





ZYCUS SUPPLIER PORTAL NAVIGATION GUIDE

Version 1.0 Release Date 10 February 2025

ZYCUS SUPPLIER PORTAL | ZSN

Navigation Guide

Summary

The **Zycus Supplier Network Portal (ZSN)** allows suppliers to seamlessly engage with Catholic Education Western Australia's (CEWA) network of schools and offices through a centralised web portal. Suppliers can manage their company data, receive purchase orders, respond to requests for quotes and tenders, and view contract details with CEWA, all within a single interface.

Centralised System

CEWA has implemented Zycus as a centralized system, enabling suppliers to manage their data relevant to all CEWA schools and offices in one location. For example, suppliers only need to upload insurance certificates once.

eftsure Bank Detail Verification

As part of the transition to Zycus, CEWA has also implemented bank account verification through eftsure. All suppliers to CEWA or a CEWA school must provide information to eftsure to be independently verified. This process protects supplier payments against fraud and error by validating ABN, GST registration status, and bank account details to ensuring payments CEWA makes to suppliers go to the intended recipients. If you are not currently registered with eftsure, you will be contacted by an eftsure representative to complete your registration. More information about eftsure can be found here: https://eftsure.com/

Use of Purchase Orders

CEWA and its schools will transition to the use of purchase orders for all supplier purchases. Purchase orders will be transmitted through ZSN, with suppliers notified by email. To expedite the payment process, all suppliers must quote the Purchase Order number on their invoices. Invoices must be submitted to the email address specified on the Purchase Order.

Sourcing Activities

CEWA and its schools will transition to the use of Zycus for its market sourcing activities, including Quick Source quotes and Full Source formal quotes and tenders. Invitations to participate in sourcing activities will be issued through ZSN, allowing suppliers to respond directly to the sourcing event and receive notifications about the outcome.

CEWA | ZSN

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1 Registration Process

Suppliers to a CEWA school or office will be required to register on the Zycus Supplier Network (ZSN) and complete the required Registration and the Onboarding activities before becoming Operational Suppliers to CEWA.

Existing Suppliers to CEWA – Supplier data will be Migrated to ZSN and the nominated contact will receive a registration email. Existing Suppliers do not have to complete the Company Profile when registering.

New Suppliers – If a CEWA school or office requests a Supplier to be onboarded into Zycus, the supplier will receive a registration email. New Suppliers will be required to complete the Company Profile in ZSN.

1.1 Email Notification

- Look for an email from Zycus (Zycus Supplier Network Account Creation Notification)
- If you did not receive the email, please contact <u>SupplierOnboarding@cewa.edu.au</u> for assistance.



1.2 Registration

• Click the link in the email to commence your registration.

23N) Zycus Supplier Network	Log in	Register Recording	IS) English (US) V
Existing User? Log in with Password or OTP Email Address Type your email address here		New User? Register Email Address Type your email address here	
Passord Type passeod here Login	Forget Password	Password Type password here % Confirm Password Re-type password here %	
Or Login via OTP		Plasse Answer 6 + 8 = 1 accept Terms and Conditions Register	rlin Assist Al Assistance
© 2024 Zyous Inc. All Hights Reserved.	MM	FAQ Holp & Support Terris and Conditions Privacy Photo	r empowered by Zycus

- On the Zycus Supplier Network page, select **New User? Register**. (Right hand side of the screen)
 - Fill in the required fields:
 - Email Address
 - Password (Minimum: 8 characters, 1 CAPITAL letter, 1 number, 1 special character)
 - Solve the **Math Captcha**

- Accept the Zycus Terms and Conditions
- Click **Register**.

TIPS

- **Need Help?** For extra Assistance with the Log in process Click on the Recording Play icon, to watch the Registration recording.
- **Language** If the Language is changed the Entire interface will be translated to the Selected Language.
- **FAQ's** Select the Help & Support Button at the bottom of the Screen to View frequently asked questions
 - Retrieve the One Time Password (OTP) sent to your email.
 - Enter the OTP and click Verify OTP.

Note: The OTP is only valid for 10 min. After 10 min has lapsed, a new OTP must be requested.

TIPS

If you did not receive the OTP:

- Click on Resend the OTP
- Check your spam or Junk Folders
- Ask your IT team to Whitelist the ZSN domain and IP address (automail1.zycus.com 207.211.63.183)

TYCUS		
1 Activate Account	2 Complete My Profile	(3) Complete Company Profile
Did not receive the One Time Password (OTP)? Try one of the options below: • Check your email address you have used to create your account on ZSN if the same is incorrect sign-up again with the correct email address. • Check your span or junk folder. The activation email may have been marked as junk by your ISP or email application. Kindly mark the email address as not spam to get all emails related to your account in the iniox. • Ask your IT team to whitelist the Domain and IP: Click on Resend OTP' once you have asked your IT team to whitelist the Domain automail1.zycus.com and IP 207.211.63.183	Welcome to Z Please enter the One Tir Thank you for registering Enter OTP 369085 Resend OTP Resend OTP in 5	SN ne Password (OTP) shared over the email: "AlternateSupplies@zycus.com " g with ZSN

1.3 Profile Completion

- Complete all mandatory fields (*) and click Submit
- Ensure the correct Time Zone is selected, as this will be used when notifying you of sourcing Events.
- Select **Submit** and **Next**

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Activate Acco	ount	(2) Complete My Profile	3 Complete Company Profile
(Fields marked with*are mandatory) My Profile			
First Name *	Last Name *	Display Name *	Designation *
Enter first name	Enter last name	Enter Display Name	Enter Designation
Phone Number *	Fax number	Country *	1
Enter Phone Number	Enter fax	Select	~
Additional Details (To be filled based on your country) Time Zone *	Currency *	Number Format *	Date Format *
Additional Details (To be filled based on your country) Time Zone * Select	Currency *	Number Format *	Date Format *
Additional Details (To be filled based on your country) Time Zone * Select Time Format *	Currency * V Select Language *	Number Format * ~ 1.222.333.04	Date Format *

EXISTING Suppliers:

- You will be directed to the ZSN Home Page.
- You will receive a **second email** request to complete additional company details.
- You can Logout or close the ZSN browser until you have received the follow up email.

NEW Suppliers:

• Select **Next** to continue with the Company Registration

1.4 Company Details (Only NEW Suppliers)

- Select Complete Profile
 - By Selecting I will do this later the Home page is displayed, and the registration can be continued at a later stage.
- Enter mandatory Company Details (*) and click **Create**.
- Accept the **CEWA Terms and Conditions** and click **Continue**.
- Populate additional information.

🔁 ZY				AppXtend V	My Company Profile	Settings 🗸 🛛 Help	• • U •
Home Bottelia	Home • Supplier	Catholic Education Western Australia Limited (CEWA)	E			🞧 🕂 Merlin	Supplier Help
Catholic Education Water Limited Limited (CEWA)	Company * 1 Terms & Conditions Address * Product & Services	Company Details Related Party Tax Information Company Details Global Supplier Identifier Bit Legal Name * If supplying hardware, does your hardware have a software component? If supplying hardware, does your hardware have a software component? If supplying hardware, does your hardware have a software component? V Number of Fulltime Employees Number of Fulltime Employees Will the supplier be performing services or works on a CEWA site (school or office isoation) or other external site a designated? Will the supplier be performing services or works on a CEWA site (school or or other external site a designated? Do you have a registered ABN? * ()	A subject a sole trader? I sthe supplier a sole trader? Mublishe Mublish	· · · ·	 Main View Sub View Hover Ov information 	/ er the i for m on	ıore
CAN	CEL				A Appxtend	Save as Draft	Submit

Company

- Company Details.
- Related Party.
- Tax Information.
 - ABN 11 Digits, no spaces (The ABN number is validated against the ABN register once Submitted).

Terms and Conditions

- Purchase order Terms.
- Code of Conduct.

Address

- Associated Address(es)
 - Select **Add NEW** to add other Business Locations.
 - Select **Edit** to Update any of the Address/Phone number details.
 - Click on the Ellipse (3 dots) to Delete the record.
 - Account Groups Head Quarters (HQ), Ordering Address (OA), Remit to Address (RT), HQ OA, HQ RT, OA RT, HQ OA RT, Others.
- Showing Contact details for ALL Locations
 - Select **Add NEW** to add more Contacts.
 - Select **Edit** to update Contact Details.
 - Click on the Ellipse (3 dots) to **Delete** a contact.
 - Contacts can be added for Each Business location.
 - Contact Type: After Hours, AR, PO, Pricing, Sales, Other. Note: to specify the email address for remittance advice, please add a contact with Type = AR. All contacts in the system as Type = AR will receive a copy of the remittance advice.
 - Indicate if the Contact Requires Access to the Supplier portal.
 - Each contact must have a unique email address.
- Validate the Address: Select the dropdown next to the Appxtend button.

• Select Validate Address



• If the Address comes up as **Not Verified**, **click on the Arrow** next to the address to see potential corrections.

Validate Address	×
These addresses were sent for validation to Experian. Please make a note of the responses and correct the addresses accordingly.	
300 Nettleton Rd, Byford, Western Australia, 6122, Australia	Not Verified
	and the second se

• By selecting the correct address, the System will automatically update the address in the Address Sections and the address will be verified.

>

tress Updated Successfully!	esses accordingly.
300 Nettleton Rd, Byford, Western Australia, 6122, Australia	Not Verified
Suggested Addresses	
3 Nettleton Road, BYFORD WA 6122	> ©
18 Nettleton Road, BYFORD WA 6122	0
20 Nettleton Road, BYFORD WA 6122	0
22 Nettleton Road, BYFORD WA 6122	0
24 Nettleton Road, BYFORD WA 6122	0
Validate Address	
Validate Address	

• If no Potential Suggestions come up, please manually update the address in Zycus, and redo the Address Validation.

Products and Services

3 Nettleton Rd, BYFORD, Western Australia, 6122, Australia

The Product and Services information provided here will be used by CEWA employees to search for the goods and services they need to order.

TIPS:

Add as Many Category options as needed.

The more comprehensive the category information, the better the search results. This increases the likelihood that your company will be presented in the search.

To standardize the Products and Service categories, CEWA are using a subset of the United Nations Standard Products and Services Code (UNSPSC) v25.0901. This is an open, global, multi-sector standard that ensures efficient and accurate classification of products and services.

Segment Title = Level 1 Category, Family Title = Level 2 Category, Class Title = Level 3 Category

• Select **Add New** to add Products and Services

- Level 1 Category:
 - E.g. Musical Instruments and Games and Toys and Arts and Crafts and Educational Equipment and Materials and Accessories and Supplies.
- Level 2 Category
 - E.g. Developmental and professional teaching aids and materials and accessories and supplies.
- Level 3 Category (Optional)
 - E.g. Teacher resource materials.
- Click Submit, Confirm the Submission
- If there is a validation issue:
 - **Warning –** User can review the warning and continue with the Submission if the information is correct.
 - **Error –** The record cannot be submitted; the Error needs to be addressed first.

	1	AppXtend V	My Company Profile	Settings \lor Help \lor J \lor
On Submission Errors/Warnings				Collapse
Address Contact Details Email	• Email you have entered is not verified as per Experian validation.			
Address All Locations Phone	Phone number you have entered is not verified as per Experian validation			

- Once the Validation has no Errors, and the request has been submitted:
 - A **Success message** will appear, and you will be directed to the ZSN Home Page.
 - You will receive an email from the Zycus Supplier Network: Potential Supplier Created
 - The Registration will be sent to the CEWA Vendor Management Team, and your potential supplier record will be created.

	CUS						AX A	My Company Pr	rofile Settings 🗸	Help 🗸 🔰 🗸
\triangle	Home + Account					10/				
Home										
Catholic Education	REFERENCE DOCUMENTS	1 1 1 1				1			1	
Australia Limited (CEWA)	Request Number 💲	Company Name 🗇	GSID	Request Type	Supplier Type	Business Location	Requested On 🗘	Elapsed time 😋	Status 🔤	Actions
	5976		381	Create	Potential	-NA-	11/11/2024	00:00	Pending Approval	
	Show records 10 V					100				Go to page 1
			Success							
			Supplier Re you are abl	equest 5976 has been sub e to view all assigned mor	mitted. This might take a dules.	round 30 mins post approval. Plea	ise login again to ensure			
							ок			

• You will receive a second email request to complete the additional company details and complete your onboarding.

2 Access the ZSN Portal After Registration

- Log into the **ZSN Portal** using the link provided.
 - On the **Existing User?** Log in page, you have 3 options:
 - Log in with Password: Enter your email and password.
 - Log in with OTP: Enter your email, retrieve the OTP, and verify it.
 - **Forgot Password**: Enter your email, retrieve the OTP, set, and confirm a new Password, Login with the new details.

3 Complete the Onboarding Process

- The User will receive an email from Zycus with a request to complete the onboarding process.
- Click on the link in the Email or open the **ZSN Portal** to Log in.
- Navigate to:
 - **Option 1:** From the Home Page **My Dashboard:**
 - On the **Supplier Requests** tile **click on the Company Name** hyperlink to complete the onboarding.

<u>کې</u>	CUS			My Company Profile	Settings v Help v J
$\hat{\omega}$	Get started to ask Supplier Help	and Customer Specific Queries		Merlin Supplier Help	
Home	My Dashboard				
Catholic Education Western	Show all cards				
Australia Limited (CEWA)		Incomplete Profiles (0)	Invoices awaiting your action (0)	Pending purchase orders (0)	
		Pending Completion	Pending Submission Rejected	Pending Confirmation	
		All profiles have been completed	No involces that require your action	No unconfirmed purchase orders	
		Supplier Requests			
		GSID Requested On 381 -NA-			
		APPROVID GSID Requested On 381 11/11/2024			
		2 of 2 records	View more		

• **Option 2:** From the **CEWA Logo:**

- Click on the **CEWA logo** select **Account and My Requests.**
- Click on **Edit** to complete the onboarding.

⊜ ZY(CUS									AppXtend V	My Company Profile	Settings v Help v J v
Home	Home - Account		atholic Edu	ucation Wes	stern A	ustralia Limit	ed (CEWA)					م Merlin Supplier Help
Catholic	ACCOUNT	PURCHASE ORDI	ERS INVOI	CES/CREDIT MEMOS	 c) 	ATALOGS EVE	NTS CONTRAC	TS RISK/PERFORMANC	CE MY REQUES	TS REFERENCE DOCUMENTS		
Western Australia Limited	MY REQUESTS	MY COMPAN	NIES COMP	PLETED REQUESTS	MY.	ALERTS						
(CEV(A)	Request Number	¢	Company Name	0	GSID	Request Type	Supplier Type	Business Location	Requested On (Elapsed time	Status 🗘	Actions
	6381				583	Create	-NA-	-NA-	-NA-	-NA-	Awaiting Resp	ense Edit Submit

- **Populate** additional information:
 - All Mandatory fields are completed (marked with an *).
 - Work through ALL the Menu items on the left (Main Menu) and Sub Views.

TIP:

Use **SAVE as a Draft** after each section has been completed. If the browser is refreshed or you are logged out of the portal due to in activity, your unsaved data will be lost.

	YCUS		AppXtend ~	My Company Profile Settings ~ Help ~ J ~				
Home	Home - Supplier	atholic Education Western Australia Limited (CEWA)	e to	🔗 🥂 Merlin Suppler Help				
Catholic Education Western Australia	ACCOUNT PURCHASE ORDE	ERS INVOICES/CREDIT MEMOS CATALOGS EVENTS CONTRAI IS	CTS RISK/PERFORMANCE MY REQUESTS REFERENCE DO	UMENTS				
Limited (CEWA)	Company * 1	Company Details * Related Party * GST Registration * Tax	Information * Referral	1 Main View				
	Terms & Conditions *	You are in System: cat_System under Facility: BU_CEWA7-CEWA ADMIN Company Details		2 Sub View				
	Address *	Global Supplier Identifier	Legal Name *	3 Hover over the i for more				
	Product & Services *	583		information				
	Bank Details *	Business Name * 🕐	Known As					
	Purchasing	Will the supplier be supplying hardware or software? *	If supplying hardware, does your hardware have a software component? *					
	Licenses / Qualifications	N/A 💿 🗸	No 💿 🗸					
	Quality Assurance *	Is the supplier a sole trader? *	Number of Fulltime Employees ①					
	Sub-Contractors *	No 💿 🗸	Number of Fulltime Employees					
	Modern Slavery *	Website	Will the supplier be performing services or works on a CEWA site (school or office location) or other external site as designated? * \odot					
	Social Procurement *	Website	No					
		Year Company Established 🕕	Do you have a registered ABN? * 🕥					
CAN	NCEL			Appxtend Save as Draft Submit				

TIP:

Ensure the Supplier Names Match the ABN register:

Legal Name - Entity Name Business Name -

The information provided here is used by CEWA employees to

search for the goods and services they need to order. The more

comprehensive the category information, the better the search

results. This increases the likelihood that your company will be

Business Name Known As - Trading Name

https://abr.business.gov.au/

TIP: Products and Services

Company:

- Details already provided.
- Edit if required.
- **Terms & Conditions:**
 - Already Accepted.
- Address:
 - Details already provided.
 - Edit/add if required.

Products and Services:

- Details already provided.
- Edit/Add if required.

Bank Details:

*

- Add Default Bank Details:
 - Select Method of Payment.
 - Enter Bank Account Details (Do not use spaces or characters in the BSB or
 Account number fields).

presented in the search.

- From the bottom of the screen select the dropdown arrow of the **Appxtend** button.
- Select the **eftsure Status** Button.
- Check that the banking details are **Verified**.
- If you need to add multiple bank accounts please contact
 <u>Supplieronboarding@cewa.edu.au</u>

TIP:

Ensure the details match the Registered details in EFTSure. This includes the **Bank Account** Name

CEWA | ZSN

Home	Home · Supplier	olic Education Western Australia Limited (C	CEWA)	1		K Merlin Supplier Help
• maare Catholic	ACCOUNT PURCHASE ORDERS	INVOICES/CREDIT MEMOS CATALOGS EVENTS	CONTRACTS RISK/PERFORMANCE	MY REQUESTS REFERENCE DOCUM	ENTS	
Education Western Australia	MY EVENTS MY DOWNLOADS					
Limited (CEWA)	Company *	Default Bank Details • Default Bank Details (EFT) Sc	chool/Office Bank Details Bank Details (EFT)			
	Terms & Conditions *	You are in System: cat_System under Facility: BU_CEWA7-CEWA ADMIN				
		Default Bank Details				
	Address *	Payment Method *				
	Product & Services *	EFT	\odot \sim			
	Bank Details *					
	Purchasing			 Indicates mandatory 		
	Licenses / Qualifications	Default Bank Details (EFT)				
	Insurance	Bank Account Name	Account Number *			
	Quality Assurance *	BSB *	IBAN (if applicable)			
	Sub-Contractors *		IBAN (if applicable)			
	Modern Slavery *	Biller Code (if applicable)	Description			
		Biller Code (if applicable)		and the second se		1
	Social Procurement *			* indicates mandator EF	TSure Status 🥂	
		Dehast/Office Deals Details		Va	alidate Address 🛪 🦯	
CANC	EL				Appxtend Appxtend	as Draft Submit

Purchasing

• Global Payment Terms.

Licenses/Qualifications

- Please provide details of **licences held, industry qualifications**, etc., covering your area of operation. Your response must include reference to qualifications held by personnel undertaking work for CEWA.
- **Licenses** may include **trade qualifications** applicable to the goods or services provided by the supplier.

Insurance

- Populate and **upload copies of certificates of currency** for Policy's held by the supplier:
 - Workers Compensation Policy.
 - Public Liability Policy.
 - Product Liability Policy.
 - Professional Indemnity Policy.
 - Mother Vehicle Policy.
 - Construction Works Policy.
 - Plant & Equipment Insurance.
 - Any other relevant Insurance Policy.

Quality Assurance

- Is the supplier certified against a recognised and comparable **Quality Standard**?
- If yes, provide details of the certification and **Add Certificate.**

Sub-Contractors

- Does your company **use subcontractors**?
- If Sub Contactors **are not Used** Enter 0 in the field **What percentage of the services that the supplier will provide to CEWA will be subcontracted on an annual basis?**

Modern Slavery

• Populate the fields to demonstrate the supplier's understanding of the risk of Modern Slavery in its extended supply chain.

Social Procurement

- Aboriginal Business Preferences
- Regional Business

- Select **Submit** and confirm the submission (**Do not Refresh** the page until the Request has been processed).
- You will receive a message that the Submission was **Successful**.
- The CEWA Vendor Management Team, will review the information submitted and may request addition information prior to approval.
- Once **Approved** the User will receive an email, notifying you that you have **qualified** as a Supplier to CEWA.

We are glad to inform you that '	has qualified as a Supplier, details given helow:
	has quantee as a supplier, actains Bren below.
Request ID: 6405	
Customer/Client Name: Catholic Education Western Australia Limit	ed (CEWA)
Business Location:	
Kindly log in to the Zycus Supplier Network to manage your profile.	
Supplier Network Link: http://dewdrops-staging.zvcus.com/zsp/gue	est/genericRegister/CAT178>http://dewdrops-staging.zvcus.com/zsp/guest/genericRegister/CAT178
We look forward to a lasting business relationship with you.	

4 Navigating the ZSN Portal

4.1 Home Page

ZY	CUS		My Company Profile	Settings \checkmark	Help 🗸	C ~	
Home	All Customers 🗸		4	5	6	7	
¢water Catholic Education	I'm Product Support, to ass Get started to ask Supplier Help a	tist and converse on a wide range of topics! and Customer Specific Queries		8	arlin Supplier Help		
Australia Limited (CEWA)	My Dashboard Show all cards					9	
		Incomplete Profiles (0)					
		Pending Completion					
		All profiles have been completed					
		()					

- 1. **Home** Selecting Home, will bring you back to the home screen (**My Dashboard**).
- Catholic Education Western Australia Limited (CEWA) Logo CEWA has been selected as the Customer:
 - **All Customers** will show you ALL customers that Your company has on ZSN.
- 3. Show all **Cards** Will show all the Tiles that you have access to:
 - Alerts
 - Supplier Requests
 - Purchase orders
 - Invoices
 - Payments
 - Contracts
 - Sourcing Events

4. My Company Profile

- List of **My Customers** Using Zycus.
- To update details select the **Action: Edit**.

5. Settings:

• Email Notification settings:

• Select when to receive a notification.

6. **Help**

- Zycus release notes.
- Help Video's.

7. My Profile

- Account Details Select the Pencil icon to make Edits.
- **Logout** of the system.

8. Merlin Supplier Help

- Zycus Al support function.
- 9. Quick Links
 - **Guide me Tour** navigation recordings.
 - **Reference Documents –** Documents uploaded.
 - **Contact Buyer Helpdesk –** CEWA contact details.
 - **Update Company Profile –** Select Edit, to update Company details.
 - **Update User Profile –** Select Edit to update your Profile.

5 Account Listing Page

The Accounts page allows you to view or edit your company details, view, and respond to Alerts and Requests.

• Navigate to the CEWA Logo > Account

	CUS							~	AppXtend 🗸	My Company Profile	Settings 🗸	Help 🗸 🚽 🗸
Home	H ne • Account	Cathol	lic Education Wester	rn Australia	Limited (CEWA)	0	Ê			A	K Merlin Supplier Help
Catholic	ACCOUNT	PURCHASE ORDERS	INVOICES/CREDIT MEMOS		EVENTS		RISK/PERFORMANCE	MY REQUESTS	REFERENCE DOCUMENTS			
Western	MY REQUESTS	MY COMPANIES	COMPLETED REQUESTS	MY ALERTS								
Limited	1	2	3	4								
(GEWA)	GSID	Company Name 💲		Created On	٥	Last Ed	lited On 💠	Status	٥	Created As	Actions	3

- **My Requests** Requests that require Actions
- My Companies Company details
 - Click on the Hyperlink of the Company name, or Click the View button under actions to VIEW company details.
 - Select **Edit** from the **Actions** column, to edit Details.
- **Completed Request** Requests Submitted and Approved.
- **My Alerts** View and Act on Alerts.

5.1 Edit/Update MY Company Details

- Click on **the CEWA logo**:
 - Select Account > My Companies.
 - Select **Edit.**

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	CUS					X AppXtend V My Company Profi	le Settings v Help v K v
Home	Home • Account	Catholic Education Wes	stern Australia Limited (CEW	A)			Mertin Supplier Help
Catholic Education Western Australia Limited (critical)	ACCOUNT MY REQUESTS	REFERENCE DOCUMENTS MY COMPANIES COMPLETED REQUESTS	MY ALERTS				
Limited (CEWA)	GSID	Company Name 🗘	Created On 🗘	Last Edited On 🗘	Status	Created As	Actions
	616		03/12/2024	03/12/2024	Active	Operational	Edit View
	Show records 10	~		(k) (k) 1 (j) (j)			Go to page 1

- Select a Business Location and Click on **Edit**:
 - All the CEWA Offices and Schools that currently use your Company will be listed.
 - The Only Location Specific Details are <u>School/Office specific Banking details</u>:
 - If you intend to update specific Location Banking details select the required Location.
 - **All other Fields are 'Global'** If changes are made to one Location, it will update for **ALL locations**.
 - TO make **"Global" Updates –** You can select **CEWA ADMIN or Any School Location.**
 - DO NOT Select: (The System will AUTO reject updates made to the following Locations, and your updates will not take effect):
 - o CEWA Broome
 - CEWA Bunbury
 - CEWA Geraldton
 - o CEWA Newman Siena Centre
 - o CEWA Perth
 - CEWA St Catherine's Centre
 - Update the details as required.
 - If the Address, Contact Details or Banking details have been updated, Select the drop down next to the APPextend button:
 - select **Validate address** To Validate the address.
 - Select **Validate eftsure** To validate the bank details.
- Select Submit.
- Once Submitted the Request will be in **MY REQUESTS** (CEWA Logo > Account > My Requests).
 - Click on the Hyperlink of the **Status** to view the Activity Details.
- Once **approved** by the CEWA Vendor Management Team, the updates will be reflected in the ZSN, and the Request is moved to **Completed Requests**.

5.2 Adding A new Company contact

To add a New contact with Access to the ZSN Portal:

- Select the CEWA Logo and Select Account, My Companies.
- Select a <u>Business Location</u>
- From the Action Column select Edit
- Navigate through the main menu and select Address
- From the Sub Menu select **Contact Details**
- From the Showing Contact Details For ALL Location section, select Add NEW
 - Select the Address
 - Contact Type: Select
 - **Populate the Form**, Mandatory fields are indicate by an (*)

CEWA	

₫ZY	CUS		AppXtend V	My Company Profile Settings ~ Help ~ J ~
Home	Home • Supplier	lic Education Western Australia Limited (CEWA)	E	At Merlin Supplier Help
Catholic	ACCOUNT PURCHASE ORDERS	INVOICES/CREDIT MEMOS CATALOGS EVENTS CONTRACTS RISK/PERFI	DRMANCE MY REQUESTS REFERENCE DOCUME	NTS
Western Australia	MY EVENTS MY DOWNLOADS	Sub		
Limited (CEWA)	Company* Main	All Locations * Contact Details * Menu		
	Terms & Conditions *	You are in System: cat_System under Facility: BU_CEWA7-CEWA ADMIN		
1	Address *	Associated Address(es)	Add New	Add a New
	Product & Services *	Select Legal/DBA supplier name Address ID Account Group Address	Phone Phone Extension F: Actions	Address
	Bank Details *		- Edit :	
	Purchasing		- Edit :	
	Licenses / Qualifications	3	* indicates mandatory	
	Insurance			
	Quality Assurance *	Showing Contact Details for All Locations	Add New 🏷	Add a New
	Sub-Contractors *	For Address Contact Type First Name Middle Name Last Name Title	Email Phone Number Actions	Contact
	Modern Slavery *		Edit :	Submit
	Social Procurement *		indicates mandatory	Validate the Update Update
CAN	CEL			Appxtend Save as Draft Submit

Supplier Portal Access YES/NO

- If the Contact requires access to the portal please select which Modules the User requires:
 - My Performance (Performance Evaluations)
 - My Profile
 - My RFXs and Auction (Sourcing, Quoting)
 - My Contracts
 - My Invoice
 - Procurement (Purchase Orders)
 - iRequests

TIP:

When editing information, the update will be sent to the CEWA Vendor Management team for approval. Whist there is a request in the system, another Edit can not be initiated.

COONT	INE PROCEREMENT							
\wedge	Home 🕞 Supplier		Showing Contact Details for All Locations					
Lu Home		lia Education Mac	Email		Phone Number	•		
		Phone Extension		Cell Number				
+ Catholic		INVOICES/CREDIT MEMOS	Phone Extension		Cell Number			
Education Western Australia	MY EVENTS MY DOWNLOADS		Fax		Fax Extension			
Limited (CEWA)	Company *	All Locations * Co	Fax		Fax Extension			
	Terms & Conditions *	You are in System: cat_System	Time Zone		Base language			
		Associated Address(Time Zone	~	Base language	~		
	Address *							
	Product & Services * Select Legal/DBA sur		Date Format		Number Format			
			Date Format	\sim	Number Format	~		
	Bank Details *	Ryco Hydraulics Pert		1.				
	Purchasing	Ryco Hydraulics Pert	Currency		Supplier Portal Access?			
	Licenses / Qualifications		Currency	~				
	Insurance		Modules assigned					
	Quality Assurance *	Showing Contact Det	My Performance (SPM) IRequest					
	Sub-Contractors *	For Address	My RFXs and auction (iSource)					
	Modern Slavery *		My Contracts (iContract)					
	Social Procurement *	(HQ)99 Calarco Drive	My Invoice (elnvoice)					
			Procurement (eProc)					
						* indicates mandatory		
						Cancel Save		

- Select SAVE.
- Validate the information by selecting the **dropdown** next to the **Appextend Button**.

- Select Validate Address
- Select Submit
- The Request has been **submitted for Approval** by the CEWA Vendor Management Team.
- The Request pending approval can be **viewed**: CEWA Logo > Account > My Requests.
- Once the Approval has been completed, the new Contact will **receive an email, to register on the ZSN Portal**.

5.3 Change a Contact's Email Details / User no longer at the Company

- Once a User has Access to the ZSN Portal the Email Address field for the contact becomes readonly.
- If an email update is required, A **New contact Needs to be Created** using the new email address.
- Once the Request has been approved, the new contact, will receive an email to Log in to **create a ZSN profile**.
- When the New user has access, the Original Contact **can be deleted**.
- When that Contact has been removed, that contact will **no longer have access** to the ZSN Portal.

Showing Contact	Details for All Loo	ations						Add New
For Address	Contact Type	First Name	Middle Name	Last Name	Title	Email	Pho	Actions
)	Edit :
								Edit :
	4						↓ * indic	ates n Delete

5.4 Bank Details

Bank details can either be added as default (relevant for all schools and offices) or school/office specific (if you use different bank accounts for each school/office).

			AppXtend V	My Company Profile	Settings 🗸 🛛 H	ielp 🗸 🔰		
	Company *	Default Bank Details * Bank Details (EFT)						
Home	Terms & Conditions *	You are in System: cat_System under Facility: 8025-Mel Maria Catholic Primary School (ATTADALE)						
* Catholic Education Western Australia Limited	Address *	Payment Method *						
	Product & Services	Direct Debit						
(CEWA)	Bank Details *		t indicator mandatory					
	Purchasing		indicates manadory					
	Licenses / Qualifications	School/Office Bank Details	Add New					
	Insurance							
	Quality Assurance *	Payment Method	Actions					
	Sub-Contractors *	EFT	Edit					
	Modern Slavery *		* indicates mandatory	* indicates mandatory				
	Social Procurement *	Bank Details (EFT)	Add New					
		Bank Account Name Account Number BSB IBAN (if applicable) Biller Code (if applicable) De	escription Actions	1				
			* indicates mandator	14 miles				
				Validate Address				
CAI	NCEL			A Appxtend	Save as Draft	Submit		

Add Default Bank Details:

- Select Method of Payment.
- Enter Bank Account Details (Do not use spaces or characters in the BSB or Account number fields).
- From the bottom of the screen select the dropdown arrow of the Appxtend button.
- Select the eftsure Status Button.
- Check that the banking details are Verified.

Add school/office specific bank details (these will be recorded

against the school/office that you selected at the start of the process,

or if you only supply to one school or the office, for this location)

- Select Method of Payment.
- Enter Bank Account Details (Do not use spaces or characters in the BSB or Account number fields).
- A Description can be added if you have multiple bank accounts for a location for example, if you have a BPAY account and an EFT account.
- From the bottom of the screen select the dropdown arrow of the Appxtend button.
- Select the eftsure Status Button.
- Check that the banking details are Verified.

5.5 Alerts

Alerts are sent to Suppliers to request documents to be uploaded, or details to be updated (i.e., insurance certificates of currency, qualifications, accreditation etc.).

- To **Access Alerts**, Click on the CEWA logo > Accounts > My Alerts.
- To **Action the Alert**, select the Action: **ACT**.
- The **Status** can be changed, as you progress with the required Tasks/actions.
- Comments can be entered, and the **update is Submitted**.
- The Alert listing page will indicate the updated Status of the Alert.

6 A Request for Further information

When a Notification has been received for supplier to update information or provide additional information.

- **Option 1**: Click on the **Hyperlink in the email** to view/action the request.
- **Option 2**: Log into the ZSN Portal, click on the **CEWA logo** select **Account >My Requests.**
 - Select the Business Location (<u>See above</u>).
 - Click on **Edit** to update or supply more information.
 - Select Submit and confirm the Submission.
 - Message received that the Submission was Successful.
 - The CEWA Vendor Management team, will review and may request additional information prior to approval.

TIP: If you use unique bank information for each school/office, please contact <u>supplieronboarding@cewa.edu.au</u> to enable the functionality.

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7 Risk / Performance

The Supplier will receive a notification to notify them of an event that requires a response. To access the Risk/Performance module, the Supplier Contact needs to be registered to Access the ZSN Portal and they require Access to the My Performance Module.

The Module consists of:

- **Scoring** This is a list of Events (Surveys) that you have been invited to score. You can click on **Respond button** to score In Progress events
- **Risk and Performance Reports** Suppliers can view the Scores they have achieved against a risk or performance event.
- **SCARS (Supplier Corrective Action Requests)** SCARS are raised to address non-confirmity in respect of the provision of products and services. A Supplier needs to address and provide evidence of the measures taken to adress the SCAR.
- **Analysis** Suppliers can view their Perfomance history with CEWA.
- **Development Programs** Programs are launched to improve supplier performance, tasks and milestones are created to track the progress.
- **Tasks and Milestones** are Tasks and Goals setout for the Supplier to complete against their Development Program.
- **Reminders –** Lists the reminders that have been sent to the supplier
- **Notifications** Lists the notifications that have been sent to a supplier regarding Risk and Performance.

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* Catholic	ACCOUNT	RISK/PERFORMANCE	REFERENCE DOCUMENTS								
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Limited (CEWA)	Filters	<	Score Events ①					9	ධ Search		
	Status	~	Name	Scorecard N	Туре	Owner	Supplier Na	End Ti 😇	Status	Response Sub	Actions
			Supplier Performance Evaluation (HU)	Performan	Event	Zycus Ad	Digital Hori	25/12/2024 - 11: 55: 00 PM	In Progress	Pending	Respond :

8 **Purchase Orders**

Purchase orders allow the supplier contact to view the status of all purchase orders issued by CEWA to the supplier. The supplier can perform various actions based on the PO Status.

The supplier contact requires Procurement (eProc) access to the ZSN Portal to view and take action on purchase orders received.

- Navigate to the **CEWA Logo > Purchase Orders.**
- Depending on the **Purchase order (PO) status** the following actions can be performed:
 - **View PO** Review the Purchase Order, and Accept or Reject the Purchase order.
 - **Confirm the PO** Confirm the PO without reviewing.
 - **Reject the PO** Reject the PO without reviewing.
 - **Create Invoice** An Invoice can be created from the Purchase Order, enter all the required details and Submit.

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 Create Shipment Notice – Enter all the required details and submit to notify CEWA of the delivery.

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Home	Home • Purchase Orde	tholic Educatior	n Western Australia	Limited (CEWA)			T O	1		Merlin Supplier Help
	ACCOUNT	PURCHASE ORDERS	INVOICES/CREDIT MEMOS	CATALOGS EVENTS	CONTRACTS	RISK/PERFORMANCE	MY REQUESTS	REFERENCE DOCUMEN	TS	
Catholic Education Western Australia Limited	Filters		All Purchase Orders						Q, Sea	rch
(CEWA)	PO Status	^								
	Q. Search Select All Unconfirmed Partially Confirmed Notified Partially invoiced b Fully invoiced by s	(10) d y supplier upplier				No record	Is found			
	Rejected Closed									
	Canceled									
	РО Туре	^								
	 Q. Search Select All Standard Blanket 	(4) Clear All Apply								

8.1 Filter by Location

To view which CEWA school or office has sent the purchase order:

- Navigate to the **CEWA Logo > Purchase Orders.**
- To **Open the Filters**, Click on the Green arrow next to ALL purchase orders.
- Under the **Business Unit Section** Select the Required Location.
- Click Apply.

9 Help and Support

- For any CEWA related queries please email: <u>supplieronboarding@cewa.edu.au.</u>
- Zycus Assistance:
 - Select the Help Button:
 - Release Notes Listing all System Updates
 - Help Videos **How to Recordings** (Note these are NOT CEWA specific Videos).

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\triangle	All Customers 🗸				Connect to Customer				
Home					Release Notes				
Catholic Education Western Australia Limited (CFWA)	M Tim Product Support, to assist and converse on a wide range of topics!		Help Videos				6		
	Get started to ask Suppler Help and Customer Specific Queries		About Product				Links		
	My Dashboard						Ouick		

10 Document Version

Version	Amendment	Modified by	Date
0.1	Create	D Liebenberg	11.2.2025