Australian Government
Department of Home Affairs

Make a Single Payment

Quick Reference Guide

Contents

Make a Single Payment **1**
Contents 1
Customer Reference Number **1**
Important: 1
Access the single payment facility **2**
Paying by debit/credit card **4**
Paying by PayPal **7**
Paying by UnionPay **10**

Customer Reference Number

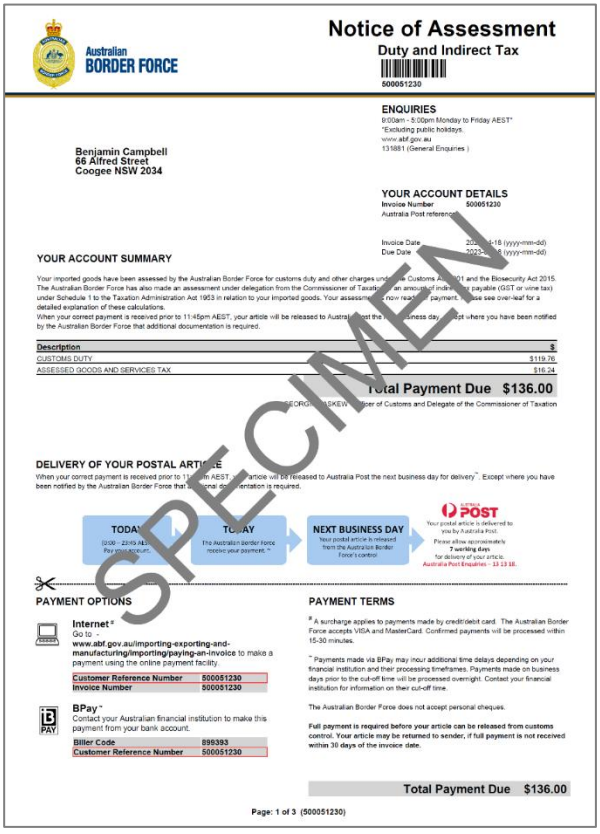
Important:

A separate **Customer Reference Number** (**CRN**) is generated for each new invoice transaction.

Please use the **CRN** quoted for the particular **transaction** for which you are paying.

The CRN can be found in the in the **Payment Options** section on the **Notice of Assessment** (see the **Notice of Assessment** image on the right).

Do not reuse previous **CRNs** as this will delay the processing of your payment.



Australian BORDER FORCE

Notice of Assessment
Duty and Indirect Tax
500051230

ENQUIRIES
8:00am - 5:00pm Monday to Friday AEST*
*Excluding public holidays.
www.abf.gov.au
131881 (General Enquiries)

Benjamin Campbell
66 Alfred Street
Coogee NSW 2034

YOUR ACCOUNT DETAILS
Invoice Number 500051230
Australia Post reference
Invoice Date
Due Date

YOUR ACCOUNT SUMMARY

Your imported goods have been assessed by the Australian Border Force for customs duty and other charges under the Customs Act 1901 and the Biosecurity Act 2015. The Australian Border Force has also made an assessment under delegation from the Commissioner of Taxation for an amount of indirect tax payable (GST or wine tax) under Schedule 1 to the Taxation Administration Act 1953 in relation to your imported goods. Your assessment is now ready for payment. Please see over-leaf for a detailed explanation of these calculations.
When your correct payment is received prior to 11:45pm AEST, your article will be released to Australia Post the next business day for delivery, except where you have been notified by the Australian Border Force that additional documentation is required.

Description	$
CUSTOMS DUTY	$119.76
ASSESSED GOODS AND SERVICES TAX	$16.24

Total Payment Due $136.00

GEORGE ISKEW, Officer of Customs and Delegate of the Commissioner of Taxation

DELIVERY OF YOUR POSTAL ARTICLE
When your correct payment is received prior to 11:45pm AEST, your article will be released to Australia Post the next business day for delivery*. Except where you have been notified by the Australian Border Force that additional documentation is required.

TODAY | TODAY | NEXT BUSINESS DAY | AUSTRALIA POST
Your postal article is released from the Australian Border Force's control.
Your postal article is delivered to you by Australia Post.
Please allow approximately 7 working days for delivery of your article.
Australia Post Enquiries - 13 13 18.

PAYMENT OPTIONS

Internet*
Go to - www.abf.gov.au/importing-exporting-and-manufacturing/importing/paying-an-invoice to make a payment using the online payment facility.

Customer Reference Number	500051230
Invoice Number	500051230

BPay™
Contact your Australian financial institution to make this payment from your bank account.

Biller Code	696393
Customer Reference Number	500051230

PAYMENT TERMS

* A surcharge applies to payments made by credit/debit card. The Australian Border Force accepts VISA and MasterCard. Confirmed payments will be processed within 15-30 minutes.

** Payments made via BPay may incur additional time delays depending on your financial institution and their processing timeframes. Payments made on business days prior to the cut-off time will be processed overnight. Contact your financial institution for information on their cut-off time.

The Australian Border Force does not accept personal cheques.

Full payment is required before your article can be released from customs control. Your article may be returned to sender, if full payment is not received within 30 days of the invoice date.

Total Payment Due $136.00

Page: 1 of 3 (500051230)

SPECIMEN

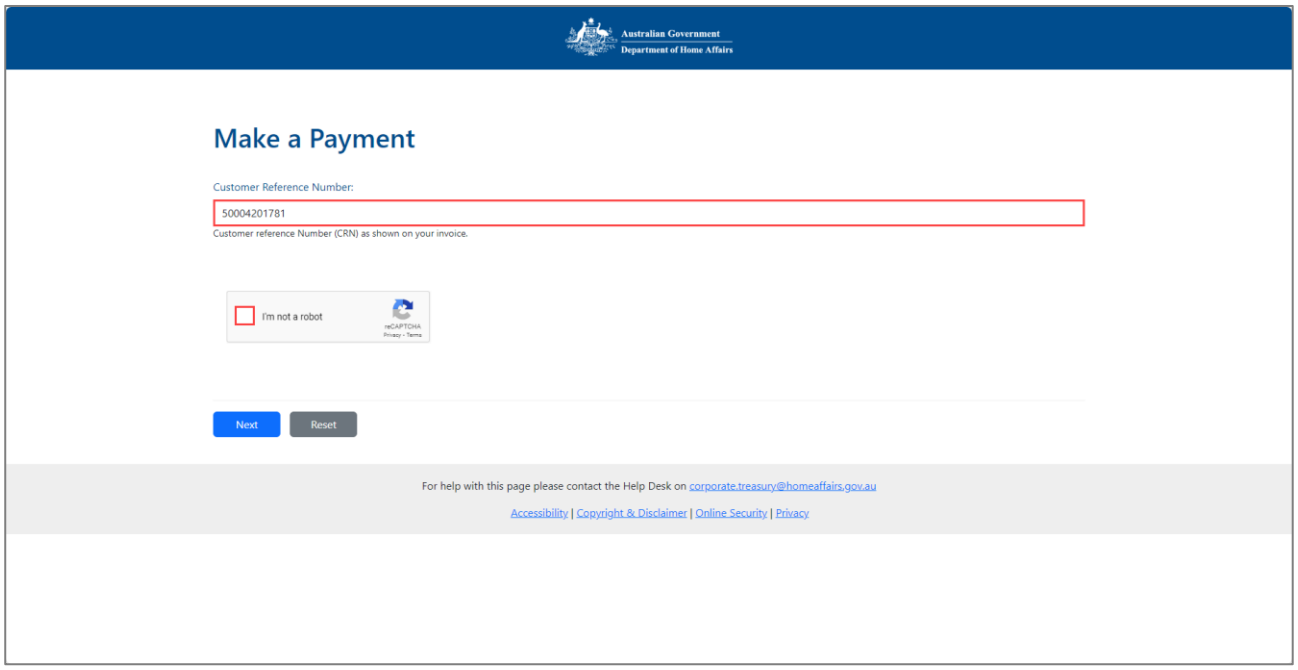
Access the single payment facility

To access the Department of Home Affairs' single payment facility:

1. From the PAYING AN INVOICE page on the Department of Home Affairs website, select the Make a single payment link.

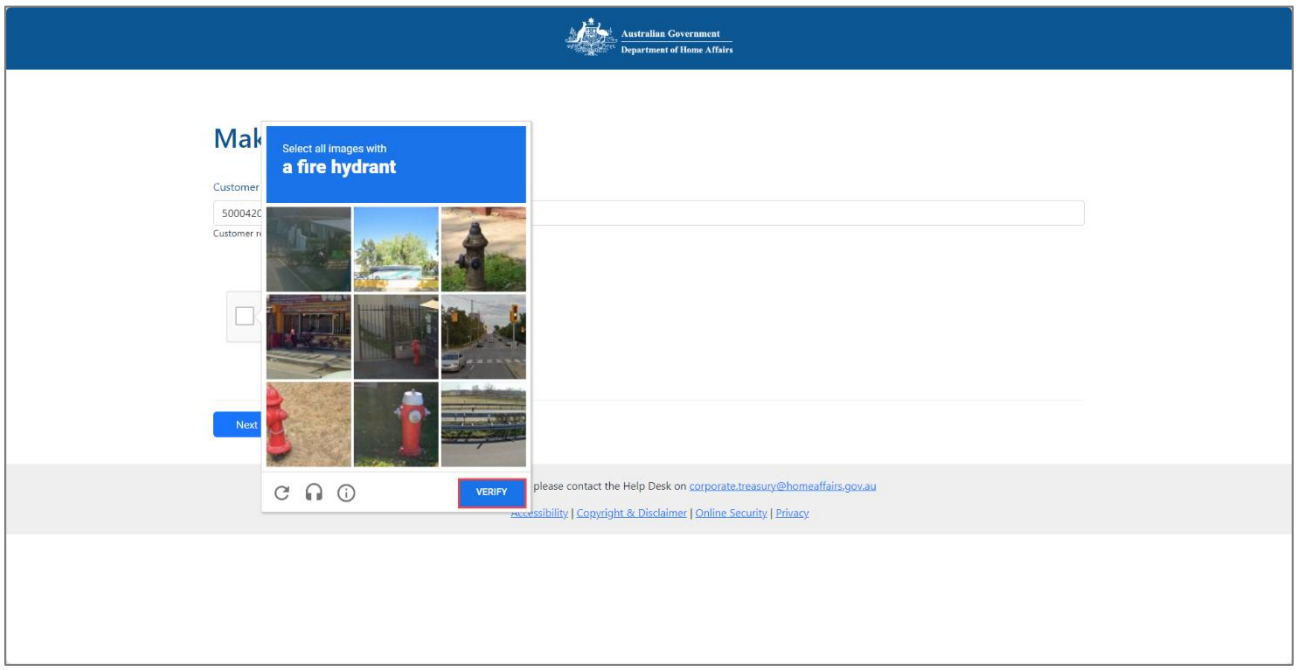
The Department of Home Affairs **Make a Payment** screen displays.

2. In the **Customer Reference Number** field, enter the customer reference for assessment you wish to pay.
3. Select the **I'm not a robot** checkbox.



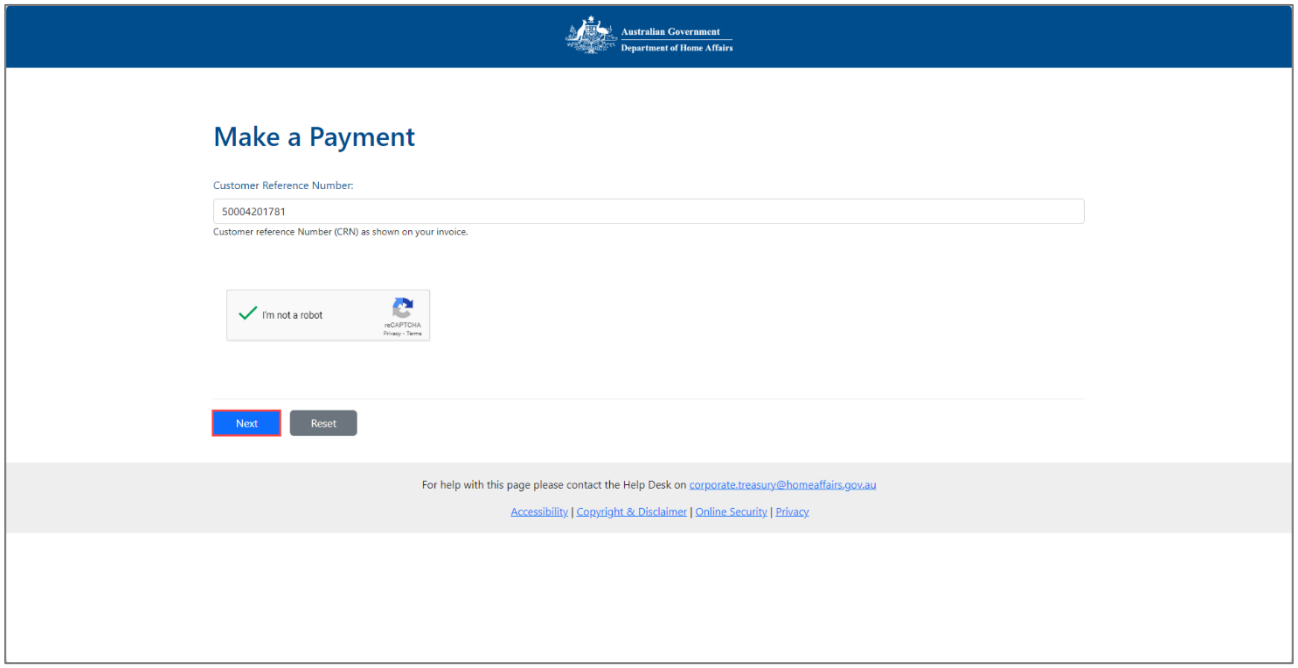
A **reCaptcha** dialog box displays.

4. Select the appropriate images in the dialog box.
5. Select the **Verify** button.



The **Make a Payment** screen updates to advise the **reCatcha** was successful.

6. Select the **Next** button.



The **Make a Payment** screen updates to display the available payment methods.

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

As of 1 October 2026, all credit card surcharges in Australia are set to 0%.

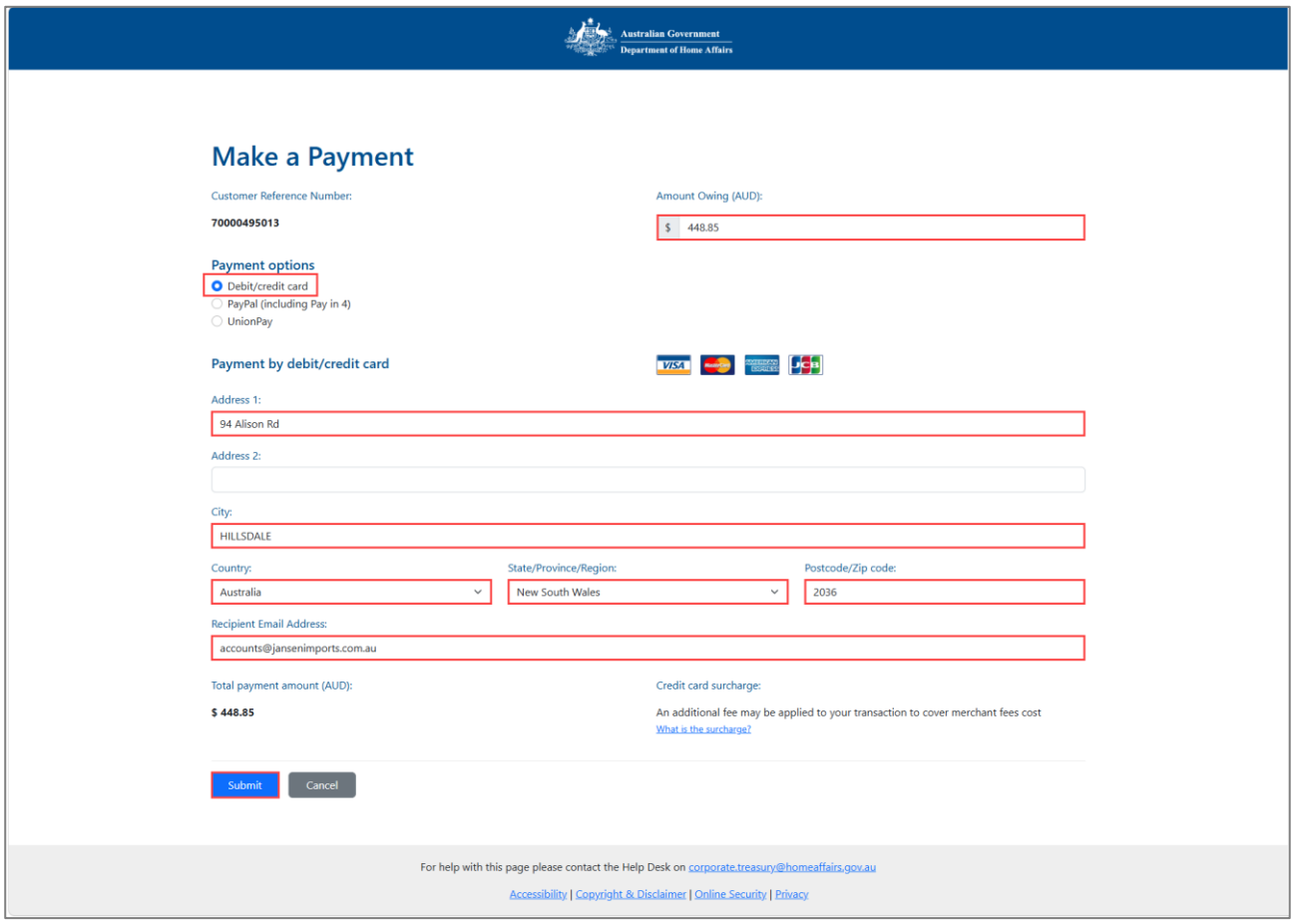
Paying by debit/credit card

To pay by debit/credit card:

1. If you 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.

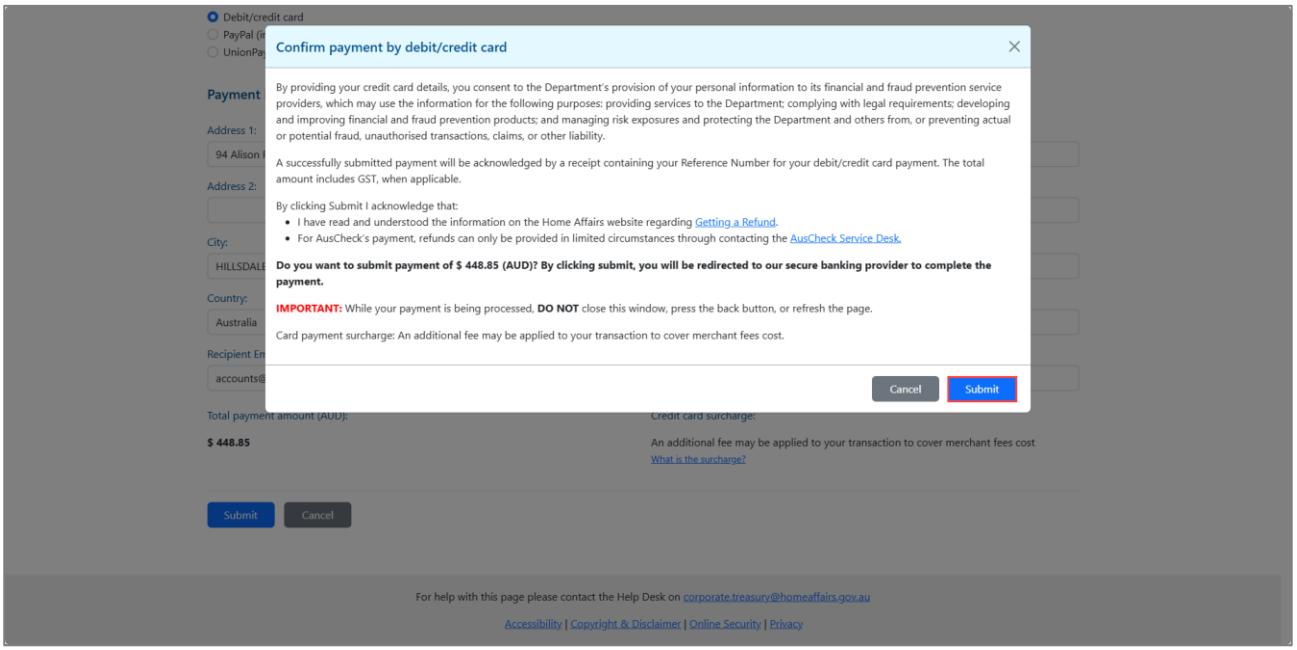
The screen updates to display additional fields.

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



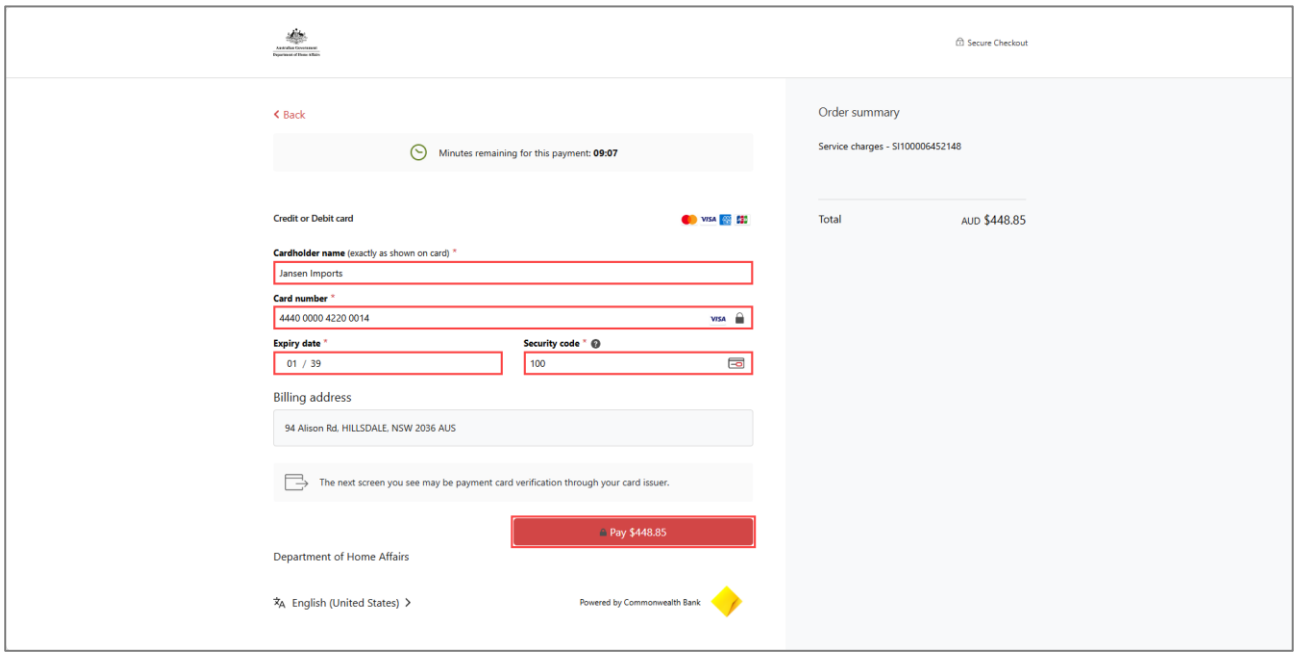
The **Confirm payment by debit/credit card** dialog box displays asking you to confirm the payment.

6. Select the **Submit** button.



You are redirected to the Department of Home Affairs secure banking provider.

7. Enter the card details.
8. Select the **Pay $<amount>** button.

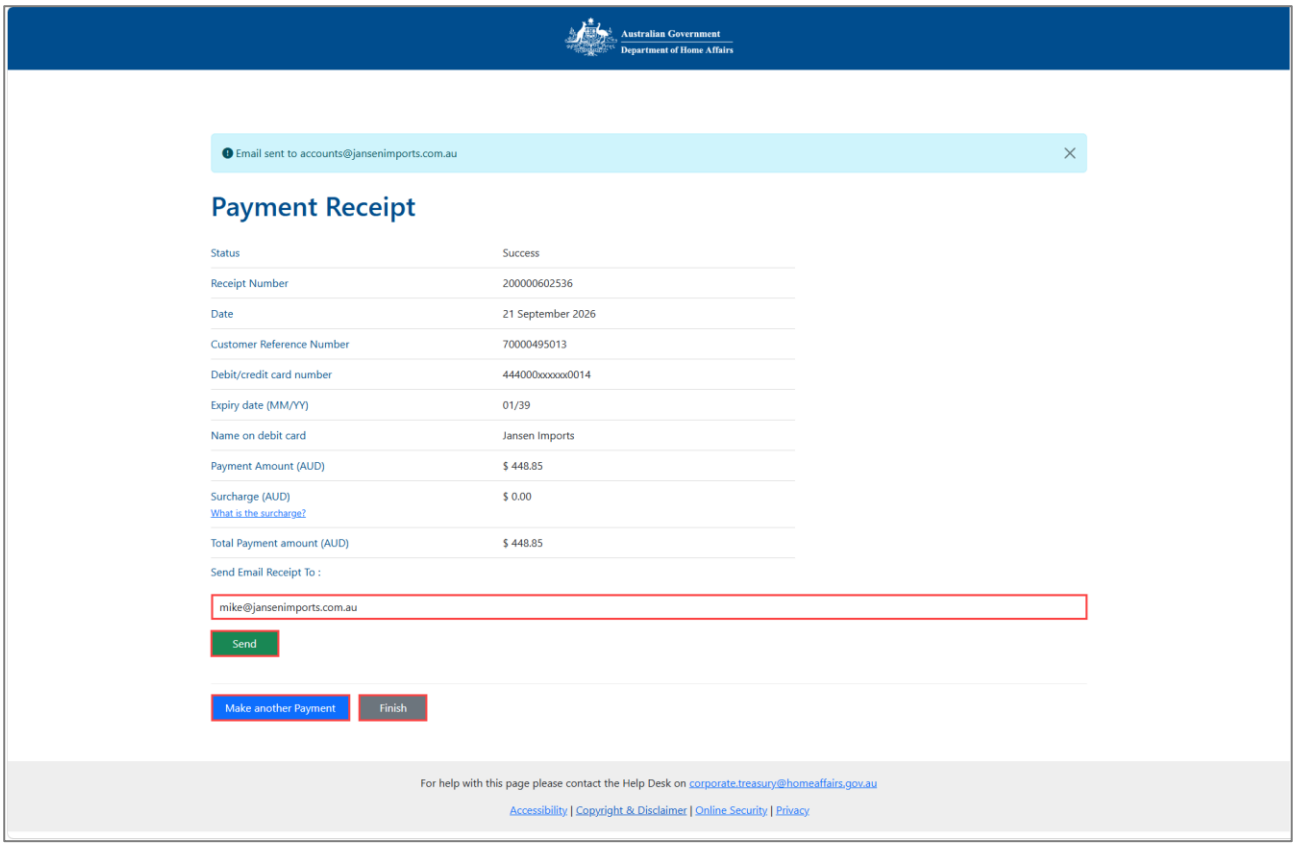


The Department of Home Affairs secure banking provider checks the card details. If the card details are correct, the **Payment Receipt** screen displays.

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:

9. In the **Send Email Receipt To** field, enter the appropriate email address,
10. Select the **Send** button.
11. If you need to make another payment, select the **Make Another Payment** button or select the **Finish** button if you are done.



A message displays advising a receipt has been emailed to the address you specified in the **Send Email Receipt To** field.

You are returned to the **Make a Payment** screen.

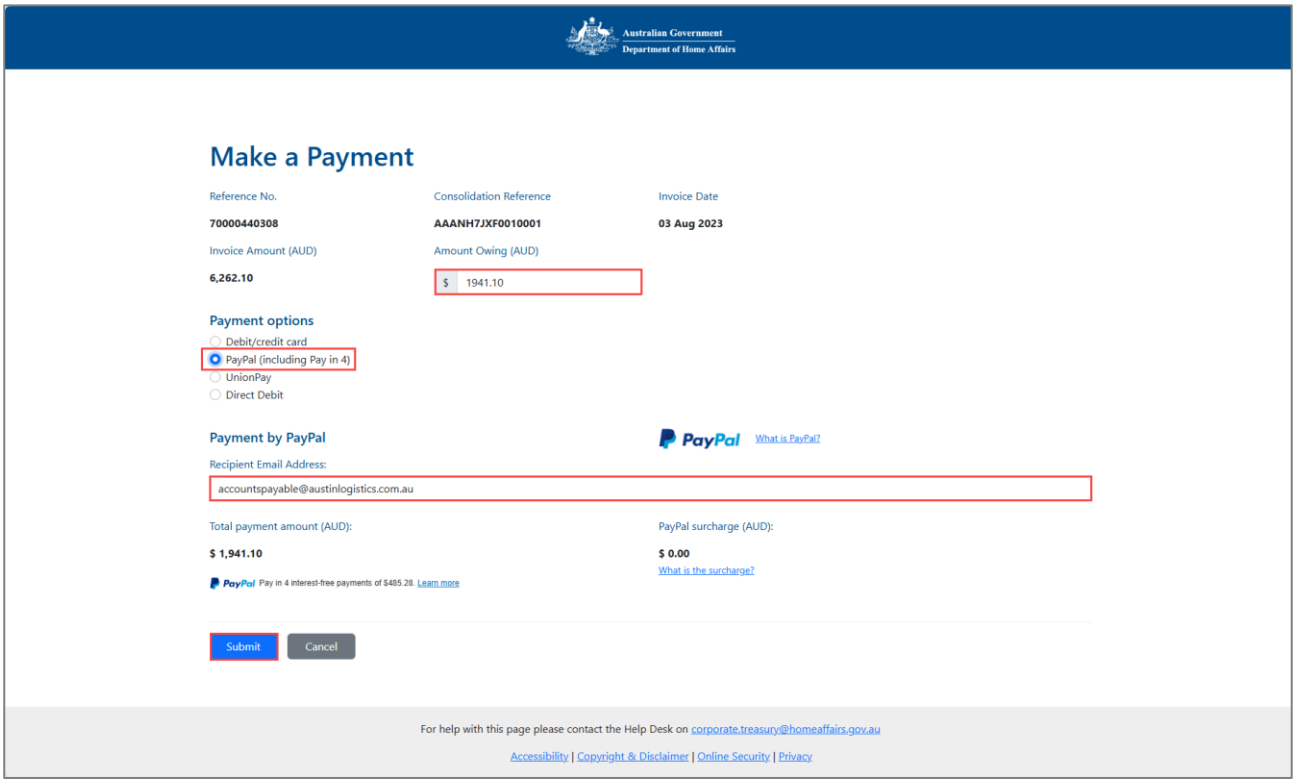
Paying by PayPal

To pay by PayPal:

1. If you do not want to pay the full amount, in the **Amount Owing** 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.

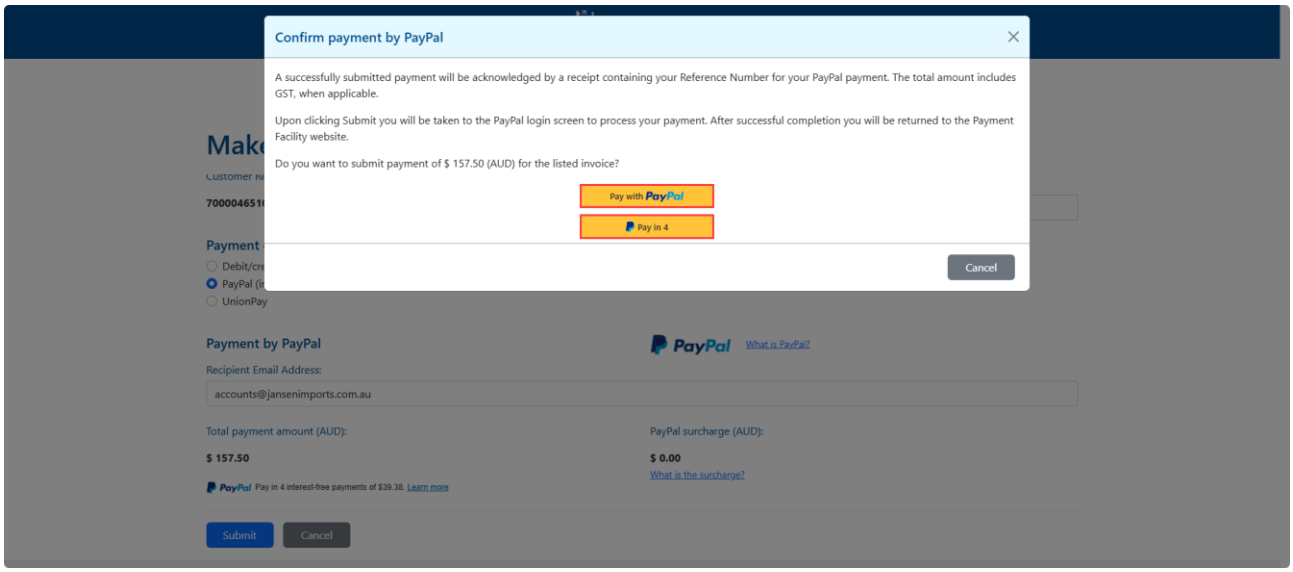


The **Confirm payment by PayPal** dialog box displays asking you to confirm the payment.

You have two options:

- pay the total amount in one payment
- pay in 4 instalments

5. If you wish to pay the total amount now, select the **Pay with PayPal** button.
   If you wish to pay in 4 instalments, select the **Pay in 4** button.



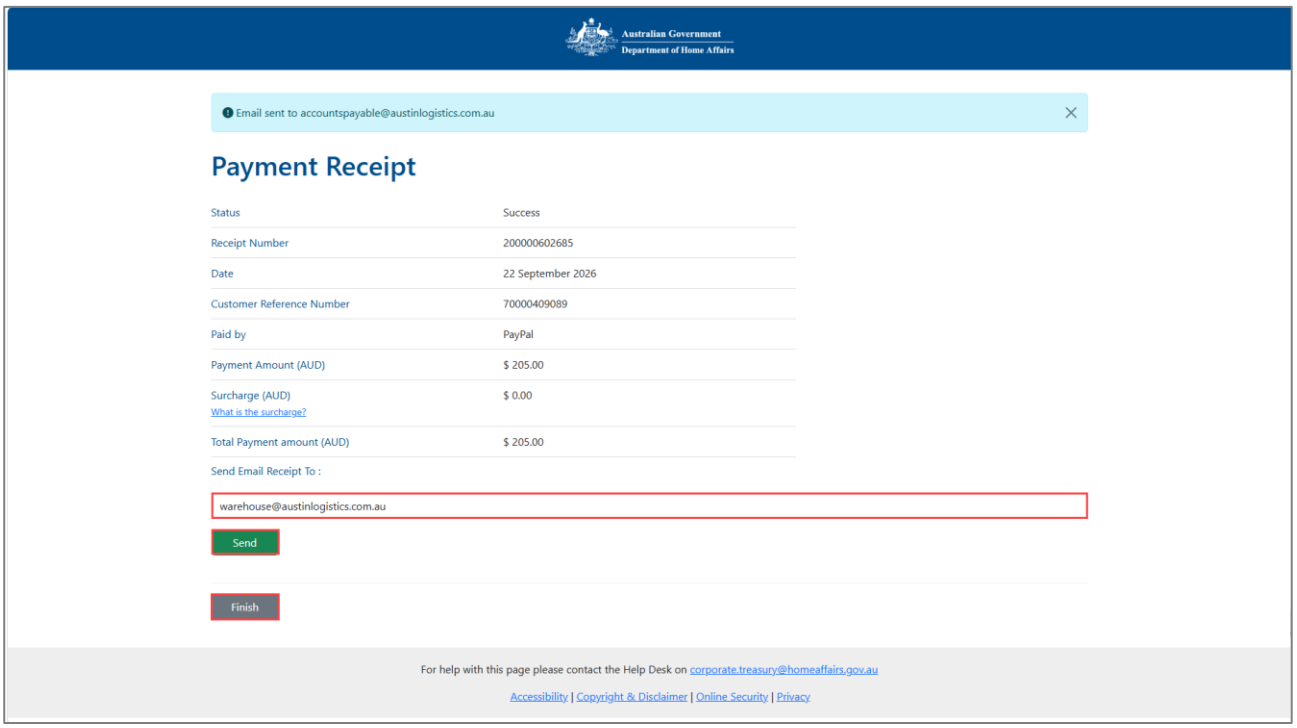
6. Login to PayPal and complete the payment. When you authorise the payment you are returned to the Department of Home Affairs' Single Payment facility.

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. If you need to make another payment, select the **Make Another Payment** button or select the **Finish** button if you are done.



A message displays advising a receipt has been emailed to the address you specified in the **Send Email Receipt To** field.

You are returned to the **Make a Payment** screen.

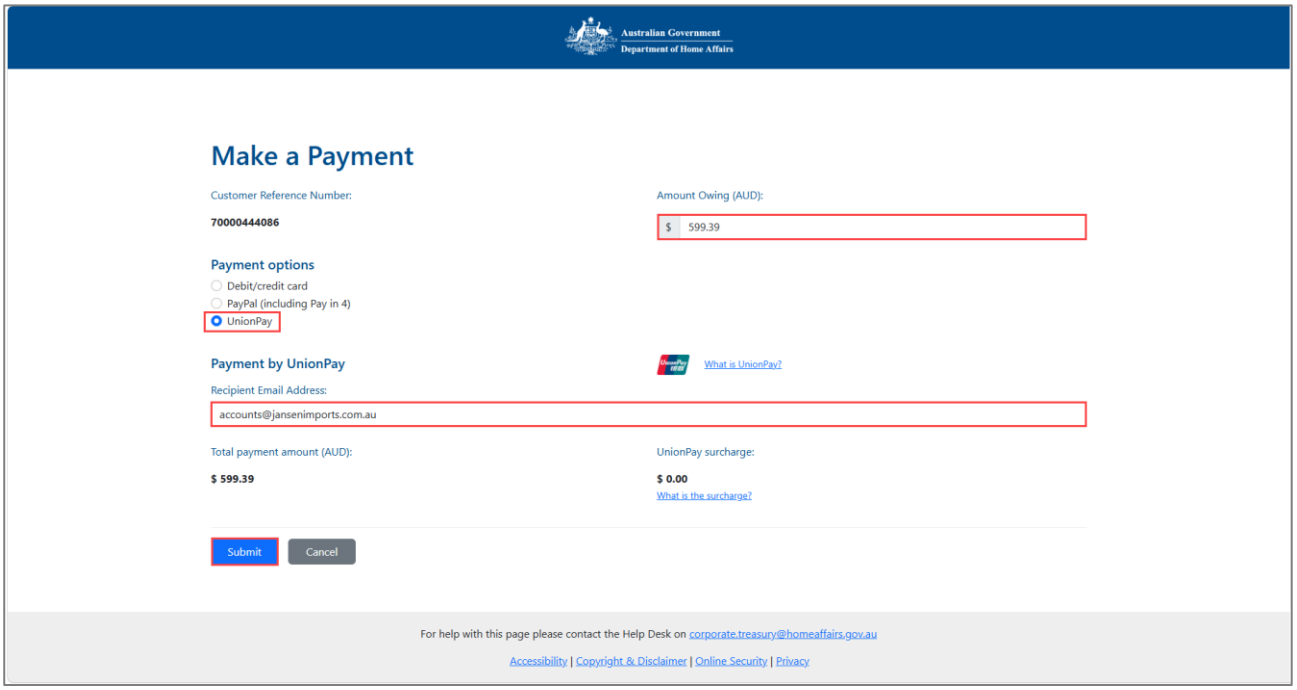
Paying by UnionPay

To pay by UnionPay:

1. If you 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.

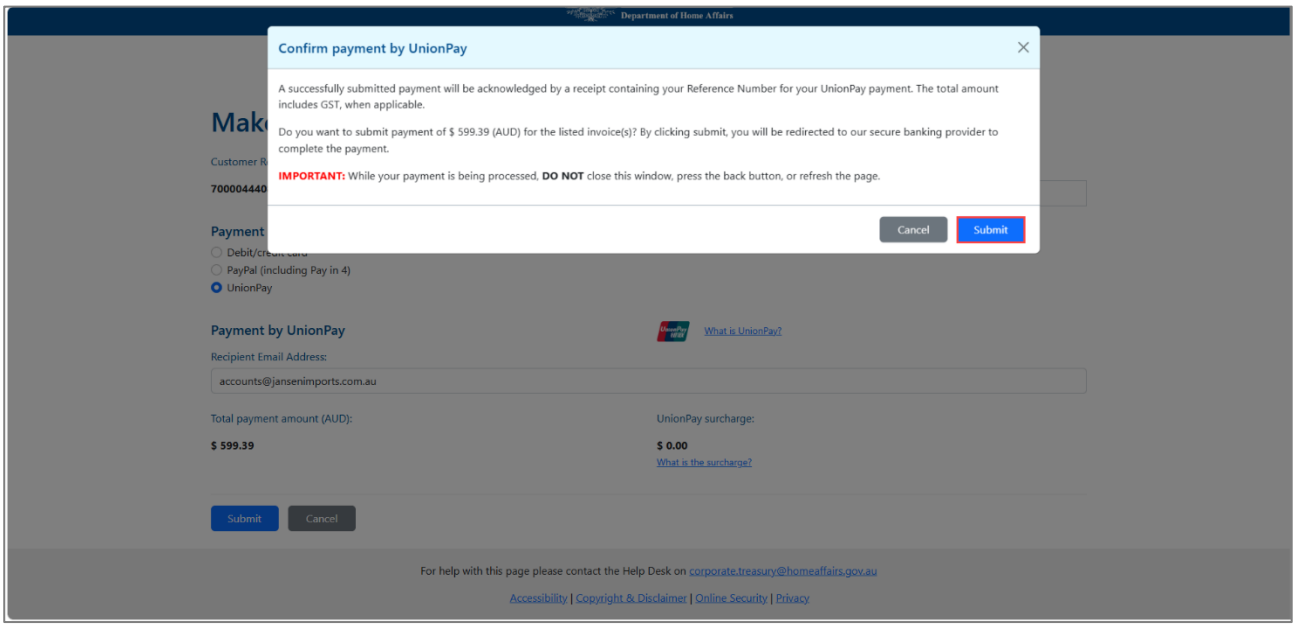
The screen updates to display the **Recipient Email Address** field.

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

5. Select the **Submit** button.



The **UnionPay Online Payment** screen displays.

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

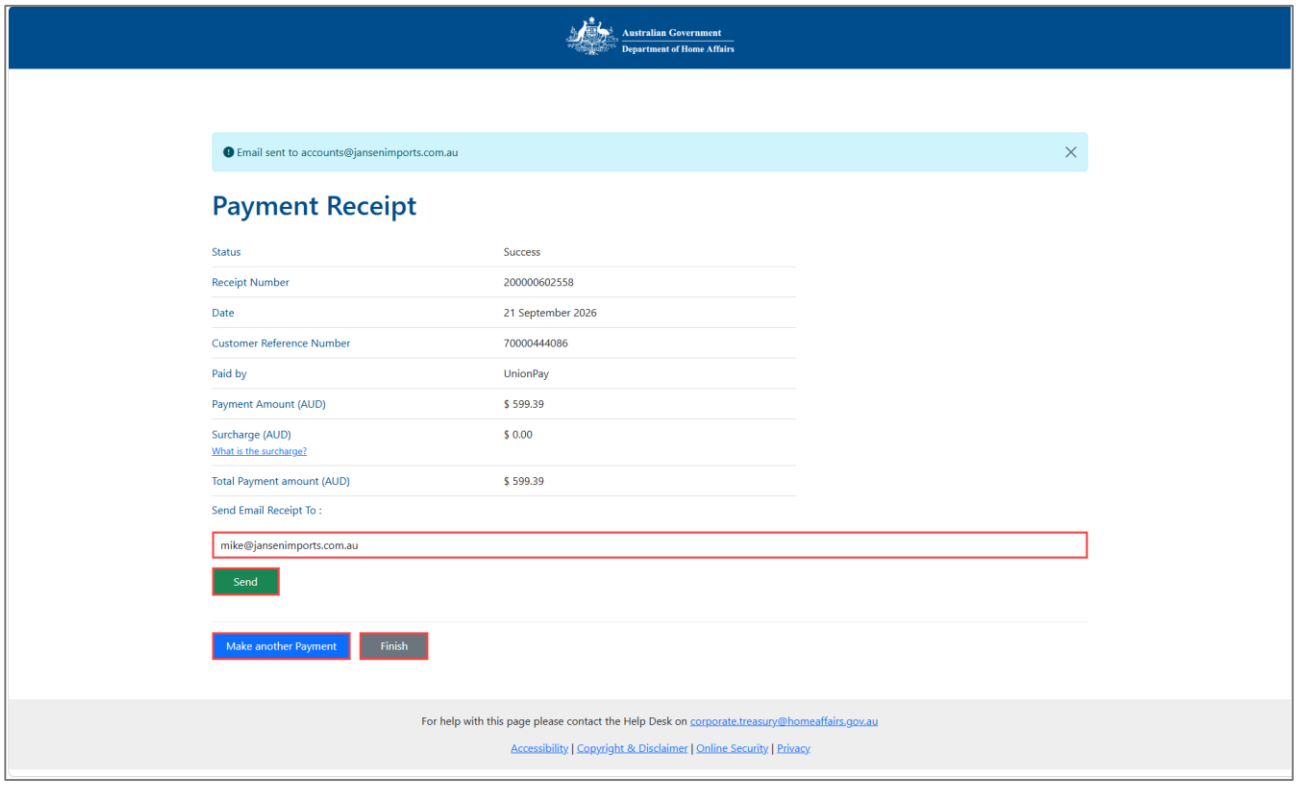
The Department of Home Affairs secure banking provider checks the card details. If the card details are correct, the **Payment Receipt** screen displays.

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.
10. If you need to make another payment, select the **Make Another Payment** button or select the **Finish** button if you are done.



A message displays advising a receipt has been emailed to the address you specified in the **Send Email Receipt To** field.

You are returned to the **Make a Payment** screen.