

Service Request: Reordering Cheque Books

About this guide

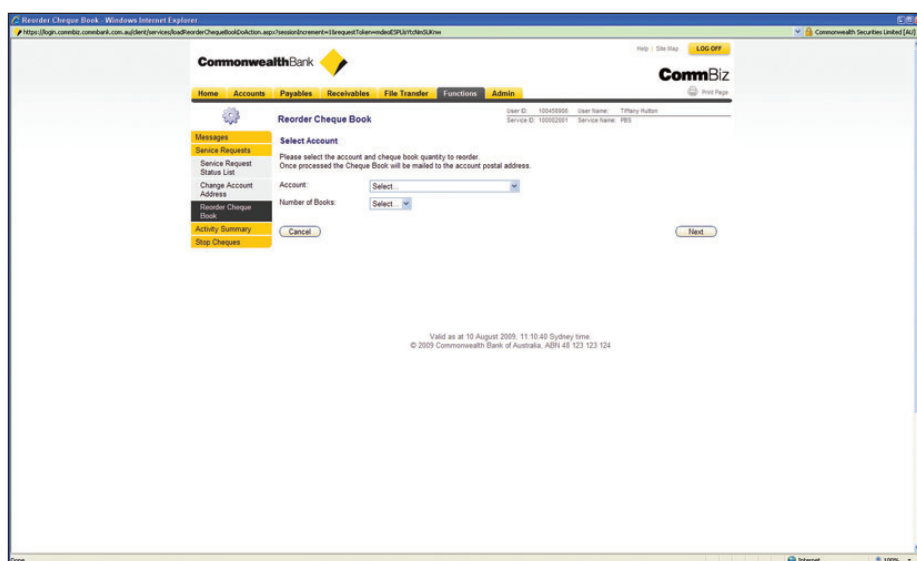
This guide takes you through the process of submitting a Service Request to reorder a cheque book.

Important information

If you are unable to view/create Service Requests in CommBiz, please contact your Administrator to enable the permission. Administrators can refer to the 'Enabling Service Requests' user guide for instructions.

Reordering a cheque book

1. Open your internet browser, visit **www.commbiz.com.au** and log in to CommBiz.
2. On the top menu, click **Functions > Service Requests**.
3. On the left-hand menu, click **Reorder Cheque Book**.
4. The Reorder Cheque Book page is displayed:



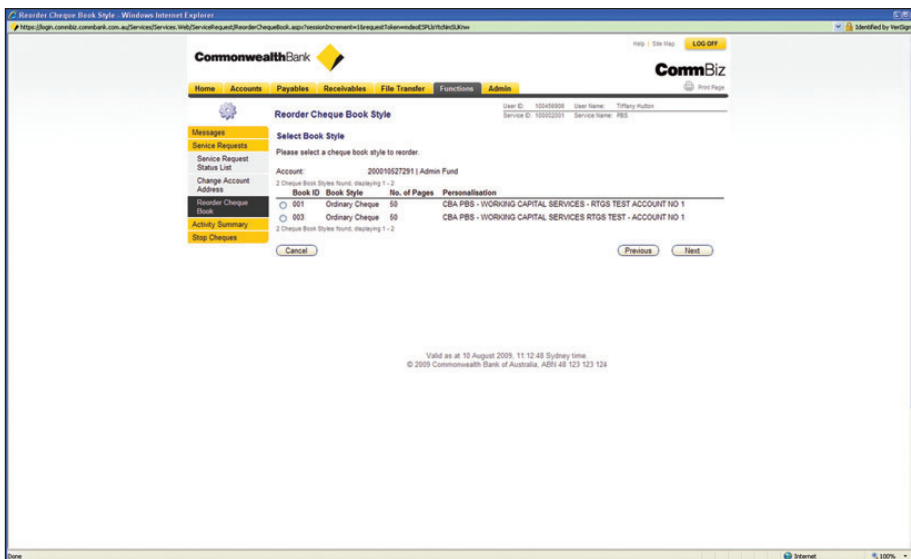
Selecting the account

5. From the dropdown menu, choose the account for which you wish to order a cheque book.

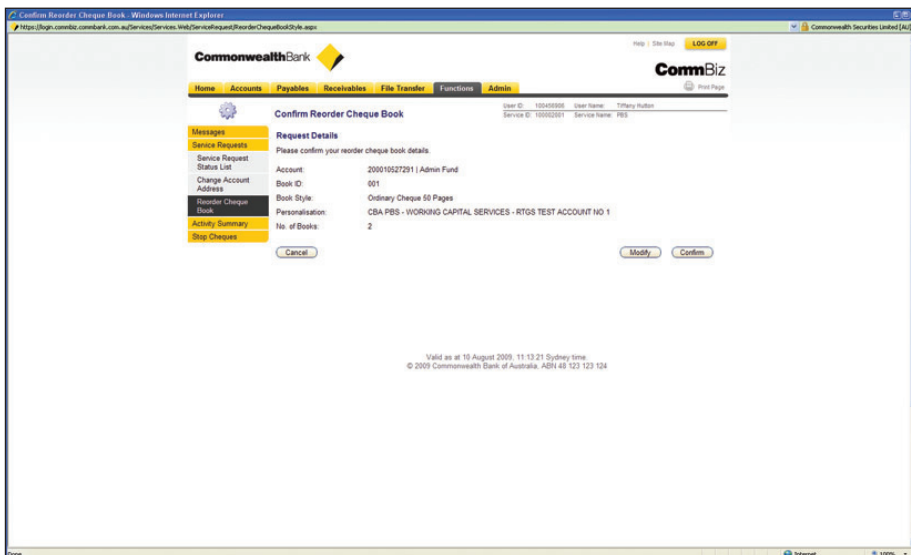
Selecting the number of books

6. From the dropdown menu, choose the number of books you wish to order and click the **Next** button.

- If you have more than one cheque book style available, the Reorder Cheque Book Style page will be displayed. Select your preferred style and click the **Next** button.



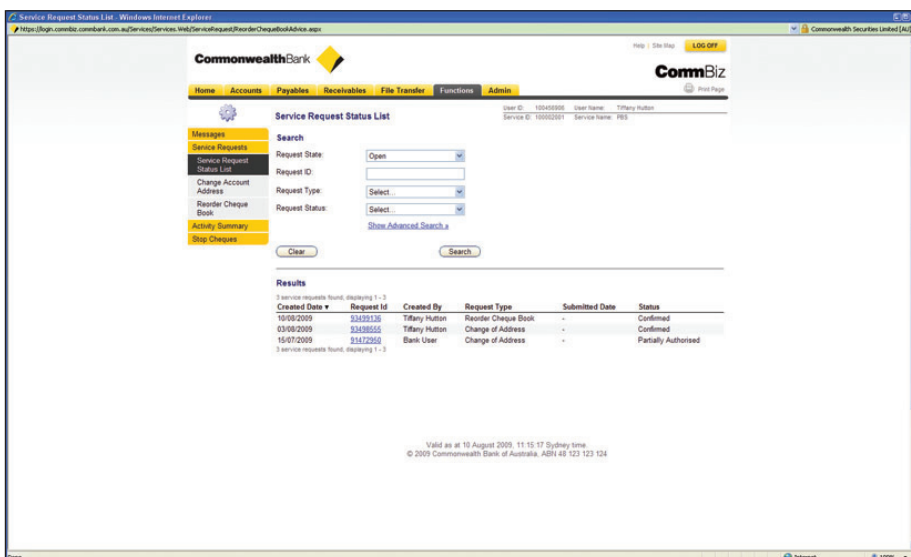
- The Confirm Reorder Cheque Book page is displayed.



9. Check the reorder cheque book details, then click the **Confirm** button.
10. The Reorder Cheque Book Advice page is displayed, advising that the request has been confirmed and is now awaiting authorisation.

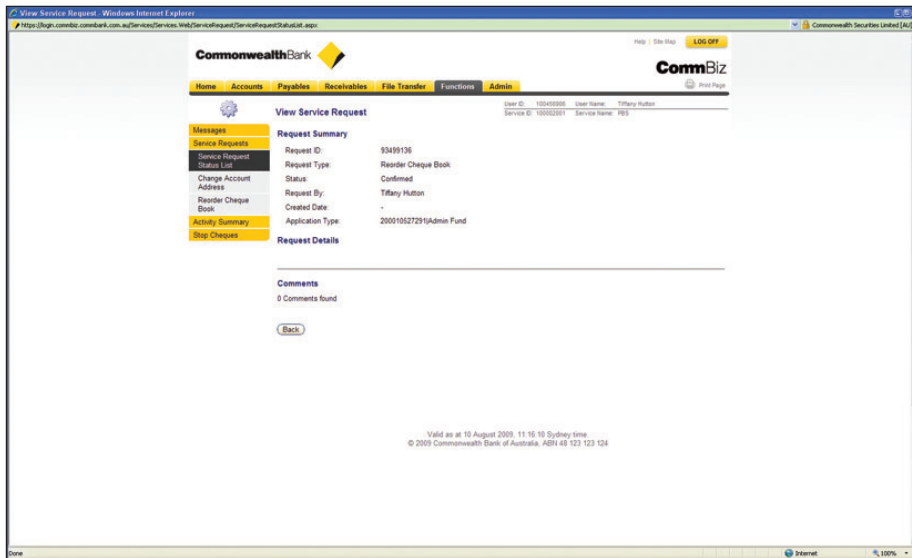


11. Click the **OK** button.
12. The Service Request Status List page is displayed.



Note: You can review, track and locate all service requests created in CommBiz via the Service Request Status List.

13. To track the progress of your Service Request, click on the Request ID from the Service Request Status List. The View Service Request page is displayed.



14. Details regarding the progress of this request are provided by the Bank in the Comments section on this page.