

# Docbox.

## Frequently asked questions

Question	Answer
How do I access DocBox?	You can access DocBox by logging into the Bankwest Broker Portal, navigate to Active Applications, selecting the relevant application, and click 'Submit documents'.
I'm having difficulties uploading documents via DocBox, what should I do?	Note down as much information as you can such as document type, file size and what error message is occurring. Report the issue to your Business Development Manager or Business Support Manager.
I don't want to use DocBox, can I continue to email <a href="mailto:supportingdocs@bankwest.com.au">supportingdocs@bankwest.com.au</a> ?	It's not currently mandatory to use DocBox, however, documents submitted via DocBox are received significantly faster than those emailed.
I've received a stopped application letter; the letter is asking for additional documents to be returned to <a href="mailto:supportingdocs@bankwest.com.au">supportingdocs@bankwest.com.au</a> . What should I do?	Please send all documents back via DocBox for all deals. Documentation is in the process of being updated.
After I've submitted an application, how quickly can I start uploading documents to the deal?	You should be able to submit documents in DocBox five minutes after submission.
How long does it take for documents to be applied to a home loan deal?	Documents will be received on your application in approximately 1-5 minutes from submission.
How long was DocBox piloted for?	The pilot ran for four months prior to roll out.

<p>Once an application is unconditional/disbursed and is no longer in active applications, how should I upload additional documentation i.e., progress payments?</p>	<p>DocBox will eventually cater for all application scenarios. If the application cannot be found in active applications, you can email <a href="mailto:supportingdocs@bankwest.com.au">supportingdocs@bankwest.com.au</a> with your documents.</p>
<p>Can I upload documents via my mobile phone?</p>	<p>DocBox can be accessed on mobiles and tablets via accessing the broker portal.</p>
<p>I save a customer's documents into one file. Can I still upload this way into DocBox?</p>	<p>For the best possible outcome, individual document upload is preferred. This will allow the tool to categorise the documents and upload them individually to your application for review.</p>
<p>If I want to make notes for the Case Manager, how can I do this?</p>	<p>You can submit notes anytime during the home loan process by writing in the 'Additional notes' field (you don't need to upload any documents), or you can upload notes as a document. The notes will show in both the case history notes and as a separate PDF uploaded to the deal.</p>
<p>My customers have linked applications, do I need to upload documents to both deals via DocBox?</p>	<p>Documents will need to be uploaded to both applications independently.</p>
<p>My personal assistant/administration staff access the broker portal on my behalf to check deal progress. Can admin staff use DocBox?</p>	<p>Bankwest's broker portal can only provide our accredited brokers with the individual credentials to log in. However, administration access is something we are working towards.</p>
<p>What kind of files can I upload?</p>	<p>You can upload files less than 15MB, with the following file types .doc, .docx, .jpeg, .jpg, .pdf, .png, .rtf, .tif, .tiff, .txt, .xls, .xlsm, .xlsx</p>

Effective September 2022.