



HOW TO GUIDE

UPDATING YOUR BANK ACCOUNT AND GST DETAILS VIA INDUSTRY PORTAL

From January 2025 your Loyalty payment will be made direct from Zespri to the crop owner (the person who we have a Schedule 5 Grower Contract with). In order to make this payment, Zespri requires your entity's bank account and GST details. This user guide shows you how you can update your bank account details and/or GST number on the Industry Portal accessed via the Canopy website.

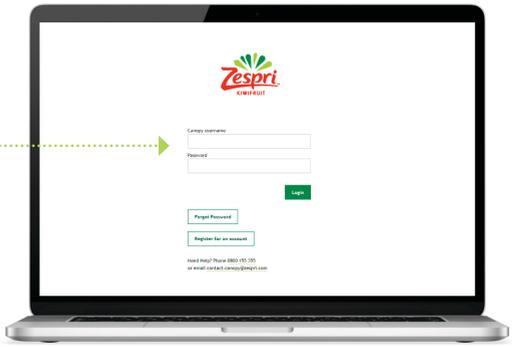
All Landowners or Lessees of a Kiwifruit property will have been issued with a **username and password to the Canopy website**. The username and password are specific to you (as an individual) and connects you to your entity. This connection gives you account administrator access as either the Landowner or Lessee. If you are unsure about how to access Canopy, please contact the Zespri Grower Support Services Team on 0800 155 355 as we have a team waiting to help you out.

The team are available between 8am and 4pm, Monday to Friday or you can reset your password by using the “Forgot Password” function on the Canopy login homepage if you know your username.

LET'S GET STARTED

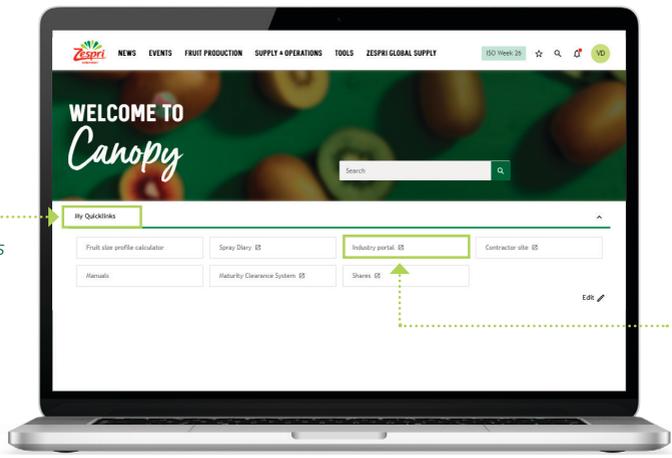
1 Log into the Zespri Canopy website

To start off the process, you will need to log into the Zespri Canopy Website. The website address is <https://canopy.zespri.com/>



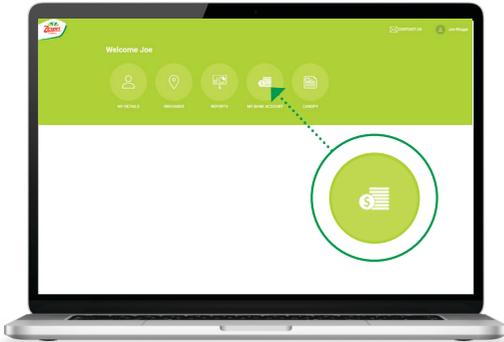
2 From the Canopy homepage click the quicklink for the Industry Portal

My Quicklinks



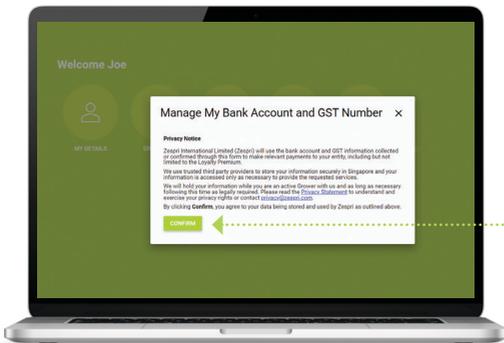
Industry Portal

The Industry Portal is a separate site, accessible through your Canopy login. Once you have logged into the Zespri Canopy website you will see on the homepage below the “Welcome to Canopy” image. There is a row of quicklinks. Please select the “Industry Portal”.



3 Click on the “My Bank Account ” button on the Portal homepage

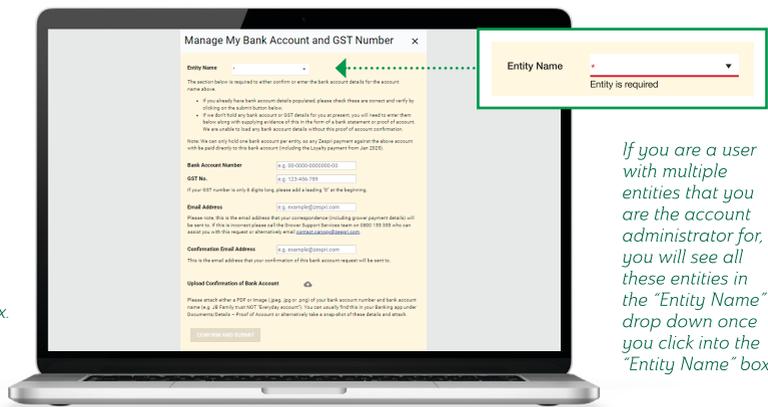
**Note – this link is only available to users who have the permissions to administer Landowner or Lessee accounts in the Industry Portal. If you don't have the icon, but think you should, please contact the Zespri Grower Support Services Team on 0800 155 355*



4 You will be asked to confirm you agree to our Privacy Notice

5 Click the “CONFIRM” button if you agree to the Privacy Notice. This will bring you to the “Manage My Bank Account and GST Number” pop up screen.

If you are a grower who only has one entity that you will see the one name in the “Entity Name” drop down once you click into the “Entity Name” box.



If you are a user with multiple entities that you are the account administrator for, you will see all these entities in the “Entity Name” drop down once you click into the “Entity Name” box.

UPDATE SCENARIOS

If Zespri already has a record of your bank account/GST number this will appear pre-populated in the relevant sections on the form. If the details are correct check the email addresses and click the **“CONFIRM AND SUBMIT”** button at the bottom of the form.

If you only need to change your GST number you can do this making sure that there are 9 numbers loaded. Then check the email addresses and click the **“CONFIRM AND SUBMIT”** button at the bottom of the form. No attachment is required if you are updating the GST number.

If you need to enter or update your bank account details please follow through each of the boxes on the form. You will need to upload the “Confirmation of Bank Account” as a jpeg or png format. If you are unsure of how to upload an attachment please contact the Grower Support Services Team for support on 0800 155 355.

Note: Confirmation of Bank Account should include the Account number and Account name (e.g. JB Family trust NOT “Everyday account”). You can usually find these details in your online Banking Application under Documents/Details – Proof of Account which you can take a screenshot of and upload. Your bank can also help you provide these details.

HELP AND SUPPORT

If you are unsure about how to access Canopy, please contact the Zespri Grower Support Services Team on 0800 155 355 as we have a team waiting to help you out.