CATHOLIC EDUCATION
WESTERN AUSTRALIA

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.

Contents

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 SupplierOnboarding@cewa.edu.au for assistance.
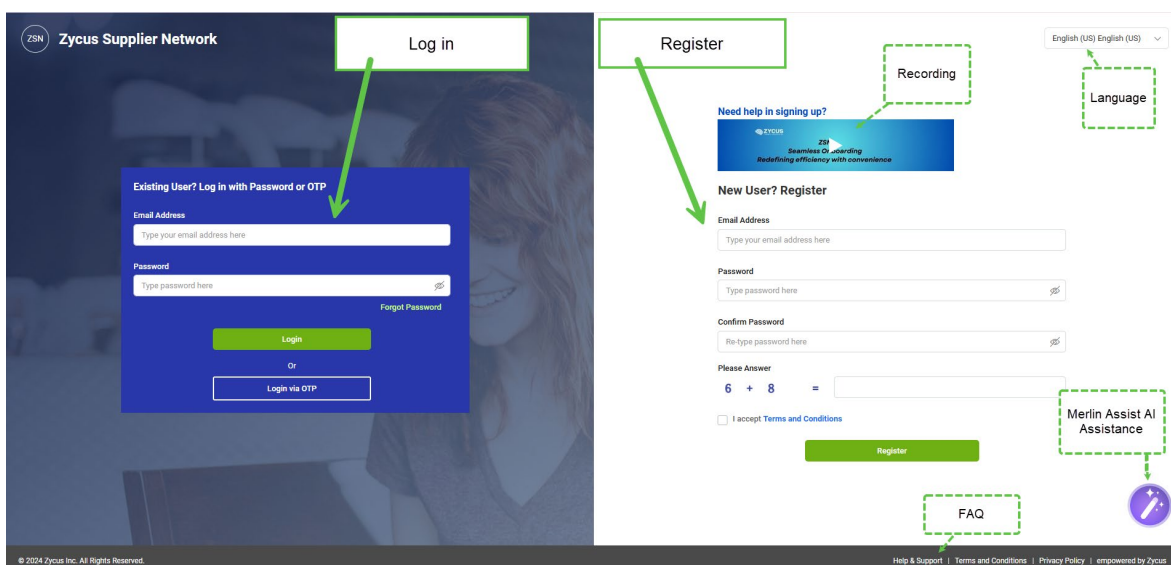

TIPS

Each supplier is provided with a personalised link. (The link shown in the illustration is for demonstration purposes only.)

1.2   Registration

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

- 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)*

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**

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.**

- **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**
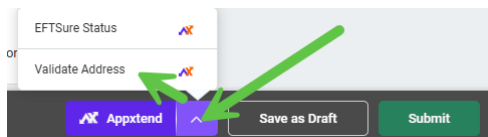
      - If the Address comes up as **Not Verified**, **click on the Arrow** next to the address to see potential corrections.
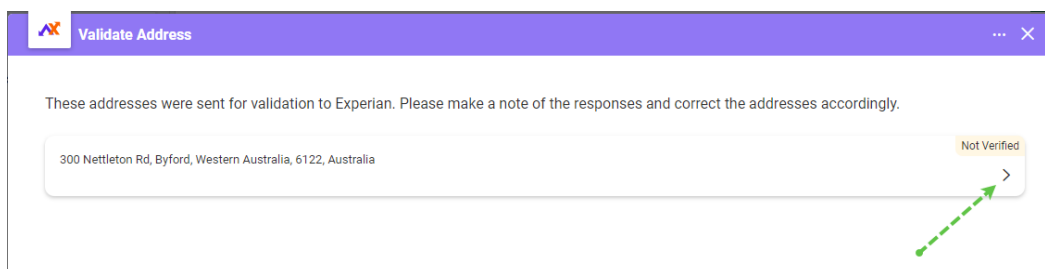
      - By selecting the correct address, the System will automatically update the address in the Address Sections and the address will be verified.
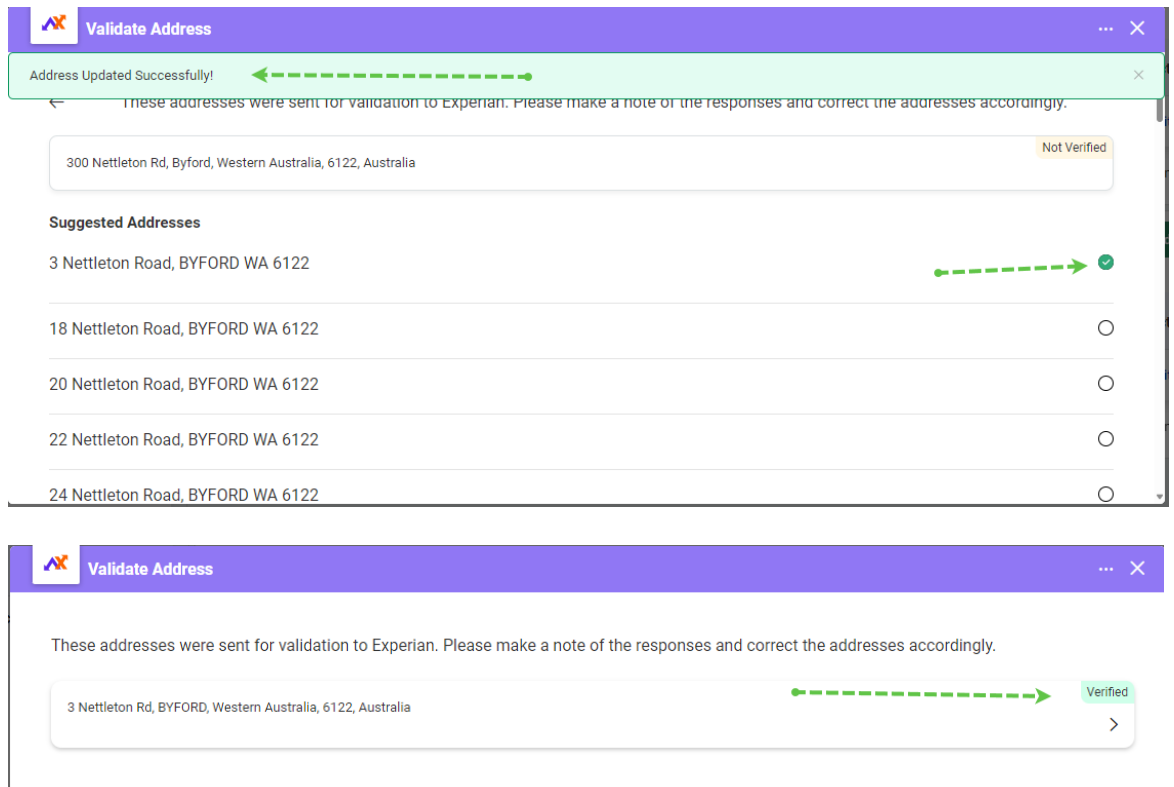
o   If no Potential Suggestions come up, please manually update the address in Zycus, and redo the Address Validation.

▪   **Products and Services**

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

- o   Select **Add New** to add Products and Services
  - o   **Level 1 Category:**
    - ❖   E.g. Musical Instruments and Games and Toys and Arts and Crafts and Educational Equipment and Materials and Accessories and Supplies.
  - o   **Level 2 Category**
    - ❖   E.g. Developmental and professional teaching aids and materials and accessories and supplies.
  - o   **Level 3 Category (Optional)**
    - ❖   E.g. Teacher resource materials.

- ▪   Click **Submit, Confirm the Submission**
- ▪   If there is a validation issue:
  - o   **Warning –** User can review the warning and continue with the Submission if the information is correct.
  - o   **Error –** The record cannot be submitted; the Error needs to be addressed first.

- •   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.


- ▪   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:**
    - o   On the **Supplier Requests** tile **click on the Company Name** hyperlink to complete the onboarding.
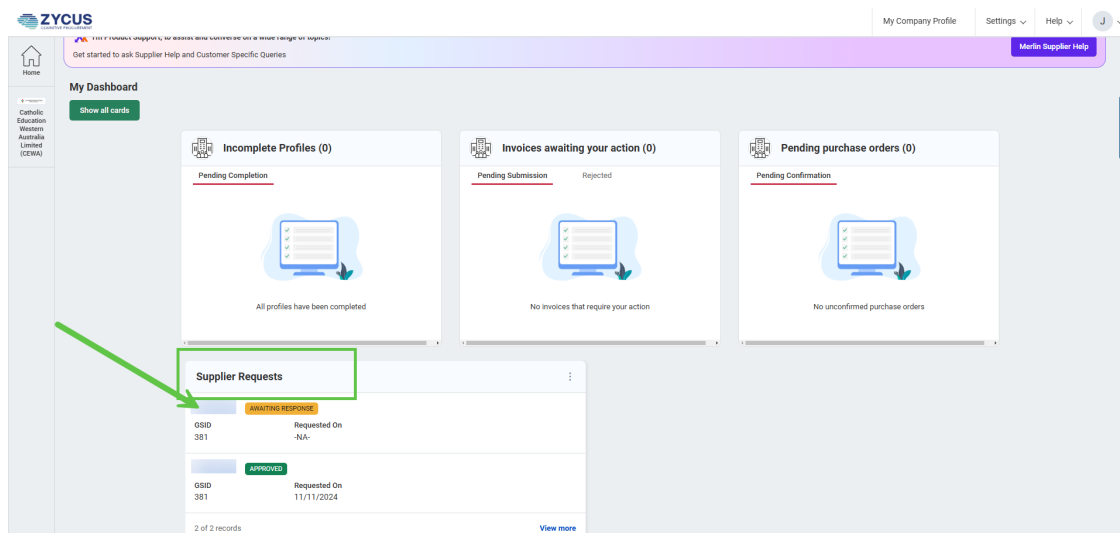
  - **Option 2:** From the **CEWA Logo:**
    - o   Click on the **CEWA logo** select **Account and My Requests.**
    - o   Click on **Edit** to complete the onboarding.
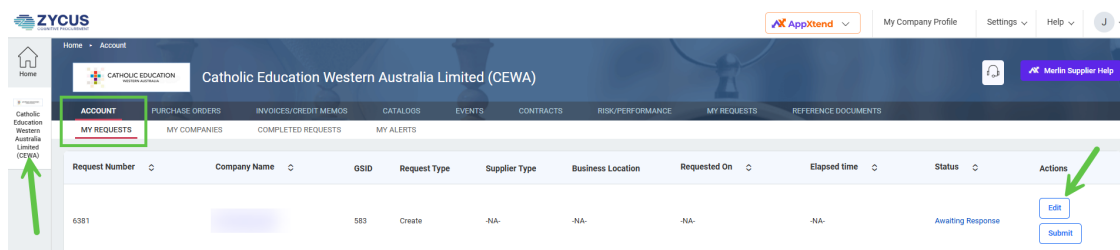
- **Populate** additional information**:**
  - All **Mandatory fields** are completed (marked with an *).
  - Work through **ALL** the **Menu** items on the left (Main Menu) and **Sub Views.**

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.

- **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).
    - 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 Supplieronboarding@cewa.edu.au

TIP:

Ensure the Supplier Names Match the ABN register:

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

Legal Name – Entity Name **Business Name** – Business Name **Known As –** *Trading Name*

TIP: Products and Services

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 presented in the search.
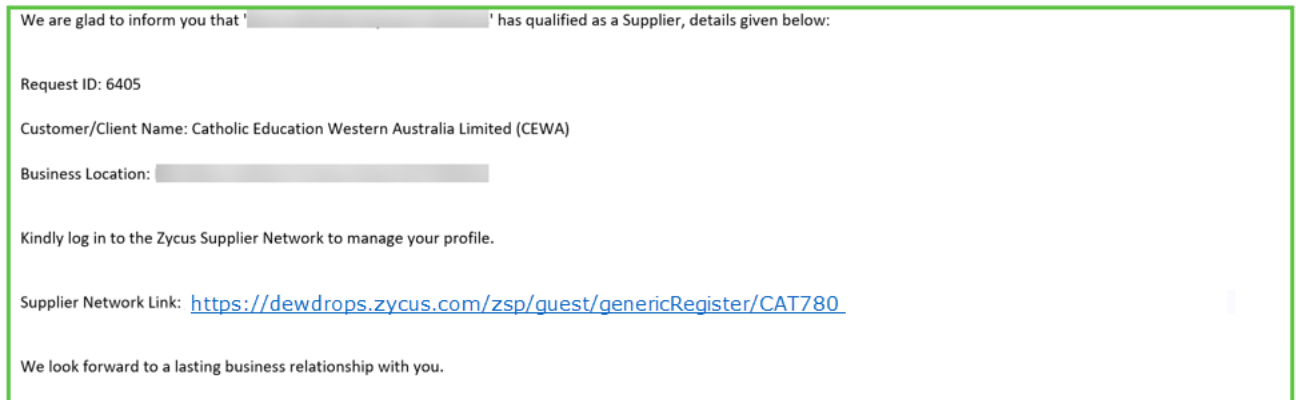
TIP:

Ensure the details match the Registered details in EFTSure. This includes the **Bank Account Name**
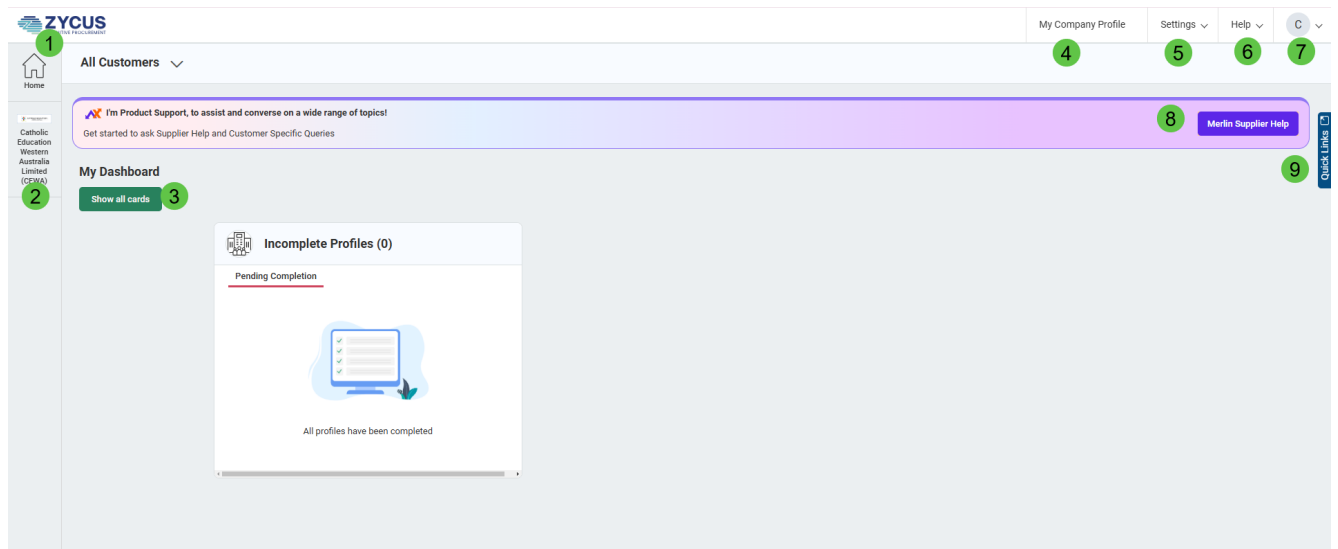
- **Purchasing**
  - o Global Payment Terms.
- **Licenses/Qualifications**
  - o Please provide details of **licences held, industry qualifications**, etc., covering your area of operation. Your response must include reference to qualifications held by personnel undertaking work for CEWA.
  - o **Licenses** may include **trade qualifications** applicable to the goods or services provided by the supplier.
- **Insurance**
  - o 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**
  - o Is the supplier certified against a recognised and comparable **Quality Standard**?
  - o If yes, provide details of the certification and **Add Certificate.**
- **Sub-Contractors**
  - o Does your company **use subcontractors**?
  - o 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**
  - o Populate the fields to demonstrate the supplier's understanding of the risk of Modern Slavery in its extended supply chain.
- **Social Procurement**
  - o Aboriginal Business Preferences
  - o 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 below:

Request ID: 6405

Customer/Client Name: Catholic Education Western Australia Limited (CEWA)

Business Location: _____

Kindly log in to the Zycus Supplier Network to manage your profile.

Supplier Network Link: https://dewdrops.zycus.com/zsp/guest/genericRegister/CAT780

We look forward to a lasting business relationship with you.

4   Navigating the ZSN Portal

4.1   Home Page

1.   **Home** – Selecting Home, will bring you back to the home screen (**My Dashboard**).
2.   **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 AI 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**

- **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.**
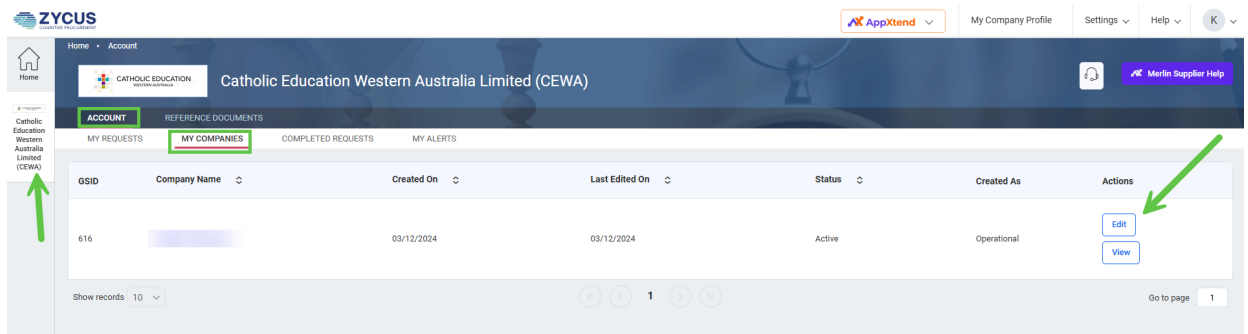
- Select a Business Location and Click on **Edit**:
  - All the CEWA Offices and Schools that currently use your Company will be listed.
  - The **Only Location Specific Details** are **School/Office specific Banking details**:
    - If you intend to update specific Location Banking details – select 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):
    - **CEWA Broome**
    - **CEWA Bunbury**
    - **CEWA Geraldton**
    - **CEWA Newman Siena Centre**
    - **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 Business Location**
- 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 (*)

- **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.

- 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 **read-only**.
- 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.
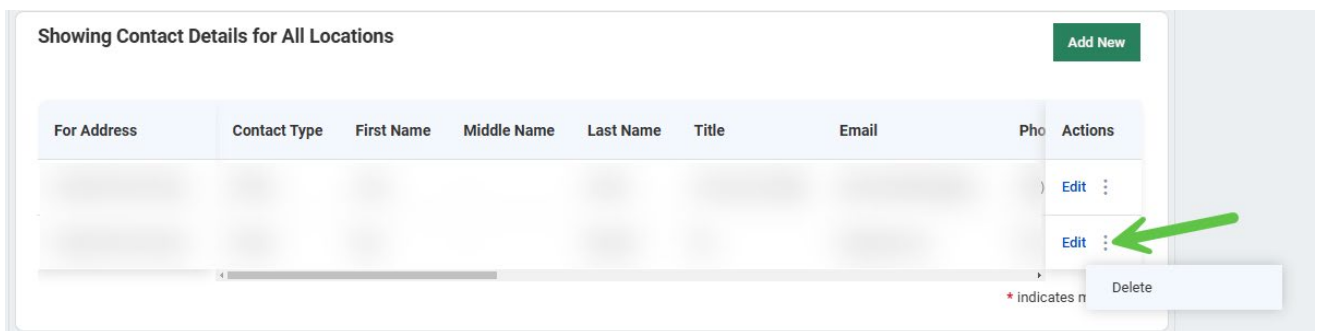
5.4   Bank Details

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).
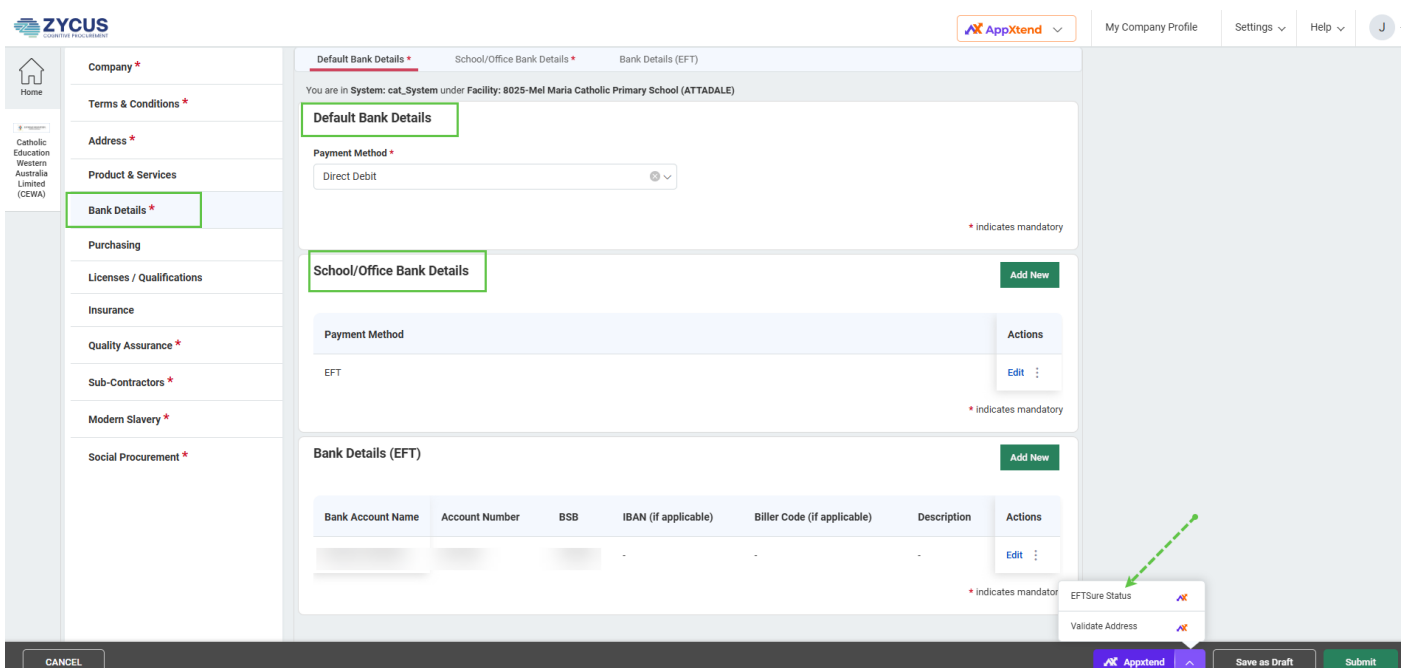
Add Default Bank Details:

- 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)

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

- 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 (See above).
  - 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.

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.
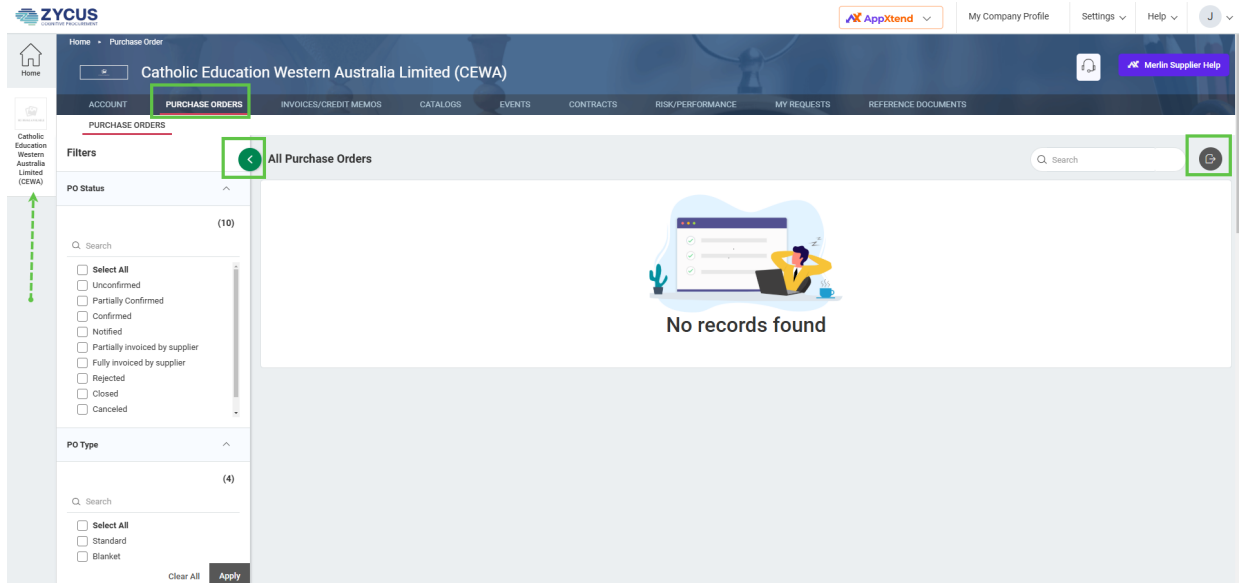

8   Purchase Orders

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


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: supplieronboarding@cewa.edu.au.
- Zycus Assistance:
  - Select the **Help Button:**
    - o   Release Notes – Listing all System Updates
    - o   Help Videos – **How to Recordings** (Note these are NOT CEWA specific Videos).
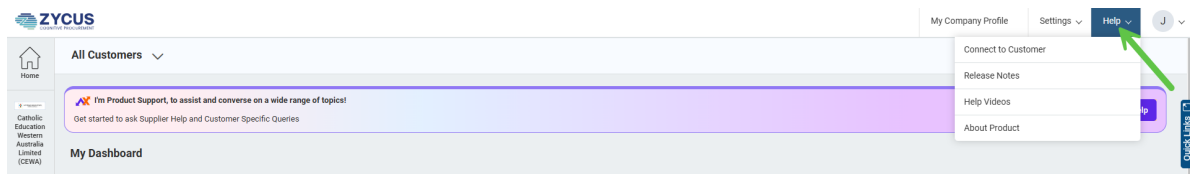
10   Document Version

Version	Amendment	Modified by	Date
0.1	Create	D Liebenberg	11.2.2025
0.2	Update the Links	D Liebenberg	24.03.2025