CommBiz User Guide

Adding Non CBA Accounts

About this guide

This guides takes you through the process of adding non Commonwealth Bank of Australia (CBA) accounts to your CommBiz service. Once these accounts are added to CommBiz, you can view account information such as balances and transaction details, and send payment requests from CommBiz to draw funds from non CBA accounts to any bank in the world.

Important

Adding accounts is a maintenance request and requires an additional level of security. You will only be able to add accounts if you been assigned Admin permissions and have a security token.

Your non CBA bank must authorise the Commonwealth Bank to send payment requests and agree to send account reporting information.

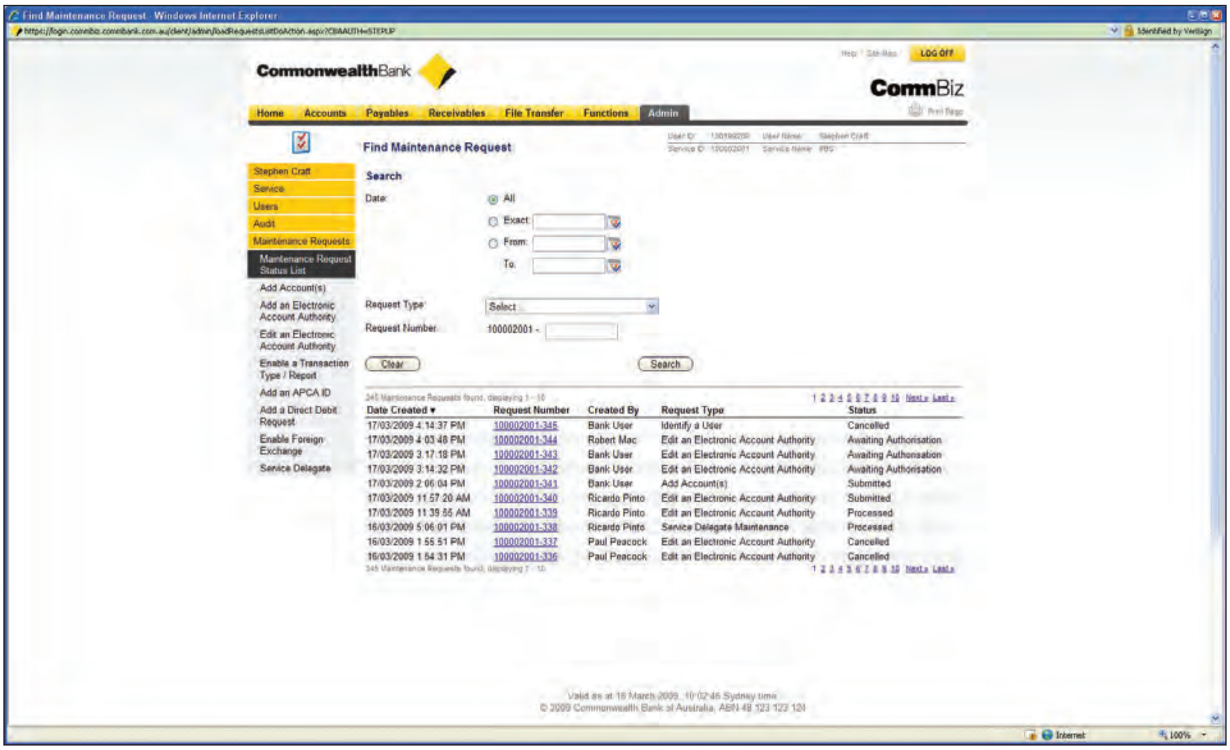
Before you start

Ensure that you have the correct account name and account number for each account you are adding. If you are unsure if the account details are correct please contact your non CBA bank to confirm these details. The formatting of your account number is particularly important to ensure the Commonwealth Bank is able to display your non CBA accounts.

If you want to send non CBA payment requests using CommBiz, as a security measure you also need to send the Bank a signed Electronic Account Authority, stating who has permission to authorise those transactions. (Refer to the Creating non CBA Payment Requests user guide for details).

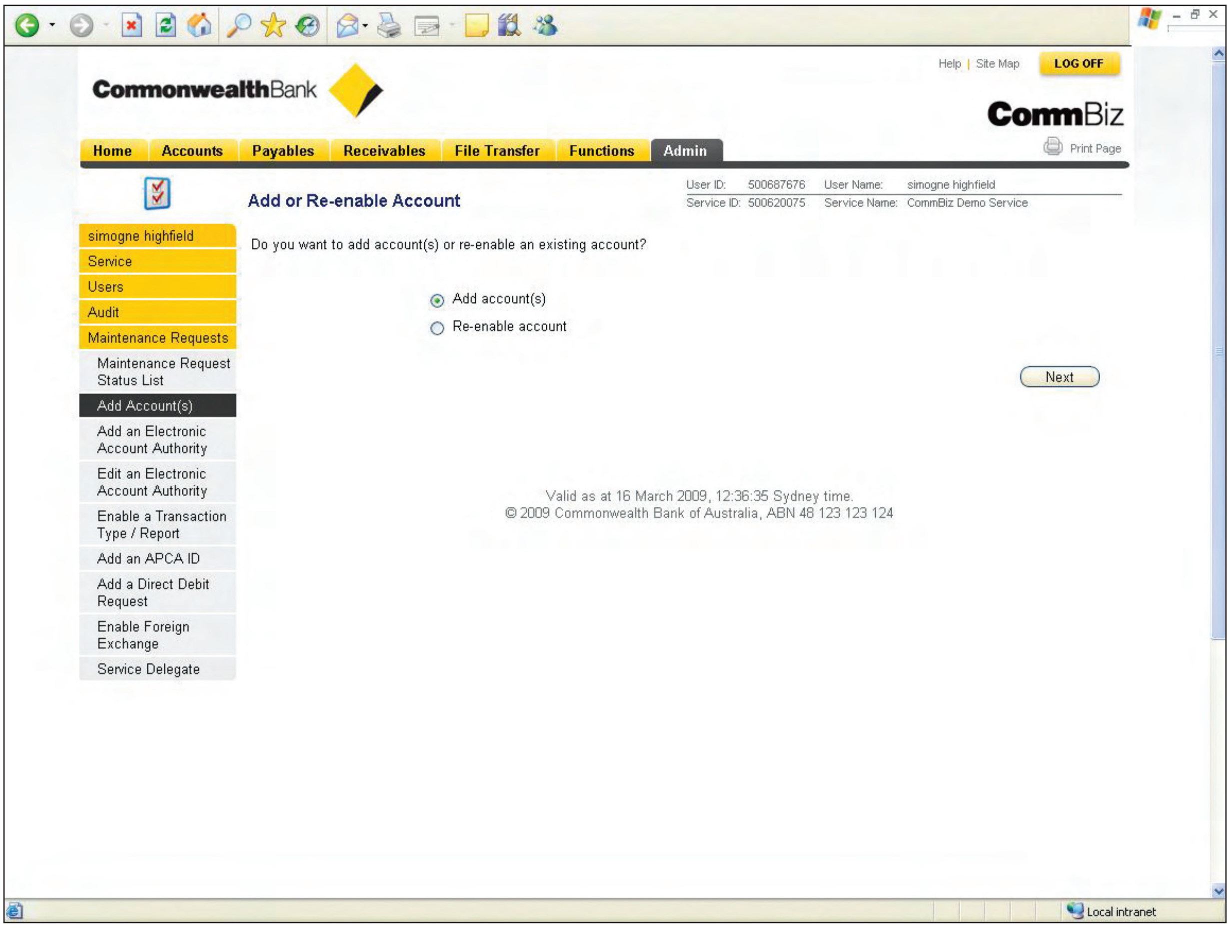
Adding accounts

1. Open your internet browser and visit **www.commbiz.com.au**
2. Login using your password **AND** your token password from your security token.
3. On the top menu, mouse over **Admin**, then select **Maintenance Requests** from the dropdown menu.
4. The **Find Maintenance Request** screen is displayed.



5. On the lefthand menu, click **Add Accounts**.

6. The **Add or Re-enable Account** screen is displayed.

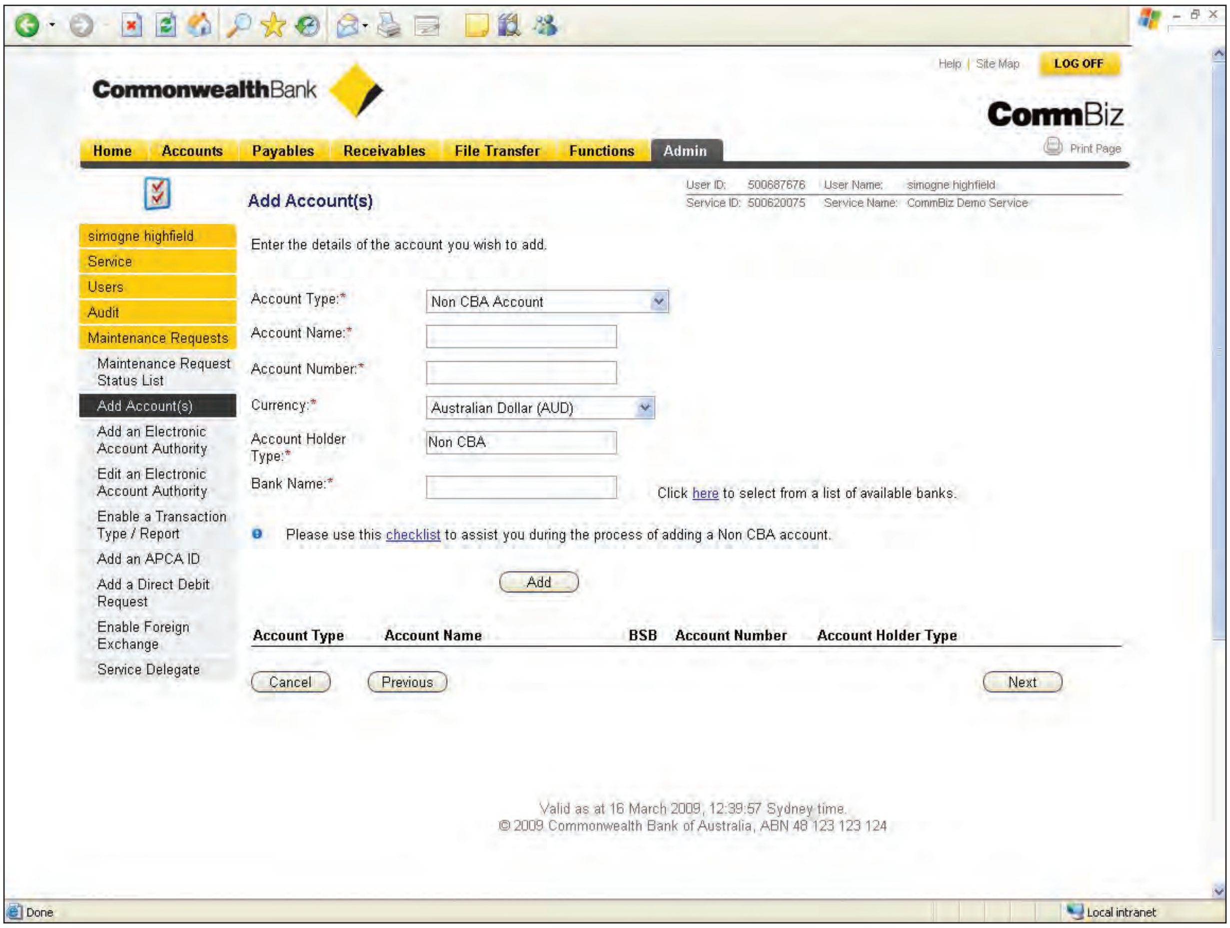


7. Select the **Add Account(s)** radio button, then click the **Next** button.

Adding account details

8. The **Add Account(s)** screen is displayed.

9. Choose ‘Non-CBA Account’ from the Account Type dropdown menu.



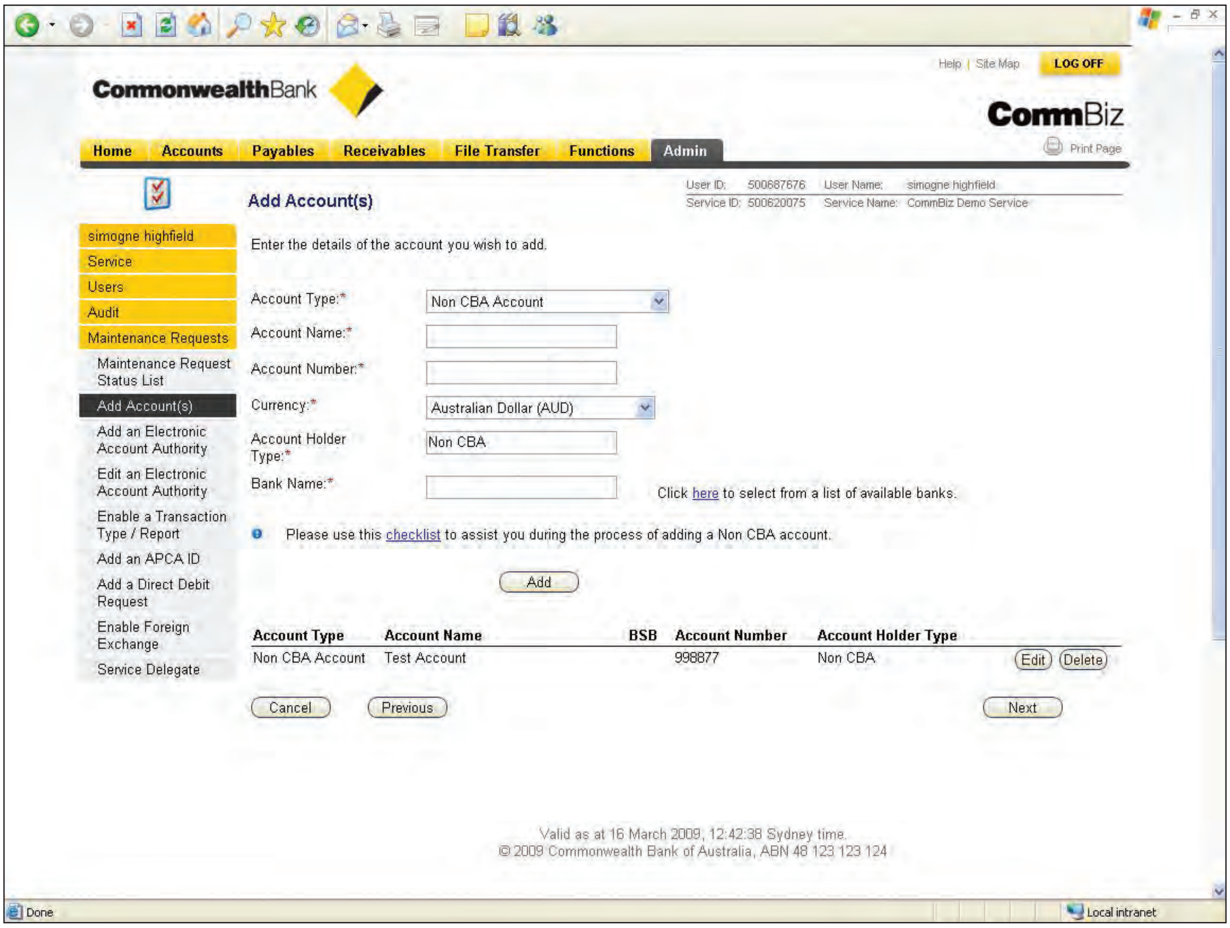
10. You will be prompted to provide the details of the account you are adding. Click on the checklist to make sure you complete the details correctly.

11. Enter the account details, including the account name and account number.

Note: The accurate formatting of your account number is particularly important.

12. Check that all the details you have entered are correct, then click the **Add** button.

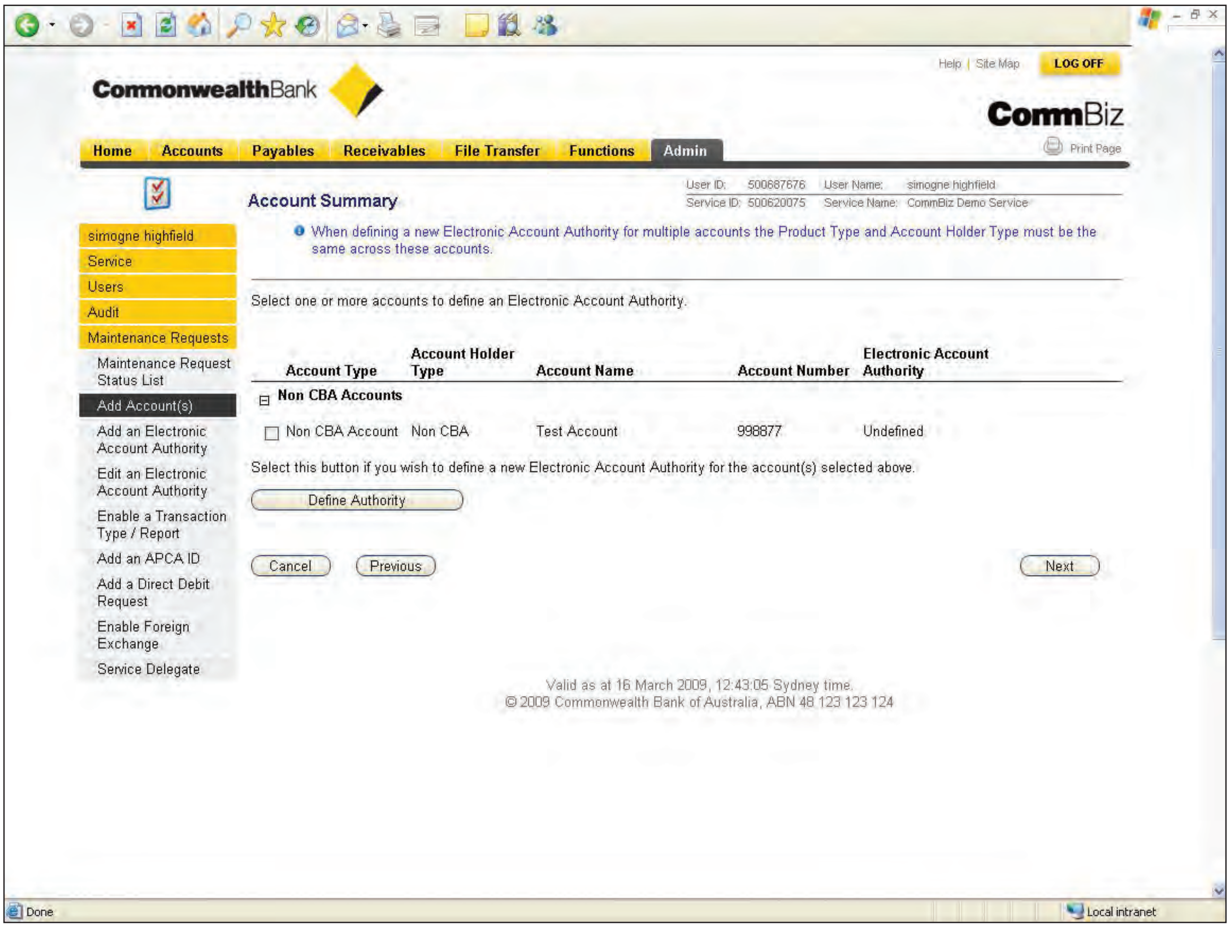
13. Details of the new account are displayed. You can edit or delete the account.



14. To add further CBA or non CBA accounts, simply repeat Steps 9-13 above.

15. Click the **Next** button.

16. The **Account Summary** screen is displayed.



17. To define an Electronic Account Authority (EAA) for the account/s you have added, check the tickbox next to the account/s, then click the **Define Authority** button.

Note: To define an EAA for multiple accounts, the Account Type and Account Holder Type must be the same across these accounts.

Note: If you choose not to define an EAA, click Next and the Confirm Details page is displayed, asking you to confirm that you have not defined the EAA. To define it at this point, simply click the **Modify** button.

Note: If you want to send non CBA payment requests you need to define an EAA. If you choose not to define an EAA, the account/s will be view only.

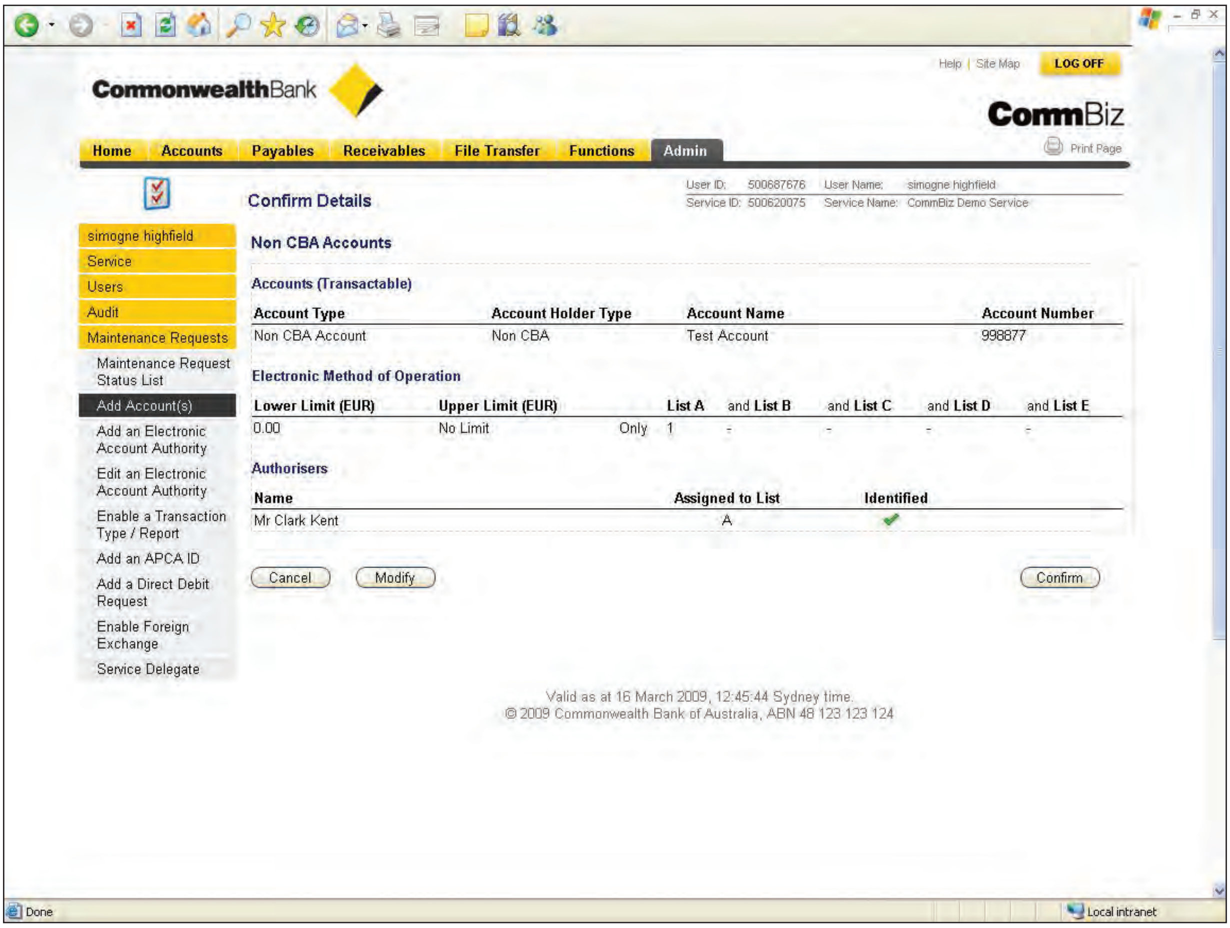
18. The Define Electronic Account Authority screen is displayed. You can define a new EAA, add the account/s to an existing EAA, or copy and edit an existing EAA. All of these options will take you through a series of screens required to define the EAA.

Note: Please refer to the Edit Electronic Account Authority user guide for more details on how to define an EAA.

19. When you have finished defining the EAA, click the **Next** button.

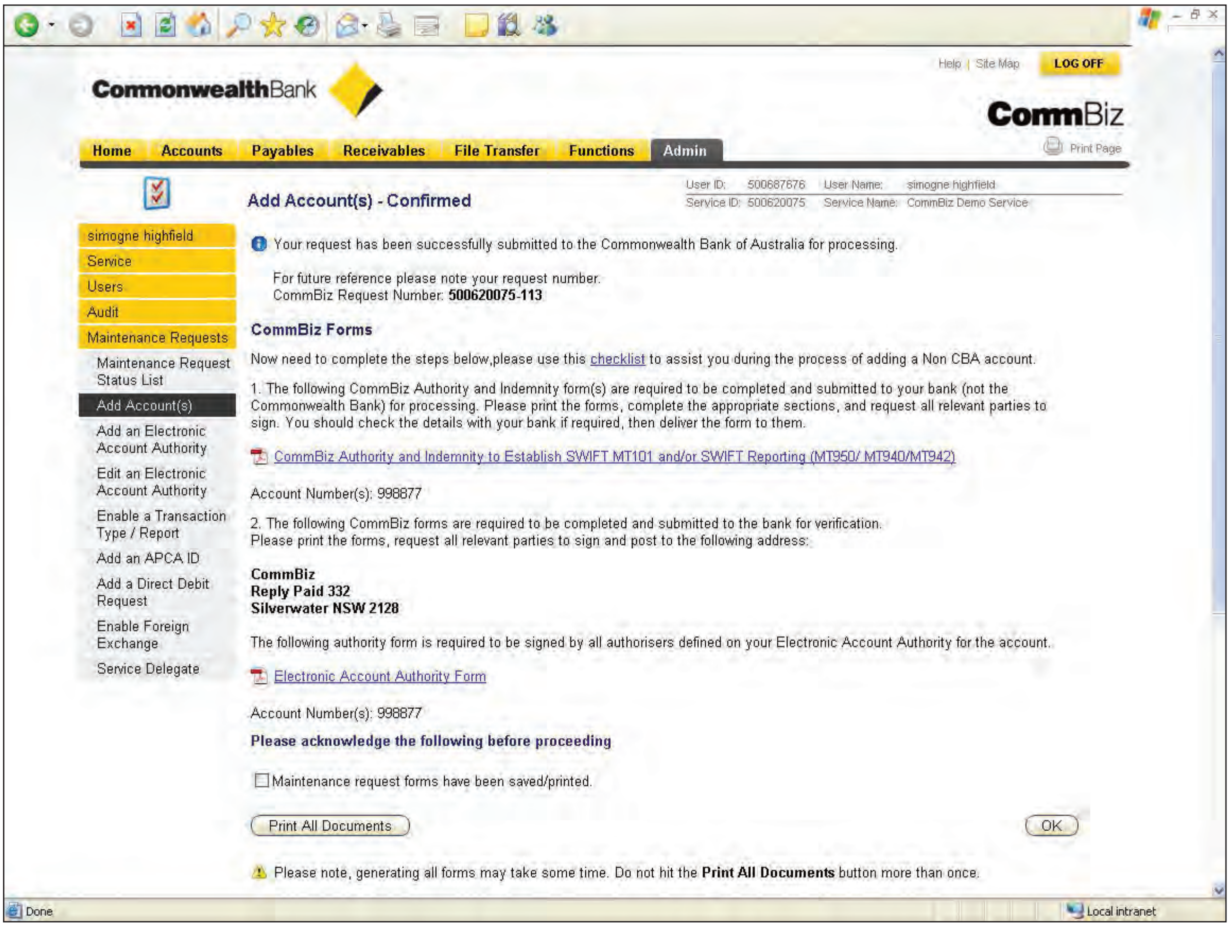
Confirming account details

20. The **Confirm Details** screen is displayed.



21. Check the details and then click the **Confirm** button.

22. The **Add Account(s)** – **Confirmed** screen is displayed.



23. Make a note of your CommBiz request number for future reference.

24. You must print out, complete, sign and return the form(s) shown to your bank (where relevant) and to the Commonwealth Bank before your account/s will be finalised.

25. You must also check the tickbox next to 'Maintenance request forms have been saved/printed' before clicking the **OK** button. You will now be returned to the Find Maintenance Request screen.