



Australian Government
Department of Home Affairs

Payment Facility using Digital ID

User Guide

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Overview

The Department of Home Affairs **Digital ID Online Payment Facility** enables you to pay invoices and keep track of your paid invoices online. This includes invoices relating to:

- Duty Assessments issued at the airports / seaports / national posts
- ASIC MSIC Issuing Body (AMIB) invoices (Aviation Security Identification Card (ASIC) or Maritime Security Identification Card (MSIC))
- Integrated Cargo Systems (ICS) invoices that are not settled through the direct debit process (ICS/Licensing invoices)
- ICS invoices which are not registered against the Digital ID verified account.

A distinction is made in this guide between clients who pay ICS/Licensing invoices (referred to in the guide as **ICS Users**) and clients paying all other types of invoices (referred to in the guide as **General Users**).

ICS Users use some additional features in the system that are not relevant for **General Users**.

This guide covers all of the features and functions in the Department of Home Affairs Digital ID online payment facility for both General Users and ICS Users.

Note: You can access **Digital ID Online Payment Facility** system via desktop computer or any mobile devices.

Create a Digital ID

In order to use the Digital ID Online Payment Facility you must have a Digital ID. For information about Digital IDs and how to obtain one, see the [Australia's Digital ID System](#) website. **myID** is the Australian Government's Digital ID app.

Note: In order to access the Department of Home Affairs' Digital ID Online Payment Facility, you must have at least a **Basic** strength myID

Once you have your Digital ID, you can then access the Department of Home Affairs' Digital ID Online Payment Facility.

Log in to the online payment facility

In order to use the Digital ID Online Payment Facility you must have a Digital ID. For information about Digital IDs and how to obtain one, see the [Australia's Digital ID System](#) website.

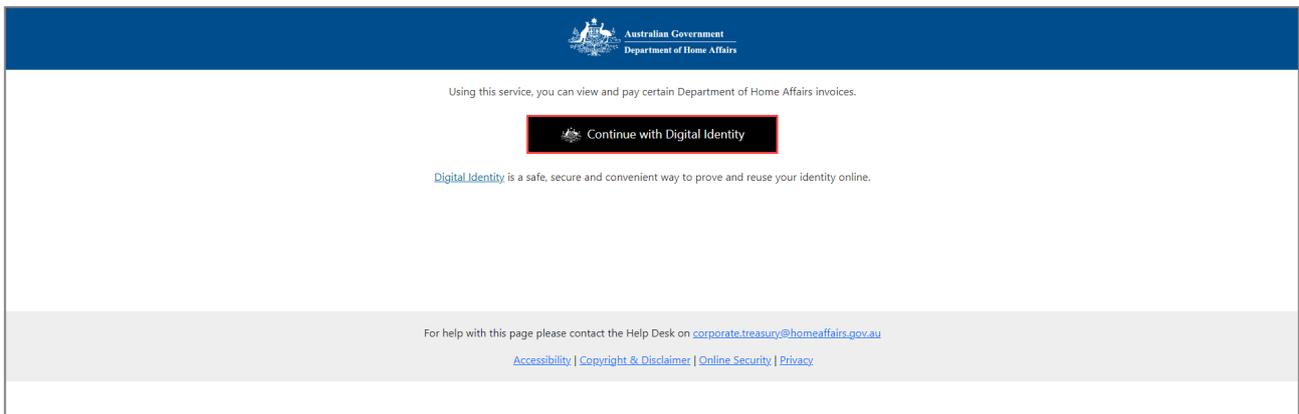
Once you have set up your Digital ID, you can access the Department of Home Affairs' Digital ID Online Payment Facility.

To log in to the Department of Home Affairs' Digital ID Online Payment Facility:

1. From the [PAYING AN INVOICE](#) page on the Department of Home Affairs website, select the [Logon using Digital Identity](#) link.

The Department of Home Affairs **Digital Identity** screen displays.

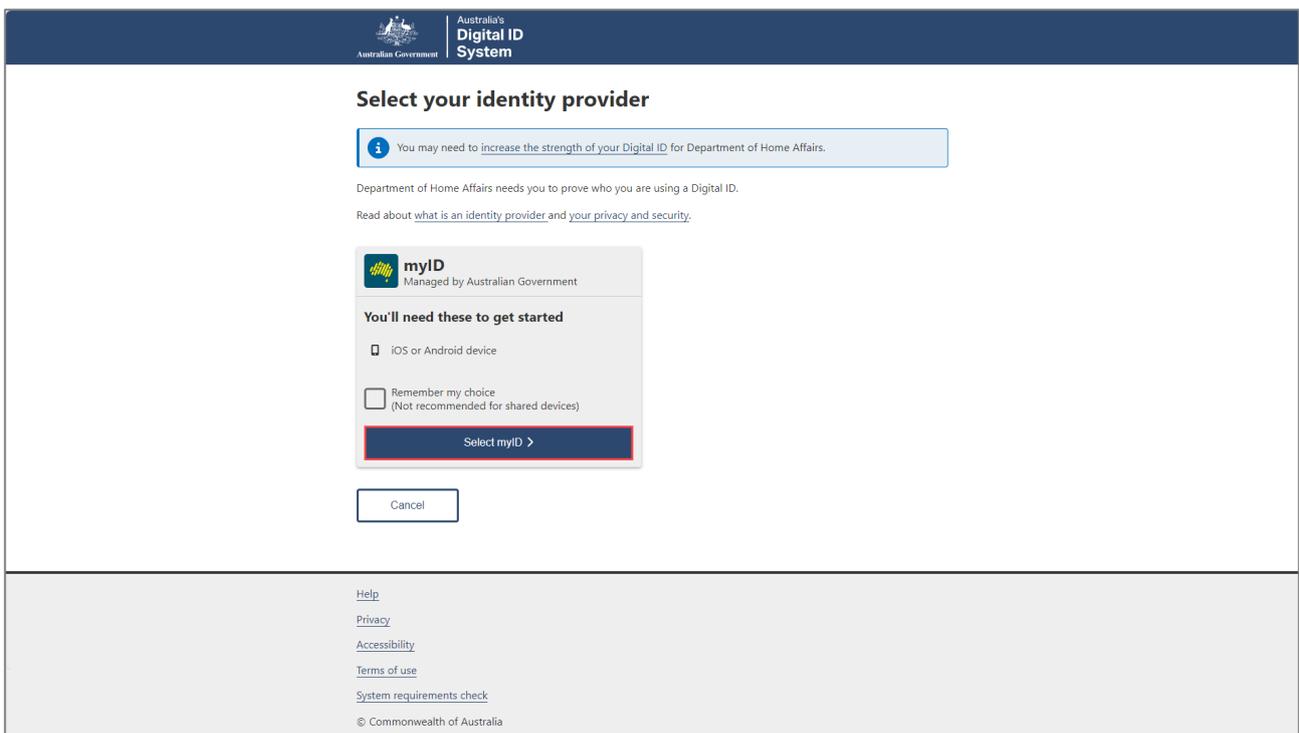
2. Select **Continue with Digital Identity** the button.



A message displays that "You're being redirected to identity.gov.au."

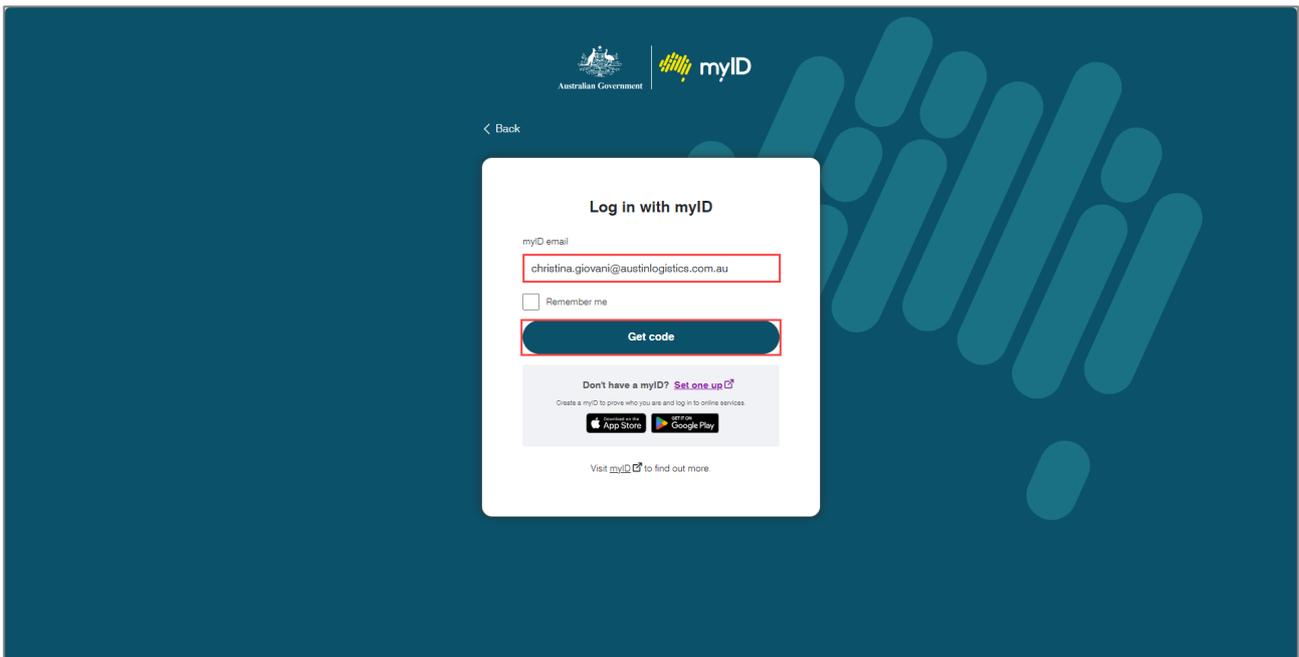
The **Select your identity** page displays.

3. Select the **Select myID** button.



The **Login with myID** screen displays.

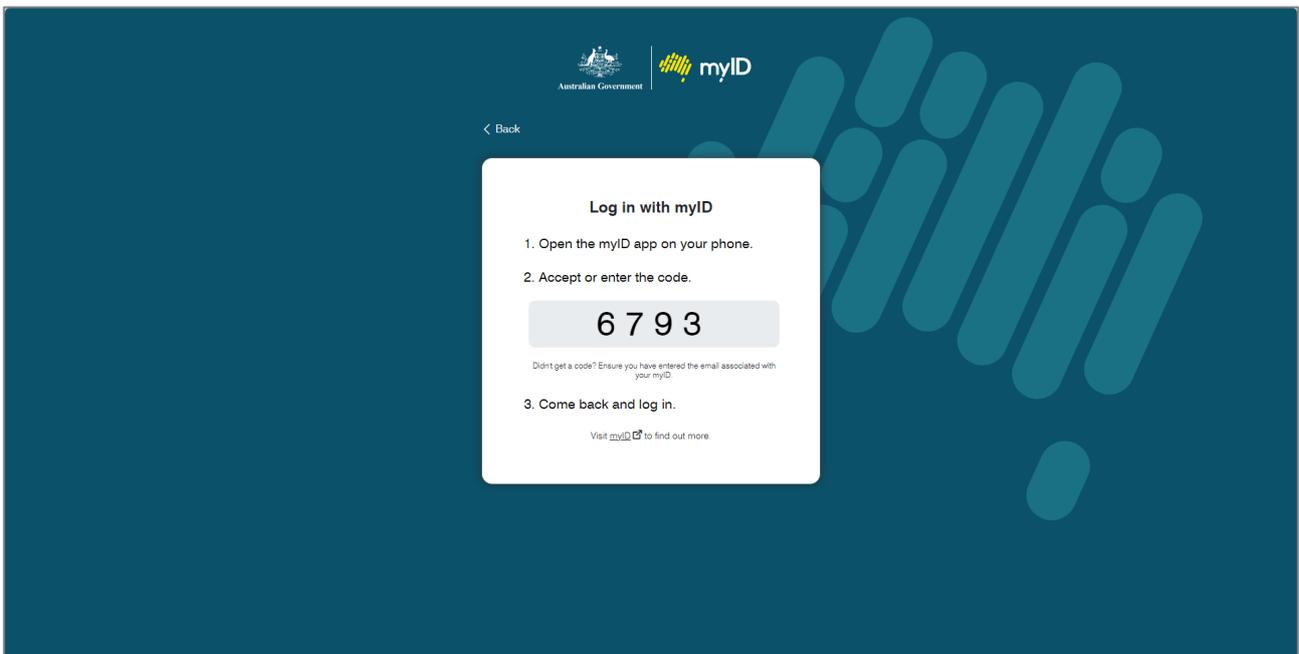
4. In the **myID email** field, enter the email address associated with your myID.
5. Select the **Login** button.



Hint: You can select the **Remember me** checkbox if you don't want to have to enter your email each time you log in.

A **myID** screen displays three steps you must take to complete your log in:

6. Open the **myID** app on your phone.
7. Accept or enter the four digit code on this screen.
8. Come back to this screen.



When you return to this screen you are asked to consent to sharing your information with the Department of Home Affairs.

9. If you want the system to remember your consent, select the **Yes, remember my consent** checkbox.
10. Select the **Consent** button.

Your consent

To prove your identity online, you need to consent to share the following details with **Department of Home Affairs**.

Find out more about giving [your consent](#).

Details provided by myID

Your details	
Family name	Giovani
Given name(s)	Christina
Date of birth	12 February 2002
Email	christina.Giovani@gmail.com

Remember my consent (optional)

Do you want us to remember your consent to share these details from myID with **Department of Home Affairs**? If not, you will see this consent screen each time you want to share your details with **Department of Home Affairs**.

We may ask you to provide consent again in the future.

Yes, remember my consent.

You can [view your activity history](#) and [withdraw your remembered consent](#) at any time on the Digital ID dashboard.

[Help](#)
[Privacy](#)
[Accessibility](#)
[Terms of use](#)
[System requirements check](#)
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You are redirected to the Department of Home Affairs Digital ID Online Payment Facility.

Australian Government
Department of Home Affairs

Christina Giovani

Manage Payments | Scheduled Payments | Administration

Transaction History: Last 30 days | Christina Giovani

Pay Invoice

Show 10 entries | Search:

Reference No.	Consolidation Reference	Invoice Date	Invoice Amount	Scheduled Amount	Owing Amount	Status	Action
No data available in table							

Showing 0 to 0 of 0 entries | Previous | Next

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Note: To pay ICS/Licensing invoices via this Digital ID Online Payment Facility you must access the [Administration](#) screen and [Register a new linked customer](#).

Introduction to the system

There are three main screens in the **Digital ID Online Payment Facility**.

The [Administration](#) screen is used to maintain details about:

- your preferred email address
- bank accounts you wish to use for direct deposit payments (ICS Users only)
- the ICS account(s) for the invoices you intend to pay (ICS Users only).

ICS Users:

The first time you log to the online payment facility using Digital ID, you **must** register the ICS account(s) for the invoices you intend to pay on the [Administration](#) screen.

The [Manage Payments](#) screen allows is used to pay invoices. It displays invoices that:

- you have partially or fully paid using this facility
- are awaiting payment (ICS Users only)

You can pay invoices using any of the following methods:

- Debit/credit card
- PayPal
- UnionPay
- Direct debit (ICS users only)

Note: If paying by **Direct debit**, you can schedule the date of the payment.

ICS Users:

The [Scheduled Payments](#) screen displays invoices that you have scheduled to be paid via direct debit on a specific date.

Manage Payments

The **Manage Payments** tab displays whenever you login to the **Digital ID Online Payment Facility**. It allows you to view and pay one or more invoices relating to the currently logged in user or a particular customer (ICS Account).

Note: ICS users must register at least one ICS Account in order to display invoices on this screen (see the [Linked Customers](#) section in this guide). They can then select the appropriate customer from the **Customer** drop-down field above the list.

The **Manage Payments** tab displays invoices for a particular Linked Customer. This includes:

- all invoices awaiting payment (ICS Users only)
- all paid (or partially paid) invoices that were paid via the **Digital ID Online Payment Facility**.

To access the **Manage Payments** tab:

1. Select the **Manage Payments** tab.

Australian Government
Department of Home Affairs

Christina Giovani

Manage Payments | Scheduled Payments | Administration

Communication

Email : *

christina.giovani@austinlogistics.com.au

Save | Reset

Bank Details

Show 10 entries

Bank Name	BSB	Bank Account	Account Holder
ANZ	012004	521358962	Austin Logistics Pty Ltd

Showing 1 to 1 of 1 entries

Previous | 1 | Next

Maintain Bank

Linked Customers

Show 10 entries

Customer ID	Customer Name	Block for Direct Debit
3000000016	MARK A WARREN PTY LTD	No

Showing 1 to 3 of 3 entries

Previous | 1 | Next

Customer Registration

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The **Pay Invoice** screen displays.

2. Select the appropriate customer (ICS Users only).

Australian Government
Department of Home Affairs

Christina Giovani

Manage Payments | Scheduled Payments | Administration

Transaction History

Last 30 days

MARK A WARREN PTY LTD

COOLTEMP BP ICS-AE49RC

MARK A WARREN PTY LTD

Christina Giovani

Pay Invoice

Show 10 entries

Reference No.	Consolidation Reference	Invoice Date	Invoice Amount	Squeaked Amount	Owing Amount	Status	Action
1342343340	ASRGEFT9A0010001	04.11.2020	3000.00	0.00	0.00	Paid	Action
17339W	17339W	23.09.2016	3000.00	0.00	3000.00	Awaiting Payment	Action
40000004743	UC0007874	05.10.2016	3000.00	0.00	0.00	Paid	Action

Showing 1 to 10 of 80 entries

Previous | 1 | 2 | 3 | 4 | 5 | ... | 8 | Next

Pay Selected Invoices | Pay New Invoices | Print Summary

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The information displayed in this screen is covered in [Table 1 – Information displayed on the Pay Invoice](#) screen below.

Navigation tips are provided in the [Navigation](#) section in this guide. Search tips are provided in the [Search](#) section in this guide.

Table 1 – Information displayed on the Pay Invoice screen

Column	Description
Reference No.	The reference number used to identify a particular client.
Consolidation Reference	The unique transaction identifier from the ICS system.
Invoice Date	The date the invoice was issued.
Amount	The total payable amount in the invoice.
Scheduled Amount (ICS Invoices only)	The amount to be paid by direct deposit on a specific date. \$0.00 indicates the payment has not been scheduled.
Owing Amount	The outstanding amount to be paid for this invoice. \$0.00 indicates the invoice has been paid in full.
Status	This indicates whether or not the invoice has been paid in the Digital ID Online Payment Facility . Awaiting payment indicates the invoice has not yet been fully paid. Only ICS Users see invoices that have not been paid. Both General and ICS Users see invoices that have been partially paid. Paid indicates the invoice has been paid in full.

Navigation

There are several ways you can change the display on this screen and navigate through the list of invoices. The image below has numbers on the items that match the numbers in the first column in [Table 2 – Navigation/Display Options](#).

Table 2 – Navigation/Display Options

No.	Feature	Description
1	Screen tabs	Use these tabs to switch between the different screens.
2	User	The name of the currently logged in user (based on the myID used to log in).
3	Logout	Use this icon to log out of the system.
4	Transaction History	By default, the Manage Payments screen displays any of the selected customer's invoices that are awaiting payment (ICS Users only) or have been paid through the Digital ID Online Payment Facility in the last 30 days. You can display these invoices for the last 30 days, the last six months, the last year or all invoices by selecting the drop-down arrow in this field.
5	Customer (ICS Users only)	If you have registered multiple Linked Customers , you can select the customer (ICS Account) whose invoices you wish to display. By default, the system displays the last customer for whom you paid invoices.
6	Show entries	By default, the screen displays a maximum of 10 invoices per page. You can display 10, 25, 50 or 100 entries per page by selecting the drop-down arrow in this field.
7	Search	You can search for an invoice. See the Search section in this guide.

No.	Feature	Description
8	Select All (ICS Users only)	<p>Use this checkbox to select all of the invoices Awaiting Payment for this customer.</p> <p>Whichever option you select from the Action drop-down will be applied to the selected invoices.</p> <p>Select the checkbox again to deselect the invoices.</p>
9	Sort	<p>By default, the list of invoices is sorted Ascending by the Reference No.</p> <p>You can sort by any of the columns by selecting the Ascending or Descending icon in the appropriate column.</p>
10	Select	<p>Use this checkbox to select an invoice. You can select multiple invoices by selecting the appropriate checkboxes.</p> <p>Whichever option you select from the Action drop-down will be applied to the selected invoices.</p>
11	Action	<p>From the Action drop-down, select the action you wish to use of the selected invoice(s).</p> <p>The Actions available for an invoice depend upon the Status of the invoice.</p>
12	Showing	<p>Below the list, the system displays the number(s) of the currently displayed entries and the total number of invoices in this list.</p> <p>For example: "Showing 1 to 10 of 32 entries".</p>
13	Navigation buttons	<p>If the system is unable to display all the invoices on the screen, you can use the Previous and Next buttons to scroll through the list of invoices.</p> <p>You can also select a specific page number to jump to that page.</p>

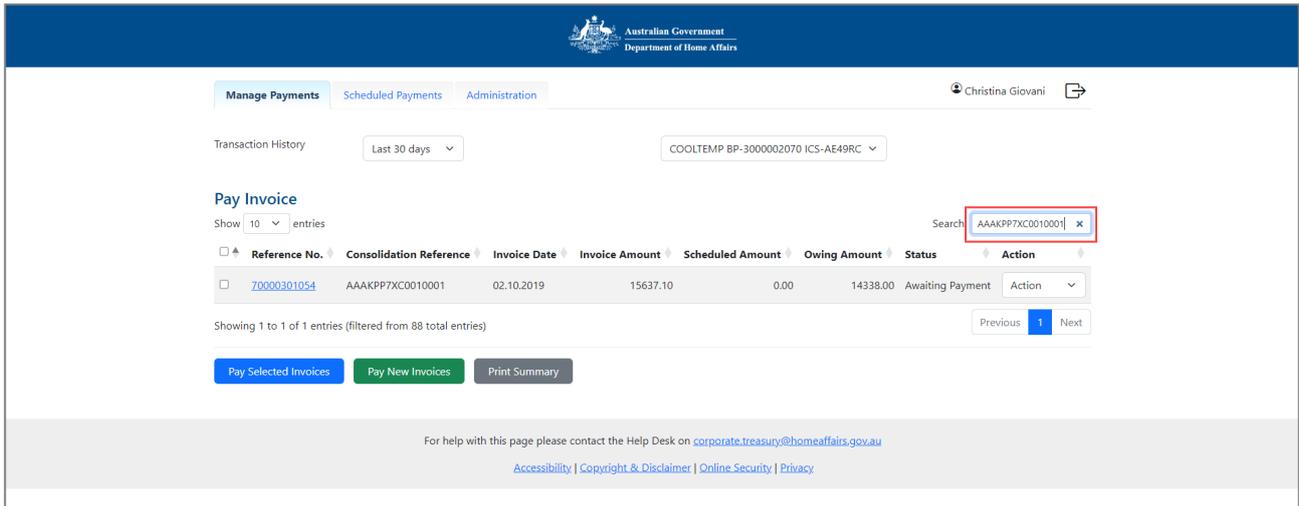
Search

You can search for an invoice or set of invoices for a particular customer rather than scrolling through the list of invoices. When you enter your criteria in the **Search** field the system searches data in any columns for a match.

To search:

1. In the **Search** field, enter your search text.

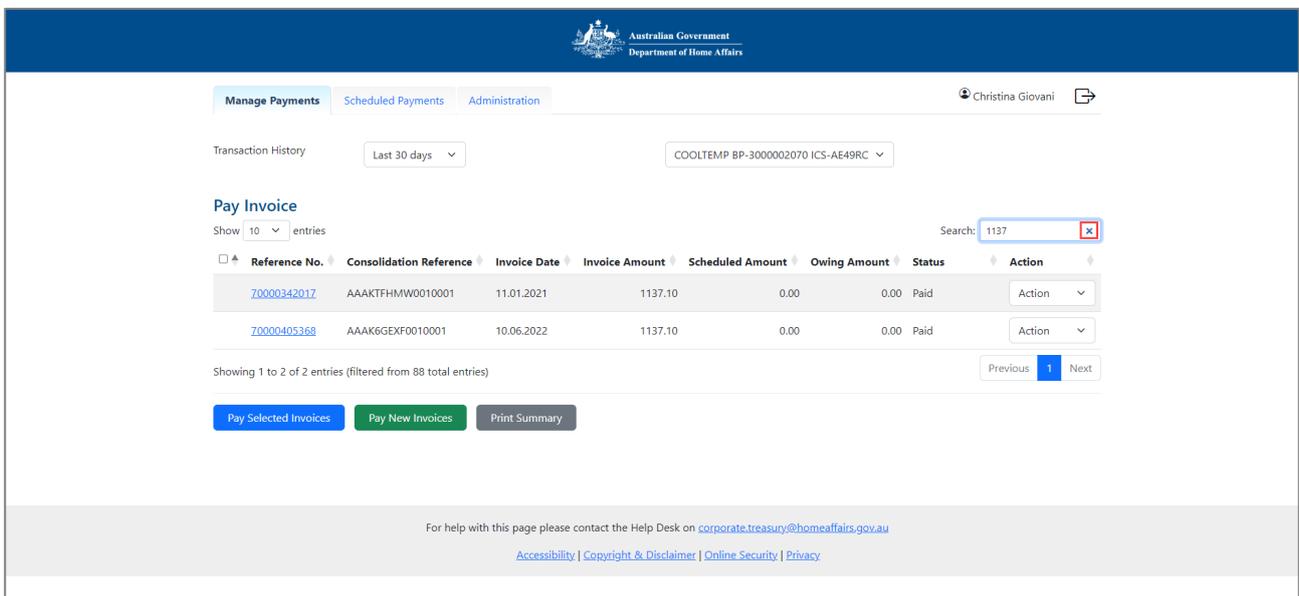
As you type, the list of invoices updates to display the invoices that match your search text.



The screenshot shows the 'Pay Invoice' interface. At the top, there are navigation tabs: 'Manage Payments', 'Scheduled Payments', and 'Administration'. The user's name 'Christina Giovani' is displayed. Below the navigation, there is a 'Transaction History' section with a dropdown for 'Last 30 days' and a search box containing 'COOLTEMP BP-3000002070 ICS-AE49RC'. The main section is titled 'Pay Invoice' and includes a 'Show 10 entries' dropdown and a search field containing 'AAAKPP7XC0010001'. Below the search field is a table with the following columns: Reference No., Consolidation Reference, Invoice Date, Invoice Amount, Scheduled Amount, Owing Amount, Status, and Action. The table contains one row with the following data: Reference No. 70000301054, Consolidation Reference AAAKPP7XC0010001, Invoice Date 02.10.2019, Invoice Amount 15637.10, Scheduled Amount 0.00, Owing Amount 14338.00, Status Awaiting Payment, and Action. Below the table, it says 'Showing 1 to 1 of 1 entries (filtered from 88 total entries)'. At the bottom, there are three buttons: 'Pay Selected Invoices', 'Pay New Invoices', and 'Print Summary'. A footer contains contact information for the Help Desk and links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

To clear the search:

1. In the **Search** field, select the **x** to remove the search text.



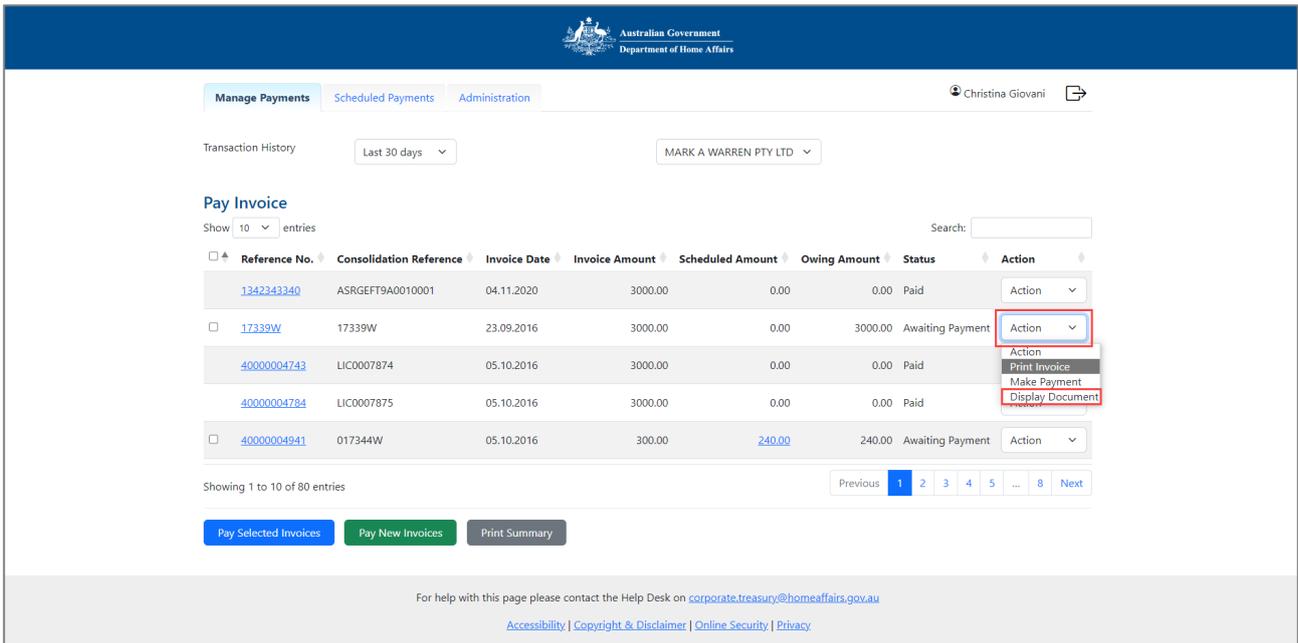
The screenshot shows the 'Pay Invoice' interface. At the top, there are navigation tabs: 'Manage Payments', 'Scheduled Payments', and 'Administration'. The user's name 'Christina Giovani' is displayed. Below the navigation, there is a 'Transaction History' section with a dropdown for 'Last 30 days' and a search box containing 'COOLTEMP BP-3000002070 ICS-AE49RC'. The main section is titled 'Pay Invoice' and includes a 'Show 10 entries' dropdown and a search field containing '1137'. Below the search field is a table with the following columns: Reference No., Consolidation Reference, Invoice Date, Invoice Amount, Scheduled Amount, Owing Amount, Status, and Action. The table contains two rows with the following data: Row 1: Reference No. 70000342017, Consolidation Reference AAAKTFHM/W0010001, Invoice Date 11.01.2021, Invoice Amount 1137.10, Scheduled Amount 0.00, Owing Amount 0.00, Status Paid, and Action. Row 2: Reference No. 70000405368, Consolidation Reference AAAK6GEXF0010001, Invoice Date 10.06.2022, Invoice Amount 1137.10, Scheduled Amount 0.00, Owing Amount 0.00, Status Paid, and Action. Below the table, it says 'Showing 1 to 2 of 2 entries (filtered from 88 total entries)'. At the bottom, there are three buttons: 'Pay Selected Invoices', 'Pay New Invoices', and 'Print Summary'. A footer contains contact information for the Help Desk and links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

Display Document

You can display the invoice record from this screen.

To display an invoice:

1. From the **Action** drop-down, select **Display Document**.



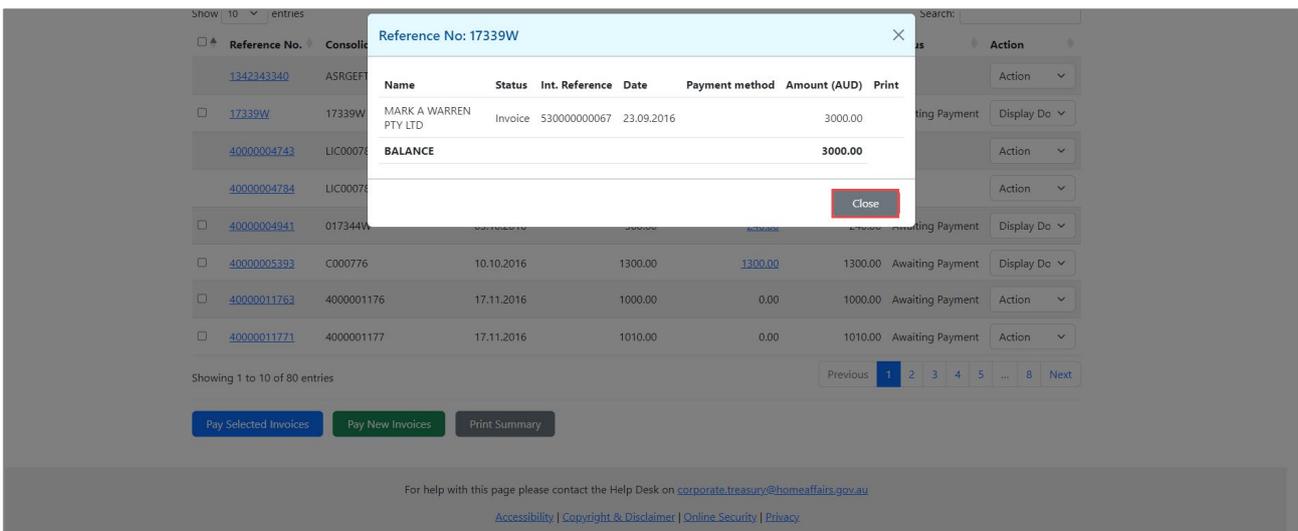
The **Reference No:** dialog box displays.

Note: Different information displays in this dialog box depending upon whether the invoice has been paid (including any partial payments). See the examples below:

Unpaid Invoice (ICS Users only)

Where no payment has been made or scheduled against an invoice, the summary information for the invoice displays.

1. Select the **Close** button to close the dialog box.



Paid/Partial Payment Invoice

Where payment has been made against an invoice, a **Print Receipt** icon displays on the right of each payment line.

1. Select the **Print** icon to display the related **Payment Receipt** screen.

Name	Status	Int. Reference	Date	Payment method	Amount (AUD)	Print
MARK A WARREN PTY LTD	Invoice	530000000150	05.10.2016		300.00	
MARK A WARREN PTY LTD	Payment	530000000150	06.10.2016		-10.00	
MARK A WARREN PTY LTD	Payment	530000000150	06.10.2016		-50.00	
BALANCE					240.00	

Scheduled payment existed for this invoice. To view the scheduled payment, click [here](#) and go the Scheduled Payments tab.

Scheduled Payments (ICS Users only)

Where a payment has been scheduled, a message displays at the bottom of the **Reference Number** dialog box. There is a link in the message to go to the **Scheduled Payments** screen.

1. Select the **here** link to go to the **Scheduled Payments** screen.

Name	Status	Int. Reference	Date	Payment method	Amount (AUD)	Print
MARK A WARREN PTY LTD	Invoice	530000000150	05.10.2016		300.00	
MARK A WARREN PTY LTD	Payment	530000000150	06.10.2016		-10.00	
MARK A WARREN PTY LTD	Payment	530000000150	06.10.2016		-50.00	
BALANCE					240.00	

Scheduled payment existed for this invoice. To view the scheduled payment, click [here](#) and go the Scheduled Payments tab.

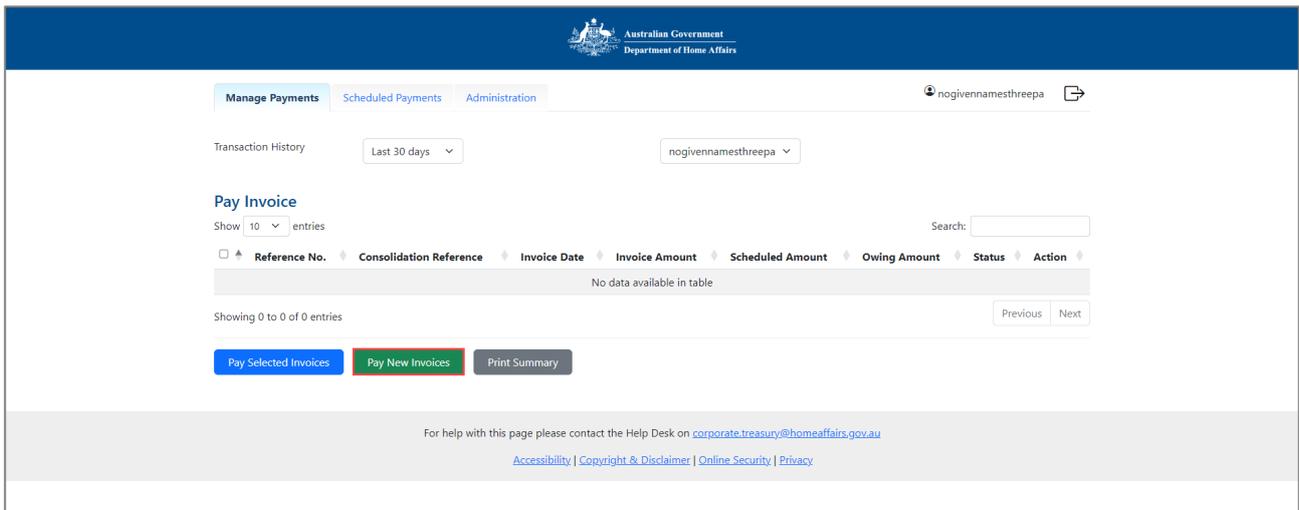
Make a payment using the Customer Reference Number (CRN)

You can pay invoices for:

- Duty Assessments issued at the airports / seaports / national posts
- ASIC MSIC Issuing Body (AMIB) invoices
- ICS invoices which are not registered against the myID account.

To pay these types of invoices:

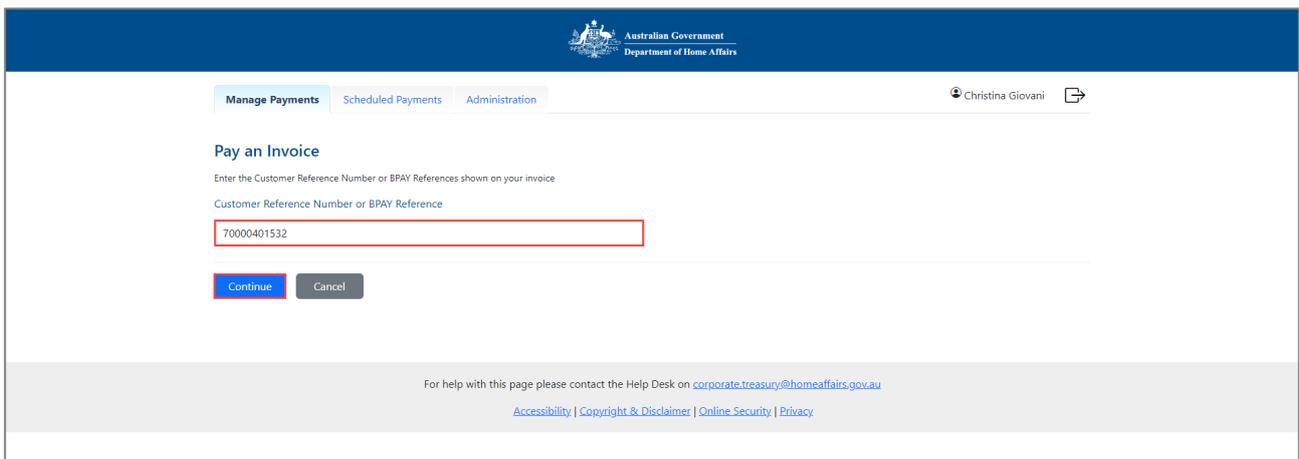
1. From the **Pay an Invoice** screen, select the **Pay New Invoices** button.



The **Pay for a new invoice** screen allows you to enter the relevant **Customer Reference Number (CRN)** or **BPAY Reference**.

The **Pay an Invoice** screen displays.

1. In the **Customer Reference Number or BPAY Reference** field, enter the appropriate reference number for the invoice.
2. Select the **Continue** button.



The **Make a Payment** screen displays.

Make a Payment

Reference No.

70000401532

Consolidation Reference

AAAK43L9E0010001

Name

CABRIOLET ROYALE PTY LTD

Invoice Amount (AUD)

23,566.60

Amount Owing (AUD)

\$ 23566.60

Payment options

- Debit/credit card
- PayPal
- UnionPay

Submit

Cancel

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You can pay using the following methods. Select the hyperlink to jump to the instructions for a particular method.

- [Paying by debit/credit card](#)
- [Paying by PayPal](#)
- [Paying by UnionPay](#)

Note: Paying via **Direct Debit** is not available for these type of invoices.

When you have paid your first invoice using this method, the **Manage Payments** screen updates to display all invoices you have fully or partially paid using the **Digital ID Online Payment Facility**

For more information, see the [Manage Payments](#) section in this document.

Make a payment for ICS/Licensing invoices

You can pay for a particular invoice or for a number of invoices at once.

Single Invoice

To pay a single invoice:

1. From the **Action** drop-down, select **Make Payment**.

Australian Government
Department of Home Affairs

Christina Giovani

Transaction History: Last 30 days | COOLTEMP BP-300002070 ICS-AE49RC

Pay Invoice

Show 10 entries | Search:

Reference No.	Consolidation Reference	Invoice Date	Invoice Amount	Scheduled Amount	Owing Amount	Status	Action
70000301047	AAAKP7CP0030001	01.10.2019	15666.60	0.00	15666.60	Awaiting Payment	Action
70000301054	AAAKP7XC0010001	02.10.2019	15637.10	0.00	14338.00	Awaiting Payment	Action
70000326028	AAAKR86FE0020001	21.08.2020	377.41	0.00	0.00	Paid	Action
70000342017	AAAKTFHMMW0010001	11.01.2021	1137.10	0.00	0.00	Paid	Action
70000397086	AAAK4GHPK0020001	19.04.2022	10966.60	0.00	10966.60	Awaiting Payment	Action
70000405178	AAAK6FWGX0010001	06.06.2022	50.00	0.00	0.00	Paid	Action

Showing 1 to 10 of 88 entries | Previous 1 2 3 4 5 ... 9 Next

Pay Selected Invoices | Pay New Invoices | Print Summary

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The **Make a Payment** screen displays.

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Make a Payment

Reference No. 17339W | Consolidation Reference 17339W | Invoice Date 23 Sep 2016

Invoice Amount (AUD) 3,000.00 | Amount Owing (AUD) \$ 3,000.00

Payment options

Debit/credit card
 PayPal
 UnionPay
 Direct Debit

Submit | Cancel

For help with this page please contact the Help Desk on corporate.treasury@homeaffairs.gov.au

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You can pay using the following methods. Select the hyperlink to jump to the instructions for a particular method.

- [Paying by debit/credit card](#)
- [Paying by PayPal](#)
- [Paying by UnionPay](#)
- [Paying by Direct Debit \(ICS Users only\)](#)

Multiple Invoices

To pay one or more invoices:

1. Select the checkbox next to the invoice(s) to be paid.
2. Select the **Pay Selected Invoices** button.

Australian Government
Department of Home Affairs

Manage Payments | Scheduled Payments | Administration

Transaction History: Last 30 days | COOLTEMP BP-3000002070 ICS-AE49RC

Pay Invoice

Show 10 entries | Search:

Reference No.	Consolidation Reference	Invoice Date	Invoice Amount	Scheduled Amount	Owing Amount	Status	Action
<input checked="" type="checkbox"/> 70000301047	AAAKPP7CP0030001	01.10.2019	15666.60	0.00	15666.60	Awaiting Payment	Action
<input checked="" type="checkbox"/> 70000301054	AAAKPP7XC0010001	02.10.2019	15637.10	0.00	14338.00	Awaiting Payment	Action
<input checked="" type="checkbox"/> 70000397086	AAAK4GHPK0020001	19.04.2022	10966.60	0.00	10966.60	Awaiting Payment	Action
<input type="checkbox"/> 70000405285	AAAK6F4G70010001	07.06.2022	50.00	0.00	50.00	Awaiting Payment	Action
<input type="checkbox"/> 70000409089	AAAK6PR7A0010001	21.07.2022	405.20	0.00	405.20	Awaiting Payment	Action
<input type="checkbox"/> 70000409105	AAAK6PTJM0010001	21.07.2022	405.20	0.00	405.20	Awaiting Payment	Action

Showing 1 to 10 of 88 entries | Previous 1 2 3 4 5 ... 9 Next

Pay Selected Invoices | Pay New Invoices | Print Summary

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The **Make a Payment** screen displays.

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Make a Payment

Show 10 entries | Search:

Reference No.	Consolidation Reference	Invoice Date	Invoice Amount	Scheduled Amount	Owing Amount
40000008017	LIC0007974	27 Oct 2016	3,000.00	0.00	3,000.00
40000011763	4000001176	17 Nov 2016	1,000.00	0.00	1,000.00
40000011771	4000001177	17 Nov 2016	1,010.00	0.00	1,010.00

Showing 1 to 3 of 3 entries | Previous 1 Next

Payment options

Debit/credit card
 PayPal
 UnionPay
 Direct Debit

Submit | Cancel

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Note: You cannot make a partial payment if you have selected multiple invoices.

You can pay using the following methods. Select the hyperlink to jump to the instructions for a particular method.

- [Paying by debit/credit card](#)
- [Paying by PayPal](#)
- [Paying by UnionPay](#)
- [Paying by Direct Debit \(ICS Users only\)](#)

Payment Methods

This section of the guide covers the various methods you can use for paying an invoice.

Paying by debit/credit card

To pay by debit/credit card:

1. If you have selected a single invoice and do not want to pay the full amount, in the **Amount Owing** field, enter the amount you wish to pay.
2. Select the **Debit/credit card** radio button.

The screen updates to display additional fields.

3. Complete the address fields with the address related to the card.
4. Complete the card details.
5. If you wish to receive a copy of the payment receipt via email, in the **Recipient Email Address** field, enter the appropriate email address.
6. Select the **Submit** button.

Australian Government
Department of Home Affairs

Make a Payment

Reference No. **4000008017** Consolidation Reference **LIC0007974** Invoice Date **27 Oct 2016**

Invoice Amount (AUD) **3,000.00** Amount Owing (AUD) **\$ 2,000.00**

Payment options

Debit/credit card
 PayPal
 UnionPay
 Direct Debit

Payment by debit/credit card

Address 1:

Address 2:

City:

Country: State/Province/Region: Postcode/Zip code:

Name on card: Debit/credit card number:

Expiry month: Expiry year: CSC:
[What is CSC?](#)

Recipient Email Address:

Total payment amount (AUD): **\$ 2,028.00** Credit card surcharge (AUD): **\$ 28.00**
[What is the surcharge?](#)

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The **Confirm payment by debit/credit card** dialog box displays asking you to confirm the payment.

7. Select the **Submit** button.

Payment

Address 1: unit 7

Address 2: west street

City: weston

Country: Australia

Name on card: National Logistics Pty Ltd

Expiry month: 01 Expiry year: 2039 CSC: 123

Recipient Email Address: accountspayable@national.logistics.com.au

Total payment amount (AUD): \$ 2,028.00 Credit card surcharge (AUD): \$ 28.00

Buttons: Submit, Cancel

The **Payment Receipt** screen displays.

A message displays at the top of the screen advising the receipt has been emailed to the address you specified in the **Recipient Email Address** field.

If you wish to send a copy of the receipt to an additional email address:

8. In the **Send Email Receipt To** field, enter the appropriate email address,
9. Select the **Send** button.
10. Select the **Finish** button when done.

Australian Government
Department of Home Affairs

Email sent to accountspayable@austinlogistics.com.au

Payment Receipt

Status	Success
Receipt Number	200000543230
Date	10 May 2024
Customer Reference Number	40000032181
Debit/credit card number	443426*****008
Expiry date (MM/YY)	01/39
Name on debit card	National Logistics Pty Ltd
Payment Amount (AUD)	\$ 2,000.00
Surcharge (AUD)	\$ 28.00
What is the surcharge?	
Total Payment amount (AUD)	\$ 2028.00

Send Email Receipt To :

warehouse@austinlogistics.com.au

Buttons: Send, Finish

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You are returned to the **Manage Payments** screen. The **Status** of the invoice(s) you paid is set to **Paid**.

Paying by PayPal

To pay by PayPal:

1. If you have selected a single invoice and do not want to pay the full amount, in the **Amount Owning** field, enter the amount you wish to pay.
2. Select the **PayPal** radio button.

The screen updates to display the **Recipient Email Address** field.

3. If you wish to receive a copy of the payment receipt via email, in the **Recipient Email Address** field, enter the appropriate email address.
4. Select the **Submit** button.

The screenshot shows the 'Make a Payment' form from the Australian Government Department of Home Affairs. The form includes the following fields and options:

- Reference No.:** 40000478822
- Consolidation Reference:** WH23419
- Invoice Date:** 23 Apr 2019
- Invoice Amount (AUD):** 3,000.00
- Amount Owning (AUD):** \$ 2,000.00 (highlighted with a red box)
- Payment options:** Radio buttons for Debit/credit card, **PayPal** (selected), UnionPay, and Direct Debit.
- Payment by PayPal:** Includes the PayPal logo and a link to 'What is PayPal?'
- Recipient Email Address:** accountspayable@austinlogistics.com.au (highlighted with a red box)
- Total payment amount (AUD):** \$ 2,020.20
- PayPal surcharge (AUD):** \$ 20.20 (with a link to 'What is the surcharge?')
- Buttons:** Submit and Cancel.

At the bottom, there is a footer with contact information: 'For help with this page please contact the Help Desk on corporate.treasury@homeaffairs.gov.au' and links for 'Accessibility | Copyright & Disclaimer | Online Security | Privacy'.

The **Confirm payment by PayPal** dialog box displays asking you to confirm the payment.

5. Select the **Submit** button.

The screenshot shows the 'Confirm payment by PayPal' dialog box overlaid on the payment form. The dialog box contains the following text:

Confirm payment by PayPal [Close]

A successfully submitted payment will be acknowledged by a receipt containing your Reference Number for your PayPal payment. The total amount includes GST, when applicable.

Upon clicking Submit you will be taken to the PayPal login screen to process your payment. After successful completion you will be returned to the Payment Facility website.

Do you want to submit payment of \$ 2,020.20 (AUD) for the listed invoice?

Buttons: Cancel and Submit (highlighted with a red box).

The background shows the same 'Make a Payment' form as in the previous screenshot, but it is dimmed.

The **Login to PayPal** dialog box displays.

6. Log in to **PayPal** and complete the transaction.

When you have authorised the payment in **PayPal** you will be returned to the **Digital ID Online Payment Facility**.

The **Payment Receipt** screen displays.

A message displays at the top of the screen advising the receipt has been emailed to the address you specified in the **Recipient Email Address** field.

If you wish to send a copy of the receipt to an additional email address:

7. In the **Send Email Receipt To** field, enter the appropriate email address,

8. Select the **Send** button.

9. Select the **Finish** button when done.

The screenshot shows the 'Payment Receipt' screen from the Australian Government Department of Home Affairs. At the top, there is a blue header with the Australian Government logo and the text 'Australian Government Department of Home Affairs'. Below the header, a light blue notification bar states 'Email sent to accountspayable@austinlogistics.com.au'. The main content area is titled 'Payment Receipt' and contains a table with the following details:

Status	Success
Receipt Number	200000541604
Date	17 April 2024
Customer Reference Number	70000405285
Paid by	PayPal
Payment Amount (AUD)	\$ 2,000.00
Surcharge (AUD)	\$ 20.00
What is the surcharge?	
Total Payment amount (AUD)	\$ 2020.00

Below the table, there is a section titled 'Send Email Receipt To:' with a text input field containing the email address 'warehouse@austinlogistics.com.au'. There are two buttons: a green 'Send' button and a grey 'Finish' button.

At the bottom of the screen, there is a footer with the text: 'For help with this page please contact the Help Desk on corporate.treasury@homeaffairs.gov.au' and links for 'Accessibility | Copyright & Disclaimer | Online Security | Privacy'.

You are returned to the **Manage Payments** screen. The **Status** of the invoice(s) you paid is set to **Paid**.

Paying by UnionPay

To pay by **UnionPay**:

1. If you have selected a single invoice and do not want to pay the full amount, in the **Amount Owing** field, enter the amount you wish to pay.
2. Select the **UnionPay** radio button.

The screen updates to display the **Recipient Email Address** field.

3. If you wish to receive a copy of the payment receipt via email, in the **Recipient Email Address** field, enter the appropriate email address.
4. Select the **Submit** button.

The screenshot shows the 'Make a Payment' form for the Australian Government Department of Home Affairs. The form includes the following fields and options:

- Reference No.:** 70002889767
- Consolidation Reference:** AEAHMGAH90020001
- Invoice Date:** 11 Jul 2019
- Invoice Amount (AUD):** 1,042.75
- Amount Owing (AUD):** \$ 1,042.75 (highlighted with a red box)
- Payment options:** Radio buttons for Debit/credit card, PayPal, **UnionPay** (selected and highlighted with a red box), and Direct Debit.
- Payment by UnionPay:** Includes the UnionPay logo and a link 'What is UnionPay?'.
- Recipient Email Address:** accounts payable@austinlogistics.com.au (highlighted with a red box)
- Total payment amount (AUD):** \$ 1,062.56
- UnionPay surcharge:** \$ 19.81 (with a link 'What is the surcharge?')
- Buttons:** 'Submit' and 'Cancel'.

The **Confirm payment by UnionPay** dialog box displays asking you to confirm the payment.

5. Select the **Submit** button.

The screenshot shows a 'Confirm payment by UnionPay' dialog box overlaid on the 'Make a Payment' form. The dialog box contains the following text:

Confirm payment by UnionPay

A successfully submitted payment will be acknowledged by a receipt containing your Reference Number for your UnionPay payment. The total amount includes GST, when applicable.

Upon clicking Submit you will be taken to the UnionPay login screen to process your payment. After successful completion you will be returned to the Payment Facility website.

Do you want to submit payment of \$ 1,062.56 (AUD) for the listed invoice?

The dialog box has 'Cancel' and 'Submit' buttons. The 'Submit' button is highlighted with a red box.

The **UnionPay Online Payment** screen displays.

6. Log in to **UnionPay** and complete the transaction.

When you have authorised the payment in **UnionPay** you will be returned to the **Digital ID Online Payment Facility**.

The **Payment Receipt** screen displays.

A message displays at the top of the screen advising the receipt has been emailed to the address you specified in the **Recipient Email Address** field.

If you wish to send a copy of the receipt to an additional email address:

7. In the **Send Email Receipt To** field, enter the appropriate email address,

8. Select the **Send** button.

9. Select the **Finish** button when done.

The screenshot shows a 'Payment Receipt' screen with a success message at the top: 'Email sent to accountspayable@austinlogistics.com.au'. Below the message is a table with the following details:

Status	Success
Receipt Number	200023545984
Date	10 May 2024
Customer Reference Number	70002889767
Paid by	UnionPay
Payment Amount (AUD)	\$ 1,042.75
Surcharge (AUD)	\$ 19.81
What is the surcharge?	
Total Payment amount (AUD)	\$ 1062.56

Below the table, there is a section for 'Send Email Receipt To:' with a text input field containing 'warehouse@austinlogistics.com.au'. There are two buttons: a green 'Send' button and a grey 'Finish' button.

At the bottom of the screen, there is a footer with the text: 'For help with this page please contact the Help Desk on corporate.treasury@homeaffairs.gov.au' and links for [Accessibility](#), [Copyright & Disclaimer](#), [Online Security](#), and [Privacy](#).

You are returned to the **Manage Payments** screen. The **Status** of the invoice(s) you paid is set to **Paid**.

Paying by Direct Debit (ICS Users only)

Note: Paying via **Direct Debit** is not available for:

- Duty Assessments issued at the airports / seaports / national posts
- AMIB payments
- ICS invoices not registered against the myID account.

In order to pay via **Direct Debit** you must have already registered the bank account(s) you wish to use. For more information see the [Bank Account Details \(ICS Users only\)](#) section in this guide.

Hint: When paying by **Direct Debit** you can schedule the payment to be made on a particular date.

To pay by Direct Debit:

1. If you have selected a single invoice and do not want to pay the full amount, in the **Amount Owning** field, enter the amount you wish to pay.
2. Select the **Direct Debit** radio button.

The screen updates to display additional fields.

3. From the **Select Bank** field, select the bank account you wish to use for this payment.



Australian Government
Department of Home Affairs

Make a Payment

Show entries Search:

Reference No.	Consolidation Reference	Invoice Date	Invoice Amount	Scheduled Amount	Owing Amount
70000405293	AAAK6F4KW0010001	07 Jun 2022	50.00	0.00	50.00
70000405301	AAAK6F4NH0010001	07 Jun 2022	50.00	0.00	50.00

Showing 1 to 2 of 2 entries Previous **1** Next

Payment options

Debit/credit card
 PayPal
 UnionPay
 Direct Debit

Payment by Direct Debit

Total payment amount (AUD):
\$ 100.00

Select bank: * Scheduled payment on: *

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4. If you wish to pay the invoice on a specific date, from the **Scheduled payment on** field, select the date.

Note: If you leave the **Scheduled payment on** field blank, the payment will be made when you select the **Submit** button.

5. Select the **Submit** button.

Australian Government
Department of Home Affairs

Make a Payment

Show 10 entries Search:

Reference No.	Consolidation Reference	Invoice Date	Invoice Amount	Scheduled Amount	Owing Amount
70000405293	AAAK6F4KW0010001	07 Jun 2022	50.00	0.00	50.00
70000405301	AAAK6F4NH0010001	07 Jun 2022	50.00	0.00	50.00

Showing 1 to 2 of 2 entries Previous 1 Next

Payment options

Debit/credit card
 PayPal
 UnionPay
 Direct Debit

Payment by Direct Debit

Total payment amount (AUD):
\$ 100.00

Select bank: *
Austin Logistics National Pty Ltd 012004 521358962 ANZ

Scheduled payment on: *
24 Apr 2024

Submit Cancel

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The **Confirm payment by Direct Debit** dialog box displays asking you to confirm the payment.

6. Select the **Submit** button.

Confirm payment by Direct Debit

The status of the listed items will change to Paid once direct debit is successful.
Do you want to submit a direct debit request of \$ 100.00 for the listed invoices?

Cancel **Submit**

Make a Payment

Show 10 entries Search:

Reference	Consolidation Reference	Invoice Date	Invoice Amount	Scheduled Amount	Owing Amount
700004052	AAAK6F4KW0010001	07 Jun 2022	50.00	0.00	50.00
700004053	AAAK6F4NH0010001	07 Jun 2022	50.00	0.00	50.00

Showing 1 to 2 of 2 entries Previous 1 Next

Payment options

Debit/credit card
 PayPal
 UnionPay
 Direct Debit

Payment by Direct Debit

Total payment amount (AUD):
\$ 100.00

Select bank: *
Austin Logistics National Pty Ltd 012004 521358962 ANZ

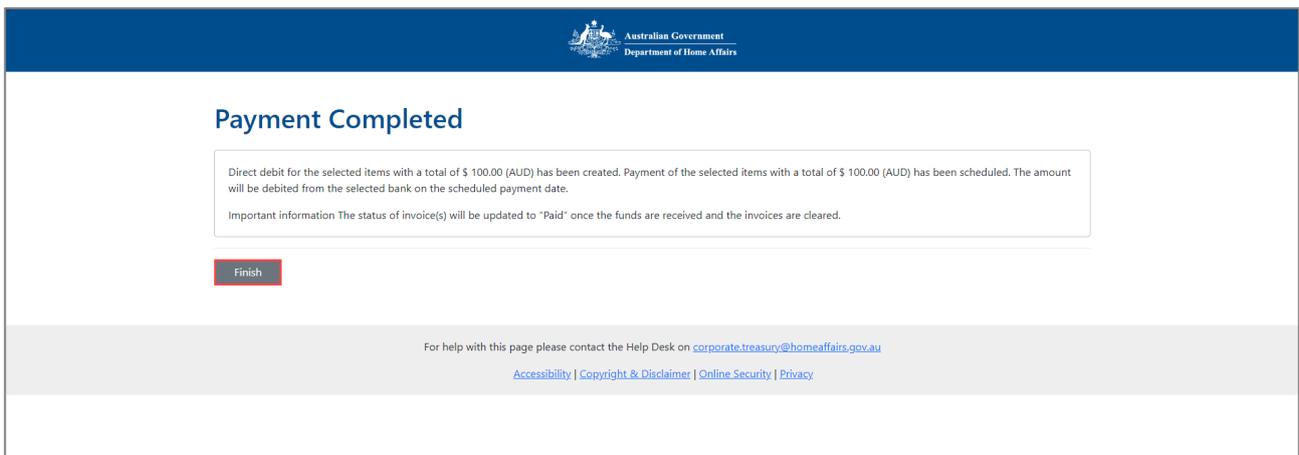
Scheduled payment on: *
24 Apr 2024

Submit Cancel

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The **Payment Completed** screen displays.

7. Select the **Finish** button when done.



You are returned to the **Manage Payments** screen. The **Status** of the invoice(s) you paid is set to **Paid** or **Awaiting Payment** if scheduled for a future day.

Print a summary of your invoices

You can produce a print version of the **Manage Payments** screen. You can:

- save it to your system or local device; and/or
- send it to a printer.

To create a print version:

1. Select the **Print Summary** button.

The screenshot shows the 'Manage Payments' interface. At the top, there are tabs for 'Manage Payments', 'Scheduled Payments', and 'Administration'. The user is logged in as 'Christina Giovani'. The transaction history is filtered for 'Last 30 days' and the company is 'MARK A WARREN PTY LTD'. The 'Pay Invoice' section shows a table with columns: Reference No., Consolidation Reference, Invoice Date, Invoice Amount, Scheduled Amount, Owing Amount, Status, and Action. Three invoices are listed: 1342343340 (Paid), 17339W (Awaiting Payment), and 40000004743 (Paid). Below the table, there are buttons for 'Pay Selected Invoices', 'Pay New Invoices', and 'Print Summary' (highlighted in red). A footer contains contact information for the Help Desk and links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

The **Manage Payment Summary** screen displays.

2. Select the **Print** link to save or print the summary.

The screenshot shows the 'Manage Payment Summary' screen. The header includes the Australian Government Department of Home Affairs logo and the user's name 'Christina Giovani' with email 'C.Giovani@test.gov.au'. The company name 'MARK A WARREN PTY LTD' is displayed. A 'Print' button is located in the top right corner. Below the header, there is a table with columns: Reference No., Consolidation Reference, Invoice Date, Internal Reference, Invoice Amount, Owing Amount, and Status. The table lists 10 invoices with their respective details.

Reference No.	Consolidation Reference	Invoice Date	Internal Reference	Invoice Amount	Owing Amount	Status
1342343340	ASRGEFT9A0010001	04.11.2020	520000053398	3000.00	0.00	Paid
17339W	17339W	23.09.2016	530000000067	3000.00	3000.00	Awaiting Payment
40000004743	LIC0007874	05.10.2016	530000000134	3000.00	0.00	Paid
40000004784	LIC0007875	05.10.2016	530000000136	3000.00	0.00	Paid
40000004941	017344W	05.10.2016	530000000150	300.00	240.00	Awaiting Payment
40000005393	C000776	10.10.2016	530000000173	1300.00	1300.00	Awaiting Payment
40000008017	LIC0007974	27.10.2016	530000000315	3000.00	3000.00	Awaiting Payment
40000008033	LIC0007976	27.10.2016	530000000317	3000.00	0.00	Paid
40000011763	4000001176	17.11.2016	530000000497	1000.00	1000.00	Awaiting Payment
40000011771	4000001177	17.11.2016	530000000498	1010.00	1010.00	Awaiting Payment

The **Manage Payment Summary** dialog box display.

Print the Manage Payment Summary

To print the summary:

1. Select the appropriate printer.
2. Select the **Print** button.

The screenshot shows a print dialog box on the left and a document titled 'Manage Payment Summary' on the right. The print dialog box includes settings for printer, copies, layout, pages, colour, and print options. The document is from the Australian Government Department of Home Affairs, addressed to Christina Giovani. It lists several invoices for MARK A WARREN PTY LTD.

Reference No.	Consolidation Reference	Invoice Date	Internal Reference	Invoice Amount	Owing Amount	Status
1342343340	ASRGFT9A0010001	04.11.2020	520000053398	3000.00	0.00	Paid
17339W	17339W	23.09.2016	530000000067	3000.00	3000.00	Awaiting Payment
4000004743	LIC0007874	05.10.2016	530000000134	3000.00	0.00	Paid
4000004784	LIC0007875	05.10.2016	530000000136	3000.00	0.00	Paid
4000004941	017344W	05.10.2016	530000000150	300.00	240.00	Awaiting Payment
4000005393	C000776	10.10.2016	530000000173	1300.00	1300.00	Awaiting Payment
4000008017	LIC0007974	27.10.2016	530000000315	3000.00	3000.00	Awaiting Payment
4000008033	LIC0007976	27.10.2016	530000000317	3000.00	0.00	Paid
4000011763	400001176	17.11.2016	530000000497	1000.00	1000.00	Awaiting Payment

Save the Manage Payment Summary

To save the summary to your system or local device:

1. Select the **Save** button.

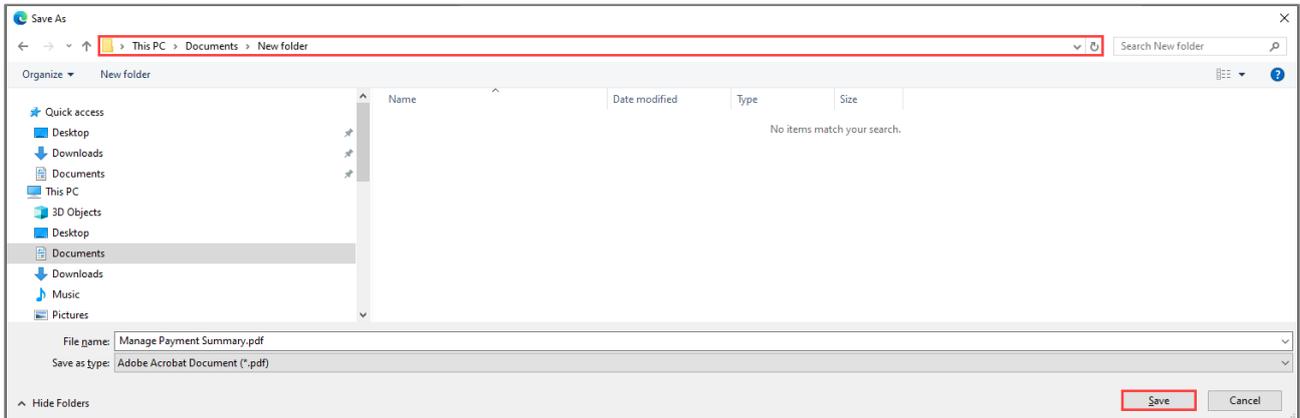


The screenshot shows a 'Print' dialog box on the left side of the screen. The dialog has a 'Printer' section with 'Save as PDF' selected. Below that is a 'Layout' section with 'Portrait' selected. The 'Pages' section has 'All' selected. At the bottom of the dialog, the 'Save' button is highlighted with a red box. The background document is titled 'Manage Payment Summary' and is from the Australian Government Department of Home Affairs. It includes contact information for Christina Giovani and a table of payment data.

Reference No.	Consolidation Reference	Invoice Date	Internal Reference	Invoice Amount	Owing Amount	Status
1342343340	ASRGEFT9A0010001	04.11.2020	520000053398	3000.00	0.00	Paid
17339W	17339W	23.09.2016	530000000067	3000.00	3000.00	Awaiting Payment
40000004743	LIC0007874	05.10.2016	530000000134	3000.00	0.00	Paid
40000004784	LIC0007875	05.10.2016	530000000136	3000.00	0.00	Paid
40000004941	017344W	05.10.2016	530000000150	300.00	240.00	Awaiting Payment
40000008033	LIC0007976	27.10.2016	530000000317	3000.00	0.00	Paid
40000011763	4000001176	17.11.2016	530000000497	1000.00	1000.00	Awaiting Payment

The **Save As** dialog box displays.

2. Navigate to the location where you want to save the summary.
3. Select the **Save** button.



The screenshot shows a Windows 'Save As' dialog box. The address bar shows the path 'This PC > Documents > New folder'. The file name is 'Manage Payment Summary.pdf' and the save type is 'Adobe Acrobat Document (*.pdf)'. The 'Save' button is highlighted with a red box.

The summary document is saved.

Scheduled Payments (ICS Users only)

The **Scheduled Payment** screen allows you to view any scheduled direct debits you have set up in the Digital ID Online Payment Facility.

The information displayed on this screen is covered in [Table 3 – Information displayed on the Scheduled Payments](#) screen below.

The screenshot shows the 'Scheduled Payments' screen in the Australian Government Department of Home Affairs system. The user is Christina Giovani. The screen displays a table of scheduled payments with the following data:

Reference No.	Consolidation No.	Customer	Payment Amount	Next Payment Date	Bank Details
70000409113	AAAK6PTMG0010001	COOLTEMP BP-3000002070 ICS-AE49RC	405.20	24.04.2024	ANZ - Austin Logistics National Pty Ltd
70000405293	AAAK6F4KW0010001	COOLTEMP BP-3000002070 ICS-AE49RC	50.00	24.04.2024	ANZ - Austin Logistics National Pty Ltd
70000405301	AAAK6F4NH0010001	COOLTEMP BP-3000002070 ICS-AE49RC	50.00	24.04.2024	ANZ - Austin Logistics National Pty Ltd
40000004941	017344W	MARK A WARREN PTY LTD	240.00	30.04.2024	ANZ - Austin Logistics National Pty Ltd

Table 3 – Information displayed on the Scheduled Payments screen

Column	Description
Reference No.	The reference number used to identify a particular client.
Consolidation Reference	The unique transaction identifier from the ICS system.
Customer	The name of the customer to whom this payment relates.
Payment Amount	The amount to be paid by direct deposit on a specific date.
Next Payment Date	The date the payment will be debited.
Bank Details	The name of the bank account from which the payment will be debited.

Change the bank account

You can change the bank account for a scheduled payment.

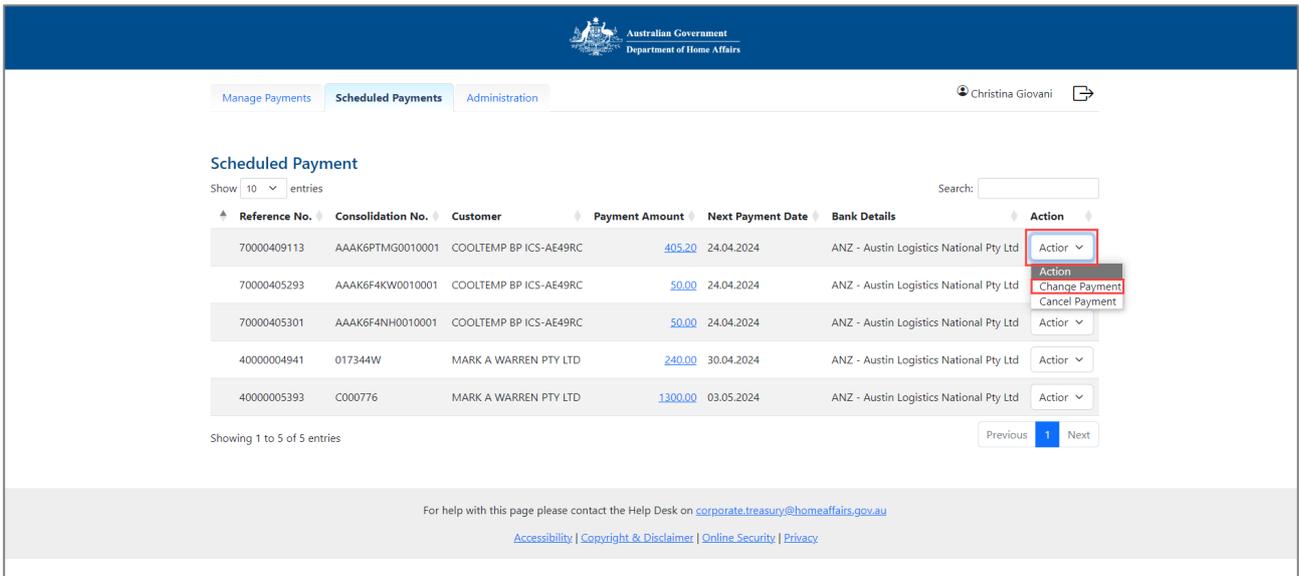
Notes: You may not be able to change the bank account in the 24 hours leading up to the scheduled payment date.

You cannot change the scheduled payment date at any time.

You can cancel the payment and reschedule/change the bank account. For more information see the [Cancel a scheduled payment](#) section in this guide.

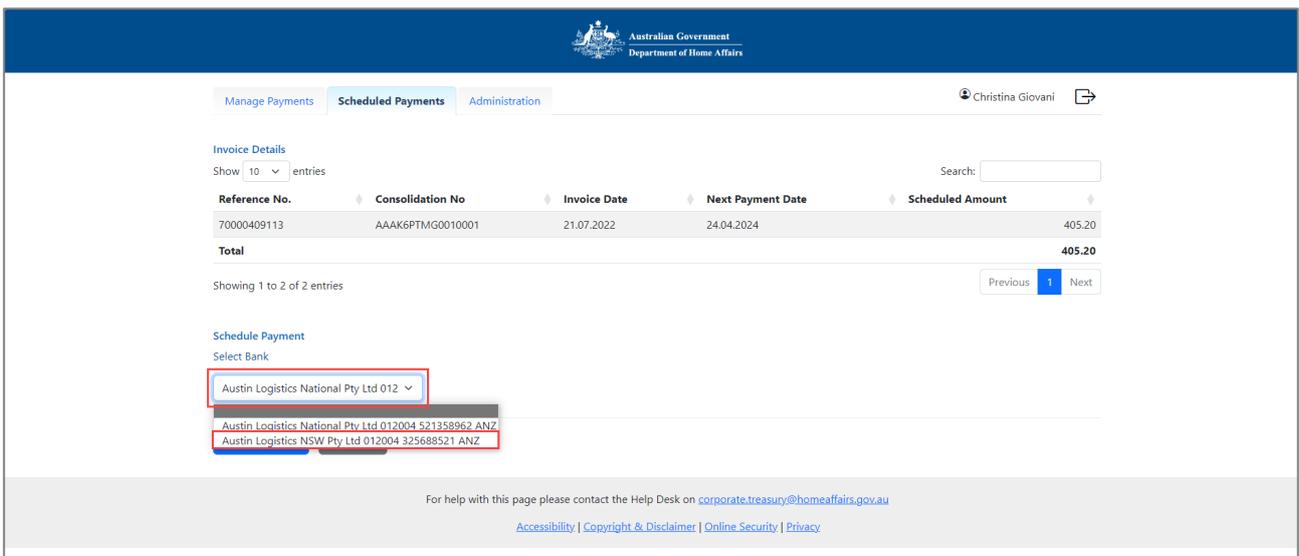
To change the bank account:

1. From the **Action** drop-down, select the **Change Payment** option.



The screenshot shows the 'Scheduled Payment' interface. At the top, there are navigation tabs: 'Manage Payments', 'Scheduled Payments', and 'Administration'. The user 'Christina Giovani' is logged in. Below the tabs, there's a search bar and a table of scheduled payments. The table has columns for Reference No., Consolidation No., Customer, Payment Amount, Next Payment Date, Bank Details, and Action. The 'Action' dropdown for the first row is open, showing 'Action', 'Change Payment', and 'Cancel Payment'. The 'Change Payment' option is highlighted. Below the table, there are pagination controls showing 'Showing 1 to 5 of 5 entries' and 'Previous 1 Next'. At the bottom, there's a help desk contact link: corporate.treasury@homeaffairs.gov.au and links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

2. From the **Select Bank** field, select the account you wish to use for the scheduled payment.



The screenshot shows the 'Schedule Payment' interface. At the top, there are navigation tabs: 'Manage Payments', 'Scheduled Payments', and 'Administration'. The user 'Christina Giovani' is logged in. Below the tabs, there's a search bar and a table of invoice details. The table has columns for Reference No., Consolidation No., Invoice Date, Next Payment Date, and Scheduled Amount. The 'Scheduled Amount' for the first row is 405.20. Below the table, there are pagination controls showing 'Showing 1 to 2 of 2 entries' and 'Previous 1 Next'. Below the table, there's a 'Schedule Payment' section with a 'Select Bank' dropdown menu. The dropdown menu is open, showing three options: 'Austin Logistics National Pty Ltd 012', 'Austin Logistics National Pty Ltd 012004 521358962 ANZ', and 'Austin Logistics NSW Pty Ltd 012004 325688521 ANZ'. The first option is highlighted. At the bottom, there's a help desk contact link: corporate.treasury@homeaffairs.gov.au and links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

3. Select the **Save Changes** button.

The screenshot displays the 'Scheduled Payments' section of the Australian Government Department of Home Affairs system. At the top, there are navigation tabs for 'Manage Payments', 'Scheduled Payments', and 'Administration'. The user's name 'Christina Giovani' is visible in the top right corner. Below the tabs, there is a search bar and a 'Show 10 entries' dropdown. A table lists payment details with the following data:

Reference No.	Consolidation No	Invoice Date	Next Payment Date	Scheduled Amount
70000409113	AAAK6PTMG0010001	21.07.2022	24.04.2024	405.20
Total				405.20

Below the table, it indicates 'Showing 1 to 2 of 2 entries' with 'Previous' and 'Next' navigation buttons. Under the 'Schedule Payment' section, the 'Select Bank' dropdown is set to 'Austin Logistics NSW Pty Ltd 012004'. At the bottom of this section, the 'Save Changes' button is highlighted with a red border, and a 'Cancel' button is also present. A footer note provides contact information for the Help Desk: 'For help with this page please contact the Help Desk on corporate.treasury@homeaffairs.gov.au'. Additional links for 'Accessibility', 'Copyright & Disclaimer', 'Online Security', and 'Privacy' are also provided.

The scheduled payment is updated with the new back account.

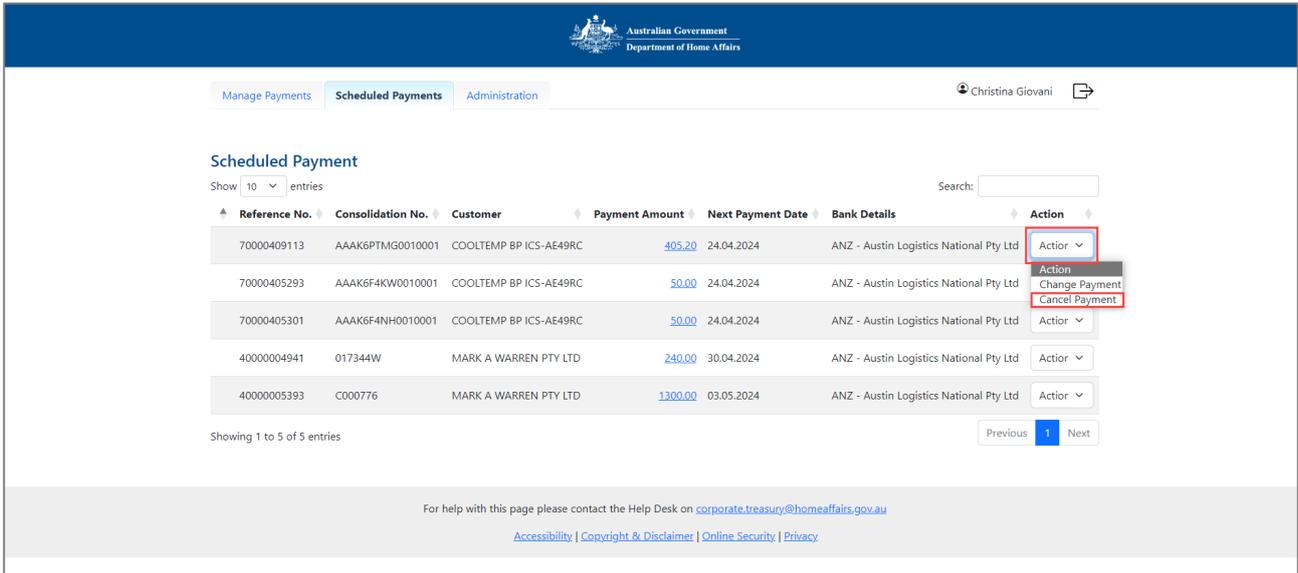
Cancel a scheduled payment

You can cancel a scheduled payment.

Hint: If you want to change the scheduled payment date, you must cancel the current scheduled payment and then reschedule the payment from the **Manage Payments** screen.

To cancel the scheduled payment:

1. From the **Action** drop-down, select the **Cancel Payment** option.



Australian Government
Department of Home Affairs

Manage Payments | **Scheduled Payments** | Administration

Christina Giovani

Scheduled Payment

Show 10 entries

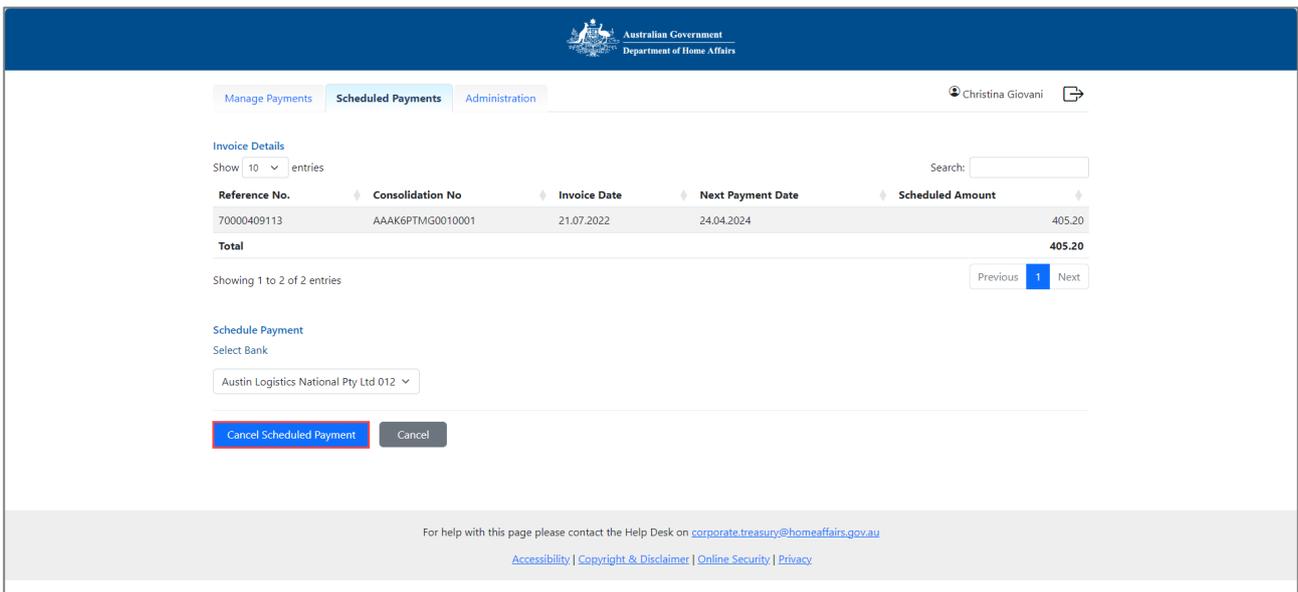
Reference No.	Consolidation No.	Customer	Payment Amount	Next Payment Date	Bank Details	Action
70000409113	AAAK6PTMG0010001	COOLTEMP BP ICS-AE49RC	405.20	24.04.2024	ANZ - Austin Logistics National Pty Ltd	Action
70000405293	AAAK6F4KW0010001	COOLTEMP BP ICS-AE49RC	50.00	24.04.2024	ANZ - Austin Logistics National Pty Ltd	Change Payment Cancel Payment
70000405301	AAAK6F4NH0010001	COOLTEMP BP ICS-AE49RC	50.00	24.04.2024	ANZ - Austin Logistics National Pty Ltd	Action
40000004941	017344W	MARK A WARREN PTY LTD	240.00	30.04.2024	ANZ - Austin Logistics National Pty Ltd	Action
40000005393	C000776	MARK A WARREN PTY LTD	1300.00	03.05.2024	ANZ - Austin Logistics National Pty Ltd	Action

Showing 1 to 5 of 5 entries

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2. Select the **Cancel Scheduled Payment** button.



Australian Government
Department of Home Affairs

Manage Payments | **Scheduled Payments** | Administration

Christina Giovani

Invoice Details

Show 10 entries

Reference No.	Consolidation No.	Invoice Date	Next Payment Date	Scheduled Amount
70000409113	AAAK6PTMG0010001	21.07.2022	24.04.2024	405.20
Total				405.20

Showing 1 to 2 of 2 entries

Schedule Payment

Select Bank

Austin Logistics National Pty Ltd 012

Cancel Scheduled Payment | Cancel

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The scheduled payment is cancelled.

Administration

When you first authenticate using your digital identity, you have the ability to manage certain information about your Department of Home Affairs Online Account. This includes:

- your email address for Department of Home Affairs communications (see the [Communication Email Address](#) section in this guide)
- bank account details for payments via direct deposit (see the
- section in this guide)
- register the ICS account(s) for the invoices you intend to pay (see the [Linked Customers](#) section in this guide)

Hint: You can change these settings at any time.

To access the **Administration** screen:

1. From the **Manage Payments** screen, select the **Administration** tab.

The screenshot shows the 'Administration' tab selected in the 'Manage Payments' section. The header includes the Australian Government Department of Home Affairs logo and the user's name, Christina Giovani. Below the header, there are three tabs: 'Manage Payments', 'Scheduled Payments', and 'Administration' (highlighted with a red box). The main content area is titled 'Pay Invoice' and shows a table with one invoice entry. The table has columns for Reference No., Consolidation Reference, Invoice Date, Invoice Amount, Scheduled Amount, Owing Amount, Status, and Action. The invoice entry is for Reference No. 70000898126, Consolidation Reference ACKRE3JAC0010001, Invoice Date 04.03.2017, Invoice Amount 44262.59, Scheduled Amount 0.00, Owing Amount 44246.59, and Status Awaiting Payment. Below the table, there are buttons for 'Pay Selected Invoices', 'Pay New Invoices', and 'Print Summary'. At the bottom, there is a footer with contact information for the Help Desk and links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

The **Administration** screen displays.

The screenshot shows the 'Administration' screen with three main sections: 'Communication', 'Bank Details', and 'Linked Customers'. The 'Communication' section has an email address field containing 'christina.giovani@austinlogistics.com.au' and 'Save' and 'Reset' buttons. The 'Bank Details' section shows a table with one bank account entry. The table has columns for Bank Name, BSB, Bank Account, and Account Holder. The entry is for ANZ, BSB 012004, Bank Account 521358962, and Account Holder Austin Logistics Pty Ltd. Below the table, there is a 'Maintain Bank' button. The 'Linked Customers' section shows a table with one customer entry. The table has columns for Customer ID, Customer Name, and Block for Direct Debit. The entry is for Customer ID 3000000016, Customer Name MARK A WARREN PTY LTD, and Block for Direct Debit No. Below the table, there is a 'Customer Registration' button. At the bottom, there is a footer with contact information for the Help Desk and links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

Communication Email Address

If the Department of Home Affairs uses the email address associated to your **myID** to communicate with you regarding your invoices and payments. If you wish to use a different email address for these communications, you can change it in the **Administration** screen.

To change the email address for these communications:

1. In the email field, enter the email address you wish to use for these communications.
2. Select the **Save** button.

The screenshot shows the 'Administration' tab selected in the top navigation. The 'Communication' section has an 'Email' field containing 'accounts payable@austinlogistics.com.au', which is highlighted with a red box. Below the field are 'Save' and 'Reset' buttons. The 'Bank Details' section shows a table with columns: Bank Name, BSB, Bank Account, and Account Holder. The table contains one entry: ANZ, 012004, 521358962, and Austin Logistics Pty Ltd. Below the table is a 'Maintain Bank' button. The 'Linked Customers' section shows a table with columns: Customer ID, Customer Name, and Block for Direct Debit. The table contains one entry: 300000016, MARK A WARREN PTY LTD, and No. Below the table is a 'Customer Registration' button. At the bottom, there is a help desk contact link and a footer with accessibility and privacy links.

The email address is updated and a message displays confirming that the new email address has been saved.

The screenshot shows the same 'Administration' screen as above, but with a green confirmation message: 'The email address has been saved.' The 'Email' field now has a green checkmark next to it. The 'Save' and 'Reset' buttons are still visible. The 'Bank Details' and 'Linked Customers' sections remain the same as in the previous screenshot.

Hint: The **Reset** button resets the email address back to the **myID** email address.

Linked Customers (ICS Users only)

If you are paying ICS or Licensing invoices, you must list the ICS account(s) to pay invoice the invoices you intend to pay. To set up (and maintain) these ICS accounts you register them in the **Linked Customers** section on the **Administration** screen.

Register a new linked customer

In order to register a customer, you need to know the following information:

1. Either the customer's:
 - a) **ICS ClientID** or
 - b) **ICS BranchID** or
 - c) **ABN**

AND

2. The number of one of the customer's unpaid invoices.
This is the ICS payment Consolidation ID within an invoice:
(declaration id + version id + sequence)
e.g. AAKRCJGA0020001

To register a customer:

1. On the **Administration** screen, select the **Customer Registration** button.

The screenshot shows the 'Administration' tab selected in the top navigation bar. The user is logged in as Christina Giovani. The main content area is divided into three sections: 'Communication', 'Bank Details', and 'Linked Customers'. The 'Communication' section has an email field with 'accountspayable@austinlogistics.com.au' and 'Save' and 'Reset' buttons. The 'Bank Details' section shows a table with one entry for ANZ bank, including BSB (012004) and Bank Account (521358962). The 'Linked Customers' section shows a table with two entries, including Customer ID and Customer Name. At the bottom of the 'Linked Customers' section, the 'Customer Registration' button is highlighted with a red box. A footer contains help contact information and links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

The **Customer Registration** screen displays.

2. Select the **New Customer** button.

Customer ID	Customer Name	Block for Direct Debit	Action
3000000016	MARK A WARREN PTY LTD	No	Select

The **Select Customer** screen displays.

3. In the **Customer ID** field, enter either the customer's ICS **ClientID** or ICS **BranchID** or their **ABN**.
4. In the **Recent Invoice Number** field, enter the ICS **Invoice Number** (in the specified format).
5. Select the **Next** button.

Customer ID:
(For ICS Customers - Customer Number = Your ClientID or BranchID or ABN)

Recent Invoice Number:
(For ICS - Invoice Number = Payment Consolidation (declaration id + version id + sequence e.g. AA9999990010001))

If the details you have entered match an ICS customer, the **Confirm Customer** screen displays. If there is no match, see the [No match on Select Customer screen](#) section in this guide.

6. If the **Customer ID** and the **Customer Name** match, select the **Confirm** button.

Customer ID
30000002070

Customer Name
COOLTEMP BP-30000002070 ICS-AE49RC

Block for Direct Debit
No

If it is correct, click Confirm. If it is incorrect, click Previous and re-enter customer number.

If the **Customer ID** and the **Customer Name** match, the customer is registered.

7. If the **Customer ID** and the **Customer Name** do **not** match the customer you are trying to register (perhaps you entered the details for another customer by mistake), select the **Previous** button and try again.

Australian Government
Department of Home Affairs

Confirm Customer

Customer ID
3000002070

Customer Name
COOLTEMP BP-3000002070 ICS-AE49RC

Block for Direct Debit
No

If it is correct, click Confirm. If it is incorrect, click Previous and re-enter customer number.

[Confirm](#) [Previous](#)

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No match on Select Customer screen

If any of the following are incorrect in the **Select Customer** screen, when you select the **Next** button, an error message displays at the top of the screen.

- **Customer ID** is not valid
- **Invoice Number** is not valid:
 - either you have mistyped the number or
 - that invoice is not related to the **Customer ID** you have entered
 - or it is **not** an unpaid invoice).

You can either correct the incorrect information and select the **Next** button or select the **Cancel** button to return to the screen.

Australian Government
Department of Home Affairs

▲ Customer cannot be found for entered Customer ID and Invoice Number

Select Customer

Customer ID:
(For ICS Customers - Customer Number = DCCR + Your ClientID or BranchID or ABN)

AE49RC

Recent Invoice Number:
(For ICS - Invoice Number = Payment Consolidation (declaration id + version id + sequence e.g. AA99999990010001)

AAAKRCWXX0010001

[Next](#) [Cancel](#)

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Deregister a linked customer

If you wish to remove an entity you have registered as a **Linked Customer**, you can de-register it.

To de-register a linked customer:

1. On the **Administration** screen, select the **Customer Registration** button.

Australian Government
Department of Home Affairs

Manage Payments | Scheduled Payments | **Administration** | Christina Giovani

Communication

Email: *
accounts payable@austinlogistics.com.au ✓

Save | Reset

Bank Details

Show 10 entries | Search:

Bank Name	BSB	Bank Account	Account Holder
ANZ	012004	521358962	Austin Logistics National Pty Ltd

Showing 1 to 1 of 1 entries | Previous | 1 | Next

Maintain Bank

Linked Customers

Show 10 entries | Search:

Customer ID	Customer Name	Block for Direct Debit
3000000016	MARK A WARREN PTY LTD	No
3000002070	COOLTEMP BP-3000002070 ICS-AE49RC	No

Showing 1 to 2 of 2 entries | Previous | 1 | Next

Customer Registration

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The **Customer Registration** screen displays.

1. From the **Action** drop-down, select the **De-Register** option.

Australian Government
Department of Home Affairs

Customer Registration

Show 10 entries | Search:

Customer ID	Customer Name	Block for Direct Debit	Action
3000000016	MARK A WARREN PTY LTD	No	Select
3000002070	COOLTEMP BP ICS-AE49RC	No	Select

Showing 1 to 2 of 2 entries

New Customer | Cancel

De-Register

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The **De-Register Customer** screen displays.

2. Select the **Confirm** button.

Australian Government
Department of Home Affairs

De-Register Customer

Customer ID
3000002070

Customer Name
COOLTEMP BP ICS-AE49RC

Block for Direct Debit
No

Click confirm if you want to de-register this customer.

[Confirm](#) [Previous](#)

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The Customer is de-registered.

Note: If the customer has any payments scheduled, you cannot de-register the customer until the scheduled payments are cancelled.

Bank Account Details (ICS Users only)

If you wish to pay invoices from the Department of Home Affairs by direct debit, you can setup (and maintain) the relevant bank accounts on the **Administration** screen.

Note: In order to pay via direct debit, you must accept the **Direct Debit Agreement**.

To create, update or delete bank accounts:

1. Select the **Maintain Bank** button.

Australian Government
Department of Home Affairs

Manage Payments | Scheduled Payments | **Administration** | Christina Giovani

Communication

Email : *

accountspayable@austinlogistics.com.au ✓

[Save](#) [Reset](#)

Bank Details

Show 10 entries Search:

Bank Name	BSB	Bank Account	Account Holder
ANZ	012004	521358962	Austin Logistics Pty Ltd

Showing 1 to 1 of 1 entries [Previous](#) [1](#) [Next](#)

[Maintain Bank](#)

Linked Customers

Show 10 entries Search:

Customer ID	Customer Name	Block for Direct Debit
3000000016	MARK A WARREN PTY LTD	No

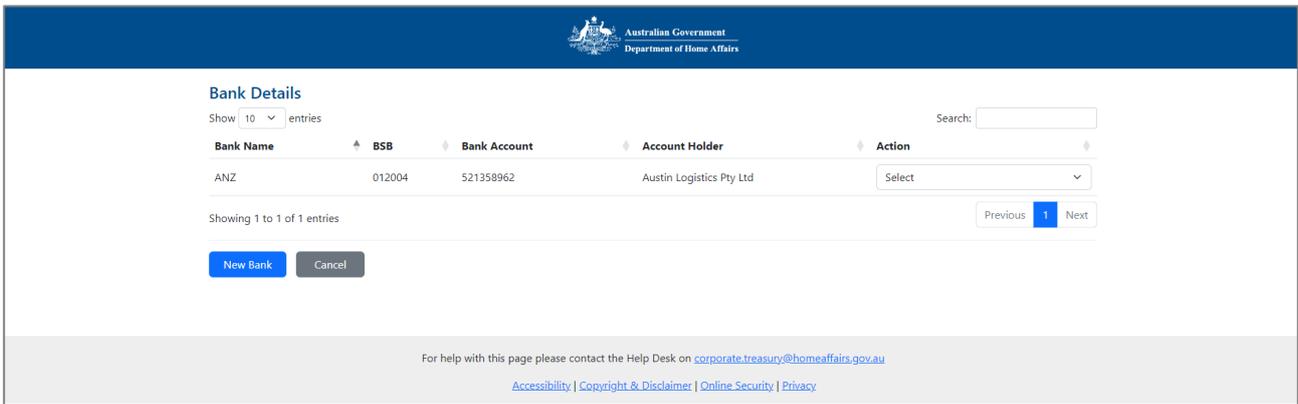
Showing 1 to 3 of 3 entries [Previous](#) [1](#) [Next](#)

[Customer Registration](#)

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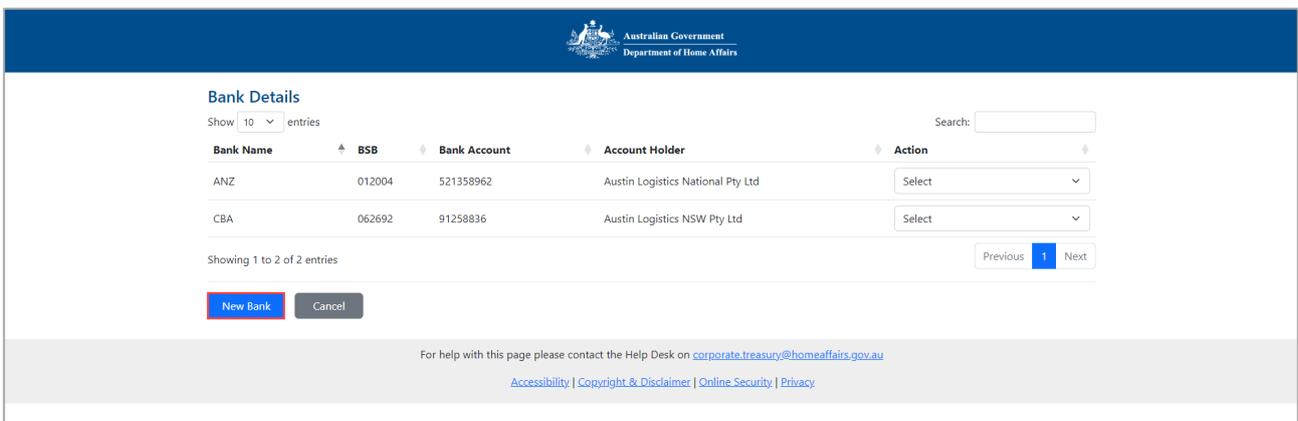
The **Bank Details** screen displays.



Add a new bank account

To add a new bank account for direct debit payments:

1. Select the **New Bank** button.



The **New Bank Details** screen displays.

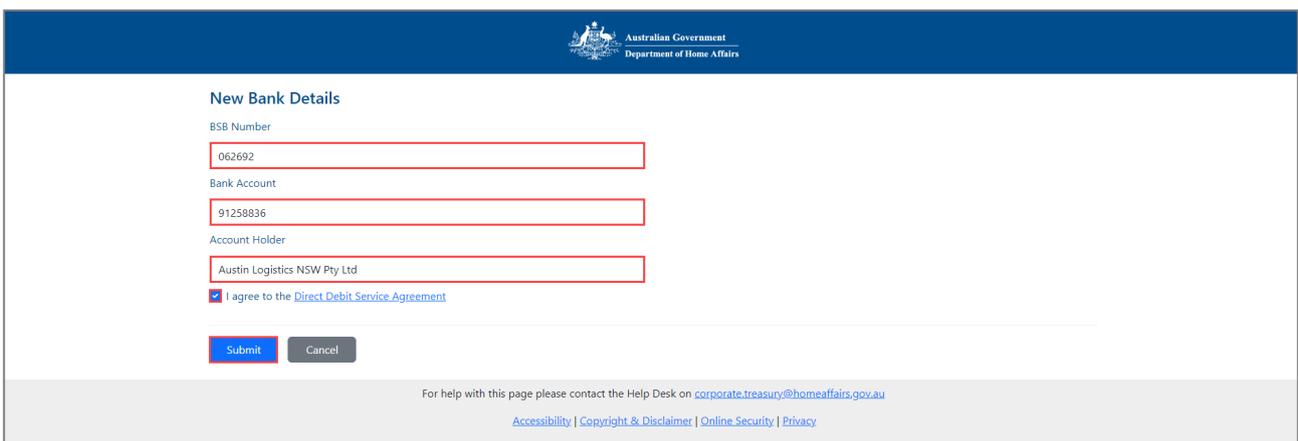
2. In the **BSB Number** field, enter the account's BSB number.
3. In the **Bank Account** field, enter the account number.
4. In the **Account Holder** field, enter the name of the account holder.

Note: You must agree to the **Direct Debit Service Agreement** to be able to save the bank account details.

5. Select the **I agree to the Direct Debit Service Agreement** checkbox.

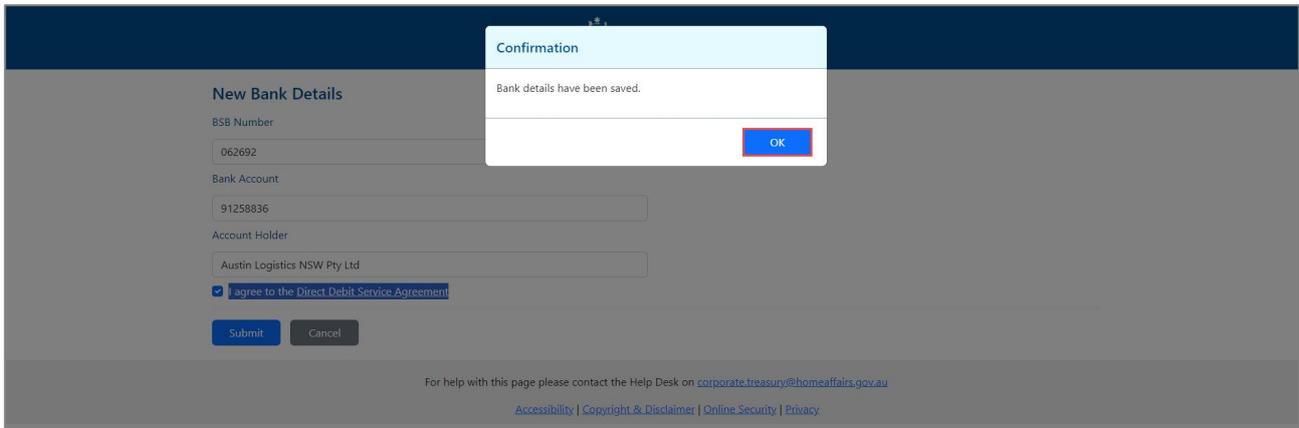
Hint: You can select the **Direct Debit Service Agreement** hyperlink to read the agreement.

6. Select the **Submit** button.



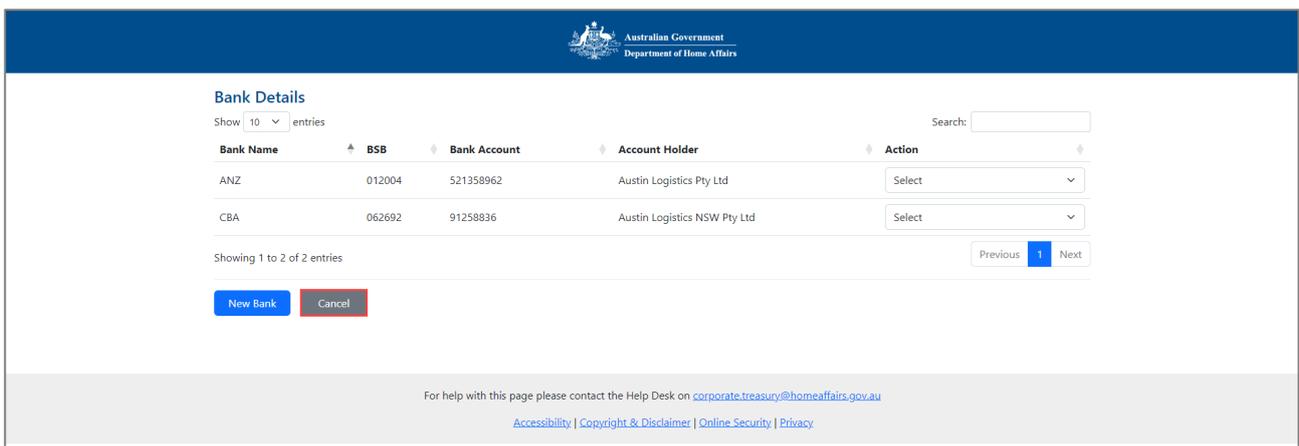
A **Confirmation** dialog box, advising the bank details have been saved, displays.

7. To close the **Confirmation** dialog box, select the **OK** button.



The new bank account is added to the list of bank accounts.

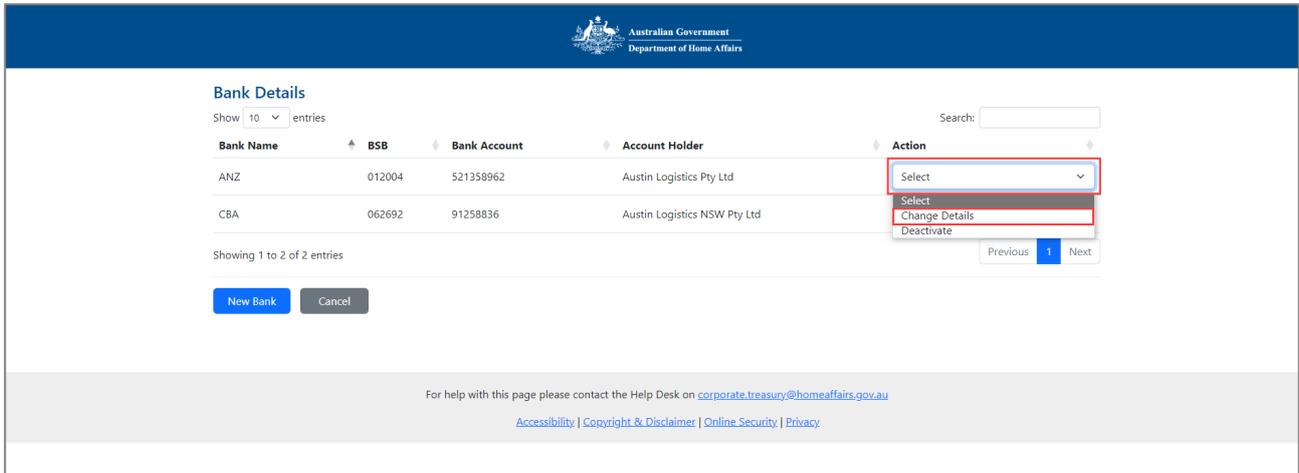
8. Select the **Cancel** button to return to the **Administration** screen.



Change the details of an existing bank account

You can change the name of the account holder of one of your direct debit banks accounts. To change the bank account holder details:

9. From the **Action** drop-down, select the **Change Details** option.



The screenshot shows a table titled "Bank Details" with the following data:

Bank Name	BSB	Bank Account	Account Holder	Action
ANZ	012004	521358962	Austin Logistics Pty Ltd	Select
CBA	062692	91258836	Austin Logistics NSW Pty Ltd	Select

The "Action" dropdown menu is open, showing the following options: Select, Change Details, and Deactivate. The "Change Details" option is highlighted. Below the table, there are buttons for "New Bank" and "Cancel".

The **Change Bank Details** screen displays.

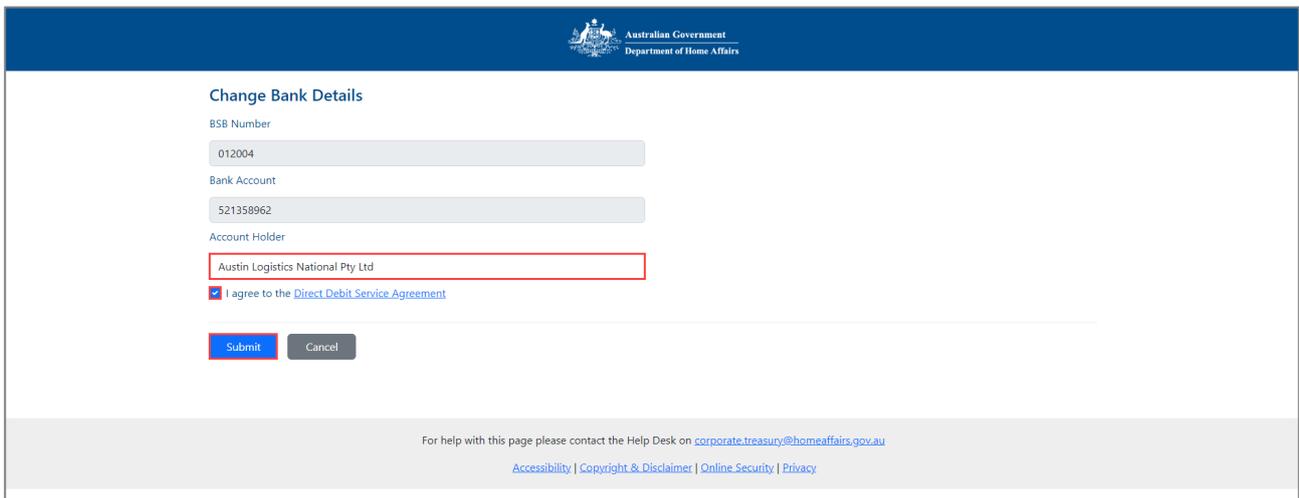
10. In the **Account Holder** field, enter the name of the account holder.

Note: You must agree to the **Direct Debit Service Agreement** to be able to save the bank account details.

11. Select the **I agree to the Direct Debit Service Agreement** checkbox.

Hint: You can select the **Direct Debit Service Agreement** hyperlink to read the agreement.

12. Select the **Submit** button.



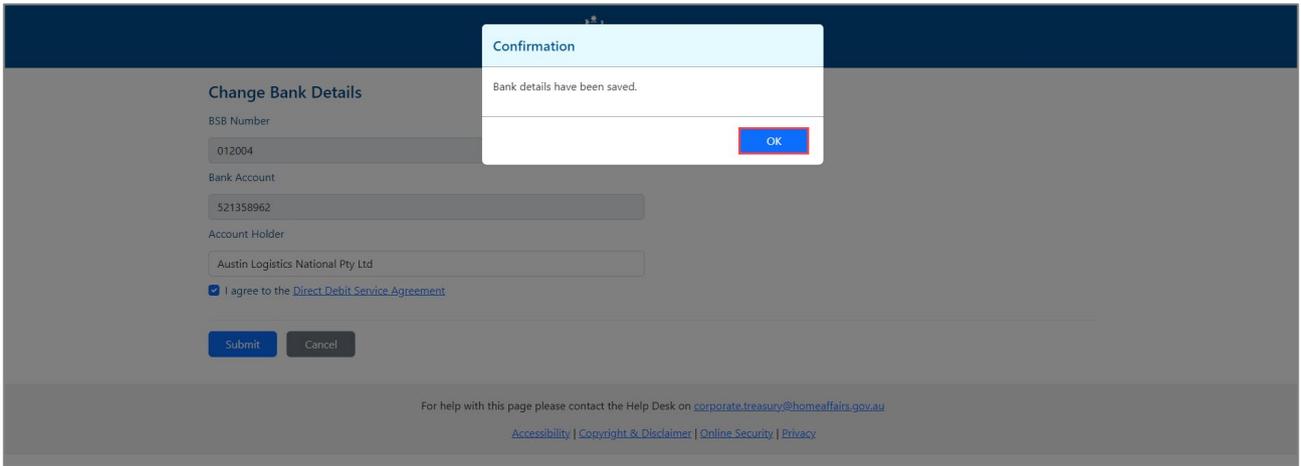
The screenshot shows the "Change Bank Details" form with the following fields:

- BSB Number: 012004
- Bank Account: 521358962
- Account Holder: Austin Logistics National Pty Ltd

There is a checkbox labeled "I agree to the [Direct Debit Service Agreement](#)" which is checked. Below the form are buttons for "Submit" and "Cancel".

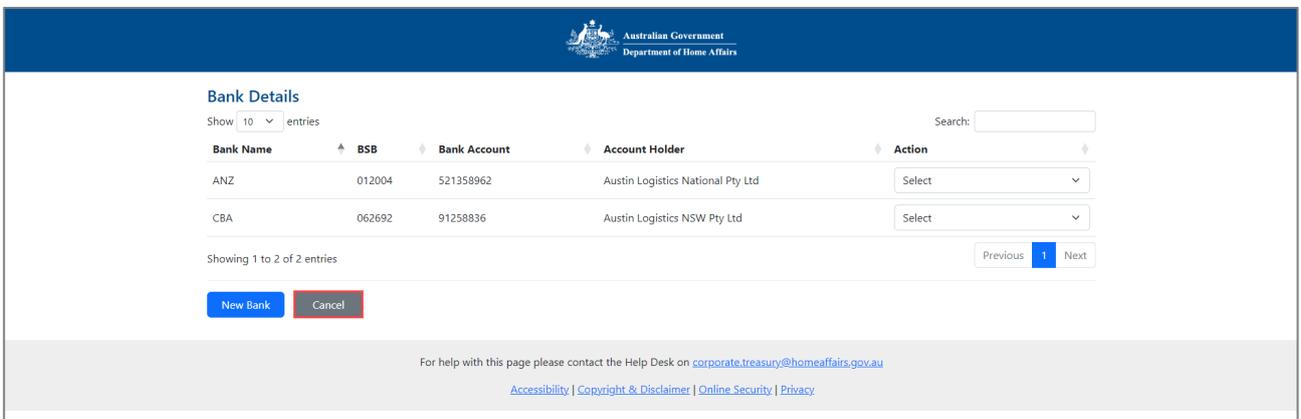
A **Confirmation** dialog box, advising the bank details have been saved, displays.

13. To close the **Confirmation** dialog box, select the **OK** button.



The bank account details are updated.

14. Select the **Cancel** button to return to the **Administration** screen.



Deactivate a Bank Account

You can deactivate any of the existing direct deposit bank accounts. For example, you may wish to deactivate accounts for the following reason:

- the account is no longer required
- the **BSB** or **Account Number** were incorrectly entered
- you have changed banks

Note: If you have deactivated an existing account for either of the last two reasons, you can create a new bank account with the appropriate details.

To deactivate a bank account:

1. From the **Action** drop-down, select the **Deactivate** option.

Australian Government
Department of Home Affairs

Bank Details

Show 10 entries

Search:

Bank Name	BSB	Bank Account	Account Holder	Action
ANZ	012004	521358962	Austin Logistics National Pty Ltd	Select
CBA	062692	91258836	Austin Logistics NSW Pty Ltd	Select

Showing 1 to 2 of 2 entries

New Bank Cancel

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The **Deactivate Bank Details** screen displays.

Note: You must agree to the **Direct Debit Service Agreement** to be able to deactivate the bank account.

2. Select the **I agree to the Direct Debit Service Agreement** checkbox.

Hint: You can select the **Direct Debit Service Agreement** hyperlink to read the agreement.

3. Select the **Submit** button.

Australian Government
Department of Home Affairs

Deactivate Bank Details

BSB Number
062692

Bank Account
91258836

Account Holder
Austin Logistics NSW Pty Ltd

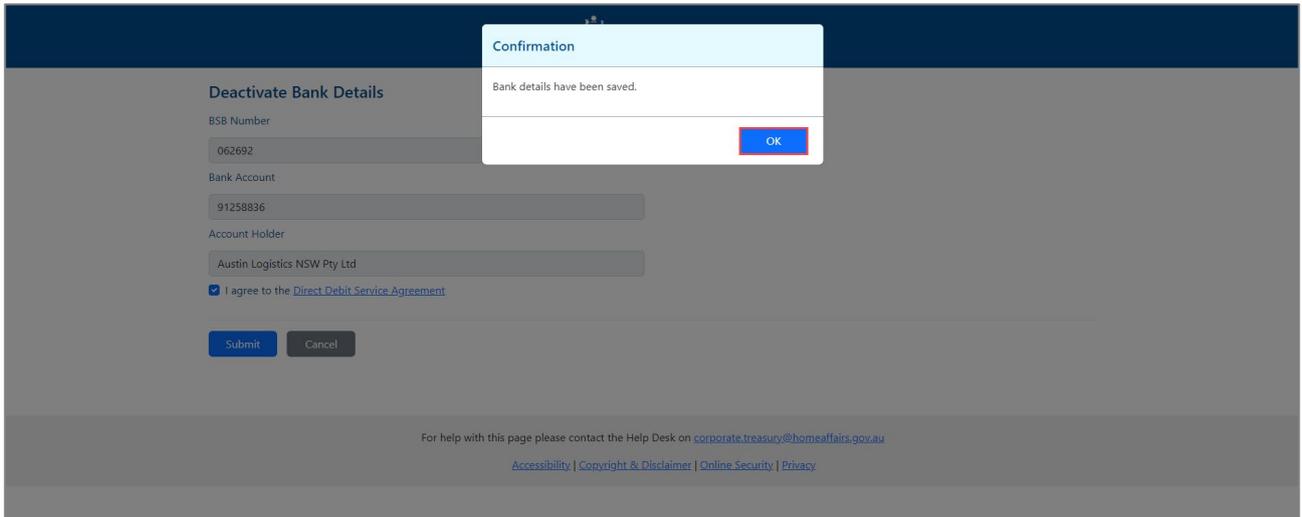
I agree to the [Direct Debit Service Agreement](#)

Submit Cancel

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A **Confirmation** dialog box, advising the bank details have been saved, displays.

4. To close the **Confirmation** dialog box, select the **OK** button.



The bank account is deactivated and removed from your list of bank accounts.

5. Select the **Cancel** button to return to the **Administration** screen.

