1. eftsure Software Solution

Wilmar Sugar is implementing the eftsure software solution as part of its risk management, compliance monitoring and accounts payable processes to improve security measures and manage fraudulent or corrupt activities.

The Eftsure software solution is currently used by several organisations including Griffith University, Alfred Health, Monash Health, Sanitarium, University of Notre Dame and 7-Eleven. It is an independent, real-time, continuous controls monitoring system, designed to validate the integrity of online transactions and supplier information. It ensures accurate electronic funds transfer of payments and provides greater assurance to its customers and suppliers that when payments are processed, the funds are going where they are intended.

2. New Suppliers:

- As part of the on boarding process, all suppliers of goods or services will be advised by their contact at Wilmar Sugar that there will be a request for completion of payment details in the eftsure system.
- Following the notification, you will receive an email and a link from eftsure, guiding you to complete the New Supplier Registration information required for processing payments. The information includes bank details, ABN, trading name, GST registration and company contact to eftsure for independent verification.
- All suppliers of corporate goods and services to Wilmar Sugar are required to provide this information, which is critical to conducting business with, and getting payment from Wilmar Sugar.
- After this verification, you will receive a confirmation email from eftsure that your data has been verified and that you are now an approved supplier.
- Validity of this information will be re-checked every six months, for which the supplier will receive a courtesy email from eftsure requesting confirmation that the information is current and accurate.
- Changes to existing information can be made at any time by contacting vendor.master@wilmar.com.au
- From October 2022, all suppliers of goods and services who currently undertake business with Wilmar Sugar will receive an email from eftsure, inviting them to complete their business name, ABN, GST registration, compliance to modern slavery, contact details and bank account details in the eftsure Compliance Monitoring System.
- A reminder email will be issued every six months to confirm that all information provided in the system is still current.

- 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 notification of any change or discrepancies.

3. Existing Suppliers

- From October 2022, suppliers of goods and services who currently undertake business with Wilmar Sugar, and are not already verified with eftsure, will receive an email from eftsure inviting them to complete their business name, ABN, GST registration, contact details and bank account details in the eftsure Compliance Monitoring System.
- A reminder email will be issued every six months to confirm that all information provided in the system is still current.
- 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 notification of any change or discrepancies.
- Changes to the information on the system can be made at any time by contacting vendor.master@wilmar.com.au

4. Changes to the Supplier Information

- Changes to the information on the system can be made at any time by contacting vendor.master@wilmar.com.au
- For eftsure technical support, please contact Tel: 1300 985 976.

5. Contact

- For more information, please contact vendor.master@wilmar.com.au
- For eftsure technical support, please contact Tel: 1300 985 976.