BROKER E-BUSINESS PROCESS GUIDE



c.Change - Writepay Reporting

Stage 1. Writepay – c.Change Reporting

A number of reports have been placed on c.Change to assist with Instalment Billing Policies. Additionally, the Intermediary's Statement of Account is also available on-line within c.Change.

Report	Description	Available in report format (pdf)	Available as data file (csv)
commission & fee settled	A detailed breakdown report of all the commission and broker fee that has been collected and paid by QBE to the intermediary's bank account for the month. This report is updated monthly.	Yes	Yes
instalment dishonours	A listing of all premium instalments that have dishonoured. This report is updated daily.	Yes	Yes
outstanding authorisations (DDR)	A listing of all client policies where the DDR form has not yet been returned to QBE. This report is updated daily.	Yes	Yes
statement of account	The intermediary's statement of account with QBE, detailing all policies debtors and commission. The statement of account is updated monthly.	Yes	No

Stage 2. To View Reports

- Log into Partner Portal, click on the c.Change link
- Hover over writepay to view available reports

NOTE: If you do not see the 'writepay' menu and require access, contact your eBusiness Advisor who will then enable this option for you

C.ch@nge

commission & fee settle	ed
 > instalment billing > statement of account > administration 	» »



Stage 3. Commission & Fee Settlement Report

This report shows a detailed breakdown of all the commission and broker fee that has been collected and paid by QBE to the intermediary's bank account for the month. This report is updated Monthly.

- To view the Commission & Fees paid into your bank account
- Select writepay > Commission & Intermediary Fee Settlement Report

NOTE: QBE has an automatic monthly reconciliation file that is available for certain broking packages. Contact your local EBA for further information on the reconciliation file

C.ch@nge		Logout	My profile modify»	Victoria
home writenow claimwrite Commission and Interm	writepay help ediary Fee Settlement Repo	ort	quick inquiry	go»
Account:	Please select			
	Accounting Month			
		Click on the drop down box and select an account number		
		Close		uat-n2

Stage 4. Open Report

- Report is available as a PDF document or excel CSV file
- To open report, select the appropriate month required

Commission and Intermediary Fee Settlement Report

	Accounting Month			
	2020 November		download csv file	
o open the PDF report click	2020 June 🔍		download csv file	
the appropriate month here	2020 May	To open the excel csv	download csv file	
	2010 July	version, click here along side the appropriate month	download csv file	
	2010 June		download csv file	
	2010 May		download csv file	
	2010 April		download csv file	
	2010 March		download csv file	
	2010 February		download csv file	
	2010 January		download csv file	
	2009 December		download csv file	
	2009 November		download csv file	
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Stage 7. No Instalment Dishonours
The report will only be available if there has been a dishonour payment
Should there be NO policies with dishonours, the following message will appear
Message from webpage
Poinstaiment disnonours are found.
ОК
Stage 8. Outstanding Authorisation
This report will show a listing of all insured policies where the DDR form has not yet been returned to QBE. This report is updated daily
 Select writepay > instalment billing > outstanding authorisations
Select to view the report as a PDF format or CSV format by clicking on the link provided
Outstanding DDR Authorisations Report
view report in pdf format
download report as csv file

Close



Stage 9. No Outstanding DDR A	uthorisations					
The report will only be avShould there be NO police	 The report will only be available if there are any outstanding DDR Authorisations Should there be NO policies outstanding, the following message will appear 					
	Message from webpage × No Outstanding DDR Authorisations are found.					
	ОК					

tage 10. Direct Debit request	form						
o obtain direct debit request fo	orm						
			_				
 Select writepay > insta 	Iment billing > di	rect debit reques	t form				
I he form will open as a	PDF document.						
	\land QBE 🗆	QBE Insurance (Australia) Limited		$\mathbf{\lambda}$			
		ABN 78 003 191 035		DIRECT			
			D	irect De	bit Request		
	To: The Manager,		PO	LICY NUMBER			
	QBE Insurance (AUStralia) Li	miteu	() ()	vanable)			
	Authorisation						
	I/We (Name In full)	Surname	Given Nam	e(5)			
	Business Name (as applicable)						
	Address						
			State		Postcode		
	system from my/our account al	alia) Limited ABN 78 003 191 035 (User No. t the financial institution named below.	Ibod in the Direct Debit Cor	s to be debited	under the Direct Debit		
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	Name of Financial Institution						
	Branch Address						
			State		Postcode		
	Account Name						
	B.S.B. No. (Please note that not all account	ts can be debited, e.g. passbook accounts. I	Account No. In doubt please refer to vo	ur Financial Ins	titution.)		
	(2) Credit Card Details						
	Card Type	Mastercard	/Isa Card				
	Cardholder's Name						
	Card Number						
	Expiry Date	/					



Stage 11. Statement of Account

This is the Intermediary Statement of Account with QBE, detailing all the policies debtors and commission. The statement of account is updated **monthly**

- Select writepay > Statement of account
- Select account number from dropdown box then click on the accounting month required
- The document will open in a PDF version

Account:	∨	
	Accounting Month	
	2020 July	
	2020 June	
	2020 May	
	2020 April	
	2020 March	
	2020 February	
	2020 January	
	2019 December	
	2019 November	
	2019 October	
	2019 September	
	2019 August	

Stage 12. Email Notification

Email updates to the intermediary can be set up in c.Change for all events listed in this document. To set up email notification:

- Log into Partner Portal and click on the c.Change link
- Go to writepay > administration > email notification

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> commission & fee sett	tled I
La > instalment billing	»
Ca > statement of account	Comprehe
in > administration	» > email notification
Ir > remittances	» epay and
clannwrne	QBE Austra
	 > commission & fee set La > instalment billing Ca > statement of account in > administration Ir > remittances Claimwrice



Stage 13. Selec	ct the Event	
 Select t Click E 	he Event you would like to dit	be kept informed about
NOTE: You are	required to set up each eve	ent individually
Notificat	ion of Accounts	
	Event:	ommission & Broker Fee Settled ritepay Reconciliation File Available ritepay Instalment Dishonours atement of Account Available
	Email addresses:	Select Event, then click Edit
		Edit Close uat-n2

Stage 14. Enter email address
 Enter the email address that is to receive the notification Click Save
NOTE: If you would like to enter several email addresses, simply separate these with a comma within the "Email addresses" box
Notification of Accounts
Event:
Email addresses:
Enter email address or
addresses and click Save
Save Cancel uat-n2