Commercial Card Self Service

Corporate Card User Guide

Effective 1st February 2024

more
than
money

Contents

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	**2.2.1**
Search for a cardholder	**2.2.2**
Change a credit limit	**2.2.2.1**
Add or remove a temporary block on a card	**2.2.2.2**
Report a card permanently lost or stolen	**2.2.2.3**
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Generate audit activity reporting	**2.2.3**
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Change an account funding option – *Relevant for FlexiPurchase Dynamic Limit Management (DLM) clients only*	**2.2.5**

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	
Remove/ Delete an Authorised Officer	
Reactivate CCSS User Access	
Add/ Remove CCSS Users	
Add Facility to CCSS Users	**Authorised Officer/ NAB Banker**
Change access level to view or full access	
Balance enquiry	
Billing statments	
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	• 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	• 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**.
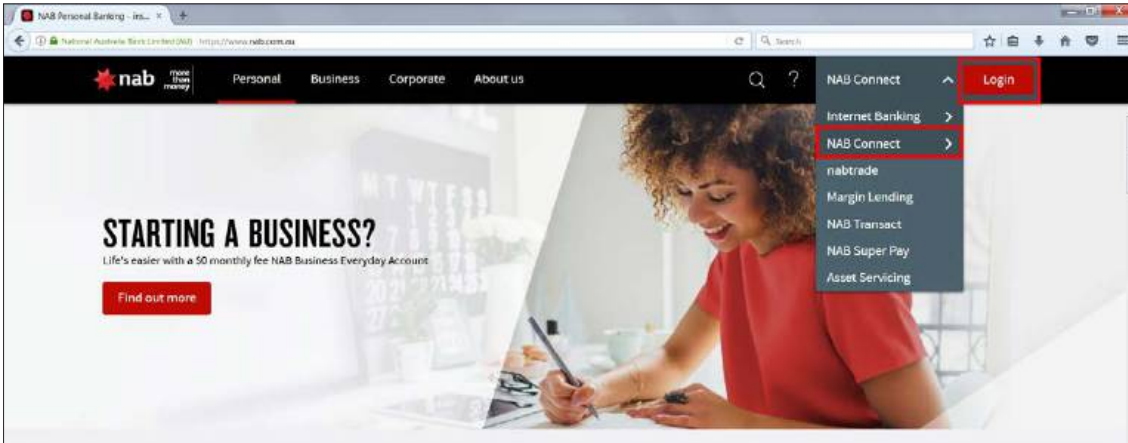
3. The NAB Connect login page is displayed. Enter the following details, then click **Login**:
   - **User ID** – enter your NAB Connect User ID
   - **Password** – enter your 4-digit PIN code into your security token to retrieve your login password
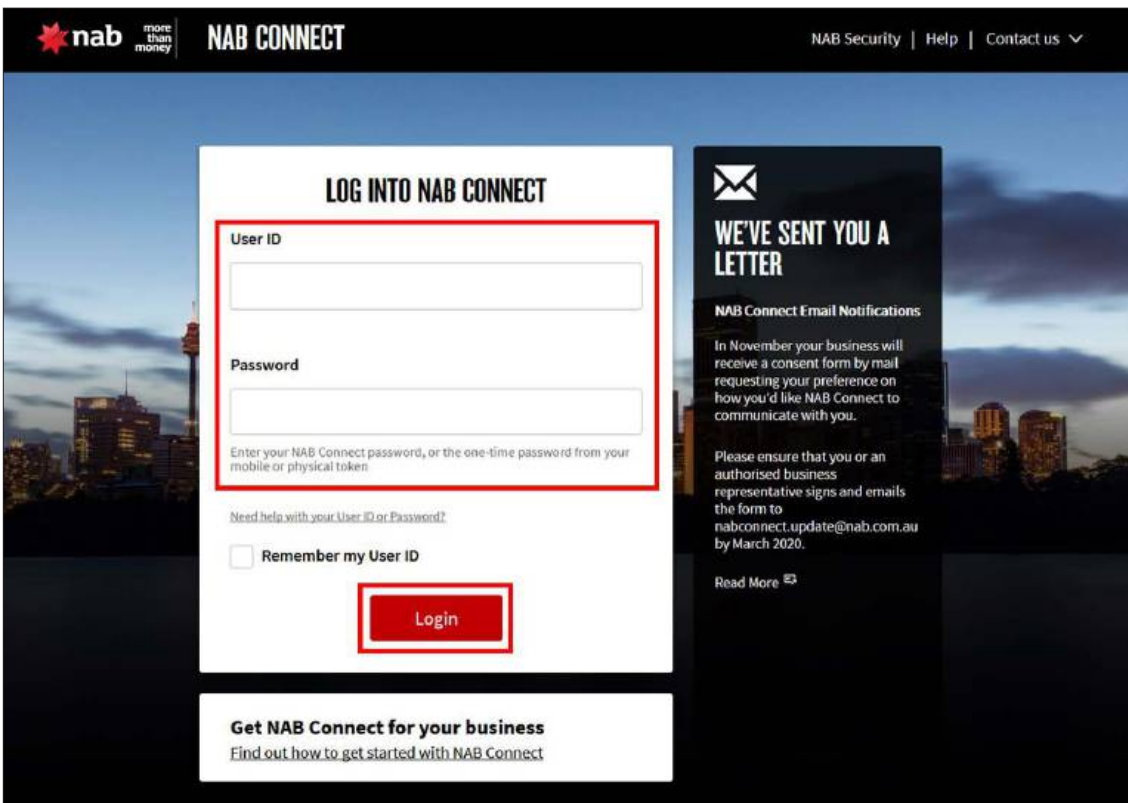
2.2   Access CCSS

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**.
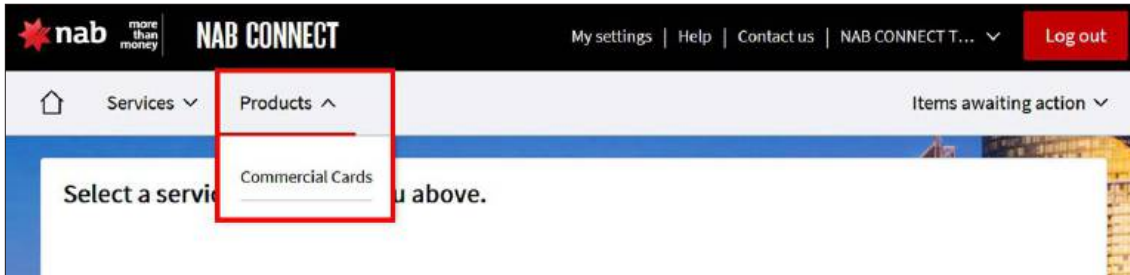
3. If you have access to multiple companies in CCSS, select the **radio button** beside the company you wish to access, then click **Select**. If you only have access to one company in CCSS, this page will not display and you can proceed to step 4.
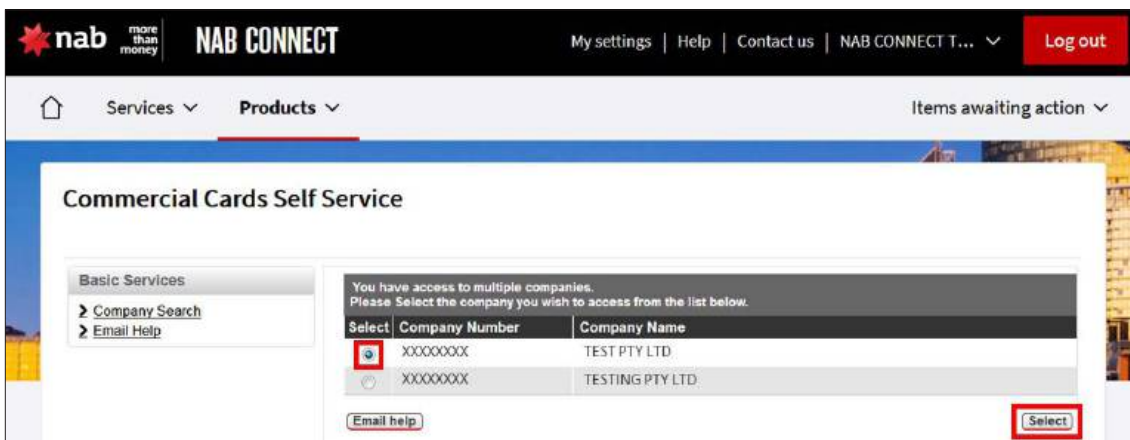
4. The **Company Details** page is displayed.
    *Note: Users with **View Only Access** to CCSS will **not** see the option to add a new cardholder on this screen. They will only be able to perform company, cardholder and transaction searches and generate audit activity reporting in CCSS.*
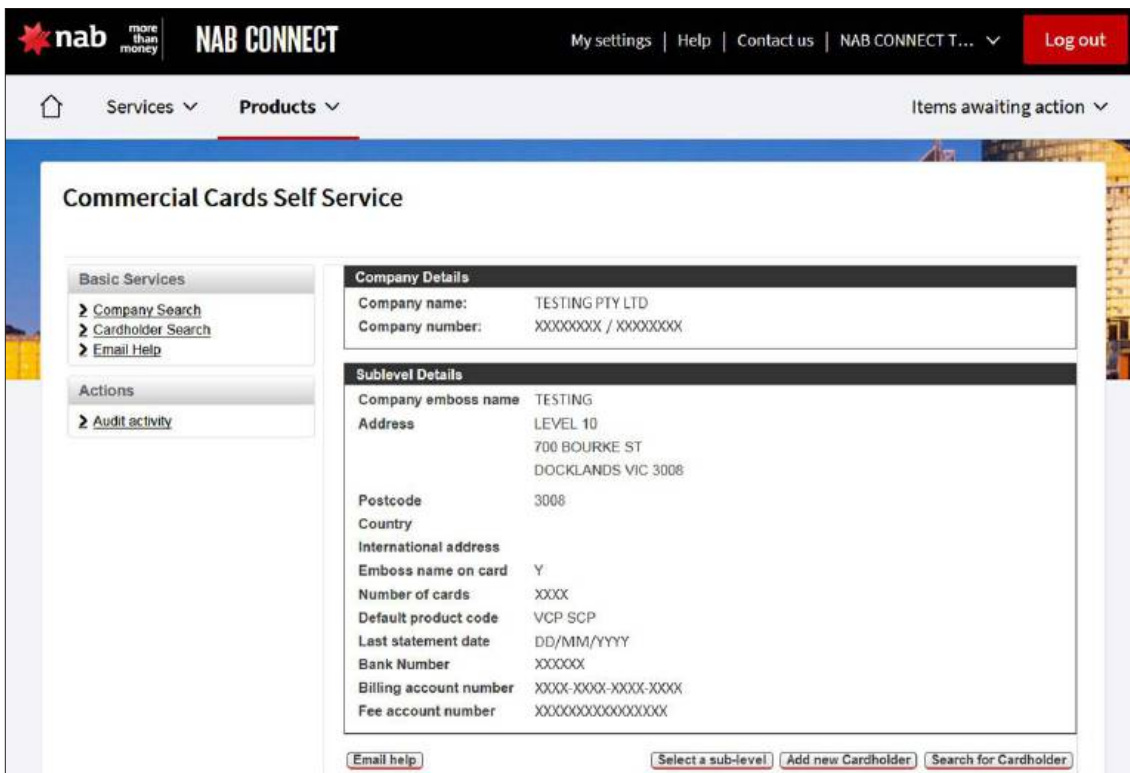
2.2.1 Add a New Cardholder

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**.

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.*

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.*

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
Date of Birth*	Enter the cardholder's date of birth
Credit limit*	Set the total credit limit for the cardholder
Plastic suffix*	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. Enter: • 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 NAB Implementation Manager for the suffix code.
Card type*	The card type is automatically populated for the company you selected on login
PIN required*	Select 'Yes' (default) or 'No' **Note:** *A new card will always require a new PIN.*

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:
	• *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.

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:

1. Access CCSS by following the instructions in sections **2.1** and **2.2**.

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.*

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.

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
Date of Birth*	Enter the cardholder's date of birth
Credit limit*	Set the total credit limit for the cardholder • 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*	Select: • **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*	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. Enter: • **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*	Select 'Yes' (default) or 'No' *Note: A new card will always require a new PIN.*
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.* *Reminder: If 'ZERO LMT CARD' selected as Account Funding Option, select 'Yes' for Restrict Cash Advances.*
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 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:* • *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.

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.

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

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

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.

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.*

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.

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.

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).*

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.

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.

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 accidently 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**.
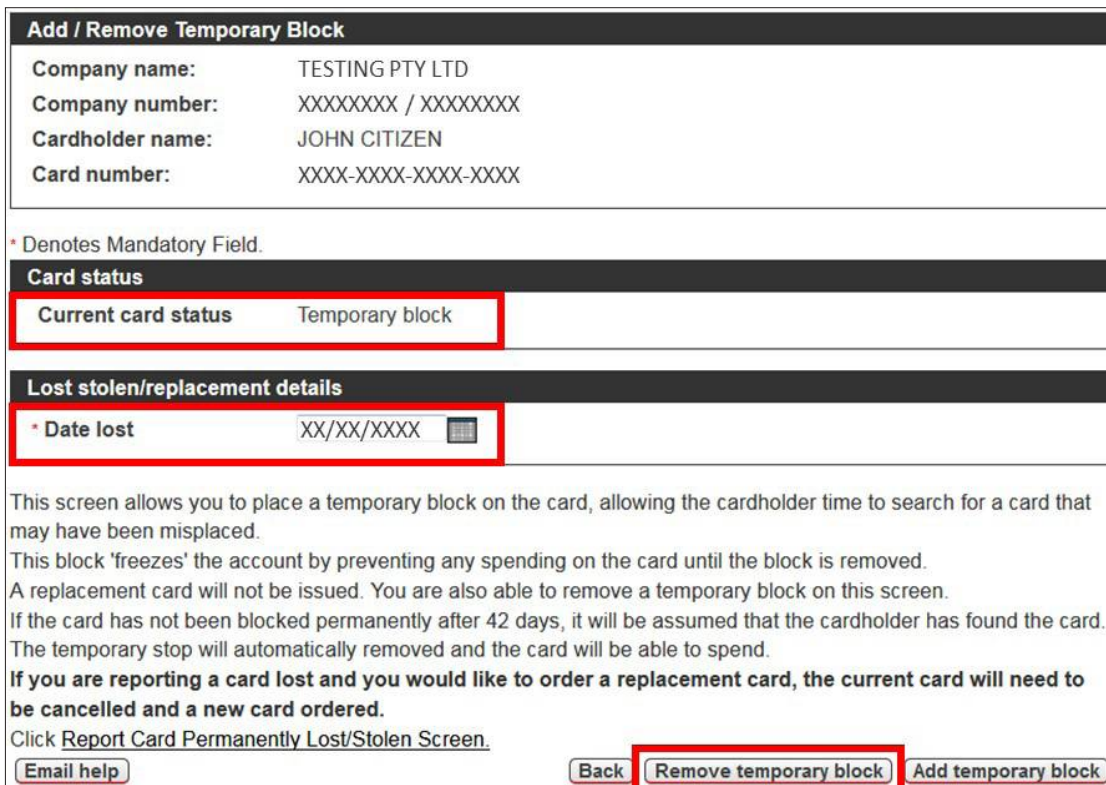
2.2.2.2.1   Add a Temporary Block on a Card

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.

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.

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.

*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**.*
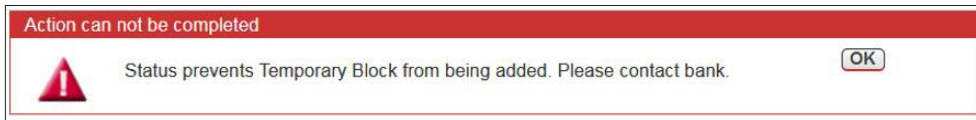
2.2.2.2.2   Remove a Temporary Block on a Card

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.
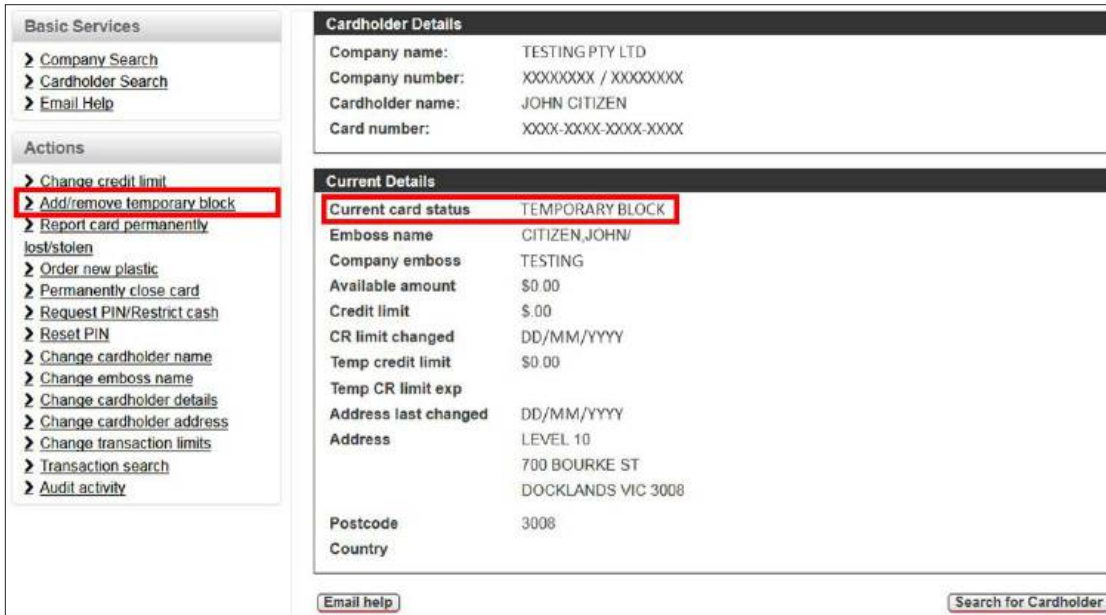
4. The **Add/Remove Temporary Block** page is displayed. The **Current card status** will be 'Temporary block' and the **Date lost** field will be populated with the date the temporary block was originally applied. To remove the temporary block, click **Remove temporary block**.
   *Note: It is not possible to select a past or future date in the **Date lost** field.*

5. 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:

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 **Report card permanently lost/stolen** in the **Actions** menu.
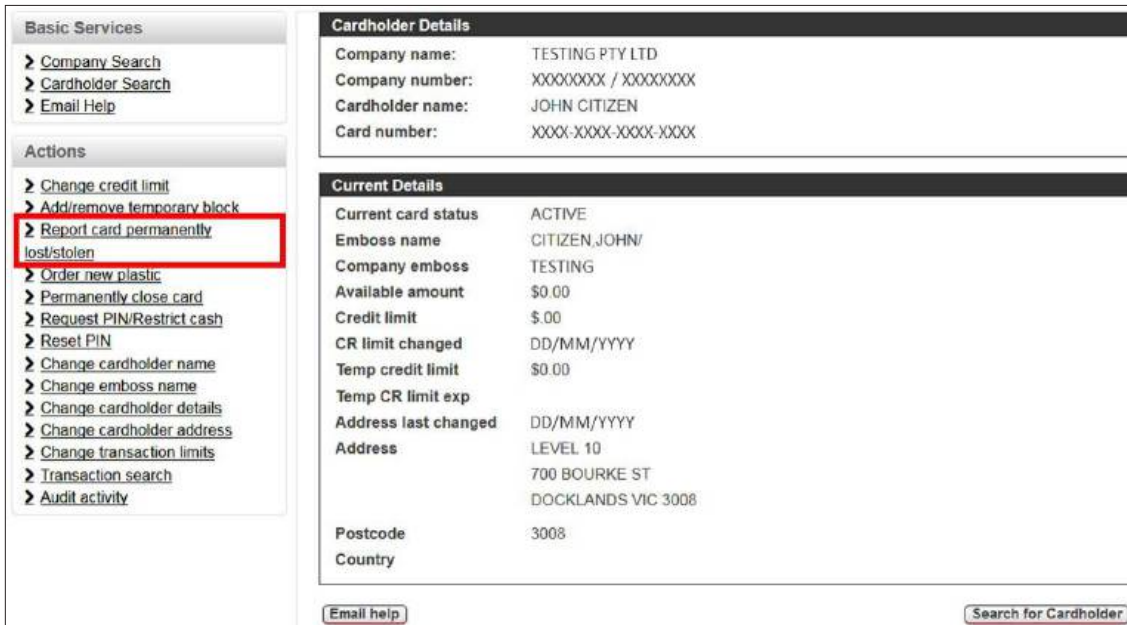
4. The **Report card permanently lost or stolen** page is displayed. Enter the date the card was lost/stolen, select 'Yes' for **Issue replacement card**, then click **Report card lost/stolen**.
   *IMPORTANT: This action will permanently block (i.e. cancel) the card. If the card is temporarily misplaced 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.*

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

6. 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:

1. 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**.
2. In CCSS, update the new card to have a temporary limit of $1.00 by following the instructions in section **2.2.2.1**.
3. In FlexiPurchase, map the new card to the cardholder's account.
4. 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:

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 **Order new plastic** in the **Actions** menu.

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.

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.

4. 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**.*

5. 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.

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:

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 **Request PIN/Restrict cash** in the **Actions** menu.

4. The **Request PIN/Restrict Cash** page is displayed. Complete the following steps, then click **Update Details**.

    a. 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.*

    b. 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:	○Yes ○No
Request New PIN:	◉Yes ○No

New PIN will be sent to address detailed above. If the address is incorrect, please change via the "Change Cardholder Address" screen.

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.

[Email help]   [Back] [Update Details]

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.

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.*

5. 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.

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):

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.

4. 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**.

5. The **Request PIN/Restrict Cash** page is displayed. Complete the following steps, then click **Update Details**.

    a. 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.*

    b. 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.*

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.

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 **corporatecardsupport@nab.com.au** for assistance.*

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

6. 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.

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:

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 emboss name** in the **Actions** menu.

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').

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**.

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.

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.*

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:* • • 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.

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.

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

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

6. 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.

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:

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 transaction limits** in the **Actions** menu.

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.*

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.

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   XX/XX/XXXX ▦
* To date   XX/XX/XXXX ▦   [Go]

Search results	Next

[Email help]　　　　[Back]

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   XX/XX/XXXX ▦
* To date   XX/XX/XXXX ▦   [Go]

Search results			Next
Date processed	**Transaction date**	**Transaction description**	**Transaction amount**
DD/MM/YYYY	DD/MM/YYYY	+MERCHANT NAME	$1.00

[Email help]　　　　[Back]

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.

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.

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 [C]   Middle Initial [____]

Search results   Next

Select	Card number	Cardholder name	Credit limit
⦿	XXXX-XXXX-XXXX-XXXX	CARDHOLDER ONE	$0.00
○	XXXX-XXXX-XXXX-XXXX	CARDHOLDER TWO	$0.00

Activity From Date   XX/XX/XXXX ▦ To Date [____] ▦

Activity Type   -- No Selection -- ▼

User ID/Name   -- No Selection --

[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).*

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: • *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:* • *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**.*

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.

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 Block	XXXX-XXXX-XXXX-XXXX	John Citizen
XX/XX/XXXX	XXXXXXXXXX	User One	Card Temporary Block	Card Temporary Block	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	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:* • *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:* • *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.*

2.2.4 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**.

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.*

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**.

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
Z01	TRAN LMT $500	☐
Z02	TRAN LMT $500 CSH/RSKY $0	☐
Z03	TRAN LMT $1000	☐
Z04	TRAN LMT $1000 CSH/RSKY $0	☐
Z05	TRAN LMT $1500	☐
Z06	TRAN LMT $1500 CSH/RSKY $0	☐
Z07	TRAN LMT $2000	☐
Z08	TRAN LMT $2000 CSH/RSKY $0	☐
Z09	TRAN LMT $2500	☐
Z10	TRAN LMT $2500 CSH/RSKY $0	☐
Z11	TRAN LMT $3000	☐
Z12	TRAN LMT $3000 CSH/RSKY $0	☐
Z13	TRAN LMT $5000	☐
Z14	TRAN LMT $5000 CSH/RSKY $0	☐
Z15	TRAN LMT $10000	☐
Z16	TRAN LMT $10000 CSH/RSKY $0	☐
Z17	TRAN LMT $15000	☐

Table Two – Custom Transaction Limits

Custom Transaction Limit Amount (Enter the Value in AUD)	Select Checkbox if Cash Advance Risky Merchant Block (CSH/RSKY $0) is Required
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐
Click here to enter text.	☐

Table Three – Risky Merchant Category Codes and Descriptions

MCC Code	Risky Merchant Category Description
5933	Pawn Shops
5967	Direct Marketing – Inbound Telemarketing Merchants
7273	Dating & Escort Services
7297	Massage Parlors
7995	Betting, including lottery tickets, casino gaming chips, off-track betting and wagers at race tracks

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 XXXXXXXXXX to XXXXXXXXXX
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