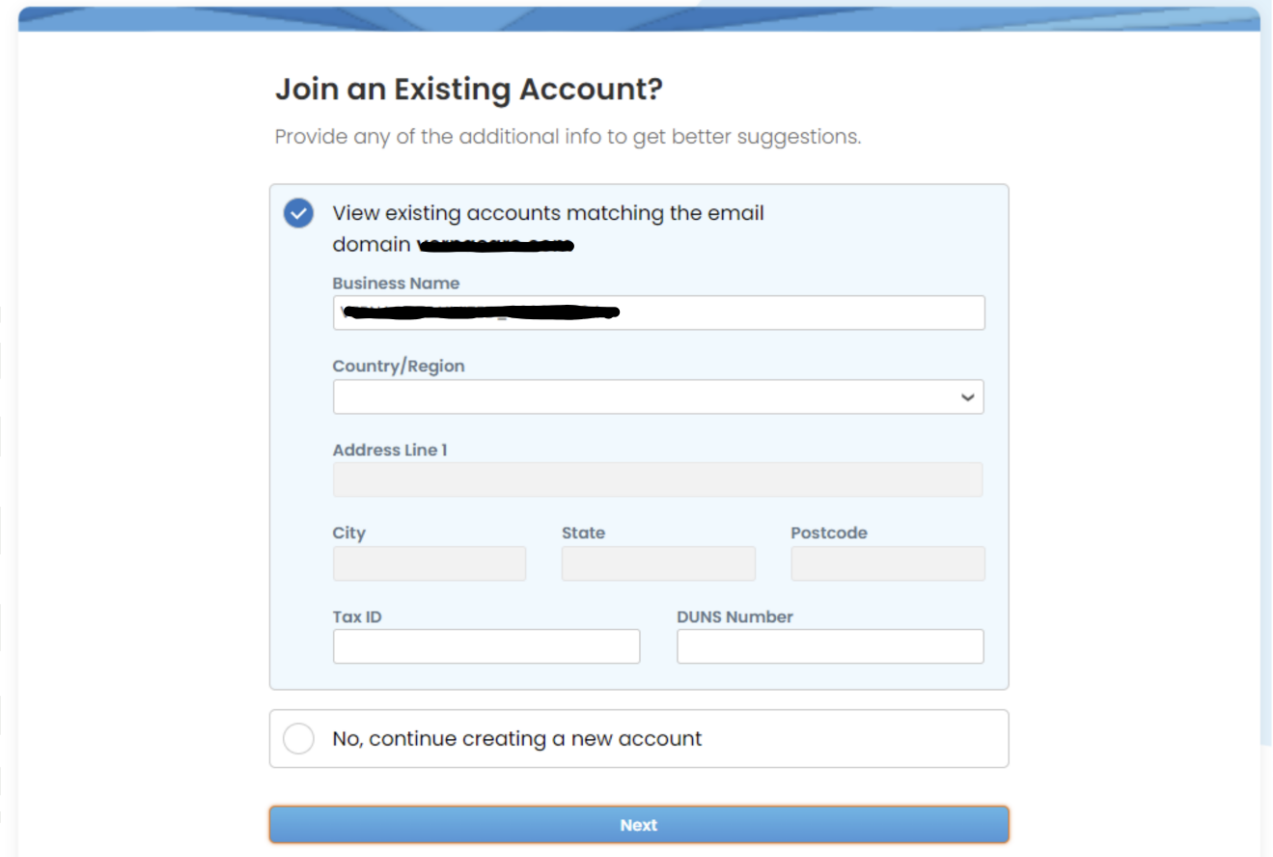
No, continue creating a new account

You can always do a Merge Request later.

Click



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.

A screenshot of a web form titled "Join an Existing Account?". Below the title is a subtitle: "Provide any of the additional info to get better suggestions." The form contains a radio button with a checkmark selected, labeled "View existing accounts matching the email domain [redacted]". Below this are several input fields: "Business Name" (with a redacted value), "Country/Region" (a dropdown menu), "Address Line 1" (a text field), "City", "State", and "Postcode" (three separate text fields), "Tax ID", and "DUNS Number" (two separate text fields). At the bottom of the form is another radio button labeled "No, continue creating a new account". Below the form is a blue "Next" button.

Join an Existing Account

Please select one of the 2 choices.

Click

Save

Data Privacy

Make your business information public to make it easier for customers to work with you.

- Do not publish my business profile.
- Publish all my business profile details

Save

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.

Join an Existing Account

Update the mandatory fields *

Country/Region should default.

Update the following,

- Address line 1
- Address line 2
- City
- Select a state from the dropdown
- Postcode

Type of company – add if your LTD, PLC, charity etc.

Click

Save and 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 future of high-performing places

The screenshot shows the 'Onboarding for mitie-test (Coupa Supplier Portal)' form. The form is titled 'Onboarding for mitie-test (Coupa Supplier Portal)' and includes the instruction 'Fill out required info for your Business Profile before proceeding to Coupa Supplier Portal'. The form is divided into two main sections: 'Account Details' (Step 1) and 'Payment Methods' (Step 2). The 'Account Details' section is currently active and contains the following fields: 'Country/Region' (a dropdown menu with 'United Kingdom' selected), 'Address Line 1', 'Address Line 2', 'City', 'State' (a dropdown menu), and 'Postcode'. Below these fields, there is a section for 'United Kingdom' with fields for 'Type of Company', 'Board of Directors', 'Invoice-From Code', and 'Preferred Language' (a dropdown menu with 'English (UK)' selected). A 'Save and Next' button is located at the bottom right of the form. The background shows the Coupa Supplier Portal navigation menu with options like Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecasts, Catalogues, Setup, and More... The 'Business Profile' option is currently selected.

Onboarding for.... (Coupa Supplier Portal)- Virtual Card

Mitie do not accept Virtual card payments

Select the tick box at the bottom Do not accept Virtual card payments from Mitie group Plc

Do not accept Virtual Card payments from Mitie Group Plc

Click

Save and 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 future of high-performing places

The screenshot shows the Coupa Supplier Portal interface for a user named 'TEST SUPPLIER SH'. The main navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Setup', and 'More...'. The 'Business Profile' section is active, showing 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests', and 'Performance Evaluation'. The onboarding form is titled 'Onboarding for mitie-test (Coupa Supplier Portal)' and includes a progress bar with two steps: 'Account Details' (completed) and 'Payment Methods' (in progress). The 'Virtual Card' section contains fields for 'Account Nickname' and 'Email Address', a checkbox for 'Process credit cards automatically', and a checkbox for 'Do not accept Virtual Card payments from Mitie Group Plc'. A 'Save and Next' button is at the bottom right. A green notification bar at the top of the form says 'Primary Address saved successfully'.



Onboarding for.... (Coupa Supplier Portal)– Bank Transfer

Please complete the following,

- Account Nickname – Enter Bacs or Electronic
- Beneficiary Name – Name on your bank account
- Bank Name – Who you bank with
- Account Number – Your bank account number
- Sort Code – your bank sort code with no dashes or spaces
- Only use IBAN and SWIFT for international Payments

• Click

Save and Next

- You will get a Pop up to say your Payment information has been added

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 the 'Onboarding for mitie-test (Coupa Supplier Portal)' form. It is divided into two main sections: 'Account Details' and 'Payment Methods'. The 'Account Details' section includes fields for 'Account Nickname' (filled with 'Bacs Test'), 'Bank Branch Country / Region' (dropdown menu set to 'United Kingdom'), 'Bank Name' (filled with 'Any Bank'), 'IBAN', and 'SWIFT / BIC Code'. The 'Payment Methods' section includes fields for 'Beneficiary Legal Name' (filled with 'Test supplier'), 'Bank Account Currency' (dropdown menu set to 'GBP'), 'Account Number' (filled with '12345678'), and 'Sort Code' (filled with '000000'). Below these sections is an 'Additional Information' section with fields for 'Remittance Email', 'Remit-To Code', and 'Supporting Documents' (with a 'Browse' button). At the bottom, there is a checkbox labeled 'Do not accept Bank Transfer payments from Mitie Group Plc' and a 'Save and Next' button.

Subscriptions

Please don't sign up to any subscription services from Coupa.

The Free option can be used to transact with Mitie Group PLC.

Click Continue on the Registered option

Registered

Easily do business with customers who use Coupa

Free

Registered user includes:

- Business Profile
- Orders
- E-Invoices
- Catalogues
- Payments
- Sourcing Events

Continue

Click

Save and Next

Great News! The payment information has been successfully shared with the following customers and has been validated: Mitie Group Plc

Subscriptions

Registered

Easily do business with customers who use Coupa

Free

Registered user includes:

- Business Profile
- Orders
- E-Invoices
- Catalogues
- Payments
- Sourcing Events

Continue

Most Popular

Coupa Verified

Amplify your trusted brand across Coupa's community of buyers

\$549 / year

Everything in 'Registered' plus:

- Verified Badge
- Priority Search Rank

Purchase Verified

Coupa Advanced

Optimise your cash flow and increase productivity throughout your day

\$4,800 / year

Everything in 'Registered' plus:

- Automated invoice reminders and reporting
- A seamless integration with your account system

Purchase Advanced

Cancel Save and Next

Name	Primary Contact	Email	Work Number	Purpose	Actions
------	-----------------	-------	-------------	---------	---------

The future of high-performing places



Business profile

You will be taken to your business profile page.

Its now time to check your **Legal Entity** and **Payment Methods** as these are required to Invoice **Mitie**.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'coupa supplier portal', user information 'ANY', and a 'HELP' link. A secondary navigation bar contains 'Invoices', 'Orders', 'Business Profile' (highlighted), 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Setup', and 'More...'. Below this, a third navigation bar lists 'Business Profile', 'Profile Submissions', 'Legal Entities', 'Payment Methods', 'Information Requests', and 'Performance Evaluation'. The main content area features a profile card for 'TEST SUPPLIER SH' with a 'Share Profile' button. The 'Company Info' section is expanded, displaying a grid of fields: Company Name (TEST SUPPLIER SH), Industry, About, Tax ID (United Kingdom - GB123456789), Year Established, Commodities, Products and Services, PO Email, Website, DUNS, Company Size, Ownership Type, and Areas Served (No coverage in areas). The 'Contacts' section below includes an 'Add User' button, a search bar, and a table with one contact entry.

Name	Primary Contact	Email	Work Number	Purpose	Actions
Any One	Yes	testsuppliersh2@gmail.com		Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	

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Business profile – Multi Factor Authentication (MFA)

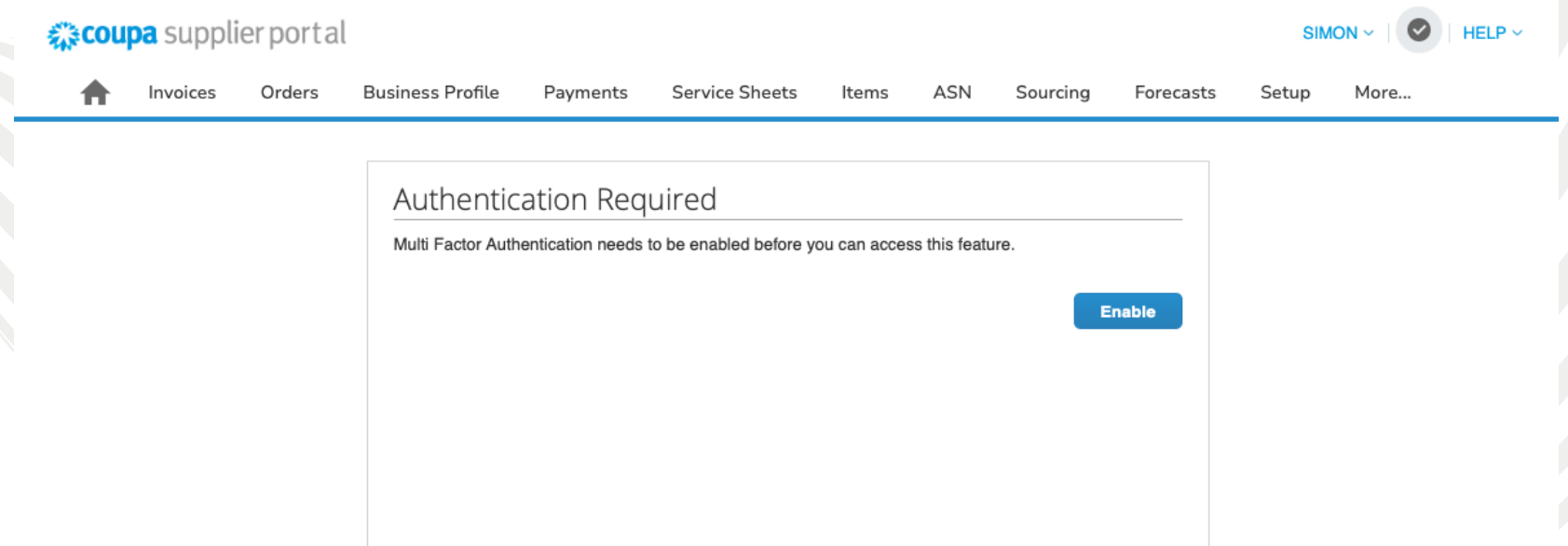
Click on **Business Profile** and then **Payment Methods**

You may get the Multi factor Authentication (MFA) to enable.

Click on

Enable

If you don't get the Authentication Required screen, please go to slide 20.



The screenshot shows the Coupa Supplier Portal interface. At the top, the logo 'coupa supplier portal' is visible. The navigation menu includes: Home, Invoices, Orders, Business Profile, Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Setup, and More... The user 'SIMON' is logged in, and there is a 'HELP' link. The main content area displays a message titled 'Authentication Required' with the text: 'Multi Factor Authentication needs to be enabled before you can access this feature.' A blue 'Enable' button is located at the bottom right of the message box.

Business profile – Multi Factor Authentication (MFA)

You will get a pop up with a QR code, This is a to set up your MFA to an authenticator APP.

If you want to use this method, please refer to our guidance on our dedicated supplier website.

We recommend you use the text message option.

Click


Cancel

Multi Factor Authentication via App

1 Scan this QR code using your mobile device.

- Open your preferred authentication app on your mobile device. [Learn more](#)
- For most apps, select "Add" or "+" to scan the QR code or copy and paste the security key.

Coupa Supplier Portal



L3YZAS3PLEV5SNGI43GZ52WFL
WA74RDG

Click to copy Security Key

2 Enter the 6-digit verification code from your device.

Code

Cancel Enable

Business profile – Multi Factor Authentication (MFA)

The Multi Factor Authentication options screen opens,

Select Via Text message on this screen.

Via Text Message

Use a code sent via text message to your phone number.

Default

My Account Security & Multi Factor Authentication

[Settings](#)

[Notification Preferences](#)

[Security & Multi Factor Authentication](#)

[App Connections](#)

Multi Factor Authentication

- For Payment Changes (Required for changing Legal Entity or Remit-To)
- For Both Account Access (Login) and Payment Changes

Via Authenticator App

Use an Authenticator App available from your mobile phone app store.

Default

Via Text Message

Use a code sent via text message to your phone number.

Default

Via Alternative Email

Use a code sent to an alternate email

Default

Mitie Group Plc does not allow email as an MFA factor. Please select a different factor.

Recent Login Activity

Business profile – Multi Factor Authentication (MFA)

The Multi Factor Authentication via SMS screen opens.

Section 1

In the phone number box, click on the small downward arrow.

This will open the Country dialling prefixes. Select your country prefix i.e. united kingdom.

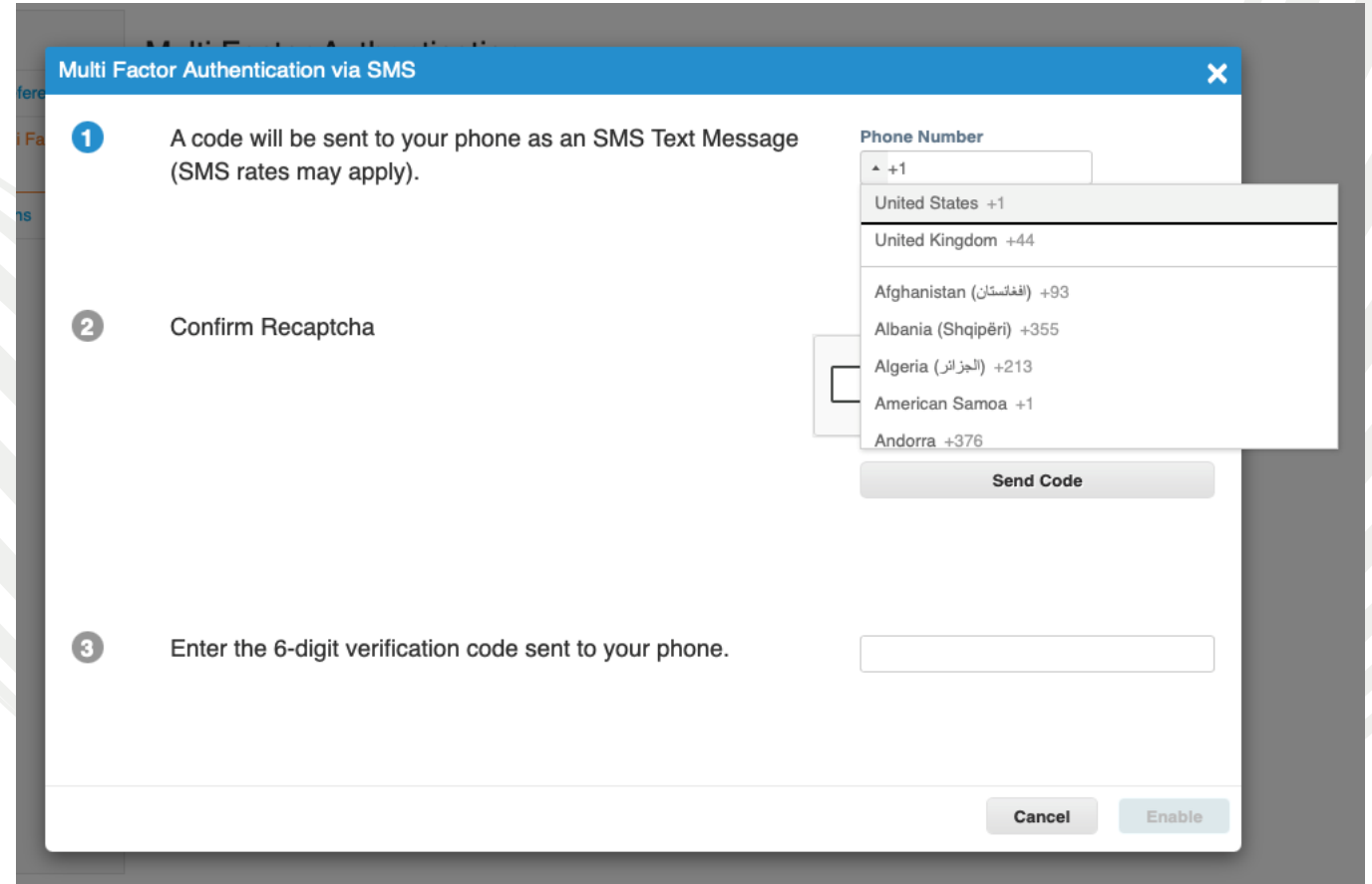
Add your mobile number without the pre-leading Zero.

Section 2

Tick the box I'm Not a robot and thus may take you through ReCAPTCHA process.

Once completed,

Click

A screenshot of a web application window titled "Multi Factor Authentication via SMS". The window contains three numbered steps: 1. "A code will be sent to your phone as an SMS Text Message (SMS rates may apply)." with a "Phone Number" dropdown menu open showing country codes like "+1", "+44", "+93", etc. 2. "Confirm Recaptcha" with a checkbox. 3. "Enter the 6-digit verification code sent to your phone." with an input field. At the bottom right are "Cancel" and "Enable" buttons.

Business profile – Multi Factor Authentication (MFA)

Section 3

You should have received a 6-digit Verification code,


Please add it in the box and click

Enable

Multi Factor Authentication via SMS

- A code will be sent to your phone as an SMS Text Message (SMS rates may apply).

Phone Number
+44 7540 542130
- Confirm Recaptcha

I'm not a robot 
reCAPTCHA
Privacy - Terms

49 Seconds

Your verification code has been sent to: +44754-054-2130
- Enter the 6-digit verification code sent to your phone.

Cancel Enable

Business profile – Multi Factor Authentication (MFA)

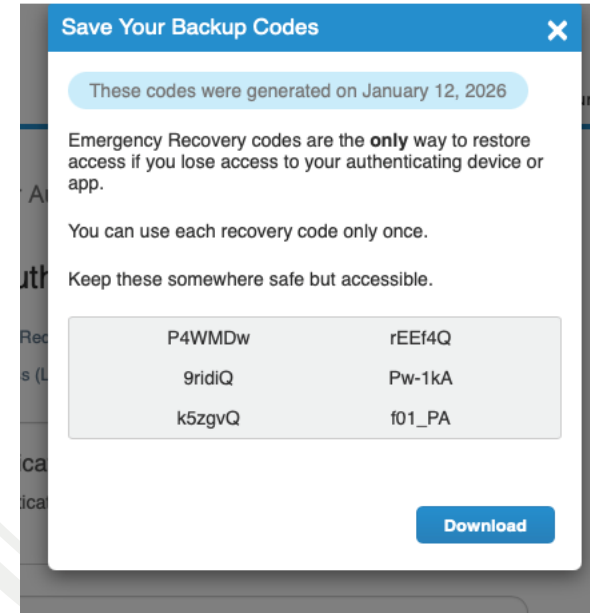
You will now see your MFA back up codes.

Please take a screenshot , Photo or use the download button.

These are one off back up codes in case your mobile / authenticator app is unavailable.

Store then in a safe place you will remember where they are.

Once saved you can click the white cross



Business profile – Multi Factor Authentication (MFA)

Multi Factor Authentication (MFA) is now set up on your account.

My Account Security & Multi Factor Authentication

Settings

Notification Preferences

Security & Multi Factor Authentication

App Connections

Multi Factor Authentication

- For Payment Changes (Required for changing Legal Entity or Remit-To)
- For Both Account Access (Login) and Payment Changes

Via Authenticator App

Use an Authenticator App available from your mobile phone app store.
 Default

Via Text Message

- Use a code sent via text message to your phone number.
 - Default
- +447540542130 [Change Phone Number](#)

Via Alternative Email

Use a code sent to an alternate email
 Default

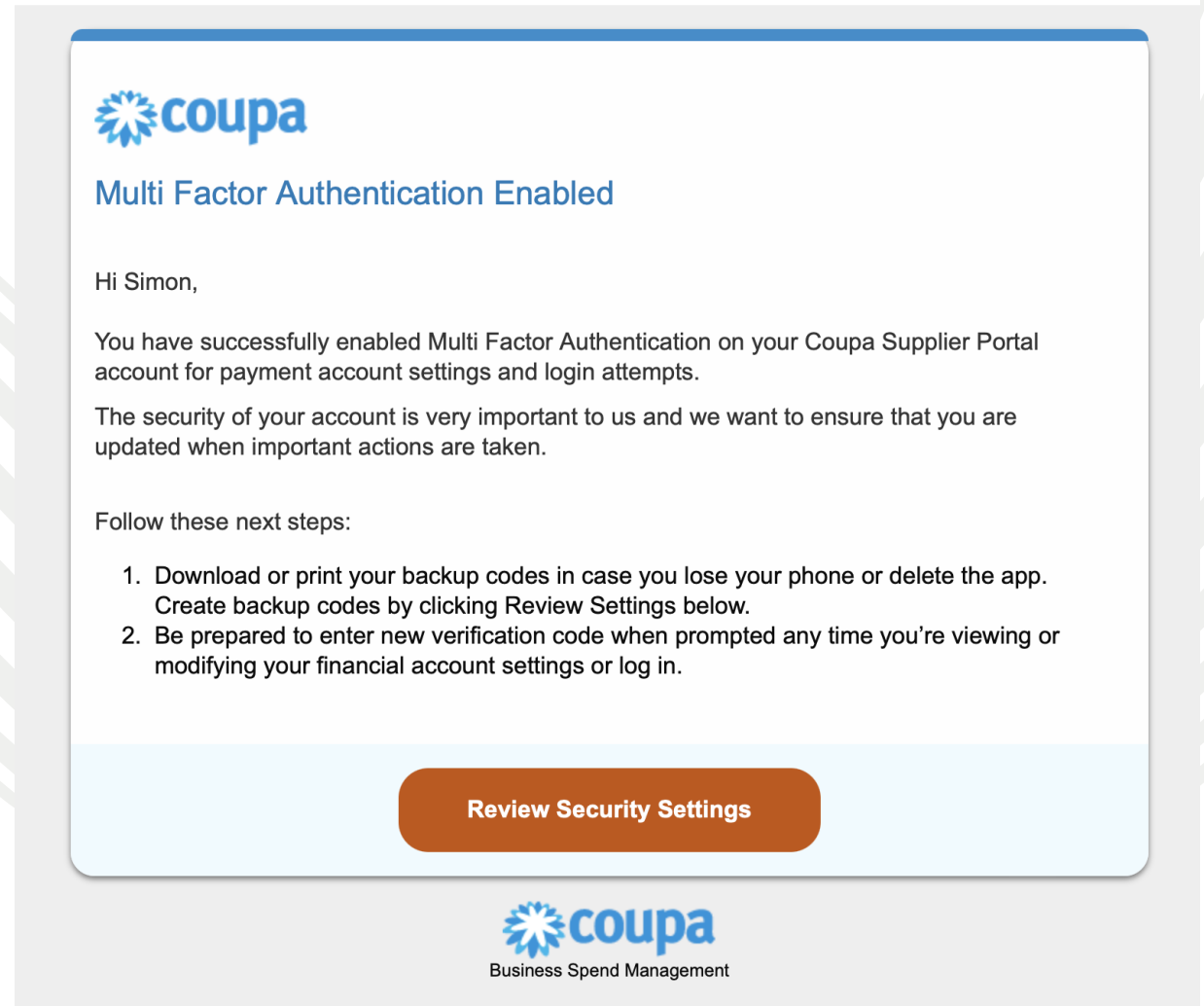
Mitie Group Plc does not allow email as an MFA factor. Please select a different factor.

Show Recovery Codes


Regenerate Recovery Codes

Multi Factor Authenticator enabled conformation by Email

You will have received an email to advise of Multi Factor Authentication Enabled.



The image shows a screenshot of an email notification from Coupa. The email is titled "Multi Factor Authentication Enabled" and is addressed to "Hi Simon,". The main body of the email states: "You have successfully enabled Multi Factor Authentication on your Coupa Supplier Portal account for payment account settings and login attempts. The security of your account is very important to us and we want to ensure that you are updated when important actions are taken." Below this, it says "Follow these next steps:" followed by a numbered list: "1. Download or print your backup codes in case you lose your phone or delete the app. Create backup codes by clicking Review Settings below." and "2. Be prepared to enter new verification code when prompted any time you're viewing or modifying your financial account settings or log in." At the bottom of the email content, there is a prominent orange button labeled "Review Security Settings". The footer of the email contains the Coupa logo and the text "Business Spend Management".

 **coupa**

Multi Factor Authentication Enabled

Hi Simon,


You have successfully enabled Multi Factor Authentication on your Coupa Supplier Portal account for payment account settings and login attempts.

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

Follow these next steps:

1. Download or print your backup codes in case you lose your phone or delete the app. Create backup codes by clicking Review Settings below.
2. Be prepared to enter new verification code when prompted any time you're viewing or modifying your financial account settings or log in.

[Review Security Settings](#)

 **coupa**
Business Spend Management

Business profile – Payment Methods

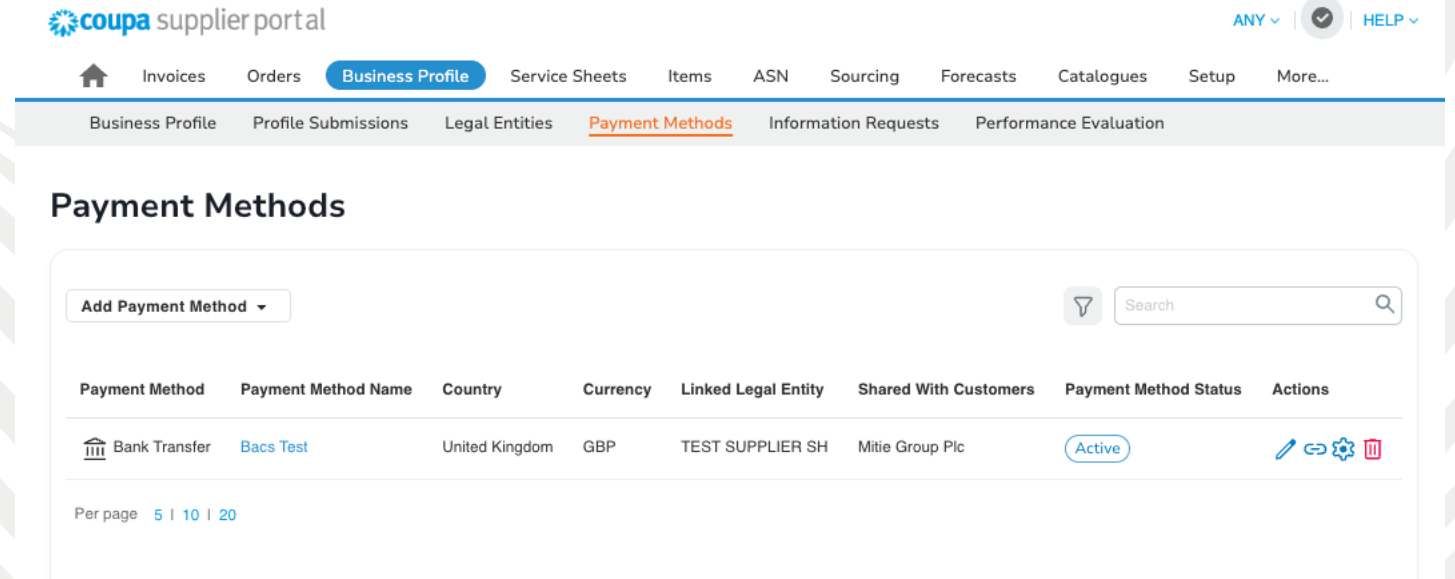
Its now time to check your **Legal Entity** and **Payment Methods** as these are required to **Invoice Mitie**.

Click on **Business Profile** and then **Payment Methods**






You will see the following,

- Your banking information as Bank Transfer
- Mitie Group Plc as Shared With Customers

Mitie only pay our suppliers by Bank transfer.



The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'coupa supplier portal' and 'ANY | HELP'. The main navigation menu has 'Business Profile' selected. Below it, the 'Payment Methods' section is active, showing a table with one entry: 'Bank Transfer' with details like 'Bacs Test', 'United Kingdom', 'GBP', 'TEST SUPPLIER SH', and 'Mitie Group Plc'. The status is 'Active'.

Payment Method	Payment Method Name	Country	Currency	Linked Legal Entity	Shared With Customers	Payment Method Status	Actions
 Bank Transfer	Bacs Test	United Kingdom	GBP	TEST SUPPLIER SH	Mitie Group Plc	Active	   

Business profile – Legal Entities


Click on **Business Profile** and then **Legal Entities**.

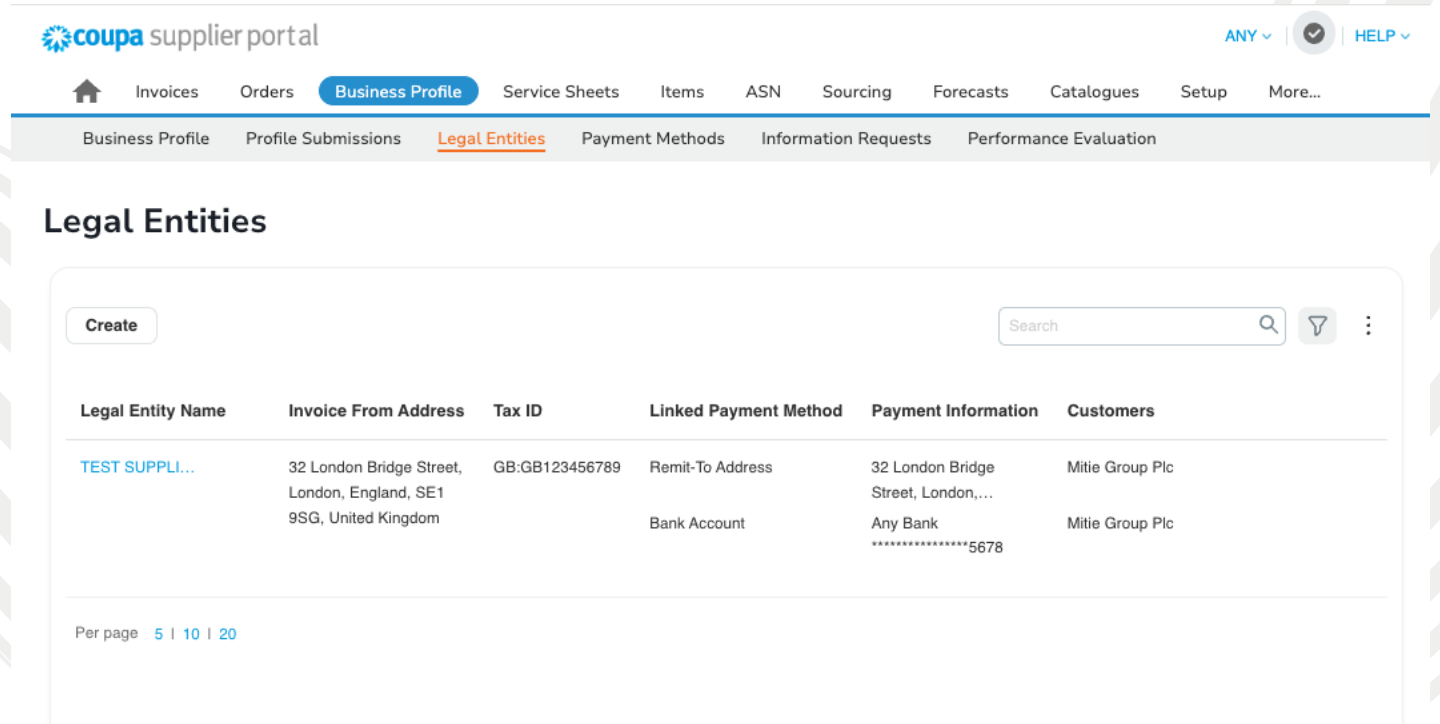
You will see your Legal Entity populated.

You will see there are 2 linked Payment Methods.
We recommend just one which is Bank Account.

Please follow the next steps to remove Remit-To-Address which is Check option.

Hover over your company name (in Blue) and click on the pencil.

Legal Entity Name	Invoice From A
TEST SUPPLI... 	32 London Bridge London, England 9SG, United King
TEST SUPPLIER SH	



coupa supplier portal

ANY | HELP

Home Invoices Orders **Business Profile** Service Sheets Items ASN Sourcing Forecasts Catalogues 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
TEST SUPPLI...	32 London Bridge Street, London, England, SE1 9SG, United Kingdom	GB:GB123456789	Remit-To Address	32 London Bridge Street, London,...	Mitie Group Plc
			Bank Account	Any Bank *****5678	Mitie Group Plc

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Business profile – Legal Entities

The Edit Legal Entity screen opens.

Go down to the bottom and untick Remit-To-Address.

Remit-To Address

Please enter the address to which you receive in-person payments.

Same as Invoice-From Address

[Manage](#)

Payment information and customer connections can be modified on the Payment Methods page. [Click here](#) to make changes.

[Cancel](#) [Delete Legal Entity](#) [Save](#)

Click [Save](#)

Edit Legal Entity

Legal Entity Name * Country/Region *

Tax Registrations

Country/Region * VAT ID *

I don't have a Tax ID Number

Additional Company Information

Type of Company * Board of Directors

Invoice From Address

Please enter the address that you invoice from or the address where you receive posted and in-person payments.

Country/Region * Address Line 1 * Address Line 2

City * State Postcode *

Invoice-From Code Preferred Language

Ship-From Address

Please enter the physical address that your goods are shipped from. This can be a warehouse address.

Same as Invoice-From Address

Remit-To Address

Please enter the address to which you receive in-person payments.

Same as Invoice-From Address

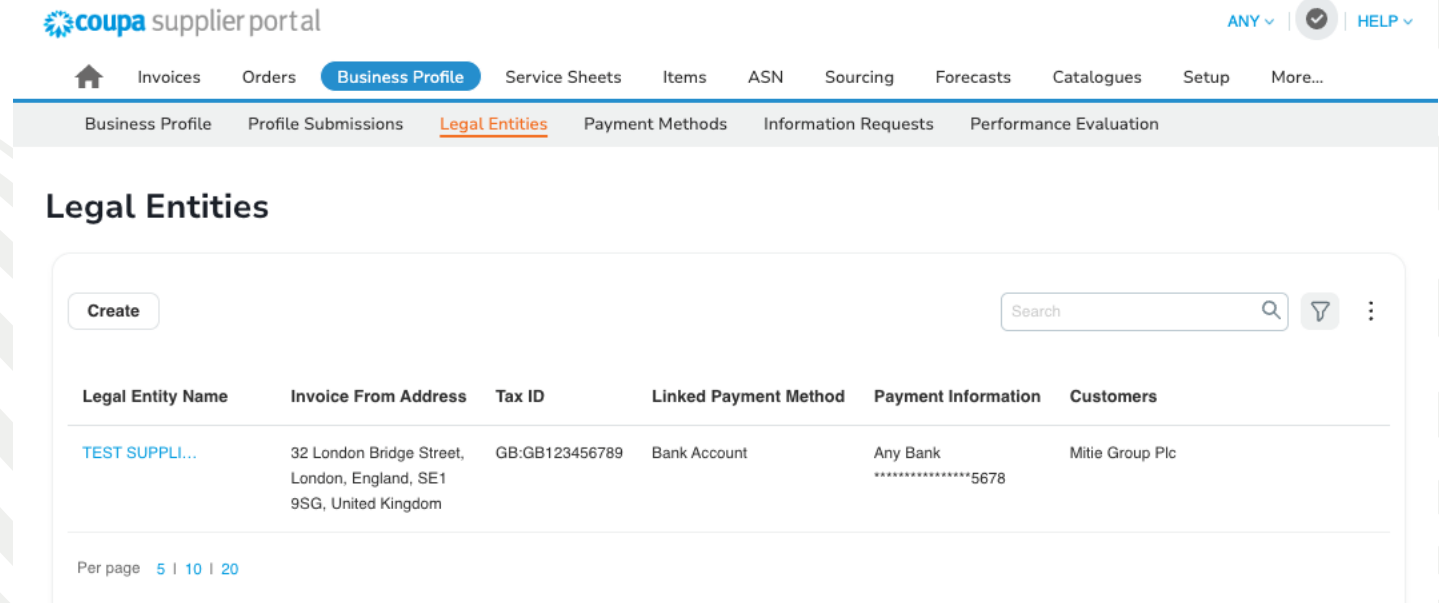
Payment information and customer connections can be modified on the Payment Methods page. [Click here](#) to make changes.

[Cancel](#) [Delete Legal Entity](#) [Save](#)

Business profile – Legal Entities

You will now see that you have one Linked Payment Method.

Your CSP setup is now complete.



coupa supplier portal

ANY | [checkmark] | HELP

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

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

Legal Entities

Create [Search] [Filter] [More]

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customers
TEST SUPPLI...	32 London Bridge Street, London, England, SE1 9SG, United Kingdom	GB:GB123456789	Bank Account	Any Bank *****5678	Mitie Group Plc

Per page 5 | 10 | 20

New Bank Account added Email

You will have received an email to advise of new bank account added to your CSP account.

New Bank Account - Any Bank: - 5678 in United Kingdom ▷ Inbox x

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



New Bank Account - Any Bank: - 5678 in United Kingdom

Any One recently added the new Bank Account information below to your Coupa account to be used for payments. If correct, you can ignore this message. If something looks suspicious, please take appropriate actions immediately.

Bank Name: Any Bank

Account Number: Ending in 5678

Bank Country: United Kingdom

[Login to see more](#)

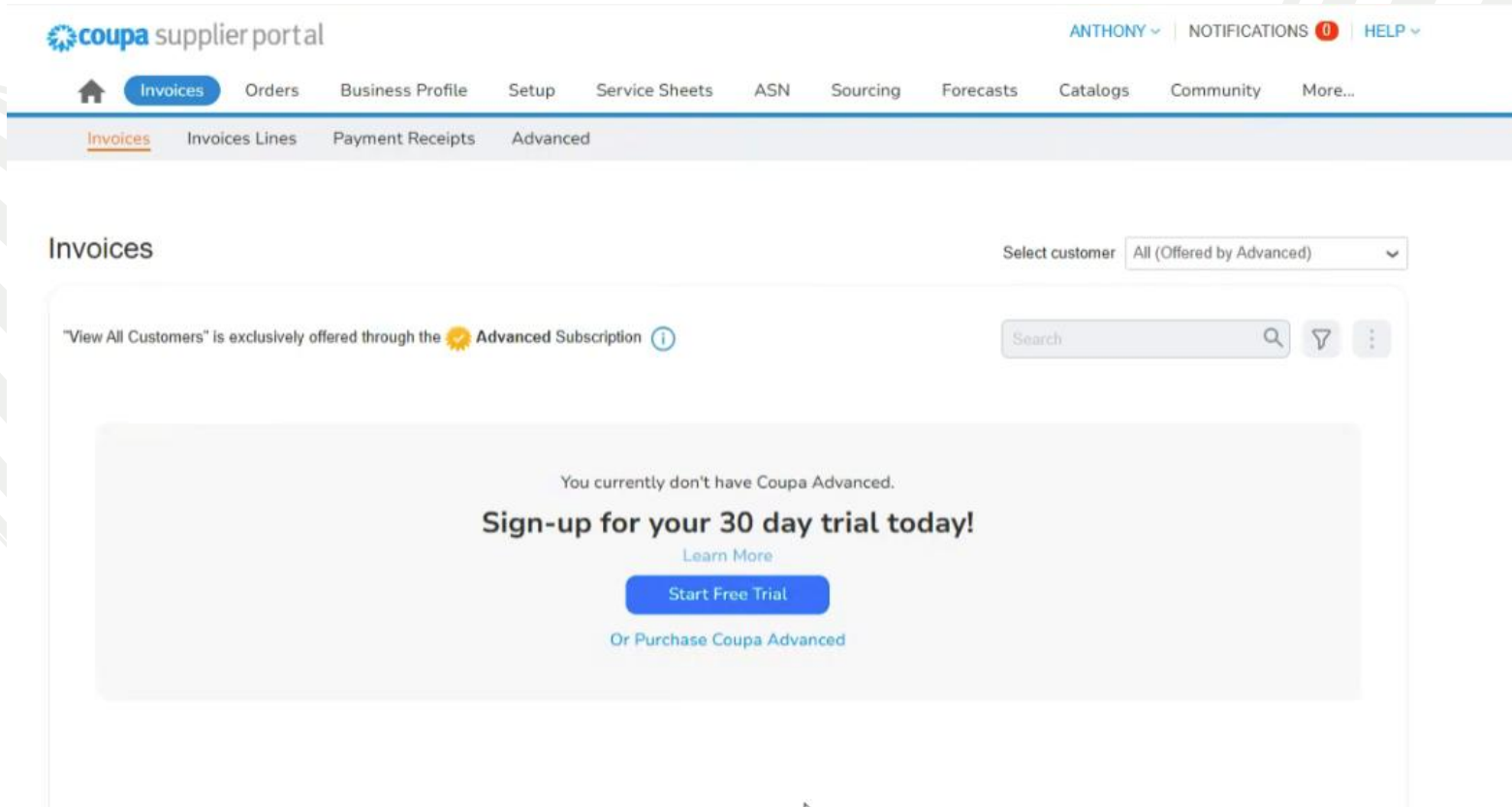


My screen show a Coupa 30-day Free Trial

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 header includes the Coupa logo and 'supplier portal' text, along with user information 'ANTHONY', a notifications bell icon, and a 'HELP' link. A navigation menu below the header contains links for 'Invoices', 'Orders', 'Business Profile', 'Setup', 'Service Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Catalogs', 'Community', and 'More...'. A secondary navigation bar highlights 'Invoices', 'Invoices Lines', 'Payment Receipts', and 'Advanced'. The main content area is titled 'Invoices' and features a 'Select customer' dropdown menu currently set to 'All (Offered by Advanced)'. Below this, a message states: 'View All Customers' is exclusively offered through the Advanced Subscription. A search bar and filter icons are visible. The central focus is a large grey box with the text: 'You currently don't have Coupa Advanced. Sign-up for your 30 day trial today!'. Below this text are two links: 'Learn More' and a prominent blue 'Start Free Trial' button. At the bottom of the box, there is a link that says 'Or Purchase Coupa Advanced'.

Our Dedicated Supplier Website

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

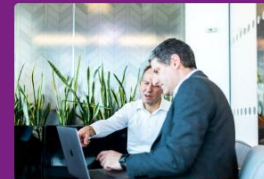
1. The Coupa Supplier Portal
2. Supplier Actionable Notifications (please refer to the how-to-guide below)

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 address 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.



Click for 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.



Click for 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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