

How to reject a BASIX certificate payment request

The payment of a BASIX certificate can be made by either the applicant of the BASIX certificate, or another NSW Planning Portal user that has been assigned the payment.

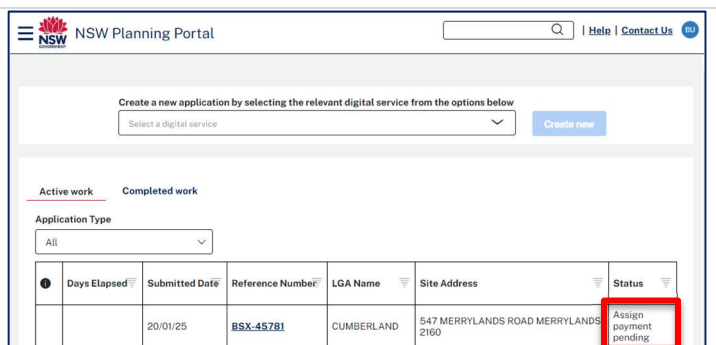
If you have been assigned a BASIX certificate for payment, you can reject the request if you believe it has been sent in error or you have not agreed to be the payer. The instructions below explain how to complete this process.

Rejecting a BASIX certificate payment request

If the payment of a BASIX certificate has been assigned to you by another user, you will receive an email notification. If you are not going to make the payment, you can reject this request.

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

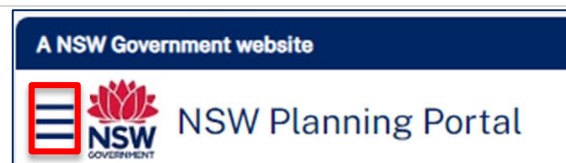
Note: If you have BASIX applications assigned to you, they will appear in your dashboard with a status 'Assign payment pending'.

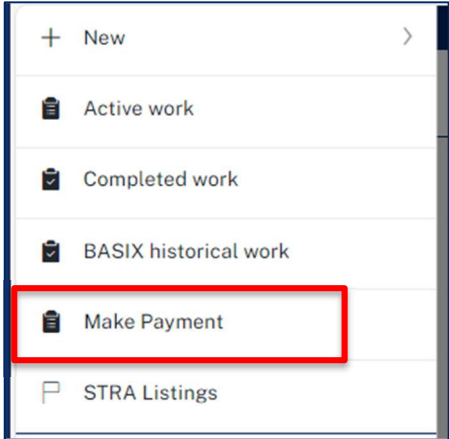
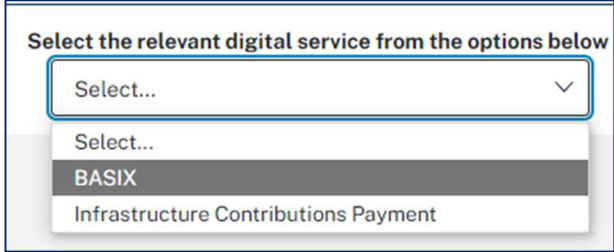
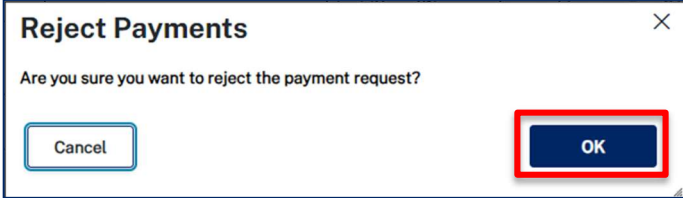


The screenshot shows the NSW Planning Portal dashboard. At the top, there is a search bar and links for 'Help' and 'Contact Us'. Below this is a section for 'Create a new application by selecting the relevant digital service from the options below' with a dropdown menu and a 'Create new' button. The main section is titled 'Active work' and 'Completed work'. Under 'Active work', there is a table of applications. The table has columns: 'Days Elapsed', 'Submitted Date', 'Reference Number', 'LGA Name', 'Site Address', and 'Status'. One application is listed with a status of 'Assign payment pending', which is highlighted with a red box.

Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
	20/01/25	BSX-45781	CUMBERLAND	547 MERRYLANDS ROAD MERRYLANDS 2160	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. <u>Note:</u> A table will be displayed that lists all completed payments associated with your user profile. You can download a paid 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.	
7. Click 'Reject' to decline the payment request.	
8. Confirm that you want to reject the payment request by clicking 'OK'. <u>Note:</u> Once selecting this will no longer be assigned to your profile.	

What happens next?

- The payment request will not be visible on your payment request dashboard.
- A system-generated email will be sent to applicant to advise that the payment request was rejected.

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.