

POTENTIAL SUPPLIER

A **Potential Supplier** is a supplier that is not currently doing business with JEA and would like to participate in JEA sourcing events. These suppliers need to register to be added to the Zycus system.

1. To register for access to the Zycus system as a Potential Supplier, click on this link:

<https://zsn.zycus.com/guest/genericRegister/JEA074>

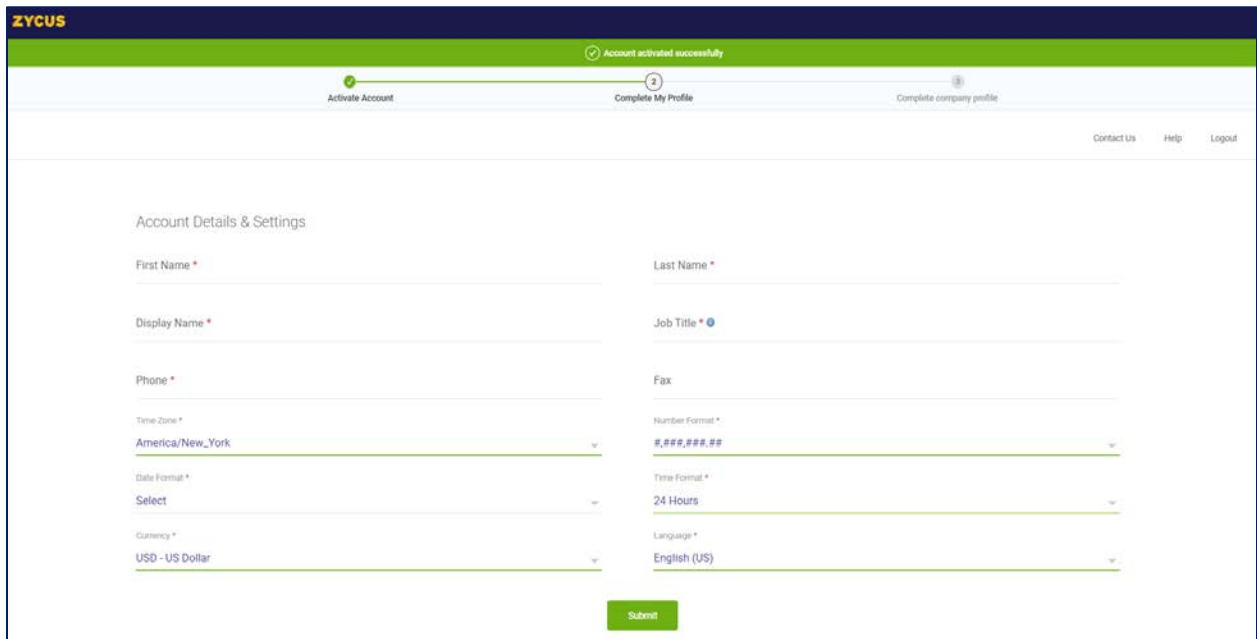
The screenshot shows the Zycus Supplier Network registration interface. On the left, there is a blue box for existing users to log in, with fields for email and password. On the right, there is a white box for new users to register, with fields for email, password, and a math-based security question. A 'Register' button is at the bottom right of the registration form.

2. Complete the information requested on the **right side** of the above screen.
3. The below screen will be displayed.
 - a. An email will be sent to the email address you entered containing your “OTP” (One Time Password).
 - b. Enter the “OTP”.
 - c. Click “Verify OTP”.

The screenshot shows the 'Activate Account' page. It features a progress bar at the top with three steps: '1. Activate Account', '2. Complete My Profile', and '3. Complete company profile'. The main content area is split into two columns. The left column provides instructions for users who did not receive their OTP, including checking email addresses, spam folders, and whitelisting domains. The right column is a 'Welcome to ZSN' message with an 'Enter OTP' field, a 'Resend OTP' button, and a 'Verify OTP' button. A timer indicates the resend OTP button is available in 00:05.

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- The below screen will be displayed. Please enter the requested information and click “Submit”.



The screenshot shows the Zycus user interface. At the top, there is a green banner with the text "Account activated successfully". Below this, a progress bar indicates three steps: "1. Activate Account" (completed), "2. Complete My Profile" (current step), and "3. Complete company profile". The main content area is titled "Account Details & Settings" and contains a form with the following fields:

- First Name *
- Last Name *
- Display Name *
- Job Title * (with a dropdown arrow)
- Phone *
- Fax
- Time Zone * (set to America/New_York)
- Number Format * (set to #,###,####)
- Date Format * (set to Select)
- Time Format * (set to 24 Hours)
- Currency * (set to USD - US Dollar)
- Language * (set to English (US))

A green "Submit" button is located at the bottom center of the form.

- The below screen will be displayed. Click “Let’s Get Started”.
 - Please note steps 5, 6, 7 and 8 must be completed in order to view and participate in JEA sourcing events.



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6. The below screen will be displayed. Please enter the requested information and click “Create”.

ZYCUS
COGNITIVE PROCUREMENT

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REFERENCE DOCUMENTS

Company Registration Form

* Indicates required field

Company Information

* Company

Address Type: Procurement Address (dropdown menu)
For field Address1 and PO Box Number, atleast any one field should be filled

* Address1

Address2

Address3

* PO Box Number

* Country: United States (dropdown menu)

* State

* City

* Zip / Postal Code

* Business Phone

Business Fax

[Create](#) [Back](#)

7. The below screen will be displayed. Please read through the Supplier Terms and Conditions.
- “Check” the box indicating you have read and agree to the Supplier Terms and Conditions.
 - Click “Continue”.

ZYCUS
COGNITIVE PROCUREMENT

Home

JEA
JEA

REFERENCE DOCUMENTS

Supplier Terms and Conditions

In order to register and log into the Zycus Supplier Network the (“Portal”), you must read and agree to the terms and conditions set forth below and linked to below, which may be updated from time to time (“Terms”). By continuing to use the Portal, you agree to the updated Terms.

JEA Supplier Business Conduct

JEA is firmly committed to conducting business with the highest integrity and in compliance with the letter and spirit of the law. All suppliers of products or services to JEA (each a “Supplier”) are required to comply with these Terms. Any failure to comply with these Terms may result in immediate termination of the Supplier’s business relationship with JEA.

Ethics: Suppliers shall comply with all JEA and City of Jacksonville ordinances, policies and procedures regarding Ethics.

Avoid Conflicts of Interest: Suppliers must avoid any interaction with a JEA employee that may conflict, or appear to conflict, with that employee acting in the best interest of JEA. Additionally, JEA is prohibited by its Charter from awarding contracts to JEA officers or employees, or in which a JEA officer or employee has a financial interest.

Gifts: JEA’s Gift Policy and Section 602.701 of the City of Jacksonville ordinance and Florida Statute 112.312 and all other laws. No officer or employee of JEA shall knowingly accept, directly or indirectly, any one gift with a value greater than \$100 or an accumulation of gifts in any one calendar year that exceeds \$250 from any person or business entity that the officer or employee knows.

Public Procurement and Fair Competition: Suppliers must comply with the JEA Procurement Code and all applicable ordinances and laws regarding public procurement.

Social Security Numbers: Supplier should not provide their Social Security Number (SSN) on this portal. If you are a supplier with SSN number as a tax ID, you will provide your email address in the Tax ID field and share your SSN number directly to JEA by providing your W9/W9 and completing the Supplier Request Form once a contract has been awarded to your company. Please DO NOT MENTION SSN ANYWHERE in this portal.

Public Records: All documents, data and other records received by JEA in connection with the Portal or any other matter are public records and available for public inspection unless specifically exempt by law.

Ex Parte Communication: Ex Parte Communication is strictly prohibited. Ex Parte Communication is defined as any inappropriate communication concerning a JEA solicitation between a company submitting a bid and a JEA during the time in which the solicitation is being advertised through the time of award of contract. Examples of inappropriate communications include private communications concerning the details of a Solicitation in which a company becomes privy to information not available to the other bidders. Social contact between companies and JEA should be kept to an absolute minimum during the solicitation process.

Confidentiality: A Supplier registered on this Portal shall not take any photographs, make any announcements or release any information concerning its registration or related to JEA work to any member of the public, press or official body unless prior written consent is obtained from JEA.

Protect Personal Information: Supplier may receive Personal Information (as defined below) from JEA or third parties for Supplier performing services on behalf of or providing products to JEA. Supplier agrees that with regard to all Personal Information collected, processed, stored or transmitted by, or

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8. The below screen will be displayed. Please enter the requested information and click **“Save & Submit”**.

Company Details

Note: The Vendor Name needs to match on the WS and the Division of Corporations for the state they are incorporated.

Legal Name: JEA TEST SUPPLIER

Business Name: [Empty]

Legal Structure: [Dropdown]

Are you JSEB certified?: [Dropdown]

JSEB Vendor ID: [Empty]

Small Business Type: [Dropdown]

Global Supplier Identifier: 4729

Supporting Documents: [Choose File] No file chosen

Oracle ERP ID: [Empty]

Tax Information

Note: If Other is selected, please do not enter your SSN. Type your E-Mail ID in the Tax ID field and be sure to upload your WS/WS.

Tax ID / WS / WS form not required:

Tax ID Format: Federal TAX ID Other

WS/WS Form: [Choose File] No file chosen

Tax ID: [Empty]

Buttons: [Cancel], [Save & Submit], [Save as Draft]

9. The below screen will be displayed. Once your request is approved, the status will change from Pending Approval to Approved. Check under the **“Completed Requests”** tab.

My Requests

Supplier request '202' has been submitted and is pending Business User's approval

Req. No.	Company Name	GSID	Request Type	Supplier Type	Business Location	Requested On	Total Elapsed Time	Status	Actions
9203	JEA TEST SUPPLIER-15	4729	Create	Potential	-NA-	05/18/2021	00:00	Pending Approval	[Icons]

My Companies | **Completed Requests** | **My Alerts**

** Please click on submit button to send request for approval

10. Refresh your screen. Click on the **“My Companies”** tab.

a. Your Company Status should show **“Active”** and Created As **“Potential”**.

My Companies

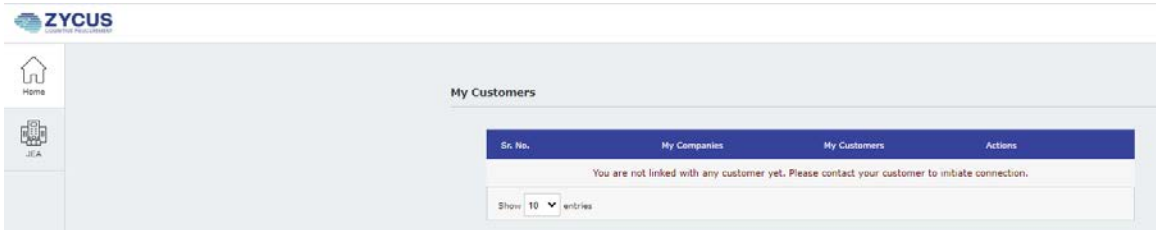
GSID	Company Name	Created On	Last Edited On	Company Status	Created As	Actions
4729	JEA TEST SUPPLIER-15	05/18/2021	05/18/2021	Active	Potential	[Edit]

Need help with this page?

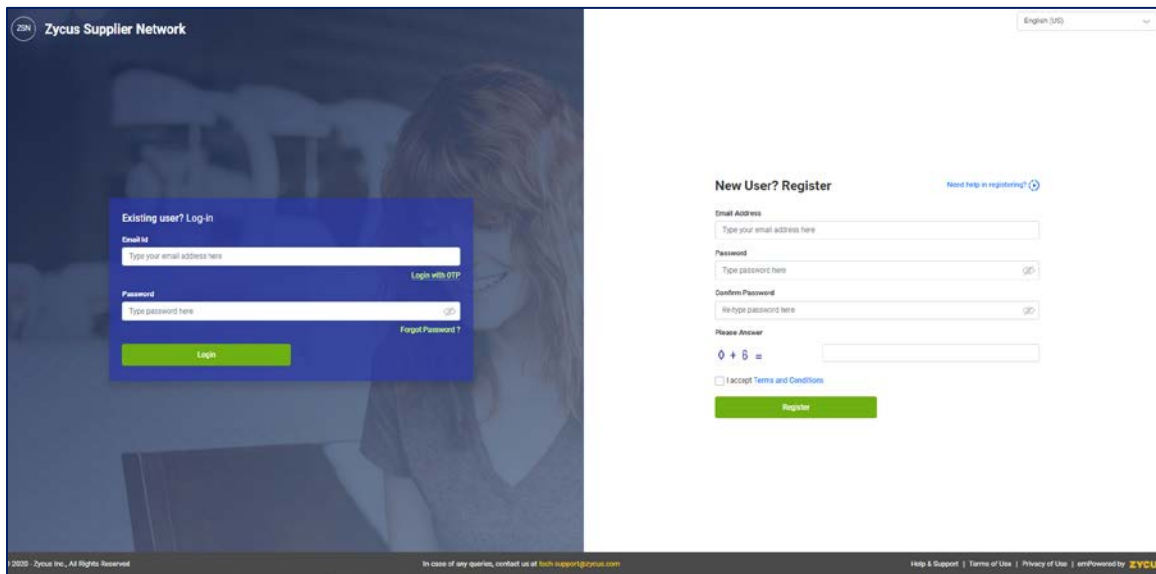
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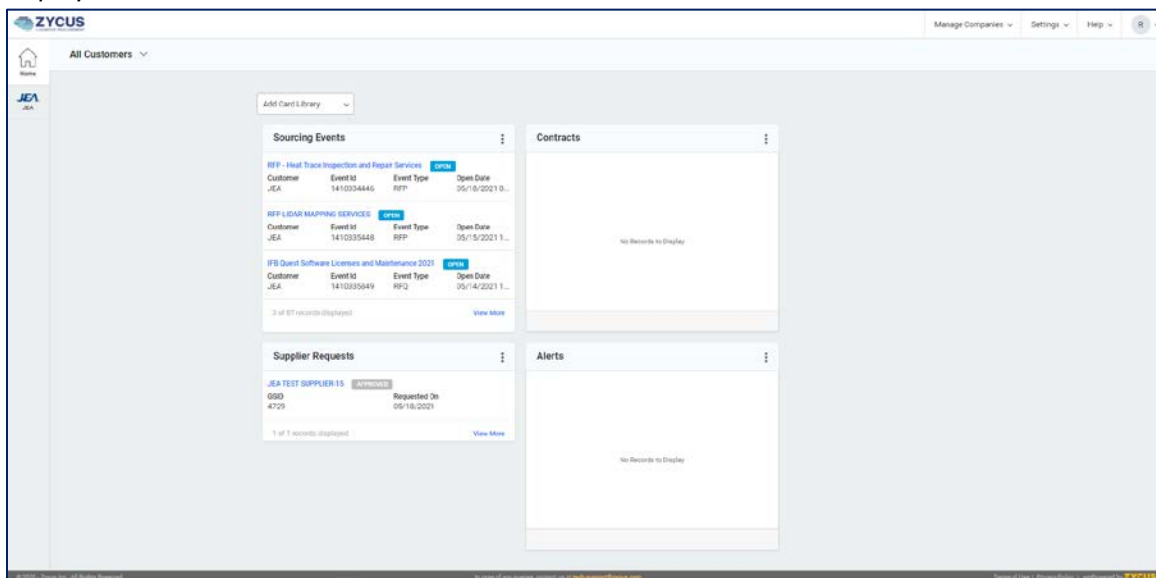
11. Click on the **“Manage Companies”** tab. The below screen will be displayed.
 - a. You may receive a message stating **“You are not linked with any customer yet. Please contact your customer to initiate connection.”**
 - b. Select the option to log out.



12. Log back into Zycus, using the **left side** of the below screen.

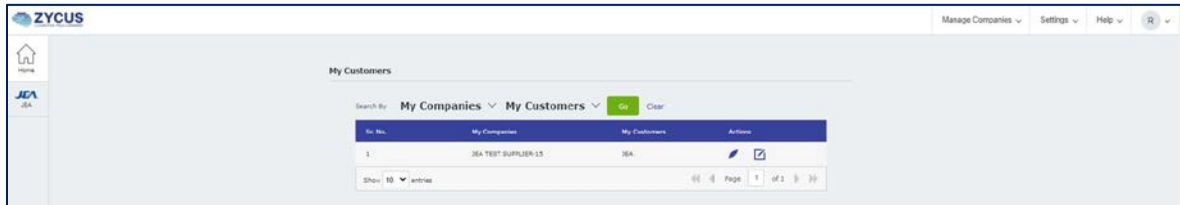


13. When you log back in, you should see the below screen. The JEA Sourcing Events should now be displayed.



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14. If you do not see the **JEA Sourcing Events**:
 - a. Make sure you have JEA selected as a customer on the home screen.
 - b. Make sure the “Sourcing Events” card is selected.
15. To view and update the contacts associated with your supplier profile, select “**Manage Companies**”, then “**My Customers**”.



16. Click the “**Pencil**” under Address to edit the Company Profile.
17. The below screen will be displayed. Click “**Address**”.

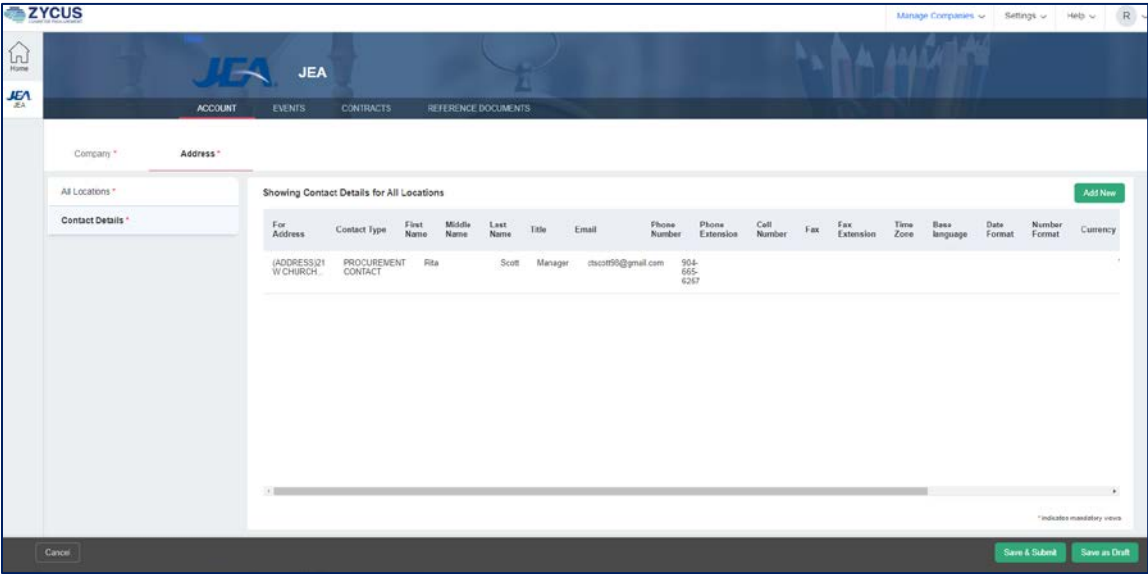
The screenshot shows the 'Company Details' form for 'JEA TEST SUPPLIER'. The form is divided into several sections: 'Legal Name' (JEA TEST SUPPLIER), 'Business Name' (empty), 'Legal Structure' (Corporation), 'Are you JSEB certified?' (Yes - Construction), 'JSEB Vendor ID' (empty), 'Small Business Type' (African American), 'Global Supplier Identifier' (4728), and 'Supporting Documents' (Choose File, No file chosen). There is also a 'Tax Information' section with a note: 'Note: If Other is selected, please do not enter your SSN. Type your E-Mail ID in the Tax ID field and be sure to upload your W8/W9. Tax ID / W8 / W9 form not required'. The form has 'Cancel', 'Save & Submit', and 'Save as Draft' buttons at the bottom.

18. The below screen will be displayed. Click “**Contact Details**”.

The screenshot shows the 'Associated Address(es)' table for 'JEA TEST SUPPLIER'. The table has columns for 'Address ID', 'Account Group', 'Address', 'Phone', 'Phone Extension', 'Fax', 'Fax Extension', 'RT Address', and 'Actions'. There is one entry: 'Procurement Address', '21 W CHURCH ST JACKSONVILLE, US-FL 32202, USA', '904-665-6257'. The table has 'Cancel', 'Save & Submit', and 'Save as Draft' buttons at the bottom.

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19. The below screen will be displayed. You can edit an existing contact or add a new contact.
- a. To add a new contact, click **“Add New”**.



20. The below screen will be displayed. Please enter the requested information. Click **Save**.
- a. Please be sure to select:
 - i. Time Zone = EST; Base Language = English
 - ii. Date Format = MM/dd/yyyy; Number Format = N,NNN.NN
 - iii. Currency = USD
 - iv. Supplier Portal Access = Yes; Select: My Performance, My Profile, My Contracts and MY RFXs

Add Showing Contact Details for All Locations

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

Cancel Save

Time Zone

Base language

Date Format

Number Format

Currency

Supplier Portal Access? Yes No

Which modules on Supplier Portal will be accessible? *

My Performance (SPM) iRequest

My Profile (SIM) My RFXs and auction (iSource)

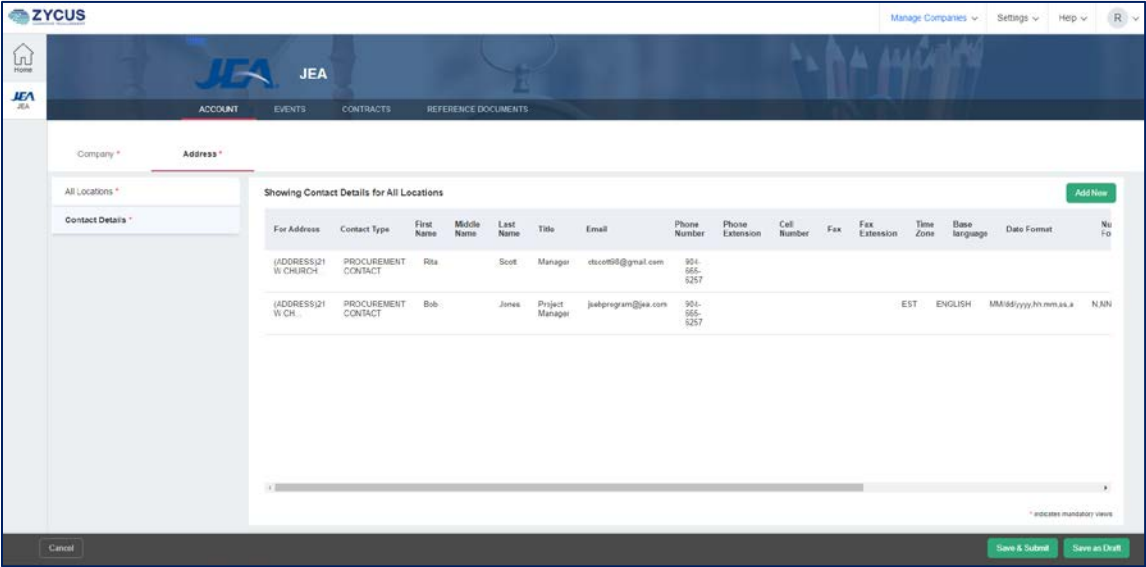
My Contracts (iContract)

* indicates mandatory fields

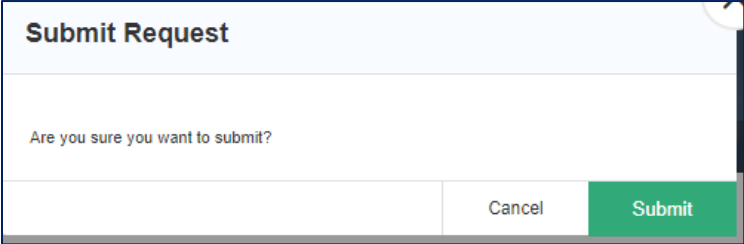
Cancel Save

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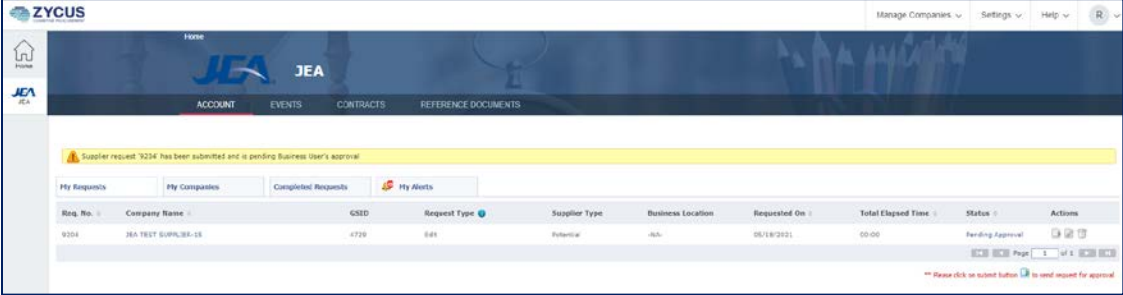
21. The below screen will be displayed. Review the contact information you entered, make sure it is correct. Click **Save & Submit**.



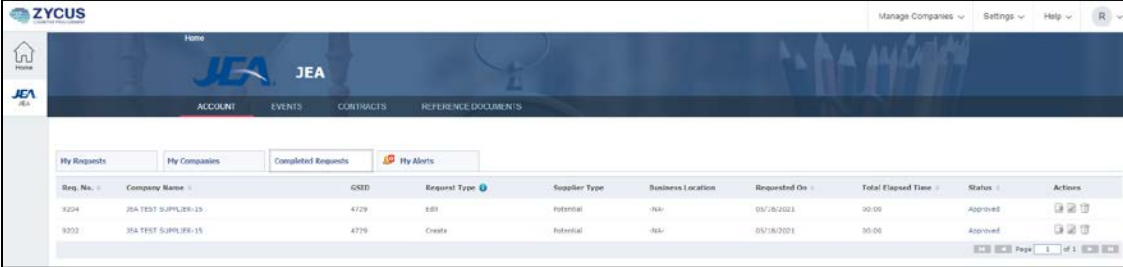
22. The below screen will be displayed. Click **Submit**.



23. The below screen will be displayed. Your request will be in a Pending Approval status.

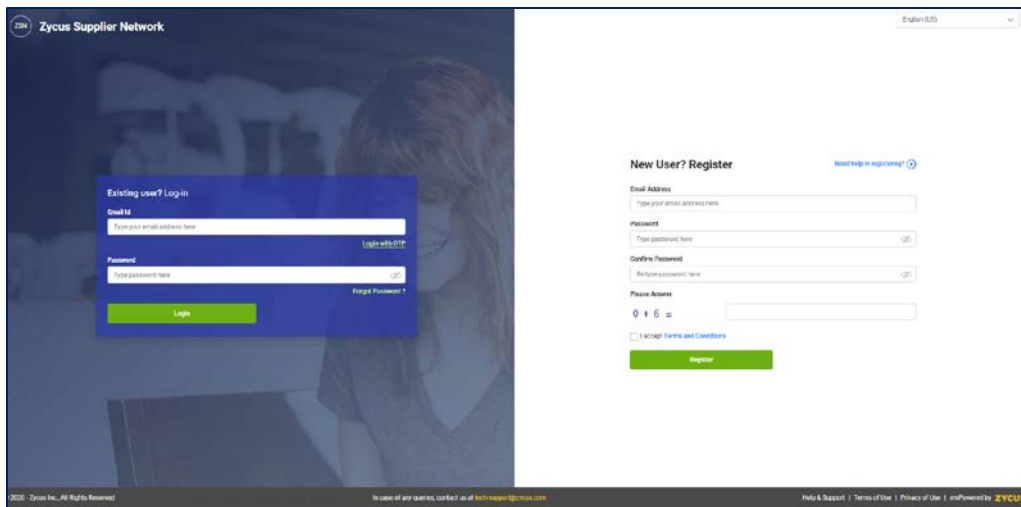


24. Refresh your screen. Click on **“Completed Requests”**. You will see that your request has a status of Approved.



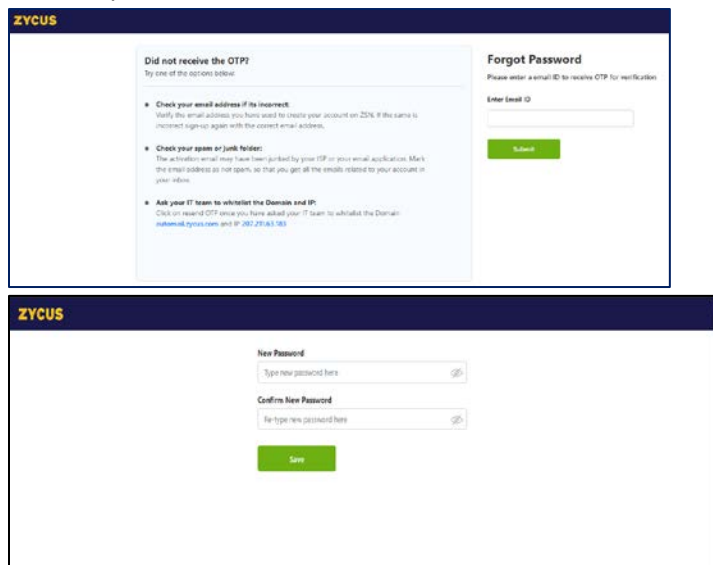
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25. Once the new email address is approved, the contact will receive an email from Zycus with the link to log in. The contact will need to register the new email address and then log in.
26. If you are having difficulty adding and/or updating the contacts to your supplier profile, please send an email to zycushelp@jea.com or isupplier@jea.com and request the additional contacts be added or updated to the supplier profile by providing the contact:
 - a) Name
 - b) Title
 - c) Phone
 - d) Email
27. If you forgot your log in password.
 - a. Click on this link: <https://zsn.zycus.com/guest>
 - b. Click **“Forgot Password”** on the **left side** of the below screen.



The screenshot displays the Zycus Supplier Network interface. On the left, there is a blue 'Existing user? Login' form with fields for 'Email ID' and 'Password', and a 'Login' button. A 'Forgot Password?' link is located at the bottom right of this form. On the right, there is a white 'New User? Register' form with fields for 'Email Address', 'Password', 'Confirm Password', and 'Phone Number', and a 'Register' button. A 'Forgot help in registering?' link is located at the top right of this form. The background features a blurred image of a woman's face.

28. The below screen will be displayed.
 - a) Enter your email address.
 - b) Click Submit.
 - c) The user will receive the OTP first for verification and then in the next screen they can setup the new password.



The top screenshot shows the 'Did not receive the OTP?' screen. It includes instructions to check email address, spam/junk folders, and domain whitelisting. To the right is the 'Forgot Password' section with an 'Enter Email ID' field and a 'Submit' button. The bottom screenshot shows the 'New Password' screen with fields for 'New Password' and 'Confirm New Password', and a 'Save' button.