

Zycus Supplier Network (ZSN)

Portal navigation guide

Last updated 08 October 2024

The **Zycus Supplier Network portal (ZSN)** allows suppliers to engage with V/line via a web-based portal. Use this guide to help you create your profile, navigate through the ZSN portal, view your supplier account details and to respond to sourcing events. Please email procurementsystems@vline.com.au if you require further assistance.

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How to register a supplier account on ZSN

Before accessing the Zycus Supplier Network (ZSN) you must register an account and create a profile.

1. Register a ZSN account:

To register a ZSN account:

- Access the [ZSN registration link here](#)
- On the right side of the screen:
 - Enter your email address
 - Create a password
 - Accept terms & conditions
 - Select Register
- You will receive a one-time pin to activate your ZSN profile

The screenshot displays the Zycus Supplier Network (ZSN) login and registration interface. On the left, the 'Existing User? Log in with Password or OTP' form includes fields for 'Email Address' and 'Password', a 'Login' button, and a 'Login via OTP' button. On the right, the 'New User? Register' form includes fields for 'Email Address', 'Password', and 'Confirm Password', a 'Please Answer' section with a math problem (0 + 7 =), and a 'Register' button. A blue box highlights the 'Need help in signing up?' link, and a yellow box highlights the registration form.

Need help signing up? Watch the short video on the ZSN Registration page or contact V/Line at procurementsystems@vline.com.au.

2. Complete your supplier account:

- Enter your company details and select **Create**
- Read the terms & conditions, click **Continue**
- Using the menu on the left side of the screen, enter additional company information and select **Submit**

The screenshot shows the ZYCUS V/Line Corporation supplier account creation interface. The page is titled 'V/Line Corporation' and features a navigation menu on the left with options like 'Home', 'V/Line Corporation', and 'REFERENCE DOCUMENTS'. The main content area is divided into 'Company Details' and 'Tax Information' sections. The 'Company Details' section includes fields for 'Global Supplier Identifier' (6419), 'Legal Name' (V/line Testing Account), 'Business Name / Trading As', 'ABN Entity Name', 'Date Company Established', 'Website', and 'Supporting Documents'. The 'Tax Information' section includes fields for 'ABN Number' and 'ACN Number'. A left-hand menu highlights the 'Company' section. The 'Submit' button is highlighted in the bottom right corner.

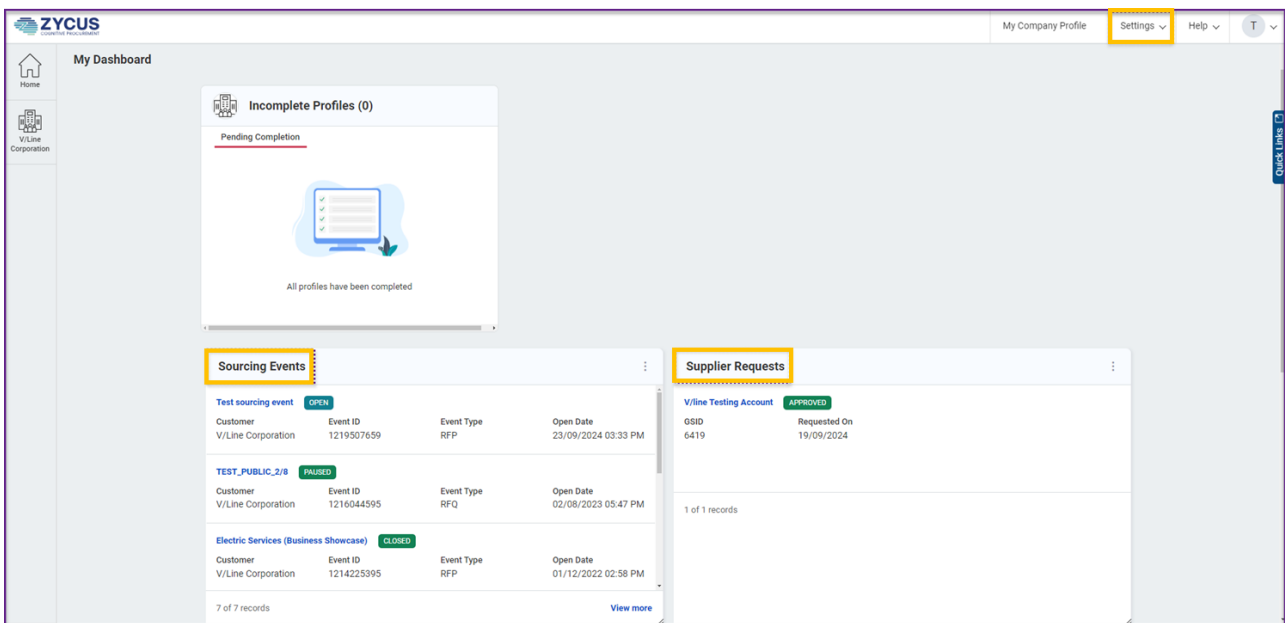
Your request will be sent to the V/Line vendor administration team to review and approve. Once approved, your potential V/Line supplier record has been created.

Navigating the Zycus Supplier Network portal (ZSN)

ZSN Home Page

The ZSN Home Page will give you access to:

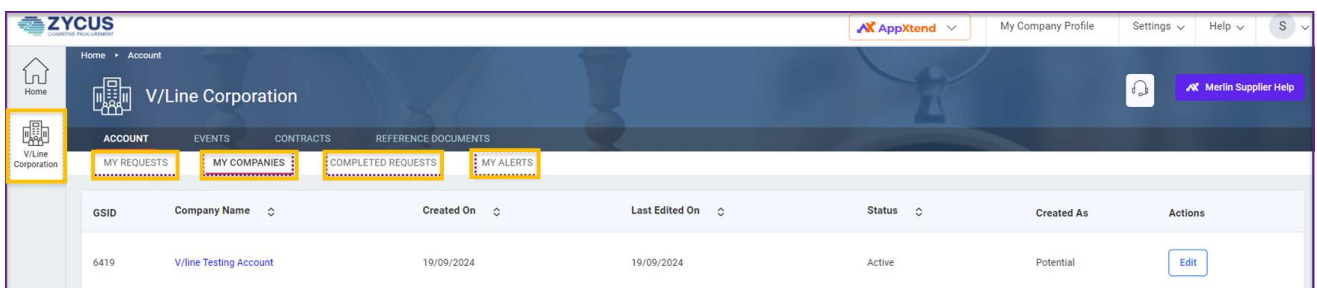
- Supplier requests
- Requests for tender
- Settings – you can use the settings dropdown to manage email preferences



View my supplier account

Click the V/Line Corporation icon on the left-hand side of the page to view the following for your Account:

- **My Requests:** View pending requests with V/line.
- **My Companies:** Access your supplier records engaged with V/Line and the supplier record status.
- **Completed Requests:** Details of all completed requests.
- **My Alerts:** Displays alerts sent to you by V/Line.

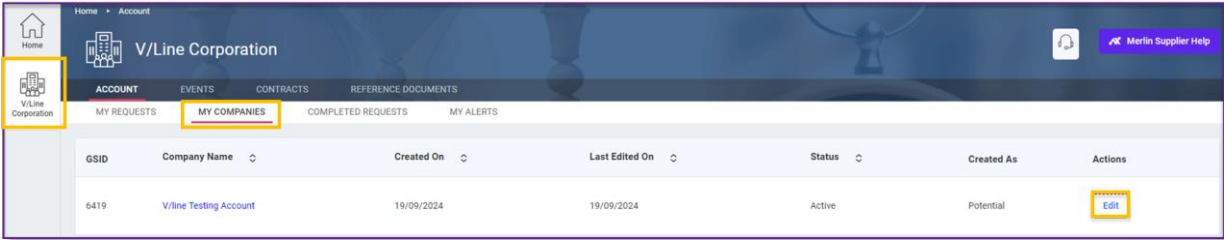
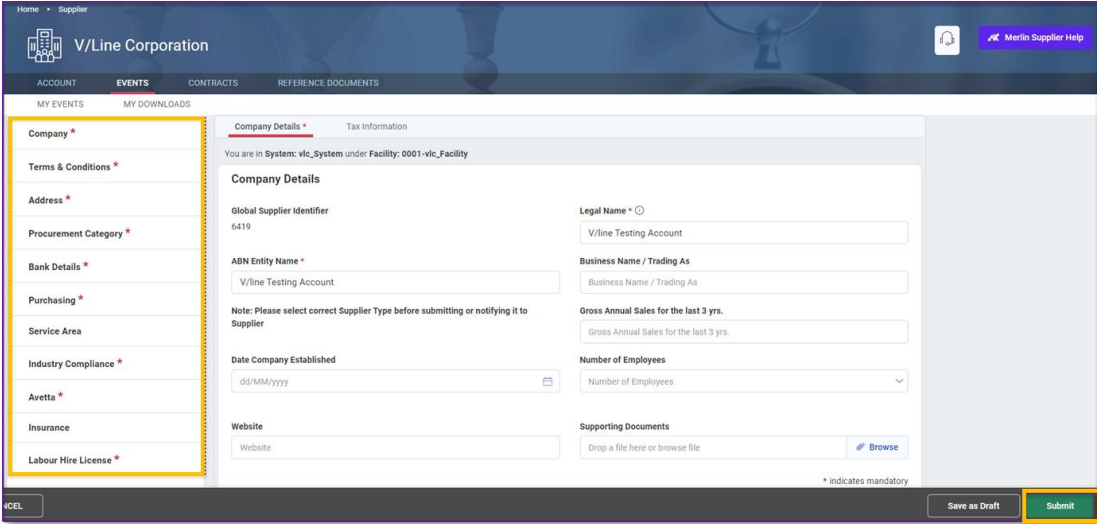


Update my supplier account

You can update you supplier account details as follows:

- At any time, when your supplier details change (eg. change of address, change of bank account details);
- As a result of being awarded a contract from a request for tender you submitted a proposal for (if you are awarded a contract, you will receive a request on ZSN to provide additional details about your supplier account in ZSN).

Follow the steps below to update your supplier account information.

Step	Action
1	<ul style="list-style-type: none"> • Click the V/Line Corporation icon on the left-hand side of the page • Select My Companies • Click Edit to update account information 
2	<p>Edit company details</p> <ul style="list-style-type: none"> • Access the navigation menu on the left side of the screen to panel to access relevant fields that require updating. • Once completed click Submit. 

- 3 • Once submitted, the request will be directed to the V/Line vendor administrator team to review and approve.
- The status is displayed in My Requests.

Request Number	Company Name	GSID	Request Type	Supplier Type	Business Location	Requested On	Elapsed time	Status	Actions
19224	V/line Testing Account	6419	Create	Operational	vic_Facility	02/10/2024	00:00	Submitted	-



If you are awarded a sourcing event, you will receive a request on ZSN to provide additional details about your company account in ZSN. The additional information is required to convert your ZSN profile to an operational V/Line supplier account.

- Go to the **Supplier Requests** tile on your ZSN home page
- Select **Awaiting Response** message

Company Name	Status	GSID	Requested On
V/line Testing Account	AWAITING RESPONSE	6419	-NA-
V/line Testing Account	APPROVED	6419	19/09/2024

2 of 2 records [View more](#)

Edit company details

- Select **My Companies**
- Click Edit to update contact details, bank account and company details
- Access the navigation menu on the left side of the screen to panel and update your company details and select **Submit** when complete.

View request for tender events (sourcing)

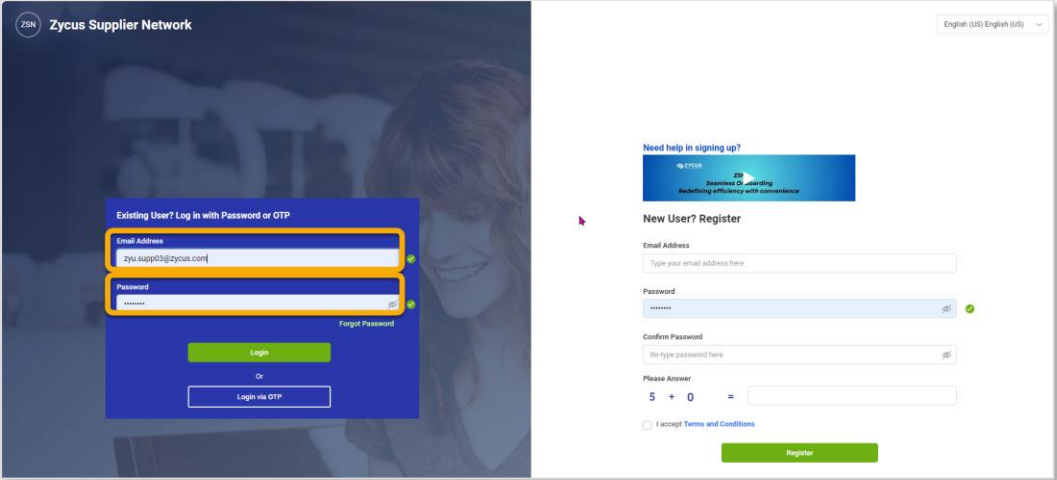
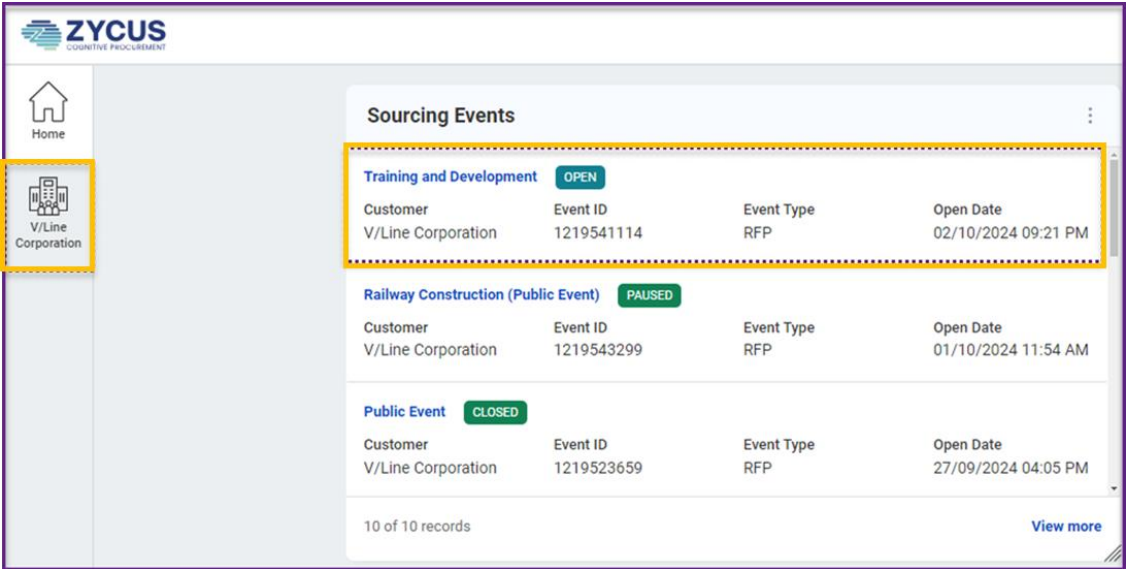
You can view V/Line request for tender events (sourcing events) which you have been invited to participate in. You can also search through open requests for tender events with V/Line. Events which are greyed out are paused and not available to participate in at that stage.

The screenshot displays the 'My Events' interface for V/Line Corporation. The top navigation bar includes 'ACCOUNT', 'EVENTS' (highlighted), 'CONTRACTS', and 'REFERENCE DOCUMENTS'. A search bar is present in the top right. The main content area shows a table of events with the following data:

Event ID	Event Name	Event Owner	Event Open Date	Event Close Date	Action
1219523659	Public Event	Warren D'cruz	27/09/2024	29/09/2024	View Event
1219507659	Test sourcing event	Shannon Foley	23/09/2024	30/09/2024	Enter event
1216044595	TEST_PUBLIC_2/8	Warren D'cruz	02/08/2023	03/08/2023	View Event
1214225395	Electric Services (Business Show	Oliver Lee	01/12/2022	02/12/2022	View Event
1214219799	RFT - Electrical Services (Showca	Oliver Lee	30/11/2022	01/12/2022	View Event
1214215597	TEST_30.11.2022	Oliver Lee	30/11/2022	30/11/2022	View Event
1213425197	Public event	Samata Swamy	01/09/2022	02/09/2022	View Event
1213331396	TEST Public	V/Line Admin	25/08/2022	31/08/2022	View Event

How to respond to a Request for Tender event

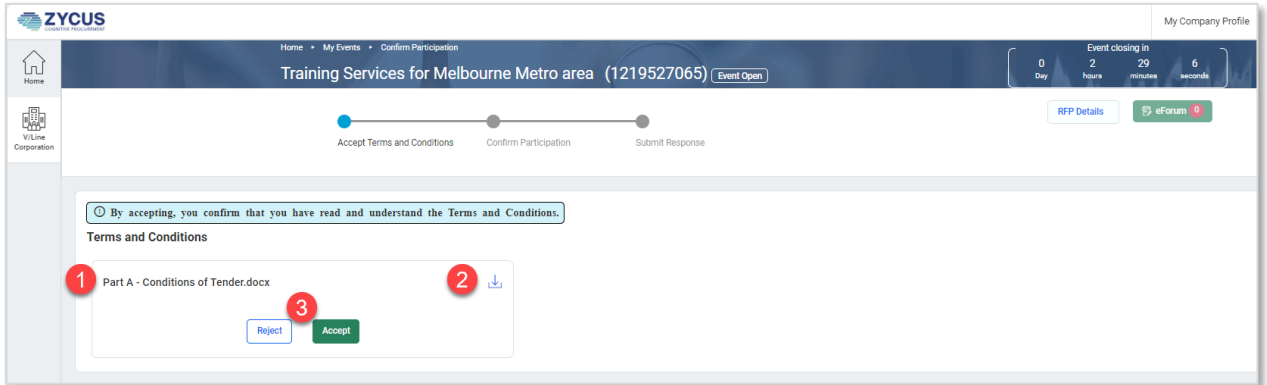
Response submission

Step	Action																																								
1	<p>Log in to your supplier account on ZSN From the Zycus Supplier Network login page:</p> <ul style="list-style-type: none"> • Enter your Email address • Enter your Password • Click on Login 																																								
2	<p>From the dashboard, select V/Line as your customer.</p> <p>From the Sourcing Event section select the sourcing event you want to respond to.</p>  <table border="1" data-bbox="657 1451 1422 1861"> <thead> <tr> <th colspan="4">Sourcing Events</th> </tr> </thead> <tbody> <tr> <td colspan="4">Training and Development OPEN</td> </tr> <tr> <td>Customer</td> <td>Event ID</td> <td>Event Type</td> <td>Open Date</td> </tr> <tr> <td>V/Line Corporation</td> <td>1219541114</td> <td>RFP</td> <td>02/10/2024 09:21 PM</td> </tr> <tr> <td colspan="4">Railway Construction (Public Event) PAUSED</td> </tr> <tr> <td>Customer</td> <td>Event ID</td> <td>Event Type</td> <td>Open Date</td> </tr> <tr> <td>V/Line Corporation</td> <td>1219543299</td> <td>RFP</td> <td>01/10/2024 11:54 AM</td> </tr> <tr> <td colspan="4">Public Event CLOSED</td> </tr> <tr> <td>Customer</td> <td>Event ID</td> <td>Event Type</td> <td>Open Date</td> </tr> <tr> <td>V/Line Corporation</td> <td>1219523659</td> <td>RFP</td> <td>27/09/2024 04:05 PM</td> </tr> </tbody> </table> <p>10 of 10 records View more</p>	Sourcing Events				Training and Development OPEN				Customer	Event ID	Event Type	Open Date	V/Line Corporation	1219541114	RFP	02/10/2024 09:21 PM	Railway Construction (Public Event) PAUSED				Customer	Event ID	Event Type	Open Date	V/Line Corporation	1219543299	RFP	01/10/2024 11:54 AM	Public Event CLOSED				Customer	Event ID	Event Type	Open Date	V/Line Corporation	1219523659	RFP	27/09/2024 04:05 PM
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V/Line Corporation	1219523659	RFP	27/09/2024 04:05 PM																																						

3 **Terms & conditions of tender**

- 1. The Terms and Conditions of tender are presented on screen
- 2. Download them for review
- 3. **Reject** or **Accept** the terms

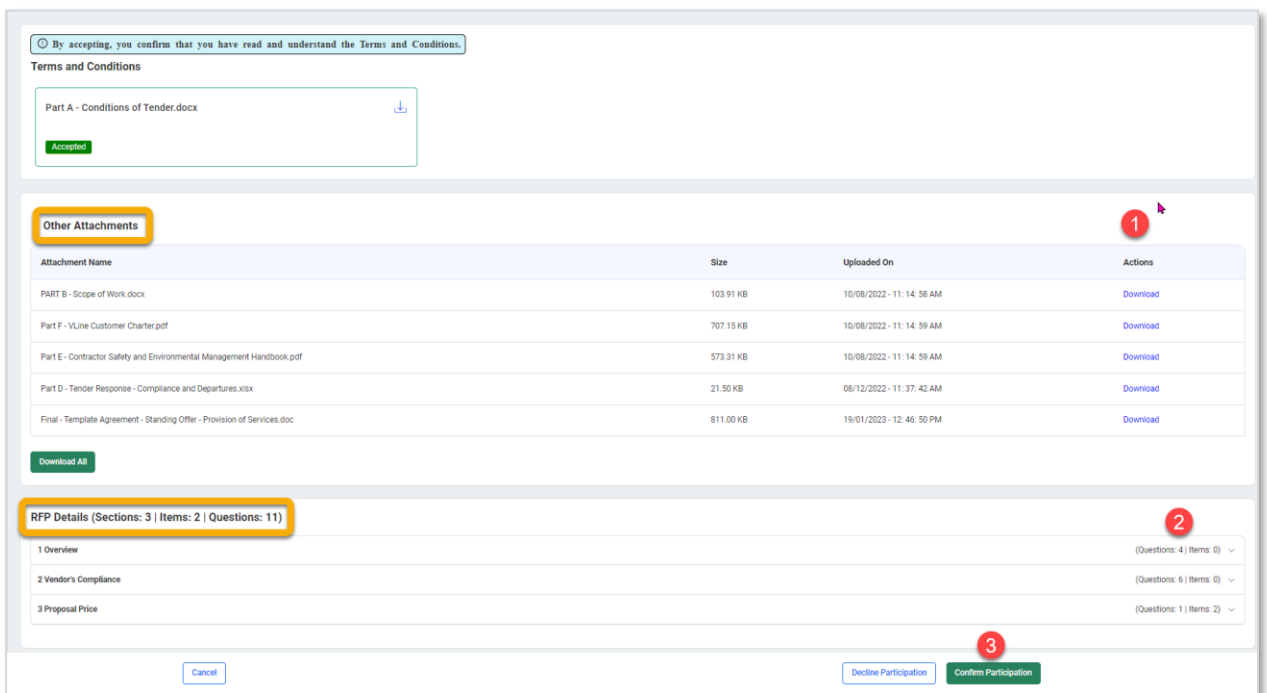
NOTE: If you reject the terms you will not be permitted to proceed to respond to the sourcing event. If you need more information about the terms and conditions, please send a message to the V/Line contact using eForum (go to page 12 of this document to see the steps to Create an eForum).



4 **Review tender and confirm participation**

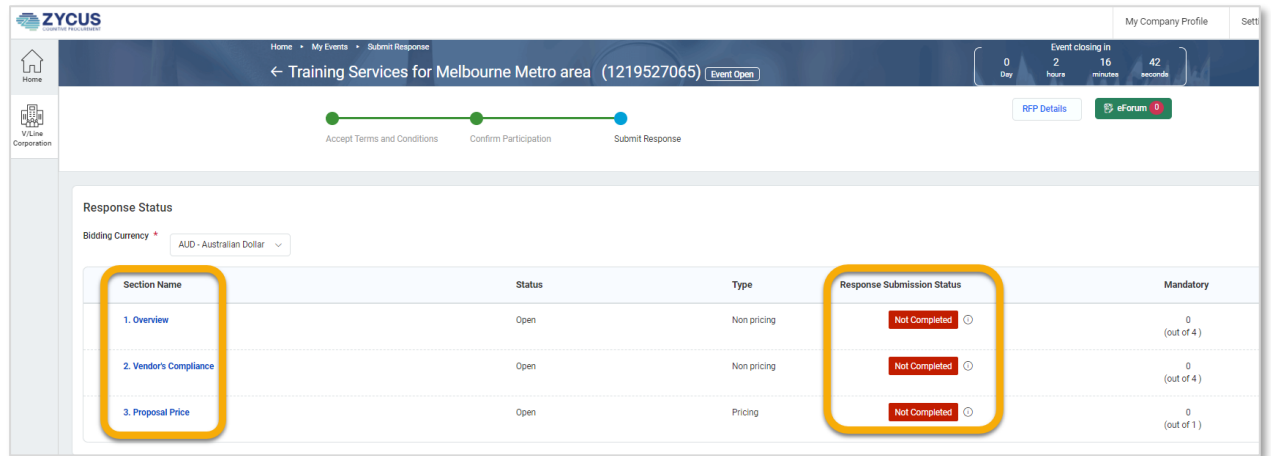
Once Conditions of Tender have been accepted you will given access to **Other Attachments**.

- 1. Download and review each attachment
- 2. Review each of the events questions
- 3. Click **Confirm Participation** to proceed

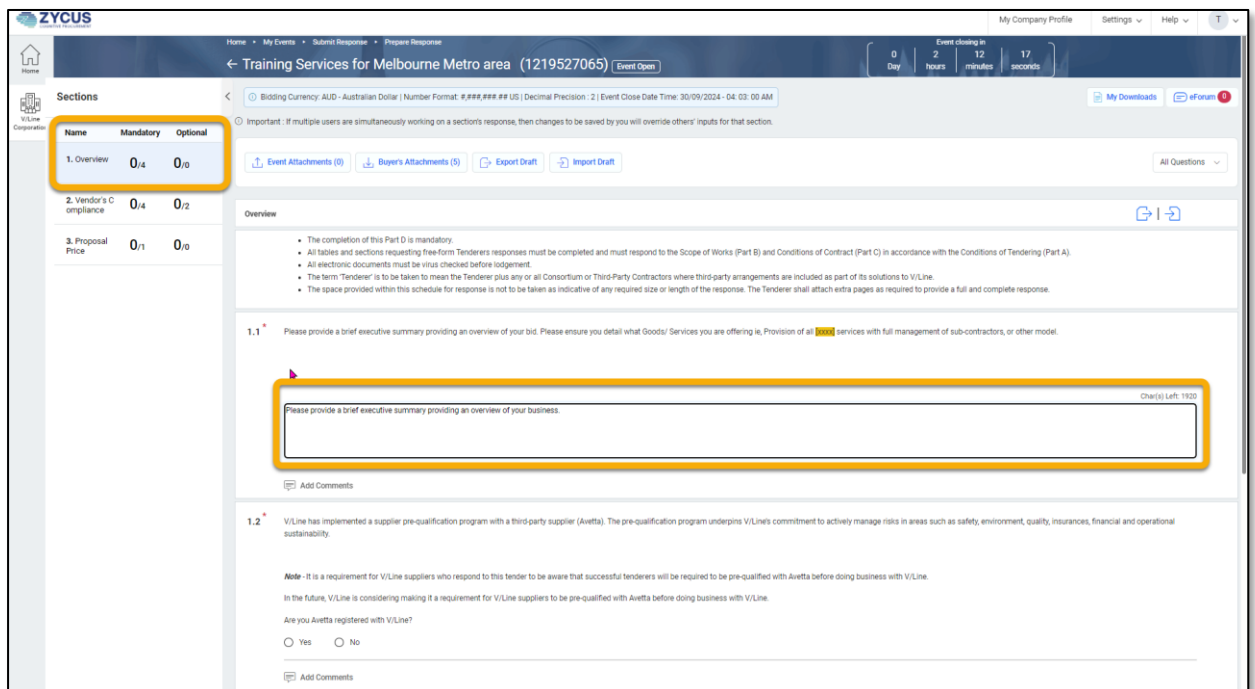


5 Prepare your response

- Click on each **Section Name** to provide a response for that section.
- The **Response Submission Status** will update as the response is being created.

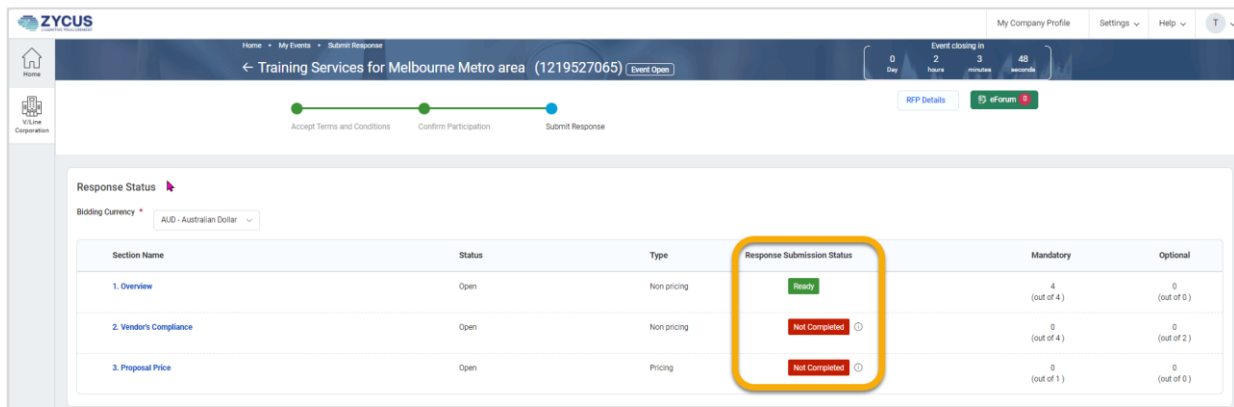


- For each section, an overview is provided on how many mandatory and optional questions are included. For each question provide your response in the space provided.



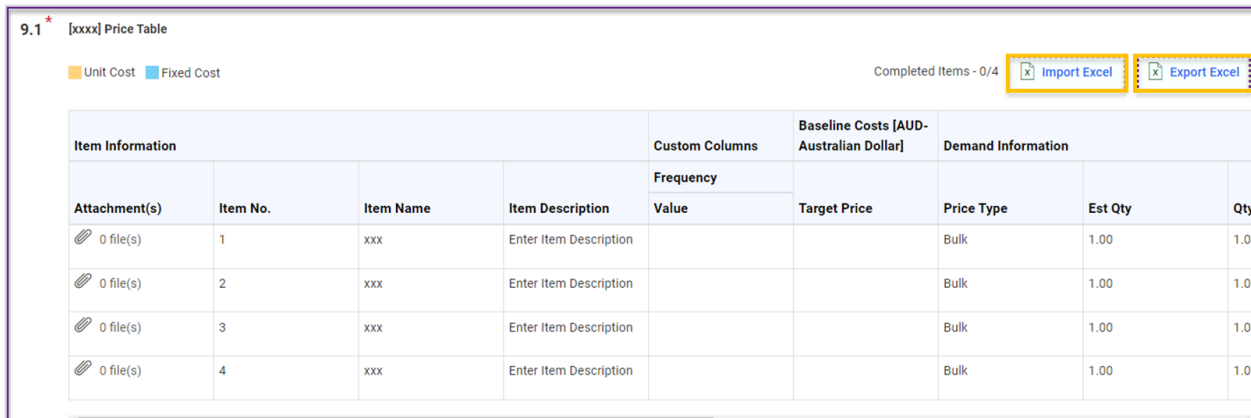
- When all questions in this section have been answered click **Save** at the bottom of the screen

- 6 Click the green button **Done** to bring you back to the main screen. This will show you the sections yet to be answered. Continue providing your response to each section, until all are showing as **Ready** in the status column.



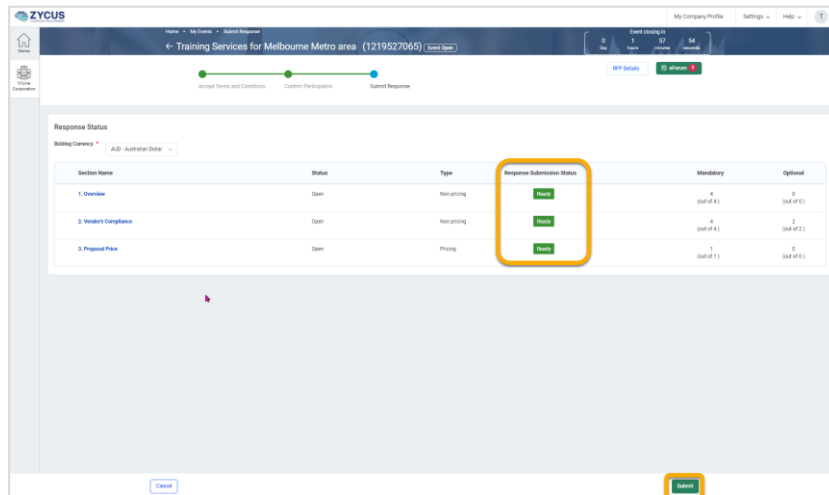
Providing pricing information

When responding to a pricing question you can enter your response in the user interface directly or you can **Export Excel** and **Import Excel**.

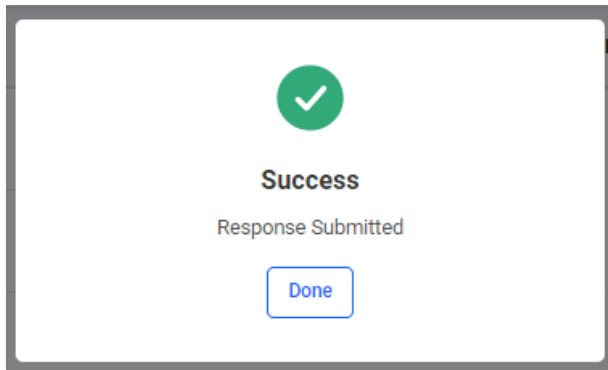


7 **Submit your response**

- When all sections have been responded to, click **Submit** at the base of the screen to submit your response.

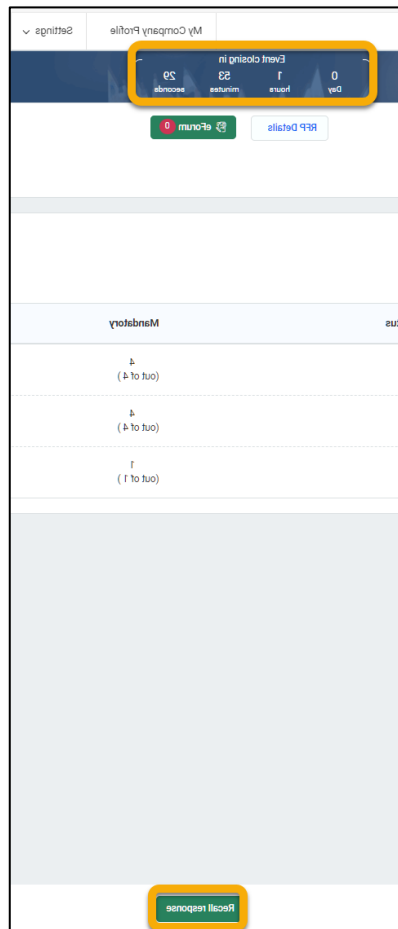


- A confirmation message will be shown on screen.



- The V/Line contact will receive an email notification to advise them of your submission to the event.

9 **Updating your submission**
While the sourcing event is still open, you may recall your submission to enter additional details up until the event closes.

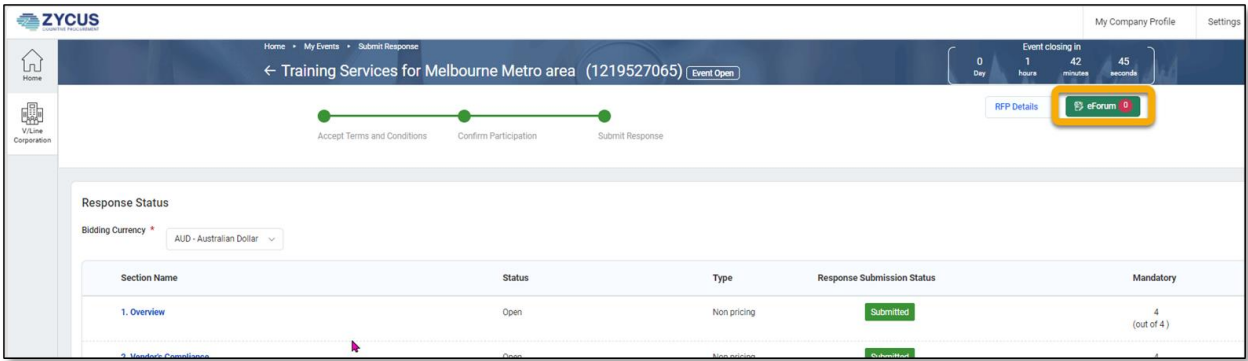
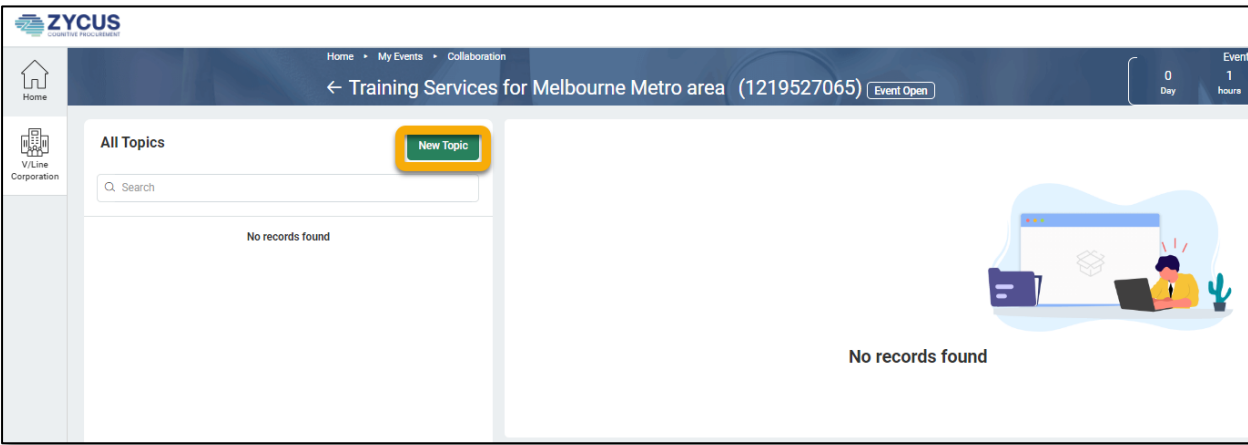


Creating an eForum

The **eForum** is a messaging function available in ZSN that can be used at any time to communicate with the V/Line contact that is running the request for tender (sourcing event).

Use eForum if you need clarification about a request for tender or if you need to communicate with the V/Line contact.

See below for steps required to create an eForum in ZSN.

Step	Action
1	<ul style="list-style-type: none"> From the ZSN homepage, access the relevant sourcing event Click eForum at the top of the sourcing event and select New Topic. 
2	<p>Create eForum topic</p> <ul style="list-style-type: none"> Select New Topic. 

- Enter the topic information in the required fields – some are mandatory and provide options to choose from.

Create Topic

Topic Name * **1** Char(s) Left: 238
 Extension of Time

Description **2** Char(s) Left: 193
 We wish to seek an extension of time by 4 days to this event

eForum email signature ⓘ Char(s) Left: 227
 Manager
 Test Supplier Ltd.

Custom Fields

Type of eForum * **3**
 General Inquiry
 Select
 General Inquiry
 Commercial in Confidence

Save

Click **Save** when completed.

3 Enter eForum message

- Enter your message in the space provided; add attachment if required to support the message.
- Click **Post** to send it to the V/Line contact.
- When the V/Line contact responds, you will be notified by email and directed to this screen to view their message.

ZYCUS

Home • My Events • Collaboration

Training Services for Melbourne Metro area (1219527065) | Event Open

Event closing in: 0 Day 1 hour 28 minutes 49 seconds Refresh

All Topics New Topic

Extension of Time (0 Messages)

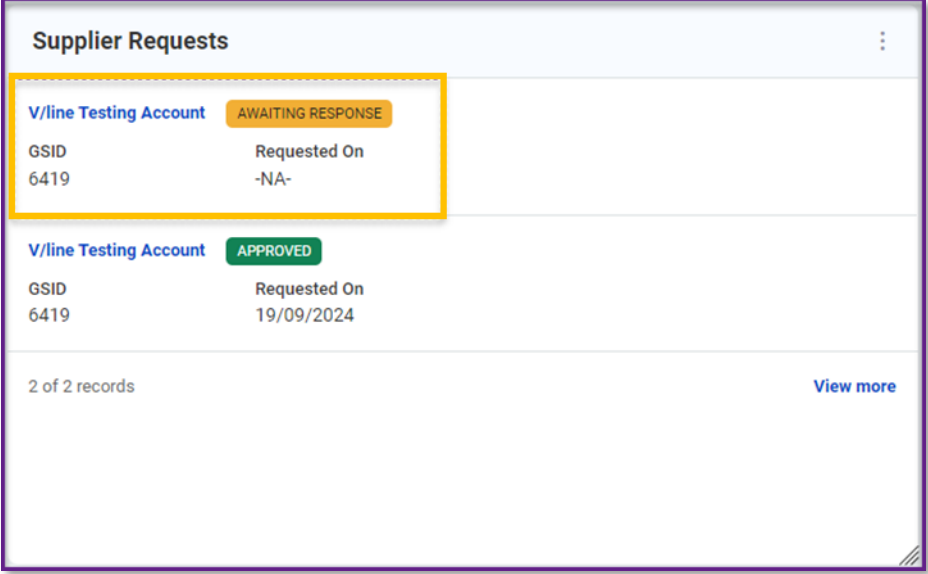
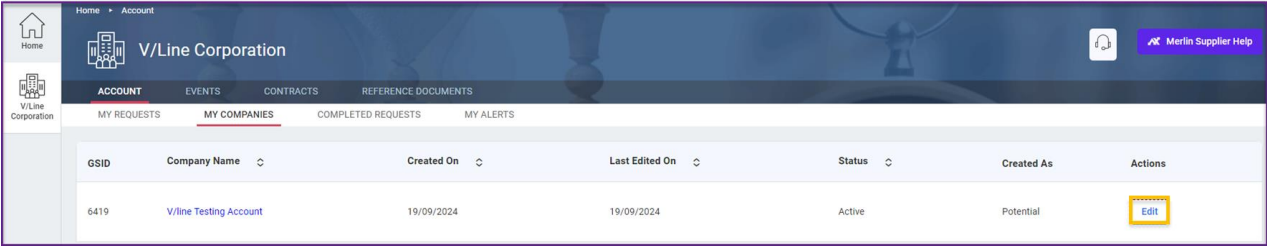
More Details

Good morning, we wish to seek an extension of time on this sourcing event, by 4 days to allow for extra resourcing to become available and provide a response.

Add Attachments Char(s) Left: 1837 Post

Updating your supplier details

If you are awarded a sourcing event, you will receive a request on ZSN to provide additional details about your company account in ZSN. The additional information is required to convert your ZSN profile to an operational V/Line supplier account.

Step	Action
1	<ul style="list-style-type: none"> Go to Supplier Requests tile on your ZSN home page Select Awaiting Response message 
2	<p>Edit company details</p> <ul style="list-style-type: none"> Select My Companies Click Edit to update contact details, bank account and complany details 
3	<p>Edit company details</p> <ul style="list-style-type: none"> Access the navigation menu on the left side of the screen to panel and update your company details. Once completed click Submit.

Home > Supplier

V/Line Corporation

Merlin Supplier Help

ACCOUNT EVENTS CONTRACTS REFERENCE DOCUMENTS

MY EVENTS MY DOWNLOADS

Company *

Terms & Conditions *

Address *

Procurement Category *

Bank Details *

Purchasing *

Service Area

Industry Compliance *

Avetta *

Insurance

Labour Hire License *

Company Details Tax Information

You are in System: vlc_System under Facility: 0001-vlc_Facility

Company Details

Global Supplier Identifier
6419

Legal Name *

ABN Entity Name *

Business Name / Trading As

Gross Annual Sales for the last 3 yrs.

Date Company Established

Number of Employees

Website

Supporting Documents
 [Browse](#)

* indicates mandatory

Save as Draft **Submit**

- 4
- Once submitted, the request will be directed to the V/Line vendor administrator team to review and approve.
 - The status is displayed in **My Requests**.

Request Number	Company Name	GSID	Request Type	Supplier Type	Business Location	Requested On	Elapsed time	Status	Actions
19224	V/line Testing Account	6419	Create	Operational	vlc_Facility	02/10/2024	00:00	Submitted	-