

# Step by Step User Guide for Easy BPAY<sup>®</sup> Billers.

With Easy BPAY, your customers can pay you through their internet or telephone banking from anywhere in the world 24 hours a day, seven days a week. It's that easy!

## **Becoming an Easy BPAY Biller.**

Becoming an Easy BPAY biller is simple. There are 5 steps:

1. Prepare and be informed.
2. Complete the Easy BPAY Biller Agreement and Application Form.
3. Return information to Westpac.
4. Generate Customer Reference Numbers (CRNs) and download sample invoice.
5. Getting started.

If you need help, then please see your Local Business Banking team at your branch, or call Customer Care on 1300 368 098.

## **Step 1 - Prepare and be informed.**

Before you get started, it's important to be informed about your responsibilities as a BPAY Biller.

### **Read the Biller Operations Manual.**

This manual is located within the 'Easy BPAY Guides' section on the website and describes the terms you agree to comply with as a BPAY Biller. It's a good idea that you familiarise yourself with this manual before signing the Easy BPAY Biller Agreement and completing the application form.

## **Step 2 - Complete the Easy BPAY Biller Agreement and Application Form.**

The Easy BPAY Biller Agreement and application form is located on the 'Easy BPAY homepage'. After signing the agreement and completing the forms, return to us so we can process your application to become a BPAY Biller with Westpac. The purpose of the application form is to allow you to tell us about your business and how you would like your Easy BPAY Biller service set up.

## **Step 3 - Return information to Westpac.**

Once you have completed the above steps, simply return the completed Easy BPAY Biller Agreement and Application Form to your Local Business Banking team.

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200 years proudly supporting Australia

## **Step 4 - Generate Customer Reference Numbers (CRNs) and download sample invoice.**

One of the many benefits of Easy BPAY is that the reference numbers you provide to your customers are validated by BPAY to ensure you only receive payments from your own customers.

### **Download the Customer Reference Number Generator Tool.**

The Customer Reference Number Generator Tool helps you create your reference numbers using a check digit routine, which is a mathematical formula, without all the hassle of having to create a routine yourself.

You can find this tool within the “Easy BPAY Guides” section on the website. Simply download the software to your desktop – then you can either generate Customer Reference Numbers individually, or upload a list of numbers in bulk. Alternatively, if you wish to use a Check Digit Routine different to Mod 10 Version 5, let Westpac know by specifying this on the Application Form.

### **Download sample invoices.**

So that you can let your customers know how to pay you using BPAY, you need to provide them with an invoice containing the BPAY logo, your Biller Code and their unique Customer Reference Number. To help you, we've included some example templates and guidelines within the “Easy BPAY Guides” section on the website. So you can see how the BPAY information needs to appear. Alternatively, you may also use your own invoice template design, you just need to ensure that it meets the BPAY Brand Guidelines. NOTE: You should not issue invoices to your customers until you have received your biller code from Westpac and completed a few test payments. It is your responsibility to ensure that the CRNs you print onto your invoices are correct. If you are unsure, contact us.

## **Step 5 - Getting Started.**

Once we've received all the requested information from you, we will process your application to become an Easy BPAY Biller with Westpac.

Once your application has been successfully processed, Westpac will contact you with your Biller Code and other important details. Before you issue invoices to your customers, we suggest that you make a few test BPAY payments first. The benefit of this is that you will be able to see how payments made by your customers will appear on your account statement. It's also the last check to make sure everything is working correctly. To make a test payment, log into internet banking or call telephone banking and make a payment through BPAY using your own Biller Code and a CRN which you have generated.

After completing the above steps, you can start issuing invoices to your customers with your new BPAY Biller Code, unique CRNs, and start receiving payments by BPAY!