

BPOINT USER GUIDE

SGCH has introduced BPOINT, a quick, easy and secure option for paying your rent, water and other charges online. This user guide explains how to make a payment using BPOINT.

What is BPOINT?

BPOINT is an online payment option that SGCH is providing to our customers. It is quick and easy to use anywhere, any time and allows you to use a MasterCard or VISA credit or debit card to make an instant payment direct to SGCH's account for your rent, water or other charges.

BPOINT is a secure site hosted by the Commonwealth Bank. BPOINT will not store any personal details and will reset after you use it.

What information do I need to make a payment?

When making a payment to SGCH using BPOINT, you will need your tenancy reference number, bank agent reference number and the name of the head tenant.

You can find these details on your rent statement or water invoice or on your lease agreement.

Please note: Some SGCH customers, may not have a bank agent reference number. If you don't have one, you can still make a payment, please leave the bank agent reference number field empty or enter 0000. If you do have a bank agent number, please enter it as this will help us allocate your payment.

If you are not sure of your details or have misplaced them, please call us on 9585 1499.

How do I make an online payment using BPOINT?

To make an online payment using BPOINT go to www.sgch.com.au/bpoint/. This will direct you to the landing page, and you will need to click Yes or No to confirm you have read the instructions.

BPOINT will look like the screen over the page.

Make a Payment

Biller Code

Tenancy Reference Number

Bank Agent Reference Number

Name of Head Tenant

NEXT >

Under the Biller Code, click on the drop down arrow and select your payment type (rent, water or other charges).

Please note: you can only make one payment at a time, so if you want to make a rent payment and also pay for your water, you will need to make two separate payments.

You must enter your tenancy reference number, and the name of the head tenant. Please also enter bank agent reference number (if you have one). Then click on the next button.

This will take you to a payment screen.

Make a Payment

You are paying
 DEMONSTRATIO 2133

Biller Code
 1695303 - Rent

Tenancy Reference Number
 AI-6754367893

Bank Agent Reference Number
 45367

Name of Head Tenant
 Jane Tenant

Amount

Accepted Cards



< BACK **NEXT >**

In the amount field, enter in the amount of money you wish to pay. For example, if you wish to pay \$123.00 you can enter this as 123 or 123.00. Once you have entered the amount, click the next button. More fields will appear for you to enter your card details.

Enter your card details and click the next button.

Name of Head Tenant
Jane Tenant

Amount
AUD 123.00

Accepted Cards
 

Card number

Expiry date **CVN**

A payment confirmation window will open. Please check your payment details. If any details are incorrect up to this point, you can click the back button and go back and correct them. Once you have checked the details, click the pay button.

Review Details ✕

You are Paying	DEMONSTRATIO 2133
Billor Code	1695303 - Rent
Tenancy Reference Number	AI-6754367893
Bank Agent Reference Number	45367
Name of Head Tenant	Jane Tenant
Amount	AUD 123.00
Card Number	512345...346
Expiry Date	05/21

Will BPOINT give me a receipt?

Once you have made your payment, BPOINT will provide you with a receipt number. You can choose to email yourself a copy of the receipt or print it.

Your payment was successful - Receipt 5680 4565 232	
Date of payment	9/09/2020 10:29 AM
You have paid	DEMONSTRATIO 2133
Biller Code	1695303 - Rent
Tenancy Reference Number	AI-6754367893
Bank Agent Reference Number	45367
Name of Head Tenant	Jane Tenant
Amount	AUD 123.00
Card Number	512345...346
Expiry Date	05/21

Please enter your email address

[Click here](#) to make another payment.

Your BPOINT payments will also show on your statement, which you can request from SGCH. If you make a payment after 5:30pm, your payment will show on the next day. For example, if you pay your rent at 7pm on Wednesday 2 September, your statement will show that your payment was made on Thursday 3 September.

What happens if I make a mistake with my payment?

If you receive a declined message, please check the card details you have entered are correct and retry your payment.

If you make a mistake by paying the wrong amount and need to ask about a refund, please call us on 9585 1499.

If you enter the wrong tenancy reference number or bank agent reference number, and your payment has gone through please write down your receipt number and call us on 9585 1499 so we can reallocate your payment to the right account.

Can I choose a different payment method to BPOINT?

Yes, BPOINT or Centrepay deductions are the most efficient options for paying SGCH. If you currently pay by Centrepay, you can keep paying this way and do not need to do anything further.

If you choose to use BPOINT and currently pay your rent, water or other charges at a bank branch or post office using your bank book, you will no longer need to do this.

More information

If you have any questions or need help with using BPOINT, please call us on 9585 1499.