Accounts Payable: Eftsure Supplier FAQs

What is Eftsure?

Eftsure is a service that provides assurance to UnitingCare and its supplier base by reducing the risk of payment error, fraud and cybercrime. They do this by alerting UnitingCare to errors, fraud and scam attempts prior to UnitingCare releasing funds. Access this link to learn more about Eftsure.

Why do I need to register?

UnitingCare is committed to protecting our suppliers through risk mitigation of payments. All suppliers who supply to UnitingCare are required to register with Eftsure and follow the bank account verification process prior to submitting their invoices for payment.

What should I expect to receive from Eftsure?

As a first step, your UnitingCare contact will ask you for your company name, contact name, email address and contact phone number. These details will be inputted into the Eftsure platform by UnitingCare to trigger an email to be sent to the email address you provided.

I need to enter my bank accounts details online; is it safe?

Eftsure follows best practice in securing the system and the data it holds. It has been vetted by numerous organisations and is regularly audited and independently tested by external specialist security experts including (but not limited to) Security In Depth, Pure Security and a major Australian bank.

What do I need to do once I receive the email from Eftsure?

The email will contain a link to register with Eftsure. The registration process requires you to submit details such as ABN, Trading Name, and Address before asking you to confirm your payment information. There are **two options** for you to confirm your bank account details:

1. Enter Account details manually. If you select this option, you will receive a call from Eftsure to verify the details you have provided. Eftsure will contact you using the phone number you provided to your UnitingCare contact.

2. Select your financial institution from the drop-down box, and then enter your bank login details (customer number and password). If you select this option, Eftsure verifies your bank account details automatically (no need to verify over the phone as per option 1). This is the fastest option.

I've registered and provided my bank details. What's next?

Once UnitingCare has been notified by Eftsure that your bank account details are verified, you will receive an email from suppliers@ucareqld.com.au advising you're able to submit your invoice to UnitingCare. Do not submit invoices until you receive this email.

Questions?

Please refer to the Eftsure – Supplier Information website for additional FAQs. Alternatively, please contact suppliers@ucareqld.com.au or phone 1300 318 050 to speak to a member of the UnitingCare Accounts Payable team.
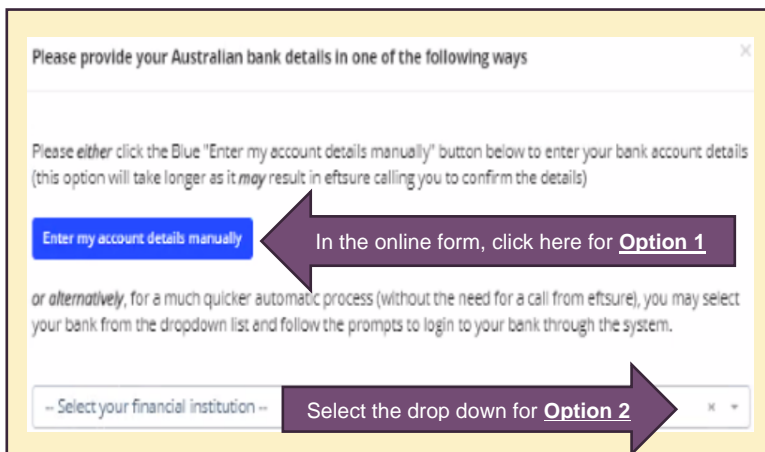
Entity Name (Bill To)	ABN
The Uniting Church in Australia Property Trust (Q) (Invoice must specify UCQ entity - Blue Care, UCC, UCQ, UCH).	25 548 385 225
Australian Regional and Remote Community Services Limited	88 167 926 132
Blue Care	96 010 643 909
UnitingCare Community	28 728 322 186
UnitingCare Queensland	45 414 098 573
UnitingCare Health	87 842 457 440

Payment Run Schedule

- ARRCS, UCC, UCQ and UCH payments are released every Friday for all approved and due invoices.
- Blue Care payments are released every Thursday for all approved and due invoices.

Payment Terms

UnitingCare's standard business payment terms are 30 Days End of Month. Alternate terms can be discussed with your UnitingCare business contact or refer to our website.

Please provide your Australian bank details in one of the following ways

Please *either* click the Blue "Enter my account details manually" button below to enter your bank account details (this option will take longer as it *may* result in eftsure calling you to confirm the details)

Enter my account details manually   In the online form, click here for **Option 1**

or *alternatively*, for a much quicker automatic process (without the need for a call from eftsure), you may select your bank from the dropdown list and follow the prompts to login to your bank through the system.

-- Select your financial institution --   Select the drop down for **Option 2**