



mySupplier Guide for Preferred suppliers

Dear Supplier,

This guide is intended to provide you with full assistance and knowledge in completing or updating, as well as submitting your mySupplier profile. CBRE mySupplier is the supplier onboarding platform used in the UK and Ireland to onboard suppliers into CBRE finance systems and conduct the supplier due diligence. Therefore, it is mandatory for your company to complete the mySupplier profile in order to become a supplier to CBRE and to keep your profile compliant by updating it whenever any document becomes expired. It is a condition to have a compliant account for purchase orders to be raised and payments to be made via the CBRE financial systems.

As a Preferred Supplier to CBRE, you will have access to additional features in the mySupplier portal to enable you to better promote your services to CBRE and to acquire information on how CBRE evaluate your company.

What is CBRE mySupplier.....	2
Getting Started.....	2
What do I do if I forget my username/password?.....	3
Why am I not receiving the password reset email?.....	5
What are the steps in the supplier onboarding process?.....	5
How to complete the registration on mySupplier?	5
What does my profile status mean?.....	6
When is action required by me on mySupplier profile?	7
How will I know I need to complete or update my profile?	7
Keeping your contact details up to date.....	8
Supplier performance feedback	8
5 Star feedback	8
Supplier Performance Management feedback.....	9
Your Promotions.....	10
What does my profile look like from CBRE’s perspective?	13
Where can I find additional instructions and user guides?	14
Who are my points of contact?.....	15



What is CBRE 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. It is very important that you actively manage your mySupplier profile and ensure that it is up to date as the portal is used by the business to search for suppliers. If your profile is not up to date, our business users will not be able to raise purchase orders to your company.

Getting Started

1. Open the "Link to your profile" in the mySupplier email invite, if **profile not yet submitted**

Dear Supplier,

You have been invited to register on mySupplier as part of your CBRE supplier registration process.

mySupplier will be your central repository for storing and managing your certificates and insurance documents on an annual basis. The portal shall provide you with reminder notifications when certificates are due to expire and you can also update your service capability profile should this change.

The registration process requires you to upload your company policy documents, insurance certificates and financial information. It is suggested that this information is gathered prior to you undertaking your registration to reduce time and simplifying your submission.

Your username is _____

In order to set up your new password click the following link: [Click here to update your account](#). This link will expire within 7 days.

What happens next?

Once submitted, your application will be reviewed by the Supply Chain Solutions team. Should we have any additional questions we will contact you directly for further discussions before progressing your application.

On satisfactory completion you will receive an email containing your login details and you will be asked to create a password. Please keep these safe for future use.

Please be aware that before a purchase order can be raised you will need to log in to CBRE mySupplier using your login details and check that you have "Published" status on the portal.

Without updated documentation, you will not be compliant, and CBRE will not trade with suppliers in this status.

2. Open <https://mySupplier.cbre.com/> via Google Chrome, if **profile already submitted once**
3. Log in using your **primary email address** or **username** auto generated upon the first submission
4. You may also choose a different language in the right top corner



What do I do if I forget my username/password?

1. In this case click on the “[Forgot Username or Password](#)” link in the logon page and **enter your primary email address or username** and Submit; if you have provided a correct email address or username, you will receive the password reset email

2. In the next step open the email and click on the “[Click here to update your account](#)” link



Dear mySupplier User,

You have requested a CBRE mySupplier account password reset.

Your username is mysuppliertest123+mysupplierteamtest@googlemail.com.

In order to set up your new password click the following link: [Click here to update your account.](#)

For any questions, please contact: mysupplieradmin@cbre.com

Kind regards,
CBRE Procurement


Email: mysupplieradmin@cbre.com
<https://mysupplier.cbre.com>

UK: +442071828766
ROI: +35316185766

3. Set up your new password by entering it twice and submit; you will then receive the password update confirmation

English v

Update password

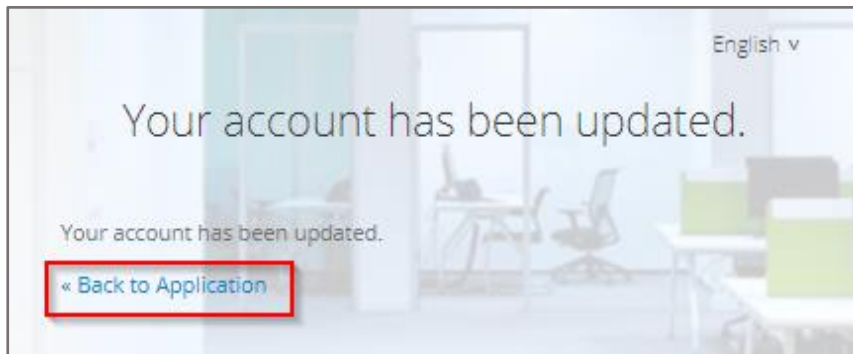
 You need to change your password. Password must be at least 10 characters; must contain at least one lowercase letter, one uppercase letter, one numeric digit, and one special character.

New Password

Confirm password

Submit

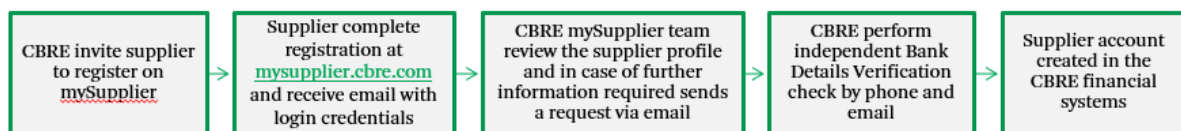
4. In order to log into your profile, click on the “[Back to Application](#)” link



Why am I not receiving the password reset email?

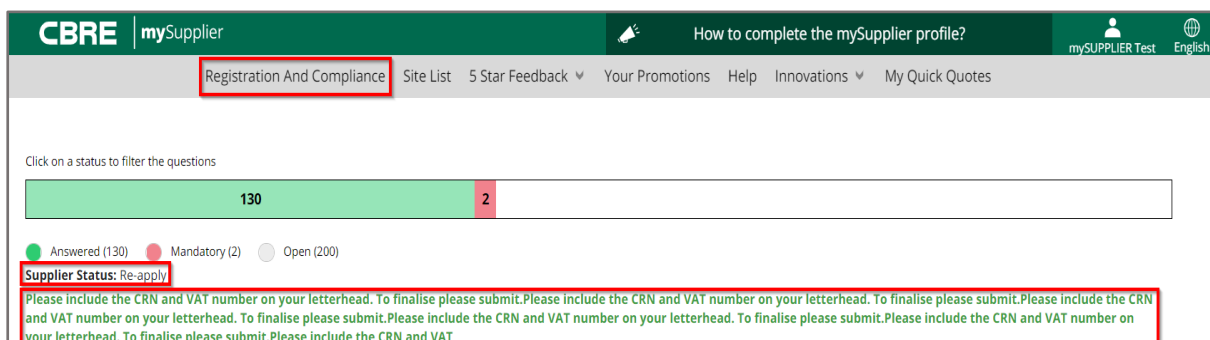
It is possible that you are expecting to receive the reset email to a different email address than the primary email address set up in your mySupplier profile. In that case please contact the **mySupplier Technical Support** mysuppliertechsupport@cbre.com. Should that not be the case, please make sure both email addresses mysuppliertechsupport@cbre.com and mysupplieradmin@cbre.com are **whitelisted by your company, which means adding these to your company safe senders list.**

What are the steps in the supplier onboarding process?



How to complete the registration on mySupplier?

In order to view your mySupplier profile, click on the “Registration and Compliance” menu at the top. On the left hand-side you will see **your current status and additional advice** that might be essential when completing or updating your profile.





Your first step is to complete your registration. To start the process, click on the tabs to the left of the screen. Make sure you open each of the tabs and complete all mandatory questions, which are tagged with a red asterix. We also encourage you to answer the non-mandatory questions (those without the red asterix) to allow us to better understand your company’s commitments to topics such as the environment and sustainability.

Introduction and Notes		Next	Submit
Organisation Information	✓	<p>Introduction</p> <p>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.</p> <p>The ⓘ provides further details and information for the field that it is linked to, hover over the ⓘ to see the information.</p> <p>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 '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.</p> <p>Please therefore complete the information requested as thoroughly as possible. Without up-to-date documentation, you will not be compliant, and CBRE will not trade with suppliers in this status.</p> <p>Please be aware that before a purchase order can be raised you will need to log in to CBRE mySupplier using your log in details and check that you are "Published" on the portal.</p> <p>If you have any questions, or require further assistance, please do not hesitate to contact us at: EMEA: mysupplier.emea@cbre.com UK and Ireland: mysupplieradmin@cbre.com</p> <p>Notes</p> <p>Bank Details Only an authorised representative of the Company with access to the portal will be able to make changes to the Company Bank Details. CBRE staff are unable to make any changes.</p>	
Tax & Banking Information	2		
Goods or Services Provided	✓		
UK&I QHSE	✓		
Environmental, Social and Governance (ESG)	✓		
Business Continuity and Data Protection	✓		
Licences, Permits, Certificates, Insurances & Disaster Recovery	2		
Key Person Contact Information	✓		
Government Affiliations & Legal or Financial Judgements	✓		
CBRE Policies	✓		
UK+I Compliance	✓		
Financial History	✓		
Diversity	✓		
Submit Registration			

Below the status you will see the tabs that need to be completed. There are three tabs colours:

- **red** – indicate the tabs that require update by you
- **blue** – indicate the tabs that have been updated and are awaiting our review
- **green** – indicate the tabs that are up to date

What does my profile status mean?

Status on mySupplier	Onboarding stage	Description	Potential risks that may delay onboarding	Action owner
Invited	Invitation to Register sent to the Supplier	Registration link sent to supplier’s email address provided in the request form, supplier needs to complete and submit the profile	Incorrect email address or invitation email is routed to supplier’s spam folder	Supplier
Awaiting publication	Supplier’s profile review	Supplier completed or updated their registration form on the portal, supplier profile is reviewed by mySupplier Team	Incorrect letterhead as well as the company and banking details on the supplier’s profile, compliance requirements not fulfilled	mySupplier Administrator



Awaiting Onboarding to Payment System	Supplier approved and awaiting setup in the financial system	mySupplier Team approved supplier submission, VMF Team is creating supplier's account in the financial system		VMF Administrator
Published	Supplier setup in the financial system	Supplier fully compliant and the account is created in the financial system		VMF Team Administrator (if not active in AX)
Re-Apply	Supplier was asked for an update by mySupplier team	mySupplier Team sent supplier a request to update their profile on mySupplier with additional information, awaiting supplier's update	Supplier's contact email address is no longer valid or email is routed to supplier's spam folder	Supplier
Non-compliant	Supplier's profile gets expired	Supplier automatically notified about the document's expiry, awaiting supplier's update	Supplier's contact email address is no longer valid or email is routed to supplier's spam folder	Supplier

When is action required by me on mySupplier profile?

Action is required on your profile if it is in one of the following statuses:

- **invited** – indicates that you have been requested to register on mySupplier and CBRE is awaiting the first submission of your profile
- **re-apply** – indicates that you have been asked for additional information to be updated on your profile and submitted
- **non-compliant** – indicates that some information has expired on your profile and needs to be updated and submitted

How will I know I need to complete or update my profile?

We will notify you by **email sent to your primary email address** that there is an action required. There are a number of notifications sent to suppliers on different occasions:

- **you are invited to mySupplier** – you will receive an email with a link to register; if the link is not used timely, it may expire after some time; in that case contact the mySupplier Team who can resend it
- **you are requested to provide further information or update your profile** – you will receive an email with a request to log into your profile and update it
- **your documents are about to expire** – some of the documents on your profile are about to expire and you will receive a notification 14, 5 and a day before the expiry of your documents
- **your profile is about to expire** – some of the documents on your profile have expired and you are granted a 30-day grace period to update the documents in order to keep your profile compliant



- **your profile has expired** – some of the documents on your profile have expired, the 30-day grace period has passed and you will receive an auto-notification with a request to log into your profile and update it every 3 days

IMPORTANT: Once your profile has expired, your account in the CBRE financial system is put on hold for purchase orders. Therefore, you cannot receive any new purchase orders until your profile has been updated and is fully compliant again.

Keeping your contact details up to date

It is crucial that you have current and up to date contact details within your profile. The contacts listed will receive the reminders about your profile expiry or confirmation that your profile is fully compliant. Also, your Key Account Manager and/or Primary Contact listed on your profile will be sent important communications from our CBRE Supply Chain team and also invites to our Supply Chain events. Please make sure that the Key Person Contact Information tab on your profile is always fully up to date, specifically when it comes to the Primary Contact Person, Secondary Contact Person as well as Key Account Manager sections.

Introduction and Notes		
Organisation Information	✓	
Tax & Banking Information	3	
Goods or Services Provided	✓	
UK&I QHSE	✓	
Environmental, Social & Governance (ESG)	✓	
Business Continuity and Data Protection	✓	
Licences, Permits, Certificates, Insurances & Disaster Recovery	2	
Key Person Contact Information	✓	<p>Key Person Contact Information</p> <p>Please provide names and contact information for the key points of contact within your organisation for the following functions:</p> <p>Primary Contact Person</p> <p>Secondary Contact Person</p> <p>Key Account Manager</p> <p>Finance Manager / Accounts Payable Manager</p>

Supplier performance feedback

As a Preferred Supplier you have access to the feedback submitted by the CBRE business users in mySupplier. There are 2 types of feedback available on mySupplier:

- 5 Star rating
- Supplier Performance Management: Maintenance, Projects or OP63

5 Star feedback

CBRE business users can rate suppliers on their service or goods delivery with a 5 star rating feedback score using the button at the top of a supplier’s profile “Rate this Supplier”. Suppliers will be scored on 5 categories: **On time delivery, Level of communication, Quality of Products, Quality of Services** and **Overall recommendation**.



At the top you can see the average score per category and underneath you can find each individual feedback score given on your profile. All scores are out of 5.

Rating Results 5 Star			
Average Feedback		★★★★★	
On time delivery	██████████		5.0
Level of communication	██████████		5.0
Quality of Products	██████████		5.0
Quality of Service	██████████		5.0
Overall recommendation	██████████		5.0
When	User	Reason	Score
03-Sep-2020	test user	On time delivery	★★★★★
03-Sep-2020	test user	Level of communication	★★★★★
03-Sep-2020	test user	Quality of Products	★★★★★
03-Sep-2020	test user	Quality of Service	★★★★★
03-Sep-2020	test user	Overall recommendation	★★★★★

⏪ ⏩ 1 to 5 of 5 results per page 10

Supplier Performance Management feedback

This is a more in-depth report on how you performed during the service. There are three different types of SPM report: **Maintenance**, **Projects** and **OP63**, and you will be scored on various aspects of your service. Your overall SPM score will determine your ranking on the mySupplier portal.

Company Name	Feedback	SPM	Risk Level	Answer Status	Supplier Status	Supplier Classification	OP63
mySUPPLIER Test mySUPPLIER Test mySupplier 1	★★★★★	92	🚩	📄	Re-apply	Preferred	🏆 🌱

CBRE | mySupplier
How to complete the mySupplier profile?
mySUPPLIER Test English

[Registration And Compliance](#)
[Site List](#)
[5 Star Feedback](#)
[Your Promotions](#)
[Help](#)
[Innovations](#)
[My Quick Quotes](#)

[Supplier Performance](#)
[5 Star Feedback](#)
[SPM](#)

Supplier performance management report

Feedback

Project
 Maintenance / EW
 OP63



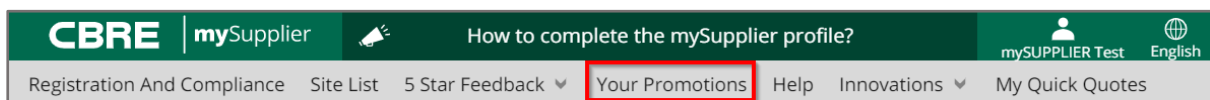
You can click the View button to see details of the SPM report, including a breakdown of the questions and answers left on your company profile. All scores are out of 100.

Supplier performance management report									
Feedback									
<input checked="" type="radio"/> Project <input type="radio"/> Maintenance / EW <input type="radio"/> OP63									
Date	Project Health & Safety	Project Delivery (Time)	Quality of Project Service	Cost of Project Delivery	Project Innovation	Project Innovation	Customer Satisfaction	Overall Project Score	
27-Jun-2021 15:28	100.00	100.00	90.00	80.00	86.67	93.33	93.33	92.00	View

1 to 1 of 1 results per page 25

Your Promotions

This functionality, which is available to our Preferred Suppliers only, enables you to share more details of your company with CBRE. You can upload your company logo, articles, marketing literature, business updates and just share any more information that you think would be useful for CBRE business users. This is a fantastic function to help you promote your business and enhance the visibility of your mySupplier profile within the internal CBRE users.



You can provide the key contacts for your organisation in the Contact Details section. Also, you can add extra contact details with the “Create Contact” button. This will appear in the Summary tab of your profile. Furthermore, you have a possibility to upload your logo.

mySUpPLIER Test

Contact Details [Create Contact](#)

Director [Edit](#) [Delete](#)

Salutation: Mr

First Name: John

Family Name: Smith

Email Address: john.smith@cbre.com

Mobile Number: 01234567890

Logo Upload

[+ Choose](#)

mySupplier logo.JPG (27-Jun-2021) [View](#)



You may provide some information about your company in the About Us section so that internal CBRE users that are not familiar with your organisation yet know who you are and what goods or services you deliver.

About us
▼

CBRE mySupplier is the supplier onboarding platform used in the UK and Ireland to onboard suppliers into CBRE finance systems and conduct the supplier due diligence. ✔

Un-submitted value

News Article
Save Changes
▼

Start Date

27-Jun-2021
📅

Headline

What are the benefits of using mySupplier

Sub header

B I U X X T T H T
🔗 📷 📄 📧

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 CBRE. 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. If your profile is not up to date, our business users will not be able to raise purchase orders to your company. As a prospective supplier partner for CBRE, you need register and be approved in mySupplier before you can commence work with CBRE.

With the News Article you can inform CBRE about the latest updates on your company (this can be text as well as images). Simply click on the picture icon and copy-paste the URL of your image.

The previous news articles are all stored in your profile. If you would like to add a new one, simply change the date as well as the article text. The portal will automatically save the old article in the Article History section and replace it with your new one.

Article History
▼

Created	Title	
2021-06-27 17:13:48.0	What are the benefits of using mySupplier	🗑️
2021-06-27 20:56:15.0	How to become a supplier to CBRE 👉	🗑️

⏪ ⏩
1
2
1 to 2 of 2 results per page
5 ▼



In the Marketing Literature section, you can upload marketing materials about your business in PDF. You may also list your core services (max. 5) here.

Marketing Literature

Please upload documents using the '+ Choose' button to the right [i](#)

+ Choose

CBRE mySUPPLIER Testimonials.pdf (27-Jun-2021) [View](#)

Preferred Supplier Guide.pdf (27-Jun-2021) [View](#)

Core Services

Enter the details of your core services below: [i](#)

Service 1

20 words remaining

Service 2

20 words remaining

Service 3

20 words remaining

Service 4

20 words remaining

Service 5

20 words remaining

The Projects section is the place where you can share any initiatives in relation to CBRE by clicking the “Create Project” button and completing a few details. In the Project References you may add any contact in relation to the projects listed. Lastly, enter the relevant text in the Create Business Update section and save in order to inform CBRE about any business updates.



Create Project

Document key projects your company has participated in with CBRE.

Title	Description	
mySupplier Online Trainings	Zoom training sessions once a month	✎ 🗑
mySupplier Newsletter	Email mass comms once a month	✎ 🗑

1 to 2 of 2 results per page 10

Create Project Reference

Name	Email	Telephone No
mySupplier Support Team	mysuppliersupport@cbre.com	0

1 to 1 of 1 results per page 10

Save Business Update

Your first step is to complete your registration. To start the process, click on the tabs to the left of the screen. Make sure you open each of the tabs and complete all mandatory questions, which are tagged with a red asterix. We also encourage you to answer the non-mandatory questions, those without the red asterix, to allow us to better understand your company's commitments to topics such as the environment and sustainability.

Business Updates

Date	Created By	Content
27-Jun-2021 21:17:55	mysuppliertest123+mysupplierteamtest@googlemail.com	In order to view your mySupplier profile, click on the "Registration and Compliance" menu at the top. On the left hand-side you will see your current status and additional advice that might be essential when completing or updating your profile.

What does my profile look like from CBRE's perspective?

When internal CBRE users view your profile, here is what they will be able to see. As per below, the Summary tab includes the most basic information.

mySUPPLIER Test
Back

Supplier Status: Re-apply

Summary
Performance
Risk
Spend
Question Set
Documents
History
Actions

ERP ID	TEST	
	TEST	
Company Name	mySUPPLIER Test	
Trading Name	mySupplier Test	
Local Name	mySUPPLIER Test	
Registered Address	x x United Kingdom x	
Primary Contact	magdalena.morzanowska@cbre.com	
PO Contact	magdalena.morzanowska@cbre.com	
Finance Contact		
Website		

Request Details

Supplier's Primary Contact Name

Primary Contact Person Email
magdalena.morzanowska@cbre.com

Primary Contact Person Telephone Number

Contact Details

Director
Mr John Smith
Email
john.smith@cbre.com
Phone
01234567890



All the details that you enter within the Your Promotions page are accessible in the “Question Set” tab.

Supplier Status: Re-apply

Summary Performance Risk Spend **Question Set** Documents History Actions

Click on a status to filter the questions

1 4 130

The supplier has un-submitted changes. Please ask the supplier to submit their profile

Approved (1) Answered (4) Under Review (130) Open (188)

Previous Next Back

Organisation Information	14
Tax & Banking Information	10
Goods or Services Provided	2
UK&I QHSE	19
Environmental, Social and Governance (ESG)	✓
Business Continuity and Data Protection	2
Licences, Permits, Certificates, Insurances & Disaster Recovery	12
Key Person Contact Information	9
Government Affiliations & Legal or Financial Judgements	8
CBRE Policies	7
UK+I Compliance	17
Financial History	2
Promotion	✓
Diversity	✓

News Article History

Title	Date
How to become a supplier to CBRE	27-Jun-2021
How to become a supplier to CBRE	27-Jun-2021

1 to 2 of 2

Projects

Document key projects your company has participated in with CBRE.

Title	Description
mySupplier Online Trainings	Zoom training sessions once a month
mySupplier Newsletter	Email mass comms once a month

1 to 2 of 2

Business Updates

Date	Created By	Content
27-Jun-2021 21:17:55	mysupplertest123+mysupplierteamtest@googlemail.com	In order to view your mySupplier profile, click on the "Registration and Compliance" menu at the top. On the left hand-side you will see your current status and additional advice that might be essential when completing or updating your profile.

Marketing Literature

Please upload documents using the '+ Choose' button to the right

- CBRE mySUPPLIER Testimonials.pdf (27-Jun-2021) View
- Preferred Supplier Guide.pdf (27-Jun-2021) View

Where can I find additional instructions and user guides?

We highly encourage you to check the **News Articles** section in the right top corner of the mySupplier webpage. Here you will find the **latest updates on mySupplier portal as well as guides** on the following topics:

- How to register on mySupplier
- Supplier Banking Details verification process
- How to submit invoices to CBRE

You may find additional information or answers to the Frequently Asked Questions in the **Help** tab.

CBRE | mySupplier | **How to complete the mySupplier profile?** | mySUPPLIER Test | English

Registration And Compliance | Site List | 5 Star Feedback | Your Promotions | **Help** | Innovations | My Quick Quotes



Who are my points of contact?

- If you **need access to mySupplier** or are experiencing any **technical issues**, please email the mySupplier Technical Support at mySuppliertechsupport@cbre.com
- For any **onboarding-related queries**, please email mySupplieradmin@cbre.com