Australian Government
Department of Home Affairs

Westpac Online Payment Facility

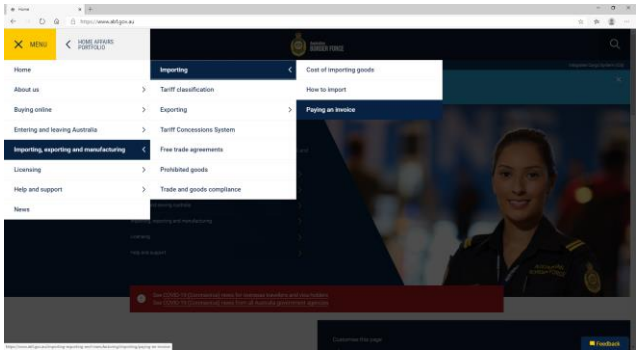
Registered Users – Login

Registered users can manage their payments to the Department of Home Affairs and the Australian Border Force (ABF) and keep a track of payment history using this facility. See the Online Registration help guide for assistance to become a registered user.

1. The Department of Home Affairs Westpac Online Payment Facility is accessed from the ABF internet site.

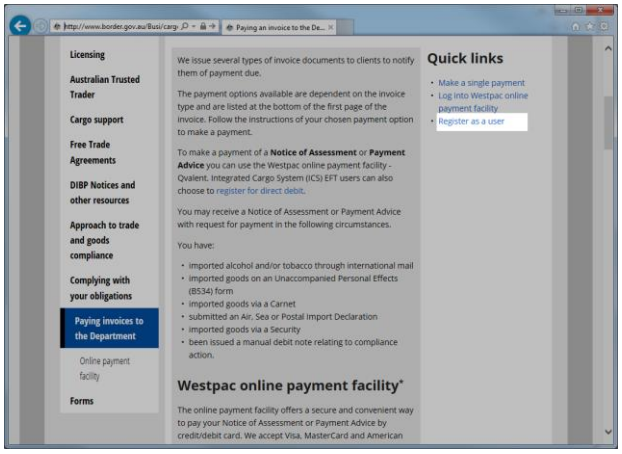
Click on the Menu in the top left and select:

> Importing, exporting and manufacturing
> Importing
> Paying an invoice



The **Paying an Invoice** screen displays.

2. Scroll to the Registered User Option section and select **Login to Westpac payment facility**.



The **Department of Home Affairs Westpac Online Registration Introduction** screen displays.

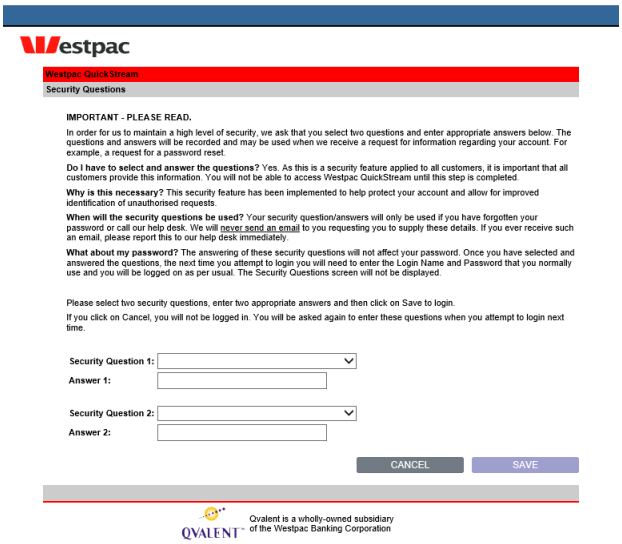
3. You are now in the Westpac site and are viewing a secure page.

Enter your **user name** and **password** and click the LOGIN button.

Please Note: If you have forgotten your user name or password click the **forgot your password** link and follow the prompts to have a new password emailed to you.

4. If you haven't updated your details in the administration pages you will receive the **Security Questions** screen which will prompt you to provide two questions and answers that can be asked of you to identify you in the event that you forget your password.

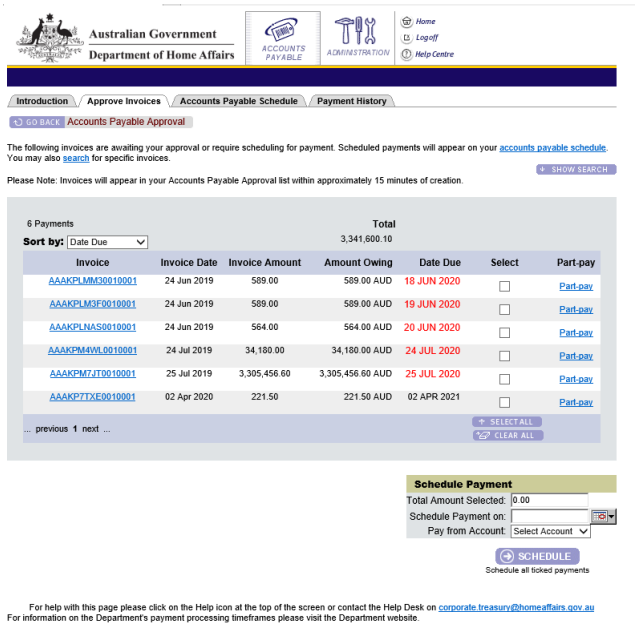
Complete the details and click the SAVE button.



> **Please Note:** You can change these questions any time in your Customer Account on the My Details screen. See Registered Users – Administration for more information.

5. If you have not previously set up a Direct Debit or Credit/Debit Card account, you will be directed to the Australian Bank Accounts tab in the Administration screens.

See the Registered Users – Administration help guide for assistance in administering your user account.

If you already have one or more payment accounts registered and have transactions awaiting your approval to be paid, you will be directed to the Approve Invoices tab in the Accounts Payable screens.

See the Registered Users – Accounts Payable help guide for assistance in administering your user account.