

User Guide: Approved Plus Suppliers

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CBRE mySUPPLIER

1. What is CBRE's mySUPPLIER?

mySUPPLIER is CBRE's supplier compliance and onboarding platform. mySUPPLIER gives suppliers an opportunity to maintain compliance documentation and market their business to CBRE in one place, whilst you continue to build your relationship with us. It is very important that you engage with mySUPPLIER and ensure that your profile is up-to-date as the portal is used to find suppliers and in 2018, will be linked to our payment system. If your profile is not up to date, our business users will not be able to raise purchase orders to your company.

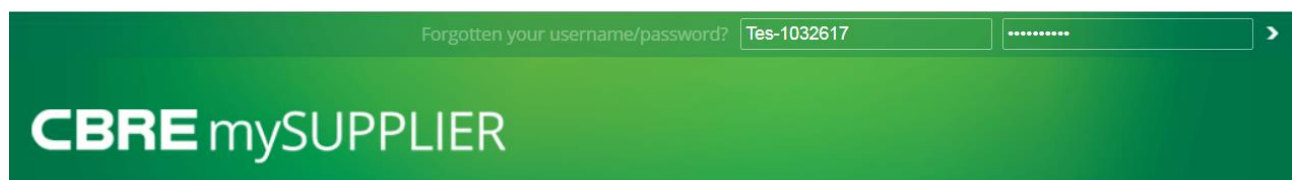


Welcome to CBRE's Supplier self-registration portal mySUPPLIER



2. Logging in

When you register onto the portal you will be sent a username and password. Type these into the two login boxes that appear at the top of the page. The first box is for your username and the second is for your password.



3. Getting Started

Once you have logged in you will arrive at your home page. This is where you can start updating your CBRE mySUPPLIER profile.



a. Registration and Compliance

This section is for you to update your registration and compliance documents. It is very important that you ensure that this section is kept up to date because if there are out of date documents your profile will become non-compliant and CBRE users will not be able to view your profile. There are a number of questions that you must complete.

Registration And Compliance
Site List
Feedback
Your Promotions
Help
News & Events
Innovations
My Quick Quotes

Introduction and Notes
Terms and Conditions
Company Information
Contact Information
Financial Information
Legal Information
Service Information
Regional Capabilities
Policies and Staff
Certification Information
QHSE
Submit Registration

Introduction

Welcome to CBRE Supplier self-registration portal. Please complete all of the questions on the portal relevant to the services that the Company provides. All mandatory questions are identified by an asterisk (*) to the right of the question field.

CBRE expects high standards from its supply partners, all services provided shall require a recognised, industry standard qualification and/or certification appropriate to the goods and/or services being provided by the supply chain partner, as well as business insurance cover that reflects the goods being provided, the services being performed and the associated risks to CBRE and its clients.

All questions should be answered with information relating to the Company that will enter a contract with, and provide goods and/or services to CBRE, unless information of other group companies is specifically requested.

The portal has a 'Save' button on each page this should be used regularly to ensure that registration information is saved as it is entered. When all applicable information is completed please 'Submit' your supplier profile for CBRE Approval.

The ⓘ provides further details and information for the field that it is linked to, hover over the ⓘ to see the information.

When the registration process is completed please ensure that an authorised representative of your company checks and submits the profile which includes agreeing to CBRE Terms and Conditions and agreeing to provide services in accordance with CBRE's Code of Conduct for Suppliers.

There are a number of required fields. If these fields are not completed correctly they will be highlighted to you when you select 'Re-Submit Registration' on the Submit Registration tab. Your data will not be submitted to CBRE until all required fields are completed.

Following submission, your registration information will be reviewed and approved, however, during the approval process you may be asked to provide or upload further information which will delay the approval process. Please therefore complete the information requested as thoroughly as possible.

When a document is due to expire you will receive an automated email from the portal reminding you to update the document. You will also receive an email when the document has expired.

4. Supplier Performance Feedback

This is a benefit that you can access when you sign up to our approved plus supplier programme. MySUPPLIER enables CBRE users to leave three different types of feedback: 5 Star ratings, Supplier Performance Management and OP63. Subscribing to the Approved Plus Package will enable you to view this feedback.

a. 5 Star Feedback

An internal user will rate your 5 different aspects of your service using a 5 star rating system and this will show up on your internal profile. You will be scored on time of delivery, level of communication, quality of products, quality of service and overall recommendation.

Rating Results 5★		
Average Feedback	★★★★★	
On time delivery	★★★★★	5.0
Level of communication	★★★★	4.5
Quality of Products	★★★★	4.3
Quality of Service	★★★★★	4.7
Overall recommendation	★★★★	4.3



You will be able to see when the feedback was left, who it was left by, what the feedback relates to and the actual rating. If you have queries about your feedback you can use the information to contact the internal CBRE user in question.

When	User	Reason	Score
11-Sep-2017	level4	Quality of Products	★★★★☆
11-Sep-2017	level4	Overall recommendation	★★★★☆
11-Sep-2017	level4	Level of communication	★★★★☆
11-Sep-2017	level4	On time delivery	★★★★★

b. SPM Report

This is a more in depth report on how you performed during the service. There are two different types of SPM report, Maintenance/EW and Projects and you will be scored on different aspects of your service. Your overall SPM score will determine your ranking on the mySUPPLIER portal.

Supplier performance management report						
Feedback Maintenance / EW						
Date	Relationship Management	Financial	Quality, Health & Safety, Environment	Service Delivery	Overall Maintenance / EW SPM Score	
12-May-2017 15:42	91	93	96	88	92	View
31-May-2017 10:33	100	100	100	100	100	View

You can click on view to see a more in depth version of your SPM report.

SPM Results - TestTopia Ltd - Patricia Morris

Person's Name *
Contract Number *

Contract Name *
Site Name *

Business Unit *
Project *

Does the supplier's account management team take the initiative to learn about and work toward achieving your business objectives and needs?

☐ Takes little or no initiative and has no knowledge of our needs
☐ Has little knowledge but is learning and shows initiative.
☒ Often identifies and communicates need to align business objectives
☐ Excels at identifying and communicating business objectives and goals.

How would you describe the supplier's account management team's commitment, focus and responsiveness to your needs?

☐ Shows little interest
☐ Reactive, but does not follow up
☐ Solves major issues and is generally responsive
☒ Supplier forward thinking, anticipates needs

How would you describe the supplier's account management team's efforts to keep you informed or updated?

☐ Communicates only during crisis
☐ Communicates when initiated by us
☐ Communicates on a regular basis
☒ Communicates proactively (anticipating issues and needs)



5. QHSE “Protect”

Our Quality, Health, Safety and Environment feature (QHSE) shows you how seriously we take Health and Safety. The quality of your work is monitored using green, amber and yellow cards.

Red Card: A serious act or omission that will lead to suspension of your account

Amber Card: a minor act or omission that needs to be addressed

Green Card: Well done, your company has performed well on site

6. Additional Benefits Package

As an Approved Plus supplier you are able to benefit from additional benefits on your mySUPPLIER profile. As well as being able to view your CBRE feedback you are also able to access a Site List and a promotions page.

a. Site List

This is a list of names and addresses for all CBRE sites. The lists are split into CBRE’s different divisions and you will be able to view what the site is and where it is located.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	BA	BB	BC	BD	BE	BF
1																																
2	Local Facilities Management																															
3	Corporate Services																															

This function will help you to further engage with the CBRE business and show you where there may be opportunities available for your company. You are only able to access this list if you subscribe to the additional benefits package.



b. Promotions

This function enables you to share more details of your company with us. You can upload your company logo, articles, marketing literature, business updates and just share any more information that you think would be useful for us to know about. This is a fantastic tool for you to use to really help your mySUPPLIER profile stand out to our users.

TestTopia Ltd



Save Changes

CBRE Additional Benefits Module



Contact Details

Create Contact

Account Manager

Edit

Delete

Salutation

EMEA Systems Coordinator

First Name

Romy

Family Name

van Wezel

Email Address

romy.vanwezel@cbre.com

Mobile Number

NA

c. Innovations

CBRE is always keen to hear about exciting and unique Innovations, and to promote these to our clients. The mySUPPLIER Innovations function enables you to upload innovative products or services that your company can provide. One of our Procurement Team will review your innovation, and publish onto the site. To upload an innovation simply select the tab that says **Contact Us** and give details of your Innovation.

Registration And Compliance Site List Feedback Your Promotions Help News & Events **Innovations** My Quick Quotes

Innovations

Browse Innovations
Contact Us

Category filters

- Building Maintenance
- Catering Services
- Cleaning Services
- Construction
- Consultancy
- Corporate Services
- Electrical Engineering
- Environmental
- HVAC
- ICT
- IT and Telecoms
- Mechanical Engineering

Search

Keywords

Results

Vendor id	User	Company Name	Supplier Status	Innovation Name	Status
PLXXXX	Tes-1032617	TestTopia Ltd	Published	Innovation	Rejected
PLXXXX	Tes-1032617	TestTopia Ltd	Published	Innovation	Unapproved

1 to 2 of 2 results per page 10



d. Quick Quotes

This is an exciting new functionality that enables CBRE users to directly contact you using mySUPPLIER. A CBRE user will fill in the details of a service that they need using mySUPPLIER and you will receive an automated email from the portal telling you that you a quote for work has been requested. You will then be able to log onto your profile and fill in the relevant information which will then be sent back to the CBRE user. REMEMBER: You can only access this functionality if all of your documentation is up to date and your profile has been published.

Registration And Compliance Site List Feedback Your Promotions Help News & Events Innovations My Quick Quotes				
Quick Quotes				
Results				
QQ ID	Name of Requestor	Date Received	Brief Overview	Status
5	Abby	05-Mar-2018	Level 1 Test Approved Plus	Rejected
6	Abby	05-Mar-2018	level 1 Approved Plus 2	Approved
7	Abby Bowman	05-Apr-2018	Abby Test Supplier	Pending
8	Romy van Wezel	12-Apr-2018	Testing how Quick Quote works	Approved

In order to subscribe to these additional benefits simply go to the submit registration tab on your mySUPPLIER profile and register your interest under the CBRE Additional Benefits Module. Then select re-submit registration.

Introduction and Notes
Terms and Conditions
Company Information
Contact Information
Financial Information
Legal Information
Service Information
Regional Capabilities
Policies and Staff
Certification Information
OHSE
Submit Registration

CBRE Additional Benefits Module

Registration and management of your compliance documents is free of charge.

However for an annual fee of £250 inc VAT you can benefit from additional features to increase your value proposition through direct marketing, have visibility of the CBRE site contact list and be also updated on CBRE events and business updates.

Please register your interest here:

☒ Yes please ☐ No thank you

Once your registration has been approved you will be able activate your promotions through your mySUPPLIER portal.

Submission

There are a number of required fields. If these fields are not completed correctly they will be highlighted to you when you select the button below. Your data will not be submitted to CBRE until all required fields are completed.

Re-Submit Registration



Contacts

CBRE's mySUPPLIER has a dedicated Helpdesk Team, who will be able to help with any questions you might have. You can contact them at:

Email: mysupplier@cbre.com

UK: +442071828766

ROI: +35316185766

