

Update CommBiz Address Details

About this guide

This guide takes you through the process of updating the following addresses within CommBiz:

- Token Delivery Address
- The Primary Service Contact's Address

Important Information

A user must have Admin access to update address details within CommBiz. If you do not have Admin access, please speak to an Administrator on your CommBiz service.

It is important to ensure all your details are updated and correct. This will ensure all CommBiz tokens and NetLock devices are securely delivered to the correct location as well as important CommBiz information is sent to the correct mailing address.

Update the Token Delivery Address

1. Open your internet browser, visit commbiz.com.au and log into CommBiz using your login password and your token password.
2. On the top menu, select **Admin > Service**.
3. On the left menu, select **Preferences**.

The screenshot shows the 'View Service Preferences' page in the CommBiz system. The page is titled 'View Service Preferences' and includes a navigation menu on the left with options like 'Home', 'Accounts', 'Payables', 'Receivables', 'File Transfer', 'Functions', 'Insights', and 'Admin'. The 'Admin' menu is selected, and the 'Preferences' sub-menu is active. The 'Name & Contact Details' section is expanded, showing the following information:

Name & Contact Details

Service Display Name: CommBiz Demonstration Live
Service Address:
Company: Commonwealth Bank of Austral
Postal Address: Level 7
201 Sussex Street
Suburb/City: Sydney
State: NSW
Postcode: 2000
Country: Australia
Service Contact:
Title: Mr
First Name: Peter
Last Name: Maddison
Job Title: Executive Manager, CommBiz

Type	Country Code	Area Code	Number
Work	61	02	91186761
Fax	61	02	91180000
Mobile	61		0414649563
Email	peter.maddison@cba.com.au		

4. The Preferences page is displayed. At the bottom of the page, it lists the various Token Delivery Addresses on your service. To change any of these addresses, select the **Edit** button at the bottom of the page.

Security Token Delivery Address(es):

15 addresses found, displaying 1 - 15

Default Address	Recipient ▲	Postal Address	Suburb/City	State	Postcode	Country
	Andrew Williams	Level 3 81 Elizabeth Street	Hobart	TAS	7000	Australia
	Conrad White	Level 15 385 Bourke Street	Melbourne	VIC	3000	Australia
	Darren Galbraith	Level 3 150 St George's Terrace	Perth	WA	6000	Australia
	David Carchidi	Level 2, 2 Dawn Fraser Ave	Sydney Olympic Park	NSW	2127	Australia
	Derek Adams-White	Level 6 10 Dawn Fraser Ave	Homebush	NSW	2140	Australia
	Ian Howarth	Level 11, ASB Bank Centre 135, Albert Street	Auckland		1010	New Zealand
	Merrin Hopkins	Level 6 101 George Street	Parramatta	NSW	2150	Australia
✓	Narinder Singh	Commonwealth Bank Level 4 101 George Street	Parramatta	NSW	2150	Australia
	Paul Peacock	Level 9 240 Queen Street	Brisbane	QLD	4000	Australia
	Ricardo Pinto	Level 7 201 Sussex Street	Sydney	NSW	2000	Australia
	Rick Cave	Level 5 100 King William St	Adelaide	SA	5000	Australia
	Steve Frazer	Level 6 10 Dawn Fraser Ave	Sydney Olympic Park	NSW	2127	Australia
	Steve Jensen	Level 16 363 George Street	Sydney	NSW	2000	Australia
	Steven Aquel	Tower 1, Level 7 201 Sussex Street	Sydney	NSW	2000	Australia
	Vicky Lau	Level 4 120 Pitt Street	Sydney	NSW	2000	Australia

15 addresses found, displaying 1 - 15

[Edit](#)

5. Identify the incorrect Token Delivery Address and select the **Edit** button next to the address that needs to be updated.

Security Token Delivery Address(es):

15 addresses found, displaying 1 - 15

Default Address	Recipient ▲	Postal Address	Suburb/City	State	Postcode	Country	
<input type="radio"/>	Andrew Williams	Level 3 81 Elizabeth Street	Hobart	TAS	7000	Australia	Edit Delete
<input type="radio"/>	Conrad White	Level 15 385 Bourke Street	Melbourne	VIC	3000	Australia	Edit Delete
<input type="radio"/>	Darren Galbraith	Level 3 150 St George's Terrace	Perth	WA	6000	Australia	Edit Delete
<input type="radio"/>	David Carchidi	Level 2, 2 Dawn Fraser Ave	Sydney Olympic Park	NSW	2127	Australia	Edit Delete
<input type="radio"/>	Derek Adams-White	Level 6 10 Dawn Fraser Ave	Homebush	NSW	2140	Australia	Edit Delete
<input type="radio"/>	Ian Howarth	Level 11, ASB Bank Centre 135, Albert Street	Auckland		1010	New Zealand	Edit Delete
<input type="radio"/>	Merrin Hopkins	Level 6 101 George Street	Parramatta	NSW	2150	Australia	Edit Delete
<input checked="" type="radio"/>	Narinder Singh	Commonwealth Bank Level 4 101 George Street	Parramatta	NSW	2150	Australia	Edit
<input type="radio"/>	Paul Peacock	Level 9 240 Queen Street	Brisbane	QLD	4000	Australia	Edit Delete
<input type="radio"/>	Ricardo Pinto	Level 7 201 Sussex Street	Sydney	NSW	2000	Australia	Edit Delete
<input type="radio"/>	Rick Cave	Level 5 100 King William St	Adelaide	SA	5000	Australia	Edit Delete
<input type="radio"/>	Steve Frazer	Level 6 10 Dawn Fraser Ave	Sydney Olympic Park	NSW	2127	Australia	Edit Delete
<input type="radio"/>	Steve Jensen	Level 16 363 George Street	Sydney	NSW	2000	Australia	Edit Delete

- Above the list of Token Delivery Addresses, the details of the address that you selected to edit will be displayed. Update the Token Delivery Address details and click **Add**.

Security Token Delivery Address(es):

Recipient:

Postal Address:

Suburb/City:

State:

Postcode:

Country:

Security Token Delivery Address(es):

14 addresses found, displaying 1 - 14

Default Address	Recipient	Postal Address	Suburb/City	State	Postcode	Country	
<input type="radio"/>	Andrew Williams	Level 3 81 Elizabeth Street	Hobart	TAS	7000	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Conrad White	Level 15 385 Bourke Street	Melbourne	VIC	3000	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Darren Galbraith	Level 3 150 St George's Terrace	Perth	WA	6000	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	David Carchidi	Level 2, 2 Dawn Fraser Ave	Sydney Olympic Park	NSW	2127	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Derek Adams-White	Level 6 10 Dawn Fraser Ave	Homebush	NSW	2140	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Ian Howarth	Level 11, ASB Bank Centre 135, Albert Street	Auckland		1010	New Zealand	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Merrin Hopkins	Level 6 101 George Street	Parramatta	NSW	2150	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

- If you need to update other Token Delivery Addresses, repeat steps 5 – 6.

- At the bottom of the page, select the **Save** button.

<input type="radio"/>	Darren Galbraith	Level 3 150 St George's Terrace	Perth	WA	6000	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	David Carchidi	Level 2, 2 Dawn Fraser Ave	Sydney Olympic Park	NSW	2127	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Derek Adams-White	Level 6 10 Dawn Fraser Ave	Homebush	NSW	2140	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Ian Howarth	Level 11, ASB Bank Centre 135, Albert Street	Auckland		1010	New Zealand	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Merrin Hopkins	Level 6 101 George Street	Parramatta	NSW	2150	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input checked="" type="radio"/>	Narinder Singh	Commonwealth Bank Level 4 101 George Street	Parramatta	NSW	2150	Australia	<input type="button" value="Edit"/>
<input type="radio"/>	Paul Peacock	Level 9 240 Queen Street	Brisbane	QLD	4000	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Rick Cave	Level 5 100 King William St	Adelaide	SA	5000	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Steve Frazer	Level 6 10 Dawn Fraser Ave	Sydney Olympic Park	NSW	2127	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Steve Jensen	Level 16 363 George Street	Sydney	NSW	2000	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Steven Aquel	Tower 1, Level 7 201 Sussex Street	Sydney	NSW	2000	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="radio"/>	Vicky Lau	Level 4 120 Pitt Street	Sydney	NSW	2000	Australia	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

14 addresses found, displaying 1 - 14

- The Confirmation page will be displayed. Check the new details are correct and select the **Confirm** button.

The screenshot shows the 'Preferences' page in the CommBiz system. At the top, there are navigation tabs: Home, Accounts, Payables, Receivables, File Transfer, Functions, Insights, and Admin. The 'Admin' tab is selected. On the left, a sidebar menu lists various options, with 'Preferences' highlighted. The main content area displays 'Confirm Save' and asks the user to confirm the following preferences details:

Security Token Delivery Addresses

Modification	Default Address	Recipient	Postal Address	Suburb/City	State	Postcode	Country
Modified		Ricardo Pinto	Level 7 201 Sussex Street	Sydney	NSW	2000	Australia

At the bottom of the page, there are three buttons: 'Cancel', 'Modify', and 'Confirm'.

Update the Primary Service Contact

- On the top menu, select **Admin > Service**.
- On the left menu, select **Preferences**.
- The Preferences page is displayed. At the top of the page, it lists the Primary 'Service Contact' details for your service. Select the **Edit** button at the bottom of the page.
- Update the 'Service Address' and 'Service Contact' details.

The screenshot shows the 'Edit Service Preferences' page in the CommBiz system. The 'Admin' tab is selected, and the 'Service' option is chosen from the left sidebar. The main content area displays the 'Name & Contact Details' section, which includes the following fields:

- Service Display Name: CommBiz Demonstration Live
- Service Address:
 - Company: Commonwealth Bank of Austr
 - Postal Address: Level 7, 201 Sussex Street
 - Suburb/City: Sydney
 - State: NSW
 - Postcode: 2000
 - Country: Australia
- Service Contact:
 - Title: Mr
 - First Name: Peter
 - Last Name: Maddison
 - Job Title: Head of CommBiz


At the bottom, there is a table for contact numbers:

Type	Country Code	Area Code	Number
Work	61	02	91180000
Fax	61	02	91180000
Mobile	61		0414123456
Email	commbiz@cba.com.au		

- Click the **Save** button at the bottom of the page.

- The Confirmation page is displayed. Check the updated details are correct and select the **Confirm** button.

The screenshot shows the Commonwealth Bank CommBiz Admin interface. At the top, there is a navigation bar with links for Home, Accounts, Payables, Receivables, File Transfer, Functions, Insights, and Admin. The Admin menu is currently selected. On the right side of the header, there are links for Print Page, Contact Us, Site Map, Help, and LOG OFF. The main content area is titled 'Preferences' and includes a 'Confirm Save' section. Below this, there is a 'Name & Contact Details' section with a 'Channel Display Name' field set to 'CommBiz Demonstration Live'. A 'Channel Contact' table is displayed with one entry for Peter Maddison, Head of CommBiz, with contact details for phone, mobile, and fax. At the bottom of the page, there are 'Cancel', 'Modify', and 'Confirm' buttons.

CommonwealthBank  Print Page | Contact Us | Site Map **Help** LOG OFF

CommBiz

Home **Accounts** **Payables** **Receivables** **File Transfer** **Functions** **Insights** **Admin**

Preferences User ID: 10058724 User Name: David Howe
Service ID: 100002001 Service Name: CommBiz Demonstration Live

David Howe **Confirm Save**

Service Please confirm the following preferences details.

Accounts

Transaction Types

Receivable Reports

Preferences Channel Display Name: CommBiz Demonstration Live

Direct Debit Requests

Channel Contact

Name	Job Title	Phone Number	Mobile Number	Fax Number	Email
Peter Maddison	Head of CommBiz	61 (02)91180000	61 0414123456	61 (02)91180000	commbiz@cba.com.au

- The Primary Service Contact address details have been updated.