Supplier Onboarding

Zycus Link:
https://dewdrops.zycus.com/zsp/guest/genericRegister/CAT780

Supplier E-mail:
IMPORTANT: Please use the e-mail that you received the invitation to onboard or edit your profile through as this is the address that is linked to CEWA and its schools in Zycus. Once you are in you can add additional contacts and access.

Catholic Education Western Australia (CEWA) is transitioning to **Zycus** as our new procurement and compliance platform. To ensure your organisation can receive payments and remain compliant with CEWA's procurement standards, we kindly ask that you complete the onboarding process as soon as possible.

What You Need to Know
- **Zycus** is a **procurement and compliance tool** used to manage supplier information and ensure payment readiness.
- **EFTsure** will contact you to verify your bank details. Learn more here: https://www.eftsure.com/en-au/supplier-information/
- For full onboarding guidance, visit: https://www.cewa.edu.au/resources/procurement/zycus-supplier-network-portal/

Steps to Complete Your Onboarding

1. Access the Zycus Portal:
https://dewdrops.zycus.com/zsp/guest/genericRegister/CAT780

- Please **log in using your registered email address** — this is the email where you receive Zycus notifications.
- **Not sure which email is registered?**
  Please contact us at supplieronboarding@cewa.edu.au and include your **ABN** so we can assist you.

⚠️ *Using a different email will create a new supplier profile that won't link to your existing records*.
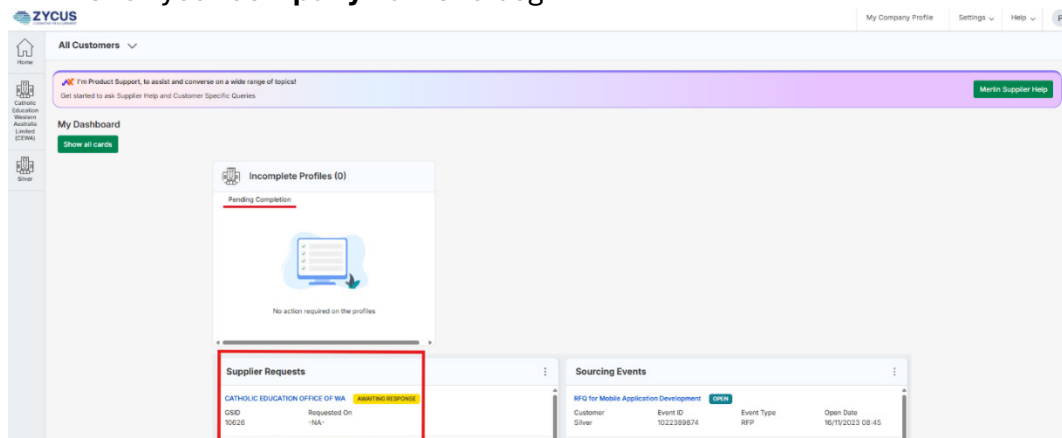
- **New users**: Register on the **right-hand** side.
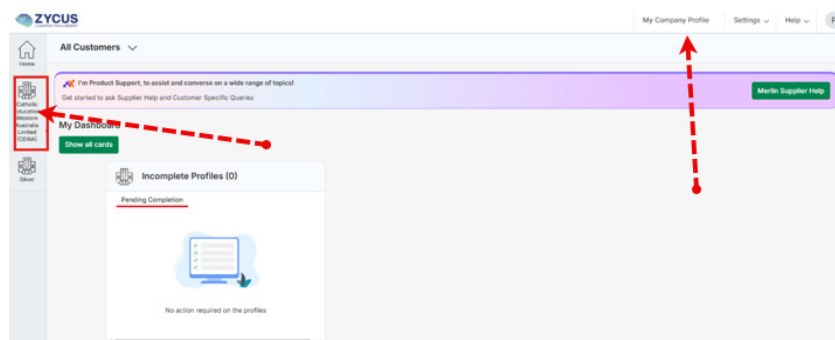- **Existing users**: Log in on the **left-hand** side.

2.   Start the Onboarding Process

A.   If you have received a Zycus request to complete the onboarding:
- Scroll to the **Supplier Request** tile.
- Click your **company name** to begin.

B.   If you have not received a notification, and you are an existing supplier

- Option 1: Select **My Company Profile** – then **Click on Edit – Select** a School/Office to do the edit against and select **edit**
- Option 2: Click on the **CEWA LOGO** > Select Account > **My Companies** then Click on **Edit – Select** a Schools/Office to do the edit against and select **edit**

If your organisation supplies to **multiple CEWA schools**, you will see these listed as **business locations.** Most of the information you enter (except for **school-specific bank details**, if applicable) is **global** and will be automatically copied across all locations.

⚠️ Important for CEWA Office Suppliers
If you work directly with **CEWA Offices**, please ensure you select **"CEWA Admin"** as your business location.

🚫 **Do not select any other location that begins with "CEWA"** (e.g., CEWA Perth, CEWA Broome, etc.).

Selecting the wrong location will prevent you from successfully submitting your onboarding.

3.   Complete All Tabs

- Work through **ALL the TABS** on the left-hand side of the screen.
- Complete **ALL mandatory** fields (marked with a red or black asterisk *). *The colour of the asterisk does not affect its status as mandatory*.
- Use NO or NA if the question does not apply to you

💡 *Use **"Save as Draft"** before closing Zycus to avoid losing progress**. Submit is only done once at the end of the process***

- **Insurance Tab**
  - Ensure you tick the box at the top of the page, and only add the applicable insurances (for example):
    - Workers Compensation (if attending CEWA sites; sole traders excluded)
    - Public & Product Liability (Most businesses will need to supply)
    - Professional Indemnity (if providing professional advice)

- **Compliance Tab** (if attending CEWA sites):
  - Ensure you add a valid up to date **NCCHC Screening** - https://www.education.wa.edu.au/ncchc

- **Health and Safety TAB** (If attending CEWA sites)
  - Ensure you select ADD NEW in the Injury Illness Statistics box, and populate the mandatory fields

- **Address TAB**
    - Ensure you have a **valid phone number** entered for **each address** and **contact** record.
        - Include area code, e.g. 08 or 02
        - Zero is not a valid phone number
        - Don't add the +61
    - **Do not** delete the contact record you're using to log in. (You will lose access and your onboarding progress)
    - You may **add new** contacts (Select ADD NEW)
        - To grant portal access - set portal access to YES, and tick MY Profile (SIM)
    - To delete a Contact – click on the 3 dots in the contact line and select delete.
    - Ensure you have a contact with the **Contact type AR**; this will allow schools to send remittance to you.

- **Bank TAB**
    - To ensure smooth payment processing through the schools' finance systems, please update your payment method to **EFT or BPAY**. Direct Debit does not provide the necessary payment details for schools to make payments to you.
    - Ensure accuracy of account name, BSB, and account number (no spaces, no hyphens in the BSB and Account number fields).
        - **Default details** – All schools pay into the same bank account
        - **School Specific** – Each school has a unique bank account that they pay into.

    If your Profile has school specific details populated, BUT you only have default banking details, populate both **default** and **school-specific** fields with the same details. (We will run a background process, removing the school specific details after the onboarding has been approved).

4. **Validate Your Details**

Use the **APPEXTEND** button to validate:
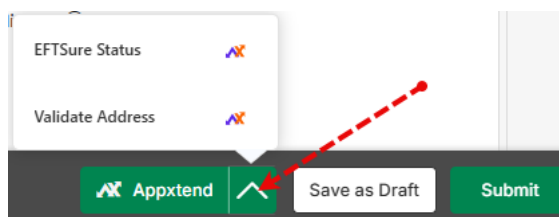
- **Address Validation**: (Verify address against Australia Post held by Experian)
    - Click on the Arrow next to the word APPEXTEND and select Validate address
        - If the result comes back as **Verified** – Close the box (Validation is done)
        - If the result comes back as **unverified** – click on the arrow below the word unverified
            - Possible options for your address will be displayed.
            - Click in the circle of the correct address
            - Click on back arrow at the top left-hand corner of the pop-up box.
            - The address should now state Verified – Close the box (validations done).

- **Bank Validation** (Bank details verified against the EFTsure database)
  - Click on the Arrow next to the word APPEXTEND and select EFTSURE status
    - Status – **Valid** - Close the box validation done
    - Status – **Unverified** – You will be contacted by EFTsure to verify your bank details – Close the box - validation done
    - Status - **Invalid** – The comment section will indicate what the issue is. Close the box, fix the issue, and redo the validation.

5. **Submit Your Onboarding**
   - Ensure all mandatory fields are completed and validations are successful.
   - You'll see a **"Submitted"** notification once complete.
     - If errors appear, click **"Show More"**, resolve them, and resubmit.

Need Help?
If you have any questions or need assistance, please contact:
supplieronboarding@cewa.edu.au