

How to recall a BASIX payment request to another user

You can re-assign the payment of a BASIX certificate to another registered NSW Planning Portal user. If you have assigned a payment to the incorrect user or need to recall the payment request, you can do so via the NSW Planning Portal.

Recalling a request to assign payment to another user

Please use this functionality if you have assigned a BASIX certificate payment to another user but would like to recall that request.

1. Log in to the NSW Planning Portal and **open** the relevant 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

2. Select 'Recall assigned/Bulk payment' from the Actions menu.

Version: 4.03
Actions
Close and home

Refresh
Recall assigned/Bulk payment

3. Select 'Yes (continue)' to recall the request.

Recall assigned/Bulk payment
Due in 4 days from now

Cancel
Save
Yes (continue)

You will be redirected to the 'Assigned payment' screen. From this screen you can pay for the BASIX certificate or assign the payment to yourself or another user.

Assigned Payment

Payment

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.

Select one of the following actions:

☐ Pay now - make the payment for this BASIX Certificate
☐ Assign to other user - assign the payment of this BASIX Certificate to another user
☐ Assign to yourself - combine the payment of this BASIX Certificate with others for bulk payment

Previous
Submit

Alternatively, select 'Close and home' to return to the dashboard.

Actions ▾

Close and home

What happens next?

- The payment reference number will not be removed from the previously nominated payers' dashboard.
- You can assign another user to pay the BASIX certificate fee. Please view the step-by-step guide *How to assign a BASIX payment to another user* for instructions.
- You can also make the payment yourself.

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.