

# Westpac PayWay user guide

June 2024

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

### Step 1:

The trade form process will remain unchanged. You will still access your trade form and details for your application fee from our website at [waterNSW.com.au/trading](http://waterNSW.com.au/trading)

For customers requiring information on regulated river **variable usage fees** please visit [waterNSW.com.au/pricing](http://waterNSW.com.au/pricing)

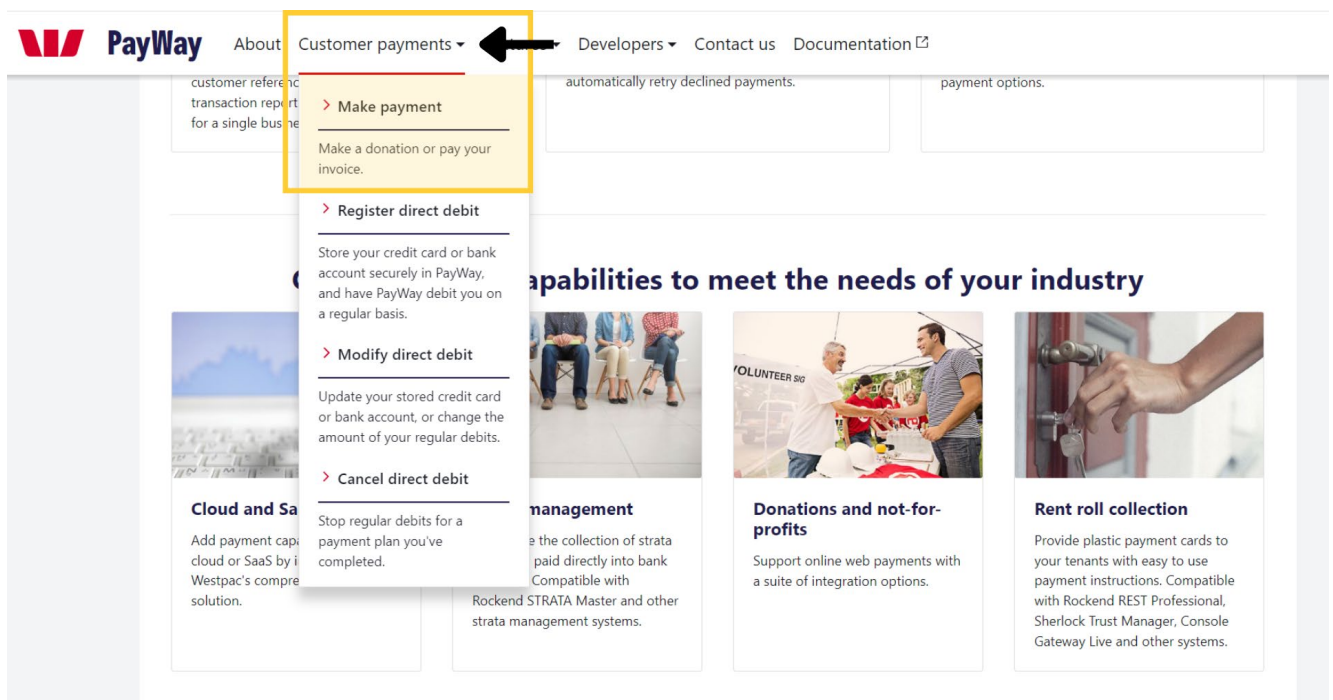
Any questions regarding fees please call our Customer Service Number on [1300 662 077](tel:1300662077).

### Step 2:

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

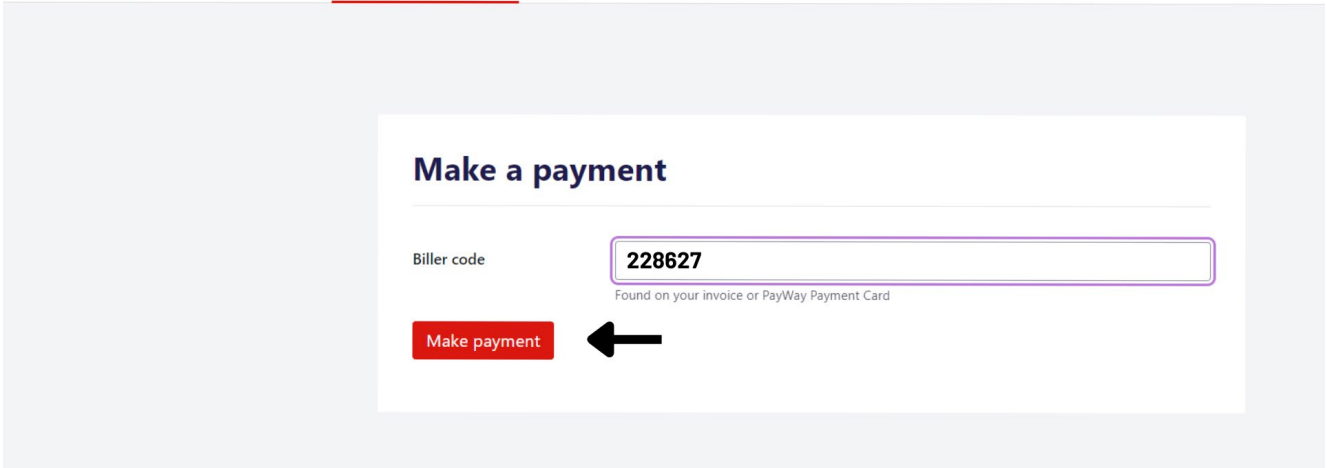
There are a few ways you can access the PayWay site:

1. via the link on our webpage in the Trading Water section
2. click the link below or copy and paste this into your browser: [payway.com.au/core/MakePaymentView](http://payway.com.au/core/MakePaymentView)  
or
3. go to [payway.com.au](http://payway.com.au) and click on the 'Customer payments' and select 'Make payment' from the drop-down menu.



### Step 3:

From here please enter our biller code for water trade payments of **228627** and select the 'Make payment' button immediately beneath the Biller Code. Any questions regarding fees please call our Customer Service Number on [1300 662 077](tel:1300662077).



**Make a payment**

Biller code

Found on your invoice or PayWay Payment Card

[Make payment](#)

**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:

## 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.

## Need help?

If you need more information, please contact our Customer Service Centre on **1300 662 077**, Monday to Friday between 8am-5pm or email [Customer.Helpdesk@waternsw.com.au](mailto:Customer.Helpdesk@waternsw.com.au)