Description: Any issues with the NAB EFTPOS machine and Pay Pass should be advised to the NAB Merchant Service Centre. The following Quick Reference Sheet advises how to contact NAB Merchant Service Centre and find your merchant number and terminal ID. These instructions apply for users with an integrated machine.

Contact NAB Helpdesk

Phone number: 1300369852
Select: 1 (Technical Issues)
Select: 2 (NAB Integrated)
Operating Hours: 8.00am – 8.00pm daily.

NAB Merchant Number and EFTPOS ID

To get your NAB Merchant Number and ID open the PC-EFTPOS Client GUI by clicking on the green C in the toolbar. Note: You do not need to have OneStop open to perform this operation.
Click on Ctrl Panel:

The Merchant ID and Terminal ID are displayed: