

help for new dnister internet banking

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new internet banking

At Dnister, we are continually looking at ways to improving the products and services we have on offer. It is important to be able to provide the very best in banking so we can achieve our mission in providing Financial Advantage, Prosperity and Wealth to members and the Ukrainian community in Australia.

To fall in line with this, we have decided to upgrade our internet banking services to offer a new online experience for our members. It will look and feel different, and will offer new enhanced features such as Business Banking and Secure SMS.

things you should know

Changes in appearance do not mean changes in your account. The way you do your internet banking will still be the same, however it will be delivered through a different platform.

The safety of your accounts will not be compromised with this crossover. In fact, your accounts have now been made safer with the introduction of a new feature, 'Secure SMS' (discussed later).

All your account and transactional information will be crossed over to the new system, including BPay, direct debit and external transfers, except for members who have registered for BPayView. To obtain transaction history earlier than the past 6 months, you will need to speak to one of our member services officers.

Your logon details will be the same for the first log-in, but you will be asked to change your password thereafter. For security purposes, we recommend you use a combination of upper and lower case characters and change your password regularly. Try to avoid using obvious passwords such as your birthday or name, as you will be liable if there is ever a breach into your account.

At the introduction of the new system, members will need to log-in using general information fields. The floating keyboard from the previous internet banking system will not be crossed over until October 2010. Once again, your accounts will not be jeopardised, and the level of safety will be kept to the highest standard. Dnister will temporarily trial this new system to establish the best possible options for our members.

secure SMS

'Secure SMS' is a new service that will be introduced to Dnister members, including individuals and businesses, who use our online banking. The service creates another level of security to your accounts, which will essentially further protect you from online fraud and theft.

'Secure SMS' uses the safety of your mobile phone or landline to increase your online security. If someone were to access your accounts online, they would not be able to transact. A 6 digit number would be sent to your nominated mobile phone or landline via 'Secure SMS' which is used as your second authentication to carry out certain transactions, that require a higher level of security - such as external transfers.

If you wish to change or delete your mobile or landline number at any stage, you can do so online, or by calling our Member Service Officers.

register

To register your mobile number for Secure SMS, complete the following steps;

Select 'Secure SMS' button from the left hand side menu of the Transfers section. The Secure SMS window will then be displayed.

Select Register from the drop down box.

Select the number to use from the drop down box for Secure SMS notification. The number chosen will need to be able to receive SMS. (If the number is not in the drop down box, you will need to call Dnister to update your contact details.)

Click on the Begin Registration button

Click on Request SMS Code to receive the secure code.

An SMS will be sent to the nominated phone number with a 6 digit code. This code will need to be entered into the box provided

Click on Continue Registration

If the 6 digit code entered is correct, a message will show "You have successfully registered for Secure SMS".

modify

To change your existing mobile number registered for Secure SMS, complete the following steps;

Select the Secure SMS button from the left hand side menu of the Transfers section. The Secure SMS window is displayed.

Select Update my Details from the drop down box.

Select the number that needs to change from the drop down box. The number chosen will need to be able to receive SMS. (If the number is not in the drop down box, you will need to call Dnister to update your contact details.)

Click on Update Secure SMS button

Click on Request SMS Code to receive the secure code.

An SMS will be sent to the existing number with a 6 digit code. This code will need to be entered into the box provided.

Click on Update Secure SMS

If the 6 digit code entered is correct the system will register the new nominated number for Secure SMS feature. A confirmation SMS will be sent to the new nominated number.

A message will show "You have successfully updated your Secure SMS Information"

deregister

To de-register your existing mobile number for Secure SMS, complete the following steps;

Select the Secure SMS button from the left hand side menu of the Transfers section. The Secure SMS window is displayed.

Select Deregister from the drop down box.

Click on Update Secure SMS button

Click on Request SMS Code to receive your secure code.

An SMS will be sent to your existing number with a 6 digit code. This code will need to be entered into the box provided.

Click on Update Secure SMS

If the 6 digit code entered is correct, a message will show "You have been successfully de-registered from Secure SMS".

business banking

Businesses can now benefit from the addition of new services specifically tailored to suit their banking needs. It offers two main features that allow for heightened efficiency and security;

Batch Transfers; allows users to action several transactions at once.

Dual Signatories; requires more than one account owner to authorise a transaction.

Business banking accounts will have access to all other services available to individual members, including the additional features stipulated above. It will be available free of charge for the first year, and will be offered as a charged service thereafter.

batch transfers

how does it work?

The main purpose of batch transfers is the ability to process a mixture of transaction types at once. They can be a combination of internal, external, BPAY, etc, or even just an individual transaction. Where a batch is created on an account which requires more than one signatory, the batch must be approved by the required number of signatories before it can be processed. A batch can be created by one signatory, but it will stay in a pending status until the second signatory logs in and applies the necessary authorisation. Only once this takes place can the batch can be "processed".

The different levels of access which can be set for each signatory to an account are:

- Batch View Only: allows a signatory to view a batch only
- Create & Update Only: allows a signatory to create and update a batch, but not approve or submit for processing.
- Create, Update & Approve: allows a signatory to create, update and approve a batch but not submit for processing.
- Full Access: allows a signatory to create, update, approve and submit a batch for processing.

The batch functionality also allows members to upload and process a "cemtex" or direct entry batch which has been created in a member's accounting package (for example MYOB or Quicken). This functionality is ideally used for accounts owned by businesses, groups, schools or organisations.

When a batch is processed the amount is debited from your account as individual transactions.

Please Note: For all batch transfers, Secure SMS notifications will need to be verified.

creating a new batch

To create a new batch, complete the following steps;

In the Transfers section, Select the Create New Batch button in the Batch Transactions screen.

Enter a name / description for the batch in the Batch ID field.

For the From Account drop down box, select the account which is to be debited.

For the Add New drop down box, select the transaction type to be added :

- Own Accts Transfer: transfer to one of your own accounts

- Another Acct Transfer: transfer to another members account
- External Transfer: transfer to another financial institution
- BPay Payment: generate a BPay payment

Press the Continue button

Confirm the transaction details are correct, Select Yes, Add to Batch button. The transaction is added to the batch. (If transaction is incorrect Select No, Cancel)

Select Yes, Add to Batch, and then OK.

Repeat steps 4-6 until all transactions have been added to the batch.

update / edit an existing batch

This option is used to modify a batch you have already created. However, you can only edit a batch before it is processed. To edit a batch, complete the following steps;

From the Batch Transactions screen, select Update from the Action column drop down box for that batch. The individual items will be displayed.

To Add a Batch Item, select the transaction type from the Add New drop down box (This works the same as when Creating a New Batch as above)

To Edit the amount of a Batch Item, Select the batch item, change the amount in the Amount box and Select Update Batch action button.

To Delete a Batch Item, Select the batch item, select Delete from the Action column drop down box for that batch Item. Select OK to delete item, Select OK to return to batch

When you have finished editing the batch, you can exit the batch by selecting the Back button in the top left hand corner of page.

processing a batch

Once you have entered all the transactions you need to be finalised, and all required signatories have provided approval, the batch can be processed. To process a batch, complete the following steps;

From the Batch Transaction screen, select Update from the Action column drop down box next to the batch to be processed.

The Update Batch screen will display

Select the Process Batch button.

The message – You are about to process the transactions in Batch XXX (name of batch) will display

You will be prompted to enter the process date. Today's date will populate, change to a future date if required.

This step will be secured by an SMS notification. An SMS code will only be required once per Internet Banking session. Enter the code provided to continue.

Select Process Batch action button.

The message – Transactions have been scheduled for Processing Batch XXX (name of batch) will display

Select OK.

You will be returned to the Batch Transaction screen. The batch will be processed

Note: If two or more signatures are required then the batch cannot be processed until required number of signatories have authorised the batch.

Please make sure you are aware of the daily funds transfer limits as exceeding the limit may result in some of the transactions in the batch failing. If you need to increase your limit, please contact one of our Member Service Officers.

approving a batch

Approving a batch may require the authorisation of more than one signatory on an account. If an account requires two people to sign and the batch is created by a signatory with Create and Update access only, then the batch will need to be authorised by two more signatories. If there is only one signatory on an account, this step can be ignored.

To approve a batch, complete the following steps;

First signatory (must have at least Create, Update and Approve access):

Log into Internet Banking under own member number

Select the batch menu item to display the Batch Transaction list screen.

Select Update from the Action column drop down box for the batch to be approved.

Select the Approve Batch button.

The system will display – You are about to approve batch XXX

Select – Yes, Approve Batch

The system will display - Batch XXX has now been approved by you. This batch and is now in pending status waiting for approval from required signatories before processing.

Select – OK

Second Signatory can approve the batch if they have Create, Update and Approve access. However only a signatory with full access can submit the batch to be processed; therefore the last approver must have full access.

Log into Internet Banking under own member number

Select the batch menu item to display the Batch Transaction list screen.

Select Update from the Action column drop down box for the batch to be approved.

If access level is create, update and approve only the Approve Batch button will display. Select Approve Batch.

If access level is Full Access the Process Batch button will display. Select Process Batch

The message – You are about to process the transactions in Batch XXX (name of batch) will display.

You will be prompted to enter the process date. Today's date will populate, change to a future date if required.

If you have registered for Secure SMS, request the SMS code and enter the code. (An SMS code will only be required once per Internet Banking session).

Select Process Batch action button.

The message – Transactions have been scheduled for Processing Batch XXX (name of batch) will display

Select OK.

You will be returned to the Batch Transaction screen.

An email will be sent to all authorising signatories who are registered to receive email alerts for batch processed advising that the system has accepted the batch for processing. (Details of the batch will be included).

Once the final process has been actioned an email alert will be sent advising that the system has posted the batch. The email will list details of the batch including successful and failed transactions. If there are failed transaction a failed reason will be included.

deleting a batch

The ability to delete a batch will vary depending on what signatory access has been allocated to each member. The following access types can delete the specified batches;

- Batch View Only: You do not have the ability to delete any batches
- Create and Update: You can delete New and Processed batches
- Create, Update and Approve: You can delete New, Processed, and Awaiting Approval by You batches
- Full Access: You can delete New, Processed, and Awaiting Approval by You batches

To delete a batch, complete the following steps;

From the Batch Transaction screen, select Delete in Action types on the batch you wish to delete.

Select OK.

The batch will be deleted from the system.

view batches and batch history

You have the ability to view all your batches and their transactional and administrative history. You have the option of either viewing the history and information of individual batches, or total batches within a specified time frame.

From the Batch Transactions screen, select View from the Action column drop down box for that batch.

The following details will display

- The Batch name or ID
- The last processed date and time of the batch
- The current status of a batch
- The account that was debited by the batch
- Details of the transactions in the batch including transaction type, destination details, amount of each transaction and last receipt number or failed if a transaction was not successful. (Hold your mouse over the destination account to view full Bank, account and lodgement reference details).
- The total amount of the batch

To view the history of individual batches:

From the Batch Transactions screen, select History from the action column drop down box for that batch..

When you selected History, use the View Transactions drop down box to display a batch breakdown of all Batch Items:

All: Show results for all batch items including individual Receipt numbers

Successful: Only show batch items that were successfully processed

Failed: Only show batch items that failed to be processed.

Exit the batch view by selecting the Back button supplied.

To search for all batches within a timeframe and view their histories:

From the Saved Batch list screen, select the View Batch History action button.

To select the order in which the list items to be displayed – Select the Order By drop down box

Select the timeframe to search from the For drop down box (If you chose the Selected Date Range feature, you will need to enter a start and end date: i.e. 01/05/2010 to 31/05/2010).

The batch search details which will display are:

- Batch ID
- The account that was debited by the batch
- Who authorised the batch (Rim No) if multiple signatures are required
- The total number of items in the batch
- The number of failed items in the batch i.e. Due to insufficient funds
- The total amount of the batch
- The scheduled date
- The status of the batch

To view the status of the transactions in the batch select the following actions drop down box:

All: Show results for all batch items including individual Receipt numbers

Successful: Only show batch items that were successfully processed

load and approve a cemtex file

The Upload Cemtex File function provides a convenient and efficient method of adding multiple external funds transfer (EFT) requests for processing via the Direct Entry (DE) system.

Payment files created using your existing business accounting software, (such as MYOB and Quicken) can be easily imported into Internet Banking.

CEMTEX stands for Central Magnetic Tape Exchange and was established to act as an automated clearing house for the processing of Direct Entry payments.

Only files that conform to the Australian Payments Clearing Association (APCA), Direct Entry (DE) file format may be uploaded into Internet Banking.

These can be easily recognized by the .ABA file extension, for example a payroll file might be named your_payroll_file.ABA, and will be created by your 3rd party accounting software.

To upload a Cemtex file:

From the Batch Transactions screen, select the Upload Cemtex File button.

Enter a name for the batch in the Batch ID box: (EG. Mondays Wages)

Select the - From Account drop down box, select the account which is to be debited

Select the Continue button

Select the Browse button and find your .ABA file

Select the Continue button

The loaded batch will be displayed, if all looks OK, press the Continue button

Where a batch is uploaded by a signatory without 'approval' or 'full access' level the batch must now be approved and processed by signatories with the required access.

First signatory:

Log into Internet Banking under own membership number

Select the batch menu item to display the Batch Transaction list screen.

If signatory is registered for VIP Token security they will be prompted to enter their security code. This will only be required once per Internet Banking session.

Select Update from the Action column drop down box for the batch to be approved. A cemtex batch will be prefixed with (c)

Select the Process Batch button.

The system will display – You are about to approve batch XXX

Select – Yes, Approve Batch

The system will display - Batch XXX has now been approved by you. This batch and is now in pending status waiting for approval from required signatories before processing.

Select – OK

Second Signatory can approve the batch if they have Create, Update and Approve access. However only a signatory with full access can submit the batch to be processed; therefore the last approver must have full access.

Log into Internet Banking under own membership number

Select the batch menu item to display the Batch Transaction list screen.

If signatory is registered for VIP Token security they will be prompted to enter their security code. This will only be required once per Internet Banking session.

Select Update from the Action column drop down box for the batch to be approved. A cement batch will be prefixed with (c)

If access level is Full Access the Process Batch button will display

Select Process Batch

The message – You are about to process the transactions in Batch XXX (name of batch) will display.

You will be prompted to enter the process date. Today's date will populate, change to a future date if required.

If you have registered for Secure SMS, request the SMS code and enter the code. (An SMS code will only be required once per Internet Banking session).

Select Process Batch action button.

The message – Transactions have been scheduled for Processing Batch XXX (name of batch) will display

Select OK.

You will be returned to the main Batch Transactions screen

Note: If two or more signatures are required then the batch will not be processed until both signatories have approved processing of the batch.

Please make sure you are aware of the daily funds transfer limits as exceeding the limit may result in some of the transaction in the batch failing.

accounts

account balances

You have the ability to view up to date details on your accounts. Hovering the mouse over your account numbers will bring up a simplified view of your transaction history.

An account will be classed as 'dormant' when there has been no activity for over 12 months. Whenever this is the case, no debit or credit transactions can take place. If you wish to reactivate a 'dormant' account, please call one of our Member Services Officers.

transaction history

You have the ability to view the history of the transactions on your account spanning up to 3 months. You can select the account, transaction type, date format, transaction order, and transaction period.

Additionally, you have the option to print out your transaction history in a variety of formats;

- Display and Print; Select this field to display transactions and click 'Get Transactions'. Transaction listing will be displayed. Click 'Print' if you wish to print this list of transactions.
- Download to MS Excel; Select this field to download transactions in Excel format. Click 'Get Transactions' (make sure your browser allows pop-ups), the pop-up box will display with the option to open or save the file. If you select 'open' the transactions will display in Excel format. If you select 'save' you will be prompted to select the location to which you want the file saved.
- Download in CSV Format; Select this field to download transactions in CSV format. Click 'Get Transactions' (make sure your browser allows pop-ups), the pop-up box will display with the option to open or save the file. If you select 'open' the transactions will display in Excel format. If you select 'save' you will be prompted to select the location to which you want the file saved.
- Download in Quicken/MS Money Format; Select this field to download transactions in Quicken/MS Money format. Click 'Get Transactions' (make sure your browser allows pop-ups), the pop-up box will display with the option to open or save the file. If you select 'open' the transactions will display in the format relating to selected program. If you select 'save' you will be prompted to select the location to which you want the file saved.

It is recommended you use Internet Explorer 7 or later to download transactions.

An account will be classed as 'dormant' when there has been no activity for over 12 months. Whenever this is the case, no debit or credit transactions can take place. If you wish to reactivate a 'dormant' account, please call one of our Member Services Officers.

periodic payments

You can schedule payments on a specified occurrence directly out of your accounts. This is useful if you need to make ongoing payments such as phone bills, gym memberships, or even just for general saving.

Periodic payments and transfers are processed by Dnister during the evening of the scheduled date. Please make sure you have sufficient funds in your designated account on the day (at the close of business) for the transaction.

Actions to modify, delete or view periodic payments are secured by an SMS notification. Validation is only required once per session on internet banking.

view / modify

If you wish to modify a periodic payment, you can change any of the following fields; Payee Account Title, Lodgement Reference, For Amount, Next Transfer Date, Number of Transfers, and Frequency of Transfers. If you are happy with the changes you made, click Save Changes.

delete

A confirmation screen will be displayed to confirm you want to delete the specified payment. If you click on the Delete button, it will be permanently erased. If you do not wish to make this action, click the Back button at the top left of the screen. Interest & tax

card activation

Whenever you receive a new Dnister Cue Card, you have the ability to activate it online. You will just need to enter the card number and expiry date and it will be ready to use within 12 hours.

contact us

contact us

This section will give you the opportunity to send Dnister a written message, with the option to leave your contact details to have someone get back to you. This will allow for swift communication between you and our staff, and will bring answers to your questions in a more efficient way.

change password

You have the ability to change your password as often as you like with this feature. It is recommended you change it frequently to avoid any breaches into your account.

start up

You now have the ability to choose what you wish to view when you first log-in to your account. You have the option of choosing; account balances, transaction history, bpay view, periodic payments and transfers, interest details, and activate a new card.

personal

You can personalise your settings and choose what email notifications you wish to receive. You can also adjust which email you would like them sent to, and whether you want pop up transactions when you hover your mouse over your account balances.

update your address

As a new feature, you will now be able to update your address details online. It's important for Dnister to have your correct details so you can receive significant updates in regards to your account. Whenever your place of residence changes, you can let Dnister know through the convenience of online banking.

Where your residential address is also your postal address, it will be displayed as your 'primary address'. If you currently have both a 'postal address (Primary)' AND a 'residential address' recorded against your membership both will be displayed. Both can be updated.

If you currently only have a 'residential address' and wish to add a 'postal address' please send Dnister the details in a secure email and we will update our records accordingly.

Please note: A PO Box is not acceptable as a residential address.

your contact details

You have the option of changing your phone numbers and email addresses. This is secured by an SMS notification as these details will now be considered important. You cannot carry out specific account actions without confirming the numeric code sent to your phone number, so please ensure these are correct.

your personal details

These are more particular details and will ask for information on your family, relationships, education and membership. You are not required to fill out these fields if you do not wish.

employment details

This will ask details from your place of work.

transfers

funas transfer

This function allows you to transfer funds within three different methods. They can all be scheduled to happen on certain dates and on specified occurrences;

Other accounts within this membership

This allows you to easily transfer funds between your own accounts

Transfer When: You can choose to transfer funds immediately, or at a designated date and on a recurring basis. Future-dated and recurring transfers are displayed in the Periodic Payments section until the future-date or the transfer occurs.

From Account: Select your Dnister Account from which you wish to draw funds. Only accounts that allow internet banking transfers will appear.

To Account: Select the account you wish to transfer funds to.

Lodgement Reference: This is an optional field which allows you to describe the transfer you wish to make.

Amount: Enter the amount of the transfer in dollars and cents.

Another membership within this Credit Union

This allows you to transfer funds to another Dnister member.

Transfer When: you can choose to transfer funds immediately, or at a designated date and on a recurring basis. Future-dated and recurring transfers are displayed in the Periodic Payments section until the future-date or the transfer occurs.

From Account: Select your Dnister Account from which you wish to draw funds. Only accounts that allow internet banking transfers will appear.

To Account Number: Enter the account number that you want the transfer to go to. The account number is a unique number that identifies each individual Dnister account (the transfer will not be accepted if a Member number is inserted)

Surname: Enter the first three characters of the member's surname (of the account to which the transfer is to be credited).

Amount: enter the amount of the transfer in dollars and cents (Please note: This is secured by SMS notification).

Another Financial Institution

This allows you to transfer funds from your Dnister account to another account that belongs to another financial institution.

Transfer When: you can choose to transfer funds immediately, or at a designated date and on a recurring basis. Future-dated and recurring transfers are displayed in the Periodic Payments section until the future-date or the transfer occurs.

From Account: Select your Dnister Account from which you wish to draw funds. Only accounts that allow internet banking transfers will appear.

Payee BSB: Enter the 6 digit number that identifies the branch you wish to transfer funds to.

recurring transfers

Internet Banking gives you the ability to setup recurring transfers to accounts within Dnister and to accounts at other financial institutions. To setup a recurring transfer, complete the 'Transfer When' fields in the following manner:

Note: If two or more signatures are required on an account, you will need to call Dnister for assistance.

In the 'Transfer When' section, select the button next to 'On' with your mouse to activate the date field.

In the date field, enter the date of when you want the first transfer to be made (in DD/MM/YYYY format).

Next, enter the total number of transfers you want to occur. If you require the transfer to be conducted on an indefinite basis, i.e. no end date, enter an * (asterisk) in this field.

In the drop-down box, select how often you would like the transfer to occur, (daily, weekly, fortnightly, monthly, quarterly, half-yearly or yearly basis).

Complete the From Account, To Account, Amount and other required transfer details to submit the recurring transfer request.

Example

If you want to transfer \$250 from your Access Account to your Loan account on a monthly basis for the next 2 months commencing on 15 September 2010, you would complete the recurring transfer details as per the following:

Enter 15/01/2010 as the start date

Enter '2' for the number of payments

Select 'Monthly' so that the payment is conducted on a monthly basis

In this example, transfers will be conducted on 15 September and 15 October 2010.

BPAY

You can pay your bills online without any hassles using BPAY. It is a network of over 17,000 billers who allow you to pay your bills through your internet banking facilities. To use BPAY, simply fill out the following fields;

Please note: This is secured by an SMS notification.

- **Payment When:** you can choose whether you would like to pay now, or schedule a one off / recurring payment in the future. Future dated BPAY payments can be viewed in the Periodic Payments section.
- **From Account:** Select your Dnister Account from which you wish to draw funds.
- **Biller Code:** Enter the code that appears on your bill alongside the BPAY logo.
- **Customer Reference Number:** enter the customer reference number that appears on your bill alongside the BPAY logo.
- **Amount fields:** enter the amount of the bill you are paying in dollars and cents

Optional Description - this is an optional field that allows you to enter a description for the bill. This description will appear in the BPAY Biller Table within Internet Banking (please note: the optional description is not sent with the BPAY payment)

Setting up a Recurring BPAY PaymentTo setup a recurring BPAY payment, complete the 'Payment When' fields in the following manner:

In the 'Payment When' section, select the button next to 'On' with your mouse. i.e. the second button

In the date field, enter the date of when you want the first payment to be made (in DD/MM/YYYY format)

Next, enter the total number of payments you want to occur. If you require the payments to be conducted on an indefinite basis, i.e. no end date, enter an * (asterisk) in this field.

In the drop-down box, select how often you would like the payment to occur. For example on a daily, weekly, fortnightly, monthly, quarterly, half-yearly or yearly basis.

Complete the From Account, Biller Code, Customer Reference Number and Amount details and submit the recurring payment request.

Example

If you want to transfer \$50 to Optus to pay your mobile phone bill on a monthly basis for 2 months commencing on 15 January 2010, you would complete the recurring payment details as per the following:

Enter 15/01/2010 as the start date

Enter '2' for the number of payments

Select 'Monthly' so that the payment is conducted on a monthly basis

Complete the From Account, Biller Code, Customer Reference Number and Amount details and submit the request. A confirmation screen showing details of your BPAY payment will be shown. Click on 'Yes, Process' if the details are correct, or 'No, Cancel' if the details are incorrect. This will take you back to the BPAY screen.

The recurring BPAY payment details are also displayed in the Periodical Payments section.

BPAY is completely safe and secure and recognised as the most efficient form of payment available. You do not have to register to use BPAY, all you need is an internet or phone banking account. Try it today!

BPAY View

This facility completely cuts out paper bills altogether, allowing your invoices to be sent electronically to your Dnister accounts. It offers a detailed summary of your bills while allowing you to view them 24 hours a day, 7 days a week, wherever you are. It is more convenient than the traditional paper alternative, and decreases any unnecessary environmental wastage.

How to register

If your biller is eligible for BPAY View, you will see a BPAY View logo next to the standard BPAY logo. If they are eligible, keep your last bill on hand. Once you enter your name and email address, you can begin to pay your bills via BPAY View. Whenever a bill is available hereon, you will be notified by email.

need help?

If any of the information in this booklet does not make sense, please contact one of our Member Service Officers and they will be more than happy to help you through the new system.