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Portal Guide

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Contents

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eftsure Portal

Portal Accessibility

1. eftsure Portal Direct Link

   https://portal.eftsure.com.au

2. eftsure Portal launch via eftsure's Browser Plug-In

   - Latest eftsure Bank Extension Program must be installed.

   - Launch by navigating to **Bank Extension Program Icon** > eftsure Portal

Note: Only Authorisers will need to install the bank extension program while other users will access the eftsure Portal using the direct link.

New Tab

eftsure

username

password

Log in

EFTsure Portal
Forgot password, Review Payments and more

(1)

(2)

Top
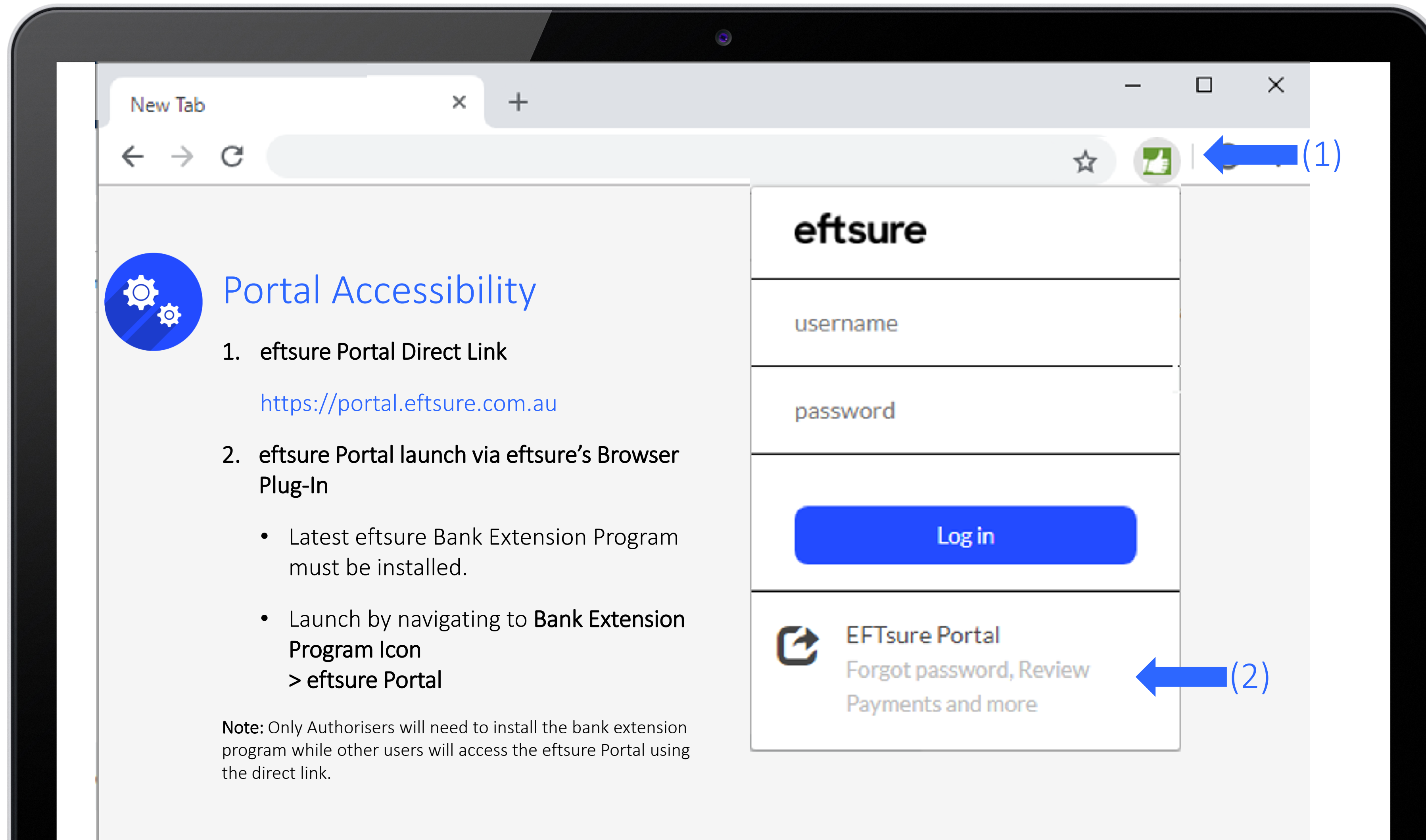
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User Management

Overview

New User Creation

Defining User Roles

User Management (Create, Edit & Delete)

Profile Management

Password Reset
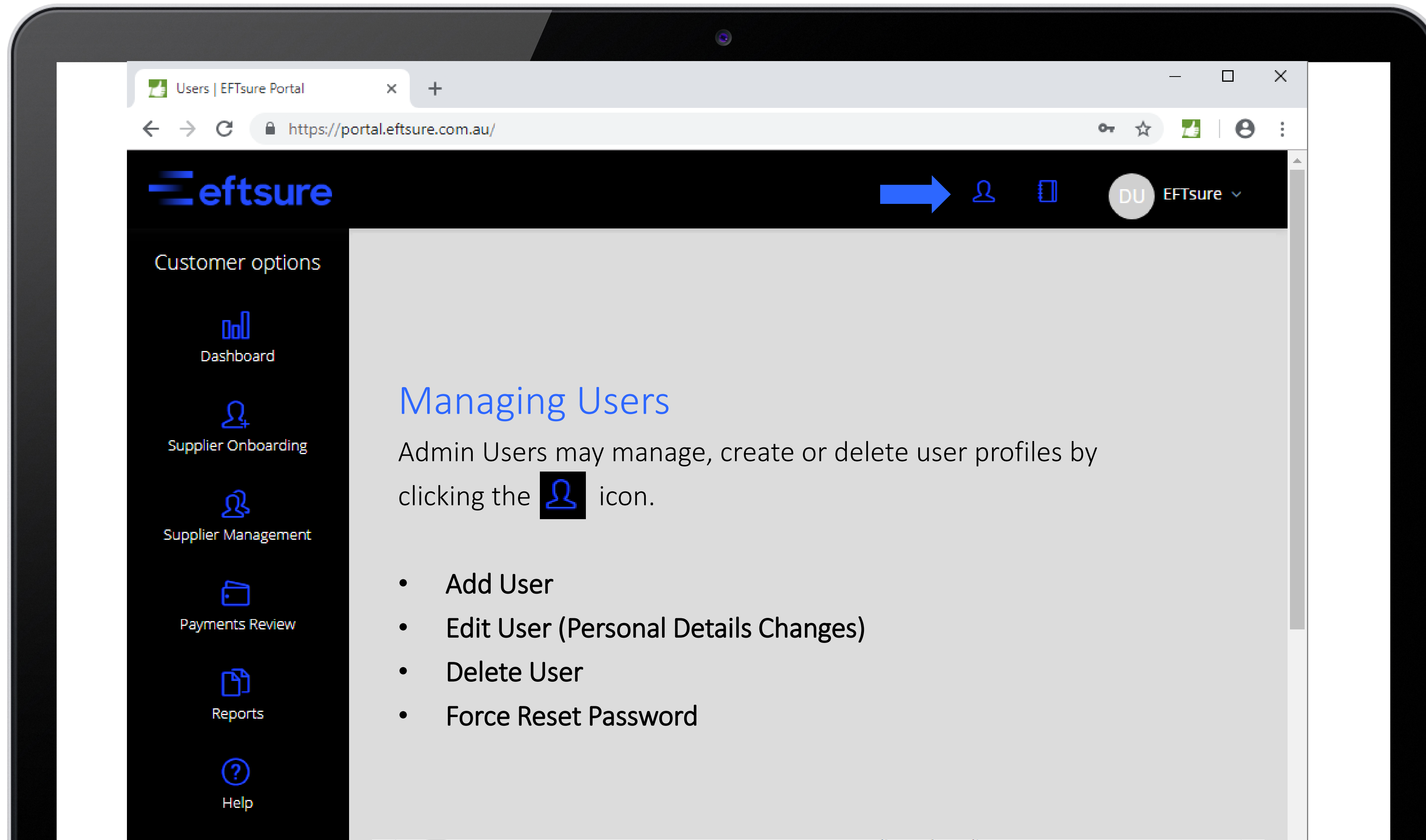
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User Management

Managing Users

Admin Users may manage, create or delete user profiles by clicking the ⬛ icon.

- Add User
- Edit User (Personal Details Changes)
- Delete User
- Force Reset Password

Creating New Users

Creating New Users

Add New User

First name *

Last name *

(1) Populate User Details

Email address *

Username *

Mobile number

Role(s) * **(2) Define Roles**

Position

(3) Input Position

Cancel | Save Changes ← **(4)**

Users | EFTsure Portal

https://

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Customer options

Dashboard

Supplier Onboarding

Supplier Management

Payments Review

Reports

Help

DU EFTsure

Defining User Roles

User Roles identifies the user's permission to access certain functions. These can be updated both for existing and new users.

Users who **maintain supplier data** would normally be given Supplier Management, Supplier Onboarding, Supplier Self-Certification and Notifications

Users who generate payments file would have access to AP Payment Review.

Important Note: Users with **Customer Administrative** privileges are created by eftsure upon customer's request. This user will have access to all functionalities.

Kindly contact eftsure should you require additional admin and supplier on-boarding privileges.

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User Matrix Role

	Supplier Management - Edit	Supplier Management - Update A/C No.	SM – Send verification requests and set payment limits	Check ABA Payment Files	Bank extension access	Request/Approve Self-Certifications	Reports - Payment	Reports - Suppliers	Supplier Management - Ready Only	Supplier Onboarding - Edit Form	Supplier Onboarding - Send Invites	Supplier Onboarding - Accept Invites	Supplier Onboarding - Read Only	No access to Employee Account Details	Customer Setup	Maintain users	Notifications - Onboarding Invites	Notifications - Onboarding Timeouts	Notifications - Incorrect details	Notifications - Supplier data updated	Notifications - Document Expiry
Customer Admin	x		x	x	x		x	x							x	x					
Supplier Management	x		x		x			x													
Supplier Management Account Details	x	x	x		x			x													
AP Payment Review	x			x	x		x														
Audit Payment Reports					x		x														
Authoriser					x		x	x													
Customer Company Setup					x										x						
Customer Extension Only					x																
Supplier Onboarding					x					x	x	x									
Supplier Onboarding AP					x						x	x									
Supplier Onboarding AP Limited					x						x										
Supplier Read-only					x				x				x								
Payment Read-only					x																
Supplier Management Limited			X		x			x													
Supplier Self-Certification						x															
No access to Employee Records														x							
Notifications																	X	x	x	x	x

User Roles

Administrator

Duty:

User Management

Permissions:

All functionalities

Maintain users

Generate Reports

Description:

User has access to all functionality and can add/remove/edit users. Only eftsure has the ability to add Admin Users.

Supplier Management

Duty:

Supplier Management

Permissions:

Send Verification Emails (New Suppliers)

Specify Payment Limits

Add Comments

Generate Reports

Description:

User has access to the supplier management functionality.

AP Payment review

Duty:

Payment Management

Permissions:

Check ABA Payment Files

Add Comments

Generate Reports

Description:

User has the ability to load ABA payment files and add comments to payments.
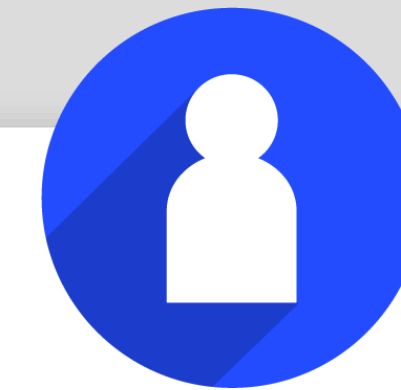
Audit Payments Report

Duty:

Reports

Permissions:

Generate Payment Reports

Description:

User has access to reports relevant to authorising payments.

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Top

User Roles

Authoriser

Duty:

Authorise Payments

Permissions:

Generate Reports

Description:

User has access to reports relevant to authorising payments.

Customer Company Setup

Duty:

Customer Setup

Permissions:

Customer Setup

Description:

User has access to initial customer set up on the portal

Customer Extension Only

Duty:

Bank Extension

Permissions:

Bank Extension Access

Description:

User has access to the Bank extension.

Supplier On-Boarding

Duty:

On-Boarding Management

Permissions:

On-Boarding Invitation

On-Boarding Reports

Description:

User has access to Supplier Onboarding functionality. These users can invite and accept new suppliers to submit details and become eftsure verified prior to when payment is due. Manages invitation templates.

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User Roles

Supplier On-boarding AP

Duty:

On-Boarding AP

Permissions:

On-Boarding Invites

Description:

User has access to Supplier Onboarding functionality. These users can invite and accept new suppliers to submit details and become eftsure verified prior to when payment is due.

Supplier On-boarding AP Limited

Duty:

On-Boarding AP

Permissions:

On-Boarding Invites

Description:

User has access to send Onboarding Invites only. They can't accept onboarding invites.

Supplier Read-only

Permissions:

Read-only access to:

Supplier management

Supplier Onboarding

Description:

User will have read-only access to the Supplier Management and Supplier Onboarding

Payment Read-only

Permissions:

Bank Extension

Description:

User has the access to the Bank extension.

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Top

User Roles

Supplier Certification

Duty:

Self-Certification Management

Permissions:

Request to Self-Certify a Supplier

Approve Self-Certification Request

Description:

User has access to Supplier Self-Certification functionalities.

Users granted with this role can request and approve self-certification for suppliers.

~can be assigned to multiple users segregating roles into self-certify requestor and approver.

This is only applicable for customers requesting multiple signatures for self-certification implemented for them. Please contact eftsure should you wish to implement this.

Notifications Role

Permissions:

Receives notifications regarding:

Onboarding invites

Reported incorrect details

Update supplier details

Description:

Assigning this role to users will enable them to receive notifications related to portal activities.

Creating New Users

New User Profiles

Once user/s are created, the system will send to the nominated email address instructions as to how the user can activate their account.

Password rules must be taken into account while changing the password for new profiles.
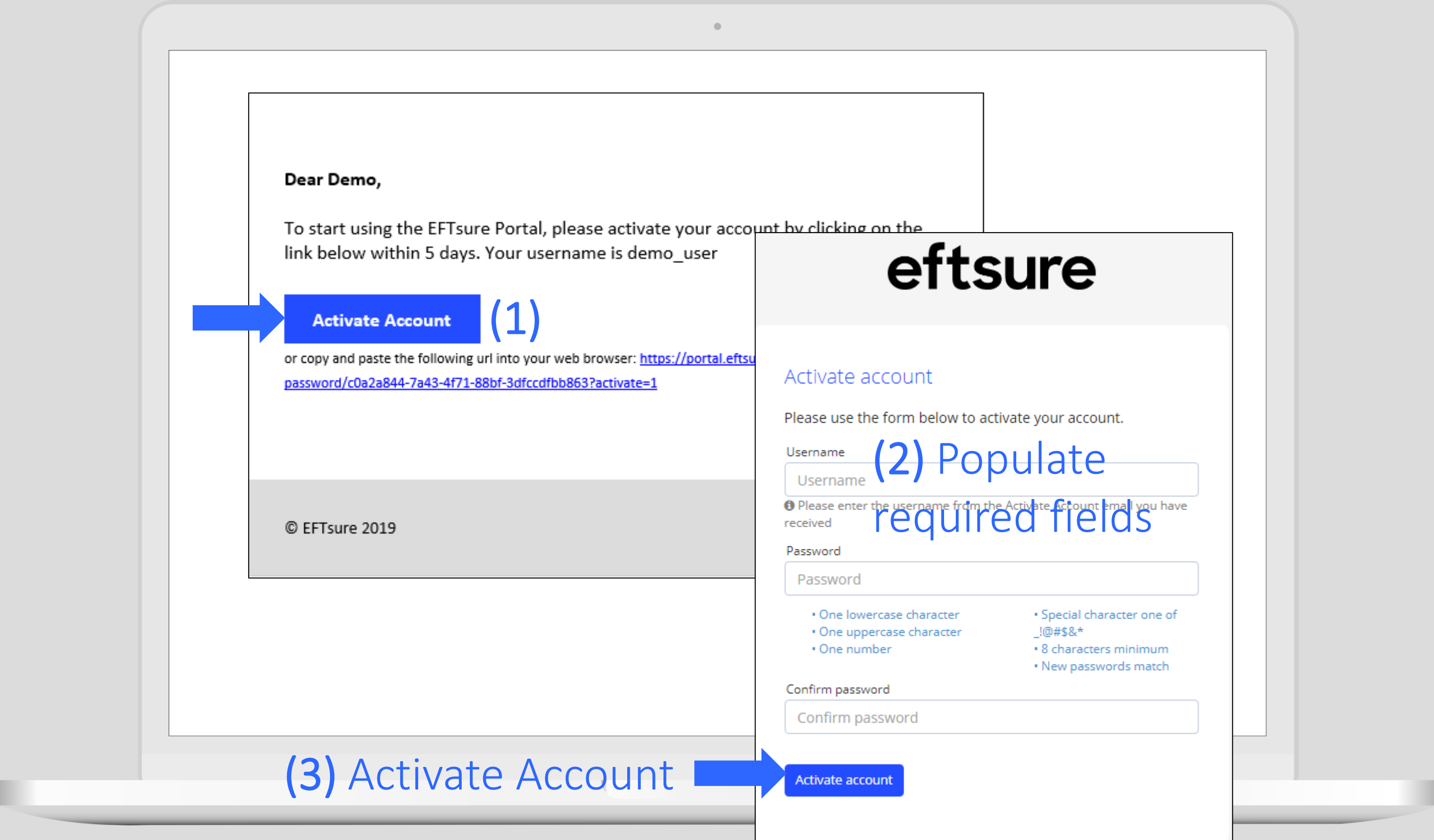
User Management – Edit and Delete Users

(1) Click to Manage Users

Edit

Delete

Edit or Delete

Editing Users

Clicking the "Pencil Icon" beside any user enables editing user profiles.

Deleting Users

Clicking the "Bin Icon" deletes the user profile.

User Management – Force Reset Password

Password Reset

Password reset can be performed by clicking the "Lock Icon" 🔒 beside the user entry.

This forces resetting of password for any locked accounts or those that could no longer access portal due to forgotten passwords.

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User Management – Force Reset Password

Reset password

Once requested, the system will send to the nominated email address instructions as to how the user can reset the password.

Password rules must be taken into account while changing the password.

Profile Management

Managing Own Profile

Updates to your own profile such as user details and notifications can be actioned by clicking on the Logged-In profile on the top right corner of the screen under Customer Name.

Users may also opt to add profile picture, change their own password and also deactivate their account.
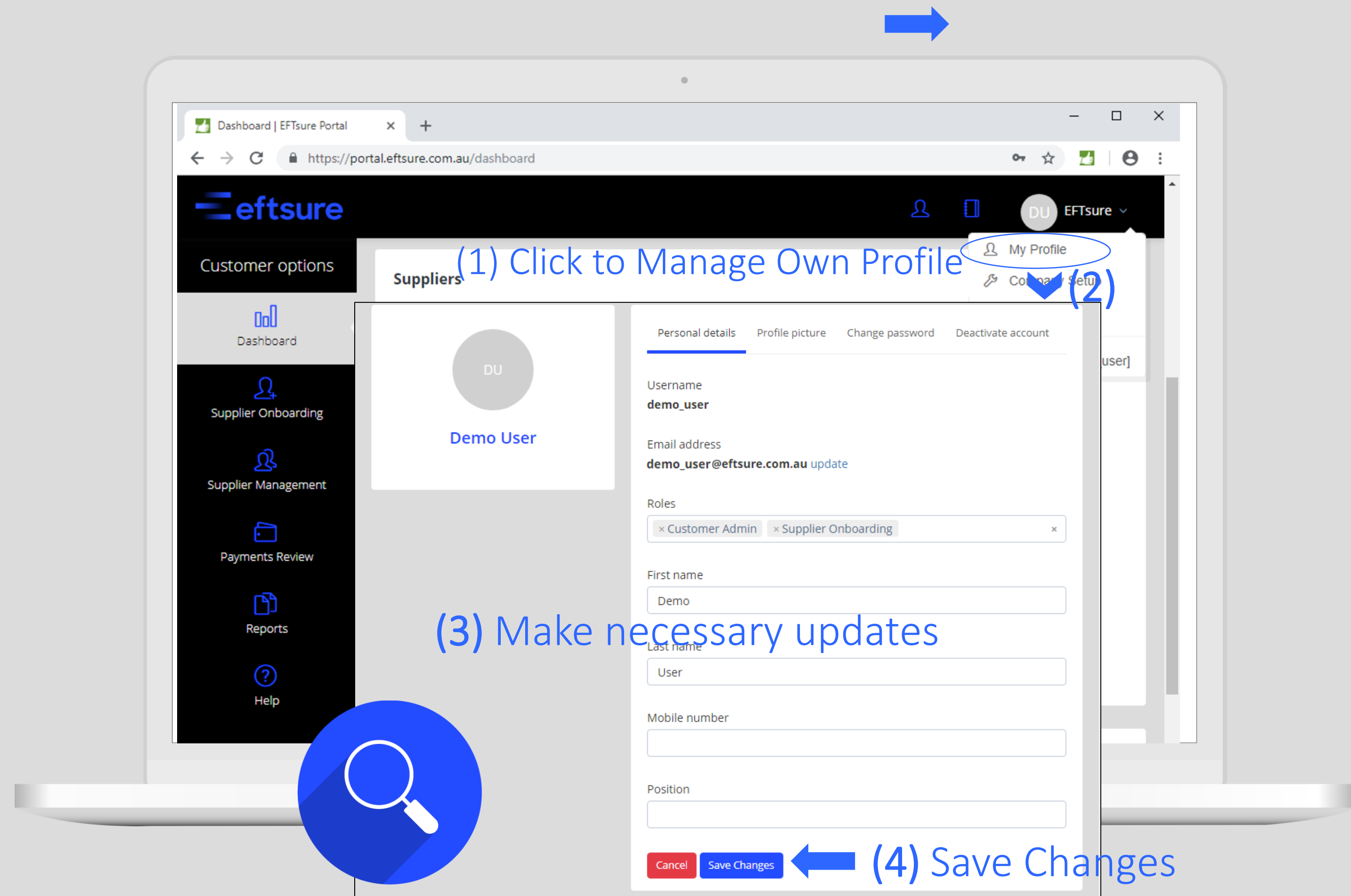
(1) Click to Manage Own Profile

(2)

(3) Make necessary updates

(4) Save Changes

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Payments review

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Verification Status

Verification Status

👍 Supplier Verified with Correct Details or Cross-Matched

✋ Self-Certified (additional information available on Self-Certification section of this document)

✊ Not yet Verified / New Supplier

👎 Supplier Verified with Incorrect Details. This requires further review.

⛔ Inactive Suppliers

Quick Tip: Review and revisit supplier entries whose details are not yet verified, verified with incorrect details or has recently changed their details prior to making any payment. Please see Supplier Management's verification status actions on

eftsure's visual allows you to see the supplier status at a glance
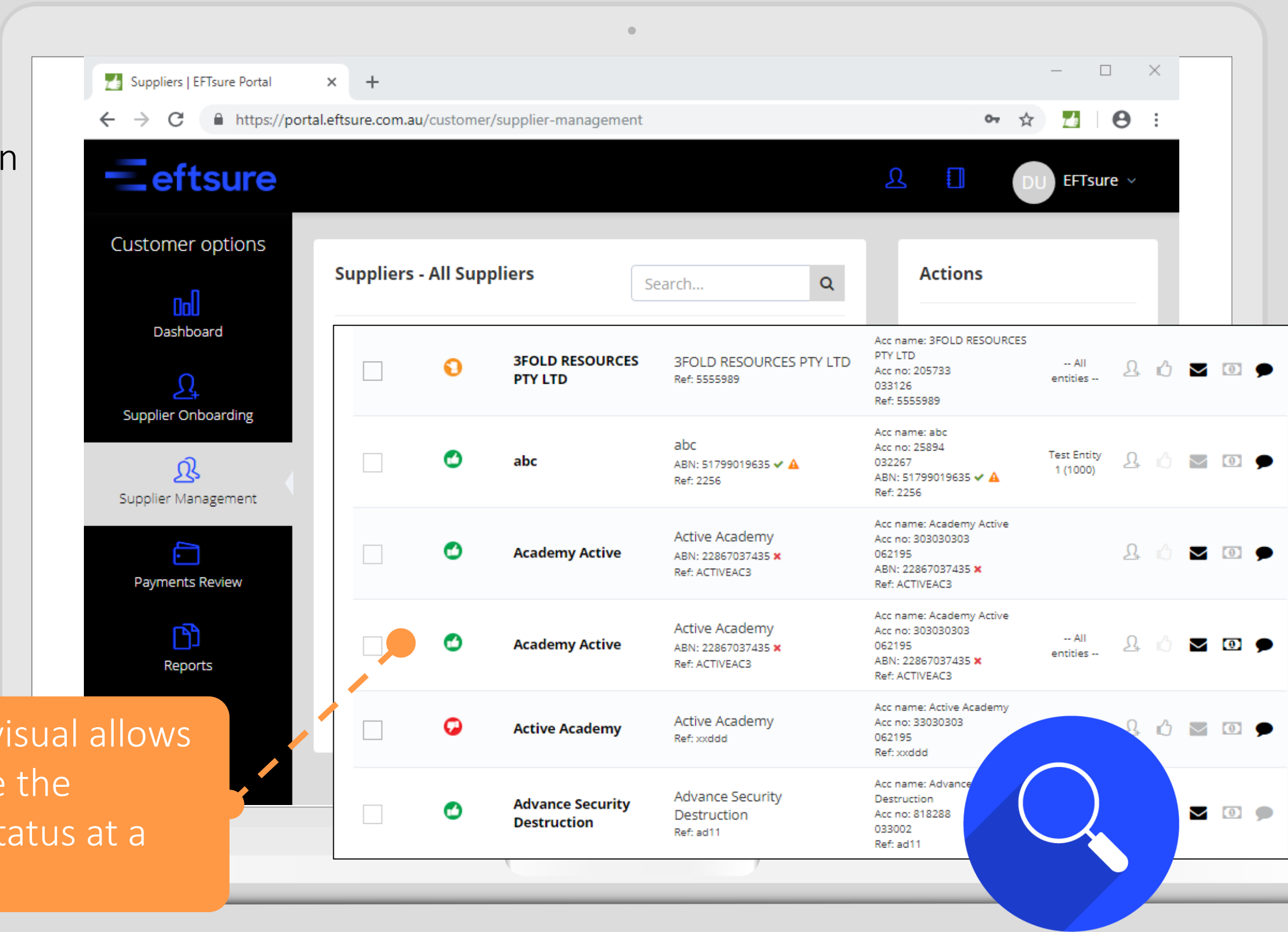
Payments Review Interface

Interface

Search... — Searches entries matching the inputted field.

Payments Review supports adding comments for each supplier entry. Clicking triggers comment input.

-- All entities -- — Entity Selection – applicable for companies utilising sub-entities or divisions to filter payments list.

20 — Items per Page

1 — Page Navigation
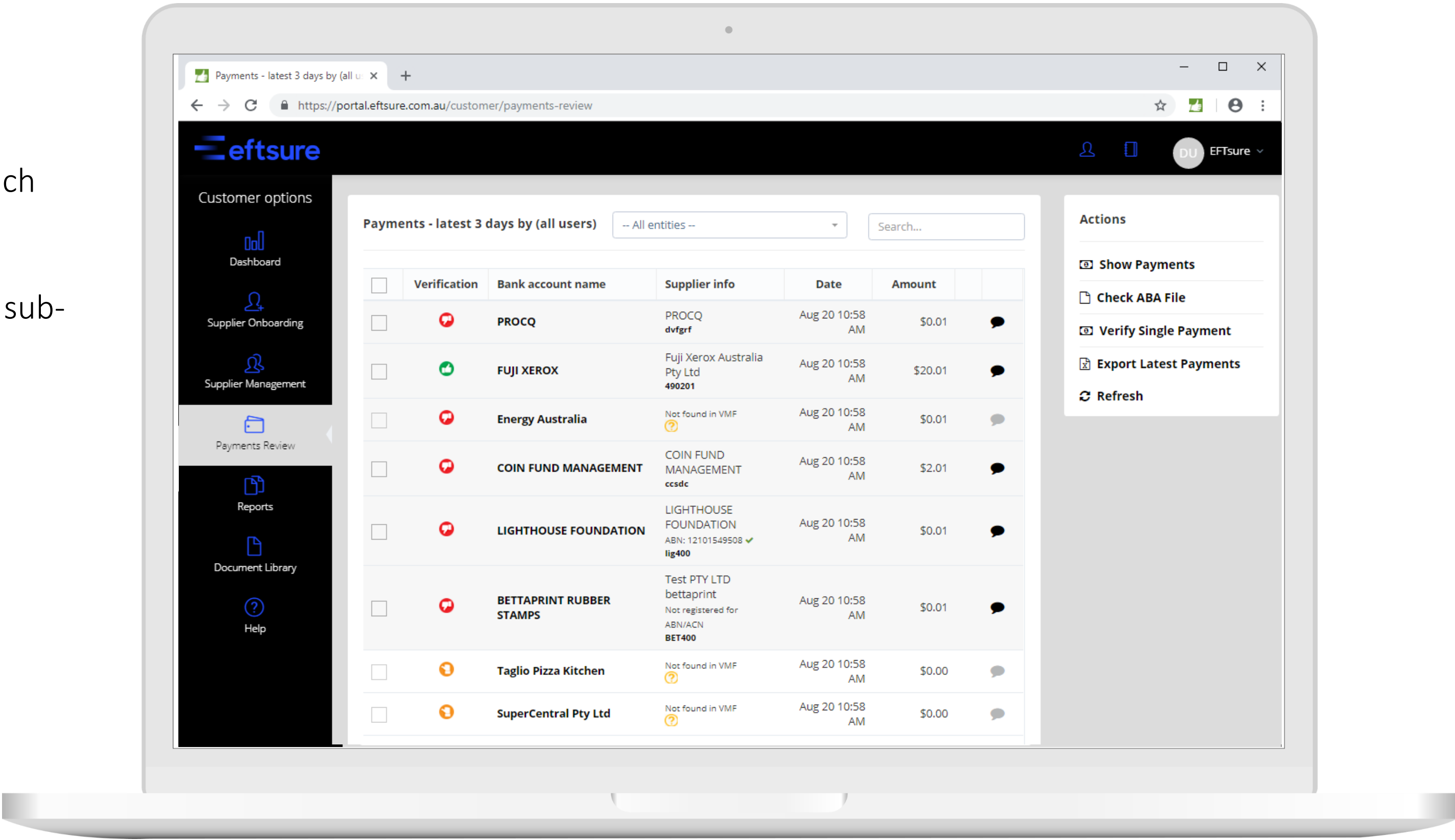
Payments Review Interface

Payment Limit, Out of Range Payment and Duplicate Payment Alerts

Payment Review includes alerts that notifies users for loaded payment entries that are found to be "Duplicate" payments.

Payment Review also displays Payment Limit Alert for entries exceeding the values set as a Payment Limit for a specific supplier entry. This feature also alerts for payments which exceed by 20% the previous maximum amount paid to an account.

For additional information on Payment Limits, please see Supplier Management – Setting Payment Limits Module.
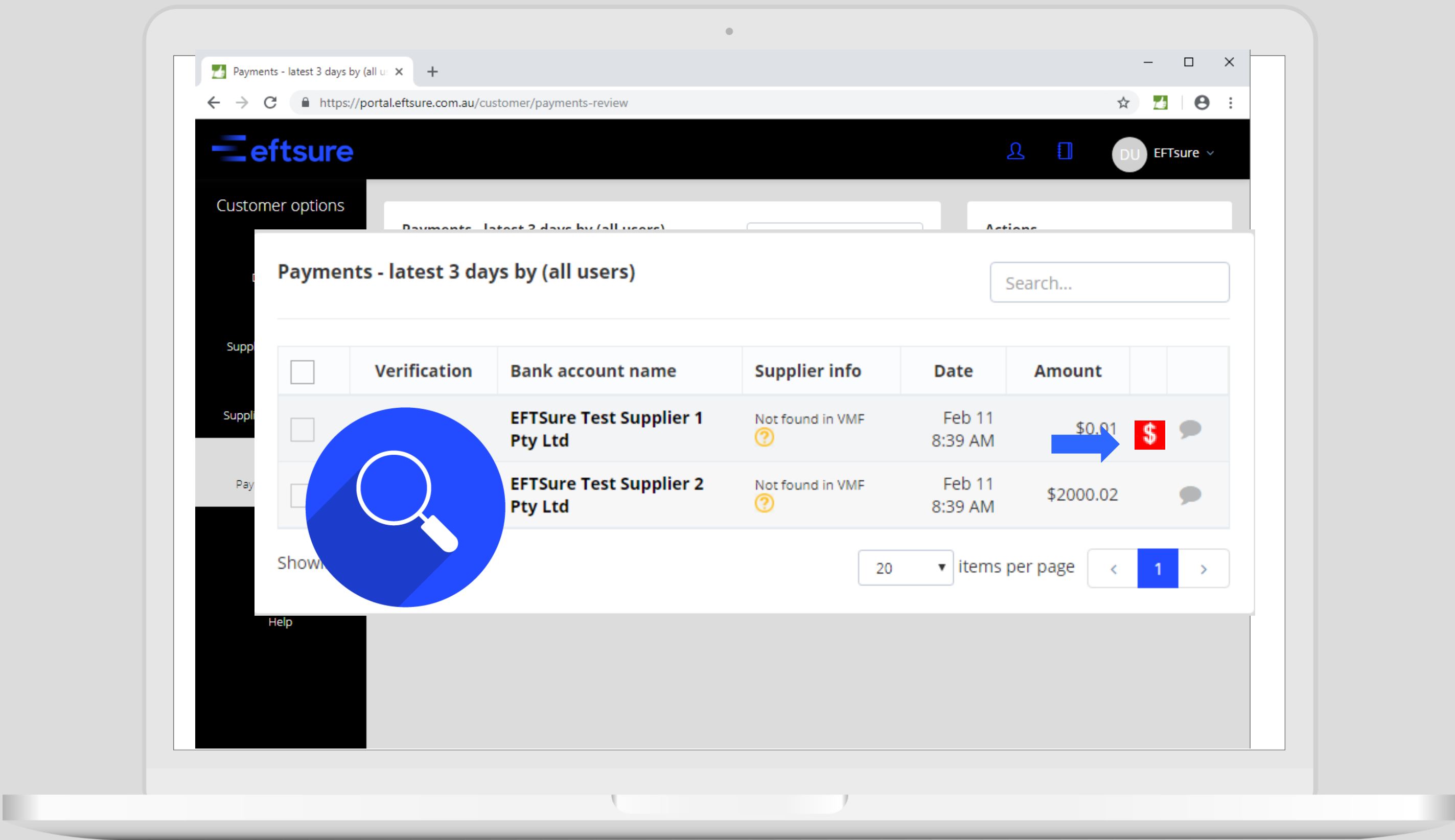
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Payments Review

Payments Review

The eftsure Portal separates supplier management functionalities with Payments related functionalities with respect to permissions granted for each user.

Payments Review enables the user to load ABA files, verify a single payment or export the currently loaded file to Excel.
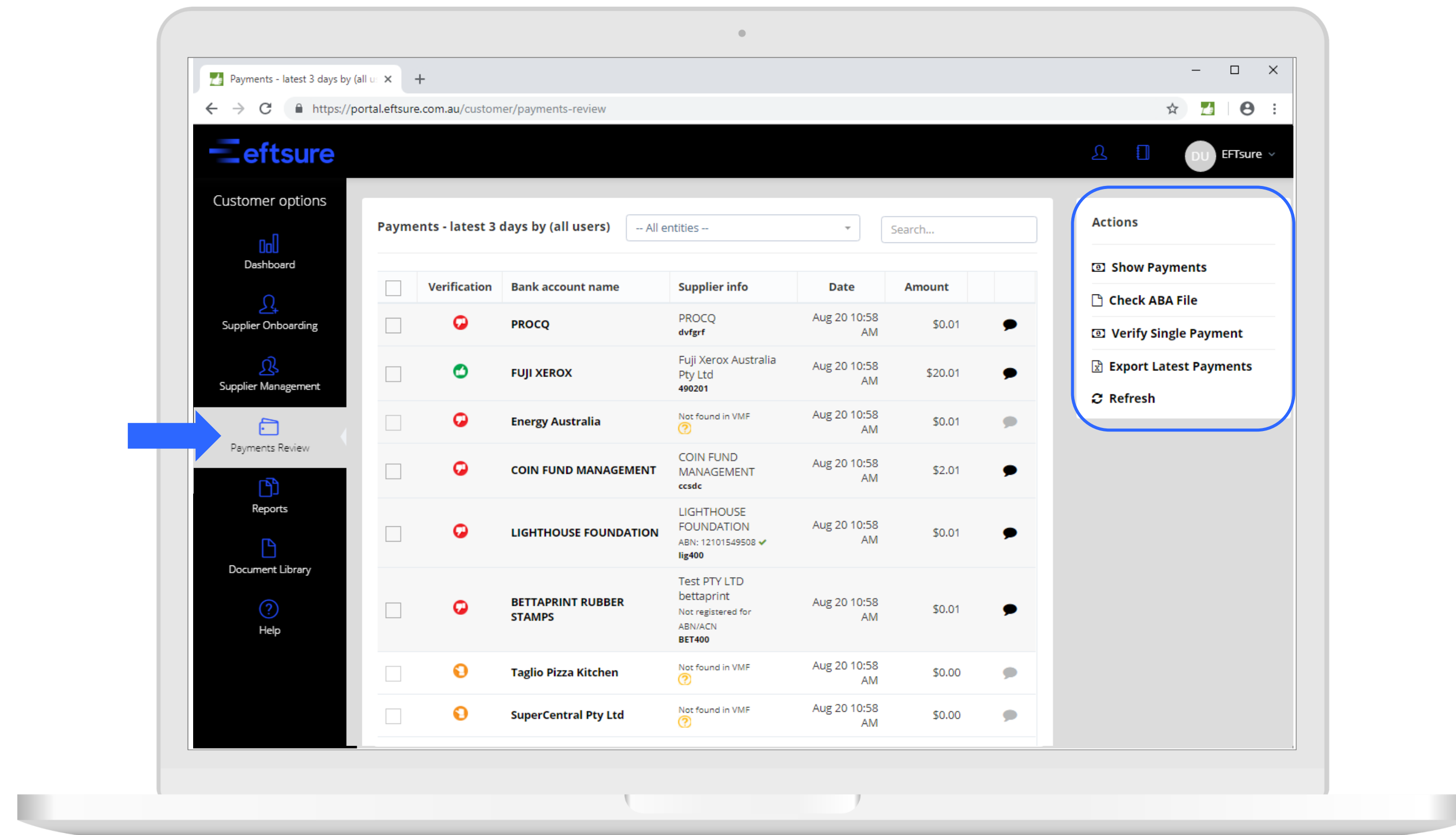
Payments Review

Payments Filter

[Show Payments]

Select Payments

Verification Status

- ☑ 🔴 Review
- ☑ 🟠 Not verified yet
- ☑ 🟢 Verified
- ☑ 🟢 Self-certified
- ☑ 🔴 Inactive

ABN Status

- ☑ ✔ Valid
- ☑ ✘ Invalid
- ☑ Not Provided

Show Payments function enables filtering payments according to the entry's verification status.
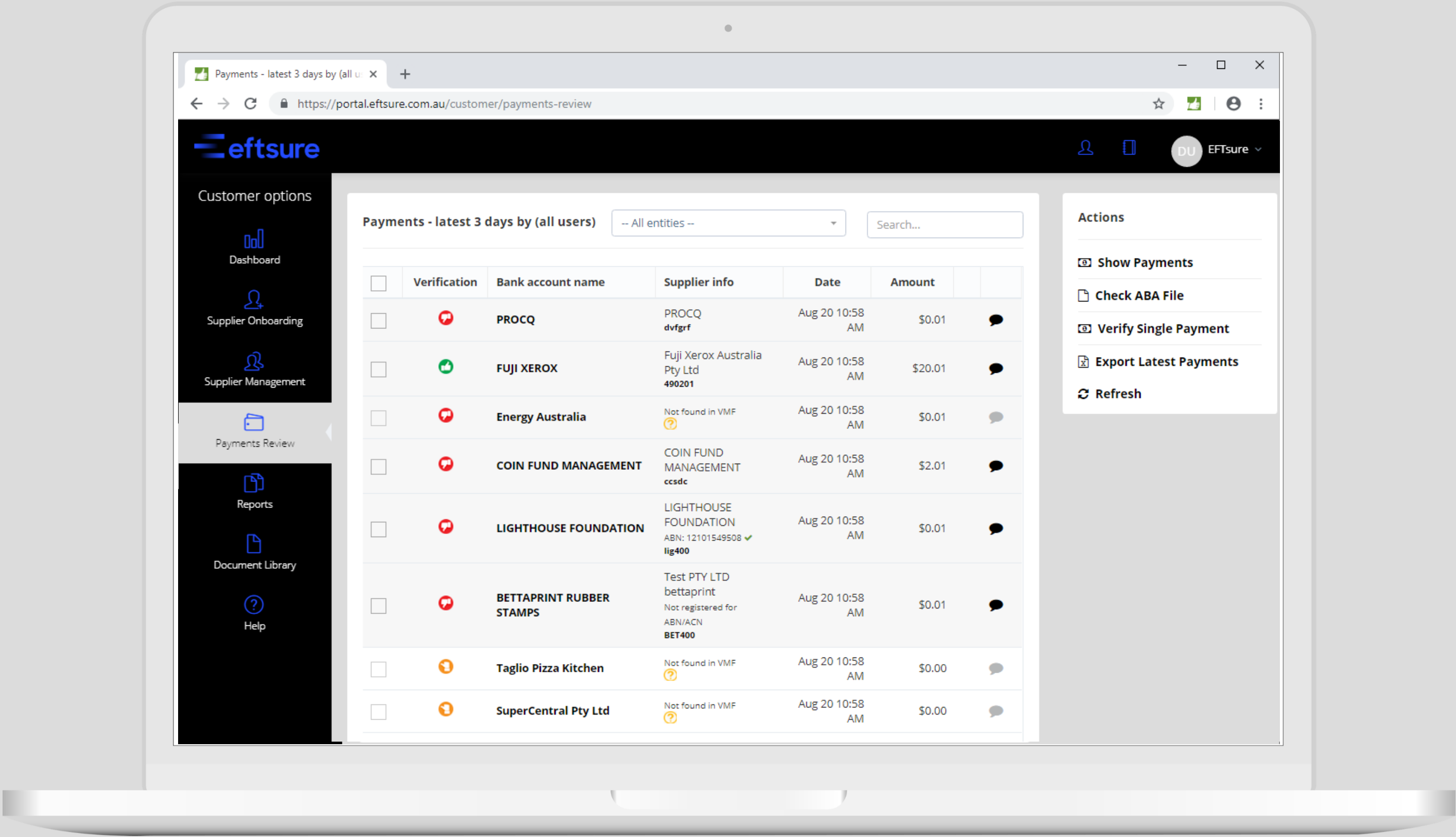
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Payments Review – Loading ABAs from File

Load ABA File

Users may load ABA files directly within the portal to view verification status for all suppliers listed on the payment file.

Payments Review – Handling duplicates

After scanning an ABA file, supplier reference codes which have the same account number and BSB number will be listed. Clicking on the reference codes will take you to the supplier management screen to take relevant action. Following screenshots show how duplicates can be handled.

Report generation

Overview
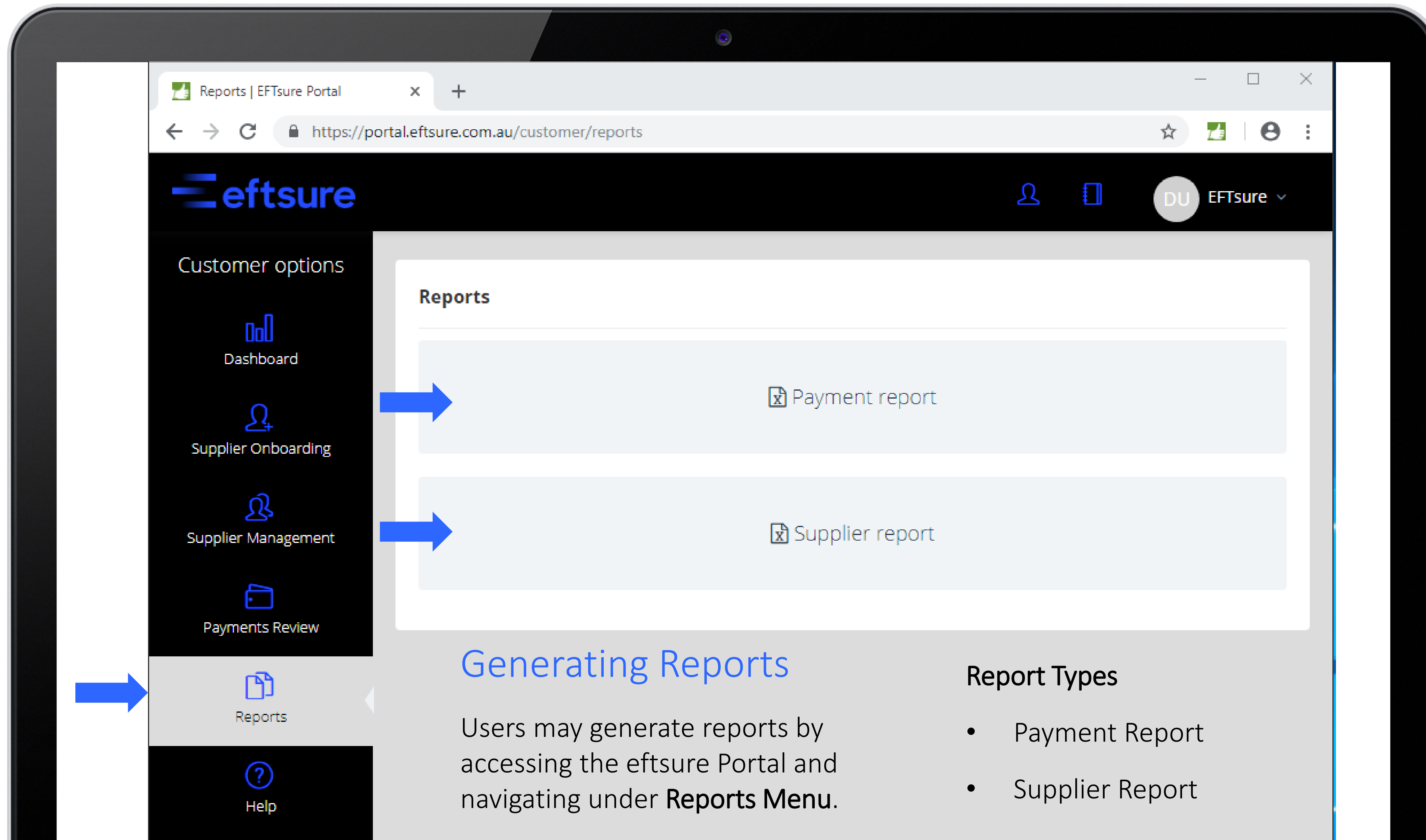
Generating Payments Report

Generating Supplier Report

Generating Pending Certification Report

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Reports

Payment Reports

Payment Report

Supplier Report

Reports | EFTsure Portal

https://portal.eftsure.com.au/customer/reports

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Customer options

- Dashboard
- Supplier Onboarding
- Supplier Management
- Payments Review
- **(1)** → Reports
- Help

Reports

(2) → Payment report

(2) → Supplier report

Supplier Reports generated are based on the parameter specified upon generation.

Select Suppliers

Supplier Type

- Accessed today
- Accessed in the last two days
- Accessed in the last three days
- Accessed in the last week
- Accessed in the last fortnight
- Accessed in the last month
- All suppliers
- Recently updated
- Not paid since
- Reported changed details
- Updated supplier details audit
- Suppliers without supplier reference
- Load supplier references from file

Verification Status

- ☑ Review
- ☑ Not verified yet
- ☑ Verified
- ☑ Self-certified
- ☐ Inactive

ABN Status

- ☑ Valid
- ☑ Invalid
- ☑ Not Provided

Domestic Or International

Both ▾

(3) Select Parameter

(4) → Download

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Supplier Report (All Suppliers)

Supplier Management

Overview

Supplier List Display Option

Export Function

Supplier Details Update Functionality

Create Supplier Functionality

Email Address Update Functionality

Payment Limits

Adding Comments

Sending Verification Email Requests

Self-Certification

Change Requests

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Supplier Management

To fully utilise the eftsure Portal and browser plug-in capabilities, maintainers are advised to perform a review and update suppliers' information.
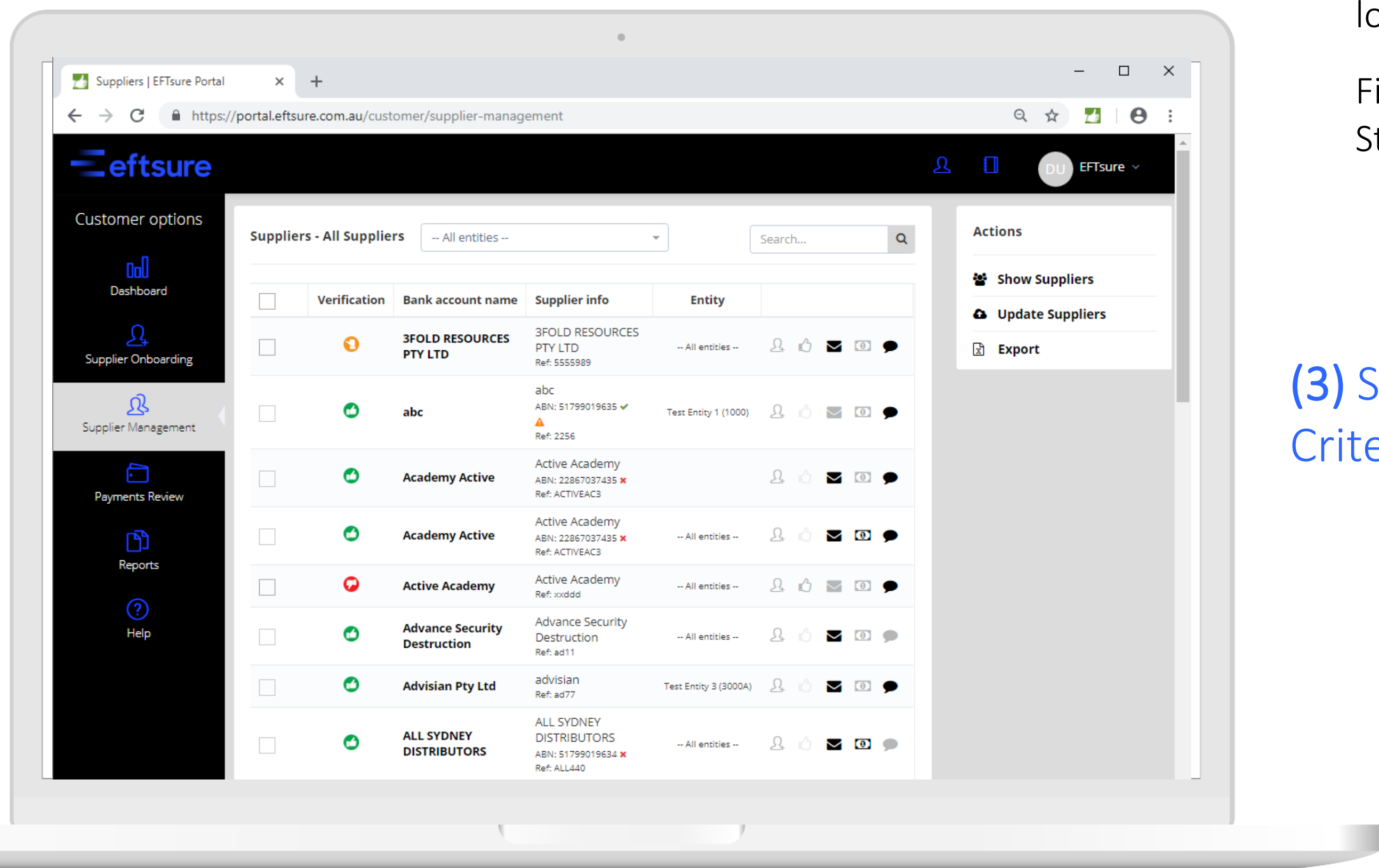
This section provides functionality for updating email addresses, updating payment details for outdated information, setting payment limits, adding comments and even self-certification of suppliers.

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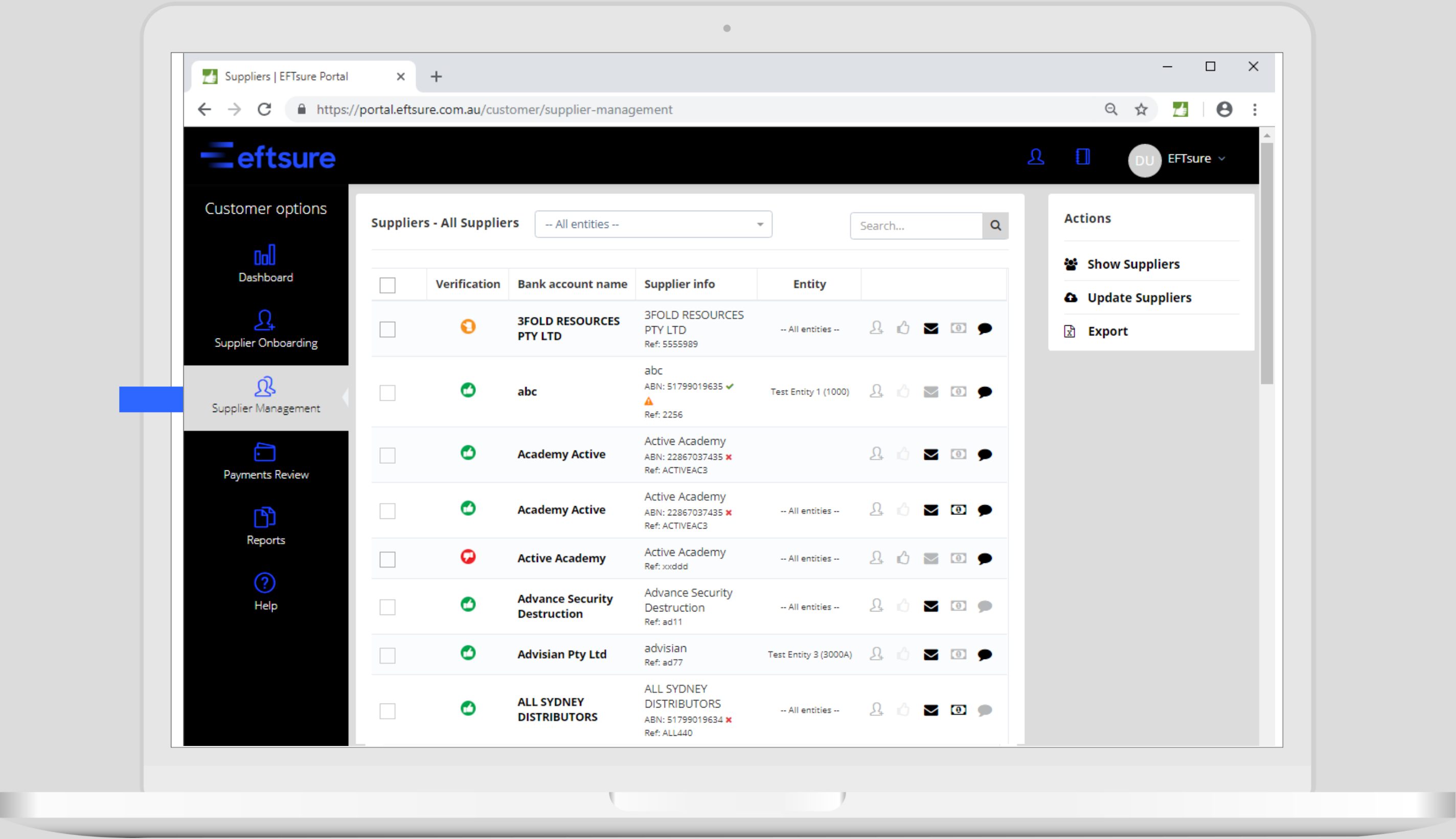
Supplier Management

Supplier type selection allows suppliers to be displayed based on "Accessed" criteria, pending certification approval, All Suppliers or loaded suppliers from file.

Filters may also be applied based on Verification and/or ABN Statuses.
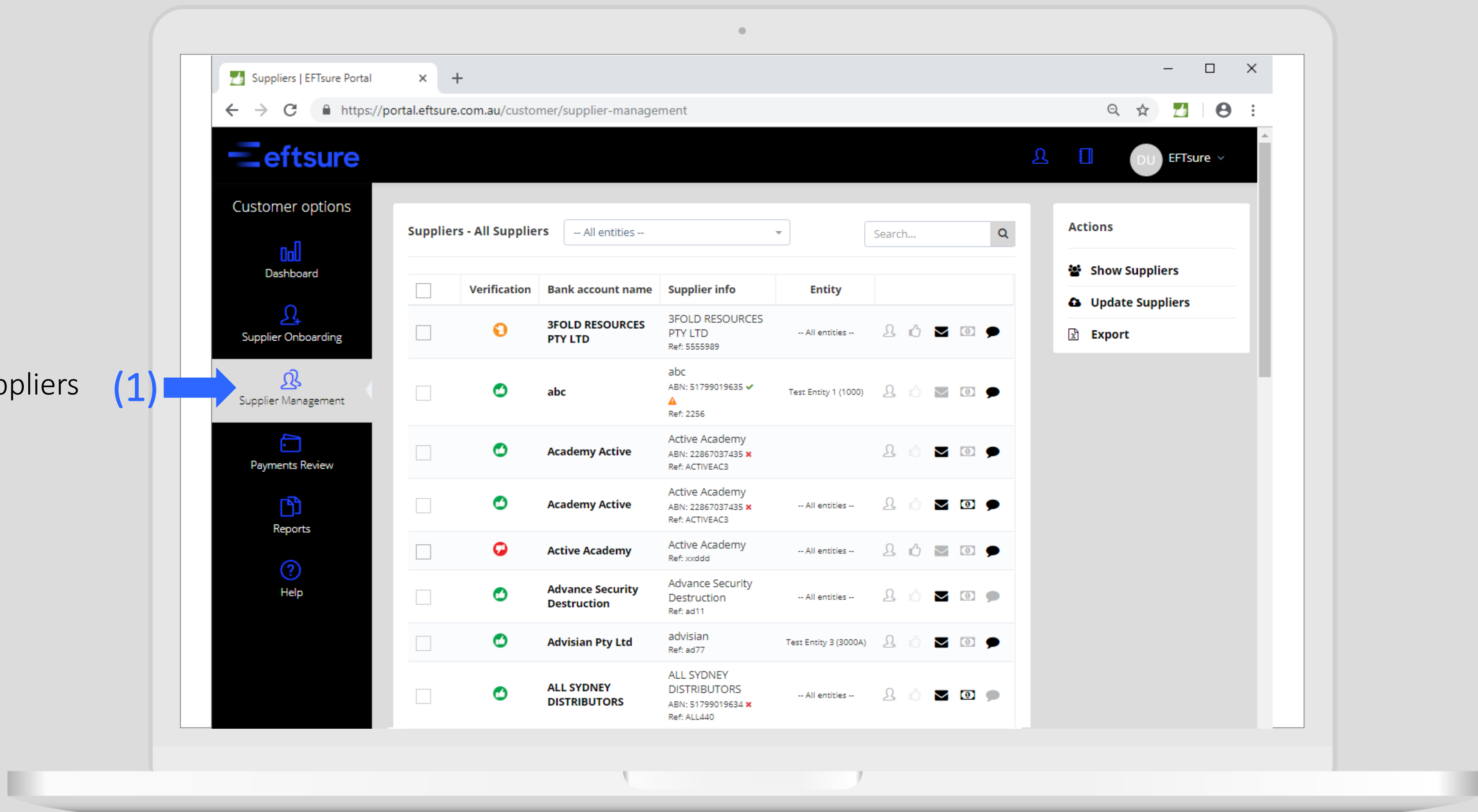
(3) Select Criteria

(4) Apply Status Filters

(5)

Supplier Management

Export Function

Export function allows the user to export the actively loaded supplier list and generate a Suppliers Report File in Excel Format

(1)

Supplier Management

Update Supplier

You may have made some recent changes to your Accounting Software for cases where your suppliers have notified you of outdated details, suppliers verified as "Incorrect" and now have their updated account details.

These changes can be consolidated and uploaded to eftsure's portal to sync data and then invite your suppliers to re-verify the details that have just been updated.

Supplier Management

Update Supplier

A supplier file containing updated supplier details is required to be uploaded and should be in CSV Format.

Once the file is selected for upload, the user is prompted with options to map the CSV column headers with Supplier Fields.

Important:

A delimited file is not standardised and may vary depending on the source system thus users need to match column fields on their loaded file with the system's field column to ensure accuracy.

This is done by manually mapping supplier fields.

Please contact eftsure support for a copy of import template file for reference.

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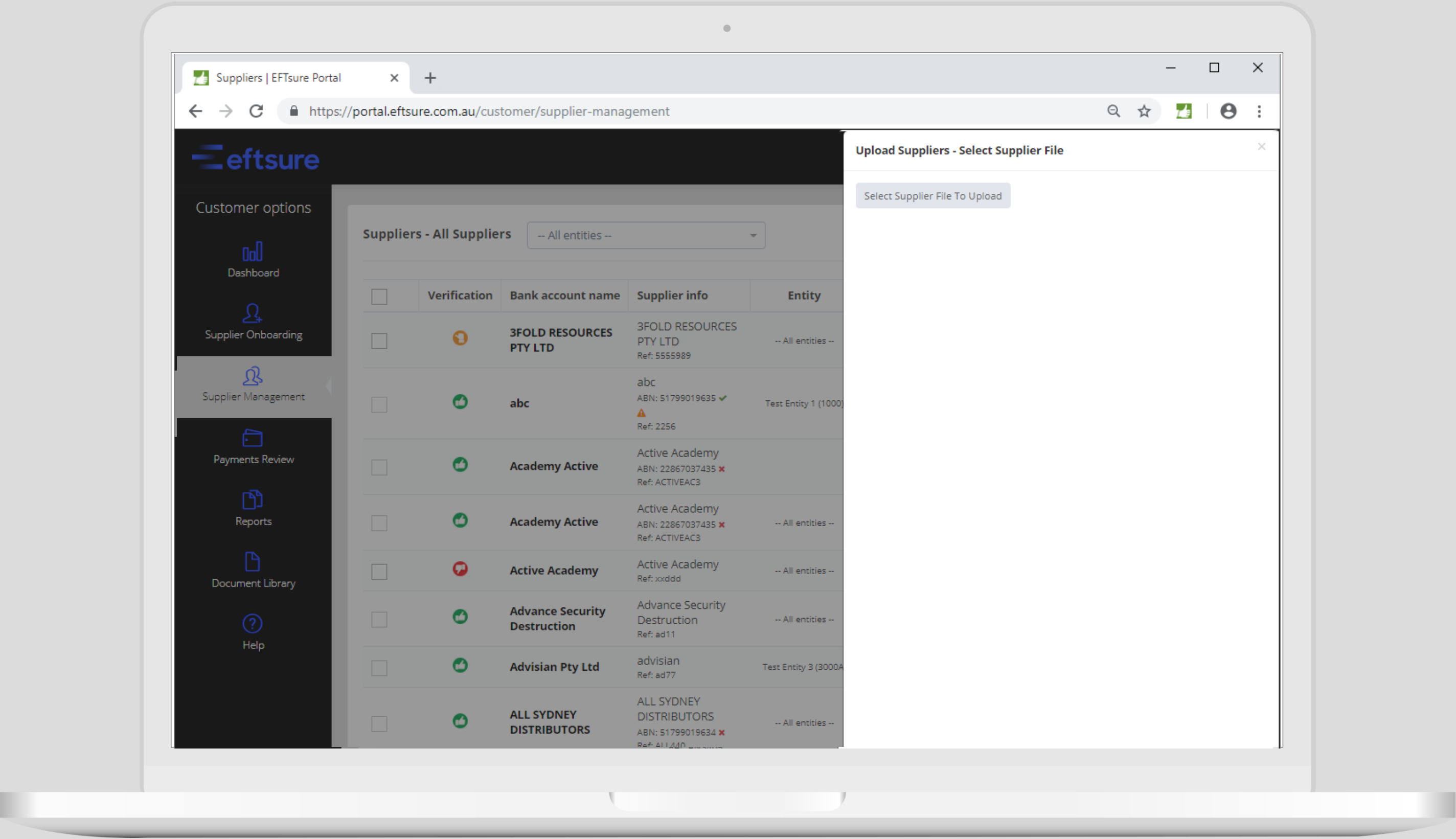
Supplier Management

Update Supplier

Select column values on the drop-down boxes and map each of your Supplier Fields.

Optional Fields Include

1. Entity ID – if you are set up with entities/divisions you will need to enter in your Entity Code.

2. Inactive – identifies suppliers that are no longer actively receiving payments or rendering services to the organisation.

Important Note: Inactive entries may be tagged with value of "1", "Yes" or "Y" and those that are active can be left blank.
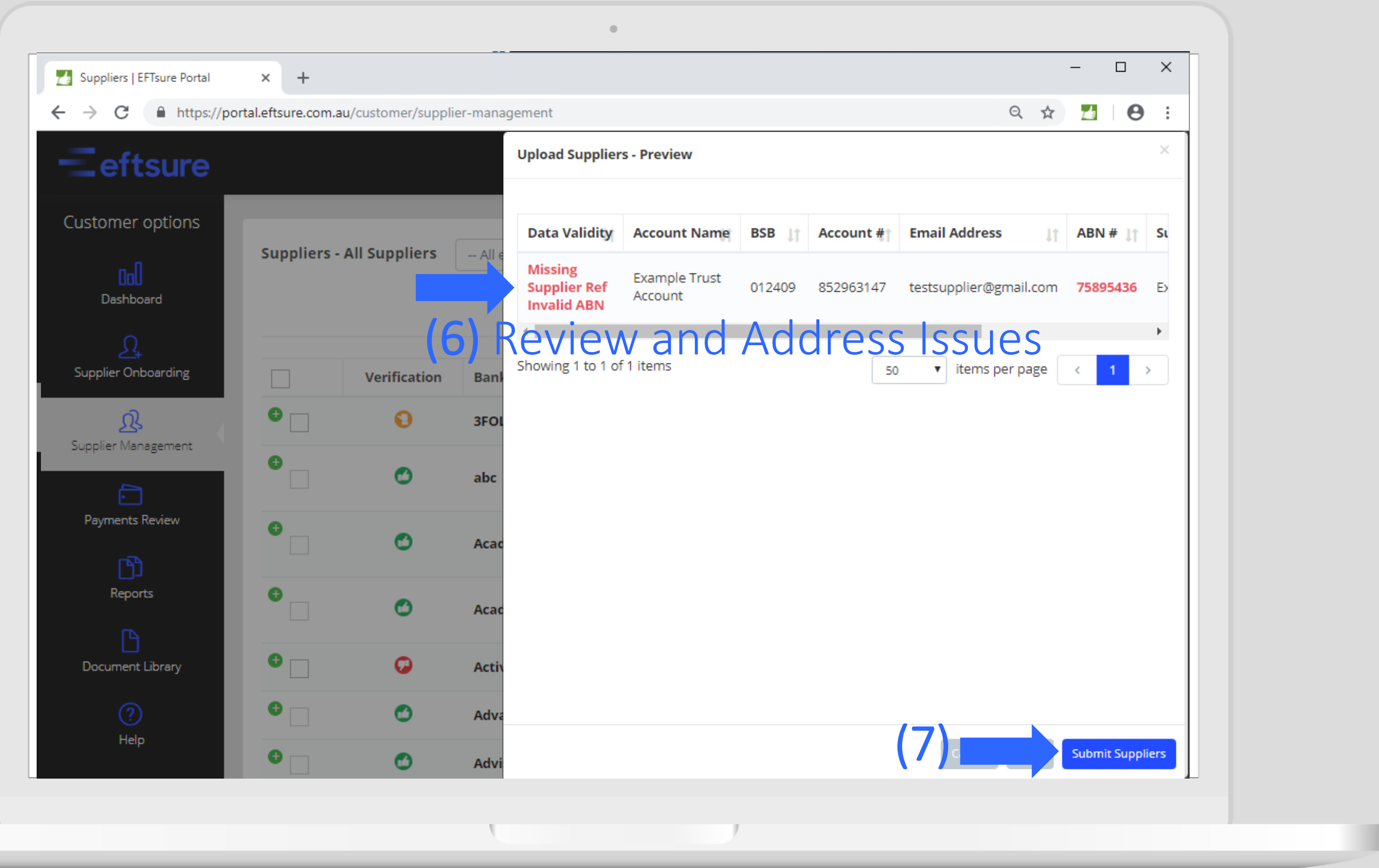
Supplier Management

Update Supplier

Previewing suppliers allows users to see impacted data and any relevant issues prior to executing the changes.

Common issues may include alerts for invalid ABNs, invalid file format, invalid email, invalid BSBs, etc.

Issues will appear in Red.

Once issues are addressed, clicking "**Update Suppliers**" triggers the changes.

Supplier Management

Update Supplier

After scanning an ABA file in the portal, if it is not an existing supplier record a question mark (?) will be displayed as the supplier reference code. This could be a new supplier or changed account details of an existing supplier. Users can directly update the reference code and ABN in Supplier Management and this will automatically merge with the existing record where relevant.

Supplier Management

Populate the details

Create Supplier

Supplier Name

Entity
-- All entities --

Supplier Email *

Country*
Australia

Supplier Reference

Bank Name

Account Name *

(Australia) BSB Number *

Bank Account Number *

ABN / ACN
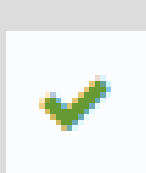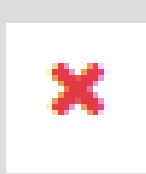
(3) Create Supplier

Create Supplier

Users who have 'Supplier Management Account Details' role can individually create new suppliers directly within Supplier Management.

Supplier Management

Supplier Management interface allows the users to view ABR and GST status of the suppliers. Under the ABR status column:

✔ Green tick indicates valid ABN and GST registered.

✖ Red cross indicates invalid ABN and GST not registered.
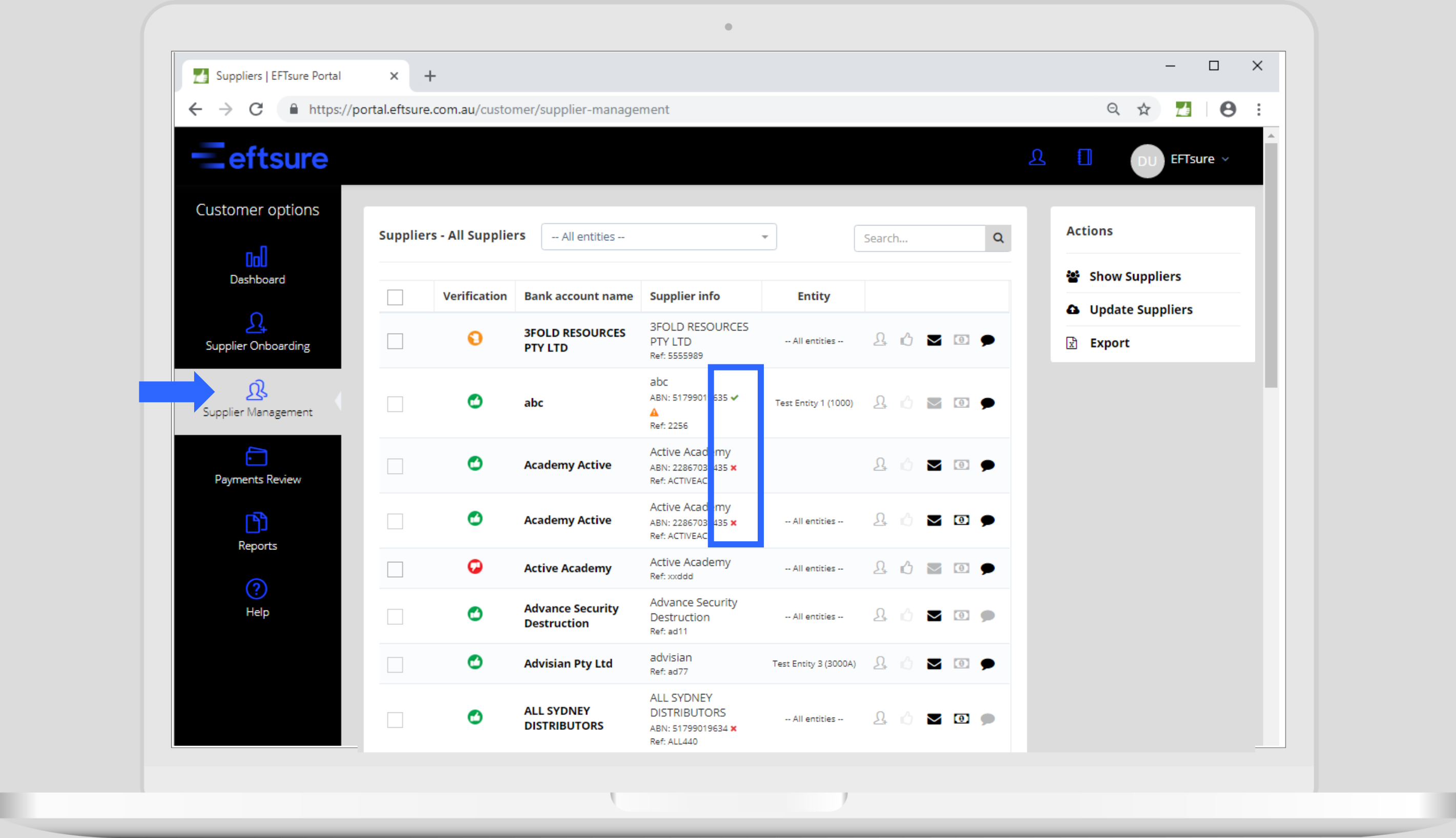
Supplier Management

Updating Supplier Email Address

Nominated email address for a supplier can be updated using the eftsure Portal's Supplier Management Functionality.

Email addresses can be added by clicking on

the ✉ icon for each supplier entry.

Supplier entries with assigned email addresses

are marked with ✉
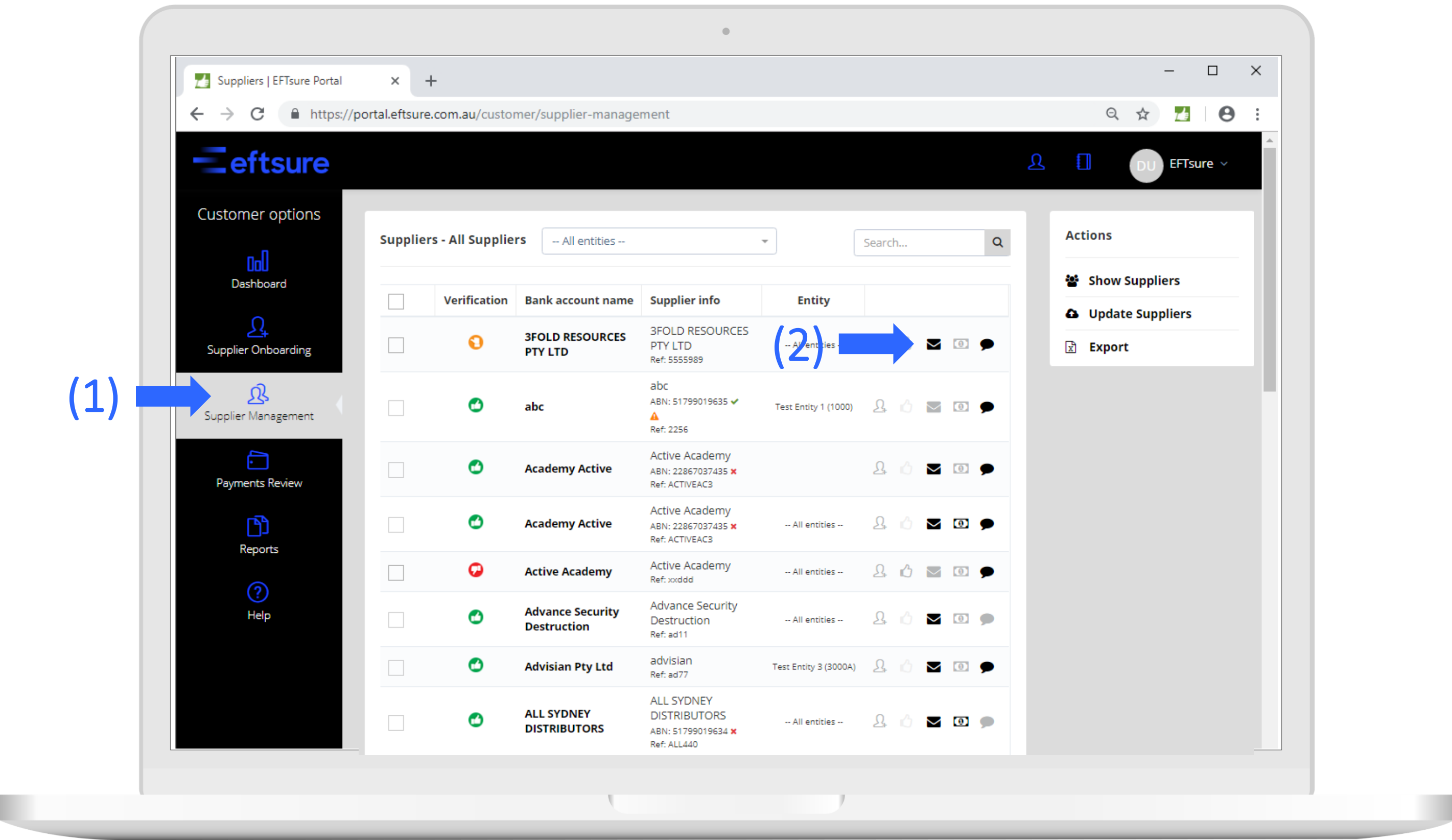
Supplier Management

Updating Supplier Email Addresses

Maintaining authorised email addresses for your suppliers ensures that the verification email will be sent to a legitimate supplier accounts contact.

Users will be informed upon email entry in case there has been previous verification requests sent to the target supplier entry.

(3) Update / Input Email Address

(4)
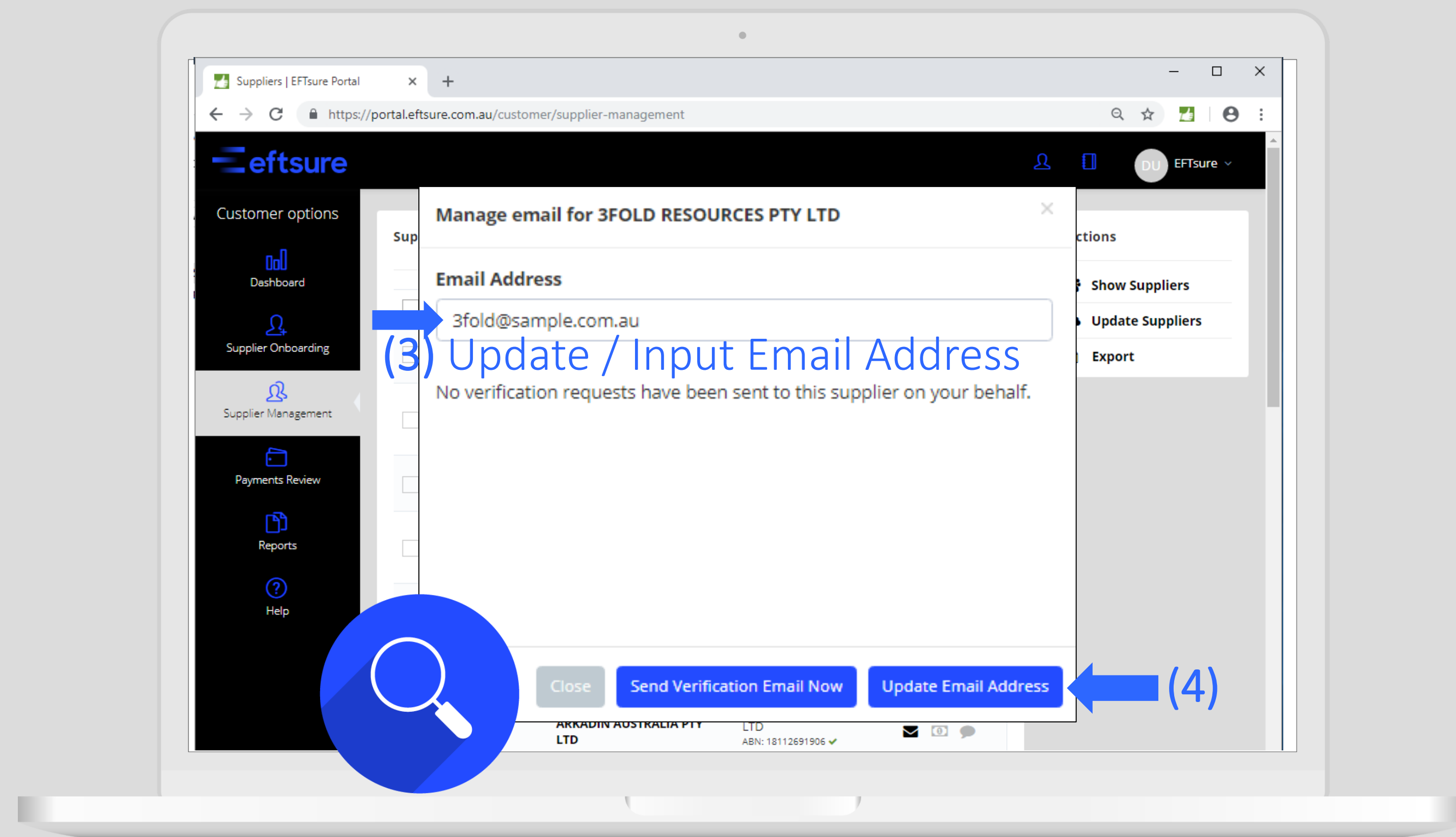
Supplier Management

Updating Payment Limit

Payment limits can be set to notify users whenever the payment amount exceeds the specified value. For cases that no payment limit is specified, the system will automatically notify the user for payments exceeding 20% more than the previous maximum payment made for this supplier. Limits are in AUD currency.

Setting amount is done by clicking [icon] and setting an amount.

Supplier Management

Adding Comments

Comments allow users to add descriptive information regarding a specific supplier entry visible to other users as well. This works well to assist maintenance users and approvers in the course of payment reviews.

Adding a comment is done by clicking [icon] ,

inputting text and posting comments.

Supplier Management

Sending Verification Emails

Users can send verification email requests to suppliers who haven't completed verification, those who advised of incorrect details thus requiring them to re-verify the recently updated supplier record to ensure accuracy.

Supplier entries should have submitted a valid email address before this feature is enabled.

Supplier Management

Self-Certification

Supplier not yet verified?

Red Statuses?

What to do?

We have been paying into this account as per their invoice (or any submitted supporting documents & bank certificates) and suppliers are indeed receiving the payments.

Accounts Payable Users may have come across supplier entries whose details are not yet verified or marked with a red thumbs.

There may be cases where the supplier has yet to complete the verification process via eftsure for a particular reason (e.g. security policies from the supplier end, prefers a different way of verifying, etc.) and that the customer's Accounts Payable Department is aware and is confident that the details they hold are correct thus they are still in Red or Orange thumbs and may be eligible for self-certification.

eftsure Portal via Supplier Management allows ADMIN users to request these suppliers to be Certified after they reviewed record as per their internal control process.

Self-Certified supplier entries are tagged with

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Supplier Management

Certification Requests

This process requires 2 or more user approvals to successfully complete certification.   The two signature process is an option which can be turned on or off.

Eligible supplier entries for self-certification are

marked with

Users may perform single self-certification or multiple / bulk self-certification requests.

Clicking   for selected supplier entries triggers the certification request.
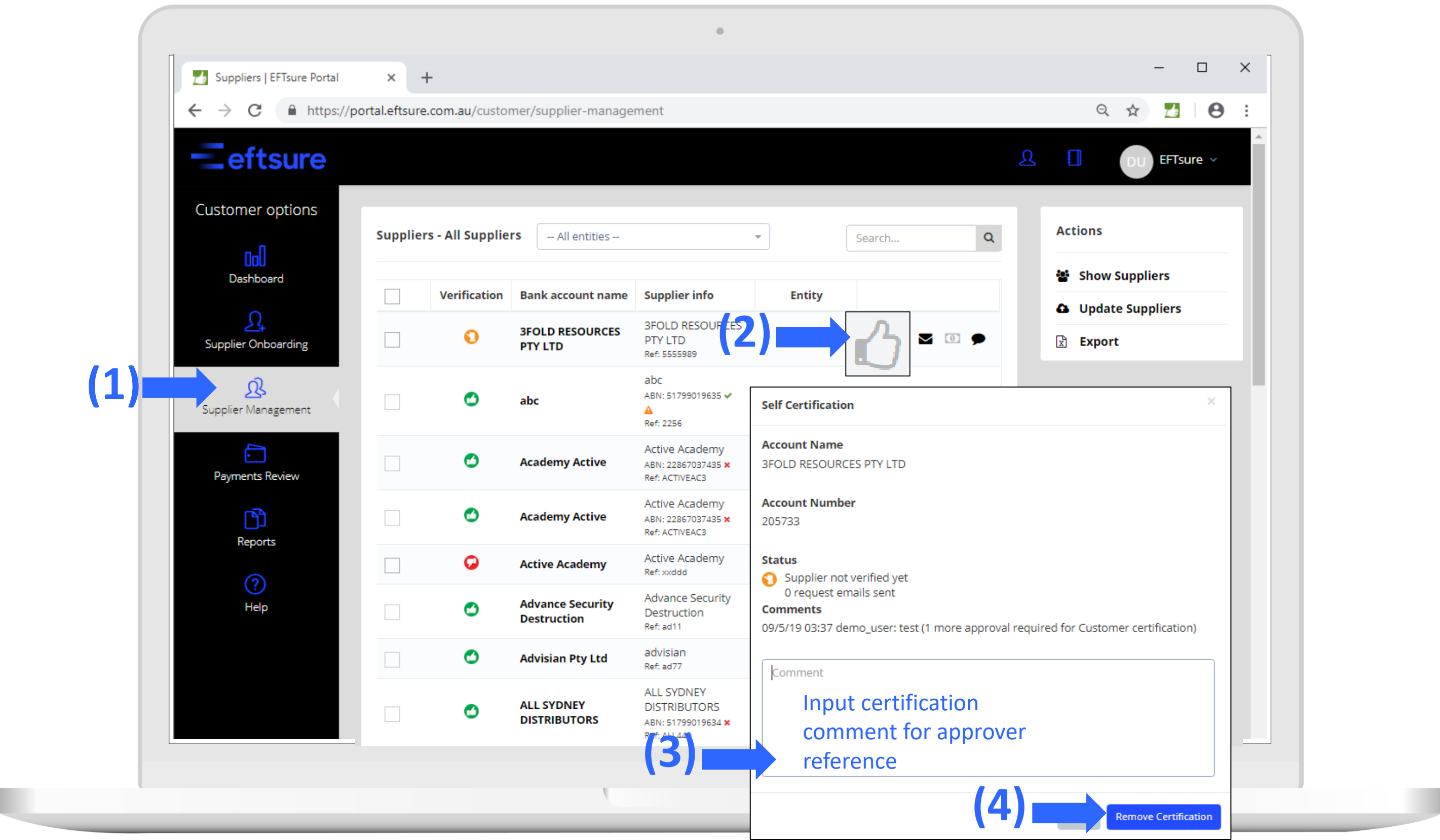
Supplier Management

Certification Approval

Once the request has been submitted for approval, other users who have the Self-Certification role will be prompted with a list of suppliers pending certification approvals under Supplier Management Screen.

To initiate approval, click 👍 and review details.

Suppliers - Pending Approval | -- All entities -- | Search...

	Verification	Bank account name	Supplier info	Entity	
☐	🔴	**Active Academy**	Active Academy Ref: xxddd	-- All entities --	👍 ✉ 💲 💬

(1) ➡

Showing 1 to 1 of 1 items — 20 ▾ items per page — << < 1 > >>

Self Certification ✕

Account Name
Active Academy

Account Number
33030303

Status
🔴 Verified Name is ACA ABC
Branch Code and Account Number are correct

Comments
23/5/19 11:10 supplier: Verified account details
23/5/19 11:07 admin231: test (1 more approval required for Customer certification)

(2) Input approver comments ➡

Comment

(3) Approve ➡

Certify | Remove Certification

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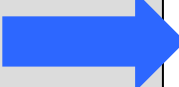
Supplier Management

Multiple Certification Requests (bulk)

Selecting multiple suppliers triggers bulk certification requests.

Clicking **👍 Certify** for selected supplier entries triggers the certification request.
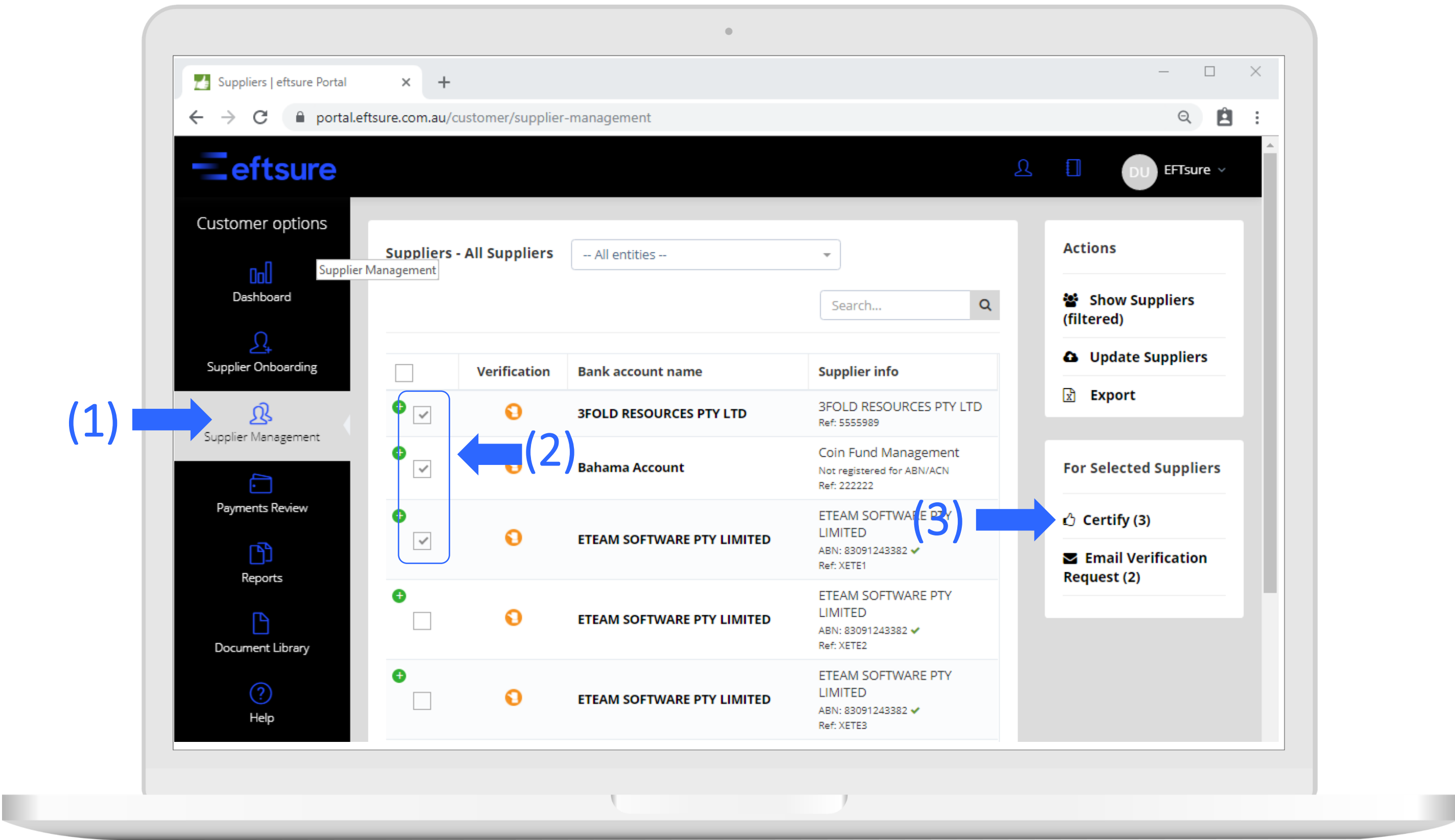
Supplier Management
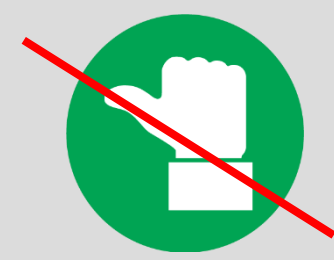
Cancelling Certification

Certified suppliers can be updated to remove certification and update the status to its previous state.

Removing certification requires Admin privileges.

Supplier Management

Change Request

If a supplier's details have changed, you may now send them a change request directly from Supplier Management. Click on the 👤 icon to show the request window.

You may also select which 'Sections to Update' on the form for the supplier to fill out.

Supplier Management

Verification Pending Status

When a change request is sent to existing suppliers the verification status will change to orange thumb status with the description 'Verification status is pending Onboarding'.

Supplier Management Tips

Red Thumb

Supplier verified account details are Incorrect
Customer needs to contact supplier, confirm new account details, update their records, update eftsure

Account name is different from verified account name
Customer to update their records and update eftsure OR Self Certify

Orange Thumb

New Suppliers or Not yet Verified
Send verification email to supplier OR Self Certify OR set to inactive if you are no longer dealing with the supplier

Green Thumb

Supplier Verified Account
Customers may opt to maintain non-account number related details such as setting limits, keeping the accounts email up to date or even add comments / descriptions to maximise portal's features.

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Top

Supplier Onboarding

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Supplier Onboarding Solution

Vendor Management Challenges

- Manual supplier onboarding and data entry takes time, is inefficient and costly

- Verifying supplier data to ensure accuracy is difficult

- Continuous data verification is required

- Changes to supplier information need to be tracked

- Alerts are required for compliance and governance

Online solution process

8 CUSTOMER Customises supplier application form

1 CUSTOMER Customises supplier application form

2 CUSTOMER Invites supplier to complete details

3 SUPPLIER Registers & completes details

4 EFTSURE Verifies supplier details

5 CUSTOMER Uploads or captures verified supplier data

6 SUPPLIER Notifies of change in details

7 EFTSURE Verifies

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Top

Supplier Onboarding

Supplier Onboarding

This functionality will streamline the process of supplier on-boarding for seamless supplier management and verification by inviting new suppliers to complete their details. Users can also access new supplier details of suppliers who have reported their details as incorrect during the verification process. eftsure then verifies the details and provides them to you for update in your system in PDF or CSV form. eftsure also has API calls available for integration. Please contact your Customer Success Manager for further information.

This feature requires Supplier On-Boarding Permissions to be provided by eftsure upon request.

Onboarding Invitations – lists down all active supplier on-boarding invitations sent and suppliers who **have** reported their details are incorrect during the verification process.

.

Onboarding Form – Specifies On-Boarding form template ideally tailored to customer's internal control process for onboarding suppliers.

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Top
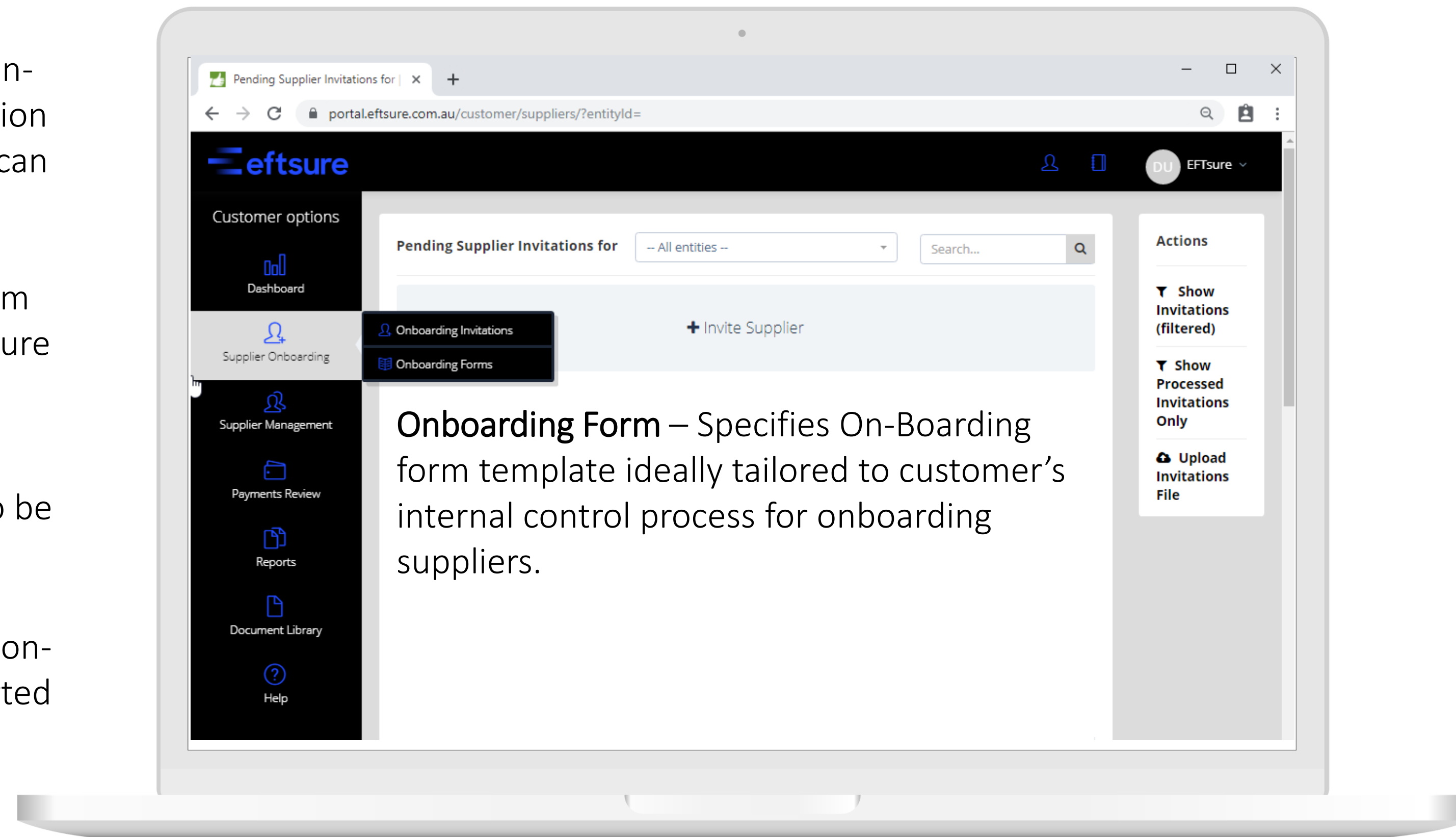
Supplier Onboarding Form Creation

Onboarding Form

Users with Supplier Onboarding role can customize the onboarding form template prior to sending Supplier Onboarding Invitations.

This template provides a default set of fields and also allows users to create customer fields to request any information which may be particular to their organisation.

Important Note:
Changes will not be available to supplier until form is Published.
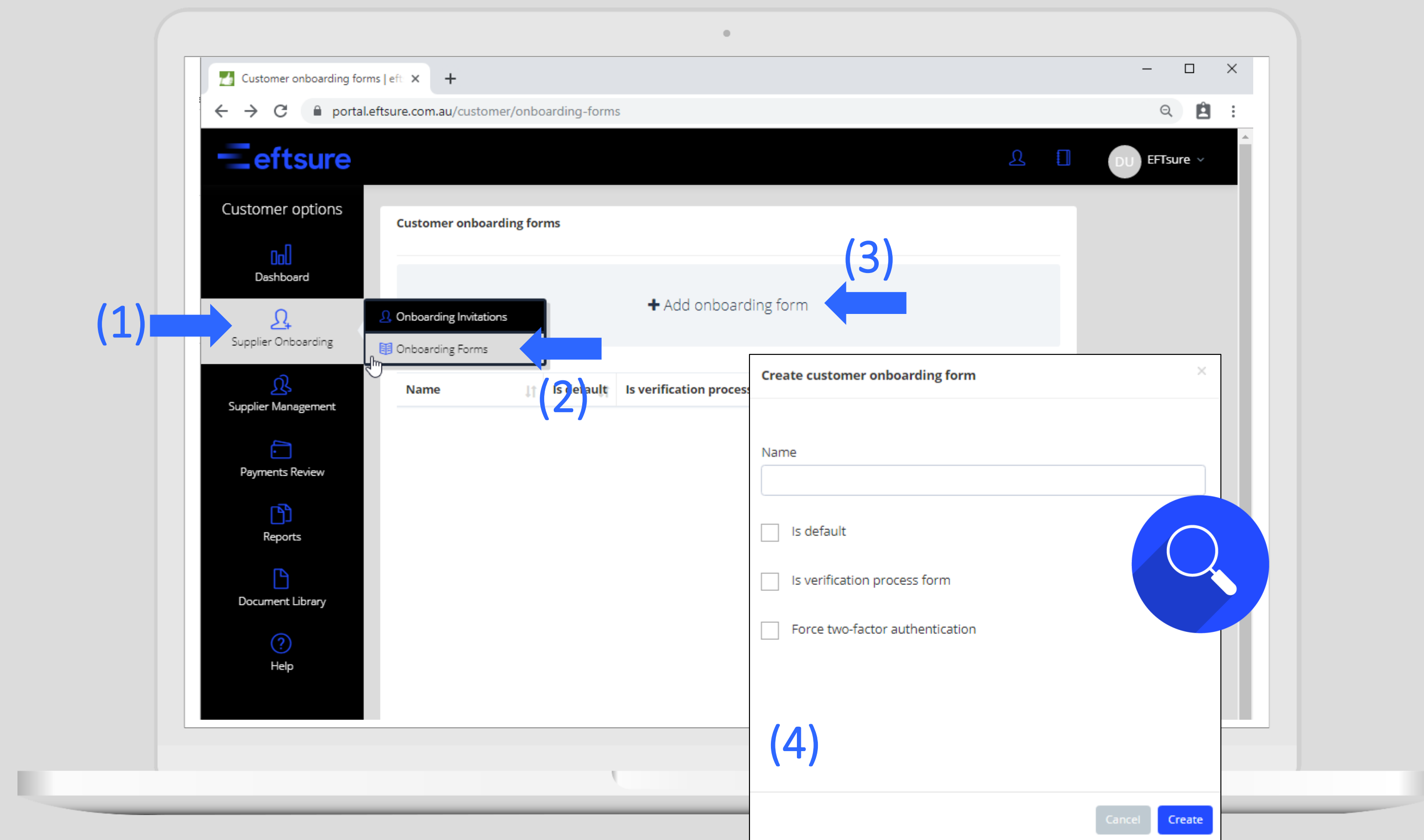
Onboarding Form and Customisations

Customise Form

+ Custom Section

+ Short Text Entry (Textbox)

+ Long Text Entry (Textarea)

+ Number Entry (Numberbox)

+ Single Selection (Radio)

+ Single Selection (Combo box)

+ Multiple Selection (Checkbox)

+ Multiple Selection (Combo box)

+ Date Entry

+ File upload

Preview · Publish

ⓘ changes will not be available to supplier until form is published.
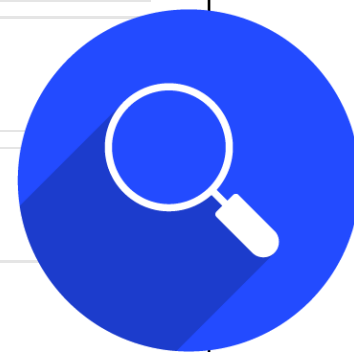
Onboarding Form

The Onboarding Form by default includes the following information to be populated by the supplier upon on-boarding request.

- Australian Business Registry Information – this includes supplier entity information to include their name, GST Registration, ABN and entity type.

- Trading Name

- Physical Address

- Postal Address

- Other Company Information – includes contact details and website information

- Payment Information – includes Bank Account Details

With respect to your internal control process, this can be tailored as per the fields you require upon supplier on-boarding.

You can drag or double click the fields on the left to the on-boarding form to add custom sections on your Supplier Onboarding Form.

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Onboarding Form and Customisations

You can **drag** or **click** the fields on the right of the onboarding form to add custom sections on your Supplier Onboarding Form. The custom section can either be Textbox for text input, **Radio** for single item selection, **Checkbox** for multiple item selection or File Upload to enable additional attachments required from your suppliers.

Customer onboarding forms | eft ✕ +

← → C 🔒 portal.eftsure.com.au/customer/onboarding-forms

☰ **Sample Custom Section** 🗑

☰ **Sample Short Text Entry** ⚙ 🗑

(Id: 2777)

☰ **Sample File Upload** ⚙ 🗑

⬇ ↺ 🗑 (Id: 2779)

Customise Form

＋ Custom Section

＋ Short Text Entry (Textbox)

＋ Long Text Entry (Textarea)

＋ Number Entry (Numberbox)

＋ Single Selection (Radio)

＋ Single Selection (Combo box)

**＋ Multiple Selection (Checkbox)**

＋ Multiple Selection (Combo box)

＋ Date Entry

＋ File upload

Preview | Publish

ⓘ changes will not be available to supplier until form is published.

Onboarding Form and Customisations

Special Formatting Instructions

The following table includes the instructions to add special formatting to the onboarding form.

Type of Formatting	Instructions	Example
Underline	Add two 'underlines' before and after text	__Underline__
Italics	Add asterisk before and after text	*italics*
Emojis	Enter colon at beginning and end of type of emoji	:smiley: :worried: :sunglasses: :confused:
Link to website	Include text to show in form in square brackets and include URL afterwards in round brackets	[eftsure](https://eftsure.com.au)

Example Editing Form

Special Formatting Examples

__Underline__ *Italics* :smiley: [eftsure](https://eftsure.com.au)

Example Previewing Form

Special Formatting Examples

Underline *Italics* 🙂 eftsure

Inviting Suppliers

Supplier Invitation

Once your onboarding template has been published you may now invite your suppliers.

Inviting suppliers enables them to complete their details & undergo a 2-Factor SMS Authentication.

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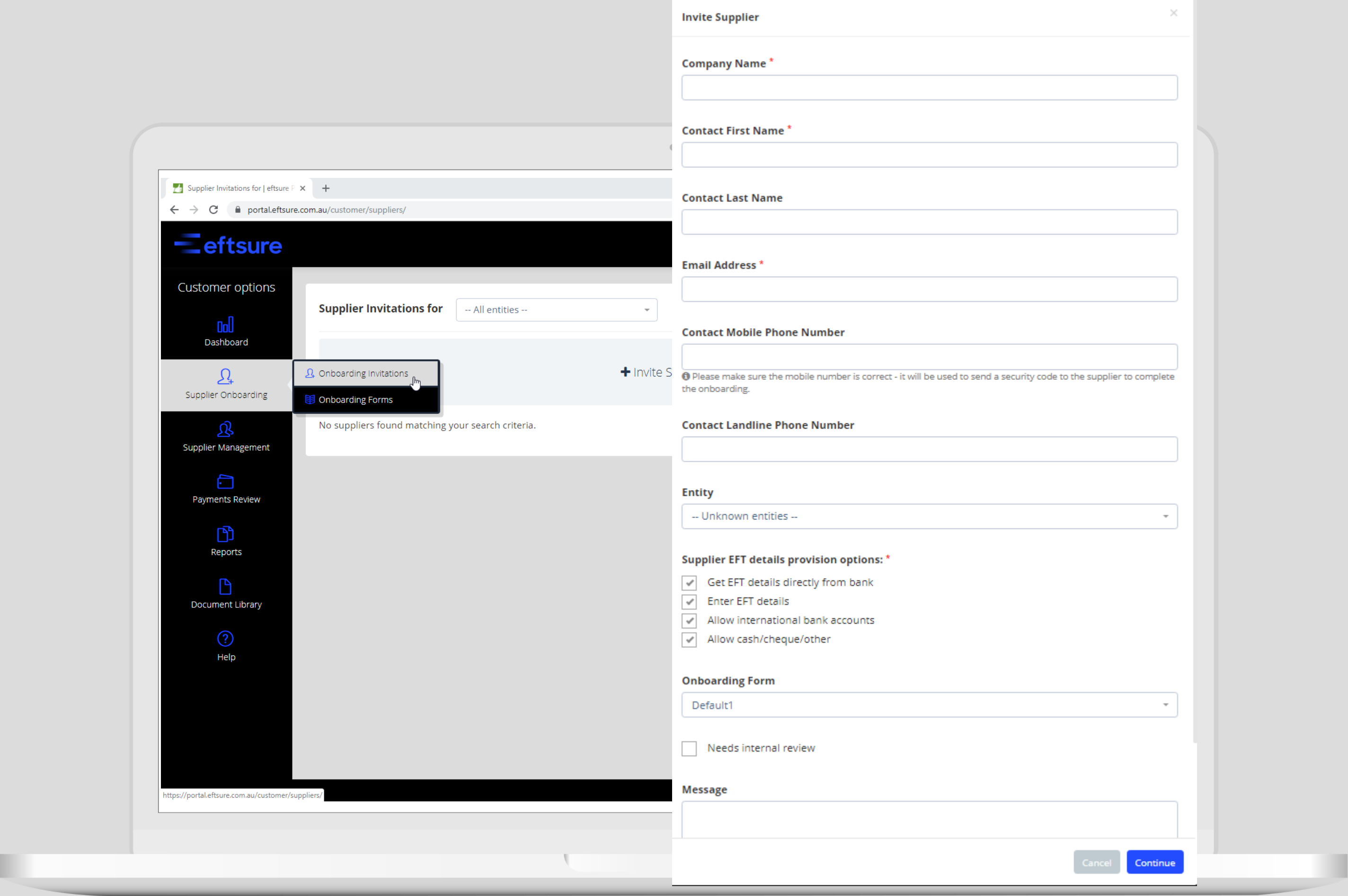
Inviting Suppliers

SMS to suppliers

If a mobile number is provided while sending the onboarding invite / Change request below text message can be sent to the vendor automatically to encourage them to complete the form. This is a configuration and is not sent by default. Please contact eftsure if you would like to set this up for your organization.

"eftsure in conjunction with the Company Name have emailed you an onboarding invitation to confirm your bank details. It is noted that the Company name cannot raise payment to suppliers without this process being complete. Please call [customer] on [xxxxxxxxxx] should you require further clarification of this process."

Inviting Suppliers

Input Fields :

Input fields can be added to the form by using '#' in the '**Message**' section.

Eg: **#INVOICENUMBER**

You can enter the values in the input field which will be populated in the message.

To save the template for future use click on '**Would you like to save this message as a template?**'
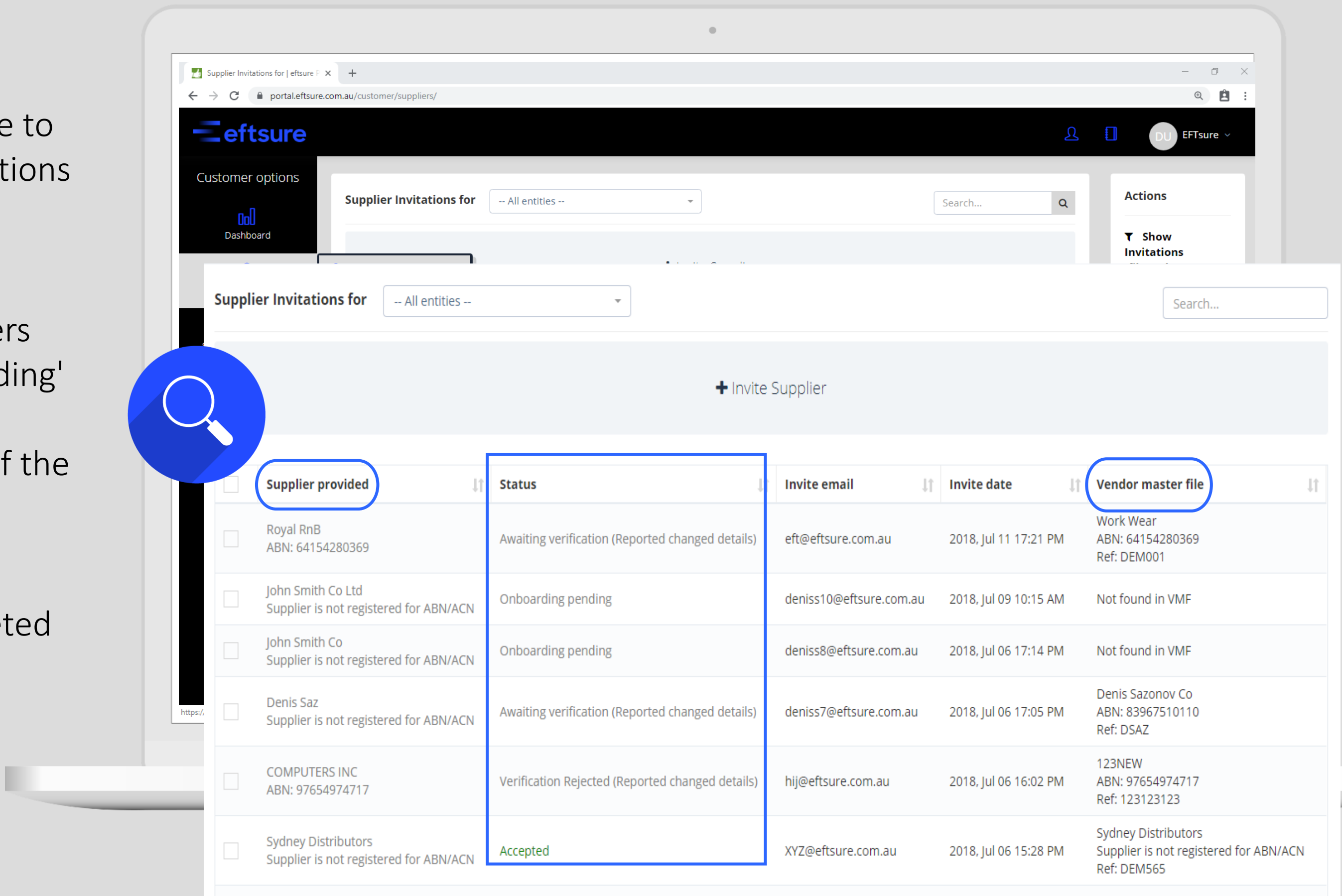
Managing Invitations

Active Invitations

Users with access to the Supplier Onboarding Functionality will be able to track the status of invitations they have sent on the Onboarding Invitations Page. This is accessed by navigating to Supplier Onboarding Menu > Onboarding Invitations.

In addition to this, users can access updated account details of suppliers who have reported their details are incorrect. In the 'Supplier Onboarding' section, the Supplier Name and ABN entered by the supplier when completing the form is shown under the heading 'Supplier Provided'. If the supplier already exists in the VMF and is completing the verification process, Name, ABN and Reference code from VMF will be displayed.

Supplier Onboarding with Accepted status are those that have completed the onboarding process and whose details have been reviewed and Approved by the Reviewer.

Managing Invitations

Awaiting SMS code Entry

This status reflects an onboarding entry whose supplier has already begun the onboarding application but has yet to complete the required SMS Code Entry.

The onboarding process utilises 2-factor authentication which requires the invited supplier to input a code sent to their mobile number upon their request to submit the updated onboarding form back to the requesting customer.

Clicking an entry triggers invitation management and entitles the user to perform specific actions with the entry like resending invitation, etc.

	Supplier	⇅	Status
(1) →	AARON DELL PTY LTD		Awaiting SMS code entry
	PROCQ PTY LTD		Accepted
	AAA Supplier		Onboarding pending
	7NEWS		Please review

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Managing Invitations

Onboarding Pending

This status reflects an onboarding entry whose supplier has yet to initiate the onboarding process by creating a supplier account

Clicking an entry triggers invitation management and entitles the user to perform specific actions with the entry.

Users can **Cancel** onboarding request OR "**Resend the Invite**" to trigger resending of the supplier onboarding request to nominated supplier contact.

	Supplier	Status
☐	AARON DELL PTY LTD	Awaiting SMS code entry
☐	PROCQ PTY LTD	Accepted
(1) ☐	AAA Supplier	Onboarding pending
☐	7NEWS	Please review

Onboarding Status: Onboarding pending

Back Cancel invitation

Actions

- 📄 **Csv Export**
- 📄 **Pdf Export**
- ☁ **Xero Export**
- ✉ **Show/Resend Invitation**
- 🗑 **Delete Invitation**

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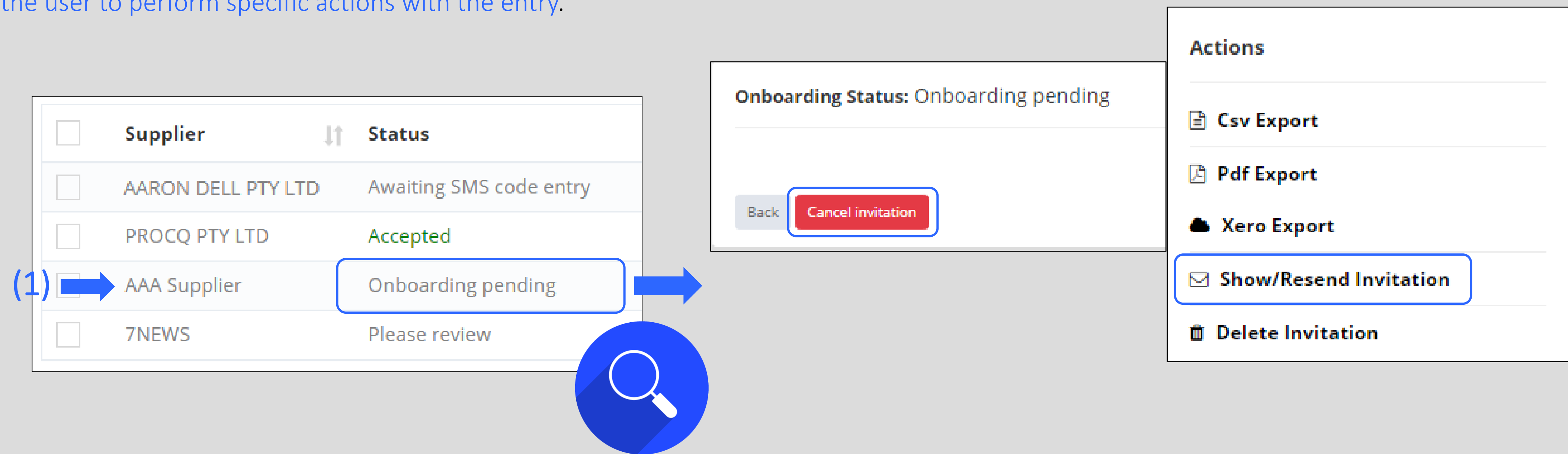
Managing Invitations

Delete Supplier Onboarding Invitations

Users can delete supplier onboarding invitations by clicking on an invite and click on delete invitation as shown below:

Managing Invitations

Onboarding Review and Approval

Review phase reflects on-boarding phase for an entry whose supplier has initiated onboarding, completed onboarding form update and requested form review to the requesting customer.

| Reject | Incomplete | Accept |
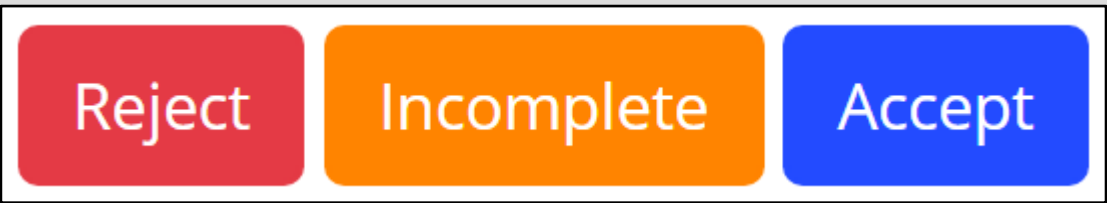
Managing invitations that have a status of "Please Review" requires the user to either "**Reject**", "**Accept**" or tag the updated on-boarding form with "**Incomplete**" details thus returning to the supplier to fill-in the missing information.

All onboarding invitations must be reviewed and accepted to complete the process.

Clicking an entry triggers invitation management and entitles the user to perform specific actions with the entry

	Company name ⇅	Status
☐	**Company ABC** Not registered for ABN/ACN	Please review (sms code not entered)
☐	**New onboarding** Not registered for ABN/ACN	Incomplete

(1)

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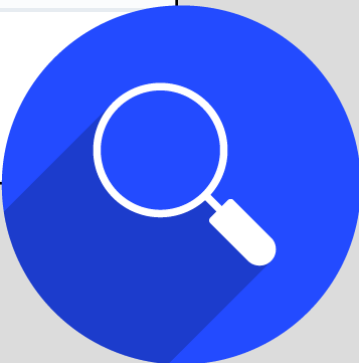
Managing Invitations

Awaiting Verification (Reported Changed Details)

Users can send verification emails to suppliers who have not verified yet. If the supplier reports that the details you have on record are incorrect and provides the updated account details, 'Awaiting verification (Reported Changed Details)' status will be displayed. The thumb will turn to red in Supplier management when the supplier reports details as incorrect.

The status will be updated to 'Please Review' when eftsure has completed the phone verification.

By clicking on the supplier details you will be able to access the changed account details. Only after you have accepted the verified details the thumb will turn to green in 'Supplier Management'

Clicking an entry triggers invitation management and entitles the user to perform specific actions with the entry like Accepting new details, etc.

Supplier provided	Status
Royal RnB ABN: 64154280369	Awaiting verification (Reported changed details)
John Smith Co Ltd Supplier is not registered for ABN/ACN	Onboarding pending
John Smith Co Supplier is not registered for ABN/ACN	Onboarding pending
Denis Saz Supplier is not registered for ABN/ACN	Awaiting verification (Reported changed details)

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Managing Invitations

Invitation Reviews

On the course of the onboarding process for entries whose suppliers have already initiated the form updates or has already requested form review, the user may opt to generate a document in the following formats.

- CSV (delimited file)

- PDF

Generating details in these formats enables ease of review and easy update of the details or incorporation to the customer's accounting system once it has been Accepted.

Clicking an entry triggers invitation management and entitles the user to perform specific actions with the entry.

Actions

➡ 📄 **Csv Export**

➡ 📄 **Pdf Export**

	Company name ↕	Status
☐	**Company ABC** Not registered for ABN/ACN	Please review (sms code not entered)
☐	**New onboarding** Not registered for ABN/ACN	Incomplete

(1) ➡

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Managing Invitations
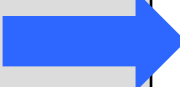
Exported Onboarding Form

CSV File
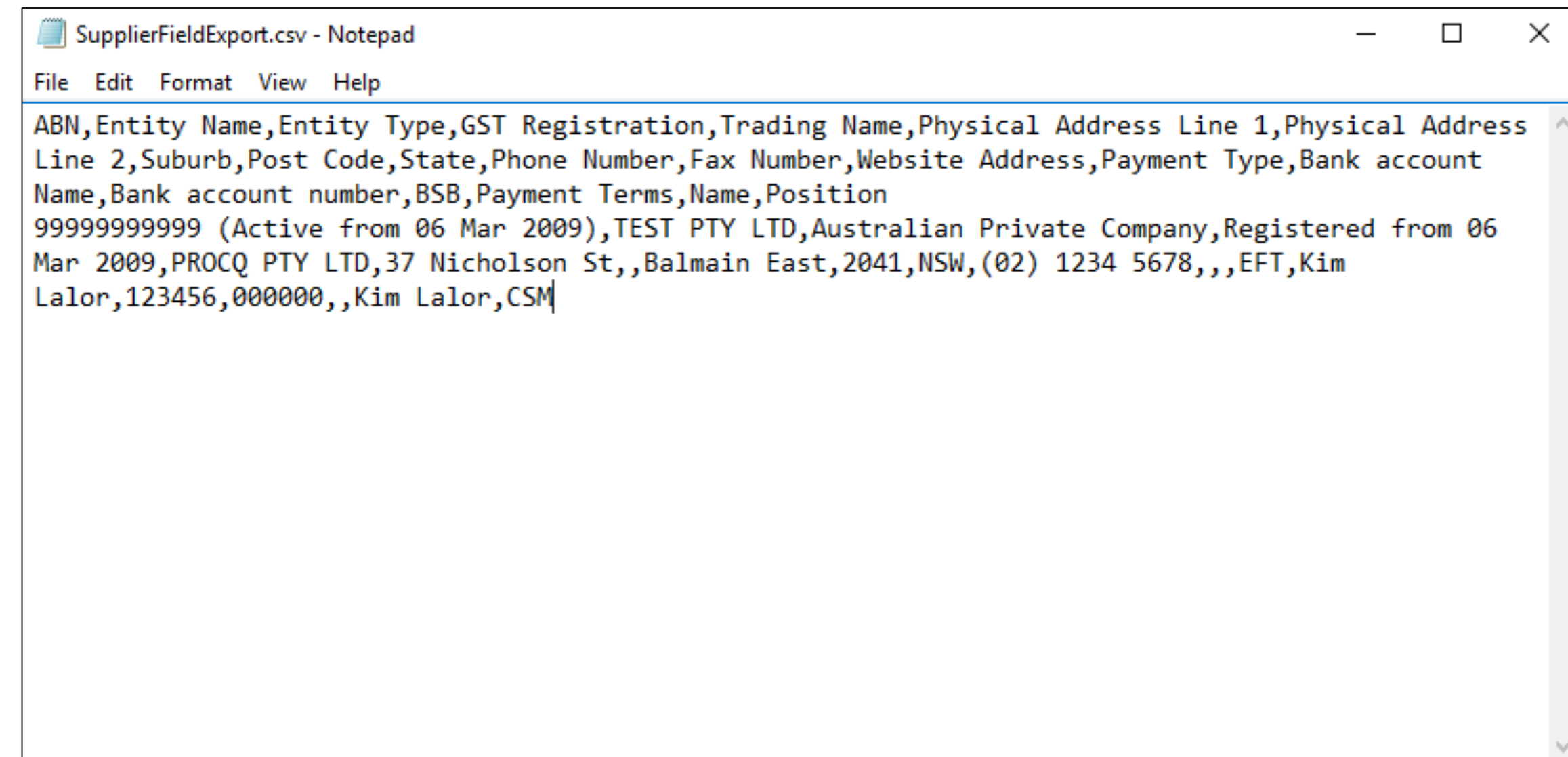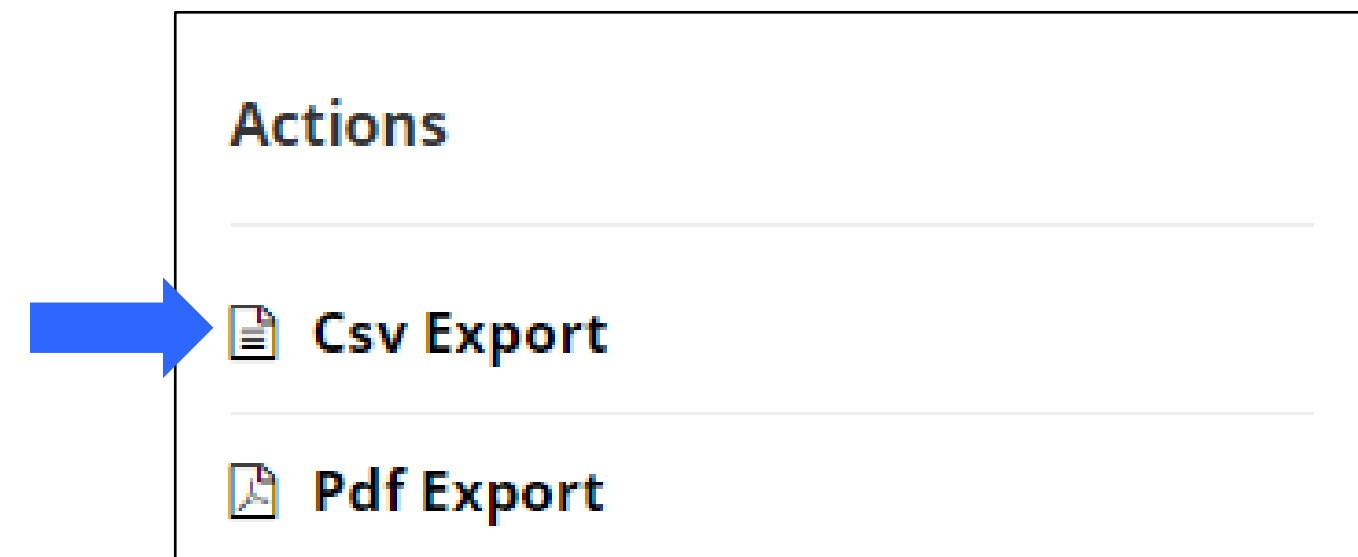
Managing Invitations

Exported Onboarding Form

PDF

Actions

📄 Csv Export

📄 Pdf Export

---

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Company ABC
ENTITY: Test Entity 1 (1000)
SMS CODE NOT ENTERED - No Customer Supplied Number

TRADING NAME INFORMATION

MAIN TRADING NAME
Company ABC

SUPPLIER REFERENCE
2256

PHYSICAL ADDRESS

PHYSICAL ADDRESS LINE 1
NEW ADDRESS

OVERRIDE_PHYSICAL_ADDR_2
-

CITY / SUBURB
Suburb

POST CODE
2000

STATE
NSW

TEST HEADER
Australia

OTHER COMPANY INFORMATION

LANDLINE PHONE NUMBER
-

FAX NUMBER
-

WEBSITE ADDRESS
-

MOBILE PHONE NUMBER

-

COMPANY REPRESENTAT

NAME
Test

REPRESENTATIVE LAST NAME
test

REPRESENTATIVE POSITION
test

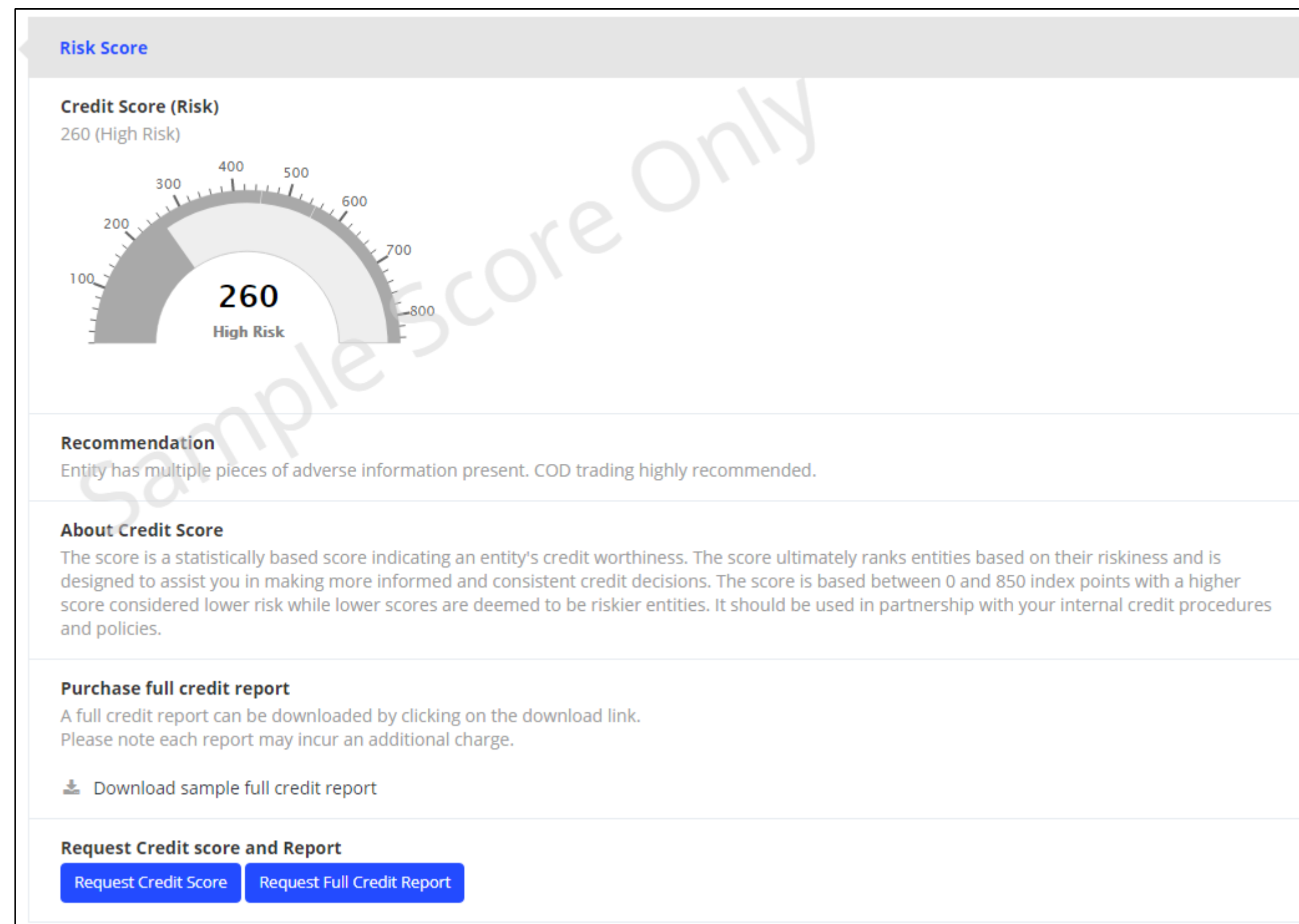
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Managing Invitations

Credit Score (Risk)

The Supplier Onboarding Form includes **Credit Watch Information**. Users will be able to see their supplier's credit score on the eftsure Portal. Credit score indicates an entity's credit worthiness. The score is based between 0 and 850 points. Higher score is considered lower risk and lower scores are deemed to be riskier entities. This is designed to assist users in making informed decisions.

Supplier Onboarding – Document Upload

Customers can now upload documents like invoices to be used a reference when inviting a supplier for onboarding.

In the form, you can upload a new file, or select a previously uploaded one.

Please note that the files uploaded in the form are not sent to the suppliers.

Existing Documents

Select previously uploaded file

Document Title		Expiry Date	
○ Test File		-	
○ test55		-	
○ test6		-	
○ Text		-	

Showing 1 to 4 of 4 items

< 1 >

Cancel   Select

Additional information (Internal use only) This will NOT be sent to the supplier

Invoices
Please do not send to suppliers

Upload new file   Select previously uploaded file (2)

(1)

Cancel   Continue

Document Upload

Upload new file

Title

Expiration Date

ⓘ Entering an expiration date here will trigger emails to yourself and customer notifying you that this document is about to expire or has expired. If this is not relevant please leave blank.
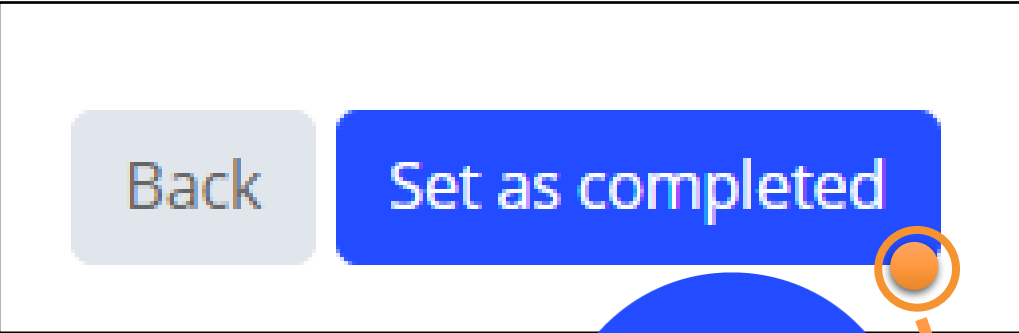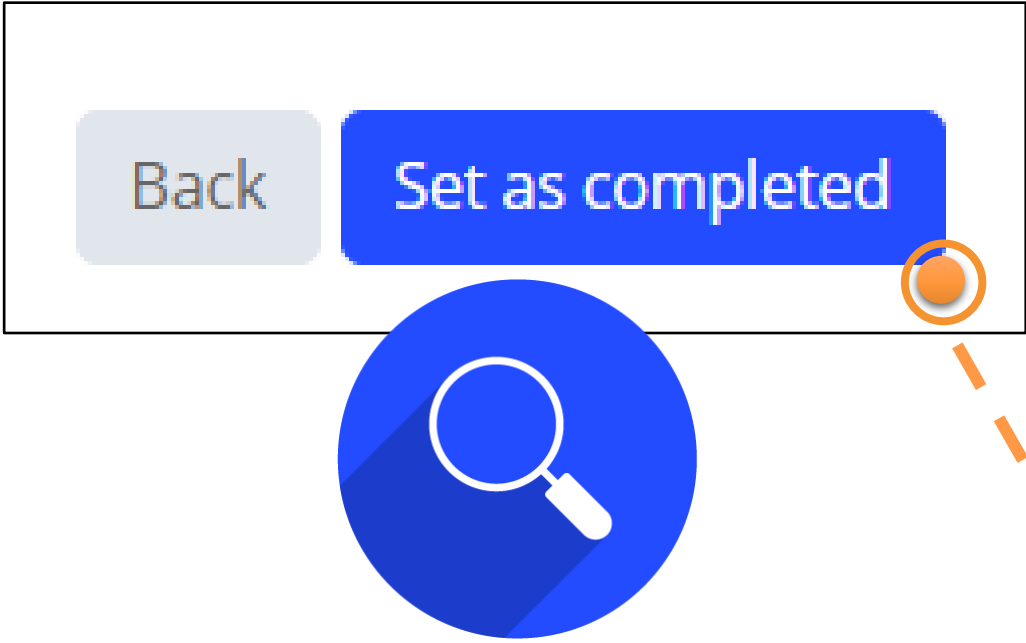
File

Select file

Cancel   Upload

Supplier Onboarding – Set as Processed
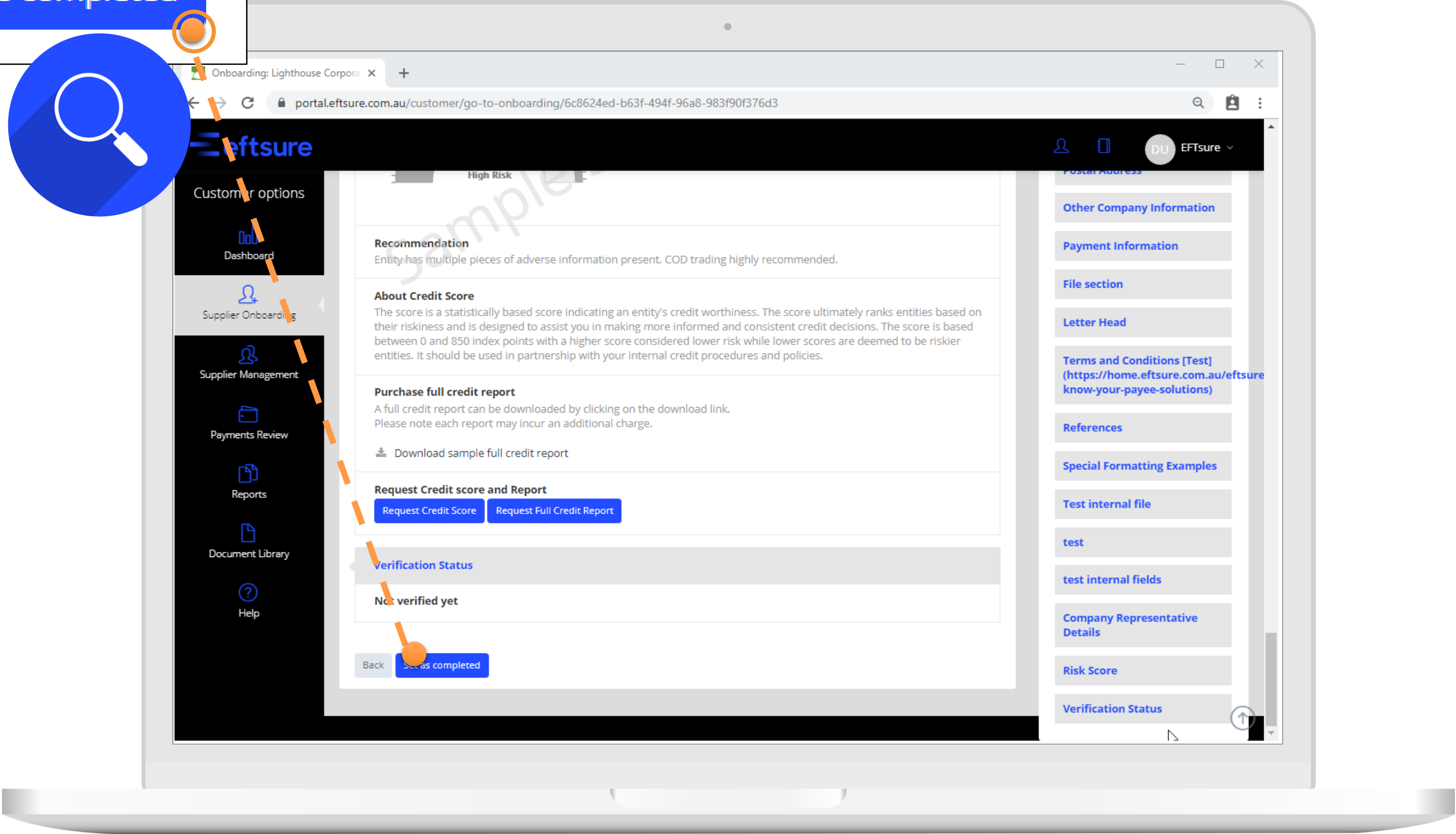
Accepted onboarding requests can now be tagged as **processed** by clicking on the "Set as completed" button.

Supplier Onboarding – Set as Processed

Accepted onboarding requests can now be tagged as **processed** by clicking on the "Set as completed" button.

You may also filter the list of processed onboardings and export them.
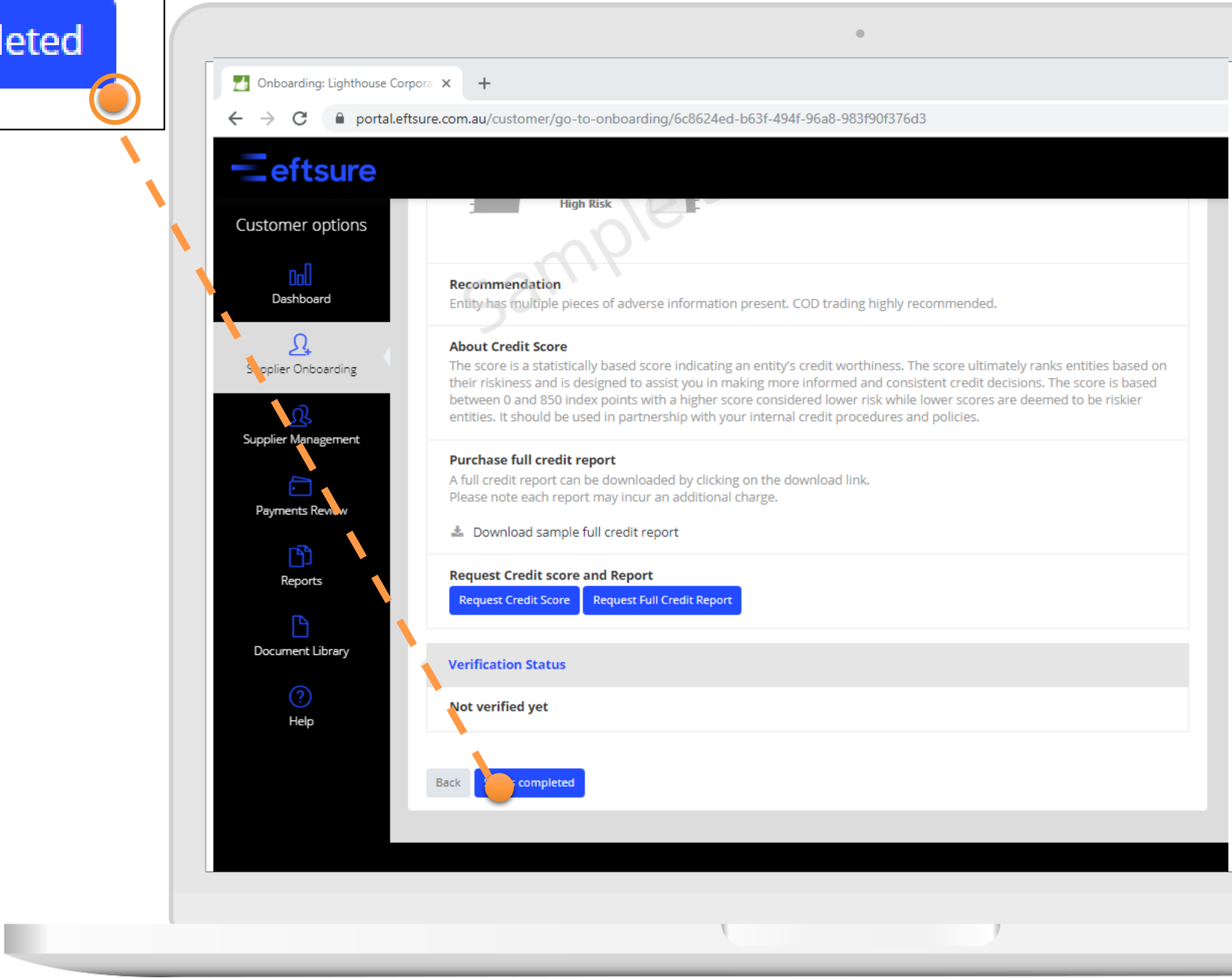
Supplier Onboarding – International Suppliers

The Supplier Onboarding supports capture of International Supplier details.

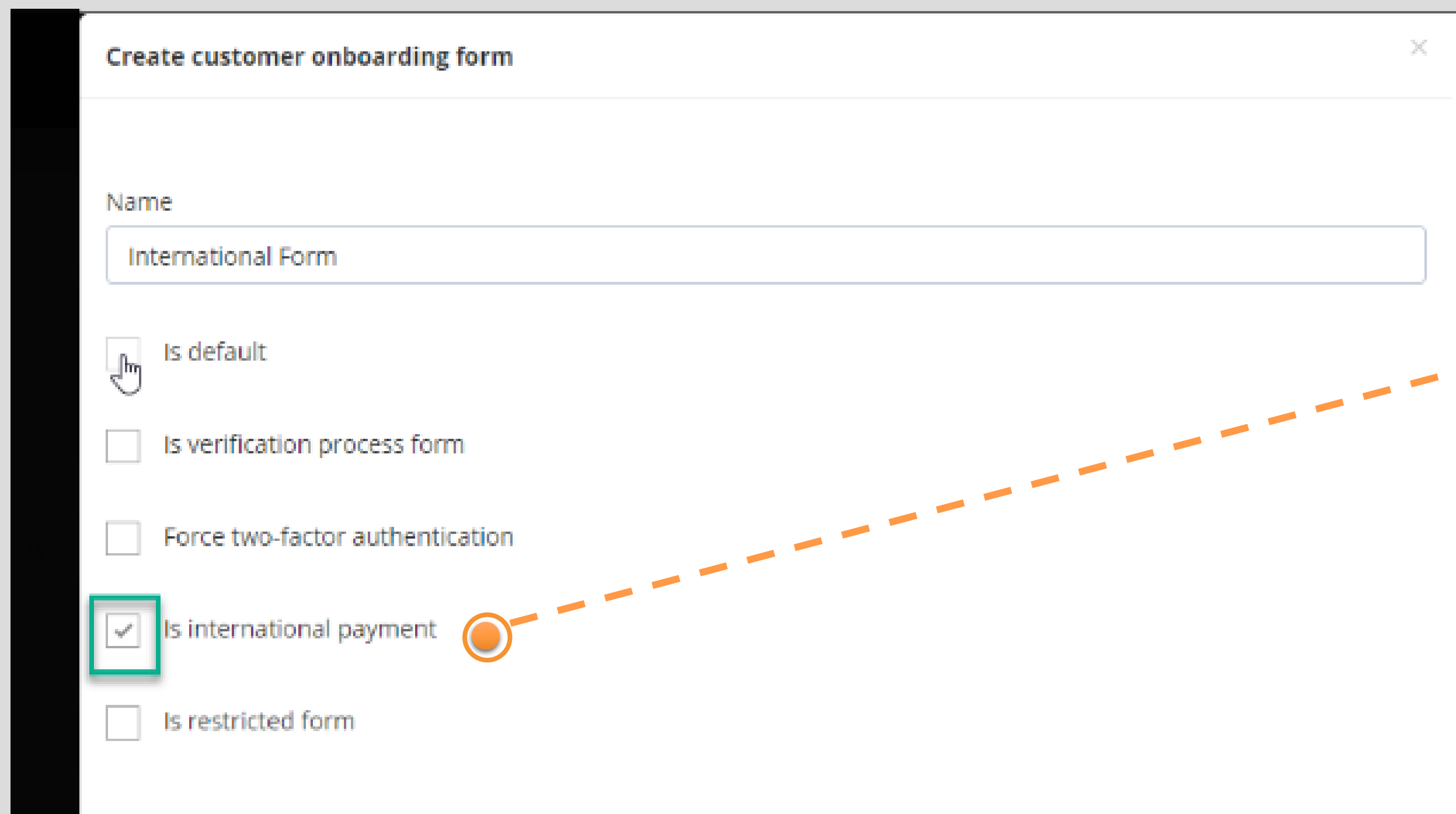New filtering options have been added, allowing customers to filter by domestic or international suppliers.

Supplier Onboarding – International Module

Customers who have the international module configured in their set up can onboard their international suppliers via the portal and have eftsure verify the payment details. The process from our customers' perspective will be similar to when onboarding domestic suppliers but with a few slight differences which are outlined in the following pages.
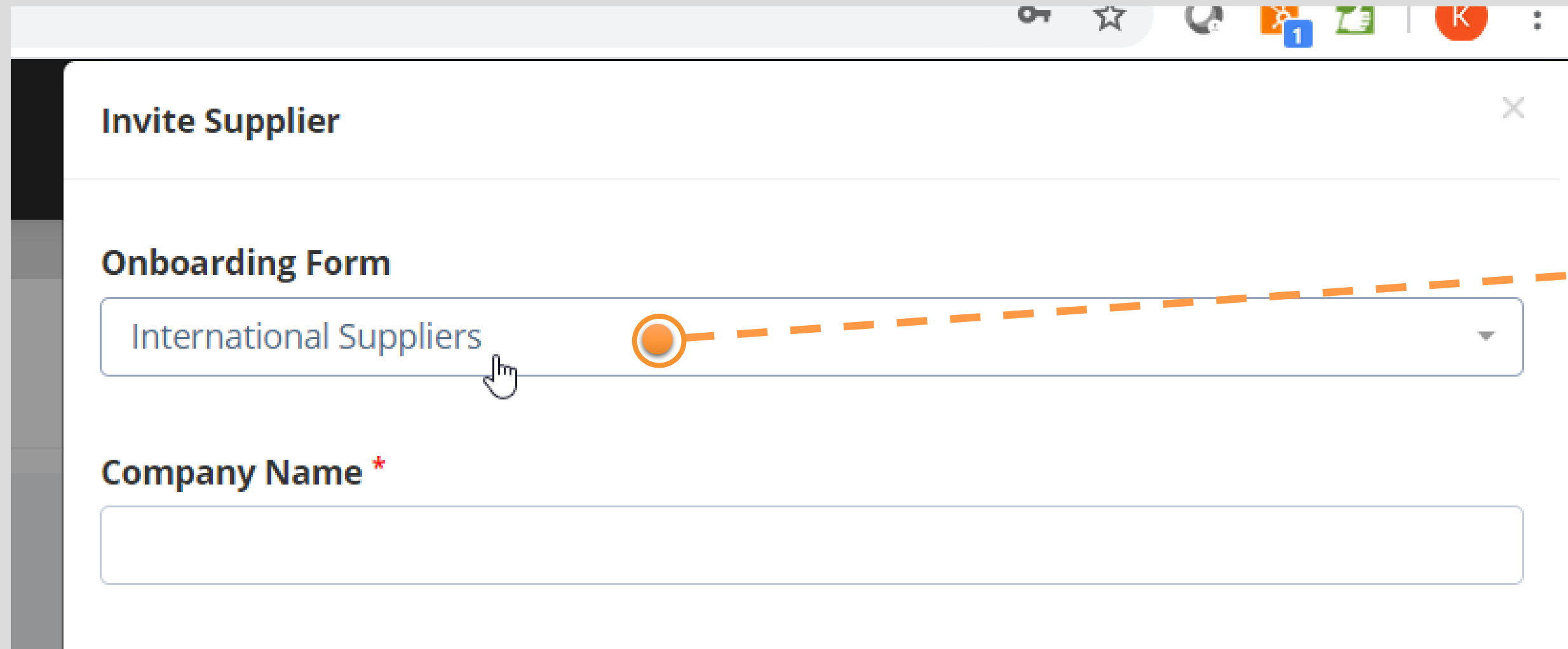
Users will need to create a separate onboarding form to invite international vendors to onboard. When creating the form the option 'Is international payment' needs to be selected.

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Supplier Onboarding – International Module (cont.)

Customers send off the onboarding invite to the international supplier, making sure the international onboarding form is selected. The remainder of the process to onboarding International Suppliers is the same as for domestic suppliers. Once the invite has been sent, the supplier logs in, completes the details and eftsure will phone the supplier to verify the details.

Select the form which has been created for International Suppliers

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Supplier Onboarding – International Module (cont.)

International suppliers are presented with additional fields to complete The additional payment fields below will be activated for the supplier to complete.

Address details completed by suppliers

Additional International bank account fields provided for supplier to complete based on their Country of Bank and Country Specific Account Code Type selected.

Dashboard

The dashboard includes graphical information about verification status and payment histories. Clicking a graph data will route you to bounded information (e.g. "Review" bar will route you to suppliers who verified with incorrect details.)
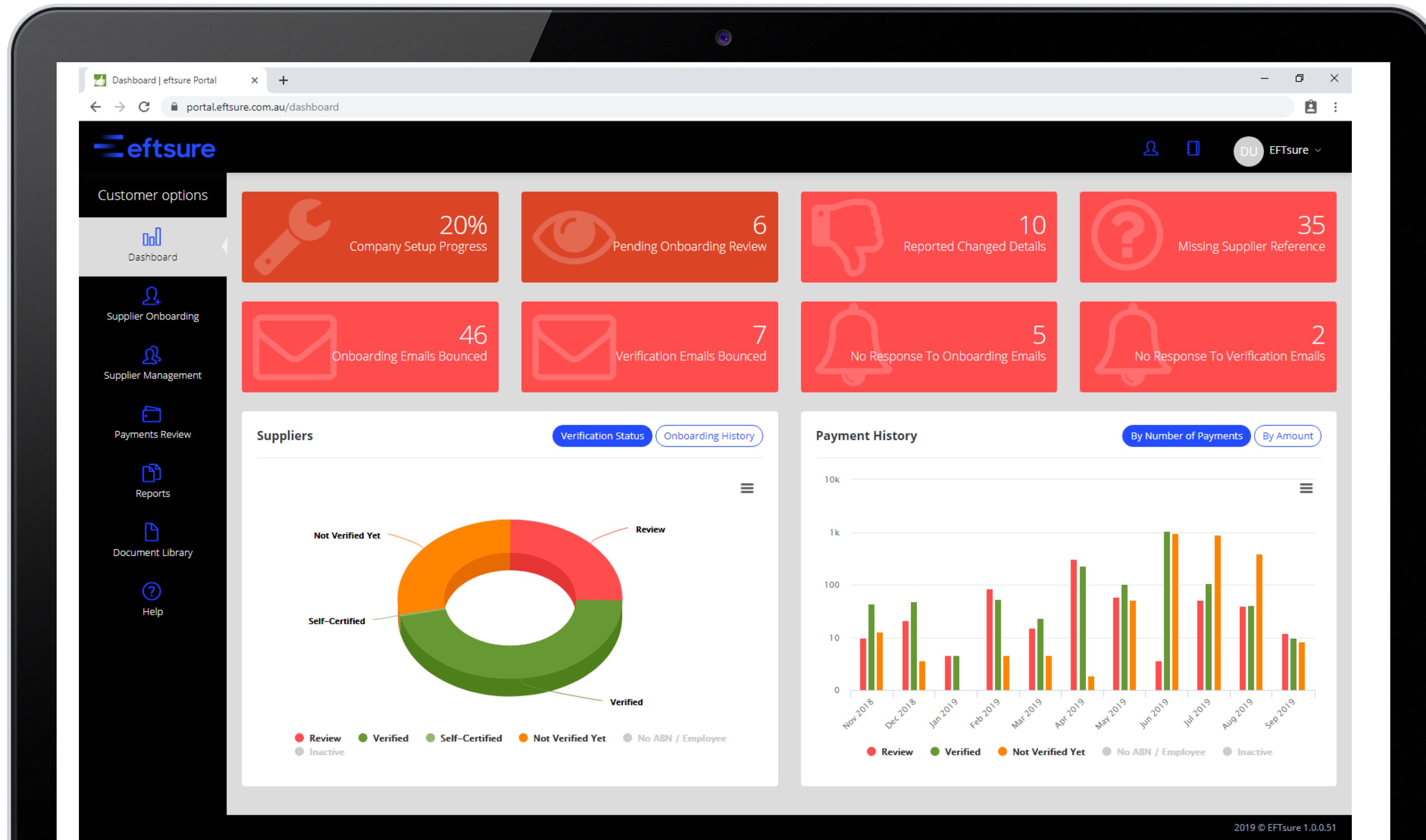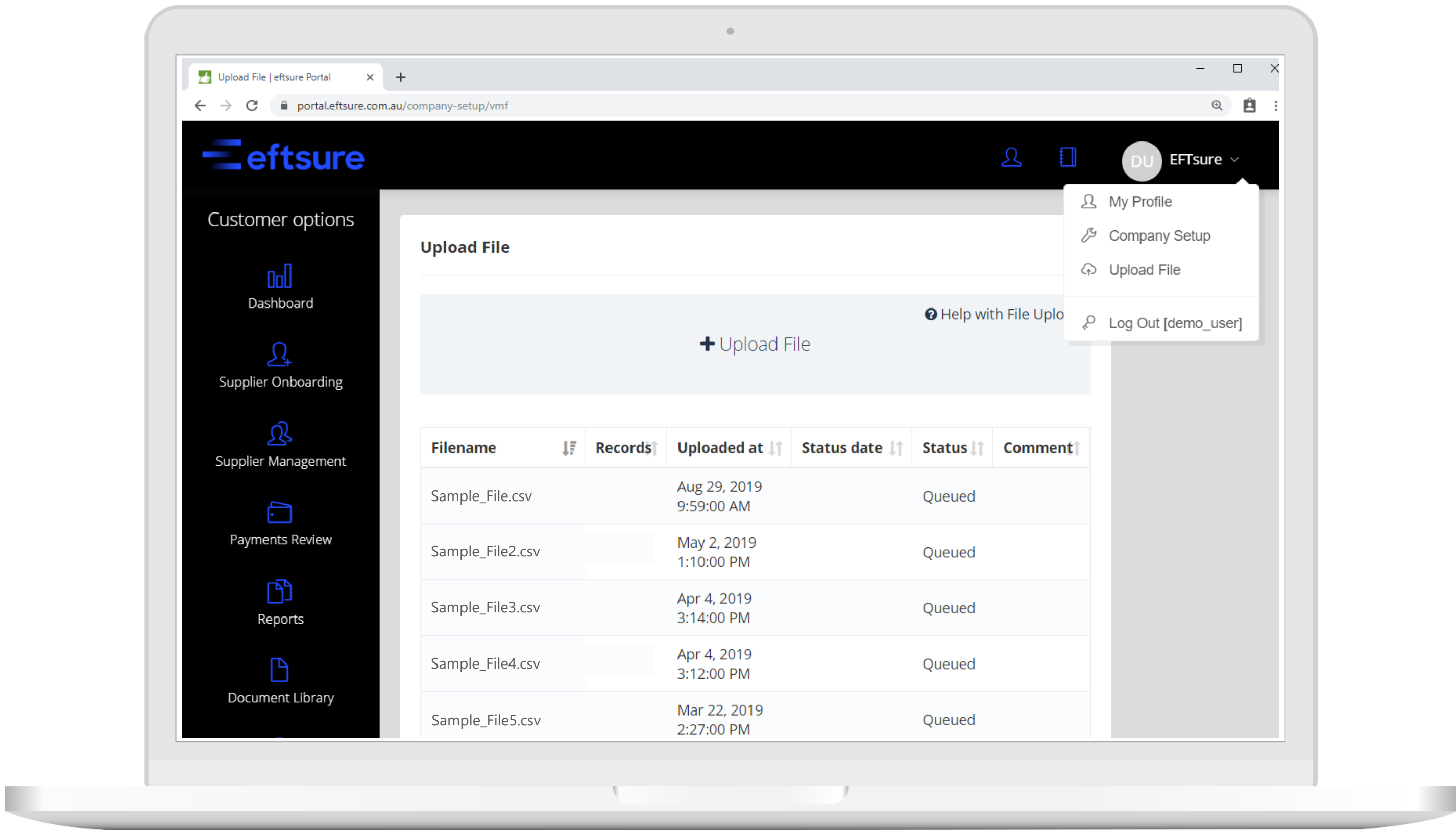
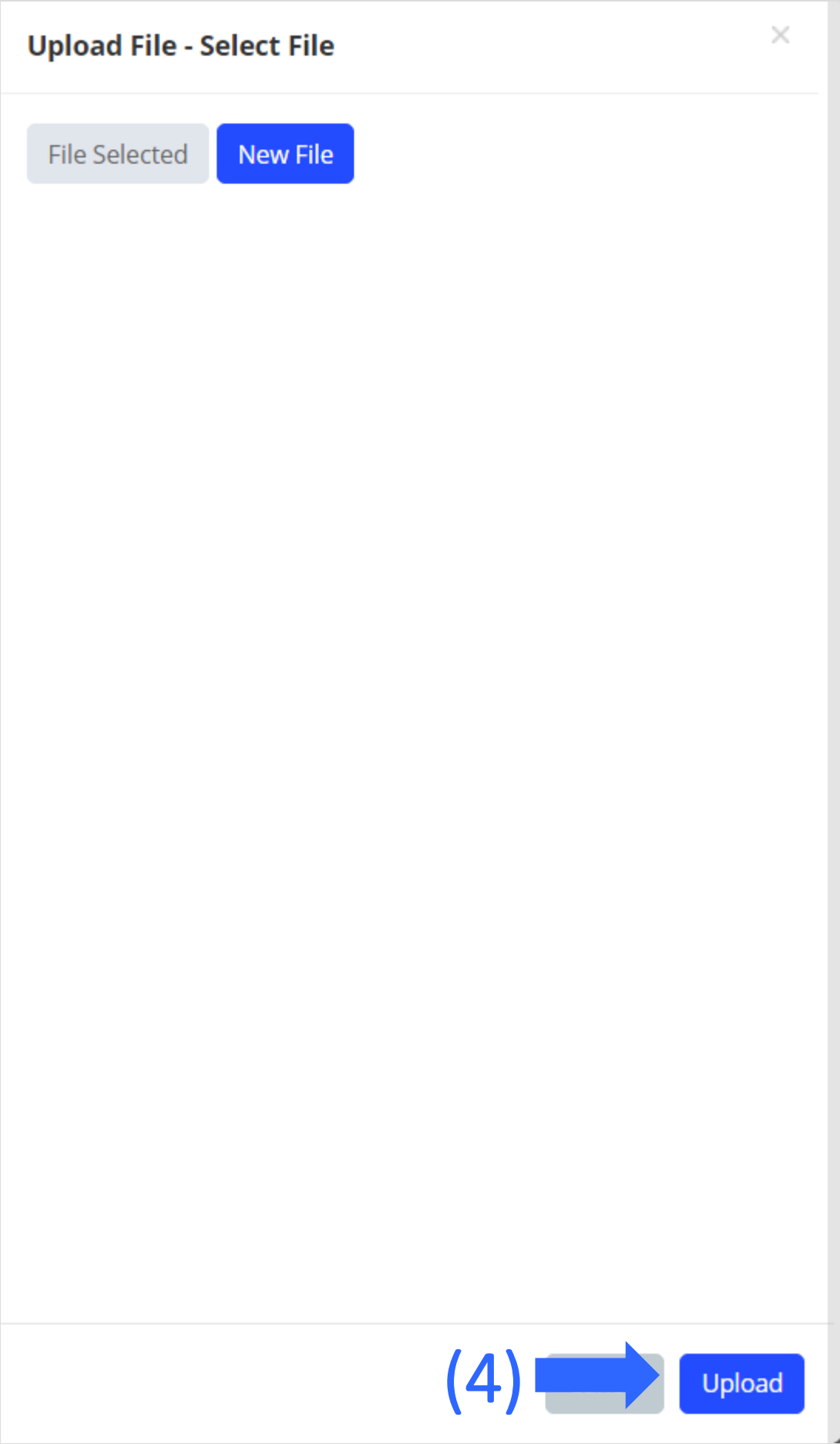# Company
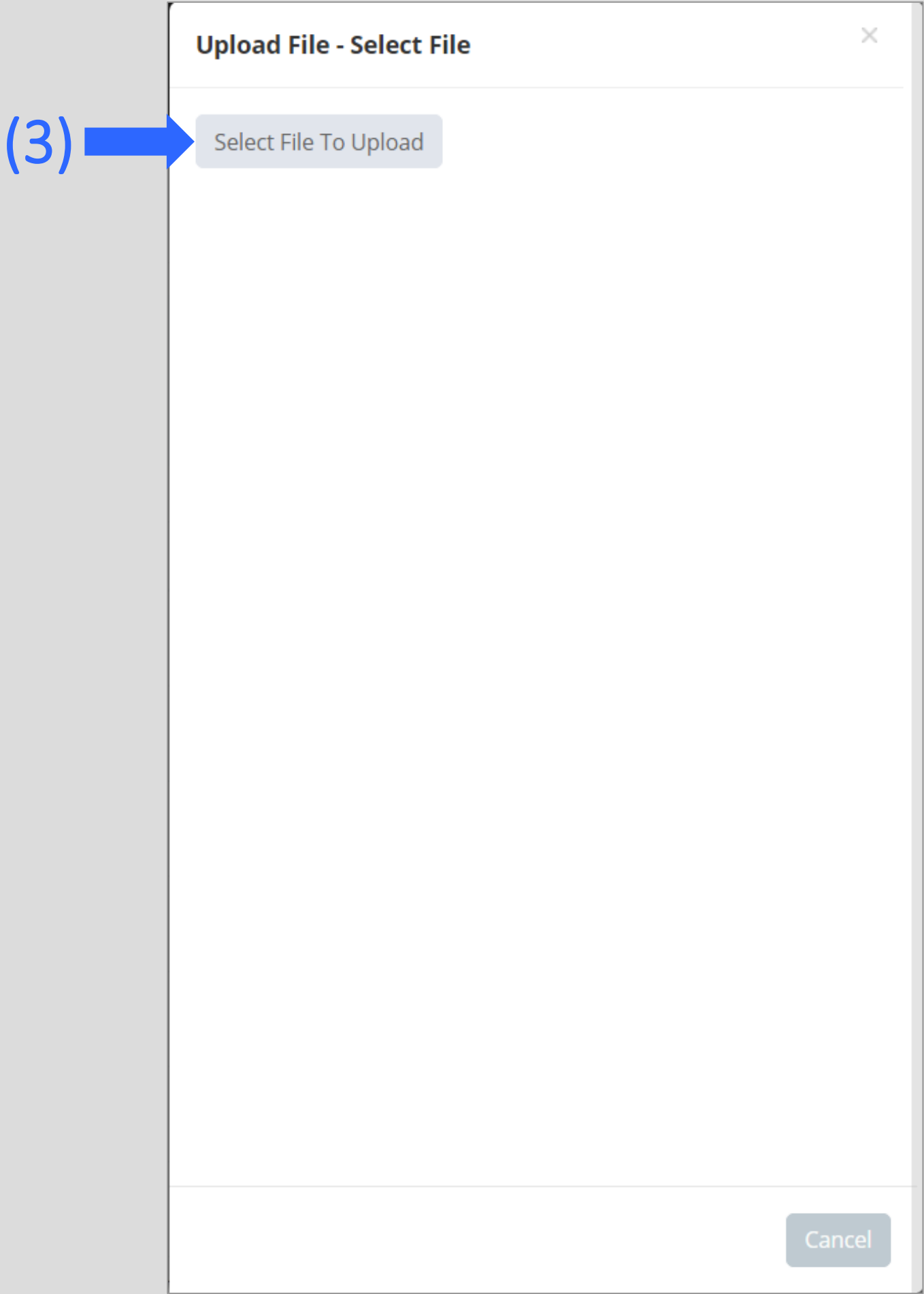# Administration

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Company Administration

VMF Upload

To send your VMF or a new list of suppliers to eftsure you can upload it using 'Upload File' feature on the portal. Once you have sent it through to eftsure we will import it to our database. This feature will allow you to securely send VMFs without having to email.

Company Administration

Upload File - Select File ✕

(3) ➡ Select File To Upload

Cancel

Upload File - Select File ✕

File Selected New File

(4) ➡ Upload

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