



BPAY Fact sheet

BPAY®, another payment option for our customers

BPAY is a safe secure and convenient method of payment, with over 30 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.

Important information: Transactions made via BPAY can take 2-3 business days for the payment to be processed and you will not receive a physical receipt. Please note that incorrect payments may be returned to you.

Where can I make a BPAY payment?

Once you have registered for Internet or Phone Banking with your financial institution, you can make a BPAY payment from any touch phone, tablet, or personal computer connected to the internet, and have the option of paying from a credit card, cheque or savings account. BPAY gives you total control over when you make your payments within the secure electronic environment of your bank or financial institution at your own convenience.

How do I make a BPAY Payment?

Simply follow these steps:

- Register for internet or phone banking at your financial institution, if you haven't already.
- Look for the distinctive BPAY logo on your bills.
- Log onto your internet banking service or call your phone banking service.
- Select the BPAY or bill payment option. You will then be prompted to select the account you wish to pay the bill from then enter your Biller Code, Customer Reference Number (CRN), the full bill amount (no part payment is accepted) and the date on which you wish to schedule the payment.
- Before paying check that the correct CRN and amount has been entered, including the decimal point (\$\$\$).cc).
- Wait for and record your receipt number.

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

The CRN is the number that the Department of Transport (DoT) uses to identify the bill to be paid.

The CRN 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 CRN change each time on some bills but not others?

A number of billers who list BPAY as a payment option have variable CRN's, that is, the CRN changes with each bill. This is generally a result of the biller wanting to track payments relating to specific periods, bills or invoices. The DoT is one of these organisations.

Always check the CRN on your bill when making a DoT payment as it will change with every bill.

What DoT transactions can be paid via BPAY?

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

- Light, heavy and seasonal vehicle licence renewals
- 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
- Driver's licence renewal (when a photograph is not required)
- Debit notices

What transactions cannot be paid via BPAY?

Transactions that cannot be paid via BPAY require additional information prior to payment. 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.

If the bill does not have a BPAY symbol, the bill must be paid via another payment option as indicated on the bill.