

# COMMERCIAL CARD SELF SERVICE

## Quick Reference Guide

more  
than  
money



### How to access Commercial Card Self Service on NAB Connect

This Quick Reference Guide outlines **how to request and manage access to Commercial Card Self Service (CCSS)** on NAB Connect. CCSS is a real-time card administration platform available for NAB Corporate/Purchasing Card Accounts.

## HOW TO

1. Apply for NAB Connect
2. Add one or more Security Officer+ users to your NAB Connect site
3. Add the CCSS service to your NAB Connect site
4. Add new CCSS users (as required)

If you have an existing NAB Connect site, Security Officer+ (SO+) user and linked CCSS service, go directly to Step 4 to add new CCSS users.

### 1 Apply for NAB Connect

CCSS is accessed via the NAB Connect portal.

Apply for NAB Connect using one of the NAB Connect application options available on [nab.com.au/business/online-banking/nab-connect/paths-to-apply](https://nab.com.au/business/online-banking/nab-connect/paths-to-apply).

**Note:** SO+ users (Step 2) and the CCSS service (Step 3) can also be added using this form.

### 2 Add Security Officer+ Users

A SO+ user can perform a range of self-service functions in NAB Connect, including:

- Add or remove services, accounts, reports and other related items.
- Add, modify or remove General or Authorising users.
- Add, modify or remove access to available accounts, cards, merchant facilities and existing services for a user.

Add a SO+ user to your NAB Connect site using the **NAB Connect Amendment Form**, available on [NAB Connect Help](#).

**Note:** The CCSS service (Step 3) can also be added using this form.

### 3 Add CCSS Service

CCSS enables users with appropriate access to perform card administration and maintenance activities for one or more NAB Corporate/Purchasing Card Accounts.

Add the CCSS service to an existing NAB Connect site using one of the following options:

- Complete the **NAB Connect Amendment Form**, available on [NAB Connect Help](#) (NAB will call your nominated Company Contact to discuss the service and user access requirements), or
- Have a SO+ user create an **amendment request** in NAB Connect via **Admin > Amendments > Create Request > Add Services** (the SO+ user can also use this form to assign the service to existing accounts and/or users, **pending 100-point identification by NAB**).

## 4

**Add New CCSS Users**

There is one level of administrator access in CCSS which enables the CCSS user to perform card maintenance activities such as order new cards, amend card limits, reorder card PINs, etc. They can also conduct company, cardholder and transaction searches. 100-point identification by NAB is required. Users will also be assigned Card Administrator roles for nominated accounts.

Have a SO+ user complete the following steps to add a new CCSS user in NAB Connect:

1. Create a new General or Authorising user in NAB Connect via **Admin > Users**.
2. Request access to CCSS for the new user via **Services > Secure messages** (select 'User access' or 'Other' in the **Topic** drop-down menu).

**Note:**

- The secure message must include the user's **NAB Connect User ID/Name**.
- Access to CCSS will be provisioned **pending 100-point identification by NAB**.
- Authorising users will already have 100-point identification recorded against their NAB Connect profile.
- General users requesting access to CCSS will need to be 100-point identified by NAB (refer below). Following identification, your SO+ user will need to include the General user's date of birth **AND** residential address in the secure message details.

**100-point identification 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 with the following identification documents:

<b>Primary photographic documents: 70 points each</b>	<b>Primary non-photographic documents: 70 points each</b>
Driver's Licence – Australian Government Issue	Birth Certificate
Passport or Other International Travel Document	Citizenship Certificate
Proof of Age Card	Social Security/Pension Card
<b>Secondary documents: 30 points each</b>	
Australian Taxation Office – Notice	Licence – Paper – Australian Government Issue
Identity Card – Foreign Government Issue	Medicare Card
Identity Card – Tertiary Institution	Rates Notice
Identify Card/Permit Other – Australian Government Issue e.g. boat licence, shooter/firearm licence, etc.	Recipient Abstudy/Austudy
Licence – Other (International/Foreign)	Utility Bill

**Need help?**

For assistance with your NAB Connect site, please contact the NAB Connect Helpdesk on **1300 888 413**.

For help performing self-service functions in NAB Connect, please review the SO+ user Quick Reference Guides available on **[NAB Connect Help](#)**.

For help accessing and using CCSS, please review the CCSS user guide on **[NAB Connect Help](#)** or contact the NAB Client Services Team at **[Client.Services@nab.com.au](mailto:Client.Services@nab.com.au)**.