



# Tennis Australia

Information for suppliers

March 2025

## TENNIS SUPPLIER ONBOARDING & DATA MANAGEMENT

Tennis Australia and its Member Associations have introduced a new system for the setup and management of supplier data.

Provided by [Eftsure](#), the system is robust and recognised for protecting supplier payments against fraud and error by validating ABN, GST registration status and bank account details to ensure payments are made to the intended recipient.

Commencing December 2023, most new suppliers conducting business with us will have their details verified through Eftsure. As part of this, suppliers may need to provide information through the Eftsure portal.

Eftsure is a B2B payment protection service, which we also use to streamline and protect our supplier onboarding process. Eftsure helps protect our supplier base and reduces the risk of payment error, fraud attempts and cyber-crime. Eftsure's alert system helps ensure we only pay the correct recipients, lowering your risk of delayed payment.

Eftsure follows best practices for securing data and its systems, including ongoing audits and penetration testing by external security specialists in order to stay ahead of any new threats. [Read more.](#)

Supplier data provided during onboarding is verified by Eftsure to ensure that only legitimate information is entered into our finance system.

Eftsure is used by many recognised large Australian organisations. View the list [here](#).

## ONBOARDING OF NEW SUPPLIERS & EFTSURE

As part of our overall supplier onboarding process, your business contact at tennis will request key information including a supplier contact name and email address, and banking details, including supporting banking documentation.

This information will be validated in the Eftsure portal. If your details have **not** already been independently verified in the portal, you may then receive an email invitation from Eftsure requesting that you verify your details through the portal. Depending on where suppliers are based, the process will vary, as outlined below.

### For Australian based suppliers:

You may receive a confirmation request email (via email address [verifications@tennis.com.au](mailto:verifications@tennis.com.au)) which simply requires that you follow the verification link in the email to input your ABN, main Trading Name, your first and last name, position and phone number.

(A step-by-step process guide with further detail is available for download on the verification page you are directed to.)

You can then choose one of two options for confirming your bank account details:

1. **Phone call:** One of Eftsure's fraud verification analysts will contact you and undertake an initial screening validation process related to information on the submitted online form. The fraud verification analysts will then complete a two-way, interactive account number verification process to verify the account number, along with the BSB, account name and ABN.
2. **Bank link:** This allows you to select your relevant bank account details from your bank without you needing to enter in the bank account details manually. You'll be asked to log into your bank, which provides us with an instant verification of your bank account details, cross-matching them against formal records from the Australian Business Register (ABR).  
Details of the specific tool, its accreditation by the ACCC as an Accredited Data Recipient (ADR) under the Consumer Data Right (CDR) and encryption information is available for you to review when selecting bank link option.  
(If the account name does not match your registered business name you may still receive a phone call for security purposes).

## ONBOARDING OF NEW SUPPLIERS & EFTSURE

### **Suppliers located in Canada, Ireland, Philippines, Singapore, South Africa, United Kingdom and United States**

You will receive an onboarding invitation email (via email address [verifications@tennis.com.au](mailto:verifications@tennis.com.au)) requiring that you register with Tennis Australia as an international supplier the Eftsure portal. Please click the link to the portal, and follow the steps to enter you company details, create a password and register as a supplier.

You will then be taken to an onboarding screen where you will be required to input your international bank account details, and additional information including contact details.

You may then receive a phone call from one of Eftsure's fraud verification analysts who will undertake a validation process related to information on the submitted online form.

### **For all other countries**

Your details will not be verified through the Eftsure portal.

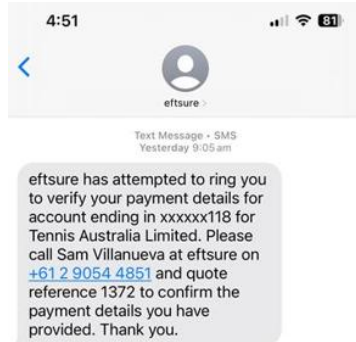
Your business will receive a phone call from either your business contact or the accounts team to verbally confirm your company's banking information before entering into our accounting system.

## EXISTING SUPPLIERS – VALIDATING CHANGES VIA EFTSURE

Please notify us immediately if your company's details, such as bank account information or ABN status changes.

To update your details, either contact the area of Tennis that you normally do business with or email [accountspayable@tennis.com.au](mailto:accountspayable@tennis.com.au), requesting an 'Eftsure change request'.

You will receive an email from Eftsure with a link to update your data in the Eftsure portal, OR, depending on the data to be updated, you may receive an SMS or a phone call from an Eftsure team member to verify your details over the phone. You will receive a confirmation email once your data has been verified.



## QUESTIONS

If you have any questions regarding Tennis and the use of Eftsure, please contact your business contact or [accounts.payable@tennis.com.au](mailto:accounts.payable@tennis.com.au)



Tennis acknowledges the Traditional Custodians of the land on which we work, rest and play, and pay our respect to Elders past and present.