[Doc #]

Procurement

New and Existing Supplier Account

Supplier Module

wyndhamcity
city. coast. country

Table of Contents

New and Existing Supplier Account

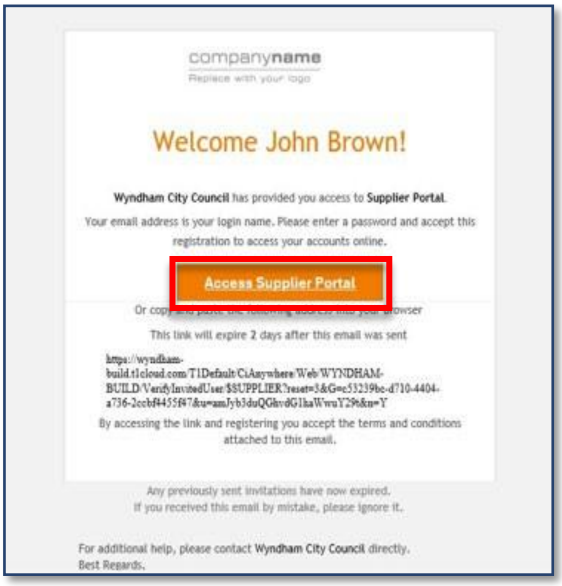
Summary: Outlined below is the process for registering as a new supplier with Wyndham City or updating your existing details in the TechOne Supplier Portal.

1 New Supplier Request

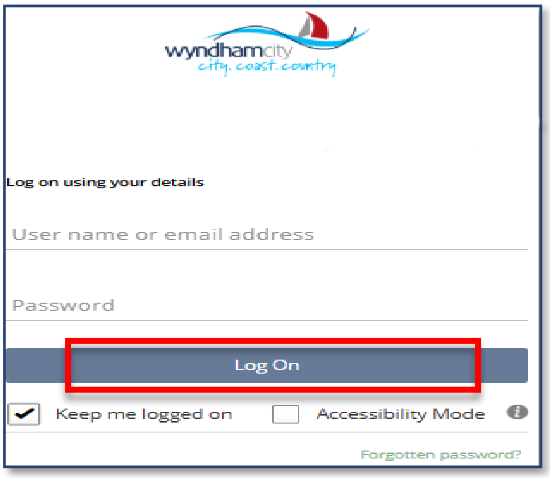
1.1 Access Supplier Portal

a. A Supplier Portal invitation will be issued to your nominated email address. If the email is not received, please check the Junk or Spam folder.

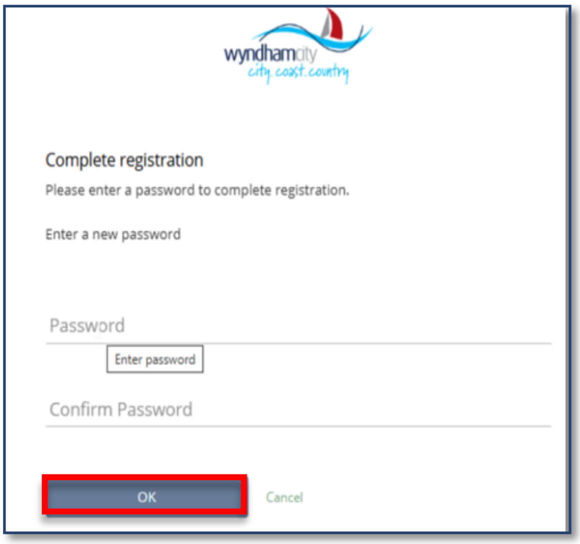
Open the email and select 'Access Supplier Portal' to begin the registration process. The invitation link remains valid for 48 hours from the time of issue. To avoid expiry, create a password and complete the initial login within this timeframe.



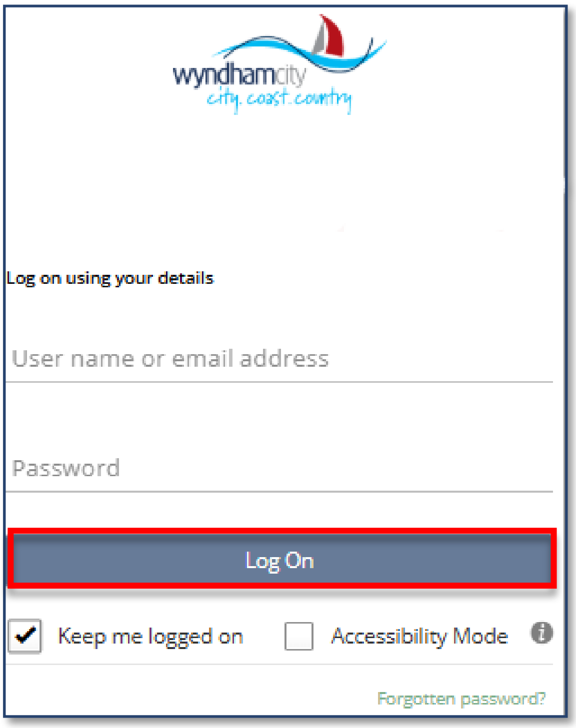
b. Enter your username and password and click **'Log On'**



c. Once you have accessed the Supplier Portal link, you will be prompted to create a password for your supplier account. Enter and confirm your chosen password, then click **'OK'** to proceed.

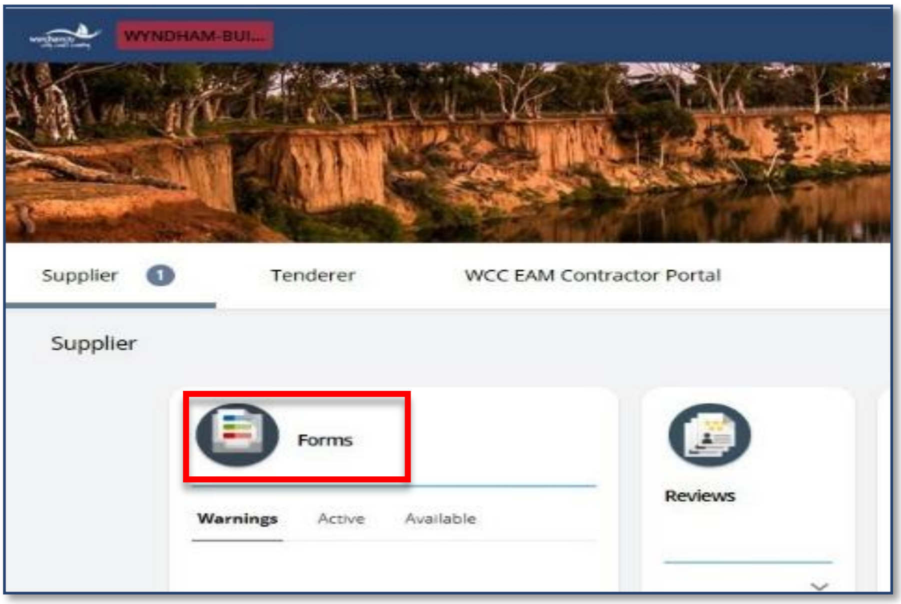


d. The system will now prompt you to enter the username and password then click on **Log On**. Completing this step activates your account and prevents the 48-hour invitation link from expiring.

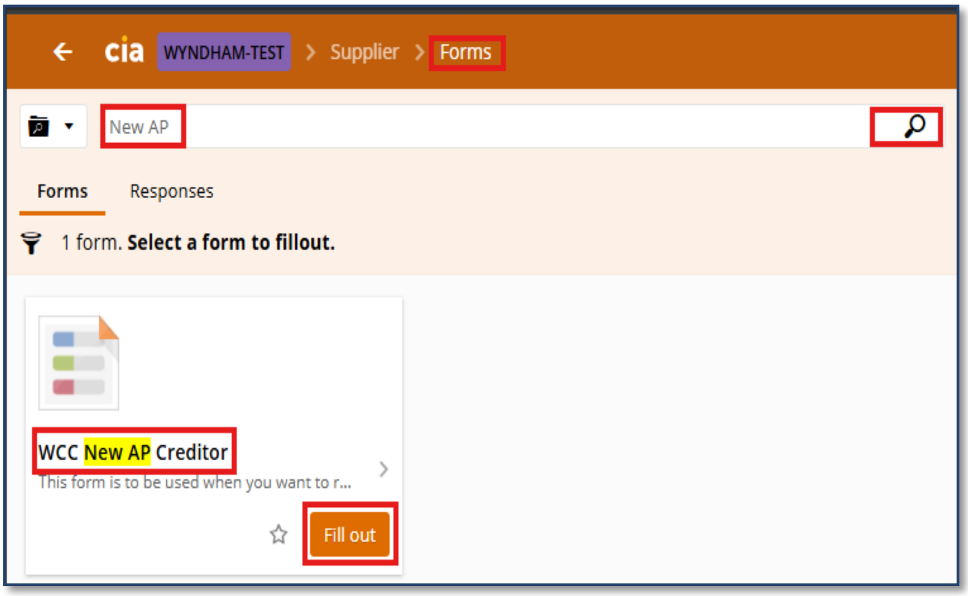


e. When you log in, the home screen of **TechOne** and your **Supplier Portal** will be available to access. Click on **Forms.**

Note: Add the TechOne home screen as your favourite or log into your supplier portal by clicking on this [LINK](#).



f. Within the Forms section, click in the **Search field**, type **'New AP'** and click on the magnifying glass or press enter. The **WCC New AP Creditor** form will appear, click on **'Fill Out'** to initiate the form.



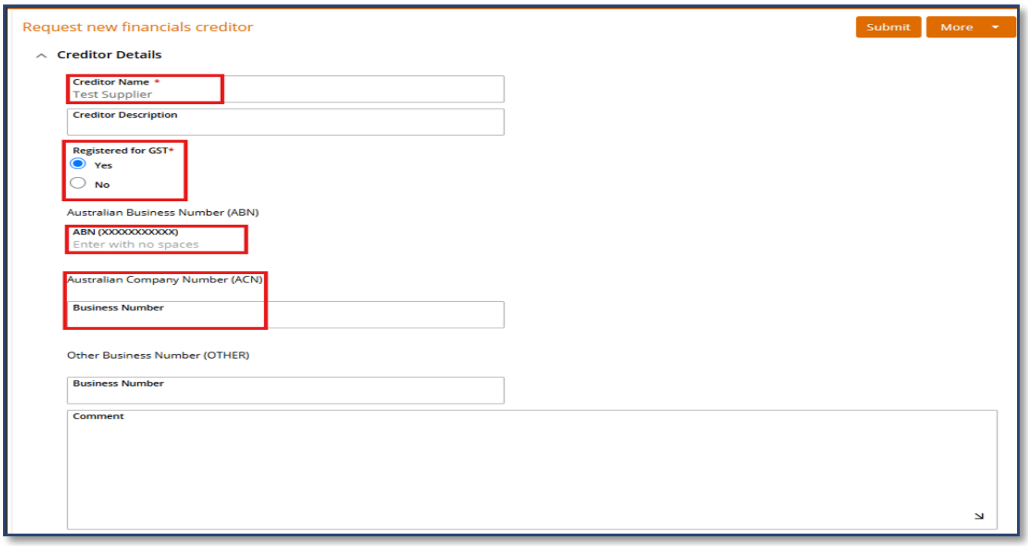
1.2 Entering Details

a. Complete all required fields, including your business classification details and banking information. Mandatory fields are identified by a red asterisk (*) and must be completed before the form can be submitted.

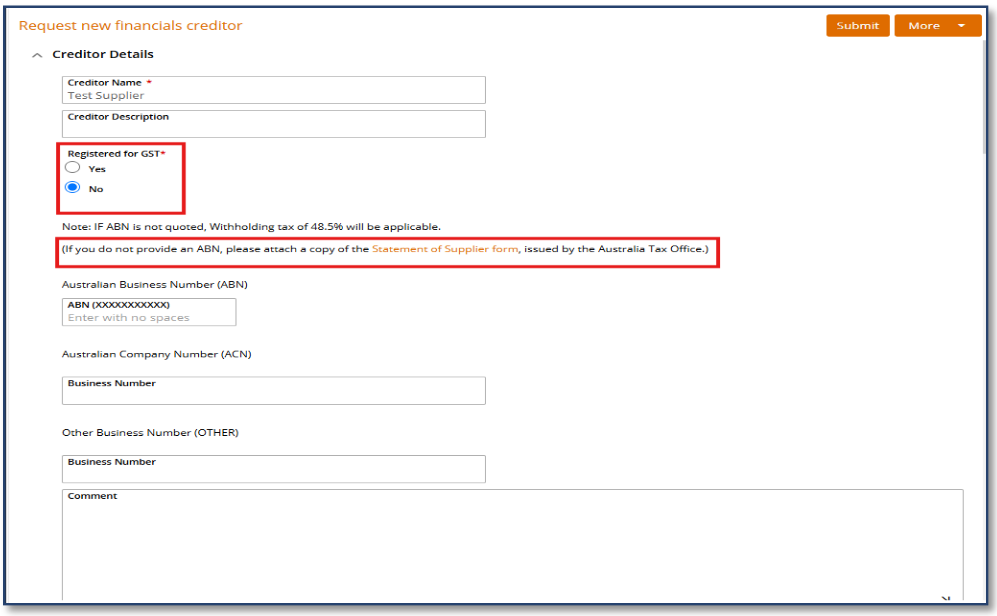
The **'Creditor Name'** and **'Australian Business Number (ABN**)' fields should auto-populate. If the ABN field is blank, **enter the ABN as an 11-digit number without spaces or special characters**.

Important Information for Suppliers with a Trust Entity Type:

- Enter the applicable **Australian Company Number (ACN)** in the Australian Company Number (ACN) field.
- Upload the relevant **Trust Deed documentation in the Attachments section (refer to page 9)**. Only the Cover Page, Schedule Page, and Execution/Signing Page are required.



Note: If you are not registered for GST and do not have an ABN, a Statement by Supplier form must be attached in the Attachments section **(refer page 9)**



b. Select the relevant option under **Business Type**

Reporting Codes

Business Type *
Select the appropriate Business Type

Selection Code	Short Description	Description	Paren
COUNCILR	Councillor	Councillor	
GOVT	Government Departmen	Government Department	
INDIVID	Individual	Individual	
LGBUS	Large Business	Large Business	
NA	Not Applicable	Not Applicable	
SMBUS	Small Business	Small Business	
STAFF	Employees	Employees	

c. Select the relevant option under **Small Business.** Select NA if not applicable.

Small Business *
Is this Creditor a Small Business for On Time Payment Reporting?

Selection Code	Short Description	Description	Parent Selection Code
N	No	No	
NA	Not Applicable	Not Applicable	
Y	Yes	Yes	

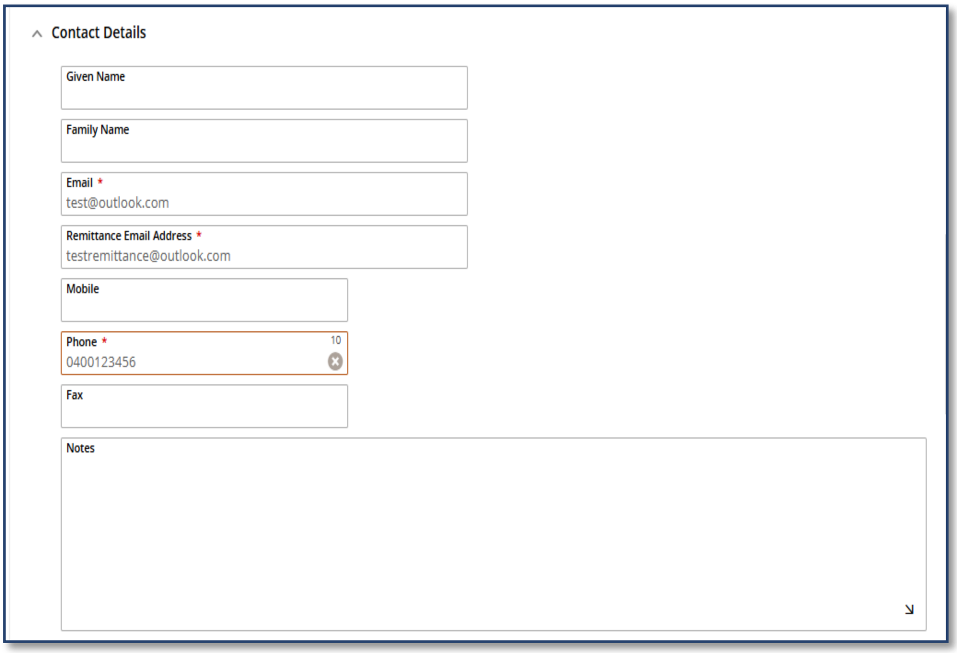
d. Select the relevant option under **TPAR Stmt Supp Ind.**

For more information on TPAR reporting please click on the following link to the ATO website Link

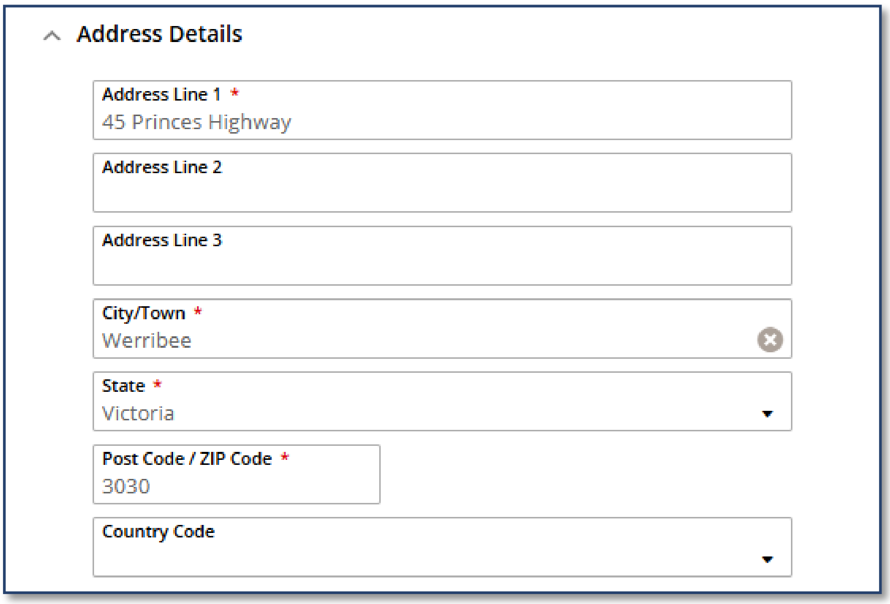
TPAR Stmt Supp Ind *
Will this Creditor be included in TPAR reporting?

Selection Code	Short Description	Description	Parent Selection Code
N	No	No	
Y	Yes	Yes	

e. **Enter Contact Details**



f. **Enter Address Details**

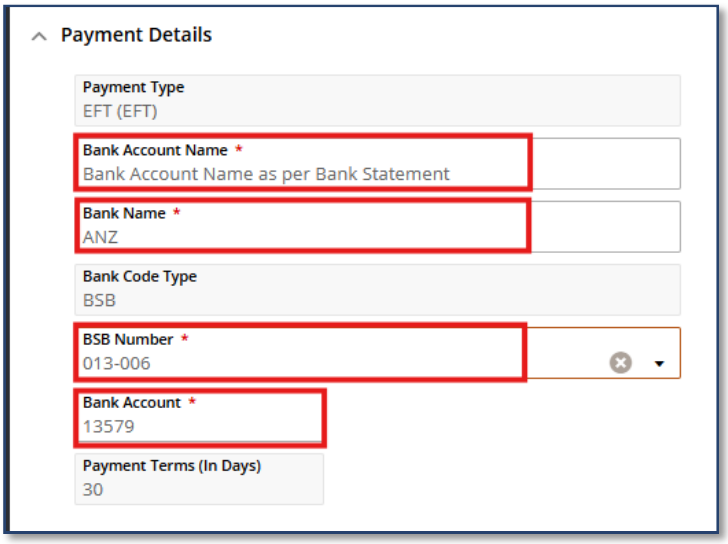


g. **Enter Payment Details**

Important Notes:

- The **'Bank Account Name'** field defaults to your supplier's name. Please update the field to reflect the bank account name as it appears on the bank statement.
- The **'Bank Name'** is the financial institution name for **e.g. ANZ/Bendigo Bank/CBA** etc
- The **'BSB Number'** must be entered using format **XXX-XXX**. The list of branches will appear from the drop-down menu, select the correct option.

- The **'Bank Account'** field must be populated with the bank account number as it appears on the bank statement
- If the banking information is entered incorrectly or does not match the bank details used for the OK2Pay verification, this form will be rejected, and you must complete a new WCC New AP Creditor form. The Procurement Team cannot amend the document.

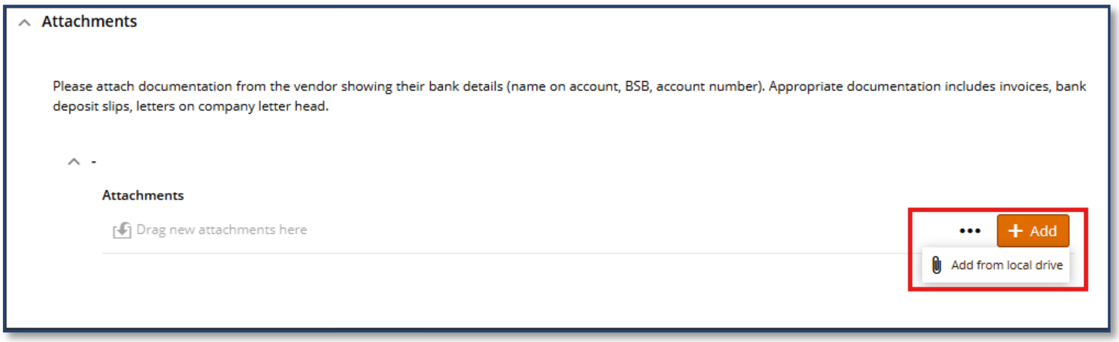


1.3 Attachments

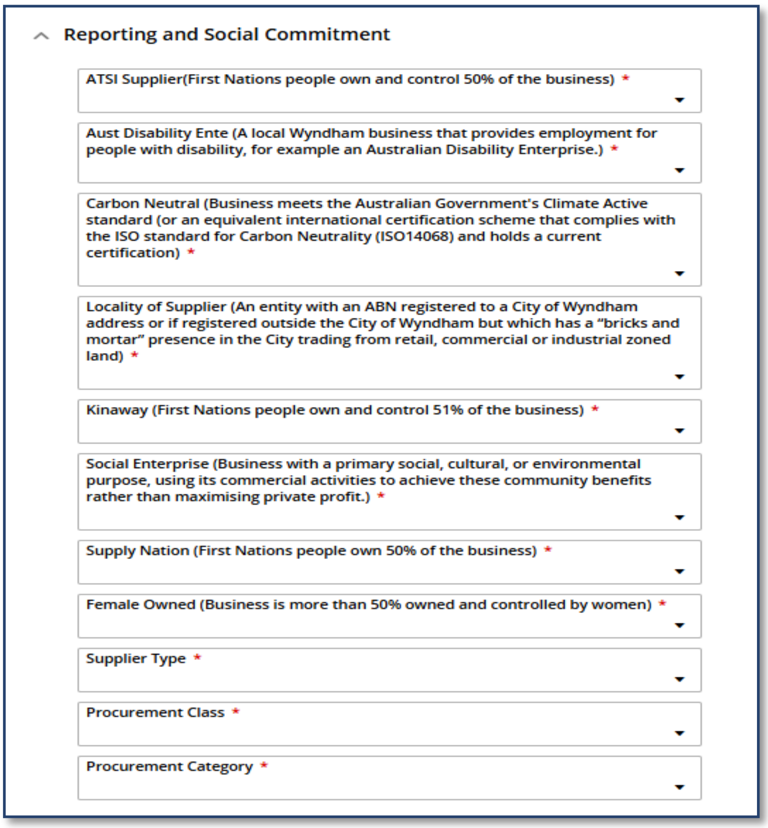
a. Click **'+Add > Add from local drive'** to add attachments.

Important Notes

- Suppliers with a Trust Entity type must upload the Trust Deed. Only the Cover Page, Schedule Page, and Execution/Signing Page are required.
- Suppliers that are not registered for GST and do not have an ABN, must attach a Statement by Supplier form (issued by the Australian Taxation Office).
- A redacted bank statement showing only the BSB, account number, account name and statement period from the last 12 months can be uploaded.



b. Select the relevant option under **Reporting and Social Commitment**


Reporting and Social Commitment

ATSI Supplier(First Nations people own and control 50% of the business) *

Aust Disability Ente (A local Wyndham business that provides employment for people with disability, for example an Australian Disability Enterprise.) *

Carbon Neutral (Business meets the Australian Government's Climate Active standard (or an equivalent international certification scheme that complies with the ISO standard for Carbon Neutrality (ISO14068) and holds a current certification) *

Locality of Supplier (An entity with an ABN registered to a City of Wyndham address or if registered outside the City of Wyndham but which has a "bricks and mortar" presence in the City trading from retail, commercial or industrial zoned land) *

Kinaway (First Nations people own and control 51% of the business) *

Social Enterprise (Business with a primary social, cultural, or environmental purpose, using its commercial activities to achieve these community benefits rather than maximising private profit.) *

Supply Nation (First Nations people own 50% of the business) *

Female Owned (Business is more than 50% owned and controlled by women) *

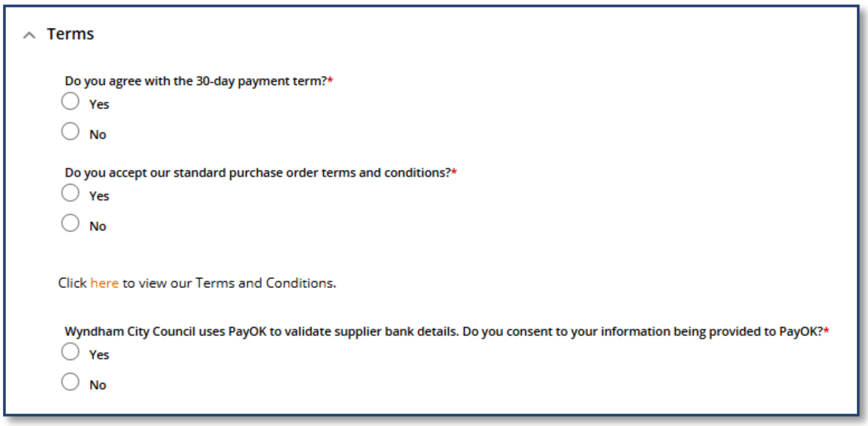
Supplier Type *

Procurement Class *

Procurement Category *

1.4 Terms & Conditions

Review and respond to the Terms and Conditions questions.


Terms

Do you agree with the 30-day payment term?*

Yes

No

Do you accept our standard purchase order terms and conditions?*

Yes

No

Click here to view our Terms and Conditions.

Wyndham City Council uses PayOK to validate supplier bank details. Do you consent to your information being provided to PayOK?*

Yes

No

1.5 Submit for Approval

Once all the required fields are completed, click **'Submit'** in the top right-hand corner of the form. A confirmation message will appear advising that the form has been successfully submitted. Click on **'Done'** to close the document.

The form will be forwarded to the Procurement Team for processing. Upon completion of the review, the OK2Pay process will be initiated.

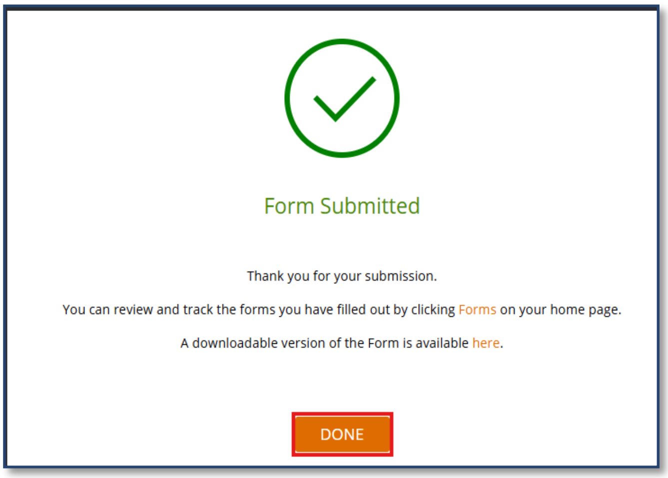
Note:

- **Company Supplier (with ABN):** Refer to Section 4 – Please note that an automated notification is issued within 24 to 48 hours of a WCC Creditor Bank Update form being submitted, advising that an OK2Pay verification email is forthcoming.

An OK2Pay verification email, and separate instructions, will only be issued where the Procurement Team is unable to verify the nominated bank account through the initial verification process.

If no OK2Pay verification email and instructions are received, please disregard the automated notification, as no further action is required.

- OK2Pay Bank Verification Process - Company Supplier (with ABN)
- **Individual Supplier (without ABN):** Refer to Section 5 – OK2Pay Bank Verification Process - Individual Supplier (without ABN)



Please note that an automated notification is issued within 24 to 48 hours of a WCC New AP Creditor form being submitted, advising that an OK2Pay verification email is forthcoming.
An OK2Pay verification email, and separate instructions, will only be issued where the Procurement Team is unable to verify the nominated bank account through the initial verification process.

If no OK2Pay verification email and instructions are received, please disregard the automated notification, as no further action is required.

2 Updating Current Bank Details for Existing Suppliers

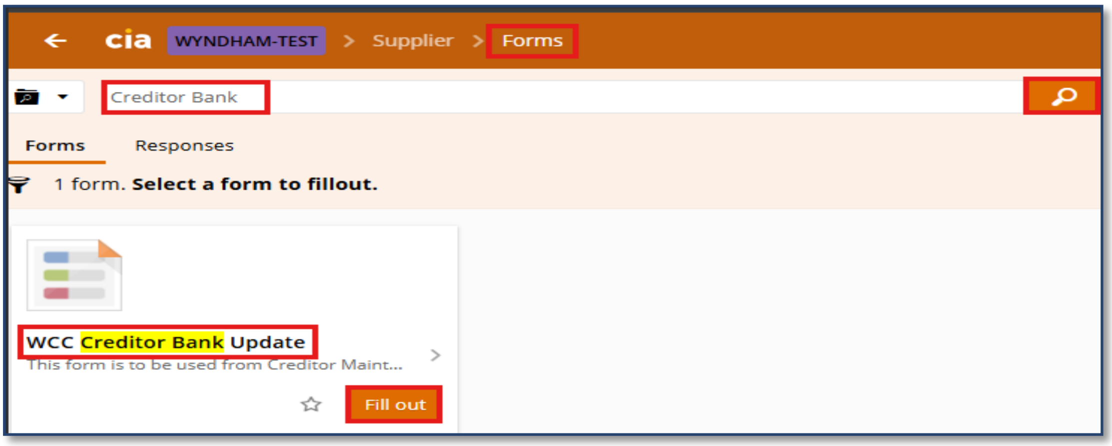
Summary: This section explains how to update current bank details for an existing supplier. Please note that this procedure overrides the current banking information. If you wish to add a secondary bank account, rather than supersede the primary bank account refer to **Section 3 - Adding Secondary Bank Account for Existing Suppliers**

2.1 Accessing the Supplier Portal

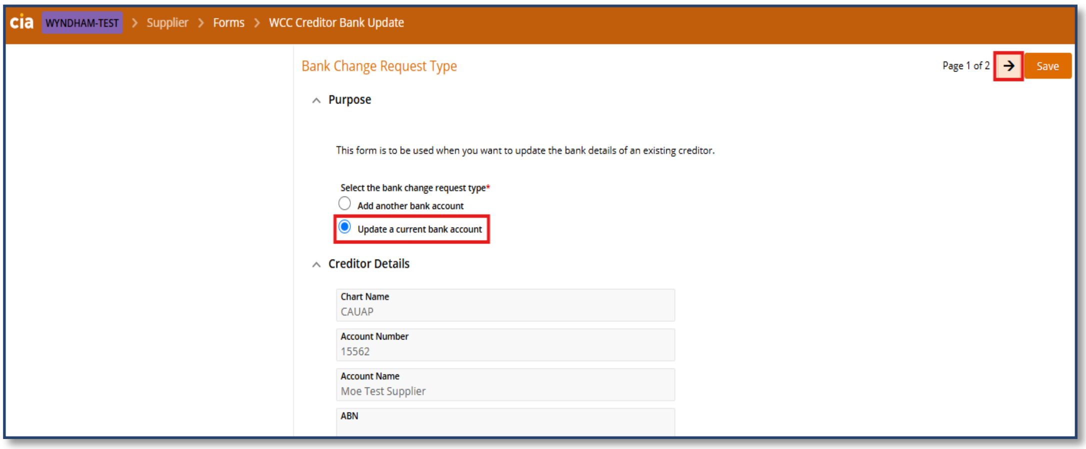
If this is your first time accessing the Supplier Portal, please follow the steps on pages 3 - 4. If you have logged in previously, you may click on this LINK.

a. Please enter your username and password, then click Log On.

b. Within the **Forms** section, click in the **Search field**, type **'Creditor Bank'** and click on the magnifying glass or hit enter. The WCC Creditor Bank Update form will appear, click on 'Fill Out' to initiate the form.



c. Select **'Update a current bank account'** and click on the arrow in the top right-hand corner



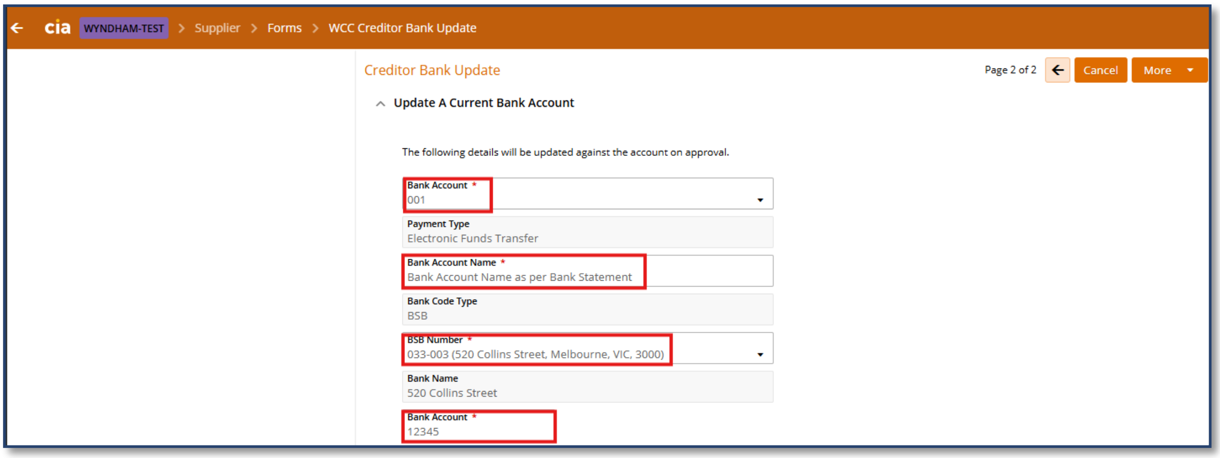
2.2 Updating Details

a. Select the current bank account and enter the new bank details.

Important Notes

- **'Bank Account'** – click on the drop-down menu and select **'001'**. The current banking information in the Council system will populate.
- A reminder that changing the banking details will override the current bank account information.
- **'Bank Account Name'** – update to the Bank Account Name as it appears on the bank statement
- **'BSB Number'** must be entered using format **XXX-XXX**. The list of branches will appear from the drop-down menu, select the correct option. The **'Bank Name'** will default to the domicile branch.
- The **'Bank Account'** field must be populated with the new bank account number as it appears on the bank statement

- If the banking information is entered incorrectly or does not match the bank details used for the OK2Pay verification, this form will be rejected, and you must complete a new WCC Creditor Bank Update form. The Procurement Team cannot amend the document.

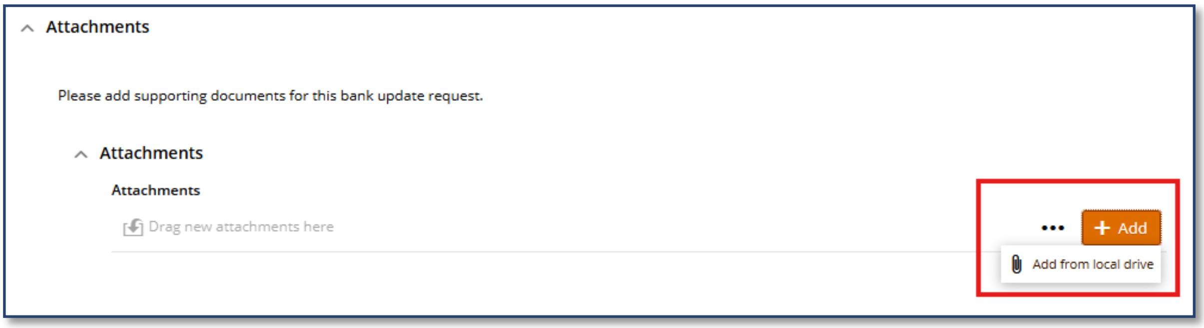


b. Attachments

Click '+Add > Add from local drive' to add attachments.

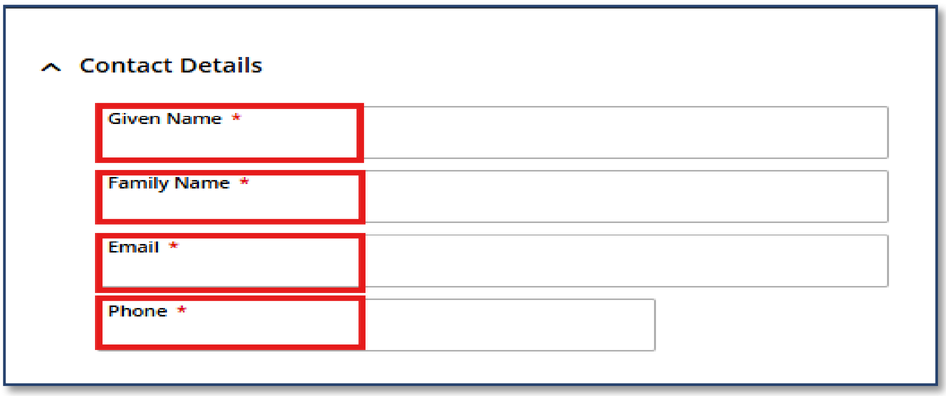
Important Notes

- A redacted bank statement showing only the BSB, account number, account name and statement period from the last 12 months can be uploaded.



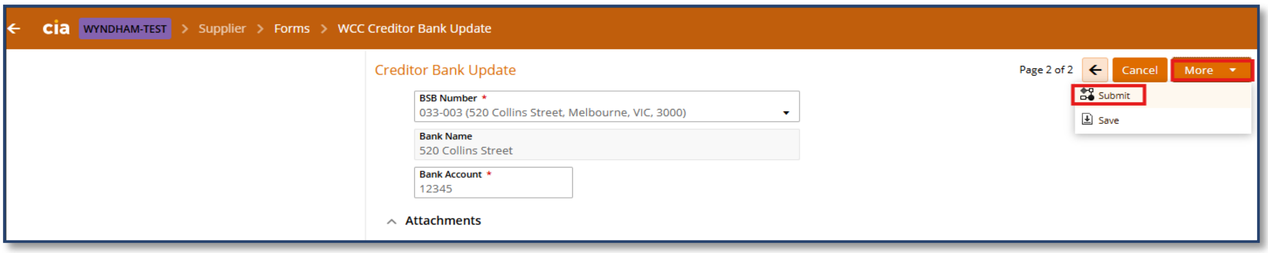
c. Contact Details

Complete the Contact Details, this is the contact information used for the OK2Pay verification process.



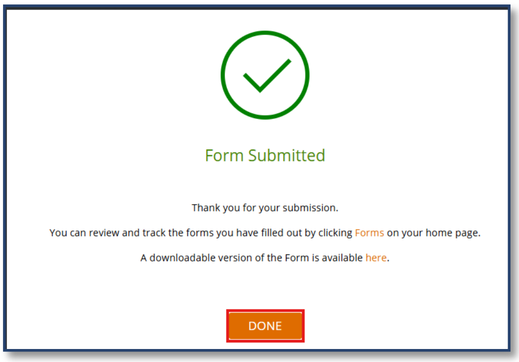
d. Submitting the form

Click on the **'More'** button on the top right-hand corner then **'Submit'**



A confirmation message will appear advising that the form has been successfully submitted. Click on **'Done'** to close the document.

The form will be forwarded to the Procurement Team for processing. Upon completion of the review, the OK2Pay process will be initiated.



Please note that an automated notification is issued within 24 to 48 hours of a WCC Creditor Bank Update form being submitted, advising that an OK2Pay verification email is forthcoming.

An OK2Pay verification email, and separate instructions, will only be issued where the Procurement Team is unable to verify the nominated bank account through the initial verification process.

If no OK2Pay verification email and instructions are received, please disregard the automated notification, as no further action is required.

3 Adding Secondary Bank Account for Existing Suppliers

Summary: This section explains how to add a secondary bank account for an existing supplier.

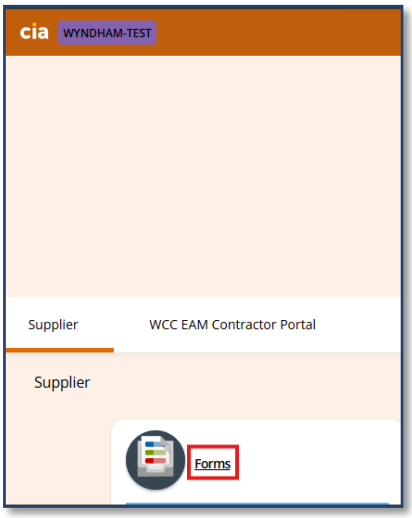
Note: This procedure retains the primary bank account and adds a secondary bank account. If you wish to override the primary bank account, rather than add a secondary bank account number refer to **Section 2 - Updating Current Bank Details for Existing Supplier**

3.1 Accessing the Supplier Portal

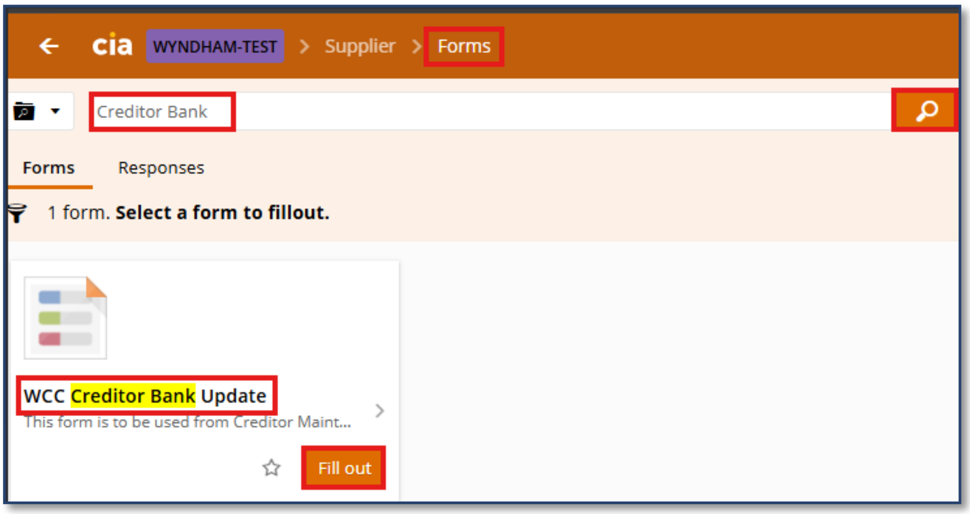
If this is your first time accessing the Supplier Portal, please follow the steps on pages 3-4. If you have logged in previously, you may click on this LINK.

a. Please enter your username and password, then click **Log On**.

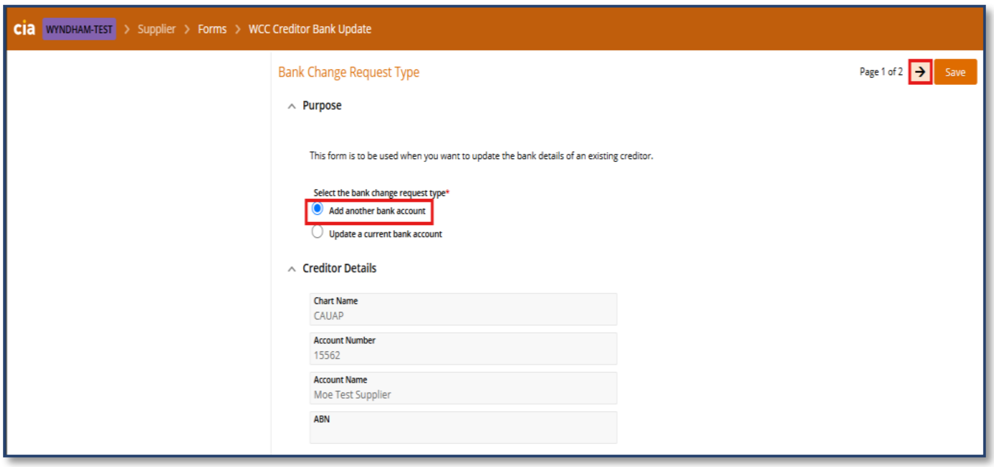
b. Once logged into the Supplier Portal, click on **Forms**



c. Within the Forms section, click in the **Search field**, type **'Creditor Bank'** and click on the magnifying glass or hit enter. The WCC Creditor Bank Update form will appear, click on **'Fill Out'** to initiate the form.



d. Select **'Add another bank account'** and click on the arrow in the top right-hand corner

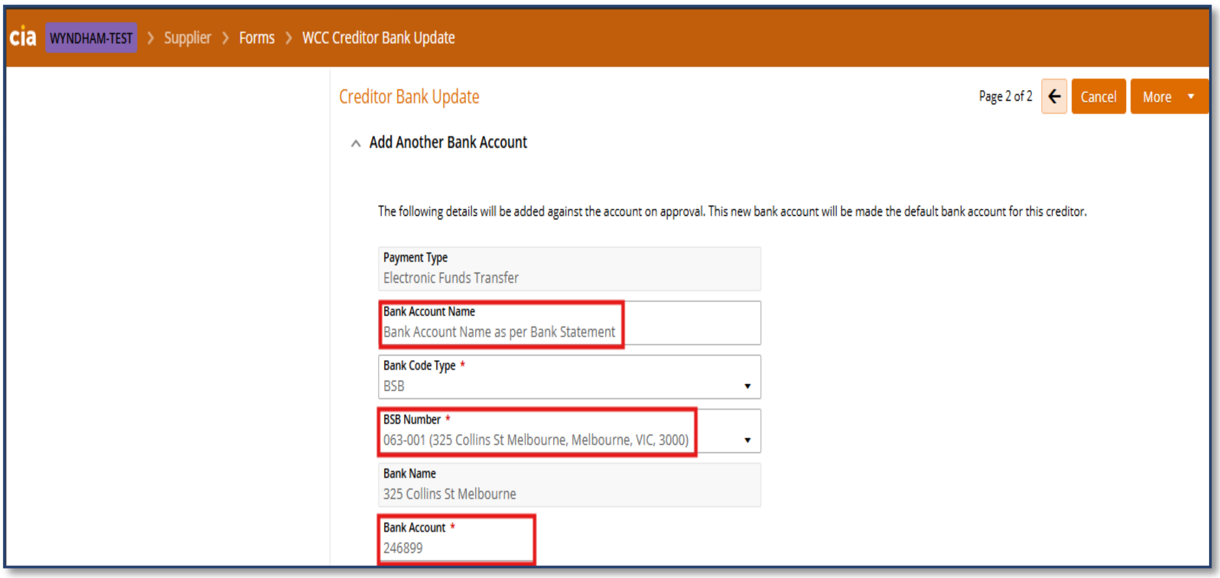


3.2 Adding Secondary Bank Details

a. Complete the mandatory fields

Important Notes

- **'Bank Account Name'** – update to the Bank Account Name as it appears on the bank statement
- Leave **'Bank Code Type'** as **BSB**
- **'BSB Number'** must be entered using format **XXX-XXX**. The list of branches will appear from the drop-down menu, select the correct option. The 'Bank Name' will default to the domicile branch.
- The **'Bank Account'** field must be populated with the new bank account number as it appears on the bank statement
- If the banking information is entered incorrectly or does not match the bank details used for the OK2Pay verification, this form will be rejected, and you must complete a new WCC Creditor Bank Update form. The Procurement Team cannot amend the document.

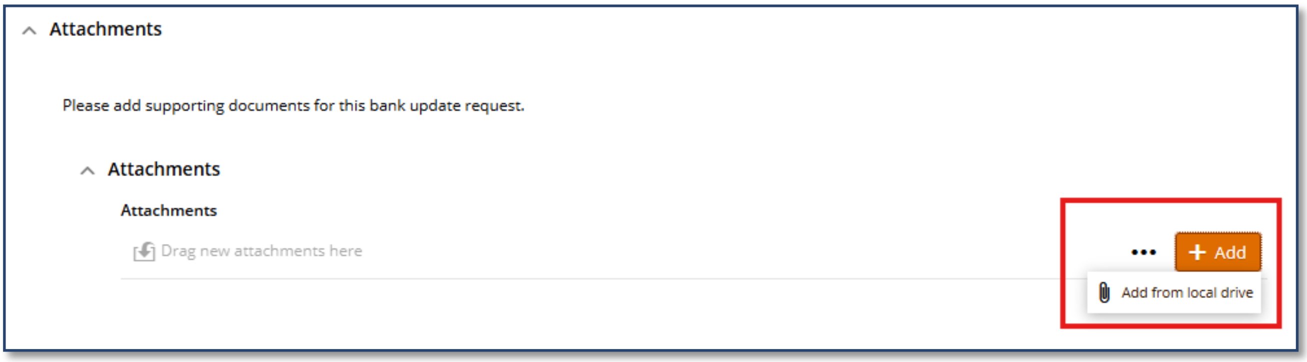


b. Attachments

Click '+Add > Add from local drive' to add attachments.

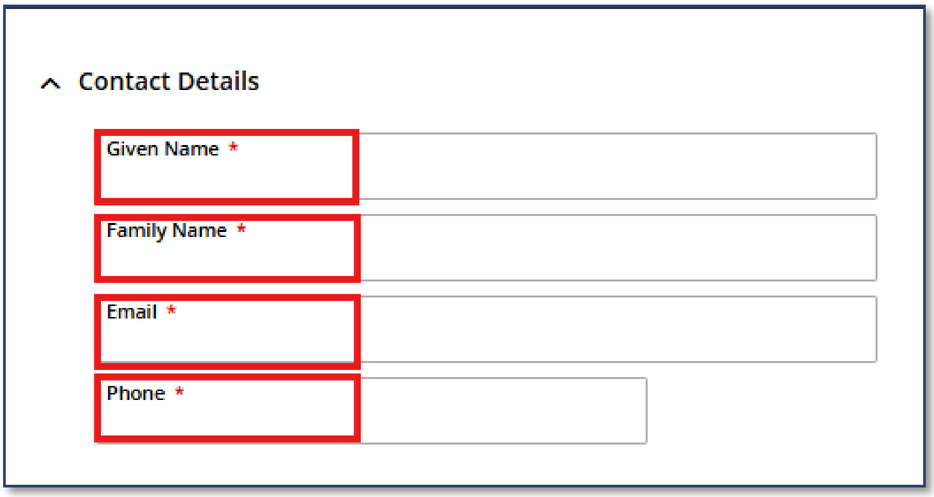
Important Notes

- A redacted bank statement showing only the BSB, account number, account name and statement period from the last 12 months can be uploaded.



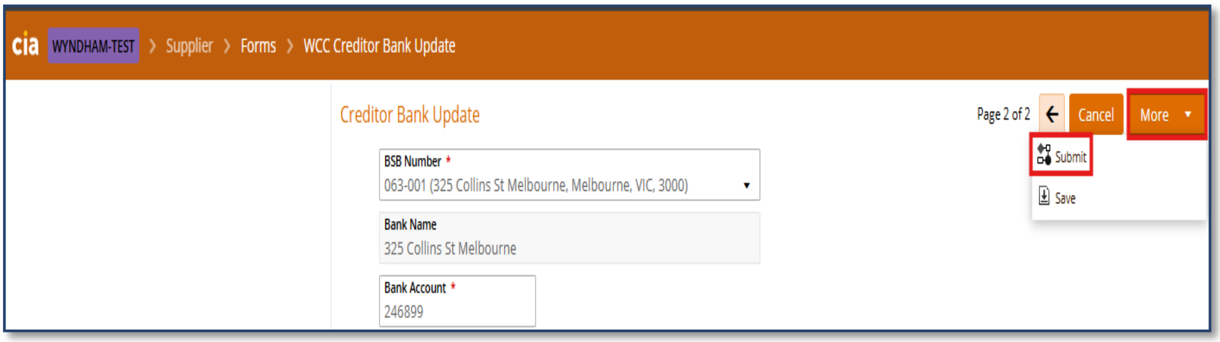
c. Contact Details

Complete the Contact Details, this is the contact information used for the OK2Pay verification process.



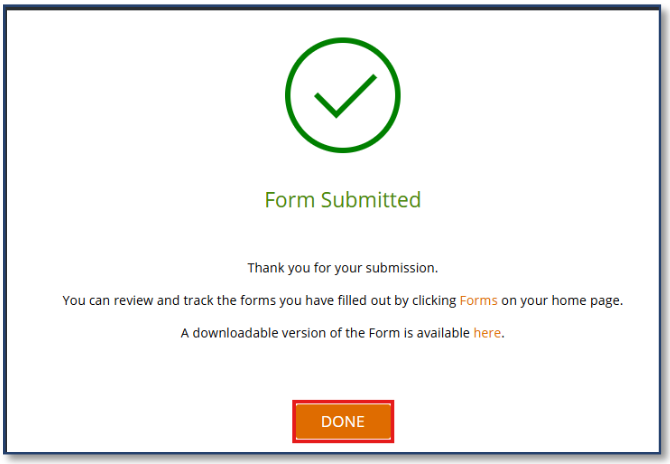
d. Submitting the form

Click on the 'More' button in the top right-hand corner, then 'Submit'



e. A confirmation message will appear advising that the form has been successfully submitted. Click on **'Done'** to close the document.

The form will be forwarded to the Procurement Team for processing. Upon completion of the review, the OK2Pay process will be initiated.



Please note that an automated notification is issued within 24 to 48 hours of a WCC Creditor Bank Update form being submitted, advising that an OK2Pay verification email is forthcoming.

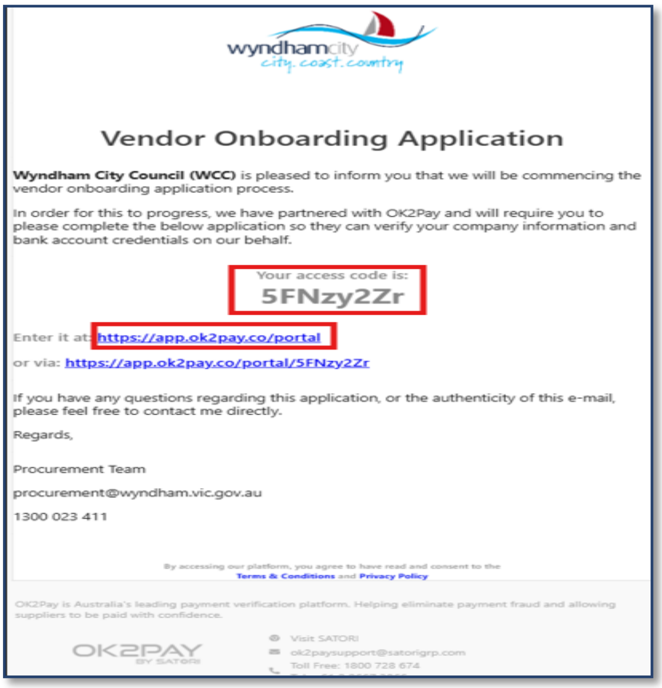
An OK2Pay verification email, and separate instructions, will only be issued where the Procurement Team is unable to verify the nominated bank account through the initial verification process.

If no OK2Pay verification email and instructions are received, please disregard the automated notification, as no further action is required.

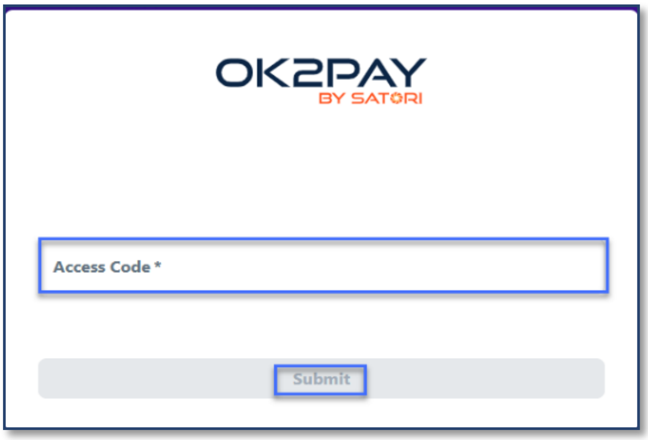
4 OK2Pay Bank Verification Process - Company Supplier (with ABN)

Summary: If the initial Confirmation of Payee (CoP) check cannot be validated by the Procurement Team, you will be required to complete the verification directly with OK2Pay.

a. You will receive an email with an access code and links to verify the bank account. Copy the access code and click on the first link.



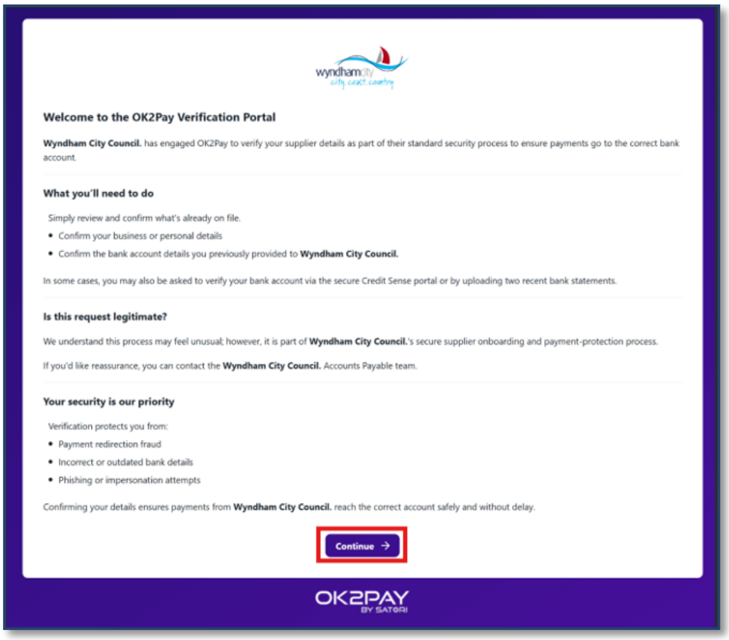
b. Enter the **Access Code** provided in the email and click **Submit.**



c. The below screen appears for your review, click on **'Continue'** to proceed.

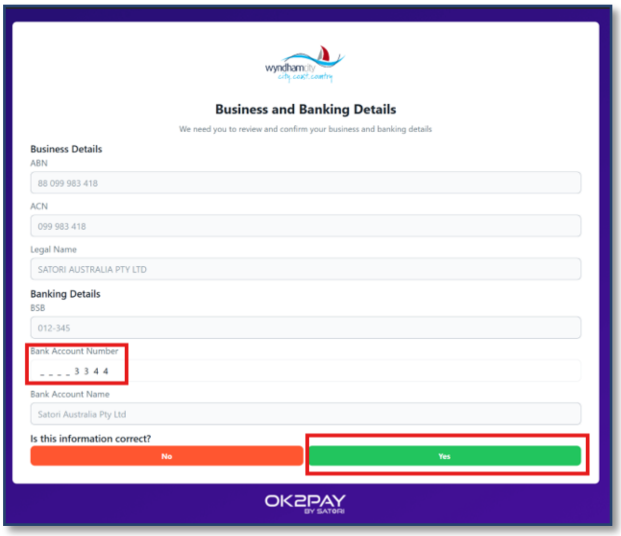
Important Note:

- The banking details provided must match those entered in the Wyndham City Council Supplier Portal
- Any discrepancy between the information entered in the Supplier Portal and the OK2Pay portal will result in a failed verification. You must request a new OK2Pay verification link from the Procurement Team

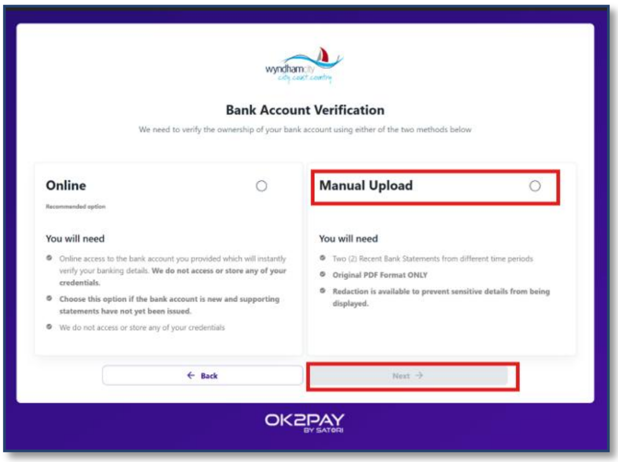


d. The ABN, BSB and Bank Account Name are pre-populated, please enter the last 4 digits of the account number.

Review the information and if correct, click on '**Yes**'. If incorrect, click on '**No'** and email procurement@wyndham.vic.gov.au for assistance.



e. After selecting **'Yes'**, the next screen will prompt you to choose either the **'Online'** or **'Manual Upload'** verification method. Select the verification method type and click on **'Next'**.



Manual Upload: Refer to **Section 4.1 for Bank Account Verification – Manual Upload**

Online Upload: Please note that screenshots are not available for the Online method, and a redacted bank statement may still be required. Select the relevant financial institution, log in to the banking portal and follow the prompts until you receive confirmation that the request is **pending review.**

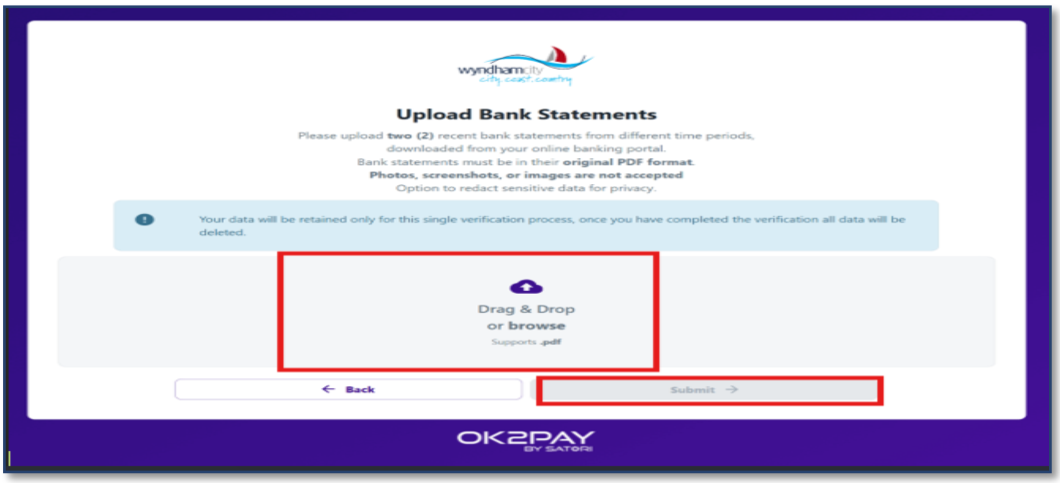
4.1 Bank Account Verification – Manual Upload

a. The Manual Upload requires either an upload of two (2) redacted bank statements, or 1 bank deposit slip and 1 redacted bank statement.

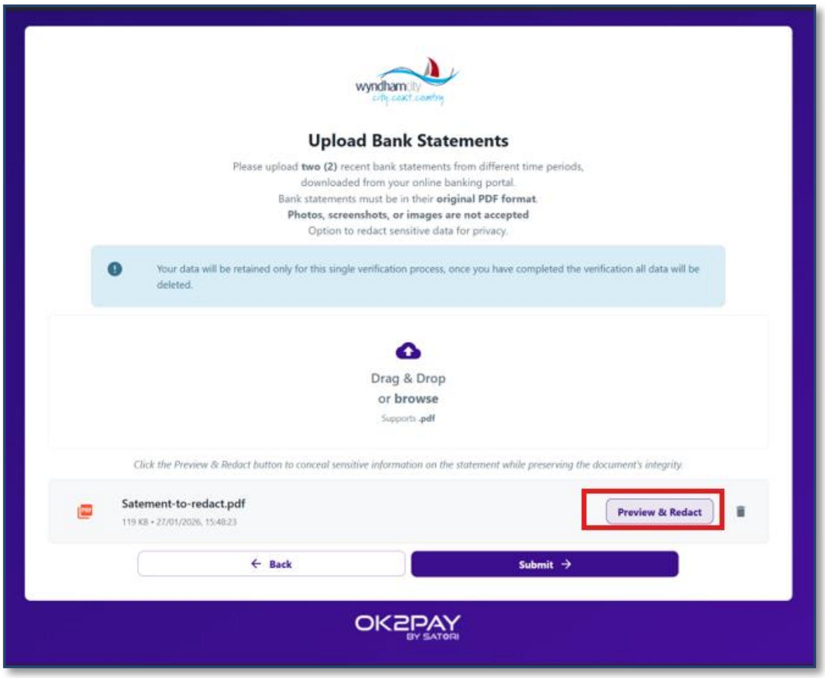
The statements must meet the following criteria:

- Issue date within the last 12 months and statements must be from different billing periods
- Front page only, account balances and transactions can be redacted
- BSB, account number, account name and statement periods must be visible
- Statements uploaded as PDFs, the OK2Pay portal does not accept JPEGs or similar file formats
- OK2Pay does not accept statement reports, transaction listings or variations of a bank statement

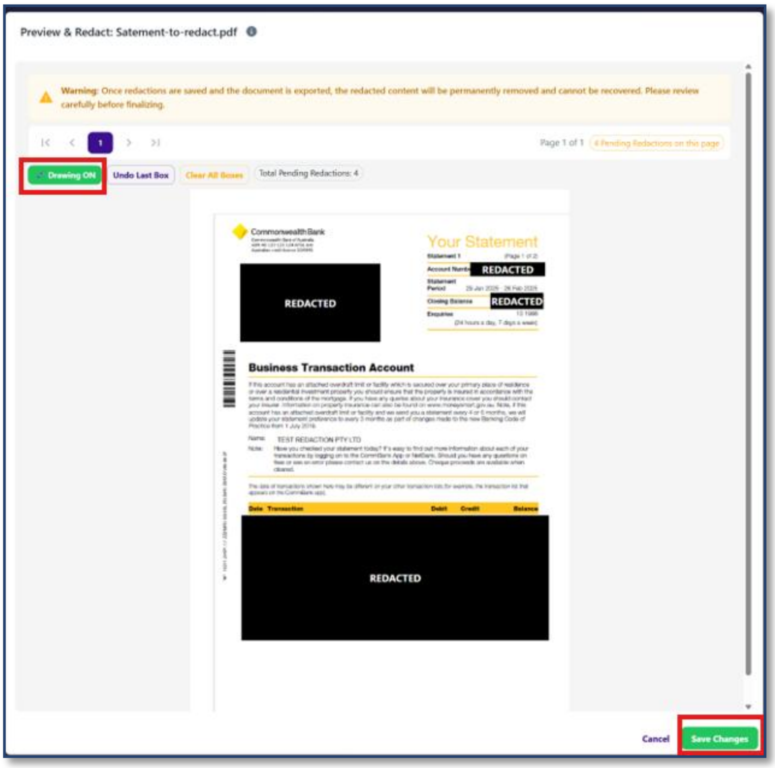
You may drag and drop the statements into the portal or click on 'browse' and retrieve the documents from a saved location on your device. Once the statements are uploaded, click on **'Submit'**



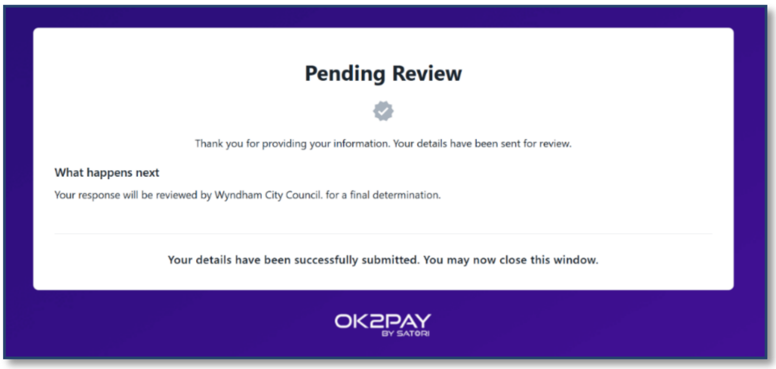
b. Click on the **'Preview & Redact'** function



c. Use the **'Drawing ON'** button to redact account balances and transactions. Please note that the following information **<u>must</u>** be visible – **BSB, Account Number, Account Name and Statement Period**. When the statement is correctly redacted, click on 'Save Changes' in the bottom right-hand corner.



d. The below window will appear



Please be advised that the OK2Pay Team will contact you to verify the following:

- ABN
- BSB
- Account name
- Last 4 digits of the account number

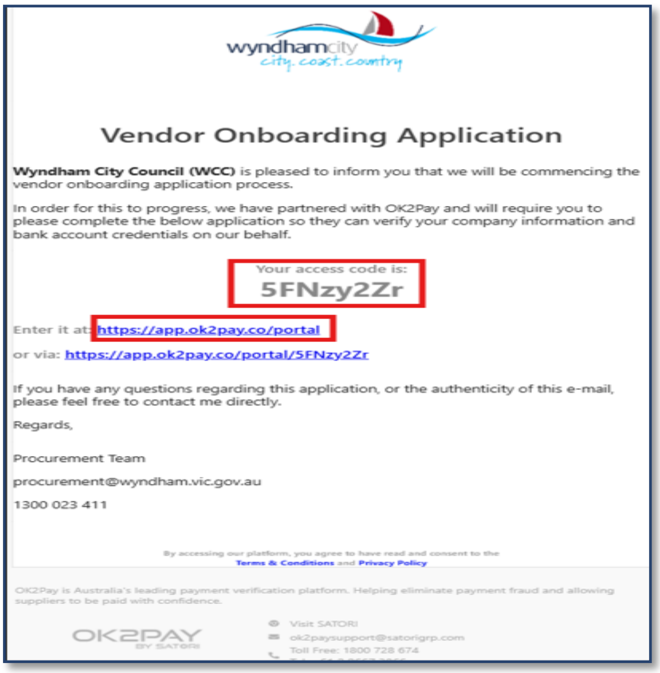
Kindly note that the team is based in Sydney and will be calling from an (02) landline.

Once completed, the process will be finalised and a confirmation email sent to you and the requesting Council Officer.

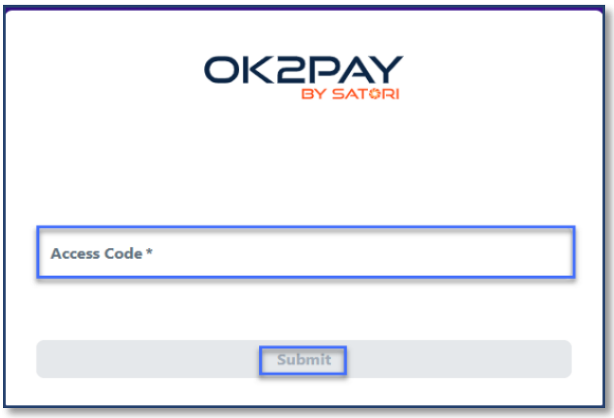
5 OK2Pay Bank Verification Process - Individual Supplier (without ABN)

Summary: If the initial Confirmation of Payee (CoP) check cannot be validated by the Procurement Team, you will be required to complete the verification directly with OK2Pay.

a. You will receive an email with an access code and links to verify the bank account. **Copy the access code and click on the first link.**



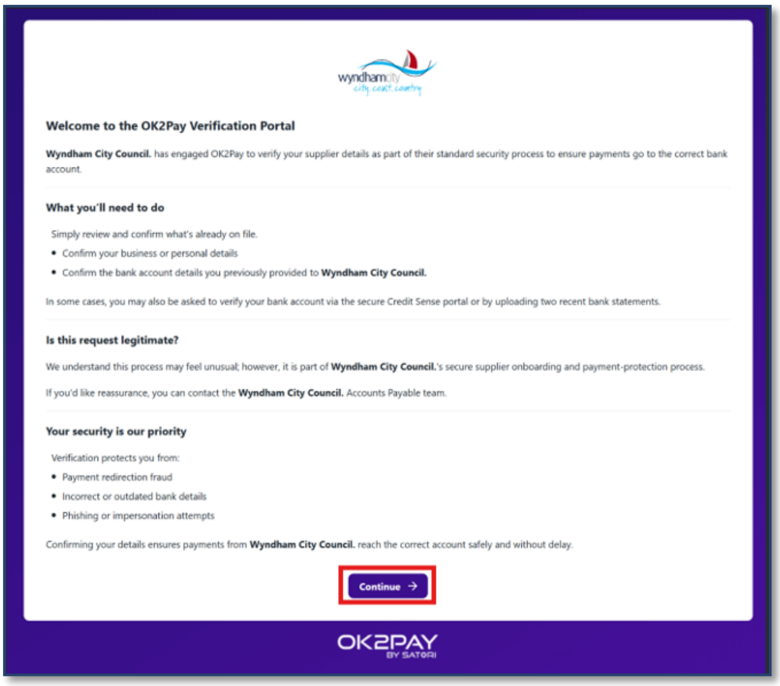
b. Enter the **Access Code** provided in the email and click **Submit.**



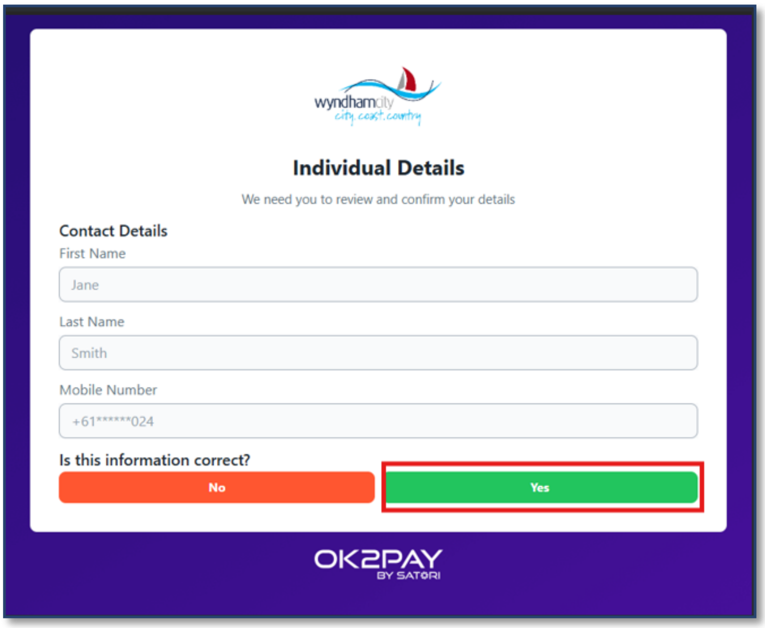
c. The following screen appears for your review before clicking on **'Continue'** to proceed:

Important Note:

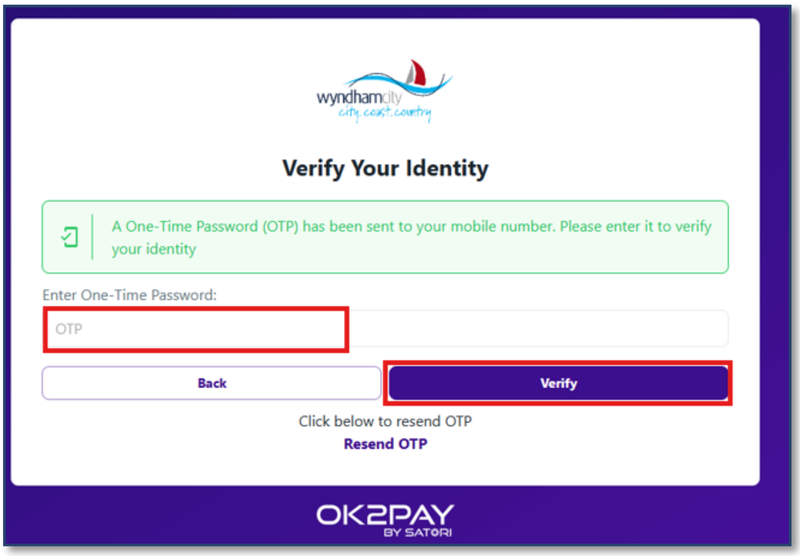
- the banking details provided must match those entered in the Wyndham City Council Supplier Portal
- Any discrepancy between the information entered in the Supplier Portal and the OK2Pay portal will result in a failed verification. You must request a new OK2Pay verification link from the Procurement Team



d. The contact details are pre-populated.
Review the information and if correct, click on **'Yes'**. If incorrect, click on 'No' and email procurement@wyndham.vic.gov.au for assistance.

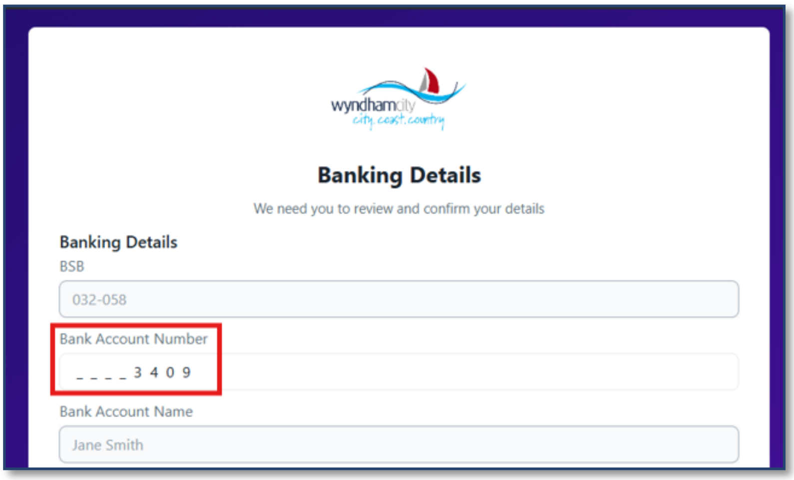


e. A One -Time Code is sent to your mobile number, please enter it into the field and click on **'Verify'**



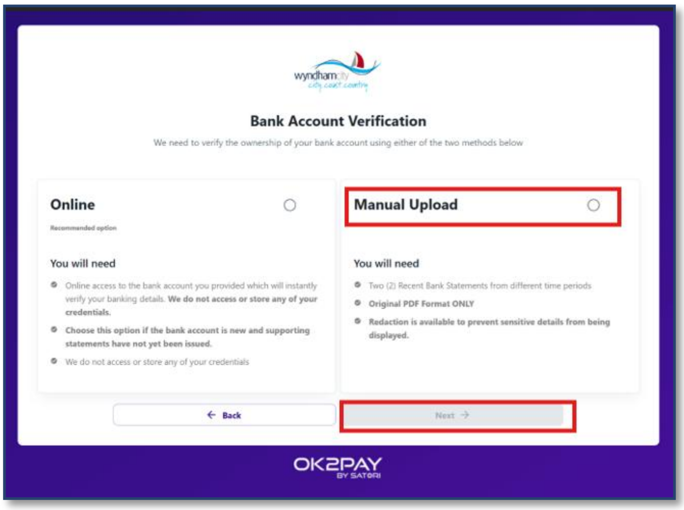
f. The BSB and Bank Account Name are pre-populated, please enter the last 4 digits of the account number.

Review the information and if correct, click on 'Yes'. If incorrect, click on 'No' and email procurement@wyndham.vic.gov.au for assistance.



After selecting **'Yes'**, the next screen will prompt you to choose either the **'Online'** or **'Manual Upload'** verification method.

g. Select the verification method type and click on **'Next'**.



Manual Upload: Refer to **Section 5.1 for Bank Account Verification – Manual Upload**.

Online Upload: Please note that screenshots are not available for the Online method, and a redacted bank statement may still be required. Select the relevant financial institution, log in to the banking portal and follow the prompts until you receive confirmation that the request is **pending review.**

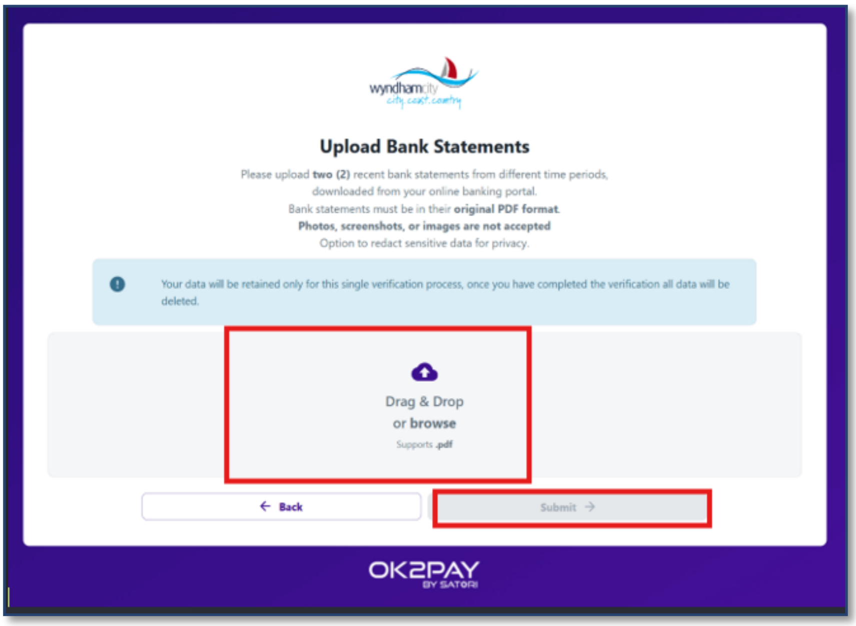
5.1 Bank Account Verification – Manual Upload

a. The Manual Upload requires either an upload of Two (2) redacted bank statements, or 1 bank deposit slip and 1 redacted bank statement.

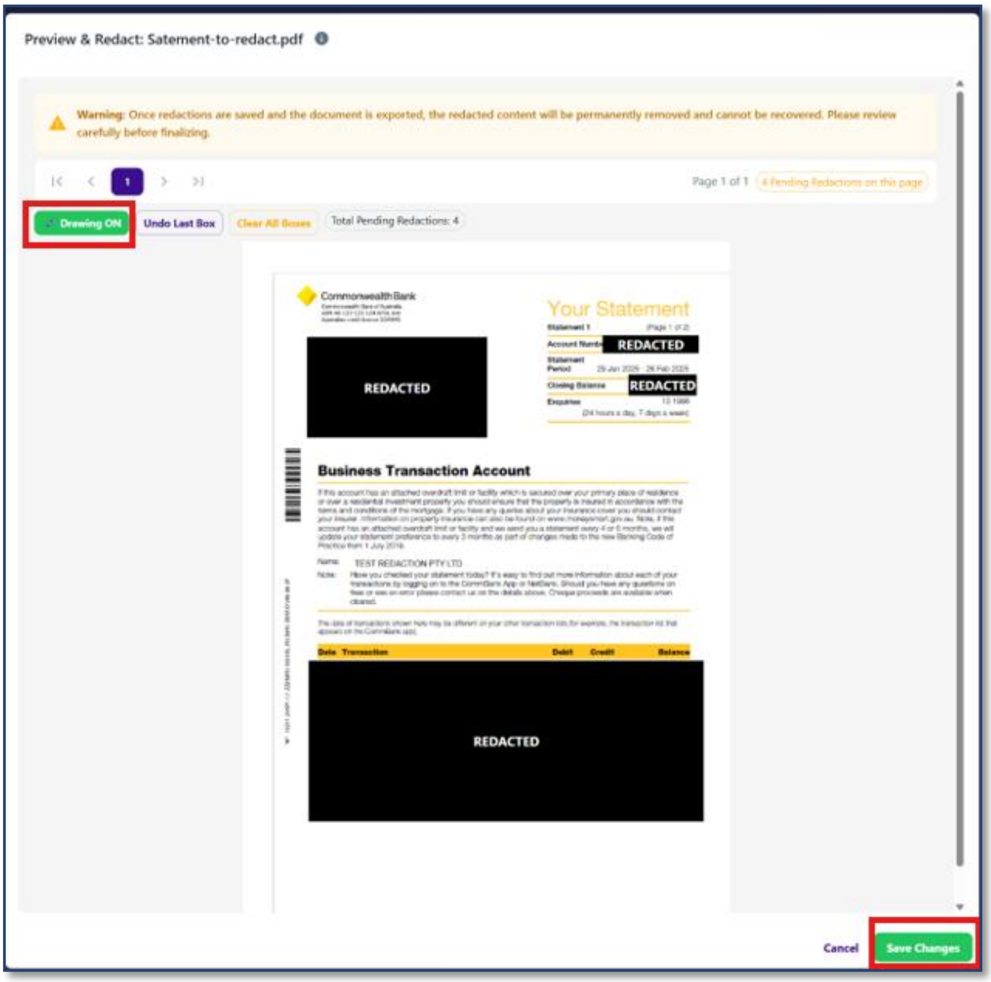
The statements must meet the following criteria:

- Issue date within the last 12 months and statements must be from different billing periods
- Front page only, account balances and transactions can be redacted
- BSB, account number, account name and statement periods must be visible
- Statements uploaded as PDFs, the OK2Pay portal does not accept JPEGs or similar file formats
- OK2Pay does not accept statement reports, transaction listings or variations of a bank statement

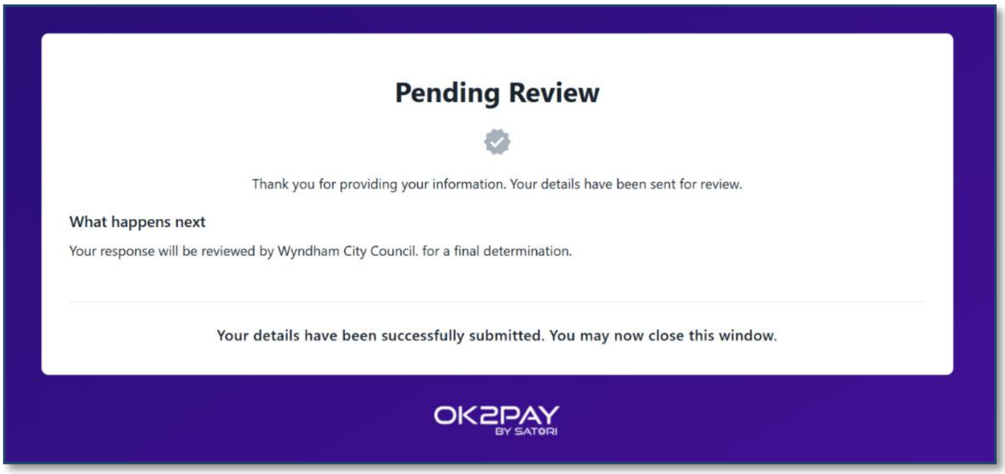
You may drag and drop the statements into the portal or click on 'browse' and retrieve the documents from a saved location on your device. Once the statements are uploaded, click on **'Submit'.**



b. Use the **‘Drawing ON’** button to redact account balances and transactions. Please note that the following information **<u>must</u>** be visible – BSB, Account Number, Account Name and Statement Period. When the statement is correctly redacted, click on ‘Save Changes’ in the bottom right-hand corner.



c. The below window will appear



Please be advised that the OK2Pay Team will contact you to verify the following:

- ABN
- BSB
- Account name
- Last 4 digits of the account number

Kindly note that the team is based in Sydney and will be calling from an (02) landline.

Once completed, the process will be finalised and a confirmation email sent to you and the requesting Council Officer.