

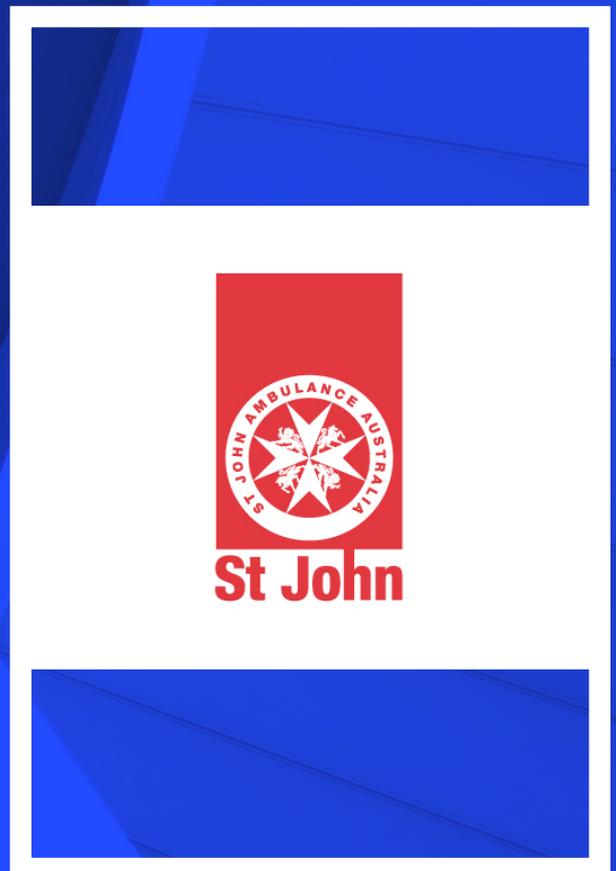
# Case Study

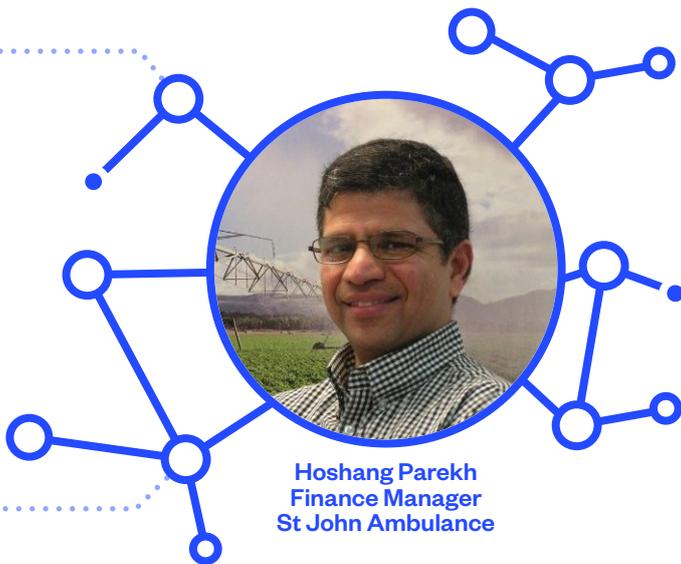
## St John Ambulance New South Wales Automates Payment Checking with eftsure

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### SUMMARY:

- St John Ambulance Australia NSW noticed eftsure as a simple solution to an ongoing problem.
- Previous to eftsure St John Ambulance Australia NSW had someone who manually checked that the details on each and every invoice matched the details of the bank it had on file before each payment was made.
- The price of eftsure for the service that it provided was very appealing to St John Ambulance Australia NSW as a self-funding charity.





**St John Ambulance Australia NSW is a registered self-funded charity and has been providing first aid services including equipment, courses & training, and first response support to the Australian public since 1883. St John Ambulance Australia NSW is best known for its event response where it offers first aid support for attendees at community events, music festivals, sporting events, Easter Shows, New Year's Eve functions and more.**

It also offer school and workplace training, youth and community programs, first aid products such as defibrillators and more. St John Ambulance Australia NSW has a pool of over three and a half thousand volunteers that deliver its services as well as paid employees.

From an accounts payable perspective, St John Ambulance Australia NSW is very busy making **over 250 payments per week** to a huge number of suppliers. The charity was recommended eftsure by its auditors as a way of checking and managing these payments and the bank accounts that they go to.

Hoshang Parekh, Finance Manager at St John Ambulance Australia NSW, talks about his first impressions of eftsure: "The first thing we saw is that it was an incredibly simple solution to a real problem that all accounts departments have – the ability to quickly and easily check that the account you are about to pay actually belongs to the person who is meant to be receiving the money.

"Previous to eftsure we had someone who manually checked that the details on each and every invoice we received matched the details of the bank we had on our file before we paid. Given the number of payments we did, this was very time consuming and there was always the possibility of human error."

As banks don't match the name of an account holder with that account holder's BSB and account number, and account names are the way that companies decide that a correct payment is made, a time consuming and error-prone manual checking of this is common in organisations. If it was the case that the account name was correct and the BSB and account number belonged to someone else – such as a fraudster or cybercriminal – then a payment will be made incorrectly and the company making the payment would never know until it was too late.

eftsure is unique in the way it offers a checking process to stop this through its unique '**Know Your Payee**' technology and crowdsourced database of supplier details.

"eftsure provides us with a huge amount of comfort that everything is ok before we make a payment. It also provides our auditors surety that our money is going to the correct place," Mr Parekh adds.

St John Ambulance Australia NSW did not have any known cases of fraud before implementing eftsure but they had heard stories about other charities falling victim, "There is always the chance of someone fraudulently updating an ABA file and changing the bank details," Mr Parekh adds "so having an impartial and automated checking process stops this."

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**One of the biggest reasons we went for eftsure was that it was cheap to use and easy to implement. A low cost provides a large time saving in terms of efficiency**

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Charities such as St John Ambulance Australia NSW come under the Australian Charities and Not-for-profit Commission (ACNC) and as such follow different guideline when it comes to compliance and auditing. The ACNC has specific rules of governance to combat fraud and maintain accountability and eftsure is an additional product that St John Ambulance Australia NSW now has to assist in this.

Talking about the user experience of eftsure, Mr Parekh said, “eftsure is very easy to use and integrates very well with our payment existing system. We noticed it works best on Google Chrome and so we use this when running it. When we first started with eftsure the team provide a session on how to use it and the support they have provided since has been excellent.

“More charities should use eftsure as its been so valuable to us, only a few charities are aware of eftsure at this stage but that will change. The pricing is great and if you are open to new technologies to improve your accounts payable system, save you time and potentially save you money this would definitely be for you.”

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**For more information on eftsure or to book a demo, please visit [www.eftsure.com.au](http://www.eftsure.com.au) or call 1300 985 976.**

