Business Online – ‘Getting Started’ Guide

REFERENCE DOCUMENT

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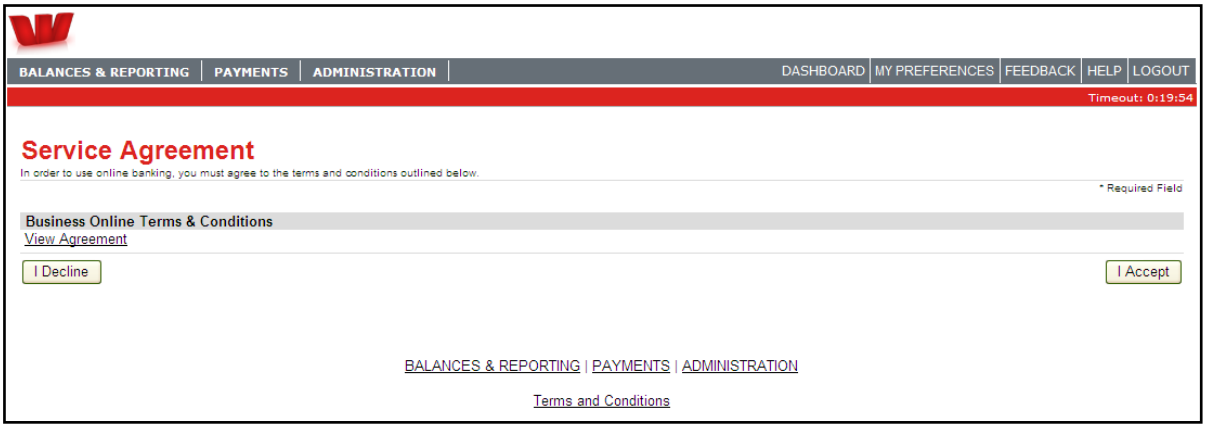
First Time Login

Logging into Business Online for the first time will require you to complete the following one-time tasks.

1. You will be asked to accept the 'Terms and Conditions' of use:

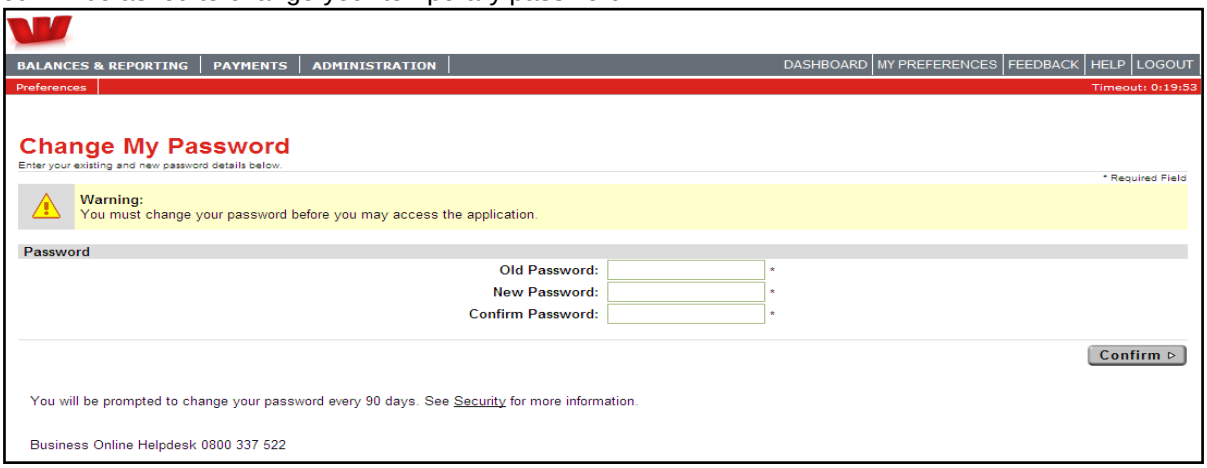


To view the Terms & Conditions click the 'View Agreement' link.

Important! The Terms & Conditions of use contain important details about the responsibilities of users in Business Online. These Terms and Conditions can be viewed at any time via the link at the bottom of each page or on the Westpac website.

To continue logging in to Business Online click the '*I Accept*' button. If you decline you will be returned to the Westpac web-site home-page.

2. You will be asked to change your temporary password:



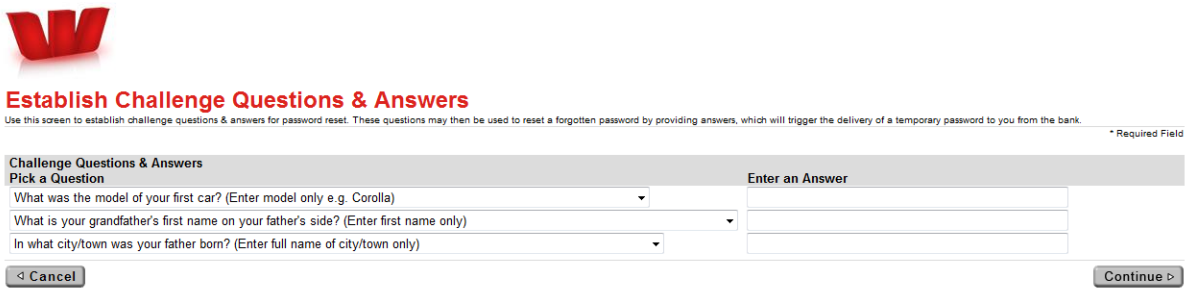
A temporary password will have been advised to you by the Bank (if you are an Administrator) or by your Administrator. You are required to change this the first time you log on to ensure it remains known only to you.

Password Guidelines

- Your new password needs to be between 8 and 20 characters long
- Must contain at least one alpha character and one numeric character
- Passwords are case sensitive.
- We recommend you don't choose something easily guessed by others.

Note: You can change your password at any time by selecting the *My Preferences* tab in the top right corner, then clicking on *Change my Password*. You will be asked to enter your current password and then enter your new password twice before confirming.

3. You will be asked to select three Challenge Questions and enter answers to them.

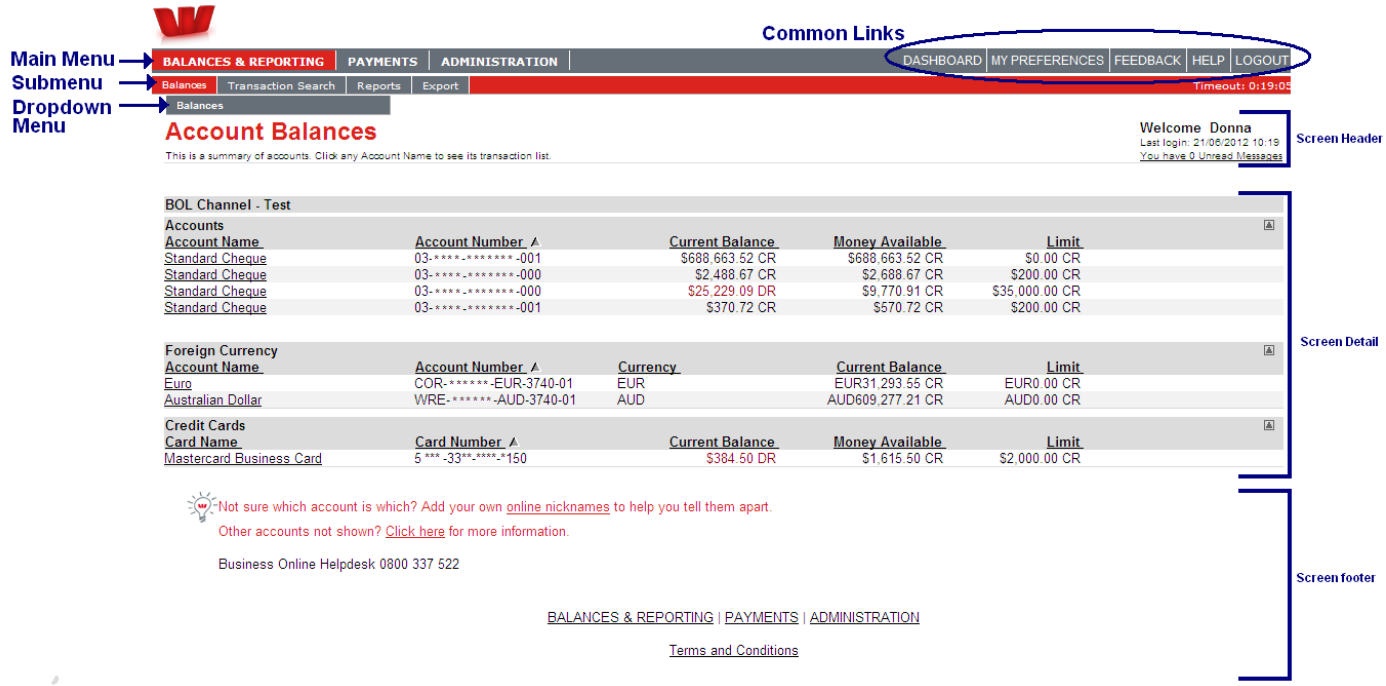


Resetting your password with Challenge Questions

If you forget your password and enter a valid Business ID and Login ID, but an incorrect password, you will see the standard error message which will state that you have entered the wrong password. In that situation, a 'Forgot Password' link will be displayed on the Logon screen. When you click on the 'Forgotten Password' link, you will be asked to enter answers to your 3 Challenge Questions and if the answers are correct you will be sent a new password by email. You can then log on using the new password and change it in the normal manner. If you do not answer the Challenge Questions correctly, you will need to contact your Administrator to change your password.

Screen Layout and Basic Navigation Principles

A few basic principles apply to all screens you will see within Business Online:



Every screen contains the menu structure at the top of the page. This is made up of:

- 'Main Menu' options – these are fixed on every screen and the current menu option selected will always have a red background (in the above screen this is **Balances & Reporting**);
- 'Sub-menu' options – the current option selected will always be in **bold type** (in the above screen this is **Balances**)
- 'Dropdown Menu' this is where you select the function you wish to use.
- 'Common links' – these do not change and appear on every screen in Business Online

The remainder of each screen contains three broad sections which change according to function selected, as follows:

- 'Screen header' area – which contains a title, a brief description and/or instructions for the screen;
- 'Screen detail' area – which may contain a list, details for viewing or provide for input of data; and
- 'Screen footer' area – which may contain additional instructional text and other useful links.

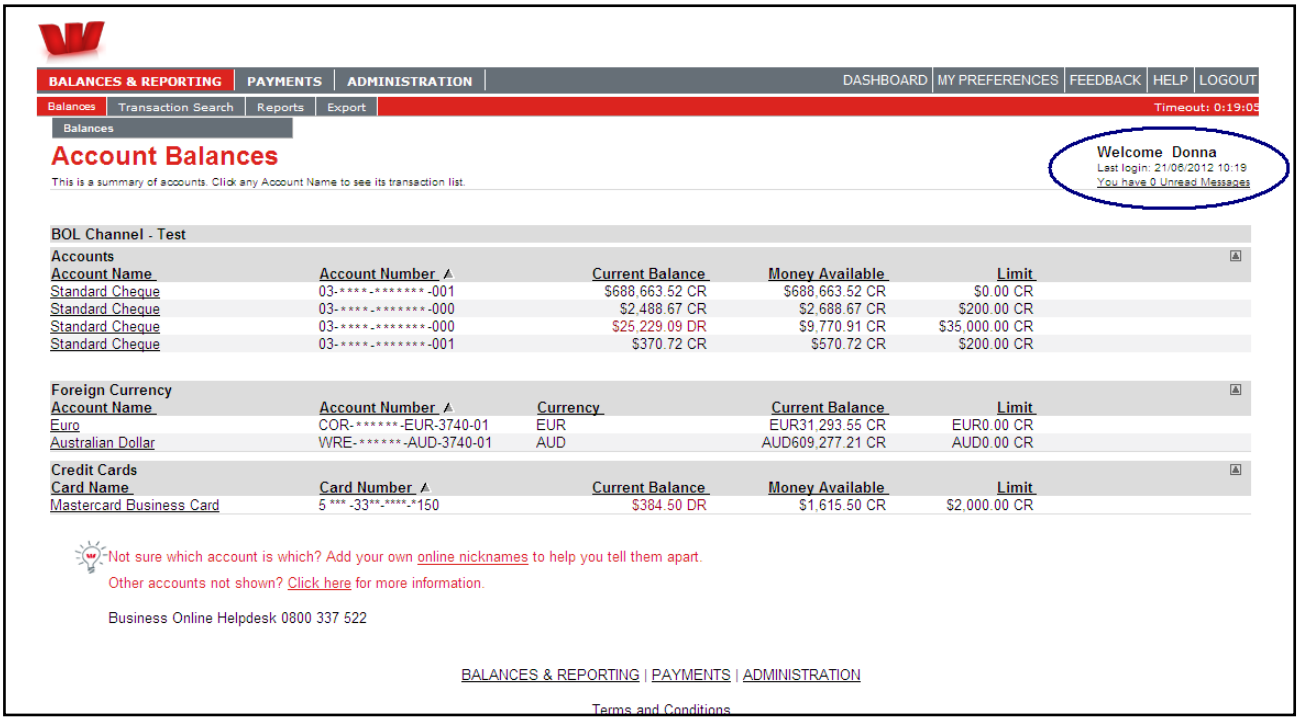
Any underlined column headers indicate that this can be clicked on to sort the information on the screen and any underlined items are links to further information on that particular item.

Important! Because Business Online uses a secure session, do not use the back and forwards arrows in your browser- this may cause your session to end. Always use the menu and the buttons on the bottom of the screen to navigate.

Balances & Reporting

Account Balances

This page is the first page you will see when you log into Business Online. It provides the name, account number, and balances for any accounts and credit card facilities you are entitled to see in Business Online:



Balances are provided for accounts and other facilities in three categories:

- 'Accounts' – includes all transaction, savings/deposit and loan accounts loaded
- 'Foreign Currency' – accounts in foreign currency
- 'Credit Cards'

To return to this main page at any time during your session click on the **Balances and Reporting** option in the main menu, at the top left of the screen.

On the top right-hand side of the page you will see confirmation of the last date and time you logged in. You will also see notification of any new (secure) messages* that have been sent to you from the Bank. Click on this link to see the messages or send us feedback.

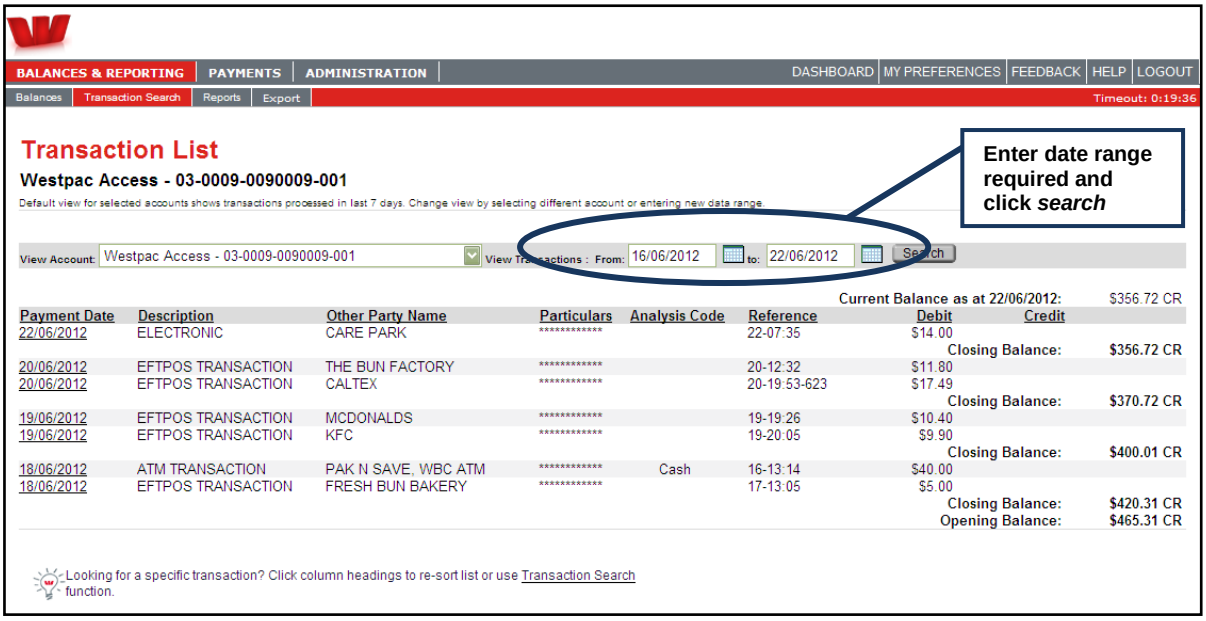
***NOTE:** Secure messaging allows you to send a message to Westpac but this is currently only used to provide us with any feedback you have on the service. We appreciate and respond to any feedback you can give us on how Business Online meets your business and banking needs.

How to view your transaction history

For a quick view on the last 7 days of transactions for a specific account, you can simply click on the link for that account name. The resulting screen contains a list of all transactions found.

To see more than just the last seven days enter the date range into the boxes and then select *Search*.

Note: Maximum amount of transactions viewable on screen will be 1,000. If you need more than this you will need to Export the data.
Foreign currency accounts only have the last 6 months worth of transactions available.



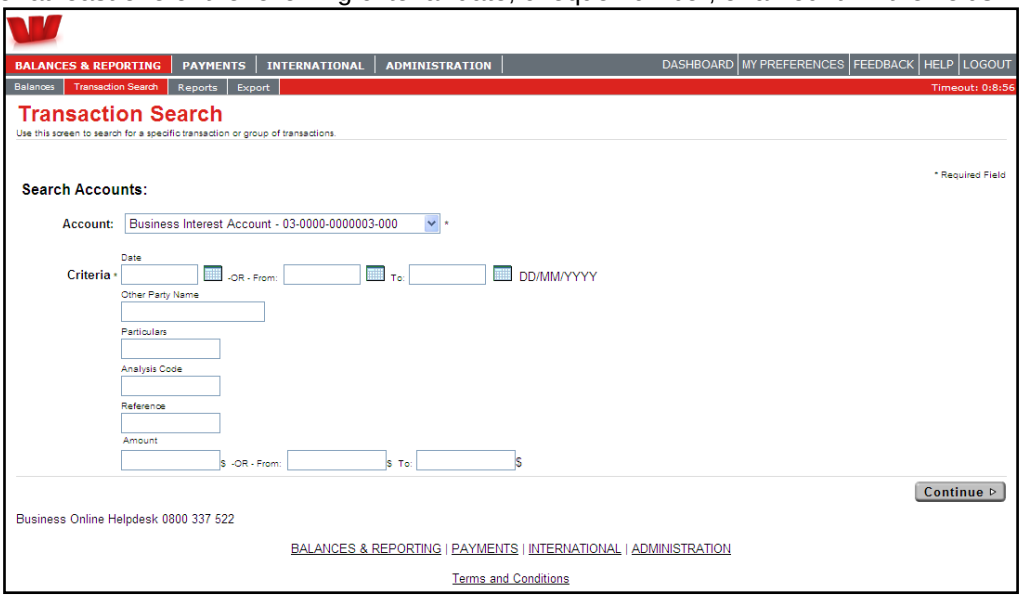
To view transaction for a different account:

- Select the account from the drop down list
- Enter the date range for which you want to view transactions
- Click on the *Search* button.

How to search for specific transaction/s

If there is a specific transaction(s) that you would like to search for:

- Click on *Transaction Search* from the sub-menu of the *Balance and Reporting* menu
- Select the account you want to search, from the drop down list
- Enter at least one of the following criteria- date, cheque number, or amount- in the fields

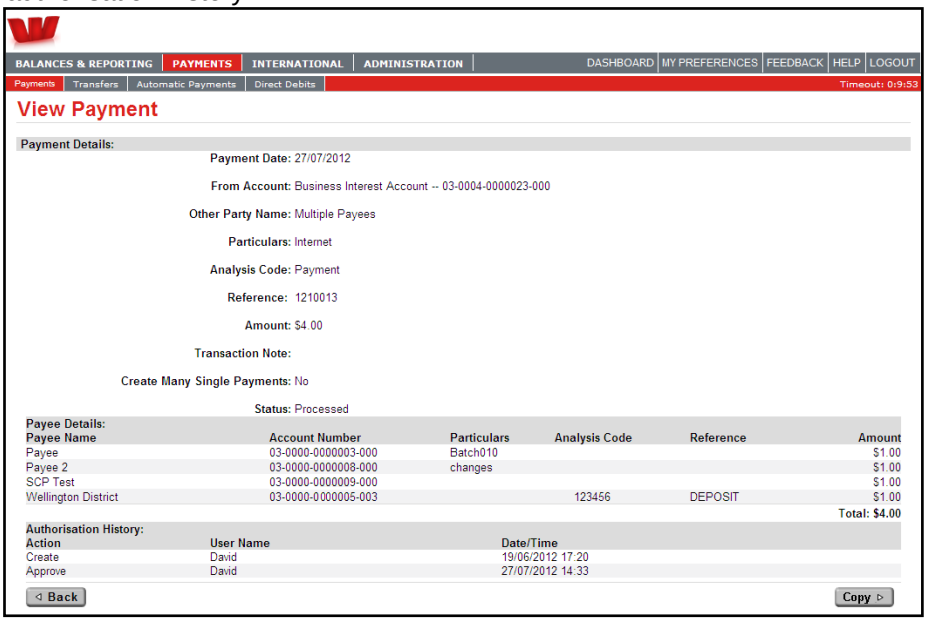


- Click *Continue*, any transactions meeting the criteria entered will be displayed
- To complete more searches, click on the new search button and begin the process again.

How to get Transaction details

If you have selected one of the grouped payments options- paying multiple people, using a template, or importing a file - you will not get complete details of the transaction on your *Transaction List*. However, it's easy to get a breakdown of the payments that make up the payment.

- When you are on your transaction list Click on the payment date of the payment you want to see the break down for
- This will show you the View payment screen with a breakdown of what the payment is made up of and the authorisation history.

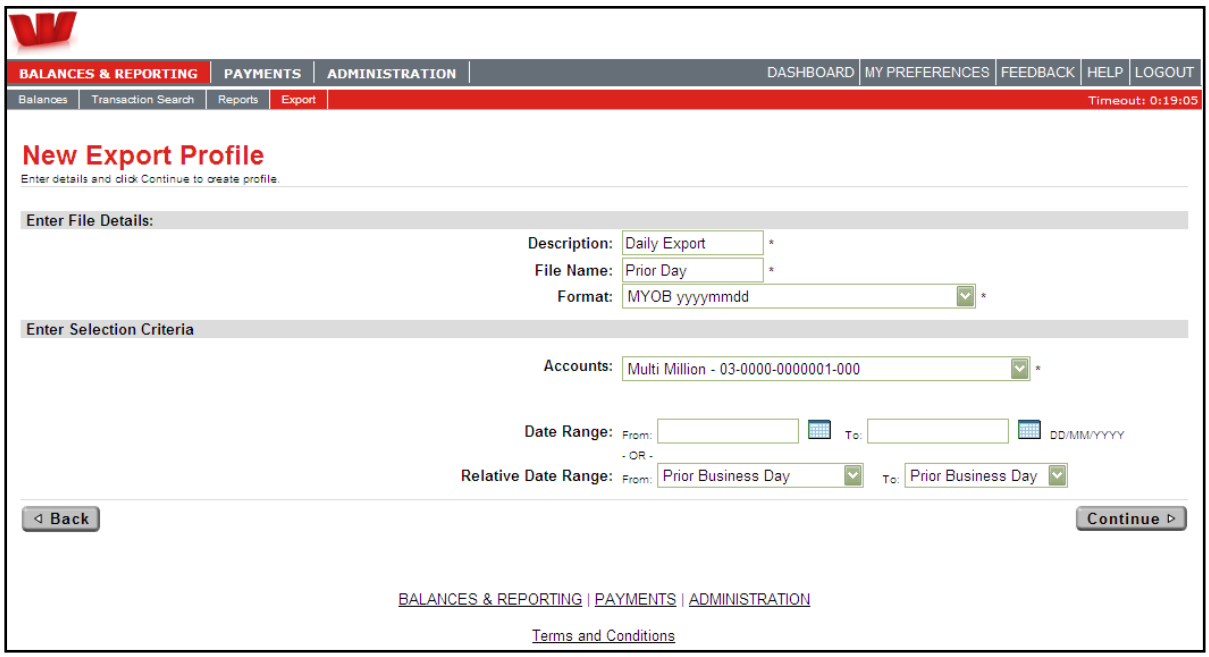


Exporting/Downloading Transaction Details

You may want to download your transactions so you can work with the data or to use in programs like your accounting package or payroll system. This can be done easily by setting up an export profile. Each profile only needs to be set up once and can be run whenever you require them.

How to set up your export profile:

- From the *Balances and Reporting* menu, select *Export* in the sub-menu. In the drop-down menu select *Export Profiles.* Click on *New Export Profiles*
- In the description field, enter a name that will let you know what this Export Profile is for e.g. daily transaction report for active account
- Under File name, enter a name for the profile. This will be the default name for the file created, but it can be edited when you run the export



- Select the format in which you would like the file created from the drop-down list. You will also need to select which date format you would like. For a file in a simple excel format you would choose CSV
- Choose the account from the drop-down list
- Enter either the date range required or a 'Relative Date Range' from the options. Entering a date range is more useful for a one-off export of information, while the Relative Date Range option is more useful if you are going to be running this report on a regular basis
- When you have entered all the information required press the *Continue* button, this will take you to a preview screen
- Check that the details are correct
- If the details are incorrect select the *Edit Profile* button and you'll be taken back to the previous screen to make the appropriate changes
- If all details are correct, click on *Save*. This will take you to the Export Profile list.

How to use your export profile:

Once the profile is set up, you can choose to **edit**, **delete** or **execute** the profile at any time.

- Go to the *Export Profile* option on the *Balances and Reporting* menu
- Select the profile you wish to use
- Click on Edit, Delete or Execute

If you have selected execute, you will then be asked where you want the file to be saved. You can alter the name and/or browse to a new location if you want

Payments

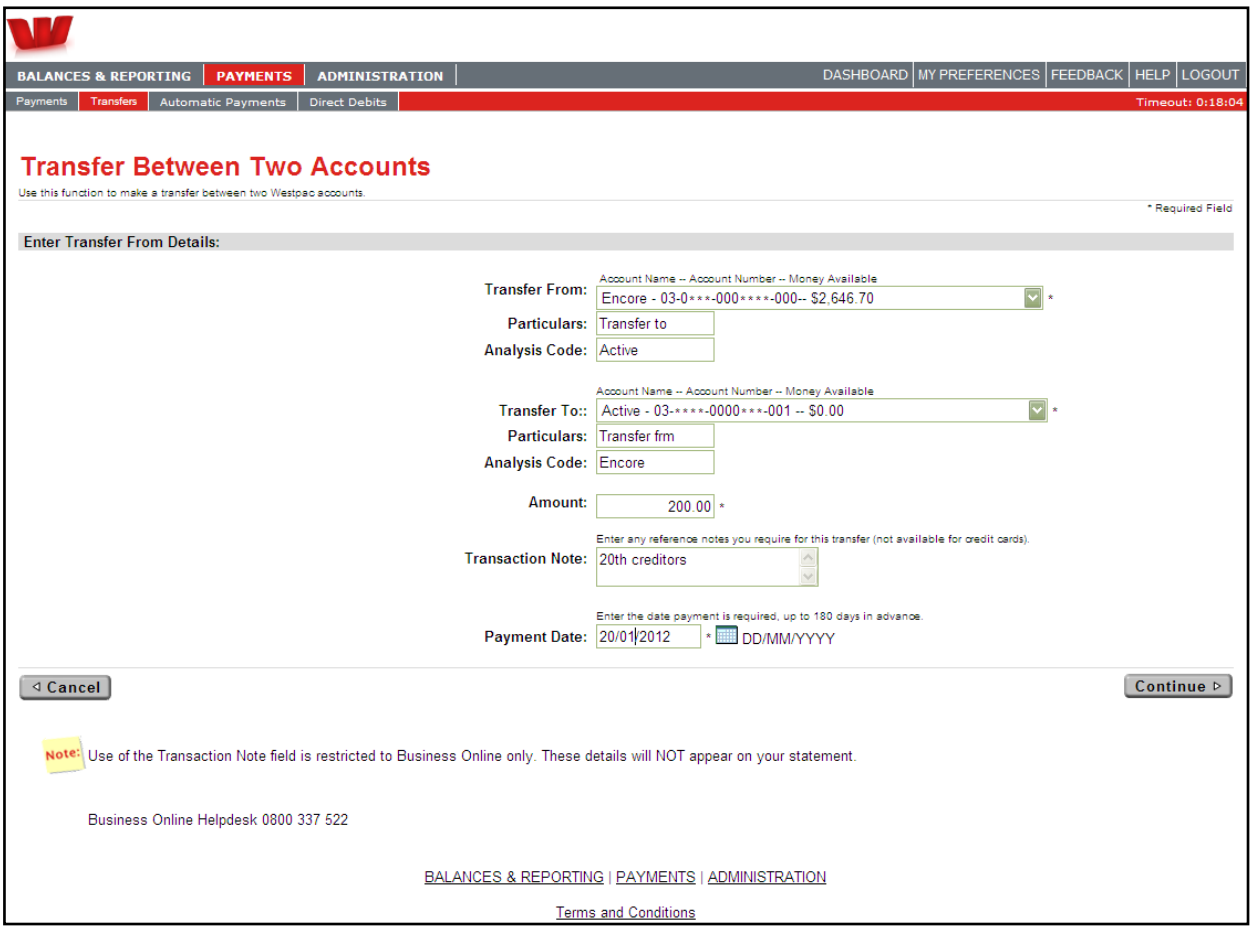
With Business Online you can process different types of transactions. Transactions can be between your own account- **Transfers**; to a third party- **Pay One or More People**; to the IRD- **Tax Payments**; or automated- **Automatic Payments**. You can also set up **Templates** for recurring payments like wages or regular suppliers, and **Import** files generated by your accounting software.

Transfers

Business Online allows you to make transfers between two of your accounts, or to one or more of your accounts loaded to your site. You can transfer funds between any of your transactional accounts and certain card types loaded to your Business Online id. The transferred funds are available immediately when transferred between transactional accounts.

How to make a Transfer between Two Accounts:

- Select the *Payments* menu from the main menu
- Click on *Transfers* in the sub-menu
- Click on *Transfer Between Two Accounts*
- Click on the drop down arrow to select the Transfer From account
- Click on the drop-down arrow to select the Transfer To account
- Enter the amount you want to transfer, any reference notes you want attached to the transaction, and the date you want the transfer to occur

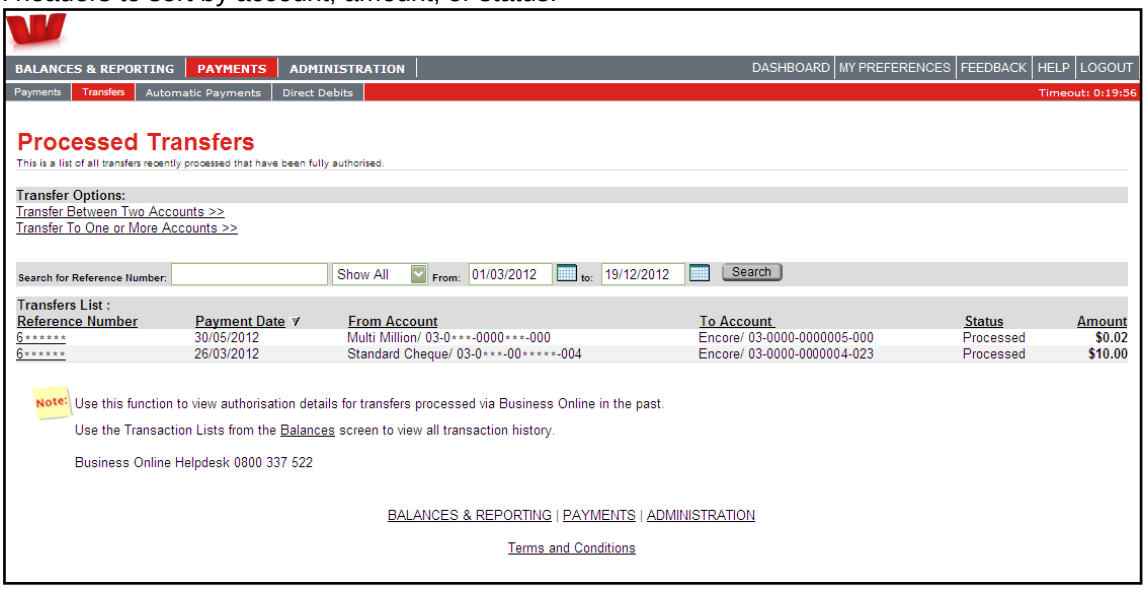


- Select *Continue*. This will take you to a screen where you can preview the details of the transfer
- Once the details have been checked, select *Confirm*
- Transfers need to be authorised. Only users with authorisation rights are able to do this.

Note: When transferring to one or more accounts, the steps are similar to the above however you select more than one account to pay to.

Processed Transfers

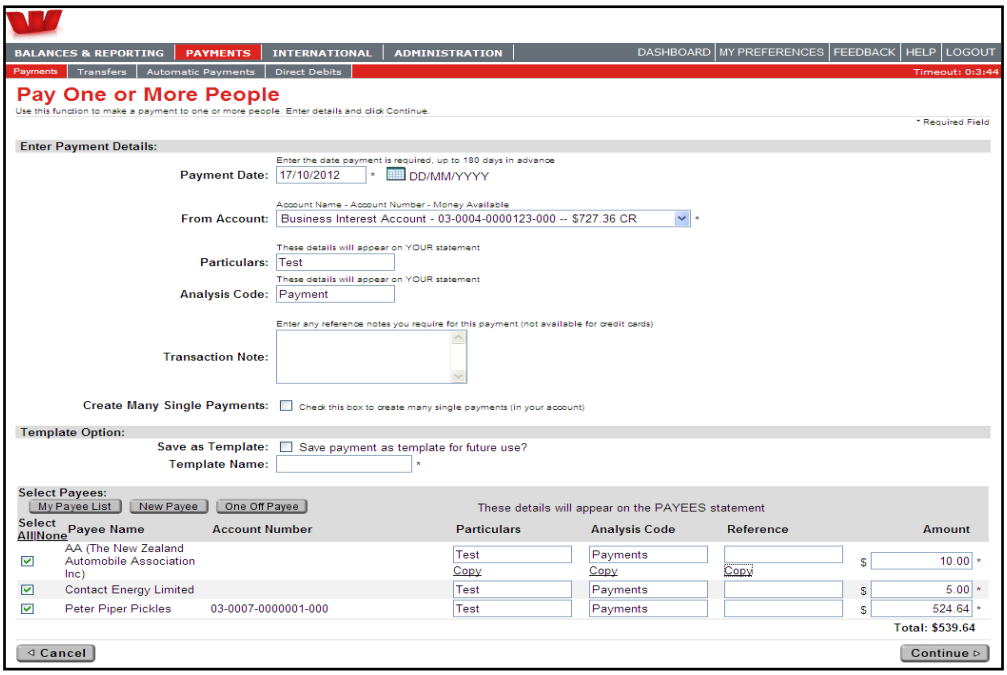
This option on the dropdown menu lists all the transfers that have been processed. You are able to search for a particular transfer by using the reference number as a search detail or sort the list by clicking on any of the column headers to sort by account, amount, or status.



Payments

How to Pay One or More People:

- Select *Payments* from the main menu
- Click *Payments* in the Submenu
- Click on *Pay One or More People*
- Enter the payment date and select the from account number from the drop down box
- Enter the details you want to appear on your statement as well as any transaction notes
- At this stage you have the choice of adding this payment as a template to use again in the future. To do this, click the *Save as a Template* box and enter a name for the template
- There is an option of Create many single payments. Tick this box if you wish to have each payment show as an individual debit on your statement.



- Enter the payment details. There are three ways to do this:
    1. Click the *My Payees List* button and select the people you want to pay from your saved payees list. Click *Continue* and enter the details you want to appear on their statements.
    2. Create a new payee by selecting the *New Payee* button. Either select the payee from the list of pre-registered bill payees, or choose the second option, enter the new payee's name in the field, and click *Continue*. On the next page enter all the details of the new payee, including account number and details to appear on their statement. Once entered, check the details and click *Continue* and *Confirm.*
    3. Make a one off payment by clicking on *One Off Payee.* This will allow you to make a payment to someone you don't want to save.
- The details of the other parties that you are paying will now be displayed
- Enter the payment amount/s and click *Continue*
- Check the payments and *Confirm*
- At any stage you have the option of clicking the *Cancel* button on the left hand side to go back to the previous screen
- Payments need to be authorised. Only users with authorisation rights are able to do this.

How to Make a Tax Payment:

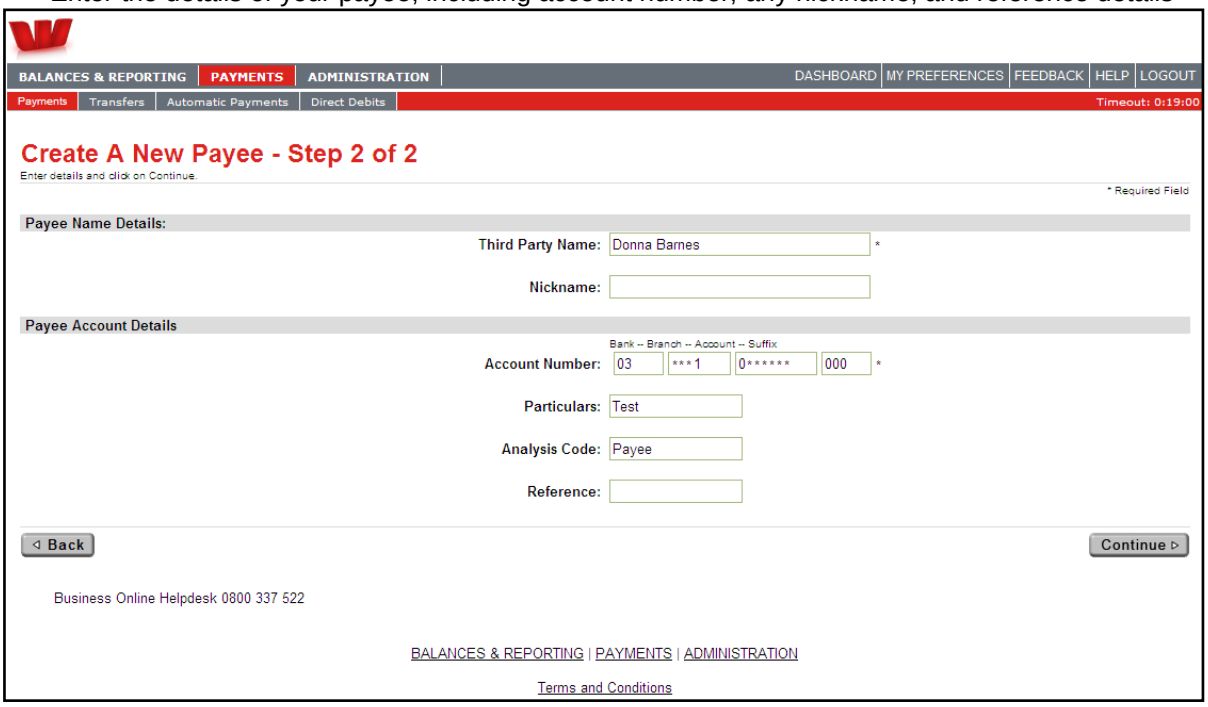
- Select *Payments* from the Main menu
- Click on *Make a Tax Payment*
- Select the tax payment type from the drop down list and select *Continue*
- Enter the payment details as per the prompts, particularly remembering to enter your IRD number and the end date of the tax period the payment is for
- Once all the details are entered, select *Continue* then *Confirm* that the details are correct.
- The payment will need to be authorised. Only users with authorisation rights are able to do this.
- If the Tax Type you are after is not listed please contact the IRD.

Manage Your Payees

So you don't have to enter the details of a supplier more than once, transactions within Business Online are based around your Payees list. The *Manage Payees* option allows you to create new payees, view, and edit all the payees whose account details you have saved.

How to Create a Payee:

- Click on the *Payments* menu
- Hover over *Payments* in the sub-menu
- Select the *Manage Payees* dropdown menu
- Click on *Create a Payee*
- Westpac maintains a list with the payee details of many businesses. If the company you want to pay is in the scroll-down list, select their name and *Continue*. You will be prompted for specific payee references to ensure your payment is credited to your account with them
- If they are not in the list of pre-registered payees, you will need to create them as a payee. Click the second radio button and enter their name, then click *Continue*
- Enter the details of your payee, including account number, any nickname, and reference details



- Click *Continue*, this will take you to a preview screen
- If you want to make any changes, select *Edit* which will return you to the previous screen
- When the payee details are correct, click *Confirm*.

How to View your Payees:

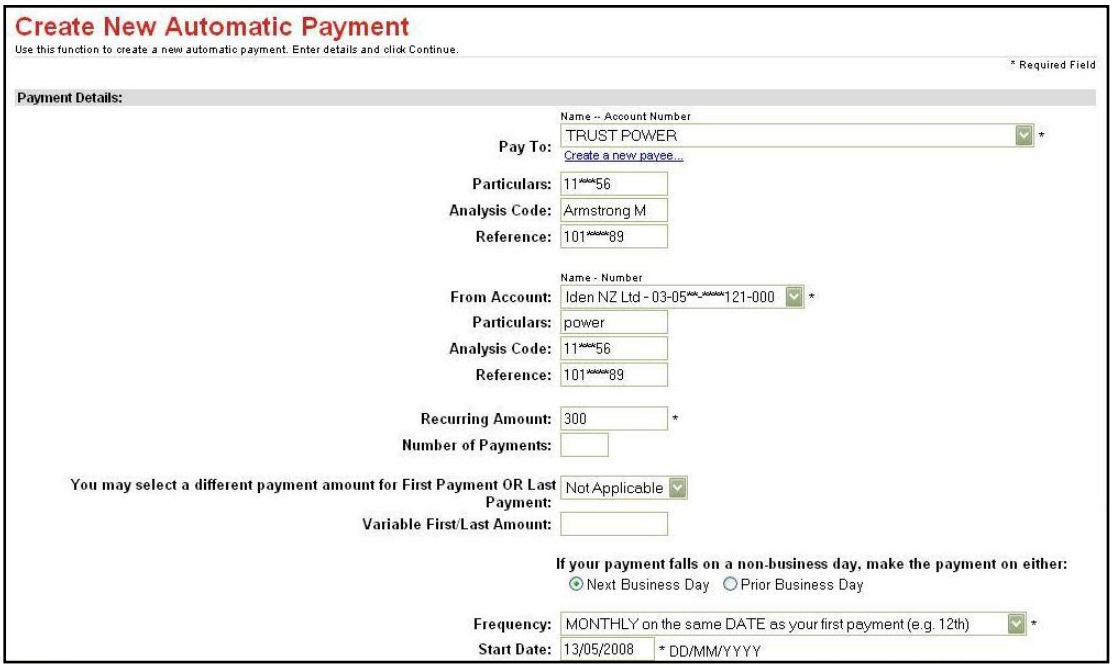
- Click on the Payment menu and select the *Manage Payees* option
- Once the list is displayed, to view a particular payee's details simply click on the payee's nickname, which will be underlined
- You will then be able to edit the payee's details or delete the payee
- Once you have made any changes, select *Continue* and then *Confirm* the changes.

Automatic Payments

The automatic payments function allows you to set up new automatic payments as well as edit/cancel/suspend existing automatic payments on your accounts.

How to create a new Automatic Payment:

- Select *Payments* from the main menu
- Click on *Automatic Payments* from the submenu and select *Create New Automatic Payment*
- Enter the details of the automatic payment
- You can choose the person you are paying from either the drop-down list of your saved payees or by creating a new payee
- Enter the rest of the required details including the recurring amount; number of payments (optional); frequency of the payments; the start date and, if known, the end date for the payments.



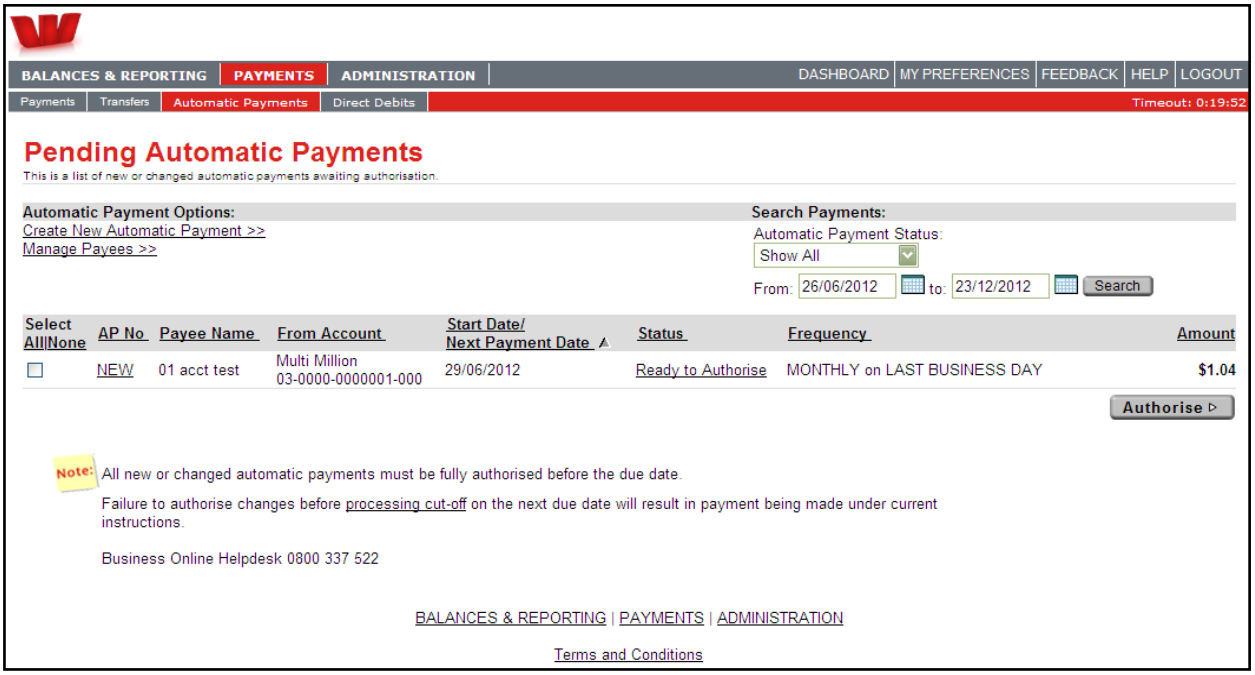
- *Continue* and double check the details before selecting *Confirm*.
- The automatic payment will need to be authorised before it is successfully activated.

How to Edit/Cancel/Suspend an Automatic Payment:

- Select the *Automatic Payment* option from the sub menu
- This should take you to the Current Automatic Payments screen
- Select the payment you wish to edit from the current list by clicking on the AP number. The current details of the payment will then be displayed.
- You have the option to **cancel**, **suspend** or **edit** the payment. Select the appropriate button before *continuing* and *confirming* the change.
- If you have **edited** the Automatic Payment, it will need to be authorised before the changes are made active.

Your Pending Automatic Payment list

This option under the *Automatic Payment* menu shows a list of all Automatic Payments that are awaiting authorisation before the payments have been successfully loaded.
Note: Nothing changes on the Current list until the AP on the Pending list is fully authorised.



Direct Debits

Direct debits may only be processed by bank-approved direct debit initiators. Speak to your Relationship Manager or Branch if you are interested in becoming a direct debit initiator.

How to Authorise Transactions

Authorising transactions is the same process regardless of the type of transaction.

- From the Pending Payments, or Pending Transfers or pending Automatic Payments, all transactions and their status will show
- If you want to view or edit any transaction details, click on the underlined name and the full details for that transaction will be displayed
- Click on *Select All* or check the individual tick-boxes next to the items you want to authorise
- Click on *Authorise.* This will take you to the preview screen where the transactions and the total you are authorising will display
- Check the details, if you want to edit or change which items you are authorising click on *Cancel*. This will take you to the previous list screen where you can make any necessary changes.
- When you are ready to authorise, enter your password into the field and click *Confirm*
- The status field will update, to one of the following:
    1. **Processed**- the transaction was successfully processed
    2. **Partially Authorised**- you need another authoriser to log on and authorise the transaction
    3. **Scheduled**- the transaction was successfully authorised for a payment date in the future. When the payment date is reached, the status will change to **Processed**
    4. **Failed**- Most often payments/transfers fail due to insufficient cleared funds at the time of processing. If you have any questions, call the Business Online Helpdesk on 0800 337 522.

How to edit or delete a transaction

Transactions that have a status of **processed** cannot be edited or deleted. You can edit or delete a transaction with the status of **scheduled**. This means you can change or cancel any future-dated payment up to the day for which the payment was dated.

- Select *Pending Payments* from the *Payments* menu
- Find the payment you wish to edit and click on the underlined name
- From here you can either *delete* or *edit* the transaction.
- You will need to preview and *confirm* the deletion of or any changes to the payment.
- If you have edited the payment, you will then need to authorise the changes.

Failed Transactions

The majority of failed transactions are due to insufficient cleared funds at the time that it is being processed. If a transaction fails on authorisation, a reason will be displayed for the failure. If it was a scheduled payment, that failed when it was processed by Westpac, the payments list will have 'failed' as the status and no reason. If you think it failed for any reason other than insufficient cleared funds, contact the Helpdesk on 0800 337 522 and they will be able to look into the matter.

Note: you can reprocess a failed payment. This will copy the failed payment details and put them on the pending payments list to be authorised again.
To reprocess a payment go to the Processed payments list, Click on the failed payments payee name. Then in the bottom right click on the reprocess button. Then click OK.

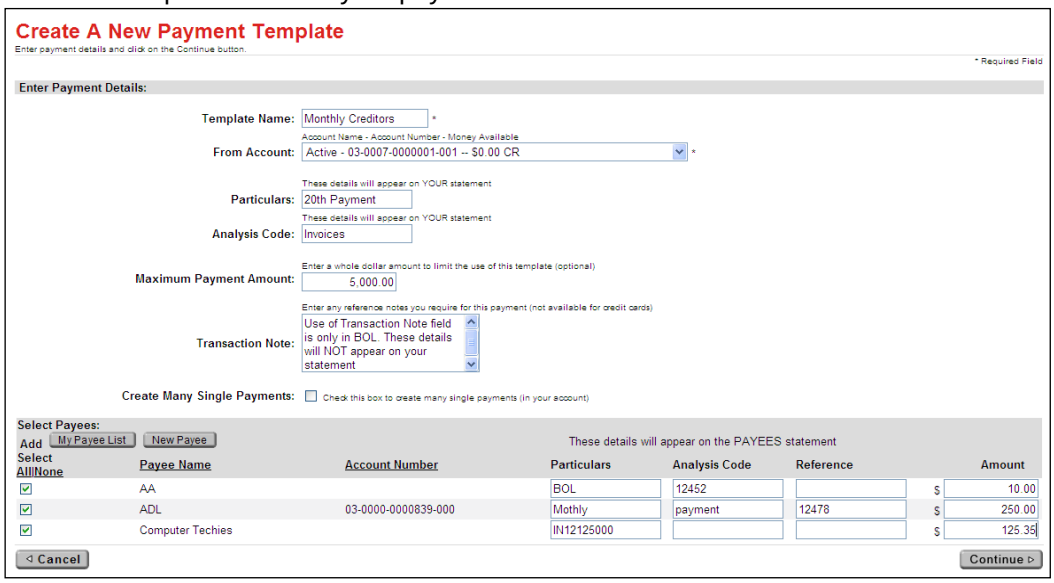
Other Payment Options

Payment Templates

A template is a way of saving a group of payees with all their details so that you can easily pay them on multiple occasions, for example wages or creditors.

How to create a new payment template:

- Click on *Templates* from the *Payments* menu
- Select *Create a New Payment Template.*
- Enter a name for the template that will help you easily recognise the payments for which this template is used
- Select the from account number from the drop down box
- Enter the details you want to appear on your statement as well as any transaction notes
- Enter the payee details either by selecting them from the *My Payees List* or creating new payees using the *New Payee* button. For more information see How to Create a Payee, above
- The details of the businesses/people that you are grouping in this template will now be displayed. You can either enter a payment amount against the payees or leave that field blank and complete it when you use the template to create your payments.



- Click *Continue* to preview the template details
- If all the details in this template are correct, click *Confirm*
- Your template is now established and can be used to create payments.

How to view and edit a previously saved template:

- Click on the *Payments* menu and select *Templates* from the sub-menu
- Click on the underlined template name. The template details will then be displayed
- You have the option of editing the particulars and amounts of the payments if needed
- If you have made any changes, select *Continue*
- Preview and C*onfirm* the changes

How to remove a payee from a template:

- Click on the Template name from the *Payment templates* screen.
- Untick the select box on the left of the payee you wish to remove from your template.
- Select C*ontinue*
- Make sure the correct payee is removed on the *preview modified payment template* screen.
- Select *Confirm*

How to create a payment using a saved template:

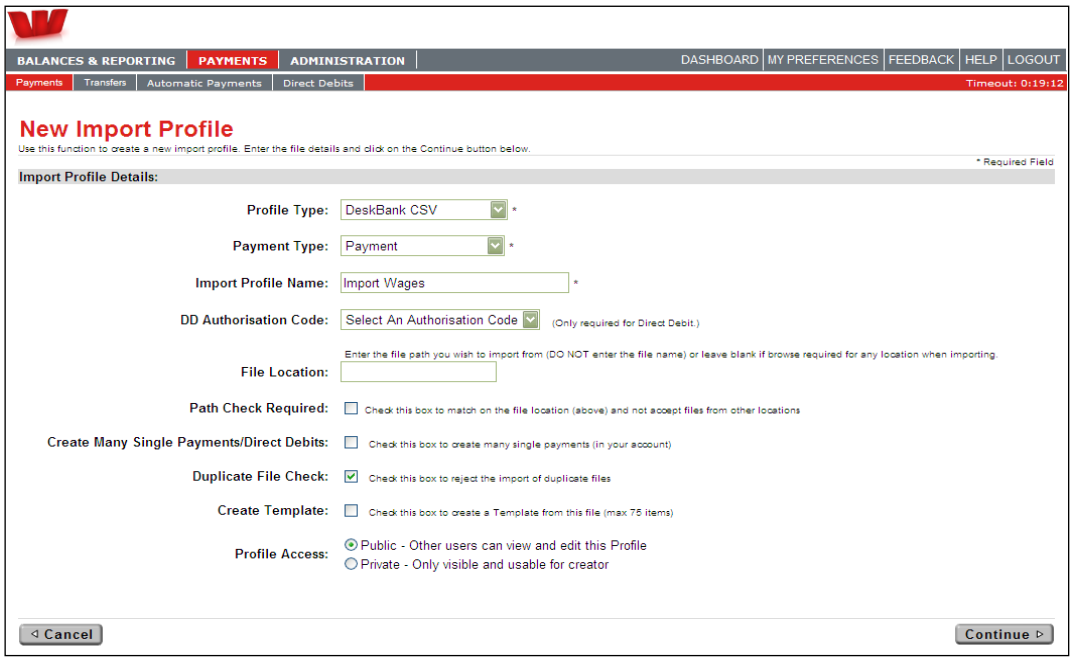
- Click on the *Payments* sub-menu and select *Templates* from the dropdown menu
- A list of your templates will be displayed
- Choose the appropriate template from the list and click on the corresponding *Create Payment*
- Enter the payment date
- Update any details as required, such as references or amounts
- Once you are certain the details are correct, click *Continue*
- Preview and *Confirm* the payments
- The payments now need to be authorised. Only users with authorisation rights are able to do this.

Importing Payments

If you have accounting software that generates files in either the DeskBank or PC1 format, you can import your payments into Business Online. To import your payments you first need to create an Import Profile.

How to set up an Import Profile:

- Select the *Payments Import* option on the *Payments* menu.
- Click on *New Import Profile*
- Select the file format from the drop-down list. If you are unsure which one to use, contact your accounting software company. There is a link to the file formats in the *Payments Import* page footer
- Give the profile a name so you can easily recognise what this profile is for

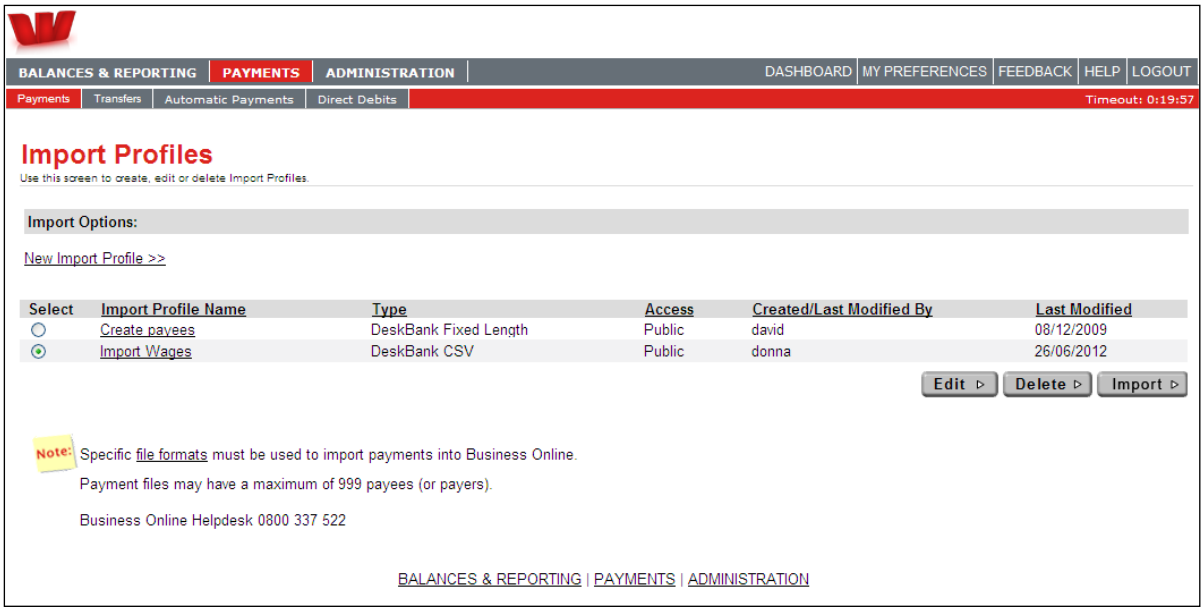


- If you want one debit on your account, leave the *Create Many/Single Payments* tick-box blank. You will still be able to get a breakdown of payment details in the *Payments List*
- If you do not want to be able to import the same file twice, tick the *Duplicate File Check* tick-box, otherwise leave blank
- If you want the profile to be viewed and used by other users leave the Profile Access as **Public**, if you want to be the only person who can use this Import Profile, change the access to **Private**
- Click on *Continue* to preview the profile and, if all the details are correct, click *Confirm*

The profile is now set up and you can use it to import files for payment.

How to import a file:

- Select the *Payments Import* option on the Payments menu
- Your import profiles will be listed, Chose the correct profile and click on the *Import* button on the profile you want to use.



- Click on the *Browse* button and browse to your file
- Click on *Confirm*
- The *Import History List* page will now be displayed with your file listed as 'processing'. Press the F5 key to refresh the screen
- If the status changes to **errors**, there was a problem with the file. Click on the underlined **error** status and it will take you to a page which lists what the problems were. If you have any questions about the error messages, contact the Helpdesk on 0800 337 522
- If the status changes to **success**, your payments will now be displayed on the *Payments List* screen, ready to be authorised
- The payments now need to be authorised. Only users with authorisation rights are able to do this.

The *Import History List* can be checked at any time to view what files were imported and their status.

International Transactions

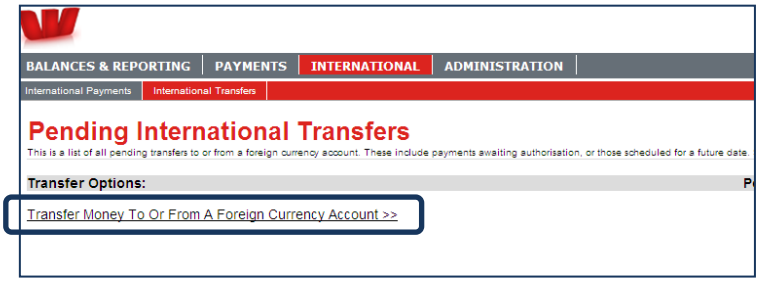
Creating an International Transfer

This takes you through how to create international transfers using Westpac's Business Online Banking.

Create a Transfer

Access international payments via the International tab and select the International transfers tab.

From the *Pending International Transfers* page, select the *Transfer Money to or from a Foreign Currency Account* link.

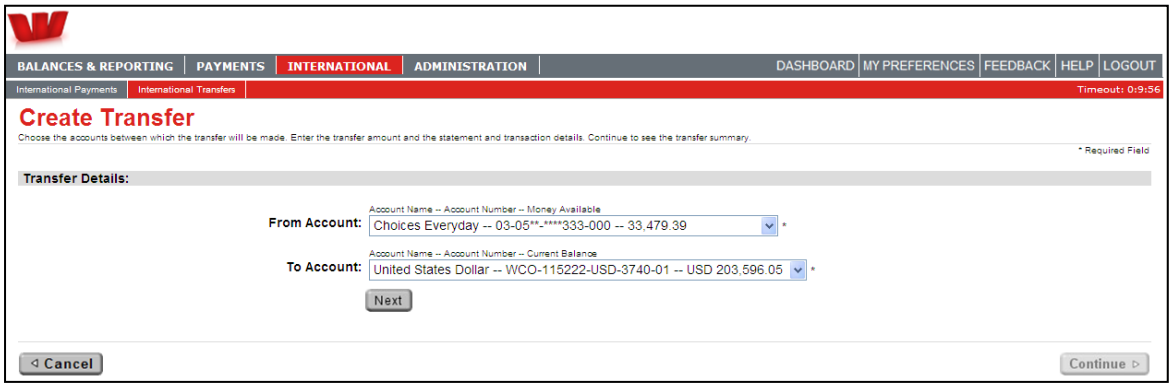


Select the accounts

Select the account you wish to transfer funds FROM and the account you want to transfer the funds TO, then click the *Next* button.

Note: The account you transfer funds from may constrain the accounts you can transfer funds to. For instance, you can't transfer funds from a Foreign Currency Account directly to another Foreign Currency

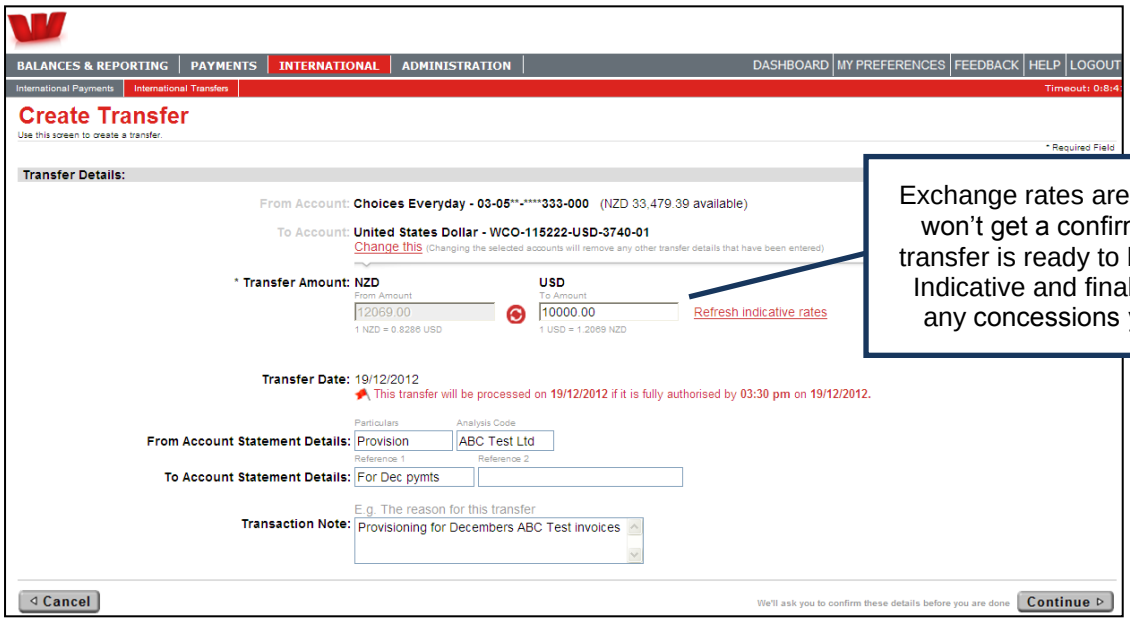
Account in a different currency.



Select the amount and details

Enter the amount you wish to transfer. If the transfer is to or from a New Zealand Dollar account you'll have the option to enter the Transfer amount in either NZD or the foreign currency. Use the switch icon to move between these fields.

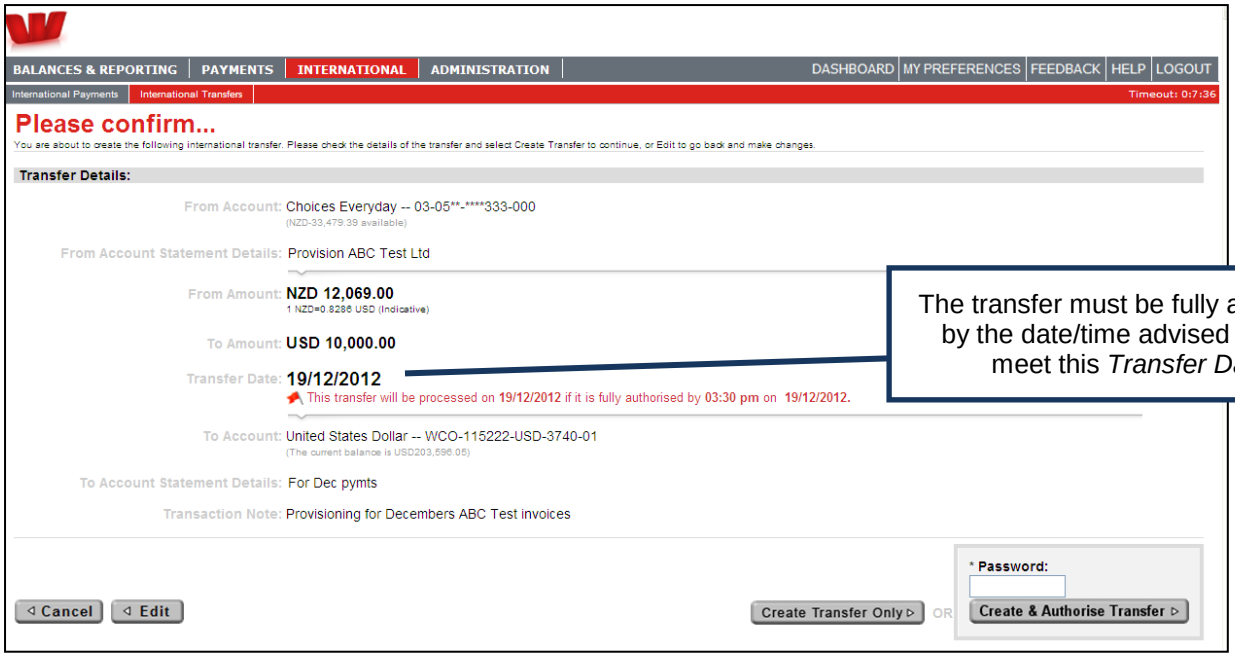
Enter any statement reference details or notes you want to attach to the transfer. Once you're done, click the *Continue* button.



Exchange rates are indicative and you won't get a confirmed rate until the transfer is ready to be fully authorised. Indicative and final rates will include any concessions you've arranged.

Confirm the Transfer

When the *Please confirm* page displays, check the details before you click the *Create Transfer* button.

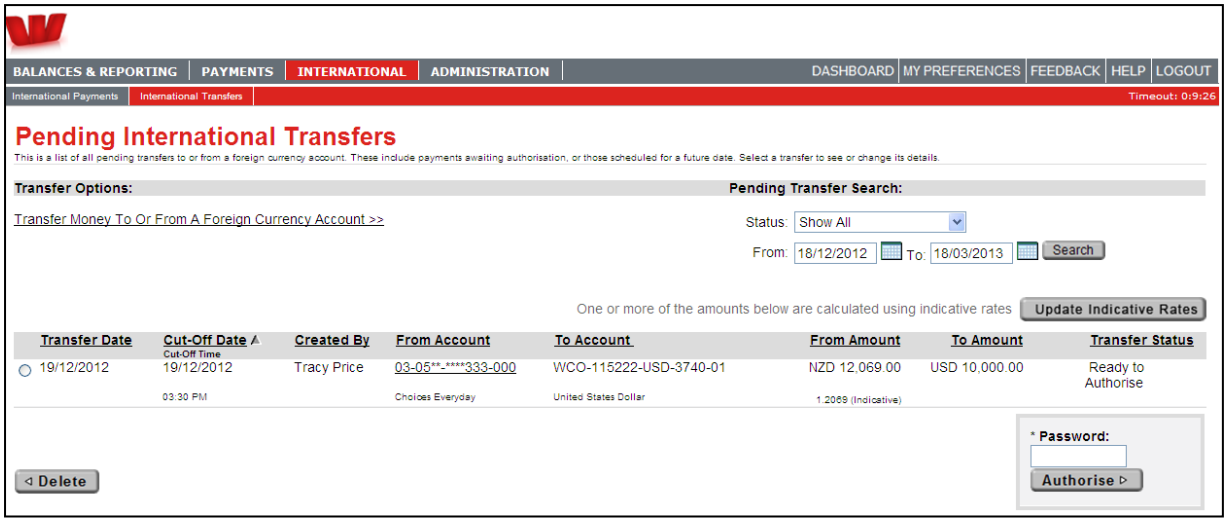


The transfer must be fully authorised by the date/time advised if it is to meet this *Transfer Date*.

Note: If you have Authoriser rights you'll also see the *Create & Authorise Transfer* option.(if you use this you will not need to complete the step below)

Authorising International Transfers

The transfer will now show on the *Pending International Transfers* screen and will need to be authorised before it can be processed.



Once the transfer has been successfully authorised it will disappear from this screen and will display on the *International > International Transfers > Processed Transfers* screen.

How to Create an International Payment / Telegraphic Transfer (TT)

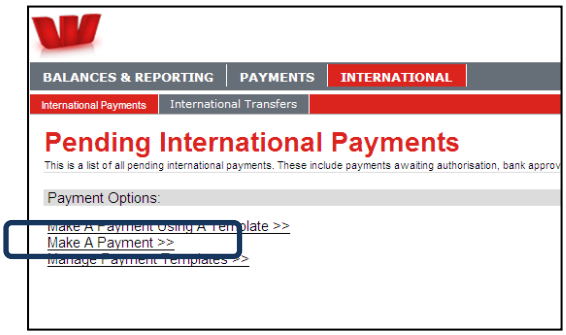
This takes you through:

- How you can create international payments using Westpac's Business Online Banking.
- How to save your international payment as a template for on going use.

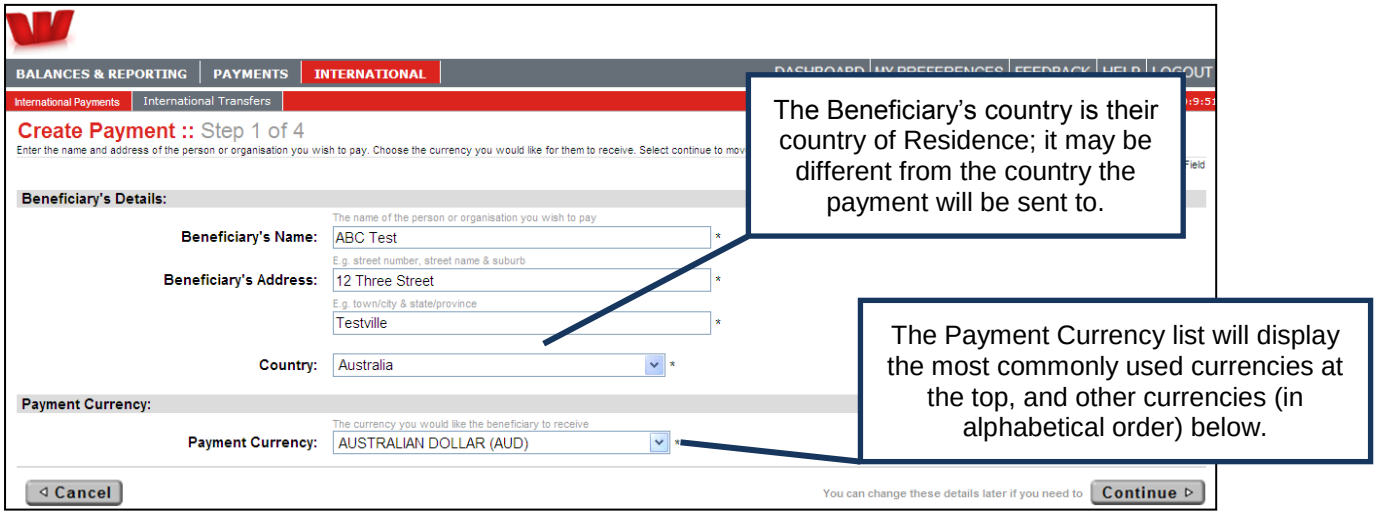
Create an International payment

Access international payments via the International tab (International Payments submenu).

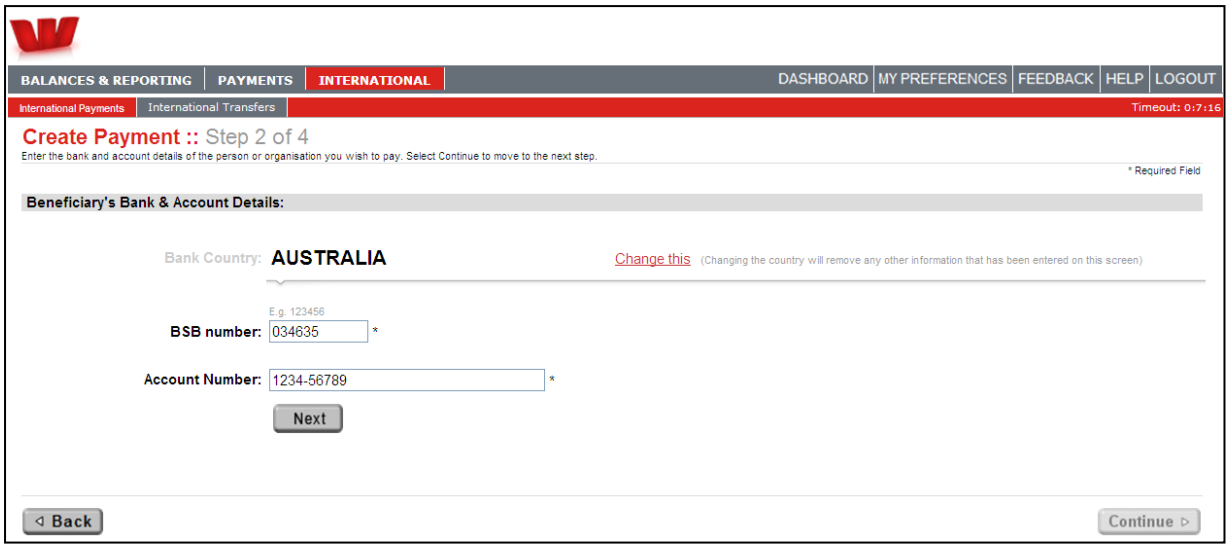
From the *Pending International Payments* page, select the *Make a Payment* link.



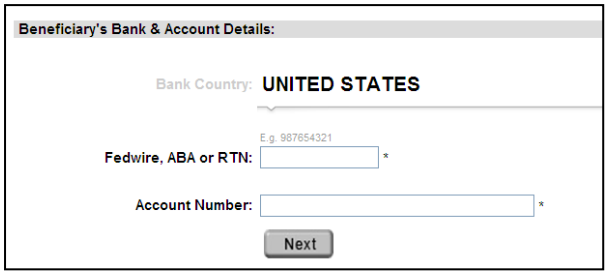
Step 1: Enter the Beneficiary's details and select the *Payment Currency* from the dropdown list. Click the *Continue* button.

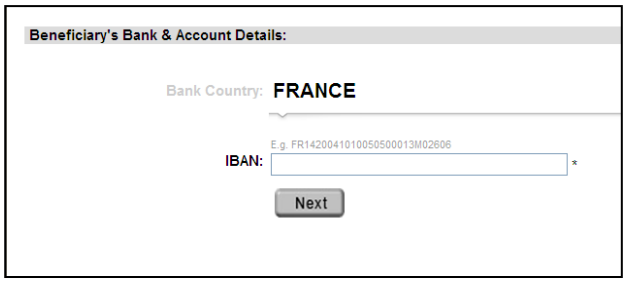


Step 2: Select the country you want to send the payment to then click the *Next* button to enter the *Beneficiary's Bank & Account Details.*



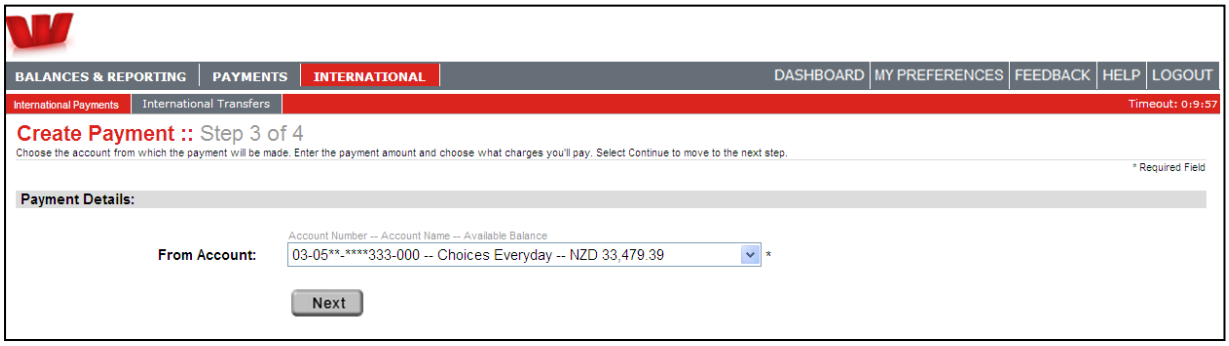
Note: this screen will differ depending on the currency and country you're sending to. The examples below show how the *Beneficiary's Bank & Account Details* will differ if you were sending a payment to the United States or to France



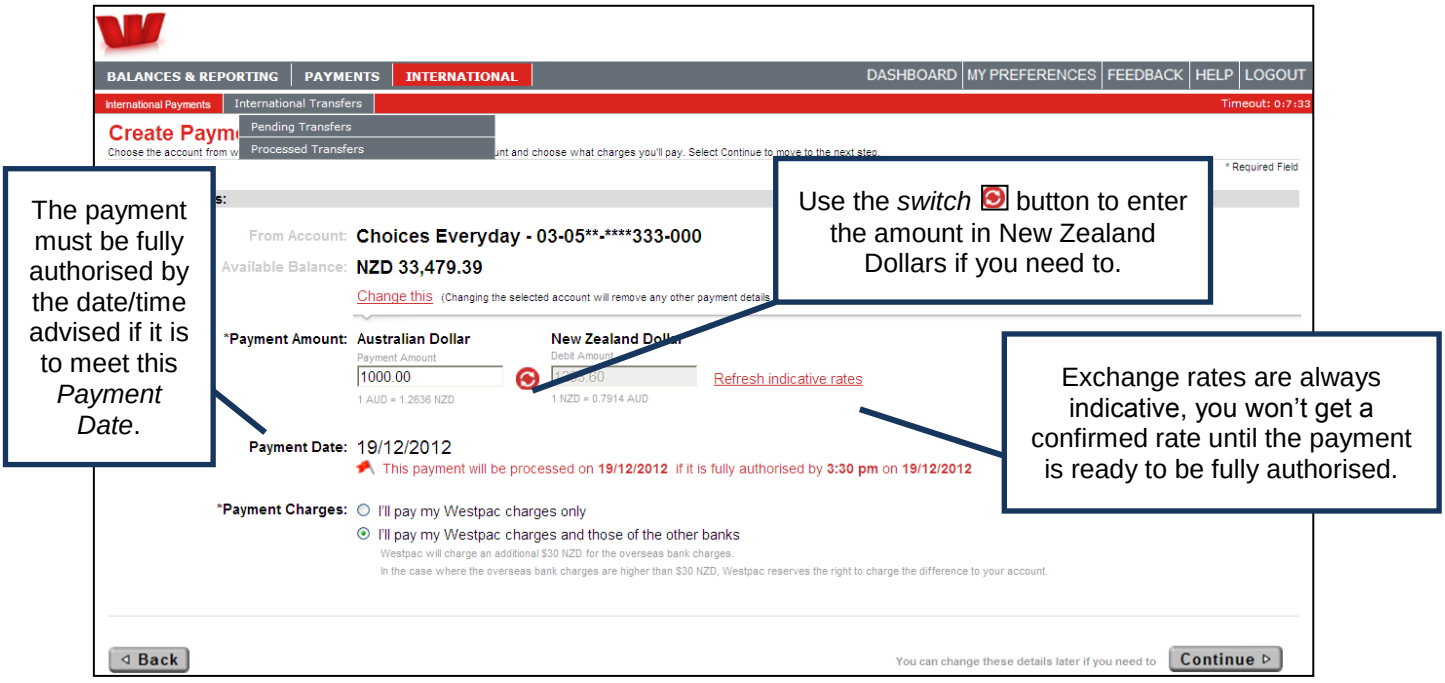


Once you've clicked the *Next* button, the system will confirm the Bank Details based on the information you've entered. You may be asked to enter the Bank Details if they can't be found by the system.

Step 3: Select the account you want this payment to be made from and click the *Next* button.

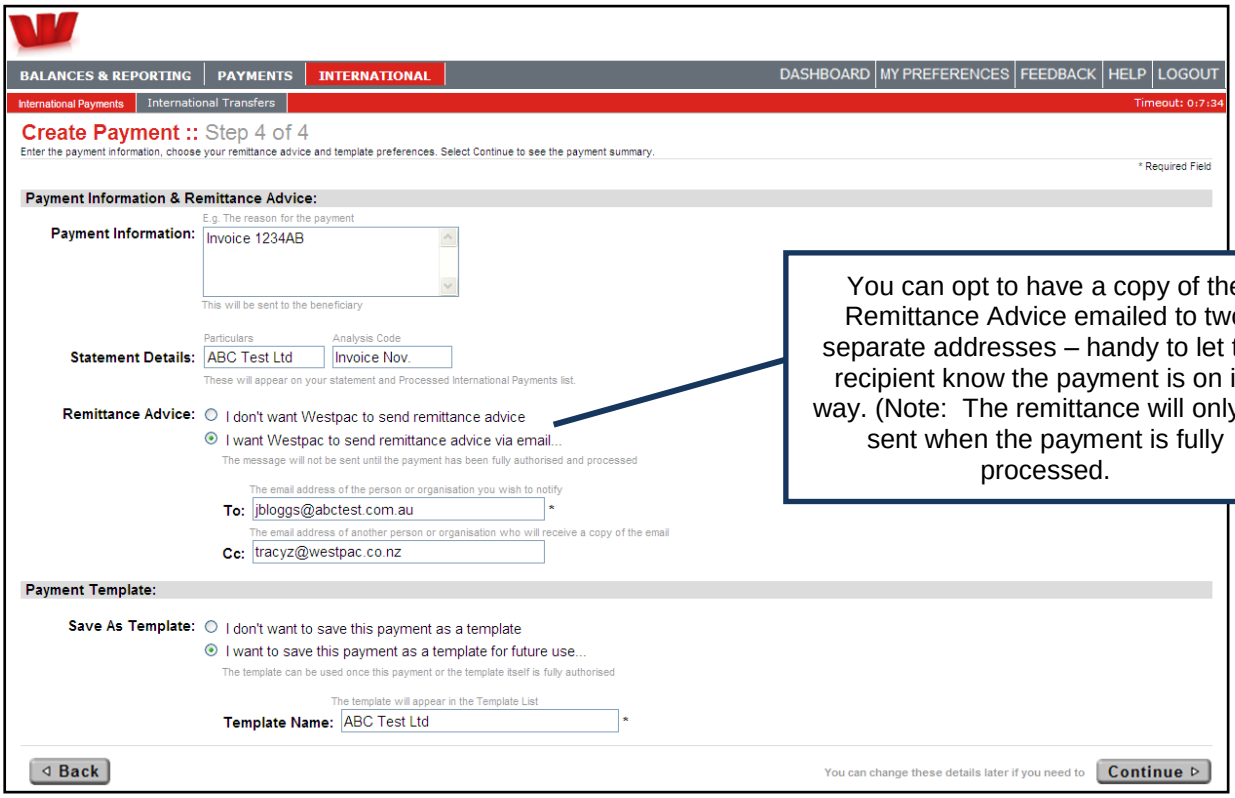


Enter the Payment Amount and whether you want to pay the Westpac charges only, or those of the other banks as well. Note: These charges can be substantial. Click the *Continue* button.



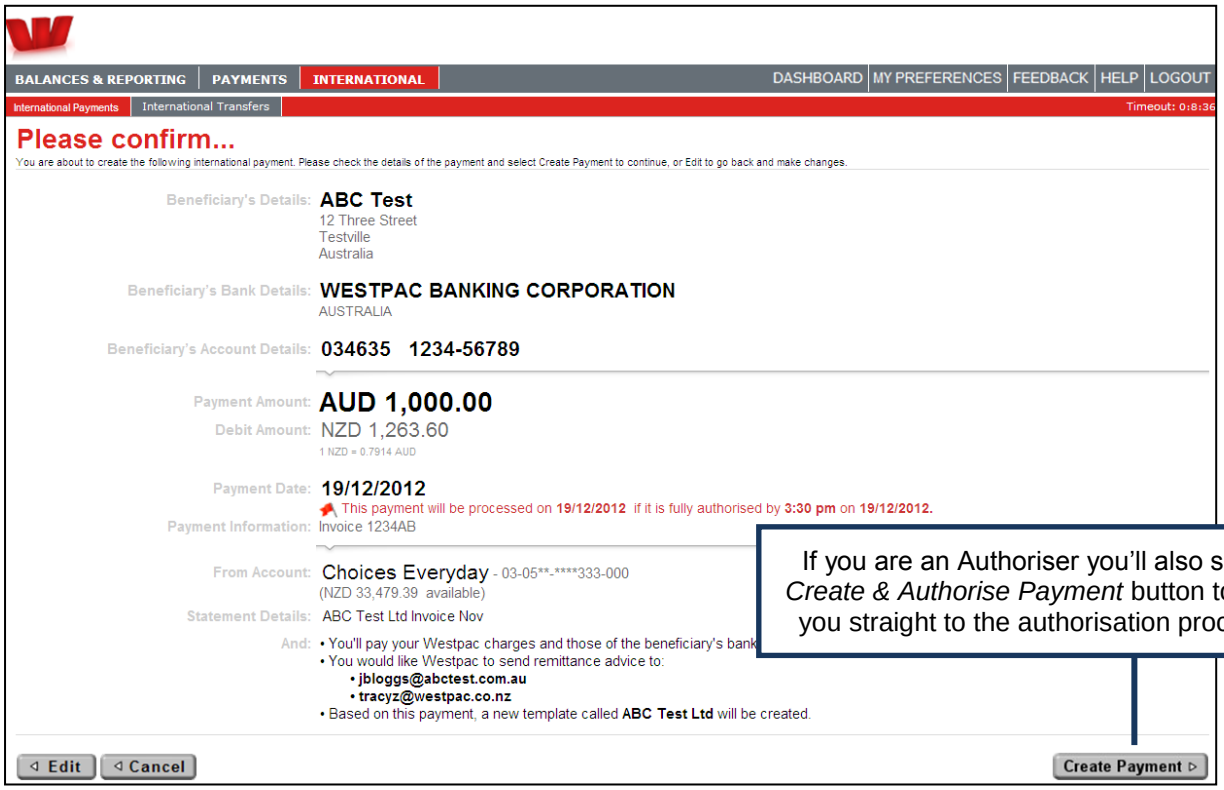
Note: The exchange rate displayed may be indicative but it will contain any concessions you may be eligible for, as will the final rate that is displayed when the payment is authorised.

Step 4: Enter the Payment Information & Remittance Advice details and, if you want to save the payment as a template for future use, provide a name for this template.



You can opt to have a copy of the Remittance Advice emailed to two separate addresses – handy to let the recipient know the payment is on its way. (Note: The remittance will only be sent when the payment is fully processed.

Once you've clicked the *Continue* button, you'll see a confirmation screen showing all the payment details. If these details are correct, click the *Create Payment* button.

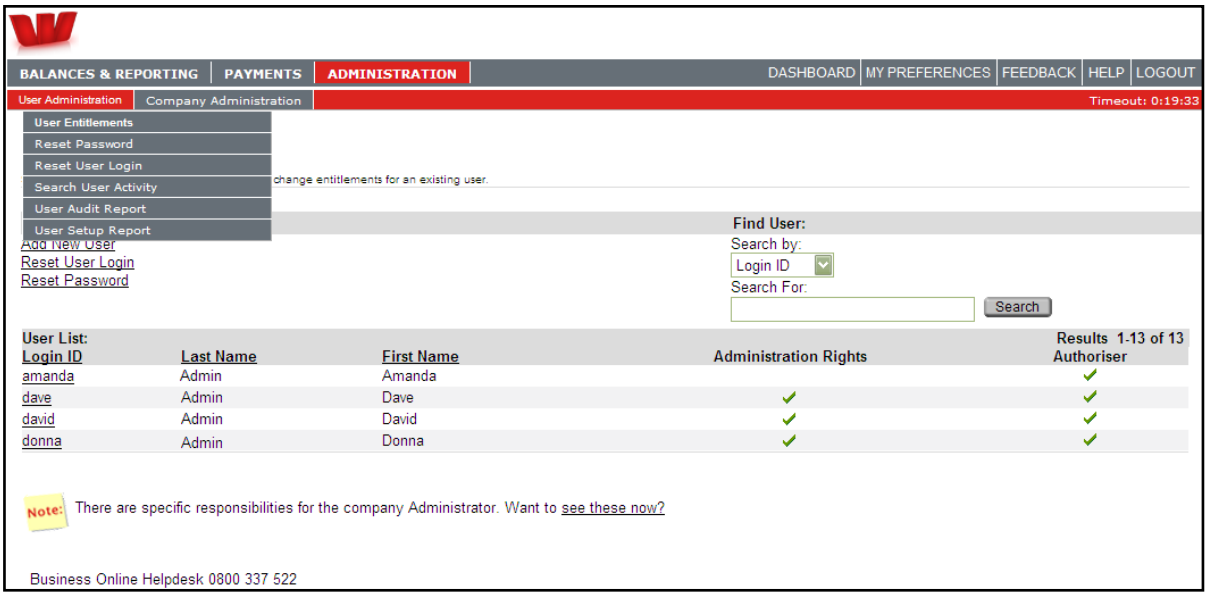


If you are an Authoriser you'll also see a *Create & Authorise Payment* button to take you straight to the authorisation process.

The payment has now been created and you'll be returned to the *Pending International Payments* page.

Administration

This section will only be available if you have Administration rights.
The administration page allows Administrators to change user's access and reset passwords. Administrators can also change account nick names from here.

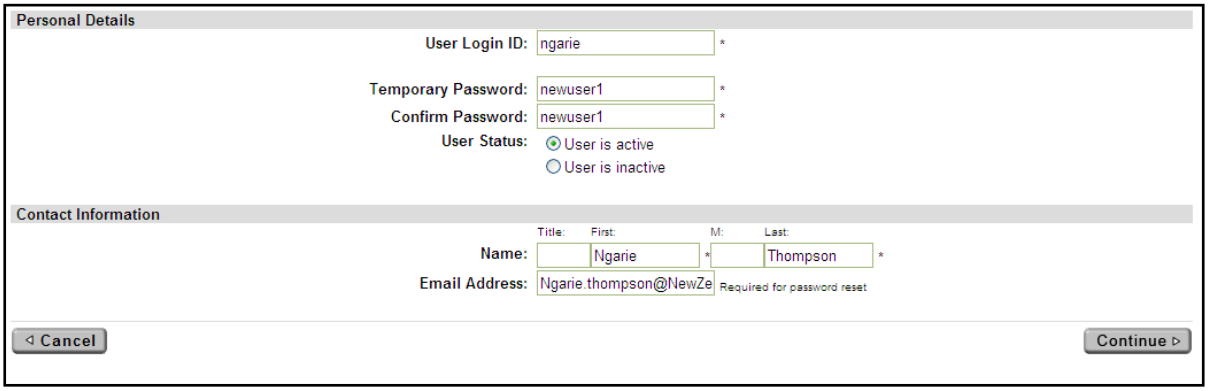


User Entitlements

This section allows you to update user details, reset passwords, add a new user, or edit the access of an existing user.

How to Add a New User:

- Select *Administration* from the menu and click on *User Entitlements*
- Select *Add New User*
- Enter the new user id and a temporary password

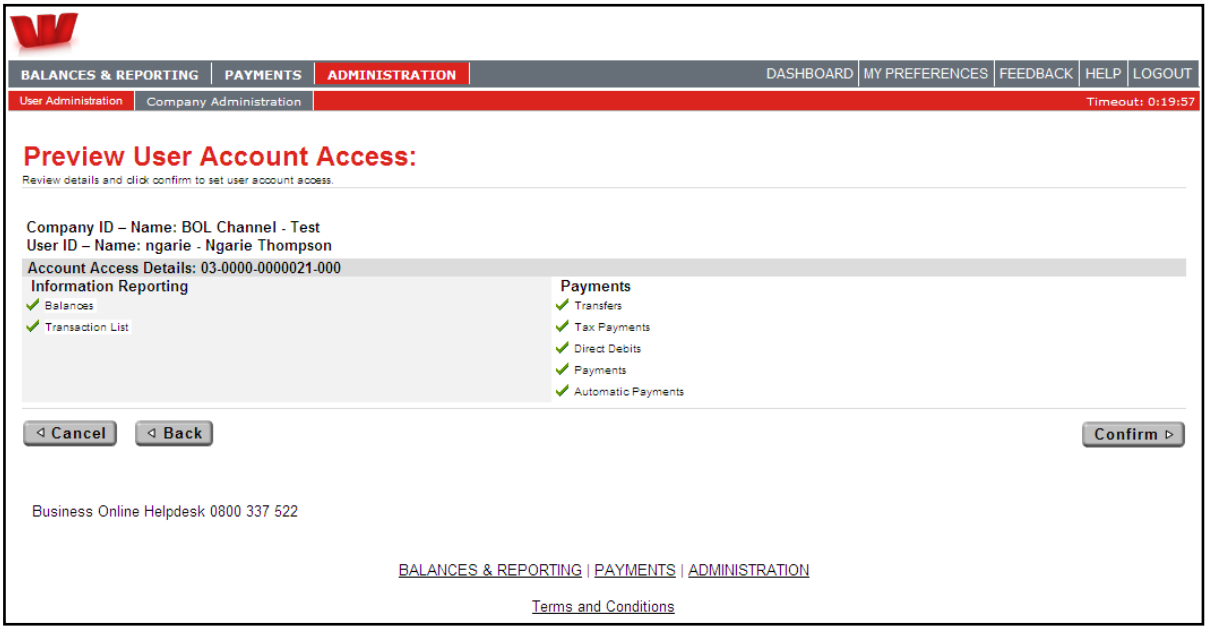


- At this stage if your site is dual administration you can also set payment limits. To do this select *Set User Payment Limits* Here you can enter a maximum limit to one or more types of payments. Once that has been done, *continue* and *confirm* the limits.
  Note: For Single administration Sites this option will be on the next screen
- Enter the contact information, including email address, and *Continue*
- Preview the user details and, if correct, *Confirm*. Otherwise, click *Back* and make any changes necessary.

Setting User Account Access

- Click on *Edit Account Access*. This will take you to a screen listing all the accounts on your Business ID
- Click on an account which you want the user to be able to access

- Check the tickboxes for the functions that you want the user to be able to do **on this particular account**. You can set different access for different accounts



- *Continue* and then *confirm* the access
- You will need to do this for every account to which you want the user to have access.

Step Three: Setting Bank Report Access

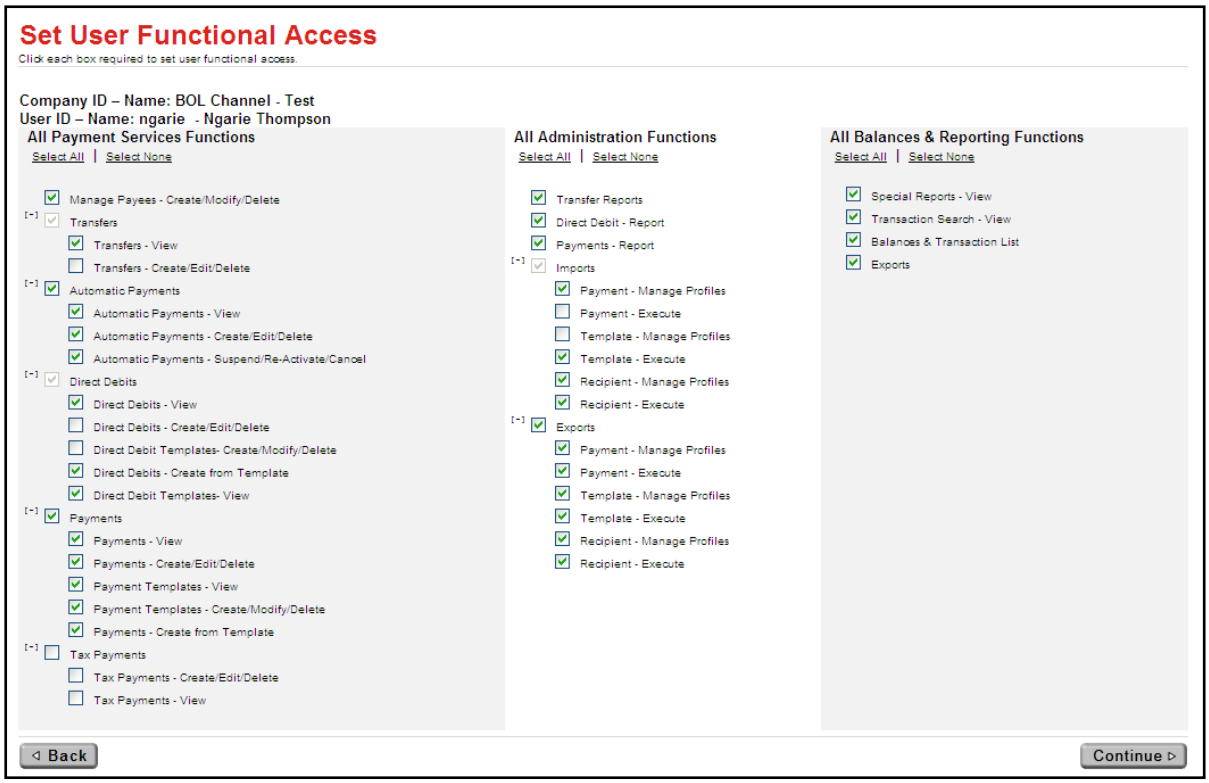
There is a monthly billing report that you can allow users to access.

- Click on *Edit Bank Report Access*
- Tick the checkbox next to Special Reports
- Click *Confirm*

Step Four: Setting Functional Access

- Click on *Edit Functional Access*
- Check the tickboxes for the specific functions you want the user to be able to do within Business Online or, if you want them to do everything but authorise, check the 'Check All' tickbox at the top of the columns

Note: If you want the new user to be an authoriser or an administrator, you will need to submit a *Business Online Making Changes form* available at www.westpac.co.nz
Access to administration and authorisation functions will be arranged by Westpac.



- Click on *Continue* and, if all access details on the preview screen are correct, *Continue*
- Click on *Done* and let the new user know what their user id and password is.

How to Edit an Existing User:

If you want to change the access that a user has in Business Online, such as add, edit, or remove access to an account or a function, this can be done in *User Entitlements*.

- Select *Administration* from the main menu. This will take you to the *User Entitlements* page
- Click on the Login ID that you wish to edit. This will take you through to a screen where you can edit email address, Payment limits, Account access, Bank Report access and Functional access.
  Note: for Dual Administration sites Account access, Bank Report access and Functional access will be on the next screen.
- Click on the item you want to change. If you click on *Set User Account Access*, this will take you to the screen listing the accounts for your business, and you can select the specific account from there
- **For Single administrations sites:** Click *Continue* and then *Confirm.* The user will now have the new access when they next log in.
- **For Dual administration sites:** Once you have made the changes you want and confirmed them, click on *Done* which will change the access for the user once the second administrator has authorised this from the Pending Tasks page which is found on the User Entitlements page.

How to Reset a Password for another user:

- Select *Administration* from the main menu
- This will take you to the *User Entitlements* page, click on *Reset Password*
- In the Login ID drop down box select the log in ID for the person you want to reset the password for
- Enter the new password in both new password fields
- Click *Reset*.

Note: If your site is Dual administration you will need a second administrator to authorise the change from the pending list before the password is changed.

The new password

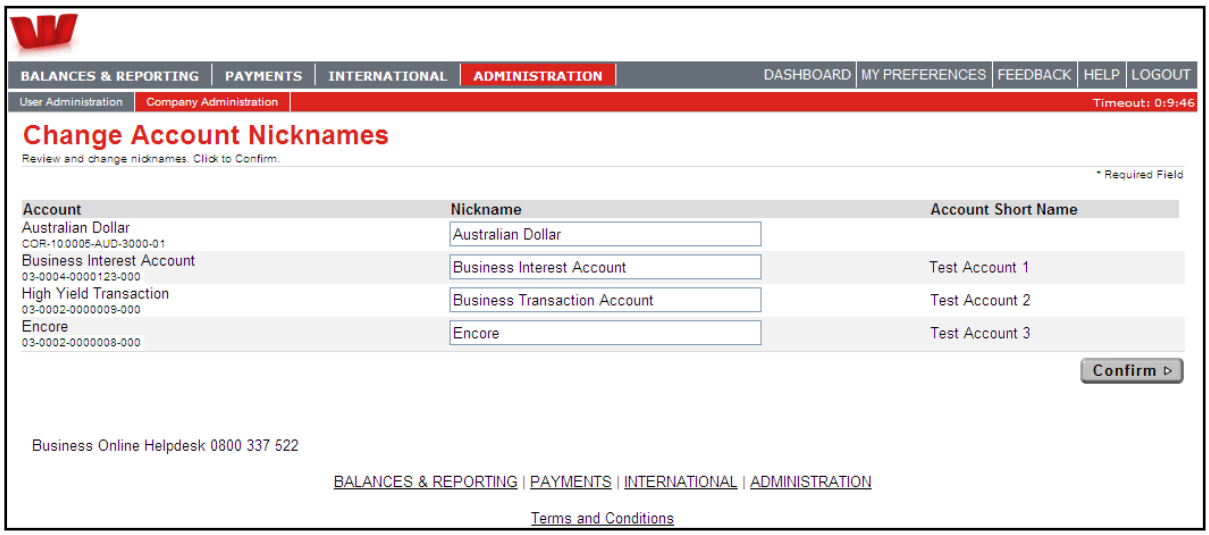
- needs to be between 8 and 20 characters long,
- must have at least one alpha character and one numeric character
- Is case sensitive.

How to Add an Account Nickname:

To help you easily identify your separate accounts you are able to add a nickname to the account. To nickname an account:

- Select *Administration* from the menu
- Then Select *Company Administration* from the Sub-Menu
- Click on *Account Nicknames* in the drop down menu. A list of all your accounts will then be displayed.
- To change one or all account names simply write the name you wish the account to be called in the Nickname field
- Select *Confirm*.

Note: The Account Short name that Westpac has loaded for your account is displayed for your reference.



For further information

Call the Helpdesk on 0800 337 522, 8am to 8pm on business days
(If calling from overseas use our international number +64 4 499 0410 - toll charges will apply).