Monash Health – Source to Pay

Supplier Guide to Accessing Zycus Supplier Network (ZSN)

Updated 19/04/2023

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1. Zycus Supplier Network - Overview & Benefits

Zycus Supplier Network - Overview & Benefits

Overview:

- Zycus Supplier Network (ZSN) is Zycus' one-stop portal for suppliers to participate in business-related activities with Monash Health.
- The portal is free of cost for suppliers with no hidden charges on number of users, sourcing events or contracts.

Benefits:

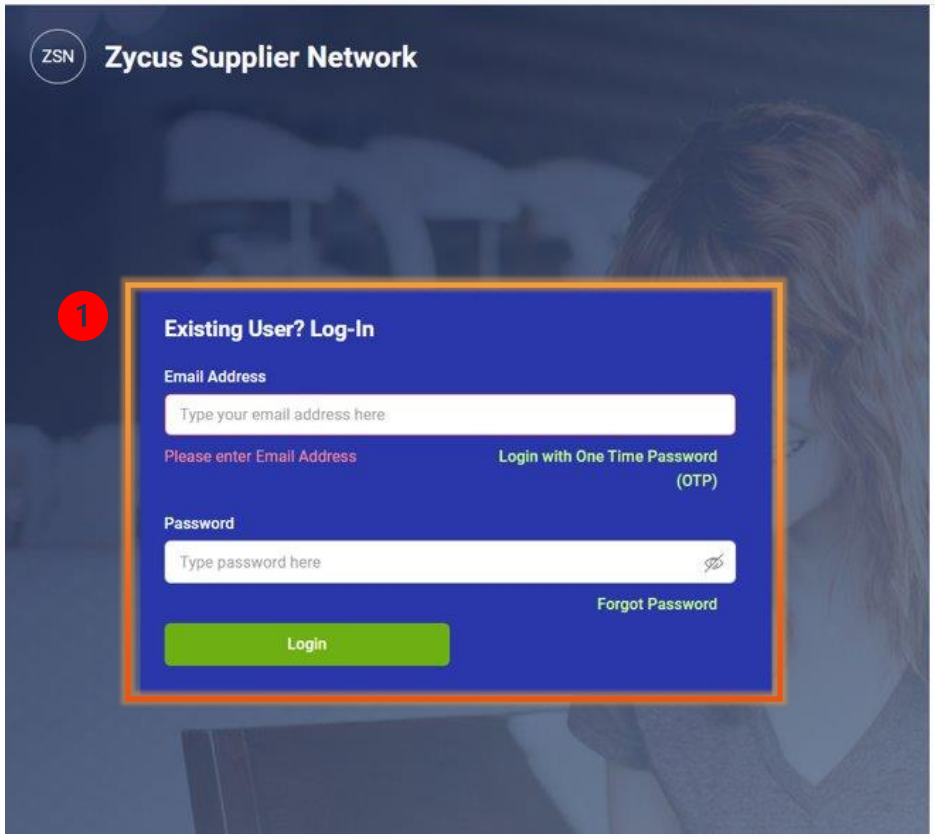
- Save on transactional costs by digitizing transactions.
- Track your sourcing events with clients in one place.
- Easy-to-use portal that helps with reducing activity cycle time.
- Maintain and update your company profile and request for a colleague's access.

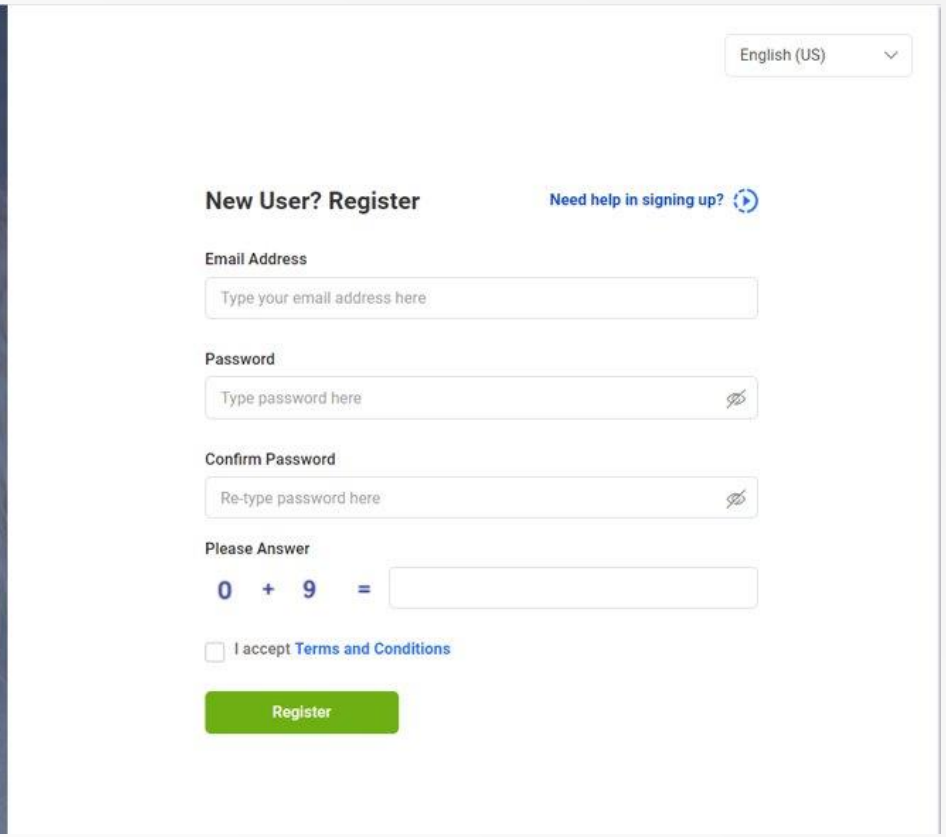
2. New User Registration on ZSN

Existing Supplier Login on ZSN

Use this link to login in to ZSN: https://zsn.zycus.com/guest/genericRegister/MON708

1. If you are an existing registered Supplier, login with your email address and password here.





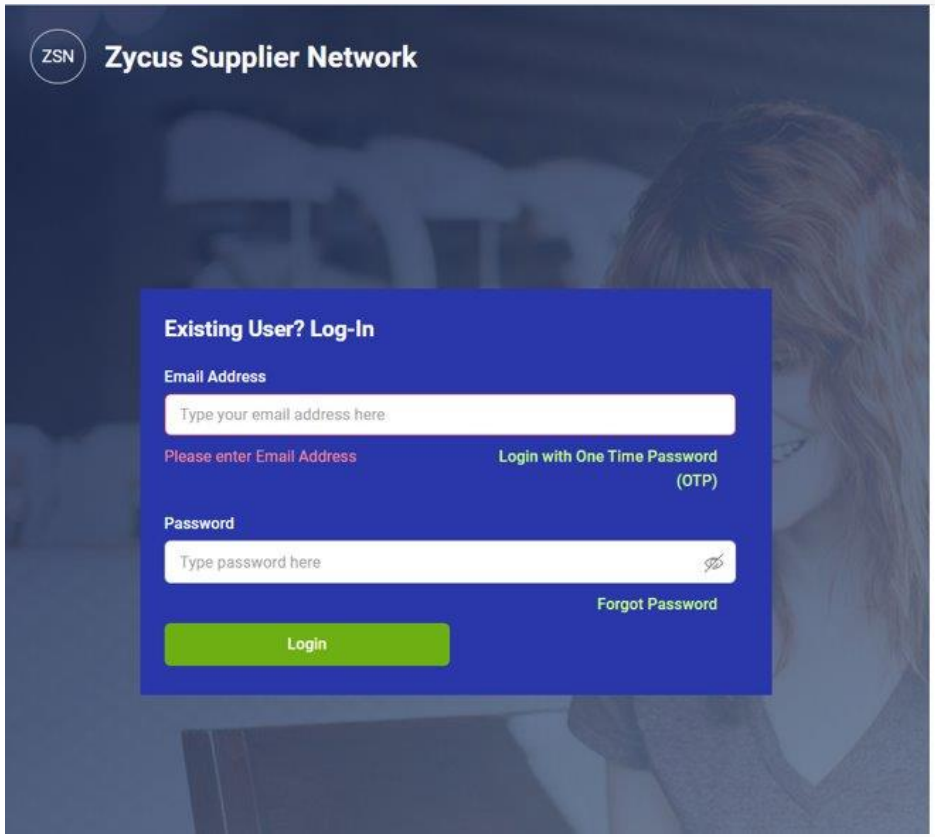
New Supplier Registration on ZSN

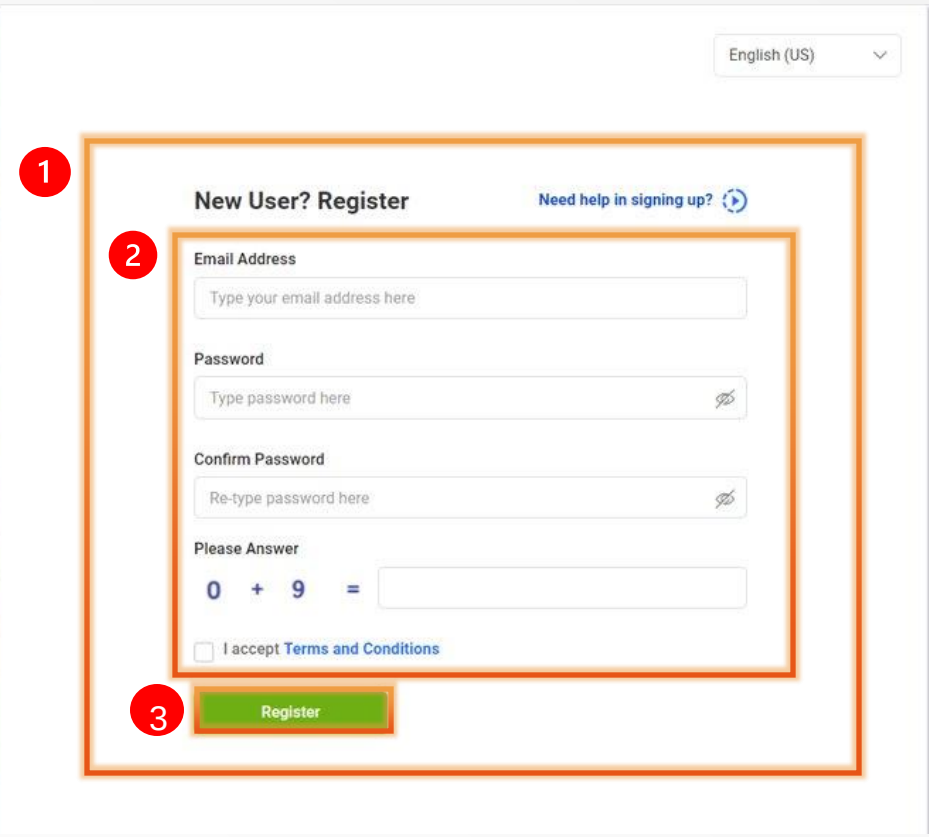
Use this link to register for ZSN: https://zsn.zycus.com/guest/genericRegister/MON708

1. If you are a new Supplier, register your account here.

2. Enter your email address, chosen password, required answer, and accept the Terms and Conditions.

3. Click on 'Register'.



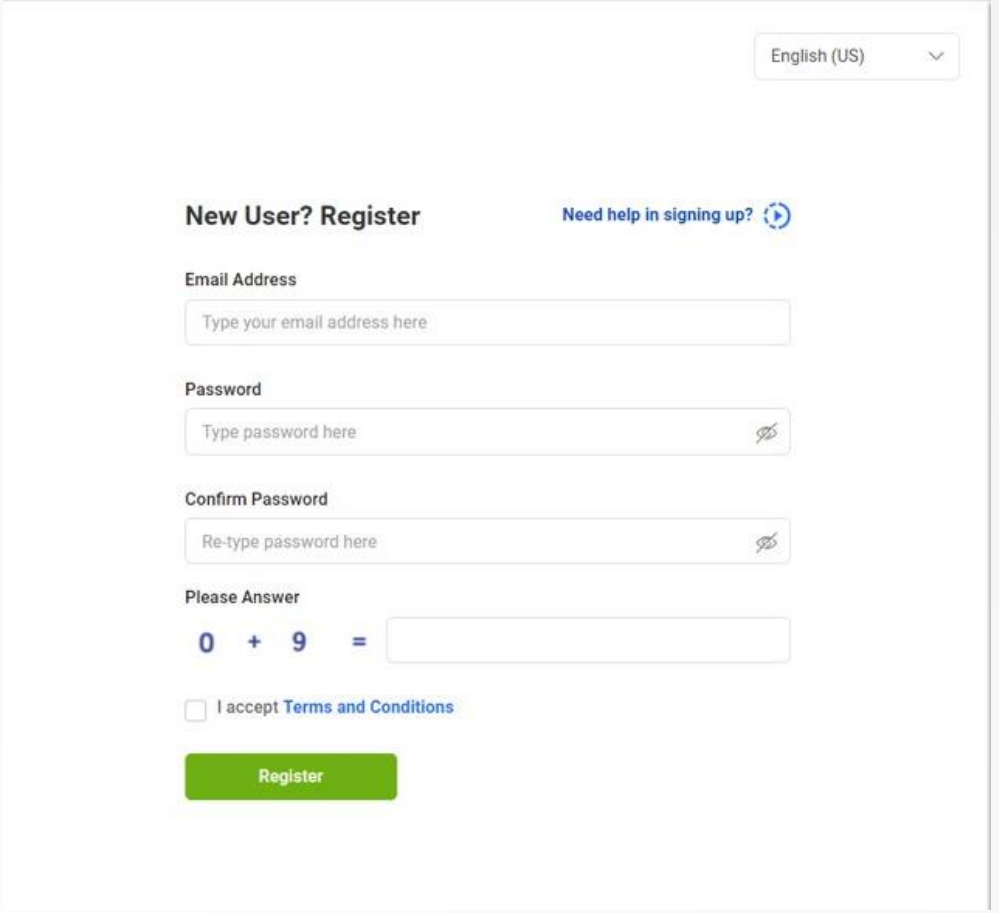


Supplier Registration Assistance

Please Note:

- In Zycus there can only be one Supplier registered per ABN.
- If you receive a message stating 'Already Registered' your organisation may already be a registered Supplier.
- Additional team members are registered as 'Additional Contacts' for the one Zycus Supplier account.
- Please reach out to your primary Zycus contact within your organisation and request to be added as an additional contact [see section 5].

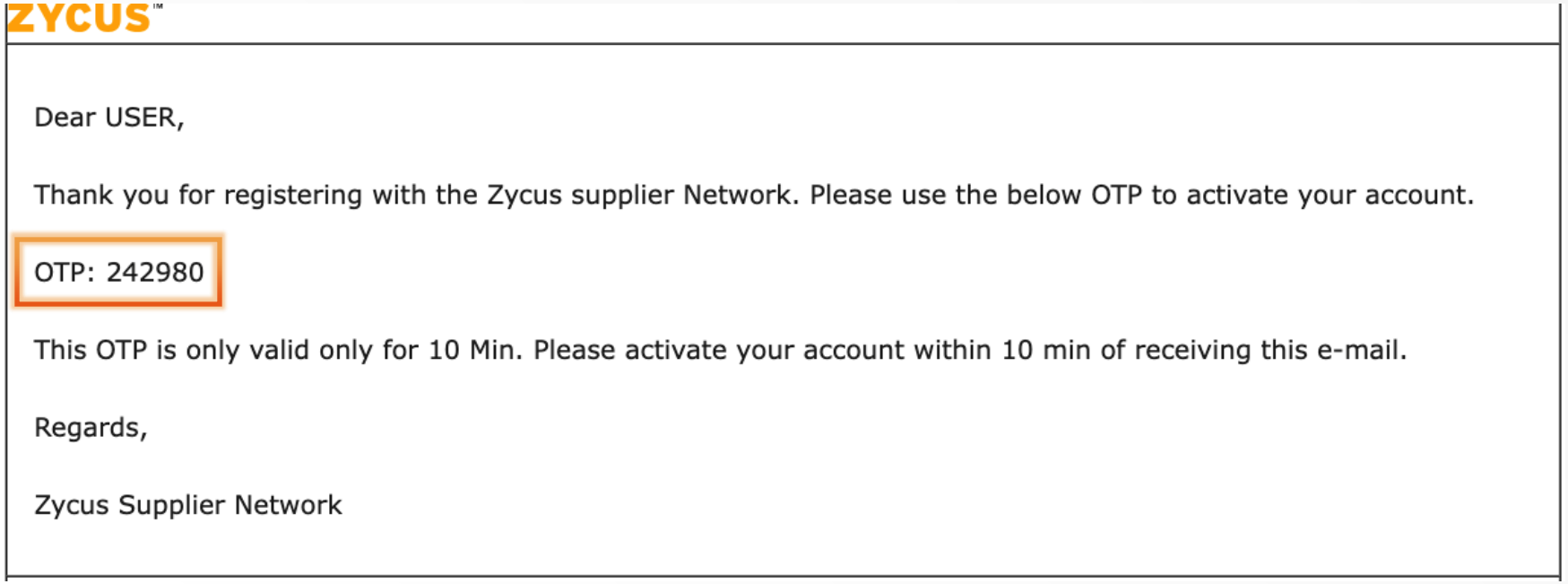
If you are still experiencing problems, please reach out to Suppliers_S2Psupport@monashhealth.org



Registration Email

You will receive an email as shown in the picture.

Make note of your OTP as you will need this in the next step.


ZYCUS™

Dear USER,

Thank you for registering with the Zycus supplier Network. Please use the below OTP to activate your account.

OTP: 242980

This OTP is only valid only for 10 Min. Please activate your account within 10 min of receiving this e-mail.

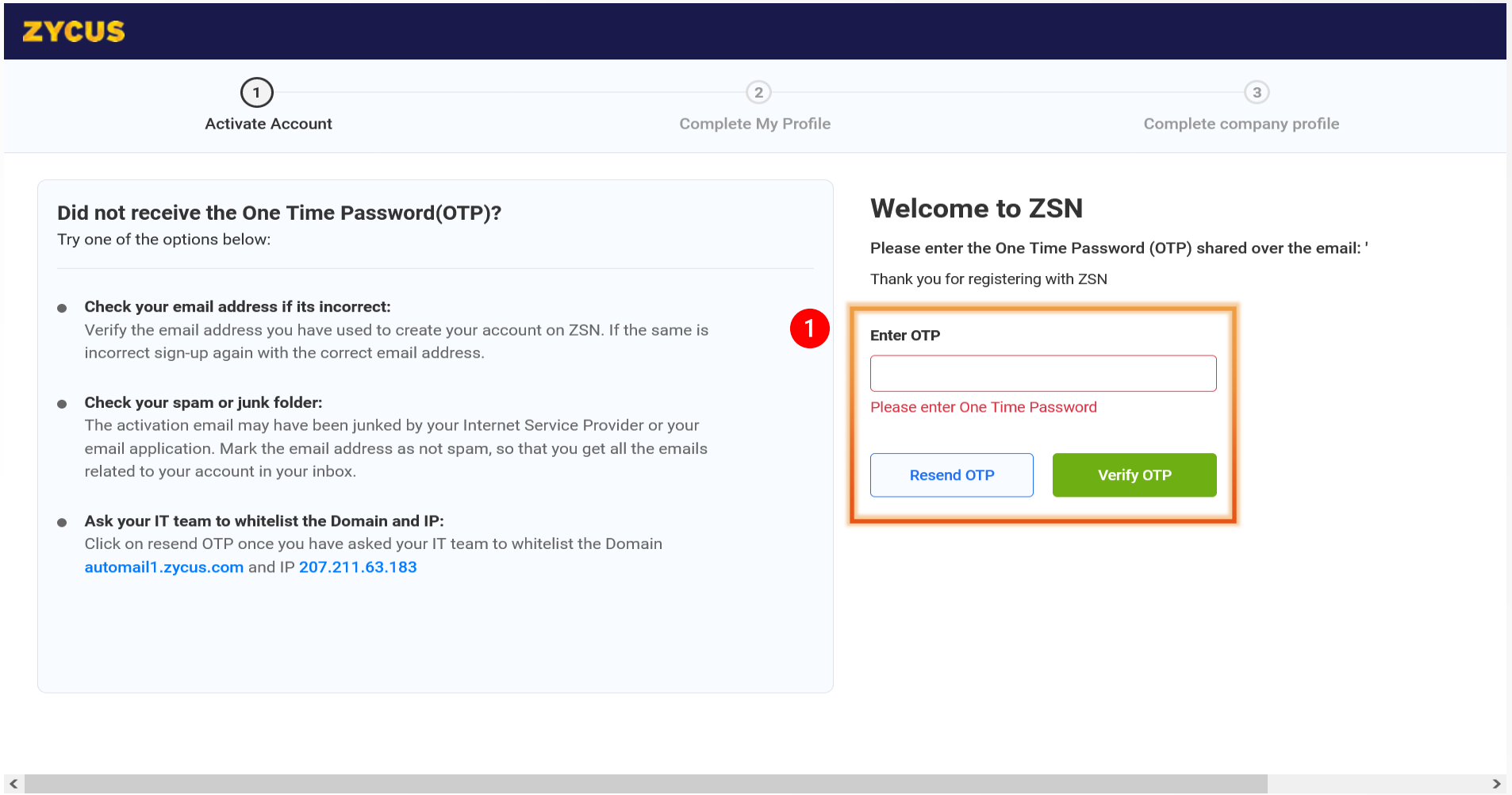
Regards,

Zycus Supplier Network

Enter One Time Password (OTP)

1. Enter the OTP received and click on 'Verify OTP'.

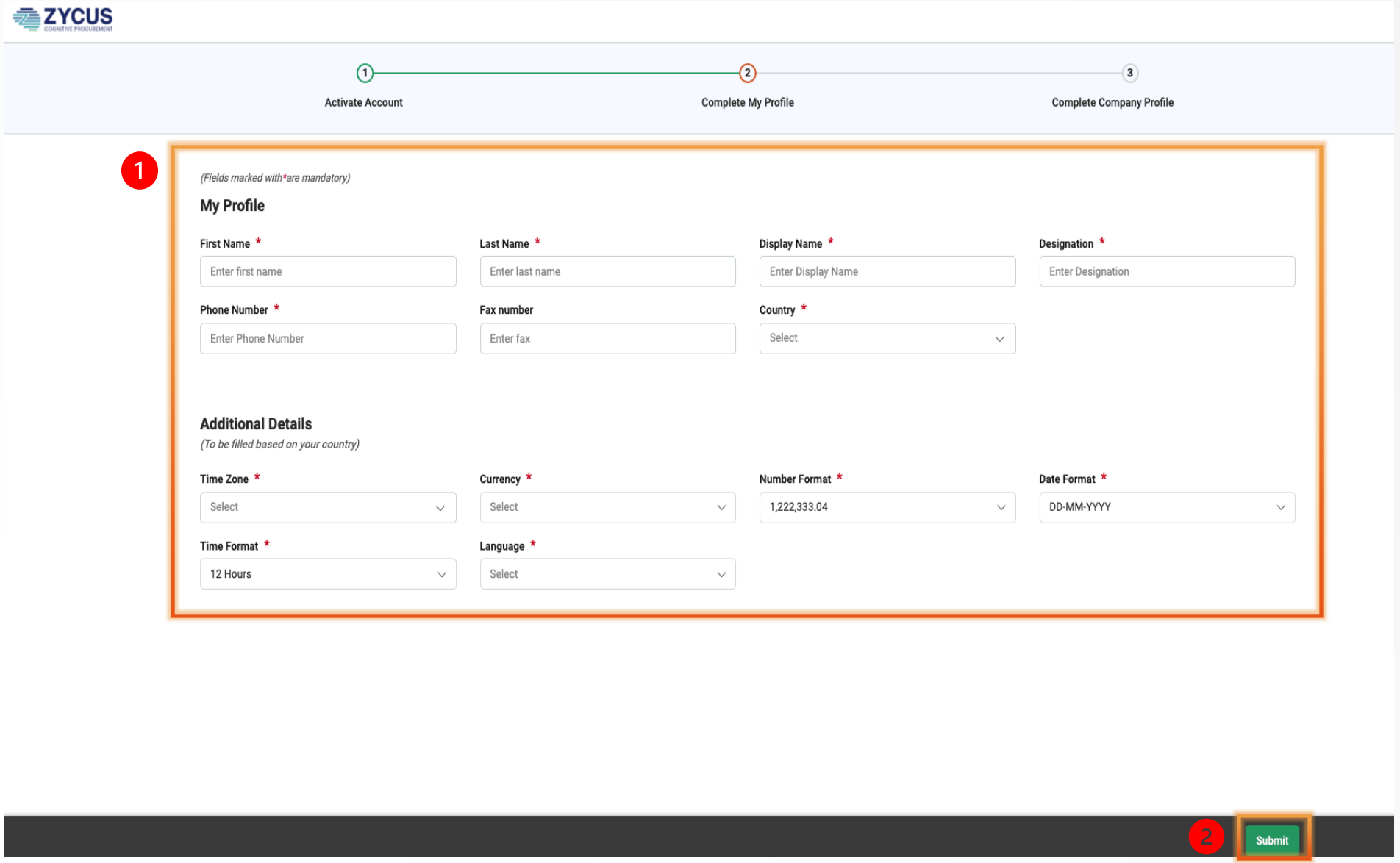
Note: You can click on 'Resend OTP' if you did not receive one or need a new one.



Enter Profile Details

1. Enter your basic profile details.

2. Click on 'Submit' to add these details to your profile.



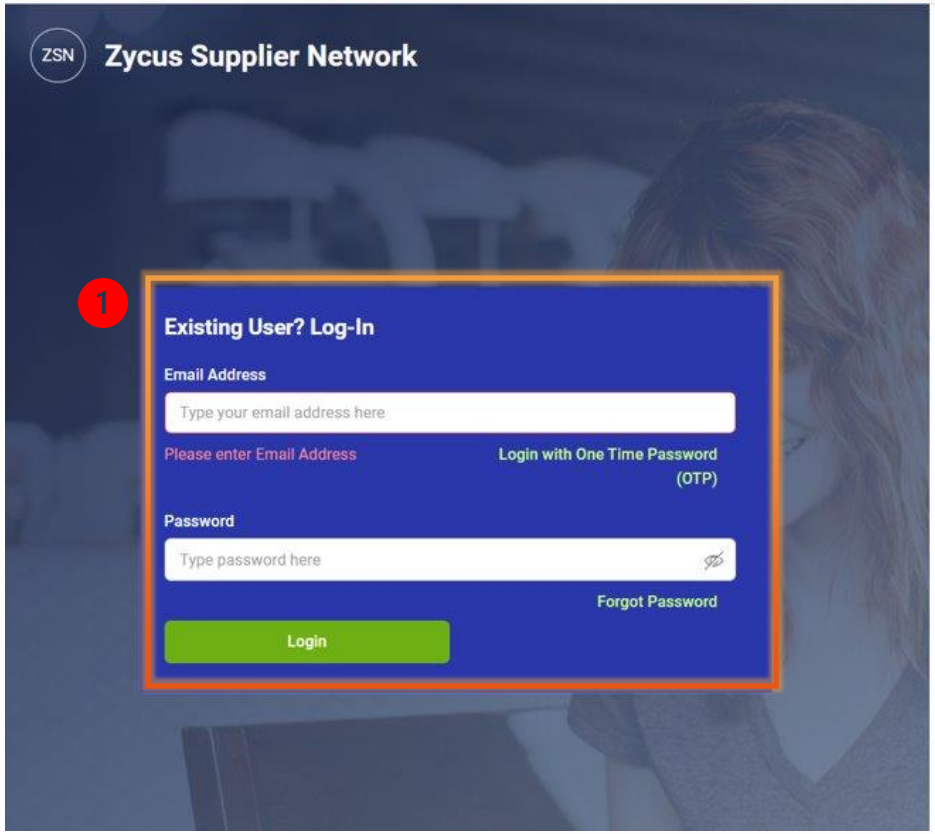
3. Complete Company Profile

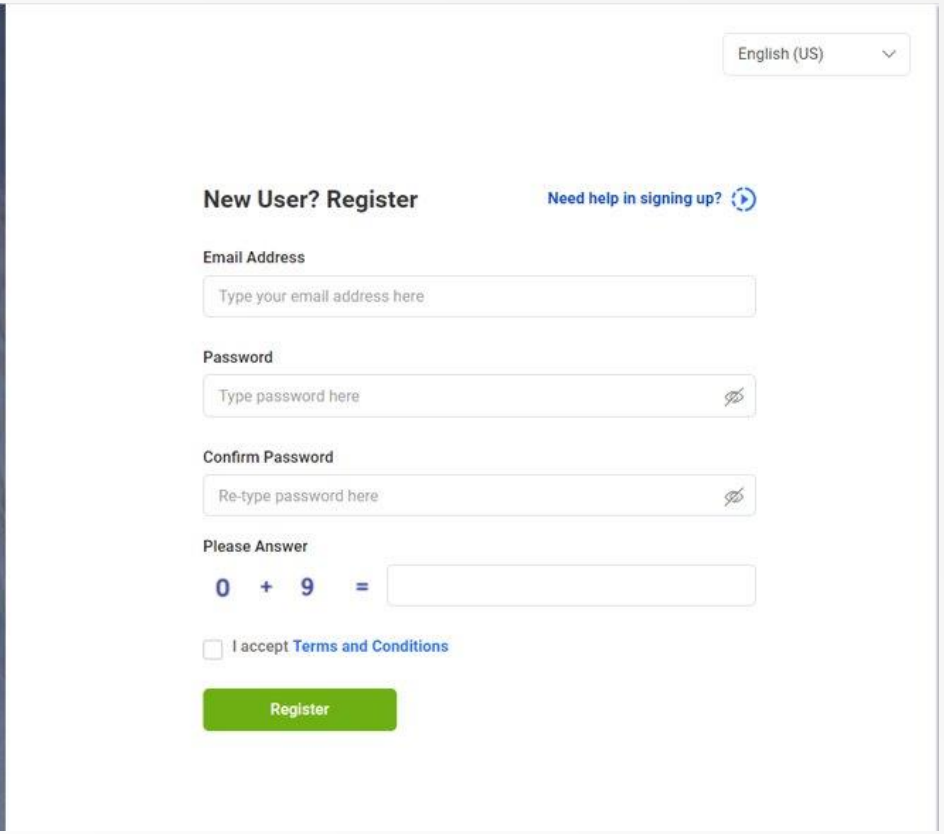
Login to ZSN

Access the ZSN login page: https://zsn.zycus.com/guest/genericRegister/MON708

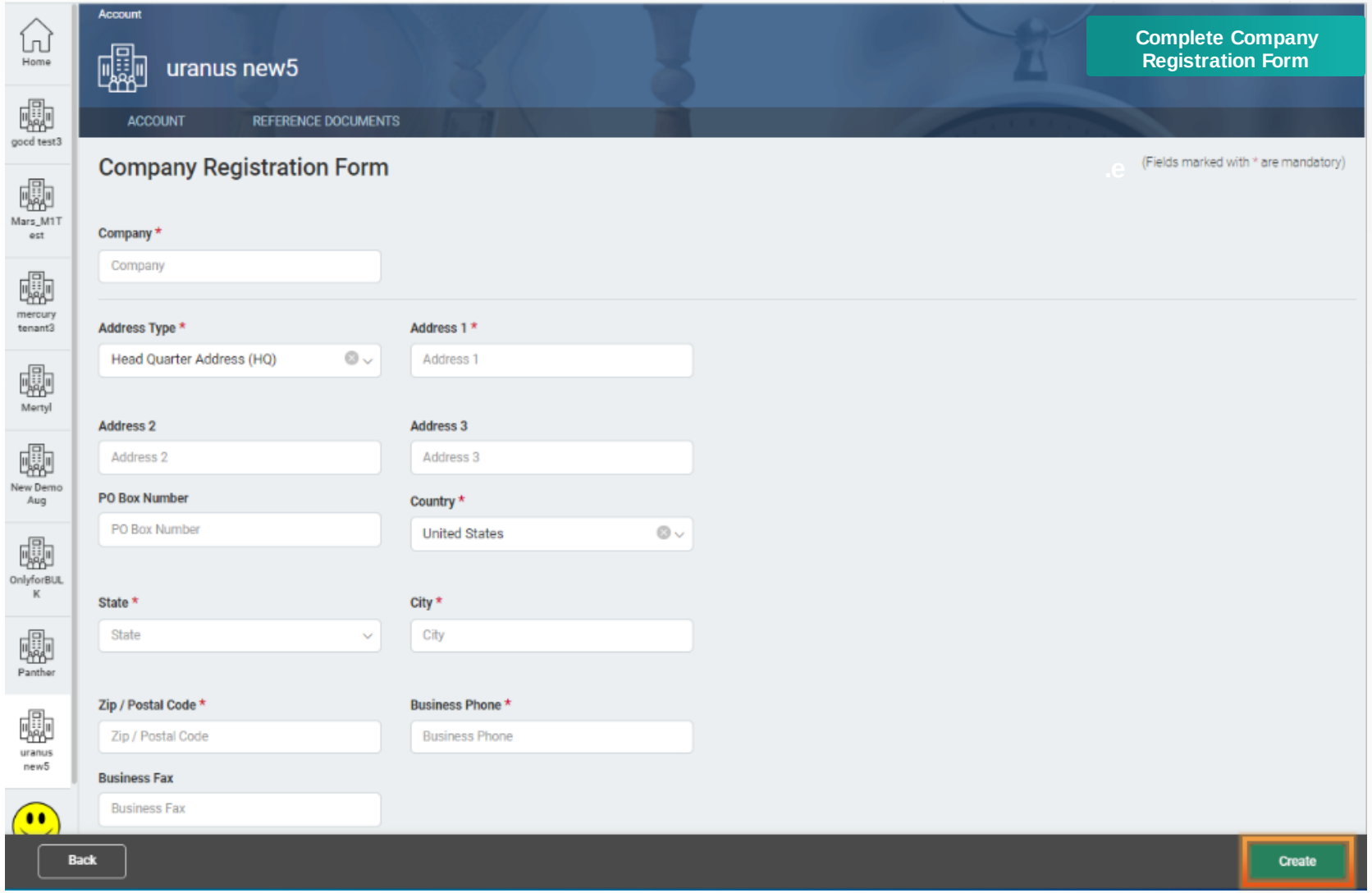
1. Login with your email address and password.

Note: Ensure that you have registered with ZSN prior to logging in – see slide 7.

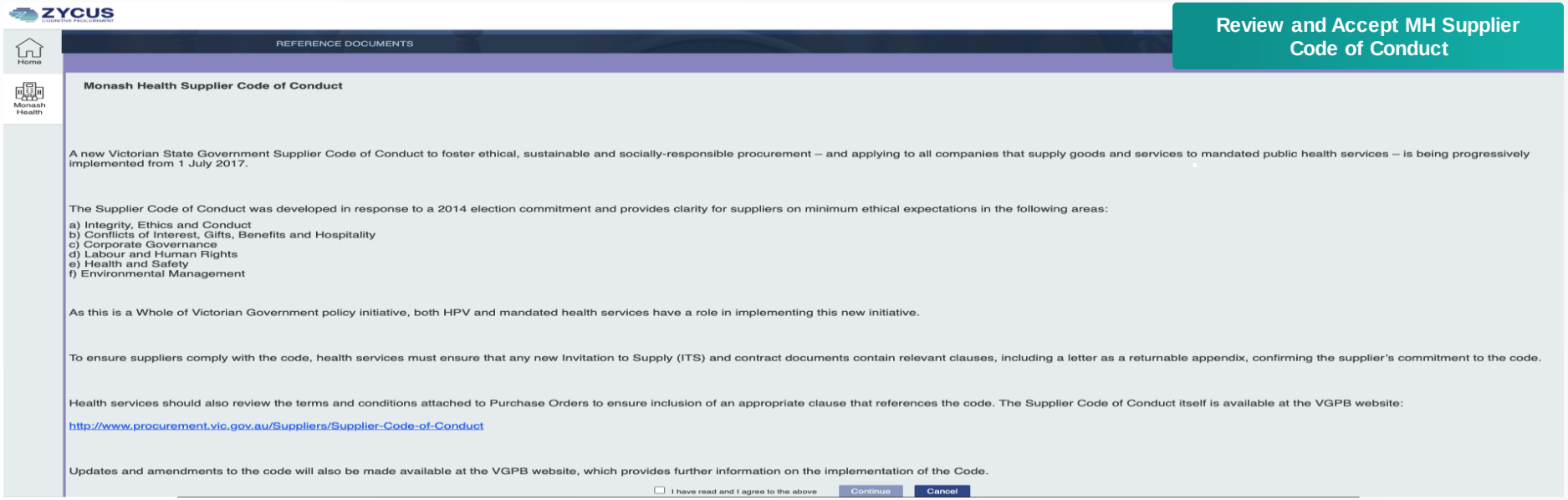




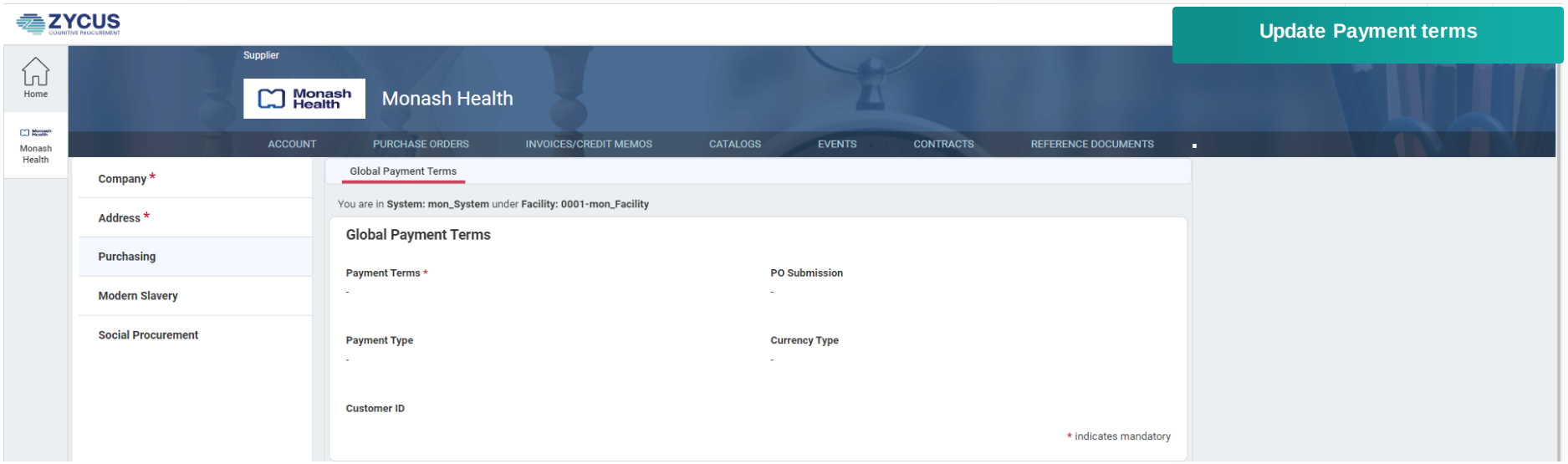
Enter Profile Details



Enter Profile Details Continued

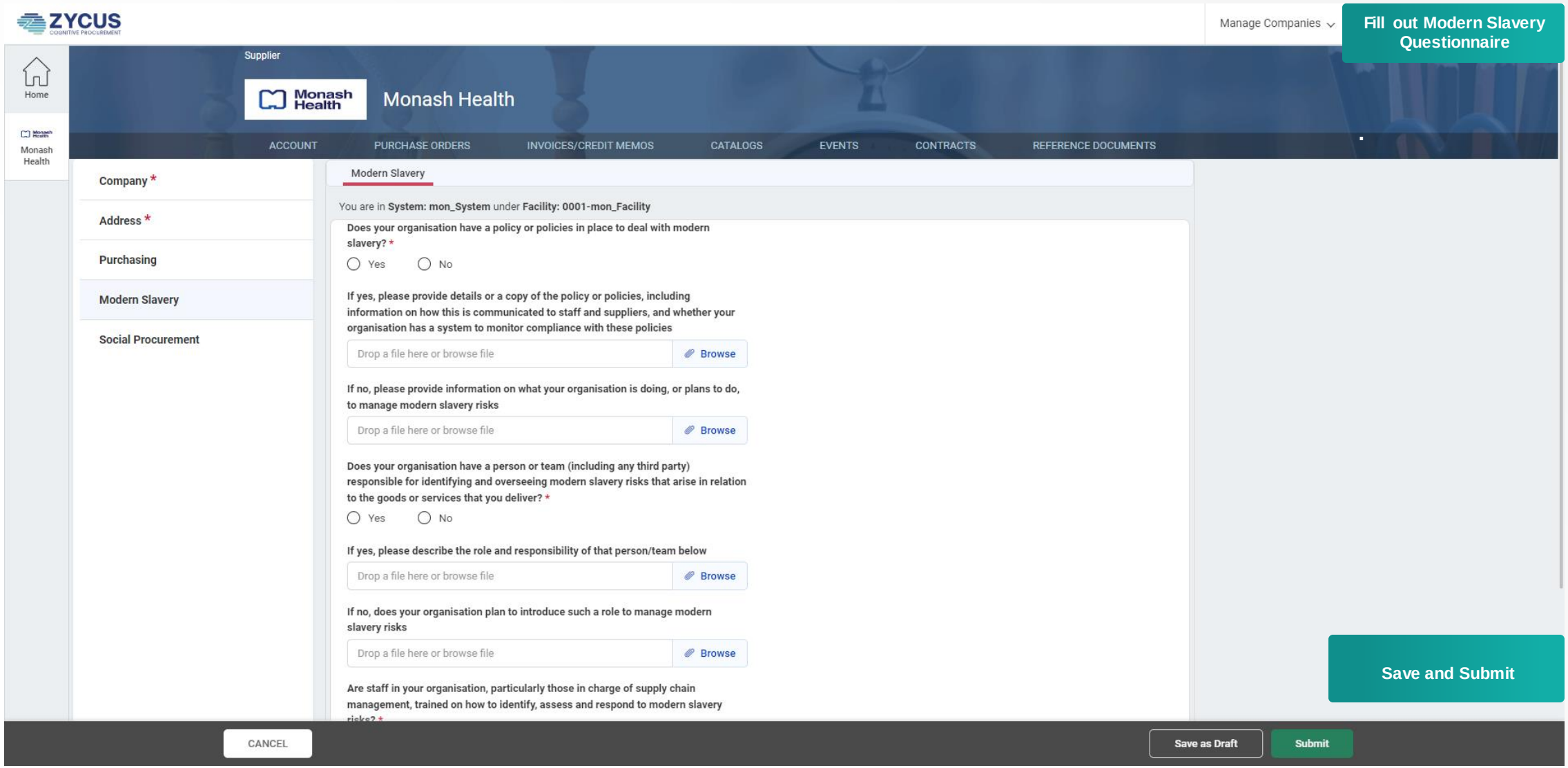


Review and Accept MH Supplier Code of Conduct 2

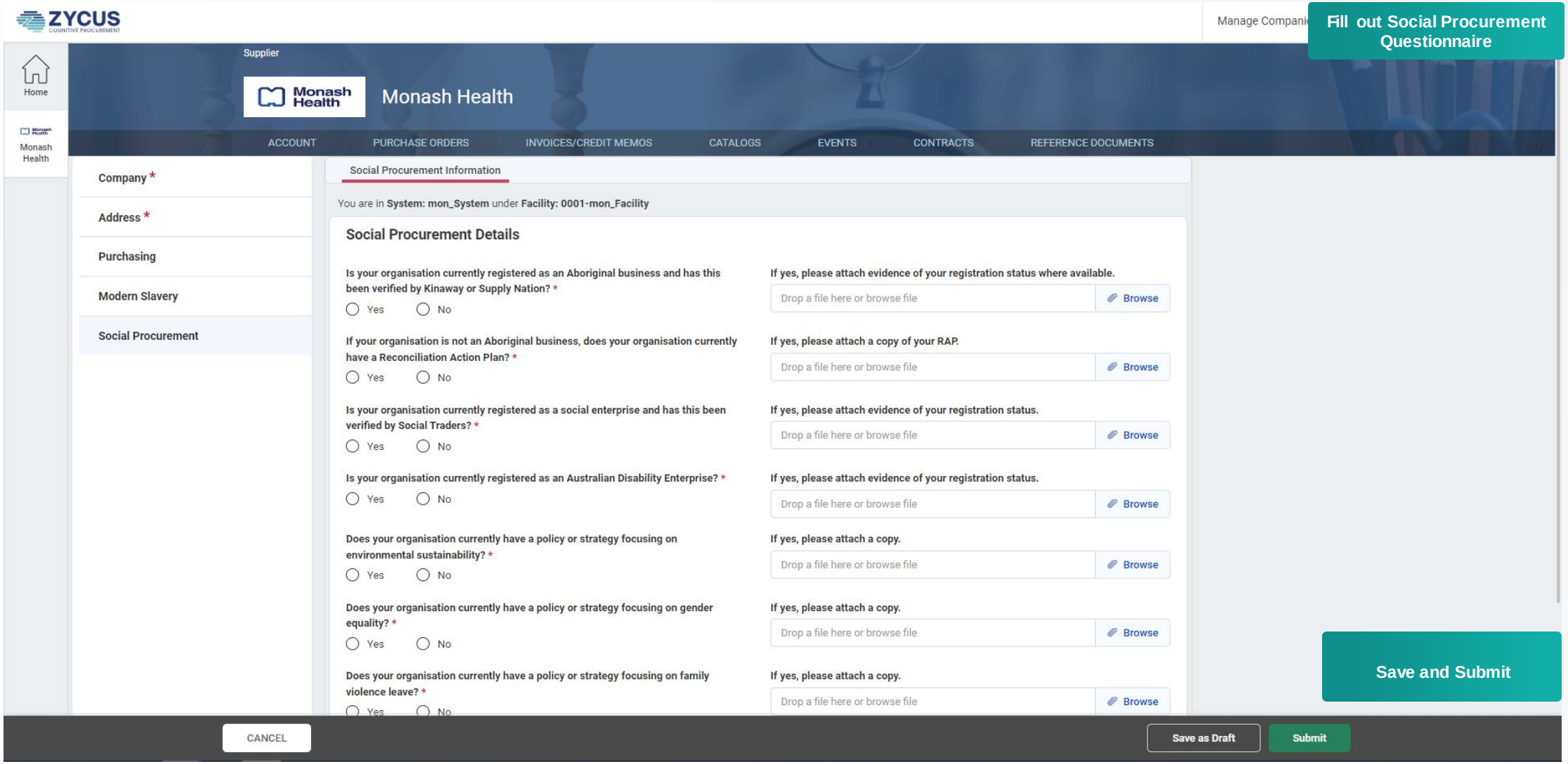


Update Payment terms 3

Enter Profile Details Continued



Enter Profile Details Continued



Fill out Social Procurement Questionnaire

5

Save and Submit

4. Adding New or Editing Contact Details

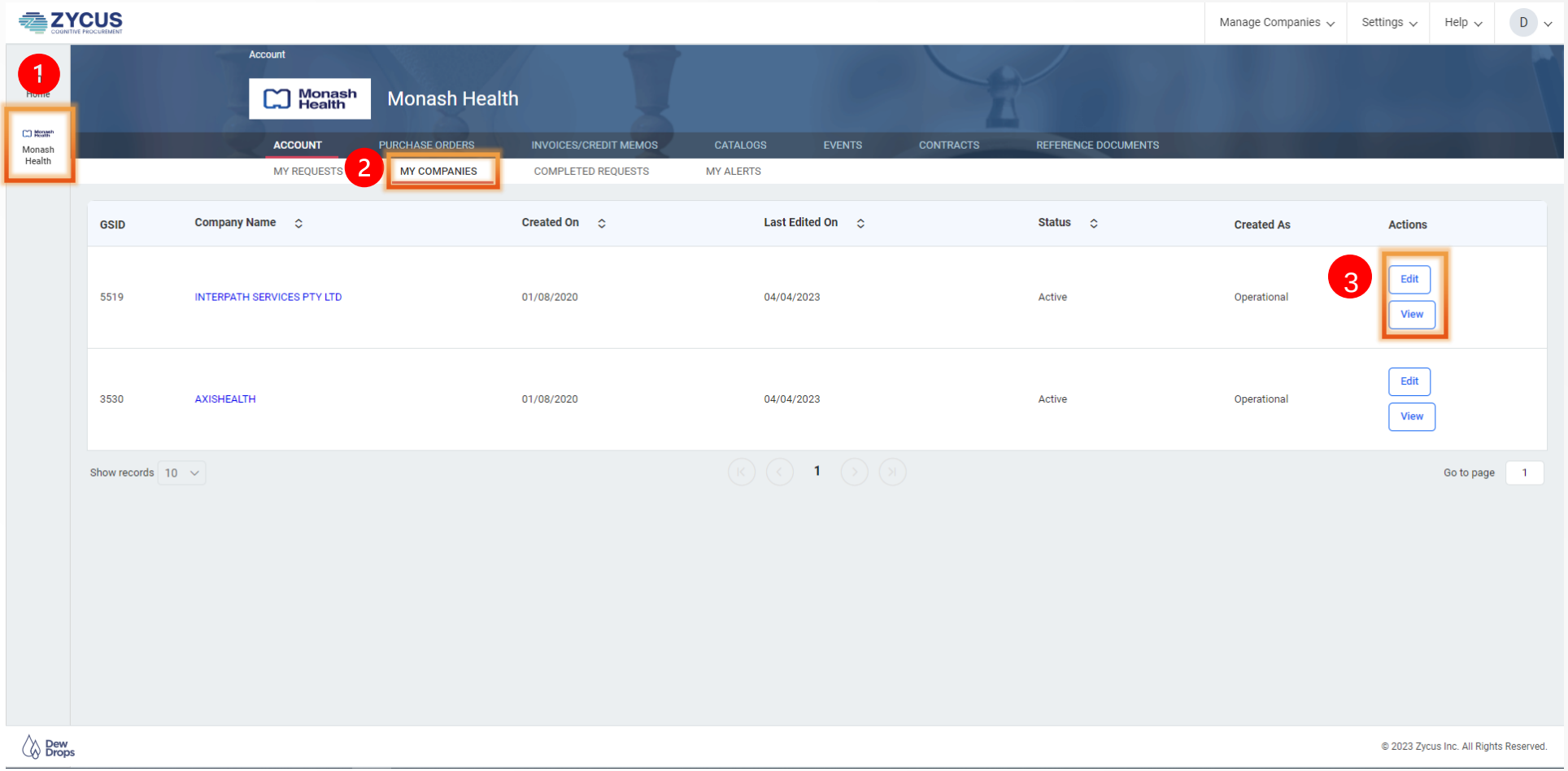
Access Your Account

1. Select 'Monash Health'.

2. Click on 'My Companies' under the 'Account' tab.

3. Click on 'View' or 'Edit' to view or edit your company profile details.

Note: After editing, you can submit your changes for Monash Health's approval.

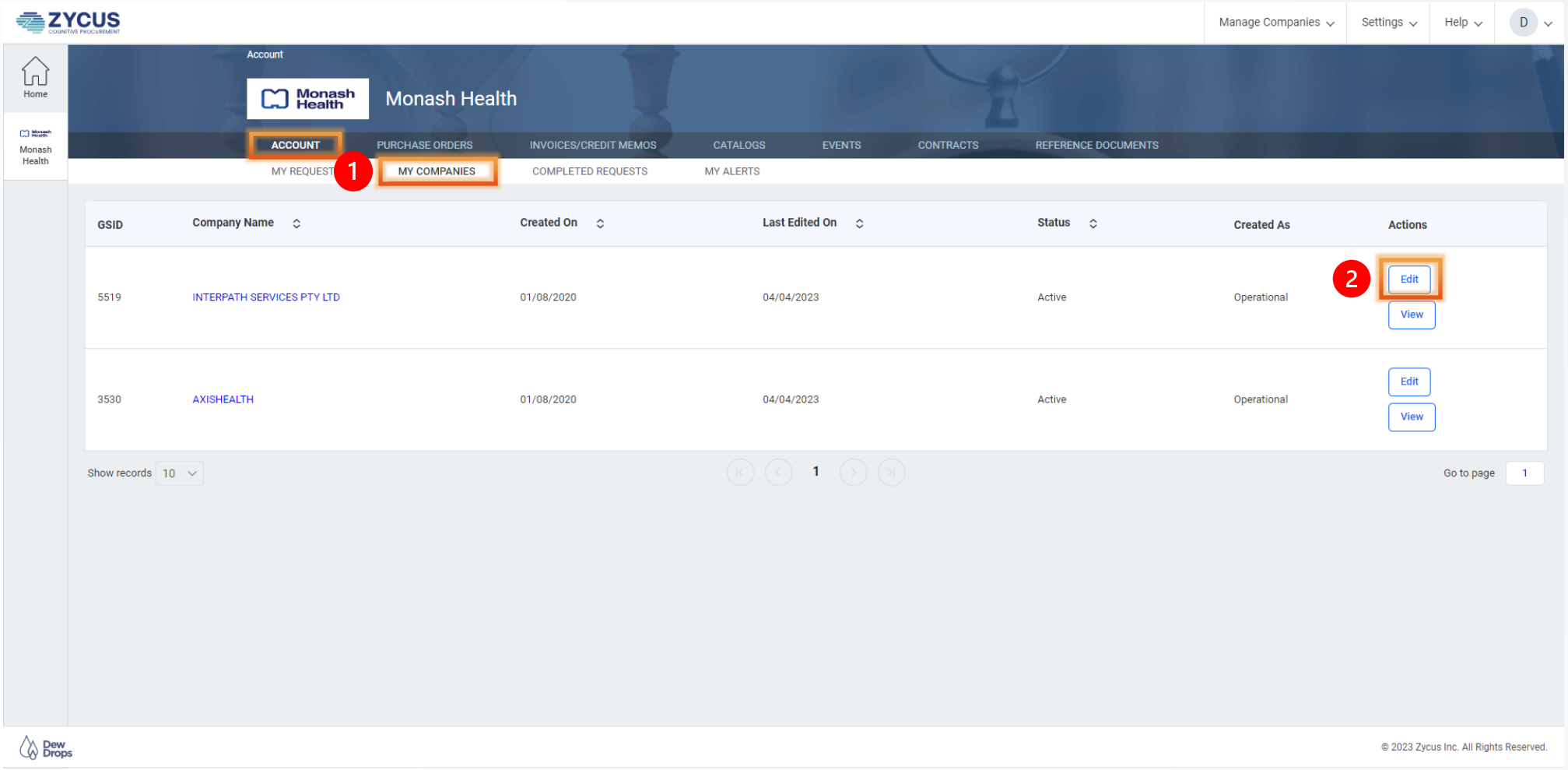


Adding New / Editing Contact Details

To add new or edit contact details navigate to the 'Account' tab under Monash Health.

1. Click on 'My Companies'.

2. Click on 'Edit' next to the relevant company name.



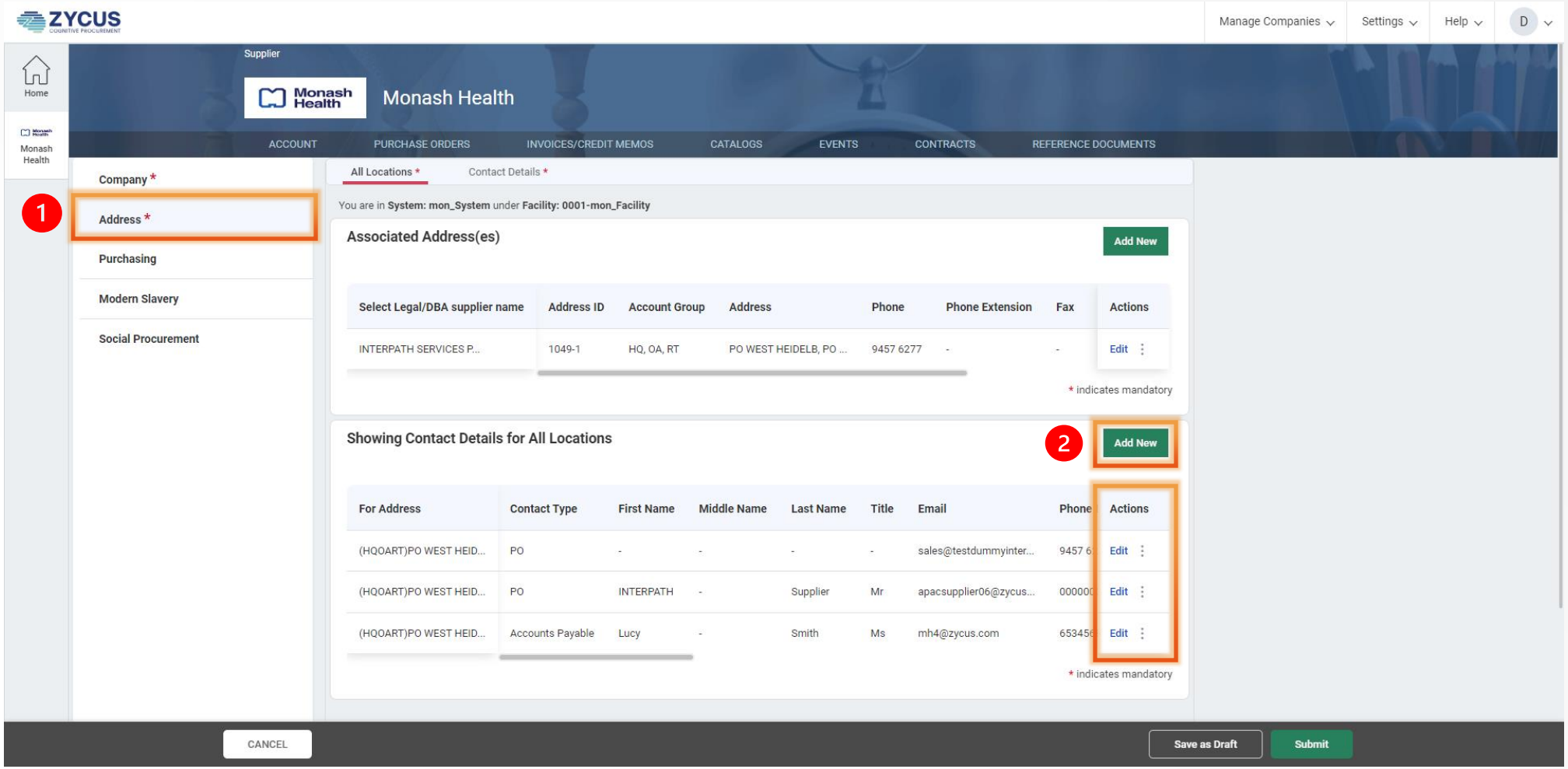
Adding New / Editing Contact Details

The 'Company' details will be displayed.

1. Click on 'Address'.

2. Under the 'Showing Contact Details for All Locations' section, click on 'Add New'.

Alternatively, you can select 'Edit' to update an existing contact and provide additional access to modules as required.

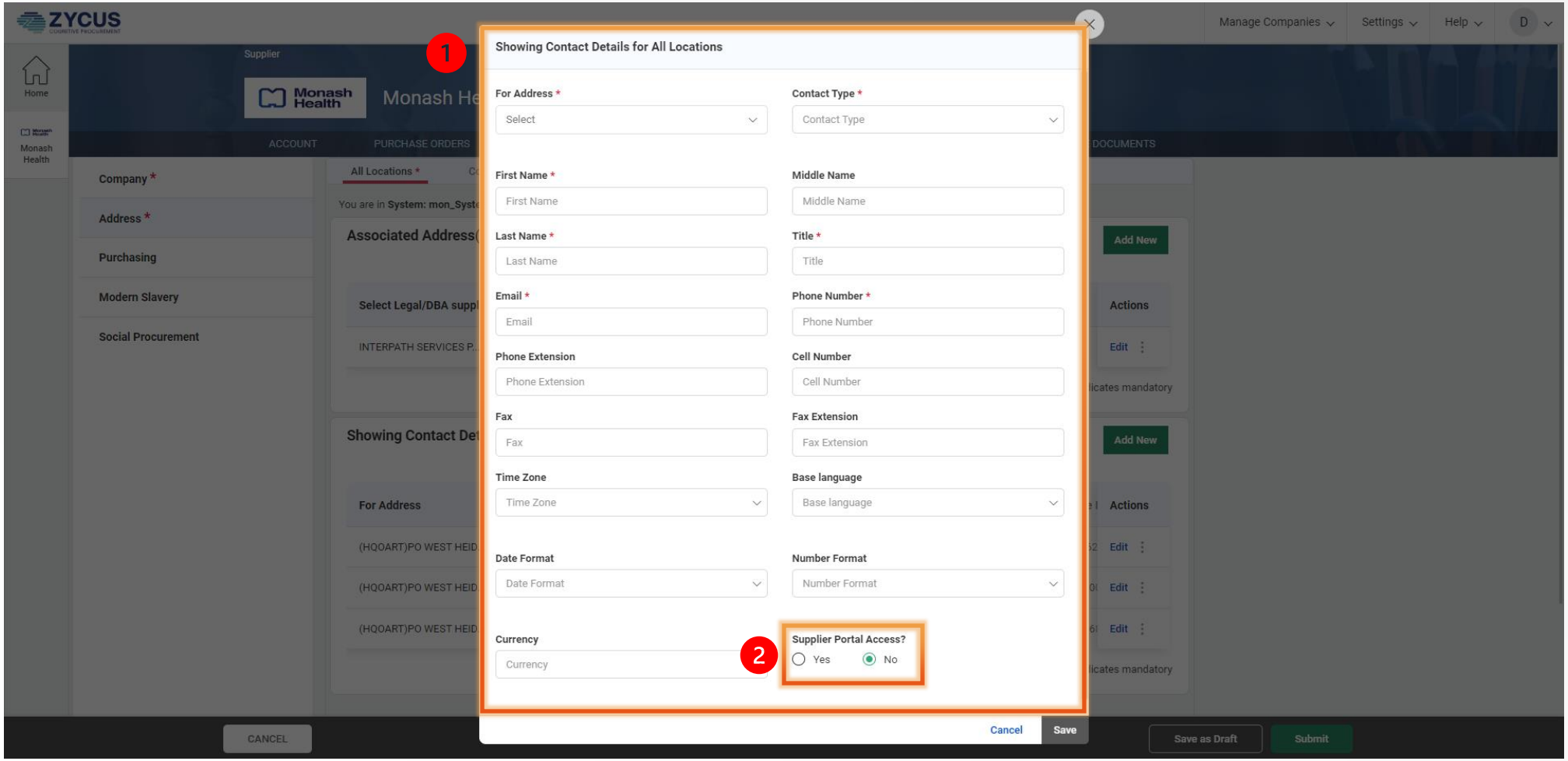


Adding New / Editing Contact Details

The 'Showing Contact Details for All Locations' pop-up will be displayed.

1. Enter the required information of the new contact.

2. Select 'Yes' under 'Supplier Portal Access' to have access to ZSN.



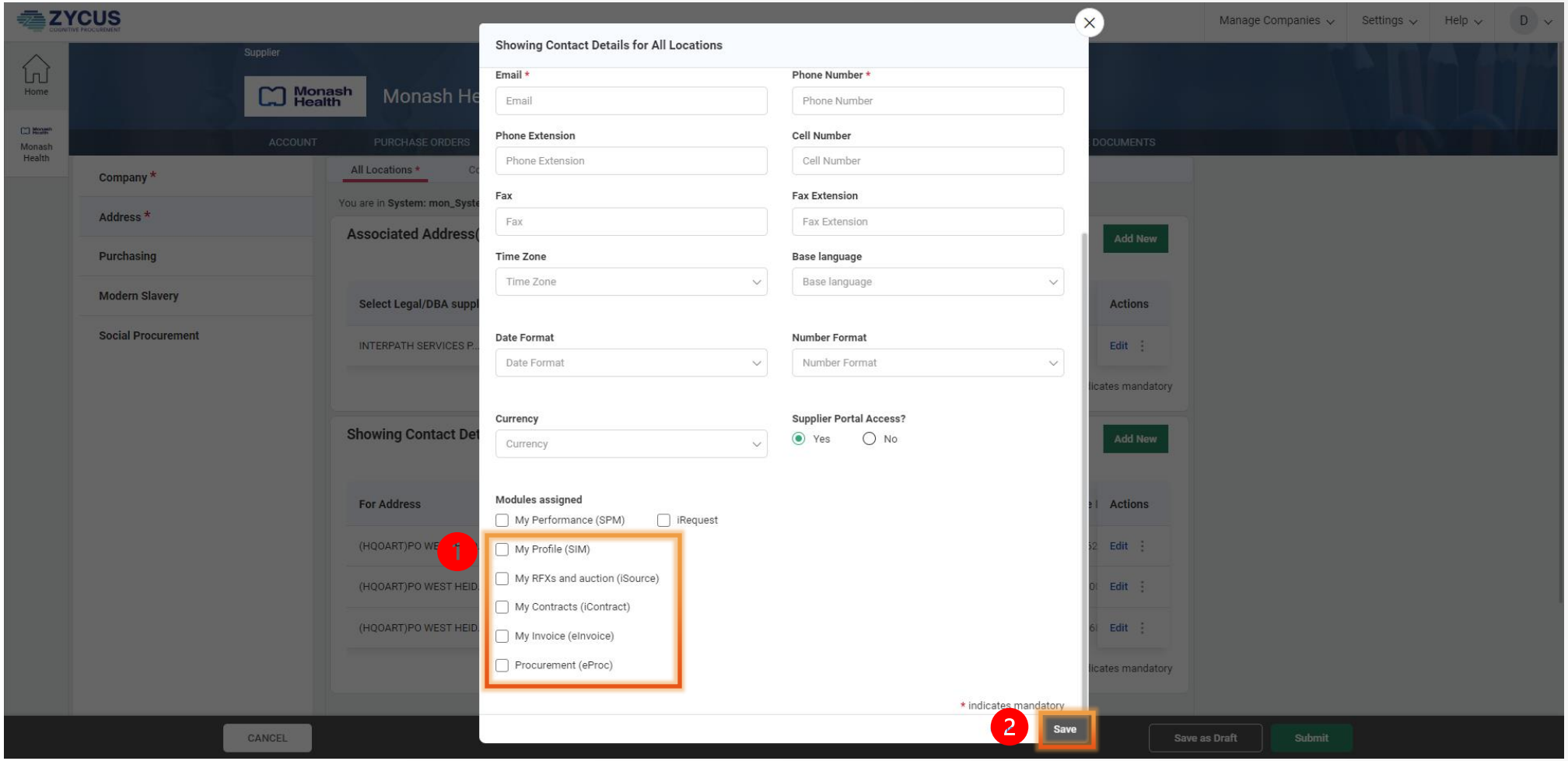
Adding New / Editing Contact Details

Additional fields are now available allowing you to select the 'Modules assigned'.

1. Select ALL of the outlined modules for the new contact.

2. Click on 'Save'.

You will be asked to 'Submit' the request which will be sent to Monash Health for approval.

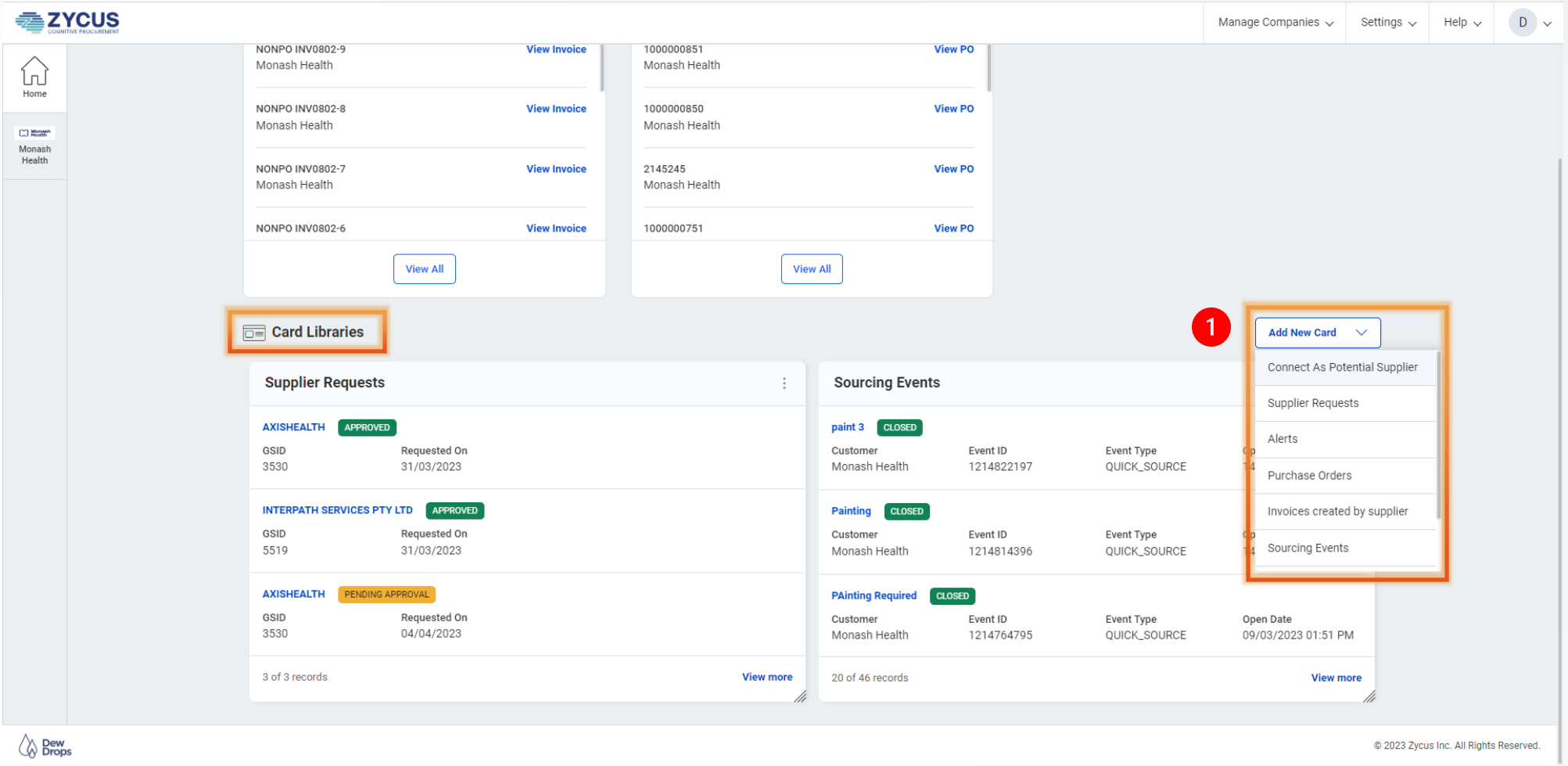


5. Adding Cards to Your Library

Adding Cards to Your Library

On your ZSN home page you have the option to customise what is displayed by adding cards to your library. These are shown in the 'Card Libraries' section.

1. Click on 'Add New Card' and select what you would like this card to contain from the drop-down list.



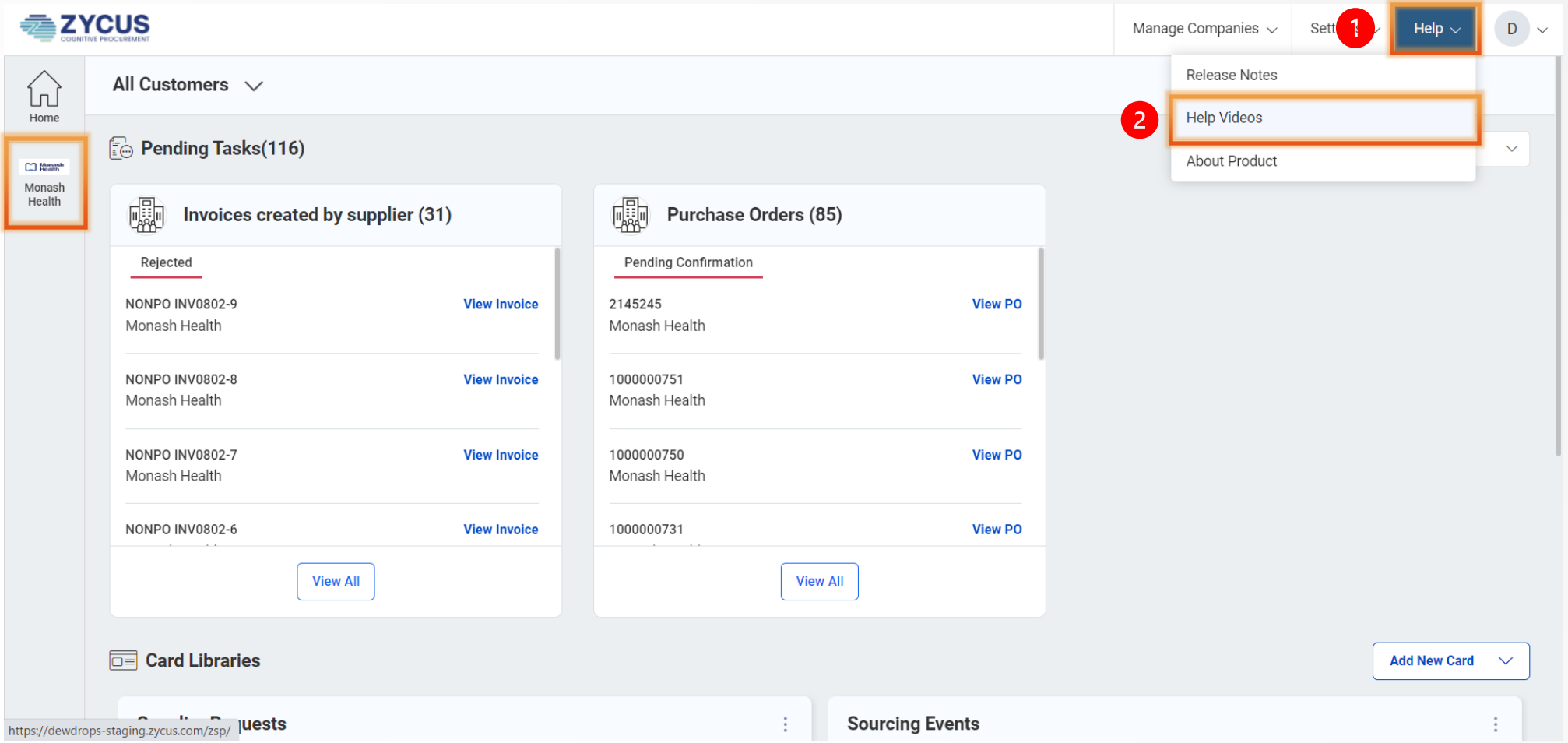
6. Accessing Help Videos and Release Notes

Access Help

The 'Help' drop-down contains; Release Notes, Help Videos and Additional Product information.

1. Click on 'Help'.

2. Click on 'Help Videos'.

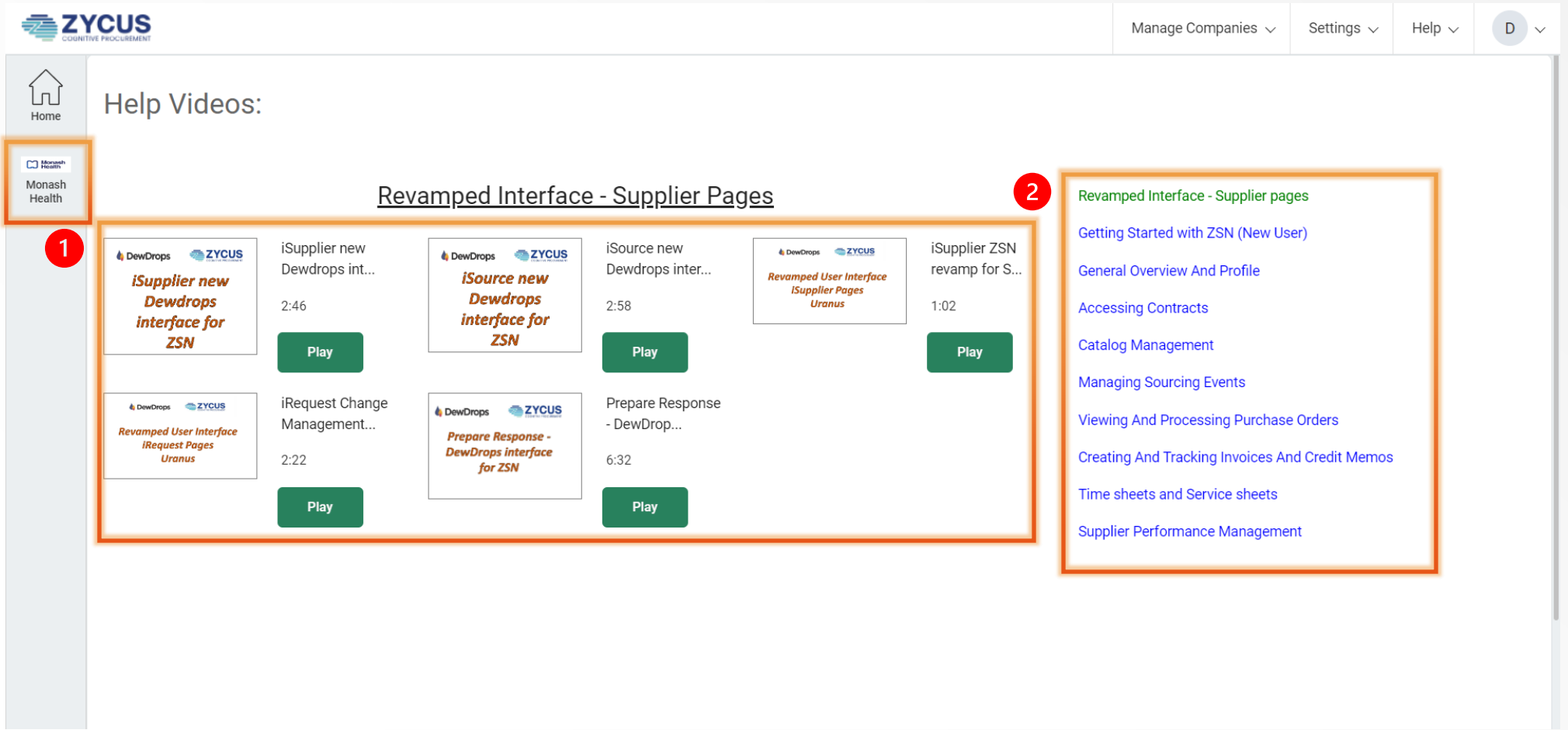


Help Videos

The 'Help Videos' are then displayed.

1. The help videos are displayed relating to the green highlighted section in panel 2.

2. You can select additional sections to watch 'Help Videos' for here.

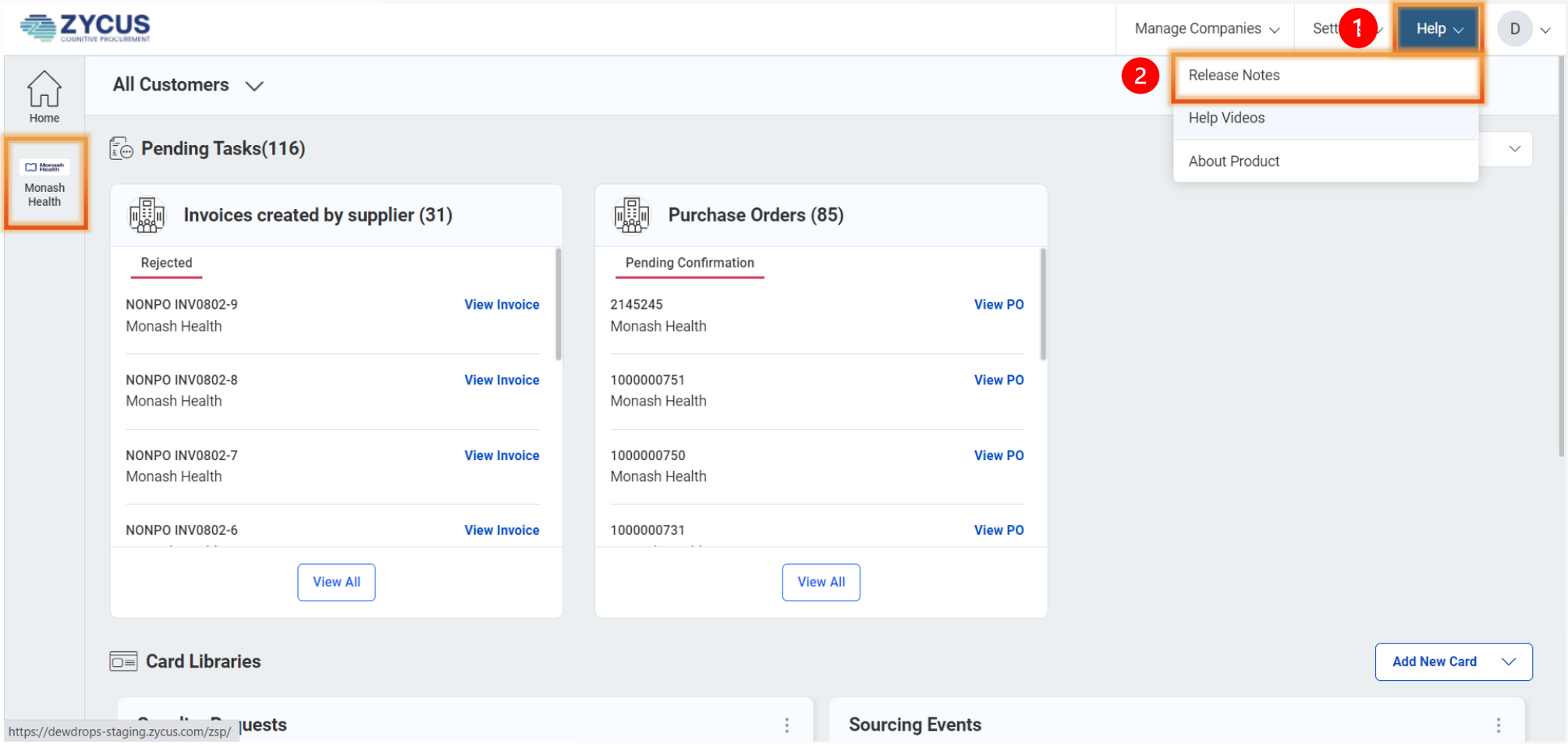


Access Release Notes

The 'Help' drop-down contains; Release Notes, Help Videos and Additional Product information.

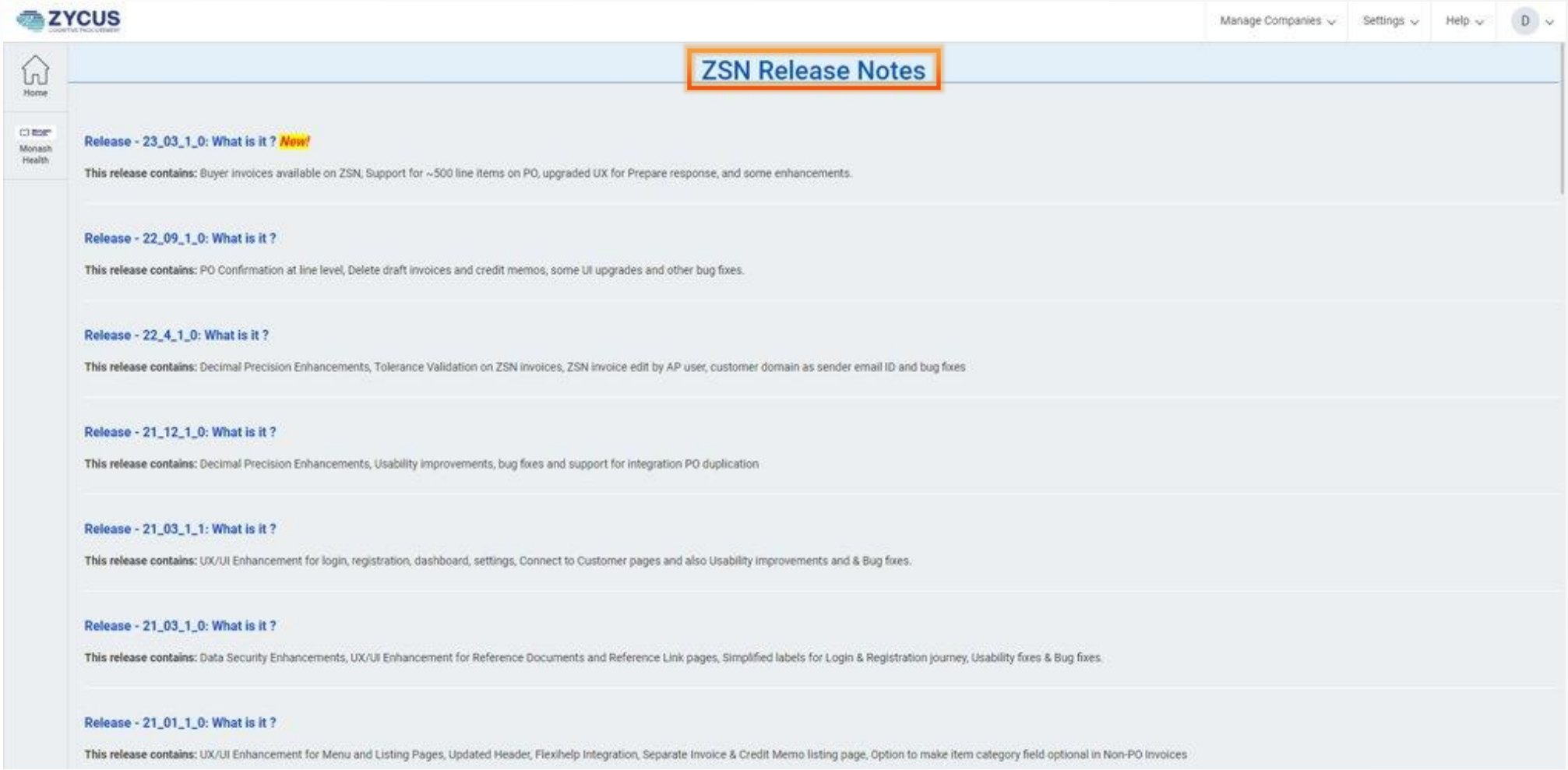
1. Click on 'Help'.

2. Click on 'Release Notes'.



Release Notes

The 'Release Notes' are then displayed.



7. Sourcing Activities

How to Participate in Sourcing Activities

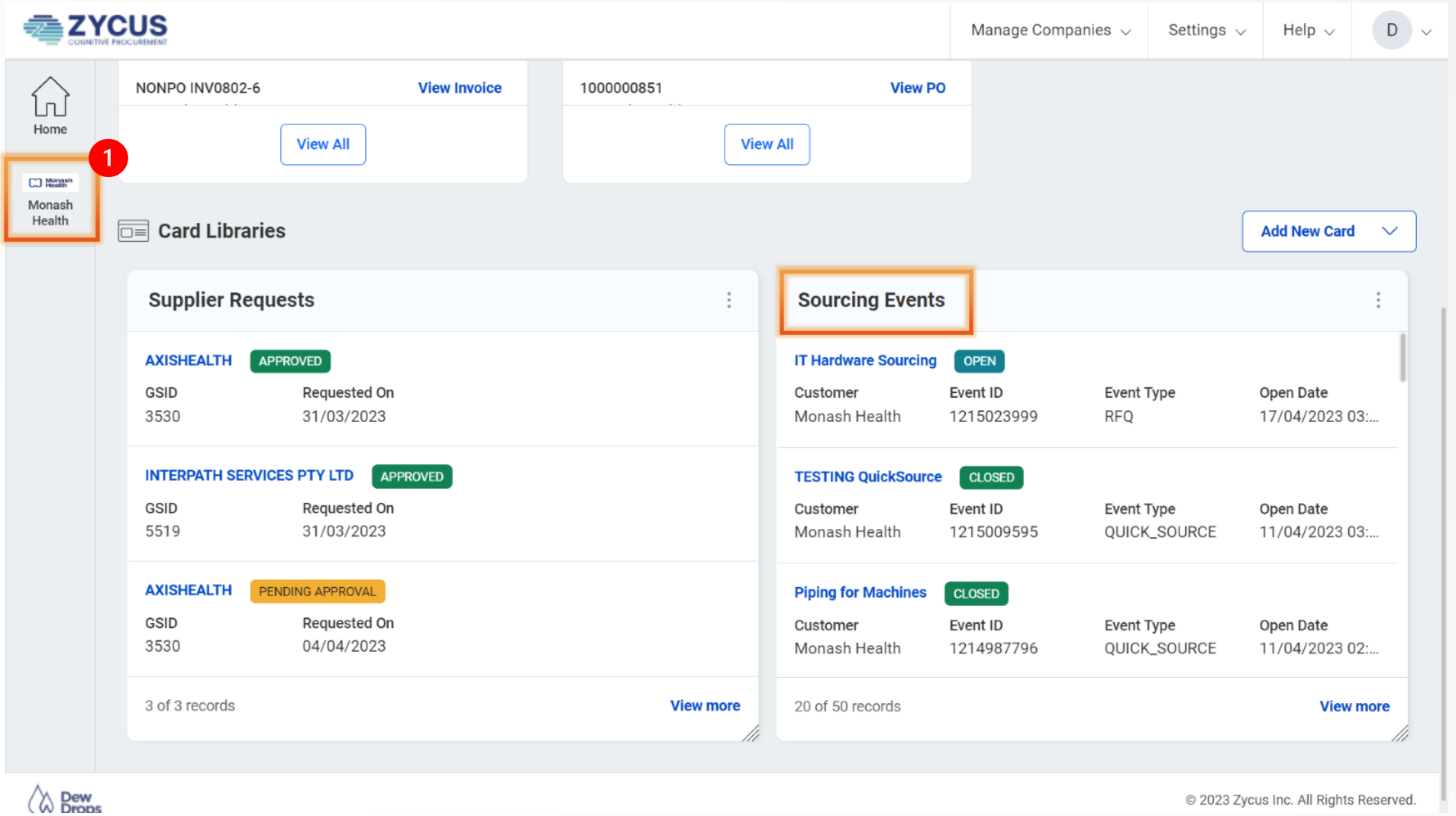
- ✓ Log into ZSN
- ✓ Access the sourcing event
- ✓ Accept Terms and Conditions
- ✓ Prepare responses/bids
- ✓ Submit responses

Access Sourcing Event

1. Click on Monash Health from the side-panel.

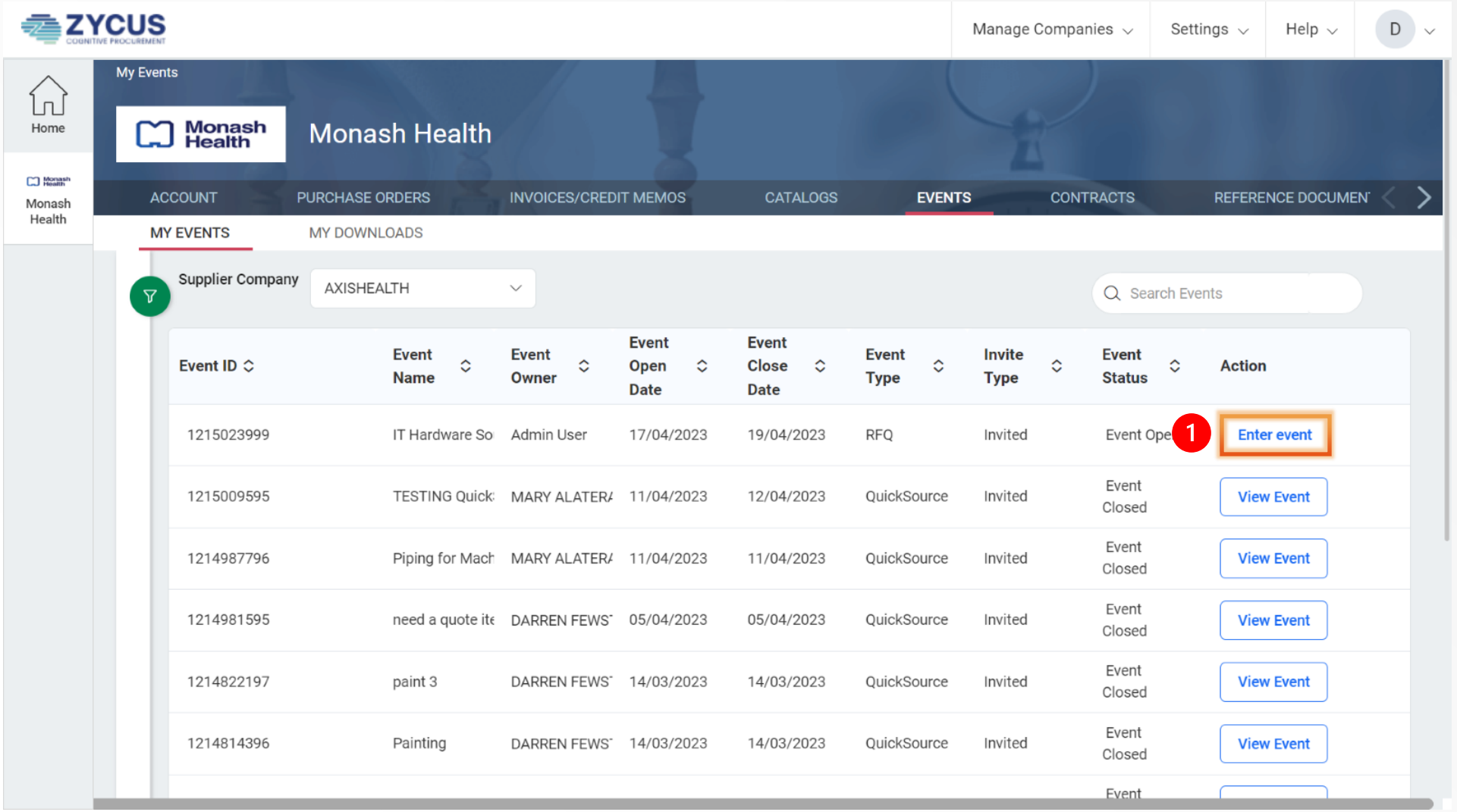
Alternatively, you can click on the event name on the 'Sourcing Events' card.

Note: The event can also be accessed through the link received in the invitation email when provided.



Access Sourcing Event

1. Click on 'Enter Event' to access and view its details.

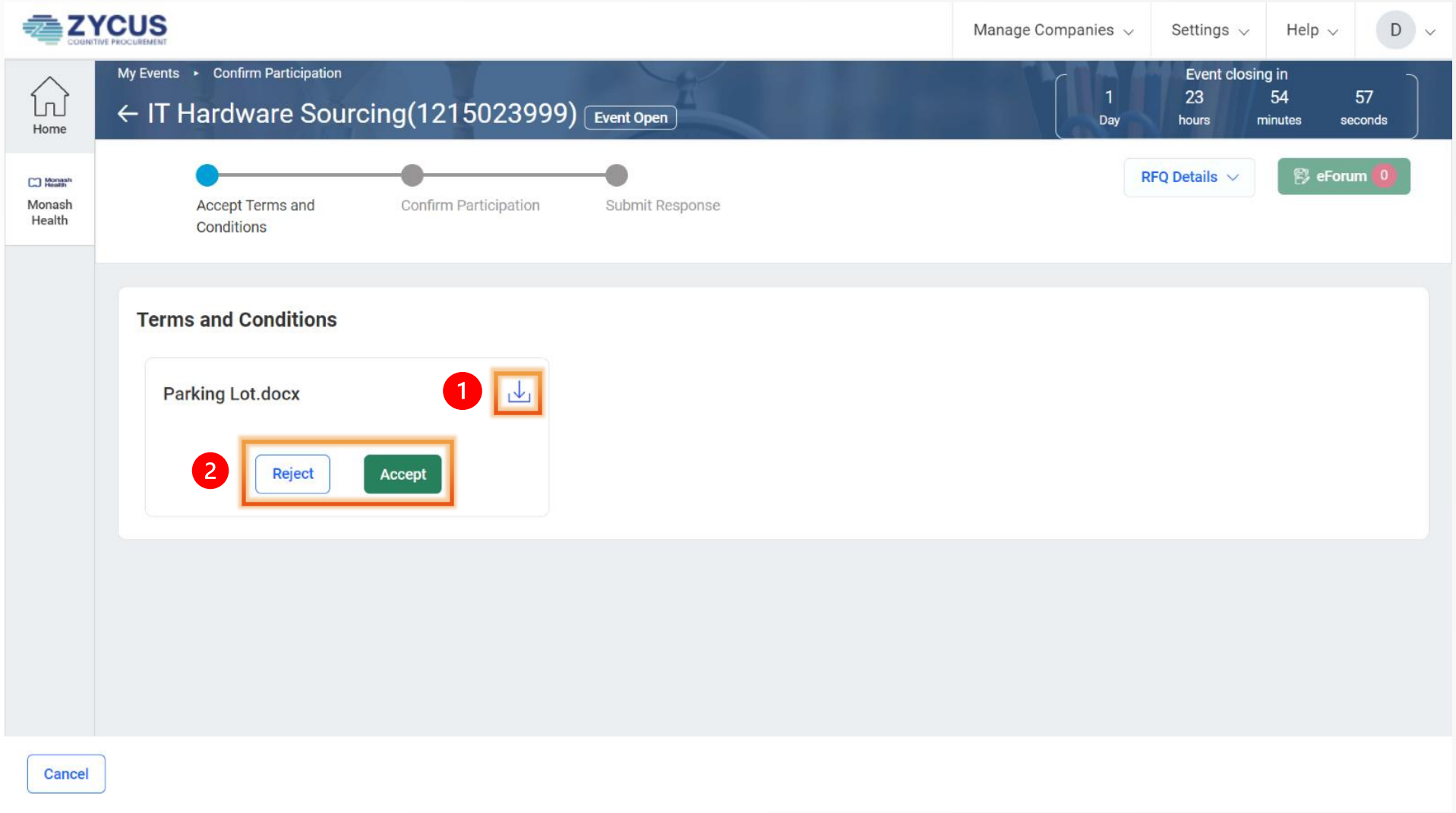


Accept Terms and Conditions

1. You can download the document to read the Terms and Conditions.

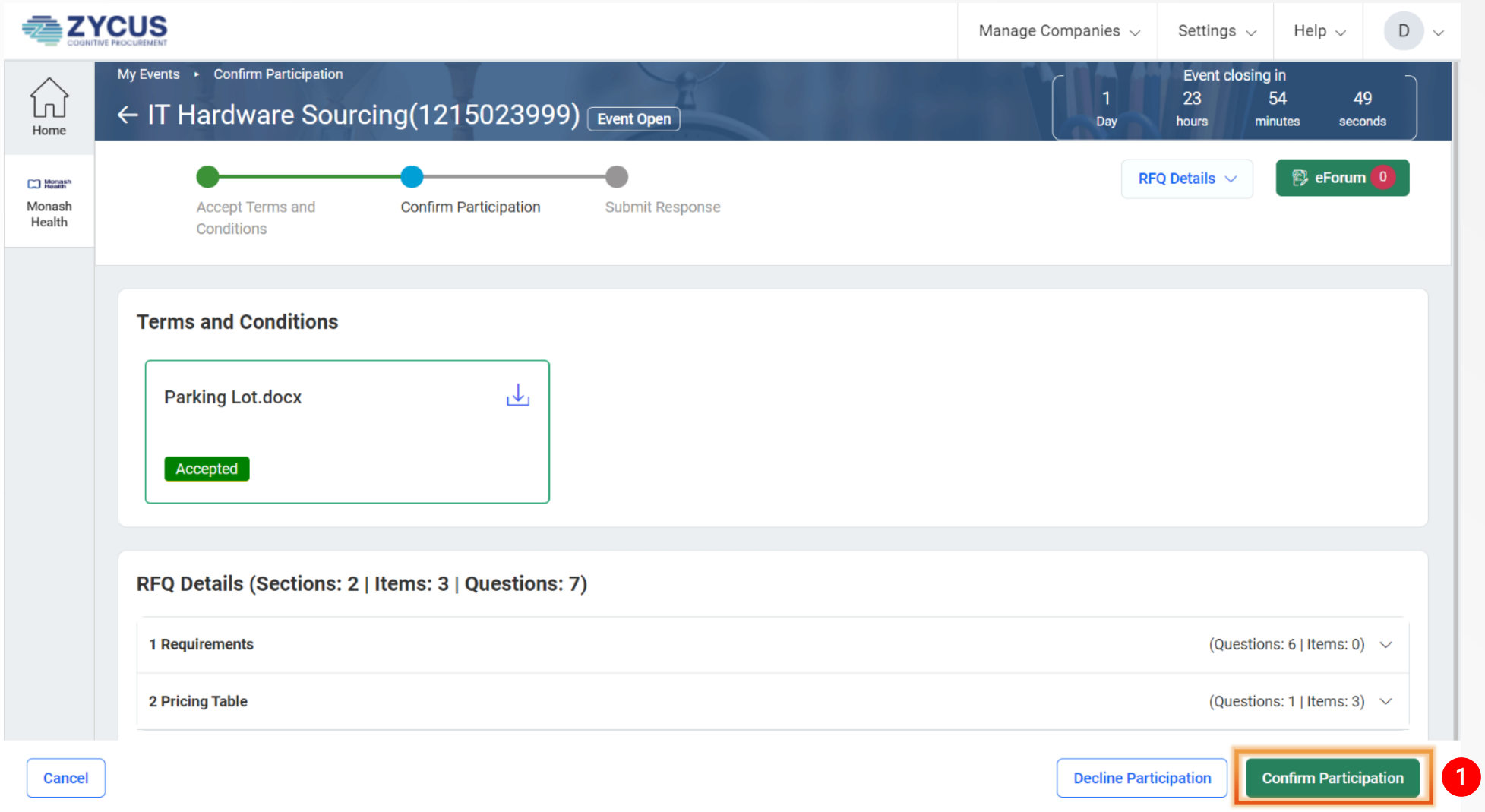
2. Click on 'Reject' or 'Accept'. To proceed, you will need to click accept.

Note: You cannot participate in the event without accepting terms and conditions on this page.



Confirm Participation

1. Click on 'Confirm Participation' to proceed.

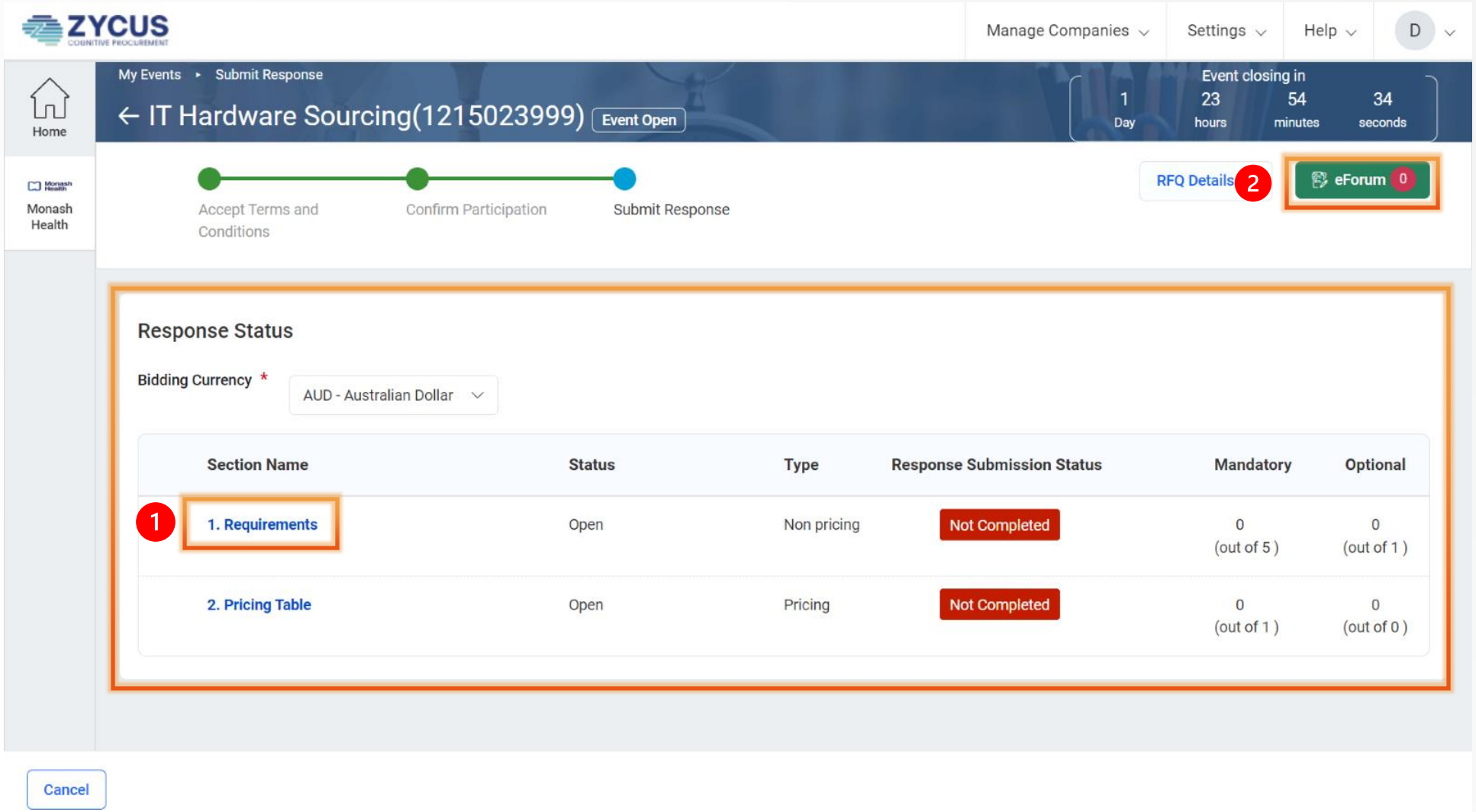


Response Status

The required response areas are displayed.

1. Click on 'Requirements' to enter the required details.

Note: Click on 'eForum' (2) to communicate with the Sourcing Lead in case of queries.



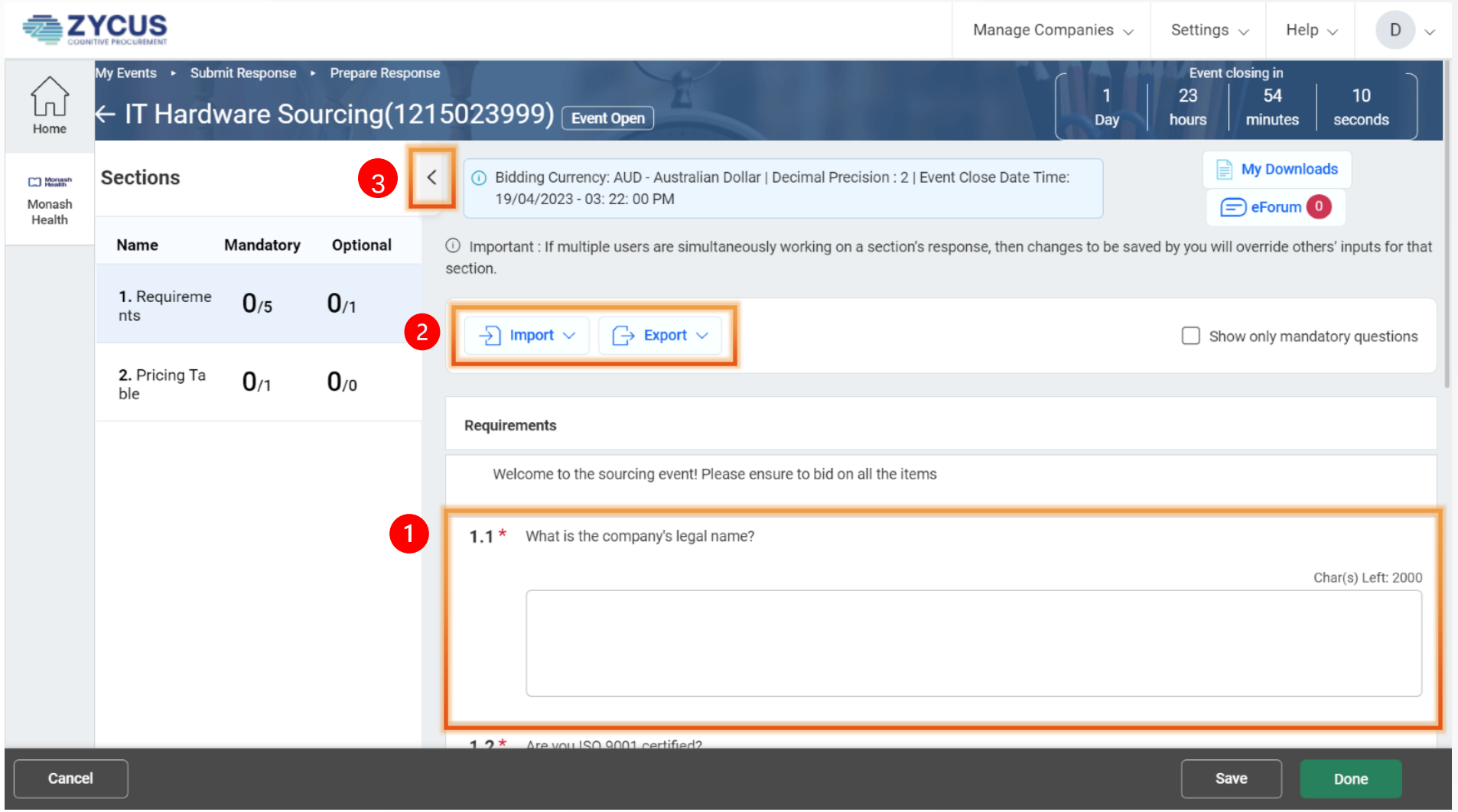
Entering Responses

1. Enter your response in section 1.1 and continue scrolling down to complete all required sections.

2. Responses can be filled in an Excel with the help of the import and export functionality.

3. You can view your progress by clicking the '<' icon.

Note: Ensure that you have responded to all mandatory questions. They are marked with a red asterisk *.



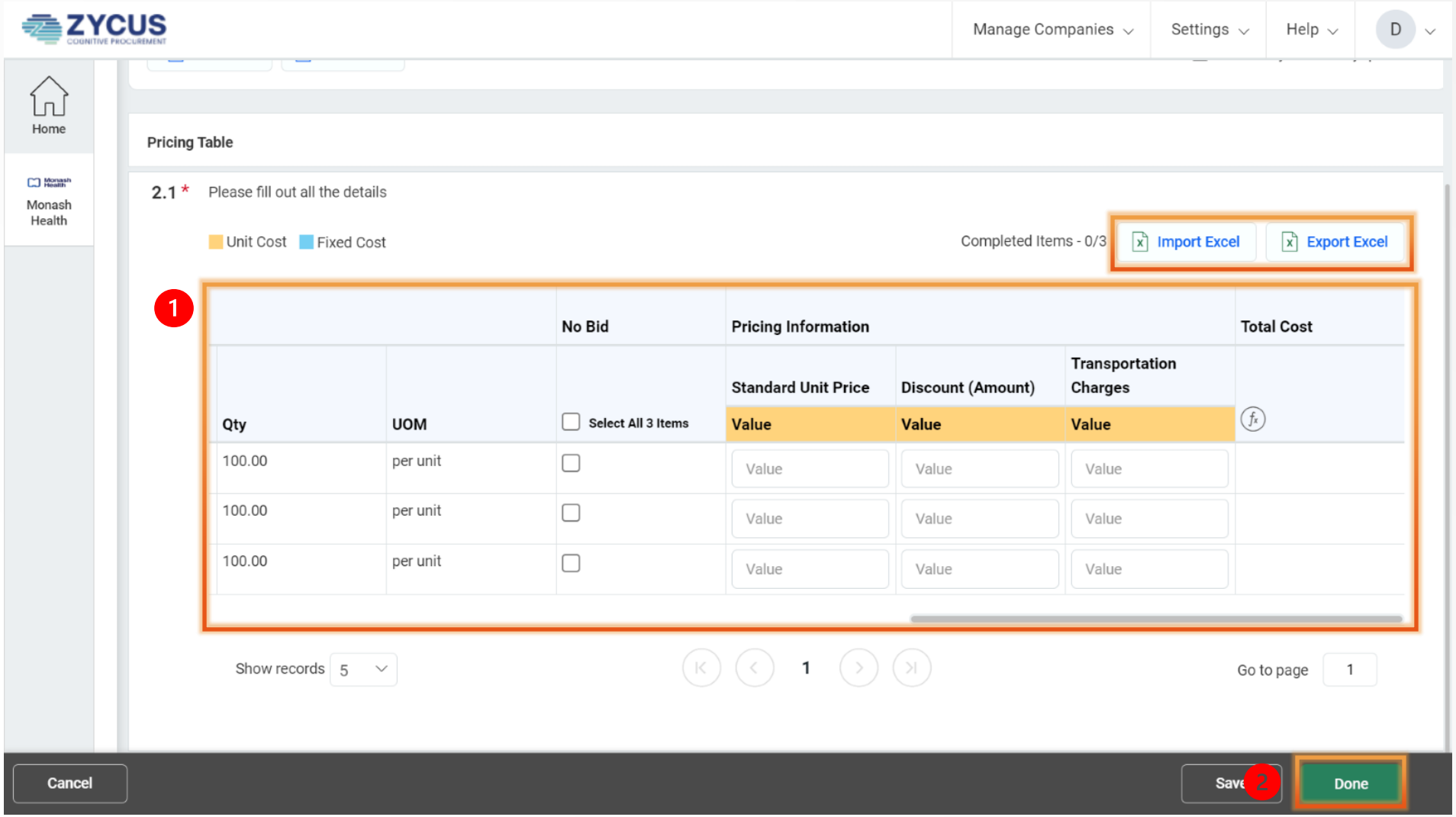
Entering Bids

1. Enter bids and related details in the pricing table.

The 'Export Excel' button will allow you to download the pricing table to an Excel sheet.

The 'Import Excel' button will allow you to update the table after the bids are updated in the Excel file.

2. Once you have completed all sections, click on 'Done'.



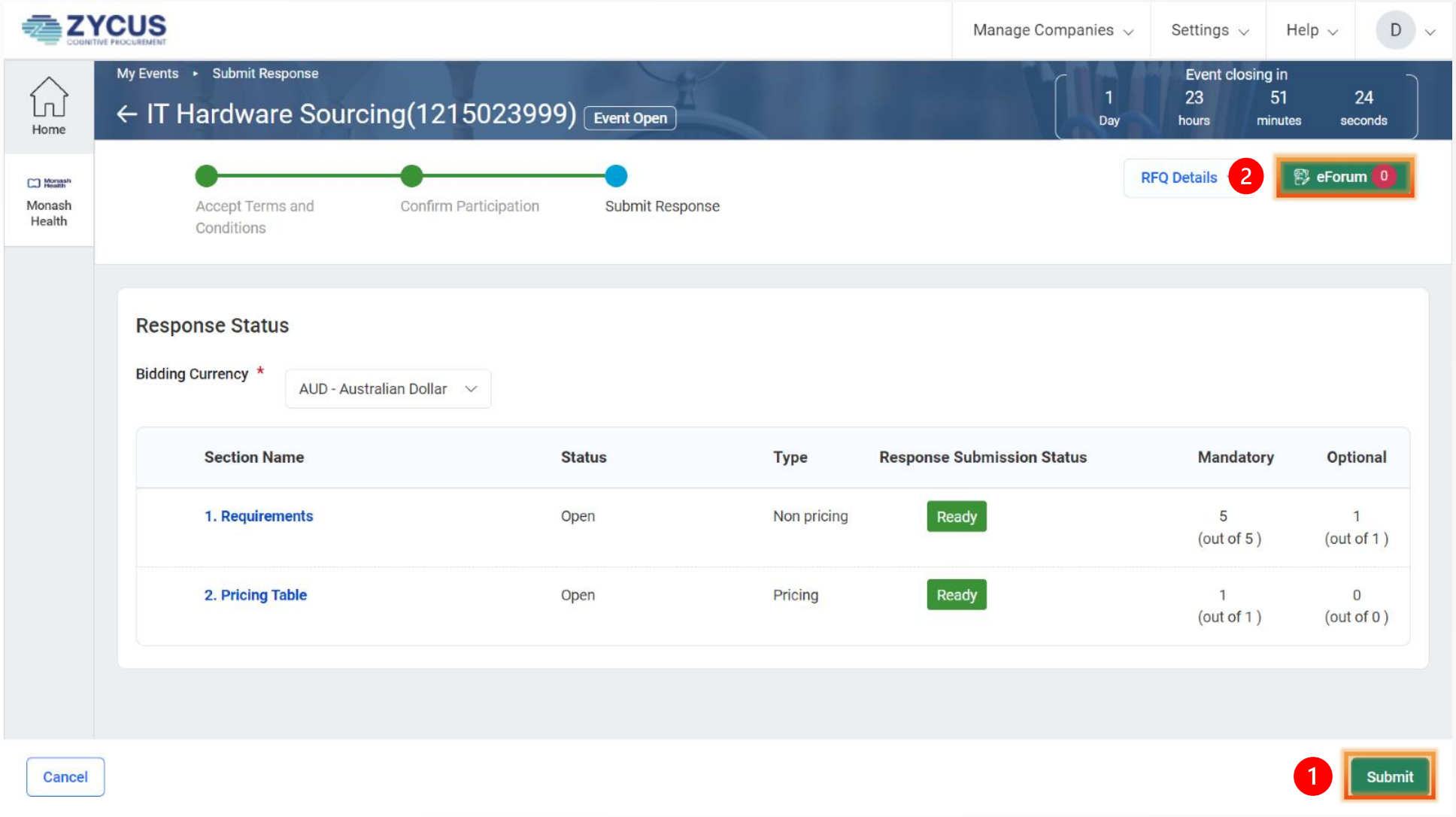
Submit Responses

1. Click on 'Submit' to submit the responses to the Sourcing Lead.

Note: Submitted responses can be recalled and edited till the event is closed.

2. Click on 'eForum' to communicate with the Sourcing Lead for event-related queries.

Note: eForum can be accessed at any point until the event is closed.



8. eForum

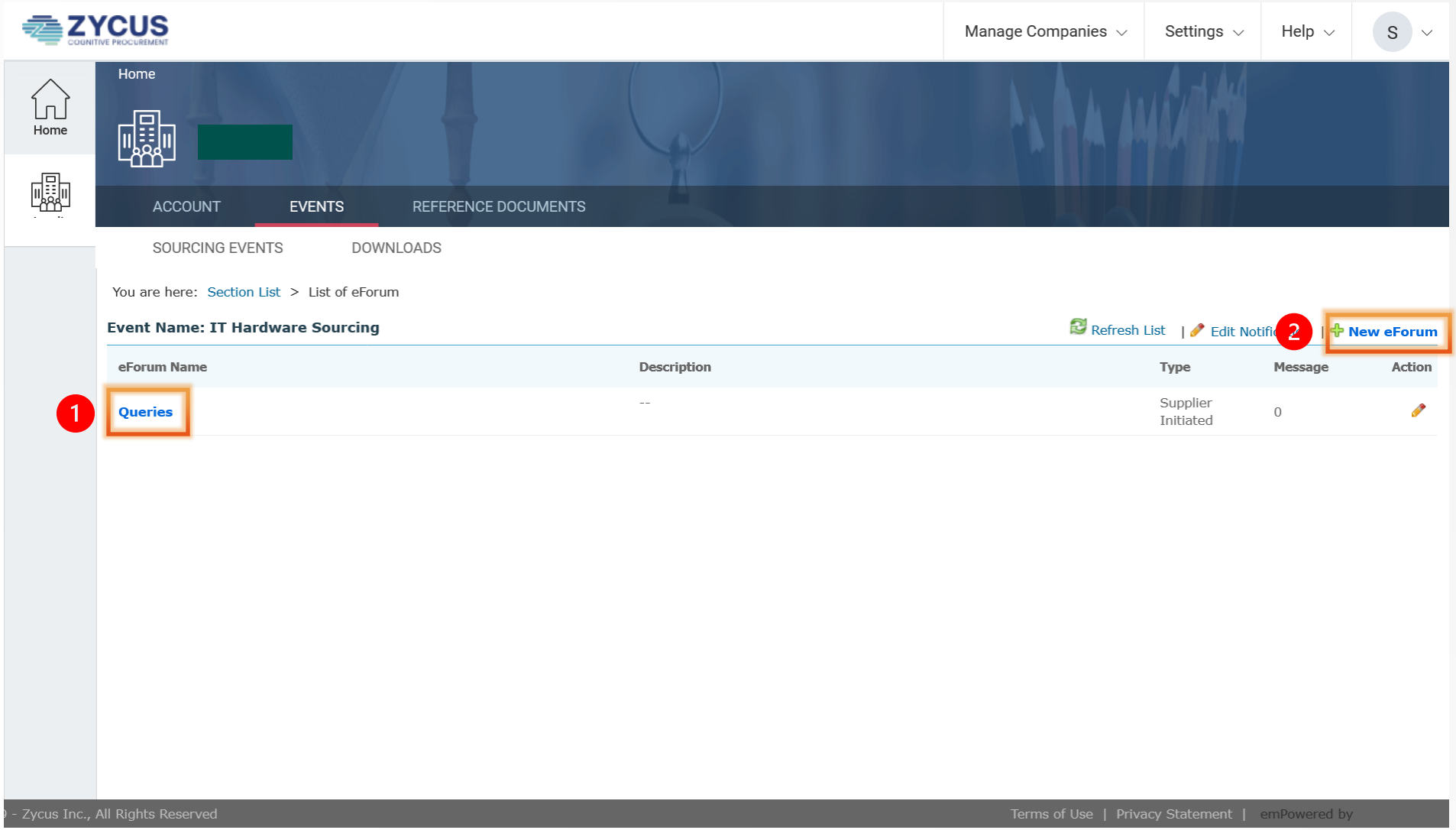
eForum

eForum threads initiated by you and the buyer are listed here.

1. Click on a thread to view its messages and send new messages.

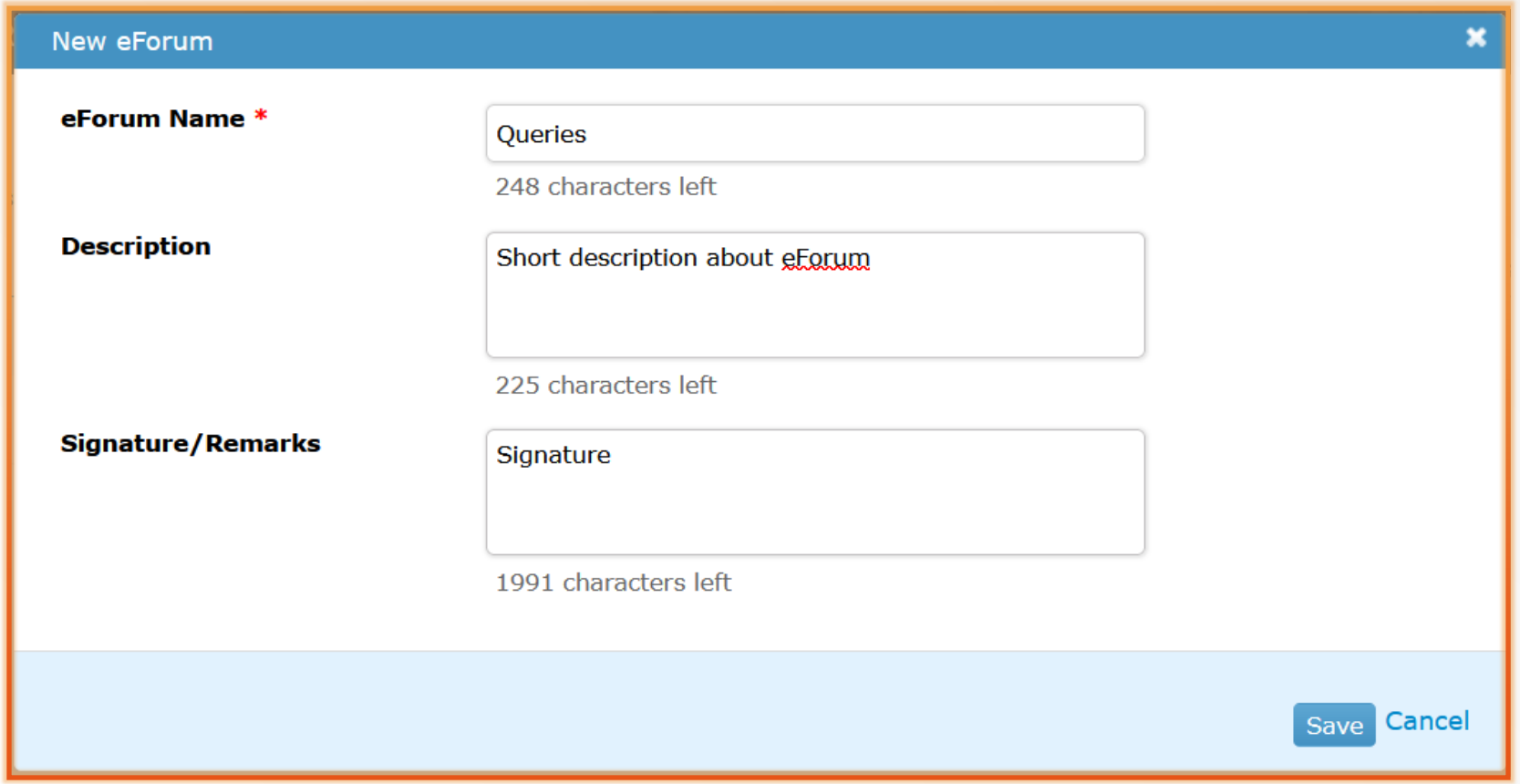
2. Click on 'New eForum' to initiate a new thread.

Note: You will receive email notifications for responses posted by Monash Health.



eForum

The 'New eForum' pop-up allows you to input eForum Name, Description, and Signature. You can then click on Save.



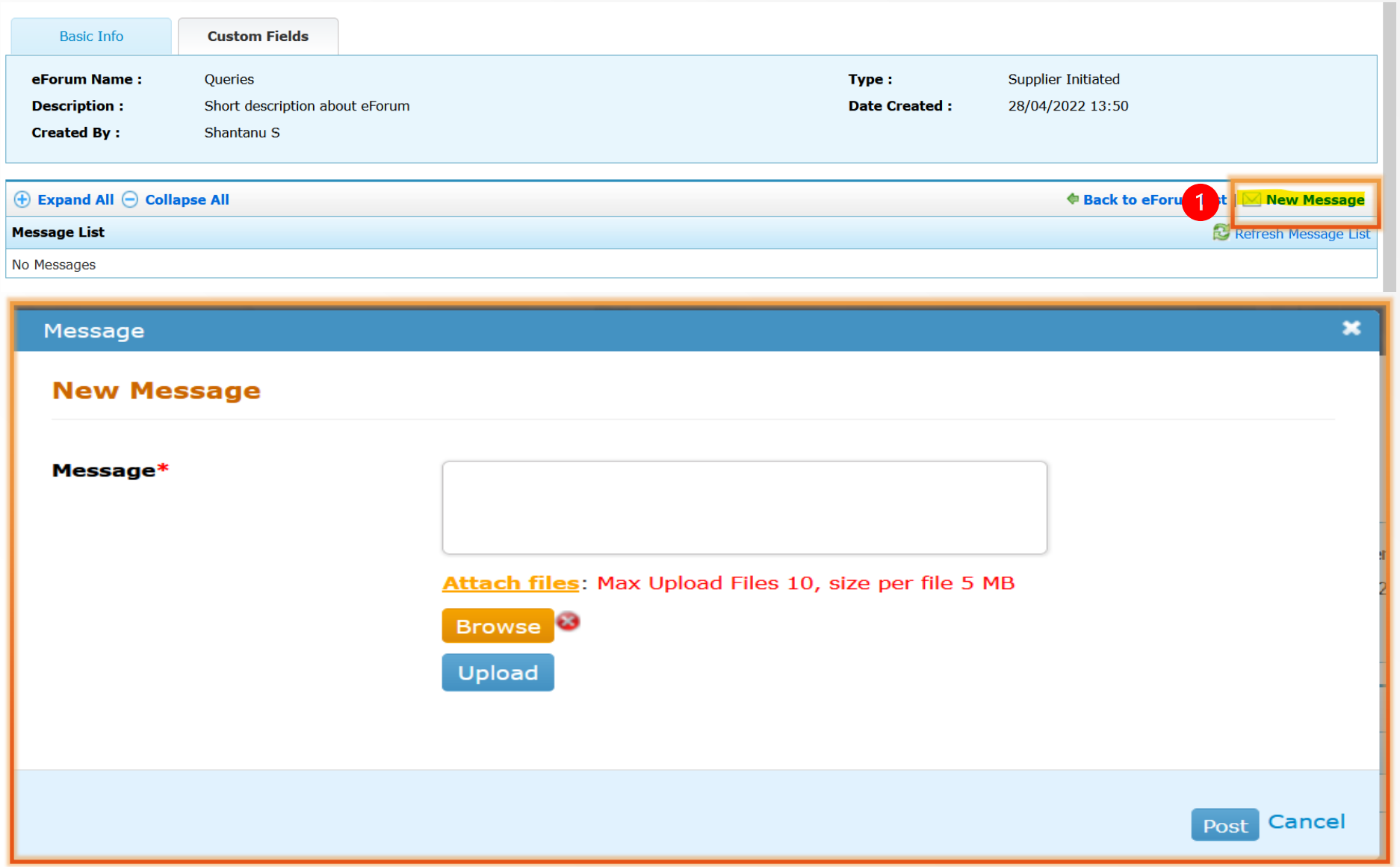
Clicking on the eForum Name (Queries), initiates a new message.

eForum Name	Description	Type	Message	Action
Queries	Short description about eForum	Supplier Initiated	1	

eForum

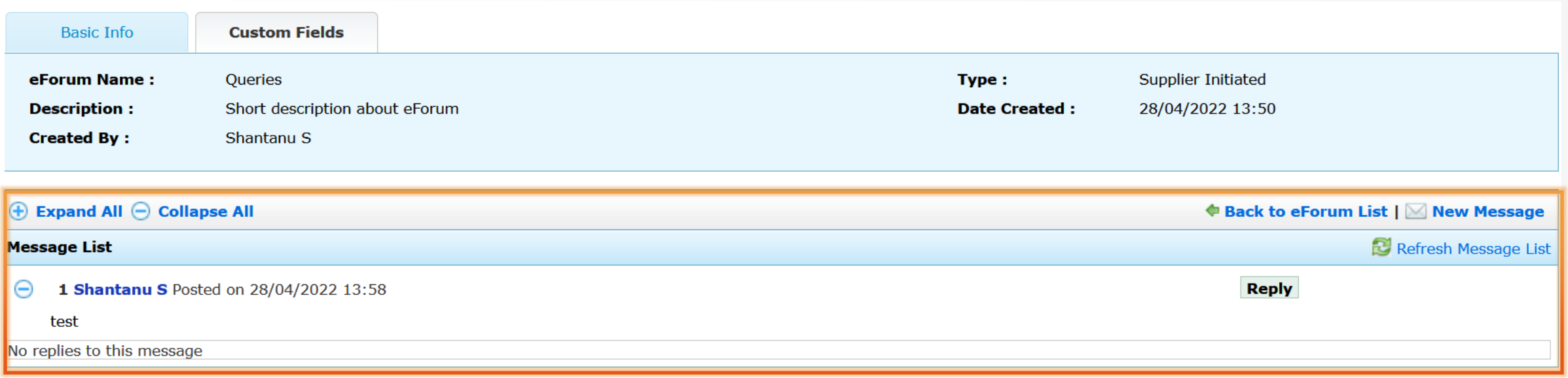
1. Click on 'New Message' to initiate a new message.

Here you can input your query/message to the event owner and post it.



eForum

Here you can see initiated new messages and any reply from the event owner.



9. Help Desk

Help Desk / Feedback

If you require additional support, please see the contact details below:

Zycus Contact:

- For any system or technical issues please email tech-support@zycus.com or call 1800 442 793.

Monash Health Contact:

- For any issues which cannot be resolved through Zycus technical support or if you wish to provide any other feedback, please email Suppliers_S2Psupport@monashhealth.org

Training material can be found on Monash Health Procurement Webpage

Access to Zycus Supplier Network or
https://zsn.zycus.com/zsp/guest/genericRegister/MON708