

How to assign a BASIX certificate payment to another user

A user can assign the payment of a BASIX certificate to another registered NSW Planning Portal user. The assigned payer can reject the request and you can re-assign to another user if needed. You can also recall the request if required. For more information on recalling a request, please view the step-by-step guide *How to recall a BASIX payment request to another user*.

Who can make the payment?

Payment can be made by either the user that created the BASIX certificate, or the contact identified as assigned payer.

To make a payment, the user will need a registered NSW Planning Portal account for the email address specified. To register a new account, refer to the *How to register for a NSW Planning Portal* quick reference guide.

Assigning a BASIX payment to another user

This functionality is only visible once the user selects 'Request certificate' on the BASIX summary page.

Tip: Mandatory fields are marked with an *asterisk. You must complete all mandatory fields on the application and any desired fields as required.

1. Log in to the NSW Planning Portal and **open** the BASIX application on the Active work list by clicking on the reference number.

Note: You can filter your applications using the 'Application Type' drop-down menu or the column heading filters.

Active work

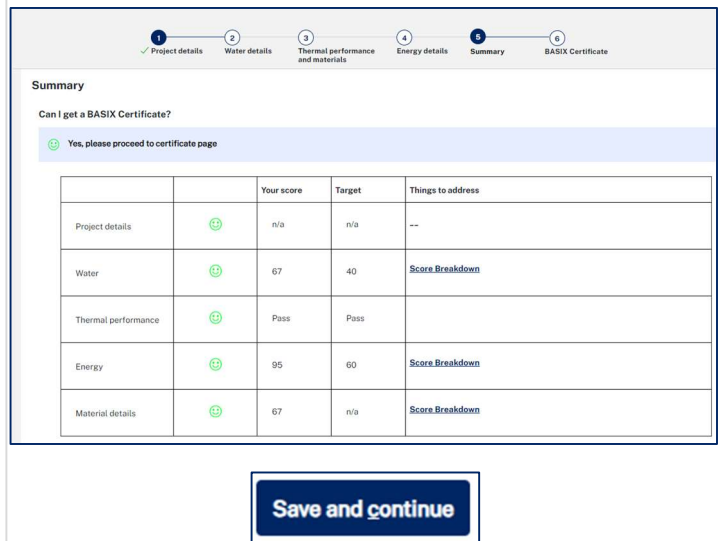
Completed work

Application Type

All

Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
	20/01/25	BSX-45789	QUEANBEYAN-PALERANG REGIONAL	6125 ARALUEN ROAD ARALUEN 2622	In Progress
	20/01/25	BSX-45788	EUROBODALLA	4273 ARALUEN ROAD MERRICUMBENE 2622	In Progress
	20/01/25	BSX-45787	EUROBODALLA	4273 ARALUEN ROAD MERRICUMBENE 2622	In Progress
	20/01/25	BSX-45786	EUROBODALLA	4273 ARALUEN ROAD MERRICUMBENE 2622	In Progress

- The 'BASIX summary' page will open.
Select 'Save and continue' on the BASIX summary page.



The screenshot shows the 'Summary' page of the BASIX application. At the top, a progress bar indicates the steps: 1. Project details, 2. Water details, 3. Thermal performance and materials, 4. Energy details, 5. Summary (current step), and 6. BASIX Certificate. Below the progress bar, the 'Summary' section asks 'Can I get a BASIX Certificate?' and provides a green checkmark with the text 'Yes, please proceed to certificate page'. A table below shows the scores for each category:

		Your score	Target	Things to address
Project details	✔	n/a	n/a	--
Water	✔	67	40	Score Breakdown
Thermal performance	✔	Pass	Pass	
Energy	✔	95	60	Score Breakdown
Material details	✔	67	n/a	Score Breakdown

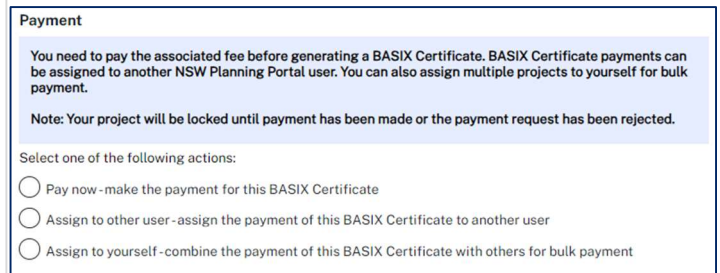
At the bottom of the page, there is a blue button labeled 'Save and continue'.

- Select 'Request certificate'.**



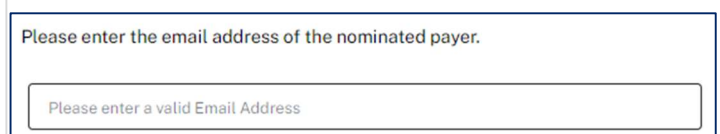
The screenshot shows the 'BASIX Certificate' page. It contains the following text: 'You may now complete the project by creating a BASIX Certificate. Note: a) A fee may be payable. b) To be valid, this Certificate must be lodged within 3 months of the date of issue. How much is the fee? [Download Fee Calculator](#)'. Below this, it states: 'You must pass Water, Thermal performance and Energy, and have successfully completed your assessment before you can get a BASIX Certificate.' A red box highlights the 'Request Certificate' button in the top right corner.

- Select 'Assign to other user'.**



The screenshot shows the 'Payment' page. It contains the following text: 'You need to pay the associated fee before generating a BASIX Certificate. BASIX Certificate payments can be assigned to another NSW Planning Portal user. You can also assign multiple projects to yourself for bulk payment. Note: Your project will be locked until payment has been made or the payment request has been rejected.' Below this, it asks 'Select one of the following actions:' and provides three radio button options: 'Pay now - make the payment for this BASIX Certificate', 'Assign to other user - assign the payment of this BASIX Certificate to another user', and 'Assign to yourself - combine the payment of this BASIX Certificate with others for bulk payment'.

- Enter** the email address for the nominated payer. Note: the email address must be associated with an existing NSW Planning Portal account.



The screenshot shows a text input field for the email address. The placeholder text reads: 'Please enter the email address of the nominated payer.' and 'Please enter a valid Email Address'.

- Select 'Submit'.**



The screenshot shows a blue button labeled 'Submit'.

What happens next?

- A payment reference number starter with P-xxx will be created, and the status will change to 'Assign payment pending'.
- A system-generated email will be sent to the email address that the payment has been assigned to. A copy of this email can be viewed under the 'Case narrative' heading on the 'Action summary' page.

Application details

Documents

Related cases

Action summary

Payment details

- If the assignee does not make the payment within seven (7) days, the payment request will revert to the original user.
- If the assignee rejects the payment request, you will receive an email and have the opportunity to assign an alternate payer. To do so, follow the same steps above.

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.