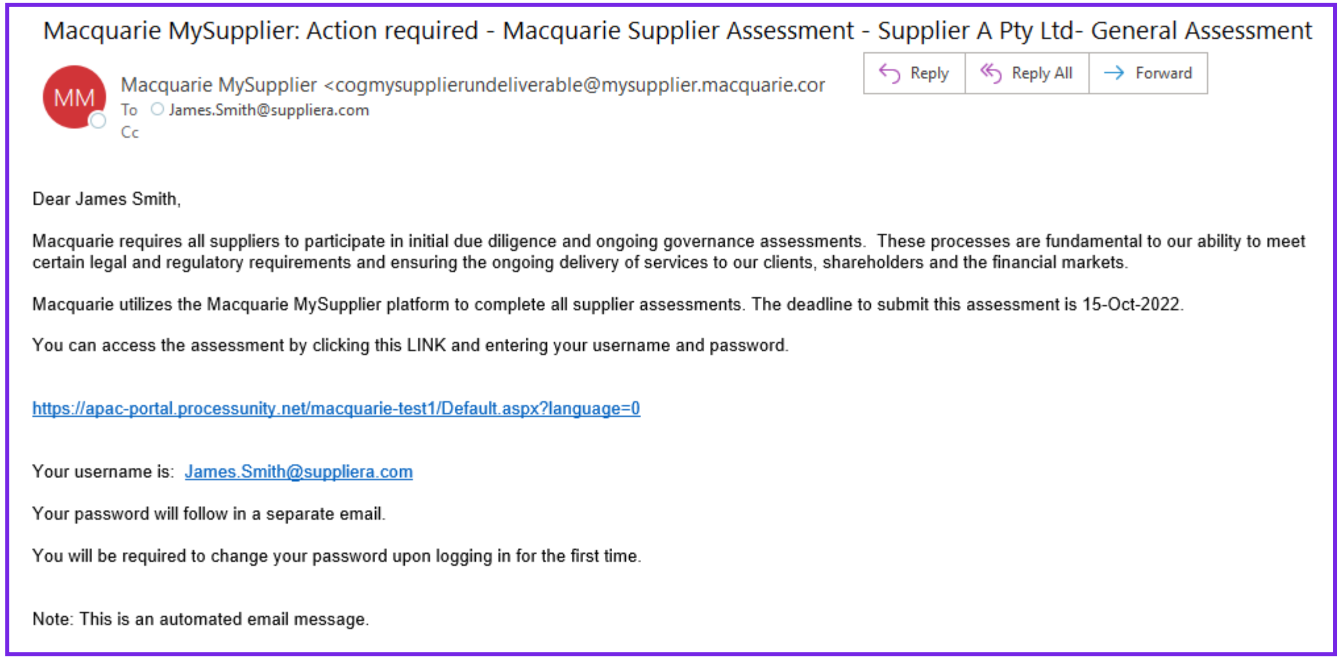
MACQUARIE | MySupplier

Macquarie MySupplier

Frequently Asked Questions

How do I log in to Macquarie MySupplier?

When you have an assessment to complete you will receive the below email. Simply click the link to access the portal.



Macquarie MySupplier: Action required - Macquarie Supplier Assessment - Supplier A Pty Ltd- General Assessment

MM Macquarie MySupplier <cogmysupplierundeliverable@mysupplier.macquarie.cor

To James.Smith@suppliera.com

Cc

Reply Reply All Forward

Dear James Smith,

Macquarie requires all suppliers to participate in initial due diligence and ongoing governance assessments. These processes are fundamental to our ability to meet certain legal and regulatory requirements and ensuring the ongoing delivery of services to our clients, shareholders and the financial markets.

Macquarie utilizes the Macquarie MySupplier platform to complete all supplier assessments. The deadline to submit this assessment is 15-Oct-2022.

You can access the assessment by clicking this LINK and entering your username and password.

https://apac-portal.processunity.net/macquarie-test1/Default.aspx?language=0

Your username is: James.Smith@suppliera.com

Your password will follow in a separate email.

You will be required to change your password upon logging in for the first time.

Note: This is an automated email message.

I'm already a supplier to Macquarie, do I need to register for Macquarie MySupplier?

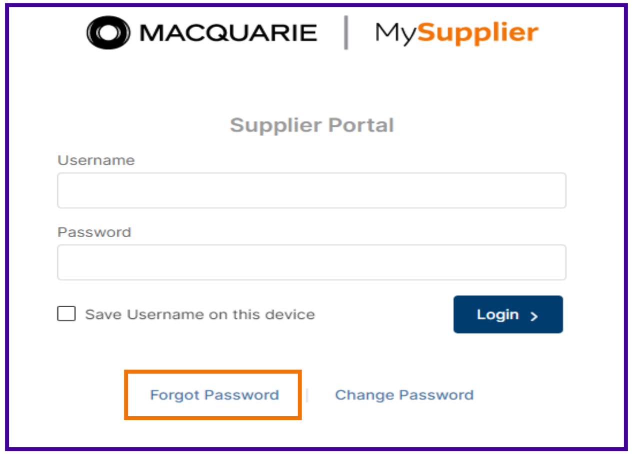
No, the primary contact for all existing suppliers will automatically be registered to your Macquarie MySupplier account. You will not need to provide any information in Macquarie MySupplier until next time you have an assessment to complete.

I have tried to reset my password, but I am not receiving any password reset emails. What should I do?

First check your junk and spam folders, or try searching 'Macquarie MySupplier' in your emails. If you're still unable to locate it then contact your Relationship Manager or our support team: Vendor.Support@macquarie.com. Ensure you include 'MySupplier' in the subject line.

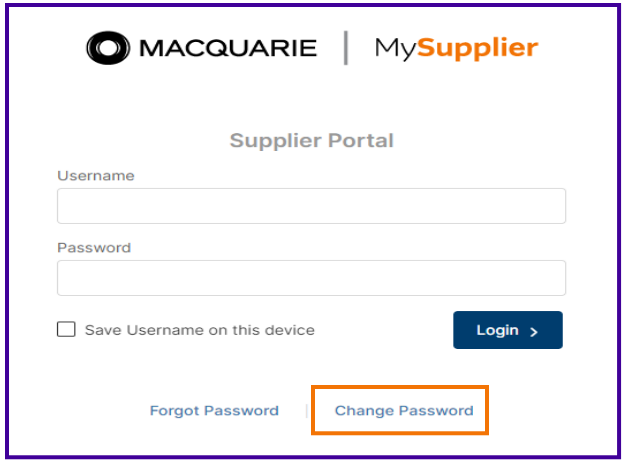
What do I do if I forget my password?

Select the Forgot Password option on the login screen.

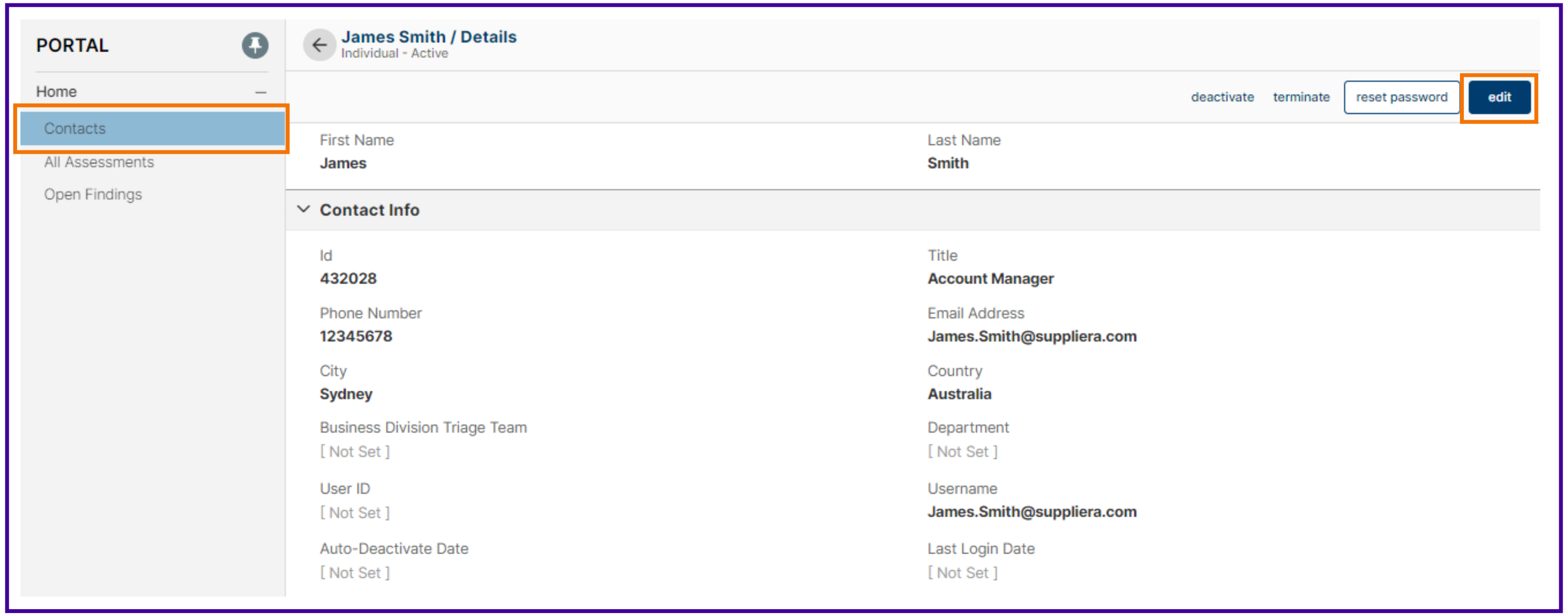


Can I change my password?

Yes, select the
Change Password
option on the login screen.

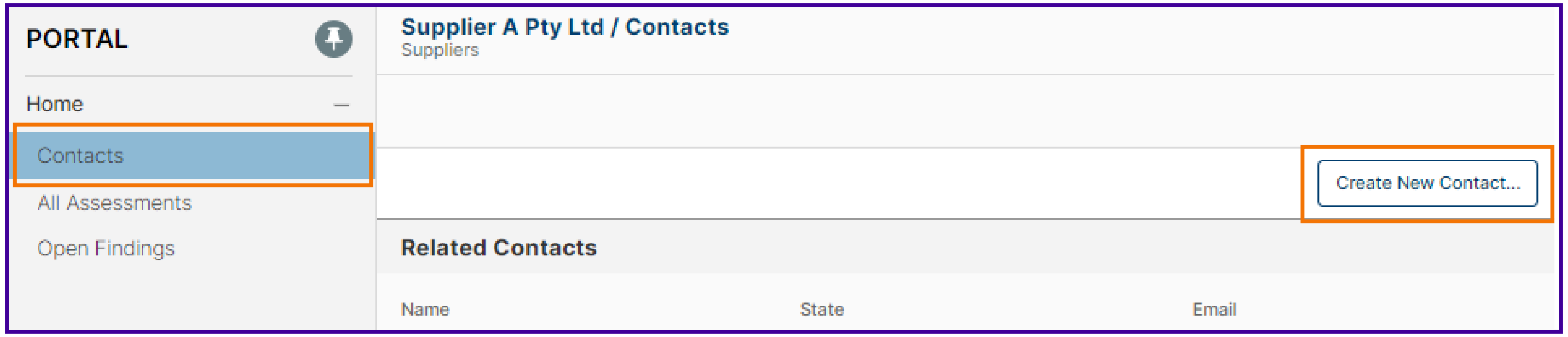


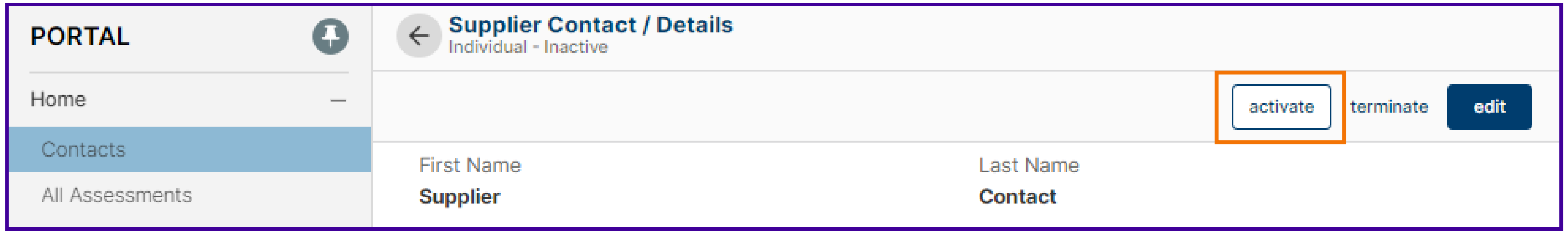
Is my data in Macquarie MySupplier protected and secure?	Macquarie is committed to keeping data in Macquarie MySupplier protected and secure. We have technology and security policies, procedures and processes in place to protect the information we hold. For more information refer to the Macquarie Group Privacy Policy, your confidentiality or service agreements, or reach out to your Macquarie Relationship Manager or our support team: Vendor.Support@macquarie.com. Ensure you include 'MySupplier' in the subject line.
Do I need to provide my company information when I first log in?	No, your basic information will be carried across to Macquarie MySupplier. There is no need to provide any additional information until you have an assessment questionnaire to complete. The new Macquarie MySupplier platform will take you through a tailored assessment, and all your data will be saved for future assessments.
How can I update my personal information?	Navigate to the contacts tab and click on your name. Then click the *edit* button to change your details.



Can I add team members to MySupplier?

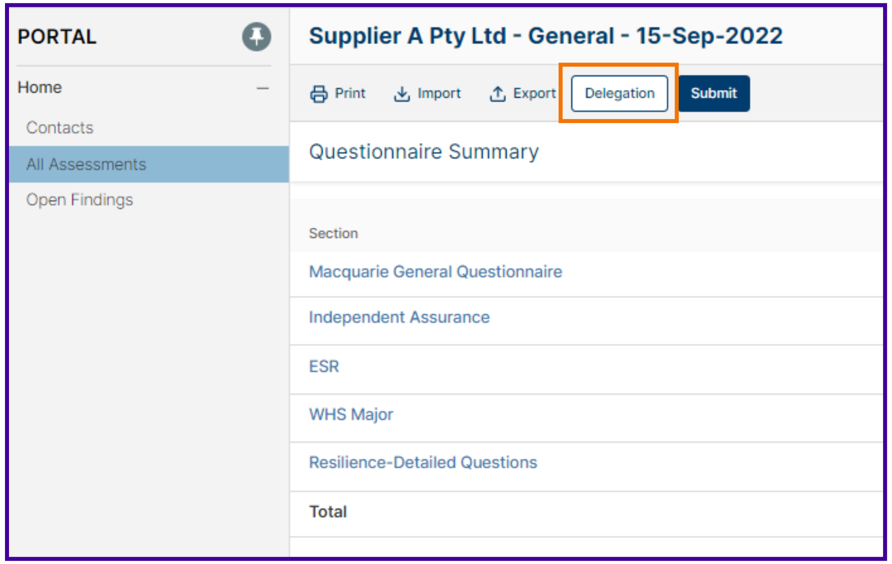
Yes, Navigate to the contacts tab then select *Create New Contact*. Enter their details, then click *Save*, and then click *Activate*.

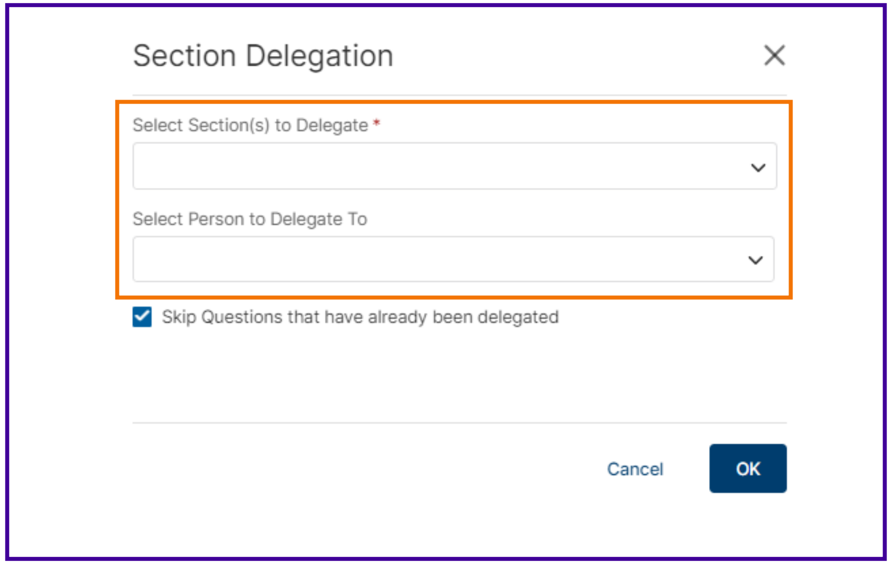




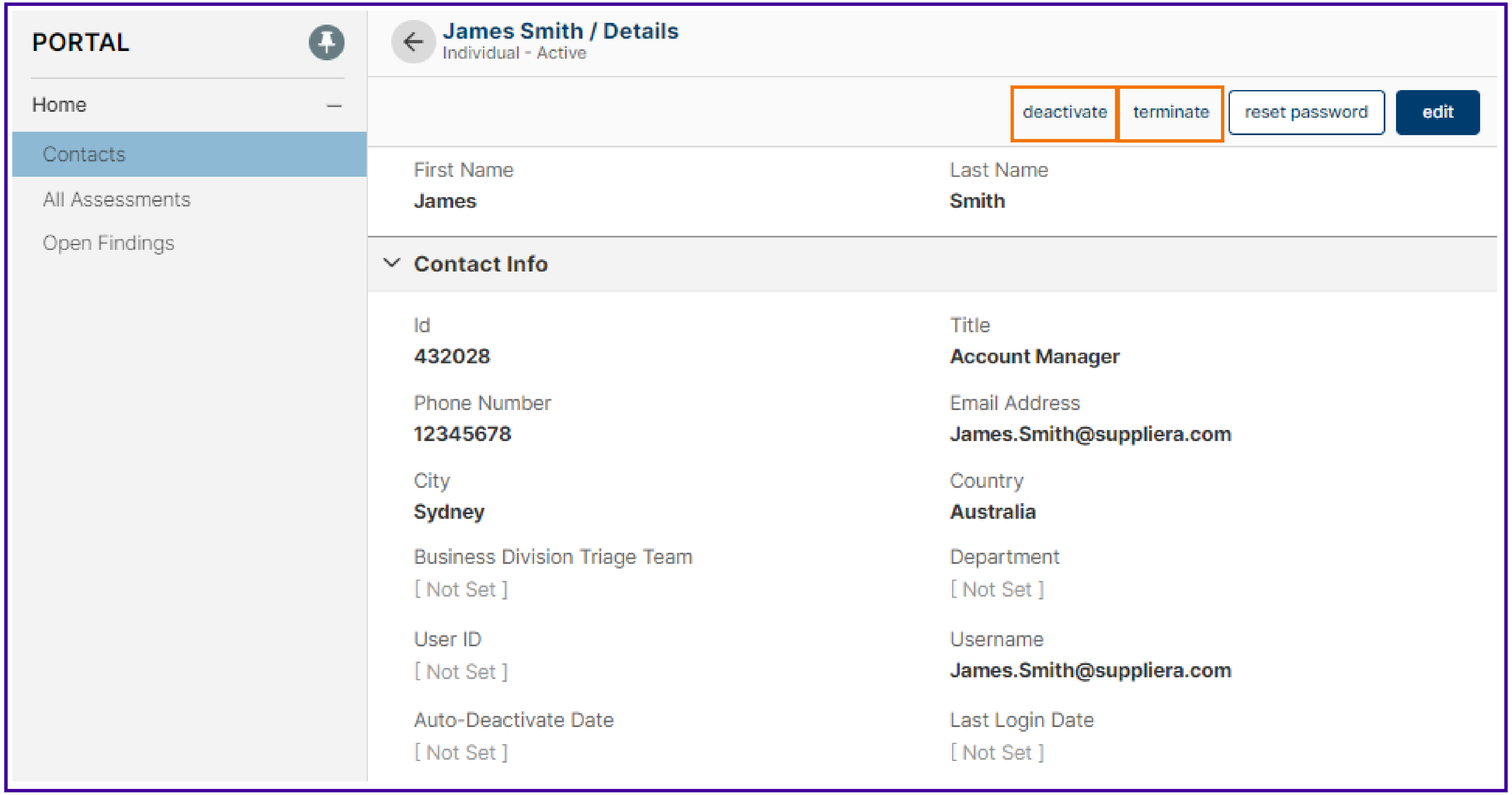
Can I delegate work to a colleague?

Yes, you can assign work to a colleague within the platform, to ensure the right person provides the right response. When you have identified the right colleague, they will need to be loaded as a contact (see previous question). Then click the *Delegation* button within an assessment to reassign work. You can choose to assign an entire assessment, or specific selected questions

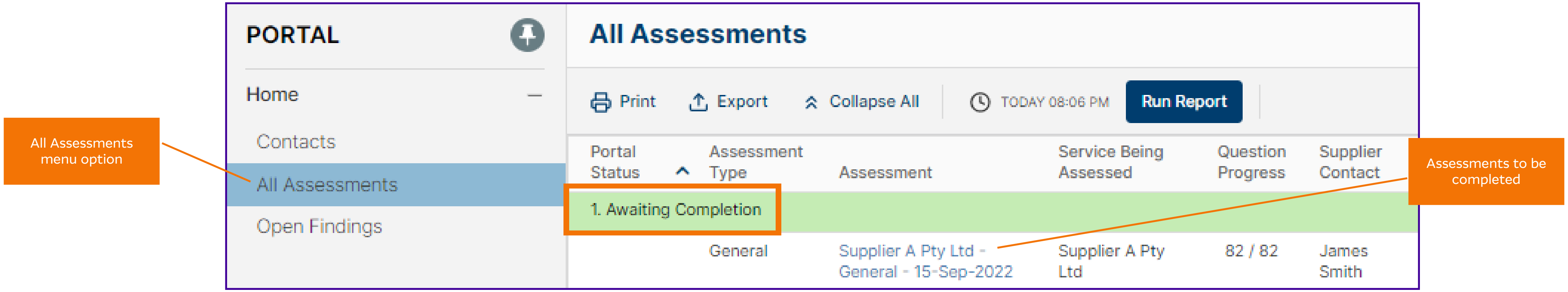




A colleague has left the company/gone on leave. Can I deactivate their profile?	Yes, navigate to the contacts tab then select the relevant contact. Click the *Deactivate* button to temporarily disable their profile, or the *Terminate* button to permanently disable their profile.

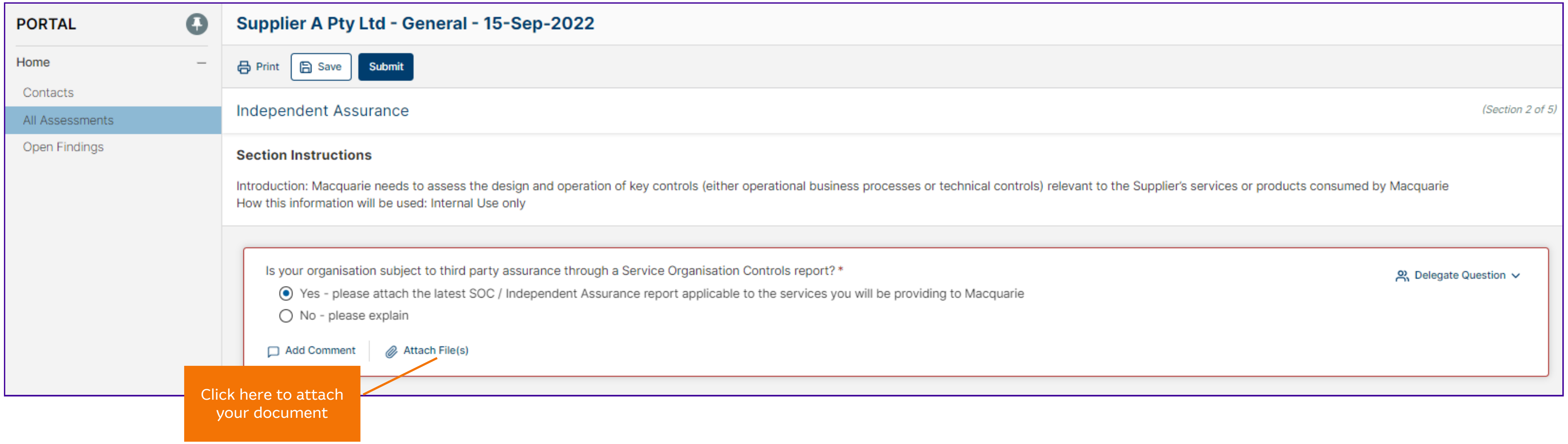


Do I need to provide new information each time an assessment is required?	Your previous information will be populated each time - after you have first completed a questionnaire. When you are required to update/ resubmit an assessment you will be able to choose to retain or change your previous responses.
Will I be contacted when I have an assessment to complete?	Yes, you will receive an email notifying you of any assessments that need to be completed. You can also check this on the All Assessments screen on the portal.

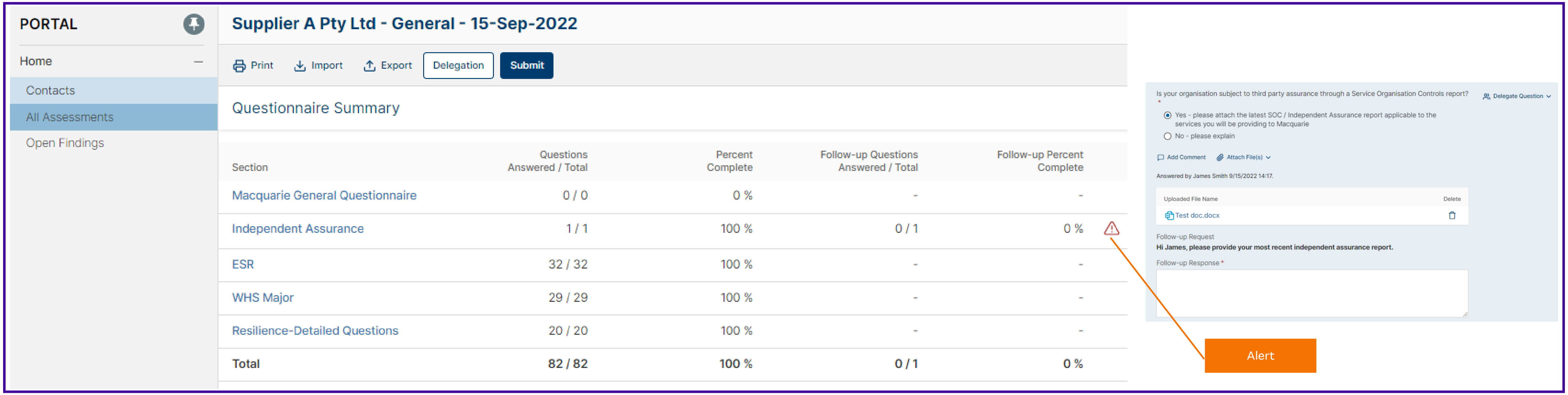


How do I add documents to an assessment?

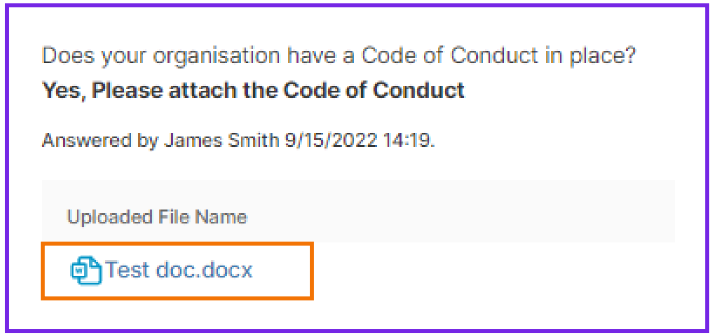
You can attach documents within your assessment by clicking the paperclip icon



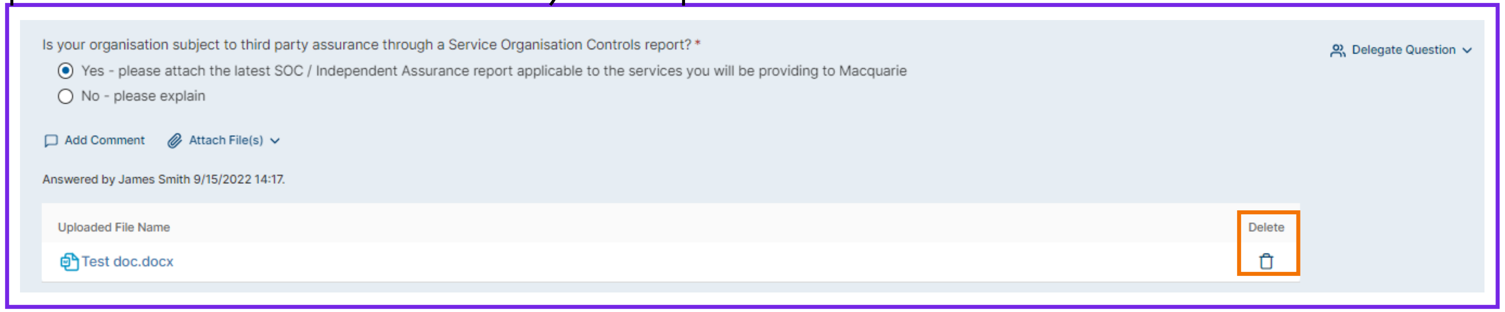
What happens if Macquarie needs more information about an assessment I have submitted?	You will receive an email notification if Macquarie require additional information. You can then respond to the enquiry in the Assessments section of the supplier portal. The assessment that requires your attention will be marked with an alert icon. Once you open the assessment the questions you need to complete will be highlighted in blue.



Can I see previous documents that I have uploaded?	Yes, for both in-progress and previously completed assessments you can view associated attachments by clicking the attachment hyperlink.



Can I delete a document I have uploaded?	Documents that have been uploaded to in-progress assessments can be deleted by clicking the delete icon next to the attachment. Documents uploaded to completed assessments cannot be deleted, however you will be able to provide new documents next time you complete an assessment.



What is Macquarie MySupplier replacing?	Macquarie MySupplier is a brand new system designed to decrease manual effort. Previously you worked with your Macquarie Relationship Manager to provide information manually. The Macquarie MySupplier platform will eliminate those back and forth email trails and generic questions. Macquarie MySupplier delivers assessments that are tailored to your service and allows you to submit your information online. Your information and documentation will be saved in the system for future use.
Who can I contact for help with Macquarie MySupplier?	Please contact our support team: Vendor.Support@macquarie.com and include 'MySupplier' in the subject line.
I am already registered with Coupa. Do I still need to register with Macquarie MySupplier?	Yes, you will need to register with both platforms. Coupa is our source to pay platform, through which all purchase orders, e-invoicing are managed whereas Macquarie MySupplier is focused on risk and controls assessments, ongoing due diligence and regulatory compliance obligations.
Does information provided in Macquarie MySupplier flow down to Coupa Supplier Portal or vice versa?	No, at this stage the platforms are not integrated. If you are unclear which system to use in which circumstance, please talk to your Macquarie Relationship Manager who can advise.
I am experiencing technical difficulties while completing my assessment, what should I do?	We recommend basic troubleshooting; check your internet connection, restart your browser, and clear cookies. If you still need assistance contact our support team: Vendor.Support@macquarie.com and include MySupplier in the subject line.