

BPAY View

Don't let your bills run amok_

Receive your bills online
with BPAY View



Registering to receive your bills online is as easy as can B!

To start using BPAY View, you need to register for each bill you wish to receive via BPAY View at your Internet banking site. The registration process is simple and will only take a few minutes to complete. Each biller requires slightly different information. Help pages on how to register for individual billers can be downloaded from our web site bpay.com.au

Step 1

Have your latest bill with you.

Step 2

Log on to your participating financial institution's Internet banking site.

Step 3

Click on the 'View bills' or 'BPAY View' section of the site.

Step 4

Select 'Add biller' or 'New biller' and enter or select the biller from the list provided.

Step 5

Generally the biller will require two or three pieces of information to enable verification of your registration. Your financial institution's web site will step you through the information required to complete the registration process and where it can be found on the paper bill.

Some examples of the type of information that may be requested during the registration process include:

- BPAY View registration number - this is normally found near the BPAY logo on the bill
- Customer name on the bill - it is important to enter the exact customer name that appears on your bill including your correct title. (Incorrectly entering the customer name is a common mistake when registering - double check this when you are entering the information)

This information is sent to the biller via your Internet banking site.

Step 6

Once you have completed the registration process for that bill, you will receive a notification on the status of your registration within two business banking days at your Internet banking site or via email.

When you are registered you will start receiving bills online from when your next bill is due.

Log onto Internet banking with your bill



Click on View bills or BPAY View



Select Add biller or New biller



Fill in registration details (Double check your name and registration number)

e.g. Mr John H Smith as appears on bill

Mr John H Smith

Mr Smith

Mr JH Smith



Receive notification on registration status



Keep your bills under control with BPAY View

Does your mail pile up? Have you ever lost a bill or simply forgotten to pay on time? Now there's a more efficient way to receive and manage your bills, without relying on paper. BPAY View® is a service that lets you receive and view bills online at your Internet banking web site.

BPAY View is a bill presentation and payment service that gives consumers a secure, single point of access to bills, while providing choice over how and when a bill is paid. Enjoy these benefits and more when you register for BPAY View:

Easy access

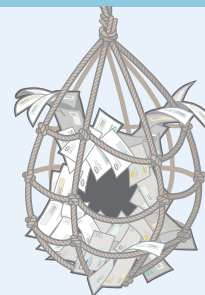
You can look after your bills 24/7 over the Internet from wherever you are.

Get organised

Store a summary of your bills and their due dates in one place.

Choose how to pay

For your convenience, you can still use BPAY® if you are receiving your bills via BPAY View and pay from your bank account, credit card, or use any other method your biller allows.



Pay on time

Make immediate payments with BPAY or schedule payments for a later date.

Be kind to the environment

Cut down on paper usage by choosing to receive your bills online.

Keep track of your charges

For your information, some billers provide comparative historic billing information.

Many Australians are already enjoying the benefits of BPAY View. Each month, around 10,000 new bills are registered with BPAY View.

Using BPAY View is simple

Step 1

How do I find out if I have a bill to pay?

Once you have registered to receive a bill through BPAY View at your Internet banking site (see opposite for details), you are alerted to the existence of a new bill by your financial institution. This will either be via email, in a notice at your bank web site, or in some cases by SMS. (When you register to receive your bill you will generally be able to choose how you would prefer to be notified that a bill has arrived at the time of registration).

Step 2

What do I owe and when is it due?

To view a bill simply log on to your Internet banking site, click on 'View bills' or 'BPAY View' section of the site. This provides the summary bill information of individual bills, including the name of the biller, the customer reference number, the amount due and the due date. Some financial institutions will notify you again two days before the bill is due if it remains marked as unpaid at your Internet banking site.

Step 3

How do I see the detailed bill?

Viewing the detailed bill is as easy as either, clicking on the individual biller's hyperlink, or selecting the option of viewing the detailed bill (depending on your financial institution's individual BPAY View configuration).

Step 4

Paying

At this point you can choose to pay the bill immediately via BPAY from any bank account or credit card the biller accepts. Or if you prefer, if your financial institution provides the service you can schedule a payment for a future date*. You can also pay by any other method listed by the biller on the detailed electronic bill.

*Some financial institutions may charge a fee for this service

Some common questions...

How will I know when a bill has arrived?

When a bill has arrived, your bank or financial institution will notify you of its arrival, by either email, an online message at your Internet banking site, or in some cases by an SMS message.

How will I know when bills are due to be paid?

To find out when a bill is due, simply click through to the BPAY View section of your Internet banking site and view the due date.

How will I know if my payment has been successful?

If you pay your BPAY View bill via BPAY, similar to any BPAY payment, you will be issued with a customer receipt number.

Will I still receive a paper bill?

Most billers will stop sending a paper bill as soon as you start receiving BPAY View bills. However, some may provide both for a period of time and a number of billers may be required by law to continue to also send a paper bill. Contact your biller for further information.

What if I want a paper copy of my bill?

If you need a paper version of the bill, simply print a copy of your detailed bill. If you require a paper copy for a specific one-off purpose you can contact the biller directly and request a copy. Some billers may charge for this service.

At any time, you can elect to return to paper-based bills.

Do I have to use BPAY to pay bills I receive through BPAY View?

BPAY View gives you the choice of using BPAY to pay your bill or you can pay using any alternate payment means that the biller provides. These alternatives are listed on the detailed bill.

What happens if I have trouble registering?

BPAY provides a step-by-step guide at its web site (bpay.com.au) to help you register for BPAY View. You can also contact your financial institution for help.

What if my financial institution doesn't offer BPAY View?

An increasing number of financial institutions are now offering BPAY View. Contact your financial institution to find out if it offers bill presentation and payment using BPAY View, or log onto bpay.com.au for the current list of financial institutions.

Contact Us

Visit bpay.com.au to learn about:

- Which billers support BPAY View
- Which billers and financial institutions offer BPAY View.

BPAY Pty Ltd

Level 6, 1 York Street
Sydney NSW 2000

Tel: (02) 8252 0500

Fax: (02) 8252 0555

Web: www.bpay.com.au

Email: info@bpay.com.au



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