

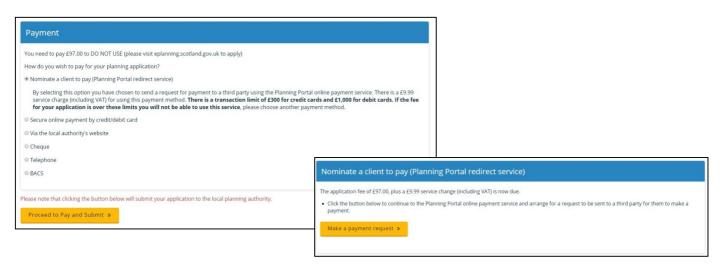
## **Payment redirect service**

## What is the payment redirect service?

- The payment redirect service allows the agent to nominate another person or company to pay the application fee
- Agents can use the payment redirect service if they are making an application on behalf of another individual or company
- To nominate someone to pay you will need to know their email address, they will receive a payment request email to start the process
- There is a transaction limit of £1,000 for credit cards and debit cards
- Payment will be processed by the Planning Portal and will reach the local authority within two complete workings days.

## **How Does It Work?**

During the submission process, the agent will be presented with a choice of ways to make payment. To use the redirect service, the agent chooses 'Nominate a client to pay (Planning Portal redirect service)' from the list. If they select this option, they can 'Proceed to Pay and Submit' the application and will then nominate the client to pay.



The agent enters the email address of the person they wish to nominate to pay the application fee. This will trigger an email to that person with a link to direct them to make the payment online via the Planning Portal's Barclaycard SmartPay payment engine. They will receive daily reminders to make payment for seven days.





