



Coupa Supplier Portal FAQs

March 26

The future of high-performing places



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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:

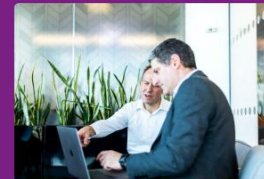
1. The Coupa Supplier Portal
2. Supplier Actionable Notifications (please refer to the how-to-guide below)

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 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.



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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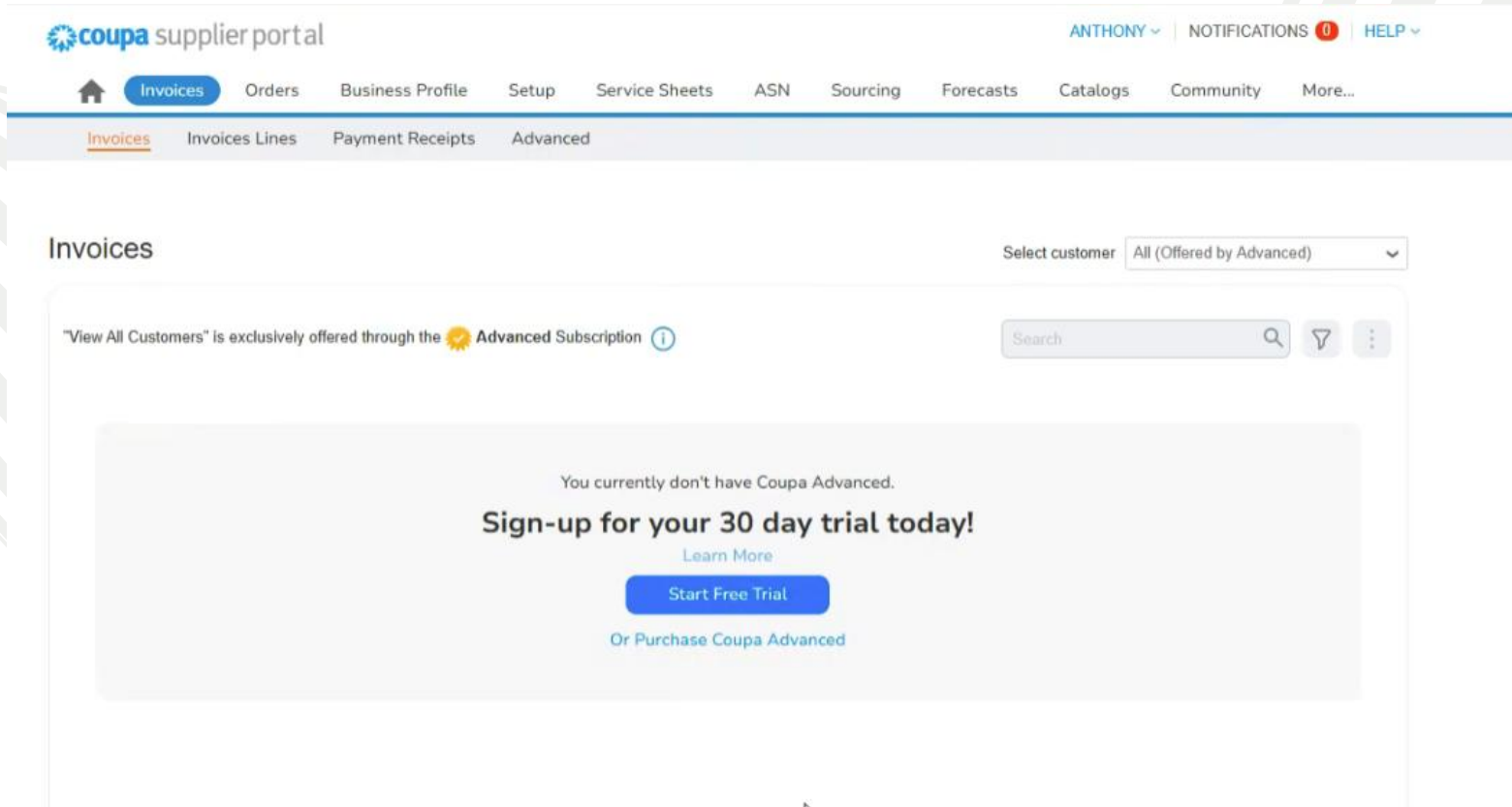


My screen show a Coupa 30-day Free Trial

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 icon with a red circle containing '0', and a 'HELP' link. Below the header is a navigation menu with options: Invoices (highlighted), Orders, Business Profile, Setup, Service Sheets, ASN, Sourcing, Forecasts, Catalogs, Community, and More... A secondary navigation bar contains '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 is visible to the right. 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 blue button labeled 'Start Free Trial'. At the bottom of the box, it says 'Or Purchase Coupa Advanced'.

Can you add users to my CSP account?

Mitie cannot add users to your Companies CSP account. The CSP belongs to your company and we at Mitie do not have access to it.

Supplier must manage their users. This can be found in Setup on your CSP homepage.

To add a user there are 2 options,

- If they do not have a CSP account registered to there Email – **Invite user**
- If they have a CSP account registered to there email – **Merge requests**

The guide will take you through the process [How to Manage Users](#) and [Merge Requests](#) in your CSP or refer to our related guide on our dedicated [Supplier Website](#)

The screenshot displays the 'Admin Users' section of the Coupa Supplier Portal. It features a navigation menu at the top with options like Invoices, Orders, Business Profile, Payments, Service Sheets, Items, ASN, Sourcing, Forecasts, Setup, and More... The main content area shows a table of users with the following columns: User name, Email, Status, Permissions, Customer Access, Purpose, and Actions. Two users are listed: Simon Hunt (simon.hunt@mitie.com) and Susana Viera (Susana.viera@mitie.com). Both are marked as 'Active'. The Simon Hunt user has a comprehensive list of permissions including ASNs, Admin, Catalogues, Community, Early Payments, Forecast Planner, Inventory, Invoices, NAVI Access, Order Changes, Order Line Confirmation, Orders, Payment Method Admin, Payments, Profiles, Restricted Worker Access, Restricted Worker Assignment, Access, Service Sheets, Sourcing, and Supplier Dashboard. The Susana Viera user has similar permissions but with a different Customer Access field. The page also includes a search bar and a 'Per page' indicator at the bottom.

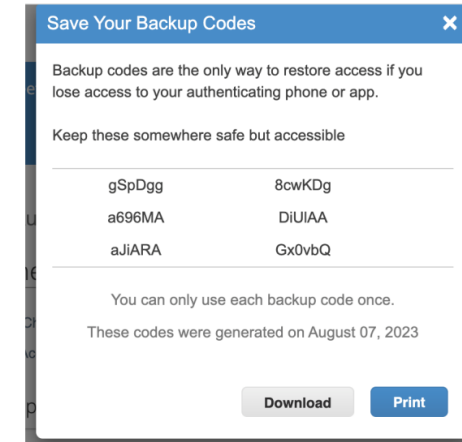
User name	Email	Status	Permissions	Customer Access	Purpose	Actions
Simon Hunt	simon.hunt@mitie.com	Active	ASNs Admin Catalogues Community Early Payments Forecast Planner Inventory Invoices NAVI Access Order Changes Order Line Confirmation Orders Payment Method Admin Payments Profiles Restricted Worker Access Restricted Worker Assignment Access Service Sheets Sourcing Supplier Dashboard	Mitie Group Plc - STRAKER TECH UK LIMITED_0000642139	None	Edit
Susana Viera	Susana.viera@mitie.com	Active	ASNs Admin Catalogues Early Payments Forecast Planner Invoices NAVI Access Order Changes Order Line Confirmation Orders Payment Method Admin Payments Profiles Service Sheets Sourcing Supplier Dashboard	Mitie Group Plc - SRCL LTD_0000601291 Mitie Group Plc - Vodafone PLC Test Site Mitie Group Plc - Filimtek Ltd Mitie Group Plc - Test Supplier SH Mitie Group Plc - RICHARD BROOM_0000549617	None	Edit

My Multi Factor Authentication (MFA) is not working, can Mitie reset it?

Link to supplier [Guide How to set-up your two-Factor Authentication in your CSP](#)

Multi Factor Authentication (MFA) is a Coupa requirement. If your MFA code is not recognised, please try the options below,

- Use One of your Backup codes, these would have popped up during the MFA setup process, which you saved in a safe place.
- If you have more than one user on your companies CSP account, ask the other user to go to setup, find your user account, click edit and see if you have the “Disable MFA” option at the bottom.
- If you cannot use any of the above, you will need to contact Coupa Support directly to have your MFA reset. Use the Chat icon in the bottom righthand corner of your CSP screen



Please Note: Mitie does not have access to reset MFA for suppliers


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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

We have changed our address or Bank details on the portal, has this updated Mitie Group PLC?

If you have recently updated any of your company information i.e. company name, address or Bank details on your CSP profile, this does not automatically update Mitie Group PLC, you must email vendormasterdata@mitie.com and advise them of your changes.

To update your company insurances, you will need to request an Insurance update form, please email askmitieprocurement@mitie.com

The screenshot shows the Coupa Supplier Portal interface. At the top, there is a navigation bar with the Coupa logo and 'supplier portal' text. On the right, there are user options for 'SIMON' and a 'HELP' dropdown. Below the navigation bar is a main header for 'Test Supplier SH' with a 'TS' icon and a note that the profile was last updated about 2 hours ago. The main content area is divided into three sections: 'Recent Activity', 'Announcements', and a summary table. The 'Recent Activity' section shows a recent invoice for 'Mitie Group Plc - STRAKER TECH...' with a 'More...' button and an 'Approved' status on 26 Nov. The 'Announcements' section shows 'No Announcements'. The summary table at the bottom provides a quick overview of various metrics.

Multi-Factor Security	Pending Tasks	Join Requests	Merge Suggestions	Linked Customers
1 of 2 User	23 Tasks	0 Users	7 Duplicates	19 Connections

My legal entity is blank

Invoices and Orders – When Creating an invoice for the first time and you get this screen, it can mean a couple of things

1. You have not set up a Legal entity in your CSP
2. You have multiple Legal entities/Payment methods with Mitie Group Plc as a customer
3. Your Legal Entity / Payment Methods do not have Mitie Group Plc as a linked customer

Please refer to our related guide ,How to set up Legal entity & Payment Methods guide on our dedicated [Supplier Website](#)

To access legal entities, payment methods you may need to have MFA (Multifactor authentication) set up

(Screenshot is an example only)

The screenshot displays the Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is visible on the left, and 'SIMON', 'NOTIFICATIONS 8', and 'HELP' are on the right. The navigation menu includes 'Invoices', 'Orders', 'Business Profile', 'Payments', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecasts', 'Setup', and 'More...'. Below this, a secondary menu shows 'Invoices', 'Invoices Lines', and 'Payment Receipts'. The main content area is titled 'Create Invoice' and includes a 'Create' button. A blue notification banner at the top of the form reads: 'Creating your first invoice? Just enter in your invoice number. Check the line details, make any necessary changes and put in any extra charges. Once you are ready, click Submit. You'll be notified if the invoice is approved or placed on hold.' The form is divided into 'General Info' and 'From' sections. A modal window titled 'Choose Invoicing Details' is open, showing three dropdown menus: 'Legal Entity' (set to 'Select'), 'Remit-To' (set to 'Select'), and 'Ship-From Address' (set to 'Select'). Each dropdown has an 'Add New' button. The background form shows the 'From' section with 'Supplier' set to 'SRCL LTD_0000601291' and the 'To' section with 'Customer' set to 'Mitie Group Plc'. The 'Bill-To Address' is 'Mitie (Defence) Ltd, Level 12 The Shard, 32 London Bridge Street, London, CA, SE1 9SG, United Kingdom'. The 'Tax Registration' field contains 'GB416706654, GB416706654, DE367524157, CY99000247Y, IT10550711211, GIBRALTAR'. A 'Cancel' button is visible at the bottom right of the modal.

My legal entity is blank

Legal Entities – Please refer to Legal entity Guide

If your Legal Entity is blank

Click

Create

Related Guides

Please refer to our related guide ,How to set up Legal entity & Payment Methods guide on our dedicated [Supplier Website](#)

coupa supplier portal

ANY | [Profile Icon] | 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] [Filter] [More]

Legal Entity Name	Invoice From Address	Tax ID	Linked Payment Method	Payment Information	Customers
Test Supplier	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

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 with one Linked Payment method and one bank transfer in payment methods in your CSP otherwise you have keep selecting remit to etc when invoicing.

My legal entity is blank

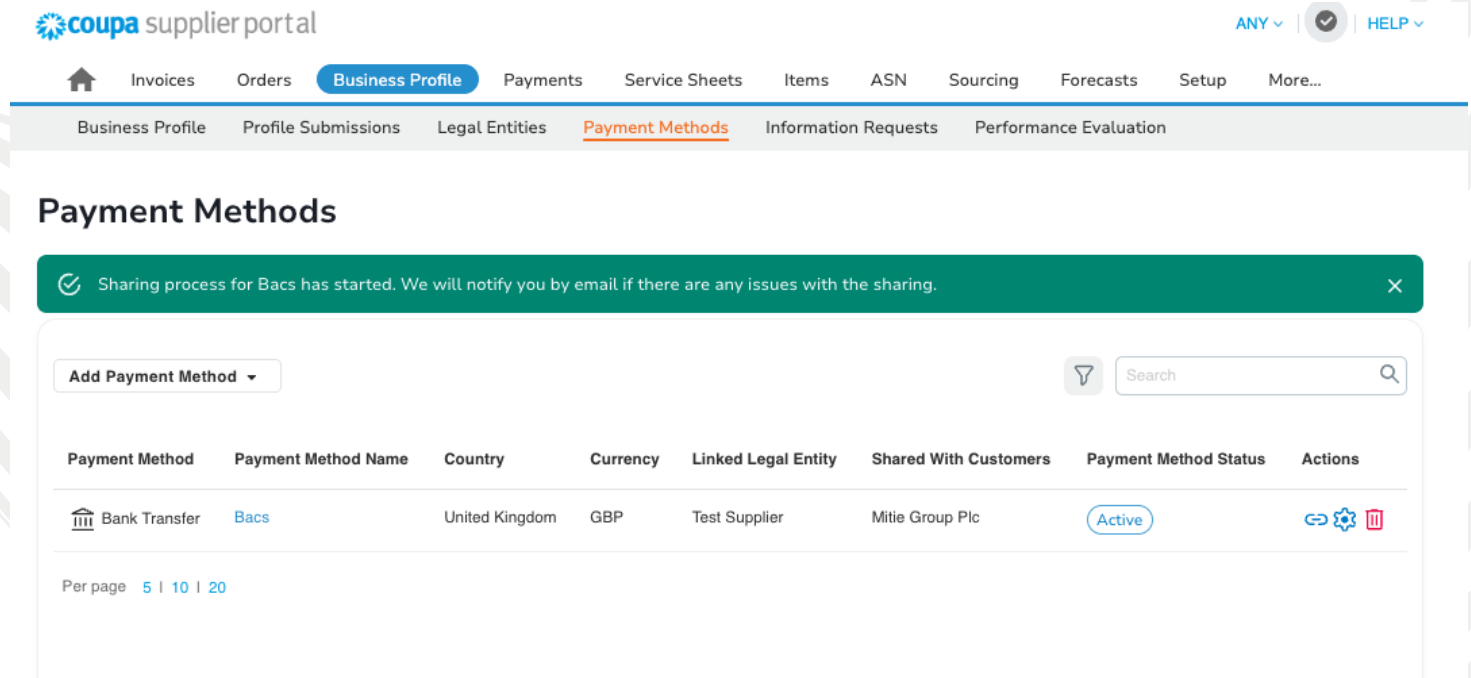
Payment methods

Ensure you have one payment method Bank Transfer with Mitie Group PLC as a shared with customer.

Related Guides

Please refer to our related guide ,How to set up Legal entity & Payment Methods guide on our dedicated [Supplier Website](#)

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.



coupa supplier portal

ANY | HELP

Business Profile





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

Payment Methods

Sharing process for Bacs has started. We will notify you by email if there are any issues with the sharing.

Add Payment Method

Search

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

Per page 5 | 10 | 20

My legal entity is blank


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

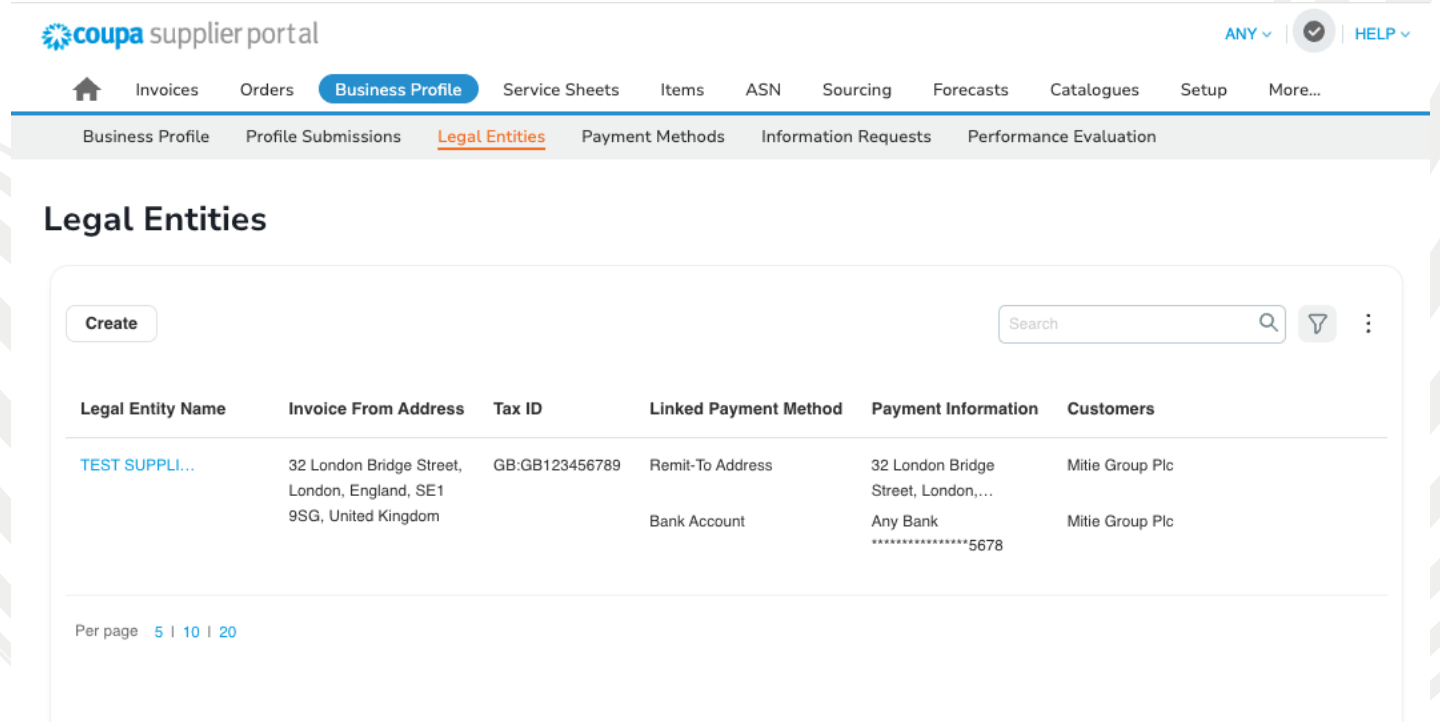
You will see your Legal Entity set up

If you see there are 2 linked Payment methods,

Please follow the next steps

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
TEST SUPPLIER SH	9SG, United King



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

Per page 5 | 10 | 20

My legal entity is blank

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](#)

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My legal entity is blank

You will now see that you have one Linked Payment Method

Your setup is now complete

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 [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

How do I add CIS to my invoice

- It's the supplier's responsibility to inform Mitie if you are Registered for Construction Industry Scheme with HMRC. You must email vendormasterdata@mitie.com and notify them your company is registered for CIS giving them your Unique Tax Reference (UTR). They will update your Mitie supplier record accordingly.
- We have dedicated guides on how to submit CIS and non-CIS invoices for CSP and SAN methods. These can be found on [Supplier Website](#)
- It is your responsibility (the supplier) to indicate when your invoice relates to a project that is In Scope for CIS and value of labour cost of the invoice lines is provided, (Gross Status with HMRC, please complete the labour field for the full value of the supply).
- You must indicate the Tax Rate by selecting "Reverse Charge" and populate Tax Reference legal statement's by selecting one of the 2 CIS Tax reference options.

Type	Description	Price
1	CIS UAT TEST SCRIPT 19 ITEM	1,000.00

PO Line G10000000772-1	Contract [Dropdown]	Supplier part number [Text]	Commodity Landscaping Manual Tools £ X <small>Commodity Default Applied</small>
UNSPSC [Dropdown]	Credit Line None	CIS related cost? In Scope <small>Select whether this invoice line is In Scope for Construction Industry Scheme deductions.</small>	
		CIS Labour Cost 500 <small>Enter the value of CIS Labour Costs on this line.</small>	

How do I add CIS to my invoice

- **CIS Registered suppliers - CIS Related Cost?** – select In Scope for supplies that relate to a project that is within the scope of the CIS scheme (In Scope)
- **CIS Labour Cost Box** - It is the responsibility of the supplier to indicate the CIS labour cost of the project (see the options below),
 - **Non-Gross Status** - you must provide the Labour Cost for the Invoice Line i.e. (Net cost less Materials = CIS Labour Cost).
 - **Non-Gross Status Materials only** - If the invoice line is materials only and no labour cost involved, enter 0.01
 - **Gross Status with HMRC** - please complete the labour cost field for the full value of the supply for the Invoice Line i.e. (Labour cost plus Materials = CIS Labour Cost)

CIS related cost?

Select

In Scope (In Scope)

Out of Scope (Out of Scope)

CIS Labour Cost

100.00

Enter the value of CIS Labour Costs on this line.

CIS Labour Cost

0.01

Enter the value of CIS Labour Costs on this line.

CIS Labour Cost

100.00

Enter the value of CIS Labour Costs on this line.

Submission Blockers and warnings will guide you to ensure you provide the correct information on your invoices.

How do I add CIS to my invoice

- In the VAT Rate drop down select the relevant VAT – Options in the UK are 20%, 5.0%, 0.0% Exempt, Reverse Charge and Out of Scope
- **Reverse Charge** In the Tax Reference box type “C” and select one of the relevant legal statements,
- **CIS suppliers** have 2 options shown below,

CS – 20% construction reverse charge - VAT: you must account for VAT at 20%

CR – 5% construction reverse charge - VAT: you must account for VAT at 5%

Taxes		
VAT Rate	VAT Amount	Tax Reference
Reverse ▾	0.00	C
		<small>CR – 5% construction reverse charge - VAT: you must account for VAT at 5%</small>
		<small>CS – 20% construction reverse charge - VAT: you must account for VAT at 20%</small>

Note: You can only have one VAT rate per line (if PO is one line, you can only PO flip one invoice line, if you invoice 2 VAT rates you need 2 lines on the PO)
Always click calculate to check the invoice values before you submit as mistakes cannot be changed without a credit note and re-invoice.

Buyer Vat ID field is blank

Invoices – When you are processing an invoice and the Buyer VAT ID/VAT field is blank, you must click the drop-down and select the relevant Mitie VAT number.

Suppliers must ensure that the correct Mitie Buyer VAT Id is selected when processing invoices.

When supplies are being delivered to a UK site, the Mitie VAT ID will be GB416706654.

When supplies are being delivered to a non-UK site, such as Germany, the Mitie VAT ID will be DE367524157

Since there is no VAT regime in Gibraltar, please note the correct Mitie Buyer VAT ID is "GIBRALTAR".

(Screenshot only for reference you may not get all options listed)

United Kingdom

* Buyer VAT ID/VAT

Ship to Address Level 12 The Shard

United Kingdom

* Buyer VAT ID/VAT

Ship to Address

Work Order ID

- GB416706654
- GB416706654
- DE367524157
- CY99000247Y
- IT10550711211
- GIBRALTAR

I Get a Reverse Charge Warning

Invoices and Orders – When processing an invoice which has 0% VAT you will get this pop-up message.

If you have selected 0% vat rate you can ignore this warning and click submit

If you invoice has Reverse charge the Tax Reference must be updated by typing “C” and select one of the relevant legal statements,

Warning from Mitie Group Plc

This Invoice has the following warnings:

- You have select VAT Rate "Reverse Charge" without Tax Reference. Please refer to the "Tax Reference" and select the relevant reference. Non-UK vendors should note that there is a free text option available to populate the required statement.
- SW01- You have selected VAT Rate "Reverse charge" you must select the relevant Tax Reference to populate the legal statement. Refer to www.mitiesuppliers.com for the UK CIS and VAT Guide. If you have selected VAT Rate "0%" please ignore this warning.

Continue Editing Submit

How can I see my payment date?

You can set-up your invoices view in your Coupa supplier portal (CSP) to show Document due date, paid status and payment details from Mitie on the same view.

This will process will add Invoice date, Document Due Date, Paid status and Payment information to your view.

- Document Due date = Invoice payment date
- Paid = If yes invoice has been paid
- Payment Information = The payment Date and amounts

To set up your CSP to show this information please see our guide : [How to set-up your Invoices View in your Coupa Supplier Portal \(CSP\) Inc Payment Due Date](#) Refer to our related guide on our dedicated [Supplier Website How to manage Disputed Invoices](#)

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

Invoice #	Invoice Date	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions	Paid	Payment Information
Tests 1234	14/03/2024	14/03/2024	Draft	G10000360053	10.00 GBP	No			No	
CISTEST050324F	12/03/2024	12/03/2024	Draft	G10000360053	12.00 GBP	No			No	
CISTEST050324E	12/03/2024	12/03/2024	Approved	G10000360053	12.00 GBP	No			No	
CISTEST050324D	11/03/2024	11/03/2024	Approved	G10000360053	10.00 GBP	No			No	
CISTEST1103C	11/03/2024	11/03/2024	Approved	G10000360053	100.00 GBP	No			No	
CISTEST1103B	11/03/2024	11/03/2024	Approved	G10000360053	100.00 GBP	No			No	
CISTEST1103A	11/03/2024	11/03/2024	Pending Approval	G10000360053	100.00 GBP	Yes			No	
None	11/03/2024	11/03/2024	Voided	G10000360053	1,000.00 GBP	No			No	
CISTEST050324B	05/03/2024	05/03/2024	Draft	G10000360053	100.00 GBP	No			No	

Why is my invoice in dispute and what do I need to do?

When the status of an invoice changes to "Disputed", notification will be sent via email and via the Coupa Supplier Portal (based on your notification preferences). Supplier must resolve disputed invoices as per our guidance.


Invoice #	Invoice Date	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions	Paid	Payment Information
1858423	31/08/2023	08/09/2023	Disputed	N00100318833	38,008.60 GBP	No	Invoice amount greater than PO.		No	

Disputed Invoices are mainly where there are not enough funds on the PO for your invoice/s, Coupa will automatically dispute your invoice if there is not enough value/ QTY left on the PO for your invoice. (The full table of Disputed reasons are available in our guide)

This could be for some of the reasons listed below,

- You are charging for more than the PO.
- You have submitted multiple invoices already, but your disputed invoice takes it over the PO value/ Qty. You as a supplier will need to work out why your invoice is disputed, check the PO value and what invoices you have submitted against the PO already. In all cases you as a supplier will have to click the resolve button in the invoices section to Credit the disputed invoice.

Please Note:

- Mitie does not process disputed invoices for payment until you resolve the dispute.
- If an invoice has been submitted in error and has been put in disputed status, you must use the resolve button  to create a cancellation document (Credit Note) against this invoice or in some cases it gives you the void option.

Refer to our related guide on our dedicated [Supplier Website How to manage Disputed Invoices](#)

How do I see what I have invoiced against a PO?

If you want to see what you have invoiced against a PO in your CSP account. On the Invoices or invoice lines tabs, go to the search box

Add the 6 / 7 digits of the PO number and click

This will bring back all invoices relating to that PO number, this will enable you to check what you have invoiced against that PO number.

This could help when you get disputed invoices.

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

All

434261

Showing results for 434261 ✕

Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
INV_smoke2	19/12/2025	Approved	N00100434261	1,800.00 GBP	No		
INV_smoke1	19/12/2025	Voided	N00100434261	1,800.00 GBP	No		

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My dates are showing as American date format

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)

Related Guide

How to manage your preferred Language in your CSP.

Invoice # CISTEST050324D Approved 12 Mar

Mitie Group Plc - SRCL LTD_0000601291 • 10.0 • GBP • Not paid • Due 79 days ago

Two-factor Security 0 of 1 Users	Join Requests 0 Users	Merge Suggestions 7 Duplicates	Linked Customers 4 Connections
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- Dansk (Danmark)
- Deutsch (Belgien)
- Deutsch (Deutschland)
- Deutsch (Luxemburg)
- Deutsch (Schweiz)
- Deutsch (Österreich)
- English (Australia)
- English (Canada)
- English (UK)

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