



Corporate Online.

Product Brochure

Effective as at 23 January 2012

Important information

This Product Brochure sets out the benefits and features of Corporate Online and is designed to show you the ways in which you can conduct your electronic banking so you can make the most of our Products and Services.

Information in this brochure is current as at 23 January 2012 and is subject to change at any time without notice. If you are an existing Corporate Online User, please see your User Guides for the latest information about Corporate Online.

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1. Corporate Online overview

1.1. What is Corporate Online?

Corporate Online is a safe, convenient, easy to use Internet based electronic banking platform that provides access to a suite of applications, via a single sign-in capability, which you can structure to suit the specific needs of your business.

Corporate Online is designed to service Westpac Bank institutional, corporate and business customers, in Australia, New Zealand and Papua New Guinea.

1.2. Application overview

The applications available within Corporate Online include:

Accounts

- view, print, or export your detailed account information, view voucher images, place a stop cheque request, view your billing statement, as well as set up online account segmentation.

Payments

- process domestic payments, including high value same-day payments.
- process international payments from accounts held in Australia or offshore Alliance Banks (a non-Westpac Alliance Bank who has agreed to accept payment instructions from Westpac)
- process foreign currency payments and payments funded with a Westpac Trade Finance agreement
- process payment files created within Corporate Online or your own accounts payable or payroll system.

Administration

- control and self-manage your own access to Corporate Online, including user access and entitlements, security controls, payment limits as well as access detailed audit information, including user activity reports.

Receipts

- browse, print and export information relating to your Westpac receivable products, report on transactions that make up bulk credit/debits as well as view voucher images and Commercial Card reports.

Term Deposits

- obtain quotes and open new Term Deposits, as well as provide maturity instructions for maturing Term Deposits that have been opened within Corporate Online.

Online FX

- get live exchange rate quotes, view your Foreign Exchange transactions and also check, settle and authorise deals online.

Research

- get the latest research, rates and economic news.

Other specialised applications available within Corporate Online include:

Agency

- enables institutional customers and non-bank financial institution customers to view, search and export their agency transactions, as well as return and refuse transactions.

AUD/NZD Online

- enables licensed bank customers, financial institution and non-bank financial institution customers to view their intraday balances and account information.

To enable you to determine which applications and features best suit your company needs, a full list of the features available are provided in Section 3 – Features of Corporate Online.

2. Why choose Corporate Online?

2.1. Ability to control entitlements and payment limits

You can choose the applications and features you need and decide which of your staff members should have access to them. You can also control other entitlements via the Administration application including, but not limited to:

- whether account(s) can be accessed in either Accounts or Payments, or both.
- whether your user(s) can have access 24 hours a day, 7 days a week or less, at your own discretion.
- feature based authorisation and security models.
- payment and/or file limits.

Payment and/or file limits include a daily channel limit (the maximum amount all of your User(s) can process per day) as well as User limits for payment authoriser(s). User limits are set at both the individual payment/file level as well as a maximum daily limit for each authoriser.

The ability to control entitlements allows you to structure Corporate Online to match your business needs as they grow and change.

For example, you may want some individuals to have access to only 'view' Transactions or information whereas others will have full access to make Payments using either nil, single or dual authorisation model.

2.2. No software purchase required

There is no need to purchase or install software on your computer in order to access Corporate Online (however Adobe®Reader® is required to read reports). It is accessible anywhere where Internet access is available, making it easier for you to conduct your business anywhere, anytime (subject to system maintenance and availability). Note: Extreme caution should always be exercised when using public computers (eg. at universities, cybercafés etc) for any purpose.

3. Features of Corporate Online

Corporate Online consists of applications that provide access to the following features.

Note: Some applications or features may not be made available to you if you access non-Australian accounts.

3.1. Accounts

The Accounts application provides you with the ability to:

- View domestic and foreign currency accounts, Term Deposit accounts and, where available, offshore account information from Alliance Banks (non-Westpac banks who have agreed to provide account information to Westpac).
- View, search and export balances and Transactions. Export of Transaction details can be requested on demand, or overnight in available formats.

Note: Balances and transactions are available to view, search and export for up to 100 historical calendar days. Should you wish to export this information in the available online formats, you must ensure this is completed within this timeframe.

- View and print images of associated paper vouchers for cheque deposits and/or deposit slips for Australian domiciled accounts, up to 100 historical calendar days, where available.
- Add comments to Transactions for reconciliation. Transaction comments may be included in reports for printing.
- View and print up to 12 months historical account statements, for your Australian domiciled accounts.
- Request reports, at a specified frequency, for printing or to download in PDF format.
- View, print and export your monthly Billing Statement, up to 12 historical months, where available.
- Request a stop to be placed on a cheque drawn on your Australian, New Zealand or Papua New Guinea domiciled Westpac account.

Stops on your Australian or New Zealand domiciled Westpac account can be requested on a single cheque, multiple cheques (via File Import) or cheque range.

Stops on your Papua New Guinea domiciled Westpac account can be requested on a single cheque or cheque range.

- Request a stop to be placed on a single or multiple Australian or New Zealand Payment Processing Services (PPS) bank cheques drawn on your Australian or New Zealand domiciled Westpac account.

Note: account must be owned by the organisation. A stop cannot be requested on a third party PPS bank cheque account.

- View all stops placed, up to 3 historical calendar years (stops not completed in Corporate Online are available to be viewed from the next Banking Day).
- Set up, view, maintain and export segments, Transactions and interest on accounts established for Account Segmentation, up to 18 historical calendar months, in available formats.
- Add comments to segmented Transactions for reconciliation. Comments may be included in reports for printing or export.
- View an audit history on data schedules.

3.2. Payments

The Payments application provides you with the ability to:

From Australian domiciled Westpac accounts

- Process domestic payments including same day, immediate and overnight payments.
- Process International Payments from domestic or offshore accounts (where available).

Note: There are limits on the amount of an International Payment that can be sent from an Australian domiciled Westpac account where there is no Dealing Relationship.

There are also special conditions that may apply where the value of the International Payment (as expressed in Australian dollars) is more than \$25,000. See clause 9 of the Corporate Online Terms and Conditions for full details.

- Process Direct Entry payment files created within Corporate Online or imported from your own accounts payable and payroll systems
- Process BPAY Payments using BPAY®¹
- Save BPAY Biller details for future use.
- Authorise each BPAY Payment individually or multiple BPAY Payments in a single authorisation.
- Import and process Payment Processing Service (PPS) files, including BPAY transactions.
- Import payment data to automatically create domestic, same day, immediate and international payments from domestic accounts (where available), using the Corporate Online APT File Format.
- Process some payment types after the Cut-Off Time.
- Select your preferred rate option when creating International Payments (where applicable to you).
- Process payments to an Australian Vostro account.

- Create Recurring Payments to authorise Corporate Online to make payments automatically on your behalf, for a fixed amount at regular intervals, for a defined period of time.

Recurring Payments can be made for domestic and same currency international payments to an existing (authorised) beneficiary, Tax Payments, BPAY payments to new or existing Billers and to Transfer Funds between your organisation's own accounts within the same Office.

Note: Creating a new Recurring Payment or an amendment to an existing Recurring Payment must be authorised by 11.59pm AEST/AEDT the day before the first or next payment is due.

- Process and/or view reports for files delivered to Corporate Online using alternate methods made available by Westpac.
- Create and manage non-value Beneficiary, BPAY Biller details and template tasks with or without authorisation.

¹ ®Registered to BPAY Pty Ltd ABN 69 079 137 518

From New Zealand domiciled Westpac accounts

- Process domestic payments including overnight and same day cleared payments (SCP).
- Process International Payment(s) from your New Zealand domiciled Westpac account(s).

Note: There are limits on the amount of an International Payment that can be sent from a New Zealand domiciled Westpac account where there is no Dealing Relationship. See clause 9 of the Corporate Online Terms and Conditions for full details.

- Process Direct Entry payment files created within Corporate Online or imported from your own accounts payable and payroll systems.
- Import payment data to automatically create international payments from domestic accounts using the Corporate Online APT File Format.
- Import and process Payment Processing Service (PPS) files.
- Create Recurring Payments to authorise Corporate Online to make payments automatically on your behalf, for fixed amounts at regular intervals, for a defined period of time.

Recurring Payments can be made for domestic and same currency international payments to an existing (authorised) beneficiary and to Transfer Funds between your organisation's own accounts within the same Office.

Note: Creating a new Recurring Payment or an amendment to an existing Recurring Payment must be authorised by 11.59pm NZST the day before the first or next payment is due.

- Process payments to a New Zealand Vostro account.
- Create and manage non-value Beneficiary and template tasks with or without authorisation.

From Papua New Guinea domiciled Westpac accounts

- Process domestic payments.
- Process International Payments from domestic or offshore accounts (where available).

Note: There are no processing limits applicable to International Payments where a Dealing Relationship exists. If you do not have a Dealing Relationship in PNG, please contact your Westpac representative for details of processing limits and applicable foreign exchange rates.

- Process Direct Entry payment files imported from your own accounts payable system.

3.2.1. Payment Cut-Offs

Cut-off times are dependant on the payment type selected and the underlying payment system used in processing. The following table is provided as a guide. Please be aware that the times listed here may be subject to variation.

Users of Corporate Online should refer to the cut-off time provided in the User Guides, or on screen, when making the payment.

Payment type	Cut-Off Time
AU PPS File	5.00pm AEST/AEDT
AU Direct Entry	6.00pm AEST/AEDT
AUD Domestic Overnight Payment	5.30pm AEST/AEDT
AUD Domestic Same day Payment	4.00pm AEST/AEDT
AUD Domestic Immediate Payment	4.00pm AEST/AEDT
AU ATO Tax Payment	5.30pm AEST/AEDT
AU Transfer Funds	5.30pm AEST/AEDT
AU International Payments	Refer to Online Help for Currency and Country Cut-Off Times
AU BPAY Payment	5.30pm AEST/AEDT
AU Payment to a AU Westpac Vostro Account	4.00pm AEST/AEDT
AU Payment to other AU bank Vostro Account	4.00pm AEST/AEDT or the Country Cut-Off Time, if earlier. Refer to Online Help for Country Cut-Off Times
NZ PPS File	5.00pm AEST/AEDT
NZ Direct Entry	9.00pm NZST
NZD Domestic Overnight Payment	8.00pm NZST
NZ IRD Tax Payment	8.00pm NZST
NZ Transfer Funds	8.00pm NZST
NZD Same day cleared payment (SCP)	4.30pm NZST
NZ International Payments	Refer to Online Help for Currency Cut-Off Times
NZ Payment to NZ Vostro Account	6.00pm NZST
PNG Domestic Payment	3.00pm PGT
PNG International Payments	Refer to Online Help for Currency Cut-Off Times
PNG Direct Entry	2.00pm PGT

3.2.2. Payments and Files processed after the Cut-Off Time

You may request for some Payment types and AU Direct Entry Files to be processed for the same Value Date although the Cut-Off Time has passed.

The request to extend the Cut-Off Time for the same Value Date may be made by making a one-off request or by registering for the customer controlled feature for use as you require.

Note: Once you register for this feature your Administrator(s) must assign access to your User(s). Alternatively if you have not registered for this feature and request that a Payment or AU Direct Entry File be processed for the same Value Date after the Cut-Off time has passed, a message will be displayed to your users on screen and will provide instructions on how to proceed with the Payment or AU Direct Entry File.

Please note a fee may be charged for this. Please refer to the Corporate Online Terms and Conditions and Corporate Online Fees and Charges Information Sheet for full details.

3.3. Administration

The Administration application provides you with the ability to:

- Create and maintain your own User(s) and their access online
Note: In order for a new User to be fully activated, the Corporate Online User must be created and fully authorised by your Administrator(s). We will assign a Customer Number and, for an Authenticating User, issue a Token. Individual access levels within Corporate Online can be limited as prescribed by your organisation. User fees may apply (this fee is listed in the Fees and Charges Information Sheet).
- Create and maintain your own Offices and their access online
Note: A new Office may be created at any time and there is no limit to the number of Offices allowed. An Office must be created by the Administrator(s) and notification sent to us for final processing. Any new Offices must be authorised in line with the organisation's authorisation requirements before the changes take effect. Access up to 18 historical calendar months audit information on specific actions performed within Administration to track when changes were made and by whom.
- View and print reports for User activity, up to 18 historical calendar months within Administration, Payments, Accounts (including segmentation), Receipts, Agency and Term Deposits.
- Request reports for printing or to download in PDF format.
- Elect to stop receiving Billing Statements by mail, or elect to recommence the default setting allowing you to receive Billing Statements by mail and electronically in Corporate Online.
Note: This administrative feature applies if you have the Accounts application and the Billing Statement is in your name. Should you wish to remove access to Billing Statements from Corporate Online, you may do so in consultation with your Westpac representative.
- Add an account held with Westpac Australia to your organisation set-up.
- View and maintain the organisation daily channel limit.

3.4. Receipts (Australia)

The Receipts application provides you with the ability to:

- Browse details of individual transactions within your Australian Direct Entry Returns (DERPS), EFTPOS Reporting, Inward Cheque Dishonours (DCPS/INDISH) or RECall receivables services.
- Export reports containing transactions for your Australian Direct Entry Returns (DERPS), EFTPOS Reporting, Inward Cheque Dishonours (DCPS/INDISH) or RECall receivables services, in available formats.
- View and print images of paper vouchers for your RECall Remittance Processing and over the counter transactions.
- Request reports for printing or to download in PDF format.
- Print or download in PDF format MasterCard Commercial Card reports. These reports are available online for up to 100 historical Banking days.
- Print or download in PDF format Visa Commercial Card reports or export in InfoSpan format. These reports are available online for up to 100 historical Banking days.

3.5. Term Deposits (available for Australian domiciled accounts only)

This application provides you with the ability to:

- Obtain a Term Deposit interest rate quote on a Banking Day from 8:30am AEST/AEDT.
- Obtain an interest rate quote for the current Banking Day, or the next two Banking Days.
- Accept any interest rate quote on the Banking Day it was provided, for the lodgement date requested, prior to the Cut-Off time.
- Complete a Term Deposit account application request for an AUD Term Deposit.
- Renew a maturing Term Deposit, available in Corporate Online, up to two Banking Days or at maturity.
- Provide maturity instructions for a Term Deposit created in Corporate Online, that will mature within the next two Banking Days or has matured within the past five Banking Days.
Note: The minimum amount of a Term Deposit is five thousand Australian dollars and to a maximum amount as determined from time to time, currently one hundred million Australian dollars.

All Term Deposit account requests created or renewed within Term Deposits in Corporate Online will be opened in the name of the organisation.

Users of Corporate Online should refer to the cut-off times provided in the User Guides, when requesting a quote or completing a Term Deposit account application.

3.6. Online FX

The Online FX application provides you with the ability to:

- Place an order to purchase or sell currency at a requested rate.
- View all FX deals as they happen.
- Get live quotes for immediate execution.
- Check, settle, and authorise deals online.
- View and print settlement instruction history. This history is available online for up to 100 calendar days.
- Create and save a list of up to six currencies with indicative spot values on a single page and initiate a deal request for one of these currencies.
- Email settlement details to your Beneficiaries when Transactions are made.
- Revalue your portfolio and outstanding deals, for up to 6 historical months, with current market values as at the close of business on the last trading day of the month.

3.7. Research

The Research application provides you with the ability to:

- Access strategic market information, economic insights and financial forecasting, including rates, prices, research, daily highlights, news, and charts.
- See what our experts say – consider their views on fixed interest, commodities, currency markets, strategies, industries and other topics of interest.

3.8. Agency (Australia)

This application provides our institutional agency customers and non bank financial institution customers with the ability to:

- View, search and export details of Direct Entry and paper voucher transactions posted to an agency arrangement branch number, up to 100 historical days.
- Create or import files of returned and refused paper and/or electronic transactions.
- Receive presented cheque dishonours, dishonour refusal and voucher required details electronically to and from other financial institutions.
- View and print images of paper vouchers, up to 100 historical calendar days.
- View an audit history on transaction files, up to 100 historical calendar days.

3.9. AUD/NZD Online (Australia)

This application provides our licensed bank, financial institution and non-bank financial institution customers with the ability to:

- View intraday balances and Account Information.
- View historical transaction information, up to 100 calendar days.
- View, print and export up to 12 historical calendar months of statements.
- View market rate information relevant to account interest rates.
- Access general contact information for all enquiries.

4. Additional information

4.1. Security

4.1.1. Our security

To ensure your personal information is kept safe we have built a secure connection between our systems and the Internet. This connection is protected by a firewall.

Our security team constantly monitors this system for suspicious activity and automatic alerts are generated if any abnormal activities are detected. We also subscribe to services that regularly report on any potential vulnerability so we can take action to ensure you are protected against new security risks.

4.1.2. Internet security

We use 128-bit secure socket layer (SSL) security, which is the industry standard for secure browser connections.

When your payment instructions or account information is transmitted over the Internet, it is protected from unauthorised access by encryption.

Encryption is a technique of coding the information being sent using random mathematical 'keys' so that only you and we can readily unscramble the information. These keys are generated each time you sign into Corporate Online and are destroyed when your session is terminated.

4.1.3. Your security

In-built security measures are an important part of Corporate Online yet you also play a key role in safeguarding your organisation's online information.

There are a number of steps your organisation should take to protect its computers, systems and networks.

Your Users also have an individual responsibility in regards to Security and the Protection of Access Codes.

You should refer to the Corporate Online Terms and Conditions for details.

4.2. Training

The training options available to you are:

- Self-learn using our User Guides and Quick Reference Guides. These can be accessed from Corporate Online once you sign in. There is also an Online Help function available on all screens within Corporate Online to assist you.
- Onsite training at your offices.

Note: A fee may be applicable for this service (this fee is listed in the Corporate Online Fees and Charges Information Sheet).

4.3. Corporate Online Support

The Corporate Online Support Helpdesk is available to provide technical assistance and call centre support.

Within Australia phone 1300 134 291, Monday to Friday, 8.00am to 8.00pm (Australia wide)

Within Papua New Guinea phone 322 0999, Monday to Friday, 8.00am to 6.00pm (Papua New Guinea time)

Within New Zealand phone 0800 423 424, Monday to Friday, 7.00am to 9.00pm (New Zealand time)

Outside of Australia, New Zealand and Papua New Guinea phone +61 2 9374 7237, Monday to Friday, 8.00am and 8.00pm (Australia wide)

Should you have questions or concerns relating to transactions, account information or underlying service details that may be available to view on Corporate Online, you should contact your Westpac Representative for assistance.

4.4. Establishment of Corporate Online

Your assigned Westpac representative will provide you with the appropriate forms to establish you for Corporate Online.

They will also provide you with the best banking solution for your requirements and explain the different access levels of Corporate Online.

You will nominate Administrator(s) and your Administrator(s) may create any User(s). Based on your authorisation requirements you will need to nominate the appropriate number of User(s) who can authorise Transaction(s).

A Token must be used for all functions within Administration and Online FX, and for authorisation functions within Payments, Agency and Term Deposits.

Token(s) are issued to your Administrator(s) at the address of the Office nominated at the time of establishing the Authenticating User(s), for distribution to the new Authenticating User(s). You may elect, at the time of establishment, to nominate a particular Administrator to receive and distribute Token(s) for new Authenticating User(s) on behalf of your organisation.

When a Token is due to expire, we will contact the affected Authenticating User(s) and provide instructions. Replacement Token(s) will be issued to an Administrator linked to the Authenticating User(s) primary Office.

Note: Token(s) will not automatically be re-issued in instances where we determine Authenticating User(s) have not accessed Corporate Online in the 12 months prior to the Token expiry date. In these instances we will contact the affected Authenticating User(s), and an Administrator linked to the Authenticating User(s) primary office, and provide instructions.

4.5. Corporate Online establishment forms

The Corporate Online establishment forms enable you to:

- Establish Corporate Online for the organisation.
- Set organisation and User profiles for each application.
- Nominate Offices
- Nominate Accounts
- Nominate User(s)
- Nominate an Administrator

4.6. Fees and Charges

Our fees and charges for the use of Corporate Online are detailed in the Corporate Online Fees and Charges Information Sheet. That document forms a part of the Corporate Online Terms and Conditions.

Our fees and charges for the use of Corporate Online may include fees and charges for account Transactions and enquiries as well as charges related to issuing and maintaining security Tokens.

4.7. When Corporate Online is unavailable

If Corporate Online is unavailable the Bank may, at its discretion, offer an alternative payment process method to allow you to process AU Direct Entry files by either:

- importing such files,
- generating these files from saved templates, or
- ad hoc creation of such files in the alternative payment process.

Authorisation of these payments will need to be made by the same Authenticating User(s) of Corporate Online.



Things you should know

Fees and charges, terms and conditions apply. You should read and consider the Corporate Online Terms and Conditions before making a decision about whether or not Corporate Online is suitable for you. Corporate Online is issued by Westpac Banking Corporation ABN 33 007 457 141 Australian Financial Services Licence: No. 233714.

If you are thinking of using Corporate Online in Papua New Guinea, we suggest you refer to the Corporate Online PNG Product Brochure and Supplementary Terms and Conditions for more information.