

Zycus Supplier Network Help Guide

Effective 20/06/2022

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Zycus Supplier Network Help Guide

1. Description

This document provides guidance on how to navigate the Zycus Supplier Network Portal (ZSN) as a supplier to Aurizon.

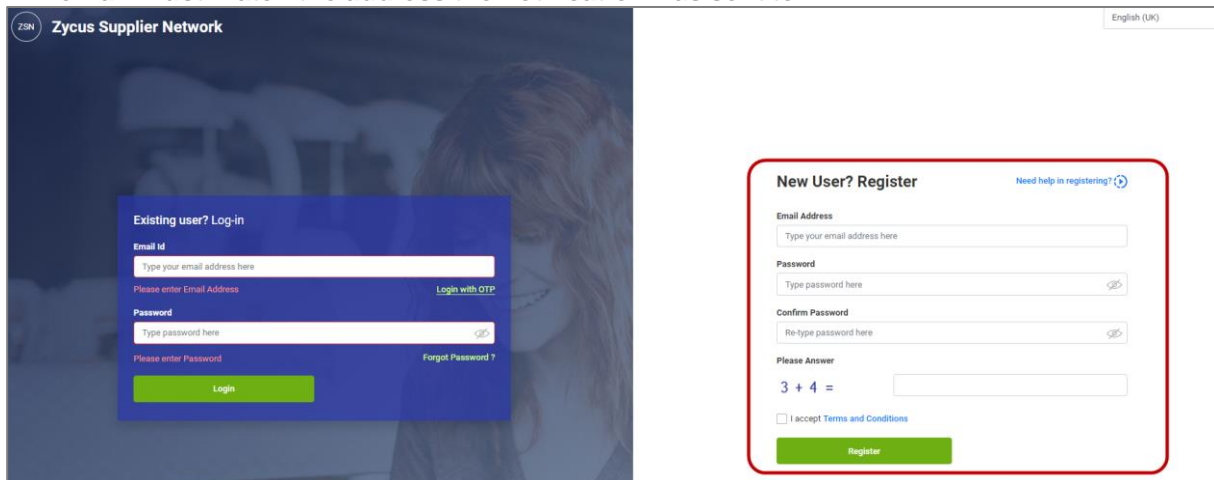
2. How to register and activate your account

If you are a new supplier contact that has been added to your supplier account with Aurizon; **OR** an existing supplier who has not yet activated their account on our Supplier Network Portal; you will need to follow these initial steps before being able to access your supplier account.

You will have received an email notification from 'Zycus Notification' with the subject "Aurizon requires you to activate your Supplier Network Account (via Zycus)".

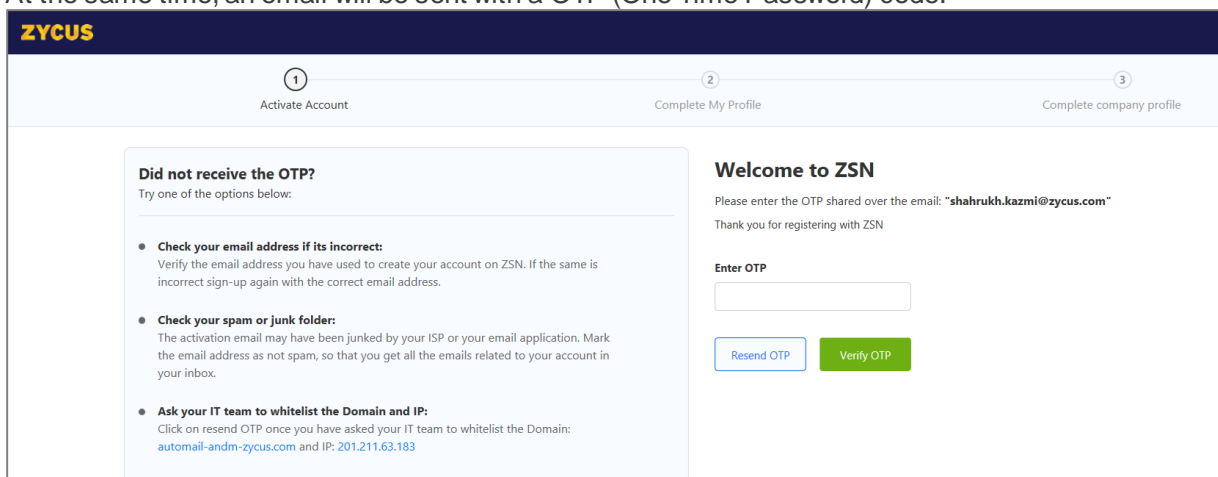
In the email will be a unique link to open the ZSN website. As a 'New User', enter your email address and set up a password.

NB: email must match the address the notification was sent to.



The screenshot shows two side-by-side forms from the Zycus Supplier Network portal. The left form is for existing users to log in, with fields for Email ID and Password, and a 'Login' button. The right form is for new users to register, with fields for Email Address, Password, Confirm Password, and a CAPTCHA question (3 + 4 =), followed by a 'Register' button. A red box highlights the registration form.

Once the fields have been entered, select 'Register'. A new screen will appear to 'Activate Account'. At the same time, an email will be sent with a OTP (One Time Password) code.



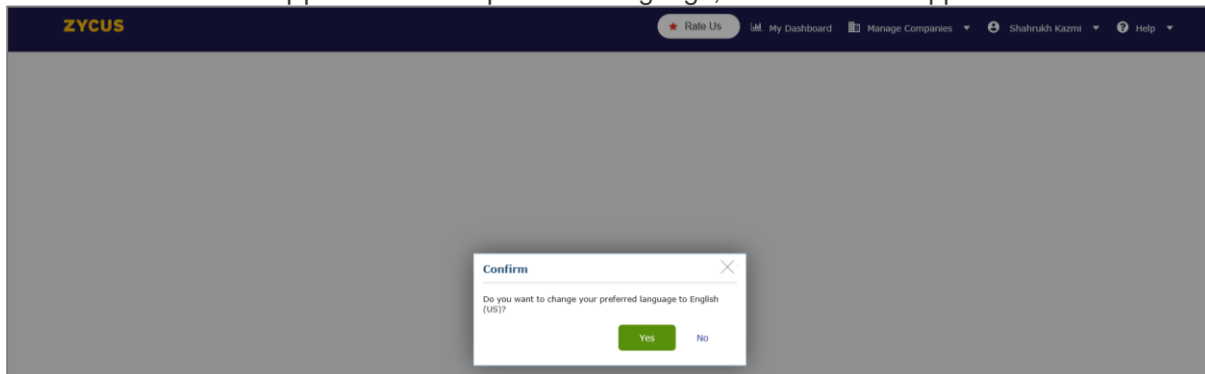
The screenshot shows the 'Activate Account' page on the Zycus portal. It features a progress bar at the top with three steps: 1. Activate Account, 2. Complete My Profile, and 3. Complete company profile. The main content area is split into two columns. The left column, titled 'Did not receive the OTP?', provides troubleshooting steps: check email address, check spam/junk folder, and ask the IT team to whitelist the domain and IP. The right column, titled 'Welcome to ZSN', asks the user to enter the OTP received via email and provides 'Resend OTP' and 'Verify OTP' buttons.

Enter the OTP code as shown in the email and select 'Verify OTP'.

NB: OTP is valid for 10 mins. There is an option to 'resend' if the time lapses.

Once verified, the account is **activated**.

The below screen will appear to confirm preferred language, then enter the supplier account.



Refer to [4. Reviewing Supplier Requests](#).

3. How to log into the Zycus Supplier Network Portal

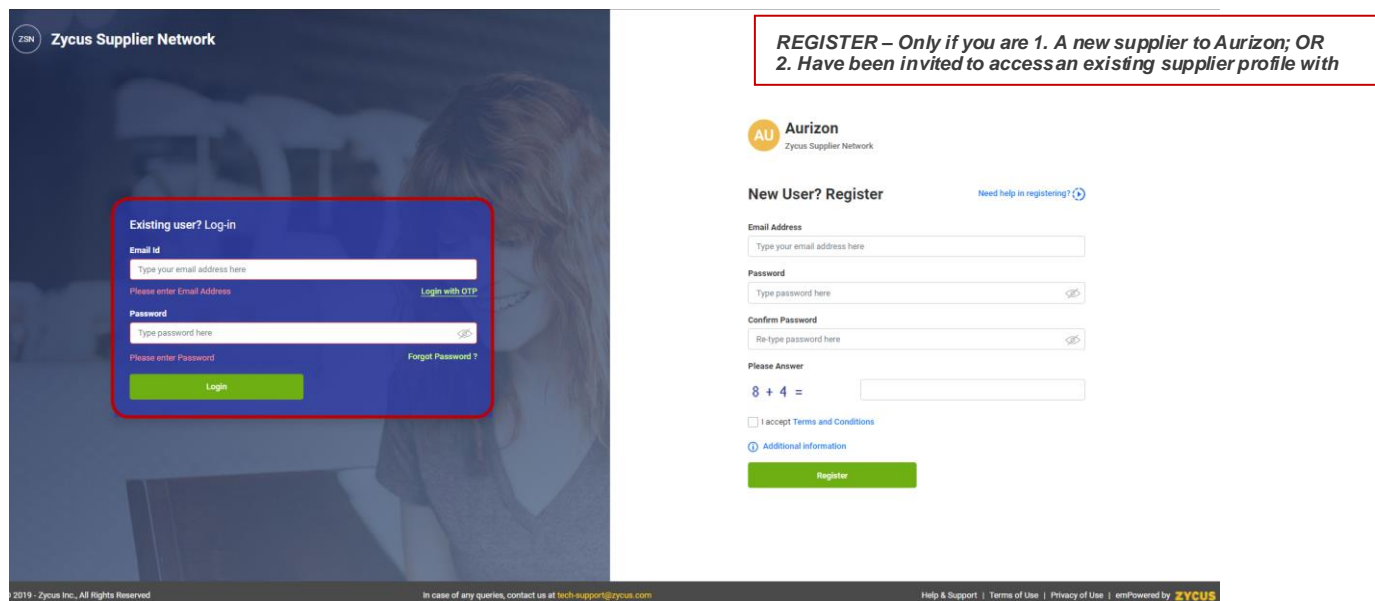
Once account is activated, to access the ZSN Portal use the below link

<https://zsn.zycus.com/guest/genericRegister/AUR921#>

LOGIN

If you have already registered and activated your email, simply log in as an 'existing user'.

Each supplier will have one supplier profile but may set up multiple users. See Maintaining Company details; [Contact Details](#).



NB: If you are currently working with Aurizon (submitting invoices etc). **DO NOT Register**. If you are unable to login, please email vendormasterdata@aurizon.com.au to request access by providing company name & ABN.

3.1 ZSN Help Function

There is a 'Help & Support' menu at the bottom of the login screen.

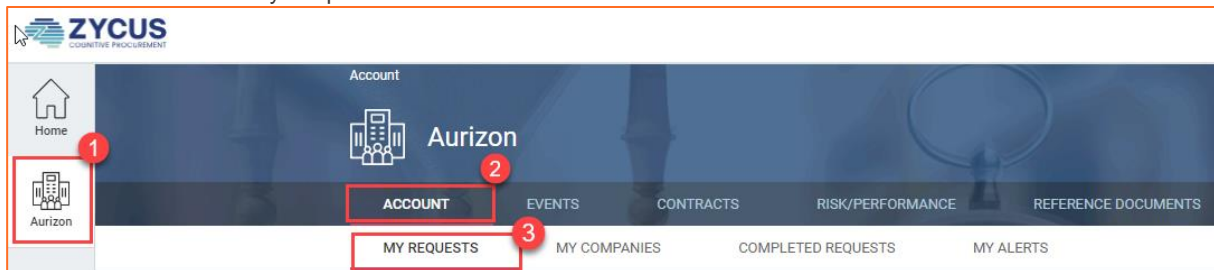


Alternatively, for further assistance outside of the topics in this guide, once you have logged in, simply click the "Help" button on the main menu to access the Help Manuals and Help Videos.

4. How to review supplier requests

If you receive a notification email from Aurizon requesting updates to your Company Profile; this is how you access the request in the ZSN.

Select the Aurizon icon on the left of the screen, under 'Home'.
Then select Account > My Requests



Under the My Requests tab, there will be a line with the request number and status 'Awaiting Response'. Select 'Edit' under the Actions tab to access the editable profile.

Request Number	Company Name	GSID	Request Type	Supplier Type	Business Location	Requested On	Elapsed Time	Status	Actions
2208	ZYCUS TEST SUPPLIER 1	4010	Edit	Operational	aur_Facility	-NA-	-NA-	Awaiting Response	<input type="button" value="Edit"/> <input type="button" value="Submit"/>

Refer to [5.1](#) to review/maintain account information.

Status:

Awaiting Response – request has been sent by Aurizon and awaiting supplier response

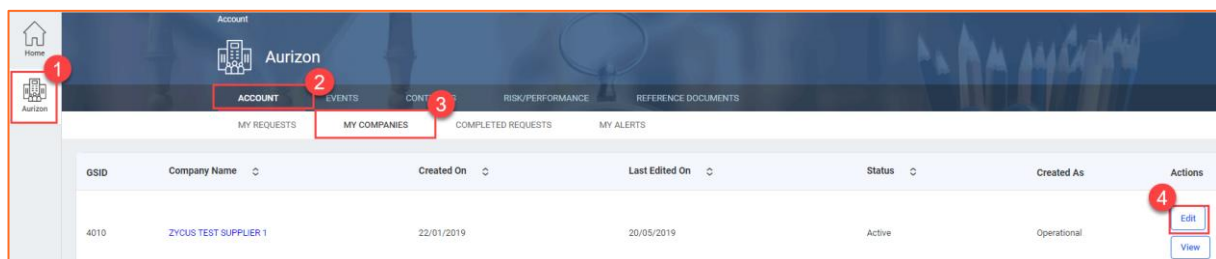
Saved as Draft – changes saved but not submitted for review/approval by Aurizon

Submitted – changes to profile have been submitted to Aurizon to review/approve

5. How to maintain company details

Accessing Company Profile:

1. Aurizon
2. Account
3. My Companies
4. Edit



NB: all Company/Contact detail changes/additions require Aurizon's approval prior to the updates taking effect – refer to "My Requests" in the ZSN for status updates.

There are four main tabs of information on the profile: **Company; Address; Products and Services & Financial.**

5.1 Company tab (mandatory)

Scroll down to complete the fields, reviewing and updating details as required. **Do not 'Save and Submit' until you have completed all updates.**

Company *	Company Details *	Questionnaire *	Financial & Tax Information
------------------	--------------------------	------------------------	--

5.1.1 Company Details (mandatory)

Mandatory fields are -

Company Information:

Trading Name
 Category
 Legal Structure

Insurance Details:

Public Liability Insurance
 Professional Indemnity Insurance (if required)
 Certificate of Currency upload
 Workcover Insurance

Attachments:

Proof of Business address
 Proof of Bank Account details
 Remittance email address
 PO Email address

5.1.2 Email Address – PO & Remittance

Remittance and PO email address updates are completed under 'Attachments'.

Attachments

<p>Proof of Company/Business physical address ⓘ</p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between;"> Drop a file here or browse file Browse </div>	<p>Proof of Bank Account details ⓘ</p> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between;"> Drop a file here or browse file Browse </div>
<p>Remittance email address * ⓘ</p> <div style="border: 1px solid #ccc; padding: 5px;">Remittance email address</div>	<p>PO email address * ⓘ</p> <div style="border: 1px solid #ccc; padding: 5px;">PO email address</div>

5.1.3 Questionnaire (mandatory)

Chain of Responsibility

<p>Q1. Based on the nature of goods and/or services that you supply to Aurizon, are you aware of your obligations under the Heavy Vehicle National Law (or equivalent law in WA)? Please refer to the National Heavy Vehicles Regulator website for CoR obligations (https://www.nhvr.gov.au/safety-accreditation-compliance/chain-of-responsibility/roles-and-responsibilities) *</p> <div style="border: 1px solid #ccc; padding: 5px;">Q1. Based on the nature of goods and/or services that you supply to Aurizon</div>	<p>Q2. Does your company have safety systems and controls to identify, assess and manage risks as they relate to delivery of your goods and/or services with respect to ALL of the Principles of CoR: Fatigue Management, Speed Management, Mass, Loading and Dimension Management, Vehicle Standards and Maintenance Management. Please refer to the National Heavy Vehicles Regulator website for CoR Gap Analysis Tool (https://www.nhvr.gov.au/safety-accreditation-compliance/chain-of-responsibility/cor-gap-assessment-tool) *</p> <div style="border: 1px solid #ccc; padding: 5px;">Q2. Does your company have safety systems and controls to identify, asses</div>
<p>Q3. If you answered "NO" to Question 2, does your company have a plan to install or improve safety systems and controls to ensure CoR requirement and manage safety of transport tasks? *</p> <div style="border: 1px solid #ccc; padding: 5px;">Q3. If you answered "NO" to Question 2, does your company have a plan to i</div>	

Supplier Code of Conduct

Please confirm you have read and understood the Aurizon Supplier Code of Conduct by ticking this checkbox *

A copy of the Aurizon Supplier Code of Conduct can be found here (<https://www.aurizon.com.au/-/media/project/aurizon/files/procurement/becoming-a-supplier/supplier-code-of-conduct.pdf>)

All questions must be answered to undertake business with Aurizon.

5.1.4 Financial & Tax Information

Australian Banking
 ABN Number
 GST Registration

Financial Information

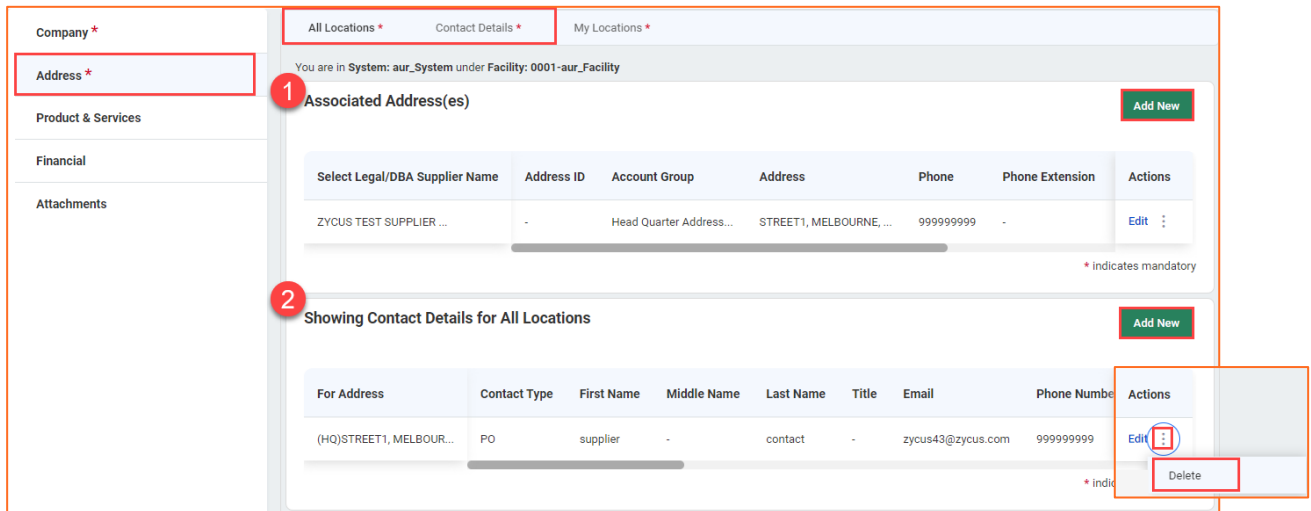
Will Aurizon be paying your invoices in Australian Dollars into an Australian Bank account? *

Will Aurizon be paying your invoices in Australian Dollars into an Australian I

Tax Information

<p>ABN Number</p> <div style="border: 1px solid #ccc; padding: 5px;">ABN Number</div>	<p>GST Registered *</p> <div style="border: 1px solid #ccc; padding: 5px;">GST Registered</div>
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5.2 Address tab (mandatory)



5.2.1 All Locations – supplier address

NB: Proof of address must be uploaded under *Company / Company Details / Attachments*

Multiple addresses can be added to a supplier.

Add address – ‘Add New’

Edit/Delete addresses – Actions tab (Edit or ellipsis menu to delete)

5.2.2 Contact Details – supplier contacts

Maintain supplier contacts for access to the portal here.

If various sites and contacts enter location first, then assign contact.

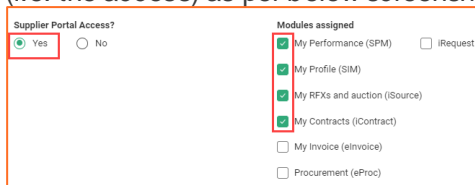
Contacts can be edited or deleted using the ‘Actions’ column. Only delete a contact after you have successfully saved the replacement contact.

IMPORTANT!

Supplier Portal Access -

When adding/editing a Contact, always select “Yes” for “Supplier Portal Access” and assign the “modules”

(i.e. the access) as per below screenshot.

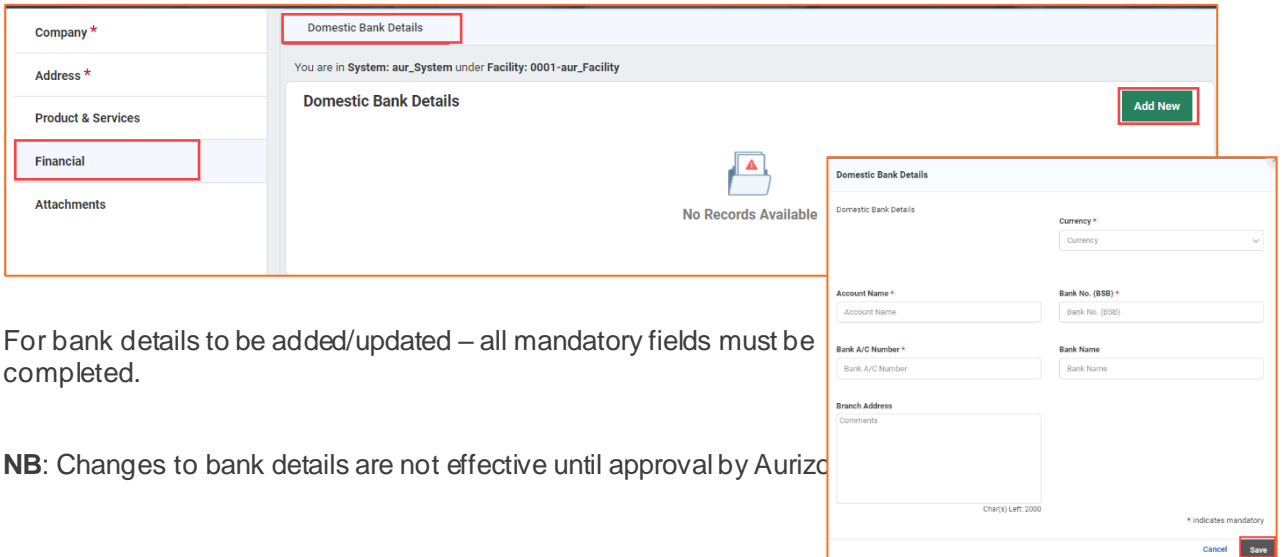


5.3 Financial tab

5.3.1 Domestic Bank Details

Add/Edit/Delete bank details

NB: Proof of bank account details must be uploaded under *Company / Company Details / Attachments*



The screenshot displays the 'Domestic Bank Details' page in the Aurizon system. On the left is a sidebar with navigation options: Company*, Address*, Product & Services, Financial (highlighted), and Attachments. The main content area shows 'Domestic Bank Details' with a status message: 'You are in System: aur_System under Facility: 0001-aur_Facility'. Below this, it says 'Domestic Bank Details' and 'No Records Available' with a folder icon. An 'Add New' button is visible in the top right of the main area. A modal window titled 'Domestic Bank Details' is open, containing the following fields:

- Currency ***: A dropdown menu with 'Currency' selected.
- Account Name ***: A text input field labeled 'Account Name'.
- Bank No. (BSB) ***: A text input field labeled 'Bank No. (BSB)'.
- Bank A/C Number ***: A text input field labeled 'Bank A/C Number'.
- Bank Name**: A text input field labeled 'Bank Name'.
- Branch Address**: A text area labeled 'Comments'.

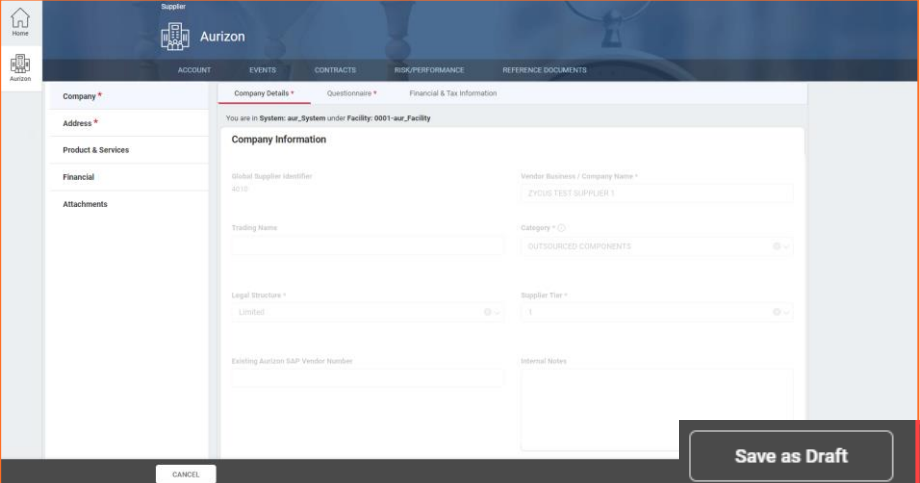
At the bottom of the modal, there is a 'Char(s) Left: 2000' indicator and a legend '* indicates mandatory'. 'Cancel' and 'Save' buttons are located at the bottom right of the modal.

For bank details to be added/updated – all mandatory fields must be completed.

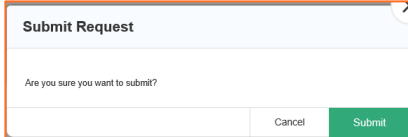
NB: Changes to bank details are not effective until approval by Aurizon

6. How to submit request to Aurizon

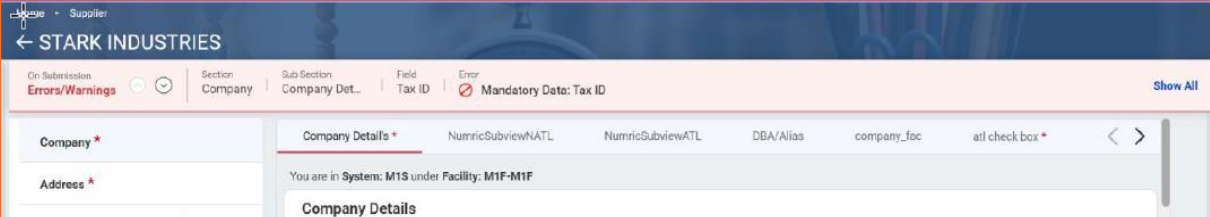
Once all company profile information is completed, select 'Submit' at the bottom of the screen.



There will be a prompt before submitting.



If there are outstanding mandatory fields, you will receive a warning pop-up at the top of the screen.



Once submitted, you will return to the 'My Requests' tab, which will now show the status of the request as 'Submitted'.

Request Number	Company Name	GSID	Request Type	Supplier Type	Business Location	Requested On	Elapsed Time	Status	Actions
2208	ZYCUS TEST SUPPLIER 1	4010	Edit	Operational	aur_Facility	-NA-	-NA-	Awaiting Response Submitted	Edit Submit

Status:

Awaiting Response – request has been sent by Aurizon and awaiting supplier response

Saved as Draft – changes saved but not submitted for review/approval

Submitted – changes to profile have been submitted to Aurizon to review/approve

NB: Clicking on the status will provide a log of the time and date of the submitted request.

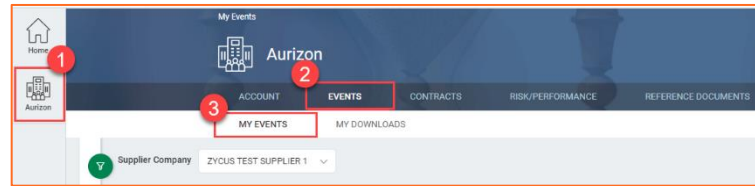
Once the request has been submitted, a notification will be sent to the Vendor Master Data team in Aurizon to review and approve the supplier account.

NB: Only once the information has been approved, will the changes be applied and you will receive a notification confirming the approval.

7. How to respond to RFx's

Accessing RFx Events

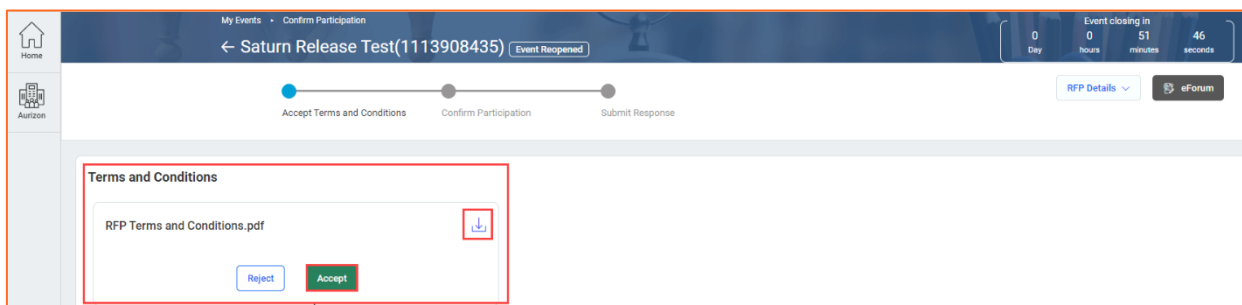
1. Aurizon
2. Events
3. My Events



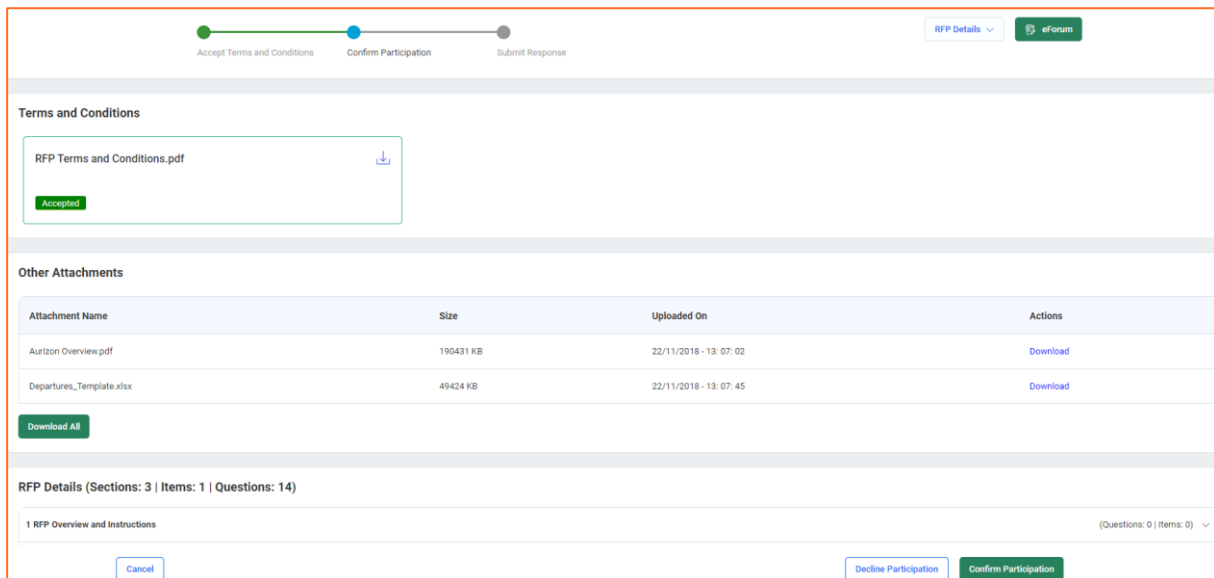
Locate the relevant event in the dashboard and select 'Enter event'

Event ID	Event Name	Event Owner	Event Open Date	Event Close Date	Event Type	Invite Type	Event Status	Action
1113908435	Saturn Release Test	Molly Peckles	14/06/2022	14/06/2022	RFP	Invited	Event Reopened	Enter event

Review and 'Accept' RFx Terms and Conditions.



The RFx event will now be open for review of all Attachments (supporting documentation) and RFx Details (overview and questionnaire).



Confirm Participation or Decline, if required to indicate your intention to respond.



Once participation is confirmed, the progress at the top of the screen will increase and response tracking will appear on the screen. This will indicate all required sections of the RFx and number of mandatory V option questions.

Section Name	Status	Type	Response Submission Status	Mandatory	Optional
1. RFP Overview and Instructions	Closed	Non pricing	Ready	0 (out of 0)	0 (out of 0)
2. General Information	Closed	Non pricing	Allowed	0 (out of 0)	0 (out of 12)
3. Pricing Schedule	Closed	Pricing	Not allowed	0 (out of 1)	0 (out of 1)

Ready = all responses completed

Allowed = all mandatory responses completed, optional responses missing

Not Allowed = mandatory responses not yet completed

Click on the **section name** to enter the responses page.

1. To view Aurizon's attachments
2. To upload additional attachments
3. Questionnaire tabs (including count of responses completed)



To return to the main tracking dashboard; select



Once all responses have been completed, select 'Submit'. The dashboard will automatically update.

Responses can be recalled, if required, **prior** to RFX closure.

Section Name	Status	Type	Response Submission Status	Mandatory	Optional
1. RFP Overview and Instructions	Closed	Non pricing	Submitted	0 (out of 0)	0 (out of 0)
2. General Information	Closed	Non pricing	Submitted	0 (out of 0)	0 (out of 12)
3. Pricing Schedule	Closed	Pricing	Submitted	1 (out of 1)	0 (out of 1)

7.2 RFX Clarification Questions (e-Forum)

All correspondence and clarification should be through the e-forum.

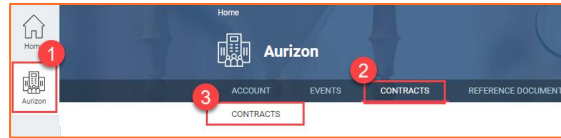
- You can ask questions in the Public e-Forum (supplier names are not public);
- **OR**, utilise the Private e-Forum that can only be viewed by Aurizon



8. How to review contracts

Reviewing Contracts

1. Aurizon
2. Contracts



Contract Actions

- Review Contract
 - Mark as Reviewed
- Action to undertake once "Review Contract" has been undertaken
- OR**
- Edit Contract Offline

Contracts Awaiting Review

Contract Number	Title	Requested By	Requested On	Status	Action
...	20/03/2022	Signed	Action
...	29/03/2022	Signed	Action
...	17/04/2020	Pending Signing	Action
...	18/06/2019	Pending Signing	Action

Download the Contract > make edits (negotiations) > Save to computer > Actions then "Upload" – this will send back to Aurizon for review – you will be notified when Aurizon have provided a counter response.

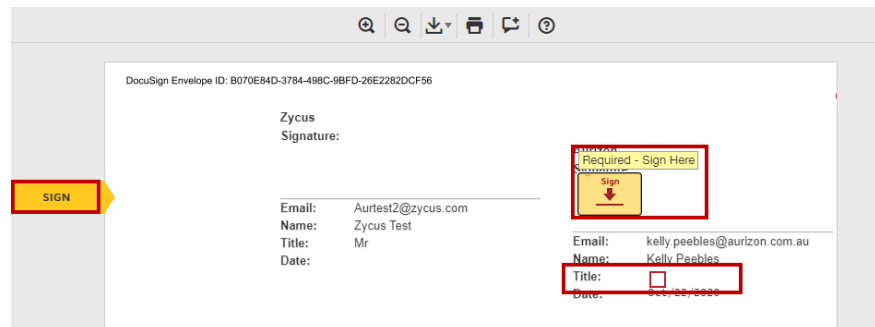
Action

- Review Contract
- Edit Contract Offline
- Save A Copy
- Undo All Modifications
- Mark as Reviewed

9. How to execute contracts

Once contract signing has been initiated - the Signer will receive email from **DocuSign** with link to review and sign the documents.

- Select "Review Document"
- Read and select "I agree to use Electronic Records and Signatures"
- Select "Continue"
- Final Contract version will be available for viewing and signature on the screen
- Click the **START** tab to the left of the document, this will navigate to the first signing location in the document.
- The title on the tab will update to 'Sign' or 'Fill in' to indicate what action needs to be taken
- To sign the document, select 'sign here'.



- 'Adopt your Signature' pop-up window will appear. Review the fields to ensure correct spelling etc.
- Select 'Adopt and Sign'.

Adopt Your Signature

Confirm your name, initials, and signature.

Full Name: Jay Pritchett Initials: JP

Select Style Draw

PREVIEW

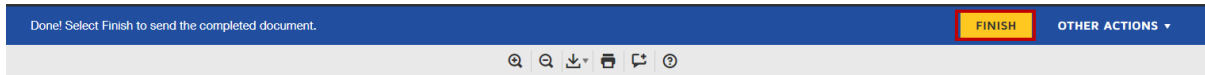
DocuSigned by:
Jay Pritchett
8808A3F3C0F411...

Change Style

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

ADOPT AND SIGN CANCEL

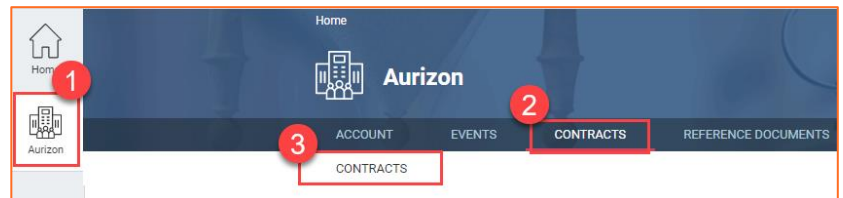
- Once all fields are completed, the 'Finish' button will be available to select.



10. How to view executed contracts

Reviewing Contracts during the Contract Lifecycle

1. Aurizon
2. Contracts
3. Contracts



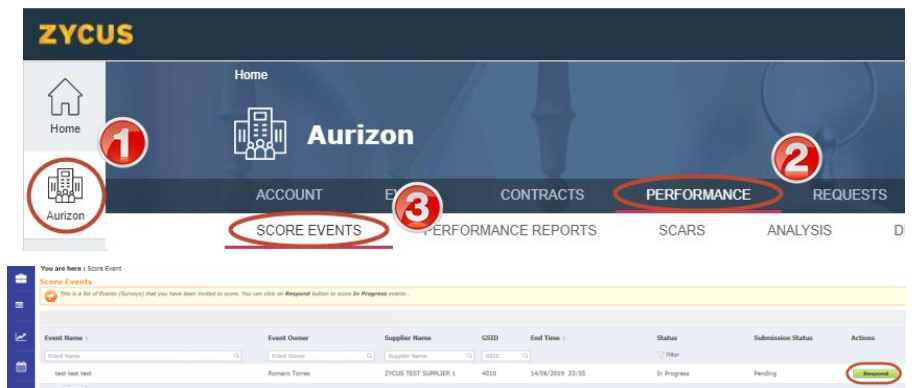
10.1 Providing contract performance feedback

A Supplier Performance Evaluation Event is a request for a supplier to complete a self-assessment on their performance and provide feedback on Aurizon's performance.

If a request is sent to you to take part in, follow the steps below:

- Aurizon
- Performance
- Score Events

- Select "Respond"
- "Save and Continue"
- Answer all questions
- "Submit Responses"

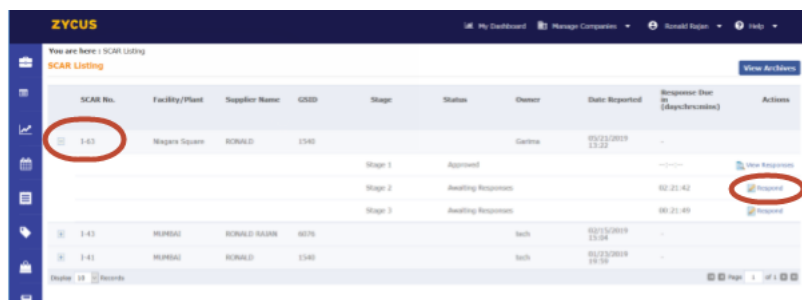


10.2 Responding to a Non-Conformance or Contract Dispute

If a Supplier Corrective Action Request is sent to you to take part in, follow the steps below:

- My Performance
- View SCARs (Supplier Corrective Action Requests)
- Aurizon

- Select SCAR
- Respond (under "Actions" column)
- Fill in the form as indicated
- Submit



11. Support

If the ZSN Help Guide is unable to assist you, the below support functions are available to support with system issues.

11.1 procureAURIZON System Administrator

- source2pay@aurizon.com.au

11.2 AURIZON Vendor Master Data team

- vendormasterdata@aurizon.com.au