



Effective immediately & supersedes all previous versions.

With Once Xpress, customers have the ability to receive the auto populated Document Set and the Conditions of Use & Credit Guide booklet for their finance application **via email**.

The Once Xpress Process:

STEP 1

Before completing the application, you must provide/advise the Applicant(s) of the following:

- **Key Fact Sheet**
- **Conditions of Use & Credit Guide booklet**
- Mandatory fee disclosure - **one-off Establishment Fee, \$4.95 Monthly Account Keeping fee, the Standard Variable Rate** applicable after any promotional offer ends and the **Promotional Term** i.e. 12 Months Interest Free

STEP 2

Sight the Applicant's ID, preferably a current driver's licence. Get the Applicant(s) to complete the Consent & Acknowledgment Form. Please ensure you obtain the Applicant's consent for email communications at the time of application.

NOTE: With Once Xpress the Applicant must provide consent to receive email communications by ticking the box and provide their email address in order for Once to email the Document Set to the Applicant(s).

Important information which should be relayed to the Applicant(s):

- ✓ Final documents/contracts are sent auto-populated for reviewing prior to installation and settlement and can be easily retained for future reference.
- ✓ By providing consent and an email address, the Applicant(s) will receive statements by email and avoid the \$0.75 paper statement fee.
- ✓ Consent can be withdrawn later on.

STEP 3

Contact the Sales line on **1300 668 246** to process the application. If approved, the auto-populated Document Set is **sent by email** to you and the Applicant(s).

The Document Set will comprise of auto-populated: Application Form, Credit Offer, Sales Voucher and Direct Debit Request Form. A copy of the Conditions of Use & Credit Guide booklet is also sent via email.

STEP 4

Advise the Applicant(s) to open the email and read the documents (in particular the Credit Offer) at point of sale. The Applicant(s) should retain these documents for future reference.

STEP 5

Ensure the original Consent & Acknowledgment Form is signed and dated by BOTH the Applicant(s) and Sales Consultant.

Ensure the Sales Voucher (if applicable) is completed and signed upon receipt of goods/services. This can be completed manually or ask the Applicant to print it out.

STEP 6

Send only the original signed and dated Consent & Acknowledgement Form, Sales Voucher (if applicable) and Direct Debit Form (if requested by Applicant) for settlement. Please note **the Credit Offer DOES NOT need to be manually completed or sent to Once when using the Once Xpress Process.**



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Features and benefits at a glance

- ✓ Minimal paperwork required
- ✓ Reduces the need for a manual process
- ✓ Eliminates errors
- ✓ Less time consuming
- ✓ Speeds up settlement turnaround
- ✓ The convenience of receiving correct documents electronically

COMPLETING THE SALES VOUCHER *(If applicable)*

If an Applicant(s) cannot print off the Sales Voucher (if applicable), the auto populated documents sent by email can be used as a guide to replicate the information when manually completing the Sales Voucher. This will help the Sales Consultant ensure the document is completed correctly; eliminating errors and the need to re write documents.

COMPLETING THE APPLICATION AFTER HOURS

For applications completed **after business trading hours**, use the process below:

- A. Complete Steps 1 and 2 noted earlier.
- B. Fax the Consent & Acknowledgement Form to **1800 819 620**. A Once Sales Consultant will contact the Applicant(s) on the next business day to complete the application.
- C. Alternatively, to avoid delays, complete the Application Form in full; and send through together with the Consent & Acknowledgement form for processing.
- D. The decision notification will be emailed to you. If approved, the Document Set will be emailed to both you and the Applicant(s).
- E. Complete steps 5 and 6 as noted earlier.

IF THE CUSTOMER DOES NOT HAVE AN EMAIL ADDRESS OR DOES NOT WANT TO PROVIDE IT?

If the Applicant(s) does not have an email address or does not want to provide their email address then:

- In addition to completing the Consent & Acknowledgment form and the Sales Voucher (if applicable), **you MUST also manually complete or print off the Credit Offer and hand a copy to the Applicant(s).**

IMPORTANT: For this reason, you should always have manual documents available and a supply of the Conditions of Use & Credit Guide booklets to give to the Applicant(s).

NOTE: It is important to explain to the Applicant(s) the additional cost of not consenting to email communications and providing an email address as noted in Step 2. The application process becomes more time consuming and there may be document errors which in turn delays the settlement process.

If you require further assistance please contact your Business Development Manager or the Business Support Team on 1300 663 249.