| **Table 5a:** Child Support digital and self-managed transactions and customer registrations by channel - Transactions1 by channel | | |
| --- | --- | --- |
| **Transactions1 by channel** | **2011–12** | **2012–13** |
| Online services transactions | 107,000 | 162,000 |

1. Transaction refers to an entry into a specific customer record, either for the purpose of viewing or updating information. There are differences in view and update transactions, and the benefits derived, between these transaction types.