



C365 Facilities Management System



Introducing C365 for Suppliers

A new way of working together

C365 is Bupa's Facilities Management System. It will be the central platform used to manage maintenance activities, compliance requirements, supplier work orders, and supporting documentation.

Why are we introducing C365?

- Improve visibility of maintenance activities across Bupa sites
- Support stronger compliance and audit readiness
- Reduce reliance on emails, phone calls, and manual follow-up
- Create a clear digital record of completed work and evidence

What will suppliers use C365 for?

- Receive work orders and maintenance requests
- Accept and manage allocated jobs
- Update job progress and completion status
- Upload photos, service reports and certificates

What is not changing?

- It **does not** replace BupaShop (Unimarket) or the current invoice submission process.
- Invoices must continue to be sent to apinvoices@bupa.co.nz
- Payment timeframes remain unchanged

How the process works at a high level in C365

1	2	3	4	5
Receive work order in C365	Accept and update job progress	Complete work on site	Upload evidence and submit worksheet	Payment requests approved PO issued from C365 to supplier

Benefits for suppliers

- Clearer visibility of allocated work, priorities, and due dates
- Greater transparency of work status and completion requirements
- C365 is accessed through a web browser and does not require specialist software

Training and support

- Supplier training session
- Quick Reference Guides and support material
- Drop-in support sessions

Our commitment

We recognise the important role suppliers play in delivering safe and compliant environments for Bupa residents and teams. C365 is designed to support a more consistent, collaborative, and transparent way of working together.

Need support? Email the C365 Facilities Management System Team on fms@bupa.co.nz