

## 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**.

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

- Select **Create office**.

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

- 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 a New Zealand domiciled NZD account for debiting fees charged in New Zealand dollars to this office.

\*New Zealand dollar billing account: -- Choose --

Nominate a Papua New Guinea domiciled PGK account for debiting fees charged in Papua New Guinea kinas to this office.

\*Papua New Guinea kina billing account: -- Choose --

Nominate a Fiji domiciled FJD account for debiting fees charged in Fiji dollars to this office.

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

Cancel Save and resume later Back **Continue**

- 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:

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

Add > Add all >> << 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
- Agency services
- 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:

Sub-tasks			1 to 8 of 8
Task type	Status	Date submitted	
<input type="radio"/> <u>Details</u> - Office name and mailing address	Unauthorised	4 March 2025	
<input type="radio"/> <u>List of applications</u> - Assign applications available to the office	Unauthorised	4 March 2025	
<input type="radio"/> <u>List of account groups</u> - Create and manage account groups	Unauthorised	4 March 2025	
<input type="radio"/> <u>List of receipt services</u> - Assign for viewing and exporting	Unauthorised	4 March 2025	
<input type="radio"/> <u>List of payment accounts</u> - Assign accounts to be enabled for payments	Unauthorised	4 March 2025	
<input type="radio"/> <u>List of payment services</u> - Assign services to be enabled for payments	Unauthorised	4 March 2025	
<input type="radio"/> <u>Online Payments foreign exchange options</u> - Manage cross currency payment options	Unauthorised	4 March 2025	
<input type="radio"/> <u>List of agency services</u> - Assign for viewing transactions and creating return files	Unauthorised	4 March 2025	

[View detailed audit information](#)

**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.

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.