



**Westpac PayWay Facility User Guide for  
Customers**

June 2016

## Welcome to the Quick Access User Guide for PayWay with WaterNSW

This quick guide will assist you to make your quick and easy payment for your Water Trade.

### Step 1:

The trade form process will remain unchanged. You will still access your Trade Form from our website at <http://www.waternsw.com.au/customer-service/trading>, details for your application fee can also be found here.

For customers requiring information on Variable Usage Fees please visit <http://www.waternsw.com.au/customer-service/pricing/regulated-charges>

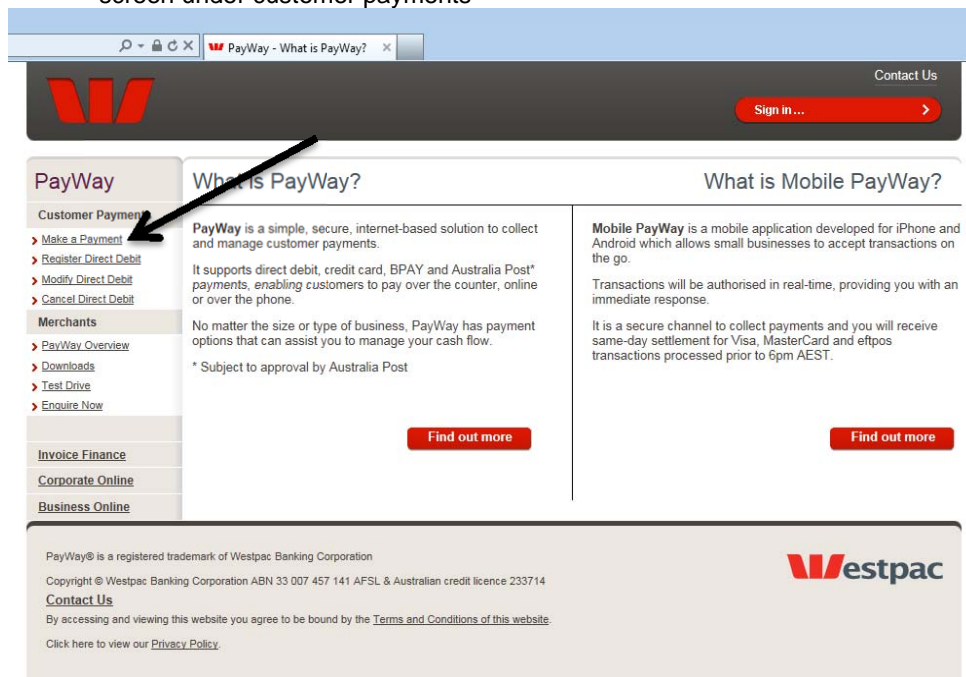
Any questions regarding fees please call our Customer Service Number on 1300 662 077.

### Step 2:

Once you have your application and appropriate fee calculated you can log into PayWay to make your payment.

There are a few ways you can access the PayWay site:

1. via the link on our webpage in the Water Trade section
2. click the link below or copy and paste this into your browser:  
<https://www.payway.com.au/core/MakePaymentView>  
or
3. Go to [www.payway.com.au](http://www.payway.com.au) and click on the 'make a payment' link on the left hand side of the screen under customer payments



### Step 3:

From here please enter our biller code for Water Trade payments of **228627** and select the “make a payment” button immediately beneath the Biller Code.

The screenshot displays the Westpac PayWay 'Make A Payment' interface. At the top, there is a 'Contact Us' link and a 'Sign in...' button. The main heading is 'Make A Payment' with a 'Help' icon. On the left, a navigation menu lists options under 'Customer Payments' (Make a Payment, Register Direct Debit, Modify Direct Debit, Cancel Direct Debit), 'Merchants' (PayWay Overview, Downloads, Test Drive, Enquire Now), 'Invoice Finance', 'Corporate Online', and 'Business Online'. The central form area shows a 'Biller Code' input field with '228627' entered and a red 'Make Payment' button. A black arrow points from the button to the input field. Below the form, there is text for PayWay billers and registration information. On the right, a section titled 'Making a payment using PayWay' explains that credit card payments can be made online in minutes and lists five steps: 1. Check the invoice or PayWay payment card, 2. Find the PayWay Biller Code, 3. Enter the PayWay Biller Code, 4. Press 'Make Payment', and 5. Follow the prompts. It also mentions that a receipt number will be provided and that queries should be directed to the biller. The footer contains copyright information for Westpac Banking Corporation and the Westpac logo.

Please note currently we can only accept **Water Trade** payments through PayWay facility.

Our other payment methods for Water Trades of cheque or money order (made payable to WaterNSW) are also still available.

## Step 4:

After entering the biller code you will be directed to our payment page:

The left screenshot shows the Westpac 'WATERSNSW - Make A Payment' page. It includes fields for 'Enter Payment Details' such as Trade Number SWC, Cardholder Name, Card Number, Expiry Date, Card Verification Number, Payment Amount (AUD), and Email Address. A 'Merchant Details' section lists WATERSNSW, ABN 21147934787, and contact information. A 'Next' button is visible at the bottom right.

The right screenshot shows the 'Application to Assign Surface Water Allocation' form. It includes a 'Trade Information' table with columns for various water allocation types (Macquarie River awo, Macquarie River Carryover, Lachlan River awo, Lachlan River High Security, Lachlan River awo Sub Account, Lachlan River High Security Sub Account, Volume All Other Valleys) and their respective ML values. It also includes sections for 'Seller(s) Information' and 'Buyer(s) Information', each with a licence number field and a confirmation checkbox. A 'Next' button is visible at the bottom right.

## Payment page tips and hints:

- The 'Trade Number SWC' that needs to be entered on the Westpac payment page is the unique 6 digit code from your Trade Form
- These 6 digits are located on the top left of the Surface and Groundwater Trade forms after the letters SWC
- This identifier is important to make sure we can process your trade quickly
- This SWC number can only be used once
- There needs to be a separate payment for each Water Trade

After you have entered your unique SWC number, as well as your Credit Card information please remember to enter your email address. This will provide you with an instant receipt for your payment that will be emailed to you.

For any assistance, please call **WaterNSW Customer Service on 1300 662 077**