

Fact Sheet - **Post BillPay Australia Post**

With half yearly rates notices now being issued, Scenic Rim ratepayers will continue to have the convenience of paying their rates at Australia Post following the transition to a new Post Billpay barcode.

Recognising the need for this service, Council has worked with Australia Post to ensure a seamless transition after National Australia Bank (NAB) announced it would no longer offer ratepayers the Transact Pay in Person service after 21 February 2023.

Ratepayers who pay at Australia Post are advised to use their current rate notice as Australia Post will be unable to process payments on rate notices which were issued **before** January 2023.

Community members who have any concerns regarding payment of their rates are encouraged to contact Council by emailing mail@scenicrim.qld.gov.au or phoning 07 5540 5111.

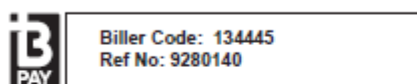
What Does It Mean To Ratepayers

With the onboarding of Australia Post directly, some rules have changed compared to the previous NAB barcoding which may impact some ratepayers. Please see below for further detail:-

- For those ratepayers who have a debit balance on their rate notice -
 - **NIL Change to their payment options they can still make payment at Australia Post as before.**

This rate notice includes payments received up to 11 January 2023. Payments made after 11 January 2023 may not be included in the calculation of any amounts due on this rates notice.

Turn over for payment options



POST billpay



*3590 9280 140

\$1764.17

Reference Number
9280140

Property ID 928014
Gross Total \$1,814.80
Discount Amount -\$50.63
Net Total Payable **\$1,764.17**
Due Date 23/02/2023

Amount Paid \$

42-124 Forsyths Road

Note the net amount is shown below the barcode which was not previously shown.

- For those ratepayers who have a credit balance on their rate notice and don't owe any money at the time of printing their notice -
 - **No barcode is printed where no payment is required. No option to pay at Australia Post using that rate notice.**

This rate notice includes payments received up to 11 January 2023. Payments made after 11 January 2023 may not be included in the calculation of any amounts due on this rates notice.



Turn over for payment options



Billers Code: 134445
Ref No: 9027

Property ID 902
Gross Total \$2.03
Discount Amount -\$29.08
**Net Total Payable NO PAYMENT REQUIRED
CREDIT BALANCE**
Due Date 23/02/2023



Amount Paid \$

Reference Number
9027

60A Tina Street

Should a notice not have the barcode and the ratepayer still wants the option to pay at Australia Post **** (suggest to customer options to pay at customer service centres, by direct debit or Bpay)**** otherwise if no alternative for them they need to have a debit balance due and payable at time of printing the notice.

To achieve this their options would be:-

- ***Stop paying in credit for the current period ensuring there will be a balance due when next levy is issued, or***
- ***Request a refund of rates for the current billing period to ensure there will be a balance due when next levy is issued.***

If the inconvenience is largely echoed with ratepayers we will revisit this rule with Australia Post