

Welcome to Optus

Supplier Creation pack

Privacy Statement

The personal information you provide will be collected by Optus and/or Singtel Group only for communicating with you in relation to a tender, or RFP, or other sourcing request, and communications relating to issuing a PO (purchase order), or GRN (goods receipt) or for payment of an invoice, as well as registering your AcuBuy account.

Optus and Singtel Group may share personal information with its related bodies corporate and with its service providers for the above purposes; some of whom may be located outside of Australia.

If you'd like more information about Optus' privacy practices, including where we may share personal information, how you may access and correct your personal information, make a complaint about our handling of your personal information, or contact us, please see www.optus.com.au/privacy.



WELCOME TO OPTUS

It's great to have you on board!

Inside this **New Supplier Pack**, you'll find all the resources and guidelines outlining the documents required to have you set up as a supplier with Optus. We're delighted to welcome you and look forward to working with you soon.

IMPORTANT NOTES

At Optus, we value our relationship with you as a new supplier. To ensure the **security and integrity** of the financial and business information we hold for payment purposes, we follow a **strict supplier setup and verification process**.

As part of this process, our Vendor Master Data (VMD) Team will perform a **verification call** with the **signatory** of your submitted letter to validate the provided details.

Please expect this call and be prepared to verify your information over the phone with a member of our team.

REQUIRED DOCUMENTS

1. Banking Documentation
2. Signed Company Letterhead

1. BANK DOCUMENTATION

The provision of at least one valid bank document is required to ensure that any bank detail updates submitted are authentic and not fraudulent. This step safeguards the legitimacy and integrity of the banking details provided to Optus.

ACCEPTABLE DOCUMENTS

For Domestic Suppliers (Australia):

- Bank statement
- cross cheque
- or deposit slip clearly showing:
 - BSB
 - Account Number
 - Account Name
- Document must be in PDF format.

For International Suppliers:

- Bank letter on official bank letterhead, **signed (wet signature)** and **stamped** by an authorised bank representative, detailing:
 - **Account Name**
 - **Account Number**
 - **SWIFT Code**
 - **IBAN Number**

DOCUMENT REQUIREMENTS

All documents must be provided in a **legible, uncompressed PDF format**. Poor-quality photocopies, screenshots, or blurred scans **will not be accepted**.

2. COMPANY LETTERHEAD REQUIREMENTS

A **signed company letterhead** is required to confirm the authenticity of the supplier's details and authorisation of the banking information provided. This document forms a key part of our verification and approval process.

MANDATORY INFORMATION

The company letterhead **must** include the following details:

- **Registered Business Name**
- **ABN / ACN (for Australian suppliers)** or **Company Registration Number (for international suppliers)**
- **Registered Business Address**
- **Contact Number and Email Address**
- **Old and New Bank Account Details** (if updating bank information)
- **Signature of the Authorised Signatory** (wet signature only)

FORMAT REQUIREMENTS

- Must be on **official company letterhead**.
- Must be **signed (wet signature)** by an **authorised representative** of the business.
- Must be submitted in **PDF format**.
- **Electronic signatures or typed names will not be accepted.**

3. VERIFICATION PROCESS

To maintain the **security and integrity** of supplier information, Optus performs a strict verification process before any new supplier is onboarded or bank details are updated.

VERIFICATION CALL

Once all required documents are received, a member of the **Optus Vendor Master Data (VMD) Team** will conduct a **verification call** with the **authorised signatory** listed on the company letterhead.

During this call, the VMD Team will confirm:

- The authenticity of the request
- The accuracy of the supplier's business and banking details
- The identity of the authorised representative

Please ensure that the signatory is available to take this verification call to avoid delays in processing.

APPROVAL PROCESS

Following successful verification, the request will be escalated for **Finance Director approval** before any supplier creation or bank detail updates are completed. Incomplete or unverified requests will not proceed until all mandatory checks have been finalised.

Dear Optus,

Please find below company and account details for <insert registered company name>. These details should be used in contracts, purchase orders and payment of invoices.

COMPANY INFORMATION

ABN (suppliers registered in Australia):

Local tax number (suppliers registered outside Australia):

Street address:

Suburb:

Postcode:

Phone number:

CONTACT INFORMATION

Email address for remittance advice:

BANKING INFORMATION

Bank name:

Account name:

BSB number:

Account number:

SWIFT Code:

IBAN number (international suppliers only):

OPTIONAL ADDITIONAL INFORMATION

Trading Name (if different from legal company name):

Email address for purchase orders (if different from remittance advice):

Fax number:

Contact name:

Preferred contact email (if different from remittance advice):

(signed)

<Name of signatory>

<Designation of Signatory>