

## 1. New suppliers

- As part of the Wilmar Sugar on boarding process, all suppliers of goods and services will be requested to provide payment details as part of the New Supplier request process. You will be asked to complete the New Supplier Registration information including bank details, ABN, trading name, GST registration and company contacts.
- As part of our new supplier process you will be contacted directly by a Wilmar Sugar employee tasked with the independent verification of your details. This contact will be by phone, wherever possible, and look to confirm the details that were provided in the initial application. As the application process involves completing forms and emails we take this extra step to ensure the validity of this data.
- After the successful verification you will receive a confirmation email from our Vendor Master team that you are now an approved supplier.
- **Note: as a new supplier to Wilmar it is very important that you do not undertake any work, provide any goods or services, unless you have received a Wilmar purchase order for the activity.**

## 2. Existing suppliers

- It is the responsibility of the supplier of the goods or services receiving payments from Wilmar Sugar to ensure that their details are kept up to date and provide timely notification of any change or discrepancies.
- Changes to existing information can be made at any time by contacting [vendor.master@wilmar.com.au](mailto:vendor.master@wilmar.com.au).
- Any changes requested to sensitive data (bank details etc.) will also be subject to the verification process to verify that you have in fact requested the changes and that the information provided is correct.
- After the successful verification you will receive a confirmation email from our Vendor Master team that your requested changes have been applied.

## 3. Contact

For more information please refer to the relevant section on the Supplier Self Service Portal or by emailing [vendor.master@wilmar.com.au](mailto:vendor.master@wilmar.com.au).