**NBU12603\_NAB\_ConnectCorporateSelfService**

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| MAN | NAB Commercial Cards Self Service, also known as CCSS, is NAB's real-time Corporate Card management tool accessible via NAB Connect. CCSS enables you to perform all corporate card administration activities online, in real-time, in a fully digital platform. No more sending requests and waiting for them to be actioned. This gives you the power to update cards yourself wherever you want, whenever you want, with instant results. You can even create new cards in real time, without any forms sent to NAB.As an online platform that can be accessed 24/7, CCSS gives you the convenience to perform several card administration activities including 1, updating cardholder limits both permanently and temporarily, 2, adding and removing blocks on card, 3, reissuing cards, 4, card closures, 5, PIN requests and resets. You can also run Audit Reporting on administrator activity, which improves control and visibility on card maintenance.Now we will show you how easy it is to perform some key activities in CCSS. To access CCSS, log into NAB Connect using your User ID and Password. Click on the Products tab. Select Commercial Cards to access your Commercial Card Self Service. To order a new Cardholder, select the facility to which the new card should be added to. Click Select. Click on Add new Cardholder. Confirm whether the Cardholder is authorised in this screen. Enter the Cardholder details and click on Add new Cardholder button. A confirmation message with the new card number will be displayed. This card will be printed and sent the next business day. A hassle-free and quick way to order cards.Next, we will run through how to search for a Cardholder. Click on Products tab. Select Commercial Cards to access your Commercial Card Self Service. Select the required facility. Click Select. Next, click on Search for Cardholder. In this screen, you could either use the Search by card number or Search by part of name fields and then click the Go button. If multiple cardholders are displayed, select the required one. Click on View Cardholder details. From here, click on any of the Actions to complete the Card Maintenance activities such as changing limits, card closure, reporting a card permanently stolen, adding or removing a temporary block, or requesting a PIN.To update the credit limit on a card, click on Change credit limit under Actions. Enter the permanent credit limit or set a temporary credit increase amount with an expiry date and click Update limit. Credit limit is updated in real time and a confirmation is displayed. This action allows the cardholder to have instant access to the increased limit.To do a search for Cardholder transactions, click Transaction search option on the Cardholder details page. Enter the date range required and click Go. This will display a list of successful transactions completed during the chosen period. If a Cardholder reports that their card has been lost or stolen, click Report card permanently lost/stolen option on the Cardholder details page. Choose Yes or No for issue replacement card and click Report card lost/stolen. Click on Permanently block card for completing this action. An option to add or remove a temporary block is also available. Click Add/remove temporary block option on the Cardholder details page. According to your need, select Add temporary block or Remove temporary block, and the requested action will be completed in real time.CCSS also provides an Audit Reporting functionality, which provides another level of control and visibility over your card platform. To run an Audit report, click Company Search. If multiple company IDs are displayed, select the required one and choose Audit activity from Actions menu. Enter the date required and click Search. The search result will display the card maintenance activities such as card creations, limit updates and cancelled cards performed during the period.For more details about the exciting CCSS functionalities and how to request your CCSS access, please refer to our guides available on nab.com.au/CCSS. Alternatively, please contact your Business or Transactional Banker for assistance. Thank you. |
| WOMAN | NAB. More than money. |