



## Fact Sheet

# Digital Billing

DVS has committed to providing greater access to services and actively responded to customer expectations for a digital bill delivery service. Customers now have the option to receive invoices, notices, letters and other required document by Email Billing or BPAY View.

### Email Billing

Email Billing is receiving an electronic version of your invoice instead of a paper bill via email to your nominated address as a PDF file which you are able to download, save, and print.

To register for Email Billing, you must to have a DoTDirect account – simply visit your DoTDirect account profile page, select the Change bill delivery preference button which will then take you to the Bill Delivery page. From here select your preferred choice and your invoice will be sent to the address registered against your DoTDirect account.

### BPAY View

BPAY View delivers your invoice directly to your online banking so you can receive, store and pay your bills directly from your online bank account.

To register for BPAY View all you have to do is login to your online bank account, find the BPAY View logo or view bills section and register to receive your DoT invoices electronically. Use your unique Customer Number and Document Reference located on the left hand side of your invoice under the BPAY View logo to sign up.

### Receiving your DoT bills through digital billing

Once registered you will receive the following bills via digital billing:

- Driver's licence renewal where no photo is required, driver's licences requiring a photo will be mailed out.
- Vehicle licence renewal (light, heavy and seasonal)
- Vehicle licence transfer, transfer final demand and infringements
- Vehicle expired defect notice final demand and infringements
- Vehicle failure to return plate final demand and infringements
- Debit note advice

To change your digital billing preference, simply visit your DoTDirect account profile page, select the Change bill delivery preference button which will then take you to the Bill Delivery page. From here select your preferred choice.

### Questions and Answers

#### **Can I register for both BPAY View and Email Billing?**

No. Your DoT invoices and notices will be sent to you via one chosen method.

#### **Can I use digital billing for one DoT service and have a paper invoice for another?**

No, all your DoT invoices (which are available electronically) will be sent to you via your one chosen method.

#### **Can I receive my driver's licence via BPAY View and my vehicle licence through Email Billing?**

No, all your DoT invoices (which are available electronically) will be sent to you via your one chosen method.

#### **How can I be reminded about my invoice payment?**

Never miss a payment again; you can opt to receive an email or SMS alert when a renewal/invoice is sent to you.

#### **What if the email with my bill doesn't arrive in my designated email account?**

Make sure you keep your email address in DoTDirect up-to-date. If you do not receive your invoice, please contact us on 13 11 56.

#### **Can I access my previous invoices with digital billing?**

Invoices dated 1 November 2019 onwards will be stored and available in both BPAY View and in your DoTDirect account.

#### **What email address can I expect my invoice to come from?**

donotreply@notices.transport.wa.gov.au