

## General Information

### What is mySupplier?

mySupplier is CBRE's new online vendor gateway to supplier compliance, onboarding and engagement management. mySupplier is a secure repository for managing your company information, banking details, compliance certificates and insurance documents, as well as the goods and/or service you provide and geographic coverage etc.

### What are the benefits of mySupplier?

mySupplier makes supplier information available to all CBRE lines of business and staff worldwide, allowing suppliers to increase their visibility and potential business with CBRE. The self-service platform gives suppliers full control over company details, products and services, geographic coverage and compliance documents.

### What is mySupplier replacing?

For most countries, mySupplier replaces the manual onboarding process, including the submission of manual forms via email and the storage of supplier documents via SharePoint/personal folder. For other countries, it also replaces any manual handoff from one system to another.

### What is the cost of mySupplier?

mySupplier is offered at no cost to suppliers.

## Contacts

### Who can I contact with questions about mySupplier?

- For APAC countries, contact the Supply Chain Operations Manila team [here](#).
- For EMEA countries, contact CBRE Procurement team [here](#).

## Onboarding

### What is the scope of mySupplier?

mySupplier covers the onboarding of new suppliers to the Enterprise Resource Planning (ERP) and accounting systems. CBRE business users will raise a request to invite suppliers to register in mySupplier. The request must be approved by CBRE Supply Chain for the supplier to be invited. All these will happen in the mySupplier system. mySupplier will exclude third parties such as utilities, charities, landlords, freight and government institutions.

### Will existing suppliers be disabled until they register through mySupplier?

No. To avoid any disruptions to existing client business, suppliers currently in the ERP/accounting systems will not be affected. Over time, all suppliers will be onboarded to mySupplier.

## Account, Login and Registration

### How do I log in and register on mySupplier?

Upon approval from the country lead, you will receive an automatically generated email from CBRE with login and registration details. Once you complete your registration, the CBRE Supply Chain onboarding team will review your details and contact you to ask any questions or collect additional information.

### Why haven't I received the email invitation to register in mySupplier?

First check your Junk and Spam mail folders. Look for the CBRE email address for your region ([CBRE in APAC](#); [CBRE in EMEA](#)) and mark any message as "not spam."

If emails from CBRE mySupplier are not being received, it is likely related to your network security. Please contact your IT department and request to whitelist any emails coming from @cbre.com.

## The link to the login page I received via email already expired. How can I get a new login access?

Please contact your regional team:

- For APAC countries, contact the Supply Chain Operations Manila team [here](#).
- For EMEA countries, contact CBRE Procurement team [here](#).

## I forgot my username and password. How can I retrieve it?

In the mySupplier login page, please click "Forgot Username or Password." You will be directed to submit your username or email and instructions on how to create a new password will be sent to your email address.

## Where can I access training materials on how to use mySupplier?

Please click on the "Help and Training" section tab found on the main page of mySupplier for training materials, including videos about how to navigate the portal.

## Integration with Other Technology Partners

### I am already registered as a CBRE Coupa supplier. Do I still need to register on mySupplier?

Yes, suppliers must register in both platforms. Coupa is not currently connected to mySupplier, but the two systems will be linked in the future. mySupplier will collect and maintain the supplier information that appears in Coupa.

### Will Coupa still be used for submitting invoices and receiving purchase orders?

Yes, Coupa will continue to be used for managing catalogs, submitting invoices and receiving purchase orders. (Note: Suppliers not yet in Coupa will still need to work with their CBRE account manager who normally issues POs or work orders.)

### Is mySupplier replacing Avetta?

No, CBRE will continue to use Avetta. Avetta audits supplier health and safety plans (typically required when a supplier uses staff/contractors in a CBRE office or at a client site) and ensures they adhere to all health and safety legislation. Avetta is especially important for contractors performing high-risk activities on site, but the platform also confirms suppliers' general health and safety compliance.

In the future, Avetta will focus on insurance and health and safety while mySupplier will maintain all other supplier details, such as organization information, tax and banking information, etc. When you register in Avetta, your information can be shared to other clients. With the addition of mySupplier, CBRE will require less registration information in Avetta.

### How can I connect my CBRE accounts in mySupplier and Avetta?

mySupplier and Avetta are not currently linked, but will be integrated in the near future. Please register in Avetta and provide the Supply Chain Operations team with your Avetta ID so we can manually sync your accounts for now.

### Information requested for mySupplier registration is similar to what my company supplied for Avetta. Can CBRE retrieve my Avetta information so I don't have to provide it again?

No, the systems are separate and require separate registrations. mySupplier only has basic questions related to Avetta. Depending on the nature of your work or service with CBRE, you will still need to register with Avetta. If you've registered with Avetta already, you don't need to answer any more questions in their system.

### Why do I have to provide information in multiple channels?

Avetta is used to check supplier compliance, capabilities and competencies regarding health and safety and insurance. Our clients expect us to properly vet all suppliers for these important risks.

**My company only buys public liability insurance when required by a client or project (excludes Workers' Compensation). Am I still required to enter this insurance in mySupplier?**

The Supply Chain team assigned to your application will let you know which types and indemnity levels of insurance you will need to submit. Generally, the insurance is dependent upon the nature of services or products you will provide to CBRE or CBRE's clients.

**Avetta completes a full-scope audit review. Will there be audits in mySupplier, too?**

The CBRE-specific questions in Avetta's Pre-Qualification Forms (PQF) will now appear in mySupplier. The standard PQF (without CBRE-specific questions) will still need to be completed in Avetta.

**Does Avetta require a fee?**

Yes, there is a registration fee and an annual renewal fee.