

# Zycus Supplier Network Help Guide

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Effective: 20/03/2025

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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.

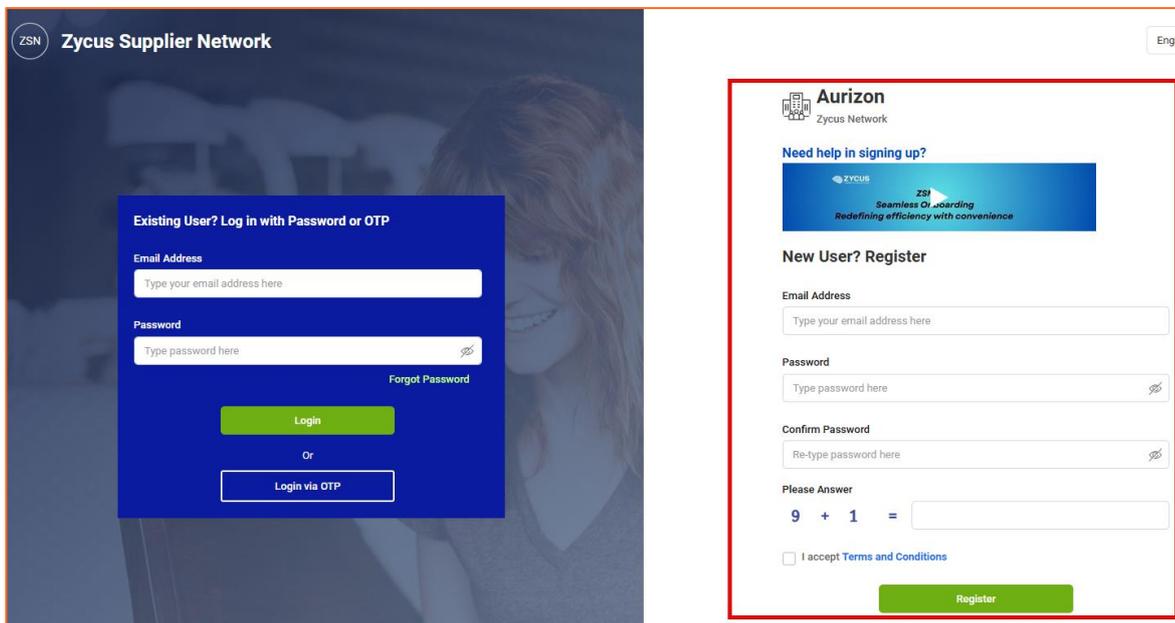
## 2. How to register and activate your account

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.

**IMPORTANT!** You have a 14-day period in which to complete the Zycus process. After this time the request to onboard as a supplier of Aurizon will be cancelled. Please note, payment cannot be made to any supplier who has not completed the Zycus onboarding process.

You will have received an email notification from 'Zycus Notification' with the subject "Welcome to the Zycus Supplier Network - Action required". In the email will be a unique link to open the ZSN. website.

**IMPORTANT!** email must match the address the notification was sent to.



### 2.1 Create Password

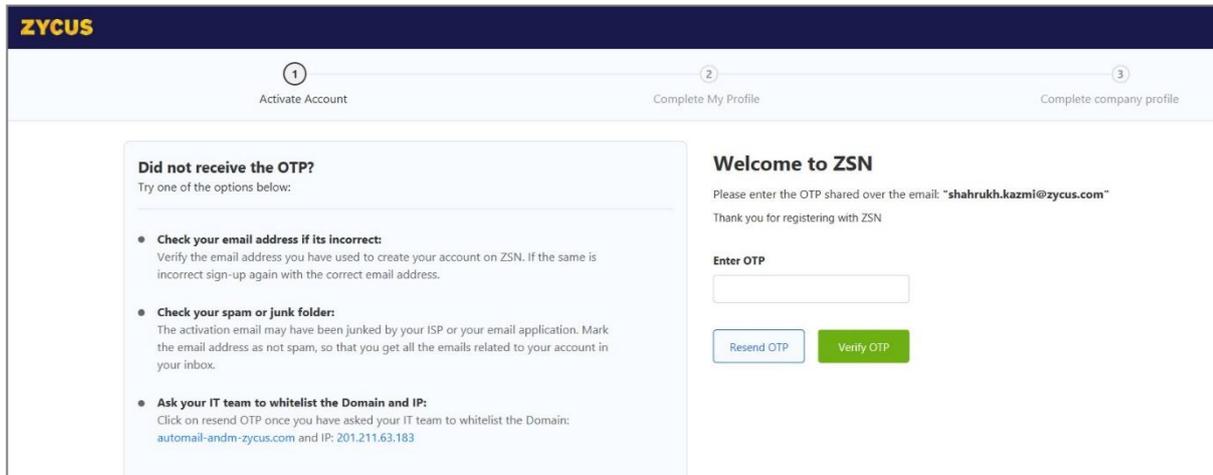
As a 'New User', enter your email address and set up a password.

### 2.2 One Time Password

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 an OTP (One Time Password) code.

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

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



**ZYCUS**

1 Activate Account      2 Complete My Profile      3 Complete company profile

**Did not receive the OTP?**  
Try one of the options below:

- **Check your email address if its incorrect:**  
Verify the 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 spam or junk folder:**  
The activation email may have been junked by your ISP or your email application. Mark the email address as not spam, so that you get all the emails related to your account in your inbox.
- **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: automail-andm-zycus.com and IP: 201.211.63.183

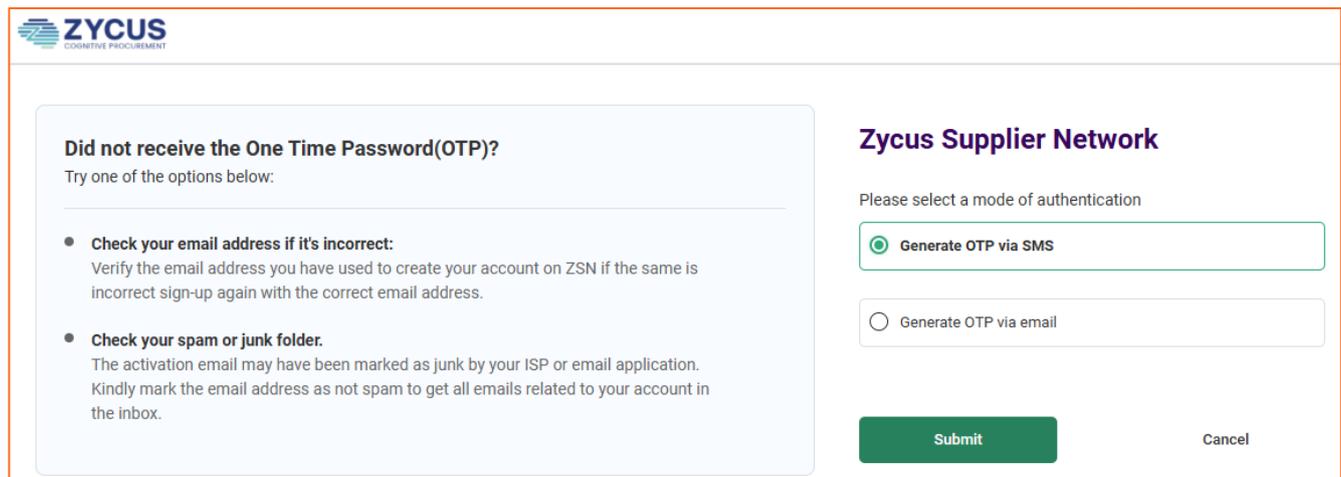
**Welcome to ZSN**

Please enter the OTP shared over the email: "shahrukh.kazmi@zycus.com"  
Thank you for registering with ZSN

**Enter OTP**

## 2.3 Multi-factor Authentication

Zycus Supplier Portal access requires multi-factor authentication, during registration you will be required to select the preferred method to receive the authentication code for future log ins.



**ZYCUS** COGNITIVE PROCUREMENT

**Did not receive the One Time Password(OTP)?**  
Try one of the options below:

- **Check your email address if it's incorrect:**  
Verify the 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 spam 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 inbox.

**Zycus Supplier Network**

Please select a mode of authentication

Generate OTP via SMS

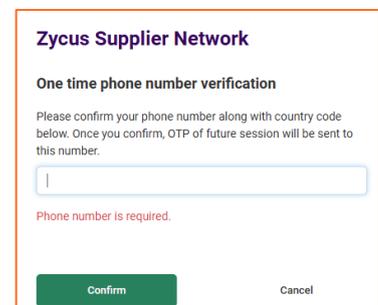
Generate OTP via email

### 2.3.1 SMS

Enter mobile number to receive the text message with the code.

**IMPORTANT! number MUST include country code - Format for Australian mobile numbers = 61XXXXXXXX).**

Enter the OTP and select 'Confirm' to continue.



**Zycus Supplier Network**

**One time phone number verification**

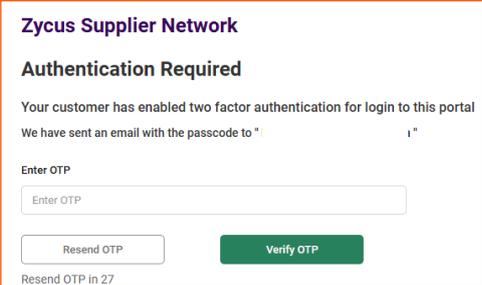
Please confirm your phone number along with country code below. Once you confirm, OTP of future session will be sent to this number.

Phone number is required.

### 2.3.2 Email

The email address used to setup the registration will be automatically sent the OTP. Enter the OTP and select 'Verify OTP'.

Once verified, the account is activated.



### 2.3.3 Update multi-factor authentication method

The method of authentication can be updated by navigating to the 'Account Settings' under the login menu on the top right of the Supplier Portal (once logged in).

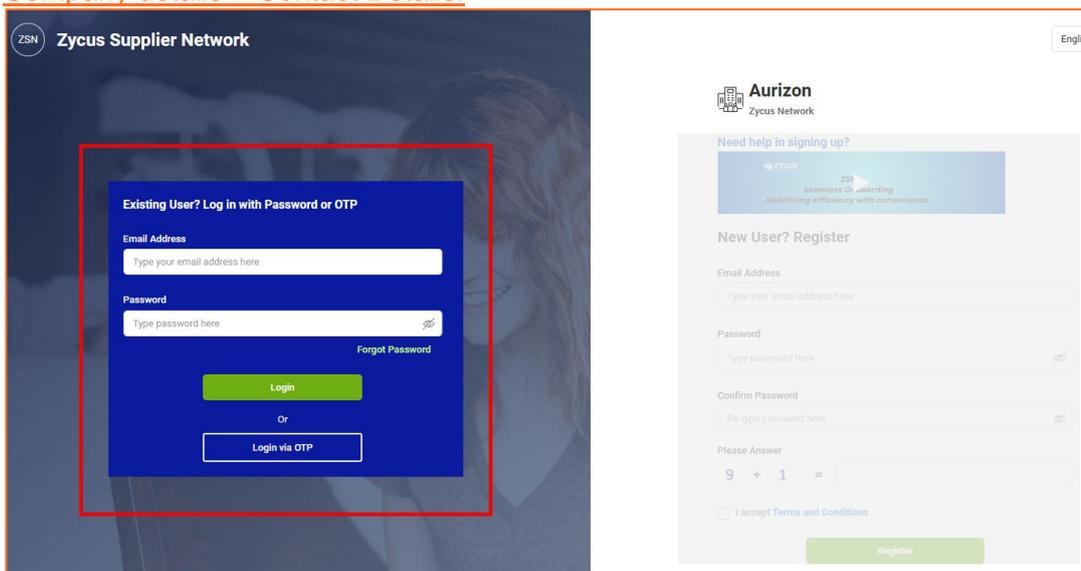
## 3. How to log into the Zycus Supplier Network Portal

Once account is activated, access the ZSN Portal via the below link:

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

### 3.1 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](#).

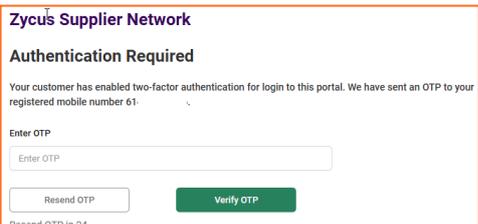


**Note:** If you are currently working with Aurizon (submitting invoices etc). DO NOT Register. If you are unable to login, please email [vendormasterdata@aurizon.com.au](mailto:vendormasterdata@aurizon.com.au) for assistance.

### 3.2 Multifactor Authentication

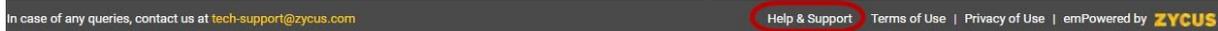
For security purposes, multifactor authentication is required to access the portal.

The OTP will be issued via the method selected during registration – SMS or Email. Enter the OTP and select 'Verify OTP'.



### 3.3 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	GSD	Request Type	Supplier Type	Business Location	Requested On	Elapsed Time	Status	Actions
2208	ZYCUS TEST SUPPLIER 1	4210	ES	Operational	aur_facility	N/A	N/A	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



**Note:** 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.**

<b>Company *</b>	<b>Company Details *</b>	Questionnaire *	Financial & Tax Information
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### 5.1.1 Company Details (mandatory)

Mandatory fields are -

Company Information	Insurance Details	Attachments
Trading Name Legal Structure	Public Liability Insurance Professional Indemnity Insurance (if required) Certificate of Currency upload Workcover Insurance	Proof of Business address Proof of Bank Account details  Remittance email address PO Email address

### 5.1.2 Email Address – PO & Remittance (mandatory)

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

**Attachments**

**Proof of Company/Business physical address** ⓘ

Drop a file here or browse file
Browse

**Proof of Bank Account details** ⓘ

Drop a file here or browse file
Browse

**Remittance email address \*** ⓘ

Remittance email address

**PO email address \*** ⓘ

PO email address

### 5.1.3 Questionnaire (mandatory)

All questions must be answered to undertake business with Aurizon.

**Chain of Responsibility**

**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>) \***

Q1. Based on the nature of goods and/or services that you supply to Aurizon
▼

**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>) \***

Q2. Does your company have safety systems and controls to identify, asses
▼

**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? \***

Q3. If you answered "NO" to Question 2, does your company have a plan to i
▼

**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>)

## 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

ABN Number

GST Registered \*

## 5.2 Address tab (mandatory)

### 5.2.1 All Locations – supplier address

**Note:** 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)

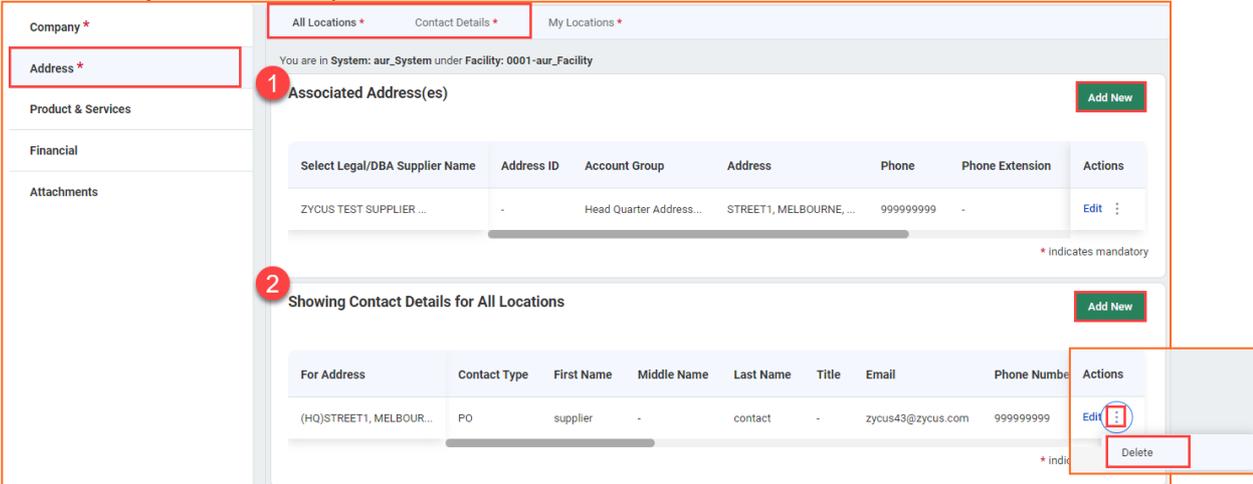
### 5.2.2 Contact Details – supplier contacts

Maintain supplier contacts for access to the portal here.

**IMPORTANT!** You must add a minimum of two contacts

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.



The screenshot shows the 'Address' and 'Contact Details' tabs. The 'Address' tab is highlighted with a red box and a '1' in a red circle. The 'Contact Details' tab is also highlighted with a red box and a '2' in a red circle. A red box highlights the 'Delete' button in the 'Actions' column of the contact table.

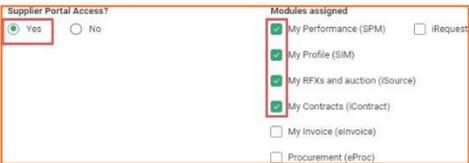
Select Legal/DBA Supplier Name	Address ID	Account Group	Address	Phone	Phone Extension	Actions
ZYCUS TEST SUPPLIER ...	-	Head Quarter Address...	STREET1, MELBOURNE, ...	999999999	-	Edit

For Address	Contact Type	First Name	Middle Name	Last Name	Title	Email	Phone Number	Actions
(HO)STREET1, MELBOUR...	PO	supplier	-	contact	-	zycus43@zycus.com	999999999	Edit, Delete

**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.



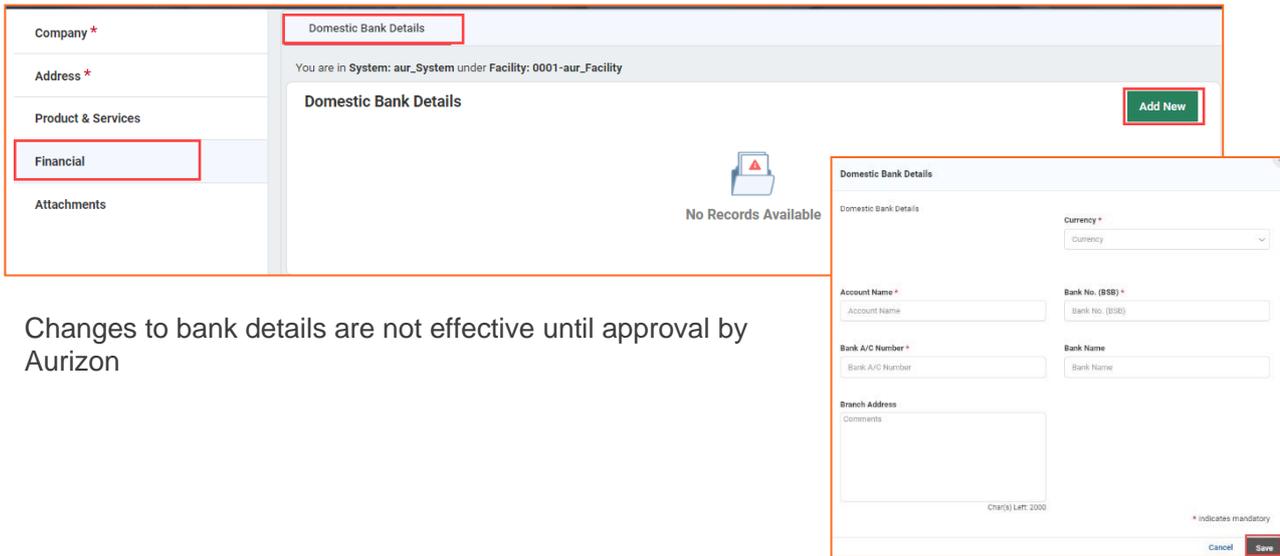
The screenshot shows the 'Supplier Portal Access?' section with 'Yes' selected. The 'Modules assigned' section has 'My Performance (SPM)', 'My Profile (SIM)', 'My RFxs and auction (Source)', and 'My Contracts (Contract)' checked.

## 5.3 Financial tab

### 5.3.1 Domestic Bank Details

Add/Edit/Delete bank details

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



Company \*

Address \*

Product & Services

**Financial**

Attachments

Domestic Bank Details

You are in System: aur\_System under Facility: 0001-aur\_Facility

Domestic Bank Details

Add New

No Records Available

Domestic Bank Details

Domestic Bank Details

Currency \*

Account Name \*

Bank No. (BSB) \*

Bank A/C Number \*

Bank Name

Branch Address

Comments

Chart(s) Left: 2000

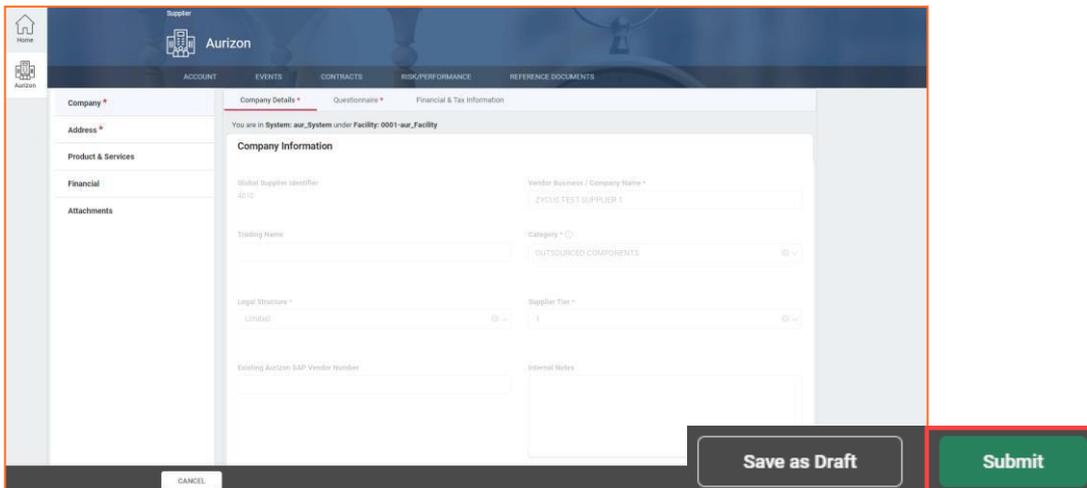
\* indicates mandatory

Cancel Save

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.



Supplier

Aurizon

ACCOUNT EVENTS CONTRACTS RISK/PERFORMANCE REFERENCE DOCUMENTS

Company \*

Address \*

Product & Services

Financial

Attachments

You are in System: aur\_System under Facility: 0001-aur\_Facility

Company Information

Global Supplier Identifier \*

Trading Name

Legal Structure \*

Existing Aurizon SAP Vendor Number

Vendor Business / Company Name \*

Category \*

Supplier Tier \*

Internal Notes

Save as Draft

**Submit**

CANCEL

There will be a prompt before submitting.

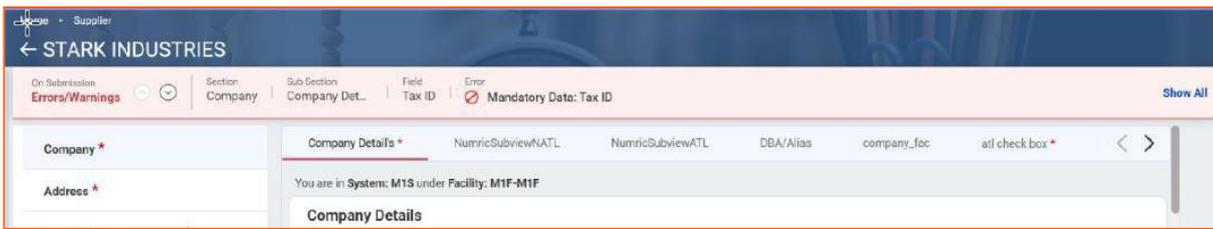


Submit Request

Are you sure you want to submit?

Cancel Submit

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	OSID	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 <b>Submitted</b>	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

**Note:** 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.

**Note:** 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

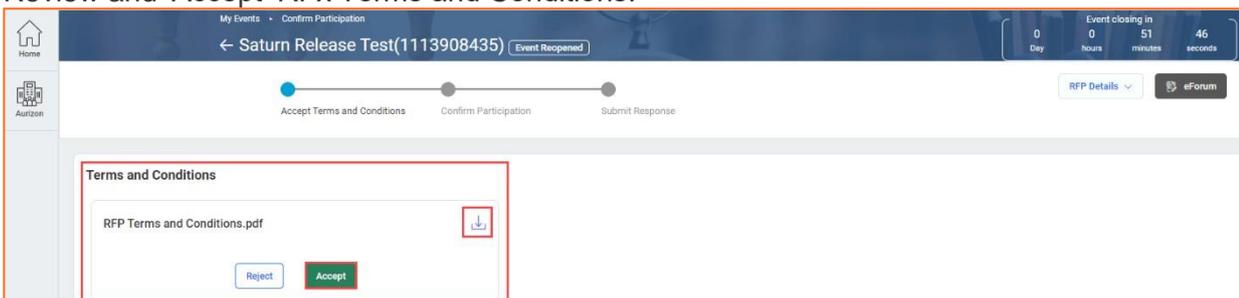
1. Aurizon
2. Events
3. My Events



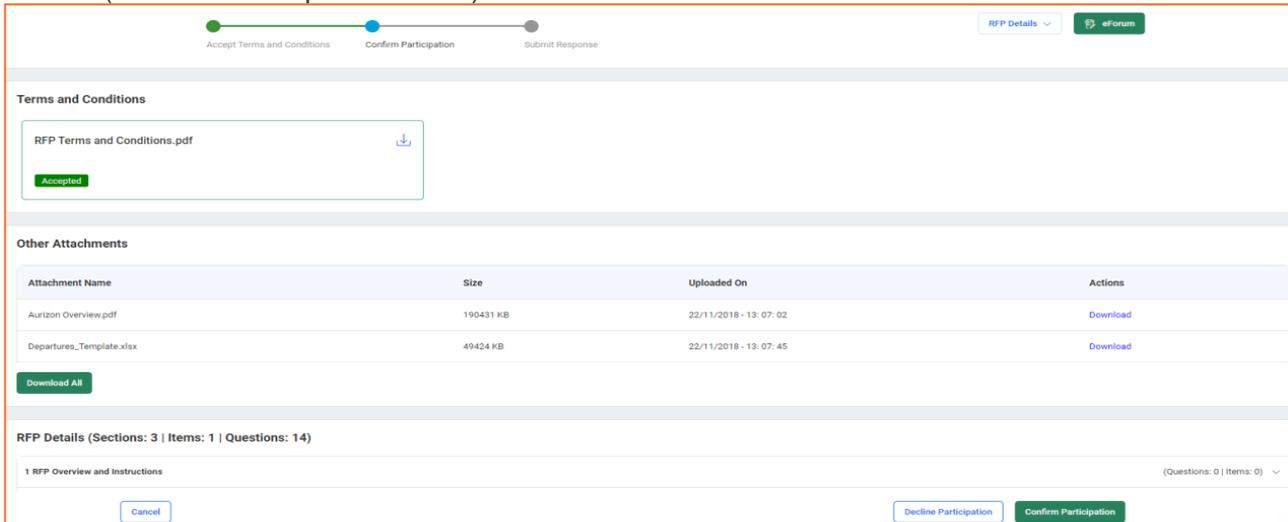
Locate the relevant event in the dashboard and select 'Enter event'

Event ID	Event Name	Event Owner	Event Open Date	Event Close Date	Event Type	Invite Type	Event Status	Action
1113908435	Return Release Test	Kelly Peebles	14/06/2022	14/06/2022	RFP	Invited	Event Reopened	<b>Enter event</b>

### 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).

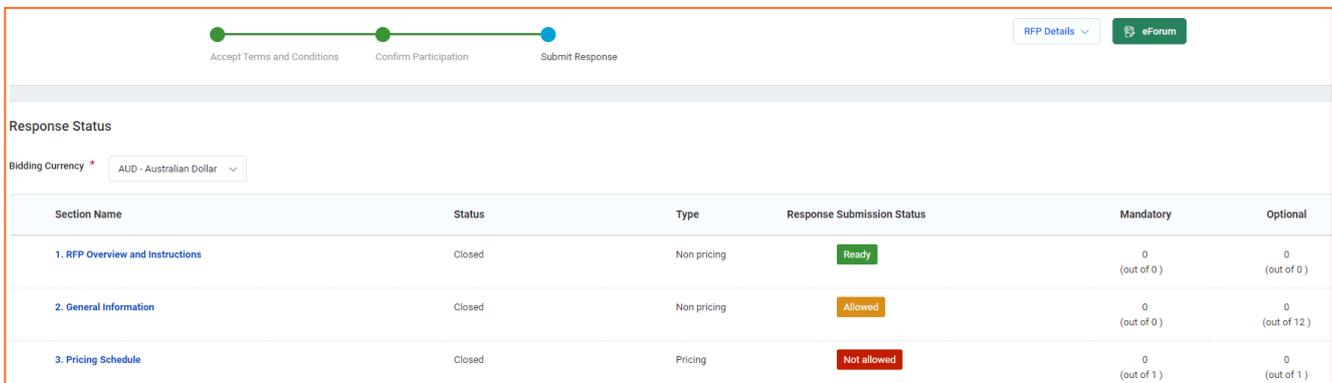


The screenshot shows the RFX event interface. At the top, there is a progress bar with three steps: 'Accept Terms and Conditions' (completed), 'Confirm Participation' (current step), and 'Submit Response'. Below the progress bar, there are buttons for 'RFP Details' and 'eForum'. The main content area is divided into two sections: 'Terms and Conditions' and 'Other Attachments'. The 'Terms and Conditions' section shows a document titled 'RFP Terms and Conditions.pdf' with a download icon and a green 'Accepted' button. The 'Other Attachments' section is a table with columns for 'Attachment Name', 'Size', 'Uploaded On', and 'Actions'. It lists two attachments: 'Aurizon Overview.pdf' (190431 KB, uploaded 22/11/2018 - 13: 07: 02) and 'Departures\_Template.xlsx' (49424 KB, uploaded 22/11/2018 - 13: 07: 45). Below the table is a 'Download All' button. At the bottom of the screenshot, there is a 'RFP Details' section with a dropdown menu showing '1 RFP Overview and Instructions' and a '(Questions: 0 | Items: 0)' indicator. There are buttons for 'Cancel', 'Decline Participation', and 'Confirm Participation'.

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

[Decline Participation](#)
[Confirm Participation](#)

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.



The screenshot shows the RFX event interface with the progress bar updated to 'Submit Response'. The 'Response Status' section is visible, showing a dropdown for 'Bidding Currency' set to 'AUD - Australian Dollar'. Below this is a table with columns: 'Section Name', 'Status', 'Type', 'Response Submission Status', 'Mandatory', and 'Optional'. The table contains three rows of data:

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)

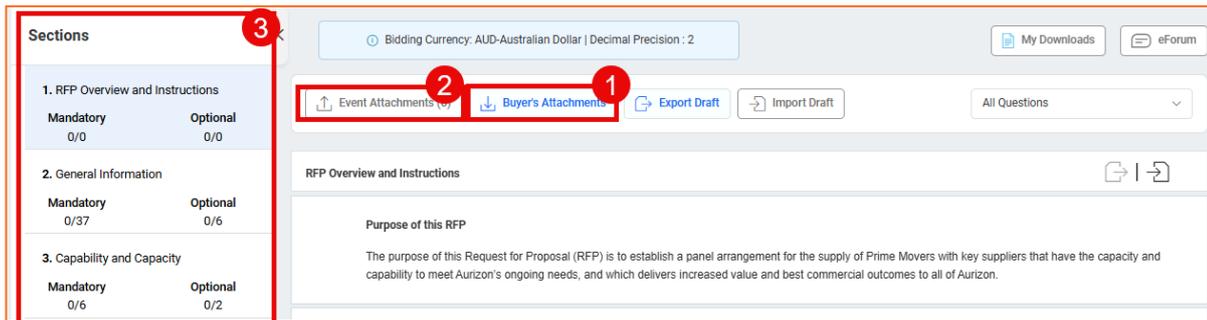
Ready = all responses completed

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)



**Sections**

Section	Mandatory	Optional
1. RFP Overview and instructions	0/0	0/0
2. General Information	0/37	0/6
3. Capability and Capacity	0/6	0/2

Bidding Currency: AUD-Australian Dollar | Decimal Precision : 2

My Downloads eForum

Event Attachments (0) Buyer's Attachments (1) Export Draft Import Draft

All Questions

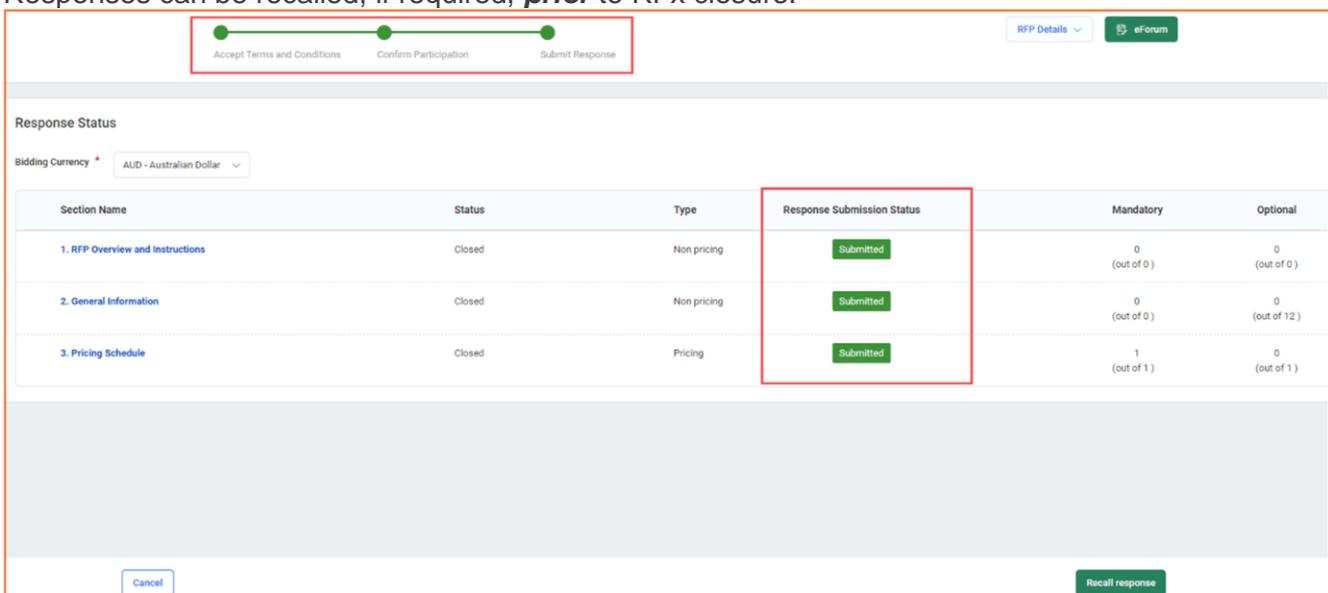
RFP Overview and Instructions

Purpose of this RFP

The purpose of this Request for Proposal (RFP) is to establish a panel arrangement for the supply of Prime Movers with key suppliers that have the capacity and capability to meet Aurizon's ongoing needs, and which delivers increased value and best commercial outcomes to all of Aurizon.

To return to the main tracking dashboard; select 'Done'

Once all responses have been completed, select 'Submit'. The dashboard will automatically update. Responses can be recalled, if required, **prior** to RFX closure.



Accept Terms and Conditions Confirm Participation Submit Response

RFP Details eForum

Response Status

Bidding Currency \* AUD - Australian Dollar

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)

Cancel Recall response

## 7.1 RFX Clarification Questions (e-Forum)

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

- You can ask questions in the Public e-Forum (anonymous)
- OR**; utilise the Private e-Forum that can only be viewed by Aurizon

RFP Details eForum

## 8. How to execute contracts

Aurizon utilised AdobeSign for contract e-signing.

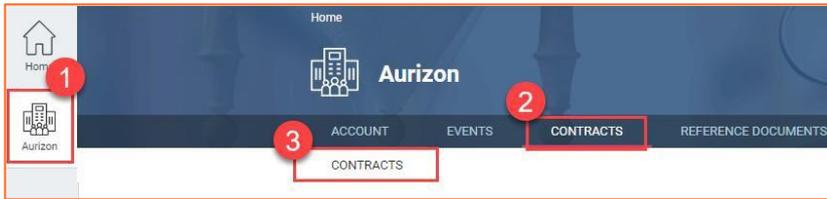
Once contract signing has been initiated - the Signer will receive email from AdobeSign with link to review and sign the document.

For support with signing an agreement, please refer to the AdobeSign Guide - [Sign an agreement sent to you.](#)

## 9. How to view executed contracts

### Viewing contracts which *you* have executed

1. Aurizon > 2. Contracts > 3. Contracts



## 10. Support

If the ZSN Help Guide is unable to assist you, please refer to the below support contacts:

**AURIZON System Administrator/Support**

**AURIZON Vendor Master Data team**

[source2pay@aurizon.com.au](mailto:source2pay@aurizon.com.au)

[vendormasterdata@aurizon.com.au](mailto:vendormasterdata@aurizon.com.au)