

WEPA × Zycus — Supplier Onboarding & FAQ

External guidance for new and existing suppliers collaborating with WEPA via the Zycus Supplier Network

Version: 1.0 | Date: January 19, 2026 | Owner: WEPA Procurement Excellence

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1) Onboarding & Access

How do I get access to the WEPA Supplier Portal (Zycus)?

You will receive an email invitation from WEPA with a unique portal link. Use that link to register or log in to the Zycus Supplier Network (ZSN) so your account is correctly linked to WEPA.

I'm a new supplier—how do I register?

Click the registration link in your invitation → enter your business email → set a password (follow on-screen rules) → accept the Terms & Conditions → complete OTP (one-time passcode) verification sent to your email.

I've used this Supplier Network for another customer. Do I need to register again?

If you use the same email address, your existing Zycus account will link automatically to WEPA—no need to re-register. If you use a different email, you must complete registration again.

Why am I being contacted? Is this a legitimate request?

WEPA is inviting you to collaborate via the Zycus Supplier Network. The email contains a unique link that ensures your account is associated with WEPA. If unsure, forward the email to your internal IT/security or contact WEPA support (see Contact) to verify before clicking links.

I'm not the right point of contact. What should I do?

Please forward the invitation email to the appropriate colleague in your organisation (e.g., admin, finance, sales, or quality contact) so they can complete the registration. You can also notify WEPA support so they update the contact.

Can I log in with an OTP if I forget my password?

Yes. Choose “Login by OTP” on the sign-in page. The OTP is time-limited; if it expires, request a new one. You can also use “Forgot Password” to reset your password.

Who should manage our company's portal access?

Nominate a Primary Supplier Administrator (and optionally a Secondary Administrator). They maintain your company profile and control who at your company gets access.

Can multiple people from our company have access?

Yes. Each user should have their own login. Your Primary Administrator can add users and grant module-specific permissions (e.g., sourcing events, contracts, PO management). Do not share credentials.

2) What You'll Use the Portal For

- Supplier onboarding & qualification: Complete your profile and upload required documents.
- Data & document management: Maintain legal, tax, banking, ESG, and certifications.
- Sourcing & tenders: Participate in RFIs/RFQs/RFPs initiated by WEPA.
- Contracts: Review and collaboration on contract documents.
- Purchase Orders (POs): Receive POs, confirm price/quantity/delivery date, and communicate changes.
- Notifications & alerts: Stay informed about tasks and expiring documents.

What activities will we collaborate on via Zycus?

We will collaborate on supplier onboarding & qualification, document and data maintenance (including tax, bank, ESG/CSR, certificates), sourcing events (RFI/RFQ/RFP), contract collaboration, and purchase orders (receive, review, confirm price/quantity/delivery date), with notifications and status tracking across requests and approvals.

3) Registration, Company Profile & Compliance

What company data will we need to provide and maintain?

Typical fields include legal entity details, addresses, primary contacts, tax IDs/withholding tax info, bank details, and remittance information. Your administrator(s) should keep these current.

Which fields are mandatory?

In the portal, mandatory fields are marked with a red asterisk. At minimum, expect legal name, address, country, tax information and other core registration data.

What compliance and certification documents are expected?

You'll be guided by the system to upload required documents (e.g., tax certificates, quality/industry certifications, ESG/CSR disclosures). The portal tracks expirations and reminds you to renew. If required documents still are missing, this will be indicated by the system.

Can we manage multiple company entities?

Your user account can be linked to one or more vendor entities as permitted; use the "My Companies" area to view/switch entities. If you need to add another entity, your admin or WEPA can help enable the link.

4) Roles, Permissions & Contacts

How do we add or update contacts?

Go to Company Profile → Address/Contact Details to add, edit, or remove contacts. Enable Supplier Portal Access for contacts who should log in and work in modules like sourcing, contracts, or POs.

Can we restrict what each person can do?

Yes. Assign role-based, module-specific permissions (e.g., read-only vs. edit; sourcing vs. contracts). Apply least-privilege to maintain control.

5) POs, Sourcing & Contracts

How are POs issued and confirmed?

WEPA issues POs to your portal profile. You'll receive a notification with a link to review details in the Zycus portal and either confirm or propose changes. Updates sync back to the WEPA team.

How do sourcing events (tenders) work?

You'll be invited to events within the portal to review requirements, ask clarifying questions, and submit responses before the deadline.

How do we work on contracts?

Contracts and related documents are shared via the portal for collaboration and visibility, with access controlled by your admin and WEPA.

6) Requests, Approvals, Alerts & Notifications

What happens after we submit profile changes or onboarding data?

Your submission routes to WEPA for review and approval. You can track status and approval history in Accounts → My Requests. Save changes as Draft anytime and submit later.

What are “My Alerts”?

Alerts flag missing or expiring documents and outdated data so you can fix issues proactively.

7) Help, Training & Support

Where can we find user guides or videos?

Inside the portal, go to Help → Help Videos for quick tutorials (registration, profile management, sourcing, performance, etc.). An embedded help assistant offers step-by-step guidance.

Who do we contact for technical issues or troubleshooting?

Your first point of contact is WEPA support: support.zycus@wepa.eu

8) Costs, Benefits & Ways of Working

Is there any cost for suppliers?

No—using the Zycus portal for WEPA collaboration is free of charge for suppliers.

What benefits should we expect?

- Single source of truth: Fewer email threads, fewer version conflicts, and easier access to the latest document.
- Faster, clearer communication: Structured alerts and status visibility reduce back-and-forth.
- Smoother administration: Centralized supplier information reduces repetitive requests.

- Continuity: Manage contacts, roles, and handovers in one place.
- Process reliability: Fewer exceptions and more predictable processing.

9) Data Privacy, Security & Legal

How is our data protected?

Zycus is a SaaS platform using encryption and robust security controls (including ISO/IEC 27001:2013).

Who can see our data?

Only authorized users from your organization and WEPA have access to your shared data within the portal.

Is the portal GDPR compliant?

Yes. The platform is operated in compliance with applicable data privacy laws, including GDPR.

Do we need to accept new terms?

Upon first login, you'll accept Zycus platform Terms & Conditions for portal use. WEPA Purchase Terms & Conditions remain valid and separate; you can access them on the WEPA website.

10) Integrations & Automation

Can we connect our ERP system with Zycus (e.g., WebEDI/cXML/API)?

Integration is possible but subject to WEPA approval and scope. During initial onboarding, suppliers are expected to use the Zycus Supplier Portal for profile, documents, sourcing, contracts and PO confirmation. If integration is appropriate (e.g., high order volumes), WEPA can evaluate enabling technical channels (such as EDI/cXML/API) for selected processes—for example, PO transmission, order confirmations, ASNs, or invoicing. Prerequisites typically include volume thresholds/business case, data mapping, test cycles, and exchanging endpoint details. If you are interested, contact the WEPA support mailbox with the subject “Integration request – [Your Company]”.

11) Technical Requirements

Which browsers/devices are supported?

The portal supports modern web browsers such as Chrome, Edge, and Firefox. No special installation is required.

12) Contact

Portal & process support (first line): support.zycus@wepa.eu