


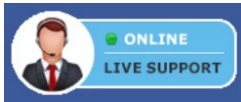
New Aurizon Procurement Platform: Supplier FAQs

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

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 10th 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. 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>There is an Aurizon branded Quick Reference Help Guide available.</p> <p>Alternatively – Zycus supply Help Manuals and Help Videos – to access, click the “Help” button on the main menu.</p>  <p>As another option, Zycus have a Live Engage button on their main website and you will be automatically connected to Zycus Technical Support team using 'online chat' functionality.</p>  <p>The Zycus 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>
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?	<p>Yes.</p> <p>Aurizon will be alerted to the proposed changes and after they are approved, the system is immediately updated in real time.</p>
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?	<p>Communication via email is an integral part of the solution. All emails are tracked, managed and accessible within the platform.</p> <p>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 procurement@aurizon.com.au requesting deactivation of your account.</p>
Where to go to for support	See Contact Details below

Zycus Support



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



Email tech-support@zycus.com

AURIZON System Administrator



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