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*.

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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.

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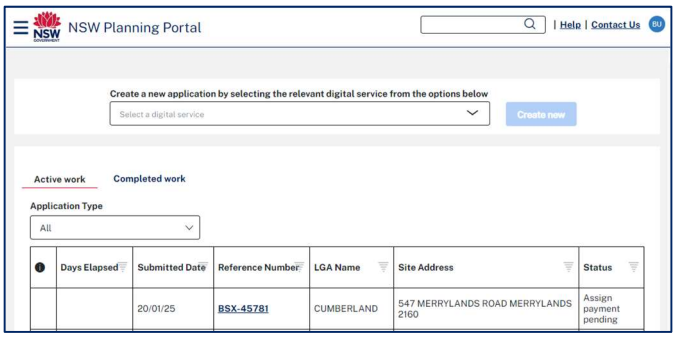
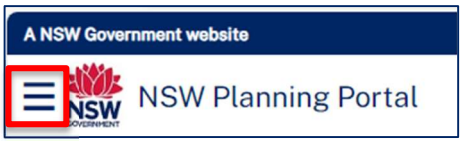
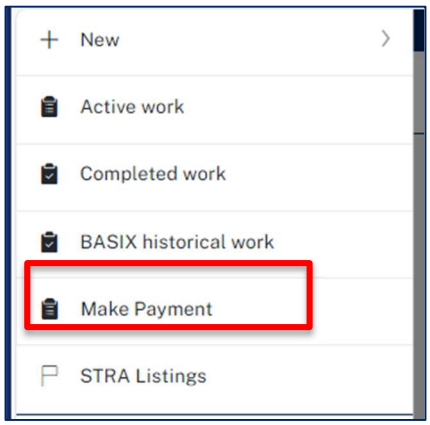
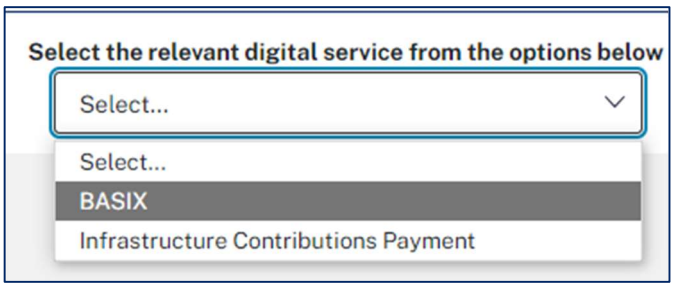
Making a payment via the ServiceNSW payment gateway

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.

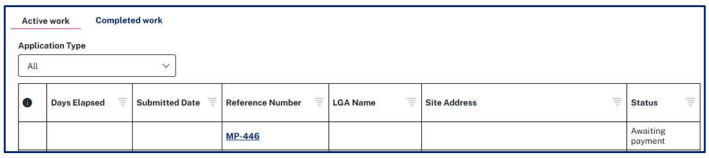
   Locate and **select** the checkbox beside the relevant payment reference number/s for which you would like to make the payment for. You can select one or multiple.

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

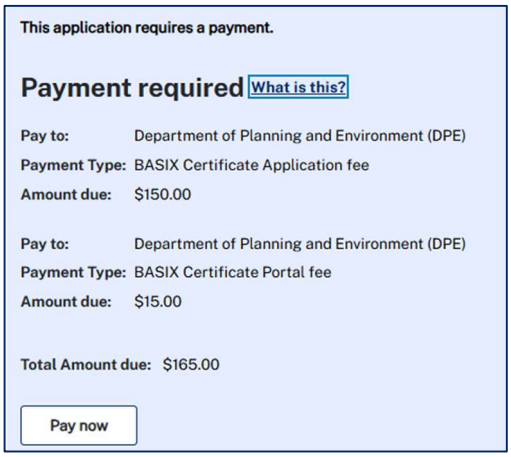
Note: Before selecting 'Proceed to Pay' ensure that you have only selected the applications you wish to pay. You cannot amend this once you progress past this screen.

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.

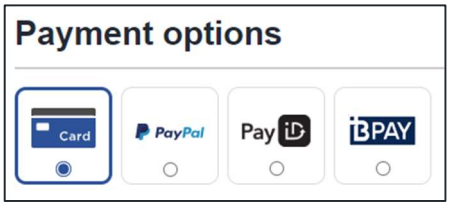


8. **Review** the payment required information and **click** 'Pay now' to be transferred to the ServiceNSW payment platform.



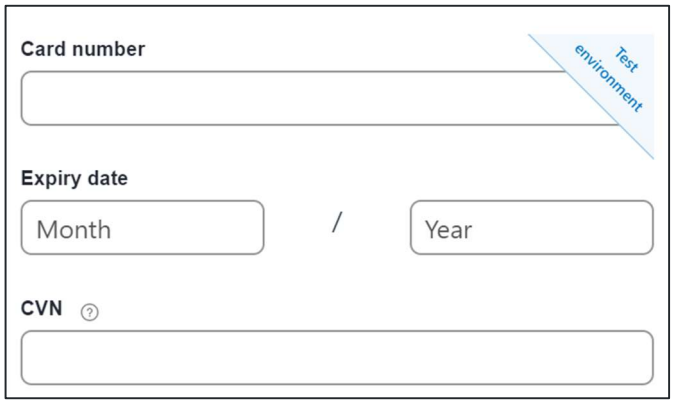
9. **Select** the payment method.

   Continue to the relevant section below.

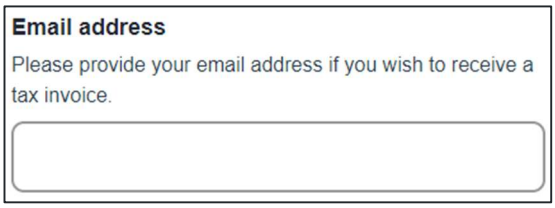


Payment method: Credit card

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

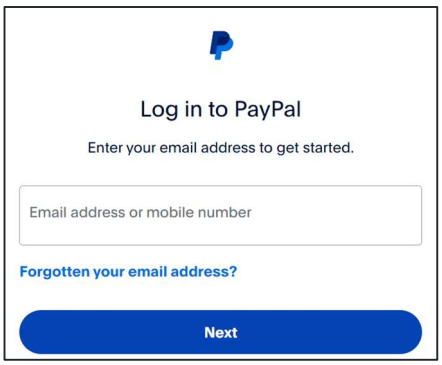
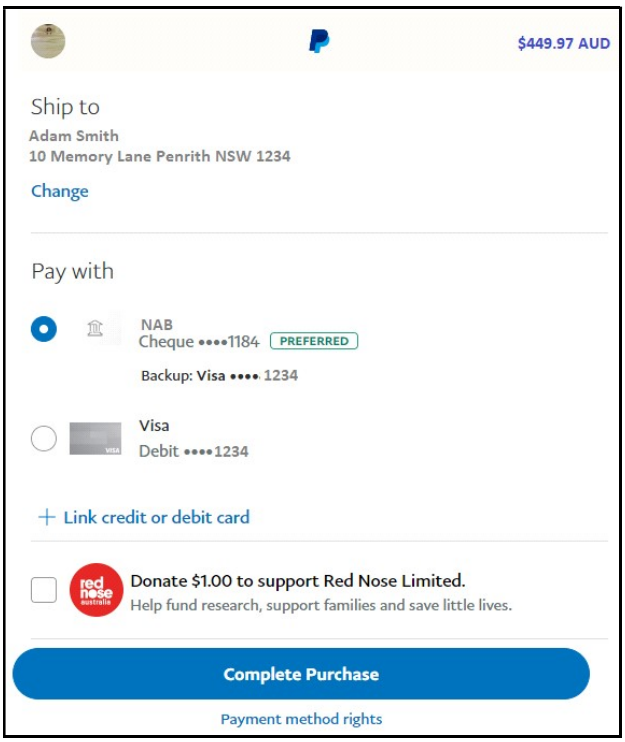
10. **Enter** your credit card details. This includes: • card number • expiry date • CVN (This is the 3-digit security code usually printed on the back of the card. American Express cards have a 4-digit security code printed on the front).	
11. **Select** "Validate card".	

Note: If an invalid number has been entered, you will receive an error message.

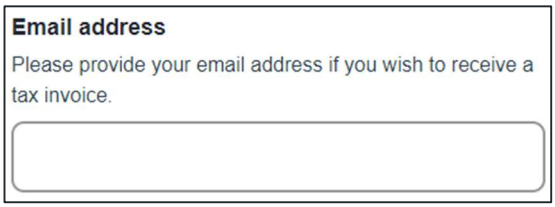
12. **Enter** an email address if you would like a ServiceNSW tax invoice for this payment.	
13. **Select** "Pay now" to make the payment, or "Cancel" to cancel the transaction. Note: Do not close your browser whilst the payment is being processed.	

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

Payment method: PayPal

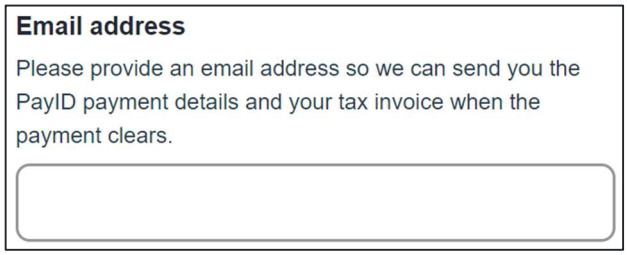
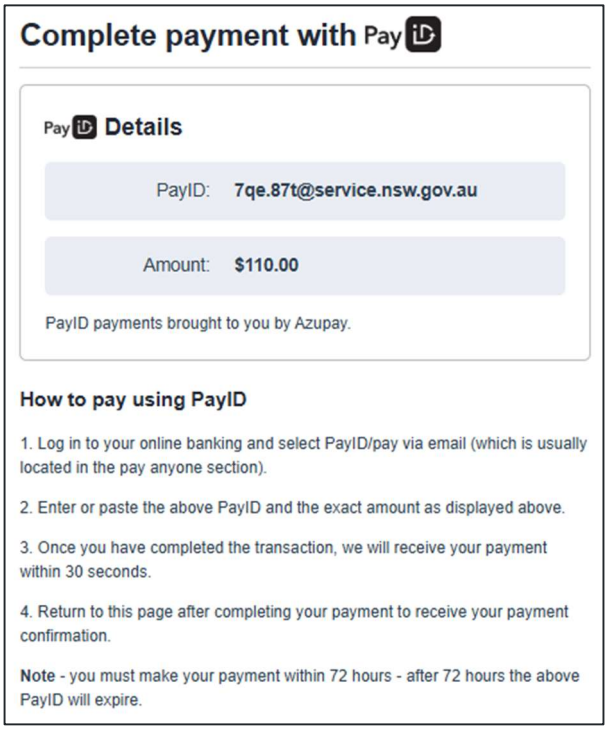
10. **Click** "Pay with PayPal" button Note: If you select "PayPal" as the payment option, you will be redirected to the PayPal login screen.	
11. **Enter** the email address or mobile number associated with your PayPal account. **Click** "Next" to continue.	
12. **Enter** your PayPal password.	
13. **Click** "Login" to continue to the PayPal home screen.	
14. **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.

15. **Enter** an email address if you would like a ServiceNSW tax invoice for this payment.	
16. **Review** the details in the "Payment summary" then **click** "Confirm payment".	

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

Payment method: PayiD

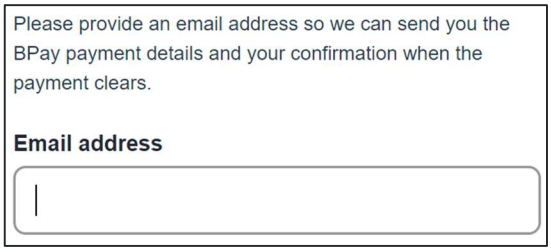
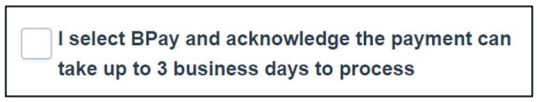
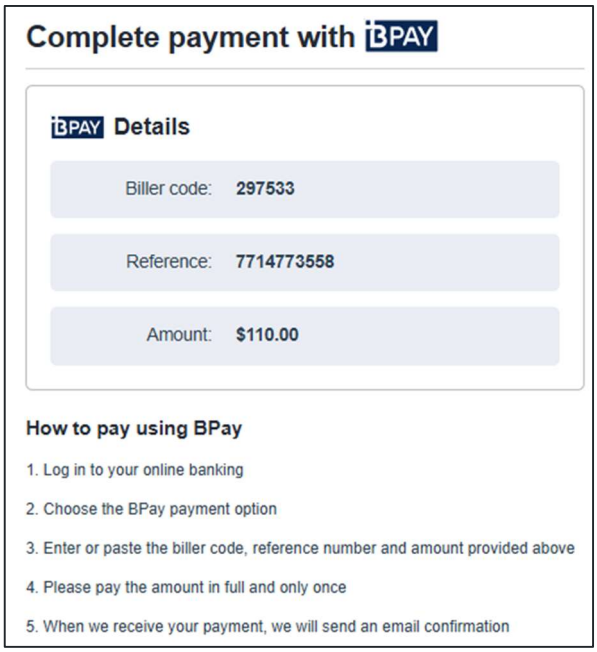
10. **Enter** an email address to receive the PayiD payment details and the confirmation of payment.	
11. **Select** "Pay now" to make the payment, or "Cancel" to cancel the transaction.	
12. The PayiD details will be presented on the screen. Follow the instructions to pay using PayiD. <u>Note</u>: Please open a separate window to make this payment.	

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.

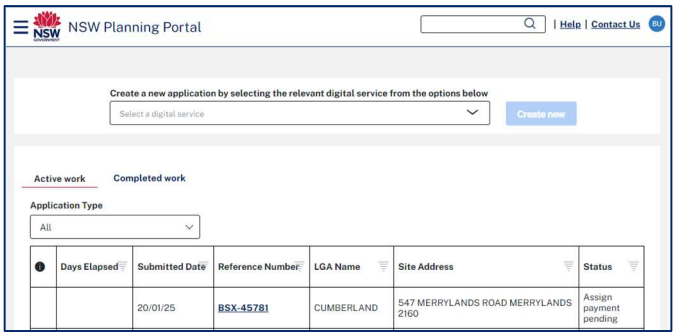
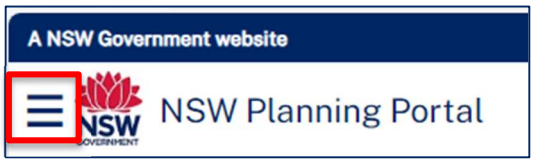
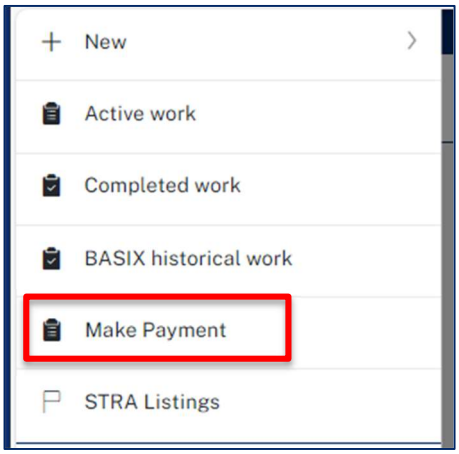
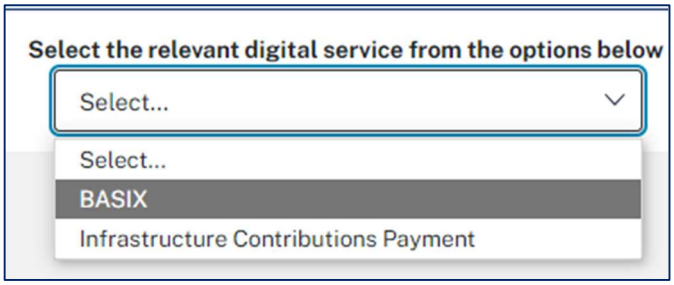
10. **Enter** an email address to receive the BPay payment details and confirmation when the payment clears.	
11. **Check** the box next to the statement "I select BPay and acknowledge the payment can take up to 3 business days to process."	
12. **Select** "Pay now" to make the payment, or "Cancel" to cancel the transaction.	
13. The BPay details will be presented on the screen. Follow the instructions to pay using BPay.	
14. Select "Done" once the payment has been made.	

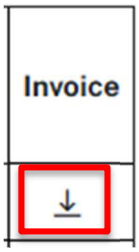
Note: You will be re-directed to the “Payment required” screen. Be careful not to pay again.

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.	
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.	

5. A table will be displayed that lists all completed payments associated with your user profile. You can download an invoice from this location.	
6. Select the download icon in the 'Invoice column' for the relevant payment case.	
7. **Open** the downloaded file to view the payment information.	

Completed Payments

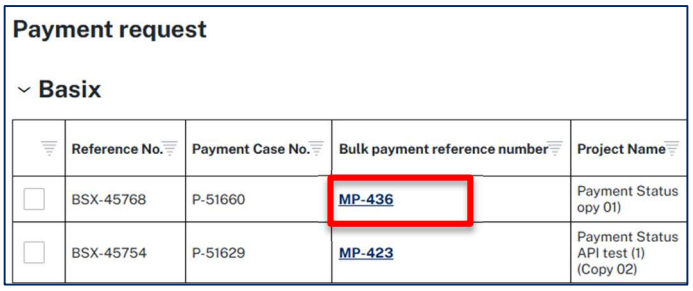
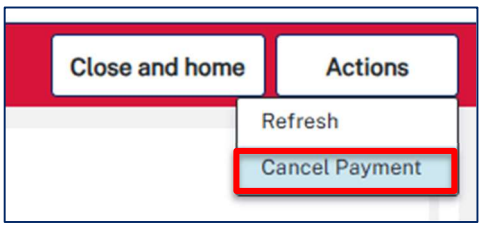
Application Type

All

Payment Reference Number(s)	Payment Case	Site Address	Transaction No	Payment Date	Invoice
MP-447	P-51877	66 JUBILEE STREET DUBBO 2830	1135070835	22/01/25 1:16 PM	
MP-447	P-51875	66 JUBILEE STREET DUBBO 2830	1135070835	22/01/25 1:16 PM	

Cancelling an 'in progress' payment

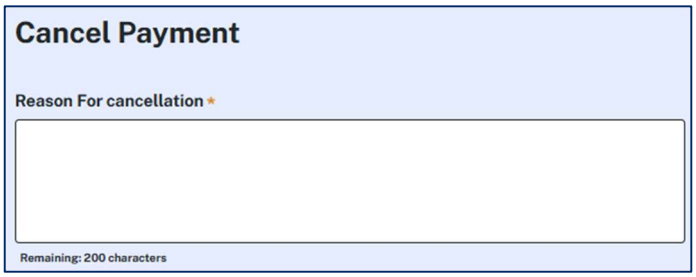
If you have started the payment process, and need to cancel the payment, please follow the steps below. Note: You can only cancel an 'in progress' payment. Once the payment has been successfully made, you cannot cancel it.

1. **Click** the relevant payment case on the 'Payment request' dashboard.	
2. Select 'Cancel payment' from the Actions menu.	

Payment request

Basix

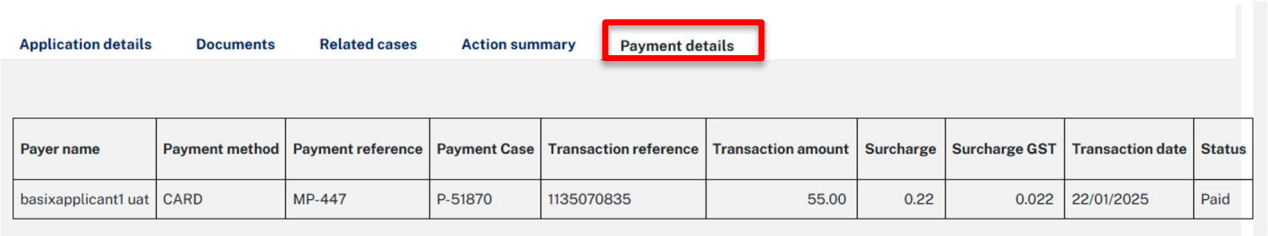
	Reference No.	Payment Case No.	Bulk payment reference number	Project Name
	BSX-45768	P-51660	MP-436	Payment Status opy 01)
	BSX-45754	P-51629	MP-423	Payment Status API test (1) (Copy 02)

3. Enter the reason for cancellation.	
4. Click 'Submit' to cancel the payment. Alternatively hit 'Cancel' to return to your NSW Planning Portal dashboard.	

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.



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.

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.