



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts



ROVER guide: How to customise payment details

October 2022

ROVER guide: How to customise payment details

This guide shows you how to customise invoicing details in an individual's or organisation's profile.

To use this option, you need an authority to act with **Standard Access** and the **account admin** function.

You can add:

- payment contact details including email, phone number and 'Attention to' details
- billing postal address details (street, city, state, country and postcode), and
- a customer payment advice section that allows you to add a customer reference for your internal financial management systems (a departmental disclaimer will appear on the invoice noting that information on the invoice has been supplied by the end user if the **Customer payment advice** field is completed).

The information will then be included on ROVER generated invoices as shown in the sample invoice on page 3. The process for customising invoicing details for [an individual](#) or [an organisation](#) are different.

Both are described step-by-step in this guide.

Important: Recommended browsers

The recommended browsers to use when accessing ROVER are: [Chrome](#), [Firefox](#) or [Microsoft Edge](#). Internet Explorer and Safari are not recommended.

Note: Red asterisks * in ROVER forms indicate **mandatory** fields. These fields must be answered before proceeding further.

Sample ROVER invoice



Australian Government
 Department of Infrastructure, Transport,
 Regional Development, Communications and the Arts

ABN: 862 6735 4017

GPO BOX 594
 Canberra ACT 2601

Tax Invoice	
Invoice Date	28/09/2022
Invoice Number	INV-000000086
Issued to	MCDONALD'S AUSTRALIA LIMITED
Attention to	BILLING OFFICER
Billing Address	123 Fake Street Cheeseburgertown,ACT Australia 2000
Customer Payment Advice	PAYMENT FOR CUSTOMER REF#12345
Disclaimer: A third party provided the information set out in the Customer Payment Advice field of this invoice. While care is taken to ensure accuracy, the department does not endorse information provided in this field and recommends users exercise their own care and skill with respect of its use.	

Reference	Description	Qty	Unit Price	GST Amount	Amount (excl. GST)
VTA-2022-0000042	Application for a vehicle type approval - Non-IWVTA Passenger vehicle	1	\$950.00	\$0.00	\$950.00
Invoice Total:					<u>\$950.00</u>
**Invoice Total Includes GST of:					<u>\$0.00</u>

Payment method:

Please refer to your ROVER account for details.

Reference number **INV-000000086**
 Bank Name Reserve Bank of Australia
 BSB 092-009
 Account No 146858
 Account Name Infrastructure Official Administered Receipts Account
 Swift Code RSBKAU2S

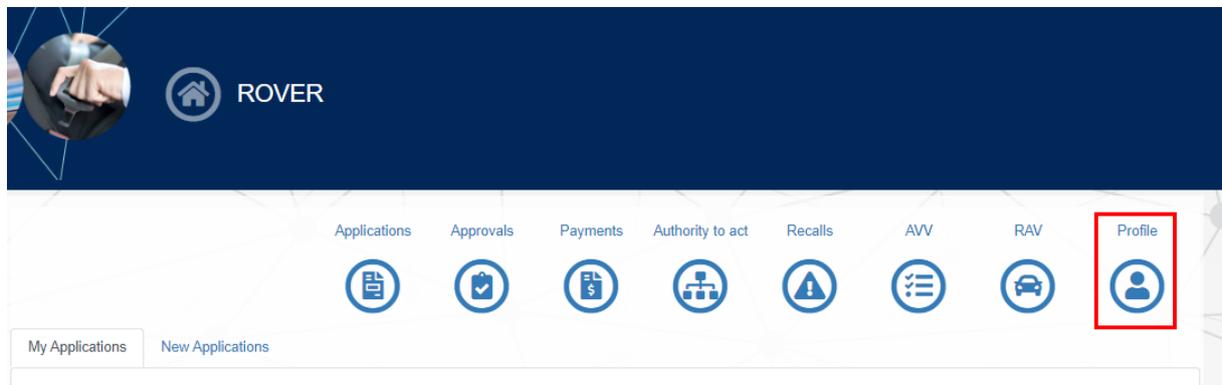
Contact details

The ROVER team
 Department of Infrastructure, Transport, Regional Development, Communications and the Arts

How to customise invoicing information for an individual

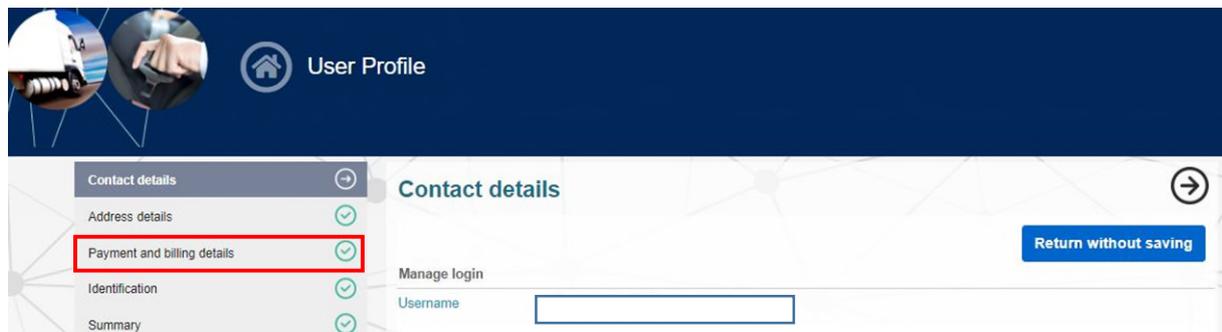
Step 1

Once you have signed in to [ROVER](#), click on the **Profile** icon at the top of the page.



Step 2

On the **User Profile** page click on **Payment and billing details** in the left-hand side menu.

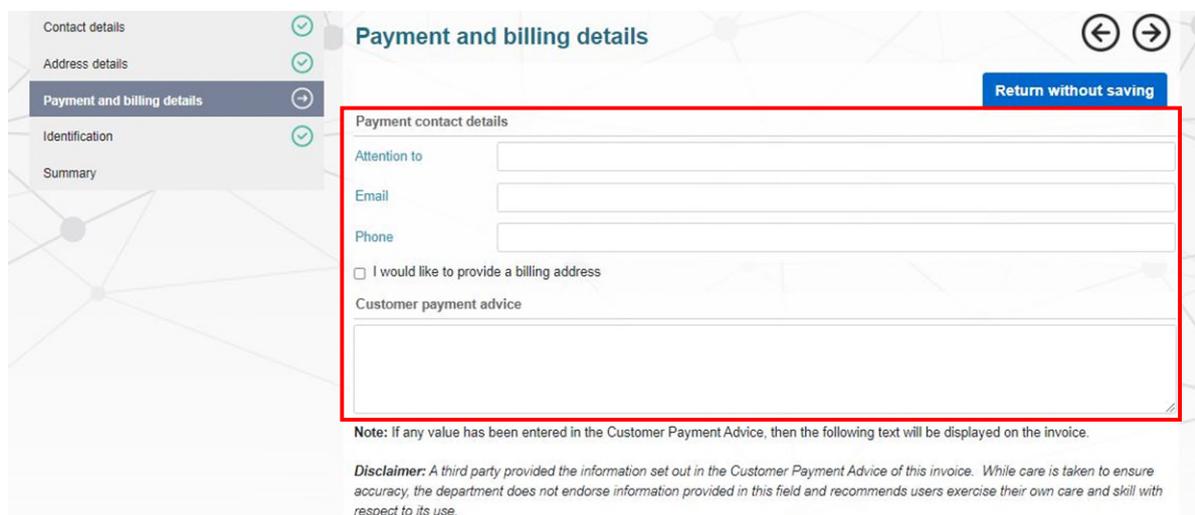


Step 3

On the **Payment and billing details** page, you can customise your invoicing details.

Options include:

- completing the **Payment contact details** if you want invoices sent to a different contact, for example your accounts person
- adding a different billing postal address by selecting **I would like to provide a billing address**, and
- adding payment advice by typing instructions into the **Customer payment advice** free text box.



Step 4

Click on **Summary** in the left-hand menu.

Next, click on the **Update Details** button at the bottom of the page to save your updated payment and billing details. ROVER will then take you to your **My Applications** page.

User Profile

Summary

Return without saving

Contact details Change

Address details Change

Payment and billing details Change

Identification documents

To submit applications in ROVER, the following Identification is required:

- at least one Primary Identification document
- a minimum of 100 points of identification

Identification documents are outlined at RVSA Check for Identification.

Primary Identification documents

Document Type	Status	Points (unverified)	Points (verified)
Australian Driver Licence/Learner's Permit	Verified		40
Australian Passport (current or expired within last 2 years but not cancelled)	Verified		70

Secondary Identification documents

Document Type	Status	Points (unverified)	Points (verified)
Totals		0	110

Update Details

How to customise invoicing information for an organisation

Step 1

To add extra invoicing information to an organisation's profile, sign in to [ROVER](#) and click on the **Authority to act** icon at the top of the page. This will take you to the **Manage authority to act** page.

Applications Approvals Payments **Authority to act** Recalls AVV RAV Profile

My Applications New Applications

Select applicant

To see applications for someone else, select an applicant you have authority to act for above.

Applications requiring further information

Search

Step 2

On the **My authorities** tab, in the **Current** list, select the organisation you want to add invoicing details to. This will take you to the organisation's **Account details** page.

Manage authority to act

Record authority to act

Activate Token

My authorities My delegations Tokens

Current

Name	Level	Functions	Start Date	End Date	Actions
Organisation 1	Standard access	Account Admin, Applications, Approvals, Recalls	2022-05-11	2024-05-12	

Step 3

Next, click on the **Payment and billing details** tab at the top of the page.

Account

ROVER UAT Inc.

Account details Payment and billing details Authorities to Act Applications Approvals Tokens

Step 4

Click on the blue **Update Account Details** button at the bottom of the page.

ROVER UAT Inc.

Account details Payment and billing details Authorities to Act Applications Approvals Tokens

Payment contact details

Attention to

Email

Phone

I would like to provide a billing address

Customer payment advice

Note: If any value has been entered in the Customer Payment Advice, then the following text will be displayed on the invoice.

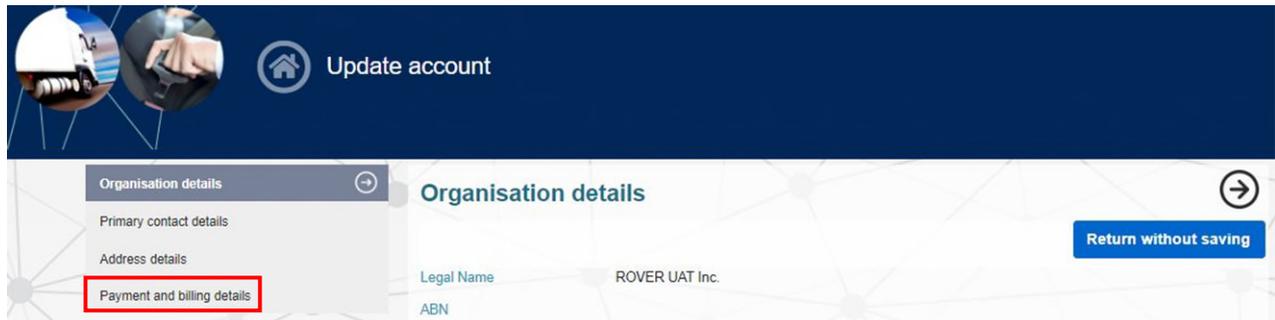
Disclaimer: A third party provided the information set out in the Customer Payment Advice of this invoice. While care is taken to ensure accuracy, the department does not endorse information provided in this field and recommends users exercise their own care and skill with respect to its use.

Update Account Details

Return

Step 5

On the **Update account** page, select **Payment and billing details** from the left-hand side menu to open the **Payment and billing details** page.

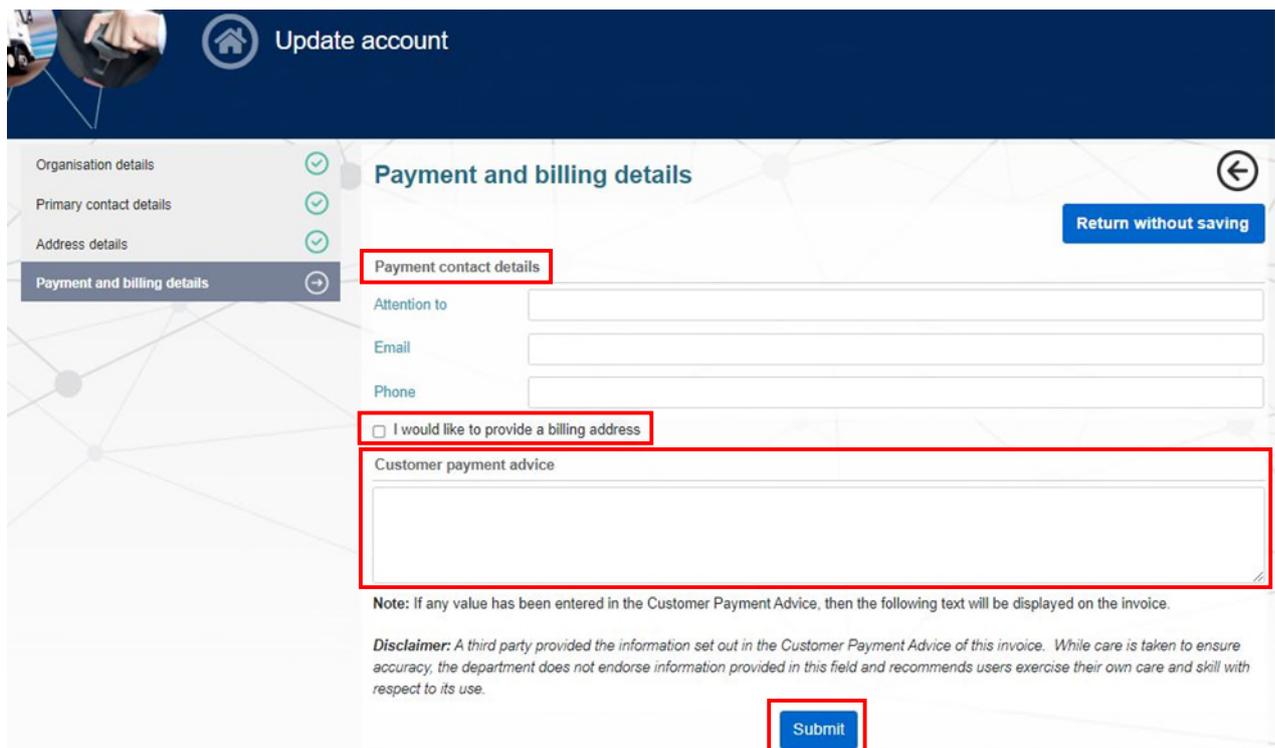


The screenshot shows the 'Update account' page with a dark blue header. Below the header is a navigation menu with four items: 'Organisation details', 'Primary contact details', 'Address details', and 'Payment and billing details'. The 'Payment and billing details' item is highlighted with a red box. The main content area is titled 'Organisation details' and shows 'Legal Name' as 'ROVER UAT Inc.' and 'ABN' as an empty field. A 'Return without saving' button is in the top right corner.

Step 6

On the **Payment and billing details** page you can add extra invoicing details. The options include:

- completing the **Payment contact details** if you want invoices sent to a different contact, for example your accounts person
- adding a different billing postal address by selecting **I would like to provide a billing address**, and
- adding payment advice by typing instructions into the **Customer payment advice** free text box.



The screenshot shows the 'Update account' page with a dark blue header. Below the header is a navigation menu with four items: 'Organisation details', 'Primary contact details', 'Address details', and 'Payment and billing details'. The 'Payment and billing details' item is highlighted with a red box. The main content area is titled 'Payment and billing details' and shows 'Payment contact details' with fields for 'Attention to', 'Email', and 'Phone'. Below these fields is a checkbox labeled 'I would like to provide a billing address' which is also highlighted with a red box. Below the checkbox is a large text box labeled 'Customer payment advice' which is also highlighted with a red box. At the bottom of the page is a 'Submit' button, also highlighted with a red box. A 'Return without saving' button is in the top right corner.

Step 7

When you have added the extra information, click on the blue **Submit** button at the bottom of the page to save the new payment and billing details. ROVER will then take you to the account page for the organisation you are updating.

Further information

For more information about ROVER, please visit [ROVER resources](#) or submit an [online enquiry](#).