

# Direct Entry Facility

Incorporating direct credits and direct debits.

## Product Disclosure Statement.

Issued by Westpac Banking Corporation ABN 33 007 457 141

Australian Financial Services Licence and Australian Credit Licence No. 233714.



Effective date: 7 April 2025



# We're here to help

- ☎ 1300 360 406  
Westpac Banking Corporation – Direct Entry Operations  
08:00am – 08:00pm (Sydney time),  
Monday – Friday from anywhere in Australia  
(excluding National holidays)
  - 💻 [westpac.com.au](https://westpac.com.au)
  - ✉ [prode@westpac.com.au](mailto:prode@westpac.com.au)
  - 🏠 10 Darcy Street, Parramatta NSW 2150 or Visit us in branch
- If you are overseas, please call +61 2 9155 7700

## Accessibility support.

Westpac welcomes calls through the National Relay Service. If you are deaf, hard of hearing, or have speech/communication difficulty, choose your access option detailed on the [National Relay Service](#).

Where English is a second language, contact us and a banker can arrange a language interpreter.

Visit [Westpac Access and Inclusion](#) for further information on our more accessible products and services for people with disability, who are neurodivergent or where English is a second language.

## Important information

This is an information document. Its purpose is to provide you with enough information to allow you to make an informed decision about the suitability of Westpac's Direct Entry Facility for your needs. It is also a tool for comparing the features of other products you may be considering. If you have any questions about this product, please contact us on the number listed above.

If you decide to use Westpac's Direct Entry Facility, you should keep a copy of this Product Disclosure Statement and any associated documentation, including the terms and conditions you are asked to accept electronically before using the Direct Entry Facility. You should also promptly tell us if at any time you experience financial difficulties.

This document is issued by Westpac Banking Corporation and is current as at 7 April 2025. The information in it is subject to change. Because this document forms part of the contract between you and us, its terms are legally binding on you in your dealings with us. Westpac will provide updated information by issuing a supplementary or replacement product disclosure statement (if this is required, such as if the change is materially adverse to you), by notifying you in accordance with Section 1.4.1 in writing, advertising changes in a national or local newspaper or by posting the information on our website. You can get a paper copy of any updated information without charge by calling us.

This document is intended for distribution in Australia only. Distribution of it in jurisdictions outside Australia may be restricted by law and persons who come into possession of it who are not in Australia should seek advice. If you are in Australia and have received it electronically, we will give you a paper copy on request, without charge. To obtain a copy, refer to the contact details listed above.

The information set out in this document is general in nature. It has been prepared without taking into account your objectives, financial situation or needs. Because of this you should, before acting on this information, consider its appropriateness having regard to your objectives, financial situation and needs. By providing this document, Westpac does not intend to provide financial advice or any financial recommendation. You should read and consider this document in its entirety carefully and seek independent expert advice before making a decision about whether or not this product is suitable for you.

# Contents

<b>1.</b>	<b>Introduction .....</b>	<b>4</b>
1.1	Our obligation to you. ....	4
1.2	How to get additional assistance. ....	4
1.3	Feedback and complaints. ....	4
1.4	Documentation and terms and conditions. ....	4
1.4.1	Changes to terms and conditions. ....	5
1.4.2	Changes to legal entity name or user preferred specification name. ....	6
1.5	Privacy Statement. ....	6
1.6	Your email address. ....	6
1.7	ABN requirements and Tax obligations. ....	6
1.8	Privacy obligations. ....	6
1.9	External service providers. ....	7
1.10	Availability of information. ....	7
1.11	The Banking Code of Practice. ....	7
<b>2.</b>	<b>Direct Entry Facility overview – key features and benefits .....</b>	<b>7</b>
2.1	Lodgement details. ....	8
2.2	Processing/release date. ....	8
2.3	Direct Entry fees and charges. ....	8
2.3.1	Goods and Services Tax. ....	9
2.4	Transaction Negotiation Authority Limit (TNA). ....	9
2.5	Recalls. ....	9
2.6	Late processing. ....	10
2.7	Direct Entry incomplete file. ....	10
2.8	Reversal files. ....	10
2.9	Reject transactions. ....	10
2.10	Returned transactions. ....	10
2.11	Processing of drawings ....	10
<b>3.</b>	<b>Direct Entry Facility – Key Risks .....</b>	<b>10</b>
3.1	Inactive Direct Entry Facility. ....	10
3.2	Termination of Facility. ....	10
3.3	Information you provide. ....	11
3.4	Your obligations to comply with the BECS Regulations and Procedures. ....	11
3.5	What you may be liable for. ....	11
3.6	Delays. ....	11
3.7	Managing your TNA. ....	11
3.8	Managing your cash flow. ....	12
3.9	Waivers ....	12
<b>4.</b>	<b>Direct Entry Facility Options .....</b>	<b>13</b>
<b>5.</b>	<b>Access to Direct Entry .....</b>	<b>14</b>
<b>6.</b>	<b>Direct Entry Facility at a glance .....</b>	<b>15</b>
<b>7.</b>	<b>Definitions .....</b>	<b>16</b>

# 1. Introduction

## 1.1 Our obligation to you.

'Us', 'the Bank' and 'Westpac' refers to Westpac Banking Corporation, and its related bodies corporate.

With this document, we are endeavouring to ensure that you have all the information required to maximise the benefits and minimise the risks and charges of this product.

We also want you to be aware of all the ways in which you can access your Direct Entry transactions service. This will assist to ensure you are able to make the most of the Direct Entry Facility.

We encourage you to read this document carefully and keep it where you can reference it.

## 1.2 How to get additional assistance.

If you would like additional explanation of this document, or have a question or a problem, you can contact us by calling 1300 360 406, 08:00am – 08:00pm (Sydney time), Monday – Friday from anywhere in Australia (excluding National holidays).

If you are overseas, please call +61 2 9155 7700

## 1.3 Feedback and complaints.

### Delivering on our service promise.

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have efficiently and fairly.

### Our commitment to you.

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint within 5 Business Days, and where possible we will resolve your complaint on the spot. If we need additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to a team that is placed to find a solution for you. Our team is here to

find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

### You can contact us:

Our contact details are in the 'We're here to Help' section.

For further information, go to [our website](#). Additional options can be found by searching "Feedback and complaints."

### If you are still unhappy.

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

### Australian Financial Complaints Authority (AFCA).

AFCA provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g. banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below.

<b>Online:</b>	<a href="http://www.afca.org.au">www.afca.org.au</a>
<b>Email:</b>	<a href="mailto:info@afca.org.au">info@afca.org.au</a>
<b>Phone:</b>	1800 931 678 (free call)
<b>Post:</b>	GPO Box 3 Melbourne VIC 3001

## 1.4 Documentation and terms and conditions.

The terms and conditions for Direct Entry are set out in this document and the following documentation:

- For Direct Credit, the Direct Entry Credit (or Mixed) Facility Form and the Credit User Terms.
- For Direct Debit, the Direct Entry Debit (or Mixed) Facility Form and the Debit User Terms.
- Direct Entry Fees and Charges.
- Pricing Agreement (if applicable).

Each of the above documents governs the transactional relationship between you and us and sets out the terms and conditions that apply to Direct Entry transactions. You should obtain

independent advice before you sign or accept any of these documents. Please contact your Westpac Representative to request a free copy of any of these documents.

You must comply with the terms and conditions applying to the Nominated Account to which you request us to process your Direct Entry Files, to the extent that those Nominated Account terms are not inconsistent with or expressly overridden by the Direct Entry terms and conditions. Please visit the Westpac website to refer to the terms and conditions of your Nominated Account.

### 1.4.1 Changes to terms and conditions.

We may change the terms and conditions that apply to your Direct Entry Facility at any time. We'll let you know if, for any reason, the terms and conditions for your Direct Entry Facility change. We may also give you a shorter notice period (or no notice) where it's reasonable for us to manage a material or immediate risk. Advance notice may not be given where a change is necessitated by an immediate need to restore or maintain the security of our systems or of your Direct Entry Facility, or where you cannot be reasonably located. You agree that we may notify you of changes as set out in the following table:

Type of change	Timeframe for notice	Timeframe for notice
New fee	30 days in advance	In writing (electronically or via post) or by advertising in the national or local media (in your place of business)
Increasing an existing fee	30 days in advance	
Change to any term or condition necessary or desirable to comply with any law, regulator guidance or requirement or payment scheme regulation or procedure	Reasonably promptly after we are notified of the change or introduction	

Type of change	Timeframe for notice	Timeframe for notice
Any other change to a term or condition	As soon as reasonably possible (which may be before or after the change is made) or, if we believe the change is unfavourable to you, we will notify you at least 30 days before the change takes place.	In writing (electronically or via post) or by advertising in the national or local media (in your place of business)

#### Electronic notices.

If we give notice of changes 'electronically', we will give the notice by:

- electronic communication to your nominated email address, or
- making particulars of changes available on our website – [westpac.com.au](https://www.westpac.com.au).

#### Notices via post.

If we give you notice 'via post', we will send it to the most recent address you have given us. Where we send written notice by ordinary mail, we will regard that notice as given 6 Business Days after we post it.

## 1.4.2 Changes to legal entity name or user preferred specification name.

Please notify us promptly of any changes to your legal entity name or user preferred specification (UPS) name. All requests need to be made in writing with your Relationship Manager or Westpac Representative at least 3 Business Days before the required change(s) can take effect.

Westpac will not be responsible for any errors or losses resulting from a change to your legal entity name or other details associated with this Facility where we have not received at least 3 Business Days' prior notice.

## 1.5 Privacy Statement.

**(for individuals whose personal information may be collected – in this section referred to as “you”).**

### **Personal information – Privacy Statement.**

All personal information and credit-related information (if applicable) we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at [westpac.com.au/privacy/privacy-statement](https://westpac.com.au/privacy/privacy-statement) or by calling us through your Relationship Manager or Westpac Representative. You do not have to provide us with any personal information or credit information (if applicable) but, if you don't, we may not be able to process an application or a request for a product or service.

Where individuals engage with us in relation to products and services for our business, corporate or institutional customers (for example, as representative, administrator, director, corporate officer, signatory, beneficiary or shareholder of one of our customers) our Privacy Statement will be relevant to those individuals where we collect and handle their personal information. For example, where we collect their personal information to verify their identity or collect their signature as a signatory on a corporate account.

## 1.6 Your email address.

We may use your email address to advise you of any enhancements or changes to your Direct Entry Facility which may alter our delivery of, or your ability to use, the Facility. It is our policy to only email marketing material to customers who give us permission to do so. By agreeing to the terms and conditions for the Direct Entry Facility, you give us this permission.

If you do not wish to receive marketing material from us, you can opt-out at anytime by contacting your Relationship Manager or Westpac Representative.

You need to keep your email address current.

You may update your email address by notifying your Relationship Manager or Westpac Representative in writing. If you do not provide us with a correct email address, you may not receive important information regarding the Direct Entry Facility.

Your email address will not be shared with an organisation external to the Westpac Group. It is our policy not to sell, trade or rent your personal information to a third party.

## 1.7 ABN requirements and Tax obligations.

When you establish a Direct Entry Facility, you are required to provide your Australian Business Number (ABN) for verification purposes. Westpac is required to report details of any interest earned, withholding tax deducted and ABNs/TFNs quoted on an account, to the Australian Taxation Office (ATO) at least annually. The collection of ABNs/TFNs and their use and disclosure are strictly regulated by the Privacy Act 1988 (Cth). For further information please refer to the specific tax obligations within the terms and conditions of your Nominated Account.

## 1.8 Privacy obligations.

This section applies if personal information (including of any staff or authorised users of the Service) is provided to Westpac by or on behalf of the Client or collected directly by Westpac in relation to any Service (Services PI).

With respect to Services PI, in addition to complying with its own obligations under the Privacy Act, you must:

- a) take reasonable steps to notify (or, if requested, assist Westpac to notify) each individual whose personal information may be collected by or provided to Westpac that Westpac will collect, use and disclose Services PI in accordance with the Westpac Privacy Statement, which can be found at [westpac.com.au/privacy/privacy-statement](https://westpac.com.au/privacy/privacy-statement) or obtained by contacting your Relationship Manager or Westpac Representative;
- b) with respect to any incident or data breach involving Services PI:
  - i. immediately notify Westpac in writing to your Relationship Manager or Westpac Representative; or
  - ii. provide such assistance as Westpac may reasonably request, or comply with any reasonable direction Westpac may give, regarding notification or resolution of any incident or data breach (however arising).

To the extent that it applies, the Client must comply with the Privacy Act 1988 (Cth) in relation to any personal information it provides to Westpac in connection with this Agreement, and if the Client engages in activities in a jurisdiction other than Australia, it must comply also with the applicable privacy laws in that jurisdiction.

## 1.9 External service providers.

Westpac may subcontract any of its rights and obligations to another person in Australia or overseas. Westpac will remain responsible for the performance of those obligations.

Westpac may disclose or share any information you provide to it with any such person. With respect to any personal information, details of the countries where the overseas recipients are likely to be located is contained in the Westpac Privacy Statement which is available at [westpac.com.au/privacy/privacy-statement](https://westpac.com.au/privacy/privacy-statement) (as updated from time to time).

If, where permitted by this section, Westpac discloses confidential information to another person, it will ensure that person is subject to

appropriate confidentiality obligations.

## 1.10 Availability of information.

General descriptive information about Westpac's banking services is contained in this PDS and includes information about the following:

- Westpac's obligations regarding the confidentiality of your information.
- Complaint handling procedures.
- A recommendation that you read the terms and conditions applying to the relevant banking service.

## 1.11 The Banking Code of Practice.

We have adopted the Banking Code of Practice (Banking Code). The Banking Code sets out the standards of practice and service for Australian banks to follow when dealing with certain customers.

If we provide you with a 'banking service' and you are an 'individual' or a 'small business' (each term as defined in the Banking Code), the relevant provisions of the Banking Code will apply to the banking service described in this PDS and any related terms and conditions.

You can obtain a copy of the Banking Code from our website or any of our branches. Please let us know if you would like to discuss whether or not the Banking Code will apply to you. Our contact details are set out in this PDS.

Westpac recommends that its customers:

- a) inform Westpac promptly if they are in financial difficulty; and
- b) carefully read the terms and conditions applying to each banking service including those referred to in this PDS.

# 2. Direct Entry Facility overview – key features and benefits

The Direct Entry system consists of Direct Credits and Direct Debits and has the ability, where all account and file details are correct and where received by Westpac before the cut off times, to electronically credit or debit accounts



at almost all Australian Banks, building societies and credit unions on the day nominated by you (the User).

Processing or release date is the day when we disburse the file and send to the other financial institutions. The funds are generally accessible on the processing date for major banks including Westpac customers, while overnight for other financial institutions like building societies and credit unions.

## 2.1 Lodgement details.

It is important for you to note that it is your responsibility to ensure that the contents of any electronic files lodged by you or on your behalf are accurate and that you have performed appropriate reconciliations promptly. We are not liable for any fraud, errors, or delays caused by you, your employees, agents, or any Bureau you use.

Westpac may reject files that it knows or has reasonable grounds to suspect are inaccurate, fraudulent or not authorised by you, although Westpac will not be able to detect and reject every such file. If Westpac brings to your attention a file that it suspects may be fraudulent, unauthorised or inaccurate, and you direct Westpac to process such a file, Westpac will not be liable to you in respect of any loss you suffer as a result of processing such a file.

## 2.2 Processing/release date.

The Direct Entry system is 'date sensitive' – the processing date that you include in the header record of your file is taken as your instruction to us to release your file on the specified date to the Bulk Electronic Clearing System (BECS) for processing. This date should be the current or a future Business Day.

Direct Entry Files can be accepted for processing on Business Days and state-based public holidays. Where you submit a Direct Entry File to Westpac with either a national public holiday or a weekend release date, the file will be processed on the next available Business Day.

Please note:

- You can submit your file up to fourteen (14) calendar days prior to your nominated processing date.
- If a file is submitted with a processing date greater than 14 calendar days into the future, Westpac will attempt to contact you to advise you that the file cannot be accepted with that processing date. If you do not respond to Westpac within three days of Westpac's attempted contact, Westpac may delete the file.'
- Currently, the Bank will accept your Direct Entry Files up to 6:00pm Sydney time on your nominated processing date. Value for the individual transactions in your file are credited and debited to Westpac accounts on the same Business Day and overnight for other financial institutions, building societies and credit unions.

## 2.3 Direct Entry Fees and Charges.

Our fees and charges relating to the Direct Entry product are available on the Westpac website at: [westpac.com.au/direct-entry-fees/](https://westpac.com.au/direct-entry-fees/) (**Direct Entry Fees and Charges**). The Direct Entry Fees and Charges form part of this PDS and must be read in conjunction with this document.

You can also contact us to obtain a copy of the Direct Entry Fees and Charges, at no cost.

The Direct Entry Fees and Charges may be varied by a Pricing Agreement provided with this PDS. The Pricing Agreement will prevail over the Direct Entry Fees and Charges in the event of any inconsistency, except that any fees payable under the Pricing Agreement will not exceed the Direct Entry Fees and Charges.

Westpac will debit your nominated billing account for all applicable fees and charges. This debit will occur in the following calendar month. If:

- a) the nominated billing account is held with a financial institution other than Westpac; or
- b) the User is not the account holder of the nominated billing account, Westpac may require an additional authority form to be completed by the account holder(s) prior to



establishing the billing arrangement.

You undertake to maintain sufficient funds in your nominated billing account to enable us to debit all applicable fees and charges.

If we debit the nominated billing account in accordance with this clause and the nominated account contains insufficient funds, then the debit transaction of a fee, may be reversed and you will be regarded as not having made the transaction.

You will pay on demand the amount of any debt you owe to us in connection with this Direct Entry Facility which remains unpaid.

We may set-off any amount due for payment by you to us against any amount due for payment by us to you.

Westpac will make available on a monthly basis a billing statement in the form of an Account Analysis and Fee Statement itemising all fees, charges, taxes and expenses payable by you for the previous month.

You must check the entries listed in your Account Analysis and Fee Statement regularly for any errors or possible unauthorised transaction and contact us promptly to report any discrepancies.

For any queries on your fee statement, please contact us.

When Westpac intends to increase existing or introduce new fees we will notify you in accordance with Section 1.4.1 above.

## 2.3.1 Goods and Services Tax.

- a) The amounts payable to Westpac in connection with your use of Direct Entry includes GST (calculated at the prevailing GST rate).
- b) Any additional amount paid or payable on account of GST will be calculated and will be payable by you without any deduction or set-off of any amount payable by Westpac to you. If the GST rate changes, any amount expressed to include GST will change accordingly.
- c) If, after a supply is made under this Direct Entry Facility, it is determined on reasonable

grounds that the amount of any GST paid or payable by Westpac to the Commissioner of Taxation on that supply differs for any reason from the amount of GST recovered from you, the amount of GST recovered or recoverable from you will be adjusted by Westpac repaying to you the amount of the overpayment or by you paying to Westpac the amount of the underpayment, as the case may be.

## 2.4 Transaction Negotiation Authority Limit (TNA).

A TNA may be required depending on your processing requirements. Credit approval is required to establish a TNA which is governed by separate documentation. For further information, please contact your Relationship Manager or Westpac Representative.

A TNA gives Westpac authority when processing Direct Entry Files to draw funds up to the nominated amount without looking at the user's account balance. Westpac may, at your request, issue a TNA to another financial institution when someone lodges Direct Credit Files on your behalf, if you have been approved as a Credit User with Westpac.

TNA's are applied to Mixed facilities.

You are responsible for managing your TNA – please see Section 3.7 for more information.

## 2.5 Recalls.

On occasions, you may wish to recall a file submitted to us in error. Our Recall process can be used to delete individual credit transactions within the Direct Entry File or the entire file.

Our Recall process can be used only if the file has not been released at the exchange time.

Amendments to amounts or account details are not permitted.

Westpac will use its best endeavours to effect a Recall, if available.

## 2.6 Late processing.

Westpac will use its best endeavours to effect a request for processing after 6:00pm Sydney Time, if available.

## 2.7 Direct Entry incomplete file.

Direct Entry incomplete files are files that reject due to incomplete information within the file (such as missing account information or incorrect file format etc). These files are rejected from the processing queue and require manual intervention to continue processing.

## 2.8 Reversal files.

Westpac will use its best endeavours to effect a request for reversal of duplicated files, if available. Westpac makes no guarantees of availability and the processing of a reversal remains at Westpac's discretion.

Files older than 5 processing days or containing return transactions cannot be reversed.

## 2.9 Reject transactions.

On occasions, Westpac will be unable to process transactions as requested within your Direct Entry File. In most cases, this is because the WBC BSB and/or account details provided are invalid.

If this happens, Westpac will process the remainder of your file. Where reject transactions occur, exception report will be provided, setting out the reason for the rejected transaction. It is important that you confirm and amend the invalid details before reprocessing occurs.

## 2.10 Returned transactions.

A returned transaction will occur where, after Direct Entry processing, Westpac or another financial institution is unable to apply a credit or a debit value to an account. In these cases, the value returned will be credited or debited (as the case may be) to your Nominated Account. It is important that you check your bank statement for information on why the transaction has been returned.

Please refer to Section 2.3 'Direct Entry Fees and Charges' for more information e.g. Direct Entry Returned Items.

## 2.11 Processing of drawings

We do not guarantee the order of processing instructions. We will try to process transactions in the order received, but real-time and batch processing may require a different sequence. Please refer to your Westpac account terms and conditions for details on account overdraft conditions.

# 3. Direct Entry Facility – Key Risks

## 3.1 Inactive Direct Entry Facility.

If your Direct Entry Facility is not used during a continuous six-month period, your Direct Entry ID will be deemed inactive and may be suspended.

If an inactive Direct Entry ID is not re-instated within 12 months from its last use, Westpac may terminate your Direct Entry Facility. Westpac will give you at least 14 days' notice before suspending or terminating your Direct Entry ID due to inactivity.

## 3.2 Termination of Facility.

Westpac may suspend or terminate your Direct Entry Facility immediately at any time if:

- you breach any provision of the terms and conditions applying to your Direct Entry Facility and you have not remedied the breach within 14 days after Westpac has given you written notice specifying the breach;
- you have not used your Direct Entry Facility for at least a 12 month continuous period and have not responded to communications from Westpac notifying you of its intention to suspend or terminate the Direct Entry Facility; or
- Westpac reasonably believes that suspending or terminating your Direct Entry Facility is necessary to enable Westpac to

comply with its obligations under any law or the rules of the Bulk Electronic Clearing System.

Westpac may terminate your Direct Entry Facility at any time by giving you at least 30 days' advance notice. You may terminate your Direct Entry Facility at any time by giving Westpac at least 7 days' advance notice.

If you wish to close the Direct Entry Facility, please contact your Westpac Representative for further details. Before cancelling your Direct Debit arrangement, please be aware of your obligations as a Debit User, stated in the Debit User Terms.

### 3.3 Information you provide.

You are responsible for:

- the accuracy and correctness of the information you provide to us, including ensuring that the account number provided corresponds with the account holder; and
- ensuring that the contents of the Direct Entry Files lodged are accurate, correct and not duplicated.

Financial institutions, including Westpac, rely solely on account number details when processing transactions, and are not required to check that the account numbers are correct or correspond with the name of the account holder.

Westpac is not able to verify the accuracy or contents of Direct Entry Files. However, if Westpac knows or has reasonable grounds to suspect that a file that you submit contains errors or duplication, it may reject the file or ask you to confirm its accuracy.

If you confirm the accuracy of such a file and direct Westpac to process it, neither Westpac nor any other financial institution is liable for any loss resulting from that file being processed.

### 3.4 Your obligations to comply with the BECS Regulations and Procedures.

As a user of the Direct Entry system, you are subject to obligations under the BECS Rules and Procedures and Westpac as your sponsor

is required to ensure that you comply with those obligations. You must comply with your obligations as a Debit User and/or Credit User in the Direct Entry System, which Westpac will take reasonable steps to make you aware of, and must indemnify Westpac against any liability it incurs to other participants in the Direct Entry System as a result of your conduct in breach of your obligations under the BECS Regulations and Procedures. You can find the Debit User Terms at: [westpac.com.au/direct-debit-user](https://westpac.com.au/direct-debit-user). You can find the Credit User Terms at: [westpac.com.au/direct-credit-user](https://westpac.com.au/direct-credit-user).

The BECS Regulations and Procedures can be accessed [here](#).

### 3.5 What you may be liable for.

You may become liable for amounts (including any losses or damages suffered by any financial institutions participating in the Direct Entry system) if you fail to comply with your obligations under the BECS Regulations and Procedures.

You may also be liable in certain circumstances as a Credit and/or Debit User. Please refer to your Credit User Terms and/or your Debit User Terms for more information.

### 3.6 Delays.

There may be circumstances where Westpac may be delayed in processing Direct Entry Files including where:

- the file is rejected due to errors in the account details provided;
- there is a system or telecommunications outage;
- there is equipment failure.

### 3.7 Managing your TNA.

It is important to regularly assess your TNAs and maintain them to be in line with your file value processing needs.

If your Direct Credit file value is more than the TNA, Westpac may in its reasonable discretion accept or reject the file. Where the file is accepted, the Direct Entry Exceeded TNA Limit

Fee is payable in accordance with Section 2.3.

For Same Day Direct Debits, you need to ensure your rate of Direct Debit Returns (the total value of transactions within a Direct Debit File that are rejected by Westpac or the recipient bank) is less than 15% of the total value of transactions submitted for the calendar month immediately prior to the month of the Direct Debit Request. Westpac will continue to monitor the rate of Direct Returns for each Facility, and if the Direct Debits Returns exceeds 15% of the total file value Westpac may in its reasonable discretion change the terms of your Facility from same day to 3 day Direct Debit by providing you 30 days' written notice.

You may amend or cancel your TNA by providing 30 days' written notice to Westpac. Westpac may also amend or cancel your TNA by providing 30 days' written notice to you. If your TNA is amended or cancelled, you remain liable for any fees or charges incurred in relation to that TNA up to the date of the receipt of the notice of amendment or cancellation of the TNA.

If we approve a temporary limit increase, all previous terms will still apply.

### 3.8 Managing your cash flow.

Please ensure that your Nominated Account has sufficient available funds before transmitting a File if you are using an available funds service.

We may in our reasonable discretion, but are not obliged to, process a transaction or File that you submit where the transaction would exceed your limits or available funds, result in a debit balance on your account or cause your account to become overdrawn.

If your account becomes overdrawn or otherwise exceeds any applicable limit without any prior arrangement between you and us, additional fees and charges will be payable by you in accordance with Section 2.3 'Direct Entry Fees and Charges'.

### 3.9 Waivers

Not using a right, power, or remedy immediately does not mean it is waived. Using it once or partially does not prevent future use of the same or other rights, powers, or remedies. All waivers must be in writing.

## 4. Direct Entry Facility Options

Product	Features	Benefits	Disadvantages
Direct Credit Facility	<p>A payment file consisting of multiple credit payment instructions.</p> <ul style="list-style-type: none"> <li>• The Bank will create and process a file value (less any rejected transactions) to your Nominated Account</li> <li>• The Bank generates narrative that appears on your bank statement</li> </ul>	<ul style="list-style-type: none"> <li>• Allows the creation of multiple transactions in one file</li> <li>• Better cash flow within your business</li> </ul>	<ul style="list-style-type: none"> <li>• Contra entry may not easily be reconciled with your accounting package</li> </ul>
Direct Debit Facility	<p>A drawing file consisting of multiple debit payment instructions.</p> <ul style="list-style-type: none"> <li>• The Bank will create and process a file value (less any rejected transactions) to your Nominated Account</li> <li>• The Bank generates narrative that appears on your bank statement</li> </ul>	<ul style="list-style-type: none"> <li>• Allows the creation of multiple transactions in one file</li> <li>• Better cash flow within your business</li> </ul>	<ul style="list-style-type: none"> <li>• Contra entry may not easily be reconciled with your accounting package</li> </ul>
Mixed Facility	<p>Allows the creation of multiple debits/credits in the same Direct Entry File. May either be a balanced file or the contra value (either debit or credit) will be processed to your Nominated Account.</p>	<ul style="list-style-type: none"> <li>• One file containing multiple debit and credit transactions</li> <li>• Allows the creation of multiple transactions in one file</li> <li>• Better cash flow within your business</li> </ul>	<ul style="list-style-type: none"> <li>• Must be both a Direct Debit and Direct Credit User with the industry body, APN</li> <li>• Need to be an approved User with Westpac to create the one file</li> </ul>
Self Balanced Facility	<p>File contains multiple transactions, with one single contra entry to your Nominated Account.</p> <ul style="list-style-type: none"> <li>• You generate the contra entry to your account.</li> <li>• You nominate the payment narrative to appear on your bank statement</li> <li>• The Bank will check that the value of the contra entry is being processed to your Nominated Account</li> </ul> <p>This is an optional feature that you can elect to have within your Direct Debit, Direct Credit or Mixed Facility.</p>	<ul style="list-style-type: none"> <li>• Allows the creation of multiple transactions in one file</li> <li>• Better cash flow within your business</li> </ul>	<ul style="list-style-type: none"> <li>• Total file value is debited or credited to your nominated drawing account. Any rejected value or recalled items are removed from being processed</li> <li>• You will need to correct the rejected or recalled item and re-submit for further processing</li> </ul>

## 5. Access to Direct Entry

There are various ways for you to submit your Direct Entry Files. Depending on your processing needs, one of the following delivery methods would suit your business needs.

### How to access Direct Entry.

Options	Features
<b>iLink</b>	iLink is the straight through processing (STP) connectivity channel into Westpac. iLink provides secure, automated processing of files between client and Westpac systems.
<b>Third Party Processor/ Payroll Bureau*</b> <small>*For existing Customers only</small>	A Third Party that provides payroll/human resource solutions for companies, e.g. makes payroll payments and creates pay slip and super contributions on behalf of the company.
<b>Online Banking</b>	Online Banking provides customers with a secure way to do their banking online. When customers enter Online Banking they will see a summary of their business account balances and most recent outstanding payments. They can also view account details, transfer funds, pay others and access valuable business tools and content.
<b>Corporate Online</b>	Corporate Online consolidates all online payments to provide ease of access, improved menu navigation, flexible transactional processes, account information and export capability.

### Digital Solutions.

We have the following digital solutions available.

- PayWay can be used to schedule regular collection of payments from customers with minimal configuration and customisation.
- QuickStream is a secure, cloud based receivables solution to take and manage payments.
- Payments Plus is a payables solution that supports file based transaction processing of domestic clearing streams including Direct Entry.

## 6. Direct Entry Facility at a glance

	Summary
Issuer	Westpac Banking Corporation (Westpac, we or us).
Fees and charges	<p>You are responsible for paying:</p> <ul style="list-style-type: none"> <li>• any fees and charges applicable as per Section 2.3;</li> <li>• any fees and charges imposed on you by any other financial institution; and</li> <li>• if we increase existing, or introduce a new fee or charge which is payable by you in relation to this Facility we will give you at least 30 days' notice. Information on current standard fees and charges is available on request.</li> </ul>
Key benefits	<ul style="list-style-type: none"> <li>• Increased efficiency in processing bulk payments.</li> <li>• Payments can be made to multiple customers within a single file.</li> </ul>
Key risks	<ul style="list-style-type: none"> <li>• You are responsible for meeting any obligations applied by the Debit User Terms or Credit User Terms, and as outlined in the BECS Procedures issued by APN.</li> <li>• Inactive Direct Entry IDs will be suspended and may result in termination of the Direct Entry Facility at Westpac's discretion.</li> <li>• You are responsible for the accuracy of the information you provide to Westpac, and for providing that information in the correct format and error-free. Failure to do so may mean payments are not processed correctly or on time.</li> <li>• There may be delays in processing Direct Entry Files including where there is a system or telecommunications outage or there is equipment failure.</li> <li>• We are not liable for any fraud, errors, or delays caused by you, your employee, agents, or any Bureau you use.</li> <li>• Please ensure that your Nominated Account has sufficient available funds before transmitting a File if you are using an available funds service.</li> <li>• It is important to regularly assess your TNAs and maintain them to be in line with your file value processing needs. If your Direct Credit file value is more than the TNA, Westpac may in its reasonable discretion accept or reject the file.</li> </ul>



## 7. Definitions

In this PDS the following words have the following meaning:

**ABN** means Australian Business Number.

**APN** means Australian Payments Network Limited (ABN 12 055 136 519).

**Bank** means Westpac Banking Corporation and its related bodies corporate.

**BECS Regulations/Procedures** means Bulk Electronic Clearing System regulations and procedures as administered and updated from time to time by APN.

**Bureau** means a person which either creates a File on behalf of a single User and lodges it with a Lodgement FI or creates Multi-User Files on behalf of more than one User and lodges these with a Lodgement FI on behalf of those Users.

**Business Day** means any day other than a Saturday, Sunday or public holiday on which Westpac is open for the type of business described in the PDS in the place at which the service is required to be made available.

**Credit User Terms** means the document titled "Credit User Terms" which sets out additional terms and conditions that apply to Credit Users. You need to agree to the Credit User Terms in order to become a Credit User in BECS. The Credit User Terms can be found here: [westpac.com.au/direct-credit-user](https://westpac.com.au/direct-credit-user) or you can contact your Westpac Representative to request a free copy of this document.

**Debit Items** includes all debit payments instructions, contained in a File, addressed to a Ledger FI.

**Debit User Terms** means the document titled "Debit User Terms" which sets out additional terms and conditions that apply to Debit Users. You need to agree to the Debit User Terms for us to sponsor your involvement as a Debit User in BECS. The Debit User Terms can be found here: [westpac.com.au/direct-debit-user](https://westpac.com.au/direct-debit-user) or you can contact your Westpac Representative to request a free copy of this document.

**Direct Credit User ID** means the ID number used to link the Direct Credit.

**Direct Credits** includes all credit payment instructions, contained in a File, addressed to a Ledger FI.

**Direct Debit User ID** means the ID number used to link the Direct Debit.

**Direct Debits** includes all debit payment instructions, contained in a File, addressed to a Ledger FI.

**Direct Entry** means Direct Credits and Direct Debits.

**Direct Entry Credit (or Mixed) Facility Form** means the Direct Entry Credit Facility Form or the Mixed Facility Form (Debit/Credit) signed by you when you apply for a Direct Credit Facility. You can contact your Westpac Representative to request a free copy of these documents.

**Direct Entry Debit (or Mixed) Facility Form** means the Direct Entry Debit Facility Form or the Mixed Facility Form (Debit/Credit) signed by you when you apply for a Direct Debit Facility. You can contact your Westpac Representative to request a free copy of these documents.

**Direct Entry Facility** means the facilities described in this PDS under the heading 'Direct Entry facilities options'.

**Direct Entry Fees and Charges** has the meaning given to it in Section 2.3.

**Direct Entry File** means one or more Credit or Debit Items in an electronic format.

**File** means one or more Debit or Credit Items in an electronic format.

**GST** has the meaning given in A New Tax System (Goods and Services Tax) Act 1999 (Cth).

**Mixed Facility** includes credit and debit payment instructions, contained in a File, address to a Ledger FI.

**Nominated Account** means any account or accounts advised to Westpac by the Debit User, Credit User or Mixed User and agreed by Westpac, from time to time.

**PDS** means this Product Disclosure Statement.

**Pricing Agreement** means the pricing sheet as amended from time to time setting out the fees payable by the User to Westpac for the services provided by Westpac from time to time.

**Privacy Statement** means the statement in Section 1.5.

**Recall** means a recall of the entire amount of an Item or File prior to the exchange of the Item or File.

**Sanctioned Jurisdiction** means a jurisdiction listed at [westpac.com.au/osaccess](https://westpac.com.au/osaccess).

**TFN** is a Tax File Number.

**TNA** has the meaning given to it in Section 2.4.

**UPS (User Preferred Specification)** is used as a key in combination with User ID to ensure the file is coming from a Westpac client.

**You** or the User means the customer entering into a Direct Entry Facility.

This page has been left blank intentionally.





Westpac acknowledges the Traditional Owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples, and to their Elders, past and present.

© Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714. WBCDES001 0225