CATHOLIC
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Zycus Onboarding Assistance

FOR SUPPLIERS

About Zycus

All suppliers must onboard into Zycus to provide goods or services to a Catholic Education Western Australia (CEWA) school or office location.

Zycus is a procurement and compliance system to manage supplier compliance and information and ensure prompt payment

CEWA has one **Master Supplier list**

Once **onboarded** suppliers can engage with all CEWA schools and offices

All existing and new suppliers to CEWA schools and offices must complete the Zycus onboarding process

Suppliers use the ZSN portal to update and maintain their own company details, including bank details once for all locations

Requirements

Working on a CEWA site	Not working on a CEWA site
• Supplier holds at least: ◦ Public Liability insurance; and ◦ Workers Compensation Insurance (if not a sole trader) • A valid Working with Children Check (for "Child-Related Work") • A current National Coordinated Criminal History Check issued by the Department of Education (www.education.wa.edu.au/ncchc) • Aware of its WHS obligations, comply with CEWA's safety procedures and complete a Contractor's Checklist when attending the site	• Supplier holds Public Liability insurance where the CEWA personnel or students are attending the site • Product Insurance where providing goods to the school or office location

Useful links

Onboarding Tips
www.cewa.edu.au/publication/zycus-supplier-onboarding-tips-2/

CEWA Schools
www.cewa.edu.au/our-schools/find-a-school/school-directory/

Access the Zycus Portal link
dewdrops.zycus.com/zsp/guest/genericRegister/CAT780

EFTsure will contact you to verify your bank details. Learn more here:
www.eftsure.com/en-au/supplier-information/

Support
supplieronboarding@cewa.edu.au

Supplier Onboarding Instructions

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.

Log in via OTP (one time pin)

If the OTP is not received, check Junk Folder.

NO OTP – ensure registration has been done on the right-hand side of the log in screen
> re-registration might be required.

CEWA office suppliers:

If working directly with CEWA offices, select **"CEWA Admin"** as your business location.

Do NOT select any other location starting with "CEWA" (e.g. CEWA Perth, CEWA Broome).

Wrong selection = onboarding submission failure.

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

Complete ALL TABS

Populate ALL Mandatory fields (* red or black). Colour does not matter.

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 only**. 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.)

Insurance Tab

Ensure you tick the box at the top of the page, and only add the applicable insurances.

Compliance Tab (if attending CEWA sites):

Add a current WWC check if doing child related work.

Ensure you add a valid up-to-date education **NCCHC Screening** - 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.

In the Site safety section, add relevant details, to indicate understanding of WHS.

WHS applies to **EVERYONE.**

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Validation

Use the **APPEXTEND** button to validate:

- Address validation: verify address against Australia Post data held by Experian.

- EFTsure status: bank validation (bank details verified against the EFTsure database).

Submit your onboarding

Ensure all mandatory fields are completed and validations are successful.

You'll see a **"Submitted"** notification once complete.

If an error bar is displayed at the top of the screen, click **"Show More".**

Resolve the errors and resubmit.

⚠️ Warning only – this **will not stop you** from submitting.

🚫 Error - hard stop, you **will not be able** to submit until fixed.

If you have errors, and you can't resolve them, ensure you select SAVE AS DRAFT

For assistance, email: supplieronboarding@cewa.edu.au