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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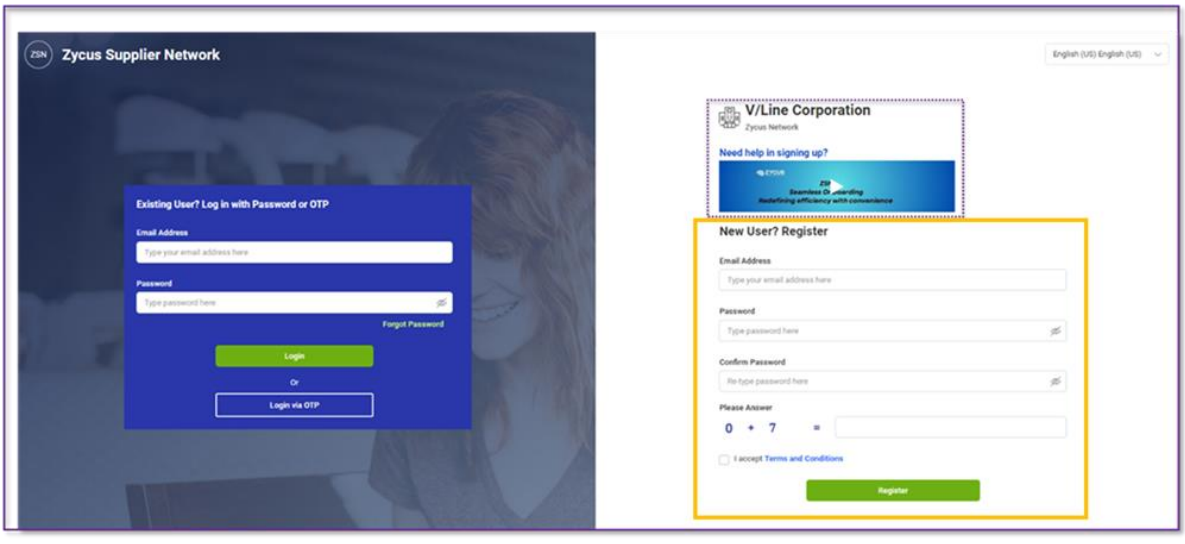
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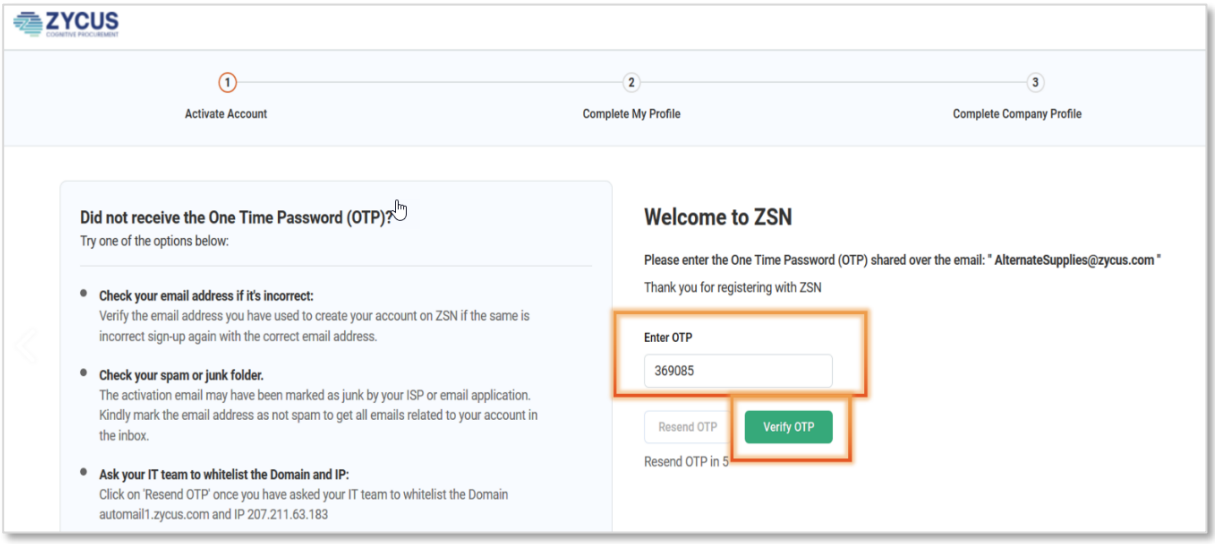
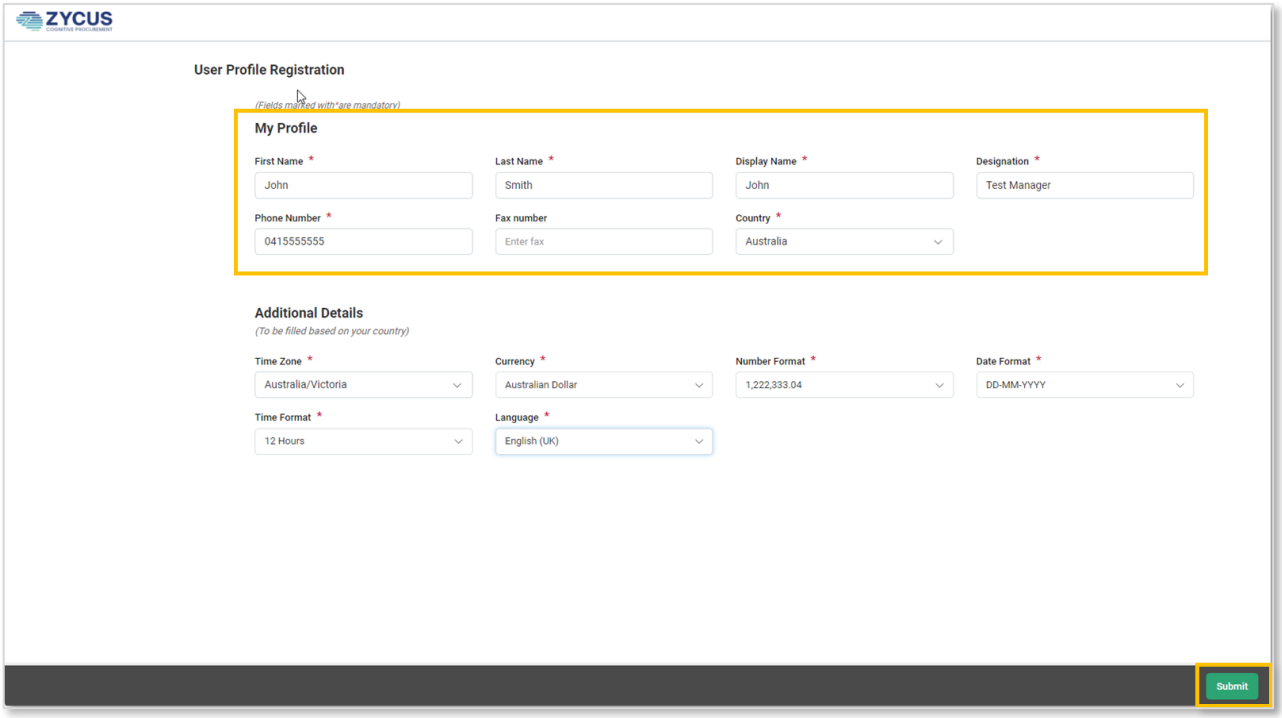
How to register a supplier account on ZSN

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

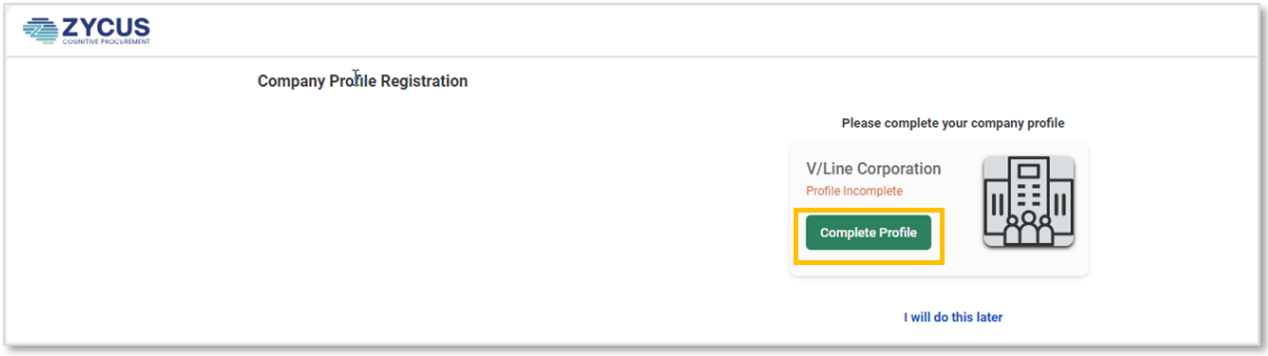
Step	Action
1	**Access the unique V/Line ZSN registration link** • **Active V/Line vendor:** ○ Please contact V/Line at procurementsystems@vline.com.au to request your unique ZSN registration link which allows you to create your ZSN account with V/Line. Go to step 2 when you receive an email directly 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 re-register - 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 

	If the email address has already been used to register a ZSN account you will be prompted to login (enter your ZSN login information in the login section on the left hand side of the ZSN login screen).
3	• You will receive a one-time password (OTP) to activate your ZSN profile. • Enter the OTP and click on Verify OTP. 
4	**Complete your user profile** • Enter required details. Additional details will default based on your country. • Click Submit 

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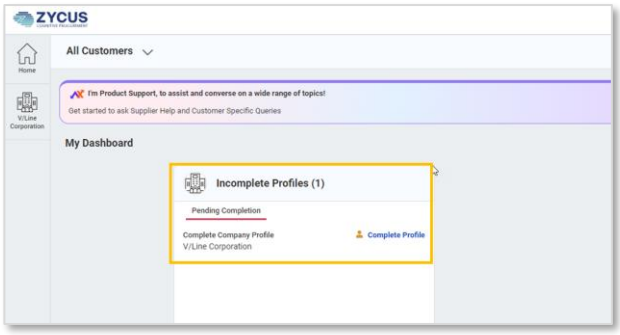
Complete company profile

- Click **Complete Profile** to complete your company profile information.



Note:

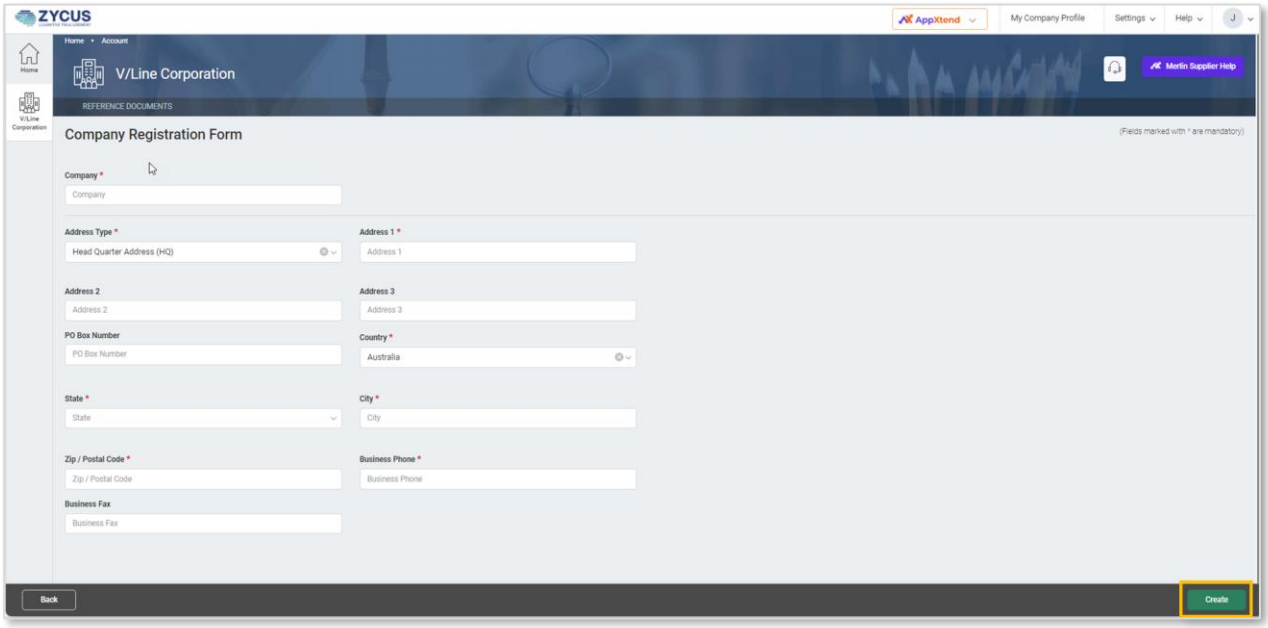
- Completing your company profile can be done at a later time by selecting **I will do this later**.
- Your V/Line company profile will appear on ZSN home page dashboard, with a status of pending completion.
- To complete your company profile, click **Complete Profile** and follow the steps below.



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Complete Company Registration Form

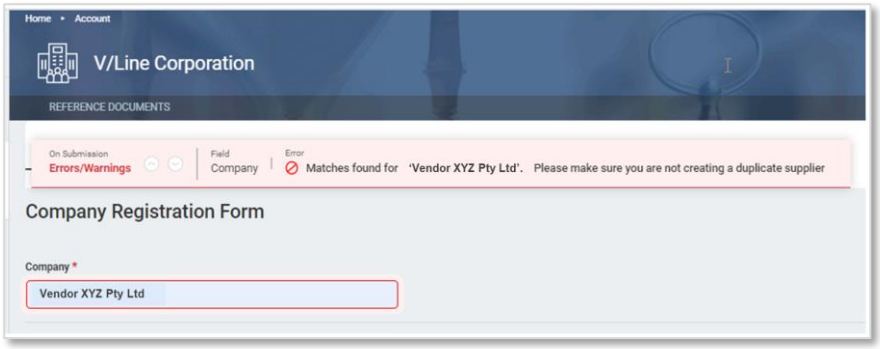
- Enter all required information.
- Click **Create.**



- Read and accept terms and conditions and select **Continue**.

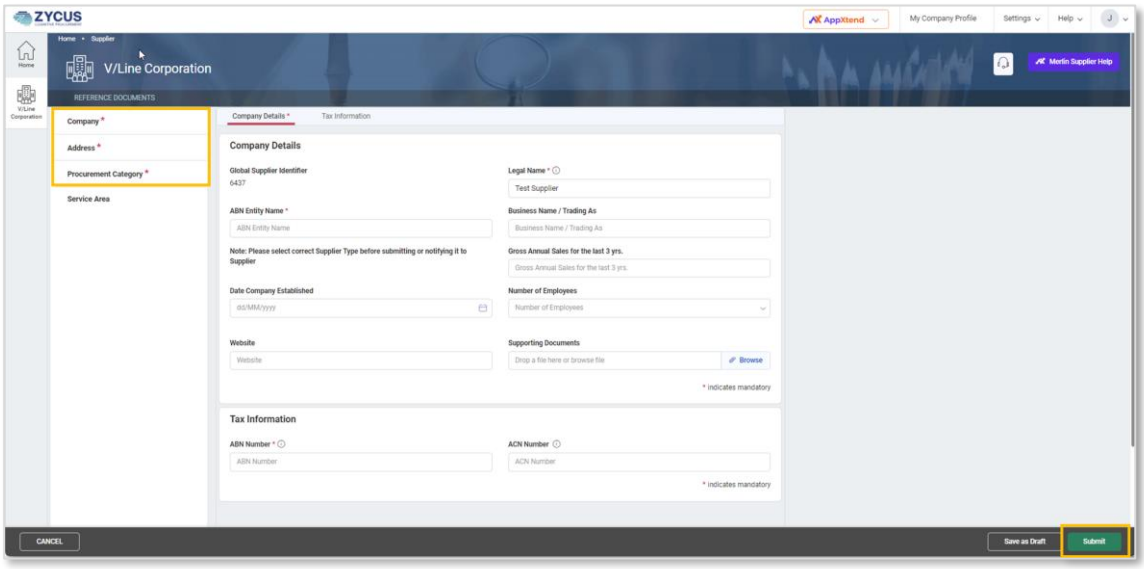
Error/Warning Message - Potential duplicate company registration

- 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.

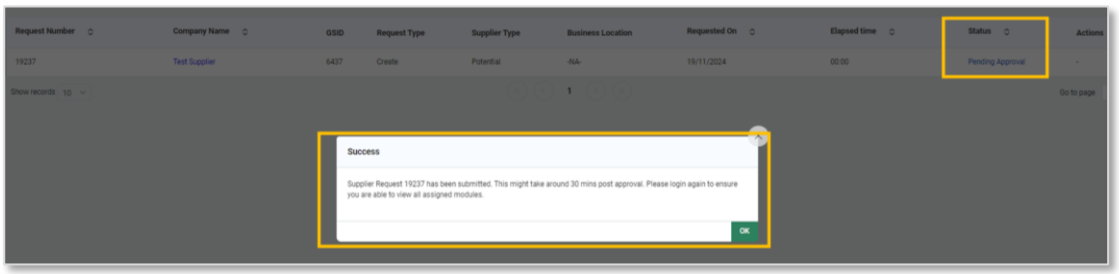


7 **Enter company information**

- 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.

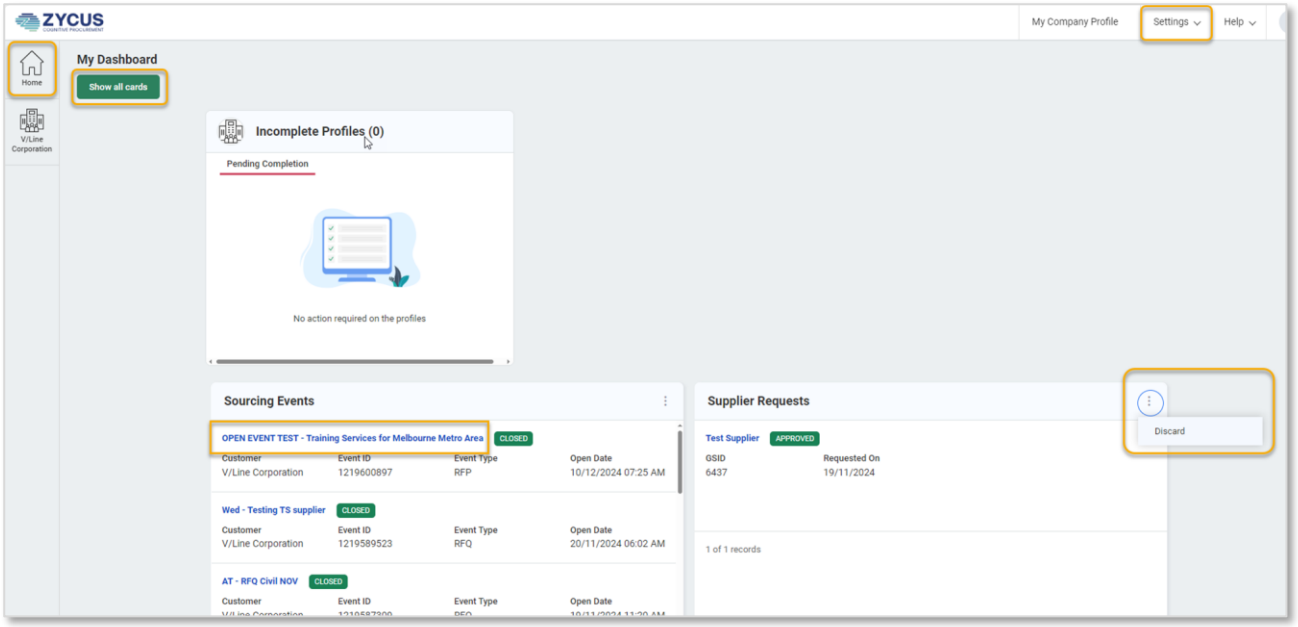


Need help signing up?
Watch the short video on the ZSN Registration page or contact V/Line at procurementsystems@vline.com.au.

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.



- **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.

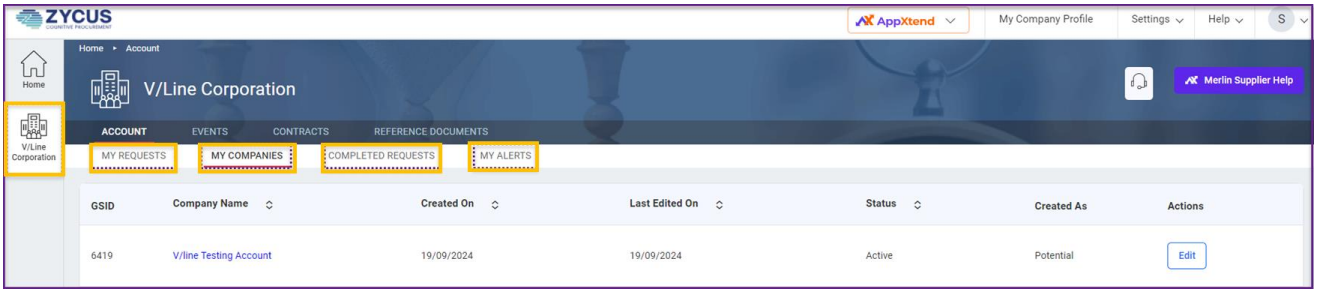
- My Dashboard cards:
  - To remove a card: Click on the **3 dots** (ellipses) and select Discard.
  - To move a card: Click on the title of the card and drag to the required location on the home page.
  - Show all cards: Click on the green **Show all cards** button at the top of the home page (under 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.

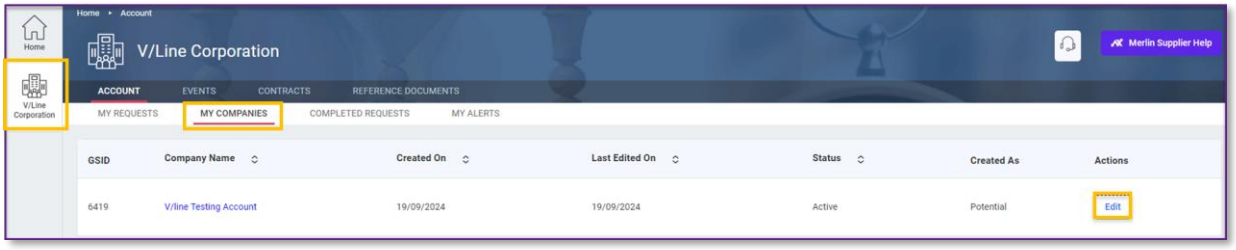
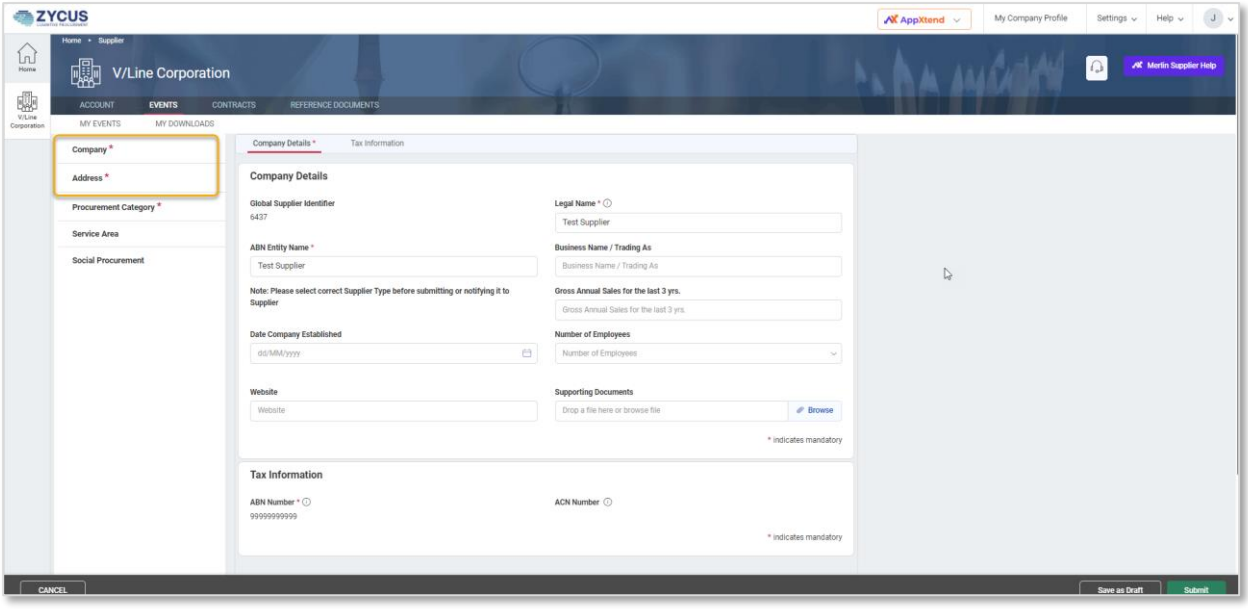


Update my supplier account

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).

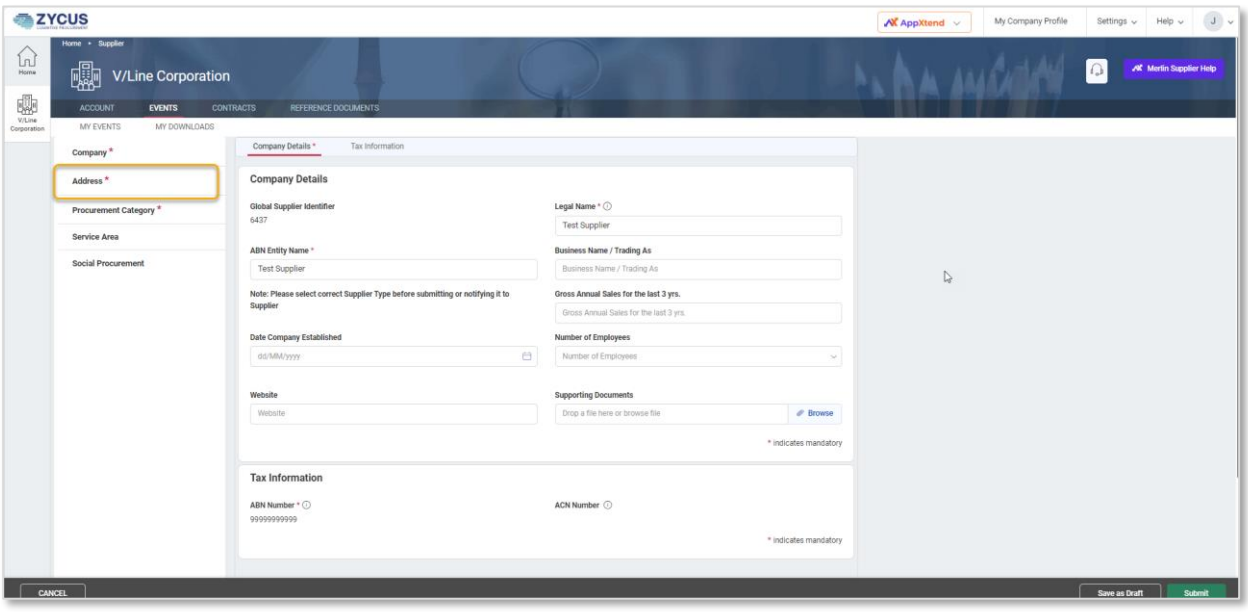
Follow the steps below to update your supplier account information:

Step	Action
1	• Click the V/Line Corporation icon on the left-hand side of the page. • Select **My Companies.** • From the Actions column, click **Edit** to update account information. 
2	**Edit company details** • Access the navigation menu on the left side of the screen to access relevant fields that require updating. • Click **Submit** when all relevant information has been updated. 

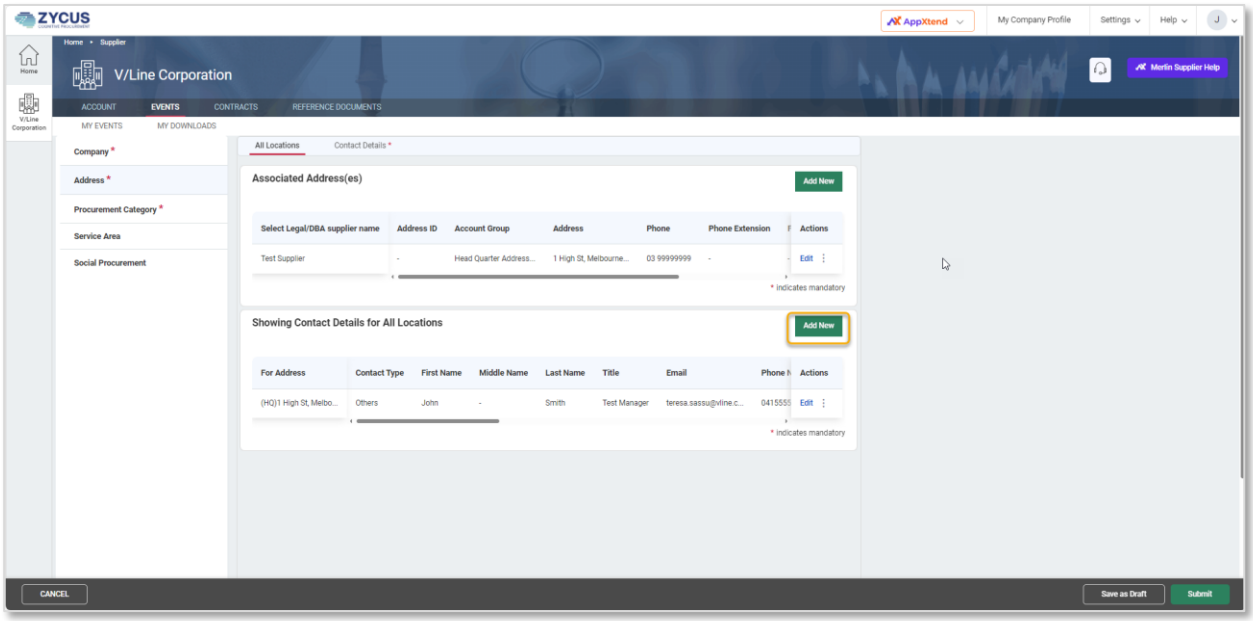
Example update: Adding a contact

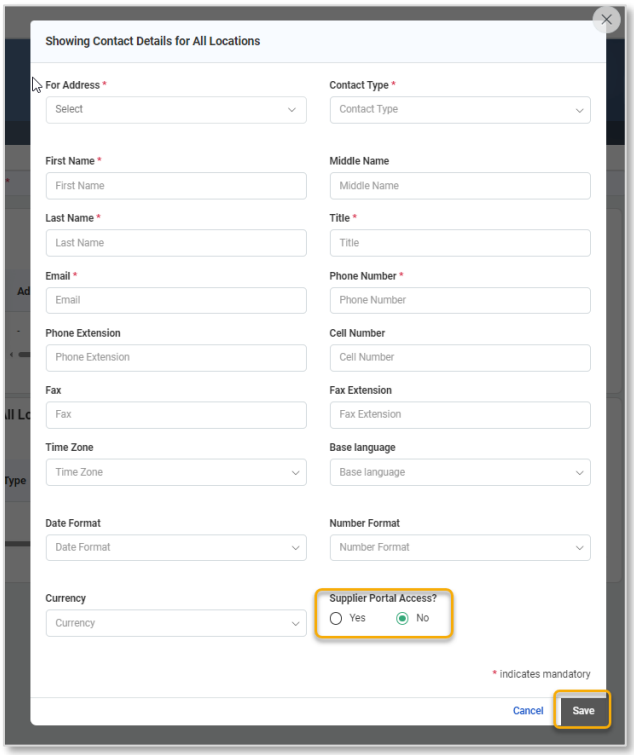
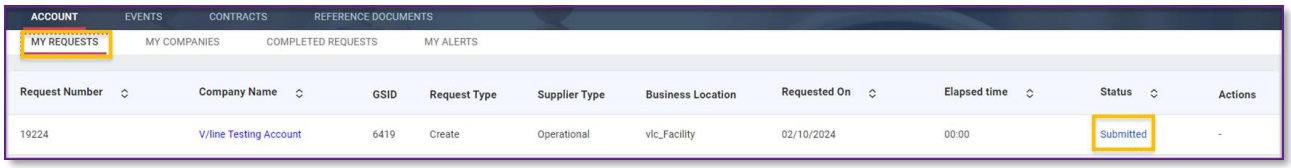
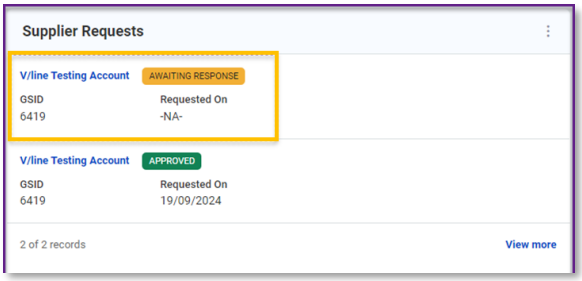
Continuing from the previous step, follow the steps below to add a new contact to your supplier account:

- Select **Address** from the navigation menu on the left hand side of the screen.



- Select **Add New**.

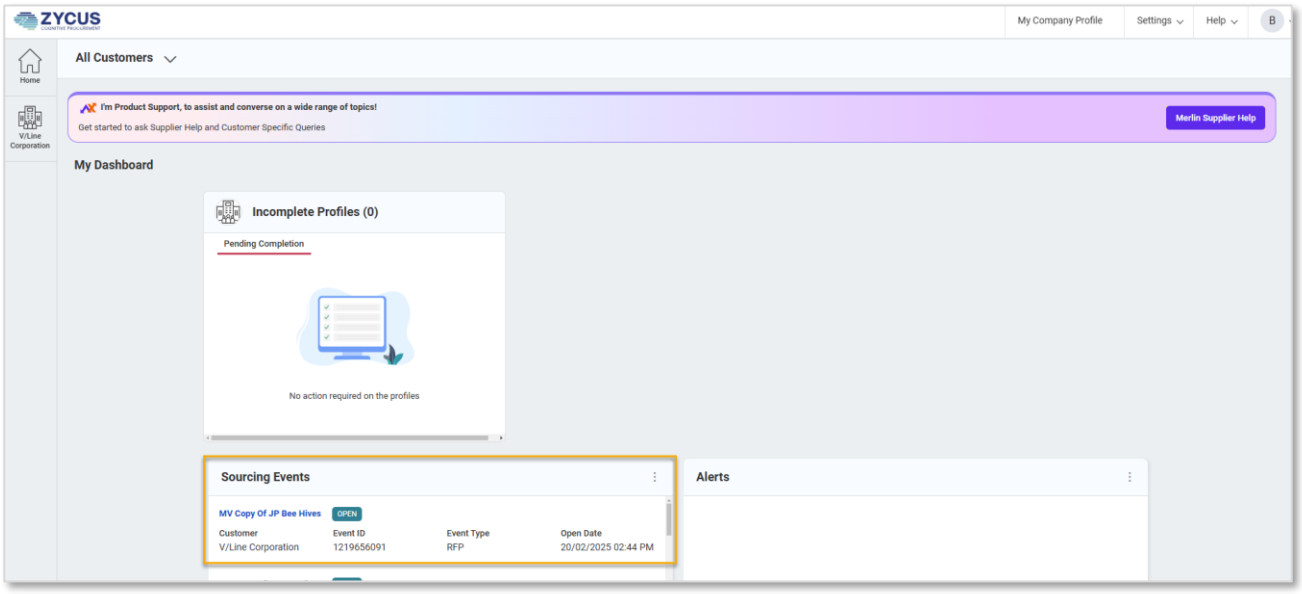


	• Complete all mandatory fields for the new contact • Ensure that Supplier Portal Access is set to **Yes.** • Click **Save.**	
3	• When required information has been updated, click **Submit**.	
4	• Once submitted, the request will be directed to the V/Line vendor administration team for internal verification. Additional supporting documentation or information may be requested. • The status of the requested update is displayed in My Requests. 	
	If you are awarded a contract as a result of a request for tender (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 account to an operational V/Line supplier account. • Go to the **Supplier Requests** tile on your ZSN home page • Select the **Awaiting Response** message (click on the blue hyperlink)  **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.	

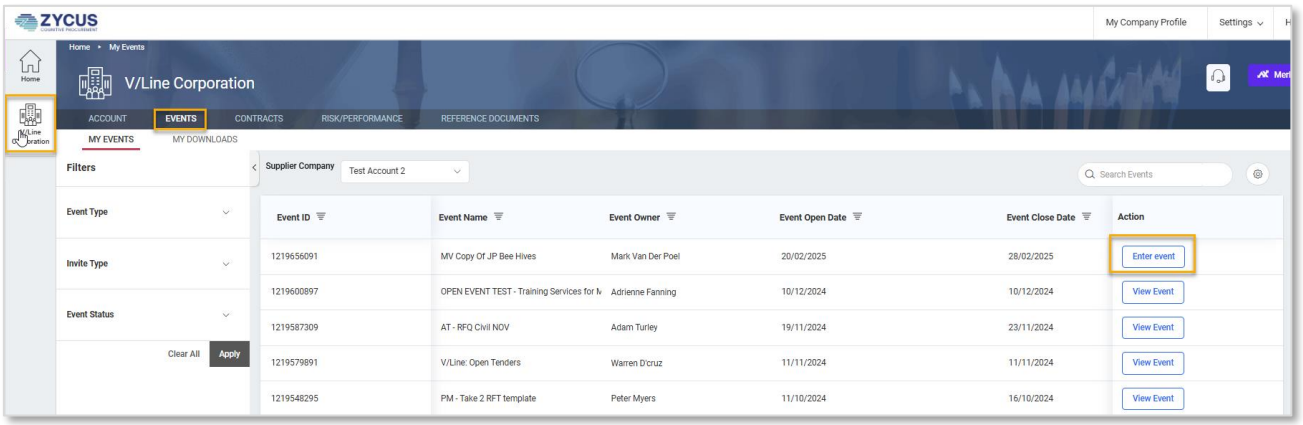
View request for tender events (sourcing)

You can view V/Line request for tender events (sourcing events) which you have been invited to participate in 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.

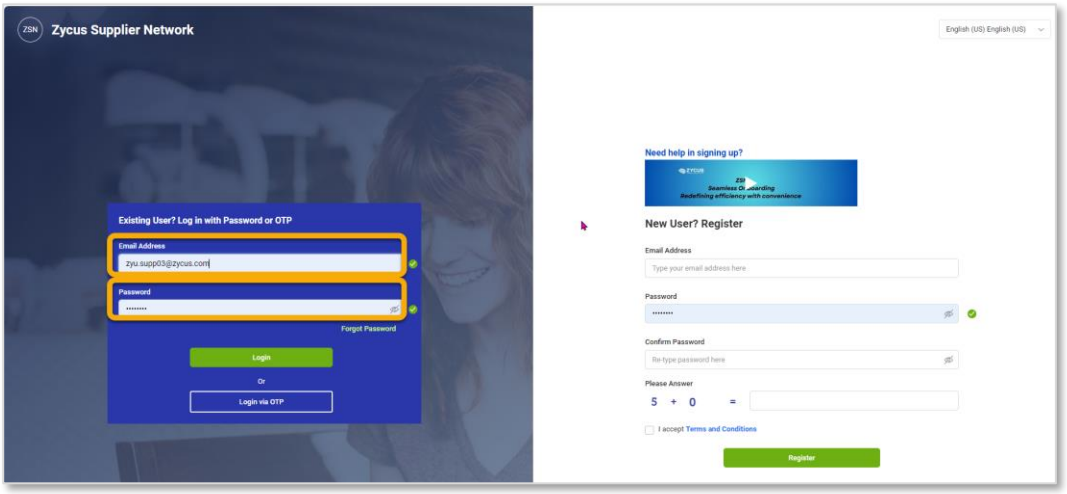
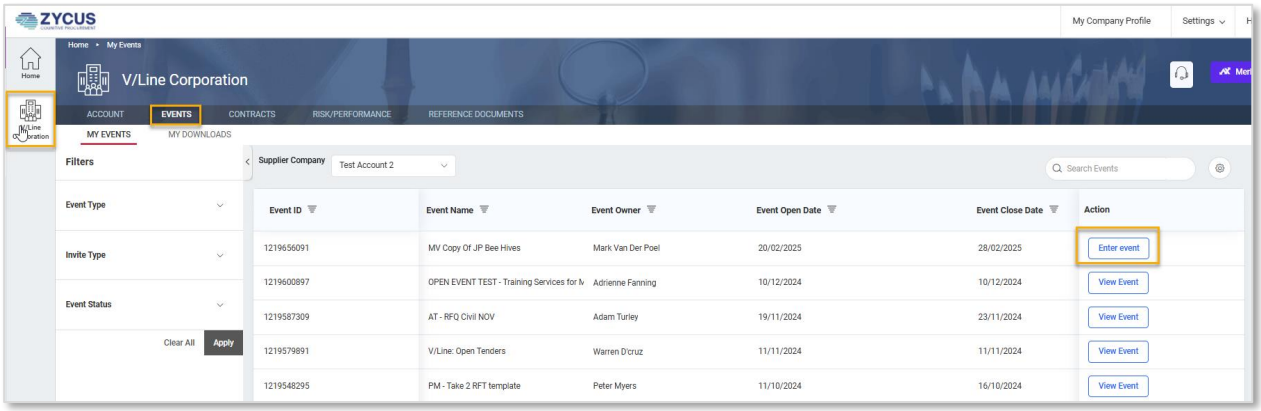


2. Your V/Line company Profile:
   - From the home page, click on the V/Line icon.
   - From the top navigation bar, select **Events**
   - Events that you have been invited to participate in, and open market tenders will be displayed. From the Action column, click Enter Event or View Event to access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



How to respond to a Request for Tender event

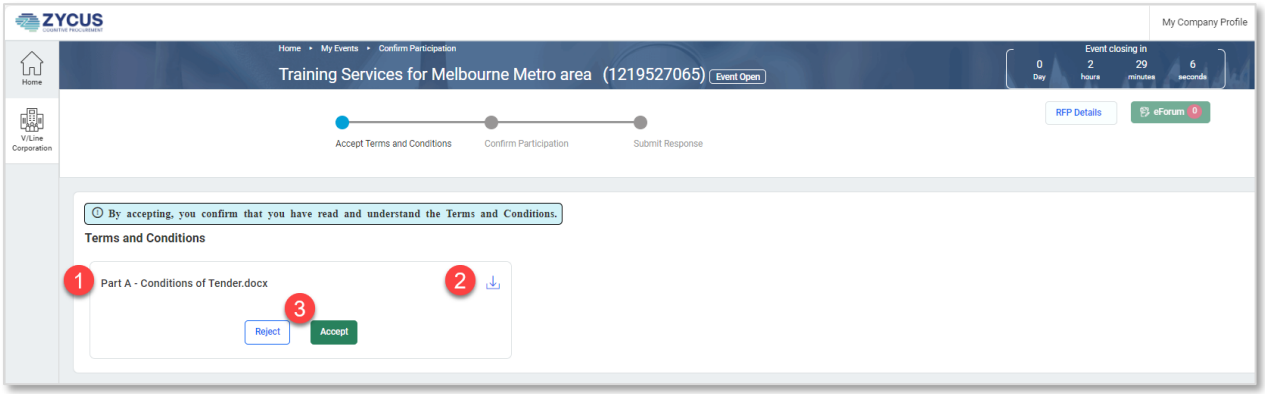
Submit a tender response

Step	Action
1	**Log in to your supplier account on ZSN** From the Zycus Supplier Network login page: • Enter your **Email address** • Enter your **Password** • Click on **Login** 
2	• 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. • Action column – click **View event** or **Enter event** for the event you want to view and respond to. 

3 **Conditions of tender**

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

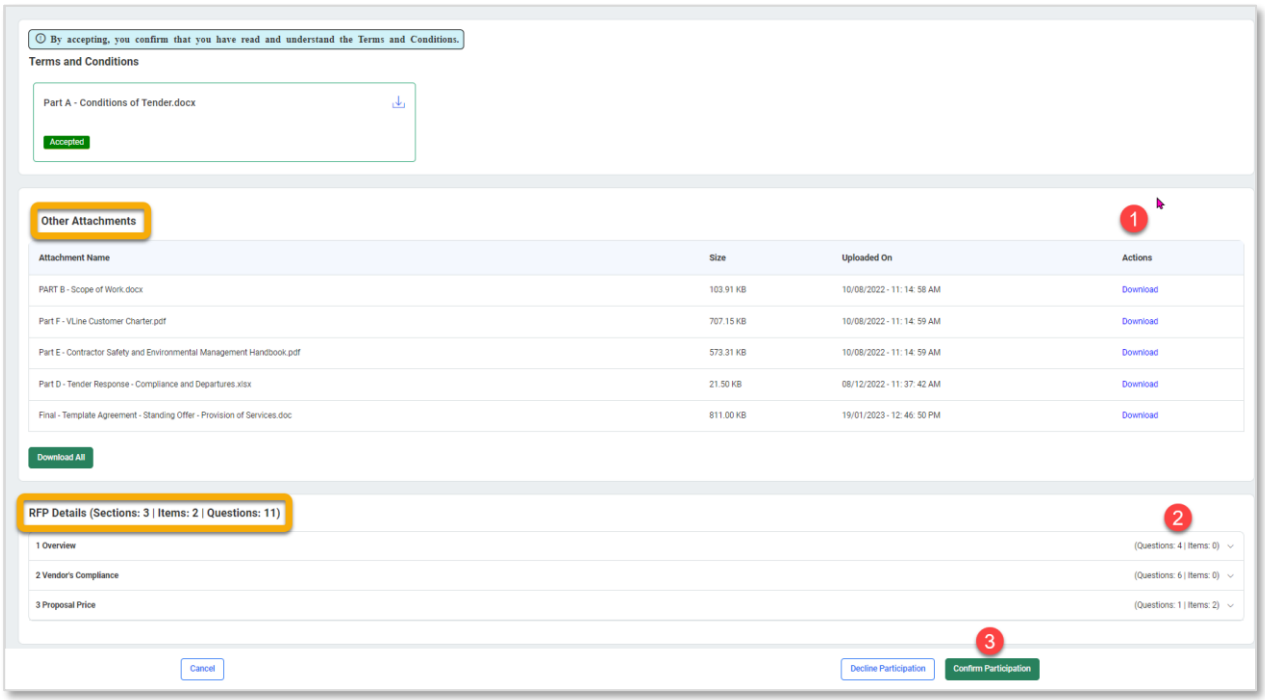
   NOTE: If you reject the conditions of tender you will not be permitted to proceed to respond to the sourcing event document. If you need more information about the conditions of tender, please send a message to the V/Line contact using eForum (go to page 17 of this document to see the steps to Create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



4 **Review tender and confirm participation**

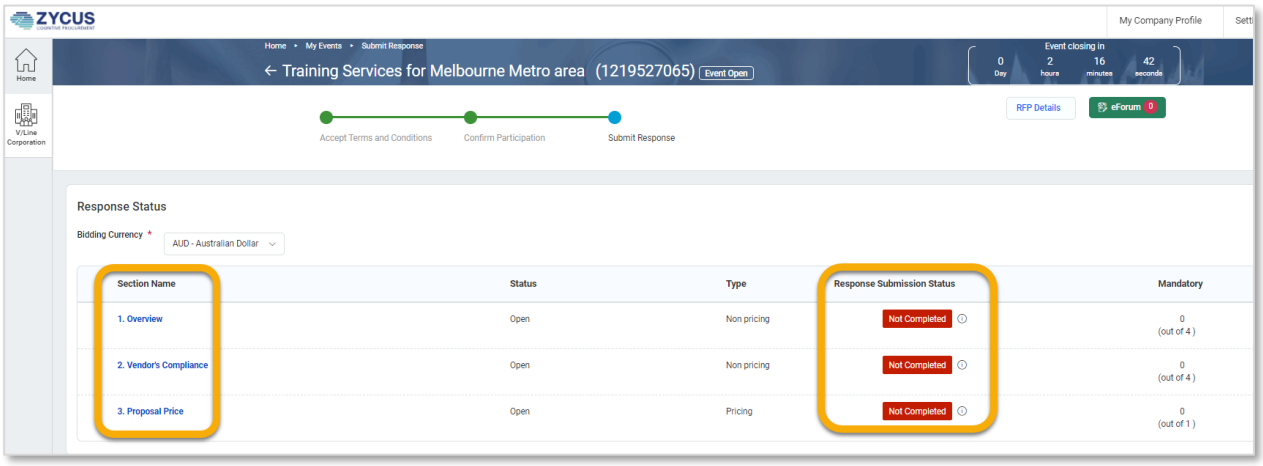
Once Conditions of Tender have been accepted you will given access to **Other Attachments.**

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.

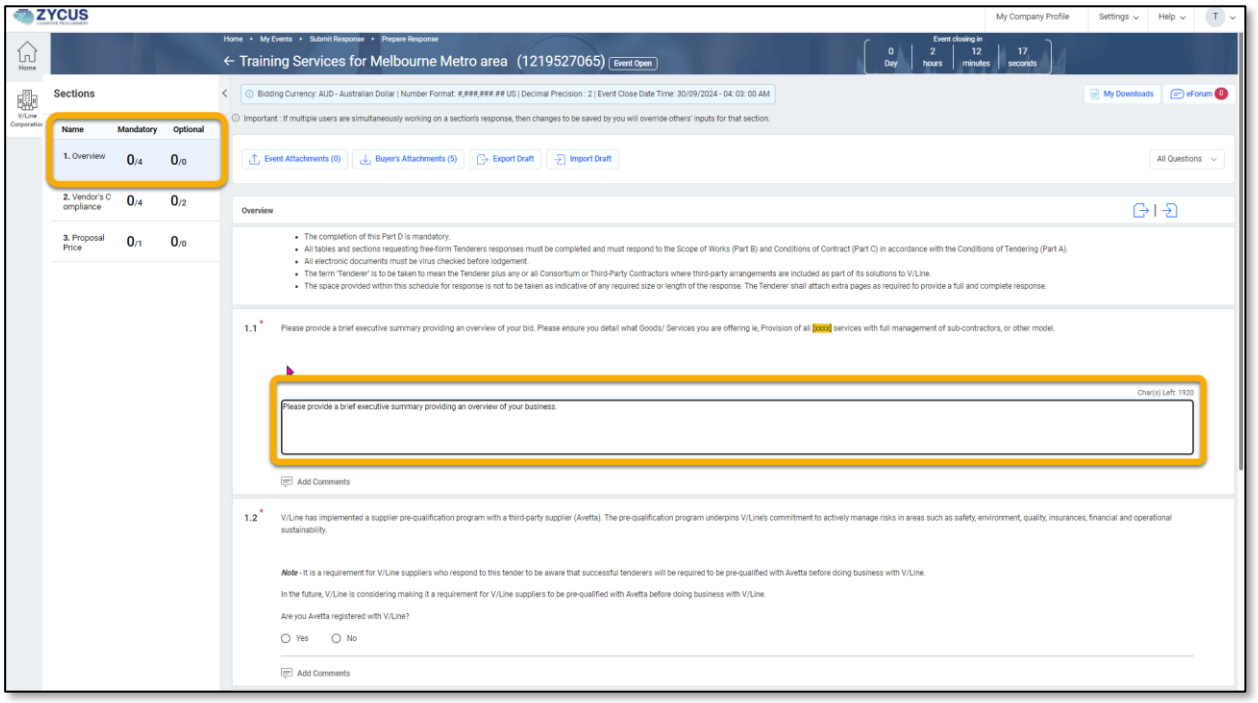


5 **Prepare your response**

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



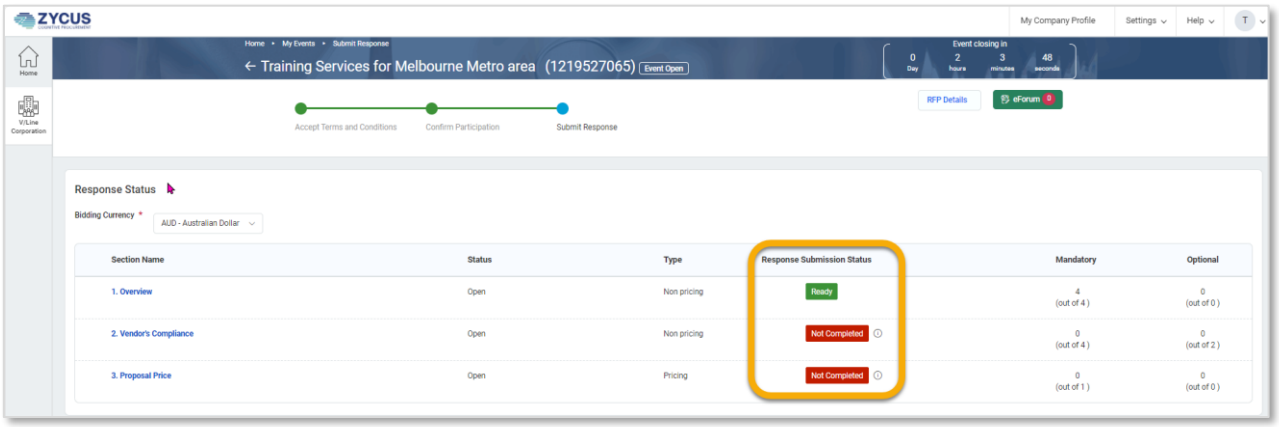
- For each section, a summary is provided on how many mandatory and optional questions are included. For each question, provide your response in the space provided.



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

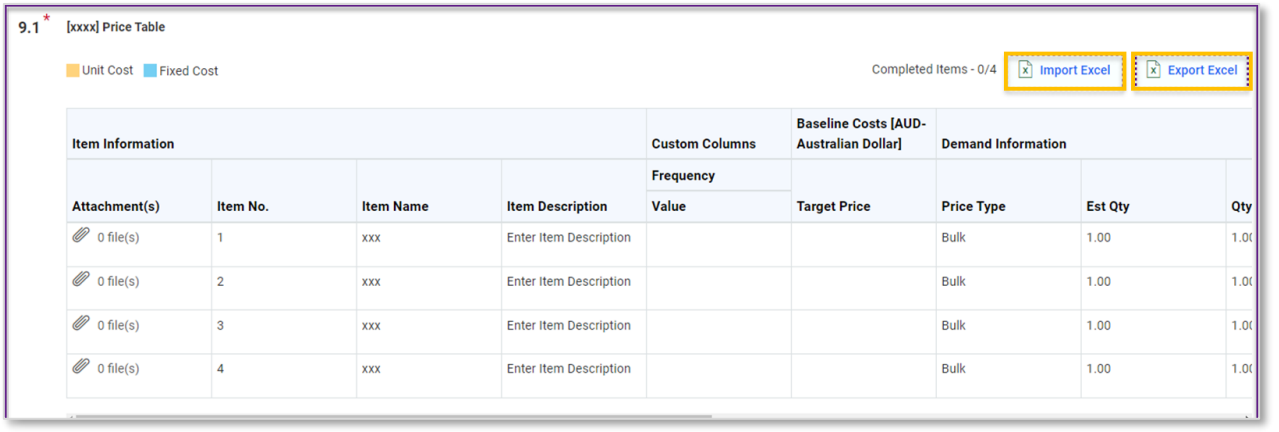
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- Click the green button **Done** to bring you back to the main screen.
- This will show you the sections yet to be answered.
- Continue providing your response to each section, until all are showing as **Ready** in the status column.



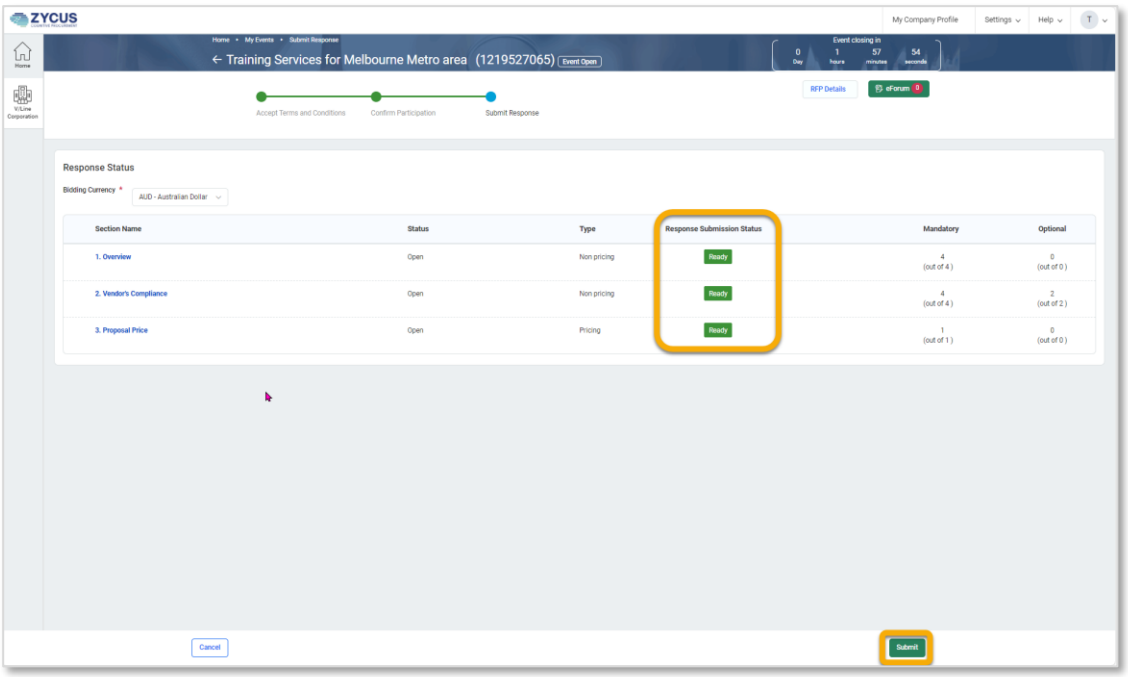
Providing pricing information

- When responding to a pricing question you can enter your response in the user interface directly or you can **Export Excel** to enter your responses into an excel spreadsheet.
- **Import Excel** to upload your responses into ZSN**.**

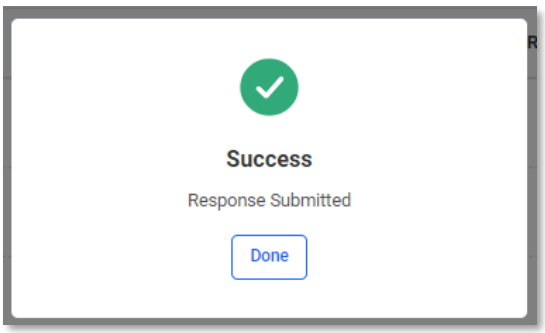


7 **Submit your response**

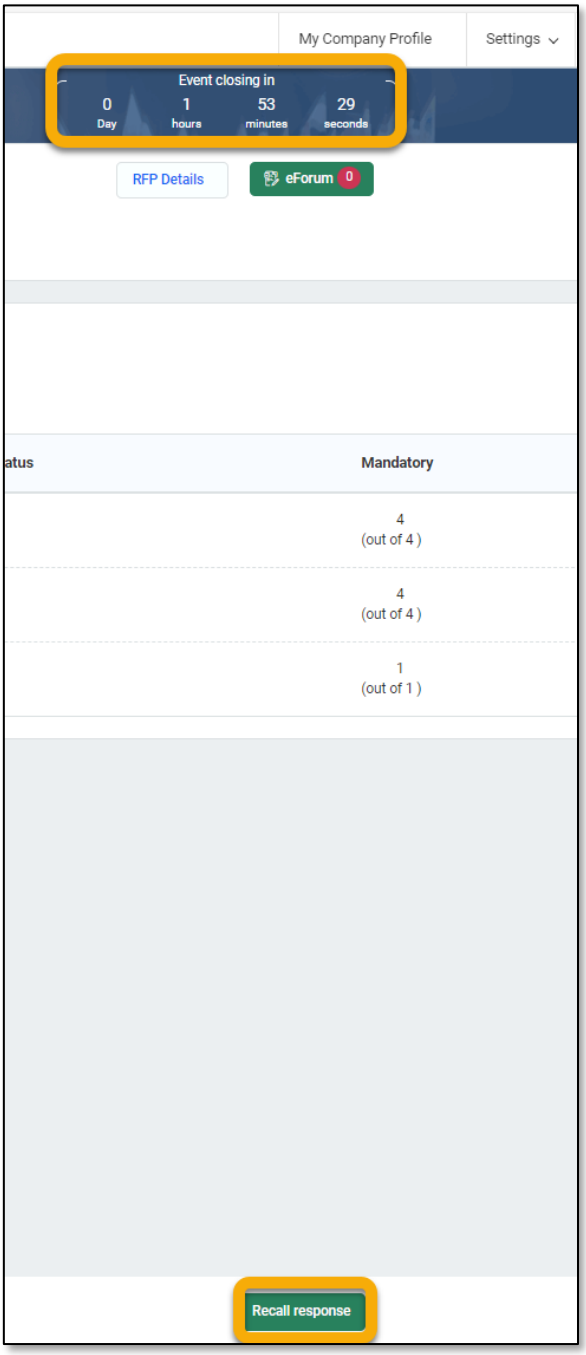
- When all sections have been responded to, click **Submit** at the base of the screen to submit your response.



- A confirmation message will be shown on screen.



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

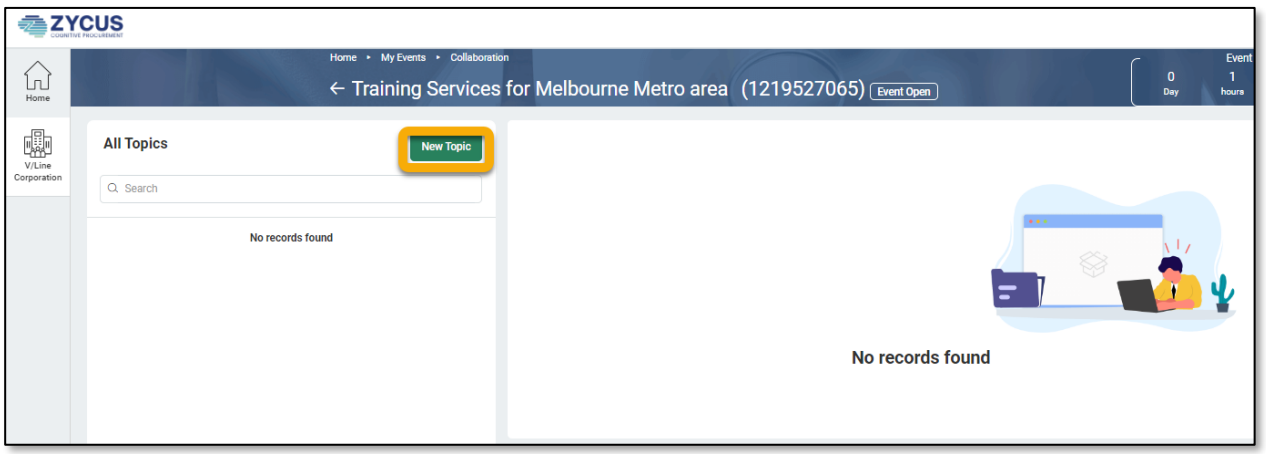
8	**Updating your submission** While the sourcing event is still open, you may recall your submission and enter additonal details up until the event closes.	

Communicate with V/Line: Creating an eForum

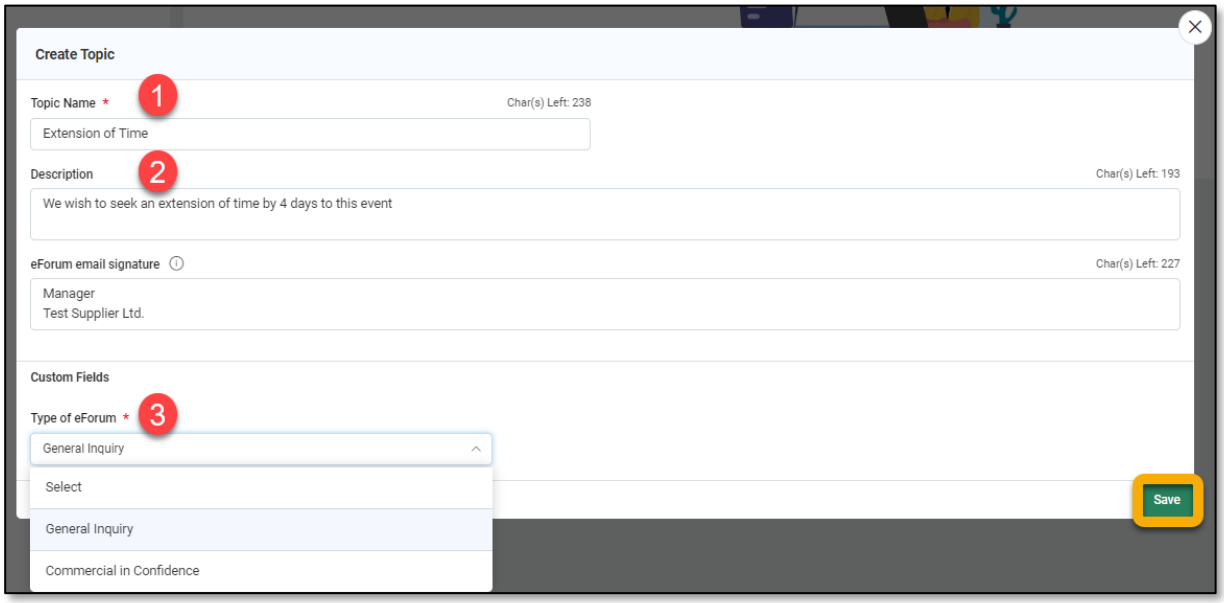
The **eForum** is a messaging function available in ZSN that can be used at any time to communciate with the V/Line contact that is running the request for tender (sourcing event).

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	Action
1	• From the ZSN homepage, access the relevant sourcing event. • Click **eForum** at the top of the sourcing event. 
2	**Create eForum topic** • Select N**ew Topic**. 

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



Click **Save** when completed.

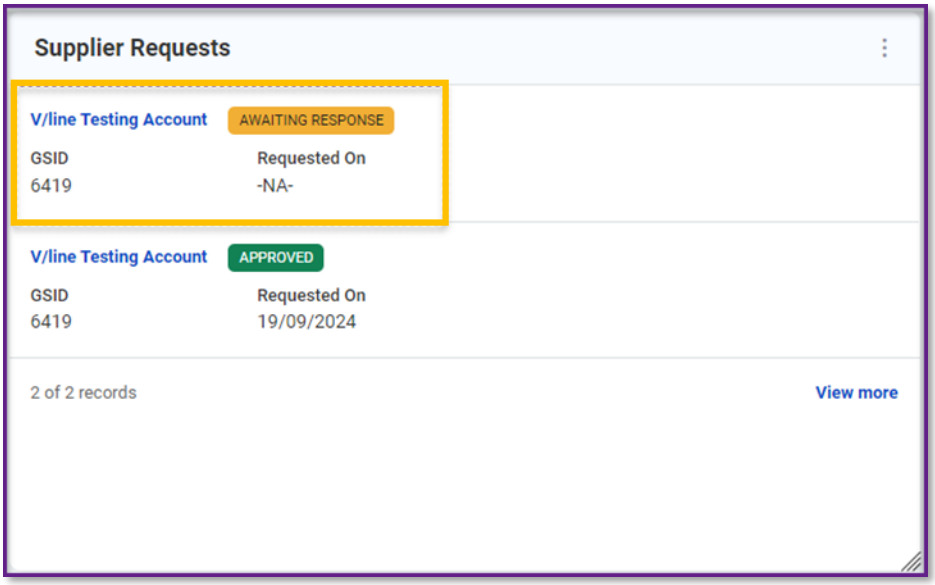
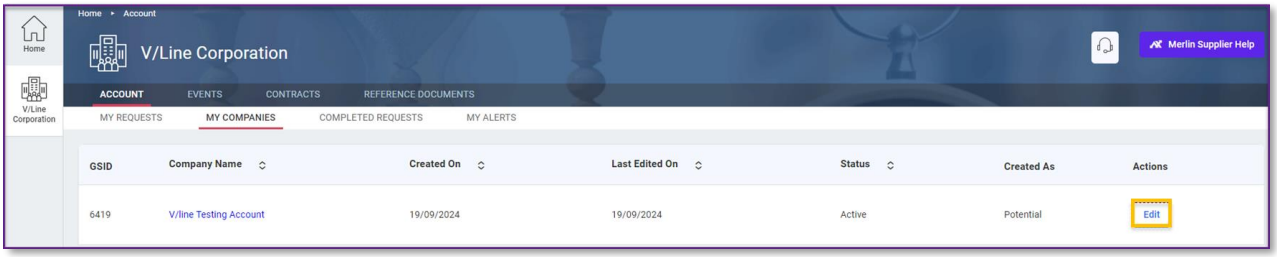
3 **Enter eForum message**

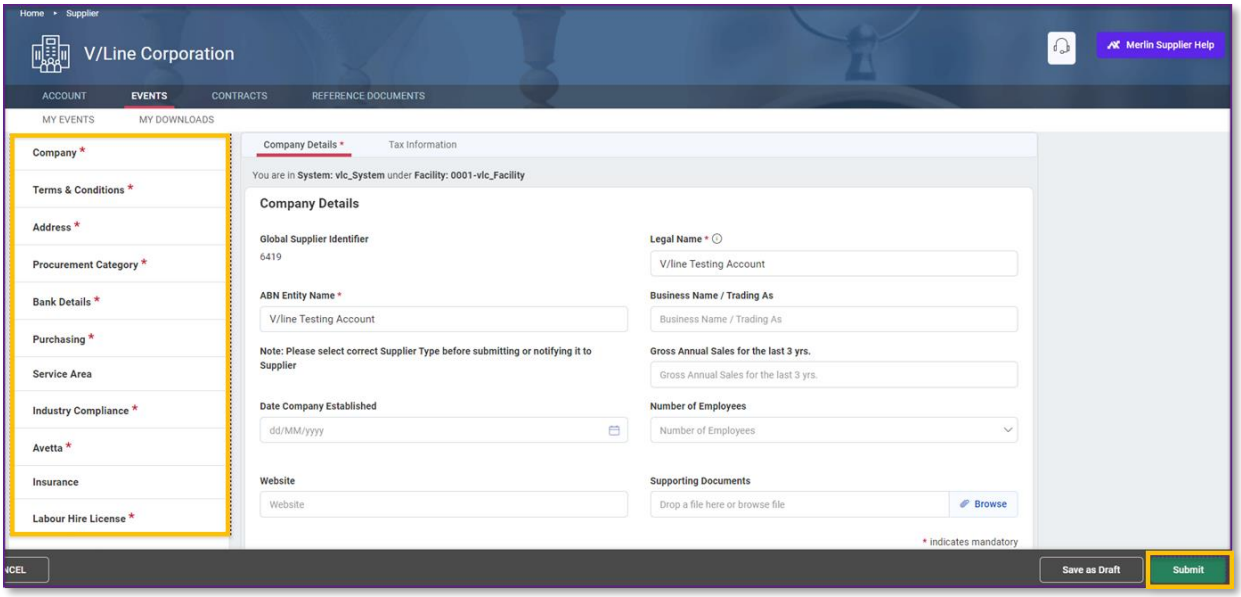
- Enter your message in the space provided; add attachment if required to support the message.
- Click **Post** to send it to the V/Line contact.
- When the V/Line contact responds, you will be notified by email and directed to this screen to view their message.



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	Action
1	• Go to **Supplier Requests** tile on your ZSN home page • Select the **Awaiting Response** message (click the blue hyperlink) 
2	**Edit company details** • Select **My Companies** • Click Edit to update contact details, bank account and complany details 

3	**Edit company details** • Access the navigation menu on the left side of the screen to panel and update your company details. • Once completed click **Submit**. 
4	• Once submitted, the request will be directed to the V/Line vendor administrator for internal verification. Additional supporting documentation or information may be requested. • • The status is displayed in **My Requests.** 