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Commercial Card Self Service

Corporate Card User Guide

Effective 14th August 2023

Contents

1	Introduction	3
1.1	Purpose	3
1.2	Functions Available in CCSS	3
1.2.1	Frequently Asked Questions (FAQs)	4
1.2.2	The following request types are not available in CCSS.	4
1.3	CCSS User Access	5
1.3.1	CCSS Access Levels	5
1.3.2	Setting up a new Authorised Officer	5
1.3.2.1	Identification and Verification by NAB	5
1.3.3	Request CCSS User Access	6
1.3.3.1	Requesting Full Access	6
1.3.3.2	Requesting View Only Access	6
1.3.4	Reactivate CCSS User Access	6
1.3.5	Update or Remove CCSS User Access	6
1.3.6	Minimum Requirements	7
2	Commercial Card Self Service Functions	8
2.1	Log into NAB Connect	8
2.2	Access CCSS	9
2.2.1	Add a New Cardholder	10
2.2.1.1	Add a New Cardholder – FlexiPurchase Dynamic Limit Management (DLM) Clients Only	12
2.2.2	Search for a Cardholder	15
2.2.2.1	Change a Credit Limit	17
2.2.2.1.1	Change a Permanent Credit Limit	17
2.2.2.1.2	Change a Temporary Credit Limit	18
2.2.2.1.3	Change a Credit Limit – FlexiPurchase Dynamic Limit Management (DLM) Clients Only	19
2.2.2.2	Add or Remove a Temporary Block on a Card	19
2.2.2.2.1	Add a Temporary Block on a Card	20
2.2.2.2.2	Remove a Temporary Block on a Card	21
2.2.2.3	Report a Card Permanently Lost or Stolen	22
2.2.2.3.1	Report a Card Permanently Lost or Stolen – DLM and Zero LMT Cards	23
2.2.2.4	Order a New Plastic Card	23
2.2.2.5	Permanently Close a Card	24
2.2.2.6	Request a PIN and/or Restrict Cash	25
2.2.2.7	Reset a PIN	27
2.2.2.7.1	Reset a PIN for a Cardholder with Access to a NAB ATM	27
2.2.2.7.2	Request a New PIN via a PIN Mailer	28
2.2.2.8	Change a Cardholder Name	30
2.2.2.9	Change the Embossed Name on a Card	31
2.2.2.10	Change a Cardholder’s Contact Details	32
2.2.2.11	Change a Cardholder’s Address Details	34
2.2.2.12	Change Transaction Limits	35
2.2.2.13	Perform a Transaction Search	36
2.2.3	Generate Audit Activity Reporting	38
2.2.3.1	Generate Audit Activity Reporting – Company Level	38
2.2.3.2	Generate Audit Activity Reporting – Cardholder Level	42
2.2.4	Email Help	45
2.2.4.1	Other Email Help Options	45
2.2.5	Change an Account Funding Option – FlexiPurchase Dynamic Limit Management (DLM) Clients Only	46
	Appendix 1 – Sample CCSS Transaction Limit Request Form	47
	Appendix 2 – Audit Activity Types and Descriptions	49

1 Introduction

1.1 Purpose

Commercial Card Self Service (CCSS) on NAB Connect enables users with appropriate access to perform card administration and maintenance activities for one or more NAB Corporate/Purchasing Card Accounts (herein referred to as NAB Corporate Cards). This guide provides instructions for all self-service functions available in CCSS.

1.2 Functions Available in CCSS

Users with **Full Access** can complete the following card administration and maintenance activities on the Company's NAB Corporate Cards in CCSS:

Action	Section Reference
Add a new cardholder	<u>2.2.1</u>
Search for a cardholder	<u>2.2.2</u>
Change a credit limit	<u>2.2.2.1</u>
Add or remove a temporary block on a card	<u>2.2.2.2</u>
Report a card permanently lost or stolen	<u>2.2.2.3</u>
Order a new plastic card	<u>2.2.2.4</u>
Permanently close a card	<u>2.2.2.5</u>
Request a PIN and/or restrict cash	<u>2.2.2.6</u>
Reset a PIN	<u>2.2.2.7</u>
Change a cardholder name	<u>2.2.2.8</u>
Change the embossed name on a card	<u>2.2.2.9</u>
Change a cardholder's contact details	<u>2.2.2.10</u>
Change a cardholder's address details	<u>2.2.2.11</u>
Change transaction limits	<u>2.2.2.12</u>
Perform a transaction search	<u>2.2.2.13</u>
Generate audit activity reporting	<u>2.2.3</u>
Email help	<u>2.2.4</u>
Change an account funding option – <i>Relevant for FlexiPurchase Dynamic Limit Management (DLM) clients only</i>	<u>2.2.5</u>

Users with **View Only Access** can perform company, cardholder and transaction searches and generate audit activity reporting in CCSS but cannot complete any card administration or maintenance activities in CCSS.

To request, reactivate or update CCSS user access, please follow the instructions in section [1.3](#).

1.2.1 Frequently Asked Questions (FAQs)

Section references for FAQs are documented below:

FAQ	Section Reference
How do I order a new plastic card?	2.2.1 (new cardholders) 2.2.2.4 (existing cardholders)
How do I locate a plastic suffix when ordering a new card?	2.2.1 (Table 1)
How do I change a [monthly] card limit?	2.2.2.1
How do I add/block cash advance access for a cardholder?	2.2.2.6
How do I issue a new PIN for a cardholder?	2.2.2.7
How do I change a cardholder's employee ID, mobile number and/or email address?	2.2.2.10
How do I change a cardholder's address?	2.2.2.11
How do I change a cardholder's transaction limit?	2.2.2.12
How do I generate audit activity reporting?	2.2.3

1.2.2 The following request types are not available in CCSS.

Functions Not Available in CCSS	Who can submit the request
Add an Authorised Officer	Authorised Officer/ NAB Banker
Remove/ Delete an Authorised Officer	
Reactivate CCSS User Access	
Add/ Remove CCSS Users	
Add Facility to CCSS Users	
Change access level to view or full access	
Balance enquiry	
Billing statements	
Overseas travel notification	
Transaction enquiries including fraud and disputes	

Please email the NAB Client Services Team at corporatecardsupport@nab.com.au to perform the above functions. Refer to section [1.3.6](#) which outlines who can submit the request and the minimum submission requirements prior to submitting the request.

1.3 CCSS User Access

1.3.1 CCSS Access Levels

There are two levels of access to CCSS:

1. Users with **Full Access** to CCSS can perform all functions listed in section **1.2**. Identification and Verification by NAB is required. These Users must also be assigned as Authorised Officers for their Corporate Card Facility/Facilities.
2. Users with **View Only Access** to CCSS can perform company, cardholder and transaction searches and generate audit activity reporting in CCSS but cannot complete any card administration or maintenance activities in CCSS. Identification and Verification by NAB is **not** required.

1.3.2 Setting up a new Authorised Officer

Authorised Officer/s must be appointed who will be responsible for all cardholder approvals and general maintenance activities on the Corporate Card Facility. Users with Full Access to CCSS must be Authorised Officers.

The NAB Corporate Card Facility Authorisations form is used to add new Authorised Officers. This, including Identification and Verification checks must be completed and submitted to corporatecardsupport@nab.com.au by an existing Authorised Officer or NAB Banker.

Helpful hint:

- Prior to submitting the form, the Authorised Officer will need to visit a NAB branch and provide identification documents to meet the identification and verification check. Refer to section **1.3.2.1** for identification and verification requirements.

1.3.2.1 Identification and Verification by NAB

If you are unsure if a user has previously been identified by NAB, please contact your NAB Banker.

If a user has **not** been identified by NAB, they will need to visit a NAB Branch or contact your NAB Banker. NAB identifies the Customers based on one of the below document combinations:

- 1 Primary photographic identification document
- 1 Primary non-photographic identification document AND 1 Secondary identification document

Primary photographic documents:	Primary non-photographic documents:
Driver's Licence – Australian Government Issue	Birth Certificate
Foreign drivers licence	Citizenship Certificate
Foreign Passport	Pension/Health Care/Seniors Health cards – Australian Government issue
ID card issued by Foreign Government or United Nations	
Australian Passport	
Proof of Age Card	
Secondary documents:	
Australian Taxation Office – Notice	
Financial Benefits Statement	
Rates Notice	
Utility Bill	
Under 18 years – educational institution	

1.3.3 Request CCSS User Access

1.3.3.1 Requesting Full Access

Pre-requisites

- Full Access can only be provided to Authorised Officer. If the new user is not an Authorised Officer, they need to be set up as an Authorised Officer prior to requesting CCSS full access. Refer to section **1.3.2** for instructions.
- New users must have a NAB Connect User ID. Have your NAB Connect Administrator create a new General or Authorising user in NAB Connect via **Admin > Users** if this is not in place.

Steps

- Ensure you have met the pre-requisites
- Request for Full Access can only be made from an existing Authorised Officer who, must email the request to corporatecardsupport@nab.com.au with the Full User Name, NAB Connect User ID and Company ID.

1.3.3.2 Requesting View Only Access

Pre-requisites

- New users must have a NAB Connect User ID. Have your NAB Connect Administrator create a new General or Authorising user in NAB Connect via **Admin > Users** if this is not in place.

Steps

- Ensure you have met the pre-requisites
- Request for View only access can only be made from an existing Authorised Officer, who must email the request to corporatecardsupport@nab.com.au with the Full User Name, NAB Connect User ID and Company ID.

The requestor will be notified when the request has been processed, usually within 3 business days of submitting the request.

Note:

- If the request does not specify an access level, **Full Access** to CCSS will be assumed if the user is an Authorised Officer and **View Only Access** will be assumed otherwise.

Helpful Hint:

- To add a new NAB Connect Administrator to your NAB Connect site, please complete the NAB Connect Amendment Form, available on [NAB Connect Help](#).

1.3.4 Reactivate CCSS User Access

New and existing CCSS users who have **not** accessed CCSS for more than **90 days** will receive an error message when they try to access CCSS on NAB Connect and will need to have their access reactivated.

A request to reactivate a user's profile must be sent via email to the NAB Client Services Team at corporatecardsupport@nab.com.au by an Authorised Officer and **not** the user themselves and must include Full User Name, NAB Connect User ID and Company ID.

We recommend all users access CCSS within **30 days**, then at least once every **90 days**, to maintain their access to CCSS on NAB Connect.

1.3.5 Update or Remove CCSS User Access

The following requests must also be sent via email to the NAB Client Services Team at corporatecardsupport@nab.com.au by an Authorised Officer and **not** the user themselves.

- **Remove CCSS User Access:** the email request should include the Users Full Name, Company ID and NAB Connect User ID
- **Change CCSS User Access from Full Access to View Only:** the email request should include the Users Full Name, Company ID and NAB Connect User ID
- **Change CCSS User Access from View Only to Full Access:** the email request should include the Users Full Name, Company ID and NAB Connect User ID. The user whose access is changing must be an Authorised Officer for this request to be processed. If they are not an Authorised Officer, please refer to section **1.3.2** for instructions.

Helpful hint: Your NAB Connect Administrator can also suspend or delete a user in NAB Connect via **Admin > Users**. For more information, please review the NAB Connect Administrator Quick Reference Guide available on [NAB Connect Help](#).

1.3.6 Minimum Requirements

All request types that cannot be self-served via CCSS need to be submitted to corporatecardsupport@nab.com.au. Refer to below table to ensure the submission requirements are met prior to making the request.

Functions Not Available in CCSS	What we will need	Who can submit the request
Add an Authorised Officer	Completed form <NAB Corporate Card New Authorised Officer>	Authorised Officer/ NAB Banker
Remove/ Delete an Authorised Officer	Company ID and Authorised Officer Name	
Reactivate CCSS User Access	<ul style="list-style-type: none"> User Full Name - Must be an Authorised Officer for full access NAB Connect User ID Company ID or Billing Account Number NAB Connect Administrator Approval (For Account Reporting and Statement Only) 	
Add/ Remove CCSS Users		
Add Facility to CCSS Users		
Change access level to view or full access		
Balance enquiry	Company ID or Billing Account Number	
Billing statements		
Overseas travel notification	<ul style="list-style-type: none"> Card Holder Name Last 4 digits of the card Company ID or Billing Account Number 	
Transaction enquiries including fraud and disputes		

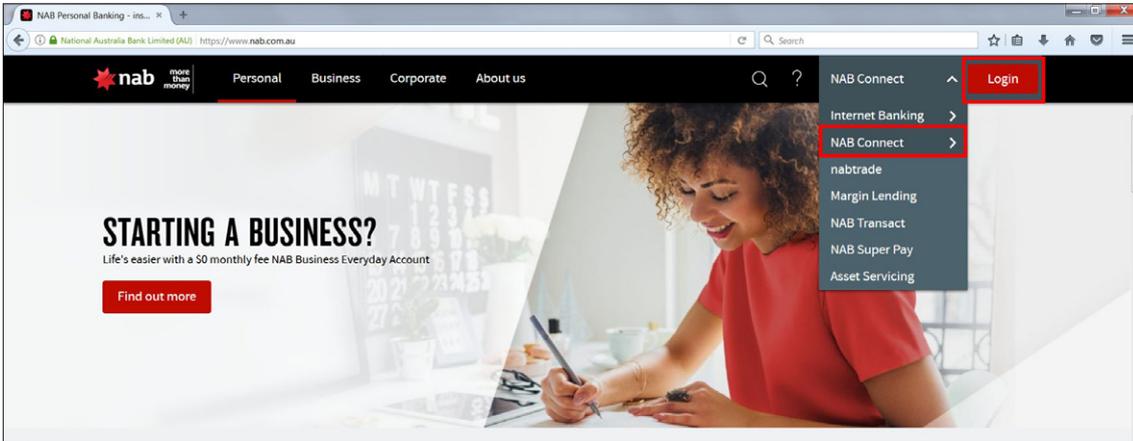
2 Commercial Card Self Service Functions

2.1 Log into NAB Connect

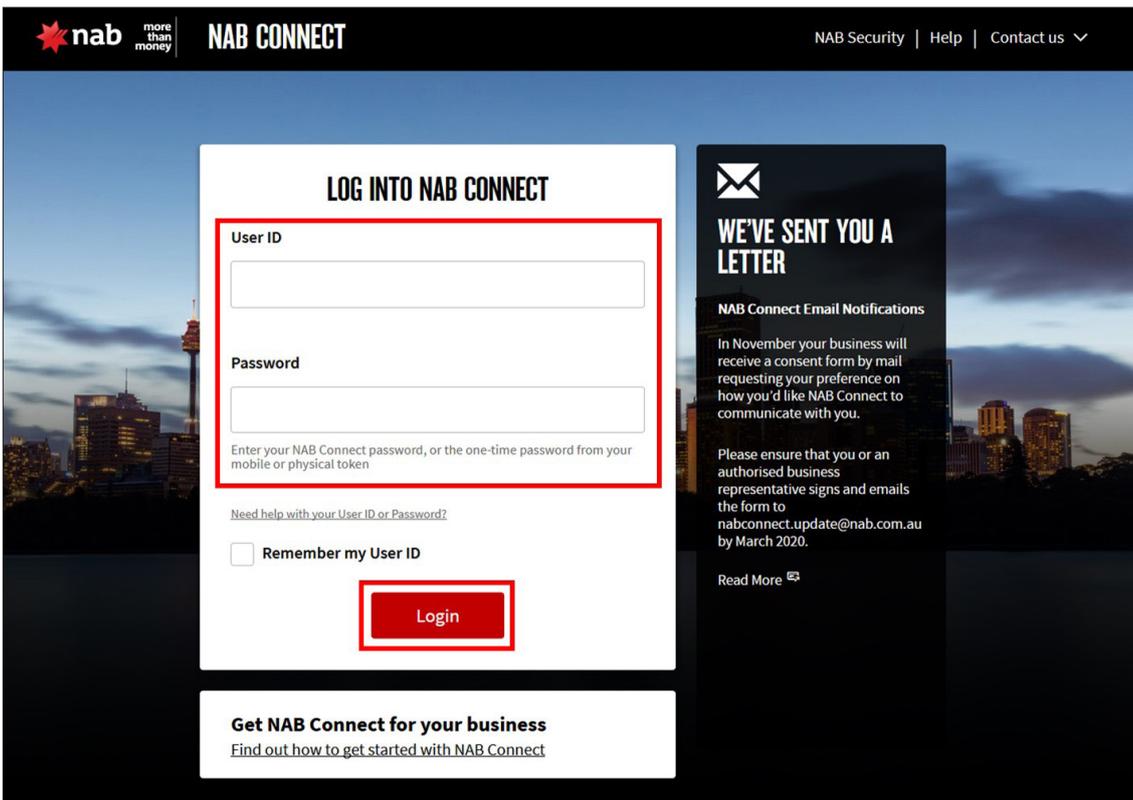
CCSS is accessed via NAB Connect.

To log into NAB Connect:

1. Open your web browser and enter www.nab.com.au.
2. The NAB website is displayed. Select **NAB Connect** in the drop-down menu, then click **Login**.



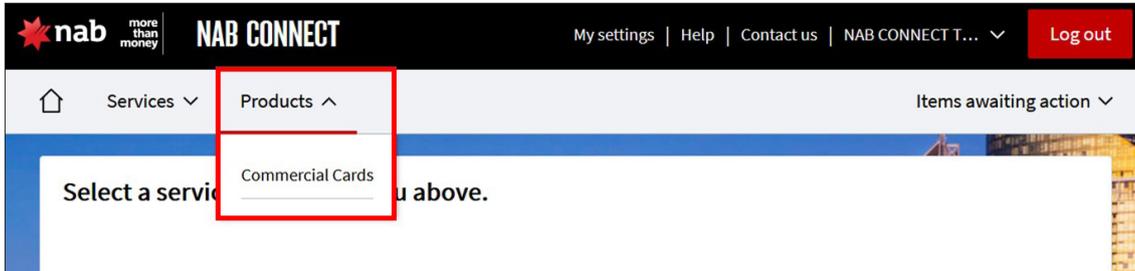
3. The NAB Connect login page is displayed. Enter the following details, then click **Login**:
 - **User ID** – enter your NAB Connect User ID
 - **Password** – enter your 4-digit PIN code into your security token to retrieve your login password



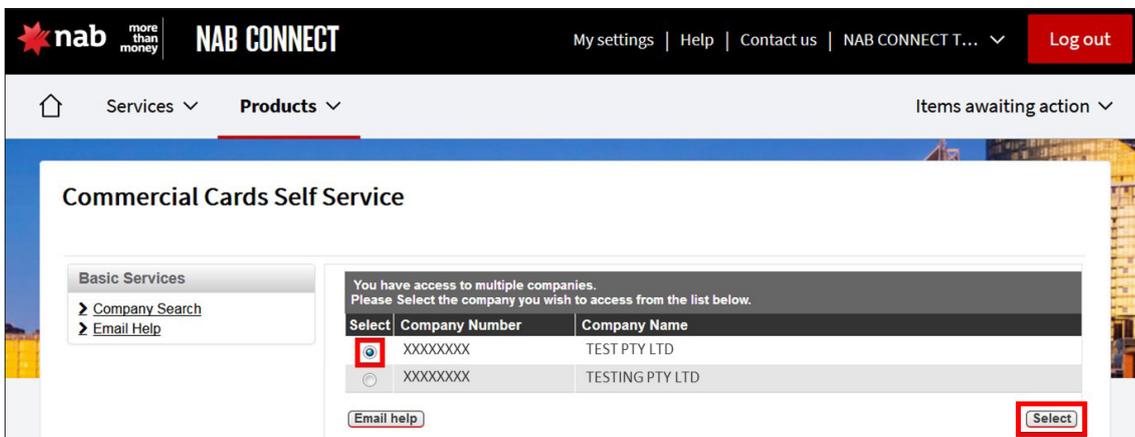
2.2 Access CCSS

To access CCSS:

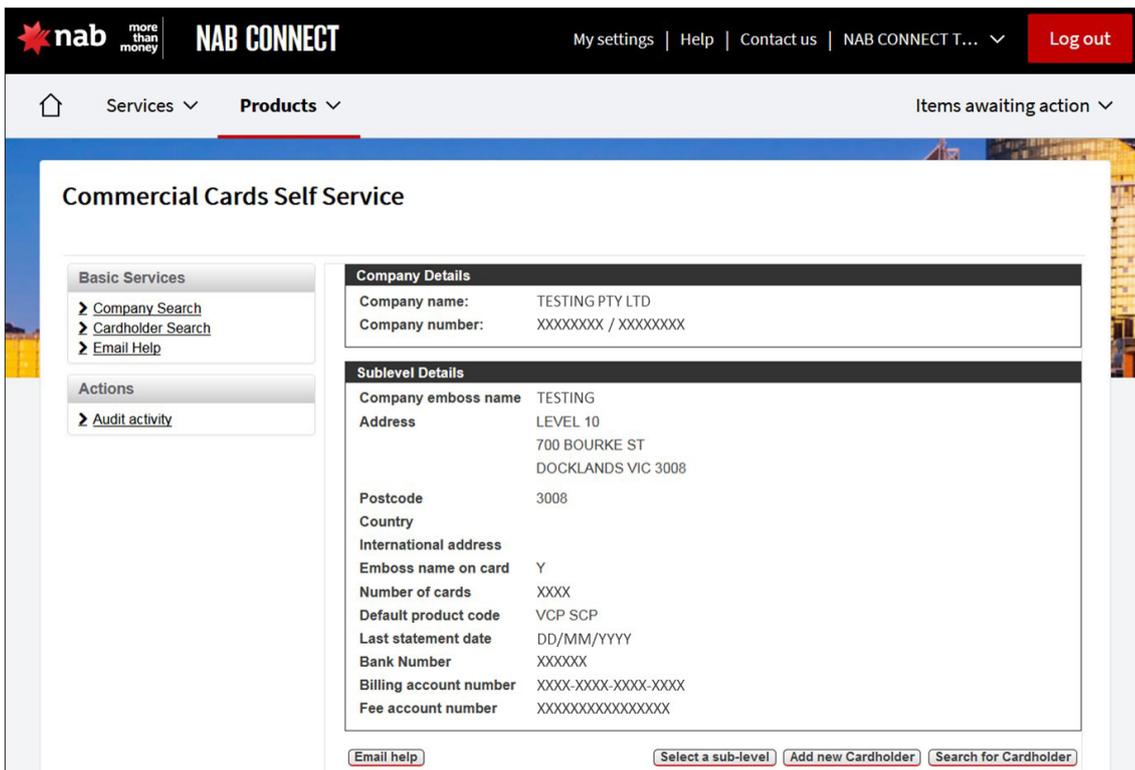
1. Log into NAB Connect following the instructions in section [1.2](#).
2. Hover over **Products**, then select **Commercial Cards** in the drop-down menu.
IMPORTANT: An error message will be displayed if a NAB Connect user does not have access to CCSS, or an existing CCSS user has **not** accessed CCSS for more than **90 days**. To request or reactivate CCSS user access, please follow the instructions in section [1.3](#).



3. If you have access to multiple companies in CCSS, select the **radio button** beside the company you wish to access, then click **Select**. If you only have access to one company in CCSS, this page will not display and you can proceed to step 4.



4. The **Company Details** page is displayed.
Note: Users with **View Only Access** to CCSS will **not** see the option to add a new cardholder on this screen. They will only be able to perform company, cardholder and transaction searches and generate audit activity reporting in CCSS.



2.2.1 Add a New Cardholder

To add a new cardholder:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. On the **Company Details** page, click **Add new Cardholder**.

Basic Services ➤ Company Search ➤ Cardholder Search ➤ Email Help	Company Details Company name: TESTING PTY LTD Company number: XXXXXXXX / XXXXXXXX
Actions ➤ Audit activity	Sublevel Details Company emboss name: TESTING Address: LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008 Postcode: 3008 Country: International address: Emboss name on card: Y Number of cards: XXXX Default product code: VCP SCP Last statement date: DD/MM/YYYY Bank Number: XXXXXX Billing account number: XXXX-XXXX-XXXX-XXXX Fee account number: XXXXXXXXXXXXXXXX
	Email help Select a sub-level Add new Cardholder Search for Cardholder

3. The **Confirm Cardholder Authorised** page is displayed, detailing important information about the cardholder verification process which must be completed before an employee is issued with a card. Click **Authorise and Confirm** to confirm that verification is complete.

Note: If the cardholder cannot be verified, click **Cancel Request** to cancel the procedure.

Commercial Cards Self Service	
Basic Services ➤ Company Search ➤ Cardholder Search ➤ Email Help	Confirm Cardholder Authorised Company name: DDD OVSILXIZ GYVBABEK Company number: 00010126 / 10000000
Actions ➤ Audit activity	IMPORTANT INFORMATION ACTION REQUIRED  By selecting "Authorise and confirm" I declare that I am the Authorised Officer for the above customer. I acknowledge and confirm the following: <ul style="list-style-type: none">• The card being issued to the nominated Cardholder is being issued in accordance with the Letter of Offer and any applicable terms and conditions.• The Cardholder is authorised to have a card.• The Cardholder has been provided with a copy of the NAB Purchasing and Corporate Card Conditions of Use (which are available at http://www.nab.com.au/corpcardterms).• The Cardholder's full legal name, date of birth and residential address has been recorded by the customer, will be held by the customer as a record and can be provided to NAB upon request.
	Email help Authorise and Confirm Cancel Request

4. The **Add new cardholder** page is displayed. Enter the new cardholder details (refer Table 1 for mandatory fields and descriptions), then click **Add new cardholder**.

IMPORTANT: The entire cardholder name, including spaces, must **not** exceed 30 characters.

Add new cardholder

Company name: TESTING PTY LTD
Company number: XXXXXXXX / XXXXXXXX

* Denotes Mandatory Field.

New cardholder details

<p>Title <input type="text"/></p> <p>* First name <input type="text"/></p> <p>Middle name <input type="text"/></p> <p>* Last name <input type="text"/></p> <p>* Sub-level number <input type="text" value="XXXXXXXX"/></p> <p>Account <input type="text" value="XXXXXX"/></p> <p>* Address line 1 <input type="text" value="LEVEL 10"/></p> <p>Address line 2 <input type="text" value="700 BOURKE ST"/></p> <p>Address line 3 <input type="text" value="DOCKLANDS VIC 3008"/></p> <p>Address line 4 <input type="text"/></p> <p>Postal code <input type="text" value="3008"/></p> <p>Country <input type="text"/></p> <p>International Address? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Employee ID <input type="text"/></p> <p>Mobile Number <input type="text"/></p> <p><small>- Australian mobile, 10 digits starting with 04 and no spaces. - International mobile, starting with country code and mobile number without first zero, e.g. 447999999999 (UK number).</small></p> <p>Email Address <input type="text"/></p>	<p>* Credit limit <input type="text"/></p> <p>* Plastic suffix <input type="text"/></p> <p>* Card type <input type="text" value="VCP/SCP"/></p> <p>PIN required? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Restrict Cash Advances <input type="radio"/> Yes <input checked="" type="radio"/> No</p>
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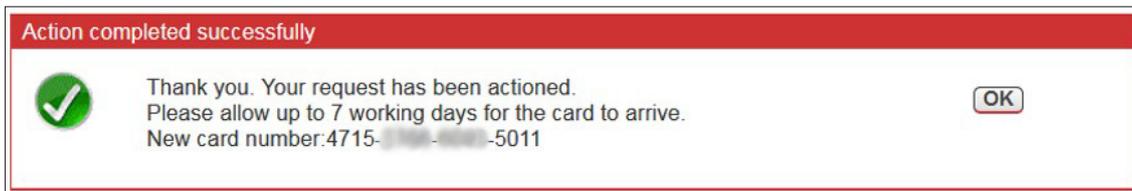
[Email help](#)
[Back](#)
[Add new Cardholder](#)

Table 1 – Mandatory Fields and Descriptions for New Cardholder Records

Field (* denotes mandatory field)	Description
Title	Select 'Mr', 'Mrs', 'Miss', 'Ms', 'Dr' or 'Prof' in the drop-down menu
First name*	Enter the cardholder's first name
Middle name	Enter the cardholder's middle initial
Last name*	Enter the cardholder's last name
Credit limit*	Set the total credit limit for the cardholder
Plastic suffix*	<p>The plastic (card) suffix is a two-character code that will vary depending on your card program. It determines the card plastic that the cardholder details are embossed on, therefore, it is imperative that the correct code is entered.</p> <p>Enter:</p> <ul style="list-style-type: none"> • EA if your organisation uses Corporate Cards. • EB if your organisation uses Purchasing Cards. <p>Your unique plastic suffix code if you have a customised card design or logo overprint on the card. Refer to the New Cardholder Request Form Template which was provided to your organisation by your NAB Implementation Manager for the suffix code.</p>
Card type*	The card type is automatically populated for the company you selected on login
PIN required*	<p>Select 'Yes' (default) or 'No'</p> <p>Note: A new card will always require a new PIN.</p>

Restrict Cash Advances	Select 'Yes' or 'No' (default) Note: If a cash block is placed at the facility level, and 'No' is selected for Restrict Cash Advances, the cardholder will still be prevented from obtaining cash advances. To remove a facility level block, please contact the NAB Client Services Team.
Sub-level number*	The sub-level number is automatically generated
Address lines 1*-4, incl. postal code	Review the cardholder's address details and update if required Note: Address details are automatically populated with the address on the Company Record and should only be updated when the individual 'individual cardholder delivery address differs'. This is an optional function which can be enabled for your organisation by contacting the NAB Client Services Team.
Country	Enter the cardholder's country of residence
International address	Select 'Yes' or 'No' (default)
Employee ID	Enter the cardholder's employee ID, up to a maximum of 10 characters with no spaces or special characters (e.g. #)
Mobile Number	Enter the cardholder's mobile number Reminder: <ul style="list-style-type: none"> Australian mobile, 10 digits starting with 04 and no spaces. International mobile, starting with country code and mobile number without first zero, e.g. 447999999999 (UK number).
Email Address	Enter the cardholder's email address

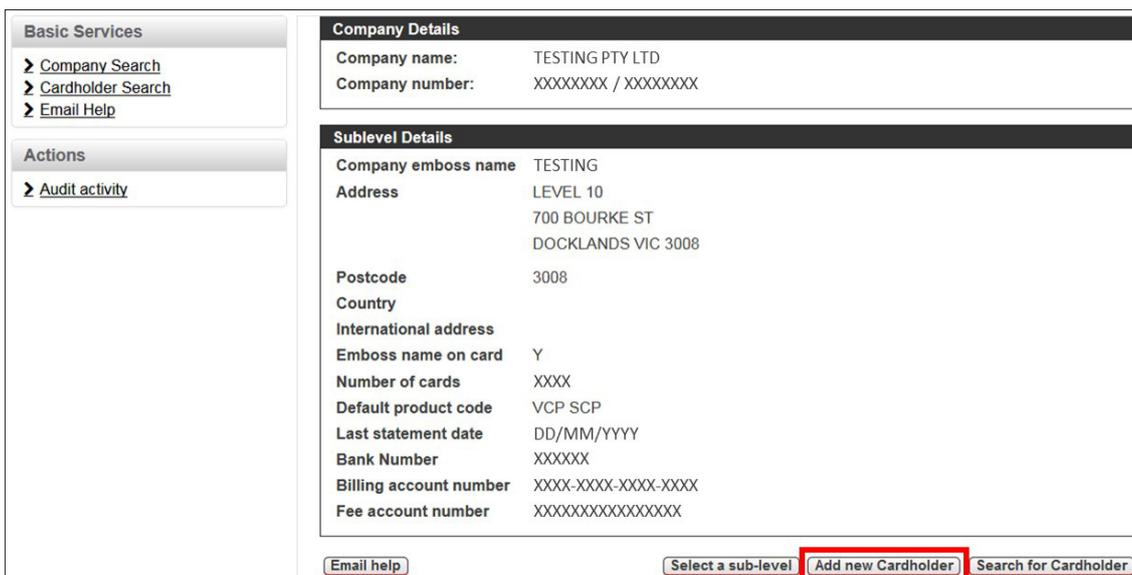
- The **Action completed successfully** message is displayed, confirming that your request has been actioned and to allow up to seven working days for the card to arrive. The message also displays the new card number. Click **OK** to return to the **Company Details** page.



2.2.1.1 Add a New Cardholder – FlexiPurchase Dynamic Limit Management (DLM) Clients Only

FlexiPurchase DLM clients must complete the following steps to add a new cardholder:

- Access CCSS by following the instructions in sections **2.1** and **2.2**.
- On the **Company Details** page, click **Add new Cardholder**.



3. The **Confirm Cardholder Authorised** page is displayed, detailing important information about the cardholder verification process which must be completed before an employee is issued with a card. Click **Authorise and Confirm** to confirm that verification is complete.

Note: If the cardholder cannot be verified, click **Cancel Request** to cancel the procedure.

Commercial Cards Self Service

Basic Services

- [Company Search](#)
- [Cardholder Search](#)
- [Email Help](#)

Actions

- [Audit activity](#)

Confirm Cardholder Authorised

Company name: DDD OVSILXIZ GYVPABEK

Company number: 00010126 / 10000000

IMPORTANT INFORMATION ACTION REQUIRED

By selecting "Authorise and confirm" I declare that I am the Authorised Officer for the above customer. I acknowledge and confirm the following:

- The card being issued to the nominated Cardholder is being issued in accordance with the Letter of Offer and any applicable terms and conditions.
- The Cardholder is authorised to have a card.
- The Cardholder has been provided with a copy of the NAB Purchasing and Corporate Card Conditions of Use (which are available at <http://www.nab.com.au/corpcardterms>).
- The Cardholder's full legal name, date of birth and residential address has been recorded by the customer, will be held by the customer as a record and can be provided to NAB upon request.

[Email help](#)
[Authorise and Confirm](#)
[Cancel Request](#)

4. The **Add new cardholder** page is displayed. Enter the new cardholder details (refer Table 2 for mandatory fields and descriptions), then click **Add new Cardholder**.

IMPORTANT: The entire cardholder name, including spaces, must not exceed 30 characters.

Add new cardholder

Company name: TESTING PTY LTD

Company number: XXXXXXXX / XXXXXXXX

* Denotes Mandatory Field.

New cardholder details

<p>Title <input type="text"/></p> <p>* First name <input type="text"/></p> <p>Middle name <input type="text"/></p> <p>* Last name <input type="text"/></p> <p>* Sub-level number <input type="text" value="XXXXXXXX"/></p> <p>Account <input type="text" value="XXXXXX"/></p> <p>* Address line 1 <input type="text" value="LEVEL 10"/></p> <p>Address line 2 <input type="text" value="700 BOURKE STREET"/></p> <p>Address line 3 <input type="text" value="DOCKLANDS VIC 3008"/></p> <p>Address line 4 <input type="text"/></p> <p>Postal code <input type="text" value="3008"/></p> <p>Country <input type="text"/></p> <p>International Address? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Employee ID <input type="text"/></p> <p>Mobile Number <input type="text"/></p> <p style="font-size: small;">- Australian mobile, 10 digits starting with 04 and no spaces. - International mobile, starting with country code and mobile number without first zero, e.g. 447999999999 (UK number).</p> <p>Email Address <input type="text"/></p>	<p>* Credit limit <input type="text"/></p> <p>Account Funding Option <input type="text"/></p> <p>* Plastic suffix <input type="text"/></p> <p>* Card type <input type="text" value="VCP/SCP"/></p> <p>PIN required? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Restrict Cash Advances <input type="radio"/> Yes <input checked="" type="radio"/> No</p>
--	---

[Email help](#)
[Back](#)
[Add new Cardholder](#)

Table 2 – Mandatory Fields and Descriptions for New Cardholder Records – FlexiPurchase DLM Clients Only

Field (* denotes mandatory field)	Description
Title	Select 'Mr', 'Mrs', 'Miss', 'Ms', 'Dr' or 'Prof' in the drop-down menu
First name*	Enter the cardholder's first name
Middle name	Enter the cardholder's middle initial
Last name*	Enter the cardholder's last name
Credit limit*	<p>Set the total credit limit for the cardholder</p> <ul style="list-style-type: none"> • Can be set to any value if 'NIL' selected as Account Funding Option. • Can be set to any value if 'DLM CARD' selected as Account Funding Option. Set to \$0 if you want to restrict the cardholder to dynamic funding only. Set a limit (e.g. \$1,000) to enable the cardholder to spend up to that limit without dynamic funding being availed. • Must be set to \$0 if 'ZERO LMT CARD' selected as Account Funding Option.
Account Funding Option*	<p>Select:</p> <ul style="list-style-type: none"> • NIL (default) to request a normal corporate card. • DLM CARD to request a corporate card with DLM functionality via FlexiPurchase. If you select this option, you must not use CCSS to manage any credit or transaction limits once the card has been created. • ZERO LMT CARD to request a corporate card with a permanent \$0.00 limit and DLM functionality via FlexiPurchase. If you select this option, please select 'Yes' for Restrict Cash Advances below.
Plastic suffix*	<p>The plastic (card) suffix is a two-character code that will vary depending on your card program. It determines the card plastic that the cardholder details are embossed on, therefore, it is imperative that the correct code is entered.</p> <p>Enter:</p> <ul style="list-style-type: none"> • EA if your organisation uses Corporate Cards. • EB if your organisation uses Purchasing Cards. • Your unique plastic suffix code if you have a customised card design or logo overprint on the card. Refer to the New Cardholder Request Form Template which was provided to your organisation by your Implementation Manager for the suffix code.
Card type*	The card type is automatically populated for the company you selected on login
PIN required*	<p>Select 'Yes' (default) or 'No'</p> <p>Note: A new card will always require a new PIN.</p>
Restrict Cash Advances	<p>Select 'Yes' or 'No' (default)</p> <p>Note: If a cash block is placed at the facility level, and 'No' is selected for Restrict Cash Advances, the cardholder will still be prevented from obtaining cash advances. To remove a facility level block, please contact the NAB Client Services Team.</p> <p>Reminder: If 'ZERO LMT CARD' selected as Account Funding Option, select 'Yes' for Restrict Cash Advances.</p>
Sub-level number*	The sub-level number is automatically generated
Address lines 1*-4, incl. postal code	<p>Review the cardholder's address details and update if required</p> <p>Note: Address details are automatically populated with the address on the Company Record and should only be updated when the 'individual cardholder delivery address differs'. This is an optional function which can be enabled for your organisation by contacting the NAB Client Services Team.</p>
Country	Enter the cardholder's country of residence
International address	Select 'Yes' or 'No' (default)
Employee ID	Enter the cardholder's employee ID, up to a maximum of 10 characters with no spaces or special characters (e.g. #)
Mobile Number	<p>Enter the cardholder's mobile number</p> <p>Reminder:</p> <ul style="list-style-type: none"> • Australian mobile, 10 digits starting with 04 and no spaces. • International mobile, starting with country code and mobile number without first zero, e.g. 447999999999 (UK number).
Email Address	Enter the cardholder's email address

5. The **Action completed successfully** message is displayed, confirming that your request has been actioned and to allow up to seven working days for the card to arrive. The message also displays the new card number. Click **OK** to return to the **Company Details** page.



IMPORTANT: The new card details will appear in FlexiPurchase the next working day after the new cardholder request is actioned in CCSS. Remember to link the card to the appropriate user in FlexiPurchase.

2.2.2 Search for a Cardholder

To search for a specific cardholder:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. On the **Company Details** page, click **Cardholder Search** in the **Basic Services** menu or **Search for Cardholder** at the bottom of the page.

Basic Services

- Company Search
- Cardholder Search**
- Email Help

Actions

- Audit activity

Company Details

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX

Sublevel Details

Company emboss name: TESTING
 Address: LEVEL 10
 700 BOURKE ST
 DOCKLANDS VIC 3008
 Postcode: 3008
 Country:
 International address:
 Emboss name on card: Y
 Number of cards: XXXX
 Default product code: VCP SCP
 Last statement date: DD/MM/YYYY
 Bank Number: XXXXXX
 Billing account number: XXXX-XXXX-XXXX-XXXX
 Fee account number: XXXXXXXXXXXXXXXX

Email help Select a sub-level Add new Cardholder **Search for Cardholder**

3. The **Search for Cardholder** page is displayed. Choose a search option below, then click **Go**.
 - **Search by card number** – Enter the full 16-digit card number. Partial card numbers will **not** return any results.
 - **Search by part of name** – Enter a maximum of six characters for **Last name**, two characters for **First name** and a single character for **Middle initial**.

Note: This method searches all cardholders linked to the selected Company Record.

Search for Cardholder

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX

Search by card number

Card Number [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] **Go**

OR

Search by part of name

Last name : Citize
 First name : Jo **Go**
 Middle initial : []

Search results Next

Select	Card number	Cardholder name	Credit limit
<input type="radio"/>			

Email help Back View Cardholder details

4. The **Search results** display. Select the **radio button** beside the cardholder whose details you wish to view, then click **View Cardholder details**.

Search for Cardholder

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX

Search by card number

Card Number [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] [] **Go**

OR

Search by part of name

Last name : CITIZE
 First name : JO **Go**
 Middle initial : []

Search results Next

Select	Card number	Cardholder name	Credit limit
<input checked="" type="radio"/>	XXXX-XXXX-XXXX-XXXX	JOHN CITIZEN	\$0.00

Email help Back **View Cardholder details**

5. The **Cardholder Details** page is displayed for the cardholder selected on the previous screen. Click on the links in the **Actions** menu to perform administrative and maintenance activities on the card.
Reminder: Users with **View Only Access** to CCSS will only be able to perform company, cardholder and transaction searches and generate audit activity reporting in CCSS.

Cardholder Details page for users with Full Access to CCSS:

<p>Basic Services</p> <ul style="list-style-type: none"> ➤ Company Search ➤ Cardholder Search ➤ Email Help <p>Actions</p> <ul style="list-style-type: none"> ➤ Change credit limit ➤ Add/remove temporary block ➤ Report card permanently lost/stolen ➤ Order new plastic ➤ Permanently close card ➤ Request PIN/Restrict cash ➤ Reset PIN ➤ Change cardholder name ➤ Change emboss name ➤ Change cardholder details ➤ Change cardholder address ➤ Change transaction limits ➤ Transaction search ➤ Audit activity 	<p>Cardholder Details</p> <p>Company name: TESTING PTY LTD Company number: XXXXXXXX / XXXXXXXX Cardholder name: JOHN CITIZEN Card number: XXXX-XXXX-XXXX-XXXX</p> <p>Current Details</p> <p>Current card status: ACTIVE Emboss name: CITIZEN,JOHN/ Company emboss: TESTING Available amount: \$0.00 Credit limit: \$0.00 CR limit changed: DD/MM/YYYY Temp credit limit: \$0.00 Temp CR limit exp: Address last changed: DD/MM/YYYY Address: LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008 Postcode: 3008 Country:</p> <p style="text-align: right;">Search for Cardholder</p>
---	--

Cardholder Details page for users with View Only Access to CCSS:

<p>Basic Services</p> <ul style="list-style-type: none"> ➤ Company Search ➤ Cardholder Search ➤ Email Help <p>Actions</p> <ul style="list-style-type: none"> ➤ Transaction search ➤ Audit activity 	<p>Cardholder Details</p> <p>Company name: TESTING PTY LTD Company number: XXXXXXXX / XXXXXXXX Cardholder name: JOHN CITIZEN Card number: XXXX-XXXX-XXXX-XXXX</p> <p>Current Details</p> <p>Current card status: ACTIVE Emboss name: CITIZEN,JOHN/ Company emboss: TESTING Available amount: \$0.00 Credit limit: \$0.00 CR limit changed: DD/MM/YYYY Temp credit limit: \$0.00 Temp CR limit exp: Address last changed: DD/MM/YYYY Address: LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008 Postcode: 3008 Country:</p> <p style="text-align: right;">Search for Cardholder</p>
---	--

2.2.2.1 Change a Credit Limit

IMPORTANT: Credit limit changes made within CCSS must be within the existing approved facility limit for your organisation.

2.2.2.1.1 Change a Permanent Credit Limit

To change a cardholder's permanent credit limit:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. Search for the relevant cardholder by following the instructions in section [2.2.2](#).
3. On the **Cardholder Details** page, click **Change credit limit** in the **Actions** menu.

Basic Services	
➤	Company Search
➤	Cardholder Search
➤	Email Help

Actions	
➤	Change credit limit
➤	Add/remove temporary block
➤	Report card permanently lost/stolen
➤	Order new plastic
➤	Permanently close card
➤	Request PIN/Restrict cash
➤	Reset PIN
➤	Change cardholder name
➤	Change emboss name
➤	Change cardholder details
➤	Change cardholder address
➤	Change transaction limits
➤	Transaction search
➤	Audit activity

Cardholder Details	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX

Current Details	
Current card status	ACTIVE
Emboss name	CITIZEN,JOHN/
Company emboss	TESTING
Available amount	\$0.00
Credit limit	\$0.00
CR limit changed	DD/MM/YYYY
Temp credit limit	\$0.00
Temp CR limit exp	
Address last changed	DD/MM/YYYY
Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008
Postcode	3008
Country	

[Email help](#) [Search for Cardholder](#)

4. The **Change cardholder's credit limit** page is displayed. To change the cardholder's permanent credit limit, enter the new **Permanent Credit Limit**, then click **Update limit**.

Note: The **Total Credit Limit** will not update until after the new credit limit has been applied.

Change cardholder's credit limit		
Company name:	TESTING PTY LTD	
Company number:	XXXXXXXX / XXXXXXXX	
Cardholder name:	JOHN CITIZEN	
Card number:	XXXX-XXXX-XXXX-XXXX	

* Denotes Mandatory Field.

Credit Limit		
* Permanent Credit Limit	Temporary increase amount	Total Credit Limit
<input type="text" value="100"/>	<input type="text"/>	= 0
	Temporary increase expiry date	
	<input type="text"/>	

Cardholder's limit will be increased by this temporary amount immediately upon actioning this request.
The increase will automatically expire on the specified date (or the next business day if it is a weekend).

[Email help](#) [Back](#) [Update limit](#)

5. The **Action completed successfully** message is displayed, confirming that the cardholder's credit limit has been amended and advising the new total cardholder limit. Click **OK** to return to the **Company Details** page.

Action completed successfully

The credit limit has now been amended. The new Total Cardholder Limit is: \$100 [OK](#)

2.2.2.1.2 Change a Temporary Credit Limit

To change a cardholder's temporary credit limit:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. Search for the relevant cardholder by following the instructions in section [2.2.2](#).
3. On the **Cardholder Details** page, click **Change credit limit** in the **Actions** menu.

Basic Services	
➤	Company Search
➤	Cardholder Search
➤	Email Help

Cardholder Details	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX

Current Details	
Current card status	ACTIVE
Emboss name	CITIZEN,JOHN/
Company emboss	TESTING
Available amount	\$0.00
Credit limit	\$0.00
CR limit changed	DD/MM/YYYY
Temp credit limit	\$0.00
Temp CR limit exp	DD/MM/YYYY
Address last changed	DD/MM/YYYY
Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008
Postcode	3008
Country	

[Email help](#) [Search for Cardholder](#)

4. The **Change cardholder's credit limit** page is displayed.
 - To add a new temporary limit – Enter the **Temporary increase amount** and **Temporary increase expiry date**, then click **Update limit**.
 - To update an existing temporary limit expiry date – Update the **Temporary increase expiry date**, then click **Update limit**.
 - To remove an existing temporary limit – Set the **Temporary increase amount** to '0', then click **Update limit**.

Note: The **Total Credit Limit** will not update until after the new credit limit has been applied. The temporary credit limit will increase immediately and will automatically expire on the specified date (or the next business day if the date falls on a weekend).

Change cardholder's credit limit		
Company name:	TESTING PTY LTD	
Company number:	XXXXXXXX / XXXXXXXX	
Cardholder name:	JOHN CITIZEN	
Card number:	XXXX-XXXX-XXXX-XXXX	

* Denotes Mandatory Field.

Credit Limit		
* Permanent Credit Limit	Temporary increase amount	Total Credit Limit
0	100	= 0
	Temporary increase expiry date	
	XX/XX/XXXX	

Cardholder's limit will be increased by this temporary amount immediately upon actioning this request.
The increase will automatically expire on the specified date (or the next business day if it is a weekend).

[Email help](#) [Back](#) [Update limit](#)

5. The **Action completed successfully** message is displayed, confirming that the cardholder's credit limit has been amended and advising the new total cardholder limit. Click **OK** to return to the **Company Details** page.

Action completed successfully

The credit limit has now been amended. The new Total Cardholder Limit is: \$100 [OK](#)

2.2.2.1.3 Change a Credit Limit – FlexiPurchase Dynamic Limit Management (DLM) Clients Only

IMPORTANT: FlexiPurchase DLM clients **must** request **all** temporary credit limit increases in FlexiPurchase, **not** in CCSS. Attempts to change a temporary credit limit on a dynamically funded card in CCSS will result in a **DLM CARD – DO NOT CHANGE TEMP LIMIT** or **ZERO LMT CARD – DO NOT CHANGE LIMITS** warning message on the **Change cardholder’s credit limit** page.

Change cardholder’s credit limit

Company name: TESTING PTY LTD
Company number: XXXXXXXX / XXXXXXXX
Cardholder name: MR JOHN CITIZEN
Card number: XXXX-XXXX-XXXX-XXXX

DLM CARD - DO NOT CHANGE TEMP LIMIT
* Denotes Mandatory Field.

Credit Limit

* Permanent Credit Limit	Temporary increase amount	Total Credit Limit
<input type="text" value="0"/>	<input type="text"/>	= 0

Account Funding Option Temporary increase expiry date

DLM CARD - DO NOT CHANGE TEMP LIMIT

Cardholder’s limit will be increased by this temporary amount immediately upon actioning this request.
The increase will automatically expire on the specified date (or the next business day if it is a weekend).

[Email help](#) [Back](#) [Update limit](#)

Helpful hints:

- Requests for credit limit increases outside of normal business hours can only be actioned if the Approver is available to approve the request in FlexiPurchase.
- FlexiPurchase queries must be directed to flexipurchasesupport@visa.com.
- If you would like to learn more about Dynamic Limit Management (DLM), with pre-spend approval workflow via FlexiPurchase, please contact your NAB Banker.

2.2.2.2 Add or Remove a Temporary Block on a Card

The temporary block function can be used to freeze a card account and prevent any spending on the card for a predetermined timeframe. It is commonly used in a situation where a cardholder has accidentally misplaced their card, but is confident that the card has not been permanently lost or stolen. A replacement card is not issued when a temporary block is enabled. A Authorised Officer can reverse the temporary block when required (i.e. if a cardholder recovers a temporarily misplaced card). The temporary block will automatically expire after 42 days and the card will be reinstated to ‘Active’ status, meaning that the cardholder can resume spending on the card.

This option should **not** be utilised if the card is suspected permanently lost or stolen. To close or cancel a card permanently, please follow the instructions in section [2.2.2.5](#).

2.2.2.2.1 Add a Temporary Block on a Card

To **add** a temporary block on a card:

1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
3. On the **Cardholder Details** page, click **Add/remove temporary block** in the **Actions** menu.

Basic Services <ul style="list-style-type: none">> Company Search> Cardholder Search> Email Help	Cardholder Details <p>Company name: TESTING PTY LTD Company number: XXXXXXXX / XXXXXXXX Cardholder name: JOHN CITIZEN Card number: XXXX-XXXX-XXXX-XXXX</p>
Actions <ul style="list-style-type: none">> Change credit limit> Add/remove temporary block> Report card permanently lost/stolen> Order new plastic> Permanently close card> Request PIN/Restrict cash> Reset PIN> Change cardholder name> Change emboss name> Change cardholder details> Change cardholder address> Change transaction limits> Transaction search> Audit activity	Current Details <p>Current card status ACTIVE Emboss name CITIZEN,JOHN/ Company emboss TESTING Available amount \$0.00 Credit limit \$ 00 CR limit changed DD/MM/YYYY Temp credit limit \$0.00 Temp CR limit exp Address last changed DD/MM/YYYY Address LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008 Postcode 3008 Country</p>
Email help	Search for Cardholder

4. The **Add/Remove Temporary Block** page is displayed. The **Current card status** will be 'Active' and the **Date lost** field will default to today's date. To add a temporary block, click **Add temporary block**.

Note: It is not possible to select a past or future date in the **Date lost** field.

Add / Remove Temporary Block	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX
* Denotes Mandatory Field.	
Card status	
Current card status	Active
Lost stolen/replacement details	
* Date lost	XX/XX/XXXX
This screen allows you to place a temporary block on the card, allowing the cardholder time to search for a card that may have been misplaced. This block 'freezes' the account by preventing any spending on the card until the block is removed. A replacement card will not be issued. You are also able to remove a temporary block on this screen. If the card has not been blocked permanently after 42 days, it will be assumed that the cardholder has found the card. The temporary stop will automatically removed and the card will be able to spend. If you are reporting a card lost and you would like to order a replacement card, the current card will need to be cancelled and a new card ordered. Click Report Card Permanently Lost/Stolen Screen .	
Email help	Back Remove temporary block Add temporary block

5. The **Action completed successfully** message is displayed, confirming that the card is now temporarily blocked. Click **OK** to return to the **Cardholder Details** page.

Action completed successfully	
	The card is now temporarily blocked. OK

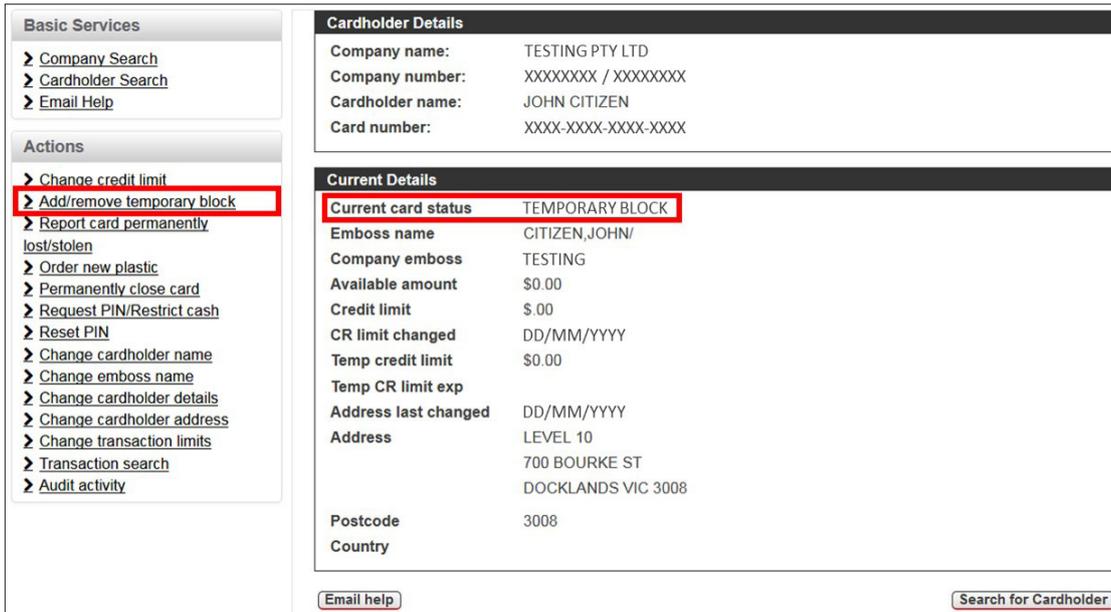
Note: If you try to block a card with an existing temporary block, or a previously cancelled card, the **Action cannot be completed** message is displayed, advising that the card status prevents a temporary block from being added. For assistance, please click **Email Help** in the **Basic Services** menu or email corporatecardsupport@nab.com.au.



2.2.2.2.2 Remove a Temporary Block on a Card

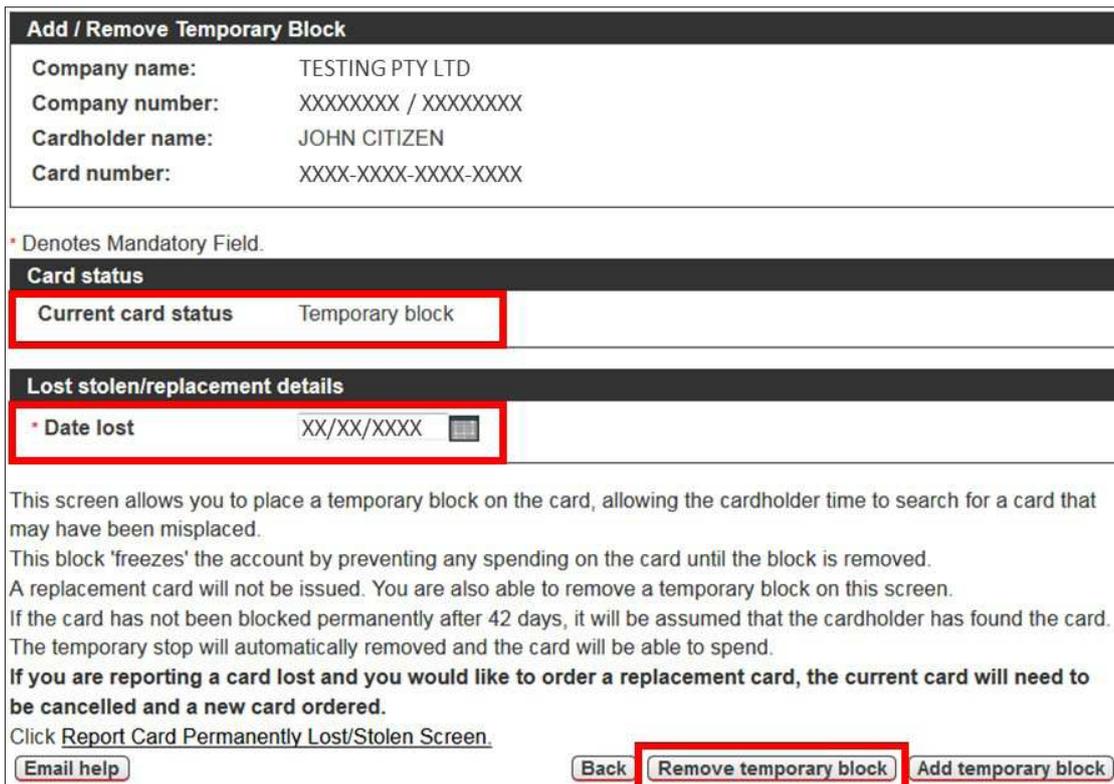
To **remove** a temporary block on a card:

1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
3. On the **Cardholder Details** page, click **Add/remove temporary block** in the **Actions** menu.



4. The **Add/Remove Temporary Block** page is displayed. The **Current card status** will be 'Temporary block' and the **Date lost** field will be populated with the date the temporary block was originally applied. To remove the temporary block, click **Remove temporary block**.

Note: It is not possible to select a past or future date in the **Date lost** field.



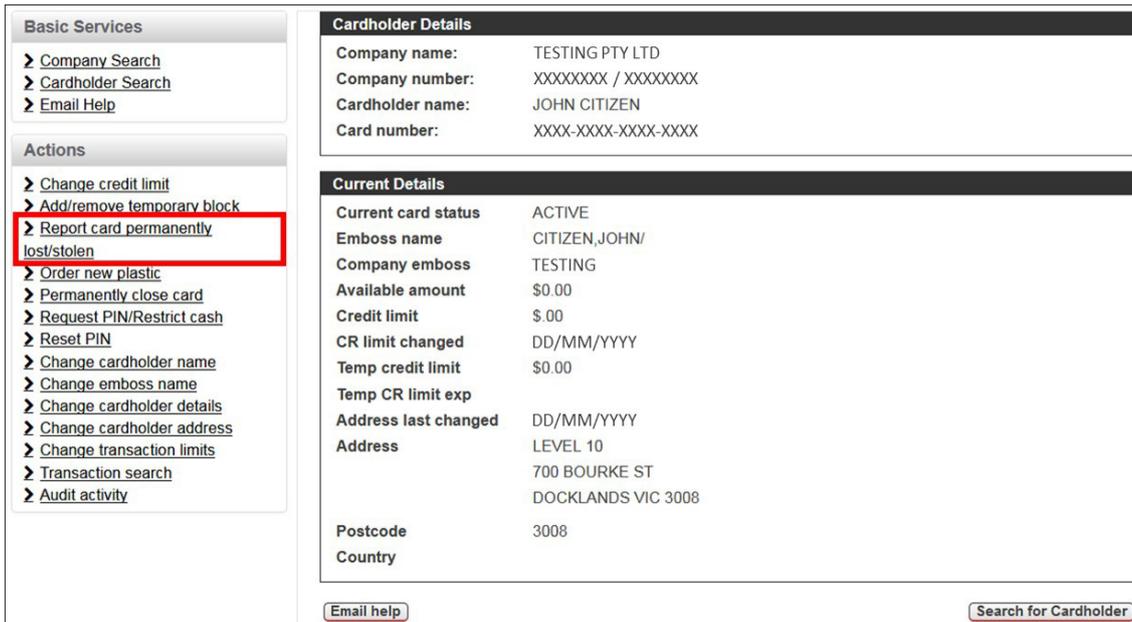
- The **Action completed successfully** message is displayed, confirming that the temporary block has been removed. Click **OK** to return to the **Cardholder Details** page.



2.2.2.3 Report a Card Permanently Lost or Stolen

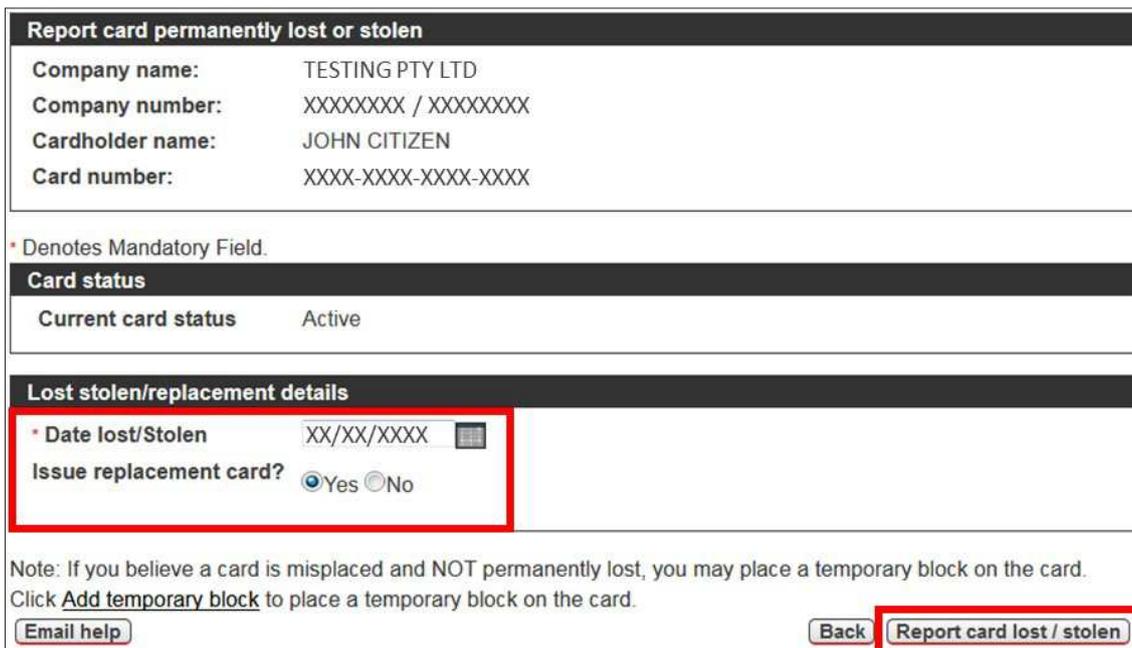
To report a card permanently lost or stolen:

- Access CCSS by following the instructions in sections **2.1** and **2.2**.
- Search for the relevant cardholder by following the instructions in section **2.2.2**.
- On the **Cardholder Details** page, click **Report card permanently lost/stolen** in the **Actions** menu.



- The **Report card permanently lost or stolen** page is displayed. Enter the date the card was lost/stolen, select 'Yes' for **Issue replacement card**, then click **Report card lost/stolen**.

IMPORTANT: This action will permanently block (i.e. cancel) the card. If the card is temporarily misplaced and **not** permanently lost, you can apply a temporarily block by clicking **Add/remove temporary block** in the Actions menu and following the instructions in section **2.2.2.2**. If a replacement card is issued and the original card had a PIN, then a new PIN mailer will also be automatically issued.



- The **Permanently Lost Stolen Block Request** page is displayed. Click **Permanently block card** to deactivate the card.

Permanent Lost Stolen Block Request	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX

WARNING: Permanent Lost/Stolen Block Request

 Please confirm that you wish to permanently report this card lost/stolen. The card will become inactive. Please note that you will NOT be able to reactivate this card.

Email help
Back Permanently block card

- The **Action completed successfully** message is displayed, confirming that the card has been permanently blocked. Click **OK** to return to the **Cardholder Details** page.

2.2.2.3.1 Report a Card Permanently Lost or Stolen – DLM and Zero LMT Cards

There are some additional steps that must be completed when reporting a DLM or Zero LMT card permanently lost or stolen:

- In CCSS, report the card as permanently lost or stolen and issue a new card by following the instructions in section [2.2.2.3](#).
- In CCSS, update the new card to have a temporary limit of \$1.00 by following the instructions in section [2.2.2.1](#).
- In FlexiPurchase, map the new card to the cardholder’s account.
- Advise the cardholder to resubmit any old requests.

IMPORTANT: If the card is reissued by the NAB Fraud Team, you might not be aware of the new card until it appears as unmapped in FlexiPurchase. In this case, you should still ensure steps 2-4 above are completed before the cardholder receives their new card.

2.2.2.4 Order a New Plastic Card

To order a new plastic card:

- Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
- Search for the relevant cardholder by following the instructions in section [2.2.2](#).
- On the **Cardholder Details** page, click **Order new plastic** in the **Actions** menu.

<p>Basic Services</p> <ul style="list-style-type: none"> ➤ Company Search ➤ Cardholder Search ➤ Email Help <p>Actions</p> <ul style="list-style-type: none"> ➤ Change credit limit ➤ Add/remove temporary block ➤ Report card permanently lost/stolen <li style="border: 2px solid red; padding: 2px;">➤ Order new plastic ➤ Permanently close card ➤ Request PIN/Restrict cash ➤ Reset PIN ➤ Change cardholder name ➤ Change emboss name ➤ Change cardholder details ➤ Change cardholder address ➤ Change transaction limits ➤ Transaction search ➤ Audit activity 	<table border="1"> <thead> <tr> <th colspan="2">Cardholder Details</th> </tr> </thead> <tbody> <tr> <td>Company name:</td> <td>TESTING PTY LTD</td> </tr> <tr> <td>Company number:</td> <td>XXXXXXXX / XXXXXXXX</td> </tr> <tr> <td>Cardholder name:</td> <td>JOHN CITIZEN</td> </tr> <tr> <td>Card number:</td> <td>XXXX-XXXX-XXXX-XXXX</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Current Details</th> </tr> </thead> <tbody> <tr> <td>Current card status</td> <td>ACTIVE</td> </tr> <tr> <td>Emboss name</td> <td>CITIZEN,JOHN/</td> </tr> <tr> <td>Company emboss</td> <td>TESTING</td> </tr> <tr> <td>Available amount</td> <td>\$0.00</td> </tr> <tr> <td>Credit limit</td> <td>\$0.00</td> </tr> <tr> <td>CR limit changed</td> <td>DD/MM/YYYY</td> </tr> <tr> <td>Temp credit limit</td> <td>\$0.00</td> </tr> <tr> <td>Temp CR limit exp</td> <td></td> </tr> <tr> <td>Address last changed</td> <td>DD/MM/YYYY</td> </tr> <tr> <td>Address</td> <td>LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008</td> </tr> <tr> <td>Postcode</td> <td>3008</td> </tr> <tr> <td>Country</td> <td></td> </tr> </tbody> </table>	Cardholder Details		Company name:	TESTING PTY LTD	Company number:	XXXXXXXX / XXXXXXXX	Cardholder name:	JOHN CITIZEN	Card number:	XXXX-XXXX-XXXX-XXXX	Current Details		Current card status	ACTIVE	Emboss name	CITIZEN,JOHN/	Company emboss	TESTING	Available amount	\$0.00	Credit limit	\$0.00	CR limit changed	DD/MM/YYYY	Temp credit limit	\$0.00	Temp CR limit exp		Address last changed	DD/MM/YYYY	Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008	Postcode	3008	Country	
Cardholder Details																																					
Company name:	TESTING PTY LTD																																				
Company number:	XXXXXXXX / XXXXXXXX																																				
Cardholder name:	JOHN CITIZEN																																				
Card number:	XXXX-XXXX-XXXX-XXXX																																				
Current Details																																					
Current card status	ACTIVE																																				
Emboss name	CITIZEN,JOHN/																																				
Company emboss	TESTING																																				
Available amount	\$0.00																																				
Credit limit	\$0.00																																				
CR limit changed	DD/MM/YYYY																																				
Temp credit limit	\$0.00																																				
Temp CR limit exp																																					
Address last changed	DD/MM/YYYY																																				
Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008																																				
Postcode	3008																																				
Country																																					

Email help
Search for Cardholder

4. The **Order new plastic** page is displayed. Complete the following steps, then click **Order card**.
 - a. Check that the cardholder's **Current emboss name** is correct. If not, refer to section **2.2.2.9** for instructions on how to change the cardholder's embossed name, then return to this page to complete the following steps.
 - b. Check that the **Company emboss name** is correct. If not, please email the NAB Client Services Team at corporatecardsupport@nab.com.au to change the company embossed name, then return to this page to complete the following steps.
 - c. Select if the cardholder requires a new PIN.

Order new plastic

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

Current card status Active
Current emboss name CITIZEN,JOHN/
Company emboss name TESTING

If this Cardholder already has a PIN then set to "No" or they would like a PIN issued with a new card or require a replacement PIN then set PIN required to "Yes".
Pin Required ? Yes No

If the Cardholders Emboss Name is incorrect then change it via the "Change Emboss Name" Screen.
 If Company Emboss Name is incorrect, please email CORPORATECARDSUPPORT@NAB.COM.AU

[Email help](#)
[Card details screen](#)
[Order card](#)

5. The **Action completed successfully** message is displayed, confirming that a new card has been ordered. Click **OK** to return to the **Cardholder Details** page.

2.2.2.5 Permanently Close a Card

IMPORTANT: Once a card is permanently closed via the procedure below it cannot be re-activated. Closure will take effect **immediately**.

To permanently close a card:

1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
3. On the **Cardholder Details** page, click **Permanently close card** in the **Actions** menu.

<p>Basic Services</p> <ul style="list-style-type: none"> ➤ Company Search ➤ Cardholder Search ➤ Email Help <p>Actions</p> <ul style="list-style-type: none"> ➤ Change credit limit ➤ Add/remove temporary block ➤ Report card permanently lost/stolen ➤ Order new plastic ➤ Permanently close card ➤ Request PIN/Restrict cash ➤ Reset PIN ➤ Change cardholder name ➤ Change emboss name ➤ Change cardholder details ➤ Change cardholder address ➤ Change transaction limits ➤ Transaction search ➤ Audit activity 	<p>Cardholder Details</p> <p>Company name: TESTING PTY LTD Company number: XXXXXXXX / XXXXXXXX Cardholder name: JOHN CITIZEN Card number: XXXX-XXXX-XXXX-XXXX</p> <hr/> <p>Current Details</p> <p>Current card status ACTIVE Emboss name CITIZEN,JOHN/ Company emboss TESTING Available amount \$0.00 Credit limit \$0.00 CR limit changed DD/MM/YYYY Temp credit limit \$0.00 Temp CR limit exp Address last changed DD/MM/YYYY Address LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008 Postcode 3008 Country</p> <p style="text-align: right;"> Email help Search for Cardholder </p>
---	---

- The **Confirm Account Closure** page is displayed. Check that the correct **Cardholder name** and **Card number** are displayed for the card you wish to close, then click **Permanently close card**.

Reminder: Once a card is permanently closed it cannot be re-activated. Closure will take effect **immediately**.

Confirm Account Closure	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX
Warning: Permanent Account Closure Requested	
 Please confirm that you wish to cancel this card permanently. Once processed the card can NOT be reactivated and will be closed immediately.	
Card status	
Current card status	Active
Email help	Back Permanently close card

- The **Action completed successfully** message is displayed, confirming that the card is now closed and requesting that you advise the cardholder to cancel all direct debits and periodical payments they have set up on the card. Click **OK** to return to the **Cardholder Details** page.

Action completed successfully	
	Your request has been actioned and the card is now closed. Please advise the cardholder to cancel all direct debits and periodical payments they have set up on the card.
	OK

2.2.2.6 Request a PIN and/or Restrict Cash

The Request PIN/Restrict Cash function can be used to request a new PIN for a cardholder and/or change their cash advance restrictions. Both functions work independently, meaning that it is possible to issue a new PIN without changing cash advance restrictions and vice versa.

To request a PIN and/or change a cardholder's cash advance restrictions:

- Access CCSS by following the instructions in sections **2.1** and **2.2**.
- Search for the relevant cardholder by following the instructions in section **2.2.2**.
- On the **Cardholder Details** page, click **Request PIN/Restrict cash** in the **Actions** menu.

Basic Services Company Search Cardholder Search Email Help	Cardholder Details Company name: TESTING PTY LTD Company number: XXXXXXXX / XXXXXXXX Cardholder name: JOHN CITIZEN Card number: XXXX-XXXX-XXXX-XXXX
Actions Change credit limit Add/remove temporary block Report card permanently lost/stolen Order new plastic Permanently close card Request PIN/Restrict cash Reset PIN Change cardholder name Change emboss name Change cardholder details Change cardholder address Change transaction limits Transaction search Audit activity	Current Details Current card status: ACTIVE Emboss name: CITIZEN,JOHN/ Company emboss: TESTING Available amount: \$0.00 Credit limit: \$0.00 CR limit changed: DD/MM/YYYY Temp credit limit: \$0.00 Temp CR limit exp: Address last changed: DD/MM/YYYY Address: LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008 Postcode: 3008 Country:
Email help	Search for Cardholder

4. The **Request PIN/Restrict Cash** page is displayed. Complete the following steps, then click **Update Details**.
- Confirm/select if you want to restrict cash. If 'Yes' is selected, the cardholder will not be able to obtain cash advances from any ATM or at a NAB Branch. If 'No' is selected, the cardholder will be able to obtain cash advances.
Note: If there is an existing cash advance restriction in place, the default selection for **Restrict cash** will be 'Yes'. If there is no current cash advance restriction in place, neither radio button will be selected.
 - Confirm/select if you want to request a new PIN (default is 'Yes').
Note: The new PIN will be sent to the address listed in the **Address details for where the PIN will be sent** section of this page. If this address is incorrect, you can update the cardholder's address details by following the instructions in section **2.2.2.11** (optional function, may not be enabled for your organisation). If you would prefer the PIN to be sent to a NAB Branch, please email the NAB Client Services Team at corporatecardsupport@nab.com.au and request to update the PIN delivery option on your company account.

Request PIN/Restrict Cash	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX
Address details for where the PIN will be sent	
Address Line 1:	LEVEL 10
Address Line 2:	700 BOURKE ST
Address Line 3:	DOCKLANDS VIC 3008
Address Line 4:	
Postal Code:	3008
Country:	
International address?	No
Restrict cash:	<input type="radio"/> Yes <input type="radio"/> No
Request New PIN:	<input checked="" type="radio"/> Yes <input type="radio"/> No
<p>New PIN will be sent to address detailed above. If the address is incorrect, please change via the "Change Cardholder Address" screen.</p> <p>If the PIN is to be sent to a branch please email CORPORATECARDSUPPORT@NAB.COM.AU to update the PIN delivery option on your account.</p>	
<p>Email help Back Update Details</p>	

5. The **Action completed successfully** message is displayed. Click **OK** to return to the **Cardholder Details** page.

2.2.2.7 Reset a PIN

IMPORTANT: It is not possible to reset a cardholder's PIN if it has a temporary block in place.

There are two options for updating a cardholder's PIN in CCSS, depending on whether a cardholder has access to a **NAB** ATM:

1. If the cardholder has access to a **NAB** ATM, it is possible for a Authorised Officer to generate a temporary PIN. The cardholder must then visit a **NAB** ATM to create a new, secure PIN.
Note: A temporary PIN on a NAB card cannot be updated at a non-NAB ATM.
2. If the cardholder does **not** have access to a NAB ATM, the Authorised Officer can arrange for a new PIN to be mailed to the cardholder.

2.2.2.7.1 Reset a PIN for a Cardholder with Access to a NAB ATM

To reset a PIN for a cardholder who has access to a NAB ATM:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. Search for the relevant cardholder by following the instructions in section [2.2.2](#).
3. On the **Cardholder Details** page, click **Reset PIN** in the **Actions** menu.

Basic Services <ul style="list-style-type: none">➤ Company Search➤ Cardholder Search➤ Email Help	Cardholder Details <p>Company name: TESTING PTY LTD Company number: XXXXXXXX / XXXXXXXX Cardholder name: JOHN CITIZEN Card number: XXXX-XXXX-XXXX-XXXX</p>
Actions <ul style="list-style-type: none">➤ Change credit limit➤ Add/remove temporary block➤ Report card permanently lost/stolen➤ Order new plastic➤ Permanently close card➤ Request PIN/Restrict cash➤ Reset PIN➤ Change cardholder name➤ Change emboss name➤ Change cardholder details➤ Change cardholder address➤ Change transaction limits➤ Transaction search➤ Audit activity	Current Details <p>Current card status: ACTIVE Emboss name: CITIZEN,JOHN/ Company emboss: TESTING Available amount: \$0.00 Credit limit: \$0.00 CR limit changed: DD/MM/YYYY Temp credit limit: \$0.00 Temp CR limit exp: DD/MM/YYYY Address last changed: DD/MM/YYYY Address: LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008 Postcode: 3008 Country:</p>

[Email help](#) [Search for Cardholder](#)

4. The **Request PIN Reset** page is displayed. Select 'Yes' to confirm that the cardholder has access to a NAB ATM, select 'Yes' to confirm the PIN reset request, then click **Submit**.

Note: If you select 'No' for **Confirm PIN Reset Request**, the request will **not** proceed.

Request PIN Reset	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX
PIN Reset	
Please confirm that cardholder has access to a NAB ATM before proceeding	<input checked="" type="radio"/> Yes <input type="radio"/> No
Confirm PIN Reset Request	<input checked="" type="radio"/> Yes <input type="radio"/> No
Email help	Back Submit

- The **Action completed successfully** message is displayed, featuring the temporary PIN. Please share the temporary PIN with the cardholder and ask them to create a new, secure PIN at a NAB ATM using the **Select New PIN** option. Click **OK** to return to the **Cardholder Details** page.

Action completed successfully

 PIN has been reset to 9999
 This is a Temporary PIN and the cardholder will need to change and select a new PIN at any NAB ATM by choosing the 'Select New PIN' Option.
 Cardholder will not be able to do any PIN transactions until the temporary PIN is changed at a NAB ATM.

OK

2.2.2.7.2 Request a New PIN via a PIN Mailer

To request a new PIN for a cardholder who does **not** have access to a NAB ATM (i.e. requires a PIN to be sent in the mail):

- Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
- Search for the relevant cardholder by following the instructions in section [2.2.2](#).
- On the **Cardholder Details** page, click **Reset PIN** in the **Actions** menu.

<p>Basic Services</p> <ul style="list-style-type: none"> ➤ Company Search ➤ Cardholder Search ➤ Email Help <p>Actions</p> <ul style="list-style-type: none"> ➤ Change credit limit ➤ Add/remove temporary block ➤ Report card permanently lost/stolen ➤ Order new plastic ➤ Permanently close card ➤ Request PIN/Restrict cash <li style="border: 2px solid red; padding: 2px;">➤ Reset PIN ➤ Change cardholder name ➤ Change emboss name ➤ Change cardholder details ➤ Change cardholder address ➤ Change transaction limits ➤ Transaction search ➤ Audit activity 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="background-color: #333; color: white;">Cardholder Details</th> </tr> <tr> <td>Company name:</td> <td>TESTING PTY LTD</td> </tr> <tr> <td>Company number:</td> <td>XXXXXXXX / XXXXXXXX</td> </tr> <tr> <td>Cardholder name:</td> <td>JOHN CITIZEN</td> </tr> <tr> <td>Card number:</td> <td>XXXX-XXXX-XXXX-XXXX</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="background-color: #333; color: white;">Current Details</th> </tr> <tr> <td>Current card status</td> <td>ACTIVE</td> </tr> <tr> <td>Emboss name</td> <td>CITIZEN,JOHN/</td> </tr> <tr> <td>Company emboss</td> <td>TESTING</td> </tr> <tr> <td>Available amount</td> <td>\$0.00</td> </tr> <tr> <td>Credit limit</td> <td>\$0.00</td> </tr> <tr> <td>CR limit changed</td> <td>DD/MM/YYYY</td> </tr> <tr> <td>Temp credit limit</td> <td>\$0.00</td> </tr> <tr> <td>Temp CR limit exp</td> <td></td> </tr> <tr> <td>Address last changed</td> <td>DD/MM/YYYY</td> </tr> <tr> <td>Address</td> <td>LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008</td> </tr> <tr> <td>Postcode</td> <td>3008</td> </tr> <tr> <td>Country</td> <td></td> </tr> </table> <p style="text-align: right;">Search for Cardholder</p>	Cardholder Details		Company name:	TESTING PTY LTD	Company number:	XXXXXXXX / XXXXXXXX	Cardholder name:	JOHN CITIZEN	Card number:	XXXX-XXXX-XXXX-XXXX	Current Details		Current card status	ACTIVE	Emboss name	CITIZEN,JOHN/	Company emboss	TESTING	Available amount	\$0.00	Credit limit	\$0.00	CR limit changed	DD/MM/YYYY	Temp credit limit	\$0.00	Temp CR limit exp		Address last changed	DD/MM/YYYY	Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008	Postcode	3008	Country	
Cardholder Details																																					
Company name:	TESTING PTY LTD																																				
Company number:	XXXXXXXX / XXXXXXXX																																				
Cardholder name:	JOHN CITIZEN																																				
Card number:	XXXX-XXXX-XXXX-XXXX																																				
Current Details																																					
Current card status	ACTIVE																																				
Emboss name	CITIZEN,JOHN/																																				
Company emboss	TESTING																																				
Available amount	\$0.00																																				
Credit limit	\$0.00																																				
CR limit changed	DD/MM/YYYY																																				
Temp credit limit	\$0.00																																				
Temp CR limit exp																																					
Address last changed	DD/MM/YYYY																																				
Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008																																				
Postcode	3008																																				
Country																																					

- The **Request PIN Reset** page is displayed. Select 'No' to confirm that the cardholder does **not** have access to a NAB ATM, then click **Request New PIN**.

Request PIN Reset	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX

PIN Reset	
<p>Please confirm that cardholder has access to a NAB ATM before proceeding</p> <p>If immediate access to a NAB ATM is not possible, please request a new PIN.</p>	<input type="radio"/> Yes <input checked="" type="radio"/> No

[Back](#) [Request New PIN](#)

5. The **Request PIN/Restrict Cash** page is displayed. Complete the following steps, then click **Update Details**.
- Confirm/select if you want to restrict cash. If 'Yes' is selected, the cardholder will not be able to obtain cash advances from an ATM or at a NAB Branch. If 'No' is selected, the cardholder will be able to obtain cash advances.
Note: *If there is an existing cash advance restriction in place, the default selection for **Restrict cash** will be 'Yes'. If there is no current cash advance restriction in place, neither radio button will be selected.*
 - Select 'Yes' for **Request New PIN**.
Note: *The new PIN will be sent to the address listed in the **Address details for where the PIN will be sent** section of this page. If this address is incorrect, you can update the cardholder's address details by following the instructions in section **2.2.2.11** (optional function, may not be enabled for your organisation). If you would prefer the PIN to be sent to a NAB Branch, please email the NAB Client Services Team at corporatecardsupport@nab.com.au and request to update the PIN delivery option on your company account.*

Request PIN/Restrict Cash	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX
Address details for where the PIN will be sent	
Address Line 1:	LEVEL 10
Address Line 2:	700 BOURKE ST
Address Line 3:	DOCKLANDS VIC 3008
Address Line 4:	
Postal Code:	3008
Country:	
International address?	No
Restrict cash:	<input type="radio"/> Yes <input type="radio"/> No
Request New PIN:	<input checked="" type="radio"/> Yes <input type="radio"/> No
<p>New PIN will be sent to address detailed above. If the address is incorrect, please change via the "Change Cardholder Address" screen.</p> <p>If the PIN is to be sent to a branch please email CORPORATECARDSUPPORT@NAB.COM.AU to update the PIN delivery option on your account.</p>	
<p>Email help Back Update Details</p>	

6. The **Action completed successfully** message is displayed. Click **OK** to return to the **Cardholder Details** page.

2.2.2.8 Change a Cardholder Name

IMPORTANT: Before a cardholder name can be changed, the Anti-Money Laundering and Counter-Terrorism Financing Act requires that the change of name must be verified. You should **not** change a cardholder name unless the cardholder has shown you an appropriate, original source document verifying that their name has been legally changed (e.g. a certificate issued by the Registry of Births, Deaths and Marriages, a deed poll certification or a marriage certificate). You must keep a copy of the source document and provide it to NAB or AUSTRAC if requested.

To change the name of a cardholder:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. Search for the relevant cardholder by following the instructions in section [2.2.2](#).
3. On the **Cardholder Details** page, click **Change cardholder name** in the **Actions** menu.

Basic Services <ul style="list-style-type: none">➤ Company Search➤ Cardholder Search➤ Email Help	Cardholder Details <table><tr><td>Company name:</td><td>TESTING PTY LTD</td></tr><tr><td>Company number:</td><td>XXXXXXXX / XXXXXXXX</td></tr><tr><td>Cardholder name:</td><td>JOHN CITIZEN</td></tr><tr><td>Card number:</td><td>XXXX-XXXX-XXXX-XXXX</td></tr></table>	Company name:	TESTING PTY LTD	Company number:	XXXXXXXX / XXXXXXXX	Cardholder name:	JOHN CITIZEN	Card number:	XXXX-XXXX-XXXX-XXXX																
Company name:	TESTING PTY LTD																								
Company number:	XXXXXXXX / XXXXXXXX																								
Cardholder name:	JOHN CITIZEN																								
Card number:	XXXX-XXXX-XXXX-XXXX																								
Actions <ul style="list-style-type: none">➤ Change credit limit➤ Add/remove temporary block➤ Report card permanently lost/stolen➤ Order new plastic➤ Permanently close card➤ Request PIN/Restrict cash➤ Reset PIN➤ Change cardholder name➤ Change emboss name➤ Change cardholder details➤ Change cardholder address➤ Change transaction limits➤ Transaction search➤ Audit activity	Current Details <table><tr><td>Current card status</td><td>ACTIVE</td></tr><tr><td>Emboss name</td><td>CITIZEN,JOHN/</td></tr><tr><td>Company emboss</td><td>TESTING</td></tr><tr><td>Available amount</td><td>\$0.00</td></tr><tr><td>Credit limit</td><td>\$ 0.00</td></tr><tr><td>CR limit changed</td><td>DD/MM/YYYY</td></tr><tr><td>Temp credit limit</td><td>\$0.00</td></tr><tr><td>Temp CR limit exp</td><td></td></tr><tr><td>Address last changed</td><td>DD/MM/YYYY</td></tr><tr><td>Address</td><td>LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008</td></tr><tr><td>Postcode</td><td>3008</td></tr><tr><td>Country</td><td></td></tr></table>	Current card status	ACTIVE	Emboss name	CITIZEN,JOHN/	Company emboss	TESTING	Available amount	\$0.00	Credit limit	\$ 0.00	CR limit changed	DD/MM/YYYY	Temp credit limit	\$0.00	Temp CR limit exp		Address last changed	DD/MM/YYYY	Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008	Postcode	3008	Country	
Current card status	ACTIVE																								
Emboss name	CITIZEN,JOHN/																								
Company emboss	TESTING																								
Available amount	\$0.00																								
Credit limit	\$ 0.00																								
CR limit changed	DD/MM/YYYY																								
Temp credit limit	\$0.00																								
Temp CR limit exp																									
Address last changed	DD/MM/YYYY																								
Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008																								
Postcode	3008																								
Country																									

[Email help](#) [Search for Cardholder](#)

4. The **Name/Address Details Confirmed** page is displayed. Review the **IMPORTANT INFORMATION ACTION REQUIRED** message and confirm that you have sighted the required documents by clicking **Documents Sighted**.
Note: If you click **No Documents Sighted**, you will receive a notification advising you to email corporatcardsupport@nab.com.au for assistance.

Commercial Cards Self Service									
Basic Services <ul style="list-style-type: none">➤ Company Search➤ Cardholder Search➤ Email Help	Name/Address Details Confirmed <table><tr><td>Company name:</td><td>DDD OVSILXIZ GYVBABEK</td></tr><tr><td>Company number:</td><td>00010126 / 10000000</td></tr><tr><td>Cardholder name:</td><td>MR JQ CT</td></tr><tr><td>Card number:</td><td>4715 . 3875</td></tr></table>	Company name:	DDD OVSILXIZ GYVBABEK	Company number:	00010126 / 10000000	Cardholder name:	MR JQ CT	Card number:	4715 . 3875
Company name:	DDD OVSILXIZ GYVBABEK								
Company number:	00010126 / 10000000								
Cardholder name:	MR JQ CT								
Card number:	4715 . 3875								
Actions <ul style="list-style-type: none">➤ Change credit limit➤ Add/remove temporary block➤ Report card permanently lost/stolen➤ Order new plastic➤ Permanently close card➤ Request PIN/Restrict cash➤ Reset PIN➤ Change cardholder name➤ Change emboss name➤ Change cardholder details➤ Change cardholder address➤ Change transaction limits➤ Change account funding option➤ Transaction search➤ Audit activity	IMPORTANT INFORMATION ACTION REQUIRED <p> By selecting 'Cardholder Authorised', you declare that you are an Authorised Officer for the above customer and acknowledge and confirm the following:</p> <ul style="list-style-type: none">• The Cardholder's name change is verified and authorised.• The Cardholder's previous full legal name, new full legal name, date of birth and residential address has been recorded by the customer, will be held by the customer as a record and can be provided to NAB upon request.								

[Email help](#) [Cardholder Authorised](#) [Cancel Request](#)

- The **Change cardholder's name details** page is displayed. Enter the new name details, then click **Update Details**.

Change cardholder's name details

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

* Denotes Mandatory Field.

Change legal name details

Title

* First name

Middle name

* Last name

NOTE: This is for the purpose of an individual cardholder's name change only. It is not possible to change the name from one cardholder to another. For a new cardholder, please click [Add New Cardholder](#). To cancel this card please click [Permanently Close Card](#)

[Email help](#) [Back](#) [Update Details](#)

- The **Action completed successfully** message is displayed, confirming that your request to change the cardholder's details has been actioned. Click **OK** to return to the **Cardholder Details** page and refer to section **2.2.2.4** for instructions on how to order a new plastic card, if required.

Action completed successfully

Thank you. Your request to change the cardholder's details has been actioned. If a new card is required, please select the "order new plastic" button on the customer details screen.

[OK](#)

2.2.2.9 Change the Embossed Name on a Card

IMPORTANT: Before a cardholder name can be changed, the Anti-Money Laundering and Counter-Terrorism Financing Act requires that the change of name must be verified. Refer to section **2.2.2.8** for further detail before proceeding.

To change the embossed name on a card:

- Access CCSS by following the instructions in sections **2.1** and **2.2**.
- Search for the relevant cardholder by following the instructions in section **2.2.2**.
- On the **Cardholder Details** page, click **Change emboss name** in the **Actions** menu.

Basic Services

- [Company Search](#)
- [Cardholder Search](#)
- [Email Help](#)

Actions

- [Change credit limit](#)
- [Add/remove temporary block](#)
- [Report card permanently lost/stolen](#)
- [Order new plastic](#)
- [Permanently close card](#)
- [Request PIN/Restrict cash](#)
- [Reset PIN](#)
- [Change cardholder name](#)
- [Change emboss name](#)
- [Change cardholder details](#)
- [Change cardholder address](#)
- [Change transaction limits](#)
- [Transaction search](#)
- [Audit activity](#)

Cardholder Details

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

Current Details

Current card status: ACTIVE
 Emboss name: CITIZEN,JOHN/
 Company emboss: TESTING
 Available amount: \$0.00
 Credit limit: \$0.00
 CR limit changed: DD/MM/YYYY
 Temp credit limit: \$0.00
 Temp CR limit exp:
 Address last changed: DD/MM/YYYY
 Address: LEVEL 10
 700 BOURKE ST
 DOCKLANDS VIC 3008
 Postcode: 3008
 Country:

[Search for Cardholder](#)

[Email help](#)

4. The **Change embossed name on card** page is displayed. Complete the following steps, then click **Update Name**.
 - a. Enter the cardholder's new embossed name.
IMPORTANT: *The entire cardholder name, including spaces, must not exceed 19 characters.*
 - b. Select if a replacement card is required (default 'Yes').

Change embossed name on card

Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX

* Denotes Mandatory Field.
Note: an embossed name can be up to 19 characters in length including spaces.

Change emboss name on the card

Title	<input type="text"/>
First name	<input type="text" value="JOHN"/>
Middle name	<input type="text"/>
* Last name	<input type="text" value="CITIZEN"/>

Order replacement card

Order replacement card	<input checked="" type="radio"/> Yes <input type="radio"/> No
-------------------------------	---

[Email help](#)
[Back](#)
[Update name](#)

5. The **Confirm Emboss Change** message is displayed.
 - If the cardholder's name is incorrect, click **X Cancel** to return to the previous screen.
 - If the cardholder's name appears correctly, click **Proceed**.

Name will appear on the card as follows: JOHN CITIZEN
If this is correct click "Proceed" button. If not click "Cancel" button

X Cancel
Proceed

6. The **Action completed successfully** message is displayed, confirming that the cardholder's embossed name has been updated.
 - If you selected to order a replacement card in step 4, click **OK** to proceed to the **Order new plastic** page (refer to section **2.2.2.4** for instructions on how to order a new plastic card).
 - If you selected not to order a replacement card in step 4, click **OK** to return to the **Cardholder Details** page.

2.2.2.10 Change a Cardholder's Contact Details

To change a cardholder's employee ID, mobile number and/or email address:

1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
3. On the **Cardholder Details** page, click **Change cardholder details** in the **Actions** menu.

<div style="background-color: #eee; padding: 2px; margin-bottom: 5px;">Basic Services</div> <ul style="list-style-type: none"> > Company Search > Cardholder Search > Email Help <div style="background-color: #eee; padding: 2px; margin-bottom: 5px;">Actions</div> <ul style="list-style-type: none"> > Change credit limit > Add/remove temporary block > Report card permanently lost/stolen > Order new plastic > Permanently close card > Request PIN/Restrict cash > Reset PIN > Change cardholder name > Change emboss name <li style="border: 2px solid red; padding: 2px;">> Change cardholder details > Change cardholder address > Change transaction limits > Transaction search > Audit activity 	<div style="background-color: #333; color: white; padding: 2px;">Cardholder Details</div> <table style="width: 100%; border-collapse: collapse; font-size: small;"> <tr><td style="width: 20%;">Company name:</td><td>TESTING PTY LTD</td></tr> <tr><td>Company number:</td><td>XXXXXXXX / XXXXXXXX</td></tr> <tr><td>Cardholder name:</td><td>JOHN CITIZEN</td></tr> <tr><td>Card number:</td><td>XXXX-XXXX-XXXX-XXXX</td></tr> </table> <div style="background-color: #333; color: white; padding: 2px; margin-top: 5px;">Current Details</div> <table style="width: 100%; border-collapse: collapse; font-size: x-small;"> <tr><td style="width: 20%;">Current card status</td><td>ACTIVE</td></tr> <tr><td>Emboss name</td><td>CITIZEN,JOHN/</td></tr> <tr><td>Company emboss</td><td>TESTING</td></tr> <tr><td>Available amount</td><td>\$0.00</td></tr> <tr><td>Credit limit</td><td>\$ 0.00</td></tr> <tr><td>CR limit changed</td><td>DD/MM/YYYY</td></tr> <tr><td>Temp credit limit</td><td>\$0.00</td></tr> <tr><td>Temp CR limit exp</td><td>DD/MM/YYYY</td></tr> <tr><td>Address last changed</td><td>DD/MM/YYYY</td></tr> <tr><td>Address</td><td>LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008</td></tr> <tr><td>Postcode</td><td>3008</td></tr> <tr><td>Country</td><td></td></tr> </table> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> Email help Search for Cardholder </div>	Company name:	TESTING PTY LTD	Company number:	XXXXXXXX / XXXXXXXX	Cardholder name:	JOHN CITIZEN	Card number:	XXXX-XXXX-XXXX-XXXX	Current card status	ACTIVE	Emboss name	CITIZEN,JOHN/	Company emboss	TESTING	Available amount	\$0.00	Credit limit	\$ 0.00	CR limit changed	DD/MM/YYYY	Temp credit limit	\$0.00	Temp CR limit exp	DD/MM/YYYY	Address last changed	DD/MM/YYYY	Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008	Postcode	3008	Country	
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Postcode	3008																																
Country																																	

4. The **Change Cardholder Details** screen is displayed. Enter the new cardholder details (refer Table 3 for input requirements), then click **Update Details**.

Note: Only details that are added/changed will be updated.

Change Cardholder Details	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZENI
Card number:	XXXX-XXXX-XXXX-XXXX
New Cardholder Details	
Employee ID	<input type="text"/>
Mobile Number	<input type="text"/>
	<ul style="list-style-type: none"> - Australian mobile, 10 digits starting with 04 and no spaces. - International mobile, starting with country code and mobile number without first zero, e.g. 447999999999 (UK number).
Email Address	<input type="text"/>
Email help	Back Update Details

Table 3 – Input Requirements for Cardholder Details

Field	Description
Employee ID	Enter the cardholder's employee ID, up to a maximum of 10 characters with no spaces or special characters (e.g. #)
Mobile Number	Enter the cardholder's mobile number Reminder: <ul style="list-style-type: none"> • • Australian mobile, 10 digits starting with 04 and no spaces. • • International mobile, starting with country code and mobile number without first zero, e.g. 447999999999 (UK number).
Email Address	Enter the cardholder's email address

5. The **Action completed successfully** message is displayed, confirming that your request to change the cardholder's details has been actioned. Click **OK** to return to the **Cardholder Details** page.

Action completed successfully	
	Thank you. Your request to change the cardholder's details has been actioned. OK

2.2.2.11 Change a Cardholder's Address Details

A cardholder's address details are automatically populated with the address on the Company Record and should only be updated when the 'individual cardholder address' differs.

Note: You should only use this function if you are sure that 'individual cardholder address' updates have been enabled for your organisation. If you are unsure, or you want to enable this function for your organisation, please email the NAB Client Services Team at corporatecardsupport@nab.com.au.

To change a cardholder's address details:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. Search for the relevant cardholder by following the instructions in section [2.2.2](#).
3. On the **Cardholder Details** page, click **Change cardholder address** in the **Actions** menu.

The screenshot shows the 'Cardholder Details' page. On the left, there is a sidebar with 'Basic Services' and 'Actions' menus. The 'Change cardholder address' option in the 'Actions' menu is highlighted with a red box. The main content area displays cardholder information under 'Cardholder Details' and 'Current Details' sections. At the bottom, there are buttons for 'Email help' and 'Search for Cardholder'.

Basic Services	
> Company Search	
> Cardholder Search	
> Email Help	

Actions	
> Change credit limit	
> Add/remove temporary block	
> Report card permanently lost/stolen	
> Order new plastic	
> Permanently close card	
> Request PIN/Restrict cash	
> Reset PIN	
> Change cardholder name	
> Change emboss name	
> Change cardholder details	
> Change cardholder address	
> Change transaction limits	
> Transaction search	
> Audit activity	

Cardholder Details	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX

Current Details	
Current card status	ACTIVE
Emboss name	CITIZEN,JOHN/
Company emboss	TESTING
Available amount	\$0.00
Credit limit	\$ 0.00
CR limit changed	DD/MM/YYYY
Temp credit limit	\$0.00
Temp CR limit exp	
Address last changed	DD/MM/YYYY
Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008
Postcode	3008
Country	

Email help Search for Cardholder

4. The **Change cardholder's address details** screen is displayed. Enter the cardholder's new address details, then click **Update Details**.

The screenshot shows the 'Change cardholder's address details' screen. It displays the same cardholder information as the previous screen. Below this, there is a section for 'Change address details' with several input fields. The 'Address line 1' through 'Address line 4', 'Postal Code', 'International address?' (radio buttons), and 'Country' fields are highlighted with a red box. At the bottom, there are buttons for 'Email help', 'Back', and 'Update Details', with the 'Update Details' button also highlighted with a red box.

Change cardholder's address details	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX

* Denotes Mandatory Field.

Change address details	
* Address line 1	LEVEL 10
Address line 2	700 BOURKE ST
Address line 3	DOCKLANDS VIC 3008
Address line 4	
Postal Code	3008
* International address?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Country	

Email help Back Update Details

- The **WARNING: Address change – security risk?** message is displayed on the **Address Change** page. Click **Update address** to confirm the change.

Address Change	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX

WARNING: Address change - security risk?

 Please be advised that by changing the address for card delivery all documentation pertaining to the card will be sent to the amended address.

Email help

Back
Update address

- The **Action completed successfully** message is displayed, confirming that your request to change the cardholder’s details has been actioned. Click **OK** to return to the **Cardholder Details** page.

Action completed successfully

 Thank you. Your request to change the cardholder's details has been actioned. If a new card is required, please select the "order new plastic" button on the customer details screen.

OK

2.2.2.12 Change Transaction Limits

The Change Transaction Limit function provides increased control over company spend by setting maximum transaction limits on a card by card basis. Prior to utilising this function, it is necessary to complete and submit a CCSS Transaction Limit Request Form to the NAB Client Services Team. Please refer to **Appendix 1** for a sample form. To request an editable version of the form, please email the NAB Client Services Team at corporatecardsupport@nab.com.au.

To set/change a transaction limit:

- Access CCSS by following the instructions in sections **2.1** and **2.2**.
- Search for the relevant cardholder by following the instructions in section **2.2.2**.
- On the **Cardholder Details** page, click **Change transaction limits** in the **Actions** menu.

<p>Basic Services</p> <ul style="list-style-type: none"> ➤ Company Search ➤ Cardholder Search ➤ Email Help <p>Actions</p> <ul style="list-style-type: none"> ➤ Change credit limit ➤ Add/remove temporary block ➤ Report card permanently lost/stolen ➤ Order new plastic ➤ Permanently close card ➤ Request PIN/Restrict cash ➤ Reset PIN ➤ Change cardholder name ➤ Change emboss name ➤ Change cardholder details ➤ Change cardholder address <li style="border: 2px solid red; padding: 2px;">➤ Change transaction limits ➤ Transaction search ➤ Audit activity 	<table border="1"> <thead> <tr> <th colspan="2">Cardholder Details</th> </tr> </thead> <tbody> <tr> <td>Company name:</td> <td>TESTING PTY LTD</td> </tr> <tr> <td>Company number:</td> <td>XXXXXXXX / XXXXXXXX</td> </tr> <tr> <td>Cardholder name:</td> <td>JOHN CITIZEN</td> </tr> <tr> <td>Card number:</td> <td>XXXX-XXXX-XXXX-XXXX</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Current Details</th> </tr> </thead> <tbody> <tr> <td>Current card status</td> <td>ACTIVE</td> </tr> <tr> <td>Emboss name</td> <td>CITIZEN,JOHN/</td> </tr> <tr> <td>Company emboss</td> <td>TESTING</td> </tr> <tr> <td>Available amount</td> <td>\$0.00</td> </tr> <tr> <td>Credit limit</td> <td>\$0.00</td> </tr> <tr> <td>CR limit changed</td> <td>DD/MM/YYYY</td> </tr> <tr> <td>Temp credit limit</td> <td>\$0.00</td> </tr> <tr> <td>Temp CR limit exp</td> <td></td> </tr> <tr> <td>Address last changed</td> <td>DD/MM/YYYY</td> </tr> <tr> <td>Address</td> <td>LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008</td> </tr> <tr> <td>Postcode</td> <td>3008</td> </tr> <tr> <td>Country</td> <td></td> </tr> </tbody> </table>	Cardholder Details		Company name:	TESTING PTY LTD	Company number:	XXXXXXXX / XXXXXXXX	Cardholder name:	JOHN CITIZEN	Card number:	XXXX-XXXX-XXXX-XXXX	Current Details		Current card status	ACTIVE	Emboss name	CITIZEN,JOHN/	Company emboss	TESTING	Available amount	\$0.00	Credit limit	\$0.00	CR limit changed	DD/MM/YYYY	Temp credit limit	\$0.00	Temp CR limit exp		Address last changed	DD/MM/YYYY	Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008	Postcode	3008	Country	
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Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008																																				
Postcode	3008																																				
Country																																					

Email help
Search for Cardholder

4. The **Change cardholder's transaction limits** page is displayed, featuring limits nominated by your organisation. Select a transaction limit for the cardholder, then click **Update limit**.
Note: If there are no selectable options in the **Transaction Limits** drop-down menu, please email the NAB Client Services Team at corporatecardsupport@nab.com.au to obtain the CCSS Transaction Limit Request Form and nominate your preferred transaction limits.

Change cardholder's transaction limits

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

Note - For transaction limit management, contact CLIENT.SERVICES@NAB.COM.AU

Transaction Limits

DAILY LIMIT \$500 - Z16
 DAILY LIMIT \$500 - Z16
 TESTING COMPANY AUTH Z01 - Z01
 TRAN LIMIT \$1000 - Z06
 TRAN LIMIT \$500 - Z04
 TRAN LIMIT \$5000 - Z05
 TRAN LIMIT A \$500 CASH BLOCK - Z02
 TRAN LIMIT B \$1000 - Z11
 TRAN LIMIT C \$5000 - Z13
 TRANSACTION LIMIT WITHOUT BLKS - Z15
 _____ - Z14

Back **Update limit**

5. The **Action completed successfully** message is displayed. Click **OK** to return to the **Cardholder Details** page.

2.2.2.13 Perform a Transaction Search

IMPORTANT: Transactions processed to the account within the last three months are displayed in CCSS. For transactions outside that timeframe, please email the NAB Client Services Team at corporatecardsupport@nab.com.au for assistance.

To perform a transaction search:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. Search for the relevant cardholder by following the instructions in section [2.2.2](#).
3. On the **Cardholder Details** page, click **Transaction search** in the **Actions** menu.

Basic Services

- [Company Search](#)
- [Cardholder Search](#)
- [Email Help](#)

Actions

- [Change credit limit](#)
- [Add/remove temporary block](#)
- [Report card permanently lost/stolen](#)
- [Order new plastic](#)
- [Permanently close card](#)
- [Request PIN/Restrict cash](#)
- [Reset PIN](#)
- [Change cardholder name](#)
- [Change emboss name](#)
- [Change cardholder details](#)
- [Change cardholder address](#)
- [Change transaction limits](#)
- [Transaction search](#)
- [Audit activity](#)

Cardholder Details

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

Current Details

Current card status: ACTIVE
 Emboss name: CITIZEN,JOHN/
 Company emboss: TESTING
 Available amount: \$0.00
 Credit limit: \$0.00
 CR limit changed: DD/MM/YYYY
 Temp credit limit: \$0.00
 Temp CR limit exp:
 Address last changed: DD/MM/YYYY
 Address: LEVEL 10
 700 BOURKE ST
 DOCKLANDS VIC 3008
 Postcode: 3008
 Country:

Email help **Search for Cardholder**

Commercial Card Self Service – Corporate Card User Guide

36

4. The **Transaction Search** page is displayed. Enter the date range for the transaction search (up to a maximum of three months in the past), then click **Go**.

Transaction Search

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

* Denotes Mandatory Field.

Transaction Search

Search by transaction date (within last 3 months)

* From date

* To date

Search results

5. The **Search results** display, including date processed, transaction date, transaction description and transaction amount. If more than 15 results are found, click **Next** to view subsequent pages.

Transaction Search

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

* Denotes Mandatory Field.

Transaction Search

Search by transaction date (within last 3 months)

* From date

* To date

Search results

Date processed	Transaction date	Transaction description	Transaction amount
DD/MM/YYYY	DD/MM/YYYY	+MERCHANT NAME	\$1.00

2.2.3 Generate Audit Activity Reporting

An audit activity search will identify which user performed which card administration or maintenance activity over a specified duration (maximum 13 months), for example:

- New Cards added;
- Cards blocked or closed;
- Credit limit changes

Please refer to **Appendix 2** for a full list of **Activity Type** search filters.

IMPORTANT:

- Most activities will be available to search for **up to 13 months**.
- Search results will display on screen and may also be downloaded as a PDF or Comma Separated Values (CSV) file.
- Search results will include activities performed by CCSS users within your organisation and by NAB (identified as 'Other User').
- Closed and lost/stolen cards may display the **Cardholder Name** as 'Purged Card' following closure. The timing of the purge is dependent on a number of factors, including how recently activities or transactions were performed on the card. Most cards are purged within 3-6 months of closure.

You can generate audit activity reporting at two levels in CCSS:

1. **Company level** – search activities for all cards associated with the selected company and/or apply card/cardholder filters.
2. **Cardholder level** – search activities for a specific cardholder.

2.2.3.1 Generate Audit Activity Reporting – Company Level

To generate company level audit activity reporting:

1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
2. On the **Company Details** page, click **Audit activity** in the **Actions** menu.

Reminder: An audit activity search at the company level will display results for **all cards** associated with the selected company unless a card or cardholder filter is applied.

Basic Services	
>	Company Search
>	Cardholder Search
>	Email Help

Actions	
>	Audit activity

Company Details	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX

Sublevel Details	
Company emboss name	TESTING
Address	LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008
Postcode	3008
Country	
International address	
Emboss name on card	Y
Number of cards	XXXX
Default product code	VCP SCP
Last statement date	DD/MM/YYYY
Bank Number	XXXXXX
Billing account number	XXXX-XXXX-XXXX-XXXX
Fee account number	XXXXXXXXXXXXXXXXXX

Email help Select a sub-level Add new Cardholder Search for Cardholder

3. The **Audit Activity** page is displayed. Enter the date range for the search (maximum 13 months, refer Table 4 for guidance), apply other filters as required (refer Table 4 for filters and descriptions), then click **Search**.
Helpful hint: Shorter date ranges and filters are recommended to quickly generate reports and prevent timeout issues.

Audit Activity

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX

Filters

Card Number

Or Cardholder Last Name First Name Middle Initial

Activity From Date To Date

Activity Type

User ID/Name

Table 4 – Filters and Descriptions for Company Level Audit Activity Searches

Filter	Description
Card Number	Optional – Enter a valid card number for the company
Cardholder Last Name	Optional – Enter a cardholder’s last name, up to a maximum of six characters
First Name	Optional – Enter a cardholder’s first name, up to a maximum of two characters
Middle Initial	Optional – Enter a cardholder’s middle initial, maximum one character
Activity From/To Date	Required – Enter a date range as DD/MM/CCYY or use the calendar selection IMPORTANT: The Activity From Date will automatically default to 13 months in the past but can be updated to a shorter date range if required. Reminder: Most activities will be available to search for up to 13 months .
Activity Type	Optional – Select an activity type in the drop-down menu (refer Appendix 2 for options) Helpful hint: Only one activity can be selected at a time. Do not apply this filter if you want to search all activities at the same time.
User ID/Name	Optional – Type a user’s NAB Connect User ID OR NAB Connect User Name and select the correct user from the drop-down list Note: This filter is not available for ‘Other User’.

IMPORTANT: If you apply a card or cardholder filter and more than one result is returned, you will need to select the **radio button** beside the relevant card/cardholder, then click **Search** again to generate the search results. The cardholder's credit limit will display on screen but **not** in the downloadable reports.

Audit Activity

Company name: TESTING PTY LTD
Company number: XXXXXXXX / XXXXXXXX

Filters

Card Number

Or Cardholder Last Name First Name Middle Initial

Search results Next

Select	Card number	Cardholder name	Credit limit
<input checked="" type="radio"/>	XXXX-XXXX-XXXX-XXXX	CARDHOLDER ONE	\$0.00
<input type="radio"/>	XXXX-XXXX-XXXX-XXXX	CARDHOLDER TWO	\$0.00

Activity From Date To Date

Activity Type

User ID/Name

[Email help](#) [Back](#) [Search](#)

4. The **Search results** display in descending order (refer Table 5 for fields and descriptions). Click:

- **Results PDF** or **Results CSV** to download a full report.
- **Change filter** to update your search filters.
- **Back** to return to the **Company Details** page.

Note:

- Card numbers will be unmasked on screen and partially masked in downloadable reports (i.e. only the last four digits will display).
- The search filters applied will display at the top of the results PDF but not the CSV file.
- If the CSV file does not open automatically, save the file to your preferred location, then select to open the file in your preferred application (e.g. Microsoft Excel).

Audit Activity						
Company name:		TESTING PTY LTD				
Company number:		XXXXXXXX / XXXXXXXX				
Audit Activity Results						
						RESULTS PDF RESULTS CSV
Date Logg...	User ID	User Name	Activity Type	Activity Des...	Card Number	Cardholder Name
XX/XX/XXXX	XXXXXXXXXX	User One	Change Cardholder Address	Cardholder address	XXXX-XXXX-XXXX-XXXX	John Citizen
XX/XX/XXXX	XXXXXXXXXX	User One	Change Cardholder Name	Cardholder name	XXXX-XXXX-XXXX-XXXX	John Citizen
XX/XX/XXXX	XXXXXXXXXX	User One	Change Employee ID	Employee ID changed from null to	XXXX-XXXX-XXXX-XXXX	John Citizen
XX/XX/XXXX	XXXXXXXXXX	User One	Change Mobile Number	Mobile Number changed from null to	XXXX-XXXX-XXXX-XXXX	John Citizen
XX/XX/XXXX	XXXXXXXXXX	User One	Change Cardholder Name	Cardholder name	XXXX-XXXX-XXXX-XXXX	John Citizen
XX/XX/XXXX	XXXXXXXXXX	User Two	PIN Reset	PIN reset requested	XXXX-XXXX-XXXX-XXXX	Cardholder One
XX/XX/XXXX	XXXXXXXXXX	User Two	Close Card	Card closed	XXXX-XXXX-XXXX-XXXX	Cardholder Two
XX/XX/XXXX	XXXXXXXXXX	User One	Card Temporary Block	Card Temporary	XXXX-XXXX-XXXX-XXXX	John Citizen
XX/XX/XXXX	XXXXXXXXXX	User One	Card Temporary Block	Card Temporary	XXXX-XXXX-XXXX-XXXX	John Citizen
XX/XX/XXXX	Other User	Other User	Change Permanent Credit Limit	Card permanent credit limit changed from	XXXX-XXXX-XXXX-XXXX	John Citizen
XX/XX/XXXX	XXXXXXXXXX	User One	Change Permanent Credit Limit	Card permanent	XXXX-XXXX-XXXX-XXXX	John Citizen

Scroll down to view more

[Email help](#)

[Change filter](#)
[Back](#)

Table 5 – Fields and Descriptions for Audit Activity Results

Filter	Description
Date Logged	The date the activity occurred, returned as DD/MM/CCYY in descending order (i.e. the most recent activities will display first)
User ID	The user who completed the activity, returned as '[NAB Connect User ID]' or 'Other User' IMPORTANT: 'Other User' will display if the activity was completed by: <ul style="list-style-type: none"> • NAB; • A Authorised Officer who has not accessed CCSS for more than 365 days; or • A Authorised Officer whose profile has been deleted.
User Name	The user who completed the activity, returned as '[NAB Connect User Name]' or 'Other User' IMPORTANT: 'Other User' will display if the activity was completed by: <ul style="list-style-type: none"> • NAB; • A Authorised Officer who has not accessed CCSS for more than 365 days; or • A Authorised Officer whose profile has been deleted.
Activity Type/Description	A description of the completed activity (refer Appendix 2 for activity types and descriptions)
Card Number	The card number associated with the displayed activity, unmasked on screen and partially masked in downloadable reports (i.e. only the last four digits will display)
Cardholder Name	The cardholder associated with the displayed activity, returned as '[Cardholder Name]' IMPORTANT: 'Purged Card' will display if a closed or lost/stolen card has been purged, typically within 3-6 months of closure.

2.2.3.2 Generate Audit Activity Reporting – Cardholder Level

To generate cardholder level audit activity reporting:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. Search for the relevant cardholder by following the instructions in section [2.2.2](#).
3. On the **Cardholder Details** page, click **Audit activity** in the **Actions** menu.

Reminder: An audit activity search at the cardholder level will display results for the **selected cardholder only**.

Basic Services

- Company Search
- Cardholder Search
- Email Help

Actions

- Change credit limit
- Add/remove temporary block
- Report card permanently lost/stolen
- Order new plastic
- Permanently close card
- Request PIN/Restrict cash
- Reset PIN
- Change cardholder name
- Change emboss name
- Change cardholder details
- Change cardholder address
- Change transaction limits
- Transaction search
- Audit activity**

Cardholder Details

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
Cardholder name: JOHN CITIZEN
Card number: XXXX-XXXX-XXXX-XXXX

Current Details

Current card status: ACTIVE
 Emboss name: CITIZEN,JOHN/
 Company emboss: TESTING
 Available amount: \$0.00
 Credit limit: \$ 00
 CR limit changed: DD/MM/YYYY
 Temp credit limit: \$0.00
 Temp CR limit exp: DD/MM/YYYY
 Address last changed: DD/MM/YYYY
 Address: LEVEL 10
 700 BOURKE ST
 DOCKLANDS VIC 3008
 Postcode: 3008
 Country:

Email help Search for Cardholder

4. The **Audit Activity** page is displayed. Enter the date range for the search (maximum 13 months, refer Table 6 for guidance), apply other filters as required (refer Table 6 for filters and descriptions), then click **Search**.

Helpful hint: Shorter date ranges and filters are recommended to quickly generate reports and prevent timeout issues.

Audit Activity

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

Filters

Select	Card number	Cardholder name	Credit limit
<input checked="" type="radio"/>	XXXX-XXXX-XXXX-XXXX	JOHN CITIZEN	\$0

Activity From Date: XX/XX/XXXX To Date: [calendar icon]

Activity Type: -- No Selection --

User ID/Name: -- No Selection --

Email help Back Search

Table 6 – Filters and Descriptions for Cardholder Level Audit Activity Searches

Note: The cardholder filter will be automatically applied. The cardholder’s credit limit will display on screen but not in the downloadable reports.

Filter	Description
Activity From/To Date	Required – Enter a date range as DD/MM/CCYY or use the calendar selection IMPORTANT: The Activity From Date will automatically default to 13 months in the past but can be updated to a shorter date range if required. Reminder: Most activities will be available to search for up to 13 months .
Activity Type	Optional – Select an activity type in the drop-down menu (refer Appendix 2 for options) Helpful hint: Only one activity can be selected at a time. Do not apply this filter if you want to search all activities at the same time.
User ID/Name	Optional – Type a user’s NAB Connect User ID OR NAB Connect User Name and select the correct user from the drop-down list Note: This filter is not available for ‘Other User’.

5. The **Search results** display in descending order (refer Table 7 for fields and descriptions). Click:

- **Results PDF** or **Results CSV** to download a full report.
- **Change filter** to update your search filters.
- **Back** to return to the **Cardholder Details** page.

Note:

- Card numbers will be unmasked on screen and partially masked in downloadable reports (i.e. only the last four digits will display).
- The search filters applied will display at the top of the results PDF but not the CSV file.
- If the CSV file does not open automatically, save the file to your preferred location, then select to open the file in your preferred application (e.g. Microsoft Excel).

Audit Activity

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

Audit Activity Results

RESULTS PDF
RESULTS CSV

Date Logg...	User ID	User Name	Activity Type	Activity Des...	Card Number	Cardholder Name
xx/xx/xxxx	XXXXXXXXXX	User One	Change Cardholder Address	Cardholder address	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXX	User One	Change Cardholder Name	Cardholder name	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXX	User One	Change Employee ID	Employee ID changed from null to	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXX	User One	Change Mobile Number	Mobile Number changed from null to	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXX	User One	Change Cardholder Name	Cardholder name	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXX	User One	Card Temporary Block	Card Temporary	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXX	User One	Card Temporary Block	Card Temporary	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	Other User	Other User	Change Permanent Credit Limit	Card permanent credit limit changed from	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXX	User One	Change Permanent Credit Limit	Card permanent	XXXX-XXXX-XXXX-XXXX	John Citizen

Scroll down to view more

Email help
Change filter
Back

Table 7 – Fields and Descriptions for Audit Activity Results

Filter	Description
Date Logged	The date the activity occurred, returned as DD/MM/CCYY in descending order (i.e. the most recent activities will display first)
User ID	<p>The user who completed the activity, returned as '[NAB Connect User ID]' or 'Other User'</p> <p>IMPORTANT: 'Other User' will display if the activity was completed by:</p> <ul style="list-style-type: none"> • NAB; • A Authorised Officer who has not accessed CCSS for more than 365 days; or • A Authorised Officer whose profile has been deleted.
User Name	<p>The user who completed the activity, returned as '[NAB Connect User Name]' or 'Other User'</p> <p>IMPORTANT: 'Other User' will display if the activity was completed by:</p> <ul style="list-style-type: none"> • NAB; • A Authorised Officer who has not accessed CCSS for more than 365 days; or • A Authorised Officer whose profile has been deleted.
Activity Type/Description	A description of the completed activity (refer Appendix 2 for activity types and descriptions)
Card Number	The card number associated with the displayed activity, unmasked on screen and partially masked in downloadable reports (i.e. only the last four digits will display)
Cardholder Name	<p>The cardholder associated with the displayed activity, returned as '[Cardholder Name]'</p> <p>IMPORTANT: 'Purged Card' will display if a closed or lost/stolen card has been purged, typically within 3-6 months of closure.</p>

2.2.4 Email Help

There are three ways to contact the NAB Client Services Team:

1. Click **Email Help** in the **Basic Services** menu in CCSS;
2. Click **Email help** on various pages within the **Actions** menu in CCSS; or
3. Email corporatecardsupport@nab.com.au directly.

If you contact the NAB Client Services Team via CCSS:

Helpful Hints: Please do not use email help for request types that cannot be self-served. Refer to section **1.2.2**.

1. The **Email help** page is displayed. Complete the following steps, then click **Send email**.
 - Select the **Type of assistance required** in the drop-down menu.
 - Enter details of your issue/query in the text box, excluding confidential information such as card numbers, expiry dates and PIN details.
 - Enter your **Contact phone number**, including area code.
 - Enter your **Contact email address**.

The screenshot shows a 'Compose Email' window with the following content:

- Basic Services** menu on the left: Company Search, Cardholder Search, Email Help.
- Actions** menu on the left: Change credit limit, Add/remove temporary, Report card permanently lost/stolen, Order new plastic, Permanently close card, Request PIN/Restrictions, Reset PIN, Change cardholder name, Change embossed name, Change cardholder address, Change cardholder email address, Change transaction limit, Transaction search, Audit activity.
- Compose Email** form:
 - Email help** section:
 - Company name: TESTING PTY LTD
 - Company number: XXXXXXXX / XXXXXXXX
 - Cardholder name: JOHN CITIZEN
 - Card number: XXXX-XXXX-XXXX-XXXX
 - Request for assistance** section:
 - Note: Company / Cardholder Details from the top of this screen will be automatically included in the email. Please do NOT disclose any confidential information like card numbers, expiry dates or PIN details in the text box below.
 - Type details of your issue / query: [Dropdown menu]
 - Type of assistance required: [Dropdown menu]
 - [Large text area for issue/query]
 - Contact phone number: [Input field]
 - Contact email address: [Input field]
 - Send email** button (highlighted with a red box).
- Credit limit** section on the right: \$0.
- Back** and **Search** buttons at the bottom right.

2. Your email will be sent to corporatecardsupport@nab.com.au and you will receive a response from the NAB Client Services Team within 24 hours.

2.2.4.1 Other Email Help Options

For NAB Corporate and Purchasing Card enquiries, please email corporatecardsupport@nab.com.au.

For all FlexiPurchase enquiries, please email flexipurchasesupport@visa.com.

2.2.5 Change an Account Funding Option – FlexiPurchase Dynamic Limit Management (DLM) Clients Only

To change an Account Funding Option:

1. Access CCSS by following the instructions in sections [2.1](#) and [2.2](#).
2. Search for the relevant cardholder by following the instructions in section [2.2.2](#).
3. On the **Cardholder Details** page, click **Change account funding option** in the **Actions** menu.
Note: You can view the current **Account Funding Option** on this page. 'NIL' indicates that dynamic funding is **not** currently available on the card.

Basic Services

- Company Search
- Cardholder Search
- Email Help

Actions

- Change credit limit
- Add/remove temporary block
- Report card permanently lost/stolen
- Order new plastic
- Permanently close card
- Request PIN/Restrict cash
- Reset PIN
- Change cardholder name
- Change emboss name
- Change cardholder details
- Change cardholder address
- Change transaction limits
- Change account funding option**
- Transaction search
- Audit activity

Cardholder Details

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: MR JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

Current Details

Current card status: ACTIVE
 Emboss name: CITIZEN,JOHN/MR
 Company emboss: TESTING
 Available amount: \$0.00
 Credit limit: \$ 0.00
 CR limit changed: DD/MM/YYYY
 Temp credit limit: \$0.00
 Temp CR limit exp:
 Account Funding Option: D -DLM CARD - DO NOT CHANGE TEMP LIMIT
 Address last changed: DD/MM/YYYY
 Address: ATTN PROCURE TO PAY OPERATIONS
 LEVEL 10
 700 BOURKE STREET
 DOCKLANDS VIC 3008
 Postcode: 3008
 Country:

Email help Search for Cardholder

4. The **Change cardholder's credit limit** page is displayed. Select 'DLM CARD - DO NOT CHANGE TEMP LIMIT' or 'ZERO LMT CARD - DO NOT CHANGE LIMITS' in the drop-down menu, then click **Update limit**.

Change cardholder's credit limit

Company name: TESTING PTY LTD
 Company number: XXXXXXXX / XXXXXXXX
 Cardholder name: MR JOHN CITIZEN
 Card number: XXXX-XXXX-XXXX-XXXX

DLM CARD - DO NOT CHANGE TEMP LIMIT
 * Denotes Mandatory Field.

Credit Limit

* Permanent Credit Limit	Temporary increase amount	Total Credit Limit
0	+	= 0

Account Funding Option: **DLM CARD - DO NOT CHANGE TEMP LIMIT**
 Temporary increase expiry date:

Cardholder's limit will be increased by this temporary amount immediately upon actioning this request.
 The increase will automatically expire on the specified date (or the next business day if it is a weekend).

Email help Back **Update limit**

5. The **Action completed successfully** message is displayed. Click **OK** to return to the **Cardholder Details** page.

Appendix 1 – Sample CCSS Transaction Limit Request Form

IMPORTANT: This is a sample form only. To request an editable version of the form, please email the NAB Client Services Team at corporatecardsupport@nab.com.au.

This form is designed to be used by Company Administrators from NAB Corporate/Purchasing Card clients to request specific transaction limits to be applied in Commercial Card Self Service (CCSS). Once applied, the limits will be available for selection from the Transaction Limit drop-down box under the Change Transaction Limit menu item in CCSS.

Contact Information

Company Name	
Company ID	
Contact Name	
Contact Email Address	
Date	

Instructions

CCSS enables standard and/or customised transaction limits to be applied to individual cards. If you require standard transaction limits, please select the check box for the relevant code(s) in Table One below. Note that codes that include “CSH/RSKY \$0” in the description will block cash advance access and purchases at merchants which have been assigned a Merchant Category Code (MCC) deemed as “Risky”. Refer to Table Three for details of Risky Merchant categories.

If the transaction limits that you require do not appear in Table One, please add customised limits in Table Two.

Table One – Standard Transaction Limits

Track Code (Internal Use Only)	Transaction Limit Description* (AUD)	Required
<u>Z01</u>	TRAN LMT \$500	<input type="checkbox"/>
<u>Z02</u>	TRAN LMT \$500 CSH/RSKY \$0	<input type="checkbox"/>
<u>Z03</u>	TRAN LMT \$1000	<input type="checkbox"/>
<u>Z04</u>	TRAN LMT \$1000 CSH/RSKY \$0	<input type="checkbox"/>
<u>Z05</u>	TRAN LMT \$1500	<input type="checkbox"/>
<u>Z06</u>	TRAN LMT \$1500 CSH/RSKY \$0	<input type="checkbox"/>
<u>Z07</u>	TRAN LMT \$2000	<input type="checkbox"/>
<u>Z08</u>	TRAN LMT \$2000 CSH/RSKY \$0	<input type="checkbox"/>
<u>Z09</u>	TRAN LMT \$2500	<input type="checkbox"/>
<u>Z10</u>	TRAN LMT \$2500 CSH/RSKY \$0	<input type="checkbox"/>
<u>Z11</u>	TRAN LMT \$3000	<input type="checkbox"/>
<u>Z12</u>	TRAN LMT \$3000 CSH/RSKY \$0	<input type="checkbox"/>
<u>Z13</u>	TRAN LMT \$5000	<input type="checkbox"/>
<u>Z14</u>	TRAN LMT \$5000 CSH/RSKY \$0	<input type="checkbox"/>
<u>Z15</u>	TRAN LMT \$10000	<input type="checkbox"/>
<u>Z16</u>	TRAN LMT \$10000 CSH/RSKY \$0	<input type="checkbox"/>
<u>Z17</u>	TRAN LMT \$15000	<input type="checkbox"/>

Appendix 2 – Audit Activity Types and Descriptions

CCSS Self Service Action	Activity Type in CCSS audit activity search/report	Activity Description in CCSS audit activity report
Add new cardholder	Add New Cardholder	New cardholder added
Change credit limit (permanent)	Change Permanent Credit Limit	Card permanent credit limit changed from XXXXXX to XXXXXX
Change credit limit (temporary)	Change Temporary Credit Limit	Card temporary credit limit changed from XXXXXX to XXXXXX
Add/remove temporary block	Card Temporary Block	Card Temporary Block [added/removed]
Report card permanently lost/stolen	Card Lost/Stolen	Card reported Lost/Stolen, new card ends in XXXX
Report card permanently lost/stolen	Lost/Stolen Replacement Card	Lost/Stolen replacement card created
Order new plastic	Order New Plastic	New plastic ordered
Permanently close card	Close/Reinstate Card	Card closed
N/A	Close/Reinstate Card	Card reinstated
Request PIN	PIN Request	New PIN requested
Restrict cash	Restrict Cash	Card Cash Block [added/removed]
PIN reset request	PIN Reset	PIN reset requested
Change cardholder name	Change Cardholder Name	Cardholder name changed
Change emboss name	Change Emboss Name	Cardholder embossed name changed
Change cardholder details (employee ID)	Change Employee ID	Employee ID changed from XXXXXX to XXXXXX
Change cardholder details (mobile number)	Change Mobile Number	Mobile number changed from XXXXXXXXXXXX to XXXXXXXXXXXX
Change cardholder details (email address)	Change Email Address	Email address changed
Change cardholder address	Change Cardholder Address	Cardholder address changed
Change transaction limits	Change Transaction Limits	Card transaction limit changed from XXX to XXX
Change account funding option	Change Account Funding Option	Account funding option changed