Supplier Portal FAQs

These FAQs are for Melbourne and Launceston Airport Suppliers. They explain how to register, manage your information and complete procurement and contract activities through the Supplier Portal.

Before you begin: Wait until you receive an invitation from GEP Business Network (no-reply@melair.com.au) before registering. For help with logging in, passwords or using GEP Business Network, visit the GEP Business Network FAQ or contact support@gep.com.

About the Supplier Portal

1. What is the Supplier Portal?

The Supplier Portal is hosted on GEP Business Network. It gives Suppliers one place to manage their information and complete procurement and contract activities with Melbourne and Launceston Airports.

2. What is the Supplier Portal used for?

Depending on your work with us, you may use the Supplier Portal to:

- Manage company and contact information
- Provide and update banking information
- Provide insurance and compliance documents
- Complete required risk assessments
- Take part in sourcing and tender activities
- Complete contract activities.

Once registered, the Supplier Portal is where you manage and keep your supplier information up to date.

3. Why have I received an invitation?

You have received an invitation because your organisation needs to register or update information as part of procurement or contract activities with Melbourne or Launceston Airports.

Follow the instructions in the invitation and complete the tasks shown in the Supplier Portal.

4. When do I need to act?

Complete the required tasks when you receive a registration invitation or other Supplier Portal notification.

The invitation or notification tells you what information, documents or risk assessments you need to complete.

5. Will all procurement and contract activities be completed in the Supplier Portal?

Not necessarily. The instructions you receive will tell you when an activity needs to be completed in the Supplier Portal.

Continue to follow your usual process unless you are asked to use the portal.

Registration and information

6. Who should complete registration?

The person who receives the invitation should coordinate the registration.

This person may need help from others who manage company, banking, insurance, cyber security, safety or modern slavery information. Additional contacts can be added to the supplier profile.

7. What if our organisation already has a GEP Business Network account?

Use your existing GEP Business Network account. You do not need to create another one.

Follow the instructions in your invitation to connect your account.

8. What if I have not received the invitation?

Check your junk or spam folders and ask if someone else in your organisation received the invitation. Look for an email from GEP Business Network (no-reply@melair.com.au).

If you still cannot find it, reach out to your usual Melbourne or Launceston Airport contact.

9. Can more than one person access our supplier profile?

Yes. You can add other contacts to your supplier profile.

People from finance, legal, cyber security, safety or compliance can help with the parts that relate to their work.

10. What information and documents do I need to provide?

You may need to provide or check:

- Your legal company name and ABN
- Business and registration details
- Addresses and contacts
- Banking and payment information
- Current insurance certificates
- Compliance information and documents
- Answers and evidence for required risk assessments.

The Supplier Portal shows which fields, documents and tasks you need to complete.

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11. Do I need to complete the registration if I have recently provided this information?

Yes. All suppliers need to complete the registration and compliance requirements, even if you have recently provided this information or completed these steps before.

This brings your supplier information into one place for your organisation to manage and keep up to date.

12. Which risk assessments do I need to complete?

To complete your registration, you must complete the required:

- cyber risk assessment
- safety risk assessment
- modern slavery risk assessment.

You may need help from people in your organisation who manage these areas. Involve them early so they can help answer the questions and provide any supporting information.

13. Could we be asked for other compliance information?

Yes. Other requirements may apply depending on your organisation, the services you provide and your work with Melbourne or Launceston Airports.

Complete the documents, questions and tasks shown as required in the Supplier Portal. You will receive an email when you have a new task that needs your action.

14. Can different people complete different parts of registration?

Yes. You can involve people from finance, legal, cyber security, safety, compliance or other relevant areas.

Add them as contacts if they need access to the supplier profile.

15. What happens after we submit our registration?

The relevant Melbourne and Launceston Airport teams review your information, documents and risk assessments.

You may be asked to:

- provide more information or evidence
- answer follow-up questions
- correct information
- resubmit a task.

Your registration cannot be approved until all required information and reviews are complete. You will receive an email when your registration is approved.

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Updating information

16. Who is responsible for maintaining our supplier information?

Your organisation is responsible for keeping its information and documents up to date in the Supplier Portal.

Melbourne and Launceston Airports do not update this information on your behalf.

17. What information do we need to keep up to date?

The Supplier Portal is where you update and maintain your:

- company and ABN details
- contacts and addresses
- banking and payment information
- insurance certificates
- compliance information and documents.

Make changes as early as possible. Some updates need to be reviewed and approved before they take effect.

18. What if our ABN, banking or company details change?

Update the details in the Supplier Portal as soon as possible.

The changes may need to be reviewed and approved before they take effect. Allow enough time for this review to avoid impacts to payments or other activities with us.

Only provide banking information through the secure Supplier Portal. Never send banking information by email.

19. What if our insurance or compliance documents expire?

You will receive an email when a document is nearing its expiry date. Upload the updated document through the Supplier Portal before the current one expires.

Allow enough time for the document to be reviewed so expired information does not affect payments or other activities with us.

20.What if we are asked to update information?

If you need to update information, you will receive a notification telling you what is required. Make the changes and resubmit them through the Supplier Portal.

Complete the request as early as possible to allow time for review and approval.

Help and Support

21. Where can I find help?

Start with the guides, FAQs and support materials available on this page.

For help with logging in, passwords, account access or using GEP Business Network, visit the GEP Business Network FAQ or contact support@gep.com.

22. Who can help with registration, procurement or contract questions?

For questions about your registration, supplier information, procurement or contract activities, reach out to your usual Melbourne or Launceston Airport contact.

23. What information should I provide when asking for help?

Include:

- Your legal company name
- Melbourne or Launceston Airport
- Your name and registered email address
- The task you were completing
- The exact error message or details of the issue
- A screenshot, where possible.

Never include passwords or banking information in your email or support request.