



Government of **Western Australia**
Department of **Transport**

BPAY®, another payment option for our Licensing customers

BPAY is a safe secure and convenient method of payment, with over 20 million payments being made via BPAY every month nationally, and is available through your phone and internet banking service 24 hours a day, 7 days a week. Find out how to use BPAY to pay your driver and vehicle licence bills.

Where can I make a BPAY payment?

Once you have registered for Internet or Phone Banking with your financial institution, you can pay a wide range of bills with just one phone call or Internet banking session, at your own convenience, seven days a week, day or night.

You can make a BPAY payment at your financial institution from any touch phone or via a personal computer connected to the Internet, and have the option of paying from a cheque or savings.

Please note that Licensing **does not** accept BPAY payments from credit card accounts.

BPAY gives you total control over when you make your payments within the secure environment of your bank or financial institution.

How do I make a BPAY Payment?

Making a BPAY payment is easy...

Simply follow these steps:

1. Register for Internet or phone banking at your financial institution, if you haven't already.
2. Look for the distinctive BPAY logo on your bills.
3. Log onto your Internet banking service or call your phone banking service.
4. Select the BPAY or bill payment option. You will then be prompted (via voice or on-screen) to select the bill you wish to pay the bill from, enter your Biller Code, Customer Reference Number (CRN), the full amount to pay and when you wish to schedule the payment. (Please note, Licensing WILL NOT accept payment from credit card accounts).
5. Wait for and record your receipt number.

And as simple as that your bill is now paid.

What is a Customer Reference Number (CRN) and where do I find it?

The Customer Reference Number is the number that Licensing uses to identify the bill to be paid.

The Customer Reference Number can be found on the copy of your bill directly to the right of the BPAY logo and is often referred to as Ref.

Why does my Customer Reference Number (CRN) change each time on some bills but not others?

A number of billers who list BPAY as a payment option have customer reference numbers that are variable, that is, they change with each bill. This is generally a result of the biller wanting to be able to track payments relating to specific periods, bills or invoices. Licensing is one of these organisations.

You should always check the Customer Reference Number on your bill when making a payment as **it will change with every Licensing bill.**

What Licensing transactions can be paid for by BPAY?

Customers can pay any transaction that has the BPAY symbol and a Customer Reference Number in the payment box on your printed bill. Currently the following bills can be paid via BPAY.

- Light vehicle licence renewal
- Seasonal vehicle licence renewal
- Heavy vehicle licence renewal
- Vehicle licence transfer
- Vehicle licence transfer infringement
- Vehicle licence transfer final demand
- Vehicle failure to return plates infringement
- Vehicle failure to return plates final demand
- Vehicle expired defect notice infringement
- Vehicle expired defect notice final demand
- Drivers licence renewal (when a photograph is not required)
- Debit notices.

What transactions cannot be paid via BPAY?

Not all Licensing transactions can be paid via BPAY.

Most of these transactions require additional information, these include but are not limited to, transfer invoices past their due date or Driver's Licence renewals that require a new signature and photograph prior to renewal.

Generally, if the bill does not have a BPAY symbol, the bill must be paid via another payment option.