

**FREQUENTLY ASKED QUESTIONS – PURCHASE CARD TRANSITION  
FROM ANZ TO NAB**

**1. Can I use my ANZ purchase cards over school holidays?**

Yes, ANZ purchase cards can be used up to and including 28 January 2019.

**2. Do we have to cancel all of our ANZ cards to get ready for the transition to NAB?**

No. The Department will organise the cancellation of all ANZ Cards. Schools can destroy the ANZ purchase card by cutting the card through the security chip and signature. Dispose of the card segments in the bin. Do not send the old card, or pieces of card, to the Card Administrator.

**3. We have recurring debits set up on ANZ purchase cards. When do I change my recurring debits set up from ANZ to NAB?**

ANZ purchase cards are in operation until 28 January 2019. All recurring debits arrangements from 29 January 2019 onwards must be set up on NAB purchase cards. We would recommend you to review and have this information ready. This will enable you to transfer your arrangements from ANZ to NAB purchase cards in a timely manner.

**4. Will I be able to access ANZ E-Management after 28 January 2019?**

Yes, it will be available until 28 February 2019.

**5. What happens if we have a credit balance on our ANZ account? Will it be transferred to NAB or will we get the credit paid back to us?**

The credit balance on your ANZ account will be transferred to the school's bank account after the cards are cancelled.

**6. What is NAB Connect and when will I get access to it?**

NAB Connect is similar to ANZ E-Management.

It enables you to:

- Download your monthly statements – By default, the Principal and Manager Corporate Services at all schools will be provided access to NAB Connect to download monthly statements from 29 January 2019; and
- Manage purchase cards at your school – Schools that have expressed an interest in their survey to manage the purchase cards will be contacted in

Term 1, 2019. Schools that chose not to undertake their purchase card administration can email [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au) to opt in for this option.

**7. Will current ANZ forms be replaced with new forms to increase/decrease facility limit, cancel cards, apply for new cards etc.?**

Yes, we are in the process of drafting new forms for NAB purchase card administration. These forms will be available on IKON from 29 January 2019 onwards. We will notify schools as soon as the forms are available for use.

**8. How do I obtain NAB Connect access for other school staff?**

Please complete the NAB Corporate Card Facility Authorisation Form and email it to [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au) if you require other school staff to have access to NAB Connect.

**9. Will I get training on NAB Connect?**

Instructions on accessing NAB Connect and downloading statements will be posted on IKON prior to 29 January 2019.

**10. What is NAB FlexiPurchase and when will I get access to it?**

NAB FlexiPurchase is similar to ANZ Expense Manager. It enables you to acquit and approve transactions online. Schools that have expressed an interest in their survey to implement FlexiPurchase will be contacted in Term 1, 2019 to discuss implementation. Schools that chose not to implement FlexiPurchase can email [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au) to opt in for this option.

**11. When will I receive the NAB purchase cards?**

All existing ANZ purchase cards will be replaced by NAB purchase cards. All schools will receive the following in November 2018 and December 2018.

- NAB cardholder listing;
- NAB purchase cards; and
- NAB purchase cards pins.

If you have not received your replacement cards by 4 December 2018 please email [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au).

Pins will be sent out shortly after.

**12. Do I have to activate the NAB purchase cards?**

No, the purchase cards have been activated by NAB. Please ensure that the cards are not used prior to 29 January 2019.

**13. What should I do with the NAB cardholder listing?**

- Obtain cardholders signature on the NAB cardholder listing at the time of issuing the cards and PINs.
- Destroy purchase cards that are not required and make a note of it in the NAB cardholder listing as 'card destroyed'.
- Once you have issued all your cards and PINs, please scan and email the NAB cardholder listing to [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au) and file the original at your school. Please email us the listing by 28 February 2019. If the cardholder is on leave and you are unable to obtain their signature, make a note 'on leave' in the listing against the cardholder name.
- Email us the updated listing once you have obtained all the signatures by End of Term 1, 2019.

**14. When should I issue the NAB purchase cards to the cardholders?**

We recommend that NAB purchase cards are issued to staff on the first day back at school in Term 1, 2019. Please advise staff that NAB purchase cards must not be used prior to 29 January 2019.

**15. When can I use my new NAB credit card?**

All staff must use NAB purchase cards from 29 January 2019 onwards.

**16. A staff member requires a NAB card ready for the start of Term 1, 2019. They currently do not currently hold an ANZ card. How do I arrange for the issue of a NAB card for this person?**

Please complete and email the NAB Purchase Card Application Form for Schools to [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au).

**17. I have received a NAB credit card for someone no longer at the school, how do I cancel their card?**

Please destroy the NAB purchase card (refer response to question 2 on how to destroy the card) and make a note of it in the NAB cardholder listing as 'card destroyed'.

**18. Where do I find my Comp ID and Billing Number?**

The Comp ID is a unique identifier for each school and is linked to a Billing Account Number. This information is available on the cardholder listing.

**19. The staff name is incorrectly spelt on the purchase card. How do I order a new card with the correct name?**

Please email the details below to [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au) to obtain a new card. Details required:

- School's Billing Account Number. This will be listed on the cardholder listing sent to schools.
- Last 6 digits of the purchase card.
- Correct Name – First Name and Last Name only.

**20. Are existing or new cardholders required to undertake an ID verification (100 point check) to obtain NAB purchase cards?**

No, the cardholders do not have to undertake a 100 point check. The process of issuing cards will be the same as current process.

**21. When do people listed in Appendix A of the Customer Contract Order Form need to have the ID verification (100 point check) done by NAB?**

We would recommend that you complete the 100 point check prior to February 2019 and email your CRN number to [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au).

You can complete this check by attending a NAB branch. If you do not have access to a local NAB branch, you can email a certified copy of your 100 point check documents e.g. Driver's Licence and Medicare Card to [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au).

Please click on the link below for list of documents that qualify for a 100 point check - [https://www.nab.com.au/content/dam/nabrwd/business/accounts/documents/kyc-checklists/100\\_Pts\\_Checklist1.pdf](https://www.nab.com.au/content/dam/nabrwd/business/accounts/documents/kyc-checklists/100_Pts_Checklist1.pdf).

**22. Will I have the same 'Authorise to Enquire' access with NAB that I have with ANZ?**

- Principals and Manager Corporate Services by default will have the authorisation to make enquires related to the purchase cards at their school.

- Schools that completed Appendix A of the Customer Contract Order Form (CCOF) – All staff listed in Appendix A will be authorised to enquire on behalf of other cardholders.
- Schools that did not complete Appendix A of CCOF, or schools that would like to remove people appointed in Appendix A of CCOF - You are required to complete the 'NAB Corporate Card Facility Authorisation Form' and email it to [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au).

**23. I have started receiving NAB purchase card statements, what do I do?**

These statements are being automatically generated as your school facility has been set up by NAB. Please ensure that your school street address and facility limit is accurate. Please file these statements. Please email [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au) if you have any questions.

**24. My School 'Facility Limit' appears incorrect on the NAB Statement, how do I correct this?**

Please email [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au) and we will update the facility limit. This process will be in place until 28 January 2019 and after that schools are required to complete an appropriate form to correct errors.

**25. What happens if the new NAB statement is addressed to the wrong person?**

No action required. The statements from January 2019 will be addressed to position title 'Manager Corporate Services'.

**26. Will the billing cycle change now we are with National Australia Bank?**

The billing cycle will remain the same starting on the 29<sup>th</sup> of the month and ending on the 28<sup>th</sup> each month. As they do now, credit card and facility limits will reset from the 29<sup>th</sup> of each month. The direct debit will occur the following working day.

Note:

If the 28<sup>th</sup> falls on a Saturday, the cycle date is brought forward to the Friday.

If the 28<sup>th</sup> falls on a Sunday, the cycle date is pushed out to the Monday.

If the 28<sup>th</sup> falls on a national public holiday, the cycle date is brought forward to the earliest business day.

**27. Can the Billing Cycle be changed?**

Unfortunately, the billing cycle is stipulated by the bank and cannot be changed.

**28. I am a new school, how do I setup my NAB corporate card facility?**

Please email [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au) and we will provide you a Customer Contract Order Form to set up your NAB corporate card facility.

**FAQs for schools currently using ANZ Expense Manager**

**1. Will I be able to access ANZ Expense Manager after 28 January 2019?**

Yes, it will be available until 28 February 2019. We will work with ANZ to extract the data from ANZ Expense Manager and provide it to schools. Please ensure your staff acquit their expenses as soon as possible and lodge any disputes in a timely manner.

**2. Will NAB provide an electronic system similar to ANZ Expense Manager to acquit transactions?**

Yes, all schools currently using ANZ Expense Manager will be transitioned to NAB's FlexiPurchase system. NAB FlexiPurchase system enables cardholders to acquit transactions online and provide supporting documents.

**3. Will the card administrator be able to view transactions on FlexiPurchase and view/extract invoices if the purchase card has been cancelled? If yes, for how long?**

Yes. Although a card may be closed, administrators will still be able to access historical transactions and images of closed cards, as long as the card/user has not been deleted by the administrator. An administrator will be able to access the data for as long as they have access to FlexiPurchase.

**4. How long does NAB stores/archives the copy of invoices/attachment on its NAB FlexiPurchase system?**

The images are stored by Fraedom in their data warehouse in Sydney, and backed up in the US, for a minimum period of 10 years.

If you have any other questions please email [cardadministrator@education.wa.edu.au](mailto:cardadministrator@education.wa.edu.au).