



NSW Government Schools

Frequently Asked Questions

1. How many signatories can be listed on an account?

- There is no limit on the number of signatories that can be listed on an account.

2. How to open Term Deposit?

- Term Deposits can be created and managed on Corporate Online without paperwork.
- However in the event Corporate Online is unavailable, a Term Deposit application can be downloaded from the banking Website (<http://ww2.westpac.com.au/corporate-banking/nsw-schools/>)
- Upon completion, please return to NSW Government Service Team (nsw_government_schools@westpac.com.au) for processing.

3. How to load a stop payment on a cheque?

- Cheques can be stopped by putting a stop payment on Corporate Online (<https://online.corp.westpac.com.au/>) **OR**
- Print and complete a Stop Payment request form from the banking Website (<http://ww2.westpac.com.au/corporate-banking/nsw-schools/>) and fax it to the Account Maintenance team on 1300 656 954.

4. How to establish a new Corporate Online User?

- The Principal has authority to grant access to users on Corporate Online through the administration function **OR**
- The forms can be downloaded from the banking Website (<http://ww2.westpac.com.au/corporate-banking/nsw-schools/>). Upon completion, please return to NSW Government Service Team (nsw_government_schools@westpac.com.au) for processing.

5. How to reset password for users on Corporate Online?

- The Principal is able to reset a user's password through the administration function on Corporate Online.
- In the event the Principal is unavailable, the Corporate Online Support Team can assist the user and can be contacted on 1300 134 291.

6. How do we establish New Principals /Relieving Principals on Corporate Online?

- Download the 'Administrator Establishment – to a New State School- Corporate Online' form from the Website (<http://ww2.westpac.com.au/corporate-banking/nsw-schools/>)

- Complete and return to the NSW Government Schools service team (nsw_government_schools@westpac.com.au) for processing.
Note: The new Principal will need to be identified by Westpac if this has not already been completed.

7. How do I order copies of past bank statements?

- The Transaction Solutions Team (TST) can be contacted on 1800 150 140 for assistance.
- Please note any applicable fee for this service will be charged to the noted BSB and Account number **OR**
- You can download a copy of your past bank statements through Corporate Online free of charge – see point 10

8. How do we order Eftpos Rolls?

- Contact the Merchant Helpdesk on 1800 029 749.

9. Who do we contact to order deposit book?

- Contact The Transaction Solutions Team on 1800 150 140 and provide the BSB & account number, number of books required and address to which the books should be mailed.

10. How do I view my Bank Account Statement?

- Statements can be viewed via Corporate Online (<https://online.corp.westpac.com.au/>) under the 'Accounts' menu tab.

11. How to order BED (business express deposit) bags?

- Complete the 'BED and/or Coin order form', which can be downloaded from the banking Website (<http://ww2.westpac.com.au/corporate-banking/nsw-schools/>). Email the completed form to Westpac_CustServ@Linfox.com or fax it to 02 8863 1699.

12. How do we order credit cards?

- Please contact Mark Horton from the DET on 9561 8759 / mark.horton@det.nsw.edu.au

13. How do we establish EFTPOS facility?

- Please contact School and Regional Financial Operations on 13 10 72 for instructions on the guidelines as there are certain criteria that need to be met before an EFTPOS facility can be requested.
- Download the relevant forms from the banking Website (<http://ww2.westpac.com.au/corporate-banking/nsw-schools/>). Upon completion, please return to NSW Government Service Team (nsw_government_schools@westpac.com.au) for processing.