

Australia's  
**payments  
future**

# Unlocking business opportunities with real-time payments

AUGUST 2025

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# Foreword

The way we pay and get paid is changing, and for businesses that brings new expectations and opportunities.

Real-time payments are at the heart of this transformation. Globally, they've revolutionised the way money flows through the economy. These near-instant, always-on, data-rich transactions are addressing real-world challenges – such as enabling emergency payments outside business hours, streamlining same-day insurance claims and accelerating supplier payments.

Australia is well positioned for this shift. Our fast payments infrastructure the NPP (New Payments Platform) provides the foundation for real-time, data-rich payments. Purpose-built to support productivity, innovation and efficiency, it plays a central role in enabling broader payments modernisation.

While consumers have quickly embraced real-time payments, many businesses remain tied to legacy, batch-based systems. These older processes create unnecessary friction, hindering reconciliation, delaying settlements, and limiting the ability to meet evolving customer expectations.

With plans now underway to retire Australia's legacy account-to-account infrastructure, the transition to real-time is gathering pace. For businesses, this shift represents a critical opportunity to modernise operations, improve customer service, and stay competitive in a fast-changing landscape.

This paper explores what real-time payments means for Australian businesses. It sets out the key drivers, benefits and considerations to help organisations prepare for – and capitalise on – the changes ahead.



# The global shift to real-time payments

Real-time payments have emerged as a game-changer on a global scale. In less than a decade, these fast, always-available payments have transformed the way money moves, boosting productivity for businesses, governments and economies alike.

## Real-time payments: A global growth story<sup>1</sup>

**42% growth**

in real-time payment volumes from 2023 to 2024

**266 billion transactions**

globally in 2024 — a new record

**US\$58 trillion**

the value real-time payments are predicted to exceed by 2028

**80 countries**

operate real-time payment networks

## What's driving the move to real-time?

### Technological advancements

Improvements in technology and the global shift to ISO 20022 messaging standards – the data capability that allows key information to be embedded into a payment transaction – have enabled fast, always-available, data-rich payments.

### Consumer and business expectations

Consumers expect instant experiences – including seamless payments and immediate access to funds. Businesses, too, are increasingly turning to faster and more efficient payments to survive and thrive in the digital, real-time economy.

### Government and regulatory policies

Governments and regulators in both mature and developing markets are supporting the shift towards modern payments infrastructure to drive efficiency and productivity, improve security, foster innovation and maintain global competitiveness.

<sup>1</sup> ACI Worldwide & GlobalData, Prime Time for Real-Time, 2024 edition





# Australia's payments future

Within this globally evolving landscape, Australia has steadily positioned itself as a leader in real-time payments.

The introduction of the NPP in 2018 offered a purpose-built infrastructure designed to support fast, data-rich and secure transactions, and the ability to enable future payments innovation.

## What is the NPP?

The NPP is Australia's payments infrastructure that enables consumers, businesses and governments to make and receive real-time payments, anytime, every day of the year.

While the NPP itself may not be a household name, most people are familiar with the consumer-facing brands that bring it to life, such as Osko®, PayID®, and more recently, PayTo®.

The NPP already connects over 120 banks, financial institutions and fintechs, and on average, facilitates more than \$6 billion of fast, secure payments every day.

Today, the NPP facilitates payments between individuals and certain types of business and government payments. Soon, more complex business and government payments – such as recurring bills, superannuation, payroll and taxes – will follow suit.



Osko



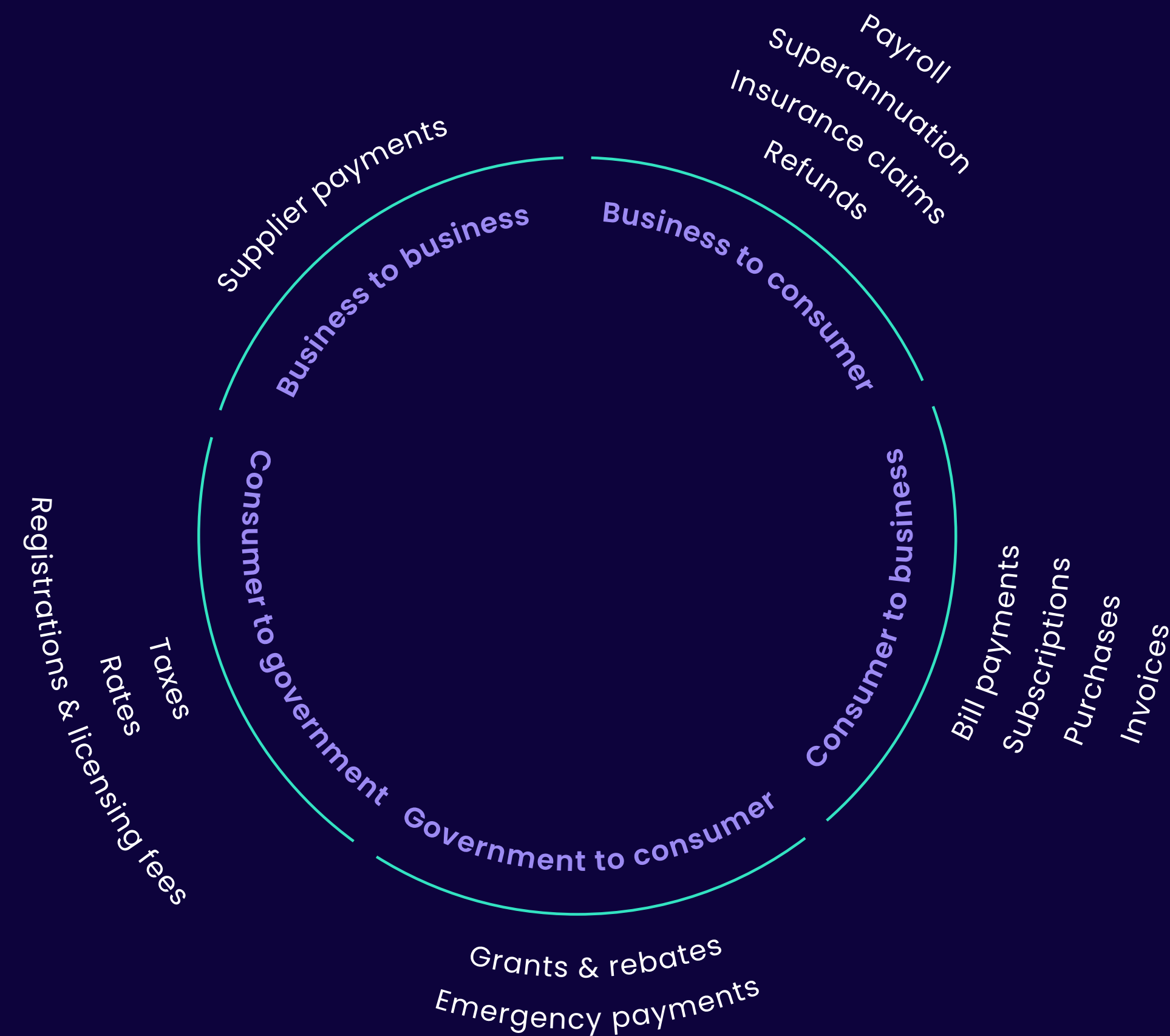
PayID



Payto



The NPP can support all types of simple and complex incoming and outgoing business payments





## Modernising Australia’s payments system

In 2023, the Australian Government released a Strategic Plan<sup>2</sup> for payments modernisation, highlighting the potential to boost competition, lift productivity and drive innovation by upgrading the country’s payments infrastructure.

Aligning with this plan, the payments industry later announced the intention to decommission Australia’s legacy payments platform, the Bulk Electronic Clearing System (BECS).<sup>3</sup>

BECS has long supported a range of account-to-account payments, including superannuation, payroll, taxes and direct debits. However, as the economy becomes increasingly digital and end user expectations change, the limitations of this legacy platform are becoming more pronounced.

As a legacy system, BECS is difficult to improve or adapt to the digital world. Its limited messaging format hinders automated payment reconciliation and makes combating financial crime more complex. Operating only on business days and without instant settlement, BECS isn’t suited to an evolving digital economy.

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Our vision is for a modern, world-class and efficient payments system that is safe, trusted and accessible, enabling greater competition, innovation and productivity.

Treasurer Jim Chalmers<sup>4</sup>

<sup>2</sup> Australian Government – Treasury, *A Strategic Plan for Australia’s Payments System*, June 2023.  
<sup>3</sup> Australian Payments Network, *The transition away from the BECS framework*  
<sup>4</sup> Jim Chalmers, *Modernising Australia’s Payment System*, media release, Australian Government – Treasury, June 2023.





# The opportunity for businesses

Recognising the imperative for businesses to prepare for the proposed closure of the legacy BECS system, the move to real-time payments via the NPP offers a modern alternative.

The NPP enables fast, 24/7 payments with richer payments data –unlocking new opportunities to improve business efficiencies, optimise cash-flow, strengthen payment security and deliver better customer experiences.

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Real-time payments improve customer experience while reducing fraud, reconciliation time and working capital constraints.

Alison Chang  
General Manager, Payments, CBA

## Unlocking business efficiencies

For many businesses, traditional payment processing consumes considerable time and resources, particularly when manual touchpoints are involved. Real-time payments via the NPP can reduce this operational burden and unlock efficiencies in a number of ways.

- Earlier detection of payment errors
- Businesses can avoid operational challenges associated with payment errors in payment file submissions. Any errors with a single payment can be readily identified without the need to trawl through hundreds or thousands of other payments. It also means that those payments that are error-free can be processed quickly and successfully without any delays.
- Payment certainty
- Real-time payment notifications instantly show businesses the outcome of a payment at every step of the payment journey – avoiding up to a two-day wait for confirmation and reducing manual exception handling efforts.
- Seamless reconciliation
- Payments can include rich remittance data, allowing businesses to automate reconciliation and seamlessly match payments to related information, such as invoices, while significantly reducing the need for manual processing.
- Always-on availability
- Businesses can send and receive payments outside of standard banking hours, including on weekends and public holidays, removing the constraints of cut-off times and the need to incur additional costs to process urgent payments.

Businesses in Australia are already realising the operational benefits of moving to real-time payments. Wage advance service provider, Wagepay has reduced time spent on payment reconciliation by 99% by adopting PayTo for their customers’ recurring payments.

What do businesses value about real-time payments?

77%

improved cash flow

73%

sending/receiving payments outside banking hours

72%

reduced time processing payments

70%

the reduction in manual errors

69%

receiving real-time notice of a successful payment

RFI Global, Australian Business Payments Council (ABPC) Report – H2 2023. The ABPC report is a biannual survey of Australian businesses. In the H2 2023 wave, 882 businesses operating in Australia participated. Results have been weighted using ABS data to ensure a nationally representative sample of Australian businesses.



## Optimising cash flow

**Managing and optimising cash flow remains a significant challenge for businesses**

Over 80% of businesses in Australia are considering financing options to navigate liquidity constraints according to Commonwealth Bank research.<sup>5</sup>

Traditional payment methods often compound these challenges. Bank transfers can take hours or days to clear, making it difficult for businesses to obtain an accurate picture of their cash position and manage their cashflow effectively.

**Real-time access to and visibility of funds offers a powerful solution**

Faster access to funds enable more timely supplier payments, strengthen relationships and improve cashflow forecasting for more informed decision-making.

For outgoing payments, businesses gain the flexibility to time payments precisely, reducing the need to pre-fund payroll or accounts payable runs in advance.

A 24/7 real-time payments system also removes the limitations imposed by traditional banking hours and cut-off times. This is particularly beneficial for businesses operating across multiple time zones or needing to respond quickly to financial needs outside of traditional operating hours.

Looking ahead, real-time clearing and settlement of funds is part of a broader global shift toward always-on, T+0 execution in investment trading and financial markets.



Whether it's matching invoices to payment references or reconciling a file of disbursements to payments made, this presents a major opportunity to reduce manual effort and improve accuracy.

**Bronwyn Yam**  
Chief Product Officer, Cuscal Limited

### Real-world outcomes

After adopting real-time account-to-account payment solutions:<sup>6</sup>

33% of small businesses reported increased revenue

24% reported cost savings

## A new era for superannuation payments

The Australian Government has announced a major reform to superannuation with the introduction of payday super. This will require employers to pay superannuation contributions at the same time as salary and wages – marking a fundamental shift from the current quarterly contribution model.

This change is designed to reduce the incidence of unpaid superannuation, improve transparency and ensure workers receive their entitlements more consistently and promptly.

To make this policy work in practice, payments infrastructure must support fast, safe, and resilient transactions. That's where real-time superannuation payments via the NPP come in.

The NPP enables real-time payments, 24/7. It also provides instant confirmation when a payment goes through and allows for more efficient returns processing. This helps employers meet the new legislative requirement that contributions must reach superannuation funds within seven days of payday.



<sup>5</sup> East & Partners research commissioned by CommBank, February 2024  
<sup>6</sup> FinTech Australia, Unlocking Growth: How Fintech Payment Solutions Empower Small Businesses, 2025. Based on a survey of 529 small businesses across Australia between December 2024 and January 2025.





Real-time processing eliminates dishonoured payments, improving customer confidence and cashflow.

**Chris Jewell**  
President, Co-founder, Zepto



Greater protection and security

In today’s growing digital economy, the threat of fraud, scams and data breaches has become a significant concern for both consumers and businesses. Ensuring payments are being made to the right account and protecting data is essential.

Greater confidence you’re paying the right person

The NPP includes features that give consumers and businesses greater confidence when making payments.

**PayID** allows businesses to make and receive payments using an easy to remember identifier like a mobile number, email address or ABN. It also gives customers confidence that their money will be sent to the business they expect, as they can see who they’re paying before they hit send.

Research shows<sup>7</sup> that one in four PayID users have stopped or edited a payment where they noticed the recipients details were wrong, preventing money from being sent to the wrong person or business.

**Confirmation of Payee** is a layer of protection when sending money to a BSB and account number. It’s an industry-wide service that matches the bank account details entered by a payer with the account details held by the recipient’s bank and displays a match outcome to the payer.

This service helps protect consumers and businesses against scams and mistaken payments

Protecting data security

Real-time payments can support greater security in other ways too. Data breaches cost businesses millions<sup>8</sup>. The NPP helps to manage data security risk, offering a more secure alternative to traditional payment methods.

Instead of storing sensitive customer information like credit card or account details, businesses can use PayID for customer payments – keeping personal and banking details private.



Many businesses using direct debit today have to store account names, BSBs and account numbers within their systems, increasing their data risk exposure.

By leveraging PayID, companies can avoid storing sensitive banking details on their systems, significantly reducing data security risks.

**Jeff Byrne**  
Managing Director Global Transaction Services, Westpac

PayTo also enhances payment security by requiring customers to authorise payments within their online banking environment, using their bank’s secure authentication practices. This secure, bank-controlled process can significantly reduce the risk of fraudulent transactions and provide businesses with upfront validation that a customer’s account details are correct.

Several Australian businesses are leveraging these solutions to help keep their organisations and customers safe and secure. Dymocks Education, which provides tutoring services to students across Australia, found that PayTo helped address customer concerns around the security of traditional debit and credit card payments.

<sup>7</sup> Kantar, PayID research findings. Survey of 996 registered PayID users, 2024.  
<sup>8</sup> IBM Corporation, *Cost of a Data Breach Report 2024*, conducted by Ponemon Institute and published by IBM, 2024.



## Enhancing customer experiences

Integrating streamlined payment journeys into business workflows is key to improving customer experiences, staying competitive and meeting ever-evolving customer expectations.

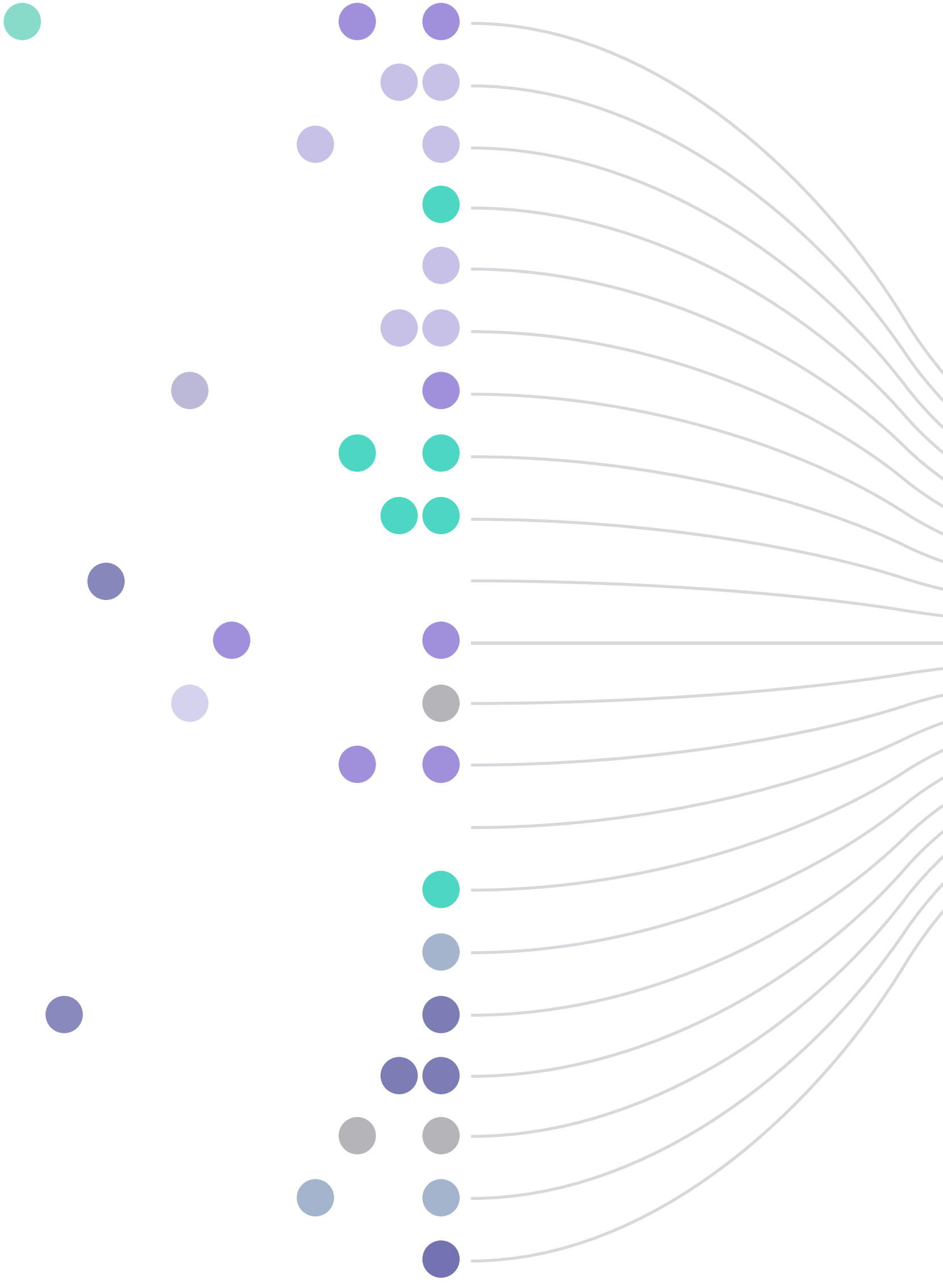
The power of real-time payments to enhance customer experiences is already being used by several Australian organisations across a variety of sectors:

- **Utilities**  
For Red Energy, real-time payments have enabled the resolution of payment issues on the spot during customer calls, greatly improving customer service levels.
- **Financial services**  
Stockbroker CMC Markets is leveraging real-time payments for instant client funding of investment accounts, enabling trading opportunities to be seized the moment they arise – even in fast-moving, volatile markets.
- **Automotive**  
carsales has developed an industry-first payment solution that makes buying and selling vehicles online faster, easier and more secure. With verified IDs, secure customer-controlled funds and real-time payments at vehicle handover, sellers typically receive funds within seconds – giving buyers confidence and sellers instant peace of mind.
- **Government services**  
The Tasmanian Government has moved its disaster relief payments to real-time, meaning Tasmanian citizens in need receive payments shortly after their application is approved.

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In today’s real-time economy, speed and transparency aren’t just nice to have – they’re expected.

**Lisa Vasic**  
Managing Director, Transaction Banking, ANZ





# Change brings opportunity

Beyond the many benefits for businesses, the move to real-time payments can also be a catalyst for broader transformation. It presents an opportunity to reimagine customer experiences, streamline financial operations and optimise systems.

While transformation requires effort, real-time payments can help businesses align with emerging global trends. Real-time payments on the NPP deliver on this promise, positioning businesses to meet current needs as well as longer-term and evolving opportunities.

By capitalising on real-time payments now, businesses can not only future-proof their operations but also create an immediate competitive advantage. Early adopters will benefit from improved customer experiences and internal efficiencies that can translate into stronger financial performance.



NPP has great potential to benefit traditional industries that are undergoing digital transformations.

**Kristin Renner**  
Head of Treasury and Trade Solutions, AU/NZ Cluster, Citi

## Unlocking what's next with real-time payments

- **Cross-border real-time payments**  
Delivering fast, frictionless global transactions by enabling interoperability between domestic and international payment systems.
- **Embedded finance**  
Seamlessly integrating payments within non-financial platforms – such as logistics or HR systems – to enhance user experiences.
- **Digital transformation of tax administration (Tax 3.0)**  
The future of tax will be built on real-time data exchange, automation and deep integration between taxpayers, businesses and tax authorities. As business systems become more connected, tax processes will increasingly run in the background, making tax simpler and seamless.<sup>9</sup>
- **Unified payment identity verification**  
Combining payments with digital identity tools to streamline KYC processes, enhance fraud prevention, and enable secure, verified transactions.
- **Programmable payments**  
Enabling conditional or automated payments – such as those triggered by smart contracts on blockchain platforms – to support dynamic and autonomous financial flows.



Globally, the most successful businesses adopting real-time payments take an end-to-end approach – modernising everything from customer interactions to reconciliations, invoicing, financial accounts, and everything in between.

**Bianca Bates**  
Managing Director and Head of Payments,  
Australia and New Zealand, J.P. Morgan

<sup>9</sup> OECD, *Tax Administration 3.0: The Digital Transformation of Tax Administration*, OECD Publishing, 2020.

# Start planning today for tomorrow's advantage

For businesses that haven't yet started thinking about the move to real-time payments and all the opportunities that provides, now is the time to engage with your banking partner or payment service provider to learn more.

While the retirement of BECS may seem far away, many businesses, particularly those with complex technology landscapes or limited resources, will benefit from starting early. Careful planning, identifying the right approach and sequencing of activity is essential to maximise the benefits of payments modernisation.

Businesses can consider different pathways to transition their payments. A 'lift and shift' approach could see businesses continue to operate their payments as they do today, with their bank or payment service provider converting payment files to NPP format. While this may not deliver some of the benefits upfront, it requires less change effort and minimal impact on back-office processes.



Australia's payments future

At the other end of the spectrum, businesses can take the opportunity to uplift their payment processes to fully leverage the NPP's capabilities. While this approach requires more planning and a higher change effort, it provides businesses with the opportunity to realise more benefits earlier.

For many businesses, a phased approach will be the optimal solution and can make the transition more manageable. This could look like starting the transition by focusing on accounts payable, then expanding to accounts receivable – or introducing PayTo for new customer payments before migrating existing direct debit customers. Starting with pilots or proof of concepts will yield valuable insights and learnings for businesses, enabling them to then scale at a faster pace.

With the right support and a forward-looking strategy, your business can be ready for a faster, smarter, and more resilient payments future.



A change of this nature requires planning and sufficient time to ensure the best outcome for businesses and their customer.

**Lauren Wells**  
Head of Domestic Payments Products, NAB

## Planning for a successful transition

- 1. Engage with your bank or payment service provider**  
Your bank or payment service provider can help you get started and tailor the right solutions and pathways for your business.
- 2. Assess your business needs**  
Consider how real-time payments might impact various parts of your business including your accounts payables and receivables, treasury, operations, systems and customer experience.
- 3. Take an incremental approach**  
You don't need to do everything at once. Start with high-impact use cases and expand over time. A test-and-learn approach focused on pilots or proof of concepts can also be valuable to obtain learnings and embed processes before broader rollout.



# Case study

## Dymocks Education's payment evolution

Australian education provider Dymocks Education is modernising its customer payments, creating a more seamless and secure customer experience – while unlocking operational benefits.

### Putting customers in control of payments

Dymocks Education processes thousands of direct debits for its grade 3 to 12 one-on-one tutoring services. Traditional direct debit methods encountered issues such as settlement delays, onboarding difficulties, and uncertainties that occasionally hindered students from starting their classes.

To solve this, Dymocks implemented PayTo, a payment solution that gives customers more visibility and control over the payments coming from their bank account.

“Customers may not be passionate about payments – but they certainly notice when the experience is poor,” says Mark Buckland, CEO of Dymocks Education. “PayTo allows them to authorise and manage payment agreements directly through their trusted banking app, creating a much more satisfying and transparent experience.”

### Speed and data enhance the back-office too

For Dymocks Education, the benefits of PayTo go far beyond just enhancing customer experiences. Direct debits could take as long as five days to process, leading to delays in onboarding and resource delivery.

“Activities that were once paused while we waited for funds to clear – like printing resources and setting up classes – now happen almost immediately,” Buckland says.

Dymocks has also reduced manual reconciliation efforts through API integration with its enterprise resource planning (ERP) system. Real-time updates let the business track payment status with greater speed and accuracy, freeing up staff time and reducing errors.

“The ability to integrate the rich data from PayTo into our systems has been a game-changer,” Buckland adds.

### Building trust in a digital-first world

Customer reluctance to share card information online is becoming an increasing issue, especially with the surge in data breaches. PayTo addresses this concern directly.

“Many of our customers are already familiar with account-to-account payments from other countries,” Buckland notes. “With PayTo, they don’t have to hand over card details – they stay in control. That makes a difference in conversion and satisfaction.”

### Outcomes



**Better customer experience:** real-time payment authorisation via trusted banking apps increases transparency and reduces onboarding delays.



**Operational efficiencies:** automated reconciliation and faster settlement reduce manual reconciliation, freeing up staff time and reducing errors.



**Increased trust and conversion:** PayTo tackles growing concerns around online data sharing, leading to improved customer engagement.

# Case study

## Calastone's fund trade settlement overhaul

Calastone, the largest global funds network connecting financial institutions worldwide, is transforming fund settlement by streamlining the traditionally inefficient investment process.

Calastone's digital network connects fund managers, wealth platforms, and custodians – eliminating manual workflows and enabling seamless, automated trades and payments – with real-time payments a key enabler.

In Australia, Calastone are the largest provider of managed fund order routing and settlement services processing ~95% of wholesale managed fund trades – around AUD \$132 billion in trade settlement messages per year.

### The challenge: outdated processes increase errors, delays, and costs in trade settlement

Until recently, all investment payments by wealth platforms and custodians were made via legacy processes and systems creating several issues:

- Payments being sent end of day and subject to cut-offs that, if missed, jeopardise receiving agreed fund unit pricing
- Payments not travelling in sync with order data creating reconciliation issues
- Payment execution uncertainty and delayed cash settlements.

These issues increased the likelihood of delayed settlements, reputational damage, and financial loss for investment firms and their clients.

### Transparency, accuracy and efficiency transforms the investment process

Calastone transitioned the investment process to real-time, allowing trades to be processed and confirmed in minutes with payment data matching the order data file.

“Switching to real-time payments has made payments faster, more accurate, and easier to manage. It helps platforms, custodians and fund managers support real people and their financial futures,” said Marsha Lee, Managing Director Calastone AUNZ.

With Calastone's solution in place, all parts of the investment ecosystem gain:

#### Custodians and platforms

- Fully automated transactions reduce errors.
- Real-time visibility and certainty of payment outcomes and greater control over payment flows.
- Real-time cash settlement for orders provides certainty that funds have been transferred and eliminates the risk of delayed settlements.

#### Fund managers

- Immediate receipt of investment funds and timely payment of redemptions for their end investors.
- Instant and automated reconciliation of trades enabled by consistent trade and cash reference data populated in the payment message.
- More efficient portfolio management and fewer reversals due to payment delays.

#### Investors

- Faster, more certain timing for investments and withdrawal of funds – especially important during critical life moments, such as buying a home or accessing superannuation during emergencies.



# Case study

## Red Energy modernises bill payments

Electricity and gas provider Red Energy is the first major Australian utility to offer PayTo as a real-time bill payment solution, giving customers instant payment options and Red Energy immediate transaction visibility.

### A better payment experience – for customers and for Red Energy

To simplify bill payments and enhance the customer experience, Red Energy implemented PayTo for customer bill payments.

For customers, PayTo offers a convenient and secure way to pay. They simply authorise the Red Energy PayTo agreement in their banking app, enabling the bill to be paid instantly from their bank account.

For Red Energy, the near immediate visibility over payment outcomes that PayTo delivers has significantly reduced the time spent resolving payment queries with customers.

“Previously, there was a delay between a customer making a payment and us seeing it in our systems,” explains Anthony Young, Retail Finance Controller at Red Energy. “With PayTo, we have visibility of the payment within seconds, allowing us to confirm the payment in real time while the customer is still on the call.”

### Cost savings that add up

Beyond improving the customer experience with the fast resolution of customer payment issues, PayTo has delivered operational benefits for Red Energy. Richer transaction data has simplified payment reconciliation and reduced manual processes – saving the company valuable time and resources in the process.

PayTo is also lowering payment transaction costs for Red Energy. By enabling payments directly from a customer’s bank account, Red Energy’s reliance on card networks and their associated acceptance fees is reduced.

### Outcomes



**Better customer experiences:** a convenient, secure payment option for customers to pay bills instantly from their bank account and reduce the need for payment related queries.



**Operational efficiencies:** richer transaction data streamlines reconciliation processes, and together with real-time payment visibility reduces call centre handling times.



**Cost efficiencies:** with lower payment transaction costs compared to typical card acceptance fees, savings are anticipated to increase over time as customer adoption of PayTo continues to grow.

### More benefits to come

Red Energy’s initial roll-out of PayTo focused on one-off payments and refunds, allowing it to test the solution and ensure a smooth roll-out and long-term success.

“Integration takes time, so the earlier you begin, the better,” says Young. “For us, it was a six to eight-month journey from planning to go-live, but the results have made it well worth the effort.”



# Case study

## Amazon.com.au integrates new checkout payment option

Amazon Australia has integrated PayTo as a new payment option at checkout, giving customers an easy, safe and seamless way to make purchases directly from their bank account – and delivering benefits to the online retailer too.

### A secure way for customers to pay

Amazon Australia is focused on delivering an exceptional customer experience, which means ensuring customers have access to payment methods with features that matter to them. PayTo gives Amazon.com.au customers visibility and control over their payments by facilitating the safe authorisation of PayTo agreements via their online banking.

Once a PayTo agreement has been authorised, customers can pay straight from their bank account using a PayID (mobile number) or BSB and account number – and one-click payments are enabled for future purchases at amazon.com.au.



Amazon is following the lead of our customers, whose preferences are shifting toward banking apps and instant payment methods. This adds a simple, secure and convenient payment solution, ensuring our customers have choice and can pay according to their preferences.

**Sujit Misra**  
Director of APAC Payments, Amazon

### Outcomes



**Customer experience:** PayTo offers a simple, secure and frictionless checkout experience for customers to pay directly from their bank account.



**Efficient reconciliation:** PayTo helps Amazon streamline their processes as more information can be embedded in a PayTo agreement, helping with easy reconciliation in Amazon's accounting, banking and customer management systems.



**Cost efficiencies:** Real-time payments direct from a customer's bank account reduces exposure to card acceptance fees.



# Case study

## BP supports small retailers and boosts business efficiency

Integrated energy company BP has reshaped the way it manages payments, embracing real-time payments via the NPP as a cornerstone of its global treasury modernisation and digital transformation strategy.

BP has streamlined how money flows across its operations, delivering benefits for customers, distributors and internal teams.

### Supporting small businesses with fast, reliable payments

BP adopted real-time payments for both inbound and outbound flows to better meet the needs of its customers and distributors, many of whom are small, family-run businesses operating in high-volume, low-margin environments.

By enabling fast, reliable transactions, BP has strengthened its distributors' ability to manage their businesses and cash flow effectively.

### Speed and automation unlock back-office efficiencies

Beyond supporting its partners, BP's move to real-time payments has also delivered significant operational efficiencies.

The adoption of a batch payments solution has reduced dependence on daily cut-off times with minimal process change, improving cash flow and delivering more effective working capital management.

BP's systems previously included some manual processes, which occasionally led to exceptions, delays and increased processing costs. By leveraging the capabilities of the NPP, including real-time payments and straight-through processing, BP has taken its payment automation to the next level – streamlining workflows, reducing errors and beginning to realise measurable cost savings.

### Outcomes



**Improved experience for customers and partners:** Fast, reliable transactions ensure BP's suppliers and distributors can make and receive critical payments on time.



**Greater operational efficiencies:** Automated payment and reconciliation processes have significantly reduced manual handling and minimised delays, streamlining operations and freeing up resources for more strategic activities.



**Improved cash flow management:** By integrating payments with straight-through processing and removing reliance on daily cut-off times, BP has improved cash flow management.



**Future-readiness:** With the proposed retirement of Australia's legacy payments system, BP is proactively modernising its payment capabilities to remain ahead of industry change.



# About Australian Payments Plus (AP+)



Australian Payments Plus (AP+) is Australia's domestic payments organisation formed in 2022 through the merger of BPAY Group, eftpos, and NPP Australia. AP+ brings together these organisations under a single entity to create a more innovative, efficient, and resilient payments ecosystem for Australia.

AP+ plays a critical role in the evolution and sustainability of Australia's payment infrastructure, helping to drive trust and innovation across the digital economy.

The NPP was launched in February 2018 as a world-class infrastructure enabling real-time payments between Australian financial institutions, businesses and individuals. NPP supports instant, data-rich payments and has become foundational to modernising Australia's payments landscape.

As the operator of the NPP, AP+ is responsible for ensuring the platform's continued evolution and growth. We work closely with financial institutions, businesses and government to expand the use of NPP services, drive broader industry adoption and encourage innovation that delivers greater value to all participants. Our role is central in supporting the move towards faster, smarter and more secure payment experiences for all in Australia.



**Learn more**

For more information on real-time business payments, contact your bank or payment service provider. You can also visit the AP+ [website](#) for resources and to subscribe to updates.

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