Australian Government
Department of Home Affairs

Westpac Online Payment Facility

Making a Single Payment

This option will generally be used by infrequent clients who need to make a one-off payment to the Department of Home Affairs and the Australian Border Force (ABF) for a Notice of Assessment or Payment Advice. In order to use this facility you will need the Customer Reference Number (CRN) located at the bottom of the Notice of Assessment or Payment Advice document that has been issued to you.

Important:

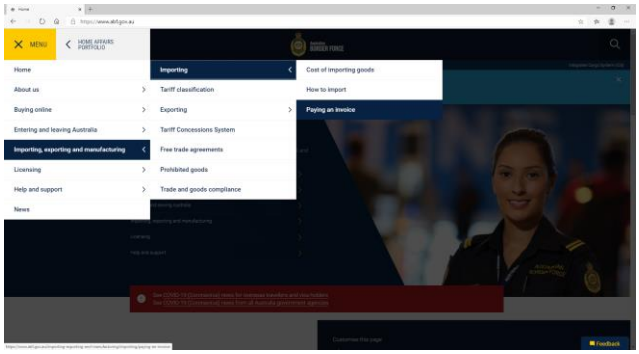
A CRN is generated for each new invoice transaction. Please use the CRN quoted for this particular transaction. Do not reuse previous CRNs as this will delay the processing of your payment.

Regular clients of the Department of Home Affairs may wish to register as a regular user of the Westpac Online Payment Facility.

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

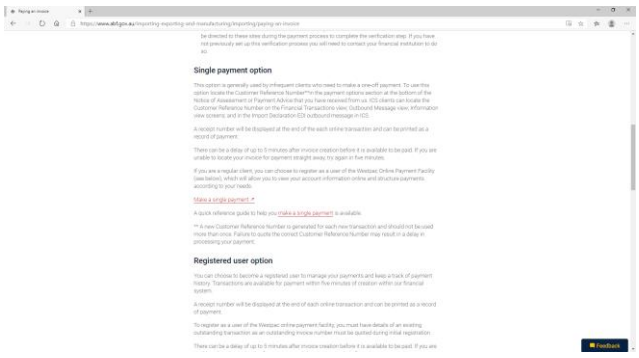
Click on the Menu in the top left and select:

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



The **Paying an Invoice** screen displays.

2. Scroll to the Single Payment section and select **Make a single payment**.



The **Department of Home Affairs Westpac Online Payments – Step 1** screen displays.

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

Enter the **customer reference number** and click the Next button to continue.

Tip: Your Customer Reference Number (CRN) can be found at the bottom of the Notice of Assessment or Payment Advice document that has been issued to you.



The **Department of Home Affairs Westpac Online Payments – Step 2** screen displays.

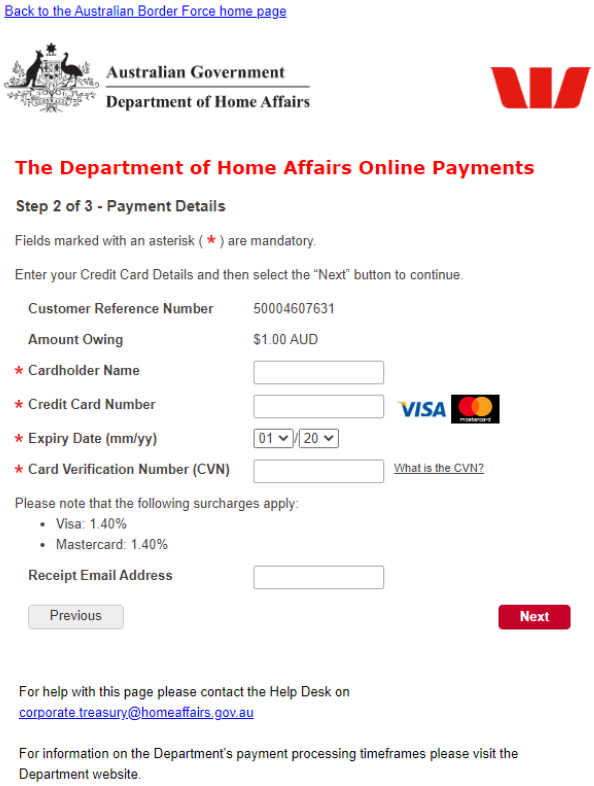
4. The **amount owing** on the retrieved invoice will display.

Complete the following details:

Cardholder Name	Enter the name as displayed on your credit card
Credit Card Number	Enter your credit/debit card number.
Expiry Date	Select from the drop down lists the month and year the card will expire.
Card Verification Number	Enter the three digit security code that appears on the back of the card.
Recipient Email Address	Enter the email address you would like the receipt emailed to

Click the Next button to continue.

Important: Visa and MasterCard holders will be directed to an external site to undergo additional credit card verification via 'Verified by Visa' and 'MasterCard SecureCode'. If you have not previously set up this verification process you will need to contact your financial institution to do so.



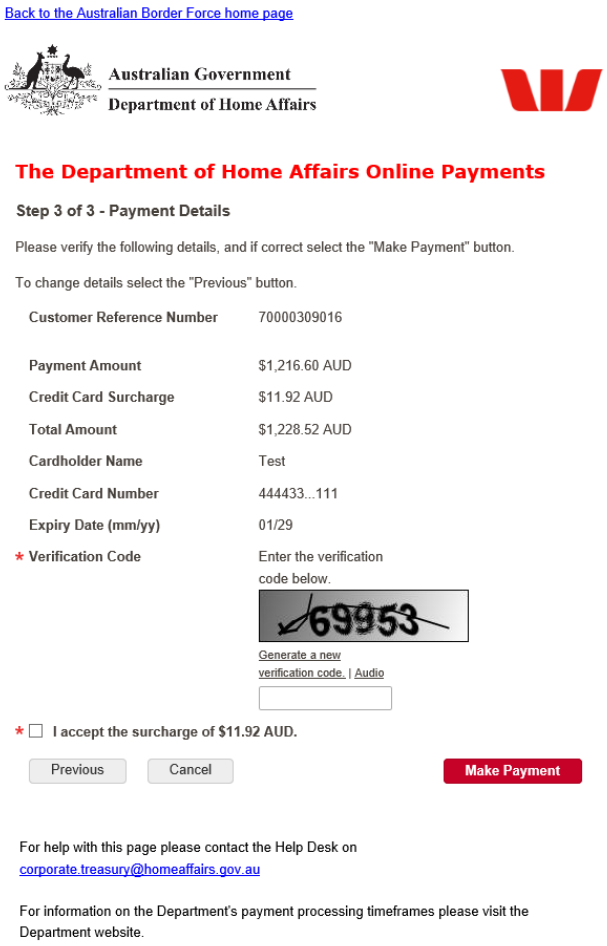
The **Department of Home Affairs Westpac Online Payments – Step 3** screen displays.

5. In order to complete the transaction, you must type in a Verification Code as it appears on the screen.

You must then also tick the box to acknowledge that you will incur a surcharge.

Then confirm that the entered details are correct and click the **Make Payment** button.

Important: Customers who choose to pay using a credit/debit card will incur a surcharge. See **note** on screen when card details are entered. This fee will update according to the card type chosen. The surcharge shown in this example may not reflect the current surcharge rates.



The **Payment Receipt** screen displays.

6. The payment has been successful.

You may wish to print this page for your own records.

You also have the option to email the receipt to yourself.

From here you can make Make Another Payment or Finish to close the window.

For information on the Department's payment processing timeframes please visit the Paying an Invoice page on the ABF website.

