

USER GUIDE:

WORKING WITH YOUR ZYCUS ZSN ACCOUNT

If your company has never been registered with Idaho Power in Zycus ZSN, please follow the Supplier Registration Quick Reference Guide found on the Idaho Power Company website.

If you performed the registration process and Idaho Power alerted you that your registration is not complete, you can likely resolve the issue by following the Completing Your Supplier Registration guide found on the Idaho Power Company website.

Once you have successfully registered your company in the Zycus ZSN portal, you can use the portal to update your profile, add contacts and respond to bid events for Idaho Power. This guide will give you highlights on using the ZSN website.

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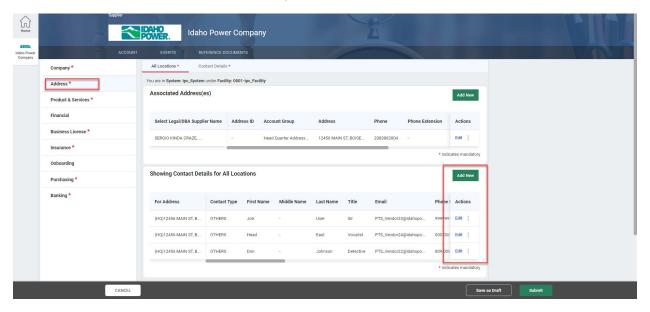
Section 1: Update Contacts to Add or Remove Users

Your ZSN profile can contain multiple contacts. As an account owner (i.e., a contact with SIM access), you can add or remove contacts as necessary.

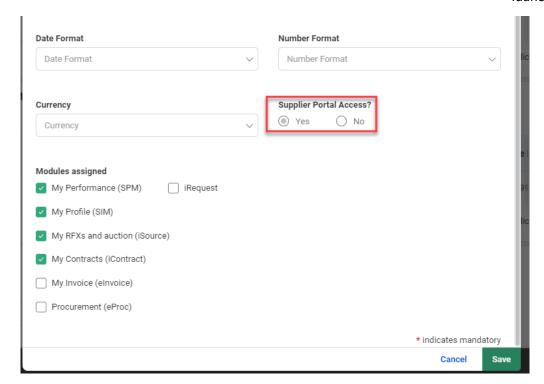
- 1. Login to your ZSN account at https://zsn.zycus.com/zsp/guest.
- 2. Click the Idaho Power logo, then click My Companies.
- 3. Click Edit.



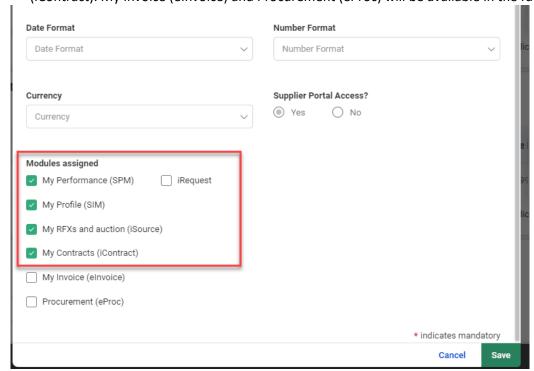
- 4. Click Address in the left-hand column.
- 5. Scroll down to the Showing Contact Details for All Locations section.
 - To add a new contact, click Add New.
 - To update an existing contact, click Edit for the relevant contact.
 - To remove a contact, click the ellipses button (three vertical dots), then click Delete.



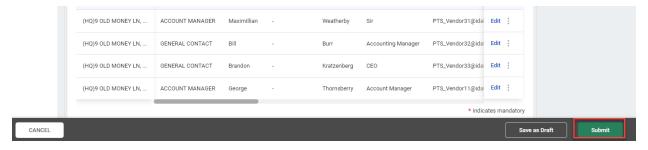
- 6. When adding a new contact, fill all required fields (marked with a red asterisk).
- 7. Contact logins are driven by email. You can use a generic email, but best practice is for each person who uses ZSN to have their own login and specific access based on need.
- 8. You can set the access a person has to the ZSN record by setting their contact record up in a certain way when filling out the Contact Details:
 - All contacts should have Portal Access checked. This gives them access to use the ZSN site.



Select the "Modules Assigned" based on the need for the contact. The available module options that display depend on your status as a supplier. For POTENTIAL suppliers, you will only be able to select My Profile (SIM) and My RFX and Auction (iSource). For OPERATIONAL suppliers, you will also be able to select My Performance (SPM) and My Contracts (iContract). My Invoice (eInvoice) and Procurement (eProc) will be available in the future.



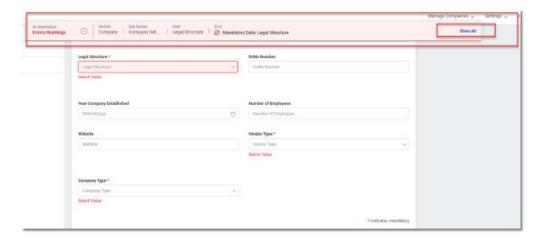
- There should always be at least one contact with My Profile (SIM) checked. This allows the
 contact to update the ZSN profile for the company. (This contact should have Portal Access
 and SIM checked.)
 - o It is a good practice to have more than one person with My Profile (SIM) access in the event that the account owner leaves the company.
 - If the only contact who has My Profile (SIM) access leaves the company, have them add a replacement contact prior to leaving, or email SupplierAdmin@idahopower.com.
 - O Please note that in the event that IPC must assist you in adding a contact, the current contact with SIM access will receive an email that there is a pending change that they must complete and submit for approval. Until that contact logs in and makes any necessary updates and submits it for approval, and IPC approves the change, the new contact will not correctly be linked to your account. If the newly added contact is given SIM access, then this behavior does not apply. This contact will be able to complete the submission for approval.
 - The best practice for adding contacts is to follow the instructions in section two of this document.
- If the contact is responsible for bidding proposals, select My RFX's and Auction.
- If the contact is responsible for negotiating and signing contracts, select My Contracts.
- If the contact is responsible for responding to performance events, select My Performance.
- Do not select iRequest. This function is not used.
- It is okay to select all available modules for a contact, except iRequest. There should be at least one contact that has each of the modules assigned so that Idaho Power communications reach a person at your company.
- 9. Click **Save** to close the contact dialog box, then click **Submit**.



- 10. When prompted with "Are you sure you want to submit," click **Submit** again.
 - → You should see your update in Pending Approval status.



→ If you have missed a required field, you will get a red bar indicating an error. Fix that field and submit again.



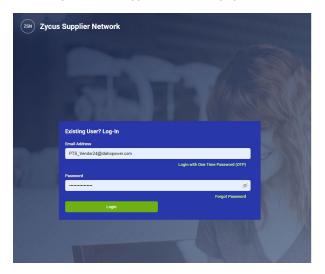
• When you are finished adding a new contact, that person must create his ZSN login using their email address. See Section 2.

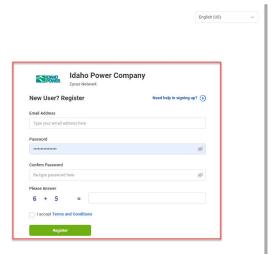
Section 2: Create a New ZSN User Account for a Registered Company

For example: You are a newly added contact for an existing company, and you want to create your personal ZSN login.

Once the ZSN account owner has added you as a contact to your company profile, you will need to create a ZSN Account.

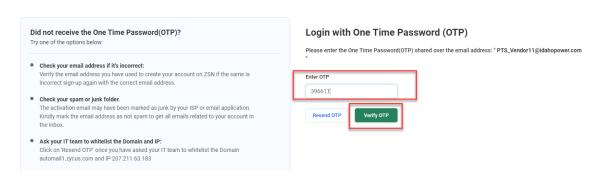
- 1. If you are a new contact that has been added to your company's profile and are setting up your personal ZSN account, go to https://zsn.zycus.com/zsp/guest/genericRegister/IDA822.
- 2. Create your account using the New User section of the screen. Enter your email, create a password, type the security question and click **Register**.





3. You will be emailed a One Time Password (OTP). Obtain that password from your email and enter it when prompted, then click **Verify OTP**.





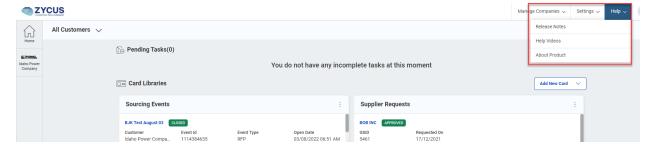
- 4. Enter your personal details and click Submit.
 - → ZSN will connect you to the company profile that contains your email address. This may take up to 30 minutes from the time the new contact was added by the account owner.
- 5. Click the Idaho Power logo, then select **Account**, then the **My Companies** tab.
- 6. Click the company name or edit (or view depending on access) to view the record.



Section 3: Tips for Using Your ZSN Account

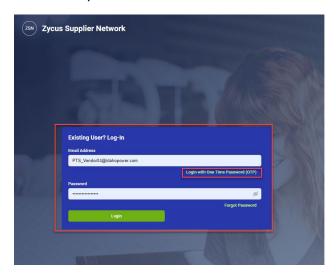
Help Files

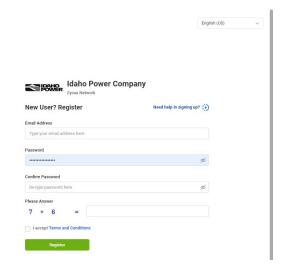
Zycus produces short videos intended to help the supplier community understand how to perform various activities in the ZSN webpage. These videos, as well as release notes that outline recent or upcoming changes in ZSN, can be found in the Help menu in the top-right corner. If you need help navigating ZSN, this should be your first stop for information.



Section 4: Logging In

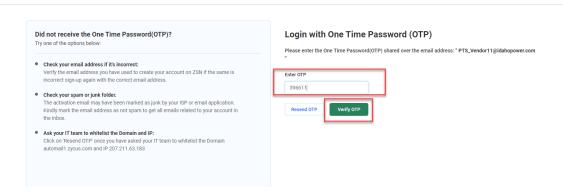
- 1. Log in at https://zsn.zycus.com/zsp/guest by entering your account credentials.
 - If you forgot your password, click **Login with One Time Password**. An email will be sent to you with a validation code.





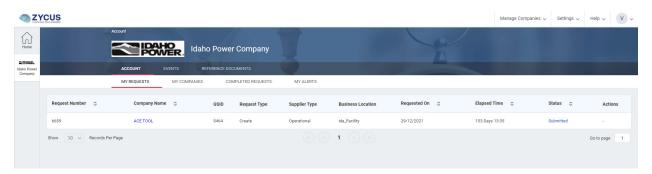
• If you used an OTP (one time password), enter the code that was emailed to you and click VERIFY OTP. If you are creating your ZSN account for the first time, you will be required to enter an OTP that is mailed to you.





Section 5: Landing Page

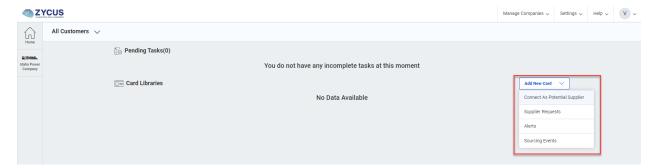
Once logged in, clicking the Idaho Power logo will always take you to the ACCOUNT page. This page
will be covered in detail below.



• The Home button will always take you to your landing page.

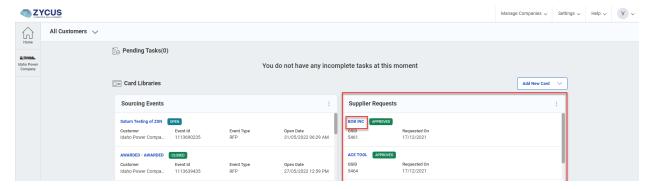


- To add an object to display on your landing page, click Add New Card. Examples include Sourcing Events (bid requests) and Supplier Requests (your company profile).
 - → If you have no pending bid event requests, or you have not requested a change to the company profile, these cards may contain no links. In this case, you can access your records by clicking the Idaho Power logo. The information contained here will be described below.



Section 6: View or Edit your Supplier Record

- To view your supplier record, click the supplier's name in blue.
- → Supplier Requests cards will be empty if you have not submitted a change to that profile. In this case, to see the company record, click the Idaho Power logo and go to the My Companies tab as described below.



• The various sub views, or sections of the record contained within a particular view, can be accessed by clicking the options listed across the top of the record or by scrolling down.

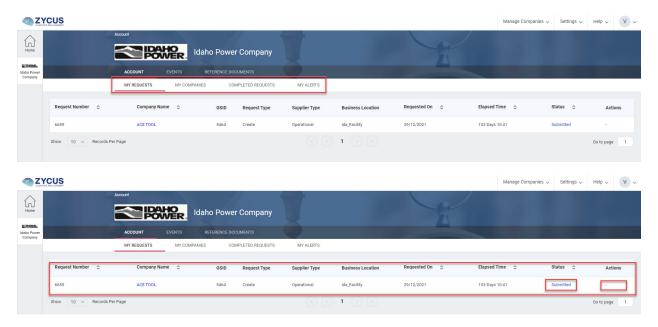


• Change the view by clicking the view you want from the left-hand pane.

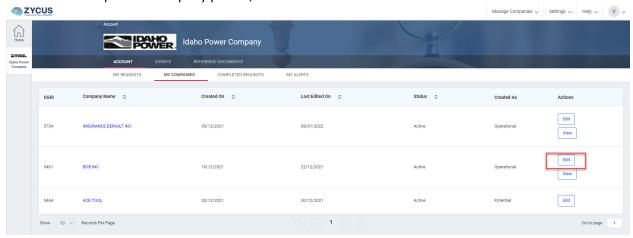


Section 7: Viewing Your Account Information

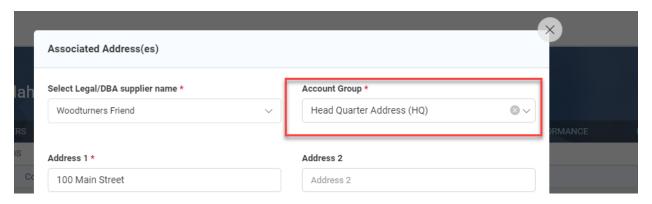
- The My Requests tab shows any updates you have made. The Status column tells you the current state.
 - Saved As Draft means you have not successfully submitted the change to Idaho Power.
 If you have a saved as draft update, there will be an Edit button in the Actions column.
 Please be sure to submit your requests and pay special attention for error messages.
 - Submitted means the change has been submitted but is not yet approved by Idaho Power.



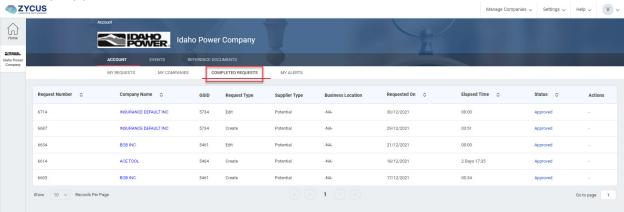
- The My Companies tab shows the company profiles that are attached you your account.
 - To update a company profile, click Edit.



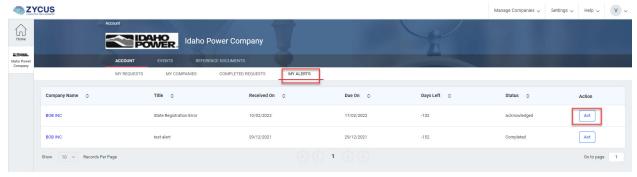
- In addition to adding or removing contacts (as covered in Section 1), you can edit any field in the supplier profile.
- Editing your supplier record can consist of adding contacts, addresses, changing addresses, insurance, banking details, etc.
- When editing addresses, there must always be an "HQ" account group address on your account. Please do not change this value. If you need to specify a Remit To, you may add that as a secondary address with the account group of "RT".
 - **Note**: If your headquarters moves to a new address, do not delete the HQ address record. Simply update the address lines.



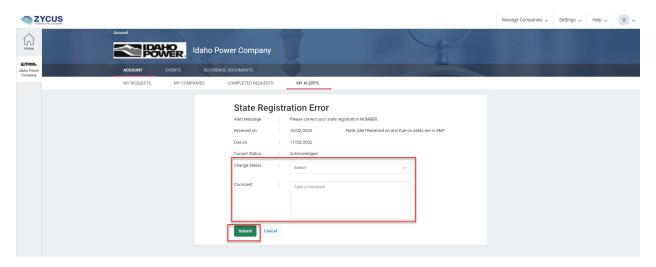
 The Completed Requests tab shows a history of approved and complete changes to the company profile.



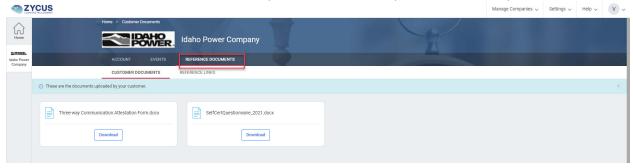
- The My Alerts tab shows system alerts that have been sent to you by Idaho Power.
 - Acknowledgement of an alert is preferred by Idaho Power. Click Act to acknowledge and/or respond to the alert.
 - **Note**: Alerts are not deleted from the My Alerts page. When they have been completed, the status will reflect that.



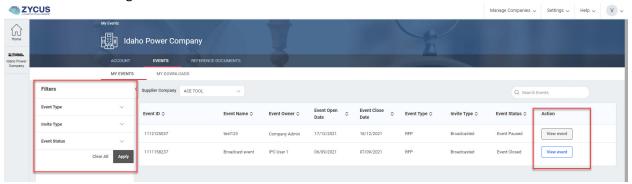
Some alerts are informational and only require an acknowledgement. Other alerts may
expect a response. Set the appropriate status and provide comments as required, then click
Submit.



The Reference Documents tab will take you to Idaho Power-specific documents you can review.



- The Events tab will take you to a list of bid events you have been invited to. (This page will only show events in which you have CONFIRMED PARTICIPATION.)
 - You can filter the event list from the left pane and can view the event detail by clicking View
 event button in the Actin column. Working with events will be covered in more detail in the
 "Working with Events" section.



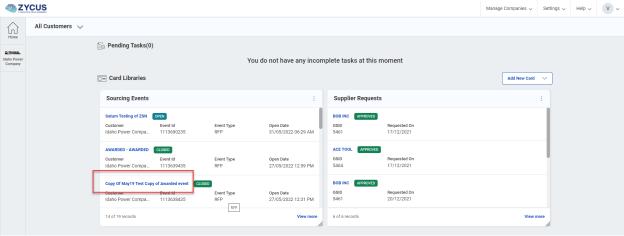
Section 8: Working with Sourcing Events

When Idaho Power wants a supplier to bid on project execution, they will create a sourcing event in Zycus. This event will contain all the relevant information suppliers need to create a proposal, if you choose to do so.

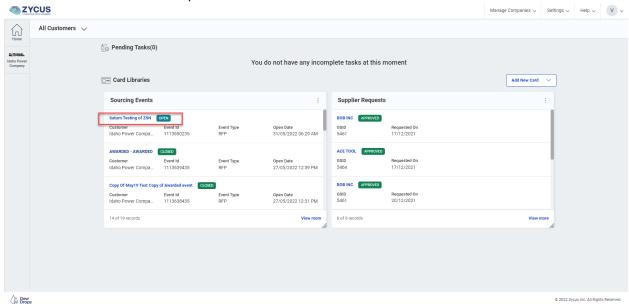
When Idaho Power publishes an event, the email address associated with all invited suppliers will receive an email from Zycus inviting them to bid on the event. The email will contain a direct link to that event, and you can also access the event by logging into your ZSN account.

Note: The event may not display immediately, and if you are already logged into ZSN when the event is published, you may have to log out and back in to refresh your page before you see the invite.

- 1. To access a bid event you have been invited to, click the event title in blue from the Sourcing Events card on your landing page.
 - If your landing page does not contain the bid event, you need to add the Sourcing Requests card (as described previously).

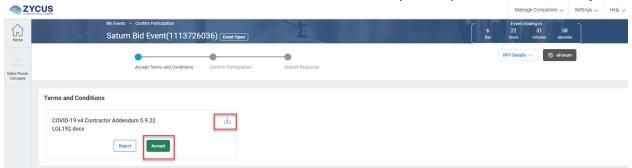


- If you have an OPEN bid event, you need to accept the Idaho Power terms and conditions and confirm your participation before you can view an event or prepare and submit a response to Idaho Power.
 - Click the Open event name in blue.

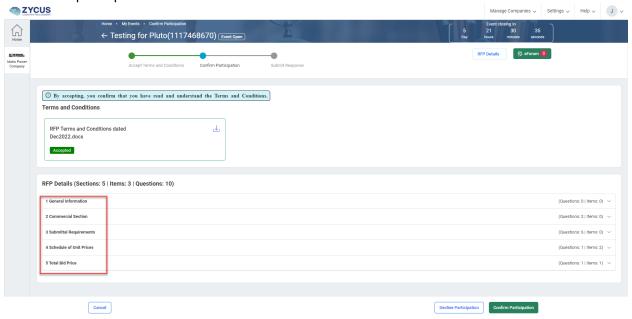


Note: Idaho Power has the ability to invite multiple people from a single supplier to bid on an event. Depending on the method they choose to use, one user may not be able to accept the Terms and Conditions, while another user may have to. This method is the PRIMARY and SECONDARY invite, and it allows the supplier to have multiple users collaborate on one invite/response. In this case, the PRIMARY contact, as defined by Idaho Power, will be required to accept the terms and conditions. The SECONDARY contact will not be allowed to accept them, but they can add responses to the proposal once the primary contact has confirmed participation.

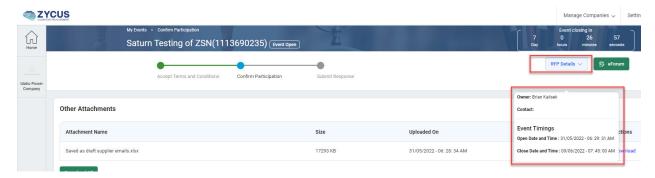
Download the terms document and review. If you accept the terms, click Accept.



- 2. After accepting the terms and conditions, you can access the event and do the following:
 - Review the section details of the event by clicking the section names. This will allow you to see the details provided by Idaho Power and allow you to determine whether you want to participate or not.

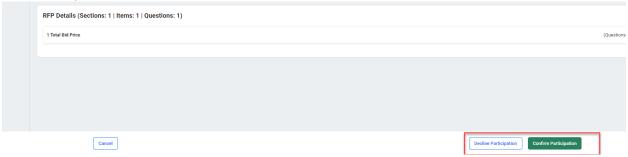


• View the RFP Details.

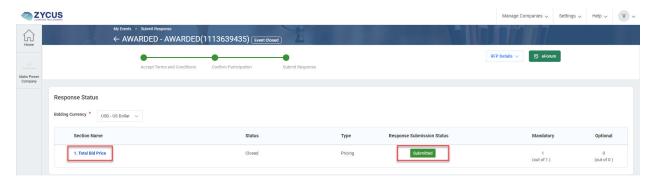


• **Confirm or decline participation**. You must confirm participation to bid on the event. If you choose not to bid, you should decline participation.

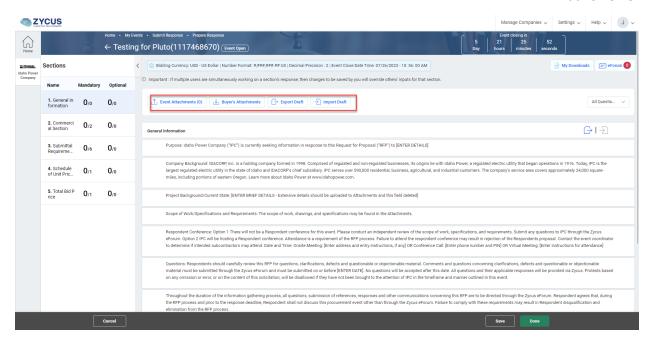
Note: Readability of the questionnaire is better after you confirm participation. Zycus recommends using a PC with Chrome or Firefox and a resolution setting on 80 to 100 percent.



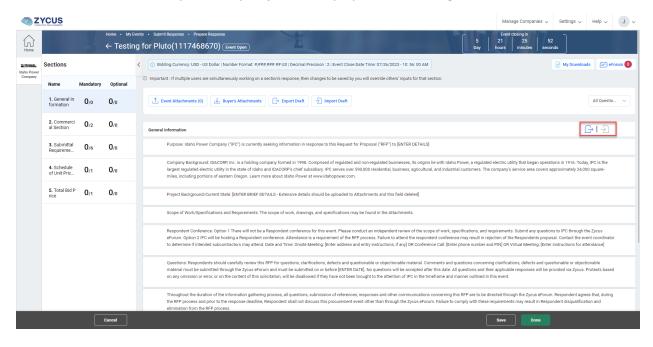
→ Once you have confirmed participation, you can see the status of your bid on the event.



• Select an event section by clicking the Section Name. From here you can download all questions submitted by Idaho Power. You can also upload your responses.



You can also export or import just the displayed section using these buttons.



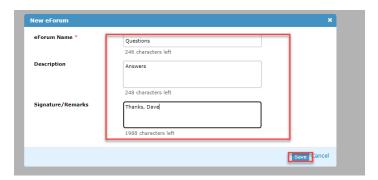
Section 9: Asking Event Questions

Ask a question of Idaho Power regarding the event using the eForum button.

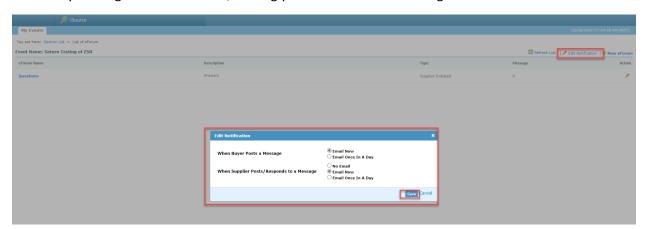
1. Click New eForum.



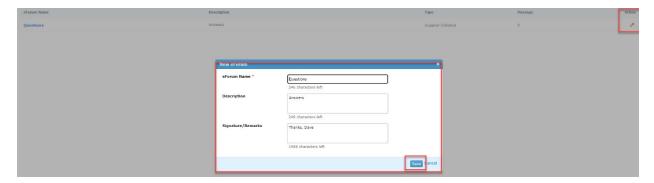
2. Fill out the eForum name and description and click **Save**. **Note**: This is NOT the question itself; it is just the eForum thread. The question will be posted in the next step.



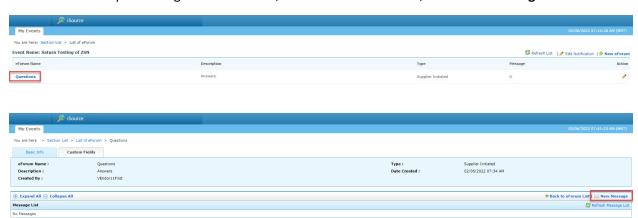
3. Once the thread has been created, set up how you want to be notified when responses are sent by clicking Edit Notifications, making your selections and clicking **Save**.



4. To edit the title and description of the thread, click the pencil icon in the Action column.



5. To add a question against the thread, click the thread in blue, then New Message.



• Type your question in the Message field. You can browse and upload attachments if you desire. Click Post to post the message.



6. When done asking eForum questions, click Back to eForum List or click New Message to post another question to this thread. You can create additional eForum threads from the eForum List.

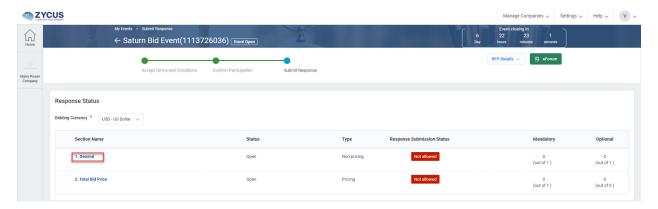


Section 10: Submitting Event Responses

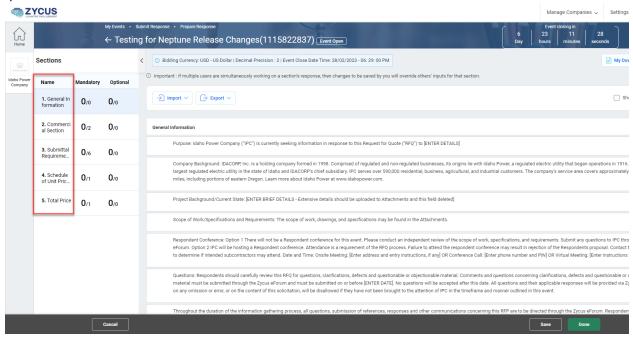
Once you have confirmed participation in the event, you can now prepare your responses (i.e., enter your answers to the bid questions.)

1. Click the Section Name in blue to open the response page. The response page will always contain all sections, but the section that is ready for input will be the one you selected. You can move back or forth to complete other sections, from this page.

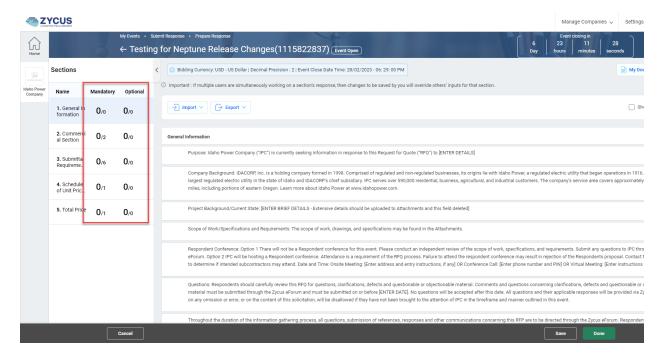
Note: "Not allowed" in the Response Submission Status column means you have not yet answered all mandatory questions in that section of the event questionnaire. When all questions are answered, the status will turn green and say Ready. When all sections display Ready, you can submit your proposal.



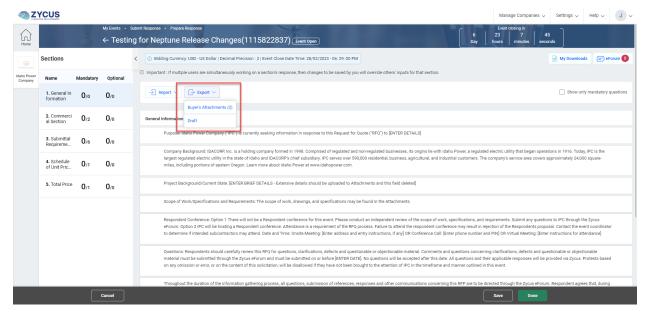
2. Each section of the questionnaire will be listed. Advance through these tabs and answer each question.



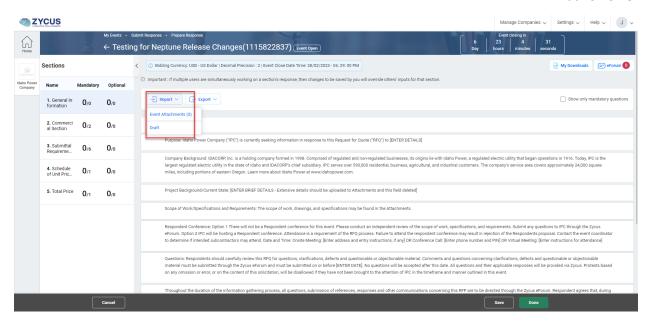
3. Each section that contains mandatory questions will be indicated, along with the number you have answered. Optional question counts are shown as well.



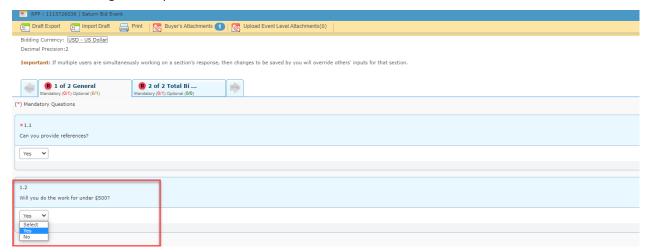
You can access the attachments added to the event by Idaho Power while in the
responses page. You can also export the questionnaire into Excel if desired. Use the "Export"
button. Here you can export any attachments, or the questionnaire can be exported to Excel
where the questions can be answered.



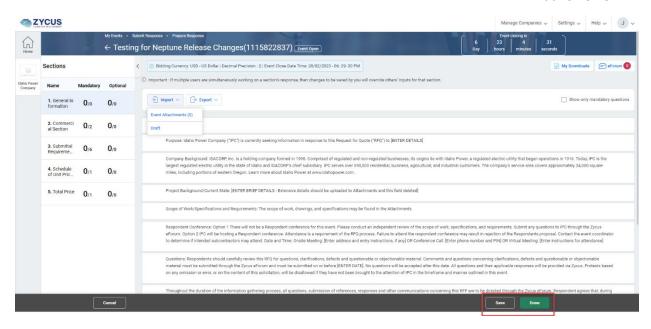
• You can import attachments, or the answered questionnaire using the "Import" button.



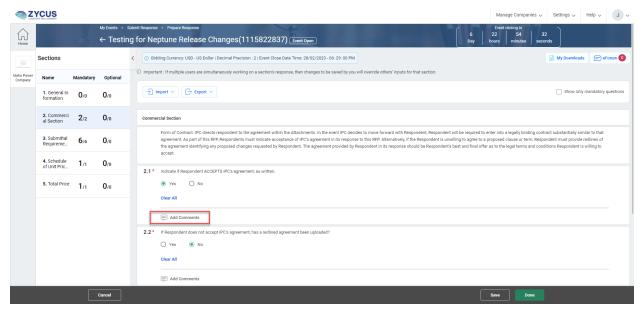
• Questions may be formatted as Yes/No, multiple choice, text, etc. Enter your answers by using the drop-downs or text boxes.



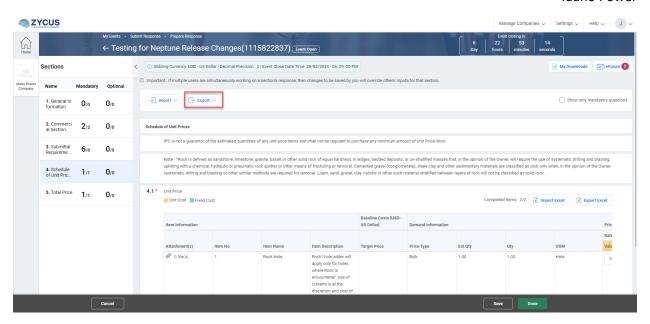
4. Clicking "Save" will save your answer and leave you in the questionnaire. Clicking "Done" will save your answer and take you out of the questionnaire. You can return at any time to complete your response. When you have answered all mandatory questions, click "Done".



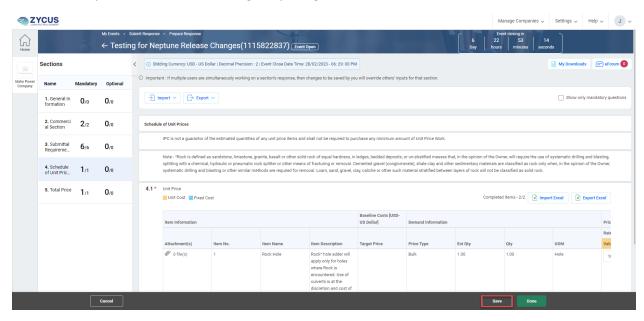
You can add comments to a question with a pre-defined answer by clicking Add Comments.



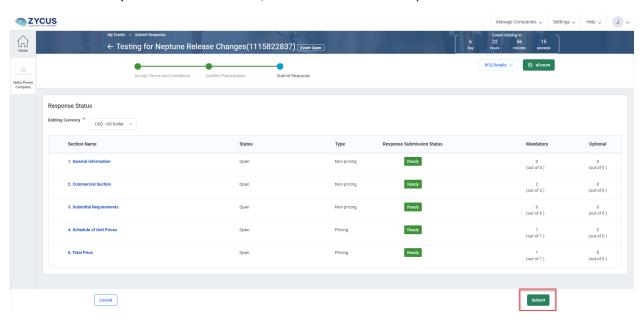
When you reach the pricing table, if it has many rows and would be easier to update in Excel, you
can first Export the table to Excel. Make the updates, then import the data back into ZSN.



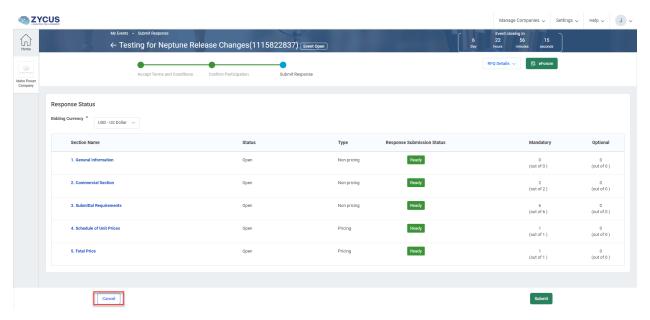
5. Once you have finished entering the pricing data, be sure to click Save.



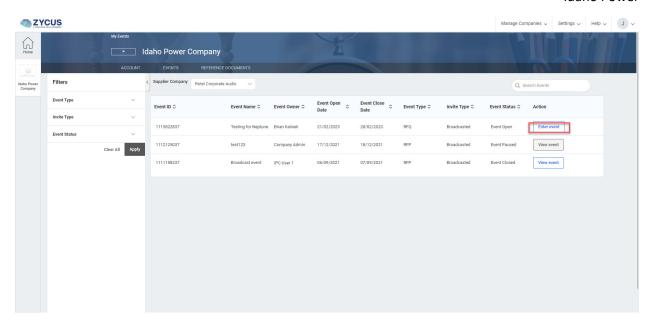
6. Once the Response Submission Status is all green and says "Ready, click **Submit**. If the status is "Not Ready" and the button is red, there is an unanswered question.



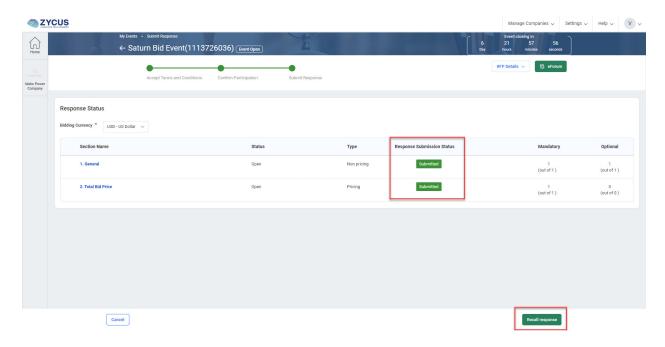
7. To exit the response page without submitting your response, click "Cancel" in the bottom left.



8. If you click "Cancel", you can finish your response and submit later by reentering the event.



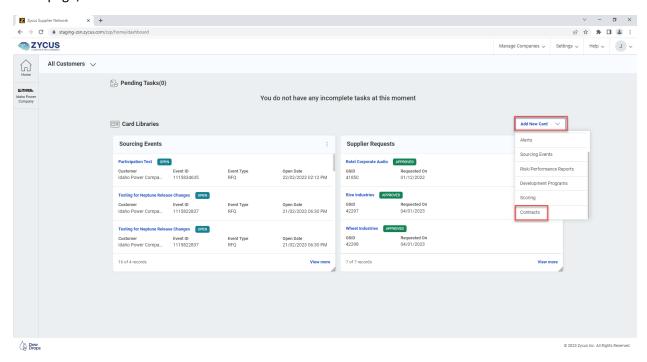
• Once you click "Submit" your response will be submitted to Idaho Power. You will be able to recall your response by clicking "Recall Response".



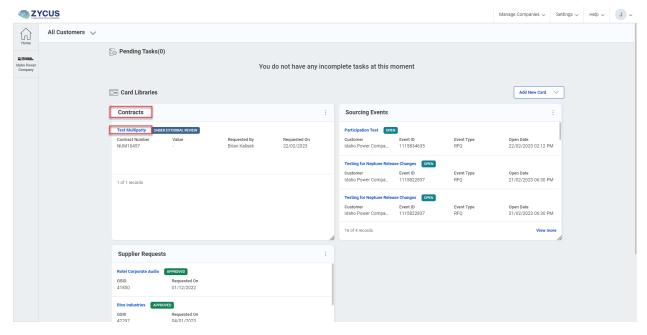
Section 11: Working with Contracts

When Idaho Power initiates a contract with you as the supplier, you will be notified by email to review and eventually sign the contract.

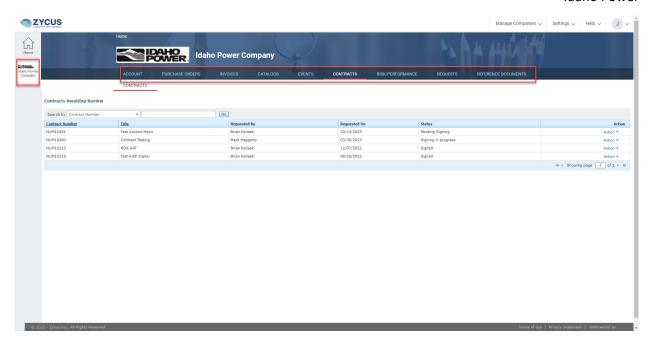
When logged into the ZSN portal, use the "Add New Card" button to add the Contracts card to your homepage, as shown below.



From the Contracts card, you can access the contract screen by clicking on the contract title in blue, as shown here.

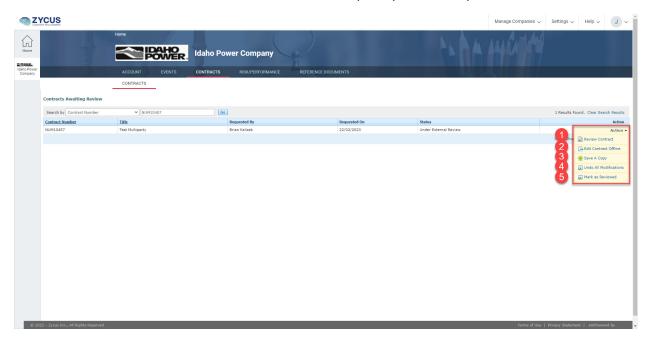


As an alternative, click the Idaho Power Company logo to go to the account page. From here you can select the Contracts list, as well as any other activity from your supplier profile to bid events, etc., by clicking the appropriate option.



The contracts page will open and will show all contracts that have been initiated with your company.

Use the "Actions" button for the contract to choose the option you want to perform.



1. Review Contract. This option allows you to review the contract details. Please use option two, "Edit Offline" to make redline edits if necessary.

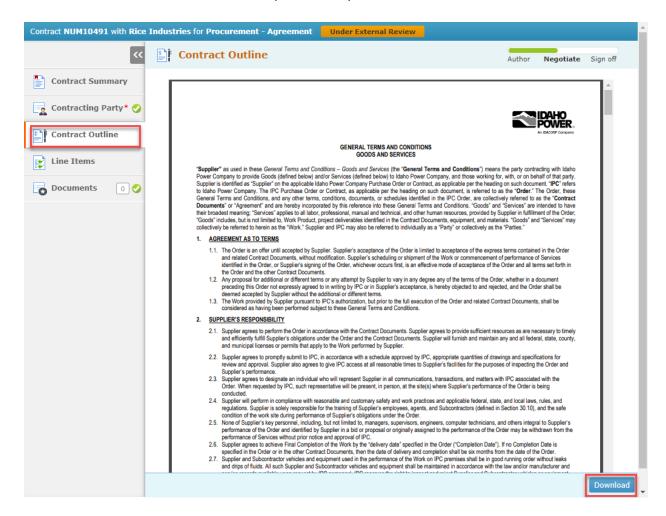
Use the options in the left pane to review the contract.

Contract Summary is a summary of the contract.

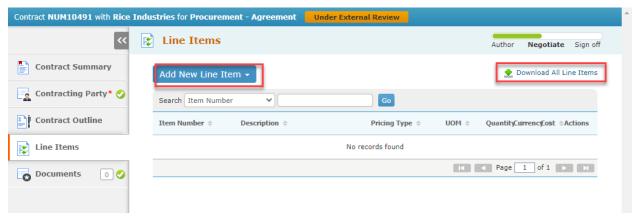
Contracting Party is the individual to whom the contract was sent.



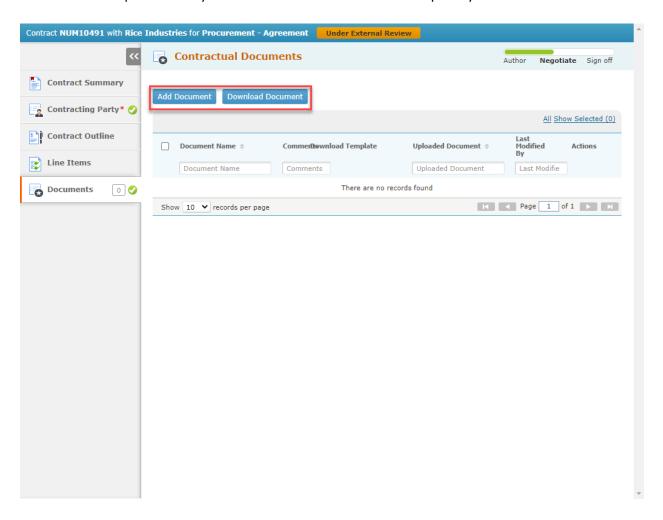
The Contract Outline option allows you to review the contract text. You may also download the contract from here, but to make redlines, please use option 2, "Edit Contract Offline".



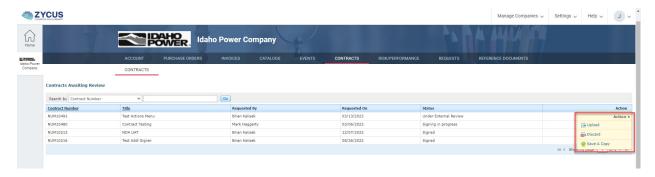
Line Items allows you to see any individual line items added by Idaho Power. You download all items and add line items as well.



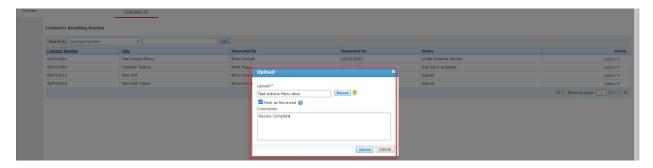
The Documents option allows you to download our attachments or upload your own.



2. Edit Contract Offline. Use this option to make redlines to the contract in Word. Once the redlines are saved, use the Actions menu to upload the document back into the tool. You can also discard your changes or save a copy for your records.



When the Upload option is selected, browse to the downloaded file. The Mark as Reviewed checkbox is defaulted and indicates that your review is complete. This notifies Idaho Power that the contract is ready to proceed. Enter comments and click Upload.



The status of "pending signing" indicates that the supplier has completed their review and notifies Idaho Power that the supplier review is complete. Idaho Power will then review the redlines if any, and respond with further negotiation or signing, as necessary.



- 3. Save a Copy allows you to save a local copy for your records.
- 4. Undo All Modifications. This option allows you to revert all redlines made by you to the contract, to the version sent by Idaho Power.
- 5. Mark as Reviewed. If no changes are required by you, this alerts Idaho Power that the contract is accepted as is by the supplier.