



COMBUY Supplier User Guide

City of Melbourne

Procurement and contract management

Version 1.3
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1. GETTING STARTED

COMBUY is City of Melbourne's online procurement portal. Once set-up as a supplier you can:

- Receive and respond to quote requests for the provision of goods, services and works valued between \$2,000 and \$250,000 (exc. GST).
- Update your company or business information, including your contact details.

Recommended browser

We recommend using the **Google Chrome** browser for an optimal COMBUY experience.

How to access COMBUY

The URL to access the COMBUY supplier portal is <https://zsn.zycus.com/zsp/guest/genericRegister/CIT553>

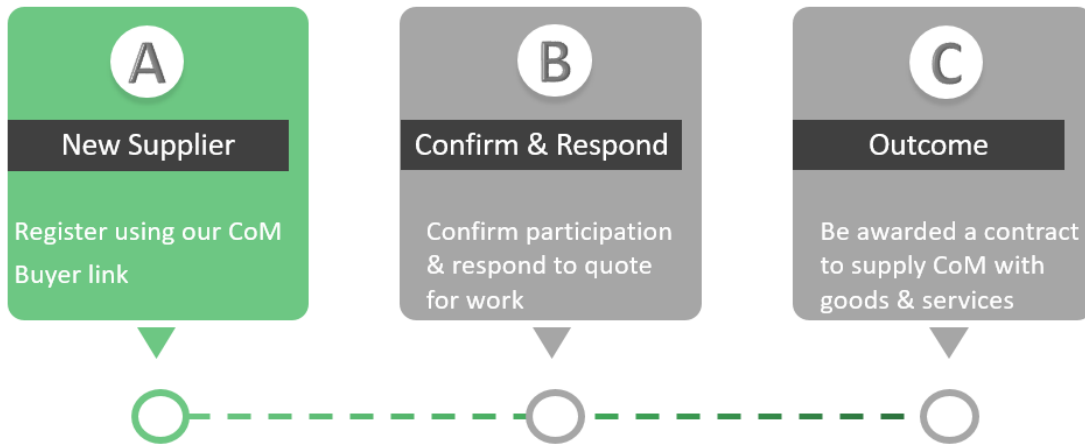
We recommend that you save this link as a bookmark on your browser.

Our COMBUY partner, Zycus

City of Melbourne's official COMBUY partner is Zycus. As a supplier, you will receive system generated email communications from Zycus. *These emails are not SPAM.* Please check you SPAM folder and mark as 'not SPAM' so the emails reach your inbox.

Zycus provides technical support to City of Melbourne registered suppliers using COMBUY. For more information see the SUPPORT section of this guide.

2. REGISTERING AS A NEW SUPPLIER



Registering as a City of Melbourne supplier is easy. Once registered you will be added to our supplier database.

Please note, you do not need to provide your financial or insurance details until you are contacted and requested to quote for work.

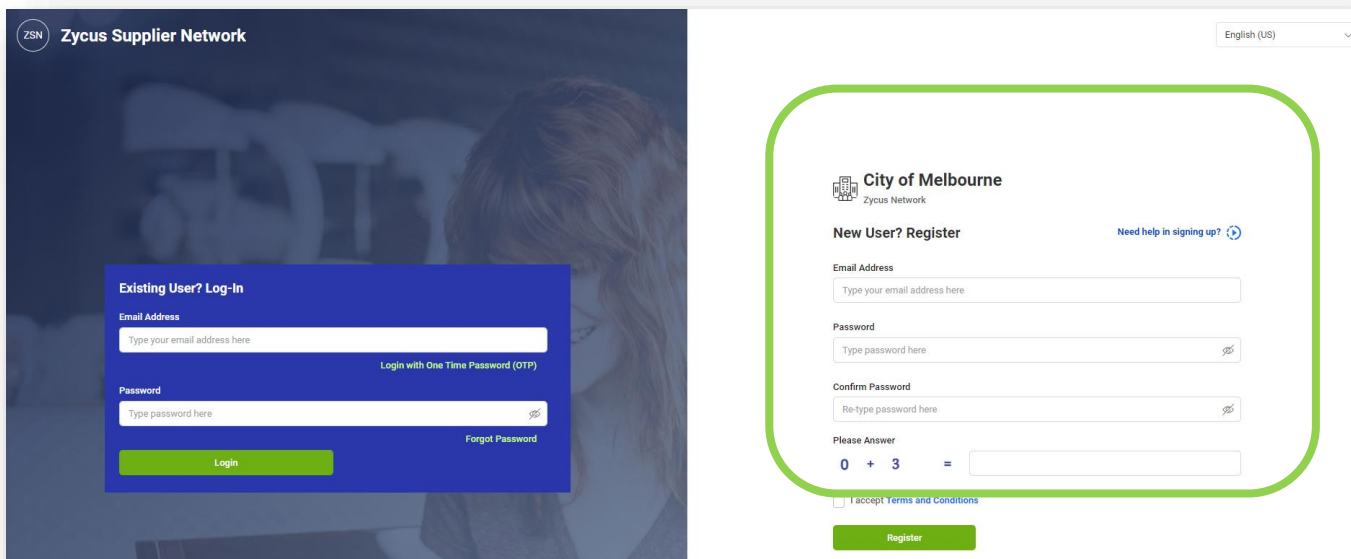
Step 1: To register:

Go to the COMBUY supplier portal <https://zsn.zycus.com/zsp/guest/genericRegister/CIT553>

You may have already received this link via email from a City of Melbourne buyer. You can also find the link on City of Melbourne website: [Melbourne.vic.gov.au > Business > Do business with us > Supplying goods, services and works.](https://melbourne.vic.gov.au/Business/Do-business-with-us/Supplying-goods-services-and-works)

Step 2: Complete the new user form:

- Fill in the **New User? Register** section.
- Click the green **Register** button.
- A new page, Welcome to ZSN will appear.



Step 3: An email with a one-time password will be sent to you:

- Check your inbox for your One Time Password (OTP).

NOTE: your One Time Password (OTP) is valid for 10 minutes.

- Go back into the Welcome to ZSN page.
- Enter in your OTP in the **Enter OTP** field.
- Click **Verify OTP**.

Dear USER,

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

OTP: 774449

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

You have received this email because the email address melinda.smith0810@gmail.com was subscribed for email no Zycus Helpdesk at tech-support@zycus.com



TIP: If the time has elapsed and your OTP expires, click on Resend OTP.

1 Activate Account

2 Complete My Profile

3 Complete Company

Did not receive the One Time Password(OTP)?

Try one of the options below:

- **Check your email address if it's incorrect:**
Verify the email address you have used to create your account on ZSN if the same is incorrect sign-up again with the correct email address.
- **Check your spam or junk folder.**
The activation email may have been marked as junk by your ISP or email application. Kindly mark the email address as not spam to get all emails related to your account in the inbox.
- **Ask your IT team to whitelist the Domain and IP:**
Click on 'Resend OTP' once you have asked your IT team to whitelist the Domain automail1.zycus.com and IP 207.211.63.183

Welcome to ZSN

Please enter the One Time Password(OTP) shared over the email address: " m

Thank you for registering with ZSN

Enter OTP

Enter OTP

Resend OTP

Verify OTP

Resend OTP in 20

Step 4: Complete your profile information:

- Fill in **My Profile** and **Additional Details**.
- Press **Submit**.

ZYCUS
COGNITIVE PROCUREMENT

1 Activate Account 2 Complete My Profile 3 Complete Company Profile

*(Fields marked with * are mandatory)*

My Profile

First Name * Melinda	Last Name * Smith	Display Name * Melinda Smith	Designation * Ms
Phone Number * 0400 000 000	Fax number Enter fax	Country * Australia	

Additional Details

(To be filled based on your country)

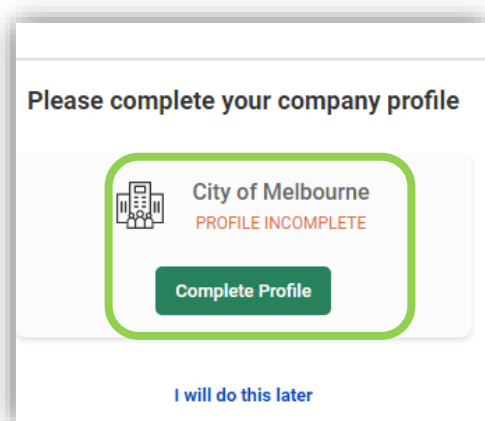
Time Zone * Australia/Melbourne	Currency * Australian Dollar	Number Format * 1,222,333.04	Date Format * DD-MM-YYYY
Time Format * 12 Hours	Language * English (US)		

Submit



TIP: Designation = Title (Ms., Mr., Mrs.), Time Zone = Australia/ Melbourne, * = mandatory field

- Click on the **Complete Profile** button.
- Fill in the form & click the **Create** button when finished.



Company Registration Form

* Indicates required field

Company Information

* Company

* Address Type

* Address1

Address2

Address3

PO Box Number

* Country

* State

* City

* Zip / Postal Code

* Business Phone

Business Fax

Step 5: Read the privacy information and if you agree with the statement, 'I have read and agree to all of the above', tick the box and continue.

ZYCUS Manage Companies ▾ Settings ▾ Help ▾ M ▾

Home

City of Melbourne

REFERENCE DOCUMENTS

The City of Melbourne is committed to protecting your privacy. The personal information requested by City of Melbourne is used to set up your Zycus Supplier Network account for the purposes of tendering, contract management and any other directly related purpose. This information will be shared and disclosed to other members of the City of Melbourne Procurement team, relevant contract manager and other Council employees with a business need to access this information (evaluation panel members etc.). It will not be disclosed to any other tenderer or external party without your consent, unless required or authorised by law.

If the personal information is not collected you will not be able to access the Zycus Supplier Network, subject also to Conditions of Use of the ZSN. If you wish to access or alter any of the personal information you have supplied to City of Melbourne, please contact Council via telephone 9658 8393 or email Procurement.Governance@melbourne.vic.gov.au

I have read and I agree to the above

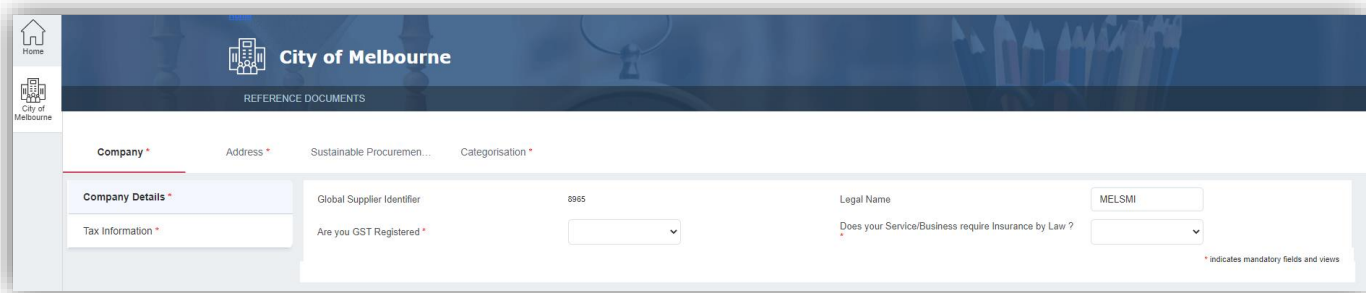
Step 6: Fill in your company or sole trader details:

Go through each section and fill in the required details.

Company Provide your company or sole trader details and tax information.

Address Provide your company address, contact number and email address.

- Sustainable Procurement** These are questions around sustainable procurement practices. Ensure that you answer all questions with an asterisks*
- Categorisation** Select your business and service categories from the drop down menu.
- Financial** Provide your banking details.



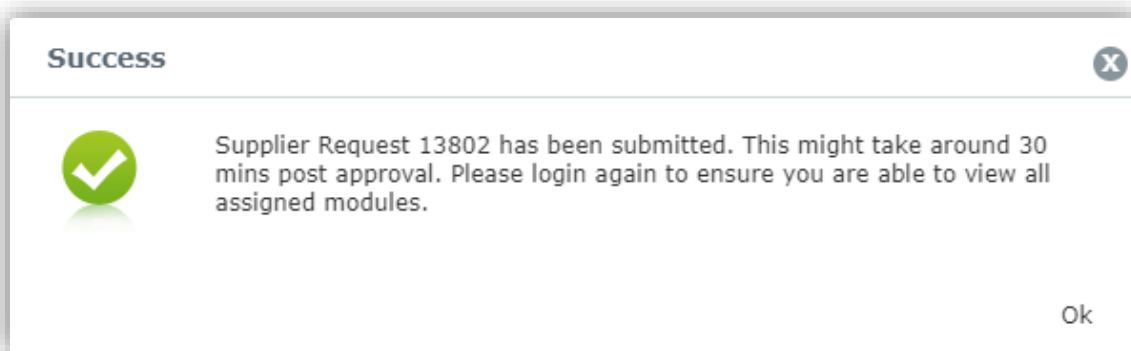
The screenshot shows the 'City of Melbourne' supplier registration interface. At the top, there is a navigation bar with a 'Home' icon and the 'City of Melbourne' logo. Below this is a section titled 'REFERENCE DOCUMENTS' with tabs for 'Company *', 'Address *', 'Sustainable Procurement...', and 'Categorisation *'. The 'Company *' tab is active, showing a form with the following fields: 'Company Details *' (with a sub-tab for 'Tax Information *'), 'Global Supplier Identifier' (with the value '8865'), 'Legal Name' (with the value 'MELSMI'), 'Are you GST Registered *' (with a dropdown menu), and 'Does your Service/Business require Insurance by Law?' (with a dropdown menu). A small asterisk at the bottom right indicates mandatory fields.



TIP: If you do not have an ABN, enter eleven zeros (i.e. 0000000000).

Step 7: You will receive a confirmation email:

- Click **OK** on the **Success** pop up box.
- You will receive an email confirming your registration as a new supplier in our database.



The screenshot shows a 'Success' pop-up box with a green checkmark icon. The text inside the box reads: 'Supplier Request 13802 has been submitted. This might take around 30 mins post approval. Please login again to ensure you are able to view all assigned modules.' There is a close button (X) in the top right corner and an 'Ok' button in the bottom right corner.

You will also receive an email confirmation.

Subject: Zycus Supplier Network: Potential Supplier Created

We are glad to inform you that 'MELSMI' has qualified as a Potential Supplier, details given below:

Request ID: 13802

Customer/Client Name: City of Melbourne

You will be contacted; once an appropriate business opportunity arises.

This is an automatically generated email, please do not reply.

3. EXISTING SUPPLIERS

Logging into COMBUY

All registered suppliers can access COMBUY via the following URL:

<https://zsn.zycus.com/zsp/guest/genericRegister/CIT553>



TIP: We recommend that you save this URL to your bookmarks in your browser.

Updating your profile

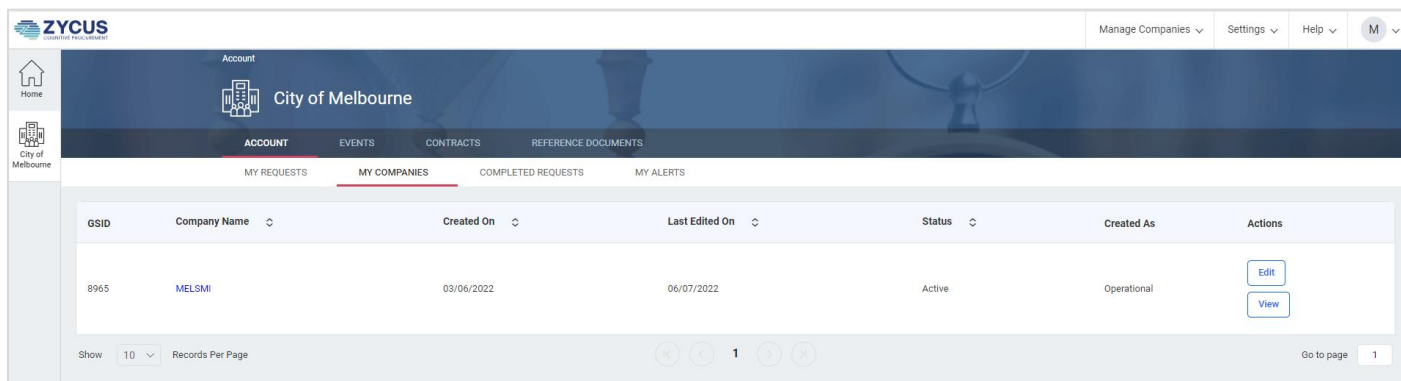
Step 1: Login to the COMBUY Supplier portal.

The screenshot shows the Zycus Supplier Network interface. On the left, there is a dark blue sidebar with the ZSN logo and the text 'Zycus Supplier Network'. The main content area is white. At the top right, there is a language dropdown menu set to 'English (US)'. The main heading is 'City of Melbourne' with the Zycus Network logo. Below this, there are two main sections: 'Existing User? Log-in' and 'New User? Register'. The 'Existing User? Log-in' section has a blue background and contains fields for 'Email Address' (with the value 'kedartest5@gmail.com') and 'Password' (with a masked password). There is a 'Login' button and a 'Forgot Password' link. The 'New User? Register' section has a white background and contains fields for 'Email Address', 'Password', and 'Confirm Password'. There is also a 'Please Answer' section with a math problem '9 + 0 ='. At the bottom, there is a checkbox for 'I accept Terms and Conditions' and a 'Register' button.

Step 2: Click on City of Melbourne icon.

Step 3: Click on MY COMPANIES:

- Go to your company name and click on the **Edit** button.



- Navigate to the left hand menu.
- Go through each section and fill in the details below:

Company Provide your company or sole trader details and tax information.

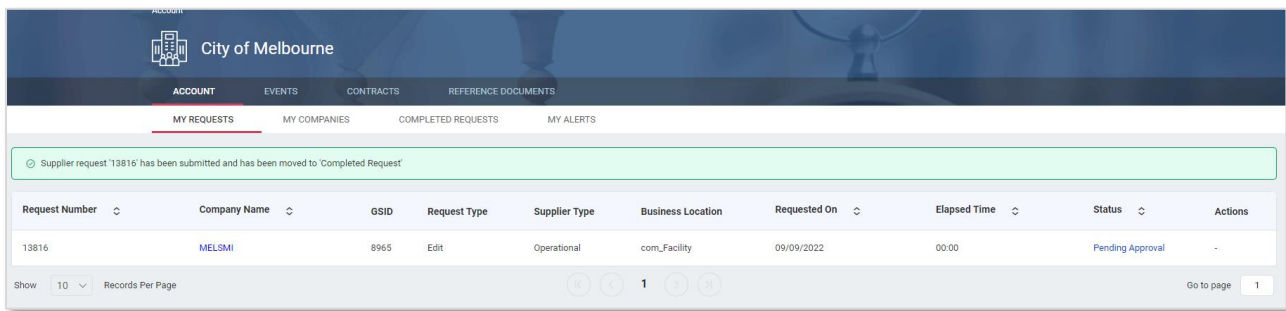
Address Provide your company address, contact number and email address.

Sustainable Procurement These are questions around sustainable procurement practices. Ensure that you answer all questions with an asterisk*

Categorisation Select your business and service categories from the drop down menu.

Financial Provide your banking details.

- Click **Submit**.



- A confirmation message will appear. You will also receive an email notification once approved.

Adding a new company contact

Step 1: Navigate to Address section:

- Click on **Address**.
- Go to **Showing Contact Details for All Locations**.
- Click on **Add New**.

Showing Contact Details for All Locations

For Address * Contact Type *

First Name * Middle Name

Last Name * Title *

Email * Phone Number *

Phone Extension Cell Number

Fax Fax Extension

Time Zone Base language

Date Format Number Format

Currency Supplier Portal Access? Yes No

Modules assigned My Performance (SMA) iRequest

Cancel Save

Step 2: Complete the form:

- Fill in the pop up **Contact Details** form then click **Save**.
- You will see the contact in the **Showing Contact Details for All Locations** section.
- Complete all of the details marked with an asterisks* next to the field.
- Scroll down to **Modules assigned** and select all modules.
- Go to **Supplier portal access?**
- Select **Yes**.
- Click on **Save** button (bottom right-hand corner).

Setting up your COMBUY dashboard

When you login you will arrive at the Home dashboard (see the house icon). Key features:

- List of organisations - on the left side bar you will see the organisations you are registered with who currently use Zycus.
- Card libraries - allows you to customise your home dashboard.
- Drag and drop - to customise your dashboard.

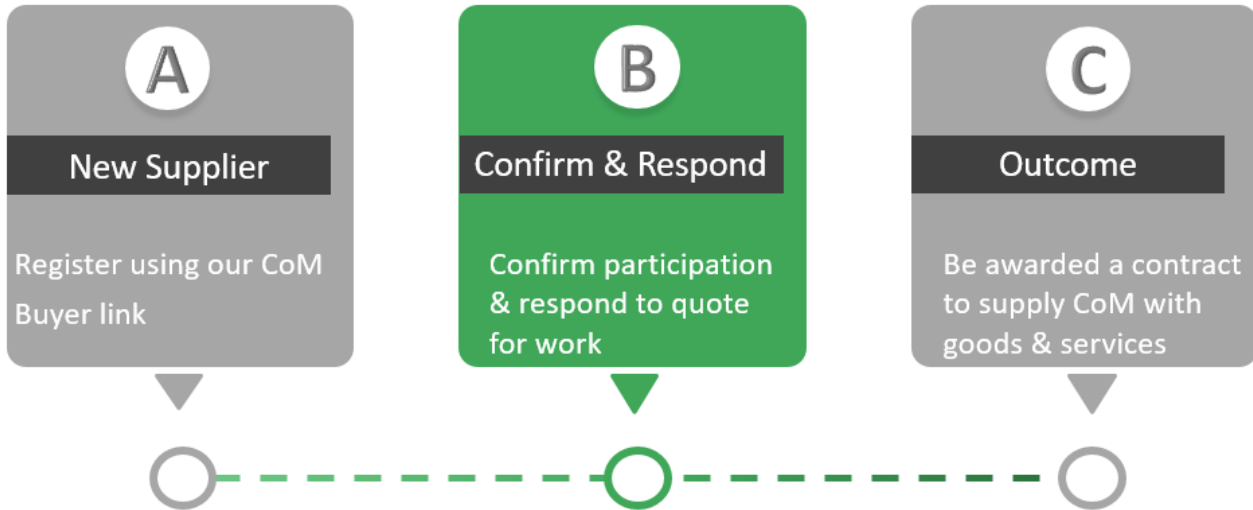


TIP: Add 'Sourcing Events' to see all City of Melbourne quote requests.

The screenshot shows the ZYCUS dashboard interface. On the left sidebar, there is a 'Home' icon (house) and a 'City of Melbourne' icon. The main dashboard area displays a 'Card Libraries' section with a 'Supplier Requests' card. A 'Sourcing Events' card is also visible, showing a table of events. A green box highlights the 'Add New Card' dropdown menu, which includes options like 'Connect As Potential Supplier', 'Supplier Requests', 'Alerts', and 'Sourcing Events'. A green arrow points from the 'Sourcing Events' card to the 'Add New Card' dropdown menu.

Customer	Event Id	Event Type	Open Date
City of Melbourne	1213449329	RFQ	
City of Melbourne	1213410529	RFQ	03/06/2022 04:19 PM
City of Melbourne	1213098329	RFQ	06/05/2022 04:00 PM

4. MANAGING QUOTE REQUESTS



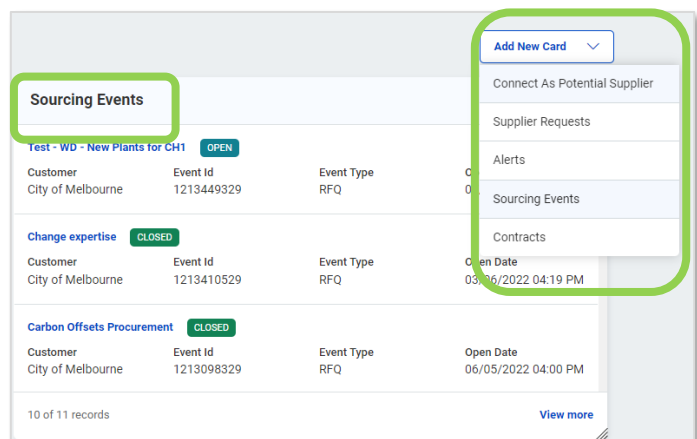
Confirm and respond to a request for quote (RFQ)

In COMBUY, quote requests are known as sourcing events.

Step 1: Go to the Sourcing Events page:

Option 1 - Home page

- From the Home page, go to the **Add New Card** drop-down button and select **Sourcing Events**.
- Select the quote request.



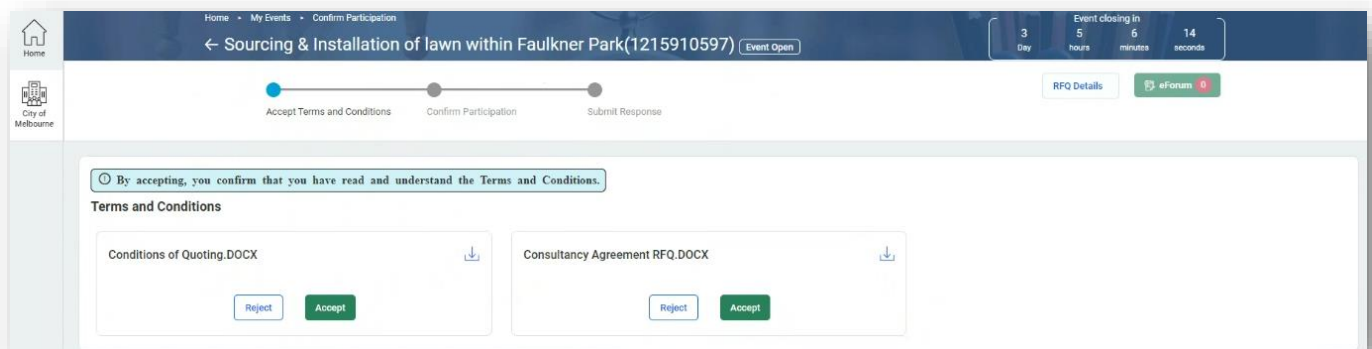
Option 2 - City of Melbourne Page

- From the Home page click on **City of Melbourne**.
- Search by scrolling or by entering in the **Event ID** (found in your RFQ notification email), Event/RFQ Name or Owner (the Buyer).
- Click on the **Event** button to be taken to the quote terms and conditions.

- To download the terms and conditions click on the download button.

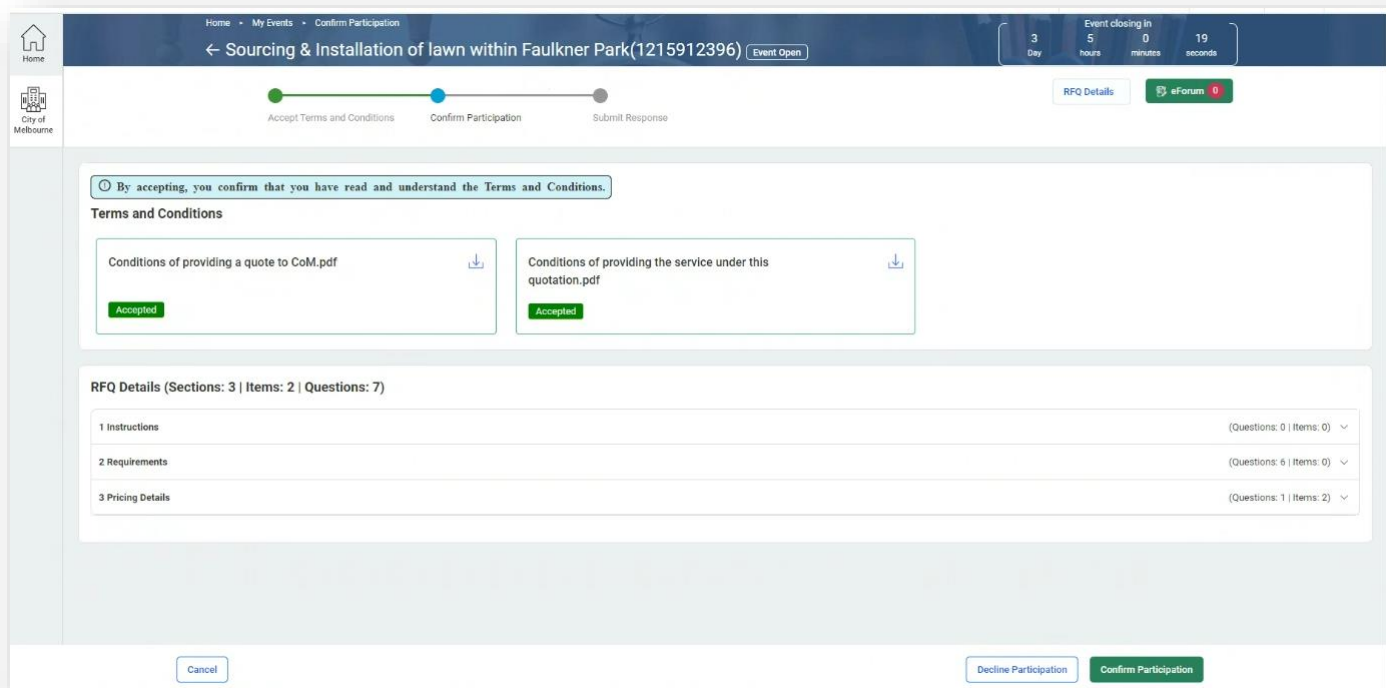


- Click **Accept** to accept the terms and conditions.
- If you click **Reject** you will be unable to provide a quote.

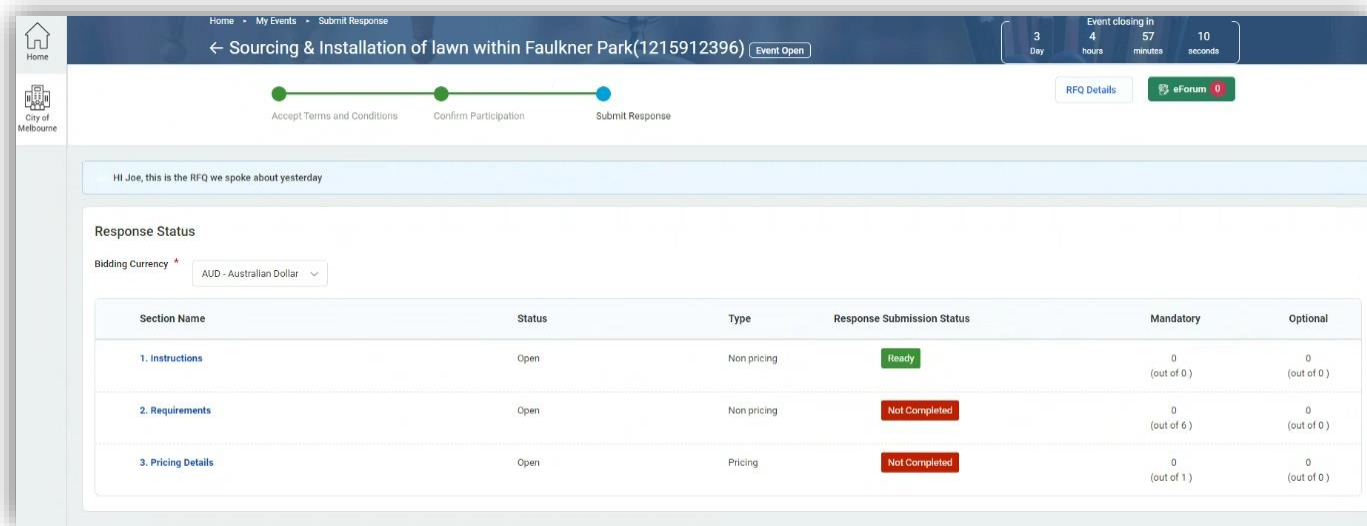


Step 2: Read information, confirm or decline the request:

- Read the **terms and conditions**.
- Click **Accept** to accept the terms and conditions.
- The quote request details will open.
- Take note of the *Closing Date* for a quote submission.
- Review the requirements section by clicking on the **plus symbol** in each of the three sections.
- Confirm or decline your participation in the quote request process.

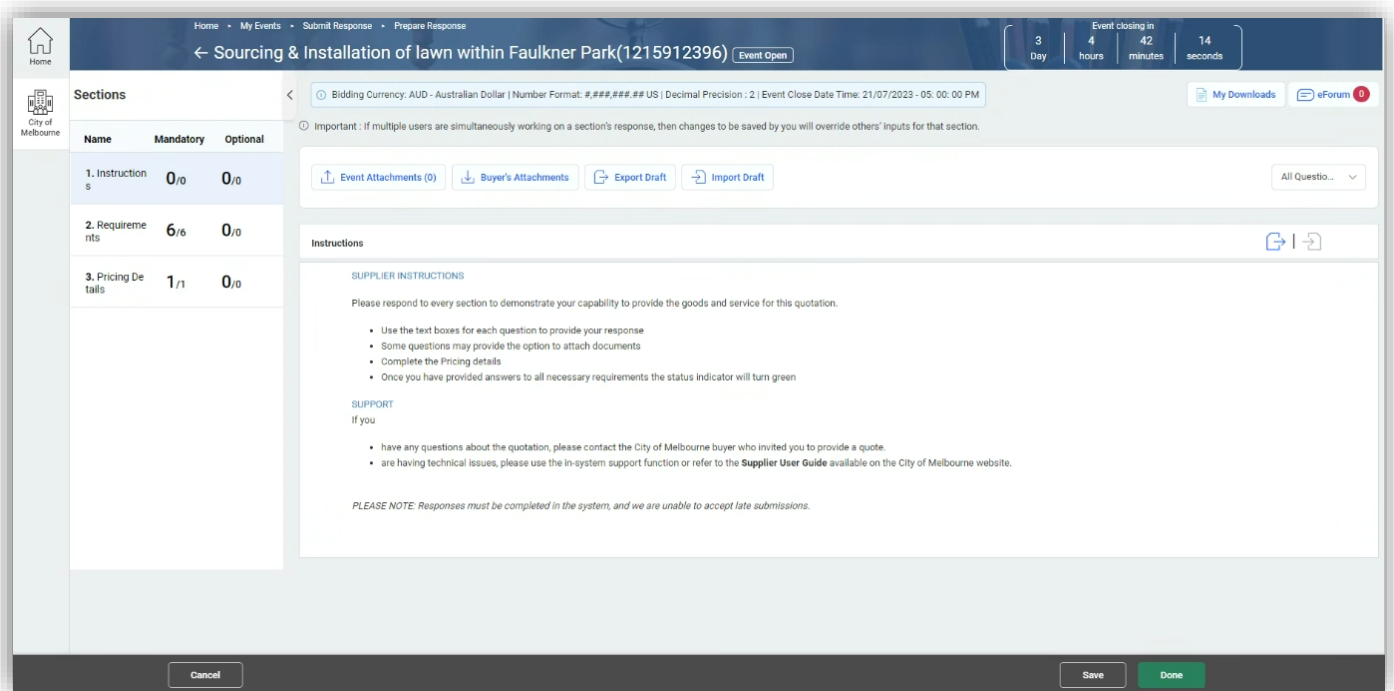


- Click **OK** on the Success pop up window.



Step 3: Instructions:

- Read the instructions section to understand what is required.
- If the buyer has attached any document relevant to the quote, you will find these in the **Buyers attachment** button.



Step 3: Respond to the Requirement questions:

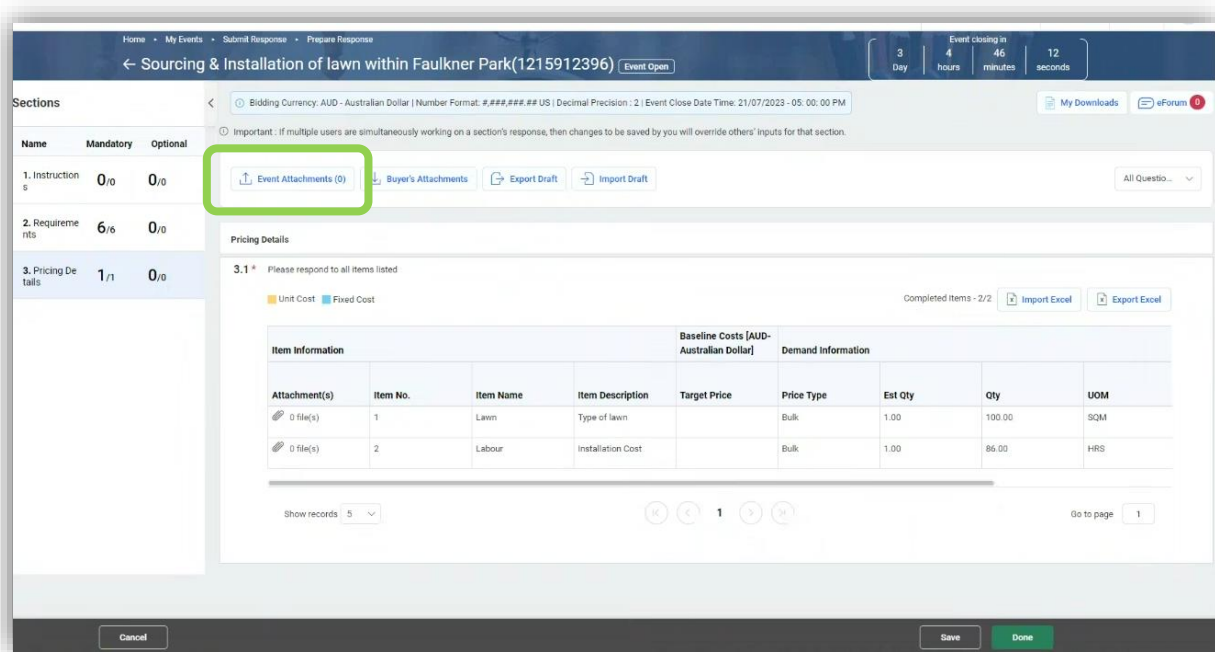
- Fill in your response to each section (stay within the 2000 character limit).
- When you are finished, click **Save** and then **OK** or move onto the next section.

Step 4: Add in pricing details:

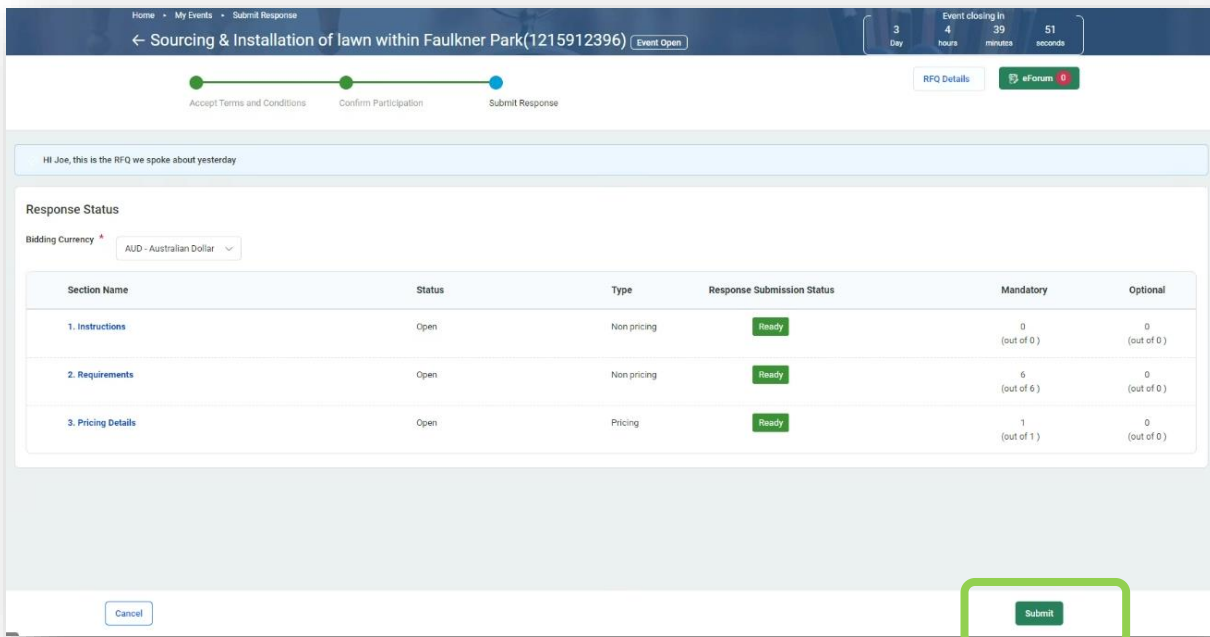
- Fill in your response to each section (stay within the 2000 character limit).
- When you are finished, click **Save** and **Done**.
- Scroll down and click **Done** on bottom right hand corner.

Step 5: Attach relevant documents:

- Go to the **Event Attachments** button.
- Upload any relevant documents to support your quote.



- To finish click on **Done** at bottom right hand side of screen.
- You will arrive back to the **Response Status** screen.
- Click on **Submit** (bottom right hand corner).



Step 5: Submit your response:

- Check you have completed all the required sections using the **Supplier Checklist**.
- Click on **Go** to submit your response.
- You will receive a confirmation email from Zycus.

The response for the event Test - WD - New Plants for CH1 : 1213449329 has been submitted successfully.

ZYCUS TECHNICAL SUPPORT

For contact information and assistance with the use of our Zycus iSource application please contact our Technical Support by clicking the Technical Support link on <https://zsn.zycus.com> or call the helpline numbers below for telephonic assistance.

North America Toll Free: +1 800-409-3507 | +1 866-363-6625

International Toll Free: 00-800-9928-7111 | 00-800-9928-7000

Australia Toll Free: 1800-442-793 | 1800-517-123

Regards,

Technical Support Team

Zycus Supplier Network

Step 6: Recalling a response (optional):

- If you are no longer able to undertake the work or you need to change your response, you can go back to the quote request and click **Recall Response**.
- A warning pop-up window will appear. Click **OK** to continue.



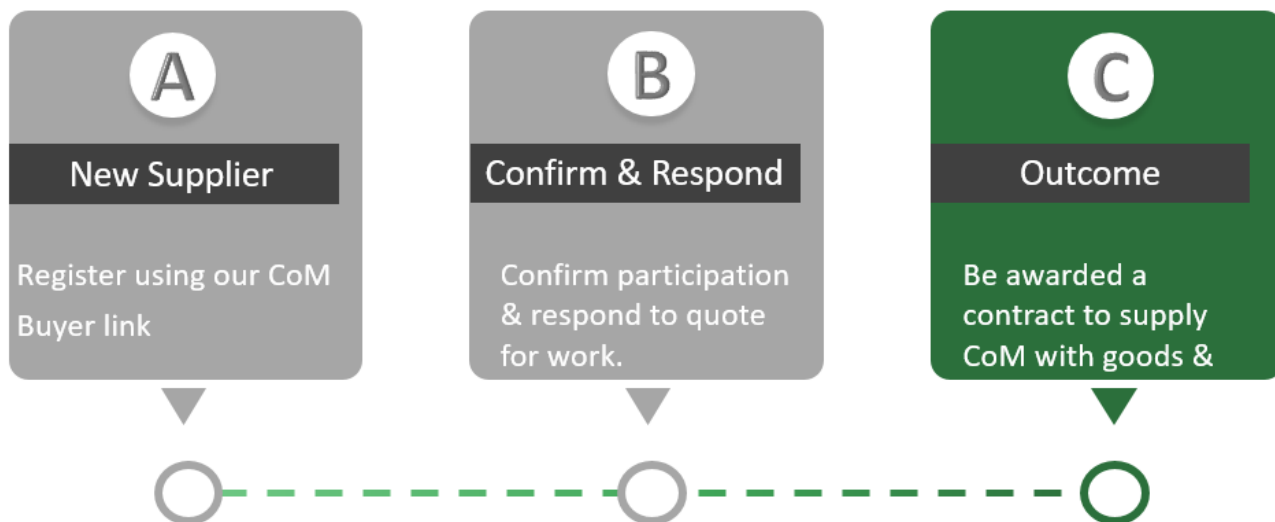
TIP: We recommend you contact the buyer by email or phone to advise them of the recall.

NOTE: You will need resubmit your response before the close date.

Quote outcome

The City of Melbourne buyer undertakes an evaluation of all suppliers who have submitted a quotation. This includes:

- Evaluating your quote response against the requirement questions and pricing table.
- Comparing all quote responses received.
- Selecting the preferred supplier for the provision of goods, services or works based on the criteria.



A successful bid

- If you have been successful in winning the work, you will be sent an award letter with the details.
- You will be emailed a Purchase Order and then you can commence work as agreed with the branch buyer.

An unsuccessful bid

You will receive letter from the buyer to advise you if you are not successful.

SUPPORT

Information on COMBUY and City of Melbourne procurement are available for you on the City of Melbourne website:

Melbourne.vic.gov.au > Business > Do Business with Us > Do business with us

For all technical support questions contact:

Technical Zycus support (toll free) 1800 442 793.