

How to pay your group accounts using electronic funds transfer (EFT)

Paying your group accounts for South East Water is now much quicker and easier with our online portal. View all your accounts and pay them in a few simple steps – all from the one location.

1. Visit **southeastwater.com.au/PayMyBusinessBill**, locate the **Group accounts** payment option, then select **Pay a group account**.



Group accounts

Group customers can pay their bills via our electronic funds transfer (EFT) portal. You'll just need your group account number and one of the individual account numbers listed on your group account summary handy.

From the portal you can pay multiple invoices at once, or make partial payments for your business accounts.

[Read our step-by-step guide on making payments through the EFT portal.](#)

[Pay a group account](#)

2. On the **Account verification** screen, you'll be prompted to enter your **Group account number** and one of the individual **Unpaid account numbers** listed on your group account summary. Select **Login** to proceed.



Account verification

Enter the following details to **verify** your account. Fields marked with an asterisk (*****) are mandatory.

* Group account number

* Account number ?

3. The **Choose invoices** screen will display all unpaid accounts registered under your group account number.
 - To pay the group account in full, check **Select all invoices**, then select **Pay balance**.
 - To make a partial payment of your group account, select the checkbox for each **individual account** you wish to pay, then select **Next** to proceed.
Note: You can adjust the payment amount for individual accounts by changing **the amount listed**

Tip: You can also use the **Search invoices** function to find an account by address or customer number.



Choose invoices

GROUP ACCOUNT CUSTOMER

Group account number

Balance due

[Pay balance](#)

Filter invoices

Select all 11 invoices

	Account number	Property address	Balance due	Payment amount
<input checked="" type="checkbox"/>	10687528	35 AMAROO DRIVE CHELSEA HEIGHTS VIC 3196	\$148.80	<input type="text" value="148.80"/>
<input checked="" type="checkbox"/>	14981734	1 LEGANA COURT PATTERSON LAKES VIC 3197	\$148.80	<input type="text" value="148.80"/>
<input type="checkbox"/>	14633759	FLAT 27 149 THAMES PROMENADE CHELSEA HEIGHTS VIC 3196	\$148.80	\$148.80
<input checked="" type="checkbox"/>	17208918	31 EMMA STREET CARRUM VIC 3197	\$148.80	<input type="text" value="148.80"/>
<input checked="" type="checkbox"/>	17688895	UNIT 2 23 AUSTIN ROAD SEAFORD VIC 3198	\$148.80	<input type="text" value="148.80"/>
<input type="checkbox"/>	18534211	UNIT 6 84 NEPEAN HIGHWAY SEAFORD VIC 3198	\$148.80	\$148.80
<input type="checkbox"/>	19331151	UNIT 1 66 LOCHIEL AVENUE EDITHVALE VIC 3196	\$148.80	\$148.80
<input checked="" type="checkbox"/>	4084715	3 ORANA PLACE CHELSEA VIC 3196	\$148.80	<input type="text" value="148.80"/>
<input checked="" type="checkbox"/>	4239363	12 MANHATTAN COURT PATTERSON LAKES VIC 3197	\$553.25	<input type="text" value="553.25"/>
<input type="checkbox"/>	14158071	FLAT 4 204 NEPEAN HIGHWAY ASPENDALE VIC 3195	\$148.80	\$148.80
<input checked="" type="checkbox"/>	5950565	10 BATH STREET CHELSEA VIC 3196	\$148.80	<input type="text" value="148.80"/>

Number of accounts selected

Amount selected to pay

[Next](#)

[Back](#) [Cancel](#)

[Next](#)

Please note that the details displayed above include invoices only, and were last updated as of 07 Mar 2017. Due to the timing of the last update, this balance may not reflect recent payments nor reconcile to your monthly statement.

If you have any questions about this process, please contact South East Water.

4. The **Payment details** screen summarises the pending payment. If you want to validate individual account details, select **Show account details**.

To proceed with payment, you need to **Accept the terms of the direct debit request**, enter the **Bank account name**, **BSB** and **Bank account number**. Select **Next** to proceed.



Payment details

Enter your **payment details** below. Fields marked with an asterisk (*) are mandatory.

Group account number	2050025	
Number of accounts selected	11	Show account details
Payment amount	\$2,041.25 AUD	

Customer Initiated Direct Debit Service Agreement

Direct Debit Conditions

1. This agreement sets out the responsibilities and obligations between South East Water Corporation (ABN 89 066 902 547) and its customers in regard to the use of its Customer Initiated Direct Debit System.
2. These direct debit conditions allow South East Water Corporation to arrange for funds to be debited electronically from *your account* through the banking system. These conditions set out your rights, our commitment to you and your responsibilities to us and advise where you should go for assistance.

I accept the Direct Debit Request and agree to have the amount above debited from my bank account. Please note this is a one off payment and no details are held in our system.

* Bank account name

* BSB

* Bank account number

[Back](#) [Cancel](#) [Next](#)

5. On the **Confirm payment details** screen you are required to enter a unique (human readable) **Verification code**. Select **Pay** to process payment.
Note: If you are vision impaired you can opt for an audible code by selecting **Audio**.



Confirm payment details

Please **confirm** your payment details. Fields marked with an asterisk (*) are mandatory.

Group account number	2050025
Number of accounts selected	11 Show account details
Payment amount	\$2,041.25 AUD
Bank account name	Bank name
BSB	xxx-999
Bank account number	xxxxxx994
* Verification code	Enter the verification code below.  Generate a new verification code. Audio

[Back](#) [Cancel](#) [Pay](#)

Please note:
You are paying South East Water the amount of **\$2,041.25 AUD**.
It can take up to 48 hours for your request to be processed.



6. From the **Payment confirmation** screen you can **Print a receipt**, or email a PDF receipt by entering an **Email address**, then select **Send**.

Note: If you have additional group accounts to pay, select **Return to login**.

A screenshot of the South East Water payment confirmation interface. At the top left is the South East Water logo. The main content area has a light grey background. A blue notification box at the top center contains the text: "Your payment to South East Water has been approved. Thanks for your payment. It can take up to 48 hours for payments to appear on your account." Below this, there are several rows of payment details in a light grey box. The first row shows "Group account number" as 2050025. The second row shows "Number of accounts selected" as 11, with a "Show account details" button to the right. The third row shows "Payment amount" as \$2,041.25 AUD. The fourth row shows "Bank account name" as Bank name. The fifth row shows "BSB" as xxx-999. The sixth row shows "Bank account number" as xxxxxx994. Below these details is a section titled "Result of payment" in blue. It contains three rows: "Transaction result" as APPROVED, "Receipt" as 1018469741, and "Date" as 22 Mar 2017 11:24 AEDT. At the bottom of this section is a field for "* Email" with a small 'x' icon to its right and a blue "Send" button. At the very bottom of the screen are two blue buttons: "Print receipt" and "Return to login".

Important:

- If you are paying an account that is not listed in your group account, you are unable to use this EFT payment option. Please refer to the payment options listed on the account.
- Minimum web browser requirements are: Internet Explorer 10 (or greater) or latest versions of Firefox, Opera, Chrome and Safari (not Safari 2).
- For optimal performance, it is not recommended to access this payment portal from mobile devices.

For further information, please contact groupaccounts@sew.com.au