



How to Setup your Legal Entity & Payment Methods

January 2026

How to set up your Legal Entity / Payment Methods

This guide will help you to register and set-up Coupa supplier portal (CSP)

This guide will help you to create your legal entity in your CSP, you will need the following information.

- Your company address.
- Bank & Remit-To Details
- VAT/ Tax registration number (UTR number for UK sole traders)
- Ship from addresses (If shipping from country to country)

You will need to have a legal entity set-up before you can invoice Mitie. Coupa will require Multi-factor authentication to be set-up to create/ manage your legal entity.

It is recommended that you have one legal entity setup for Mitie, multiple Legal Entities / Payment Methods attached to the same customer will not default your Remit to address while creating your Invoices.

To stop your invoices being disputed: When adding your companies Tax registration/VAT Number please ensure you enter your Tax/VAT code associated with the selected country starting with the country prefix and no spaces e.g: • GB123456789 • FR12345678901 • DE123456789

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  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



How to Guides

- How to assign the CSP
- How to register and setup 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 your on merge requests in your CSP
- How to update Notification settings
- How to manage your preferred language in your CSP

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



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 invoices view 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

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

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

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

If you cannot find the help you need, please email askprocurement@mitie.com


Website address: <https://mitiesuppliers.com/mitie-supplier-faq/using-coupa-2/>

Log In



Log Into Your CSP Account

 coupa supplier portal

 Secure

Login

* Email

[Continue](#)

New to Coupa? [CREATE AN ACCOUNT](#)

[Forgot your password?](#)

Note

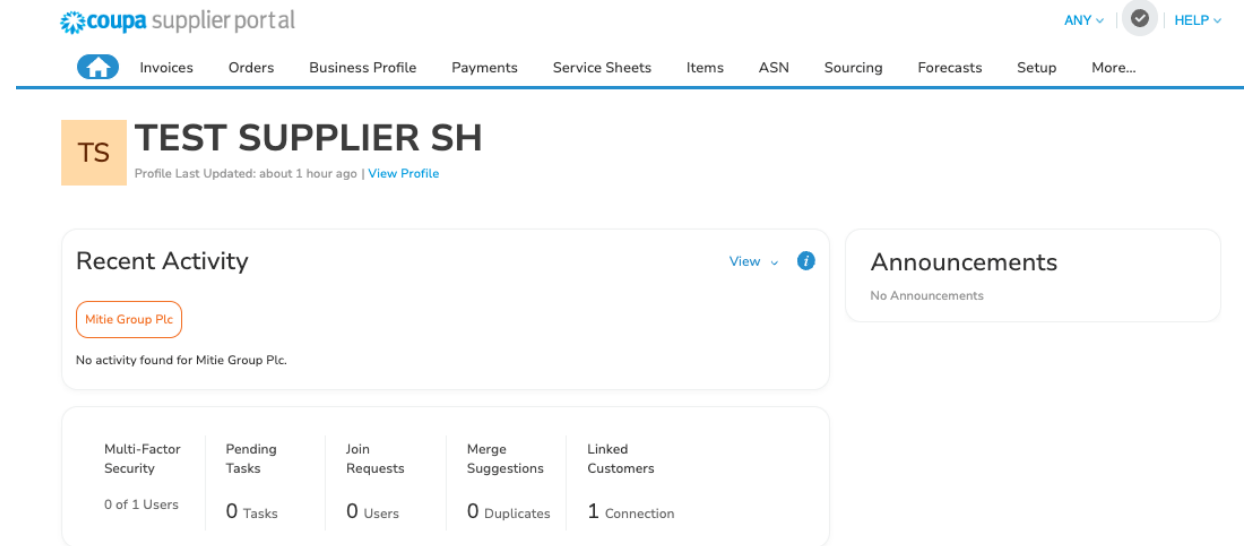
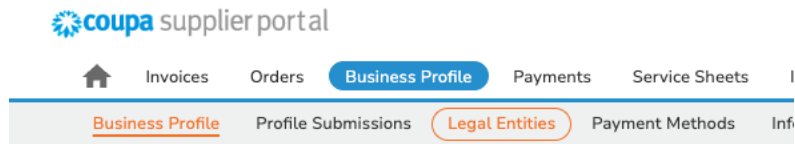
You may be required to enable [Multi Factor Authentication](#) (MFA) for financial data, the CSP prompts you to authenticate before you can create a new Legal Entity. For more information check out [Mitiesuppliers.com](https://www.mitiesuppliers.com)

Homepage



The Homepage will open

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



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.
(Please note: Mandatory info is marked with a *)

Business profile – Multi Factor Authentication



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 14.

The screenshot shows the Coupa Supplier Portal interface. At the top left is the 'coupa supplier portal' logo. On the right, there is a user profile for 'SIMON' with a dropdown arrow and a 'HELP' link with a dropdown arrow. Below the header is a navigation menu with the following items: Home (house icon), Invoices, Orders, Business Profile, Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Setup, and More... 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.' and a blue 'Enable' button.

Business profile – Multi Factor Authentication

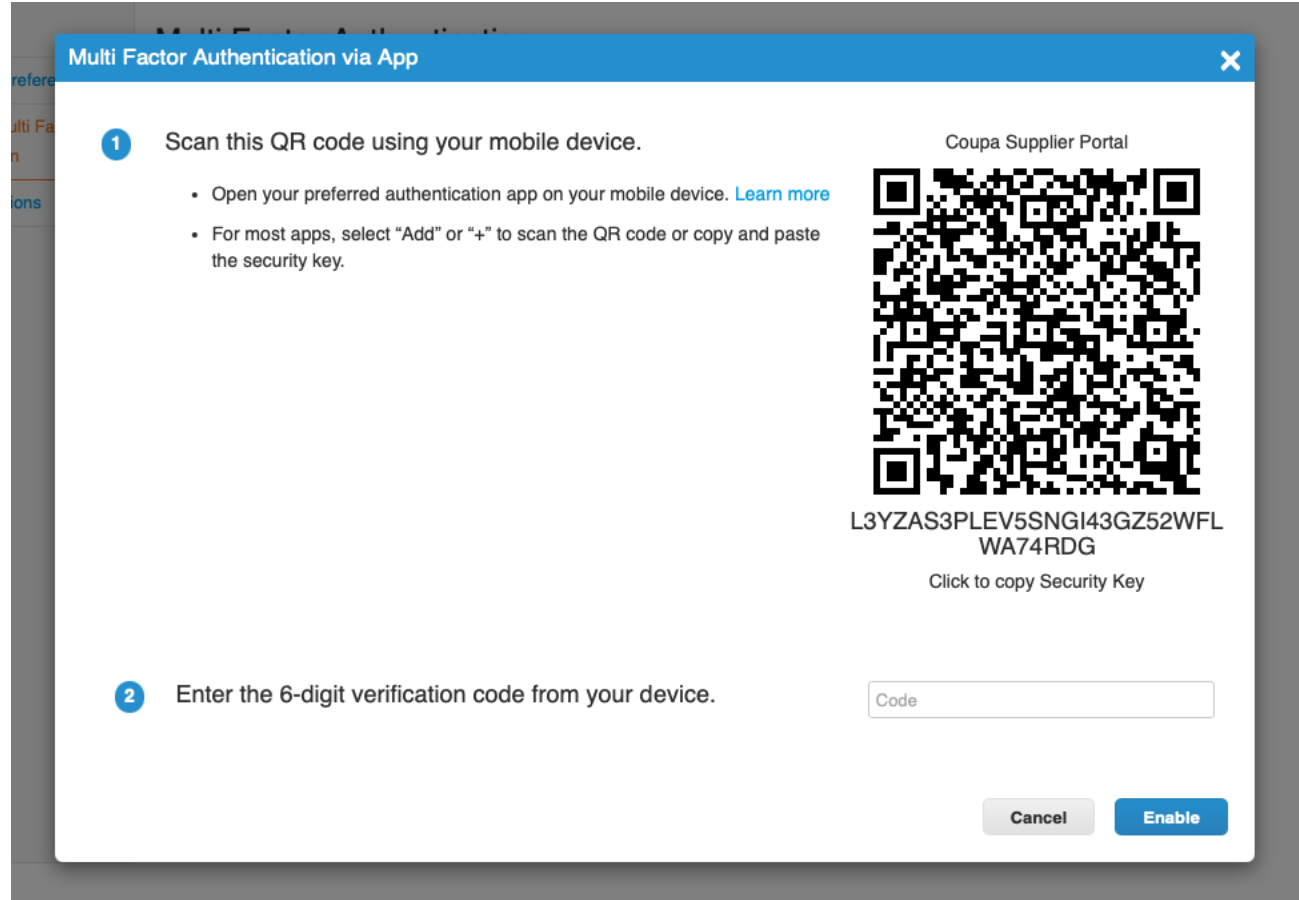
You will get a pop up with a QR code, This is a to set up your MFA to an authenticator APP.

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

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

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.

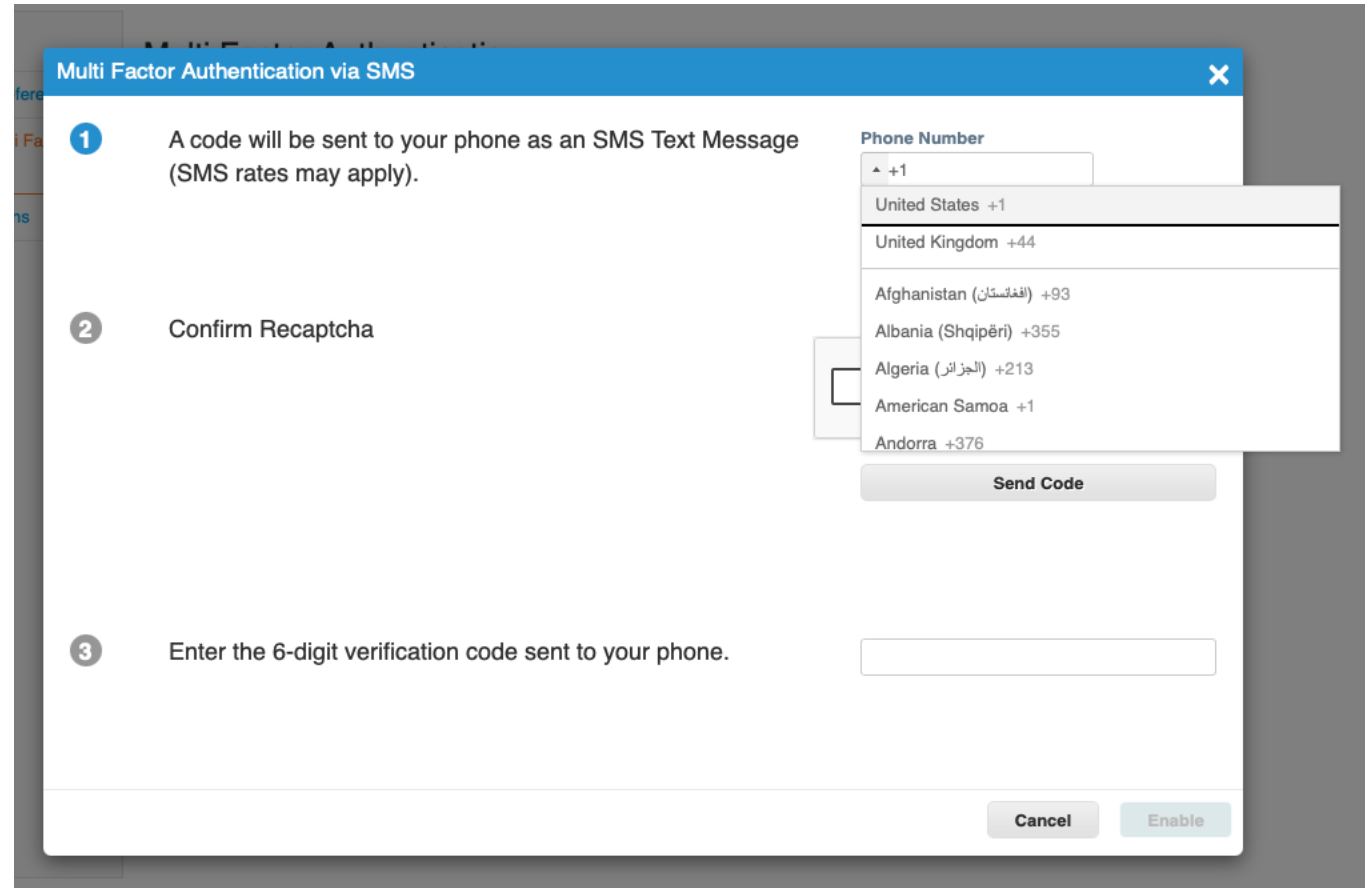
Add your mobile number without the pre-leading Zero.

Section 2

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

Once completed,

Click



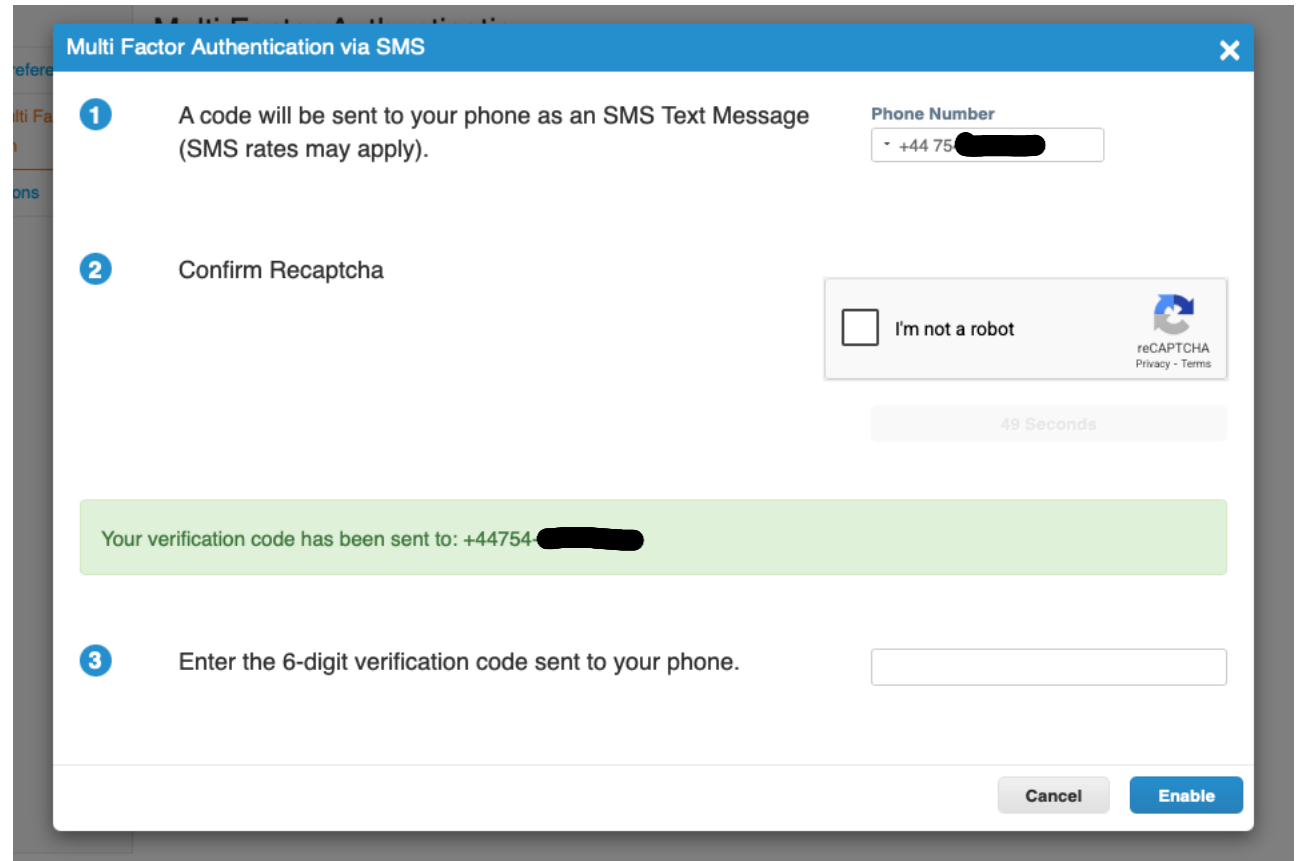
Business profile – Multi Factor Authentication

Section 3

You should have received a 6-digit Verification code,

Please add it in the box and click

Enable



The screenshot shows a modal window titled "Multi Factor Authentication via SMS" with a close button (X) in the top right corner. The interface is divided into three numbered steps:

- 1** A code will be sent to your phone as an SMS Text Message (SMS rates may apply). To the right, there is a "Phone Number" field with a dropdown menu showing "+44 75" and a redacted phone number.
- 2** Confirm Recaptcha. To the right, there is a reCAPTCHA widget with an "I'm not a robot" checkbox, the reCAPTCHA logo, and links for "Privacy - Terms". Below the widget is a timer showing "49 Seconds".

A green notification bar in the center of the modal states: "Your verification code has been sent to: +44754- [redacted]".

3 Enter the 6-digit verification code sent to your phone. To the right, there is an empty text input field.

At the bottom right of the modal, there are two buttons: "Cancel" (disabled) and "Enable" (active).

Business profile – Multi Factor Authentication

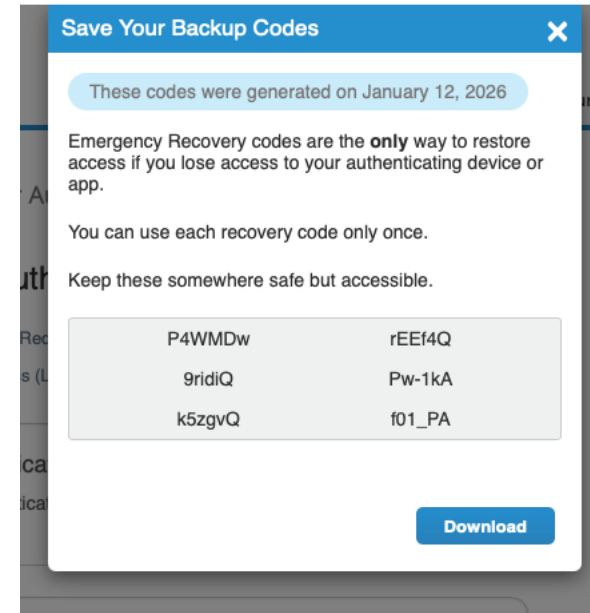
You will now see your MFA back up codes.

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



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.

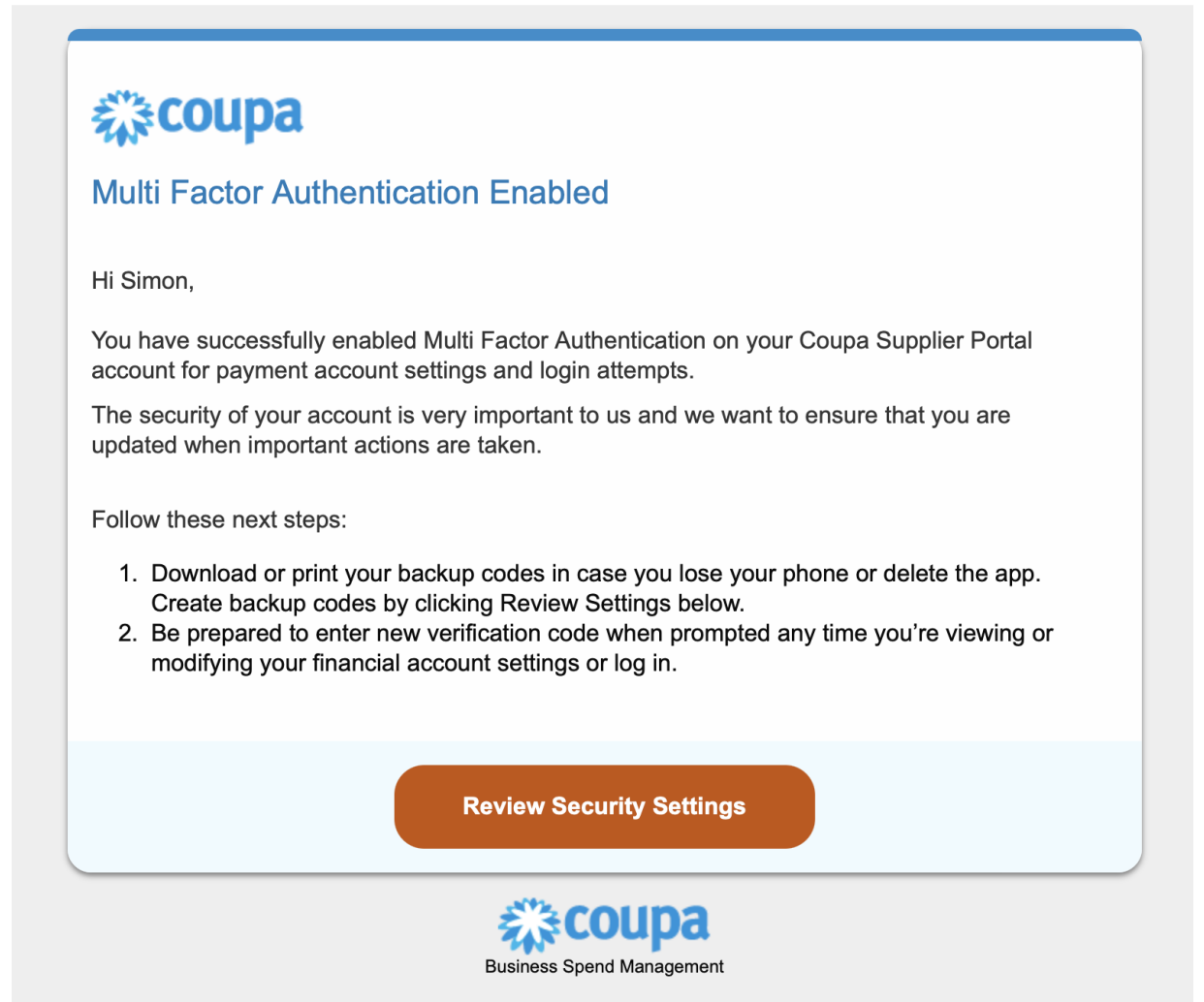
Show Recovery Codes

Regenerate Recovery Codes

Multi Factor Authenticator enabled conformation by Email



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

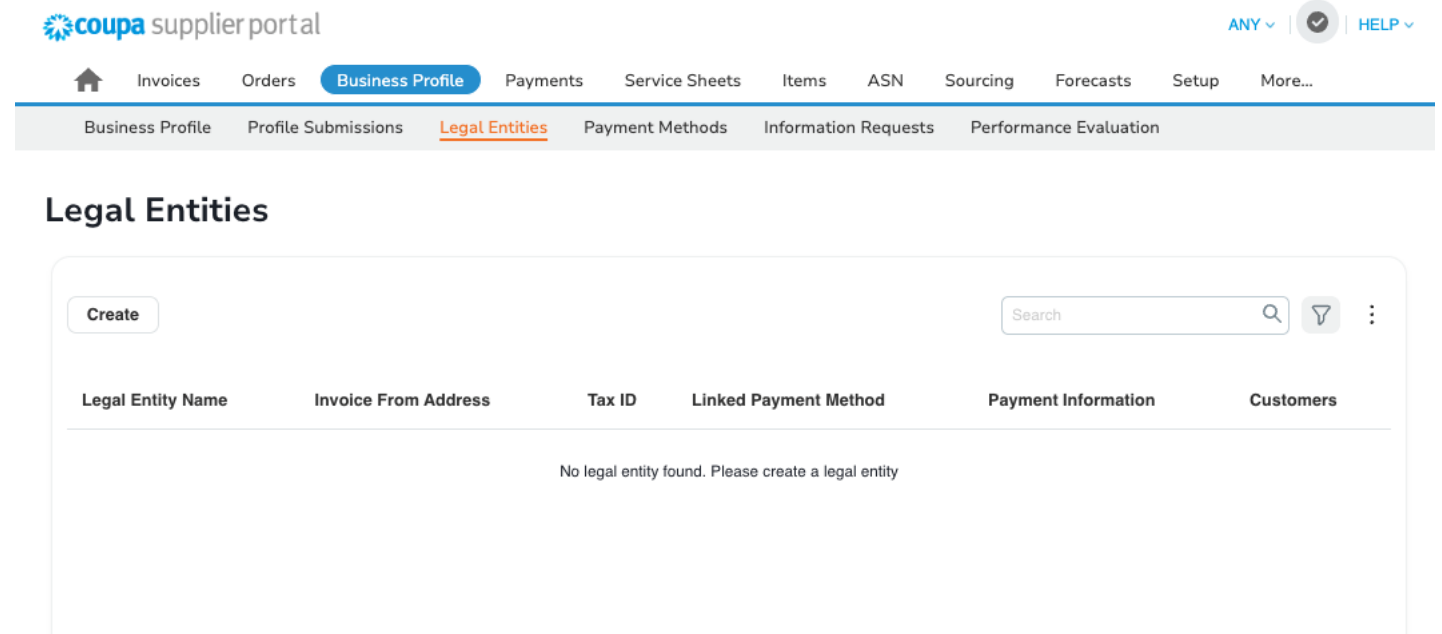


Create Legal Entity

Click on **Business Profile** and then **Legal Entities** if the Legal Entity page did not open after MFA

On **Legal Entities** Page Click

Create



coupa supplier portal

ANY | 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
No legal entity found. Please create a legal entity					

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.
(Please note: Mandatory info is marked with a *)

Create Legal Entity

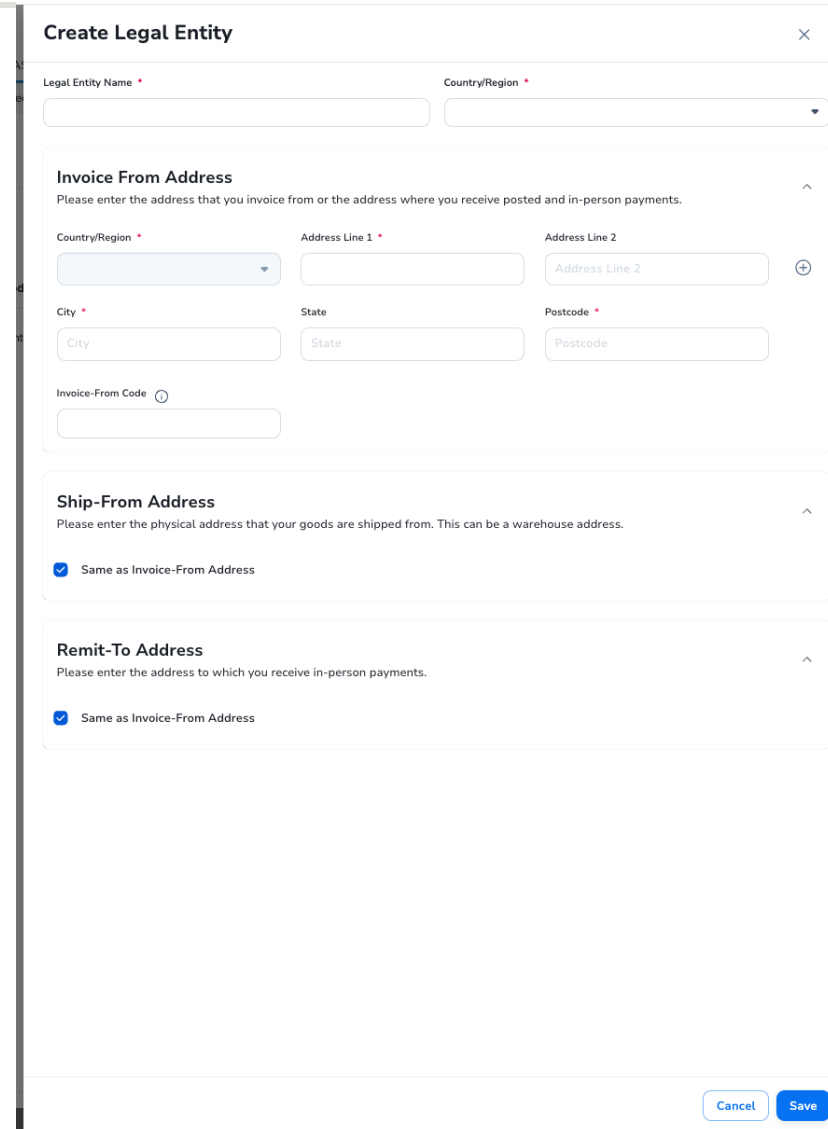
The **Create Legal Entity** Pop-up opens

Enter the following

Legal Entity Name - Official name of your business that is registered with the local government.

Country/Region - Country/region where your business is located.

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.
(Please note: Mandatory info is marked with a *)



The screenshot shows a 'Create Legal Entity' form with the following sections:

- Legal Entity Name** (text input) and **Country/Region** (dropdown menu).
- Invoice From Address** section with a sub-header: 'Please enter the address that you invoice from or the address where you receive posted and in-person payments.' It includes:
 - Country/Region** (dropdown), **Address Line 1** (text input), and **Address Line 2** (text input).
 - City** (text input), **State** (text input), and **Postcode** (text input).
 - Invoice-From Code** (text input).
- Ship-From Address** section with a sub-header: 'Please enter the physical address that your goods are shipped from. This can be a warehouse address.' It includes a checkbox labeled 'Same as Invoice-From Address' which is checked.
- Remit-To Address** section with a sub-header: 'Please enter the address to which you receive in-person payments.' It includes a checkbox labeled 'Same as Invoice-From Address' which is checked.

At the bottom right of the form are 'Cancel' and 'Save' buttons.

Create Legal Entity



Once you have completed **Legal Entity Name** and **Country/Region**, the **Tax Registrations** section opens

Enter the following

Tax Registrations

- Country/region where your business is located
- 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

If you have more than one Tax/VAT code you can add additional Tax ID click on [Add Tax Registration](#)

If your organisation is exempt from tax registration in some countries/regions, please select box

I don't have a Tax ID Number

and another field will open where you must capture either a Unique Tax Reference (UTR) registered with your local government or write N/A in the appearing Local Tax ID field.

Gibraltar (TIN) add your taxpayer reference number issued by your Income Tax Office.

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.
(Please note: Mandatory info is marked with a *)

Create Legal Entity

Legal Entity Name * Country/Region *

Tax Registrations

Country/Region * VAT ID

[Add Tax Registration](#)

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

[Cancel](#) [Save](#)

Create Legal Entity



Once you have completed the **Tax Registrations**

Complete the following mandatory fields

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

Invoice from address - Address that you invoice from or the address that you receive mailed and in-person payments.

Country/Region should default

Update the following,

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

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.

(Please note: Mandatory info is marked with a *)

Create Legal Entity

Legal Entity Name * Country/Region *

Tax Registrations

Country/Region * VAT ID *

I don't have a Tax ID Number

[Add Tax Registration](#)

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

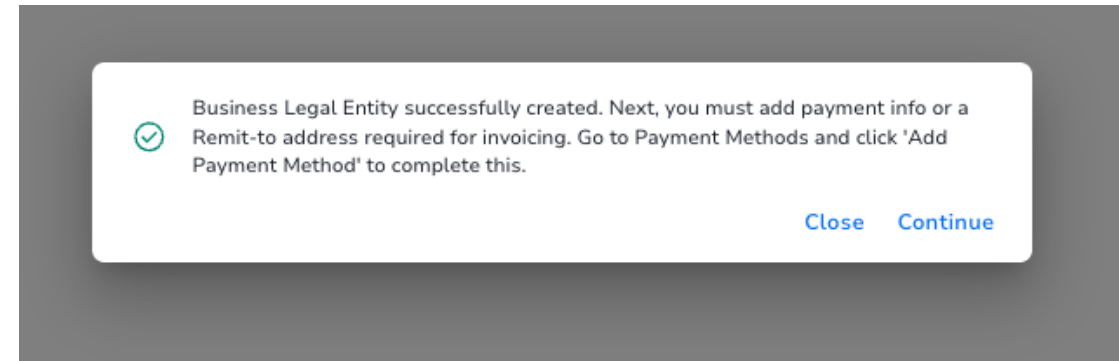
Remit-To Address

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

Same as Invoice-From Address

Create Legal Entity

Click **Continue**



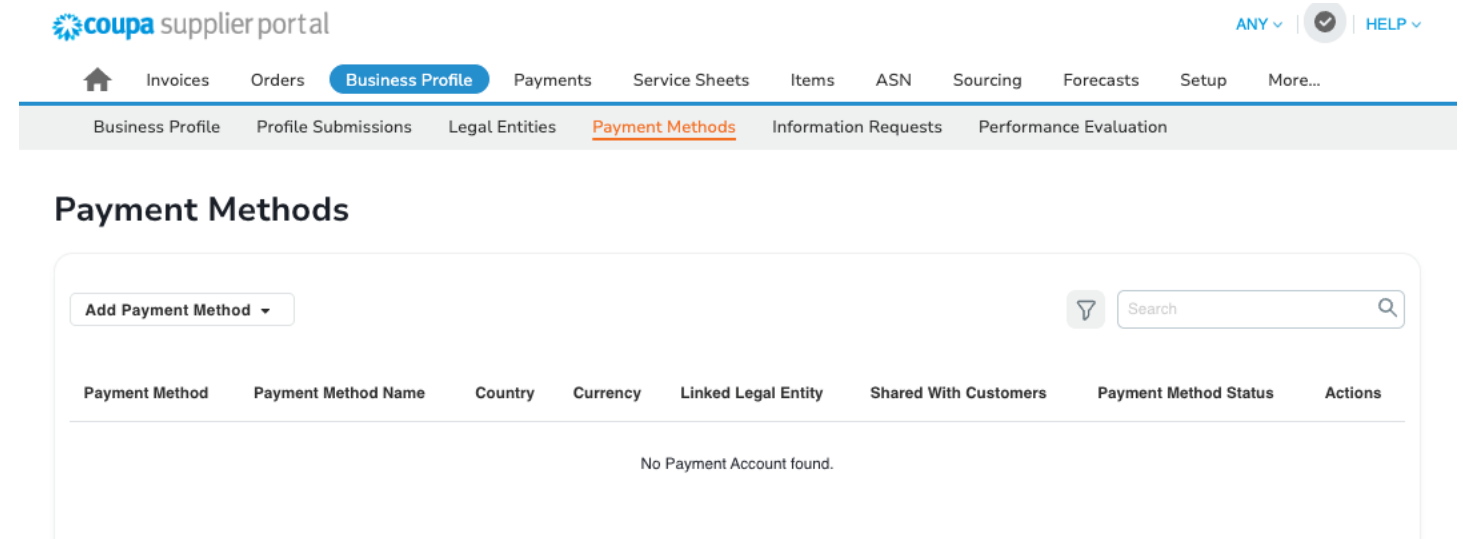
The **Payment Methods** screen opens

Click

Add Payment Method ▾

Then select **Bank Transfer**

Bank Transfer
Virtual Card



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.
(Please note: Mandatory info is marked with a *)

Add Payment Method

Please complete the following

- **Payment Method Name** – 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



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.
(Please note: Mandatory info is marked with a *)

Add Payment Method ✕

Bank Transfer

Please enter the following information to receive Bank Transfer payments.

Account Nickname * ⓘ	Beneficiary Legal Name * ⓘ
<input type="text" value="Bacs"/>	<input type="text" value="Test supplier"/>
Bank Branch Country / Region *	Bank Account Currency *
<input type="text" value="United Kingdom"/>	<input type="text" value="GBP"/>
Bank Name *	Account Number *
<input type="text" value="Any Bank"/>	<input type="text" value="12345678"/>
IBAN	Sort Code * ⓘ
<input type="text"/>	<input type="text" value="000000"/>
SWIFT / BIC Code ⓘ	
<input type="text" value="8 or 11 characters"/>	

Additional Information

Remittance Email ⓘ	Remit-To Code ⓘ
<input type="text"/>	<input type="text"/>
Supporting Documents ⓘ	
<div style="border: 1px dashed gray; padding: 5px; text-align: center;">Drop or Browse Files</div> <input type="button" value="Browse"/>	

Add Payment Method



Click select all or Mitie Group Plc

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.
(Please note: Mandatory info is marked with a *)

Add Payment Method



Great News! The payment information has been successfully saved.

Select customers with whom you want to share Bacs and click Save.

Search

Customer	Bacs
Select All	<input type="checkbox"/>
Mitie Group Plc	<input type="checkbox"/>

Per page 5 | 10 | 20



Add Payment Method



Your Payment Method is setup,

You will see the following,

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

Click



The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the following items: Invoices, Orders, Business Profile (highlighted), Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Setup, and More... Below this is a secondary navigation bar with: Business Profile, Profile Submissions, Legal Entities, Payment Methods (highlighted), Information Requests, and Performance Evaluation. The main content area is titled "Payment Methods" and features a green notification banner that reads: "Sharing process for Bacs has started. We will notify you by email if there are any issues with the sharing." Below the notification is a table with the following columns: Payment Method, Payment Method Name, Country, Currency, Linked Legal Entity, Shared With Customers, Payment Method Status, and Actions. The table contains one entry: Bank Transfer (with a Bacs icon), Bacs, United Kingdom, GBP, Test Supplier, Mitie Group Plc, and an Active status. The Actions column for this entry contains icons for link, settings, and delete. At the bottom of the table, it says "Per page 5 | 10 | 20".

Mitie only pay our suppliers by Bank transfer

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.
(Please note: Mandatory info is marked with a *)

Business profile – Legal Entities



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

You will see your Legal Entity set up

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... TEST SUPPLIER SH	32 London Bridge London, England 9SG, United King

coupa supplier portal ANY ▾ HELP ▾

[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](#) ⌵ ⋮

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

Per page 5 | 10 | 20

Business profile

The **Edit Legal Entity** pop-up 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



You will now see that you have one Linked Payment Method

Your setup is now complete

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](#)

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

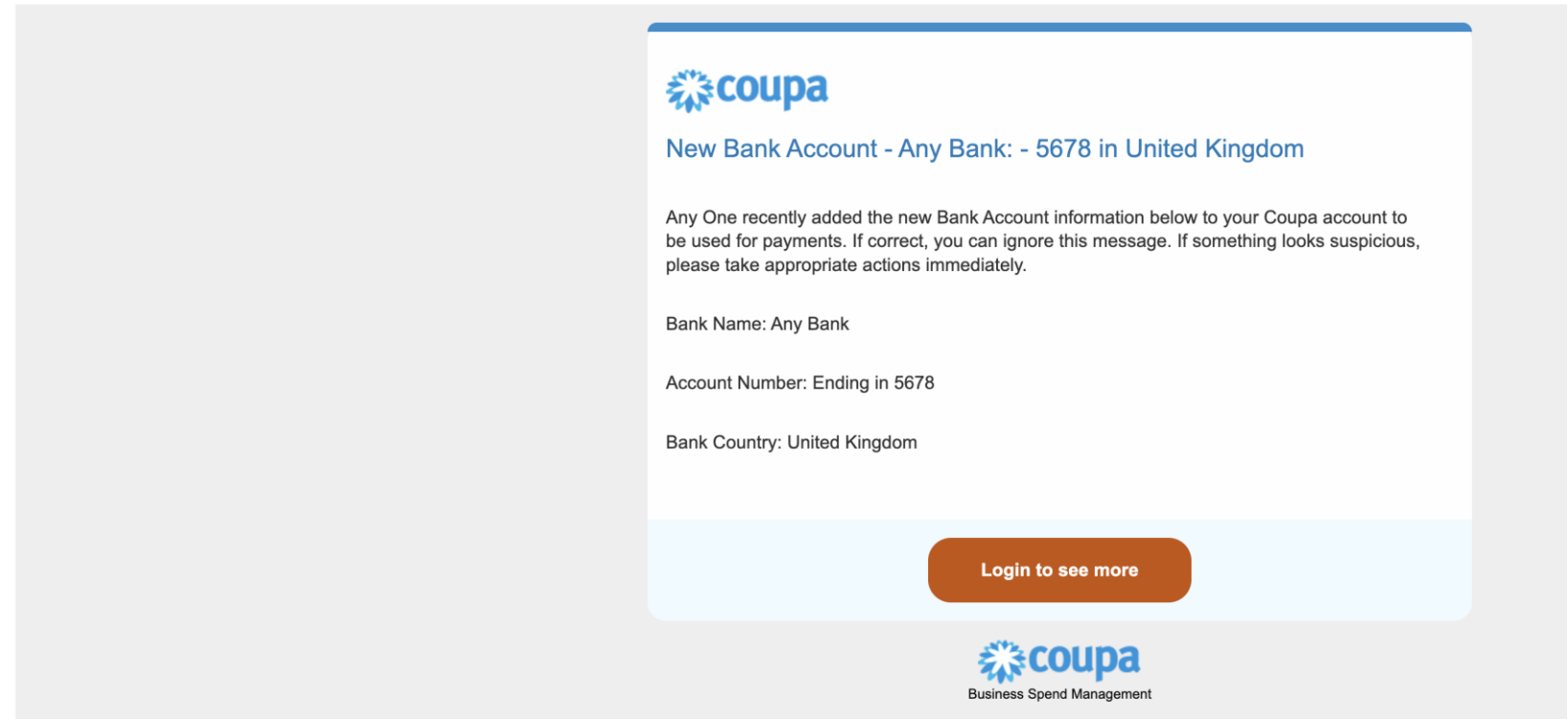
Per page [5](#) | [10](#) | [20](#)

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 ▼



The screenshot shows an email notification from Coupa. The header includes the Coupa logo and the subject line: "New Bank Account - Any Bank: - 5678 in United Kingdom". The main body of the email contains a warning: "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." Below this, the following details are listed: "Bank Name: Any Bank", "Account Number: Ending in 5678", and "Bank Country: United Kingdom". At the bottom of the email content, there is a blue button that says "Login to see more". The footer of the email features the Coupa logo and the text "Business Spend Management".

The End

Remember to check out our dedicated supplier website for all help and guides
<https://mitiesuppliers.com/mitie-supplier-faq/using-coupa-2/>

Email askmitieprocurement@mitie.com for further assistance using Coupa

Email accountspayable@mitie.com for all invoice and payment queries