Zycus Supplier Network (ZSN)

Portal navigation guide

Last updated 24 February 2025



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) for V/Line you must register an account and create a profile.

Follow the steps below to:

- Access the unique ZSN link for V/Line
- Register your ZSN account for V/Line
- Complete your ZSN company profile

Step	Action								
1	Access the unique V/Line ZSN registration link								
	 Active V/Line vendor: Please contact V/Line at procurementsystems@vline.com.au to request your unique ZSN registration link which allows you to create your ZSN account with V/Line. Go to step 2 when you receive an email directly from Zycus, which will include the unique V/Line ZSN registration link. If you already have a ZSN account linked to V/Line, you don't need to re-register - please login to ZSN using your existing login information. 								
	 Prospective V/Line vendor: Please click this link to register an account on ZSN and create your company profile. Go to step 2. If you already have a ZSN account linked to a different organisation, you don't need to reregister - please use this link to login to ZSN using your existing login information. This will automatically add V/Line as a customer in your ZSN account. 								
2	Register your ZSN account for V/Line Using the unique link provided, on the right side of the page: • Enter your email address • Create a password • Solve the maths captcha • Read and accept terms & conditions • Select Register								
	Zycus Supplier Network Existing User? Log in with Passenord or OTP Existing User? Log in with Passenord or OTP Total Address Total Address								



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		NTIVE PROCUREMENT					
			1		2		3
		Activ	ate Account		Complete My Profile		Complete Company Profile
		Did not receive the Try one of the options be	One Time Password (OTP)	$)\dot{x}_{\mu}$	Welcome Please enter the	to ZSN One Time Password (OTI	P) shared over the email: " AlternateSupplies@zycus.com "
		 Check your email add Verify the email addre incorrect sign-up agai Check your spam or ji The activities amail 	dress if it's incorrect: ess you have used to create your a in with the correct email address. unk folder.	account on ZSN if the same is	Thank you for re Enter OTP 369085	gistering with ZSN]
		Kindly mark the email the inbox. Ask your IT team to w Click on 'Resend OTP'	They have been marked as junk by address as not spam to get all en whitelist the Domain and IP:	your ISP or email application. mails related to your account in m to whitelist the Domain	Resend OTP	Verify OTP	-
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5	Complete company profile									
	Click Complete Profile to complete your company profile information.									
	r									
	company Prosite Registration	Please complete your company profile								
		V/Line Corporation Profile Incomplete Complete Profile								
A	Note:	TYCUS								
	• Completing your company profile can be done at a later time by selecting I will do this later .	All Customers All Customers								
	 Your V/Line company profile will appear on ZSN home page dashboard, with a status of pending completion. 	My Dashboard								
	 To complete your company profile, click Complete Profile and follow the steps below. 									
6	Complete Company Registration Form									
	Enter all required information.									
	Click Create.									
	The second secon	My Company Profile Settings V Help V J V								
	REFERENCE DOCUMENTS									
	Company Registration Form	(Peds maned with " are mandatory)								
	Company Address Type * Address 1 *									
	Head Quarter Address (H2)									
	Address 2 Address 3 PO Box Number PO Box Number PO Box Number Address 2 Address 3 PO Box Number O untry * PO Box Number O untry *									
	State * City *									
	Zip / Postal Code * Business Phone *									
	Dustness Fax									
		Create								
	Read and accept terms and conditions and se	lect Continue .								



6	 Error/Warning Message - Potential duplicate company registration Do not proceed if the error/warning message below is displayed.
	• If this message appears please email V/Line at procurementsystems@vline.com au - the Vendor Administration team will investigate the issue and ensure that a duplicate supplier record is not created.
	Home - Account
	Company 1 Or Matches found for 'Vendor XYZ Pty Ltd'. Please make sure you are not creating a duplicate supplier Company Registration Form
	Company * Vendor XYZ Pty Ltd
7	 Enter company information Access the navigation menu on the left side of the screen to access each section and to enter information for all required fields. Select Submit when all required information is entered
	 A success message will display and the status of your ZSN registration is set to Pending Approval. The ZSN registration will be directed to the V/Line vendor administration team to review and approve. Once approved, your potential V/Line supplier record has been created.
	Request Name Company Name Name Name Name Company Name Name
Need h Watch t	elp signing up? he short video on the ZSN Registration page or contact V/Line at procurementsystems@vline.com.au.



Navigating the Zycus Supplier Network portal (ZSN)

ZSN Home Page – My Dashboard

• The ZSN Home Page (My Dashboard) displays summary information in a card like format.

	YCUS							My Company Profile	Settings 🗸	Help 🗸
Home	My Dashboard Show all cards									
V/Line		Incomplete F	Profiles (0)							
Corporation		Pending Completion								
		No actio	on required on the profiles							
		Sourcing Events			:	Supplier Request	S	(:	
		OPEN EVENT TEST - Train	ning Services for Melbourne	Metro Area CLOSED	i i	Test Supplier APPROV	Ð		Discard	
		Customer V/Line Corporation	Event ID 1219600897	Event Type RFP	Open Date 10/12/2024 07:25 AM	6437	Requested On 19/11/2024			
		Wed - Testing TS supplier	CLOSED							
		Customer V/Line Corporation	Event ID 1219589523	Event Type RFQ	Open Date 20/11/2024 06:02 AM	1 of 1 records				
		AT - RFQ Civil NOV	OSED							
		Customer	Event ID 1210587200	Event Type	Open Date 10/11/2024 11-20 AM					

- **My Dashboard** provides access to the following information. Click on the blue hyperlinks to access specific information for requests, events or alerts displayed in the cards.
 - Supplier requests: List of requests submitted and their status (eg. update to your company profile).
 - Sourcing events: List of sourcing events that you can access and their status.
 - Alerts: List of notifications and alerts that may require your attention.
 - Settings: You can use the settings dropdown to manage email preferences.
- My Dashboard cards:
 - To remove a card: Click on the **3 dots** (ellipses) and select Discard.
 - To move a card: Click on the title of the card and drag to the required location on the home page.
 - Show all cards: Click on the green **Show all cards** button at the top of the home page (under the heading My Dashboard).
- Click on the Home icon at the top left of the screen from any ZSN page to navigate back to My Dashboard.



View my supplier account

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

- My Requests: View pending requests with V/line.
- **My Companies:** Access your supplier records associated with V/Line to view or update your account information.
- Completed Requests: Details of all completed requests.
- My Alerts: Displays alerts sent to you by V/Line that may require action.

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↓ Home	Home > Account	Line Corporation		T A	A A	🕡 🛷 Merlin Supplier Help	
V/Line Corporation	ACCOUNT MY REQUESTS	EVENTS CONTRA	CTS REFERENCE DOCUMENTS	2			
	GSID	Company Name 🗘	Created On \Rightarrow	Last Edited On	Status 🗘	Created As Actions	
	6419	V/line Testing Account	19/09/2024	19/09/2024	Active	Potential	

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	Click the V/Lin	e Corporation icon on t	he left-hand side of the	page.	
	Select My Cor	npanies.			
	From the Action	ns column, click Edit to	o update account inform	ation.	
		,			
	Home + Append				
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	6419 V/line Testing	Account 19/09/2024	19/09/2024 Acti	ve Potential	Edit
2	Edit company det	ails			
	Access the na	vigation menu on the le	eft side of the screen to a	access relevant	fields that require
	updating.				
	Click Submit	when all relevant inform	nation has been updated		
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Service Area	6437	Test Supplier			
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Click Edit to update contact details, bank account and company details		Vilie Testing Account APRED GSID GSID 6419 19/0 2 of 2 records	uested On 09/2024 View more
 Access the navigation menu on the left side of the screen to panel and update your company details and select Submit when complete. 		Edit company details • Select My Companies • Click Edit to update contact details, b	view more



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 or open market tender events from the following pages:

- 1. The home page (My Dashboard):
 - See the Sourcing Events card and click on the event you wish to view.

	CUS					My Company Profile	Settings \checkmark	Help 🗸	в .
Home	All Customers 🗸								_
U.Line	Merlin Supplier Help Merlin Supplier Help Merlin Supplier Help								
Corporation	My Dashboard								
		Incomplete Profiles (0)							
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		No action required on the pro	files ,						
		Sourcing Events		:	Alerts		:		
		MV Copy Of JP Bee Hives OPEN Customer Event ID V/Line Corporation 1219656091	Event Type RFP	Open Date 20/02/2025 02:44 PM					

- 2. Your V/Line company Profile:
 - From the home page, click on the V/Line icon.
 - From the top navigation bar, select Events
 - Events that you have been invited to participate in, and open market tenders will be displayed. From the Action column, click Enter Event or View Event to access event information.

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N/Line	ACCOUNT	EVENTS	CONT	RACTS RISK/PERFORMANCE	REFERENCE DOCUMENTS					
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				1219600897	OPEN EVENT TEST - Training Services for N	Adrienne Fanning	10/12/2024	10/12/2024	View Event	
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		Clear All	Apply	1219579891	V/Line: Open Tenders	Warren D'cruz	11/11/2024	11/11/2024	View Event	
			_	1219548295	PM - Take 2 RFT template	Peter Myers	11/10/2024	16/10/2024	View Event	



How to respond to a Request for Tender event

Submit a tender response

Step	Ac	tion								
1	Lo	a in to vo	our supp	lier account	on ZSN					
•	Fro	m the Zv	cus Supr	olier Network	login page:					
	•	Enter vo	ur Email	address	5 1 5					
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	•	Click on	Login							
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						-				
							Need help in signing up?			
							29 Seamless Or Joarding Redefining efficiency with convenience		- 1	
			Existing Email Addr	User? Log in with Password or OTP			New User? Register		- 1	
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		1			Forget Password		Password	ø	•	
				Login		1	Confirm Password Re-type password here	ø		
				Or Login via OTP	- NU		Please Answer 5 + 0 =			
					(Bioto)	1	I accept Terms and Conditions			
					A CONTRACTOR			-		
2		• From	n the hor	ne page, clic	k on the V/Li	ne icon.				
		• From	n the top	navigation b	ar. select Ev	ents				
		 Ever 	nts that y	ou have bee	n invited to p	articipate in,	and open marke	t tender	s will be	
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		Event Status	~	1219600897	OPEN EVENT TEST - Training Services for M	Adrienne Fanning	10/12/2024	10/12/2024	View Event	
			Clear All Apply	1219587309	AT - RFQ Civil NOV	Adam Turley	19/11/2024	23/11/2024	View Event	
				1219579891	V/Line: Open Tenders PM - Take 2 RFT template	Warren D'cruz Peter Myers	11/11/2024	16/10/2024	View Event	
	-		_			HIJ	- 19 - 19 Andrea	10/10/2029	- Crein	



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

NOTE: If you reject the conditions of tender you will not be permitted to proceed to respond to the sourcing event document. If you need more information about the conditions of tender, please send a message to the V/Line contact using eForum (go to page 17 of this document to see the steps to Create an eForum).

Home	Training Services for Melbourne Metro area (1219527065) Exercice	0 2 29 Dey hours minutes s
VLine Corporation	Accept Terms and Conditions Confirm Participation Submit Response	RFP Details 😢 eForum
③ By accepti Terms and Co	ng, you confirm that you have read and understand the Terms and Conditions. nditions	
	ditions of Tender. docx 2	

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 if you wish to participate in the tender.

Part A - Conditions of lender.docx			
_			
Other Attachments			1
Attachment Name	Size	Uploaded On	Actions
PART B - Scope of Work.docx	103.91 KB	10/08/2022 - 11: 14: 58 AM	Download
Part F - VLine Customer Charter.pdf	707.15 KB	10/08/2022 - 11: 14: 59 AM	Download
Part E - Contractor Safety and Environmental Management Handbook.pdf	573.31 KB	10/08/2022 - 11: 14: 59 AM	Download
Part D - Tender Response - Compliance and Departures xisx	21.50 KB	08/12/2022 - 11: 37: 42 AM	Download
Final - Template Agreement - Standing Offer - Provision of Services.doc	811.00 KB	19/01/2023 - 12: 46: 50 PM	Download
Download All			
RFP Details (Sections: 3 Items: 2 Questions: 11)			2
1 Overview			(Questions: 4
2 Vendor's Compliance			(Questions: 6
3 Proposal Price			(Questions: 1
		3	
Cancel		Decline Participation Confirm Participation	



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.

ZYCUS					My Company Profile
	Home ・ My Events ← Training	 submit Response Services for Melbourne Metro area (12) 	219527065) Event Open	0 Dey h	Event closing in 2 16 42 nours minutes seconds
n	Accep	t Terms and Conditions Confirm Participation Su	ibmit Response	RFP De	tails 🔅 eForum 🛛
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Response Status Bidding Currency *	JD - Australian Dollar 🗸 🗸	Status Open	Type Non pricing	Response Submission Status Not Completed 💿	Mandatory
Response Status Bidding Currery * Section Name 1. Overview 2. Vendor's Con	uD-Australian Dollar 🗸	Status Open Open	Type Non pricing Non pricing	Response Submission Status Not Completed O	Mandatory 0 (out of 4) 0 (out of 4)

• For each section, a summary is provided on how many mandatory and optional questions are included. For each question, provide your response in the space provided.

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			Home + My terms + Sanni Response - Prepare Response ← Training Services for Melbourne Metro area (1219527065) Event Open ↓ Comp ↓ Dev ↓	
Sections			C 💿 Bidding Currency-AUD -Australian Dollar Number Format: #,###,### ## US Decimal Precision: 2 Event Close Date Time: 30(99/2024 - 04:02:00 AM	📄 My Downloads 📻 e
Name	Mandatory	Optional	O Important : If multiple users are simultaneously wonking on a section's response, then changes to be saved by you will override others' inputs for that section.	
1. Overview	0/4	0/0	🕆 Ervert Atlachments (9) 🕁 Buyert Atlachments (9) 🕞 Ervert Draft 🕞 Import Draft	All Questi
2. Vendor's C ompliance	0/4	0/2	Oveniew	G1-Ð
3. Proposal Price	0/1	0/0	 The completion of this Part D is mandatory At these and sections executing the efform Tenderers responses must be completed and must respond to the Scope of Works (Part B) and Conditions of Contract (Part C) in accordance with the Conditions of Tendering (Part A). All electronic documents must be visu calculated before loggement. The term Tendering is to bain to the set the Tenderer Just any or all Consolution of TindeParty Contractices where the Could is a part of its solutions to VLI.ne. The space provided within this schedule for response in on to be taken as indicative of any required size or length of the response. The Tenderer shall all achieves a required to provide a fail and complete response. 	
			1.1 Please provide a bind executive summary providing an overview of your bid. Please ensure you detail what Goodul Services you are offering is, Provision of all Based services with full management of sub-contractors, or other model.	Char(s) Left: 192
			1.1 Please provide a bird executive summary providing an overview of your bid. Please ensure you detail what Goody Services you are offering is, Provision of al and services with full management of sub-contractors, or other model.	Char(s) Left 192
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When all questions in this section have been answered click Save at the bottom of the screen



Click the green button **Done** to bring you back to the main screen.

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Communicate with V/Line: Creating an eForum

The **eForum** is a messaging function available in ZSN that can be used at any time to communciate 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	Actio	on					
1	• Fr	om the ZSN home	page, access	the relevant so	urcing ev	/ent.	
	• CI	ick eForum at the	top of the sou	rcing event.			
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	₹ ZYC	US					My Company Profile Settings
	Home	Home • My ← Train	Events • Submit Response Ing Services for Melbourne	e Metro area (1219527065)	Event Open		Event closing in 0 1 42 45 Day hours minutes seconds
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	Create Topic							
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	Extension of Time							
D	Description 2							Char(s) Left: 193
	We wish to seek an extension	of time by 4 days to t	nis event					
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Updating your supplier details when awarded a sourcing event

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	Acti	ion						
1	• 0	Go to Su	pplier Requests	tile on your ZSI	N home page			
	• 5	Select the	e Awaiting Resp	onse message	(click the blue hyp	perlink)		
			Supplier Requests	5	_		:	
			V/line Testing Account GSID 6419	AWAITING RESPONSE Requested On -NA-				
			V/line Testing Account GSID 6419	APPROVED Requested On 19/09/2024				
			2 of 2 records				View more	
							//	
2	Edit o	compan	y details					
	• 5	Select M	y Companies					
	• 0	Click Edit	t to update contac	ct details, bank a	account and comp	olany details		
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		GSID	Company Name 🗘	Created On 🗘	Last Edited On 🗘	Status 🗘	Created As	Actions
		6419	V/line Testing Account	19/09/2024	19/09/2024	Active	Potential	Edit



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