

## Creating an office.

Follow this guide to create a new office within your Corporate Online Organisation.

To perform this procedure, you require **Creator** access to Administration and a user role of **Super Administrator**.

1. From the left-hand menu, select **Administration > Manage > Offices**.

**Main menu**

- Administration
  - Manage
    - Offices (selected)

**Manage offices**

**List of offices**

View the list of fully authorised offices for the organisation, perform a search for a specific office to amend delete it, or create a new office at any time.

**Search and sort criteria**

Search by: ☐ Office name ☐ Office ID

OR

☒ Display all offices

**Results** 1 to 4 of 4

Office name	Office ID
<input type="radio"/> Chair Services Pty Ltd *	701014927
<input type="radio"/> Finance Department	501043212

2. Select **Create office**.

Corporate Online displays the **Office details** screen.

**Details**

\* Preferred office name:

The office name may appear on payments initiated from this office.

**Street address**

\* Street address details:

\* City:

State:

Postal code:

\* Country: -- Choose --

**Mailing address**

Please ensure this is correct as new or replacement tokens may be delivered to this mailing address.

☒ Same as office street address.

3. Complete the details as follows:

- Enter the **Preferred office name** for the office. It should reflect the legal or trading name of the entity.
- Enter a **Street address** for the office. The office address is used for all Westpac mail to Corporate Online users who nominate this office as their primary mailing address. This includes Welcome letters, PINs, and Secured Tokens. If you want mail sent to a PO Box, enter this as the Mailing address.

**Billing account(s) and statement(s)**

\*Australian dollar billing account: -- Choose --

What fees will be charged to this account?

\* Do you want fees for this office to appear on an existing **billing statement** ?

☒ Yes, add this new office to the same billing statement used for the following office:  
-- Choose --

☐ No, establish a new billing statement for this office and make it available to access in Corporate Online.

- Nominate the **Billing account(s)** for this office.
- Select to have fees for this office charged to a **billing statement** used for an existing office or select to establish a new billing statement for this office.
- Select **Continue**. Corporate Online displays the **Assign applications** screen.

**Available applications**

Not assigned:

- ☒ **Online Receipts**  
Access balances and transactions for receipt services

Add > Add all >>

Already assigned / to be assigned:

- ☐ **Online Accounts**  
Access balances and transactions for accounts
- ☐ **Online Deposits**  
View, execute and authorise deposits
- ☐ **Online Payments**  
View, execute and authorise payments from your accounts

<< Remove all < Remove

Cancel Save and resume later Back Continue

4. Complete the screen as follows:
- Select the applications to be assigned to the office from the not assigned list on the left and then select **Add**.
- OR
- To select all applications, select **Add all**.
  - Select **Continue**.

What happens next depends on the applications assigned to the office, and what additional information Corporate Online needs you to specify. Tasks for completion may include:

- ✓ **Account groups** - Create the account groups for this office. These define how your users will be able to access account information for this office.
- ✓ **Receipt services** - Assign the receipt services you want accessible from this office.
- ✓ **Payment accounts** - Assign the accounts you want to be able to make payments from via this office.
- ✓ **Payment services** - Assign the payment services you want available for importing and creating files.
- ✓ **Foreign exchange** - Select whether you want to allow cross-currency payments to be made through the office.

**Office**

- ☒ **Details**
- ☒ **List of applications**
- Accounts groups**
- Receipt services
- Payment accounts
- Payment services
- Foreign exchange
- Summary

Sign out

5. Complete the details and select **Continue** on each screen. **Summary** is displayed.

## Summary

The task is now ready for authorisation. If you also have authoriser access and your organisation permits self-authorisation:

**Authorisation and acknowledgment**  
☐ The billing account selected is an account not owned by your organisation. By selecting this account you confirm that the owner of the third party account in each case has authorised you on its behalf to notify Westpac that Corporate Online fees may be charged to this account.  

[Go to pending tasks](#)[Authorise now](#)[Amend](#)[Print preview](#)

6. Where an account not owned by your organisation has been nominated as an office billing account review and select in the box to agree to the **Authorisation and acknowledgment** terms.
7. Review the details of the task and then select **Authorise now**.

If the “Create office” task requires no further authorisation, Corporate Online displays a **confirmation** screen. If the “Create office” task requires a second authorisation, the task will be displayed at “Part authorised” on the Pending tasks screen. Ask another Administrator who can authorise to sign in and select **Administration > Authorise** from the left-hand menu.

Note: Once the new office has been approved and billing account(s) established, the Administrators involved in creating and authorising the new office will receive a confirmation message. Follow the steps in the confirmation message for how to assign the new office to your Corporate Online users.