

## Notice to suppliers - Eftsure Software Solution

CleanCo is implementing eftsure software solution to improve security measures. Suppliers who undertake business with CleanCo should expect to receive an email and/or phone call from an organisation called eftsure, inviting you to confirm your details with them – this will include your business name, ABN, and bank account details.

### About eftsure

The threat of cyber fraud is a risk CleanCo takes very seriously. This type of fraud can include business email phishing scams, or payment data files being altered fraudulently.

### eftsure guidance for new suppliers

As part of the onboarding process, you will then receive an email invitation from [eftsure](#) asking you to register your details as a new supplier, including your:

- ABN
- company name
- address
- email
- bank account details.

After you have registered your details, you may receive a call from an eftsure team member (usually within 24-48 hours) to verify that the details are correct.

You will receive a confirmation email from eftsure when your data has been verified.

You can update your details at any time by contacting [Finance – Accounts Payable](#) and asking them to send you an 'eftsure change request'.

It is your responsibility to ensure your details are up to date. Please notify us immediately if your details change, or if you notice any discrepancies.

### eftsure guidance for existing suppliers

From July 2022, all suppliers of goods and services who currently undertake business with CleanCo Queensland may 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.

It is the responsibility of the Supplier of the goods or services, receiving payments from CleanCo 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 [Finance – Accounts Payable](#).

### Payment details

Depending on the data to be updated, you may receive a phone call from an eftsure team member to verify your details over the phone before you receive a confirmation email.

**Contacts**

Supplier management

For more information about supplier management, please email: [Finance – Accounts Payable](#)

eftsure technical support

For eftsure technical support, phone: 1300 985 976.