QuickService

Client User Guide

28 September 2021

Westpac Institutional Bank

CONTENTS

QUICKSERVICE BY NAME...

Complete admin tasks and get answers or specialist support faster, through a single electronic front door for service and operational queries. With QuickService you can access pre-populated electronic forms, initiate service requests, and monitor all your open queries.

Empower

A single electronic front door for all your service needs empowers each of your team members to access the forms, information, and expertise they need to get their tasks done. QuickService creates consistency and can eliminate the need for different processes for different types of enquiries.

You can access pre-populated electronic forms covering a range of admin tasks like:

- Commercial Card administration
- Secondary account opening
- Establishing additional Direct Entry or BPAY facilities
- Amending or cancelling Direct Entry or BPAY facilities
- Initiating transactional enquiries, such as payment traces.

Accelerate

QuickService gives you back the time and resources taken up by managing service requests. You can view the live status of any open request at any time, as well as a full record of all service requests and admin tasks completed through the platform.

Using QuickService for status updates instead of follow-up calls and emails also frees up more time for our Service Managers to resolve inquiries quickly. Service requests reach your GTS Service Team directly, and if you have appropriate notifications set up, you will receive email advice when a request is created, requires your action, or is completed.

Monitor effortlessly

The Requests Dashboard in QuickService shows you:

- Draft — service requests that have been created by you but not yet submitted
- Loaded — service requests that have been submitted, but not yet assigned
- In progress — currently being resolved
- Pending your action — where your action or approval is needed
- Completed — resolved matters (you may also have received an email if you have notifications enabled)
- Following — items you have flagged.

You can also use the search bar to find specific service requests quickly.

What you'll find in this guide

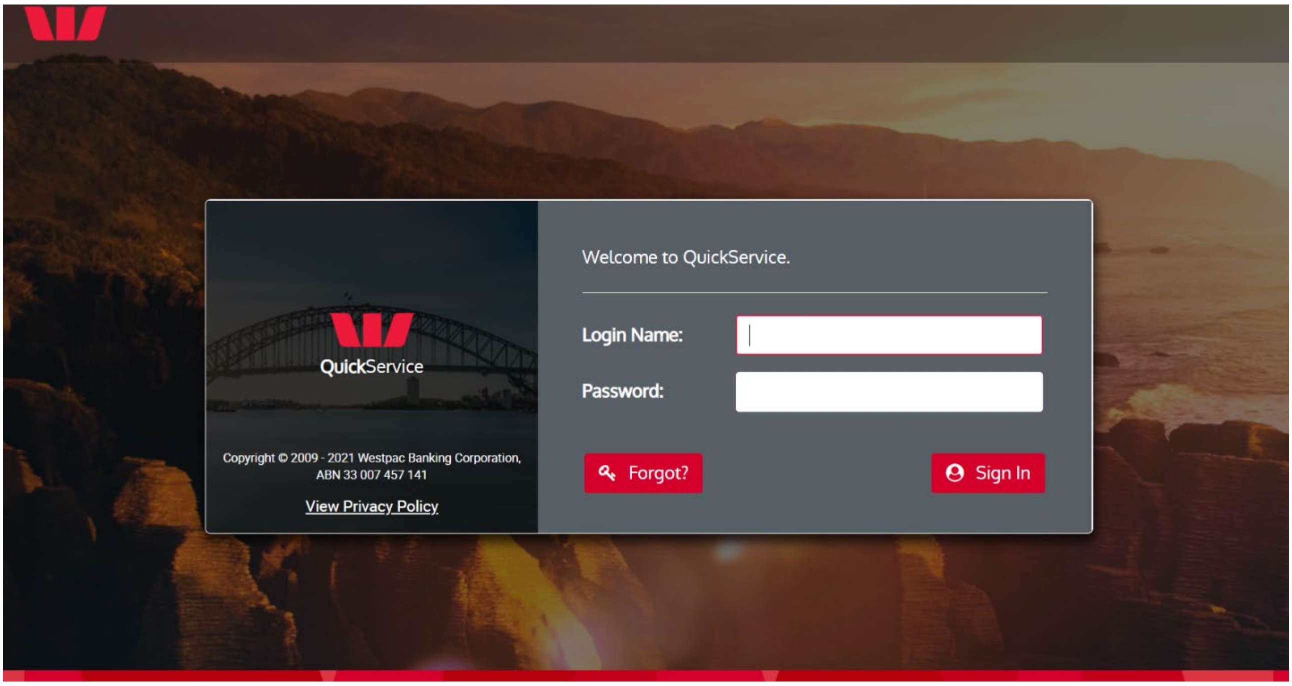
This Client User Guide shows you:

- How to log in to QuickService
- How to create a service request
- How to view and manage outstanding requests
- How administrators can establish and manage users and controls.

Logging in

QuickService is web-based, and all users require a valid QuickService login to use the application. User access is managed by your Administrators (see pages 14-16).

Navigate to quickservice.westpac.com.au to log in.



First log in

Your GTS Client Development Associate will give your Administrators their Login Name and temporary password. Administrators can then create Login Names and temporary passwords for additional users in your organisation.

On first login, using the temporary password, the Change Password screen will display, and prompt you to change your password to a new one.

You will also be prompted to set up SMS Reset Password (see page 4).

Each time you log in, you are allowed five unsuccessful attempts before your user profile is locked. If this happens, your Administrator can reset your profile.

Your Password

Password requirements

Your password must contain at least 8 characters, including at least 1 letter and at least 1 number.

Your password must change every 42 days, and cannot be the same as a previous password.

Changing your Password

You can change your password at any time; however, you will be prompted to change it after 42 days. To change your password:

- Select the User Menu drop down in the top right corner
- Switch view to 'Administration'
- From the Administration menu on the left, select 'Change Password
- Enter your current password once, and your new password twice then click 'Save'.

Resetting your Password

You can reset your password by SMS if you set that up on your first login. Otherwise your Administrators can reset your password.

SMS password reset

On your first login you will be prompted to set up SMS Reset. You will be asked to enter your mobile number and date of birth.

You can establish this at a later date, or update your mobile number, by logging in and navigating to Administration > My Profile > Edit.

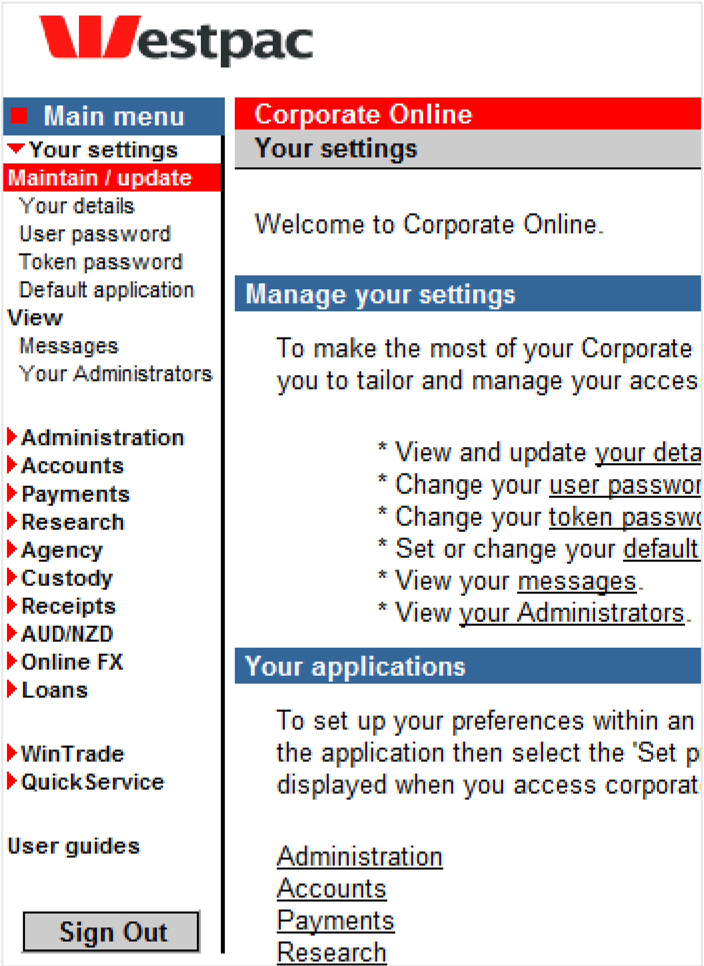
When you click Forgot? on the login screen you will have the option to reset your password by SMS code. First, you will need to input your Login Name and date of birth to generate the SMS code. This is then entered on the next screen. You will then be able to set a new password and click 'Submit'.

Administrator password reset

If you haven't set up SMS password reset, or your user profile is locked, you will need to contact your Administrator to reset your password. They will generate a temporary password, similar to when you log in for the first time. When you input your temporary password you will be prompted to enter a new password and confirm it.

Corporate Online Single Sign On

Users who have access to both QuickService and Corporate Online and use their 8-digit Customer Number to login will have the ability to access QuickService via Corporate Online. To set this up, a User should navigate to the QuickService link in Corporate Online. They will be required to enter their login and password – thereafter sign in will be automatic.



To link your Corporate Online 8-digit customer number to your QuickService profile, select the 'User Menu' and select 'Administration' from the drop-down menu.

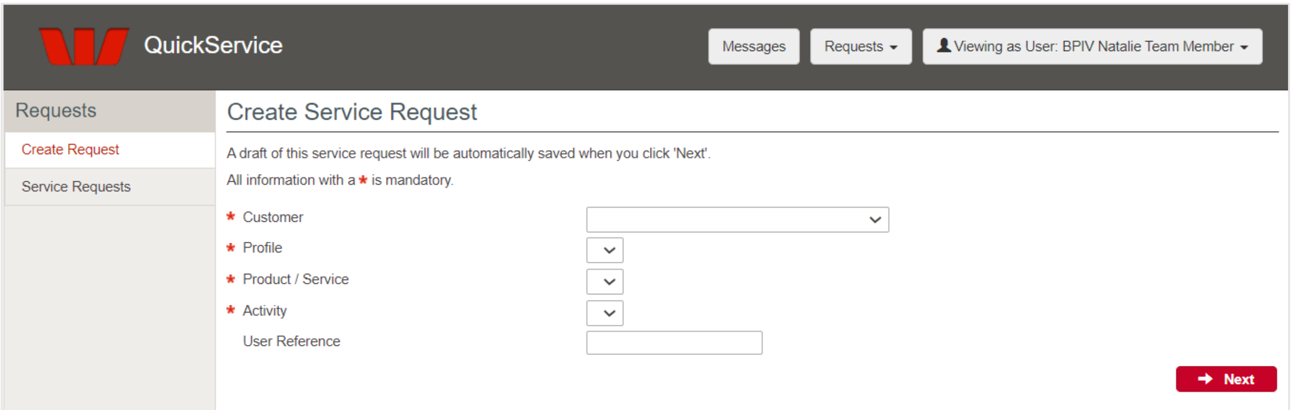
Then select 'My Profile' from the Administration menu on the left-hand side. Enter your Corporate Online 8-digit customer number and select 'Save' to continue.

Please note, while Corporate Online provides access to QuickService through Single Sign On, QuickService does not provide access to Corporate Online the same way, as access to transaction capabilities is more tightly controlled.

Navigation

QuickService has a top navigation bar to switch between different views, and left-hand navigation for actions. These views are:

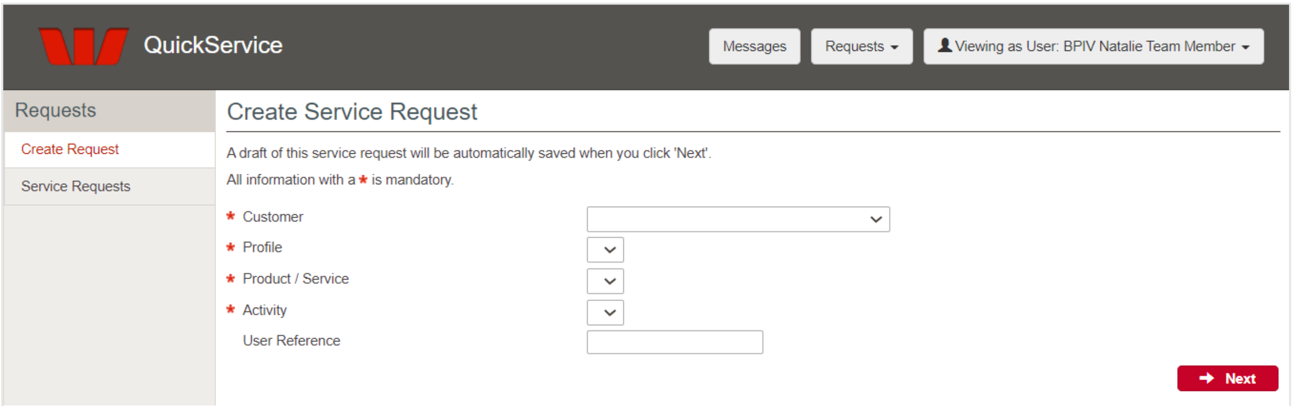
- Messages – for in-system messages about scheduled maintenance, updates, and outages.
- Requests – where you can create and view service requests (and Managers can view a dashboard for their whole team)
- User administration – where you can set or amend your user settings, reset your password, opt in or out of notifications, etc.



The left-hand navigation will change as you switch between views. It shows all the actions you can take for your role entitlements.

Create service requests

Select 'Create Request' in the left-hand menu. The 'Create Service Request' page will display.



These selections determine how your request is routed to the most appropriate specialist to provide resolution. If you are uncertain about any of these selections, please speak with your GTS Client Development Associate who can clarify.

<table>
<tr><th>Field</th><th colspan="2">Requirement</th></tr>
<tr><td>Customer</td><td colspan="2">Applicable where you have more than one legal entity linked to your profile.
From the drop-down list, select the legal entity that the service query relates to.</td></tr>
<tr><td>Product/Service</td><td colspan="2">Select the Product or Service from the drop-down list.</td></tr>
<tr><td rowspan="5">Activity</td><td colspan="2">Select the relevant Activity from the drop-down list.
The options for Activity will depend on the Product or Service selected above.
The common options include:</td></tr>
<tr><td>Establish/Create</td><td>A request to establish a new instance of a product or service you already have, for example, additional accounts, DE facilities, corporate cards, etc.</td></tr>
<tr><td>Amend</td><td>A request to make changes to existing products or services</td></tr>
<tr><td>Enquire</td><td>An enquiry about product or service details or other information</td></tr>
<tr><td>Cancel</td><td>A request to cancel an existing product or service</td></tr>
<tr><td>User Reference</td><td colspan="2">You may choose to add an internal identifier to help monitor and manage requests.</td></tr>
</table>

Click 'Next' to continue.

On the next screen you can enter the details of your service request in the free text box, 'Action Notes'. Click 'Finish' to proceed to the next screen, where you can attach any supporting documentation to your request.

Note:
The Service Request is not queued for action until you click 'Submit' at the end. If you do not click 'Submit', the Service Request is saved as Draft.

The Service Request page loads with a status of 'Awaiting Documentation'. At this stage you can:

- Delete the request
- Add an attachment
- Add a comment
- Submit the request – documentation may not be required in every instance.

Once you click Submit, the Service Request page displays, with the status 'Loaded'. The request has been queued for action.

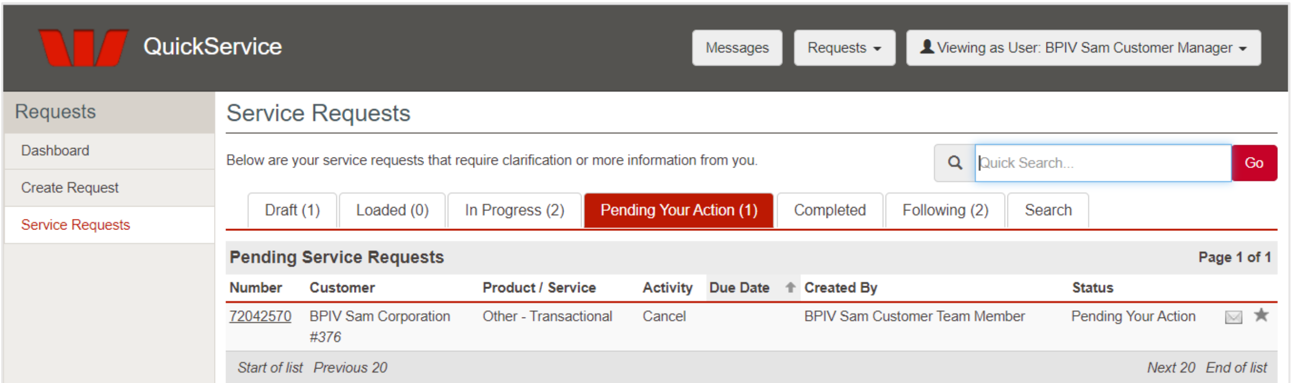
Attaching documentation to a request

You can attach commonly used document or image file types to any service request, both when you create the service request, and at a later date by clicking through to the individual service request. Accepted file extensions are:

Images	Documents	Spreadsheets
.png	.pdf	.xls
.tiff	.doc	.xlsx
.tif	.dot	
.jpeg	.docx	
.jpg	.txt	
.gif		

When additional information is required

Occasionally, Westpac will require additional information. Depending on your notification settings, you will receive an email with the subject ‘Pending Your Action – QuickService Request’, prompting you to log in to QuickService to view more details.



To add more information to a request you have submitted in QuickService, select ‘Service Requests’ from the left-hand menu. The ‘Service Requests’ screen will display, showing seven tabs of information. Select the ‘Pending Your Action’ tab.

Selecting a Service Request from the list will display the details. The text of your original request will appear at the top, for reference. Below, there are tabs where you can view:

- The full history of the request
- The comments relating to the request
- Attachments
- Changes in the status of the request.

The request for additional information will appear in both the Full History tab and the Comments tab.

You can click ‘Send Reply to Westpac’ to add additional information in free text format. Otherwise you can select ‘Add Attachment’ where applicable.

View and manage service requests

QuickService is your essential tool to view, monitor, and manage all your outstanding service requests. It provides you with the same view of each request that your Client Development Associate has. This will save time for you and your team by reducing follow up calls and emails for updates – you will have all the relevant information to hand.

You can view any service request you have created, from draft to completed, by selecting 'Service Requests' in the left-hand menu. There are seven tabs in the Service Requests view:

- Draft – requests you have created but not yet submitted
- Loaded – requests you have submitted, ready for Westpac to take action
- In Progress – requests that Westpac is currently working on
- Pending Your Action – requests that need additional information to progress
- Completed – requests that have been completed
- Following – requests that the user has flagged to monitor closely so they can track updates more easily. Particularly if they have not logged it themselves.
- Search – you can search using a range of criteria (see page 11).

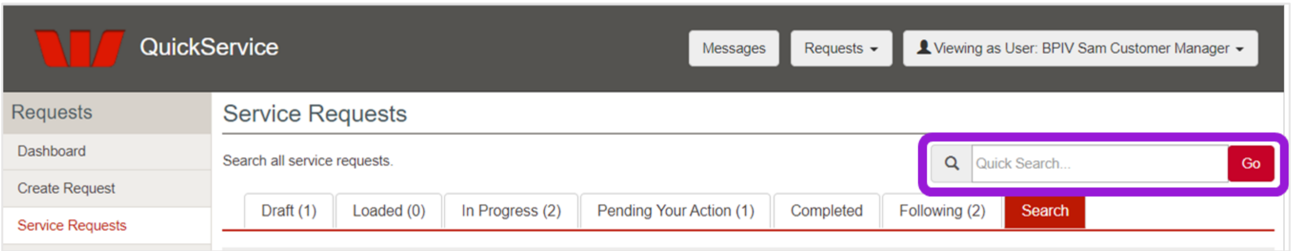
You can click on any individual request and 'view request details'. You can also sort or filter each view of requests by:

- Number
- Customer
- Product/Service
- Activity
- Created Date/Due Date
- Created by
- Status.

Search for a service request

You can use Quick Search when you know the Service Request Number. Otherwise, you can use Advanced Search to find a request using a range of variables.

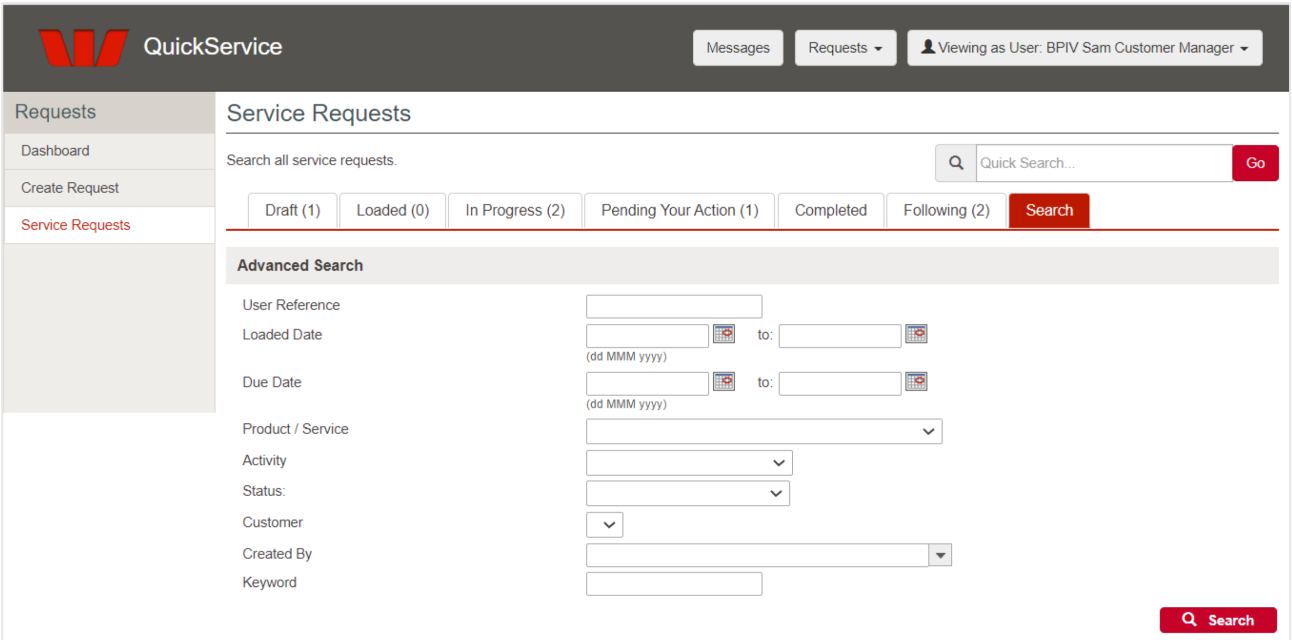
Quick Search



The Quick Search bar appears at the top of the Service Requests view. You can enter the Service Request Number here to take you directly to the specific request.

Advanced Search

Click the ‘Search’ tab in the ‘Service Requests’ view.



The first field, ‘User Reference’, is for any internal identifier that you may have input when creating the service request.

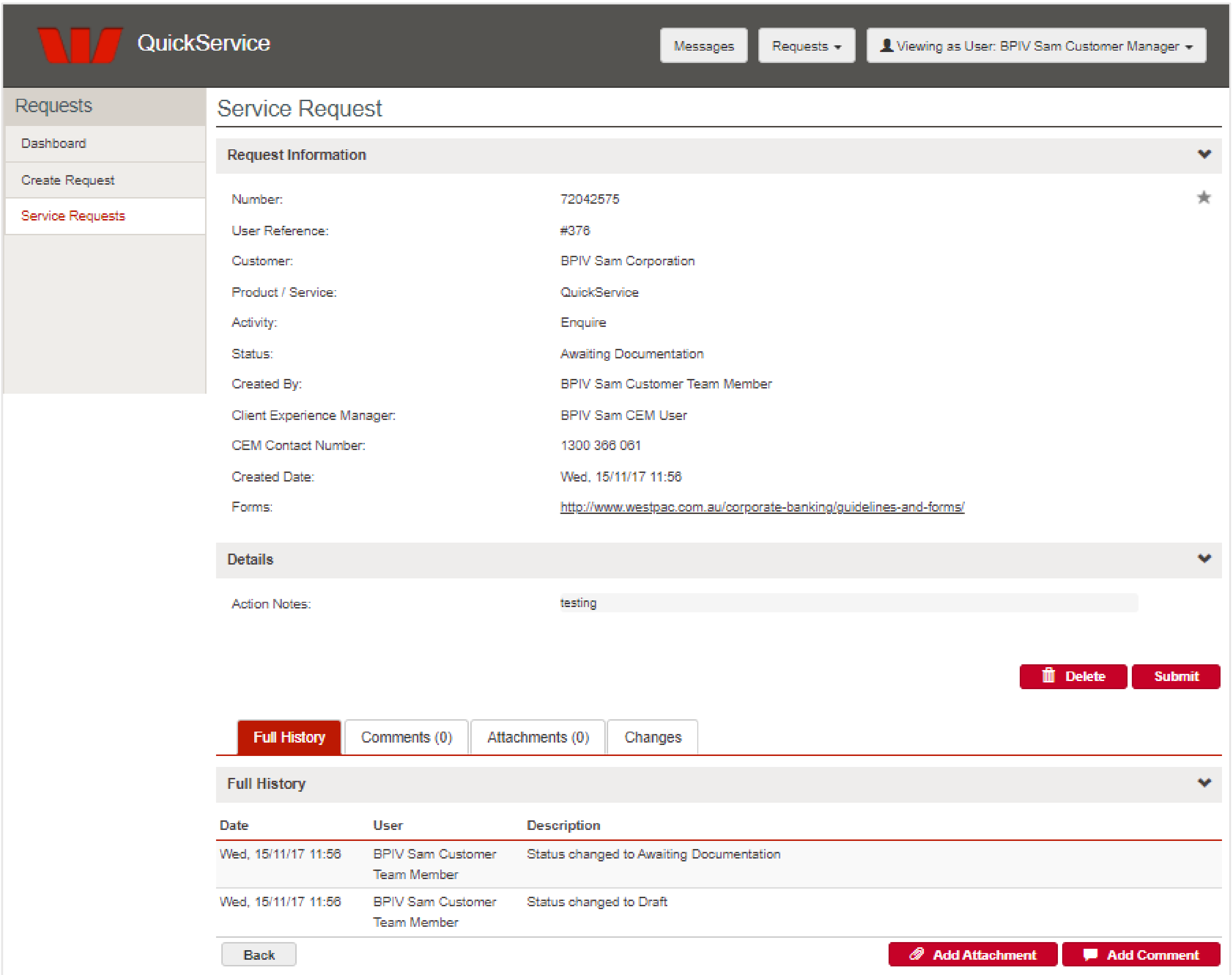
When you click continue, the screen will refresh to display all service requests that meet your search criteria.

Cancel or delete a request

You can delete any service requests with the status ‘Awaiting Documentation’ or ‘Draft’. Your Client Development Associate must cancel any requests that have already been submitted to Westpac.

Delete

In the Details section of the Service Requests screen, select ‘Delete’. The Delete Service Request window will display.



To confirm, select ‘Delete Service Request’.

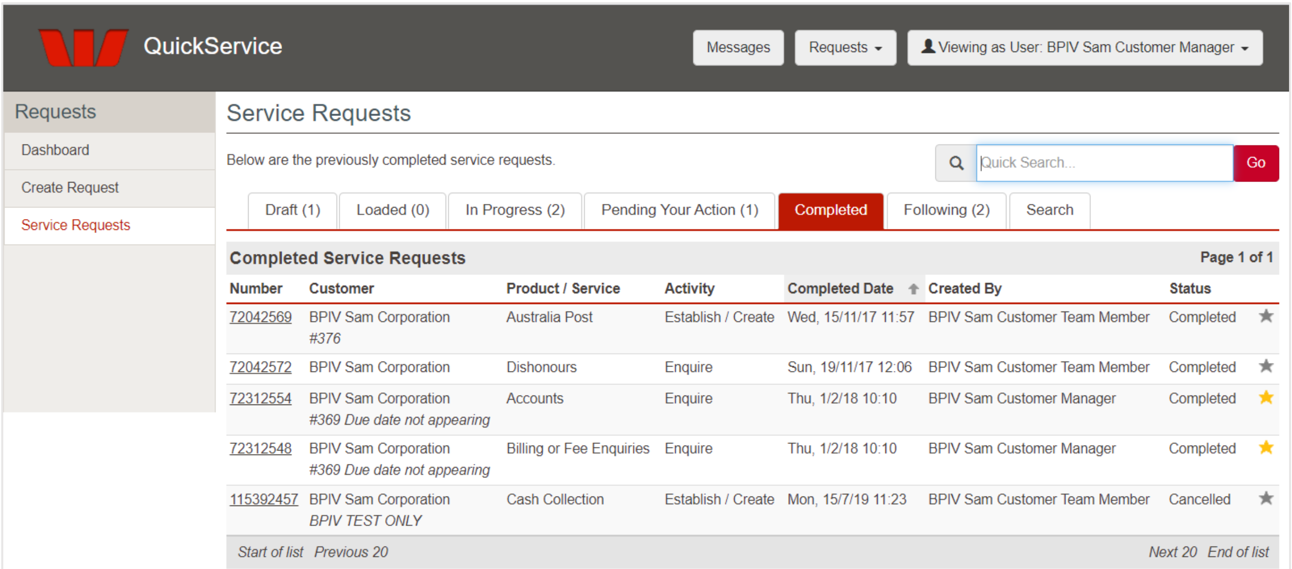
Cancel

Cancel a service request that has already been submitted by simply adding a comment to the live service request. This will be routed through to the relevant team or service manager.

Completed Requests

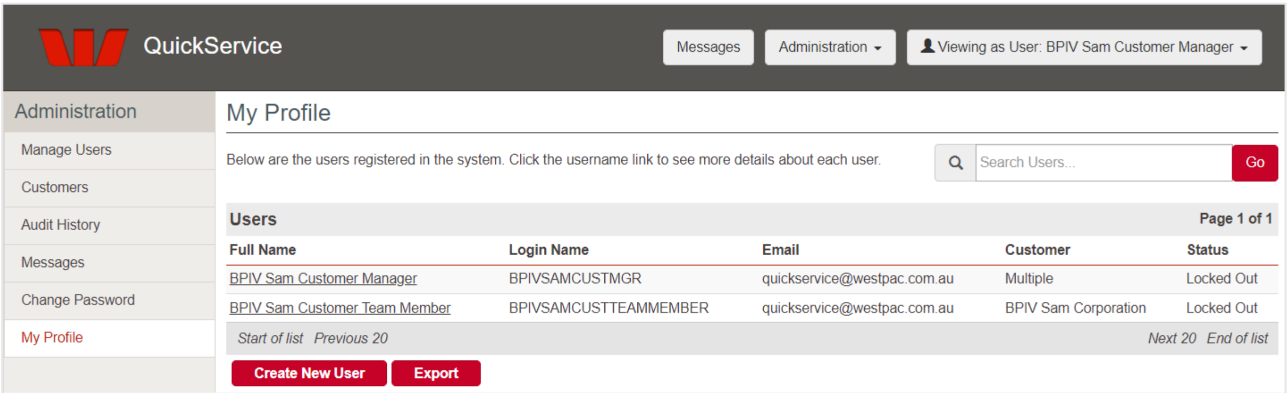
Once a service request is completed, Westpac will send an email to the user who created the request with confirmation (unless you have opted out of email notifications). Additionally, the Completed tab of the Service Requests screen displays all completed requests for the previous 15 months.

You can view the details of these requests by clicking on the Service Request Number.



QuickService administration

Your administrators can access additional functions by switching to the ‘Administration View’ from the User Menu in the top right corner.



There are six menus in the ‘Administration View’. The first three are available only to Administrators. The last two are available to all users.

Field	Requirement
Manage Users (Admin only)	Provides an overview of all users within your QuickService portal. On this page you can create new users, amend existing users, reset passwords, disable user access, and export a list of users in a .csv file.
Customers (Admin only)	Provides an overview of all legal entities within your QuickService portal. On this page you can opt in or out of selected email notifications and define the selectable list of products and services available to users when creating service requests for each entity.
Audit History (Admin only)	Provides a record of administrative changes made at a user level or entity level.
Messages (All users)	Never used it or seen it but just noticed that it is there.?
Change Password (All users)	Enables users to change or reset their own password. See page 4.
My Profile (All users)	Allows each user to set up SMS Password Reset (see page 4), and to integrate with their Corporate Online Single Sign On (see page 5).

Manage Users

Manage access and functionality available to each user.

Create New User

Administrators can create additional users with the role and entitlements of Team Member and Manager. Managers have access to a dashboard of service requests for their entire team. To create a new user you will need to input the following details:

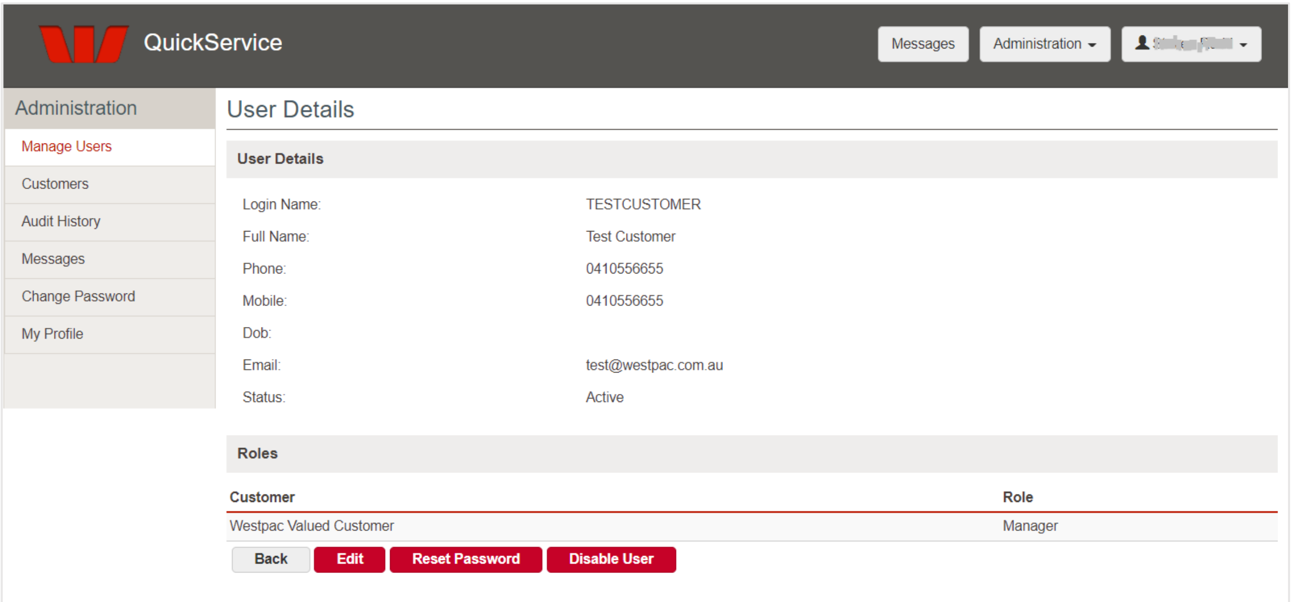
Field	Requirement
Login Name	Unique user identifier must be letters and numbers only. No spaces or special characters. Cannot be modified – please ensure the Login Name is correct before saving.
Full Name	
Email	For notifications.
Mobile	Contact number – can also be used for SMS Password Reset.
Date of Birth	Used only for SMS Password Reset.
Customer	List of entities for which the user can create and manage service requests.
Role	The entitlement the user requires (per entity) – Team Member or Manager.

Once you have entered all required details, click ‘Save”. A temporary password will be generated and should be given to the user.

There are additional user roles with specific responsibilities that can only be created and administered by your GTS Client Development Associate. These roles are Administrator, Signatory, Verifying Officer and Online Approver.

Edit User

You can amend the User Details, as well as their entitlements. All fields are editable except Login Name. Entitlements are provided at entity level. A user may be a Team Member for one entity and a Manager for another.



You can remove entitlements in relation to a specific entity by clicking on the bin icon in the last column of each applicable entitlement.

Reset User password

Administrators can change their own password from the Change Password menu, just like any user. They can reset other users' passwords, or unlock user profiles, from the Manage Users menu.

Disable user

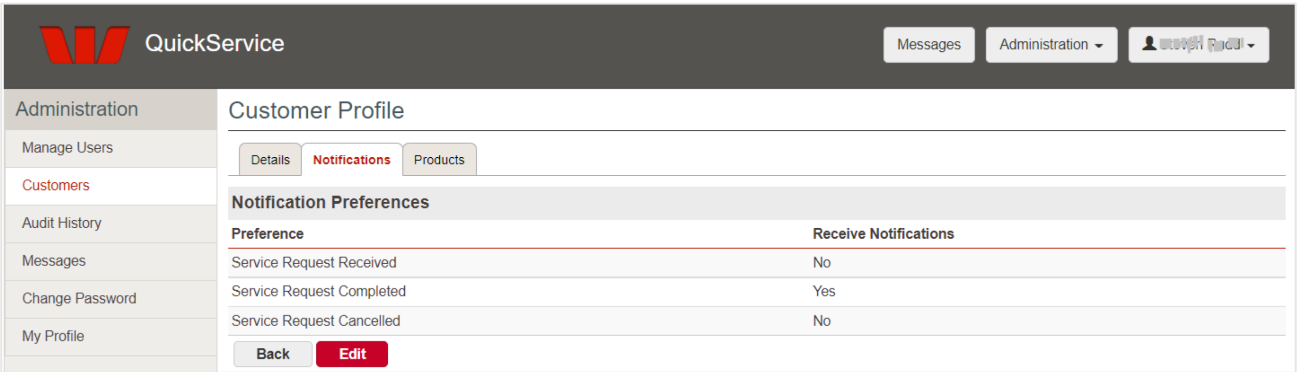
You can disable any user's access and entitlements, and they will no longer have access to QuickService. If the user to be disabled has "Locked Out" status, reset password first, then select Disable User. Users can be reactivated by resetting their password.

Customers

View and manage the entities linked to your QuickService portal.

Notifications

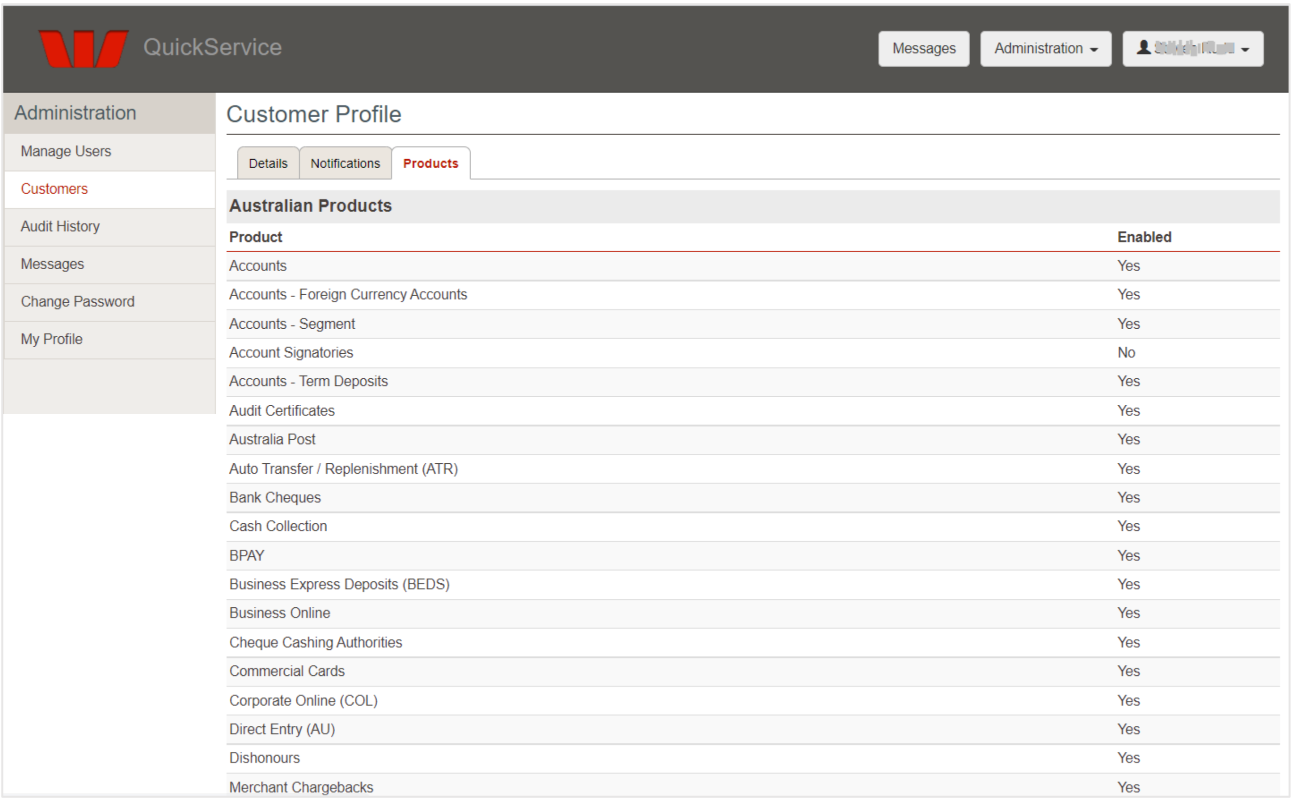
On this page you can opt in or out of various email notifications.



Preference	Receive Notifications
Service Request Received	No
Service Request Completed	Yes
Service Request Cancelled	No

Selectable products and services

Per entity, you can define the list of products and services available to select when creating a new service request.

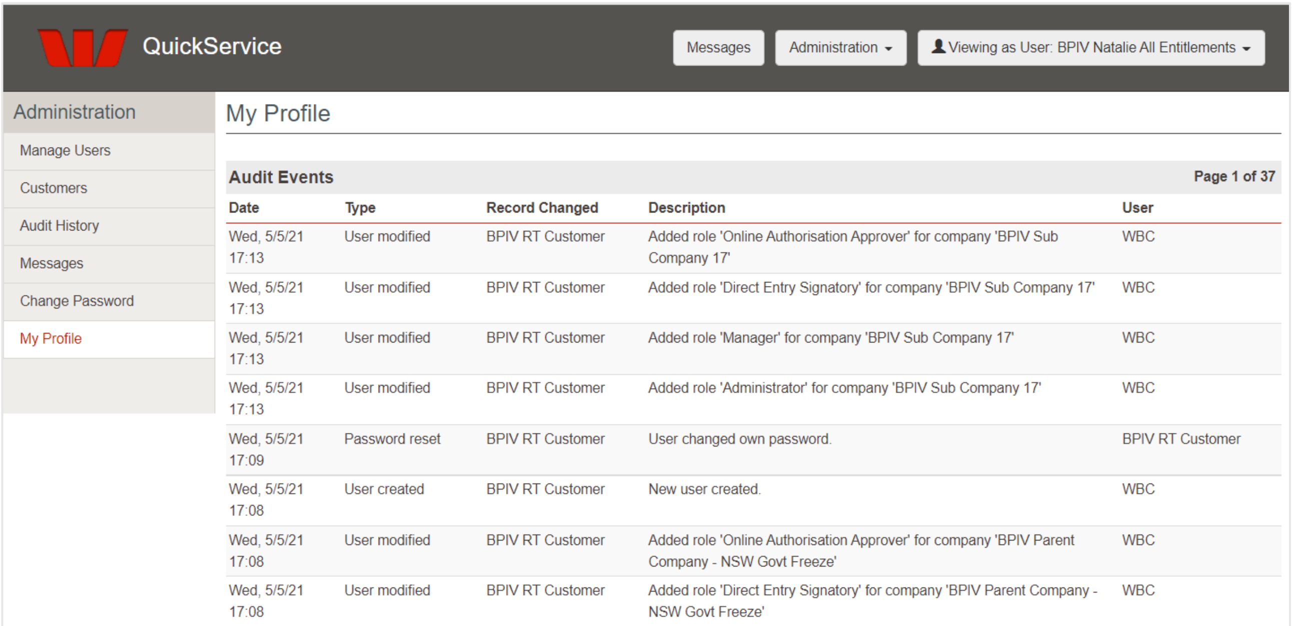


Product	Enabled
Accounts	Yes
Accounts - Foreign Currency Accounts	Yes
Accounts - Segment	Yes
Account Signatories	No
Accounts - Term Deposits	Yes
Audit Certificates	Yes
Australia Post	Yes
Auto Transfer / Replenishment (ATR)	Yes
Bank Cheques	Yes
Cash Collection	Yes
BPAY	Yes
Business Express Deposits (BEDS)	Yes
Business Online	Yes
Cheque Cashing Authorities	Yes
Commercial Cards	Yes
Corporate Online (COL)	Yes
Direct Entry (AU)	Yes
Dishonours	Yes
Merchant Chargebacks	Yes

Audit History

You can view any changes to users with the following parameters:

- Date
- Type
- Record Changed – the User the change was applied to
- Description
- User – the User who made the change.



Date	Type	Record Changed	Description	User
Wed, 5/5/21 17:13	User modified	BPIV RT Customer	Added role 'Online Authorisation Approver' for company 'BPIV Sub Company 17'	WBC
Wed, 5/5/21 17:13	User modified	BPIV RT Customer	Added role 'Direct Entry Signatory' for company 'BPIV Sub Company 17'	WBC
Wed, 5/5/21 17:13	User modified	BPIV RT Customer	Added role 'Manager' for company 'BPIV Sub Company 17'	WBC
Wed, 5/5/21 17:13	User modified	BPIV RT Customer	Added role 'Administrator' for company 'BPIV Sub Company 17'	WBC
Wed, 5/5/21 17:09	Password reset	BPIV RT Customer	User changed own password.	BPIV RT Customer
Wed, 5/5/21 17:08	User created	BPIV RT Customer	New user created.	WBC
Wed, 5/5/21 17:08	User modified	BPIV RT Customer	Added role 'Online Authorisation Approver' for company 'BPIV Parent Company - NSW Govt Freeze'	WBC
Wed, 5/5/21 17:08	User modified	BPIV RT Customer	Added role 'Direct Entry Signatory' for company 'BPIV Parent Company - NSW Govt Freeze'	WBC

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