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.


   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

   Enter any account number from the group summary schedule

   Cancel
   Login
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.
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.
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**.

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**Confirm payment details**

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

- **Group account number**: 2050025
- **Number of accounts selected**: 11
- **Payment amount**: $2,041.25 AUD
- **Bank account name**: Bank name
- **BSB**: xxx-999
- **Bank account number**: xxxxx994

**Verification code**: 

![Verification code image]

Enter the verification code below.

Generate a new verification code / audio

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**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**.

### 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**