How to pay application fees via the ServiceNSW payment gateway

The department has developed payment functionality to enable applicants to pay relevant fees online at the point of lodgement. This includes the NSW Planning Portal service fees as specified in the *Environmental Planning and Assessment Regulation 2021*. For more information on the service fees for certain applications, please view the NSW Planning Portal service fees page on the NSW Planning Portal.

Fees are payable through the ServiceNSW payment gateway and may incur a surcharge depending on the payment method selected.

When a payment is required, the "Payment required" screen will display when you re-enter your application after it has been accepted for assessment by your nominated certifier / council. The applicant will also receive a system generated email to advise that payment is required.
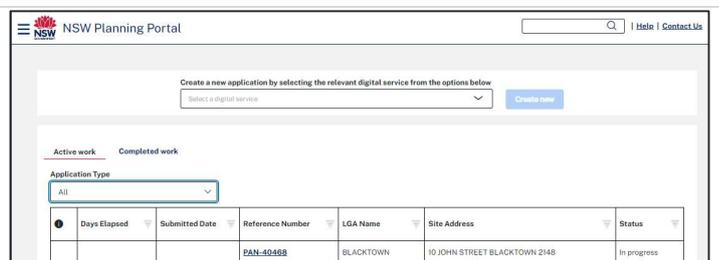
Who can make the payment?

Payment can be made by either the user that submitted the application, or the contact identified as the applicant and/or payer within the related application form.

To make a payment you will need a registered NSW Planning Portal account for the email address specified for the applicant, payer and/or user that submitted the application form. To register a new account, refer to the *How to register for a NSW Planning Portal* quick reference guide.

Making a payment via the ServiceNSW payment gateway

1. **Log in** to the NSW Planning Portal to display your dashboard.

2. **Select** the application that requires payment. The "Payment required" screen will automatically open. This screen will identify the total amount due. Note: You may be required to pay other fees relating to this application.	This application requires a payment. **Payment required** What is this? Pay to: Department of Planning and Environment (DPE) Payment Type: Construction Certificate Portal Fee Total Amount due: $40.00 Pay now
3. **Select** "Pay now" to be transferred to the ServiceNSW payment gateway.	Pay now
4. **Select** the payment method. Continue to the relevant section below.	**Payment options** Card PayPal Pay ID BPAY
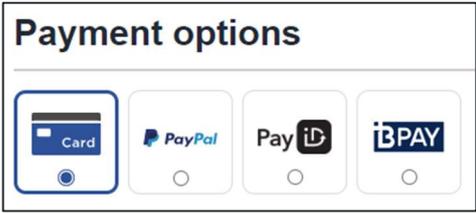
Payment method: Credit card

Note: A merchant fee (0.44% to 1.76%) applies for using credit and debit cards.

The ServiceNSW payment gateway accepts the following credit and debit cards: VISA, Mastercard, American Express, Diners Club and Union Pay.

5. **Enter** your credit card details. This includes: • card number • expiry date • CVN (This is the 3 digit security code usually printed on the back of the card. American Express cards have a 4 digit security code printed on the front).	Test environment Card number Expiry date Month / Year CVN ⓘ
6. **Select** "Validate card".	Validate card

Note: If an invalid number has been entered, you will receive an error message.
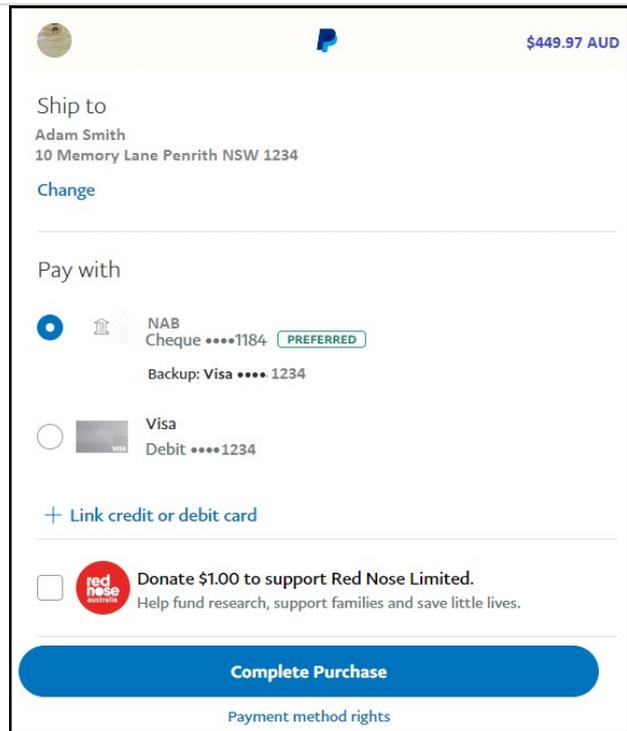
7. **Enter** an email address if you would like a ServiceNSW tax invoice for this payment.	**Email address** Please provide your email address if you wish to receive a tax invoice.
8. **Select** "Pay now" to make the payment, or "Cancel" to cancel the transaction. Note: Do not close your browser whilst the payment is being processed.	**Payment summary** Amount $40.00 Merchant fee including GST (VISA) ℹ️ $0.18 **Total amount** **$40.18** **Pay now** Cancel

Payment method: PayPal

Note: A merchant fee of 0.44% applies for using PayPal.

5. **Click** "Pay with PayPal" button Note: If you select "PayPal" as the payment option, you will be redirected to the PayPal login screen.	Pay with *PayPal*
6. **Enter** the email address or mobile number associated with your PayPal account. **Click** "Next" to continue.	Log in to PayPal Enter your email address to get started. Email address or mobile number Forgotten your email address? **Next**
7. **Enter** your PayPal password.	Password •••••••• Show
8. **Click** "Login" to continue to the PayPal home screen.	Log In

9. **Select** the account you want to pay with, and then **click** "Complete purchase".	

Note: You will be returned to the ServiceNSW payment summary once the payment has been processed.

10. **Enter** an email address if you would like a ServiceNSW tax invoice for this payment.	

11. **Review** the details in the "Payment summary" then **click** "Confirm payment".	

Payment method: PayiD

> Note: A merchant fee of 55 cents applies for using PayiD.

5. **Enter** an email address to receive the PayiD payment details and the confirmation of payment.	**Email address** Please provide an email address so we can send you the PayID payment details and your tax invoice when the payment clears. [ ]
6. **Select** "Pay now" to make the payment, or "Cancel" to cancel the transaction.	**Payment summary** Amount $40.00 Merchant fee including GST (PayID) ⓘ $0.55 **Total amount** **$40.55** **Pay now** Cancel
7. The PayiD details will be presented on the screen. Follow the instructions to pay using PayiD. Note: Please open a separate window to make this payment.	**Complete payment with Pay ID** **Pay ID Details** PayID: wb8.70t@service.nsw.gov.au Amount: **$40.55** PayID payments brought to you by Azupay. **How to pay using PayID** 1. Log in to your online banking and select PayID/pay via email (which is usually located in the pay anyone section). 2. Enter or paste the above PayID and the exact amount as displayed above. 3. Once you have completed the transaction, we will receive your payment within 30 seconds. 4. Return to this page after completing your payment to receive your payment confirmation. **Note** - you must make your payment within 72 hours - after 72 hours the above PayID will expire.
Once payment has been submitted, return to the ServiceNSW Payment gateway to receive payment confirmation.	

Payment method: BPay

> Note: There is no merchant fee for using BPay.
>
> BPay payments can take up to 3 business days to process. If you need to pay your transaction urgently, please choose a different payment method.

To make a BPay payment, you need to complete the payment process from your online banking account.

5. **Enter** an email address to receive the BPay payment details and confirmation when the payment clears.	Please provide an email address so we can send you the BPay payment details and your confirmation when the payment clears. **Email address** [ ]
6. **Check** the box next to the statement "I select BPay and acknowledge the payment can take up to 3 business days to process."	[ ] I select BPay and acknowledge the payment can take up to 3 business days to process
7. **Select** "Pay now" to make the payment, or "Cancel" to cancel the transaction.	**Payment summary** Amount $40.00 Merchant fee including GST (BPAY) (i) $0.00 **Total amount** $40.00 [Pay now] [Cancel]
8. The BPay details will be presented on the screen. Follow the instructions to pay using BPay.	**Complete payment with BPAY** BPAY **Details** Biller code: 297533 Reference: 6619371564 Amount: $40.00 **How to pay using BPay** 1. Log in to your online banking 2. Choose the BPay payment option 3. Enter or paste the biller code, reference number and amount provided above 4. Please pay the amount in full and only once 5. When we receive your payment, we will send an email confirmation

9.	Select "Done" once the payment has been made.	Done

> Note: You will be re-directed to the "Payment required" screen. Be careful not to pay again.
>
> The "Related cases" tab within the application will display the status "Pending-Payment". Once payment has been verified and confirmed, the status will be updated.

What happens next?

- The user will be re-directed to the relevant application within the NSW Planning Portal. To return to your dashboard, click "Close and home" in the top right hand corner of the screen.
- A system-generated email will be sent to applicant and/or payer, confirming payment.
- A system generated "Payment receipt" will be attached to the relevant application. You can access this document from the Documents tab.

More information

We have developed a range of support materials, including Quick Reference Guides for other services and Frequently Asked Questions (where applicable), to assist you when using the NSW Planning Portal digital services. You can access these via in the Help and Resources section of the NSW Planning Portal. We encourage you to scan these resources prior to contacting the Customer Support team.

We also offer a range of training sessions on the NSW Planning Portal digital services. You can view and/or register for upcoming training on the Information and Training sessions page of the NSW Planning Portal.

If you require further assistance, please contact ServiceNSW on 1300 305 695 or submit an enquiry online. If you are calling from outside Australia, please call +61 2 8894 1555.