

1. New Onboarding

Start: Start the onboarding new vendor process

Invite new supplier: Trigger Onboarding with basic vendor's information: ABN, name, phone, email and send the invitation.

Pending: Invitation is received by eftsure, marked as status Pending under Workspace > Onboarding.

Pending: An Onboarding invite is sent to the vendor with a link to complete onboarding request.

Email response: Upon receiving invitation, the vendor decides to either Onboard using link from email. Do nothing, in which case 3 reminders will be sent.

Reminders on day 2,4,7: While the invitation status is pending, follow-up reminders are sent by eftsure to make sure the supplier remembers to complete their onboarding.

Cancelled: Onboarding invitation will be cancelled after 90 days if there's still no response from the vendor.

Manual entry: The vendor enters their bank details manually via eftsure portal

Bank link: Use provided bank links to log into bank account

Awaiting verification: Once all vendor details have been gathered, the onboarding will be moved to verification queue, waiting for eftsure verification team to verify via phone within 24-48 hours

Verification response: Vendor either choose to response to eftsure verification team or not

Awaiting Approval: If the vendor response to eftsure verification phone call, onboarding will be moved to awaiting for approval from internal eftsure team.\nVerification will be approved within 24-48 hours

Urgent verification: When verification is pending with eftsure verification team, Urgent verification request can be sent to speed up the verification approval.

Review: Upon verification or cross matching, the vendor onboarding is verified successfully (Green). \nThe latest vendor data will be synchronised shortly into Dynamics 365 F&O by batch.

Awaiting Customer Assistance: If verification team cannot source independently the phone number or if the vendor does not response to eftsure verification phone call, after 3-4 attempts, the verification team will reach out for assistance.

Cancel: User has option to update new contact details in eftsure portal via retry verification or cancel current onboarding in D365, trigger new onboarding invite with updated vendor's contact details.
Note: this will require the vendor to re-do the onboarding questionnaire.

Review: AP/Procurement team reviews onboarding information and custom fields to decide whether or not the supplier should be created in D365

Accept: AP/procurement team decide whether or not the supplier should be create in D365

Reject/Incomplete: The vendor has not completed onboarding in time, missing required attachment. Rejected or mark the onboarding invite as incomplete.

Create vendor: Vendor has been created in D365 F&O with all required information from onboarding invite.

End: The invitation process is completed and vendor has been created in Dynamics 365 F&O.

Payment: Once vendor is accepted/created with (Green) icon, vendor payment can be generated for respective vendor

Change requests: If there is any change in vendor master, change request process can be triggered for existing vendor using the change request form, which will go through the same process flow as onboarding.

New Vendor: Vendor will be created in eftsure portal with same D365 supplier reference

2. Change request:

Start: Start the request details process

Existing vendor request for changes: Trigger change request with auto-populated vendor's information: ABN, name, phone, email, and send the invitation after select change request section(s).
Change request can be used for vendors in all verification status for bank details or vendor master update.
Change request is the only process for Red – Incorrect details and bank account verification for in scoped international countries.

Pending (Onboarding): A change request invitation is received by eftsure, marked as status Pending.

Pending (Onboarding): A change request invitation is sent to the vendor with a link to complete change request.

Email response: Upon receiving invitation, the vendor decides to either: confirming changes using link from email or do nothing, in which case 3 reminders will be sent.

Reminders on day 2,4,7: While the invitation status is pending, follow-up reminders are sent by eftsure to make sure the supplier remembers to complete their change request.

Cancelled: Change request invitation will be cancelled after 90 days if there's still no response from the vendor.

Manual entry: The vendor enters their bank details manually via eftsure portal

Bank link: Use provided bank links to log into bank account

Awaiting verification: Once all vendor details have been gathered, the change request will be moved to verification queue, waiting for eftsure verification team to verify via phone within 24-48 hours

Verification response: Vendor either choose to response to eftsure verification team or not

Awaiting Approval: If the vendor response to eftsure verification phone call, change request will be moved to awaiting for approval from internal eftsure team.\nVerification will be approved within 24-48 hours.

Urgent verification: When verification is pending with eftsure verification team, Urgent verification request can be sent to speed up the verification approval.

Review: Upon verification or cross matching, the vendor change request is either verified successfully (Green) or requires attention (Red) if vendor refuses to provide correct banking details.\nThe latest vendor data will be synchronised shortly into Dynamics 365 F&O by batch.

Awaiting Customer Assistance: If verification team cannot source independently the phone number or if the vendor does not response to eftsure verification phone call, after 3-4 attempts, the verification team will reach out for assistance.

Cancel: User has option to update new contact details in eftsure portal via retry verification or cancel current change request in D365, trigger new change request with updated vendor's contact details.\nNote: this will require the vendor to re-do the change request updates.

Review: AP/Procurement team reviews change request information and custom fields to decide whether or not the supplier should be updated in D365

Accept: AP/procurement team decide whether or not the supplier should be updated in D365

Reject/Incomplete: The vendor has not completed change request in time, refuse to provide updated bank account or missing required attachment.\nReject or mark the change request invite as incomplete.

Update vendor: Vendor has been updated in D365 F&O with all confirmed information from change request invite.

End: The change request process is completed, and vendor has been updated in Dynamics 365 F&O.

Payment: Once change request is accepted with (Green) icon, vendor payment can be generated for respective vendor

Change requests: If there is any change in vendor master, change request process can be triggered for existing vendor using the change request form.

Update Vendor: Vendor will be updated in eftsure portal

3. Verification

Vendor manually created/Integration: This process starts after the vendor has been created into D365 F&O, either manually or via integration with only (Orange) verification status.

Cross-matched: Upon creation, if the bank account is already known to eftsure, the bank account might already appear as (Green) Verified.\nChange request can be trigger for additional information or no further action.\n (Red) Fraudulent/Incorrect details, change request process will need to be used.

Not verified yet: Vendor bank account is new to eftsure ie has not been verified by eftsure

Start: Start the Bank account verification process via eftsure menu.

Pending (Verification): A verification email is received by eftsure, marked as status Pending.

Pending (Vendor management): A verification email is sent to the vendor with a link to complete verification request.

Email response: Upon receiving verification email, the vendor decides to either: Verify banking details using link from email within 24h or do nothing.

Linked expired after 24h: The link will be expired after 24h and eftsure verification team will pro-actively call the vendor for verification

Manual entry: The vendor enters their bank details manually or reject current bank details. If vendor reject the current bank details and does not provide correct one, vendor will have (Red) status.

Choose bank account: The vendor uses his bank portal to login and select which bank account should be transferred to eftsure. This method is the most secure and less error prone.

Verifying: Once all vendor banking details have been submitted by vendor or after 24 hours, the verification is pending with eftsure verification team to call and verify bank details

Verification response: Vendor either choose to response to eftsure verification team or not

Awaiting approval: If the vendor response to eftsure verification phone call, verification will be moved to awaiting for approval from internal eftsure team. Verification will be approved within 24-48 hours

Urgent verification: When verification is pending with eftsure verification team, Urgent verification request can be sent to speed up the verification approval.

Verified/Incorrect details: Upon verification, the vendor bank account is either verified successfully (Green) or requires attention (Red) as vendor confirms bank account is closed and does not wish to provide the correct bank account details.\n\nThe latest vendor data will be synchronised shortly into Dynamics 365 F&O by batch.

Awaiting Customer Assistance: If verification team cannot source independently the phone number or if the vendor does not response to eftsure verification phone call, after calling once for 3 days, the verification team will reach out for assistance.

Cancel: User has option to update new contact details in eftsure portal via retry verification or cancel current verification in D365, trigger new verification with updated vendor's contact details.

Accepted: The bank account verification process is completed and the bank account status is updated in Dynamics 365 F&O.

End: The verification process is completed

Payment: The vendor is now ready for payment

Change request: If the vendor has confirmed incorrect bank account and does not provide updated bank details, a change request will need to be triggered for updated bank details.

4. Icons – notes

Green: The vendor bank account is verified specifically for your organisation.

Green: The vendor bank account is in eftsure database and cross-matched with other customers' vendor bank details.

Orange: The vendor bank account is not in eftsure database, not verified yet

Red: The vendor bank account is in eftsure database but with incorrect details, invalid BSB, wrong bank account number.

Red: The vendor bank account is in eftsure database with bank account name in D365 is different to verified bank account name.

Red: The vendor has confirmed incorrect bank account details and does not provide updated bank details

Lady on phone: eftsure verification team calls vendor using independently sourced phone number or authorised phone number provided by customer.

24h-48h: SLA within 24 to 48 hours

Email: Standard email with agreed greeting text

Retry verification with new contacts: Retry verification using updated phone number

Perform new onboarding: Perform new onboarding invite with updated email, phone number

Perform new change request: Perform new change request invite with updated email, phone number

Perform new verification: Perform new verification invite with updated email, phone number

After 3-4 attempts: After 3-4 attempts to call the vendor using independently sourced phone number or authorised phone number provided by customer

Call once for 3 days: Attempt to call the vendor once for 3 days

Colour

Pending: e1e1e1

Accepted: e1ffe1

Awaiting verification: ffefd1

Rejected: ffe1e1

Review: e1e1ff