



Supplier Webinar Frequently Asked Questions

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CHAPTER 1

General Questions

1.1 What is the purpose of Zycus Supplier Network?

Zycus Supplier Network, or ZSN, is used by Stanmore to manage supplier data in one place. Suppliers can use it to maintain profile information such as company details, insurance documents, modern slavery information, ESG requirements, supplier due diligence information, and other requested details.

1.2 Does ZSN replace Ariba?

No. ZSN does not replace Ariba. Purchase orders and invoicing will continue to be handled through Ariba. ZSN is used to maintain supplier data and may also be used for tenders, contracts, and negotiations released by Stanmore.

1.3 Is there a fee for suppliers to use ZSN?

No. There is no additional fee for suppliers to use the Zycus Supplier Network. Stanmore pays for the platform licensing.

CHAPTER 2

Registration and Login

2.1 How do I register for ZSN for the first time?

Once Stanmore adds your company to the system, you will receive an email invitation to register. Use the registration link in the email, enter your email address, create and confirm your password, select a security question, accept the Zycus terms and conditions, and click Register. You will then need to verify your email address using a one-time password.

2.2 Can I forward my registration link to someone else?

No. The registration link works only for the person it was sent to. If more contacts from your company need access, contact Stanmore so they can be added as additional contacts.

2.3 What should I do if I do not receive the one-time password?

First, confirm that the email address entered is correct. Then check your spam or junk folder for the one-time password email before trying again.

2.4 How do I log in after registration?

After you have registered, go to the ZSN login page and use the login area on the left-hand side. Enter your email address and password to access your homepage.

CHAPTER 3

Profile Updates

3.1 How do I edit my company profile?

From your ZSN homepage, click the Stanmore tile and open My Companies. From there, you can view or edit your company profile and update the required information.

3.2 What happens if Stanmore asks me to update my profile?

You will receive an email notification explaining that Stanmore has requested updates. You can also find the request in ZSN under My Requests or Supplier Requests, where the status may show as awaiting response. Open the request, review the instructions, update or verify the required details, and submit the profile.

3.3 Can Stanmore enter my bank account details?

No. Bank account details must be entered directly by the supplier. Stanmore cannot enter those details on your behalf.

CHAPTER 4

Documents, Notifications, and Support

4.1 Where can I find reference documents?

Reference documents uploaded by Stanmore are available next to your profile details. Suppliers should review these documents, including any relevant terms and conditions, to ensure they have the required information.

4.2 Will I receive reminders when documents need renewal?

Yes. For documents such as insurance certificates, ZSN can send reminders before the renewal is due and may also send a reminder after a document becomes overdue.

4.3 Where can I get help using ZSN?

Use the Help section in the top-right corner of ZSN. You can access release notes, system updates, enhancements, and bite-sized help videos covering topics such as registration, multi-factor authentication, profile management, and responding to requests.

4.4 Who should I contact if I need additional support?

If you need help with registration, profile access, incorrect contact details, or rerouting an invitation, contact Graham Benson or the Stanmore procurement team using the email address provided with the webinar or registration communication.

CHAPTER 5

Contact Us

Please reach out to procurement@stanmore.net.au for any queries.