

## Frequently Asked Questions (Suppliers)

### Current Suppliers

**Q. I am currently doing business with CF, but have not registered in CF Exchange (supplier portal) yet. What do I need to do to start using CF Exchange?**

**A.** In order to gain access to CF Exchange you must sign and return a completed Terms & Conditions document. If you have not received this document, please reach out to your key contact at CF for instructions.

**Q. I have submitted the Terms and Conditions document, but have not received the login credentials to CF Exchange, what should I do?**

**A.** Login credentials will be issued to the primary points of contact identified by each company on their completed Terms & Conditions document. These credentials will be generated on a rolling basis, depending on which CF properties you service and when they will be going live on CF Exchange.

**Q. My CF Exchange login credentials are not working, what should I do?**

**A.** Contact [cfexchangesupport@cadillacfairview.com](mailto:cfexchangesupport@cadillacfairview.com) or 416-598-8799.

**Q. I need help learning how to use CF Exchange, what should I do?**

**A.** Refer to the training materials provided in the Training of the CF Exchange landing page and/or contact the Supplier Admin assigned from your company. If further support is required, please follow up with your key contact at CF for support.