

Procurement

New and Existing Supplier Account
Supplier Module

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New and Existing Supplier Account

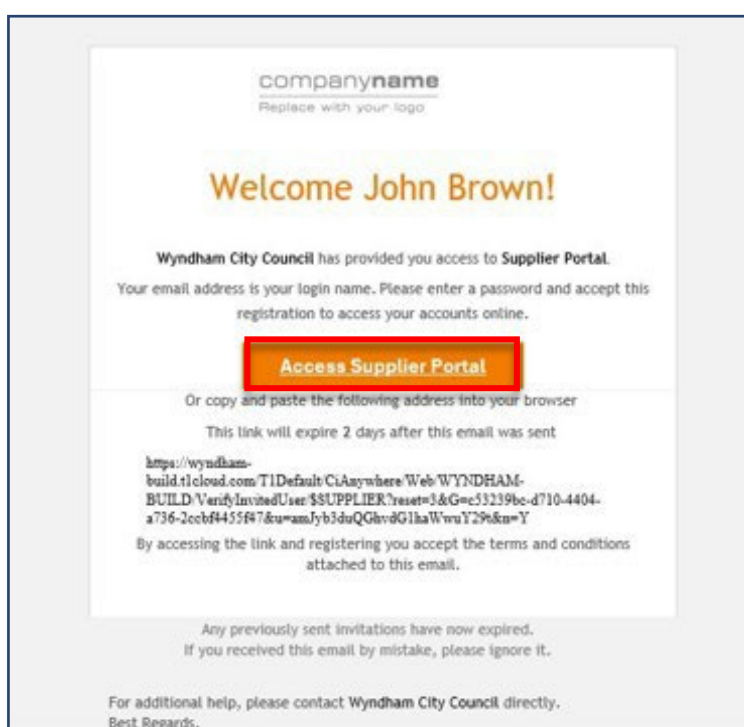
Summary: Outlined below is the process for registering as a new supplier with Wyndham City or updating your existing details in the [TechOne Supplier Portal](#).

1 New Supplier Request

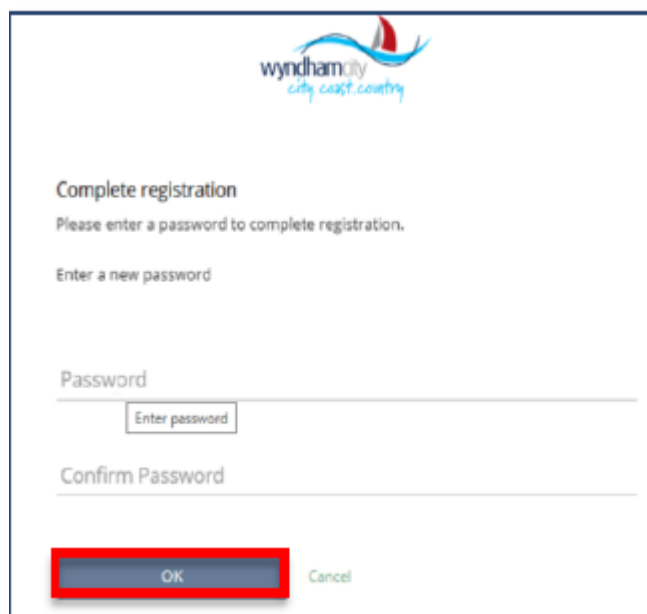
1.1 Access Supplier Portal

- 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. 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.



wyndhamcity
city.coast.country

Complete registration
Please enter a password to complete registration.

Enter a new password

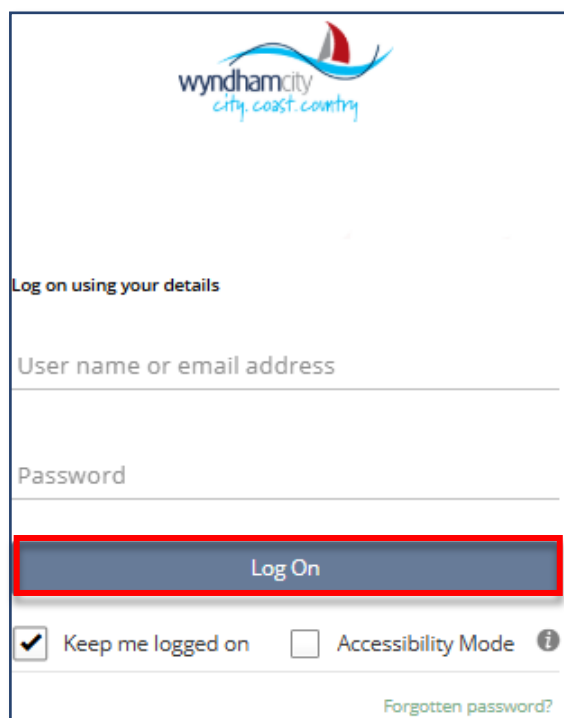
Password

Enter password

Confirm Password

OK Cancel

- c. 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.



wyndhamcity
city.coast.country

Log on using your details

User name or email address

Password

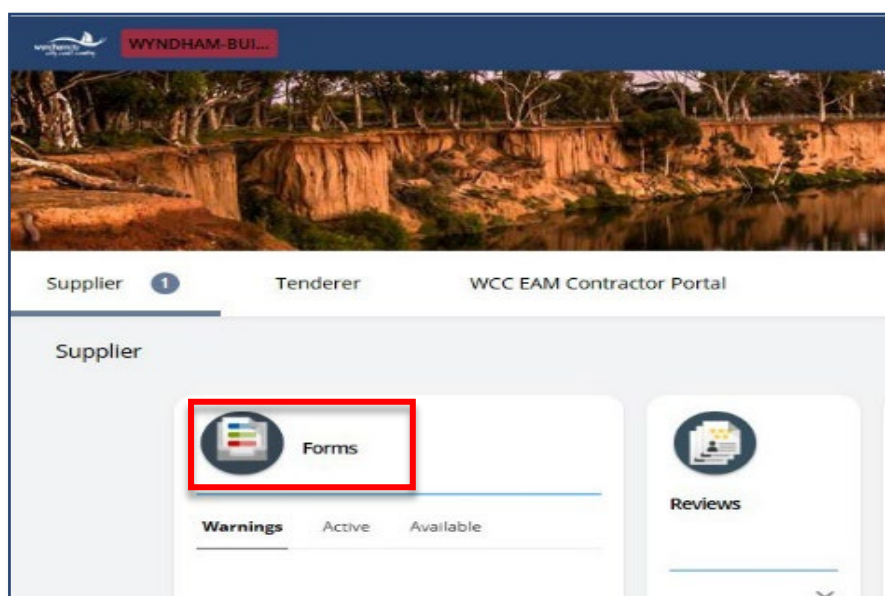
Log On

☒ Keep me logged on ☐ Accessibility Mode 

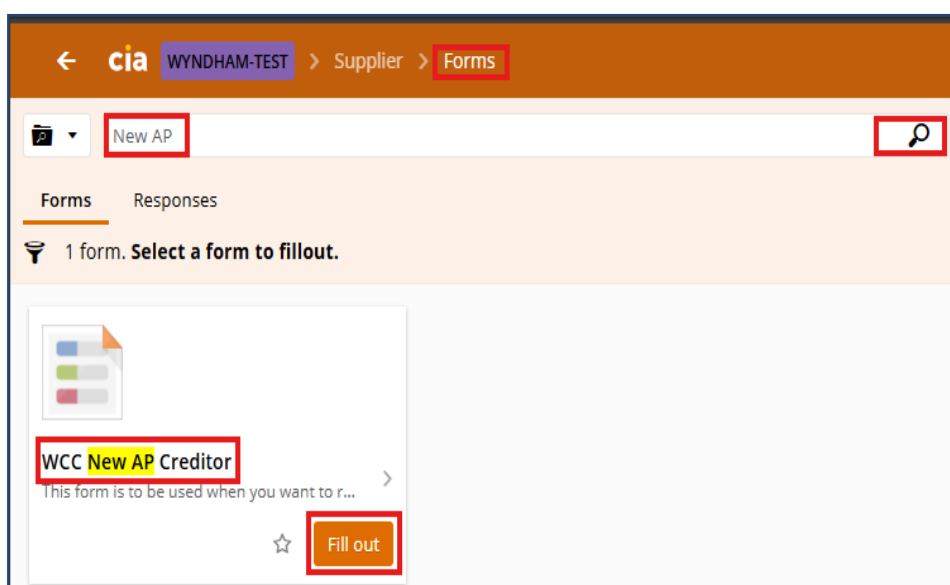
[Forgotten password?](#)

- d. 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](#).



- e. 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.



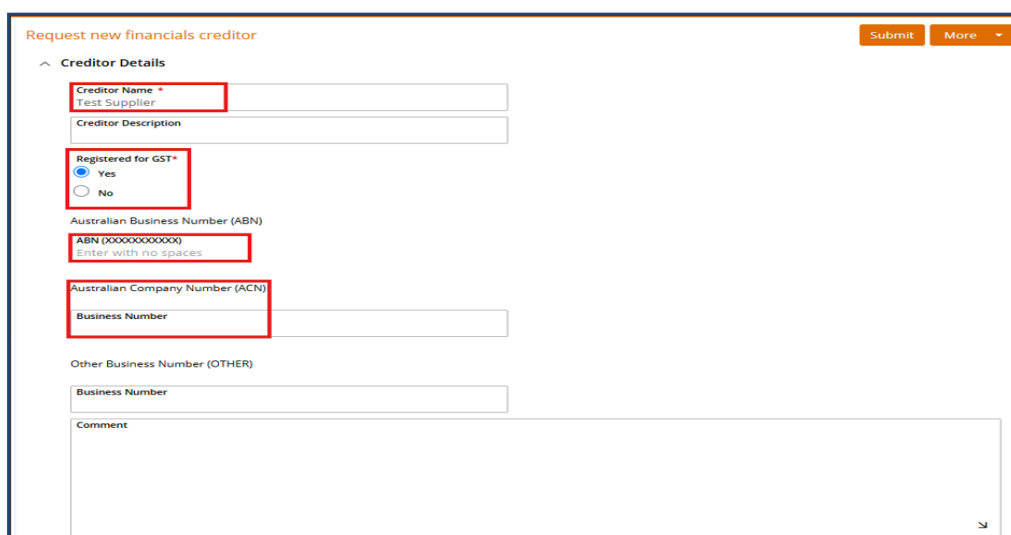
1.2 Entering Details

- 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.

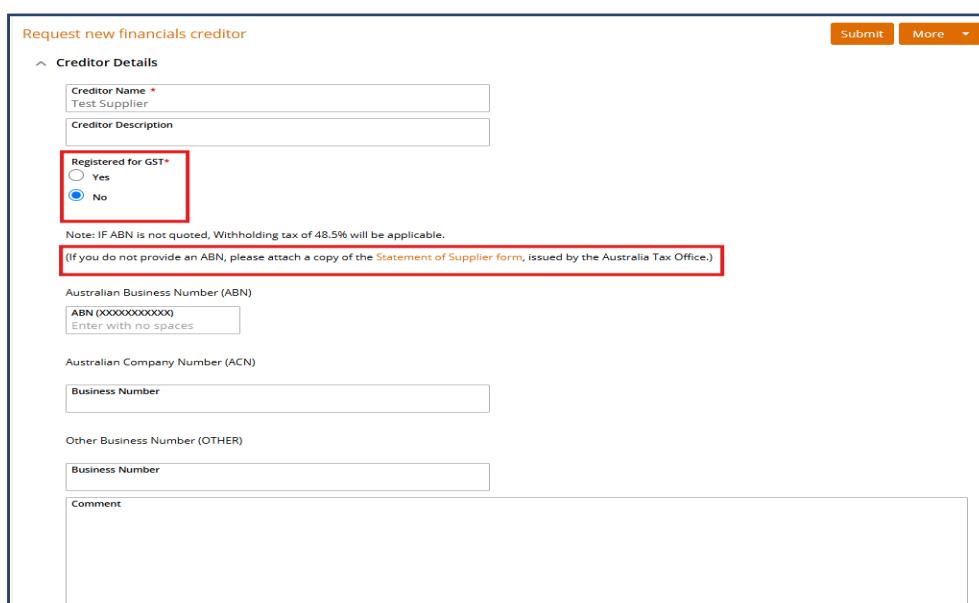
The 'Creditor Name' and 'Australian Business Number (ABN)' fields should auto-populate. If the ABN field is blank, enter the ABN as an 11-digit number without spaces or special characters.

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	Parent
COUNCILR	Councillor	Councillor	
GOVT	Government Department	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

^ Contact Details

Given Name

Family Name

Email *
test@outlook.com

Remittance Email Address *
testremittance@outlook.com

Mobile

Phone *
0400123456 10

Fax

Notes

f. Enter Address Details

^ Address Details

Address Line 1 *
45 Princes Highway

Address Line 2

Address Line 3

City/Town *
Werribee

State *
Victoria

Post Code / ZIP Code *
3030

Country Code

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.

^ Payment Details

Payment Type
EFT (EFT)

Bank Account Name *
Bank Account Name as per Bank Statement

Bank Name *
ANZ

Bank Code Type
BSB

BSB Number *
013-006

Bank Account *
13579

Payment Terms (In Days)
30

1.3 Attachments

- 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.

^ Attachments

Please attach documentation from the vendor showing their bank details (name on account, BSB, account number). Appropriate documentation includes invoices, bank deposit slips, letters on company letter head.

Attachments

Drag new attachments here

... + Add

Add from local drive

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

Request new financials creditor
Submit
More ▼



Form Submitted

Thank you for your submission.

You can review and track the forms you have filled out by clicking [Forms](#) on your home page.

A downloadable version of the Form is available [here](#).

DONE

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

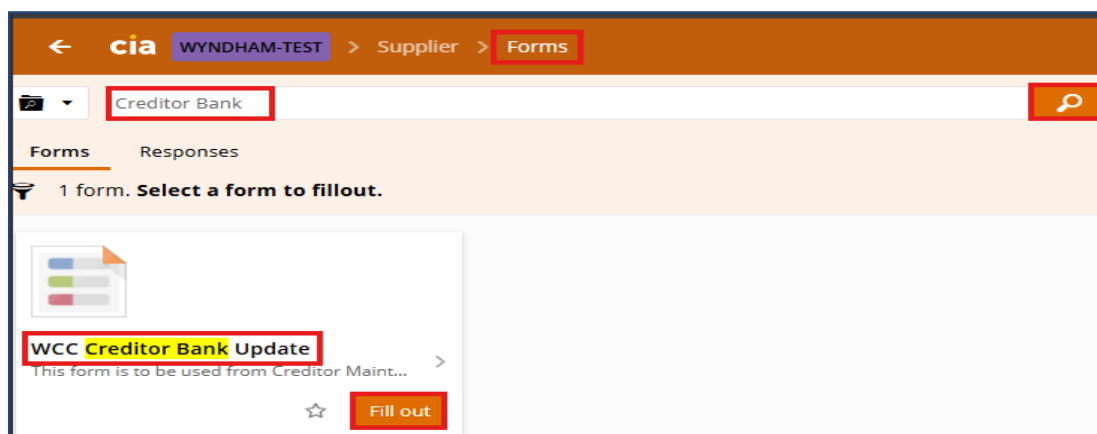
Summary: This section explains how to update current bank details for an existing supplier. Please note that this procedure overrides the current banking information. If you wish to add a secondary bank account, rather than supersede the primary bank account refer to **Section 3 - Adding Secondary Bank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

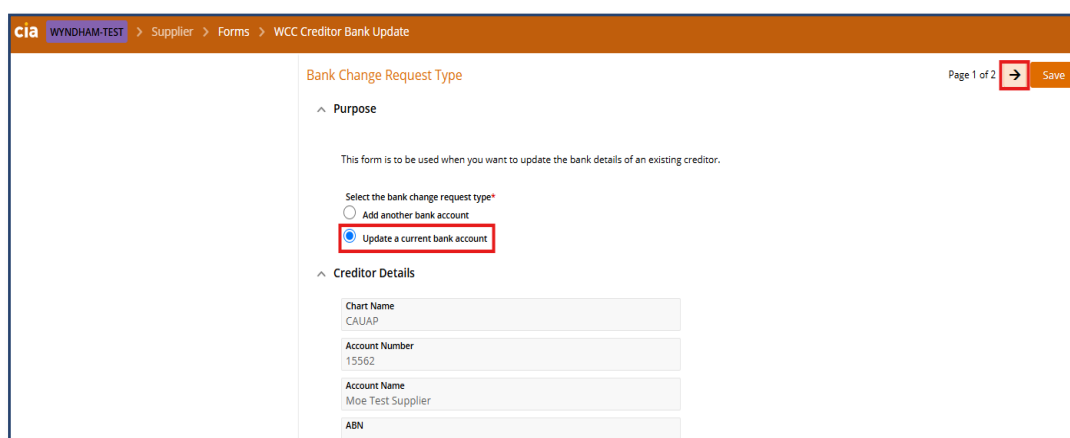
- Please enter your username and password, then click Log On.

- 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.



The screenshot shows the 'Forms' section of the WCC system. A search bar at the top contains the text 'Creditor Bank'. Below the search bar, there are two tabs: 'Forms' and 'Responses'. Under the 'Forms' tab, it says '1 form. Select a form to fillout.' Below this, there is a card for the 'WCC Creditor Bank Update' form. The card has a red box around the title 'WCC Creditor Bank Update' and a red box around the 'Fill out' button. The card also includes a description: 'This form is to be used from Creditor Maint...'

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



The screenshot shows the 'WCC Creditor Bank Update' form. The form has a title bar with 'cia WYNDHAM-TEST > Supplier > Forms > WCC Creditor Bank Update'. The main content area is titled 'Bank Change Request Type'. It has a 'Purpose' section with a description: 'This form is to be used when you want to update the bank details of an existing creditor.' Below this, there are two radio buttons: 'Add another bank account' and 'Update a current bank account'. The 'Update a current bank account' radio button is selected and highlighted with a red box. Below the radio buttons, there is a 'Creditor Details' section with fields for 'Chart Name' (CAUAP), 'Account Number' (15562), 'Account Name' (Moe Test Supplier), and 'ABN'. In the top right corner, there is a 'Page 1 of 2' indicator and a 'Save' button.

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.

← cia WYNDHAM-TEST > Supplier > Forms > WCC Creditor Bank Update

Creditor Bank Update Page 2 of 2 Cancel More

^ Update A Current Bank Account

The following details will be updated against the account on approval.

Bank Account *
001

Payment Type
Electronic Funds Transfer

Bank Account Name *
Bank Account Name as per Bank Statement

Bank Code Type
BSB

BSB Number *
033-003 (520 Collins Street, Melbourne, VIC, 3000)

Bank Name
520 Collins Street

Bank Account *
12345

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.

^ Attachments

Please add supporting documents for this bank update request.

^ Attachments

Attachments

Drag new attachments here

+ Add
Add from local drive

c. Contact Details

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

^ Contact Details

Given Name *

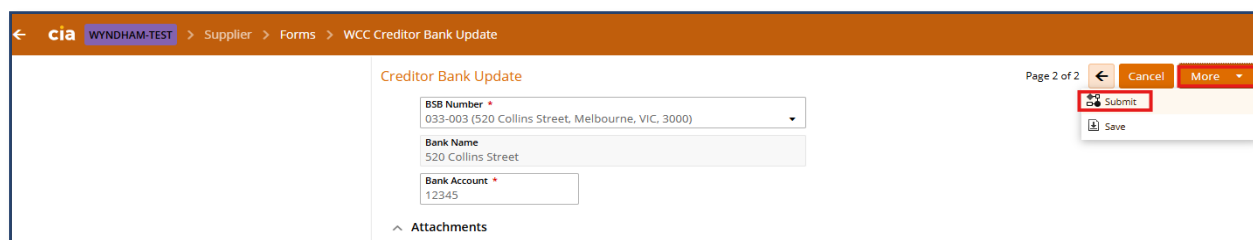
Family Name *

Email *

Phone *

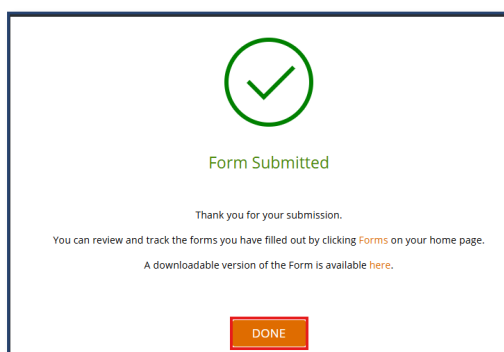
d. Submitting the form

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.

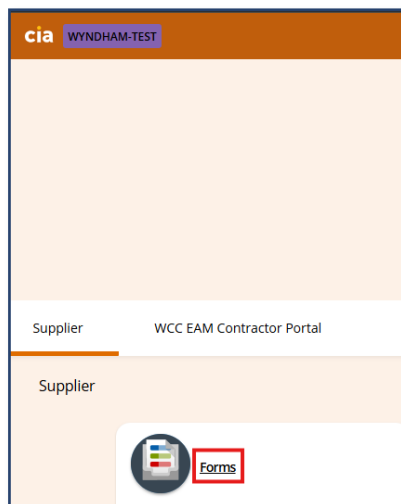
Note: This procedure retains the primary bank account and adds a secondary bank account. If you wish to override the primary bank account, rather than add a secondary bank account number refer to **Section 2 - Updating Current Bank Details for Existing Supplier Suppliers**

3.1 Accessing the Supplier Portal

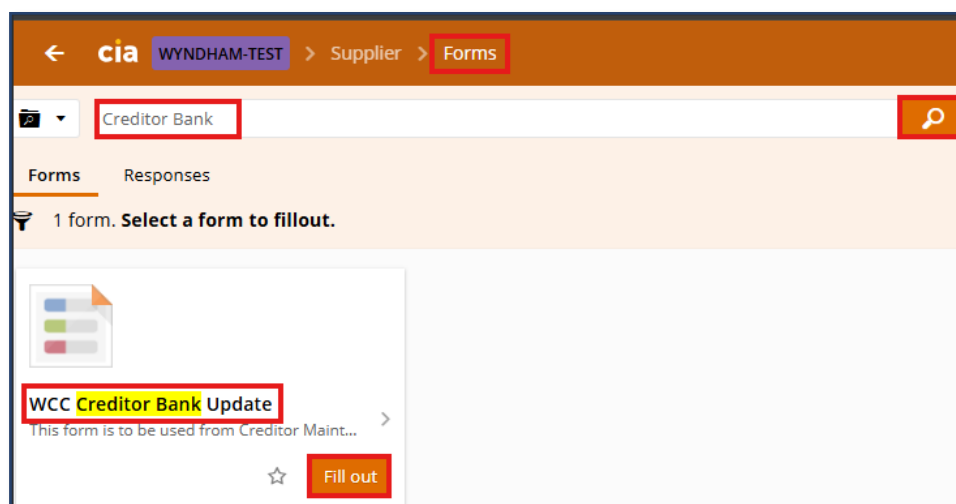
If this is your first time accessing the Supplier Portal, please follow the steps on pages 3-4. If you have logged in previously, you may click on this [LINK](#).

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

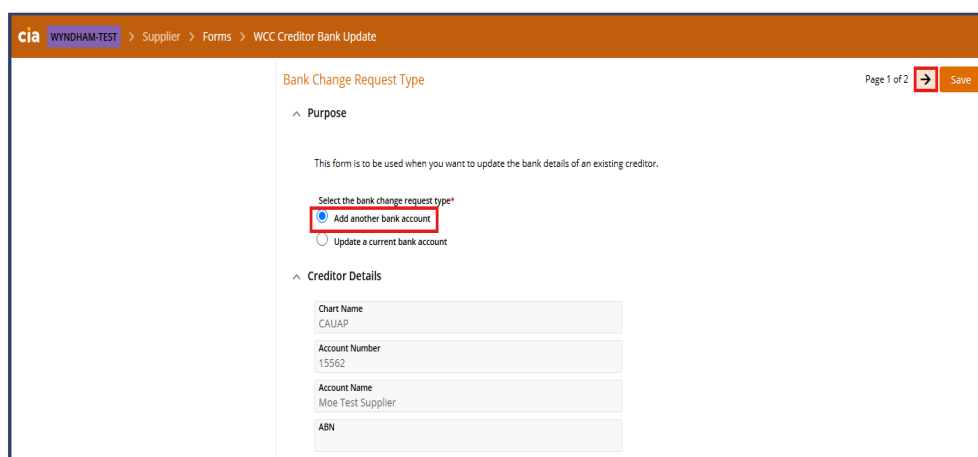
- b. Once logged into the Supplier Portal, click on **Forms**



- 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



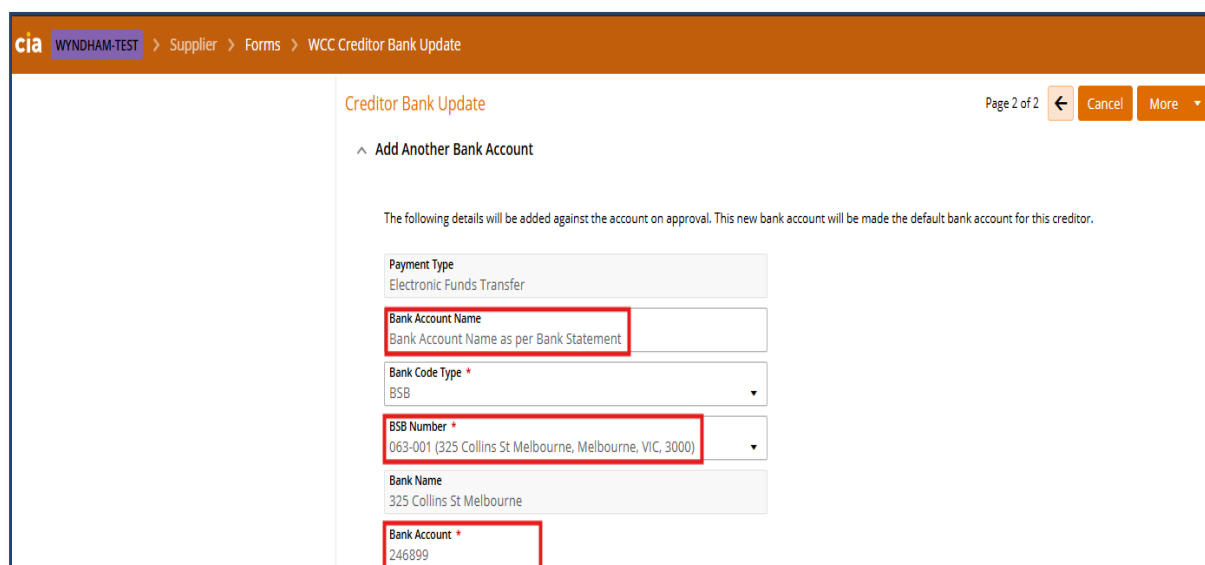
The screenshot shows the 'WCC Creditor Bank Update' form. The 'Bank Change Request Type' section has two options: 'Add another bank account' (selected) and 'Update a current bank account'. The 'Creditor Details' section includes fields for 'Chart Name' (CAUAP), 'Account Number' (15562), 'Account Name' (Moe Test Supplier), and 'ABN'. The 'Add another bank account' option is highlighted with a red box. In the top right corner, there's a 'Save' button with a right arrow icon, also highlighted with a red box.

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.



The screenshot shows the 'Creditor Bank Update' form in the 'cia WYNDHAM-TEST' system. The form is titled 'Creditor Bank Update' and includes a 'Page 2 of 2' indicator. Below the title, there is a section for 'Add Another Bank Account'. A note states: 'The following details will be added against the account on approval. This new bank account will be made the default bank account for this creditor.' The form fields are as follows:

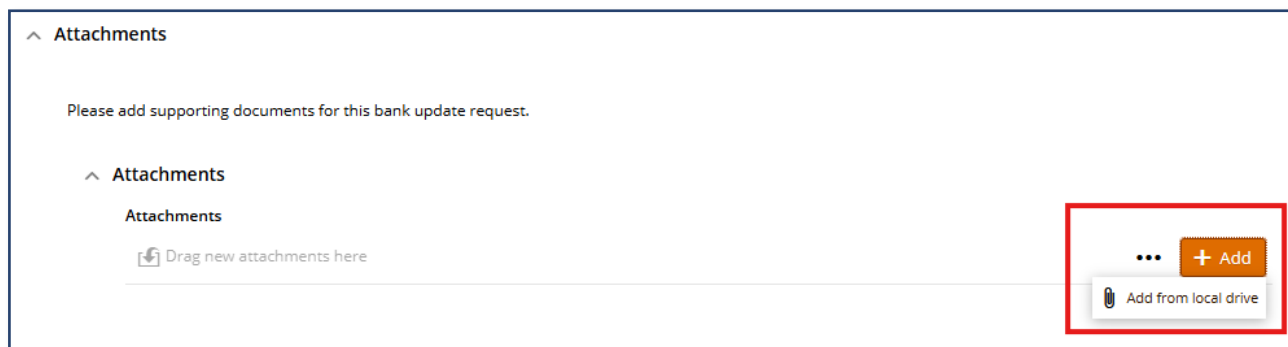
- Payment Type:** Electronic Funds Transfer
- Bank Account Name:** Bank Account Name as per Bank Statement
- Bank Code Type:** BSB
- BSB Number:** 063-001 (325 Collins St Melbourne, Melbourne, VIC, 3000)
- Bank Name:** 325 Collins St Melbourne
- Bank Account:** 246899

b. Attachments

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

Important Notes

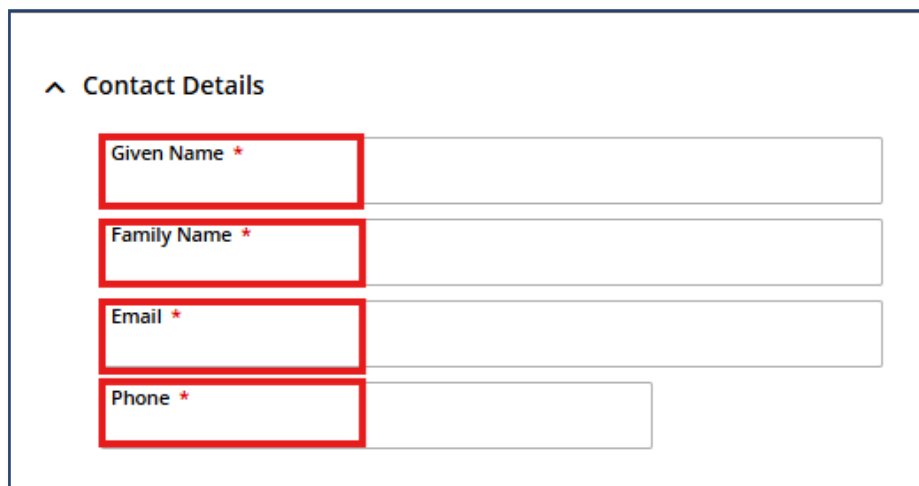
- A redacted bank statement showing only the BSB, account number, account name and statement period from the last 12 months can be uploaded.



The screenshot shows the 'Attachments' section of the form. It includes a heading 'Attachments' and a sub-heading 'Attachments'. Below the sub-heading, there is a text prompt: 'Please add supporting documents for this bank update request.' and a button '+ Add'. A red box highlights the '+ Add' button and the 'Add from local drive' option below it.

c. Contact Details

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



^ Contact Details

Given Name *

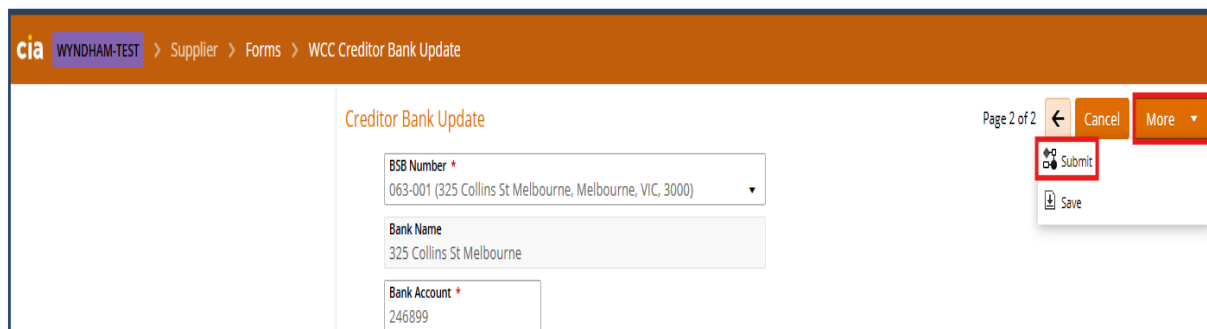
Family Name *

Email *

Phone *

d. Submitting the form

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



cia WYNDHAM-TEST > Supplier > Forms > WCC Creditor Bank Update

Creditor Bank Update

Page 2 of 2

BSB Number *
063-001 (325 Collins St Melbourne, Melbourne, VIC, 3000)

Bank Name
325 Collins St Melbourne

Bank Account *
246899

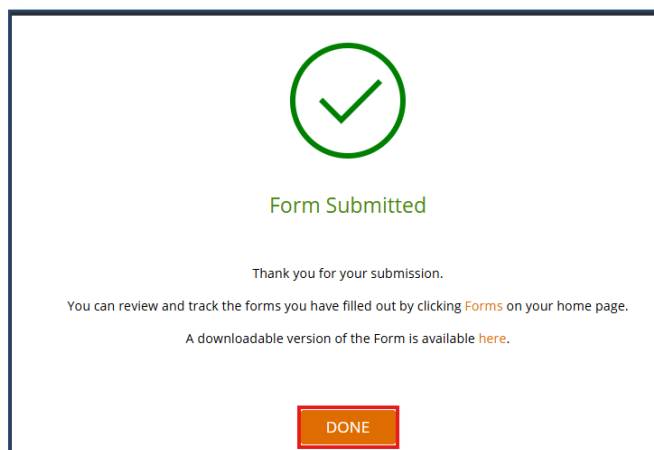
Cancel More

Submit

Save

- 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.



Form Submitted

Thank you for your submission.

You can review and track the forms you have filled out by clicking [Forms](#) on your home page.

A downloadable version of the Form is available [here](#).

DONE

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.

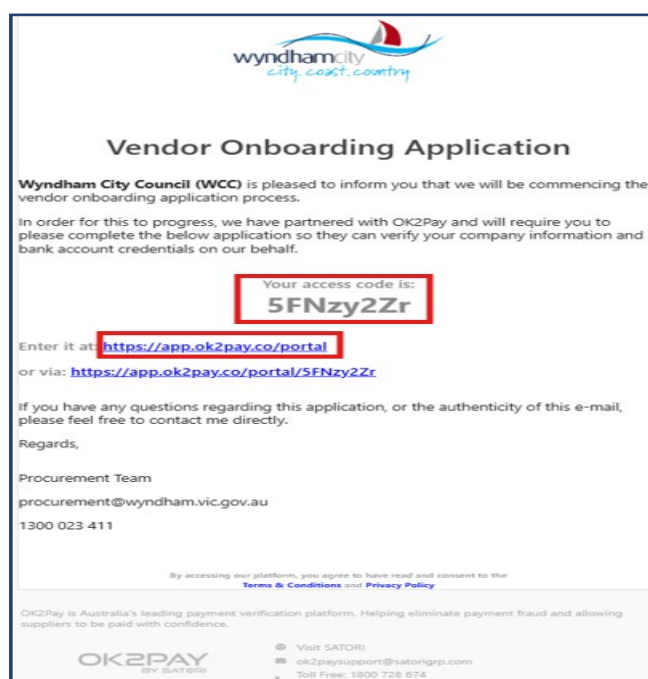
An OK2Pay verification email, and separate instructions, will only be issued where the Procurement Team is unable to verify the nominated bank account through the initial verification process.

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

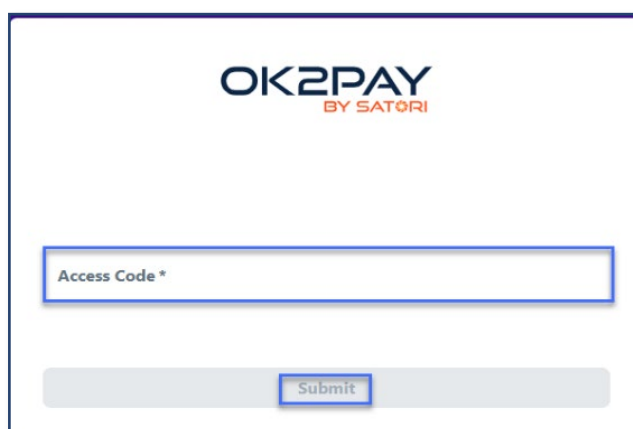
4 OK2Pay Bank Verification Process - Company Supplier (with ABN)

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.



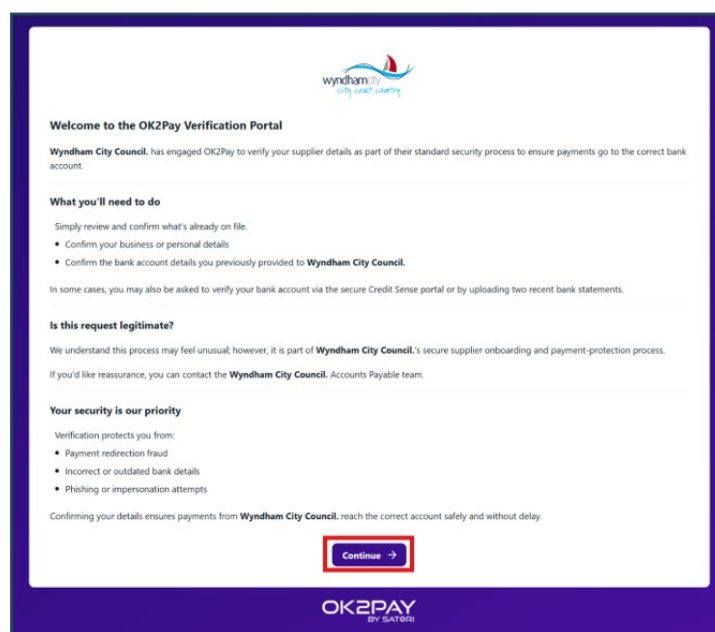
- b. Enter the **Access Code** provided in the email and click **Submit**.



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



Welcome to the OK2Pay Verification Portal

Wyndham City Council has engaged OK2Pay to verify your supplier details as part of their standard security process to ensure payments go to the correct bank account.

What you'll need to do

Simply review and confirm what's already on file.

- Confirm your business or personal details
- Confirm the bank account details you previously provided to Wyndham City Council.

In some cases, you may also be asked to verify your bank account via the secure Credit Sense portal or by uploading two recent bank statements.

Is this request legitimate?

We understand this process may feel unusual however, it is part of Wyndham City Council's secure supplier onboarding and payment-protection process. If you'd like reassurance, you can contact the Wyndham City Council, Accounts Payable team.

Your security is our priority

Verification protects you from:

- Payment redirection fraud
- Incorrect or outdated bank details
- Phishing or impersonation attempts

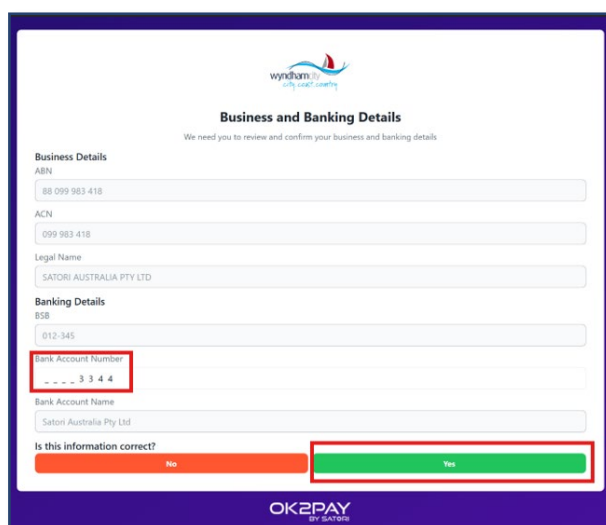
Confirming your details ensures payments from Wyndham City Council, reach the correct account safely and without delay.

Continue

OK2PAY BY SATORI

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.



Business and Banking Details

We need you to review and confirm your business and banking details

Business Details

ABN
88 099 983 418

ACN
099 983 418

Legal Name
SATORI AUSTRALIA PTY LTD

Banking Details

BSB
012-345

Bank Account Number
- - - - 3 3 4 4

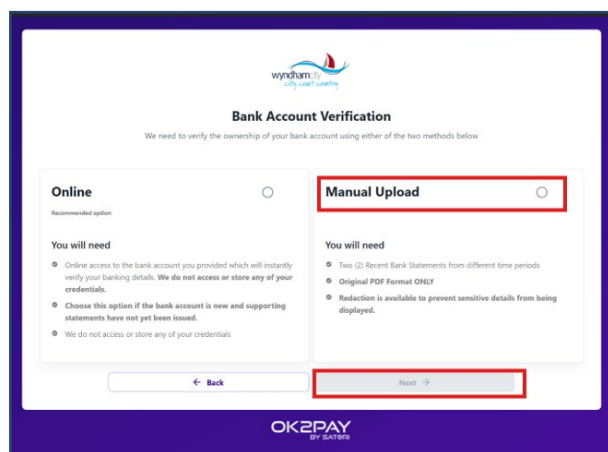
Bank Account Name
Satori Australia Pty Ltd

Is this information correct?

No **Yes**

OK2PAY BY SATORI

- 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'.



The screenshot shows the 'Bank Account Verification' screen. It has two main sections: 'Online' and 'Manual Upload'. The 'Manual Upload' section is highlighted with a red box. Below the sections are 'Back' and 'Next' buttons, with the 'Next' button also highlighted with a red box. The 'Online' section is labeled 'Recommended option' and lists requirements: online access to the bank account, choice of this option if the account is new, and no access to credentials. The 'Manual Upload' section lists requirements: two recent bank statements from different time periods, original PDF format only, and redaction available to prevent sensitive details from being displayed.

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**.

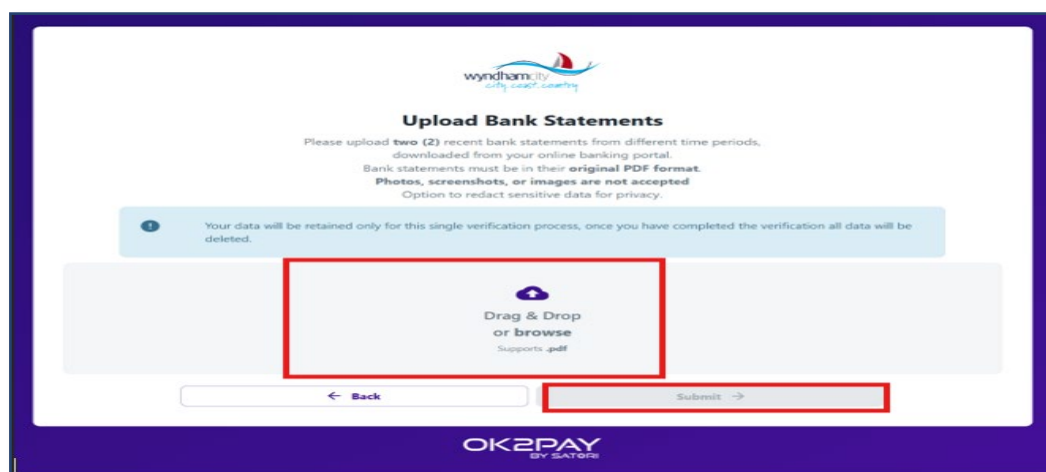
4.1 Bank Account Verification – Manual Upload

- 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:

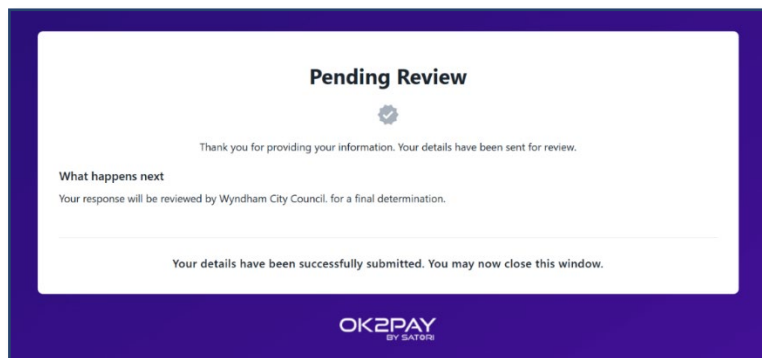
- Issue date within the last 12 months and statements must be from different billing periods
- Front page only, account balances and transactions can be redacted
- BSB, account number, account name and statement periods must be visible
- Statements uploaded as PDFs, the OK2Pay portal does not accept 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**'



The screenshot shows the 'Upload Bank Statements' screen. It includes instructions to upload two recent bank statements from different time periods, downloaded from the online banking portal, in their original PDF format. It also mentions that photos, screenshots, or images are not accepted and that there is an option to redact sensitive data for privacy. A large box in the center is labeled 'Drag & Drop or browse' and 'Supports .pdf'. Below this box are 'Back' and 'Submit' buttons, both highlighted with red boxes. A blue information box at the top states: 'Your data will be retained only for this single verification process, once you have completed the verification all data will be deleted.'

- 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.

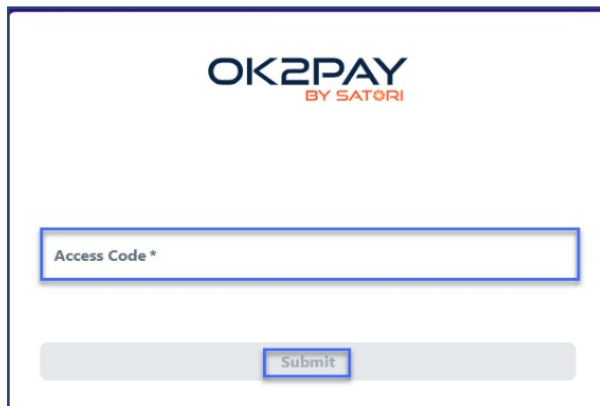
5 OK2Pay Bank Verification Process - Individual Supplier (without ABN)

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**.

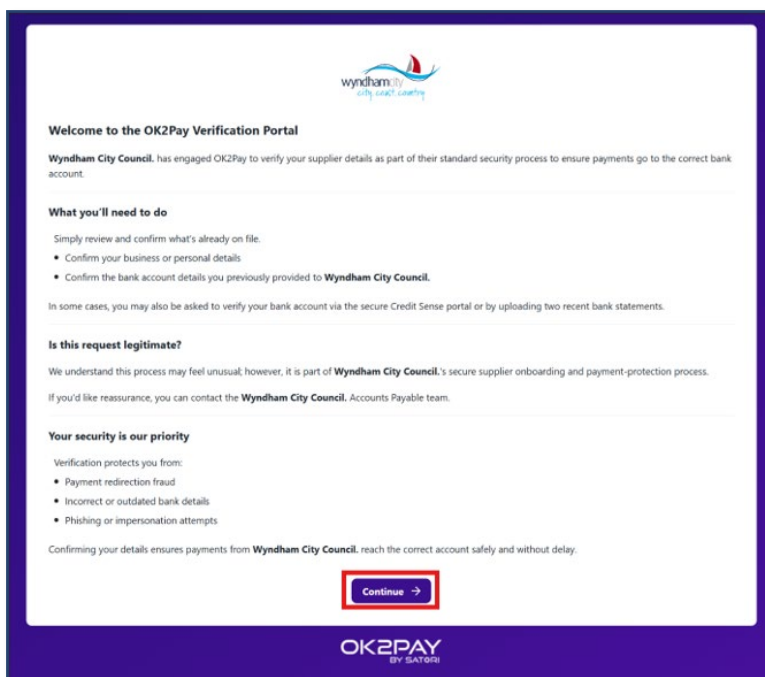


The image shows a login screen for OK2PAY BY SATORI. At the top, the logo "OK2PAY BY SATORI" is displayed. Below the logo is a text input field labeled "Access Code *". At the bottom of the screen is a "Submit" button.

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

Important Note:

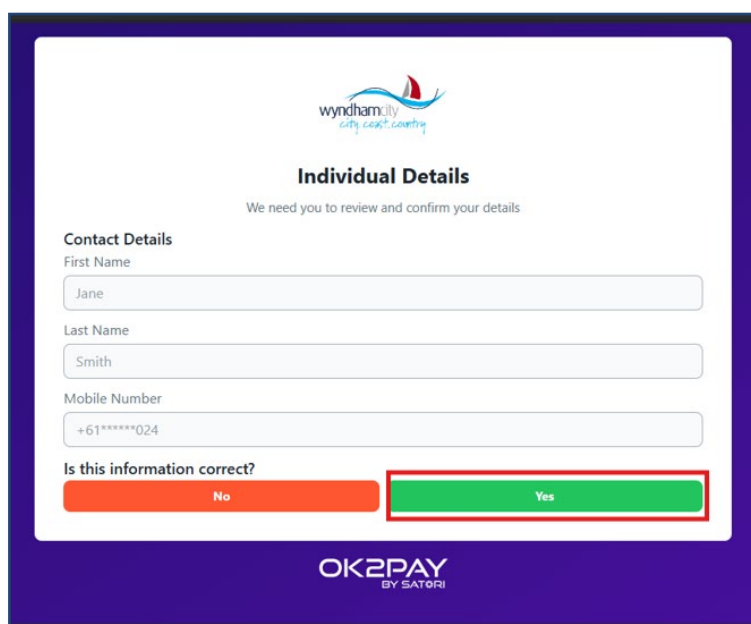
- the banking details provided must match those entered in the Wyndham City Council Supplier Portal
- Any discrepancy between the information entered in the Supplier Portal and the OK2Pay portal will result in a failed verification. You must request a new OK2Pay verification link from the Procurement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



The image shows the "Welcome to the OK2Pay Verification Portal" screen. At the top is the Wyndham City Council logo. Below the logo, the text reads: "Welcome to the OK2Pay Verification Portal". A paragraph states: "Wyndham City Council, has engaged OK2Pay to verify your supplier details as part of their standard security process to ensure payments go to the correct bank account." A section titled "What you'll need to do" lists two bullet points: "Confirm your business or personal details" and "Confirm the bank account details you previously provided to Wyndham City Council." A note below states: "In some cases, you may also be asked to verify your bank account via the secure Credit Sense portal or by uploading two recent bank statements." A section titled "Is this request legitimate?" states: "We understand this process may feel unusual; however, it is part of Wyndham City Council's secure supplier onboarding and payment-protection process. If you'd like reassurance, you can contact the Wyndham City Council, Accounts Payable team." A section titled "Your security is our priority" lists three bullet points: "Payment redirection fraud", "Incorrect or outdated bank details", and "Phishing or impersonation attempts". A note at the bottom states: "Confirming your details ensures payments from Wyndham City Council, reach the correct account safely and without delay." At the bottom of the screen is a "Continue →" button. The OK2PAY BY SATORI logo is at the very bottom.

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.



Individual Details
We need you to review and confirm your details

Contact Details

First Name
Jane

Last Name
Smith

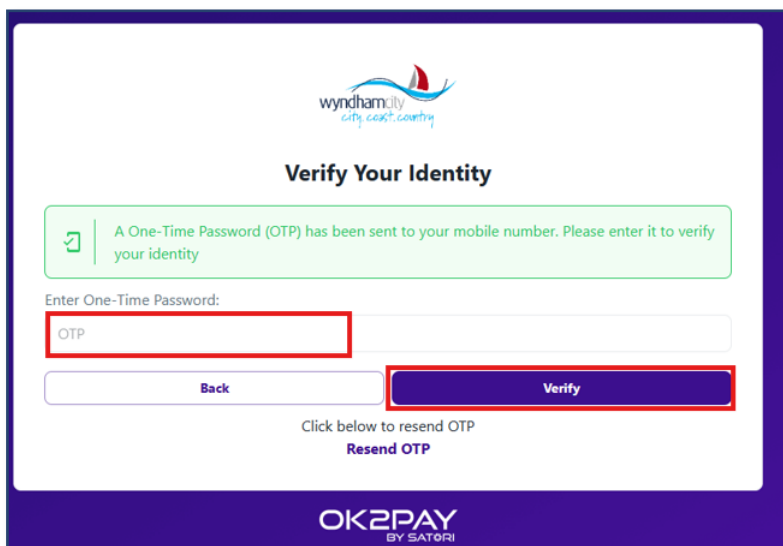
Mobile Number
+61*****024

Is this information correct?

No Yes

OK2PAY
BY SATORI

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



Verify Your Identity

A One-Time Password (OTP) has been sent to your mobile number. Please enter it to verify your identity

Enter One-Time Password:

OTP

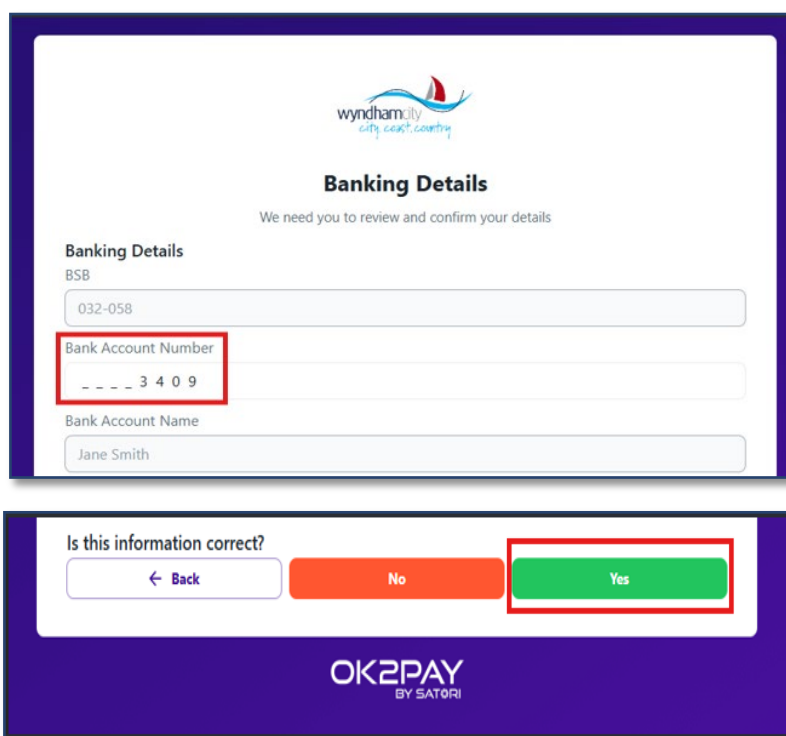
Back Verify

Click below to resend OTP
Resend OTP

OK2PAY
BY SATORI

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

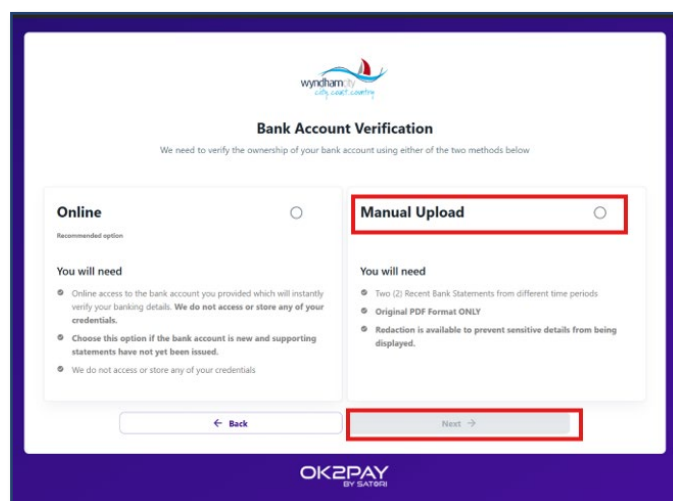
Review the information and if correct, click on 'Yes'. If incorrect, click on 'No' and email procurement@wyndham.vic.gov.au for assistance.



The image shows two screenshots from the Wyndham City OK2PAY system. The top screenshot is the 'Banking Details' form. It has the Wyndham City logo at the top, followed by the title 'Banking Details' and a subtitle 'We need you to review and confirm your details'. The form contains three fields: 'BSB' with the value '032-058', 'Bank Account Number' with the value '--- 3 4 0 9' (the last four digits are highlighted with a red box), and 'Bank Account Name' with the value 'Jane Smith'. The bottom screenshot is a confirmation screen titled 'Is this information correct?'. It has three buttons: 'Back' (with a left arrow), 'No' (in an orange box), and 'Yes' (in a green box, highlighted with a red box). At the bottom of this screen is the 'OK2PAY BY SATORI' logo.

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'.



The image shows the 'Bank Account Verification' screen. It has the Wyndham City logo at the top, followed by the title 'Bank Account Verification' and a subtitle 'We need to verify the ownership of your bank account using either of the two methods below'. There are two radio button options: 'Online' (labeled 'Recommended option') and 'Manual Upload' (highlighted with a red box). Below each option is a list of requirements. For 'Online', the requirements are: 'Online access to the bank account you provided which will instantly verify your banking details. We do not access or store any of your credentials.', 'Choose this option if the bank account is new and supporting statements have not yet been issued.', and 'We do not access or store any of your credentials'. For 'Manual Upload', the requirements are: 'Two (2) Recent Bank Statements from different time periods', 'Original PDF Format ONLY', and 'Redaction is available to prevent sensitive details from being displayed'. At the bottom of the form are two buttons: 'Back' (with a left arrow) and 'Next' (with a right arrow, highlighted with a red box). At the bottom of the screen is the 'OK2PAY BY SATORI' logo.

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**.

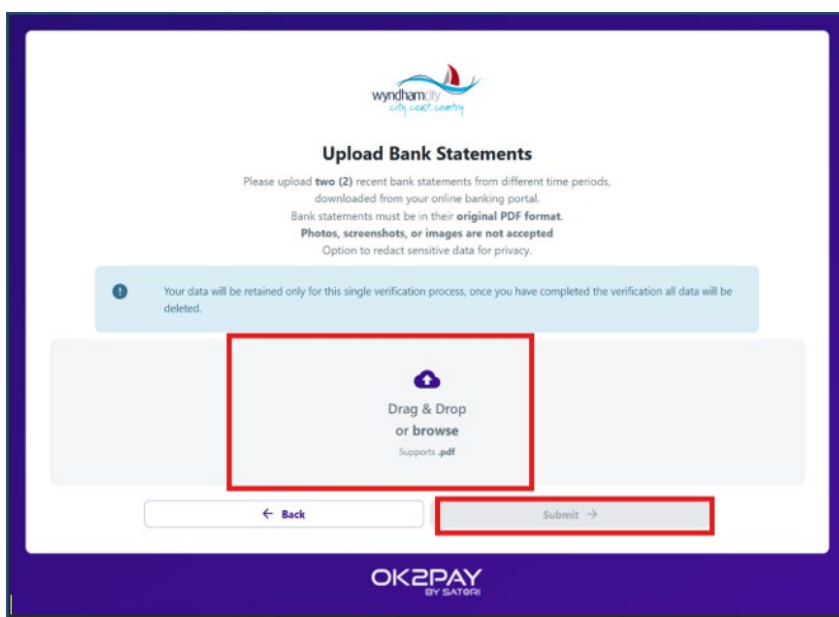
5.1 Bank Account Verification – Manual Upload

- 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**'.



Upload Bank Statements

Please upload **two (2)** recent bank statements from different time periods,
downloaded from your online banking portal.
Bank statements must be in their **original PDF format**.
Photos, screenshots, or images are not accepted
Option to redact sensitive data for privacy.

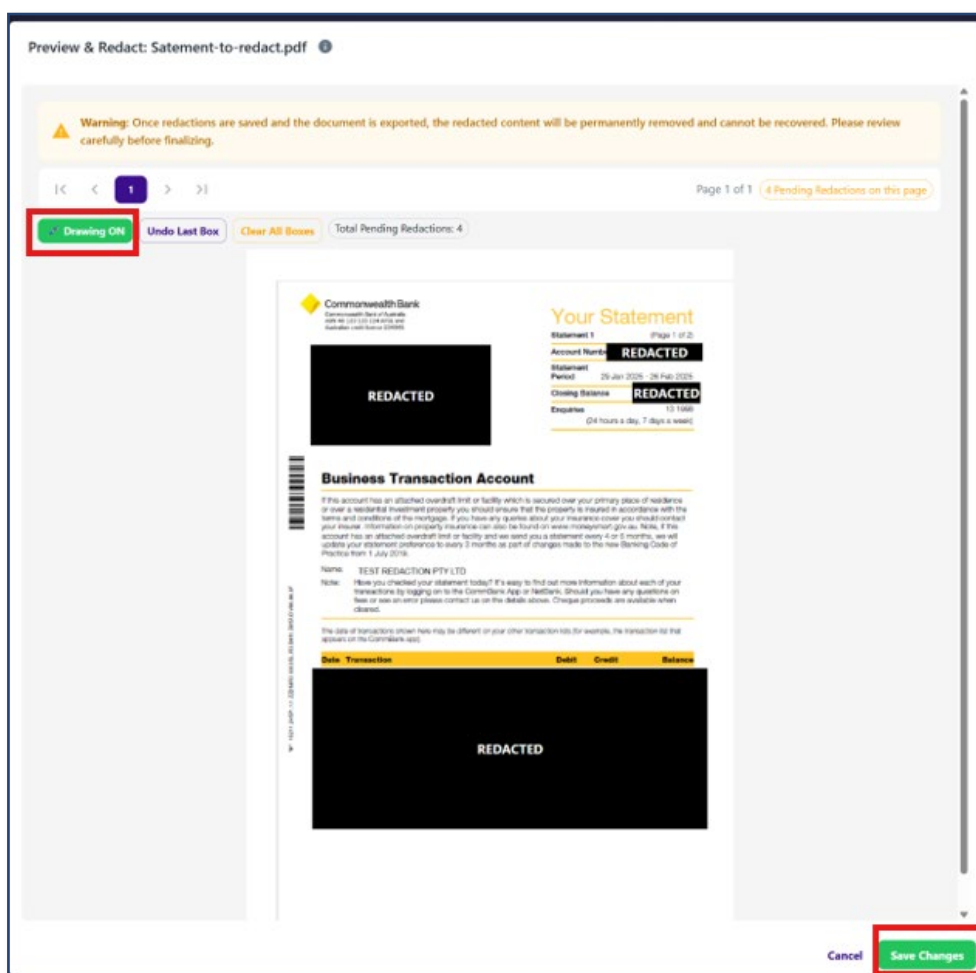
Information: Your data will be retained only for this single verification process, once you have completed the verification all data will be deleted.


 Drag & Drop
 or browse
Supports .pdf

← Back
Submit →

OK2PAY
BY SATIPS

- b. Use the '**Drawing ON**' button to redact account balances and transactions. Please note that the following information **must** 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.



Preview & Redact: Statement-to-redact.pdf

Warning: Once redactions are saved and the document is exported, the redacted content will be permanently removed and cannot be recovered. Please review carefully before finalizing.

Page 1 of 1 4 Pending Redactions on this page

Drawing ON Undo Last Box Clear All Boxes Total Pending Redactions: 4

Commonwealth Bank
Commonwealth Bank of Australia
ABN 12 151 204 000
Head Office: Sydney NSW 2000

Your Statement
Statement 1 (Page 1 of 2)
Account Name: REDACTED
Statement Period: 25 Jan 2019 - 26 Feb 2019
Closing Balance: REDACTED
Enquiries: 10 1369
(24 hours a day, 7 days a week)

Business Transaction Account
If this account has an attached overdraft limit or facility which is secured over your primary place of residence or over a residential investment property you should ensure that the property is insured in accordance with the terms and conditions of the mortgage. If you have any queries about your insurance cover you should contact your insurer. Information on compulsory insurance can also be found on [www.mortgage.com.au](#). Note: If the account has an attached overdraft limit or facility and we send you a statement every 4 or 5 months, we will update your statement preference to every 3 months as part of changes made to the new Banking Code of Practice from 1 July 2019.

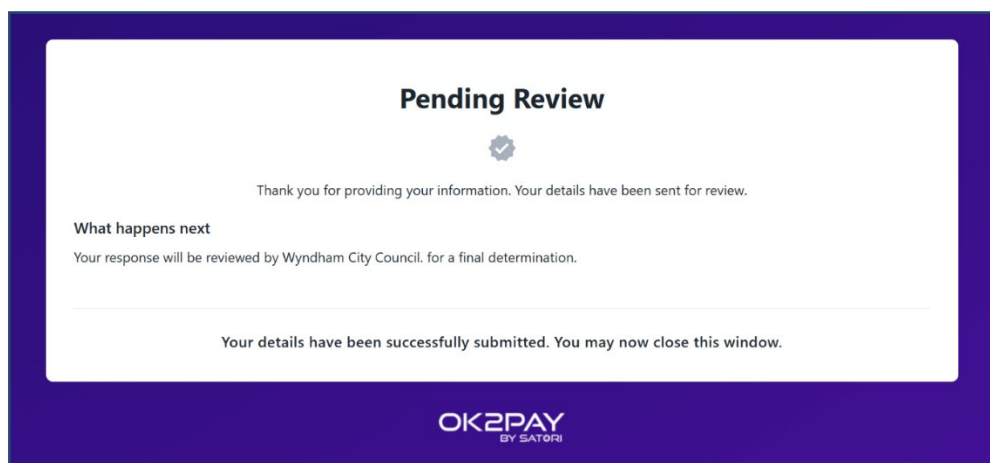
Name: TEST REDACTION PTY LTD
Note: Have you checked your statement today? It's easy to find out more information about each of your transactions by logging on to the Commonwealth App or NetBank. Should you have any questions on fees or see an error please contact us on the details above. Charge proceeds are available when cleared.

The date of transactions shown here may be different on your other transaction tools for example, the transaction list that appears on the Commonwealth App.

Date	Transaction	Debit	Credit	Balance
				REDACTED

Cancel Save Changes

- c. The below window will appear



Pending Review

Thank you for providing your information. Your details have been sent for review.

What happens next
Your response will be reviewed by Wyndham City Council, for a final determination.

Your details have been successfully submitted. You may now close this window.

OK2PAY
BY SATORI

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.
