How to use the Nominate payment option

A walk-through guide
Making a nomination

Pay & Submit

Once you have completed a planning application you will be directed to the Pay and Submit page, where you will be asked to accept the Declaration and the terms set out in the service statement. Tick both of these to accept and then click ‘Submit’.

![Image of Pay & Submit page]
Your application payment

You will then be directed to the application payment section. When you reach this page you will either be given the opportunity to pay for the application yourself or to nominate another person to pay.

If you would like to request another person to pay for the application select the option ‘I want to nominate someone else to pay for this application’.
Nominate another person to pay

You will be asked to enter the details of the person who you wish to nominate to make payment for the planning application. This can be an individual, such as a client, or another department in your organisation.

Enter your own name and email address into the ‘Your Details’ section.

Then enter the name of the nominee and their email address. You can also choose to send an optional message to the nominee, this lets you explain why you are sending them the payment request or send any other necessary message.

Once you have entered all of the required information, agree to the terms of the service statement and select the ‘Confirm and send this nomination’ button.

If you change your mind about making a payment request, you can either cancel the payment or use the ‘Do not send this nomination – I’ll pay the fee myself’ button which will direct you back to the previous screen.
To continue with the nomination process, choose ‘Confirm and send this nomination’.
Your nomination has been sent.
The next screen is confirmation that the nomination email has been sent to the person or company who you wish to pay for the planning application. Your own email address will be included so you will have a record of the request.

Accepting a nomination
Your nominated payer will receive an email containing the instructions of how to accept the nomination and make payment.
Your nominate payment – acceptance page

The person or company you have nominated can choose whether or not to accept the nomination. The nominee will need to click on the link contained in the email to accept the nomination and make payment. After accepting, the nominee will need to click on the ‘I/We agree to accept this payment nomination and agree to the Planning Portal’s terms in the service statement.

Alternatively, the nominee can reject the request. Rejecting the request will send the request back to the nominator with a reason chosen by the nominee.
Acceptance email
If the nominee chooses to accept the payment, you will be sent an email to confirm.

Acceptance reminders
If the nominee doesn’t accept or reject the nomination, or if the nominee accepts the request but doesn’t make payment then they will be sent reminder emails daily for seven days.

If they do not accept and make payment in that time they will receive an expiry email and the nominated payment will return to you.

Choosing a payment method
Your nominated payment – Payment Method page
Once the nominee accepts the payment they will be redirected to the payment screen shown below. This will give them the option of how to pay.

The nominee will be presented with the methods available depending on the total amount due.
Online and telephone payments by card can be made for payments under £1,000, so if the amount is greater than this then these two options won’t be shown.

Once choosing a payment method, select ‘Continue’.

The nominee still has the option to reject the payment by clicking the ‘Reject nomination’ button.

Once the nominee has paid, both parties will receive a confirmation email when the payment has been processed.
Online payments

If the nominee decides to pay for the application online by a credit or debit card they will be redirected to the below screen. Card payments cannot exceed £1,000.
Phone payments

If the nominee decides to pay over the phone by credit or debit card, they will be shown the below screen with the instructions of how to do so.

We request that nominees quote the payment reference number to prevent submission delays.

![Phone payment screen](image)
Bank transfer payments

If the nominee chooses to pay via bank transfer, they will see this screen which gives the instructions of how to pay by bank transfer. Once again the nominee will need to quote the payment reference number shown on this screen in order to link the payment to the application.
Cheque payments

If the nominee chooses to pay via cheque they’ll see the below screen with instructions on where to send the cheque and to write the payment reference number clearly on the back of the cheque.

Please note: choosing to pay by cheque can take up to ten working days from the date that the cheque is received for the application to be submitted to the local authority.
Payment reminders
If the nominee doesn’t complete the payment once they have accepted your nomination, they will be sent a reminder depending on their payment method.

For online and phone payments or if they haven’t chosen their specific payment option they will receive a daily reminder to pay. If they have chosen either the cheque or bank transfer payment options they will receive a reminder every four days for the next 28 days. Please be aware that if the nominee has made a payment by bank transfer or cheque, they may receive a reminder to pay within the first three days. This is due to banking processes. Please disregard the first reminder if the nominee has made payment.

Nominees can opt out of these reminders by clicking on the link in the email which will take them to the page where they can make the payment for the application.

Rejecting a nomination
If the nominee does not want to pay for the planning application, they can choose to reject the nomination by selecting a reason from the ‘Reject nomination’ drop down list and then clicking the ‘Reject nomination’ button.
If they wish to reject the nomination they will be shown the following options in the drop down menu:

**Rejected payment request confirmation**

When the nominee rejects the payment, they will be redirected to this screen.

An email will be sent to both the nominee and the agent advising the agent of the rejected payment.

The agent can then click on the link in the email to nominate a new person or company to pay for the planning application.
Re-nomination page

On this screen an agent can nominate a new company or person to pay, using the same process as detailed at the beginning of this guide.

An agent can also choose to pay for the application directly instead of starting another nomination request.

Help and advice

For help using the Planning Portal application service, contact our support team on support@planningportal.co.uk.

To progress a planning application that has been submitted to a local authority please contact them directly. You can find the contact details by using our local authority search tool.