



# **Banking Transition to NAB**

*Guide to NAB Express Business Deposits (EBD)*

**Corps**

## How to submit a NAB Express Business Deposit (EBD)

The NAB Express Business Deposit (EBD) service allows customers to deposit cash in a tamper proof plastic bag at any EBD collection point.

This EBD process involves four main steps:

- **Step 1** - Complete and submit your EBD online form
- **Step 2** - Add your cash deposit to the EBD bag
- **Step 3** - Take your EBD bag to an EBD collection point
- **Step 4** - Complete the relevant Bank Receipting Form

### Step guide

#### Before you begin

- Make sure you are using a NAB branded Express Business Deposit (EBD) bag. For ordering new EBD bags, please order on TSA Sharepoint and not directly from NAB.  
<https://salvosau.sharepoint.com/sites/SUP0516Comms/SitePages/EBD-Order-Form.aspx>

#### Please note

- **TSA is exempt from the "Minimum \$500 Deposit"** requirement printed on the EBD bag.
- **EBD bags can include a maximum of \$300 in coins and no more than \$100** can be silver.
- **Cheques are not accepted** in EBD bags. Details for completing Express Cheque Deposits can be found on the [Banking Transition Toolkit](#).

**Customer Record**

Note	\$	Date	/ /
Coins	\$	Please detach the customer record and retain for your own records	
Total	\$		

(subject to verification and correction) **633789147**

**Acknowledgement**

This slip acknowledges receipt of the deposit bag and is not evidence of its contents. Contents still subject to verification (see the NAB Express Business Deposit requirements)

**633789147** Date / /

**EXPRESS BUSINESS DEPOSIT**

Contact name:

Contact Number:

**This minimum does NOT apply to TSA**

**CASH ONLY | MINIMUM \$500 DEPOSIT** (Maximum of \$300 in coins, \$100 in silver)

**Deposit instructions**

Before sealing the bag you must:

1. Complete an online deposit slip, to do so:  
Go to [nab.com.au/ebd](http://nab.com.au/ebd) via browser or Use your mobile device or tablet to scan QR code to launch [nab.com.au/ebd](http://nab.com.au/ebd)
2. Place cash and coin into bag (remove any paper clips, pins and staples)
3. Remove trapped air
4. Peel off tape to expose adhesive and firmly seal
5. Drop the bag off at any EBD collection point

Use of this bag is acceptance of the following requirements:

1. All deposits are subject to verification and correction by NAB
2. Errors will be debited/credited to your account
3. Deposit limits must be adhered to
4. Non-compliance with any of these requirements may result in the deposit NOT being processed

Bag Number **633789147**

## Step 1 - Complete and submit your EBD online form

Before you can deposit cash at an EBD collection point, you must complete and submit an EBD form online (this replaces the need for a physical deposit slip)

- To access the EBD form, visit

<https://www.nab.com.au/common/forms/express-business-deposits>

### What you will need to complete your EBD form:

- The NAB BSB and Account Number for the relevant bank account (this can be found on your NAB deposit slip - example below)
- EBD bag number (EBD bag numbers start with a 6\*)
- Your 6-digit Cost Centre/ NAB Agent Number / RSA Serial Number (these can be found on your NAB deposit book - example below)
- Breakdown of notes and coins
- A Salvation Army email address to receive an electronic acknowledgement of deposit details.

### Example NAB Deposit Slip

The image shows a sample NAB Deposit Receipt form. Red dashed lines and boxes highlight specific fields, with external labels pointing to them:

- Account Title:** Points to the 'Account name' field, which contains 'A/C NO. 987905165'.
- Cost Centre/ Agent Number:** Points to the 'A/C NO.' field (987905165) and the 'No. of Items' field (509999).
- Account Number:** Points to the 'BSB' field (083004) and the 'Account Number' field (987905165).

Other visible fields and information on the slip include:

- Date:** / /
- No. of Items:** 509999
- Teller:** [Blank]
- Amount:** \$ [Blank]
- FOR CREDIT of:** THE SALVATION ARMY (VIC) PROPERTY TRUST CENTRAL PROCESSING ACCOUNT BOOTH CORPS
- Cash tendered:** \$100 .00, \$50 .00, \$20 .00, \$10 .00, \$5 .00
- Cash:** [Blank]
- Total cheques:** [Blank]
- Total Change:** \$ [Blank]
- Branch:** 330 COLLINS ST BRANCH MELBOURNE VIC
- Barcode:** \*900 05083004 987905165 09 0509999
- Logos:** nab, AUSTRALIA POST DEPOSIT

## Completing your NAB online form

**Section 1:** Enter the name and phone number of the person making the deposit.

**Section 2 & 3:** Enter the BSB and account number linked to your deposit book.

**Section 4:** Enter the bag number printed on the bottom right of your EBD bag.

**Section 5:** You must select **'Yes'** and enter the **Cost Centre/ Agent Number** for the account you are depositing.

This is how we identify your deposit.

Select **NEXT**.

On this page enter the contents of your deposit. **Note the minimum \$500 deposit displayed on this page does not apply to TSA.** Deposits and total coins cannot exceed \$300 per EBD bag.

Exceeding the coin limits can cause the bag to break

**EXPRESS BUSINESS DEPOSIT**

### Make an Express Business Deposit

Bag contents

- Deposits containing notes only, the minimum deposit is \$500.
- Deposits containing notes and coins, the minimum deposit is \$500.
- Deposits containing coins only don't have a minimum deposit, however coins can't exceed \$300.

**Notes**

You can enter either the quantity, or the value of each type of note. When you enter either one, the other will automatically update.

In the **Notes** section, enter either the quantity or the value of each type of note. Depending on which you enter, the other field will be automatically updated.

**Notes**

You can enter either the quantity, or the value of each type of note. When you enter either one, the other will automatically update.

**\$100 notes**

Quantity (Optional) Value (Optional)

**\$50 notes**

Quantity (Optional) Value (Optional)

In the **Coins** section, enter the total value of all the coins (**ensuring no more than \$300 total coins, or \$100 in silver coins**). If you do have coins exceeding this amount, an additional EBD bag is required along with its own EBD deposit form.

**Coins**

Enter the total value of all coins. Coins cannot exceed \$300.

Value (Optional)

\$ 2.60

**Total Deposit**

Your total deposit value is \$587.60

Back Next

Select **Next** and check the details of your deposit to ensure details are correct.

Select **Submit deposit**.

Deposit details

BSB and account number  
[REDACTED]

Store number  
123456

Bag number  
[REDACTED]

Customer reference  
John Smith

Bag contents

Notes included

- 1 note of \$100
- 4 notes of \$50
- 10 notes of \$20
- 8 notes of \$10
- 1 note of \$5

Included coins value  
\$2.60

Total deposit value  
\$587.60

Back Submit deposit

Your deposit details will be confirmed as submitted.

**Print or email a copy of your confirmation** so you have a record of deposit details.

nab more than money EXPRESS BUSINESS DEPOSIT

Make an Express Business Deposit

Deposit details confirmed

25 January 2022 at 4:00 pm (AEST/AEDT)

Success! Your deposit details are confirmed and have been submitted.

**What you need to do next**

Deposit the bag at your nearest EBD collection point.

Please note that your deposit is subject to NAB's verification of the EBD bag and its contents and will only be processed after it has been deposited at an EBD collection point. If a bag is not deposited after 29 days it will expire. You will not be contacted about the bag not being deposited.

## Step 2 - Add your cash deposit to the EBD bag

Note, there is no need to separately bag coins by denomination.

**Important** EBD bags to contain a **maximum \$300 in coins, \$100 in silver**. Exceeding these limits can cause the bag to break.

### Step 3 - Take your EBD bag to an EBD collection point

Visit <https://www.nab.com.au/locations> to find your nearest NAB Branch location

**Remember:** To find your nearest EBD collection points select "Express business deposit" from the filter options, then click search. Also note the facility's operating hours may vary by location.

Please note there are three types of collection points:

EBD Collection Point (type)	What you need to do	Note
<b>EBD machine</b>	<ol style="list-style-type: none"><li>1. Scan your EBD bag to receive a printed receipt for your EBD bag deposit.</li></ol>	Machine type collection points operate outside of regular bank opening hours
<b>Manual chute</b>	<ol style="list-style-type: none"><li>1. Approach branch concierge or teller to obtain manual acknowledgment receipt using the top section your EBD bag.</li><li>2. Drop EBD bag in the chute.</li><li>3. Retain the receipt for your records.</li></ol>	These deposits will be processed using NAB's EBD method (no manual cash counting by the teller, this deposit is matched to the bag number submitted with your EBD online form)
<b>Over the counter (OTC)</b>	<ol style="list-style-type: none"><li>1. Hand the EBD bag over the counter.</li><li>2. The NAB branch customer advisor will match the EBD bag number to the perforated acknowledgment section of the bag, then date and stamp this section before returning it to you.</li><li>3. Retain the receipt for your records.</li></ol>	Deposits must be made during branch opening hours.

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## Step 4 - Complete the relevant Bank Receipting Form

For **Corps General deposits** - Instructions to complete the bank receipting form can be found in the [Bank Receipting Toolkit](#).

This form is used to record Corps/Centre banking (cash/cheque) and EFTPOS end-of-day totals. Allocate them to the appropriate income accounts and match deposits in the TSA bank accounts.

For **Red Shield Appeal (RSA) or Self Denial Appeal depositing**, you will need to complete the Banking Receipts form **on the day of deposit** via <https://volunteer.salvos.org.au/>.

## Frequently Asked Questions

<p><b>What is the NAB Express Business Deposits service?</b></p>	<p>The Express Business Deposit (EBD) service allows customers to deposit cash in a tamper proof plastic bag at any NAB branch with an EBD collection point using the EBD machine or chute.</p>
<p><b>When is an EBD online form required?</b></p>	<p>You must complete <b>an online deposit form for each bag</b> prior to dropping it off at an EBD collection point.</p>
<p><b>How do I find my nearest NAB Express Deposit facility?</b></p>	<p>Visit <a href="http://www.nab.com.au/locations">www.nab.com.au/locations</a> and enter your postcode, select 'express business deposit' from the filter options, then click search.</p> <p>Please note the facility's operating hours may vary by location.</p>
<p><b>After I complete an EBD online form, how long do I have to drop off the EBD bag at the collection point?</b></p>	<p>Please deposit your bag at an EBD collection point as soon as possible after submitting your EBD form online. The deposit form you have submitted will expire after <b>29 days</b> if not received at the branch.</p>
<p><b>What happens if I drop off an EBD bag without having completed an EBD form online?</b></p>	<p>If you do not complete an EBD online form for your EBD bag, NAB will not be able to process your EBD bag. This means there will be a delay in TSA receiving the 'said to contain' value and NAB will request for the EBD bag to be collected from the branch.</p>
<p><b>Can I save my online deposit form and come back to complete it later?</b></p>	<p>No. You must complete the online deposit form all at once and submit.</p>
<p><b>Can I print a copy of my confirmed deposit details?</b></p>	<p>Yes. Once you have submitted your deposit information you are given the option to print a copy of your confirmation.</p>
<p><b>Can I view the deposits I have made using the online deposit form?</b></p>	<p>No. That is why we recommend you provide an email address when submitting the form to receive a confirmation of the deposit details.</p>
<p><b>Can I modify or cancel a NAB online deposit form I have submitted?</b></p>	<p>No. If you need to make changes to the NAB online deposit information you have submitted, you must use a new bag and start a new deposit form. The deposit form you have previously submitted will simply expire after 29 days if not received at the branch.</p>

<p><b>How do I order NAB Express Business Deposit bags?</b></p>	<p>If you require additional EBD bags, these must be ordered from TSA by visiting:  <a href="https://salvosau.sharepoint.com/sites/SUP0516Comm/SitePages/EBD-Order-Form.aspx">https://salvosau.sharepoint.com/sites/SUP0516Comm/SitePages/EBD-Order-Form.aspx</a></p> <p>Please do not obtain new EBD bags directly from NAB.</p>
<p><b>How long will it take for me to receive my EBD bags?</b></p>	<p>It can take up to 14 business days for your EBD bags to arrive.</p>
<p><b>Does the minimum \$500 deposit as printed on EBD bags apply for TSA deposits?</b></p>	<p>No, the minimum \$500 printed on EBD bags does not apply to The Salvation Army deposits. There is no minimum for TSA deposits made using the Express Business Deposit service.</p>
<p><b>Is there a maximum number of coins I can deposit into the EBD bag?</b></p>	<p>Yes, you can deposit a maximum of \$300 in coins, of which no more than \$100 can be silver coins, due to weight limitations of the EBD bag.</p>
<p><b>I received an error message "your supplied details are incorrect. Please check them and try again".</b></p>	<p>You should check that:</p> <ul style="list-style-type: none"> <li>• you have entered your BSB, account number and bag number correctly (the bag number should begin with a 6)</li> <li>• the bag is linked to the account you wish to deposit into (e.g., The bag belongs to the business entity that the bags were ordered for)</li> <li>• the bag you are using hasn't been used before</li> </ul> <p>If you are still receiving this error message, please contact <a href="mailto:bankingenquiries@salvationarmy.org.au">bankingenquiries@salvationarmy.org.au</a></p>
<p><b>When will the value of the EBD reach The Salvation Army bank account?</b></p>	<p>The 'said to contain' value will hit your account once NAB staff have scanned your bag at the branch.</p> <p>Express Business Deposits, whether lodged via an Express Business Deposit machine or another method, will only be processed on the same day if lodged on a banking day before a cut-off time, which varies between branches. Please verify the applicable processing cut-off time for your branch.</p>

## Help and support

For support or clarification on NAB banking, please contact [bankingenquiries@salvationarmy.org.au](mailto:bankingenquiries@salvationarmy.org.au)