How the Planning Portal's payment redirect service works

From the agent's perspective, the service works in a similar way to the current online payment process, with the added option to allow users to nominate someone else to pay securely for the application. In most cases this will be the agent deferring payment to their client rather than paying on their behalf, or arranging cheque payment.

On selecting the redirect option, a notification is sent by email to the client i.e the applicant/third party, immediately after submission.

The client notification includes a secure payment link with the fee amount calculated by their agent. On making payment, the agent and the LPA are notified by email with key details of the application and payment to enable reconciliation. This includes the Planning Portal reference number, applicant and agent details and the application site address.

The secure payment link remains active for seven days, with reminders sent every 24 hours to encourage payment. The agent's account identifies applications that are pending payment and contains details for reconciliation and audit purposes. If payment is not made within seven days, the payment is referred back to the agent to make the payment.

Transferring the planning fees to the LPAs

Planning Portal will BACS transfer all payments received directly to the LPA once cleared funds are received by us.

On successful payment the LPA is sent an email confirmation. This contains the Planning Portal reference number, amount taken along with the applicant and agent details, and the application site address.

On receipt of the payment notification LPAs can start the registration and validation process safe in the knowledge that the payment has been successfully taken.