Zycus Supplier Network (ZSN) Portal navigation guide

Last updated 1 December 2021



Contents

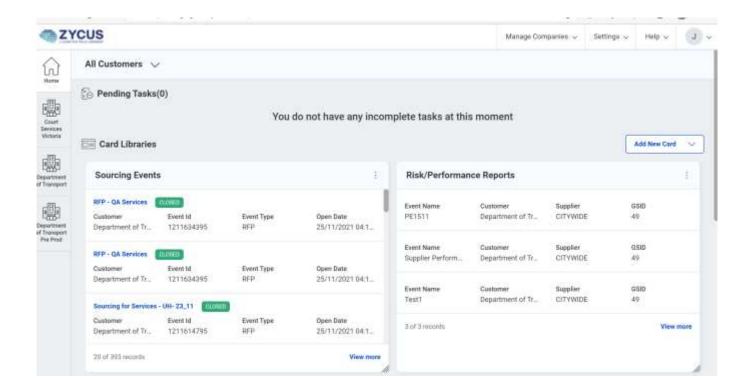
NAVIGATING THE ZYCUS SUPPLIER NETWORK (ZSN)	3
My Accounts	3
Contracts	6
Events	7
Reference documents	14
eForum Messages	14
Respond to a request for offer	19

The Zycus Supplier Network (ZSN) allows you to engage with The Department of Transport via a web-based portal. Use this guide to navigate through the ZSN menu functions, display your supplier details and respond to sourcing events.

Navigating the Zycus Supplier Network (ZSN)

My Accounts

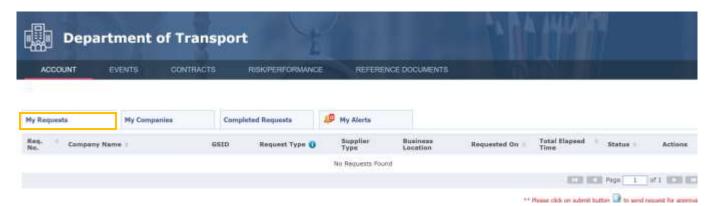
The main side menu displays your customer's account information including any DOT requests (active and completed) and any alerts DOT have sent you.



- 1. Open ZSN
- 2. Click The Department of Transport on left hand side

The **Accounts** screen is displayed. You can display **My Requests**, **My Companies**, **Completed Requests** and **My Alerts** by clicking on the respective tabs.

My Requests tab displays requests that have been initiated by DOT and can include a request to create the supplier, request to extend the supplier scope and requests to edit supplier profile details.

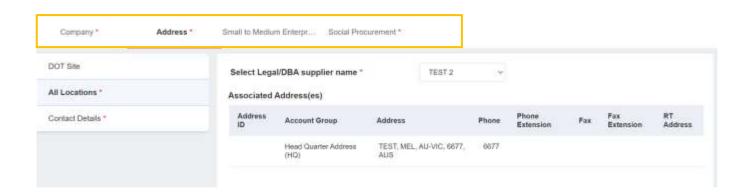


My Companies tab displays your company details. Click **View** to display company, address and product details or **Edit** to update the details - Note: the Edit function is only available if you are a potential supplier (*not* operational).

If the details on the My Companies tab need to be updated, please contact your DOT buyer.



You can view your company details by clicking the Company and Address tabs



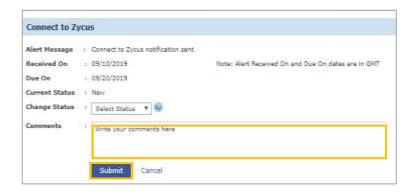
Completed Requests tab displays the request items that have been actioned and completed.



My Alerts tab displays alerts that have been sent to you from your DOT buyer.



Respond to alerts by clicking **Act** and submitting comments to your DOT buyer.



Contracts

The **Contracts** menu displays your contracts with DOT. Your contract progress can be tracked, and status updates are displayed on this screen.

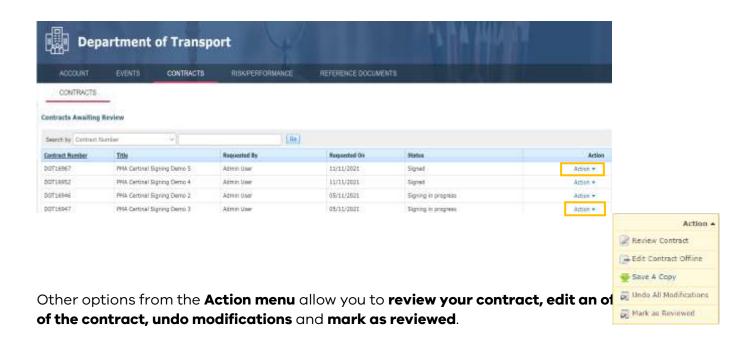
1. Click **Contracts** to display your DOT contracts



The **Contracts Awaiting Review** screen is displayed. You can track the status of your contracts, perform required actions, and download copies of your contracts. All contracts start with '**DOT**' and can be individually downloaded from the **Action** menu.

To download your contract:

- 1. Click **Action** to display the **Action** menu.
- 2. Click **Save a Copy** to download a copy of your contract to your PC.



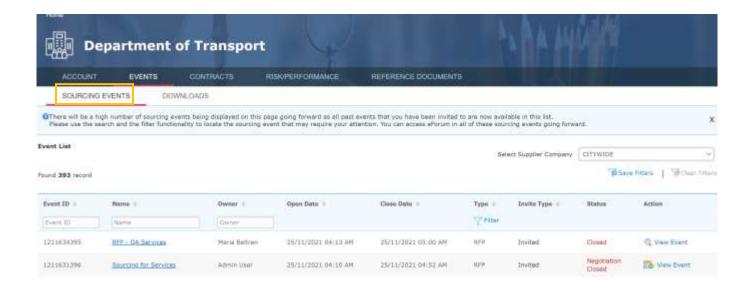
Events

The **Events** tab displays your sourcing events and sourcing related documents. A sourcing event is initiated by DOT and submitted to you via the ZSN. A sourcing event can be a request for a quote, a request to participate in a tender or request to provide information as

part of an expression of interest. You can provide responses to sourcing events from within the ZSN portal and upload any relevant documentation as part of the submission.

Sourcing events can be displayed and responded to from the **Events** tab.

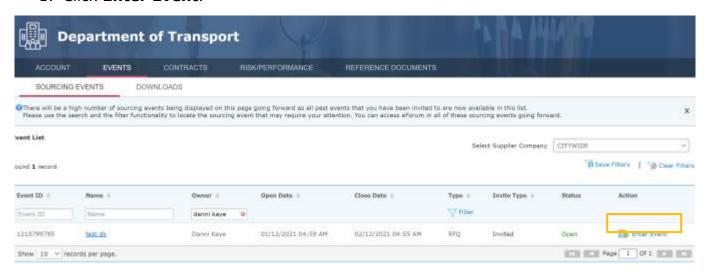
- 1. Click **Events**.
- 2. Click Sourcing Events.



The **Event List** screen displays your sourcing events with DOT. You can track the status of each event, view the event details and enter the event to confirm your participation.

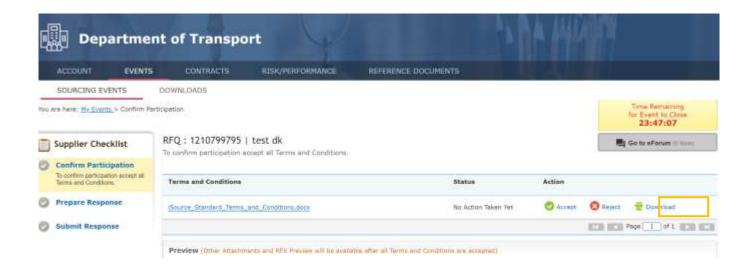
To participate in a sourcing event:

1. Click Enter Event.



The **Confirm Participation** screen is displayed. The time remaining to submit your responses is indicated in the top right of the screen. You must complete and submit your responses before the event closes. Download and review both the terms and conditions and environmental sustainability documents.

Click **Download** to download a copy of the document. Once reviewed, you can either **Accept** or **Reject** the document.



Once **the Terms and Conditions** are accepted, the **Other Attachments** are displayed which can include the contract details and any other supporting documents.

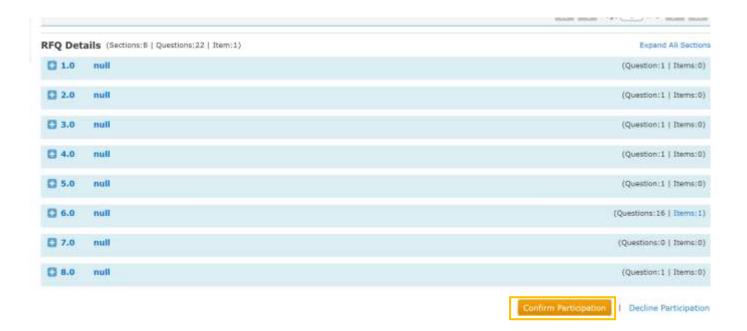
Click **Download** to download a copy of the attached documents.



The **RFQ Details** section contains the sourcing event information and questions you are required to respond to.

Click Confirm Participation to commence reviewing and responding to the sourcing event.

Note: If you do not wish to participate in the event, click **Decline Participation**.



The **Prepare Responses** screen is displayed. Responses must be submitted to all mandatory questions - refer to the colour indicators to ensure responses to all mandatory (red indicator) questions have been answered.



Click **Prepare Response** to review and respond to the sourcing event questions.



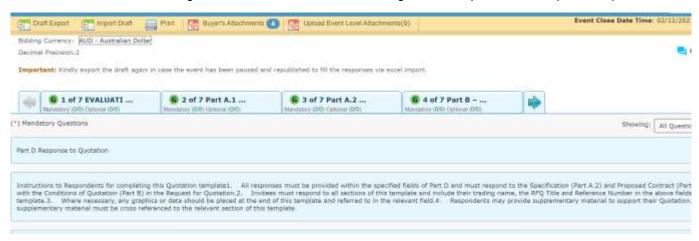
Section 1 of 4 of the sourcing event is displayed. Sections containing mandatory questions will be flagged with the red mandatory indicator. All mandatory questions within the section will be flagged with an asterisk (*).



Provide a response to all relevant questions - all mandatory questions must be responded to.



Click the **section tabs** to navigate to other sections of the sourcing event and provide the required responses.

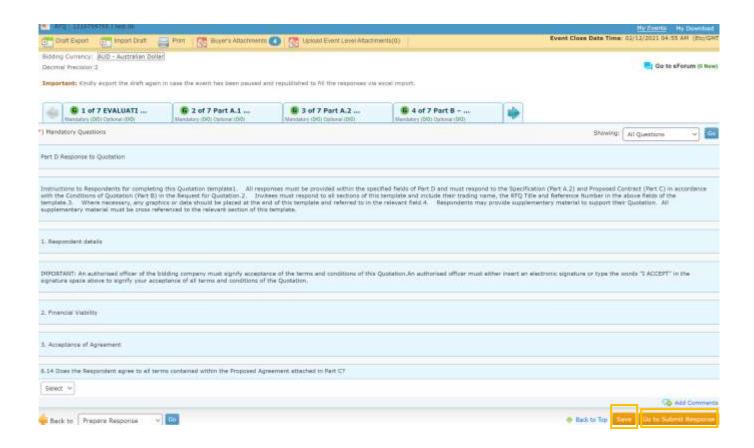


Attachments from DOT can be viewed by clicking **Buyer's Attachments**. If you are required to upload documents as part of the sourcing event responses, click **Upload Event Level Attachments** and attach any relevant documentation.



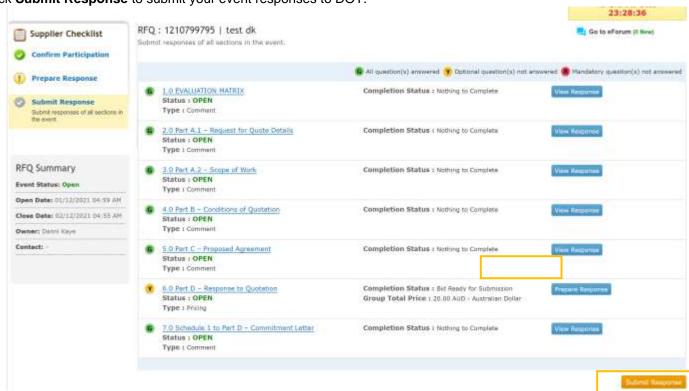
Click Save to save the section responses you have provided.

Click Go to Submit Response once you have completed all the responses for each of the sections.



The **Submit Responses** screen is displayed summarising the completion status of each section.

Click **Submit Response** to submit your event responses to DOT.

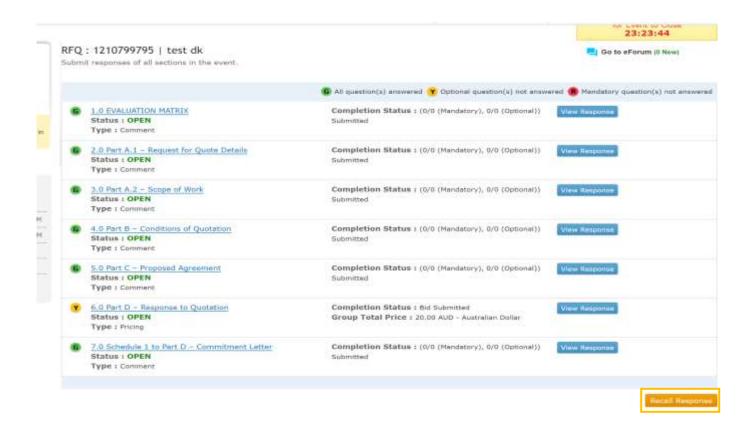


A confirmation message will display confirming your responses have been submitted successfully. Click **OK** to close the confirmation message window.



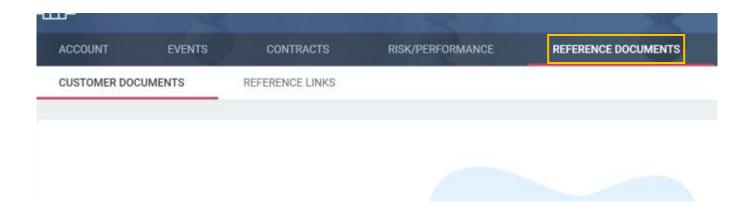
The responses to the sourcing event have now been submitted.

Note: If required, responses can be recalled by clicking **Recall Responses**.



Reference documents

The **Reference Documents** menu is used to display DOT documents, communiques or instructions. The documents and links are uploaded by DOT, are not specific to sourcing events and are viewed via the **Reference documents** menu options – **Customer Documents** and **Reference Links**.



eForum Messages

The **Zycus eForum** allows the DOT buyer to communicate with suppliers from within the ZSN sourcing event. This communication channel allows you to engage with your buyer and send and receive documents relating to the sourcing event.

The eForum message alerts will appear in the top right of your sourcing event screen.

1. Click Go to eForum

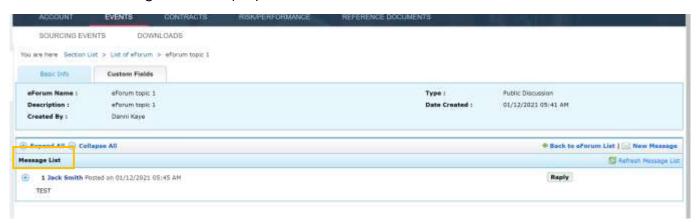


The **List of eForum** screen is displayed. You can track discussions with your buyer, respond to messages or create a new eForum. All communications within the eForum will be relevant to the sourcing event the eForum is initiated from. To display eForum messages:



Click the **eForum** name:

The eForum Message List is displayed.



Click **Reply** to respond to the message *OR*;

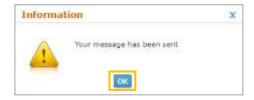
Click New Message to create a new message



The **Respond To** window is displayed. Type your response text in the message field and attach any relevant documentation. A maximum of ten files (up to 5 MB per file) can be uploaded with your response.

Click **Post** to post your message response.

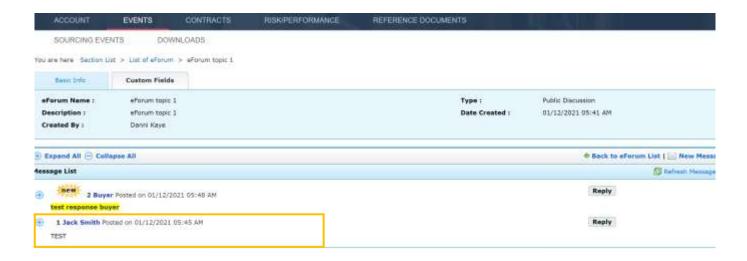




A confirmation message will confirm your message has been successfully posted.

Click **OK** to close

Your message post will display in the **Message List**. The message posting date and time will allow you to keep track when responses are sent from DOT.



Creating a new eForum

As a supplier, you can create a new eForum and initiate communications with DOT, send documents or request information. The **List of eForum** screen is displayed below.

1. Click New eForum to create a new eForum for the sourcing event

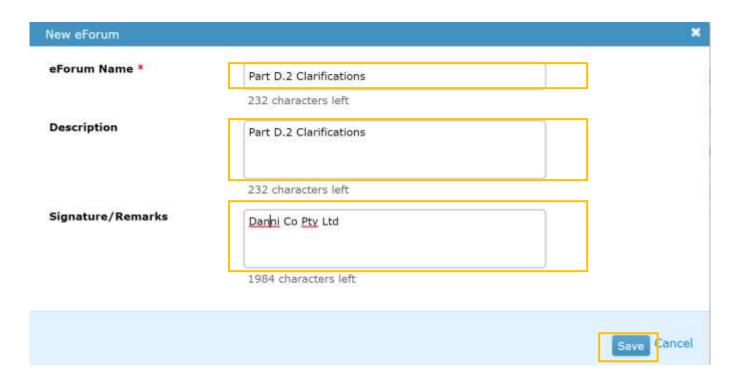


The **New eForum** window is displayed.

Enter the eForum Name details

Enter the eForum Description

Click Save to create the eForum



The eForum has been successfully created. The **Type column** will indicate that the eForum was created by the supplier and not initiated by DOT.

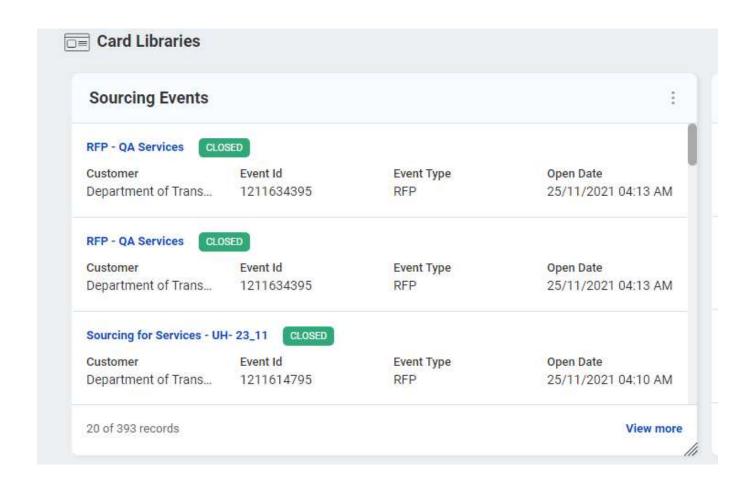


Respond to a request for offer

A request for offer can be initiated by your buyer as part of sourcing negotiations. The request for offer allows you to review and update your pricing and submit it back to your buyer for consideration. A request for offer will be submitted by your buyer once you have responded to a sourcing event and provided a quote. **Offer request** will appear on the dashboard of your ZSN portal.

As a supplier, you can respond to an offer request by clicking on the sourcing event link on your ZSN dashboard.

1. Navigate to Sourcing Events and click the event with the status - Negotiation in Progress

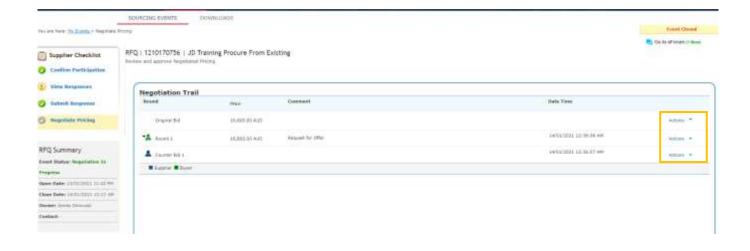


NOTE: Click more to open **All Sourcing Events** if they don't appear easily on your scorecard. Then click event with the status – **Negotiation in Progress**



The **My Events > Negotiate Pricing** page is displayed. The Negotiation Trail allows you to track the request for offer that has been submitted by your buyer.

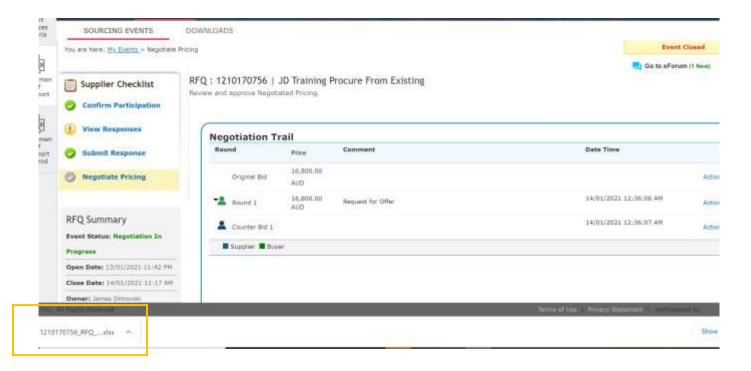
- 2. Click **Actions** to display the menu options
- 3. Select Export to download the pricing lot excel file





The Excel file will download to your computer and can be opened from the bottom left corner of your Google Chrome browser window.

4. Select Open on Excel file



The **Negotiate Export** file will open. The spreadsheet contains the quoted pricing lot total. You can update the new negotiated LOT total and submit this to your buyer for review. The second sheet contains the details of the pricing line item(s) that can be updated to reflect the new pricing.

5. To update the pricing click on the **second sheet**.

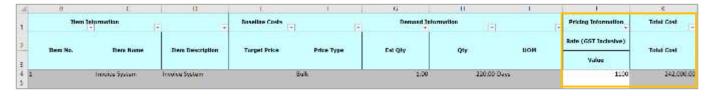


The second sheet will display the pricing line item details. Pricing can be maintained in the **Pricing Information** column.

6. Click on the value in the **Pricing Information** cell and update the quoted price.

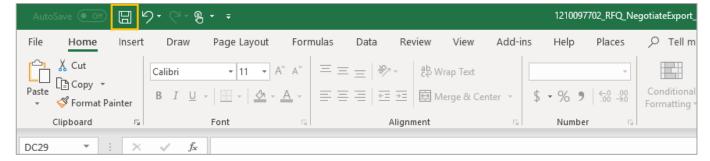


The change to the pricing information will update the **Total Cost** value.

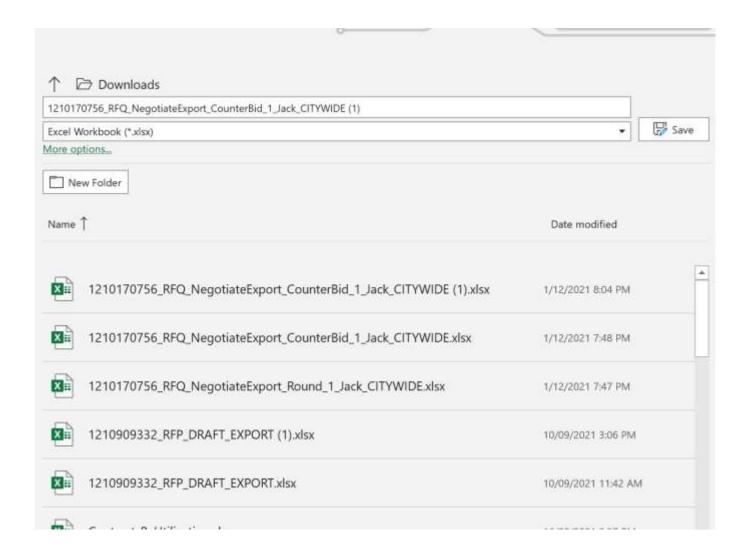


The file can now be saved to your computer.

7. Click **Save** to save the file – do not rename the file when saving as the file will need to be imported back into ZSN.



8. Select a file location to save the file and click the **Save** button.



Navigate to the ZSN Event Details window and Import the file back into your Negotiation Trail.

- 9. Click the Actions menu from the Counter Bid 1 row.
- 10. Click Import.



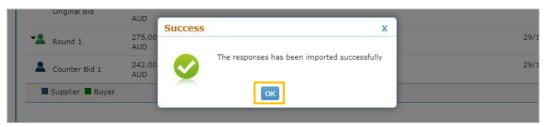
11. Select the file you wish to import.



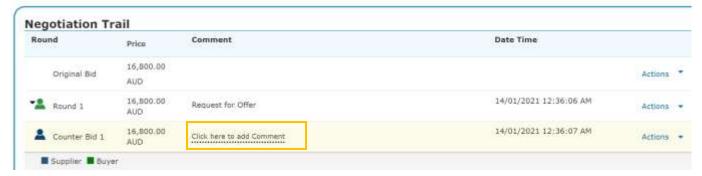
12. Click Open.

A confirmation message will display.

13. Click **OK** to continue.



The updated pricing is now displayed as the **Counter Bid 1**. Comments to the buyer can be added to the **Comment** field if required.



The pricing can now be submitted to the buyer for review.

- 14. Click the Actions menu from the Counter Bid 1 row.
- 15. Click Send for Approval.



The request for offer has now been responded to. The buyer can now review the changes and consider the updates to the pricing as part of their sourcing event analysis.