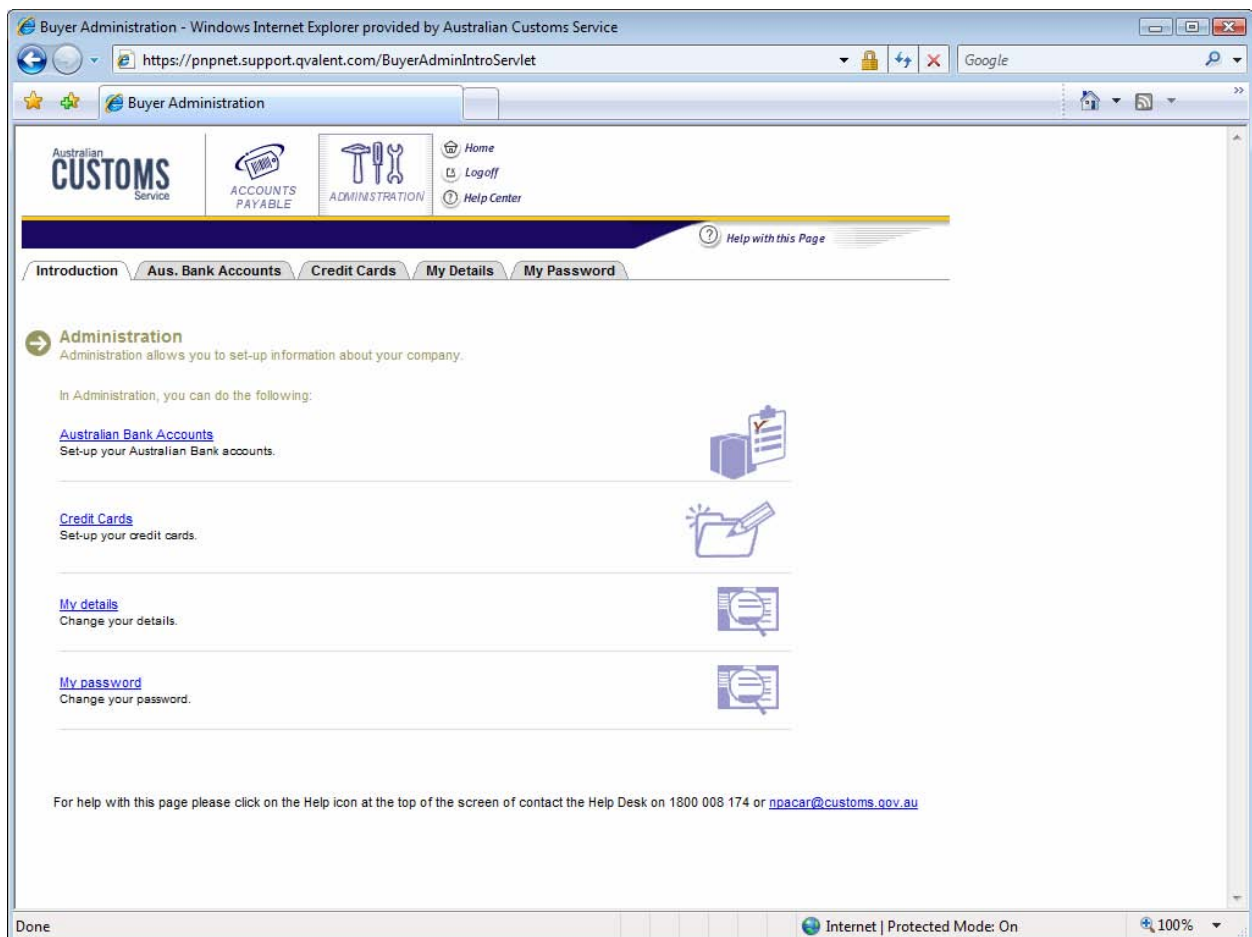


Registered Users – Administration

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

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



From this screen users have the ability to add/edit:

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

Australian Bank Accounts

A registered user may have as many bank accounts registered in their online account as they wish. When making a payment to Customs you have the ability to select from any account that has been previously registered.

The bank account must have an Australian financial institution BSB in order for it to be able to be added to your list.

Users have the ability to:

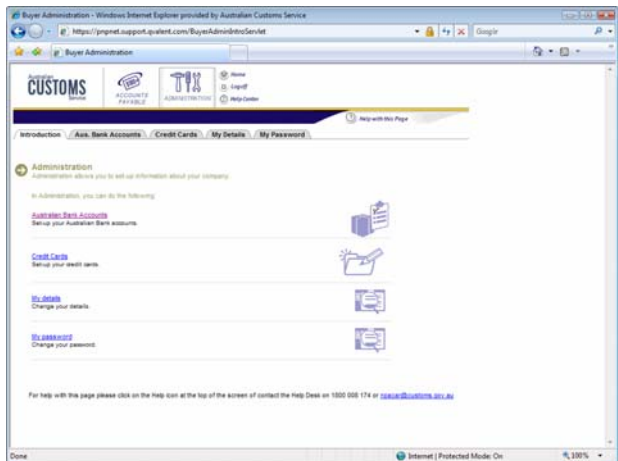
- [Register new Bank Accounts](#); and
- [Enable/Disable or Change the Working Name on Registered Accounts](#)

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

Register a New Bank Account

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

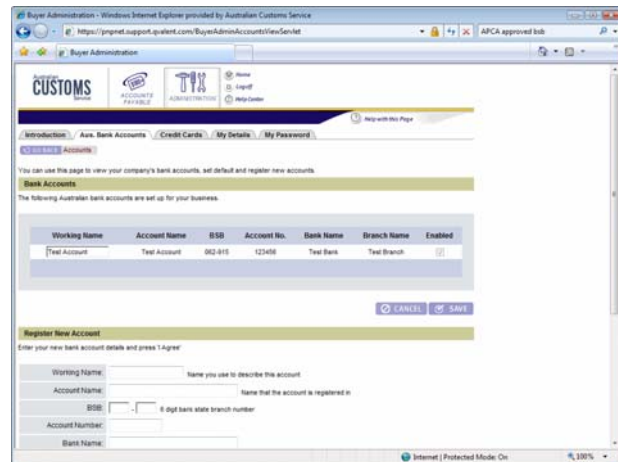
1. From the **Administration** homepage, select **Australian Bank Accounts**.



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.

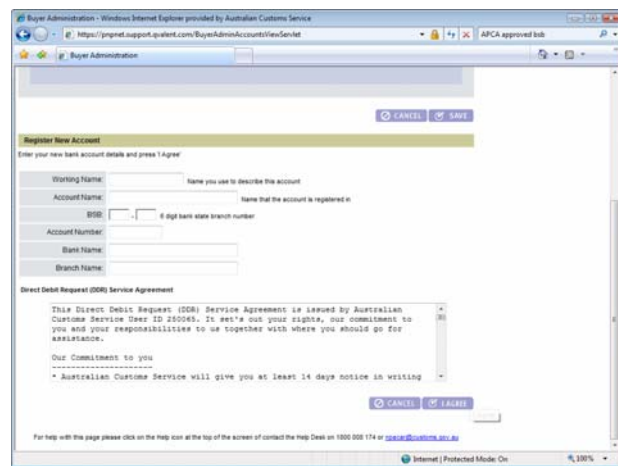
Scroll down to register a new account.




3. If no accounts have previously been registered you will only see this 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 |



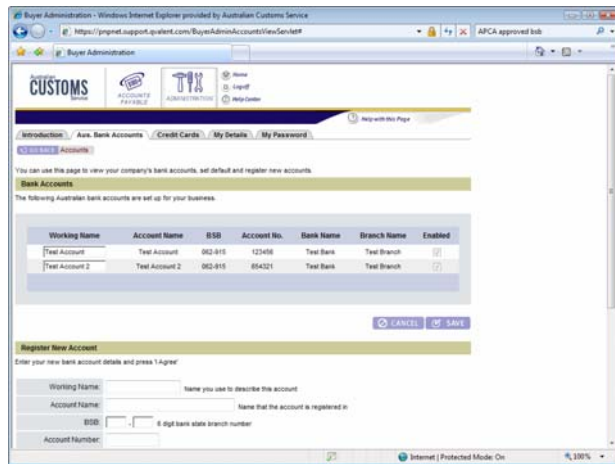
Read the **Direct Debit Request (DDR) Service Agreement**. If you agree to these terms, click  to continue.



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

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

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



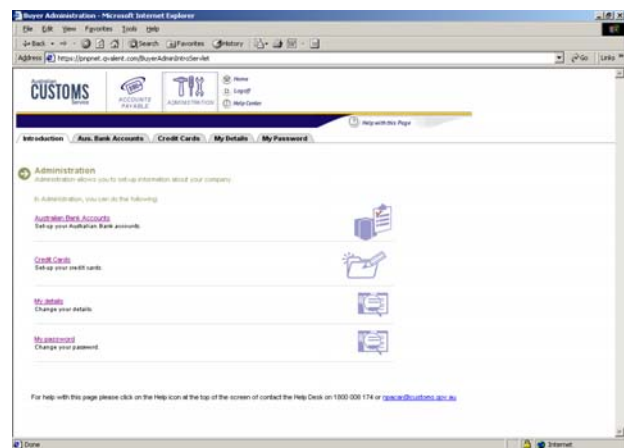
Enable/Disable or Change the Working Name on Registered Accounts

Customers 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 either 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**.



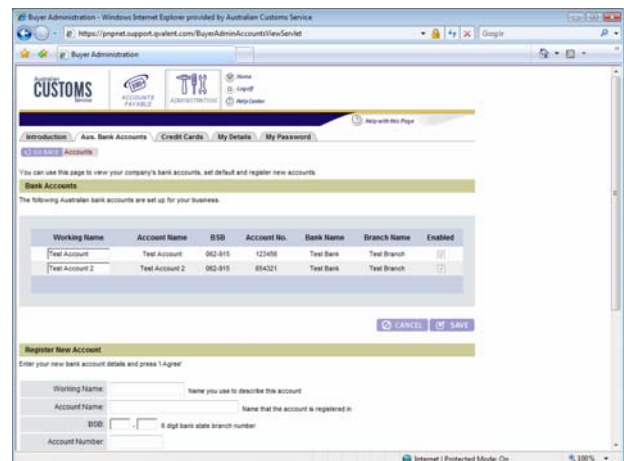
The **Aus. Bank Account** tab will be selected

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**; and

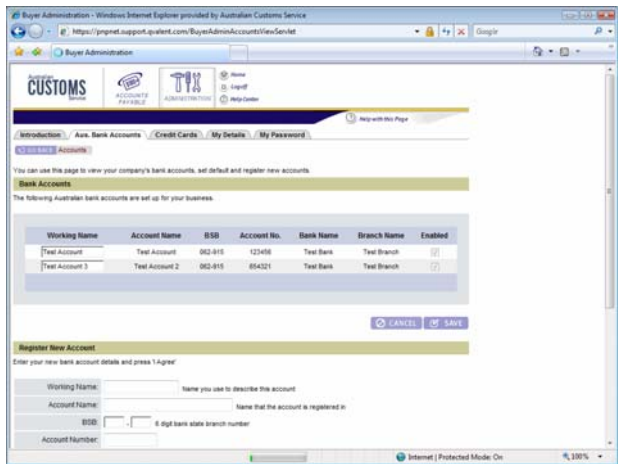
Click **SAVE** to record the change.



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 changed working name.

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



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 Customs you have the ability to select from any bank account or credit/debit card that has previously been registered.

Customs accept the following credit/debit cards:

- Visa;
- MasterCard; and
- American Express

Customers who choose to pay using a credit/debit card will incur a system calculated surcharge fee. 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.

From the Credit Card screen users have the ability to:

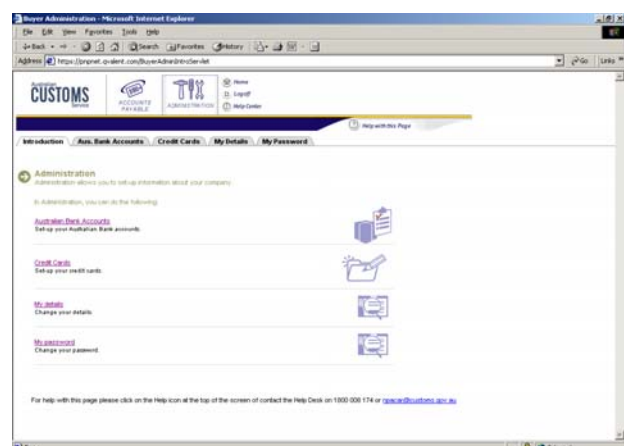
- [Register new Credit/Debit Cards;](#)
- [Enable/disable and edit details on registered cards;](#)

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

Register New Credit/Debit Cards

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

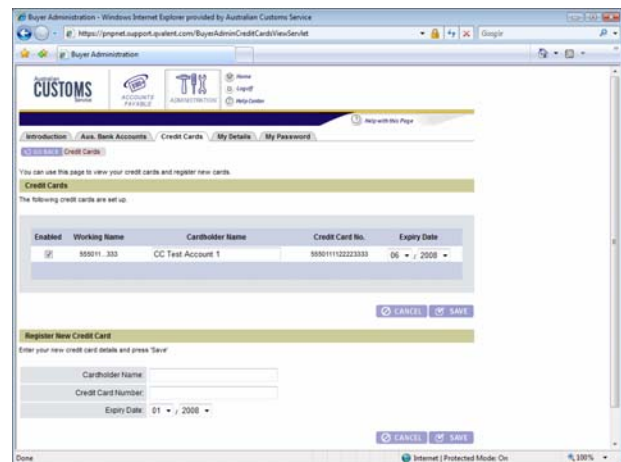
1. From the **Administration** homepage, select **Credit Cards**.



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.



3. If no cards have previously been registered you will only see this part of the screen.

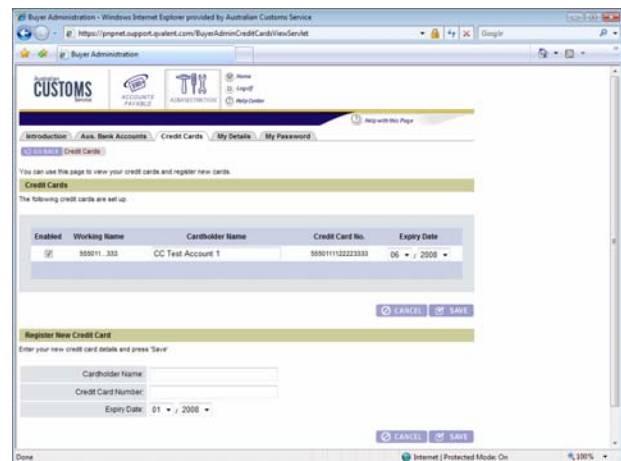
Complete the following fields:

| | |
|--------------------|--|
| 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  **SAVE** to continue.

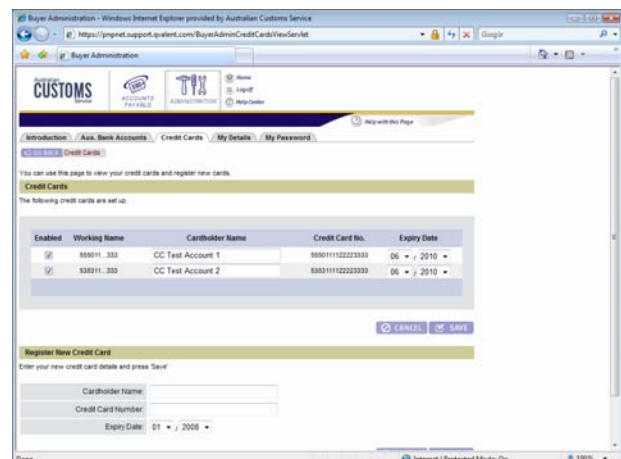


Please Note: Your credit/debit card will only be debited when you approve payment of an invoice. Customers who choose to pay using a credit/debit card will incur a surcharge fee. This fee will differ according to the type of card used.



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

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

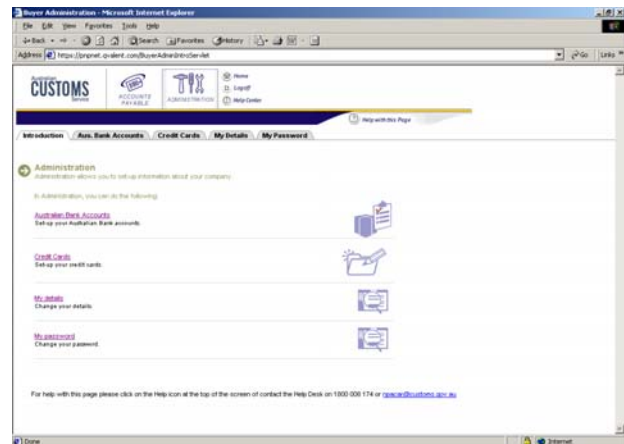


Enable/Disable or Edit Details on Registered Cards

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

You will either 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 **Credit Cards**.




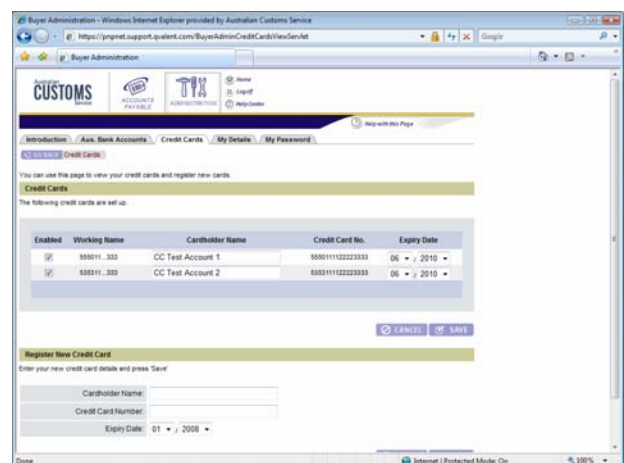
The **Credit Cards** tab will be selected

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

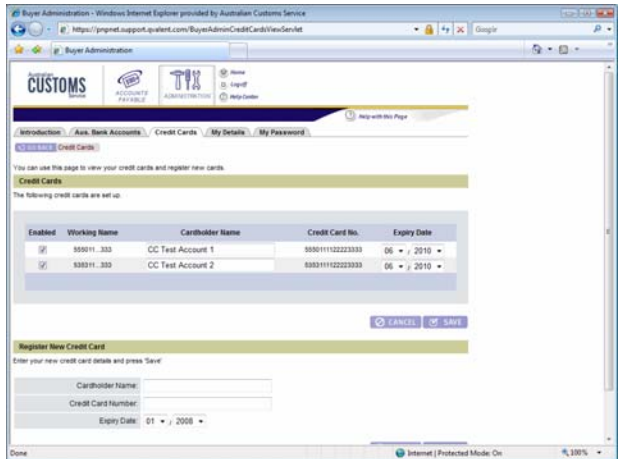
Click  **SAVE** to record the change.



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

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

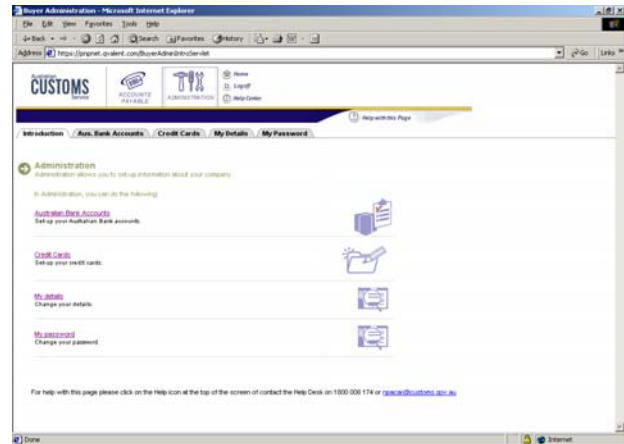
From here you can select any tab to complete another administration action.



Add/Edit Personal Details

Customers have the ability to add to or change their personal details.


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



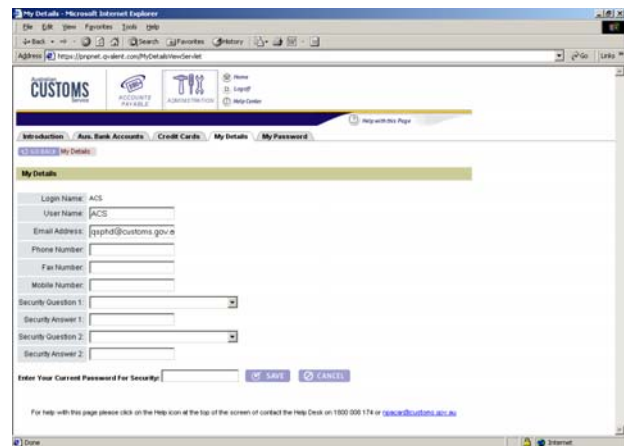
The **My Details** tab will be selected

2. This screen will already have populated some details from the registration process. If you wish you can add to/change the following fields:

| | |
|---------------------|--|
| User Name | This is the login name you chose when setting up you 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 fax number. |
| Mobile Number | A contact mobile number. |
| Security Question 1 | Select from a series of questions that can be 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 | You can select another question to add to the security. E.g. Pet's name |
| Security Answer 2 | The answer to security question 2. |

Before saving **any** changes to these details you will need to enter your **password** before clicking  as an additional security measure.

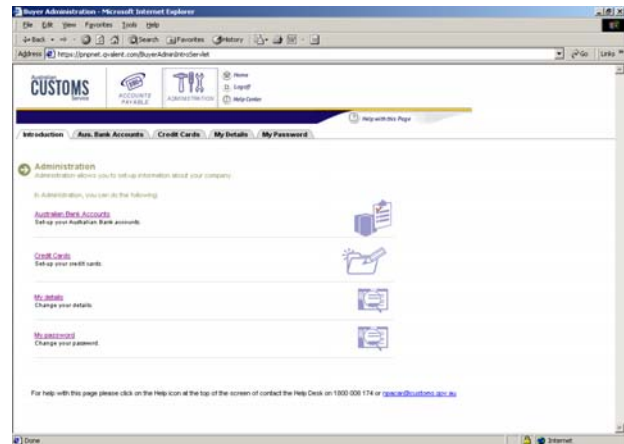
From here you can select any tab to complete another administration action.



Change Password

Customers have the ability change their password whenever they wish.

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  **SAVE** to save the new password.

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

