AURIZON

Accounts Payable: Eftsure Supplier FAQs

What is Eftsure?

Eftsure is a service that provides assurance to Aurizon and its supplier base by reducing the risk of payment error, fraud and cybercrime. They do this by alerting Aurizon to errors, fraud and scam attempts prior to Aurizon releasing funds.

Access this link to learn more about Eftsure.

Why do I need to complete the Eftsure process?

Aurizon is committed to protecting our suppliers through risk mitigation of payments. The bank details of all suppliers who supply to Aurizon are verified independently by Eftsure to help ensure Aurizon remits funds into the correct bank account.

Is the Eftsure process safe?

Eftsure follows best practice in securing the system and the data it holds. It has been vetted by numerous organisations and is regularly audited and independently tested by external specialist security experts including (but not limited to) Security In Depth, Pure Security and a major Australian bank.

What should I expect to receive from Eftsure?

If you have been verified by Eftsure previously for another company, you likely won't be contacted by Eftsure on behalf of Aurizon. If you haven't dealt with Eftsure previously, you may be contacted in one of two ways:

1. Over the phone – an Eftsure representative will ask you to verify the bank account details by giving you the last three digits of the bank account Aurizon has on record for your company.

2. Via an email invite – if Eftsure is having trouble contacting you, Aurizon may trigger an email invite to the email address on file for your company. You will be required to verify the company details in the Eftsure portal and update any details where required.

I've provided my bank details. What's next?

Once Aurizon has been notified by Eftsure that your bank account details are verified, you will receive an email from vendormasterdata@aurizon.com.au advising you're able to submit your invoice to Aurizon. Do not submit invoices until you receive this email.

My bank details have changed, what do I do?

You need to login to SAP Business Network and update your bank details directly in the portal. Your bank account details will then be verified by Eftsure prior to Aurizon remitting payment.

If you miss this step, when your invoice is being processed, the bank account details noted on the invoice are compared to the bank account details on record for your company. Where there is a mismatch, the Vendor Master Data team will contact you via email to initiate the SAP Business Network bank account change process, noting that this increases payment timeframes.

I provided my details in SAP Business Network. Why does Eftsure need to verify?

SAP Business Network is the platform Aurizon utilises to onboard suppliers. Suppliers are required to enter details such as Name, ABN, address, contact name and number, bank account details, and attach insurance certificates and proof of bank account and address.

Eftsure is a separate tool utilised for bank account verification to protect both Aurizon and its suppliers from fraud attempts. You may be contacted by a member of the Eftsure team to verify your account details over the phone. Please refer Eftsure's FAQs for more information.

- **Payment enquiries and statements:** aphelp@aurizon.com.au | 13 23 32 option 3
- **Invoice submission only:** ap@aurizon.com.au
- More information can be found on the Aurizon Supplier Portal.