



QuickService

Customer User Guide Account Opening eForms

July 2015

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Overview

About this manual

Purpose

The purpose of this user manual is to detail the steps for a customer to open a corporate account with Westpac through QuickService.

Account types

Westpac Institutional Bank corporate customers with a QuickService account will be able to access the Account Opening eForm to open the following corporate transactional account types:

- Corporate Cheque Account (interest bearing)
- Corporate Cheque Account (no interest)
- Corporate Investment Account
- Setoff
- Corporate Evergreen Account.

The user manual is for use by all the members of your organisation that need to use their QuickService account to open a corporate account, including:

- Team Members
- Managers
- Authorisers

How will the new eForm benefit me?

Some of the key benefits the new eForm will provide are:

- You can open an account via QuickService using the prompts and questions resulting in a streamlined end-to-end process.
- Your organisation is able to nominate authorised delegates who can approve account opening service requests online within QuickService.
- Your Service Request history (including authorisation trail) is available for up to three years on QuickService.
- Mandatory field options ensure compulsory information is entered the first time the eForm is completed.

Where do I find out more information?

- Your Client Enquiry Manager will assist you with the eForm.
- If you need more information a summary briefing pack (PDF) is located with this user guide in:
<https://www.westpac.com.au/corporate-banking/quickservice/>

Login details provided by your Client Enquiry Manager

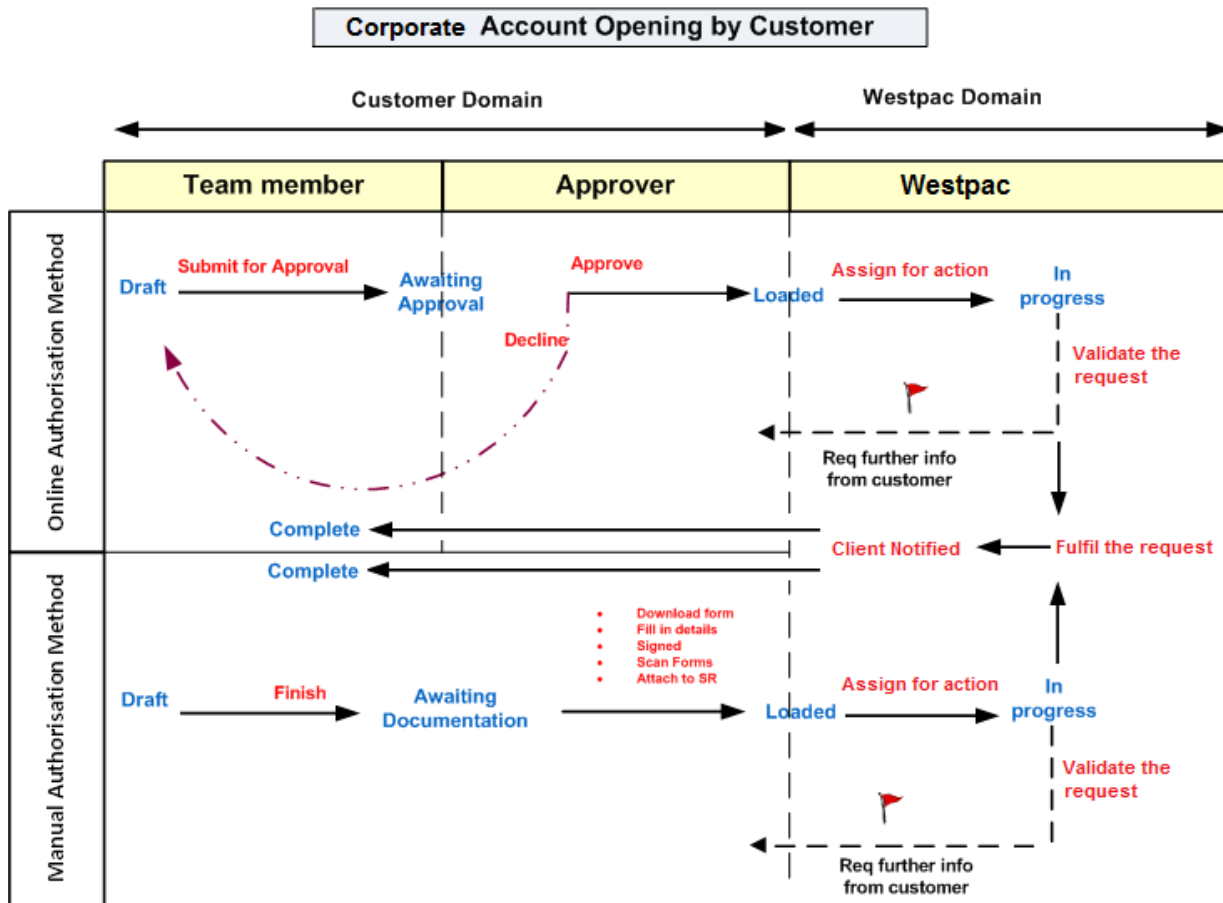
Timing out when using the form

- After 15 minutes of non-use QuickService will lock, requiring you to re-enter your password.
- After 30 minutes of non-use QuickService will time out requiring you to re-login. No data will be lost.
- Selecting “next” at the bottom of each page will automatically save the data you have entered.
- Make a note of your Service Request number and password to facilitate reviewing your form at a later time.

Account Opening - eForm lifecycle

This diagram shows the lifecycle of a QuickService Account Opening Service Request:

1. Starting at creation by the customer (team member).
2. Then approval by the customer (both online authorisation and manual authorisation).
3. Loaded to Westpac for processing.
4. Customer is notified once the service request is complete.



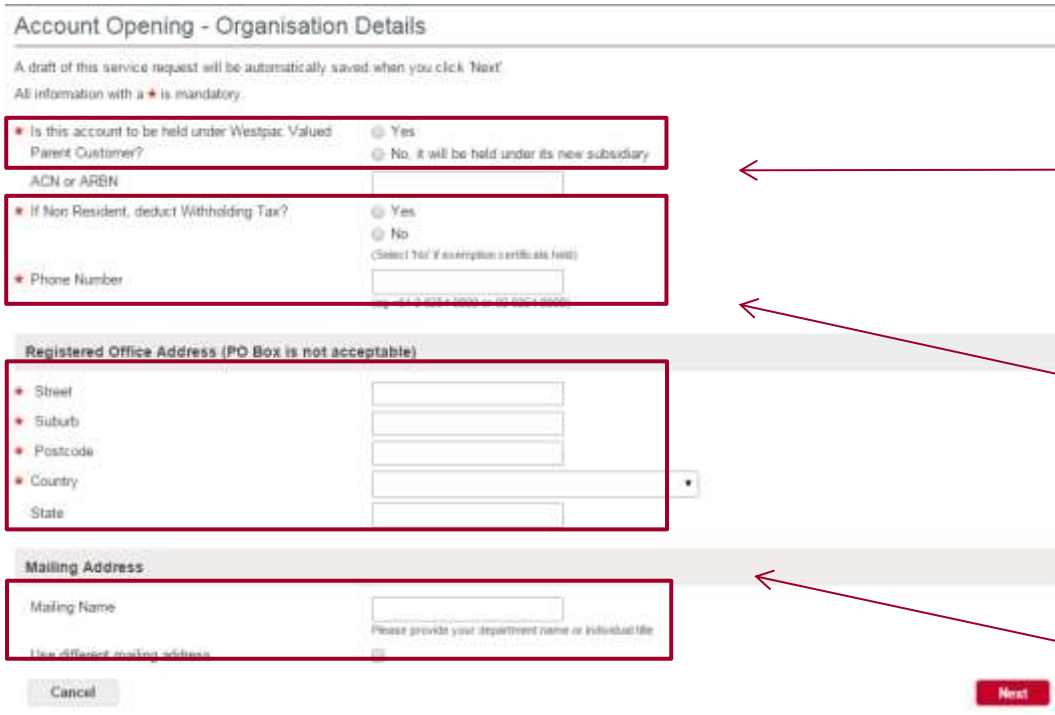
Colour Legend
Action Performed
Status of Service Request

Account Opening - eForm screen flow

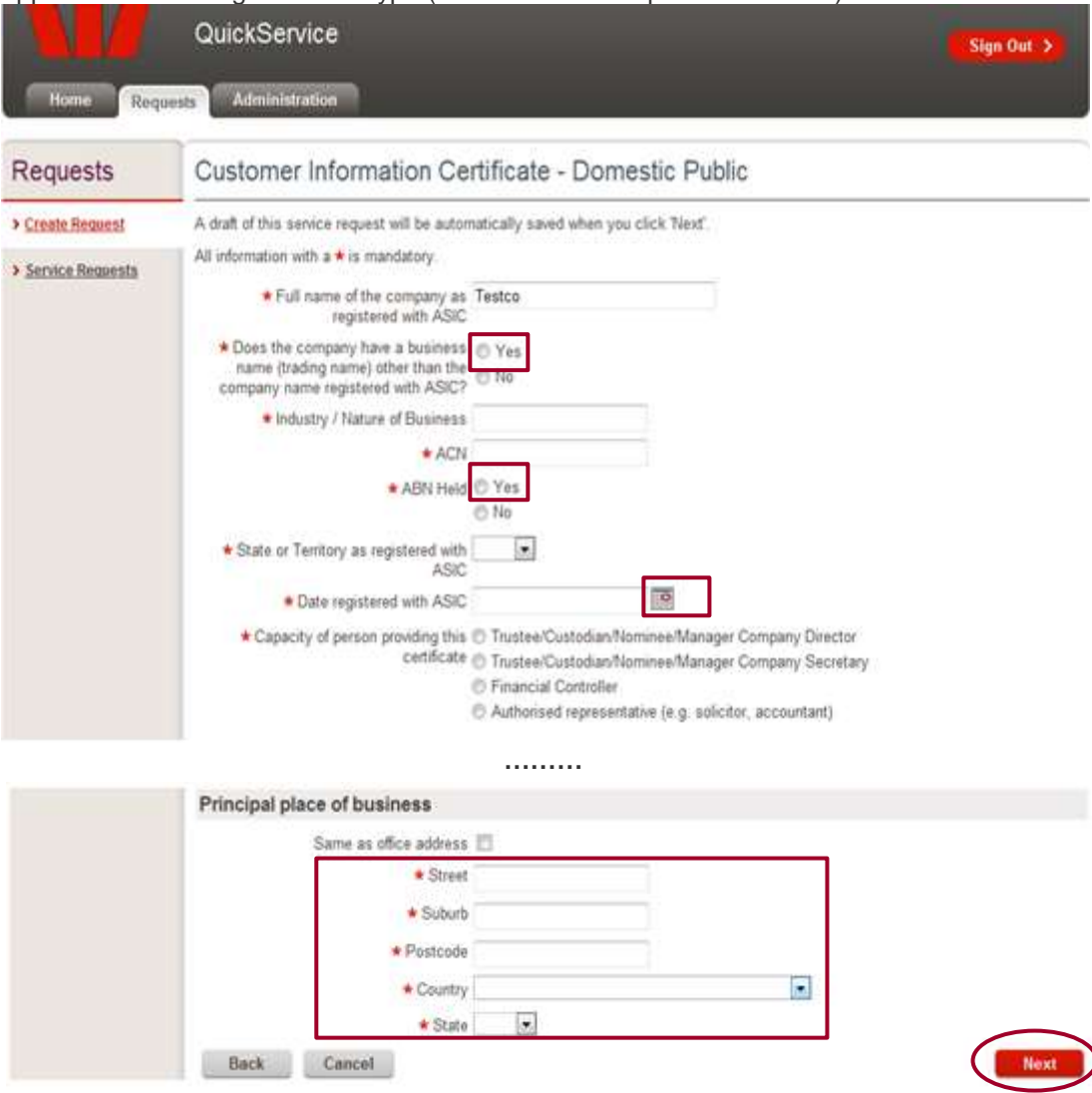



Create Service Request

Step	Who	System	User instructions										
1	Team member	<p>On selecting the 'Requests' tab or 'Create and Manage Service Request' box, the system will display the following details:</p> <div><div>Create Service Request</div><div><div>A draft of this service request will be automatically saved when you click 'Next'.</div><div>All information with a * is mandatory.</div><div><div><div>* Customer</div><div>Westpac Valued Parent Customer</div></div><div><div>* Product / Service</div><div>Accounts</div></div><div><div>* Activity</div><div>Establish / Create</div></div><div><div>User Reference</div><div></div></div></div><div>Next</div></div></div>	<p>Note:</p> <ul style="list-style-type: none">You will not be able to continue without completing the mandatory (*) fieldsBy selecting 'Next', the fields are validated and errors messages are displayed in red. <p>Complete the following information:</p> <table><tr><th>Field name</th><th>Entry value</th></tr><tr><td>Customer</td><td>Select from drop down list – this field only shows if the user has access to QuickService for more than one customer.</td></tr><tr><td>Product/Service</td><td>Select from drop down list (e.g. Accounts)</td></tr><tr><td>Activity</td><td>Establish/Create</td></tr><tr><td>User Reference</td><td>This is an optional field. You can use this reference field to search for your service request at a later time. Make a note of the reference created so that you can search appropriately. You can use up to 40 characters.</td></tr></table> <p>Click 'Next' to move to the next screen.</p>	Field name	Entry value	Customer	Select from drop down list – this field only shows if the user has access to QuickService for more than one customer.	Product/Service	Select from drop down list (e.g. Accounts)	Activity	Establish/Create	User Reference	This is an optional field. You can use this reference field to search for your service request at a later time. Make a note of the reference created so that you can search appropriately. You can use up to 40 characters.
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Activity	Establish/Create												
User Reference	This is an optional field. You can use this reference field to search for your service request at a later time. Make a note of the reference created so that you can search appropriately. You can use up to 40 characters.												

Account Opening Organisation Details

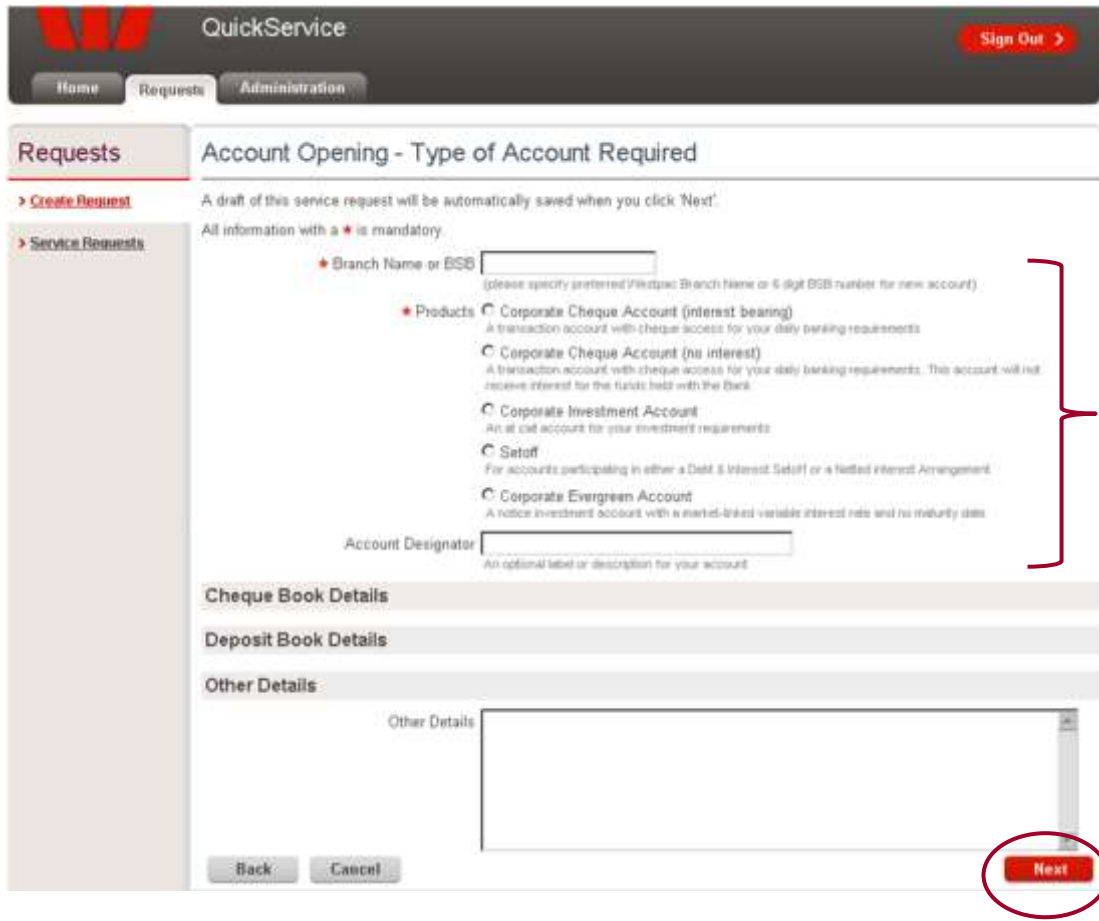
Step	Who	System	User instructions
2	Team member	<p>On selecting 'Next' the system will display the organisation details screen:</p> 	<p>Note:</p> <p>If the response to question, 'Is this account to be held under [company name]', is:</p> <ul style="list-style-type: none"> 'Yes', then the eForm will default to online authorisation i.e. can be approved online if the customer's QuickService profile is set-up and enabled for online authorisation. 'No, it will be held under its new subsidiary', then the eForm will default to manual authorisation i.e. will need to be signed once it has been generated as a PDF. <p>This section is mandatory if 'Yes' was selected in the previous question.</p> <p>To determine Organisation Type refer to: Appendix I. Organisation Types in this guide for definitions.</p> <p>If opening the account under:</p> <ul style="list-style-type: none"> An existing customer name, the address will be pre-populated based on the customer name recognised in the Westpac system. A new customer name, the address needs to be manually populated by the team member. <p>If the mailing address is different select this field to nominate an alternate address.</p> <p>Click 'Next':</p> <ul style="list-style-type: none"> To move to 'Customer Information Certificate' screen (when opening an account under a new customer name). To skip to 'Account Opening - Type of Account Required' screen (when account opening under an existing customer name).

Customer Information Certificate details (new customer)

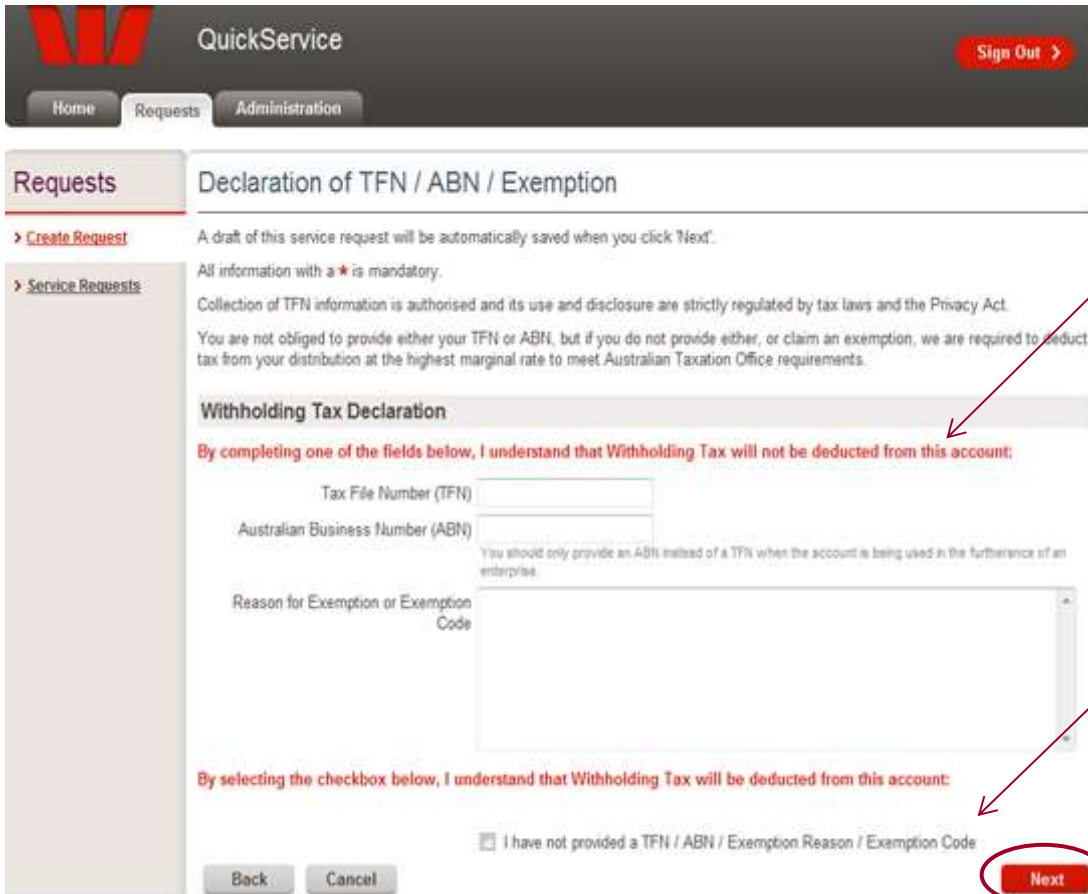
Step	Who	System	User instructions
3	Team member	<p>On selecting 'Next', the system will display the Customer Information Certificate (CIC) form applicable to the Organisation Type (selected from the previous screen):</p> 	<p>Note: This section will automatically appear in the eForm if your organisation is a:</p> <ul style="list-style-type: none"> • Domestic Proprietary Company • Domestic Public Company (<i>as per example on left</i>) • Standard Trust • Non-Standard Trust • Government Body <p>For other organisation types you will be prompted to select a Customer Information Certificate form manually from the Corporate Forms site. Once the CIC is completed, upload it to the Service Request. <i>Ask your Client Enquiry Manager for more information if required.</i></p> <p>If the company has a business name, select 'Yes' -> 'Registered business name' field will display for entry (max. 50 characters).</p>  <p>If ABN is held, select 'Yes' -> 'ABN' field will be displayed for entry</p>  <p>'Date registered with ASIC' -> format is DD/MM/YYYY or use the calendar icon for the date:</p>  <p>If the field 'Same as office address' is selected the next five fields will be removed from the screen</p> <p>If the address is different to the office address these fields will need to be completed.</p>

			<p>Click 'Next' to move to the next screen.</p>
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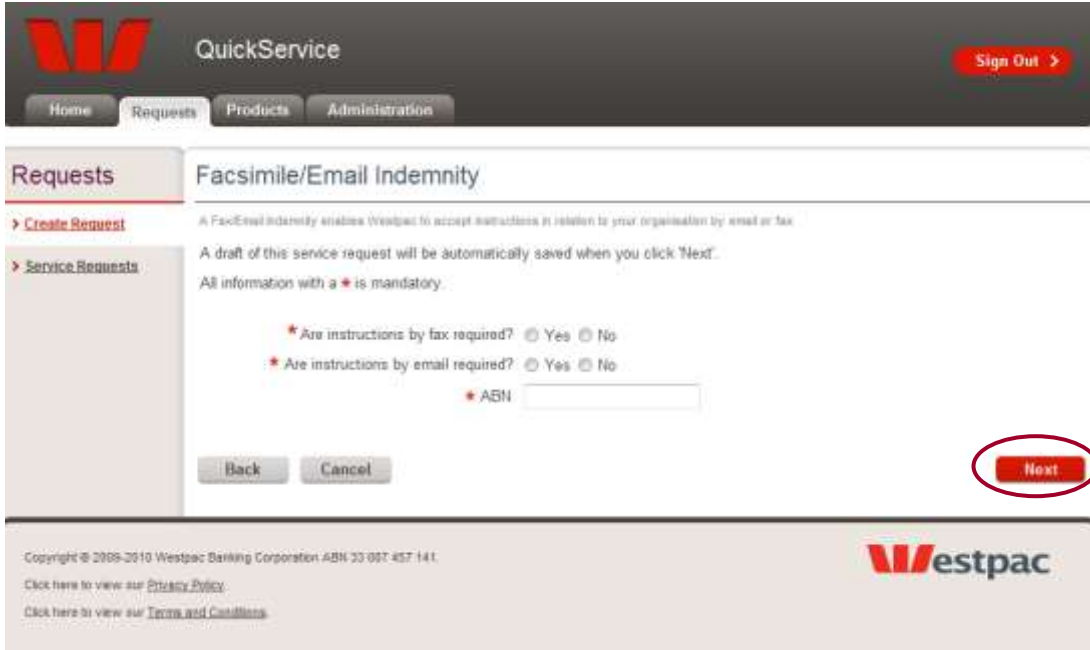
Account Types

Step	Who	System	User instructions
4	Team member	<p>On selecting 'Next' the system will display the type of account required:</p> 	<p>Complete the 'Account Opening - Type of Account' screen, which contains products specific to the Corporate Customer.</p> <p>This screen contains all of the products available for selection as an eForm.</p> <p>When the Team Member selects the required product, the screen will expand to show the specific fields that relate to that product.</p> <p>Account Designator must not exceed 60 characters.</p> <p>Click 'Next' to move to the 'Declaration of TFN/ABN / Exemption' screen.</p>

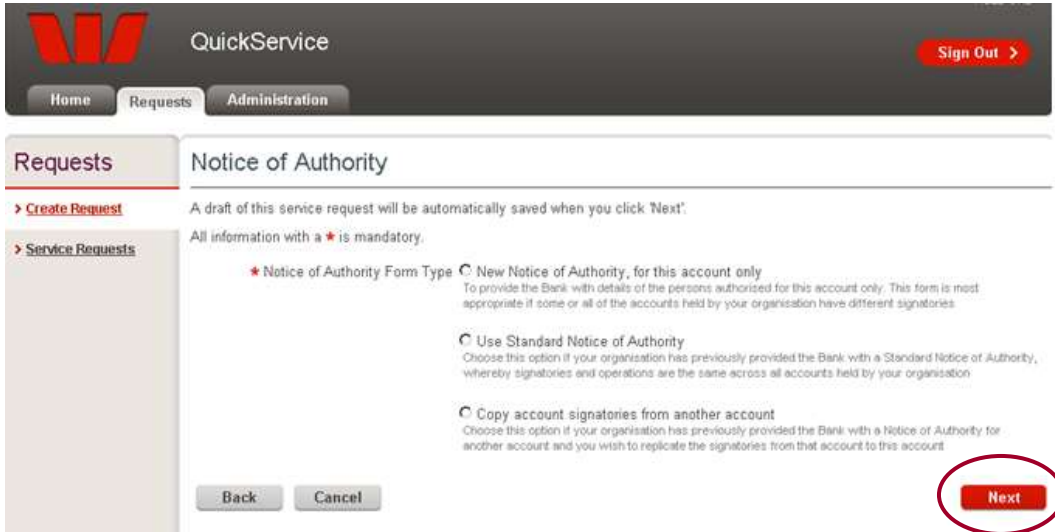
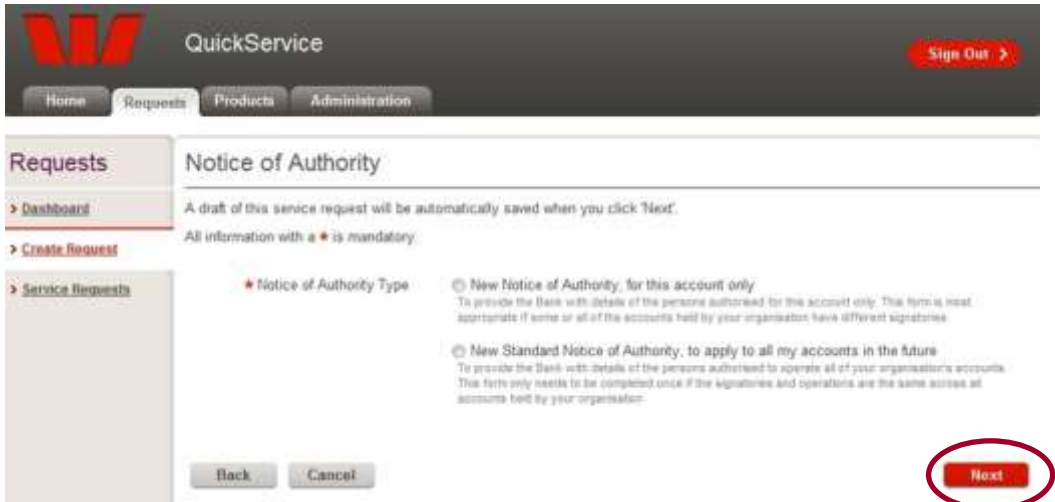
Declaration of TFN / ABN / Exemption details

Step	Who	System	User instructions
5	Team member	<p>On selecting 'Next' the system will display the Declaration of TFN/ABN/Exemption:</p> 	<p>Complete <u>one</u> of these options to declare your:</p> <ul style="list-style-type: none"> • TFN • ABN (only provide an ABN instead of a TFN when the account is being used in the furtherance of an enterprise) • Reason for Exemption code. <p>This will ensure that tax is not deducted from your distribution at the highest marginal rate.</p> <p>Note: Once the TFN number is captured it will be visible on the Service Request until the request moves to 'completed' status. At this time it will be removed. It will be shown as 'Provided' in the PDF eForm.</p> <p>Or <u>otherwise</u> tick the checkbox:</p> <ul style="list-style-type: none"> • By selecting this option you understand that Withholding Tax will be deducted from the account. <p>Click 'Next':</p> <ul style="list-style-type: none"> • To move to 'Facsimile/Email Indemnity' screen (only if QuickService does not have Fax/Email Indemnity stored). • To skip to 'Notice of Authority' screen (if Facsimile/Email Indemnity is already stored in QuickService).

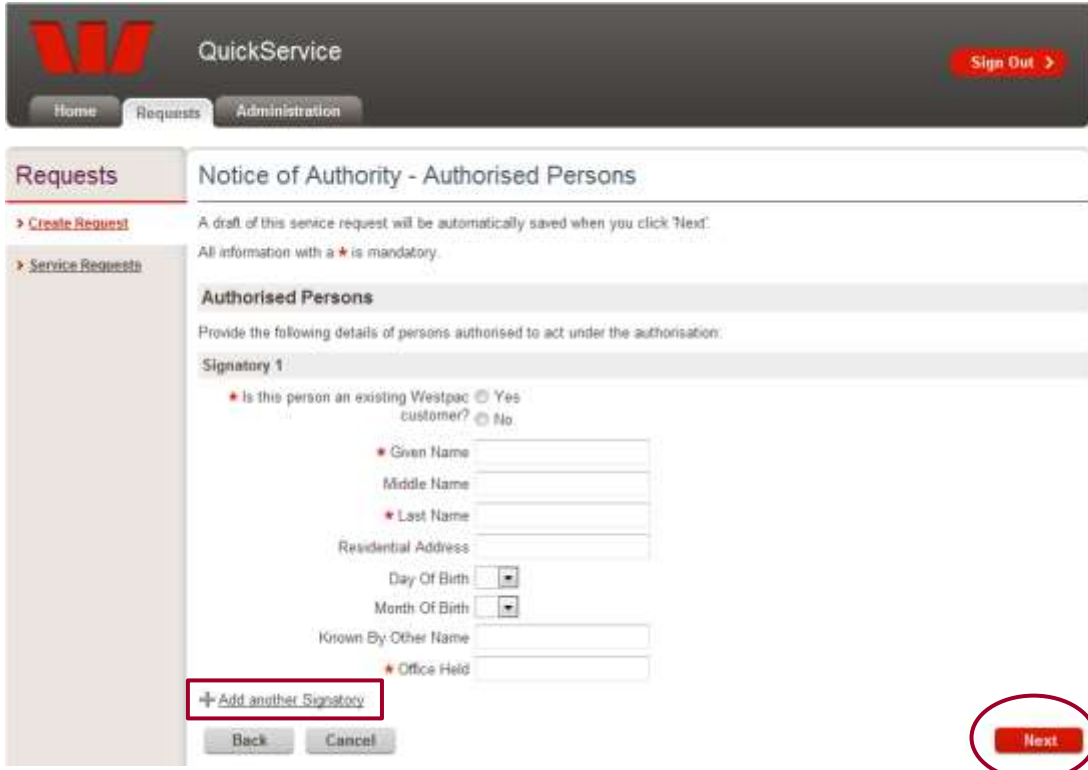
Facsimile/Email Indemnity preferences

Step	Who	System	User instructions
6	Team member	<p>On selecting 'Next' the system will display the "Facsimile/Email Indemnity" screen (only appears if QuickService does not already have your Facsimile/Email Indemnity preferences stored) :</p> 	<p>State your organisation's 'Facsimile/Email Indemnity' preferences i.e.:</p> <ul style="list-style-type: none"> • Select 'Yes', to enable Westpac to accept instructions in relation to your Organisation, by facsimile and/or email. • Otherwise select 'No'. <p>If 'yes' was selected:</p> <ul style="list-style-type: none"> • The ABN field needs to be completed. Note: If ABN was previously entered in this eForm it should automatically pre-populate. <p>Click 'Next' to move to the next screen</p>

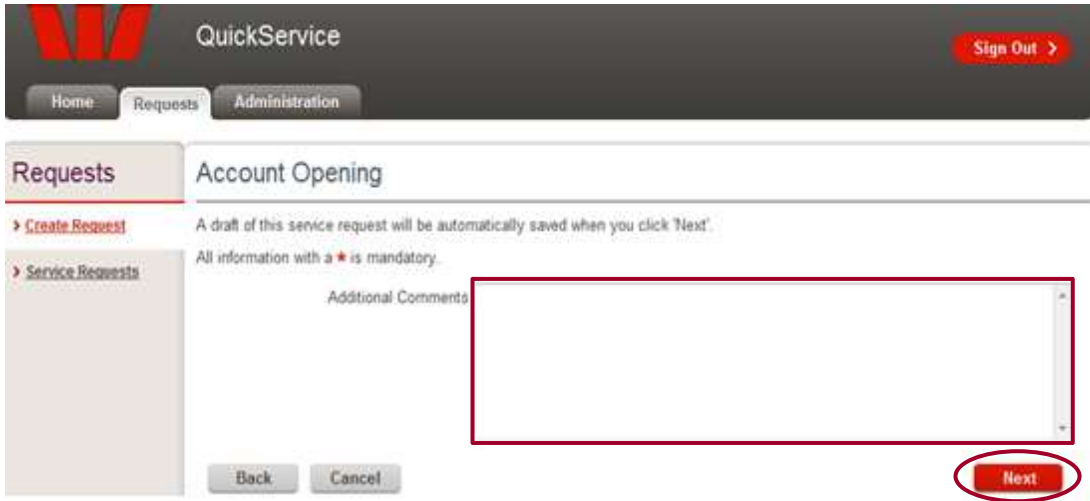

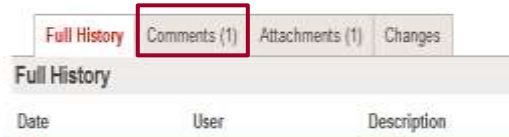
Notice of Authority details

Step	Who	System	User instructions
7	Team member	<p>On selecting 'Next' the system will display the Notice of Authority (NOA) screen.</p> <p>If account opening is for 'existing customer', the following Notice of Authority types appear:</p>  <p>If account opening is for 'new customer', the following Notice of Authority types appear:</p> 	<p>The options that automatically appear for selection on the Notice of Authority (NOA) screen, are based on whether the account opening is for a (new) or (existing) customer.</p> <p>Select the preferred Notice of Authority type. Help text below each selection describes the attributes of each option.</p> <p>Click 'Next':</p> <ul style="list-style-type: none"> To move to the 'Notice of Authority – Authorised Persons' screen (<i>if one of the following NOA types was selected</i>): <ul style="list-style-type: none"> New Specific i.e. 'New Notice of Authority for this account only'. New Standard i.e. New Standard Notice of Authority to apply to all my accounts in the future. To skip to the 'Account Opening - Additional Comment' screen (<i>if one of the following NOA types was selected</i>): <ul style="list-style-type: none"> Use Existing Standard i.e. 'Use Standard Notice of Authority'. Copy Existing i.e. 'Copy account signatories from another account'.

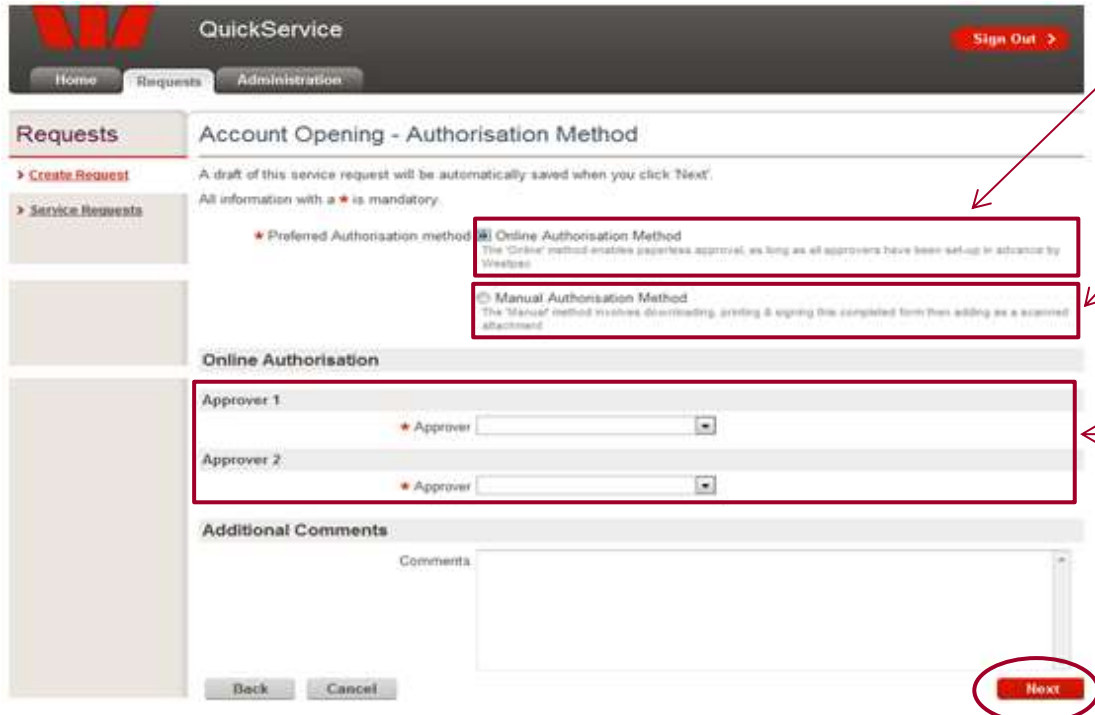
Notice of Authority – Authorised Persons

Step	Who	System	User instructions
8	Team member	<p>On selecting 'Next' the system will display the Notice of Authority – Authorised Persons details:</p> 	<p>The Notice of Authority (NOA) – Authorised Persons screen is displayed only if the NOA type was selected as 'New' (from previous screen).</p> <p>Select 'Add another signatory' if there is more than one authorised person required.</p> <p>Click 'Next' to move to the next screen.</p>

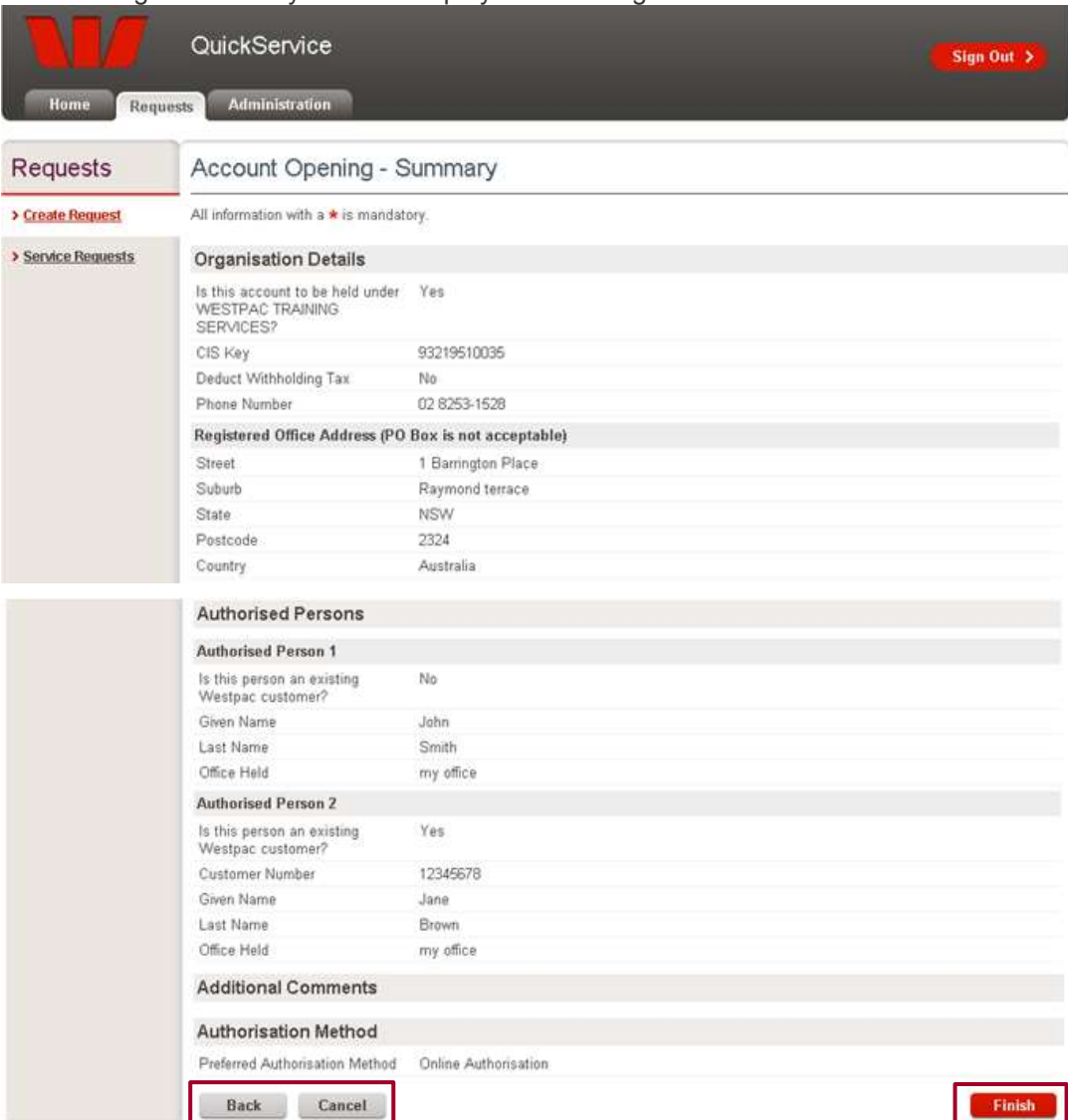
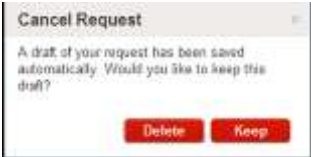
Additional Comments

Step	Who	System	User instructions
9	Team member	<p>On selecting 'Next' the system Account Opening comments screen will be displayed:</p> 	<p>Enter Additional Comments (250 characters free text) – this field is optional.</p> <p>The text entered will appear in the Service Request e.g.</p>  <p>The Comment counter will increment by 1:</p>  <p>Click 'Next':</p> <ul style="list-style-type: none"> To move to the 'Account Opening – Authorisation Method' screen. Refer to step 12. QuickService will default to Online Authorisation Method: <ul style="list-style-type: none"> If the existing customer is setting up an account and their QuickService profile is correctly set-up for Online Authorisation. To skip to the 'Account Opening – Summary' screen. Refer to step 29. QuickService will default to Manual Authorisation Method: <ul style="list-style-type: none"> If the customer is setting up an account for a new to bank subsidiary and/or there are insufficient approvers set up in their customer QuickService profile.

Account Opening – Authorisation Method

Step	Who	System	User instructions
10	Team member	<p>The 'Account Opening – Authorisation Method' screen defaults to the Online Authorisation Method when:</p> <p>Team member is setting up an account for a existing customer and the QuickService profile is correctly set-up for Online Authorisation.</p> 	<p>When the system defaults to Online Authorisation Method you will be able to select the individual(s) within your organisation who have been set-up in QuickService to approve account opening requests.</p> <p>Note: At this point, you may temporarily switch to Manual Authorisation Method if your online Authorisor(s) are not available on this occasion to approve the request online. If this is the case, proceed to step 29.</p> <p>If your organisation has nominated:</p> <ul style="list-style-type: none"> • A single approver, the screen will show Approver 1 only. • Multiple approvers, the screen will show Approver 1, Approver 2 and so on. <p>Selecting Approver from the dropdown list – will assign this request to the nominated individual(s) within your organisation.</p> <p>Selecting Back – will return you to previous screen.</p> <p>Selecting Cancel – will delete the request and you will need to start again. A warning message will appear before the cancellation is committed.</p> <p>Selecting Next – will move to the 'Account Opening – Summary'screen to continue with the Online Authorisation Method.</p>

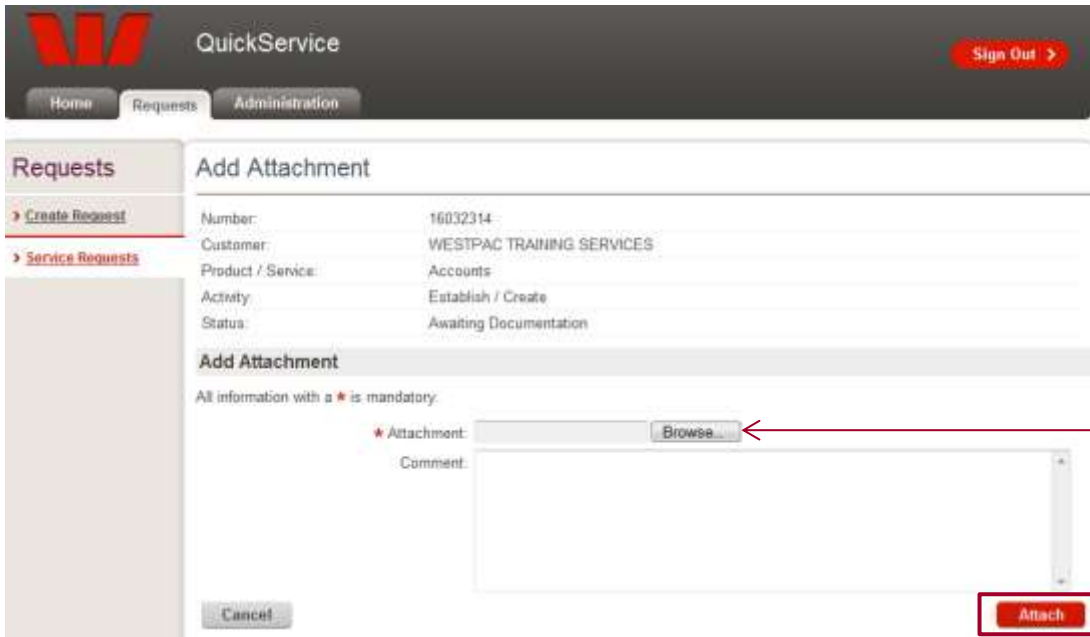
Account Opening – Summary (Online Authorisation Method)

Step	Who	System	User instructions
11	Team member	<p>On selecting 'Next' the system will display the following details:</p> 	<p>This screen gives a summary of all the items that have been entered.</p> <p>Review all the details before choosing from the following available options:</p> <ul style="list-style-type: none"> • <i>Amend request:</i> <p>'Back' – this option will take you to the previous screen. You can push the Back button to move back to the page that requires amendments.</p> • <i>Delete request:</i> <p>'Cancel' – this option will cancel the request. Select 'Delete' in the pop up window to confirm.</p>  <ul style="list-style-type: none"> • <i>Finish request</i> <p>'Finish' – This option will save the request and take you to the next screen.</p> <p>Select 'Finish' to move to the 'Service Request' screen.</p>

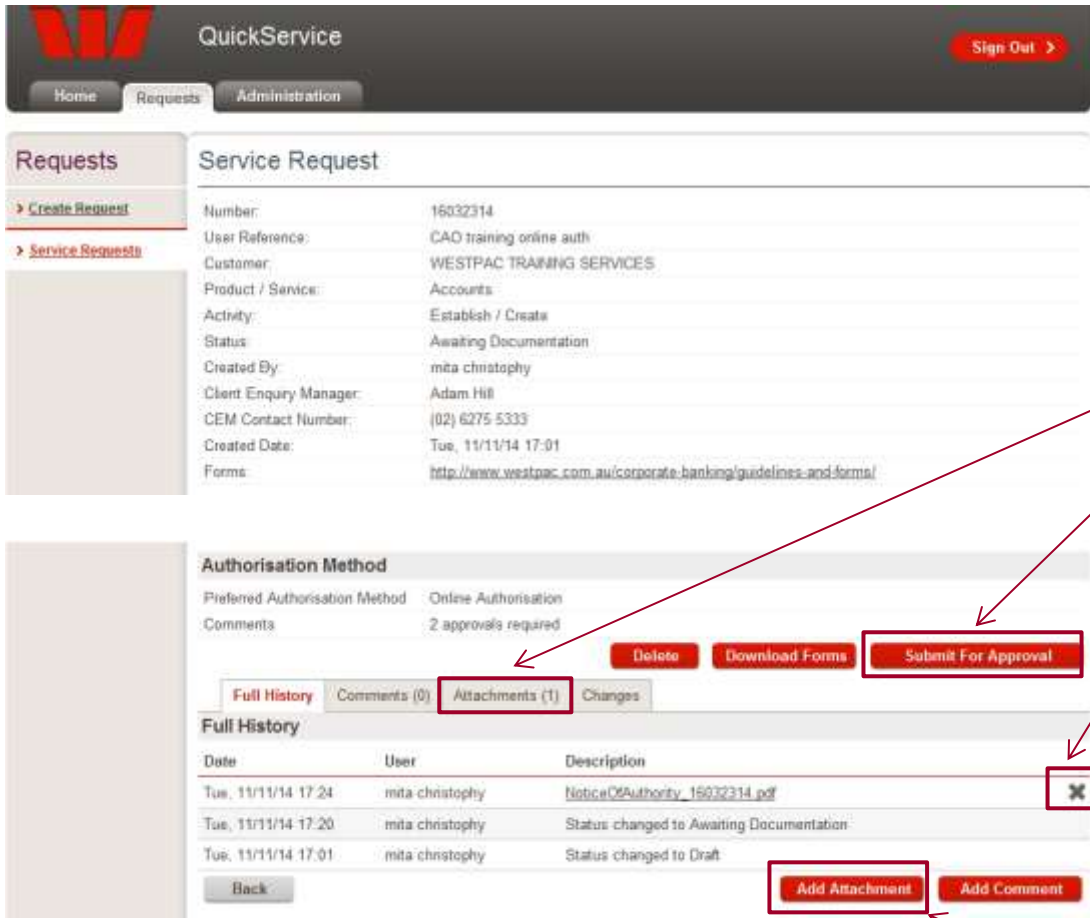
Service Request – Number Allocated (Online Authorisation Method)

Step	Who	System	User instructions									
12	Team member	<div>On selecting 'Finish' the system will display the Service Request details:</div> <div><div><div><div>QuickService</div><div><div>Home</div><div>Requests</div><div>Administration</div></div><div><div>Sign Out</div></div></div></div><div><div>Requests</div><div><div><div>> Create Request</div><div>> Service Requests</div></div><div><div>Service Request</div><div><div>Number: 16042632</div><div>User Reference:</div><div>Customer: WESTPAC TRAINING SERVICES</div><div>Product / Service: Accounts</div><div>Activity: Establish / Create</div><div>Status: Awaiting Documentation</div><div>Created By: USER ONE</div><div>Client Enquiry Manager: Adam Hill</div><div>CEM Contact Number: (02) 6275 5333</div><div>Created Date: Fri, 14/11/14 13:32</div><div>Forms: http://www.westpac.com.au/corporate-banking/guidelines-and-forms/</div></div><div><div>Details</div><div>Organisation Details</div><div>Is this account to be held under WESTPAC TRAINING SERVICES? Yes</div></div><div><div>Additional Comments</div><div>Authorisation Method</div><div>Preferred Authorisation Method Online Authorisation</div><div><div>Delete</div><div>Download Forms</div></div><div><div>Full History</div><div>Comments (0)</div><div>Attachments (0)</div><div>Changes</div></div><div><div>Full History</div><div><table><thead><tr><th>Date</th><th>User</th><th>Description</th></tr></thead><tbody><tr><td>Fri, 14/11/14 13:49</td><td>USER ONE</td><td>Status changed to Awaiting Documentation</td></tr><tr><td>Fri, 14/11/14 13:32</td><td>USER ONE</td><td>Status changed to Draft</td></tr></tbody></table></div><div><div>Back</div><div><div>Add Attachment</div><div>Add Comment</div></div></div></div></div></div></div></div></div>	Date	User	Description	Fri, 14/11/14 13:49	USER ONE	Status changed to Awaiting Documentation	Fri, 14/11/14 13:32	USER ONE	Status changed to Draft	<div>A Service Request number has now been allocated.</div> <div>Status of the Service Request is 'Awaiting Documentation' Note: If a NOA Authorised Persons form was not required the status would be 'Draft'.</div> <div>Select 'Download Forms' to generate forms e.g. (Notice of Authority Authorised Persons). A pop up window appears:</div> <div><div>File Download</div><div><div>Do you want to open or save this file?</div><div><div>PDF</div><div>Name: ServiceRequest_15922442.pdf</div><div>Type: Adobe Acrobat Document</div><div>From: service.staging.qvalent.com</div><div><div>Open</div><div>Save</div><div>Cancel</div></div></div><div><div>While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's this risk?</div></div></div></div> <div>Open and print form, then scan the document once signed.</div> <div>Select 'Add Attachment' to navigate to next screen. Select 'Add Comment' to add details to Service Request.</div>
Date	User	Description										
Fri, 14/11/14 13:49	USER ONE	Status changed to Awaiting Documentation										
Fri, 14/11/14 13:32	USER ONE	Status changed to Draft										

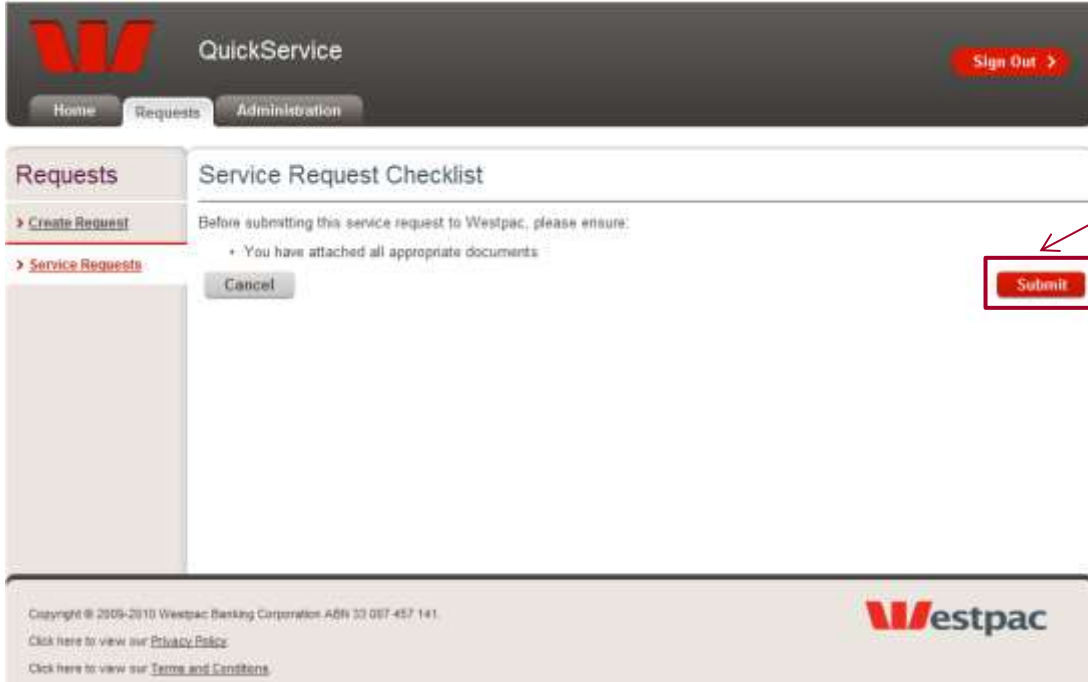
Service Request – Add Attachment (Online Authorisation Method)

Step	Who	System	User instructions
13	Team member or mgr	<p>On selecting 'Add attachment' the system will display the following:</p> 	<p>Select 'Browse' to locate the signed document (where it has been stored from the previous step).</p> <p>Select 'Attach' to upload the signed off form. A pop up box is displayed during the attachment process.</p> <div data-bbox="1469 979 1928 1102" style="border: 1px solid black; padding: 5px; text-align: center;"> Please wait while your attachment is being uploaded. </div> <p>When completed the system will re-display the Service Request details.</p>

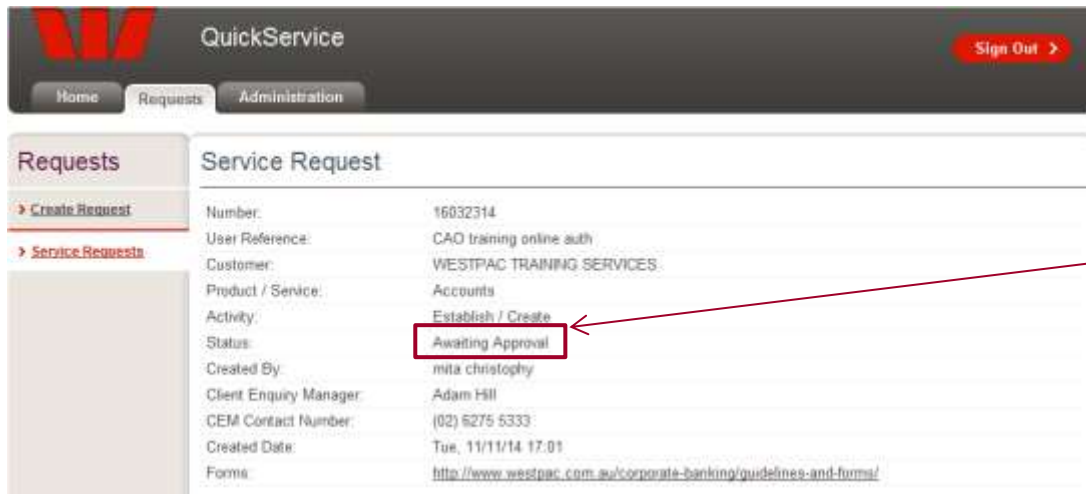
Service Request – Submit for Approval (Online Authorisation Method)

Step	Who	System	User instructions
14	Team member	<p>After the attachment process is successfully loaded the full Service Request is displayed:</p>  <p>The attachment count has incremented by one (1).</p> <p>Select 'Submit For Approval' to move to next screen.</p> <p>Note:</p> <ul style="list-style-type: none"> Select 'X' if the attachment needs to be removed (e.g. wrong attachment). A pop up window appears. Select 'Delete' to remove the attachment. Select 'Add Attachment' to add another form (if required). 	

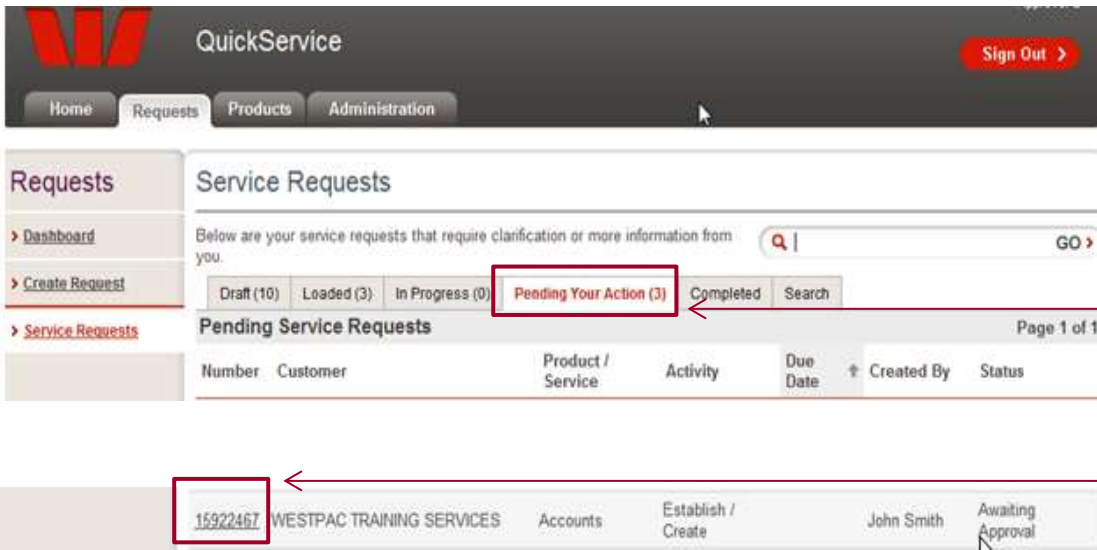
Service Request Checklist – Submit (Online Authorisation Method)

Step	Who	System	User instructions
15	Team member	<p>The final screen for the team member to action:</p> 	<p>Before selecting 'Submit' please ensure you have attached any required documentation. Click 'Submit' to continue.</p>

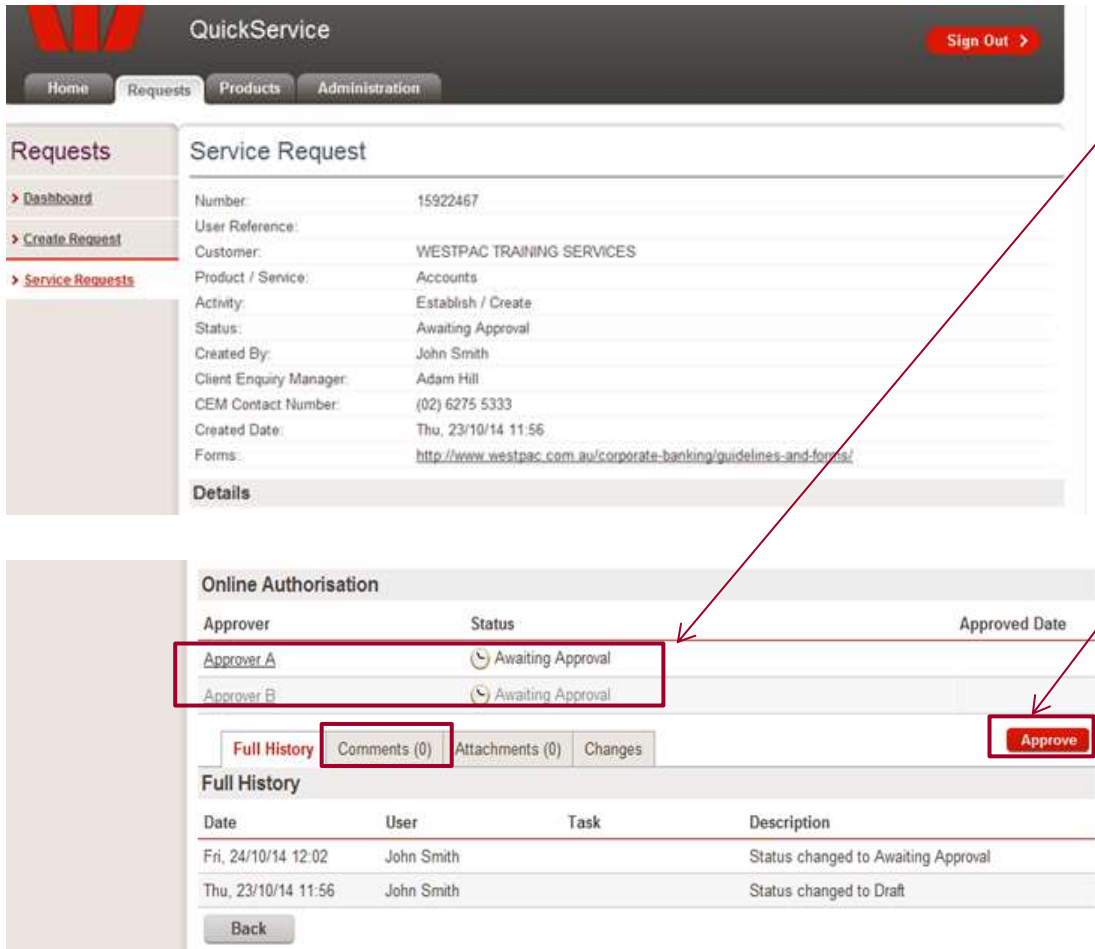
Service Request – Awaiting Approval (Online Authorisation Method)

Step	Who	System	User instructions
16	Team member	<p>The service request status has changed to 'Awaiting Approval':</p> 	<p>The system will re-display the Service Request details.</p> <p>Status of Service Request is 'Awaiting Approval'</p> <p>The Service request has now been assigned to the company's Online Approvers for action.</p> <p>They will both receive an email notification and will need to login to QuickService to review and approve the request.</p>

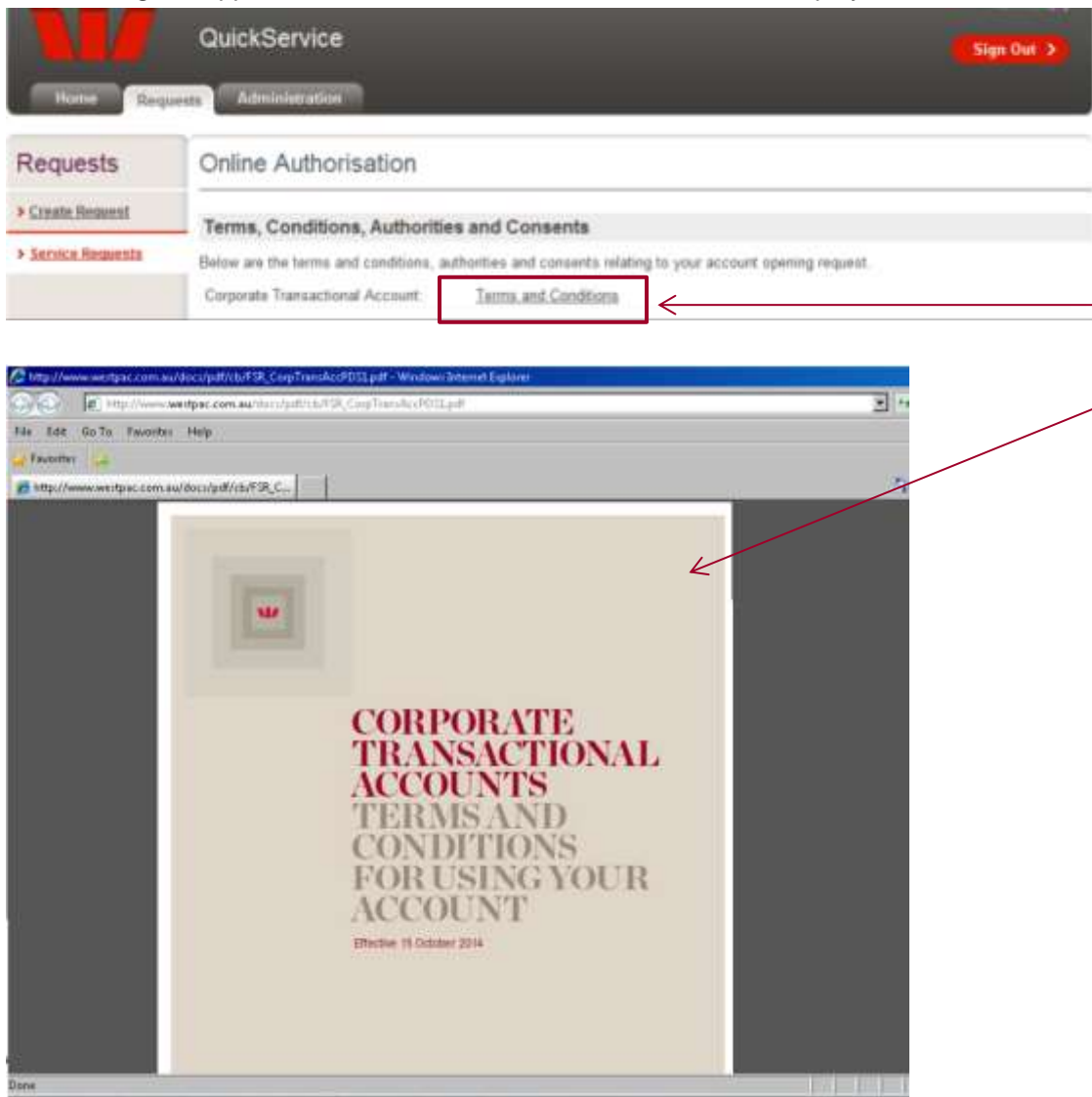
Service Request – Assigned to Approvers (Online Authorisation Method)

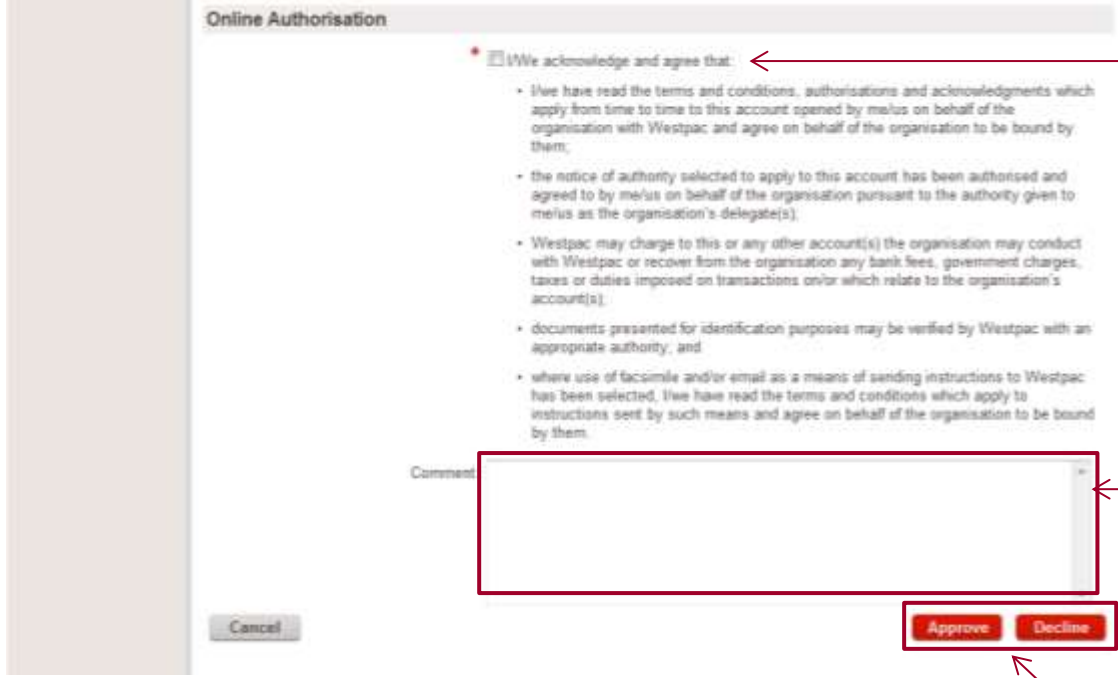
Step	Who	System	User instructions
17	Approver	<p>All individuals who were nominated to approve the request via QuickService will receive an email notification. They will be able to view the service request in the QuickService 'Pending Your Action' tab:</p> 	<ul style="list-style-type: none"> • Approvers receive an email containing details of the Service Request number. Note: A sample email is provided in this user guide, refer to Appendix II. Online Authorisation Email • Approvers sign in to Quick Service • Approvers select 'Pending Your Action' tab to list all the Service Requests awaiting approval. • Select the hyperlink with the Service Request number that matches the one received in the email.

Service Request – Awaiting Action by Each Approver (Online Authorisation Method)

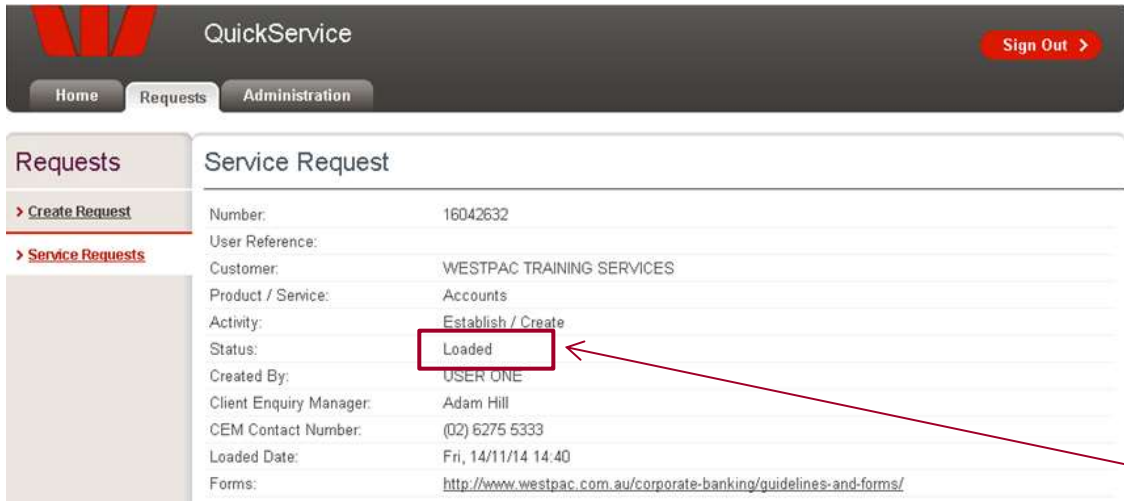


Step	Who	System	User instructions
18	Approver	<p>On selecting the required Service Request the following screen is displayed:</p>  <p>The screenshot displays the 'Service Request' details and the 'Online Authorisation' section. The 'Online Authorisation' table lists two approvers, 'Approver A' and 'Approver B', both with a status of 'Awaiting Approval'. A red box highlights the 'Approver A' row. Below the table, there are tabs for 'Full History', 'Comments (0)', 'Attachments (0)', and 'Changes'. A red box highlights the 'Approve' button. A red arrow points from the 'Approve' button to the instruction: 'Each Approver selects the 'Approve' button to move to the next screen, where they will have the option to Approve or decline the request .'. Another red arrow points from the 'Awaiting Approval' status to the instruction: 'Each Approver reviews the Service Request. Note: All approvers can approve at the same time.'.</p>	<ul style="list-style-type: none"> The status of the Service request is 'Awaiting Approval'. Each Approver reviews the Service Request. Note: All approvers can approve at the same time. The full history of the Service Request is displayed for the Approver. The Approver can review any comments and attachments (when the counter >1). <p>Full History</p> <p>Full History</p> <ul style="list-style-type: none"> Each Approver selects the 'Approve' button to move to the next screen, where they will have the option to Approve or decline the request .

Terms, Conditions, Authorities and Consents (Online Authorisation Method)

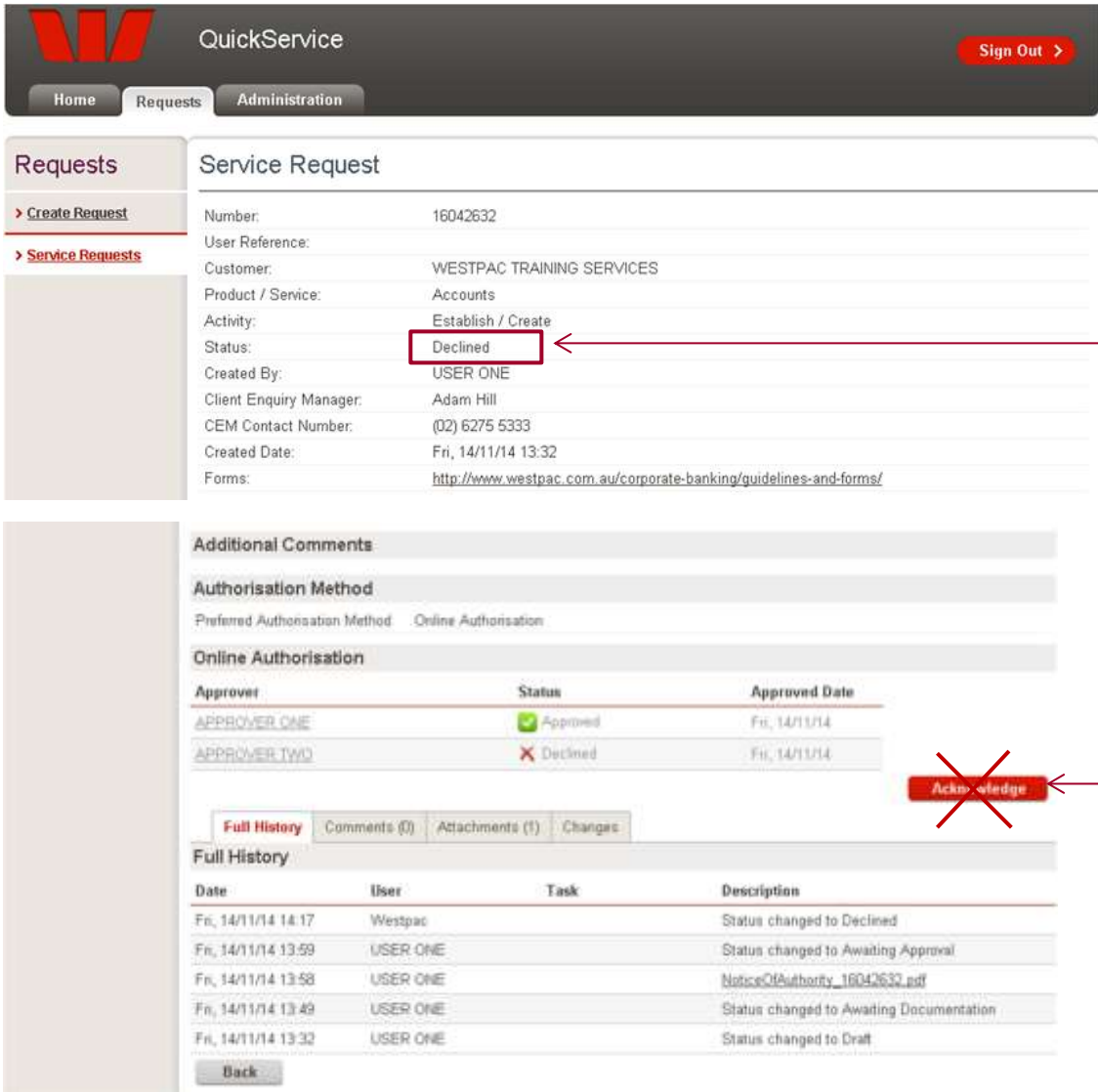

Step	Who	System	User instructions
19	Approver	<p>On selecting the Approve button the Online Authorisation screen is displayed:</p>  <p>The screenshot shows the 'QuickService' interface with a 'Sign Out' button. Under the 'Requests' tab, the 'Online Authorisation' section is active. It lists 'Terms, Conditions, Authorities and Consents' and 'Corporate Transactional Account'. The 'Terms and Conditions' link is highlighted with a red box. Below this, a preview of the document 'CORPORATE TRANSACTIONAL ACCOUNTS TERMS AND CONDITIONS FOR USING YOUR ACCOUNT' is displayed, dated 'Effective 11 October 2014'.</p>	<p>Approvers should read the Terms and Conditions that are attached as links to the Online Authorisation page.</p> <p>The document then appears on the screen.</p>

Step	Who	System	User instructions
20	Approver		<p><i>Continued from previous screen...</i></p> <p>After reading the Terms and Conditions the Approver must select the check box to acknowledge and agree to the terms and conditions.</p> <p>Comments: This is free text box generally for internal use for customer e.g. reason for approval or decline of Service Request.</p> <p>Selecting Approve:</p> <ul style="list-style-type: none"> • Will navigate to the 'Service Request screen. • <i>Proceed to step 21.</i> <p>Selecting Decline:</p> <ul style="list-style-type: none"> • Will navigate to the 'Service Request screen. • <i>Proceed to step 22.</i>

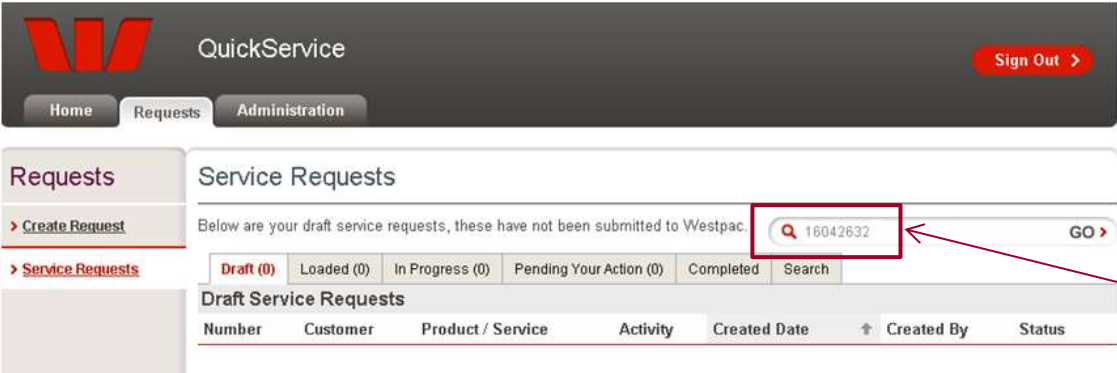
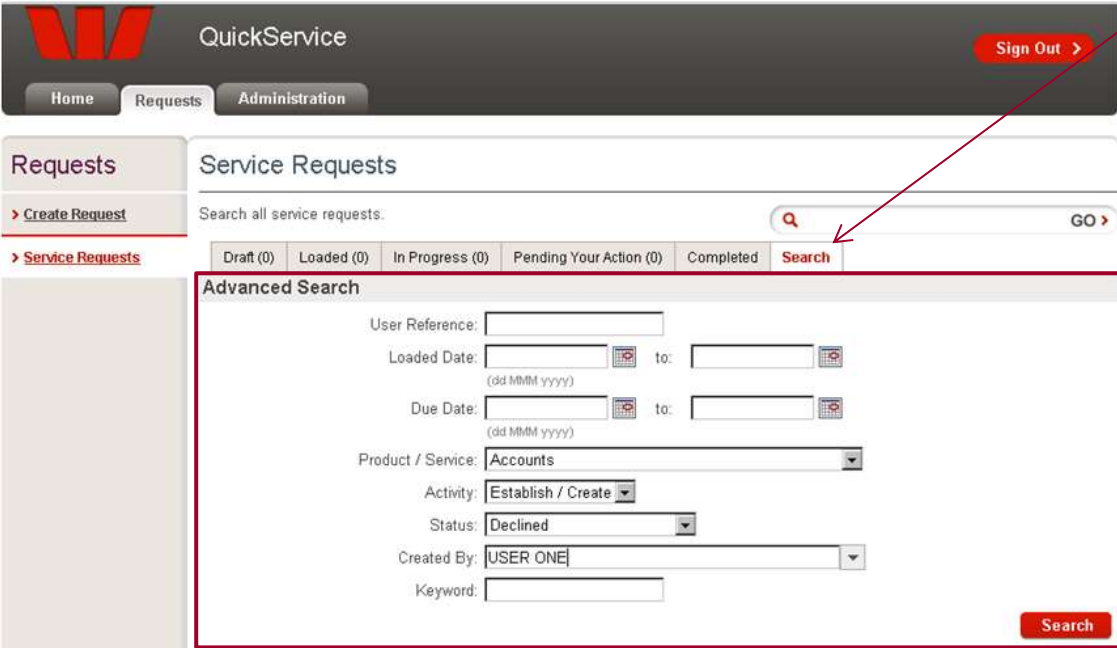
Service Request – Approved and Assigned to Westpac for processing (Online Authorisation Method)

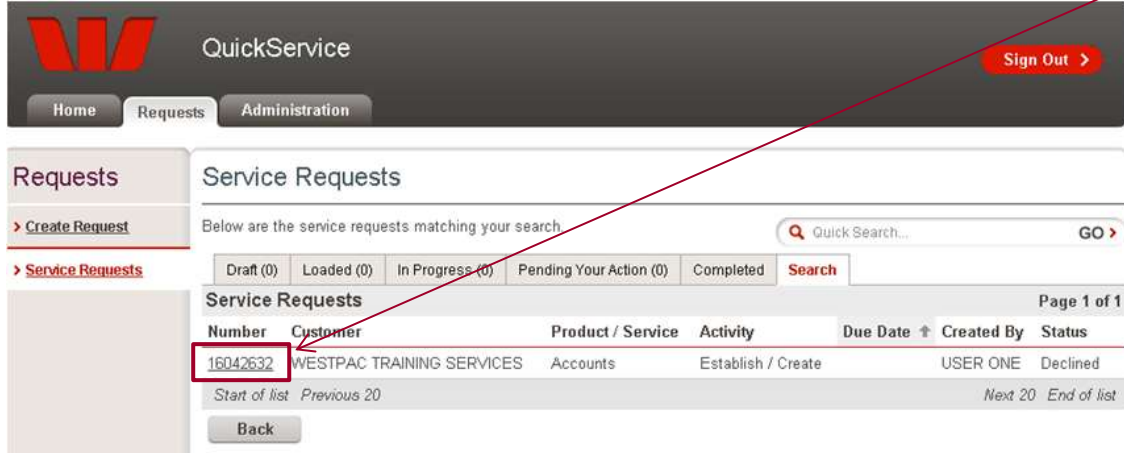
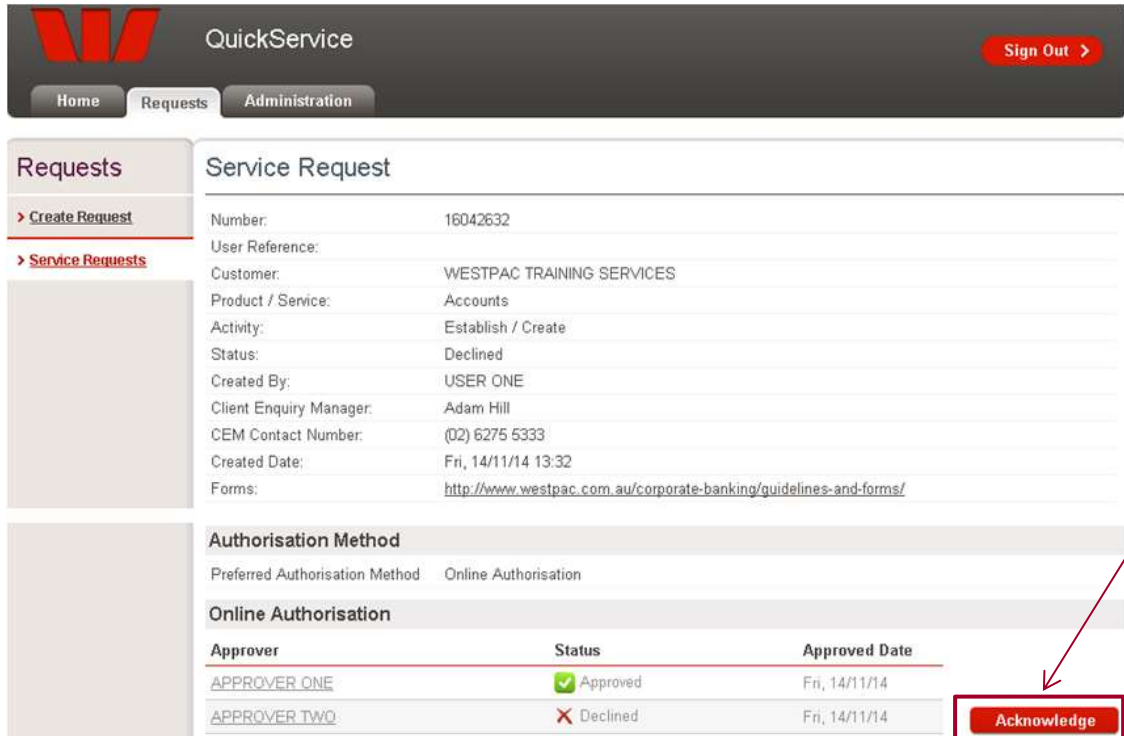
Step	Who	System	User instructions
21	Approver	<p>When all Approvers have authorised (approved) the request, the Service Request screen is displayed with a 'Loaded' / 'Assigned Pending Action' status:</p> 	<p>If service request is Approved:</p> <ul style="list-style-type: none"> An approved email is automatically generated to the Team Member who created the account opening service request. But is still waiting on other Approvers to action, it will show as 'Awaiting Approval':  <ul style="list-style-type: none"> By all Approvers:  <p>then the status of the request shows as 'Loaded'.</p> <ul style="list-style-type: none"> It is automatically assigned to Westpac for processing. The Service request is now sitting in the Westpac Client Enquiry Manager's queue for action. No further action is required, although the Client Enquiry Manager may follow up with the customer for further information (only if necessary).

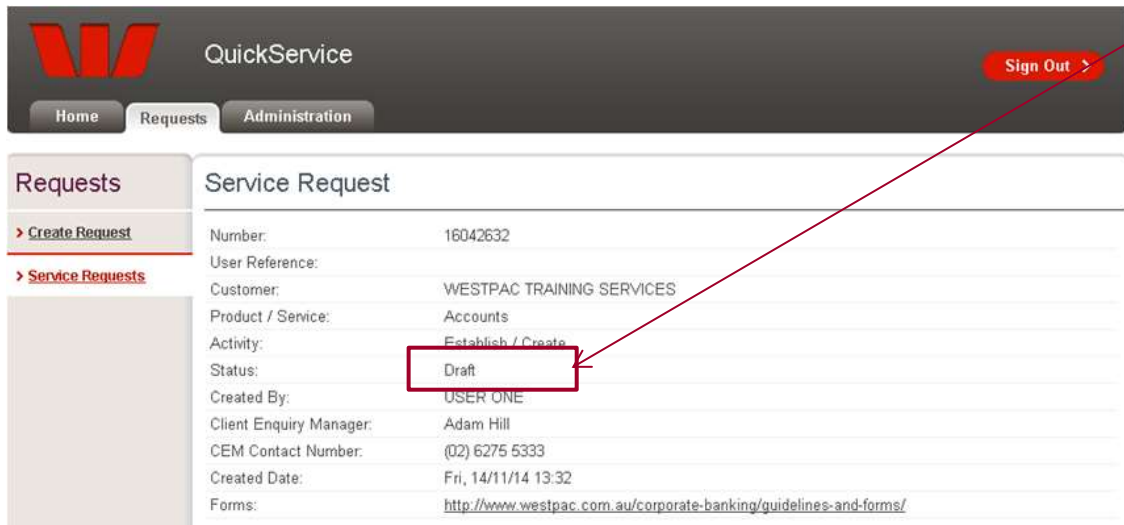
Service Request – Declined (Online Authorisation Method)

Step	Who	System	User instructions
22	Approver	<div>When any Approver declines, the Service Request screen is displayed with a Declined status:</div> <div></div>	<div>If the service request is Declined:</div> <ul style="list-style-type: none">A declined email is automatically generated to the team member who created the account opening service request. <div>Note: A sample declined email is provided in this user guide, refer to Appendix III. Online Authorisation Decline Email</div> <ul style="list-style-type: none">The approver will be presented with the Service Request screen showing the request as 'Declined' by them: <div></div> <ul style="list-style-type: none">No further action is required by the approver.IMPORTANT: The Approver should NOT select the 'Acknowledge' button that appears on the screen as this is an action for their team member (Refer to step 23).

Service Request – Declined for Acknowledgement by Team Member (Online Authorisation Method)

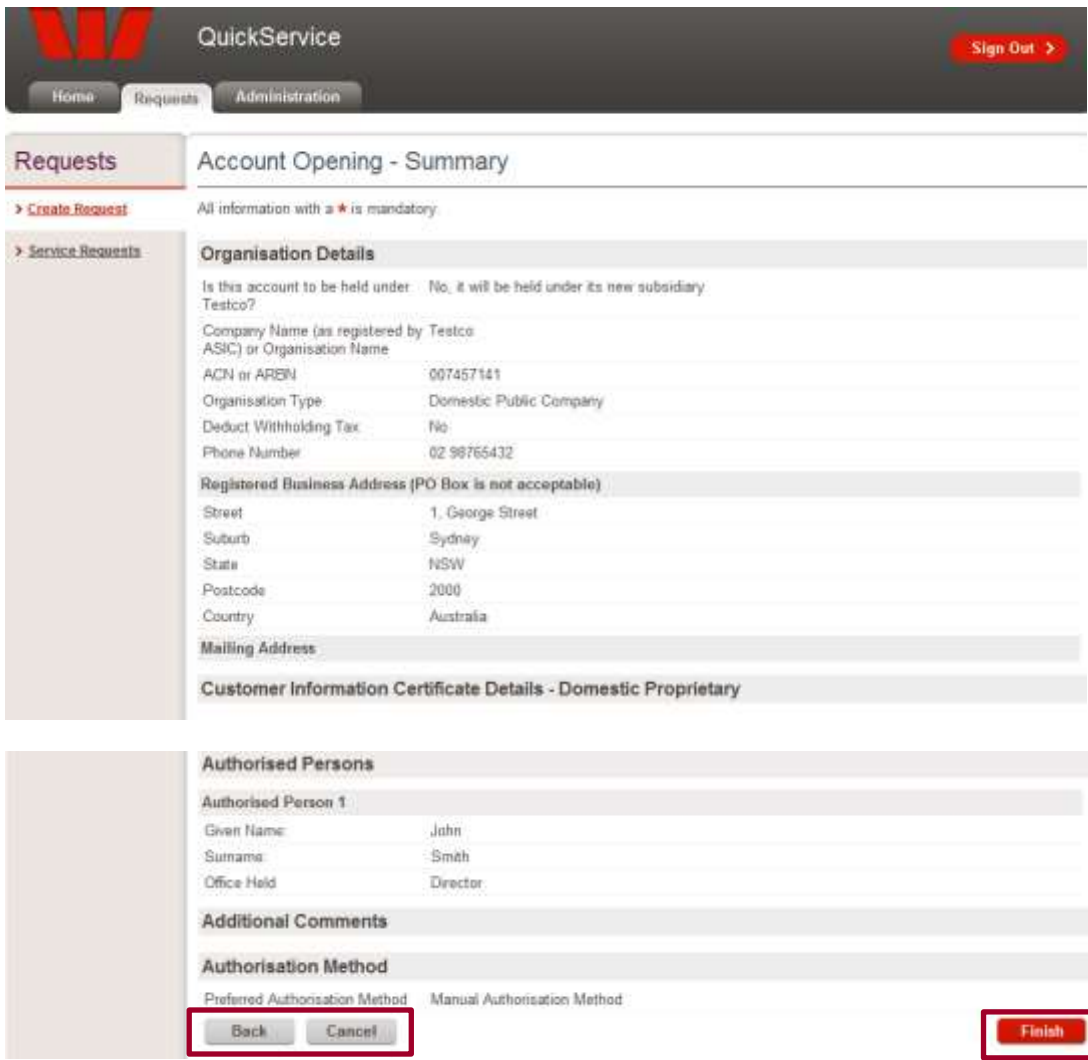

23	Team member	<p>Team Member logs into QuickService and goes to Requests tab.</p> <p>Enter the Service Request number (sourced from the email) in the quick search:</p>  <p>Or, perform an Advanced Search:</p> 	<p>Note: Declined Service Requests don't automatically appear in any of the queues.</p> <p>Therefore, the team member needs to:</p> <ul style="list-style-type: none"> • Open the declined email notification to retrieve the Service Request Number. • Log into QuickService to search for the declined Service Request: <ul style="list-style-type: none"> ○ By entering the Service Request Number in the Quick Search and pressing GO. ○ Or by selecting the Search tab and performing an Advanced Search.
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24	Team member	<p>Once there is a match to the search criteria the record will appear in the screen below:</p> 	<p>Team member selects hyperlink of the Service Request number that matches the one received in the email.</p>
25	Team member	<p>The Service Request (Declined) status appears:</p> 	<p>Team member reviews any comments attached to the decline service request.</p> <ul style="list-style-type: none"> • Selecting the 'Acknowledge' button, will change the status of the request from 'Declined' to 'Draft'.

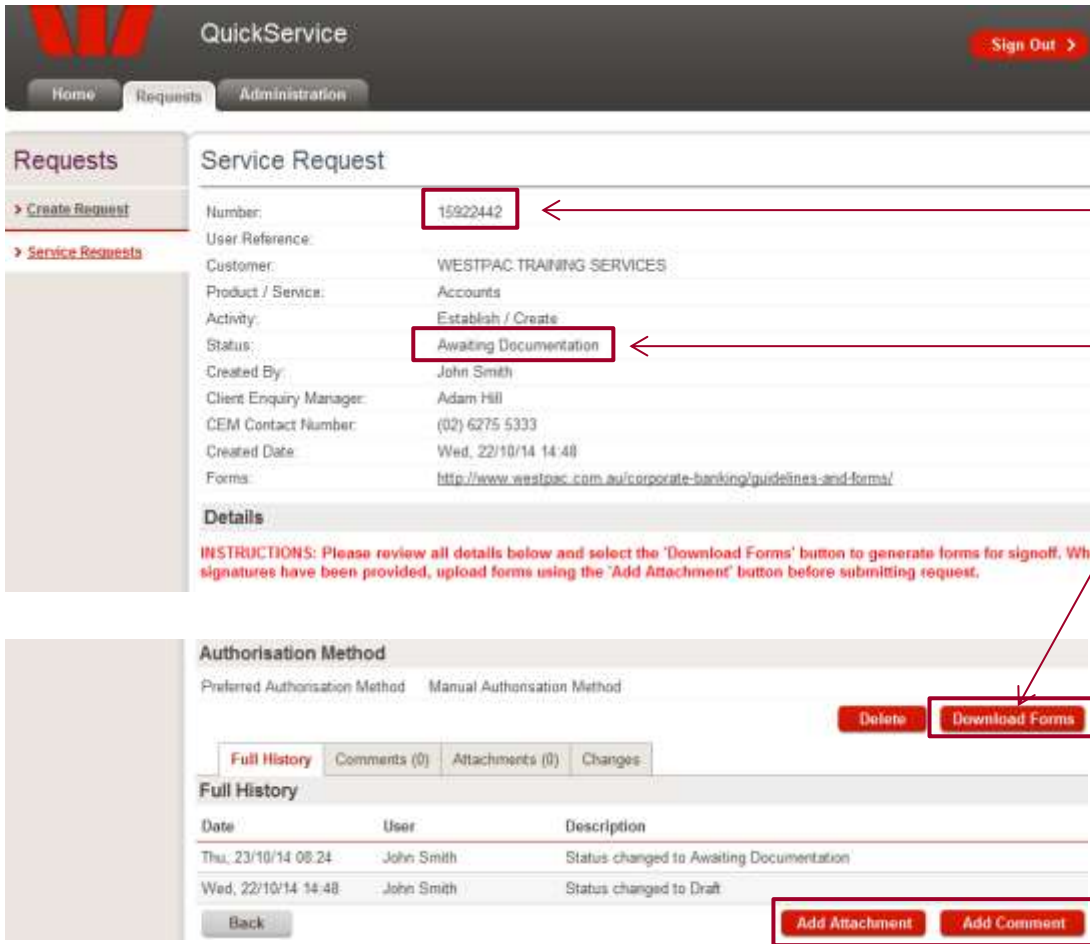

26	Team member	<p>The Service Request (Draft status) appears:</p>  <p>QuickService</p> <p>Home Requests Administration</p> <p>Sign Out ></p> <p>Requests</p> <p>> Create Request</p> <p>> Service Requests</p> <p>Service Request</p> <p>Number: 16042632</p> <p>User Reference:</p> <p>Customer: WESTPAC TRAINING SERVICES</p> <p>Product / Service: Accounts</p> <p>Activity: Establish / Create</p> <p>Status: Draft</p> <p>Created By: USER ONE</p> <p>Client Enquiry Manager: Adam Hill</p> <p>CEM Contact Number: (02) 6275 5333</p> <p>Created Date: Fri, 14/11/14 13:32</p> <p>Forms: http://www.westpac.com.au/corporate-banking/guidelines-and-forms/</p>	<p>The Service Request is reset to 'Draft' status, which enables the team member to amend it.</p> <ul style="list-style-type: none"> Team member selects the 'Edit' button to navigate back to Step 2: 'Account Opening Organisation Details'. <p>Note: In order to make corrections QuickService will take you back through each populated screen.</p>
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End of the Online Authorisation Method section.

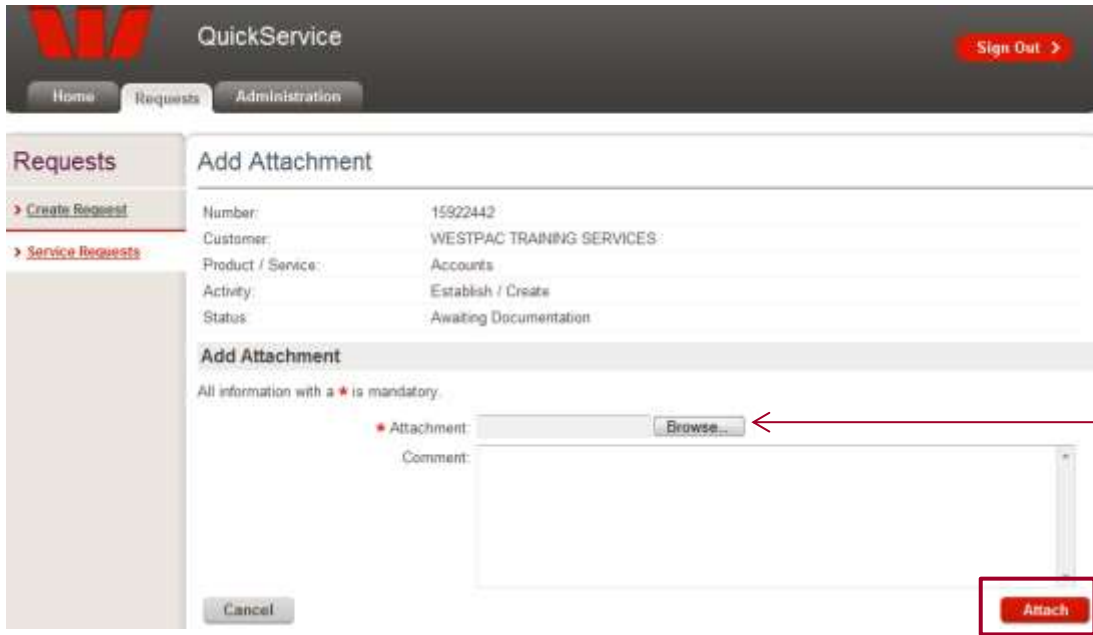
Account Opening – Summary (Manual Authorisation Method)

Step	Who	System	User instructions
27	Team member	<p>On selecting 'Next' the system will display the following details:</p> 	<p>This screen gives a summary of all the items that have been entered.</p> <p>Review all the details before choosing from the following available options:</p> <ul style="list-style-type: none"> • <i>Amend request:</i> <p>'Back' – this option will take you to the previous screen. You can push the 'Back' button to move back to the page that requires amendments.</p> <ul style="list-style-type: none"> • <i>Delete request:</i> <p>'Cancel' – this option will cancel the request. Select 'Delete' in the pop up window to confirm.</p>  <ul style="list-style-type: none"> • <i>Finish request</i> <p>'Finish' – This option will save the request and take you to the next screen.</p> <p>Note: By selecting 'Finish', the eForm will be saved and the status will change from 'Draft' to 'Awaiting Documentation'.</p> <p>The 'Service Request' screen appears next.</p>

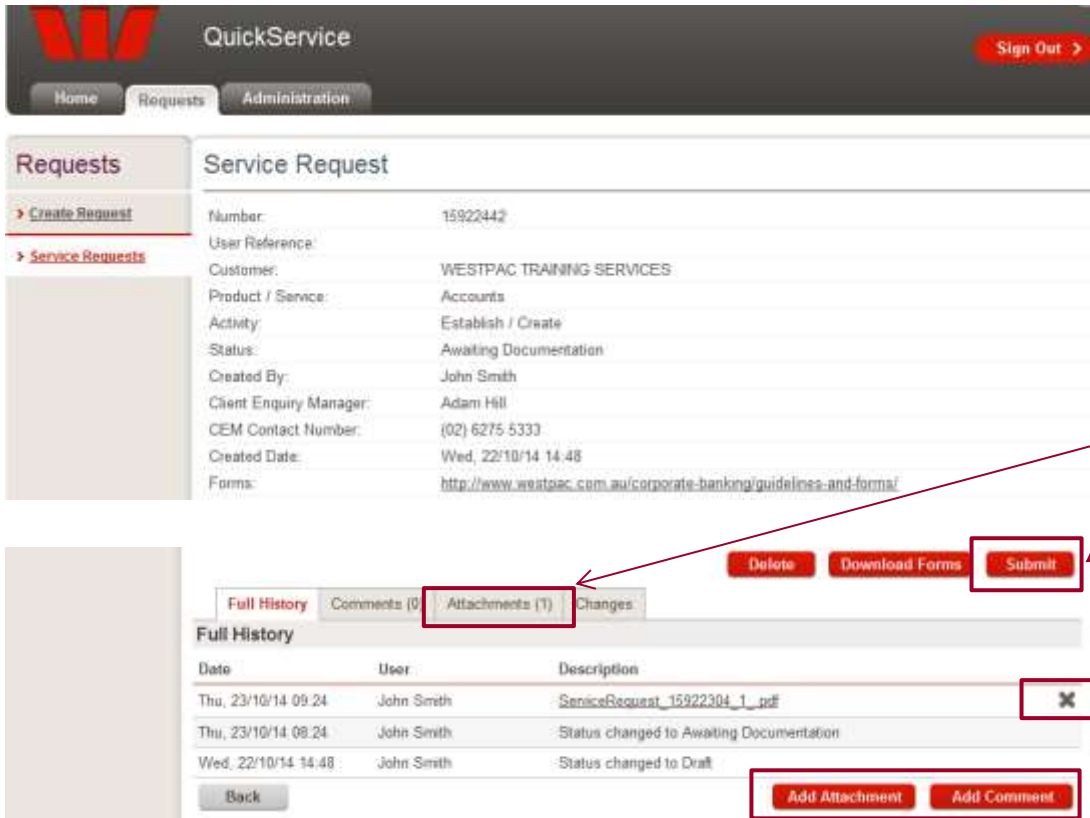

Service Request – Number Allocated (Manual Authorisation Method)

Step	Who	System	User instructions
28	Team member	<p>On selecting 'Finish' the system will display the Service Request details:</p> 	<p>A Service Request number has now been allocated.</p> <p>Status of the Service Request is 'Awaiting Documentation'</p> <p>Select 'Download Forms' to generate forms. A pop up window appears:</p>  <p>Open and print the form for manual entry and sign off. Scan the document once signed.</p> <p>Select 'Add Attachment' to navigate to next screen. Select 'Add Comment' to add details to Service Request.</p>

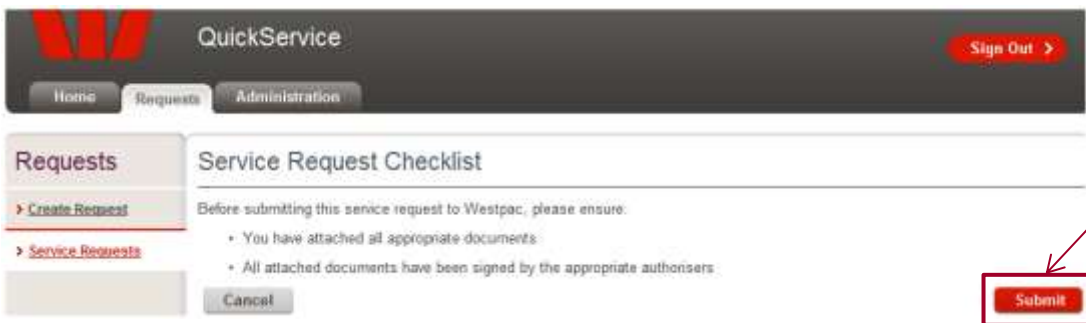
Service Request – Add Attachment (Manual Authorisation Method)

Step	Who	System	User instructions
29	Team member or manager	<p>On selecting 'Add attachment' the system will display the following:</p> 	<p>Select 'Browse' to locate the signed document (where it has been stored from the previous step).</p> <p>Select 'Attach' to upload signed off form. A pop up box is displayed during the attachment process.</p> <div data-bbox="1507 981 1968 1106" data-label="Image"> </div> <p>When completed the system will re-display the Service Request details.</p>

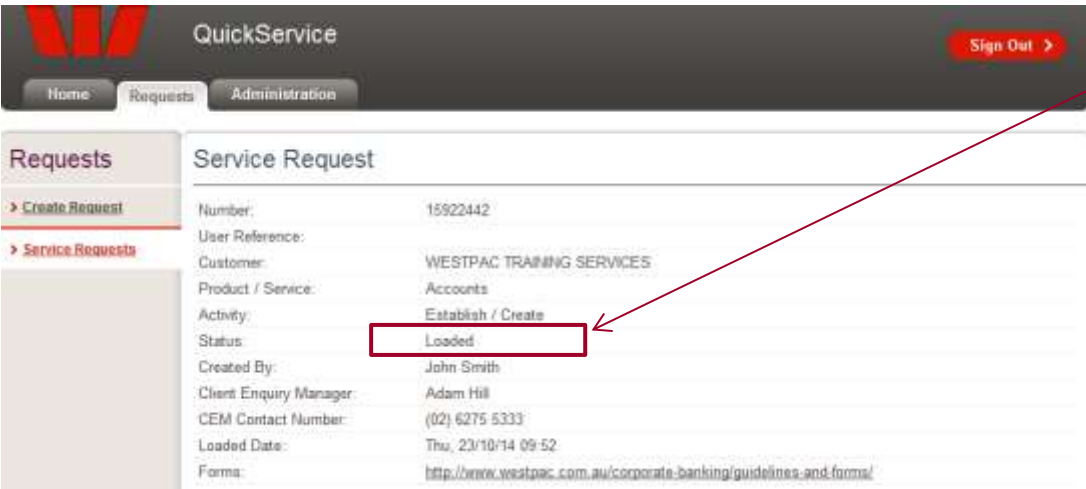
Service Request – Submit (Manual Authorisation Method)

Step	Who	System	User instructions
30	Team member	<p>After the attachment process is successfully loaded, the full Service Request is displayed:</p>  <p>The attachment count has incremented by one (1).</p> <p>Select 'Submit' to move to the next screen.</p> <p>Note:</p> <ul style="list-style-type: none"> Select 'X' if the attachment needs to be removed (e.g. wrong attachment). A pop up window appears. Select 'Delete' to remove the attachment. Select 'Add Attachment' to add another form (if required). 	

Service Request Checklist – Submit (Manual Authorisation Method)

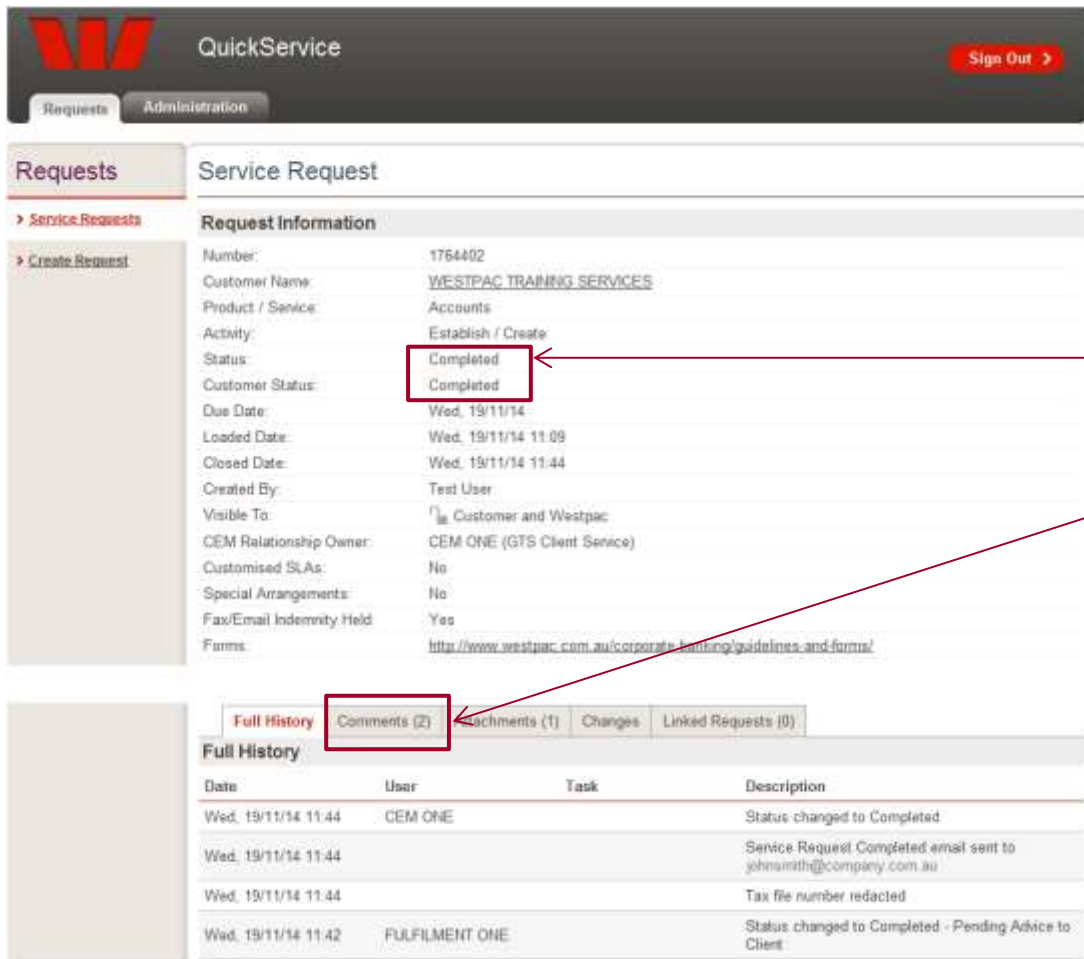
Step	Who	System	User instructions
31	Team member	<p>The final screen appears for action:</p> 	<p>Click 'Submit' when finished checking the Service Request.</p>

Service Request – Assigned to Westpac for processing (Manual Authorisation Method)

Step	Who	System	User instructions
32	Team member	<p>The service request status has changed to 'Loaded'/'Assigned Pending Action':</p> 	<p>The system will re-display the Service Request details.</p> <ul style="list-style-type: none"> • Status of Service Request is 'Loaded'. • The Service request is now sitting in the Westpac Client Enquiry Manager's queue for action. • No further action is required, although the Client Enquiry Manager may follow up with the customer for further information (only if necessary).

End of the Manual Authorisation Method section.

Service Request – Completed

Step	Who	System	User instructions
33	Team member	<p>The service request is in 'Completed' status:</p>  <p>The screenshot shows the QuickService interface. At the top, there's a 'Sign Out' button. Below, the 'Requests' section is active. The 'Service Request' details are shown, including 'Request Information'. The 'Status' field is highlighted with a red box and labeled 'Completed'. Below this, the 'Full History' section is visible, with the 'Comments (2)' tab highlighted. A red arrow points from the 'Comments (2)' tab to the 'User instructions' column.</p>	<p>Team member:</p> <ul style="list-style-type: none"> Receives email notification when the Service Request has been completed by Westpac. Opens email notification to retrieve the Service Request Number. Logs into QuickService to view the Service Request. Status of Service Request shows as 'Completed'. Views 'comments' attached to Service Request.

End of screen flow.

Appendix I. Definition of Organisation Types

1. Domestic Proprietary Company

Definition: a company incorporated in Australia that is limited by share capital, whose membership is limited to 50 non-employee shareholders and that is prohibited from offering invitations to the public to subscribe to its shares or debentures.

2. Domestic Public Company

Definition: a company incorporated in Australia and is entitled to raise funds by offering securities in itself to the public.

3. Standard Trust

Definition: a trust is a relationship which exists where the trustee(s) holds property or assets for the benefit of one or more beneficiaries. The trustee can be an individual, group of individuals, a company, group of companies or a combination of individuals and companies.

A standard trust occurs whereby a fund or property is held or administered (by a trustee) for the benefit of others (beneficiaries). A standard trust includes testamentary trusts, unit trusts, discretionary trusts (including family trusts), self-managed superannuation funds and unregistered managed investment schemes.

Note: Custodian/nominee/manager information is required where there is an arrangement under which a custodian/nominee/manager has been formally appointed by the trustee to act on its behalf in a limited capacity or in a specific manner. This includes providing to the Bank the applicable agreement which sets out the arrangement.

4. Non Standard Trust

Definition: Trusts other than Standard trusts, includes:

- Registered Managed Investment Scheme – a scheme registered with ASIC to which people make contributions and in return acquire rights to benefits produced by the scheme, where the contributions are to be pooled, or used in a common enterprise, to produce financial benefits for the people who hold interests in the scheme. All registered managed investment schemes must hold an Australian Registered Scheme Number (ARSN) issued by ASIC.
- Regulated trusts - a trust that is licensed and subject to regulatory oversight by an Australian Commonwealth regulator, e.g. Australian Prudential Regulation Authority (APRA), in relation to its activities as a trust. This excludes self-managed superannuation funds regulated by the Australian Taxation Office (refer to the Customer Information Certificate – Standard Trust).
- Government Super fund - a trust that is a superannuation fund for Government employees established by legislation often referred to as public sector superannuation funds.

Note: Custodian/nominee/manager information is required where there is an arrangement under which a custodian/nominee/manager has been formally appointed by the trustee/Responsible Entity (RE) to act on its behalf in a limited capacity or in a specific manner. This includes providing to the Bank the applicable agreement which sets out the arrangement.

5. Association

Definition: An association can be:

- An incorporated association – a group of persons who have agreed to join together in pursuit of one or more common objectives, which is incorporated in accordance with an Australian State or Territory legislation or an overseas body. This includes a strata plan for real estate which is registered with a State or Territory Land Office and the registration of the strata plan leads to the creation of a strata plan body corporate.
- An unincorporated association – a group of persons who have agreed to join together in pursuit of one or more common objectives, which is not incorporated.

6. Foreign Company Registered in Australia

Definition: A foreign company registered in Australia by the Australian Securities and Investment Commission (ASIC) which can be either:

- A foreign public company – a company incorporated outside of Australia entitled to raise funds by offering securities in itself to the public; or
- A foreign proprietary company – a company incorporated outside of Australia which is a private/proprietary or other type of company in accordance with the requirements of the jurisdiction in which it is incorporated.

7. Foreign Company Not Registered in Australia

Definition: A foreign company NOT registered in Australia by the Australian Securities and Investment Commission (ASIC) which can be either:

- A foreign public company – a company incorporated outside of Australia entitled to raise funds by offering securities in itself to the public; or
- A foreign proprietary company – a company incorporated outside of Australia which is a private/proprietary or other type of company in accordance with the requirements of the jurisdiction in which it is incorporated.

8. Individual not including Sole Trader

Definition: An individual is a natural person (non-corporate) of any nationality.

This Customer Information Certificate may be used for:

- individuals who are customers
- individuals acting as a signatory for an organisation

- individuals acting as agents on behalf of an organisation.

9. Individual acting as Sole Trader

Definition: A sole trader is a natural person (non-corporate) who trades in their own legal right without the use of a company structure, incorporation or partners and who, alone, has full liability for the activities of the business. Sole Traders can operate under their own name or register a business name.

10. Regulated Partnership

Definition: a partnership is the relationship that exists between persons/organisations (the partners) carrying on business in common with a view to profit. The rights of the partners between themselves are governed by a partnership agreement. A regulated partnership is a partnership that is registered as a member of a professional association (e.g. a state/territory law society, real estate institute, institute of chartered accountants).

11. Unregulated Partnership

Definition: a partnership is the relationship that exists between persons/organisations (the partners) carrying on business in common with a view to profit (including limited partnerships). The rights of the partners between themselves are governed by a partnership agreement.

12. Registered Co-operative

Definition: a legal entity owned and controlled by the people for whom it was established and who benefit from using its services. Co-operatives may be set up for a very wide range of social and economic activities, such as retailing, agriculture, manufacturing, child care, housing, marketing, arts and crafts and taxi services. Co-operatives may be registered by a relevant State, Territory or overseas body.

13. Government Body

Definition: a government body can be a domestic or foreign government body.

1. Domestic government body – an agency/department or an authority of the Commonwealth, a State or a Territory or a local government council of a State or Territory
2. Foreign government body can be either:
 - a government of a country
 - an agency or authority of the government of a country
 - a government of part of a country
 - an agency or authority of the government of part of a country

Appendix II. Online Authorisation Email (example)

Dear Sir/Madam,

Westpac will never send you an email asking for your personal details or link to a sign-in page. Before accessing emails or the Internet, always update your virus protection, firewall and operating systems software.

Task 'Authorisation' on service request 15922467 requires online authorisation. The details of this task are as follows:

Service Request Number:	15922467
Task Name:	Authorisation
Customer Name:	WESTPAC TRAINING SERVICES
Customer Enquiry Manager Name:	Adam Hill
Customer Enquiry Manager Phone:	(02) 6275 5333
Product / Service:	Accounts
Activity:	Establish / Create

You can view more details about this service request on the QuickService website.

Regards,

GTS Client Service

Unless otherwise stated, this email is confidential. If received in error, please delete and inform the sender by return email. Unauthorised use, copying or distribution is prohibited. Westpac Banking Corporation (ABN 33 007 457 141) is not responsible for viruses, or for delays, errors or interception in transmission. Unless stated or apparent from its terms, any opinion is not the opinion of Westpac Banking Corporation. This message also includes information on Westpac Institutional Bank available at westpac.com.au/wibinfo

Appendix III. Online Authorisation Decline Email (example)

Dear Sir/Madam,

Westpac will never send you an email asking for your personal details or link to a sign-in page. Before accessing emails or the Internet, always update your virus protection, firewall and operating systems software.

Task 'Authorisation' on service request 15922461 online authorisation was declined. The details of this task are as follows:

Service Request Number:	15922461
Task Name:	Authorisation
Customer Name:	WESTPAC TRAINING SERVICES
Customer Enquiry Manager Name:	Adam Hill
Customer Enquiry Manager Phone:	(02) 6275 5333
Product / Service:	Accounts
Activity:	Establish / Create

You can view more details about this service request on the QuickService website.

Regards,

GTS Client Service

Unless otherwise stated, this email is confidential. If received in error, please delete and inform the sender by return email. Unauthorised use, copying or distribution is prohibited. Westpac Banking Corporation (ABN 33 007 457 141) is not responsible for viruses, or for delays, errors or interception in transmission. Unless stated or apparent from its terms, any opinion is not the opinion of Westpac Banking Corporation. This message also includes information on Westpac Institutional Bank available at westpac.com.au/wibinfo