

# New Aurizon Procurement Platform: Supplier FAQs

Effective: December 2018

## Purpose

- The new Aurizon Procurement Platform (Zycus / *procure*AURIZON) solution went technically live on 11 December 2018
- To provide information and FAQs to Aurizon's suppliers on the new Aurizon procurement platform

## FAQs

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| Why is Aurizon implementing a new Procurement Platform?   | To significantly enhance both the way Aurizon procures, manages Contracts and the way in which we engage with our valuable suppliers.  |
| What do I need to do to start engaging with Aurizon using the Zycus Supplier Network (ZSN)  | <p>A valid email address and an internet connection is required.</p> <p>ZSN is compatible with all major browsers (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, Edge).</p> <p>If you are currently an active Supplier your ZSN account will automatically be created and you will receive an email from support@zycus on 10<sup>th</sup> December to confirm this.</p> <p>The email will include a link to access ZSN simply click the link to activate your account and you're done.</p> |
| Does it cost me anything?   | No. No cost to use ZSN.  |
| Or do I need to download any software?  | No. The solution is compatible with all internet browsers though Firefox and Google Chrome is recommended.   |
| When I log into ZSN I am asked to check a box that I have read and agreed to the above.<br>There is nothing above. What am I agreeing to? | <p>This is a standard header configuration and regrettably cannot be hidden or removed.</p> <p>Once you click the check box the CONTINUE button becomes enabled, click CONTINUE so you may proceed into the system.</p>  |
| What do I do if I need assistance in navigating ZSN?  | <p>Simply click the <b>Live Engage</b> button on the main menu and you will be automatically connected to Zycus Technical Support team using 'chat' functionality.</p> <p>The team provide Supplier support 24/5 and will be only too happy to guide you through any issues</p>  |
| Are there ZSN tutorials available?  | <p>Yes. Simply click the "Help" button on the main menu to access Online Help and Help Videos.</p> <p>If you are unable to find the answer you are looking for, then use the Live Engage feature as described above</p> <p>Refer to the "Help" functionality in the ZSN (top left hand corner). User Guides and Video Tutorials available.</p> <p>Alternatively – there is an Aurizon branded <a href="#">Quick Reference Help Guide</a> available.</p>  |

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| Can multiple users access a supplier's ZSN Account?                                  | Yes. To add Contacts, please edit your Supplier Profile.  |
| Can I edit email addresses on our Vendor Account?                                    | Yes, you are able to edit the email addresses in the system for Purchase Order/Remittance Advices/Contract contact via your Supplier Profile.   |
| Can I edit bank details (for invoice payments) or other company details?             | Yes.<br>Aurizon will be alerted to the proposed changes and after they are approved, the system is immediately updated in real time.  |
| Does <i>procure</i> AURIZON replace Avetta or the Statement of Work Population Tool? | No. Avetta and Statement of Work Population Tool will continue to be used the same way.   |
| Can I access ZSN using a tablet or iPad?   | Yes. The basic requirement of a valid email address and connection to the internet remains.   |
| Can I avoid receiving emails from the new Procurement Platform?                      | Communication via email is an integral part of the solution. All emails are tracked, managed and accessible within the platform.<br><br>If you no longer wish to be contacted by Aurizon to participate in sourcing events or have access to view your Contract (if applicable) please send an email to <a href="mailto:procurement@aurizon.com.au">procurement@aurizon.com.au</a> requesting deactivation of your account. |
| Where to go to for support   | See Contact Details below   |

### **Aurizon *procure*AURIZON Project Team**



Email the [procureAURIZON Project Team](#)

### **Zycus Support (post 30 June 2019)**



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