

# Zycus Supplier Network: Supplier Quick Ref Guide

Effective: July 2019

## Purpose

- Provide guidance to suppliers for the new *Zycus Supplier Network (ZSN)* Platform, for:
  - Obtaining help from Zycus (the supplier providing the procurement platform)
  - Updating Contact or Company Details
  - Responding to RFxs (and clarification questions)
  - Negotiating Contracts
  - Executing Contracts
  - Reviewing Contracts during the Contract Lifecycle
  - Providing self-assessment of Supplier Performance (or provide feedback on Aurizon's Performance)
  - Responding to a Non-Conformance or Contract Dispute

## Supplier Quick Reference Help Guide

Hyperlink to the Zycus Supplier Network (ZSN) Platform

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

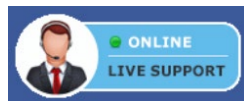
### What do I do if I need assistance in navigating ZSN?

Use this Aurizon Branded Quick Reference Guide below, or:

Simply click the "Help" button on the main menu to access the Help Manuals and Help Videos.



Alternatively, Zycus have a **Live Engage** button on their [main website](#) and you will be automatically connected to Zycus Technical Support team using 'online chat' functionality.



The Zycus team provide Supplier support 24/5 and will be only too happy to guide you through any issues.

### Updating Contact or Company Details

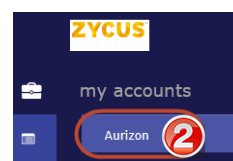
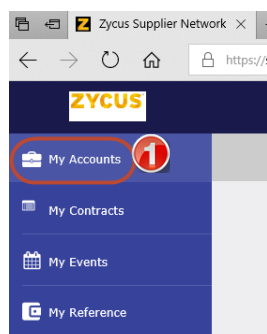
- My Accounts
- Aurizon
- My Companies
- Edit

#### Company:

- Company Name and Structure
- Financial and Tax Info

#### Address:

- Address



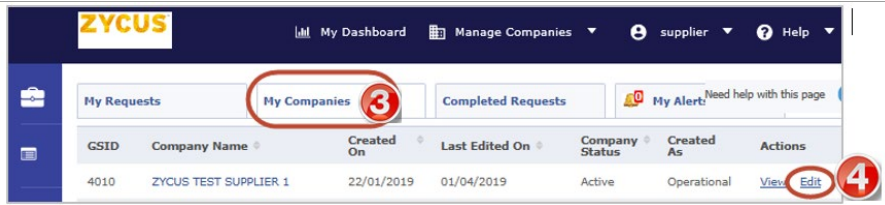
- Contact Details

Product & Services:

- Internal

Financial:

- Bank Details (must provide Supporting Evidence if change i.e. copy of Bank Statement)



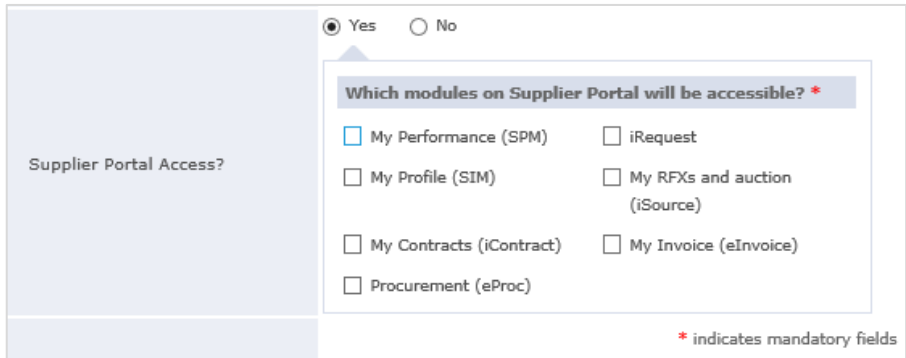
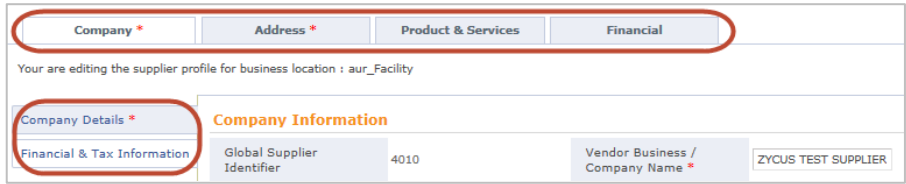
When adding/editing a Contact, please always select “Yes” for “Supplier Portal Access” and assign the “modules” (i.e. the access) you would like that user to have.

i.e. User A to only view/negotiate/sign a Contract – select “My Contracts”.

User B to only respond to Sourcing Events – select “My RFXs and auction”.

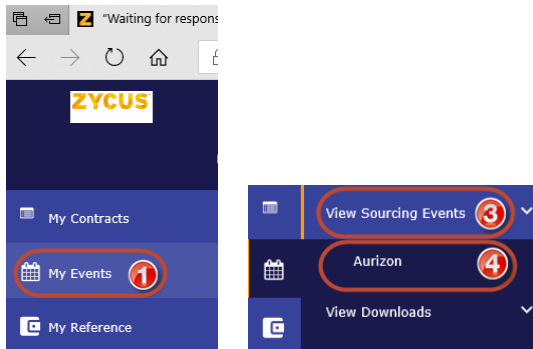
User A & B to view Contracts and respond to Sourcing Events – select both options for both users.

**NB:** all Company/Contact detail changes/additions require Aurizon’s approval prior to the updates occurring – refer to “Requests” in ZSN for status updates



**Responding to RFXs**

- My Events
- View Sourcing Events
- Aurizon
- Enter Event



- Review and “Accept” RFX Terms and Conditions



- Review RFX documents and questions

Terms and Conditions	Status	Action
<a href="#">RFP Terms and Conditions.pdf</a>	No Action Taken Yet	<input checked="" type="checkbox"/> Accept <input checked="" type="checkbox"/> Reject <input checked="" type="checkbox"/> Download

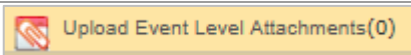
- Confirm Participation (to indicate your Intention to Respond)



- Prepare Response to RFX documents and questions. Review Buyer’s Attachments (RFX documents)



- To attach response documents



- Go to Submit Response



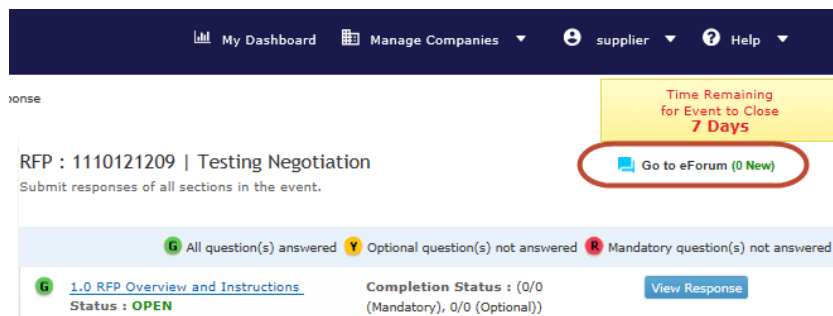
- Submit Response



(can "Recall Response" if required prior to RFX close)

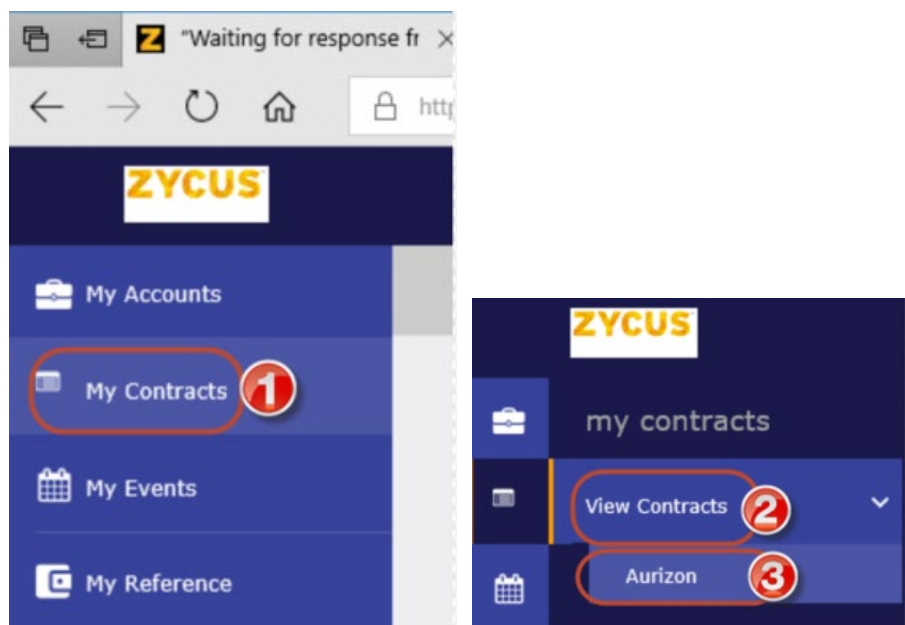
### RFX Clarification Questions (e-Forum)

- "Go to e-Forum"
- Can ask questions in the already created Public e-Forum (supplier names are not public)
- Create a Private e-Forum that other invited suppliers cannot review



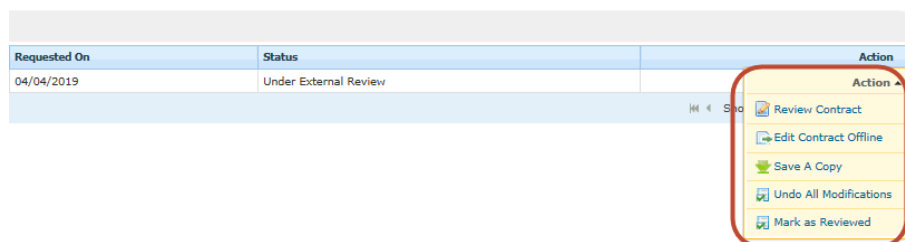
### Negotiating Contracts

- My Contracts
- View Contracts
- Aurizon



#### Actions

- Review Contract  
"Contract Outline" Tab
- Mark as Reviewed  
Action to undertake once "Review Contract" has been undertaken





#### OR

- Edit Contract Offline  
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

## Executing Contracts

- Receive email
- Select “Review Document”
- Read and select “I agree to use Electronic Records and Signatures”
- Select “Continue”
- Review the final Contract



- Select the  icon present in the top right corner to display the Thumbnails pane
- Look for the  icon in the Thumbnails pane and click on it
- Select “Sign” and follow the prompts

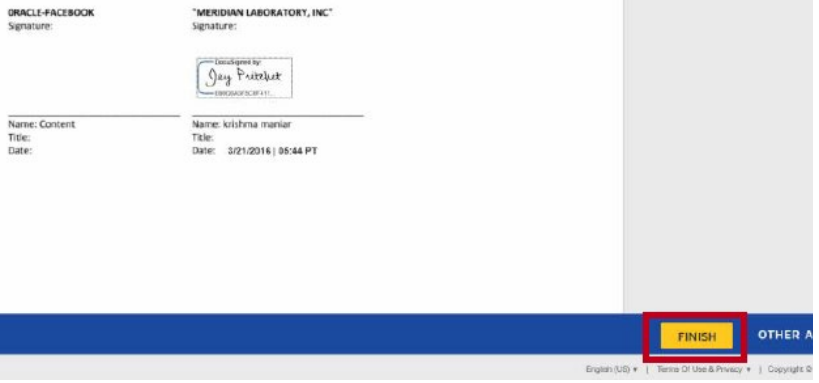
The screenshot shows a signing interface with two columns of signers. The left column is for "ORACLE-FACEBOOK" and the right column is for "MERIDIAN LABORATORY, INC". Each column has a "Signature:" label, a horizontal line, and fields for Name, Title, and Date. Below the lines are "SIGN" buttons. The "ORACLE-FACEBOOK" button is a yellow arrow pointing right, and the "MERIDIAN LABORATORY, INC" button is a yellow square with a red arrow pointing down.

ORACLE-FACEBOOK	"MERIDIAN LABORATORY, INC"
Signature:	Signature:
Name: user2 amgen	Name: David David Fernandes 149
Title:	David Fernandes 149
Date:	Title: David Fernandes 149
	Date:
ORACLE-FACEBOOK	"MERIDIAN LABORATORY, INC"
Signature:	Signature:
Name: Content	Name: krishma maniar
Title:	Title:
Date:	Date: 3/21/2016   05:39 PT

- Select “Adopt and Sign”

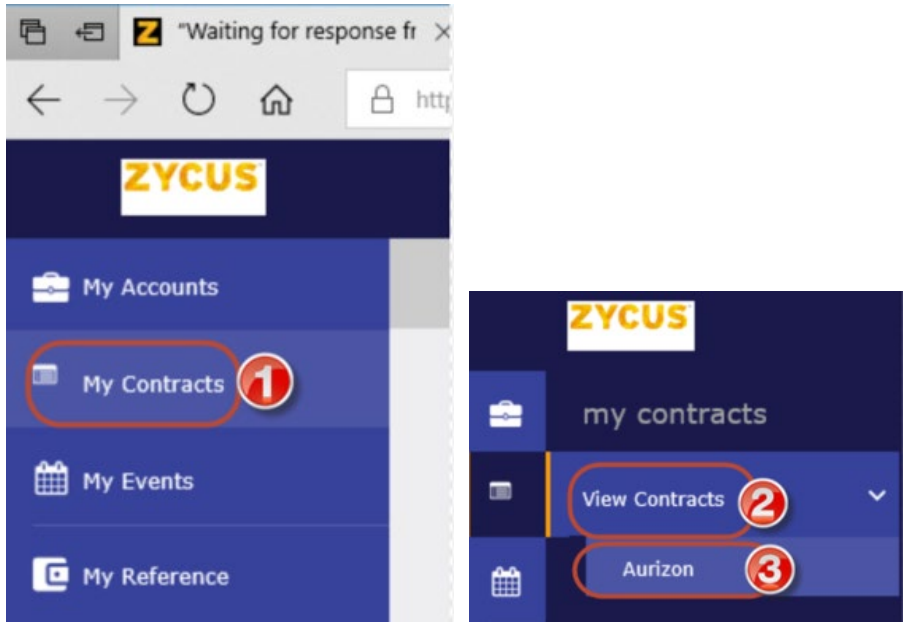
The "Adopt Your Signature" dialog box prompts the user to confirm their name, initials, and signature. It includes fields for "Full Name" (Jay Pritchett) and "Initials" (JP). There are "Select Style" and "Draw" options. A "PREVIEW" section shows a sample signature "Jay Pritchett" with a DocuSigned ID and a "Change Style" link. A disclaimer at the bottom states: "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." At the bottom are "ADOPT AND SIGN" and "CANCEL" buttons.

- Select “Finish”



**Reviewing Contracts during the Contract Lifecycle**

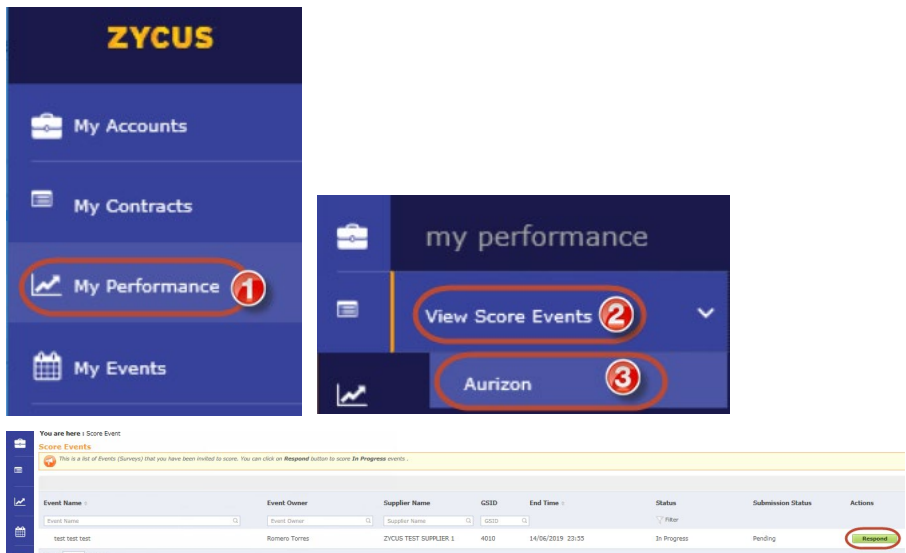
- My Contracts
- View Contracts
- Aurizon



**Providing self-assessment of Supplier Performance (or provide feedback on Aurizon’s Performance)**

If a Supplier Performance Evaluation Event is sent to you to take part in, follow the steps below:

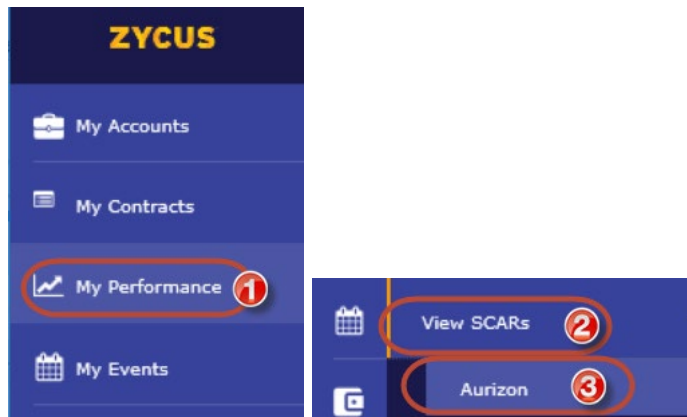
- My Performance
- View Score Events
- Aurizon
  
- Select “Respond”
- “Save and Continue”
- Answer all questions
- “Submit Responses”



## Responding to a Non-Conformance or Contract Dispute

If a Supplier Performance Evaluation Event 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

The image is a screenshot of the Zycus web application showing a 'SCAR Listing' table. The table has columns for SCAR No., Facility/Plant, Supplier Name, CSID, Stage, Status, Owner, Date Reported, Response Due In (Days/Hours/Minutes), and Actions. The first row is highlighted with a red circle around the SCAR No. '1-43'. In the 'Actions' column of this row, the 'Respond' button is also circled in red. The table contains three rows of data, with the first row being the most detailed.

SCAR No.	Facility/Plant	Supplier Name	CSID	Stage	Status	Owner	Date Reported	Response Due In (Days/Hours/Minutes)	Actions
1-43	Mumbai Square	SCM&D	1540	Stage 1	Approved	Garima	09/23/2019 11:22	-	New Response, Respond
1-43	MUMBAI	SCM&D SAURS	1075	Stage 2	Awaiting Response	tech	09/23/2019 11:24	-	
1-41	MUMBAI	SCM&D	1540	Stage 3	Awaiting Response	tech	09/23/2019 11:24	-	

## Zycus Support



Live Engage Feature (instant message support with live staff) via [Zycus Main Website](#)



Email [tech-support@zycus.com](mailto:tech-support@zycus.com)

## AURIZON System Administrator



Email the [procureAURIZON System Administrator](#) (user access and system admin related enquiries only)