



How to set-up your Invoices View in your Coupa Supplier Portal (CSP)

Aug 26

The future of high-performing places



Invoices

This guide will help you set-up your invoice's view in your Coupa supplier portal (CSP) to show payment details & invoice due date from Mitie by creating a new view.

Following this setup will enable you to view invoice date, document due date, paid status and payment information to your view.

You will require a **CSP** account

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

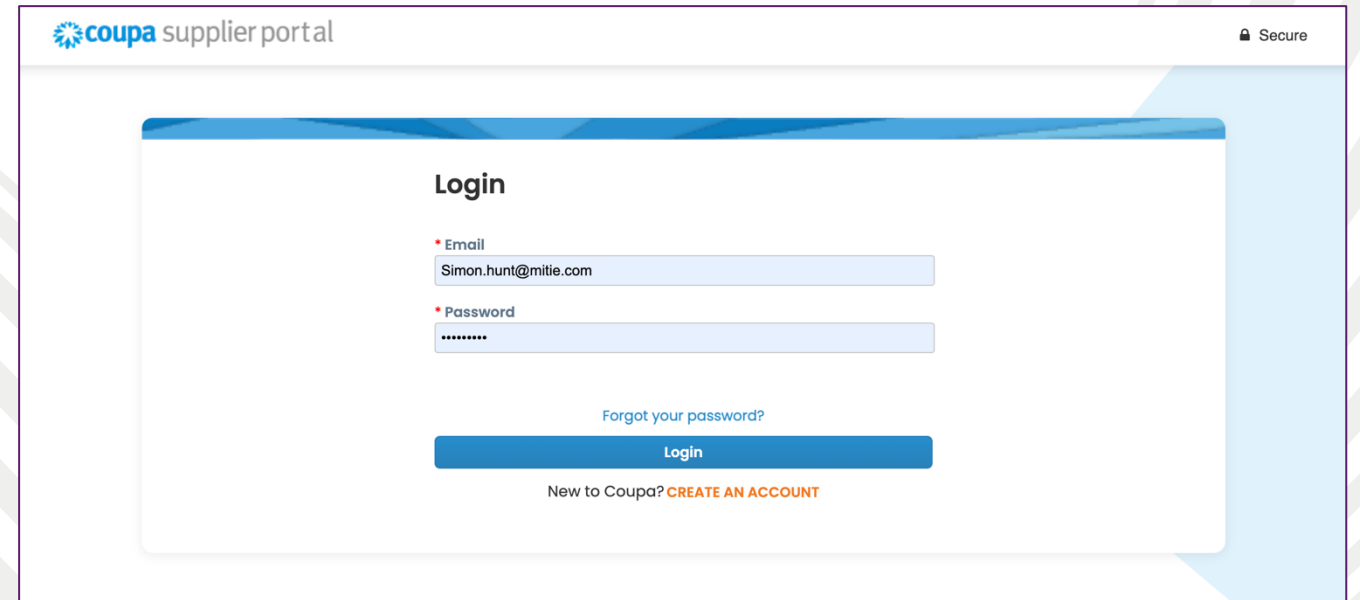
Export to View Mitie Payment and Due Search

Showing results for CIS

Invoice #	Invoice Date	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions	Document Due Date	Paid	Payment Information
DFT CIS INV-3	13/05/2024	13/05/2024	Approved	N00100360721	1,000.00 GBP	No			12/07/2024	No	
DFT CIS Test	13/05/2024	13/05/2024	Approved	N00100360714	8,400.00 GBP	No			12/07/2024	Yes	Payment# - on 14/05/2024 for GBP 8,400.00

Login to your CSP Account

Log into your CSP account



The screenshot shows the Coupa supplier portal login interface. At the top left is the Coupa logo and 'supplier portal' text. At the top right is a 'Secure' indicator with a lock icon. The main content area is titled 'Login' and contains two input fields: 'Email' with the value 'Simon.hunt@mitie.com' and 'Password' with masked characters. Below the password field is a link for 'Forgot your password?'. A blue 'Login' button is positioned below the links. At the bottom, there is a link for 'New to Coupa? CREATE AN ACCOUNT'.

coupa supplier portal Secure

Login

* Email
Simon.hunt@mitie.com

* Password

[Forgot your password?](#)

Login

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

Invoices

At the top of your screen click on “Invoices” tab.

In the smaller blue bar, Click on the downward arrow in the View box

View

All

▼

S

Comments

Dispute reason

This will open a dropdown. Click Create View at the bottom.

▼ All

Abandoned

Approved

Credit notes

Disputed

Disputes with a supplier response

Disputes without supplier response

Draft

Overdue invoices

Payment Information

Pending Approval

Processing

Processing Failed

Unpaid invoices

Voided

Create View

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coupa

supplier portal

SIMON

✓

HELP



Invoices

Orders

Business Profile

Service Sheets

Items

ASN

Sourcing

Forecasts

Catalogues

Setup

More...

Invoices

Uploaded Invoices

Invoices Lines

Payment Receipts

Advanced

Select customer

Mitie Group Plc

▼

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Instructions From Customer

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Create Invoices

Create Invoice from PO

Create Invoice from Contract

Create Blank Invoice

Create Credit Note

Export to

View

All

Search

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
1PTEST2001A	20/01/2026	Pending Approval	None	0.01 GBP	No		



Create New Data Table View

When you select Create View it will open the Create New Data Table View.

In the name field you can call it your company name view i.e. 'Mitie Payment and Due Dates' as an example or whatever you decide what your report name should be.

In the Visibility section you can make the report available to just your account or everyone who has access to your companies CSP.

Then go to Columns section.

The screenshot shows the 'Create New Data Table View' page in the Coupa Supplier Portal. The page has a top navigation bar with the Coupa logo and 'supplier portal' text. On the right of the top bar are user links for 'SIMON' and 'HELP'. Below this is a secondary navigation bar with tabs: 'Invoices' (active), 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Catalogues', 'Setup', and 'More...'. A third bar contains sub-tabs: 'Invoices', 'Uploaded Invoices', 'Invoices Lines', 'Payment Receipts', and 'Advanced'. On the right side of the page, there is a 'Select customer' dropdown menu currently set to 'Mitie Group Plc'.

Create New Data Table View

General

Name:

Visibility: ☒ Only Me ☐ Everyone

Start with view:

Conditions

Match Conditions: Add group of conditions

Filter By: Filter Clause: Filter Text: +

Columns

Drag columns to the right to select, to the left to unselect and vertically to change column order. You can also use your keyboard to modify the selected columns. Use TAB to focus and ENTER to move a column to or from the Selected Column list. To reorder, use SPACE to grab an item and then UP or DOWN to move it. Press SPACE again to drop the item or ESC to cancel the reordering.

Available columns	Selected columns
Commented	Invoice #
Comments	Created Date
Date Of Supply	Status
Date Of Supply	PO #
Delivery Number	Gross Total
Disputed Date	Unanswered Comments

Create New Data Table View - Columns

By using drag and drop:

In the Available columns section on the left you can drag and drop each criteria required into the Selected columns section.

Ensure you have these as mandatory criteria in the Selected columns, Invoice Date, Document Due Date, Paid & Payment Information as per the example shown.

Selected columns

Invoice #
Invoice Date
Created Date
Status
PO #
Gross Total
Unanswered Comments
Dispute reason
Document Due Date
Paid
Payment Information
Actions

Columns

Drag columns to the right to select, to the left to unselect and vertically to change column order.

You can also use your keyboard to modify the selected columns. Use TAB to focus and ENTER to move a column to or from the Selected Column list. To reorder, use SPACE to grab an item and then UP or DOWN to move it. Press SPACE again to drop the item or ESC to cancel the reordering.

Available columns

Commented
Comments
Date Of Supply
Date Of Supply
Delivery Number
Disputed Date
Document Type
Last Updated Date
Linked document
Original Invoice Date
Original Invoice Number
Payment Term
Processing Failed At

Selected columns

Invoice #
Invoice Date
Created Date
Status
PO #
Gross Total
Unanswered Comments
Dispute reason
Document Due Date
Paid
Payment Information
Actions

Create New Data Table View - Columns

Your Selected columns should look like the example shown.

You can drag and drop more options or change the order of them as required.

Once you're happy with your selection scroll to the bottom of the page.

Click 

Columns

Drag columns to the right to select, to the left to unselect and vertically to change column order.
You can also use your keyboard to modify the selected columns. Use TAB to focus and ENTER to move a column to or from the Selected Column list. To reorder, use SPACE to grab an item and then UP or DOWN to move it. Press SPACE again to drop the item or ESC to cancel the reordering.

Available columns	Selected columns
Commented	Invoice #
Comments	Invoice Date
Date Of Supply	Created Date
Date Of Supply	Status
Delivery Number	PO #
Disputed Date	Gross Total
Document Type	Unanswered Comments
Last Updated Date	Dispute reason
Linked document	Document Due Date
Original Invoice Date	Paid
Original Invoice Number	Payment Information
Payment Term	Actions
Processing Failed At	

Invoices – New View

Your new view should be shown on your screen with the columns you selected.

To expand your screen click 

You will now see real time information for Document Due Dates once your invoice is approved. Payment information will also be available when Mitie have settled your debt.

You will still be able to see all the views by clicking the down arrow (see example) to switch between Views.

Example: You can export and requester directly in the comments section of the PO by clicking @ and the requester 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 Mitie Payment and Due Search

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- All
- Abandoned
- Approved
- Credit notes
- Disputed
- Disputes with a supplier response
- Disputes without supplier response
- Draft
- Mitie Payment and Due Dates
- Overdue invoices
- Payment Information
- Pending Approval
- Processing
- Processing Failed
- Unpaid invoices
- Voided
- Create View



Supplier support for using the Coupa Supplier Portal (CSP)

1st

Coupa CSP Navi is a Coupa “Supplier Assistance Agent” — an AI-powered tool that helps suppliers get quick, accurate answers about using the Coupa Supplier Portal (CSP) by drawing on Coupa’s official documentation. This is found on the supplier’s account at the bottom right-hand side of the CSP homepage.



2nd

Mitie’s dedicated supplier website with FAQs and guidance for all Mitie’s suppliers.
[Using Coupa | Mitie Suppliers](#)
Coupa is a self-service portal where you can obtain information regarding Purchase Orders, invoice due dates, status updates & payment information. Guides are available on the webpage.

3rd

Please email askmitieprocurement@mitie.com for any support using the CSP.
If you have been unable to self-service using the Mitie guides and have an enquiry in regard to any invoice/ payment queries, please email accountspayable@mitie.com

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)

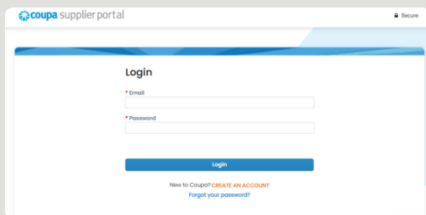
What is the CSP?

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?

- 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.

To login to the CSP, please click on the image below.



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 setup your CSP
- How to setup your legal entity
- How to setup Two-Factor Authentication
- How to update your details on the CSP
- How to manage user accounts 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



Click for How to Guides

- UK, CIS and VAT Guide
- Chinese Tax Guide
- German VAT Guide
- Gibraltar VAT Guide
- Belgium VAT Guide
- French VAT Guide
- Netherlands VAT Guide
- How to setup your legal entity
- How to setup your business alias 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 S2C
- 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.



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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