



Australian Government
Department of Home Affairs

Westpac Online Payment Facility

Registered Users – Admin

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Registered Users – Admin

Registered users have the ability to manage the administration of their account.

After logging in (see [Registered Users – Login](#) for assistance), select the Administration button from the top of the screen.

The screenshot shows the top navigation bar of the Australian Government Department of Home Affairs Accounts Payable Administration system. The header includes the Australian Government logo, the text 'Australian Government Department of Home Affairs', and navigation links for 'ACCOUNTS PAYABLE', 'ADMINISTRATION', 'Home', 'Log off', and 'Help Centre'. Below the header is a dark blue bar with a yellow border. The main content area has a light blue background and contains a navigation menu with four tabs: 'Introduction', 'Approve Invoices', 'Accounts Payable Schedule', and 'Payment History'. The 'Approve Invoices' tab is selected. The main content area displays the title 'Accounts Payable' and a description: 'Accounts Payable allows you to approve payment of invoices, view a schedule of pending payments, and view your payment history.' Below this, it states 'In Accounts Payable, you can do the following :'. There are three sections, each with a link and a description: 'Approve Invoices' (Approve and schedule payment of invoices), 'Accounts Payable Schedule' (View the schedule of approved payments. You can also stop a payment), and 'Payment History' (View payments that have been made). Each section is accompanied by an icon: a clipboard with a checkmark for 'Approve Invoices', a magnifying glass over a document for 'Accounts Payable Schedule', and a magnifying glass over a document for 'Payment History'.

Accounts Payable
Accounts Payable allows you to approve payment of invoices, view a schedule of pending payments, and view your payment history.

In Accounts Payable, you can do the following :

[Approve Invoices](#)
Approve and schedule payment of invoices.

[Accounts Payable Schedule](#)
View the schedule of approved payments. You can also stop a payment.

[Payment History](#)
View payments that have been made.

For help with this page please click on the Help icon at the top of the screen or contact the Help Desk on corporate.treasury@homeaffairs.gov.au
For information on the Department's payment processing timeframes please visit the Department website.

From this screen, you can add/edit:

- [Australian Bank Accounts](#);
- [Credit/Debit Card Details](#);
- [Personal Details](#); and
- [Password](#)

Australian Bank Accounts

As a registered user, you may have as many bank accounts registered in your online account as you wish. When making a payment to the Department of Immigration and Border Protection (DIBP) you have the ability to select any previously registered account.

The bank account must have an Australian financial institution BSB to be added to your account.

Users have the ability to:

- Register new Bank Accounts; and
- Enable/Disable or Change the Working Name on Registered Accounts



Please note: Either a bank account or credit/debit card must be registered before a payment can be made.

Register a New Bank Account

Users have the ability to enter account details for Direct Debit payments. This can be done when you first register as a user, or by adding one at a later date.

1. From the **Administration** homepage, select **Australian Bank Accounts**.

The **Aus. Bank Account** tab will be selected.

2. If the user account already has one or more bank accounts registered they will appear in a list on this screen.

Scroll down to register a new account.

3. If there are no previously registered accounts you will only see the lower part of the screen.

Complete the following fields:

Working Name	This is a descriptive name that you can call the account for the purpose of tracking it through the Westpac Online Payment Facility. E.g. Main Account
Account Name	Enter the name the account is held in. E.g. Jane Citizen
BSB	A BSB is a 6-digit number in the format xxx-xxx. It uniquely identifies the bank branch where your bank account is held.
Account Number	Enter the account number.
Bank Name	Enter the name of the financial institution your account is held with. E.g. National Australia Bank
Branch	Enter the location of the branch that your account is with. E.g. Canberra City

Read the **Direct Debit Request (DDR) Service Agreement**. If you agree to these terms, click the **I AGREE** button to continue.



Please Note: Your account will only be debited when you approve payment of an invoice.

4. The new account will now appear in the list of registered bank accounts.

From here you can select any tab to complete another administration action.

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GO BACK Accounts

In order to make payments using this service you must register at least one bank account for direct debit. Direct debit payments will be made from the selected account when invoices are approved. Click on "Users and Privileges" to grant access and approval limits to users.

Register New Account

Enter your new bank account details and press 'I Agree'

Working Name: Name you use to describe this account

Account Name: Name that the account is registered in

BSB: - 6 digit bank state branch number

Account Number:

Bank Name:

Branch Name:

Direct Debit Request (DDR) Service Agreement

This Direct Debit Request (DDR) Service Agreement is issued by Department of Home Affairs User ID 250065. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

Our Commitment to you

* Department of Home Affairs will give you at least 14 days notice in writing

CANCEL I AGREE

For help with this page please click on the Help icon at the top of the screen or contact the Help Desk on corporate.treasury@homeaffairs.gov.au
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GO BACK Accounts

You can use this page to view your company's bank accounts, set default and register new accounts.

Bank Accounts

The following Australian bank accounts are set up for your business.

Default	Working Name	Account Name	BSB	Account No.	Bank Name	Branch Name	Enabled
<input checked="" type="radio"/>	First Account	WBC Sydney Test Account	032-002	123465	Westpac	Sydney	<input checked="" type="checkbox"/>

CANCEL SAVE

Register New Account

Enter your new bank account details and press 'I Agree'

Working Name: Name you use to describe this account

Account Name: Name that the account is registered in

BSB: - 6 digit bank state branch number

Enable/Disable or Change the Working Name on Registered Accounts

Users can enable or disable or change the working name of a bank account registered on their online account. The working name on an account is a descriptive name that you can call the account for the purpose of tracking it through the Westpac Online Payment Facility. **E.g. Main Account**



Please note: If the account you are attempting to disable has invoices scheduled to be paid you will be unable to disable the account.

You will need to wait until the payments have been made or stop the scheduled payment and re-approve the invoice payment selecting a different account (See [Registered Users Accounts Payable - Accounts Payable Schedule](#)).

1. From the **Administration** homepage, select **Australian Bank Accounts**.

The **Aus. Bank Account** tab will be selected.

2. All the bank accounts that have been registered will appear in a list on this screen.

From here you can:

- Select/un-select the **enabled** checkbox to enable/disable the account; and
- Change the **working name**

Click the **SAVE** button to record the change.



Please Note: You cannot disable a bank account that has invoices scheduled for payment.

3. The screen will refresh and the selected account will now display the change.

From here you can select any tab to complete another administration action.

The screenshot shows the 'Accounts Payable Administration' interface. At the top, there is a header with the Australian Government logo, the text 'Australian Government Department of Home Affairs', and navigation links for 'ACCOUNTS PAYABLE', 'ADMINISTRATION', 'Home', 'Logoff', and 'Help Centre'. Below the header is a tabbed menu with 'Introduction', 'Aus. Bank Accounts', 'Credit Cards', 'My Details', and 'My Password'. The 'Aus. Bank Accounts' tab is selected, and a 'GO BACK' button is visible. A message states: 'You can use this page to view your company's bank accounts, set default and register new accounts.' Below this is a section titled 'Bank Accounts' with the text 'The following Australian bank accounts are set up for your business.' A table displays the account details:

Default	Working Name	Account Name	BSB	Account No.	Bank Name	Branch Name	Enabled
<input checked="" type="radio"/>	First Account	WBC Sydney Test Account	032-002	123465	Westpac	Sydney	<input checked="" type="checkbox"/>

At the bottom of the table are 'CANCEL' and 'SAVE' buttons. Below the table is a section titled 'Register New Account' with the instruction 'Enter your new bank account details and press I Agree'. It contains three input fields: 'Working Name' (with a placeholder 'Name you use to describe this account'), 'Account Name' (with a placeholder 'Name that the account is registered in'), and 'BSB' (with a placeholder '6 digit bank state branch number').

Credit/Debit Cards

A registered user may have as many credit/debit card details registered in their online account as they wish. When making a payment to DIBP you have the ability to select from any bank account or credit/debit card that has been previously registered.

The Department accepts the following credit/debit cards in the Westpac online payment facility:

- Visa;
- MasterCard; and
- American Express

Users who choose to pay using a credit/debit card will incur a system calculated surcharge. A note will appear on the screen when card details are entered advising you of the fee. This fee will differ according to the type of card used. The surcharge shown in any examples in this documentation may not reflect the current surcharge rates.

From the Credit Card screen users have the ability to:

- [Register new Credit/Debit Cards](#);
- [Enable/disable and edit details on registered cards](#);



Please note: Either a bank account or credit/debit card must be registered before a payment can be made.

Register New Credit/Debit Cards

Users have the ability to enter their credit/debit card details for payments. This can be done when first registering as a user, or by adding one at a later date.

1. From the **Administration** homepage, select **Credit Cards**.



The **Credit Cards** tab will be selected.

2. If the user account already has one or more credit/debit cards registered they will appear in a list on this screen.

Scroll down to register a new account.

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GO BACK Credit Cards

You can use this page to view your credit cards and register new cards.

Credit Cards

The following credit cards are set up.

Enabled	Working Name	Cardholder Name	Credit Card No.	Expiry Date
<input checked="" type="checkbox"/>	444433...111			03 / 2023

CANCEL SAVE

Register New Credit Card

Enter your new credit card details and press 'Save'

Cardholder Name:

Credit Card Number:

Expiry Date: 01 / 2020

CANCEL SAVE

For help with this page please click on the Help icon at the top of the screen or contact the Help Desk on corporate.treasury@homeaffairs.gov.au
For information on the Department's payment processing timeframes please visit the Department website.

3. If there are no previously registered cards you will only see the lower part of the screen.

Complete the following fields:

Cardholder Name	Enter the name as it appears on the card.
Credit Card Number	Enter the credit card number.
Credit Card Expiry	Select from the drop down lists the month and year the card will expire.

Click the SAVE button to continue.



Please Note: Your credit/debit card will only be debited when you approve payment of an invoice.

Users who choose to pay using a credit/debit card will incur a surcharge fee. This fee will differ according to the type of card used.

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GO BACK Credit Cards

You can use this page to view your credit cards and register new cards.

Credit Cards

The following credit cards are set up.

Enabled	Working Name	Cardholder Name	Credit Card No.	Expiry Date
<input checked="" type="checkbox"/>	444433...111			03 / 2023

CANCEL SAVE

Register New Credit Card

Enter your new credit card details and press 'Save'

Cardholder Name:

Credit Card Number:

Expiry Date: 01 / 2020

CANCEL SAVE

For help with this page please click on the Help icon at the top of the screen or contact the Help Desk on corporate.treasury@homeaffairs.gov.au
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4. The new card will now appear in the list of registered bank accounts.

From here you can select any tab to complete another administration action.

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GO BACK Credit Cards

You can use this page to view your credit cards and register new cards.

Credit Cards
The following credit cards are set up.

Enabled	Working Name	Cardholder Name	Credit Card No.	Expiry Date
<input checked="" type="checkbox"/>	520000_957	Joe Bloggs	[REDACTED]	02 / 2022
<input checked="" type="checkbox"/>	444433_111	[REDACTED]	[REDACTED]	03 / 2023

CANCEL SAVE

Register New Credit Card
Enter your new credit card details and press 'Save'

Cardholder Name: [REDACTED]
Credit Card Number: [REDACTED]
Expiry Date: 01 / 2020

CANCEL SAVE

For help with this page please click on the Help icon at the top of the screen or contact the Help Desk on corporate.treasury@homeaffairs.gov.au
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Enable/Disable or Edit Details on Registered Cards



Please note: You cannot disable a registered credit/debit card that has been used to schedule a future payment.

You will need to wait until the scheduled payment has been made or stop the scheduled payment and re-approve the invoice payment selecting a different account (See the Registered Users Accounts Payable - Accounts Payable Schedule help document).

1. From the **Administration** homepage, select **Credit Cards**.

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Administration
Administration allows you to set-up information about your company.
In Administration, you can do the following:

- [Australian Bank Accounts](#)
Set-up your Australian Bank accounts.
- [Credit Cards](#)
Set-up your credit cards.
- [My details](#)
Change your details.
- [My password](#)
Change your password.

For help with this page please click on the Help icon at the top of the screen or contact the Help Desk on corporate.treasury@homeaffairs.gov.au
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The **Credit Cards** tab will be selected.

2. All the credit/debit cards that have been registered will appear in a list on this screen.

From here you can:

- Select/un-select the **enabled** checkbox to enable/disable the account;
- Change the **cardholder name**; and
- Update the **expiry date** of the account

Click the  **SAVE** button to record the change.



Please Note: You cannot disable a credit/debit card account that is attached to a scheduled payment.



Credit Cards

The following credit cards are set up.

Enabled	Working Name	Cardholder Name	Credit Card No.	Expiry Date
<input checked="" type="checkbox"/>	520000 957	Joe Bloggs	[REDACTED]	02 / 2022
<input checked="" type="checkbox"/>	444433 111	[REDACTED]	[REDACTED]	03 / 2023

Register New Credit Card

Enter your new credit card details and press 'Save'


Cardholder Name: [REDACTED]

Credit Card Number: [REDACTED]

Expiry Date: 01 / 2020

3. The screen will refresh and the selected account will now display the changes you have made.

From here you can select any tab to complete another administration action.



Credit Cards

The following credit cards are set up.

Enabled	Working Name	Cardholder Name	Credit Card No.	Expiry Date
<input checked="" type="checkbox"/>	520000 957	Joe Bloggs	[REDACTED]	02 / 2022
<input type="checkbox"/>	444433 111	[REDACTED]	[REDACTED]	03 / 2023

Register New Credit Card

Enter your new credit card details and press 'Save'

Cardholder Name: [REDACTED]

Credit Card Number: [REDACTED]

Expiry Date: 01 / 2020

Add/Edit Personal Details

Use these instructions to add or update previously entered details on your user profile.

1. From the **Administration** homepage, select **My details**.

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Administration
Administration allows you to set-up information about your company.
In Administration, you can do the following:

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Set-up your Australian Bank accounts.
- [Credit Cards](#)
Set-up your credit cards.
- [My details](#)
Change your details.
- [My password](#)
Change your password.

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The **My Details** tab will be selected.

2. Some details from the registration process will pre-populate. You can add to/change the following fields:

Login Name	This is the name you chose when setting up your account, used to enter the system.
Email Address	This email address is used for confirmation of successful transactions.
Phone Number	A contact phone number.
Fax Number	A contact fax number.
Mobile Number	A contact mobile number.
Security Question 1	Select from a series of questions used to prompt you should you forget your password. E.g. Mother's maiden name
Security Answer 1	The answer to security question 1.
Security Question 2	Select another question for additional security. E.g. Pet's name
Security Answer 2	The answer to security question 2.

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Introduction Aus. Bank Accounts Credit Cards **My Details** My Password

[GO BACK](#) **My Details**

My Details

Login Name: JOEB1234
Full Name: Joe Bloggs
Email Address: financial.systems@home
Phone Number:
Fax Number:
Mobile Number:
Security Question 1:
Security Answer 1:
Security Question 2:
Security Answer 2:
Enter Your Current Password For Security:

Privacy notice:
This website is provided by Westpac. We will collect the information you provide to allow you to sign-in, reset your password and to contact you about Quickstream. You can read more about how Westpac handles your personal information, including how to contact us, access or correct your personal information, or make a complaint in our [privacy policy](#).

For help with this page please click on the Help icon at the top of the screen or contact the Help Desk on corporate.treasury@homeaffairs.gov.au
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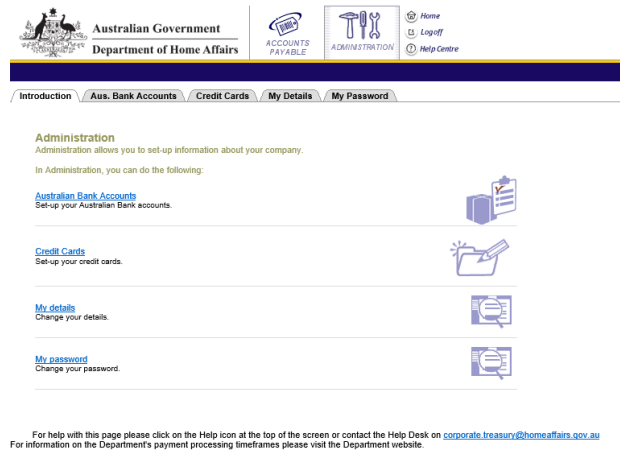
Enter your **password** and click the **SAVE** button as an additional security measure.

From here you can select any tab to complete another administration action.

Change Password

Use these instructions to change your password.

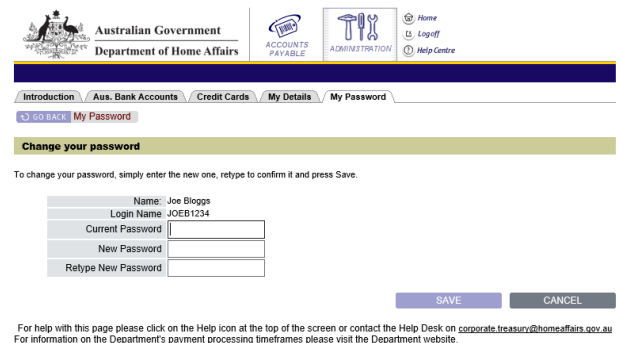
1. From the **Administration** homepage, select **My password**.



The **Change Your Password** tab is selected.

2. To change the password complete the following fields:

Current Password	Enter the current password
New Password	The password must be at least 8 characters in length and contain at least 1 letter and 1 number (60 character maximum).
Retype New Password	Retype the new password.



Click the **SAVE** button to save the new password.

From here you can select any tab to complete another administration action.