

How to pay for multiple BASIX certificates in one transaction

You can make the required payment for multiple BASIX certificates in one transaction via the NSW Planning Portal. As the applicant for the BASIX certificate, you can either make the payment yourself or assign the payments to another user. For more information on this, please view the step-by-step guide *How to assign a BASIX payment to another user*.

Making a payment via the ServiceNSW payment gateway.....	2
Payment method: Credit card.....	4
Payment method: PayPal.....	5
Payment method: PayiD.....	6
Payment method: BPay.....	7
Downloading or viewing the invoice.....	8
Cancelling an 'in progress' payment.....	9
What happens next?.....	10
More information.....	11

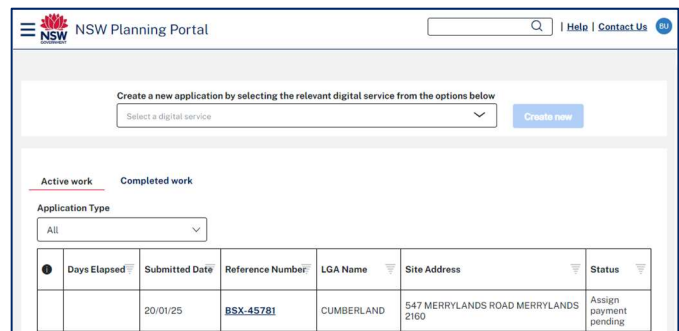
Who can make the payment?

To make a payment you will need a registered NSW Planning Portal account for the email address specified as the payer. To register a new account, refer to the *How to register for a NSW Planning Portal* step-by-step guide.

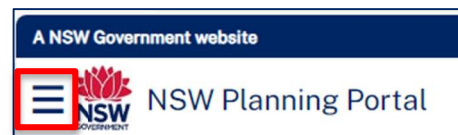
Making a payment via the ServiceNSW payment gateway

For more information on how to reject a payment request, please view the step-by-step guide *How to reject a BASIX certificate payment request*.

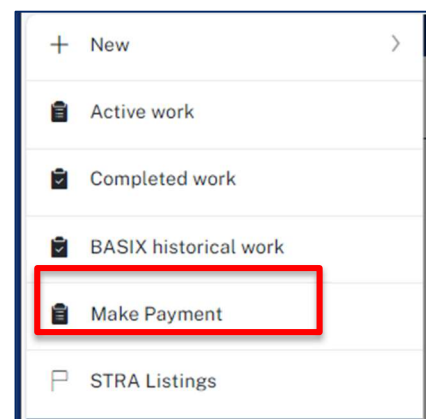
- 1. Log in** to the NSW Planning Portal to display your dashboard.
 Note: If you have BASIX applications assigned to you, they will appear in your dashboard with a status 'Assign payment pending'.



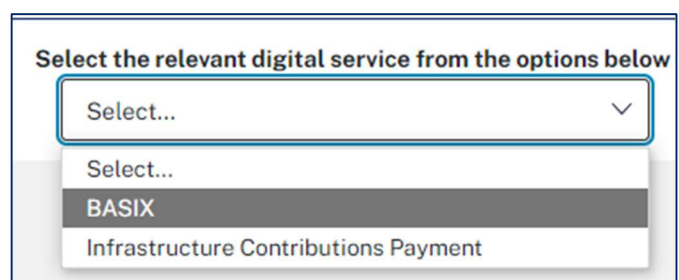
- 2. Click** the 3 horizontal lines on the left-hand side of the page, to expand the menu options.



- 3. Click** 'Make payment'.



- 4. Select** 'BASIX' from the drop-down menu.
 Note: A table will be displayed that lists all completed payments associated with your user profile. You can download an invoice from this location.



- 5. Click** 'Make Payment'.



6. The payment request page will open. This table will show all payments that are assigned to your user profile.

Locate and **select** the checkbox beside the relevant payment reference number/s for which you would like to make the payment for. You can select one or multiple.

Payment request

~ Basix

Reference No.	Payment Case No.	Bulk payment reference number	Project Name	Assigned by	Amount	Due Date
☒ BSX-45786	P-51877		BSX-45782 (Copy 04)	basixapplicant_uat@yopmail.com	\$55.00	29/01/25 8:52 AM
☒ BSX-45787	P-51875		BSX-45782 (Copy 05)	basixapplicant_uat@yopmail.com	\$55.00	29/01/25 8:47 AM
BSX-45768	P-51660	MP-436	Payment Status (py 01)	basixapplicant2_uat@yopmail.com	\$55.00	16/01/25 4:19 AM

7. Click 'Proceed to pay' to make a payment.



Note: Before selecting 'Proceed to Pay' ensure that you have only selected the applications you wish to pay. You cannot amend this once you progress past this screen.

A payment case will be created. It will have a reference number 'MP-xxx'.

If you need to exit the transaction you can access the payment case from the dashboard to complete the payment.

Active work

Completed work

Application Type

All

	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
			MP-446			Awaiting payment

8. **Review** the payment required information and click 'Pay now' to be transferred to the ServiceNSW payment platform.

This application requires a payment.

Payment required [What is this?](#)

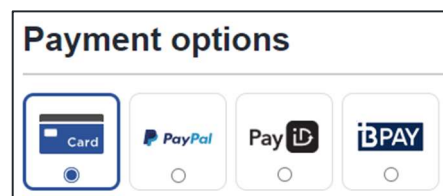
Pay to: Department of Planning and Environment (DPE)
 Payment Type: BASIX Certificate Application fee
 Amount due: \$150.00

Pay to: Department of Planning and Environment (DPE)
 Payment Type: BASIX Certificate Portal fee
 Amount due: \$15.00

Total Amount due: \$165.00

[Pay now](#)

9. **Select** the payment method.
Continue to the relevant section below.



Payment method: Credit card

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

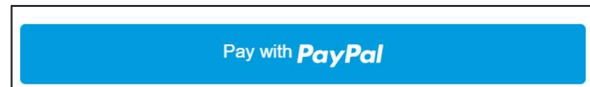
10. Enter your credit card details. This includes: • card number • expiry date • CVN (This is the 3-digit security code usually printed on the back of the card. American Express cards have a 4-digit security code printed on the front).	Card number Expiry date Month / Year CVN ? Test environment
11. Select “Validate card”.	Validate card
<u>Note:</u> If an invalid number has been entered, you will receive an error message.	
12. 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.
13. Select “Pay now” to make the payment, or “Cancel” to cancel the transaction. <u>Note:</u> Do not close your browser whilst the payment is being processed.	Cancel Pay now

To download or view the invoice, please follow the instructions below.

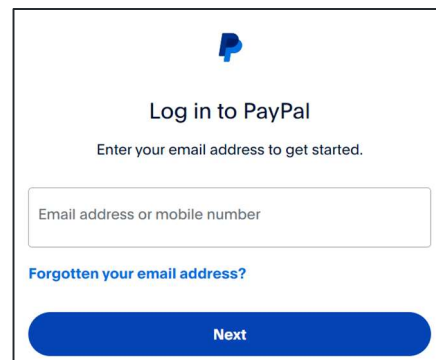
Payment method: PayPal

10. Click “Pay with PayPal” button

Note: If you select “PayPal” as the payment option, you will be redirected to the PayPal login screen.



11. Enter the email address or mobile number associated with your PayPal account. Click “Next” to continue.


 The PayPal login screen features the PayPal logo at the top. Below it, the text "Log in to PayPal" is displayed, followed by "Enter your email address to get started." There is a text input field labeled "Email address or mobile number". Below the field is a link that says "Forgotten your email address?". At the bottom is a blue button labeled "Next".

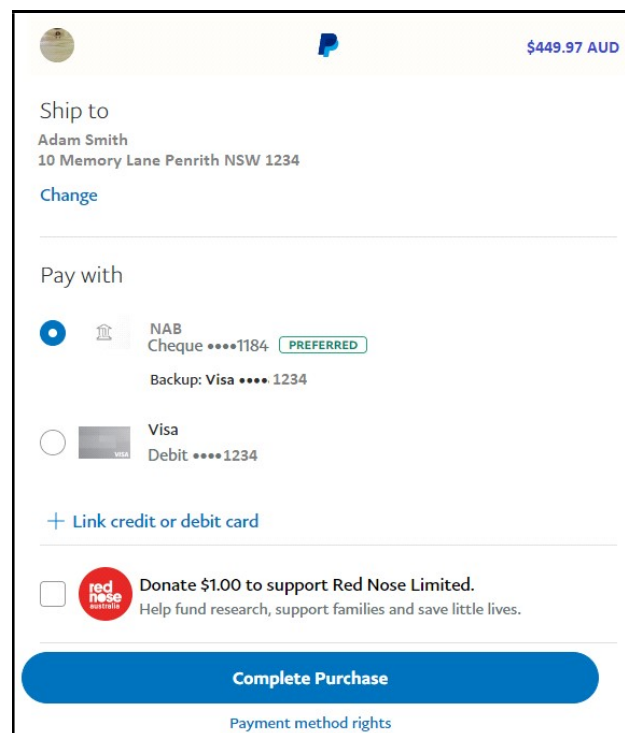
12. Enter your PayPal password.


 A password input field with the label "Password" and a "Show" link to the right. The password is masked with dots.

13. Click “Login” to continue to the PayPal home screen.



14. Select the account you want to pay with, and then click “Complete purchase”.


 The PayPal checkout screen shows the shipping address: "Ship to Adam Smith, 10 Memory Lane Penrith NSW 1234" with a "Change" link. Under "Pay with", there are two options: "NAB Cheque ****1184" (marked as "PREFERRED") and "Backup: Visa **** 1234", and "Visa Debit ****1234". There is a link to "+ Link credit or debit card". At the bottom, there is a checkbox for "Donate \$1.00 to support Red Nose Limited. Help fund research, support families and save little lives." and a large blue "Complete Purchase" button. A link for "Payment method rights" is at the very bottom.

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

15. 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.
16. Review the details in the “Payment summary” then click “Confirm payment”.	Cancel Pay now

To download or view the invoice, please follow the instructions below.

Payment method: PayiD

10. 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.
11. Select “Pay now” to make the payment, or “Cancel” to cancel the transaction.	Cancel Pay now
12. The PayiD details will be presented on the screen. Follow the instructions to pay using PayiD. <u>Note:</u> Please open a separate window to make this payment.	Complete payment with PayiD PayiD Details PayID: 7qe.87t@service.nsw.gov.au Amount: \$110.00 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.

To download or view the invoice, please follow the instructions below.

Payment method: BPay

Note: 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.

10. 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
11. 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
12. Select “Pay now” to make the payment, or “Cancel” to cancel the transaction.	Cancel Pay now
13. The BPay details will be presented on the screen. Follow the instructions to pay using BPay.	Complete payment with iBPAY iBPAY Details Bill code: 297533 Reference: 7714773558 Amount: \$110.00 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
14. Select “Done” once the payment has been made.	Done

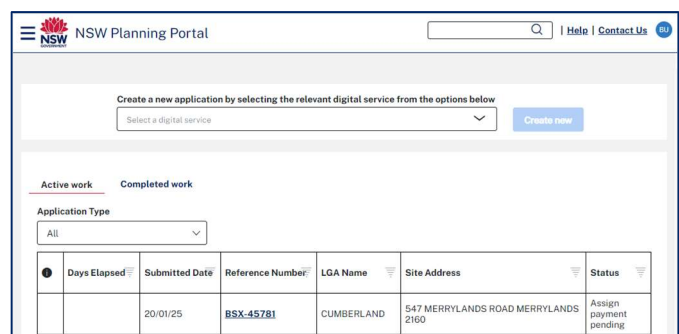
Note: You will be re-directed to the “Payment required” screen. Be careful not to pay again.

To download or view the invoice, please follow the instructions below.

Downloading or viewing the invoice

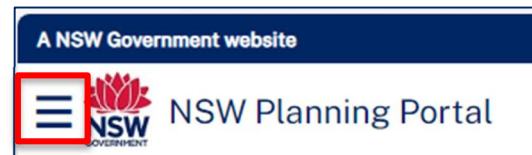
Once a payment has been successfully made, you can download an invoice from the ‘Completed payments’ dashboard.

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

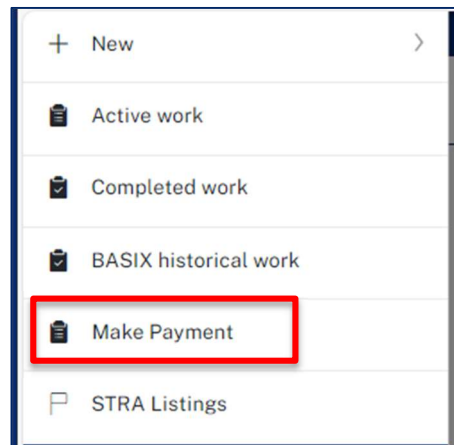


The screenshot shows the NSW Planning Portal dashboard. At the top, there's a header with the NSW logo and 'NSW Planning Portal'. Below the header, there's a section for 'Create a new application by selecting the relevant digital service from the options below' with a dropdown menu and a 'Create new' button. Underneath, there are tabs for 'Active work' and 'Completed work'. The 'Completed work' tab is selected, showing a table of completed applications. The table has columns: Days Elapsed, Submitted Date, Reference Number, LGA Name, Site Address, and Status. One application is listed with Reference Number BSX-45781, LGA Name CUMBERLAND, Site Address 547 MERRYLANDS ROAD MERRYLANDS 2160, and Status Assign payment pending.

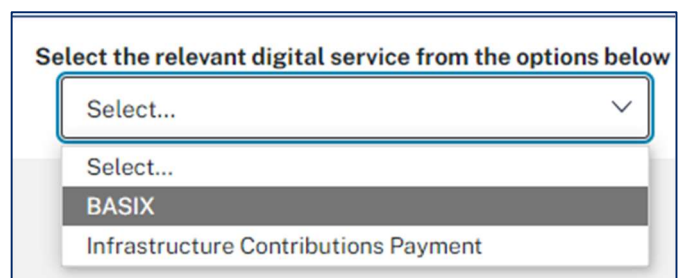
2. **Click** the 3 horizontal lines on the left-hand side of the page, to expand the menu options.



3. **Click** ‘Make payment’.



4. **Select** ‘BASIX’ from the drop-down menu.



The screenshot shows the NSW Planning Portal drop-down menu. The menu is expanded, showing options: Select..., BASIX, and Infrastructure Contributions Payment. The 'BASIX' option is highlighted with a red box.

3. Enter the reason for cancellation.

Cancel Payment

Reason For cancellation *

Remaining: 200 characters

4. Click 'Submit' to cancel the payment.
Alternatively hit 'Cancel' to return to your NSW Planning Portal dashboard.

Cancel

Submit

Note: The payment case will be transferred to your 'Completed work' list and have a status of 'Cancelled'. You will be unable to process a payment for this certificate unless the applicant re-assigns the application to you.

What happens next?

- To return to your dashboard, click "Close and home" in the top right hand corner of the screen.
- The payment reference number, starting with 'MP-xxx' will be moved to the 'Completed work' list on the Make Payment dashboard. It will have the status 'Paid'.
- The associated BASIX certificate applications can be accessed from the 'Completed work' list on the NSW Planning Portal dashboard. They will have a status of 'Completed'. To view the application, click on the relevant application number.
- A system generated email will be sent to the applicant confirming the payment details.
- You can view the payment details for the individual BASIX certificates on the 'Payment details' tab in the related application.

Application details Documents Related cases Action summary **Payment details**

Payer name	Payment method	Payment reference	Payment Case	Transaction reference	Transaction amount	Surcharge	Surcharge GST	Transaction date	Status
basixapplicant1 uat	CARD	MP-447	P-51870	1135070835	55.00	0.22	0.022	22/01/2025	Paid

- The BASIX certificate can be downloaded from the 'Documents' table within the relevant BASIX application.

Application details

Documents

Related cases

Action summary

Payment details

Document type	File name	Uploaded by	Uploaded date
BASIX certificate	 1372629S.pdf	System Generated	22/01/2025 1:17 PM

More information

We have developed a range of support materials, including step-by-step 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.