

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'.


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Your application

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Declaration

☐ I/We hereby apply for planning permission/consent as described in this form and accompanying documentation. I/We also accept that: Once submitted, this information will be transmitted to the Local Planning Authority and, once validated by them, be made available as part of a public register and on the authority's website; our system will automatically generate and send you emails in regard to the submission of this application.

Payment

You now need to pay the application fee of £234.00 to the Planning Portal.

In addition to the application fee, a service charge of £25 will also be payable for applications with a fee of over £60, in accordance with the terms of our [Financial Transaction Service \(PDF\)](#).

Once payment of the full amount is confirmed, the application and fee will be submitted to

☐ I accept the terms of the Financial Transaction Service

Please note: While payment is being confirmed by the Planning Portal, the application will remain in 'Draft' status and not be submitted.


Once the local planning authority has received the application it should inform you of its process to determine the application in accordance with planning legislation, and its data management policies as part of its responsibilities to you.

Submit >

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'.

The logo for the Planning Portal, featuring a stylized blue and green circular icon to the left of the text "PLANNING PORTAL" in a sans-serif font.

Home > Applicant Payment

Your application

Payment

Thank you for choosing to submit your application online.

Your payment reference number is **PP08079009v1FHD**.

You can pay for this application yourself or you can nominate another person to pay.

For payments up to £1,000, you can pay by credit or debit card online or by phone.

For payments over £1,000 you can pay by bank transfer or cheque.

The quickest way to submit your application to the local authority is to pay by card; online or by phone. The application would be submitted immediately.

Information regarding the use of this service is detailed in our [Terms and Conditions](#).

☒ I want to pay for this application myself

☐ I want to nominate someone else to pay for this application

Your Details

We will send update emails to you at this address:

Your email address:

Application Information

Payment reference:
PP08079009v1FHD

Site address:

Applicant name:

Agent name:
LPA name:

Payment Information

Application fee:
£ 34.00

Service charge (excluding VAT):
£ 0.00

Service charge VAT:
£ 0.00

Amount due:
£ 34.00

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.



[Home](#) > [Applicant Payment](#)

Nominate another person to pay

Thank you for choosing to nominate another person to pay for this application.

The application will remain unsubmitted (you will find it under the 'Draft' tab in your applications list) until payment has cleared.

Once payment has cleared, your application will be submitted to the local authority (at this point, the application will appear in the 'Submitted' or 'Transferred' list on your 'My Applications' page).

Please check the details below and click confirm to continue.

Any changes made here will not affect the details already entered into the planning application form.

The person you have nominated will be sent an email with instructions on how to accept this nomination and pay for the application.

Application information

Payment reference: PP08079009v1FHD

Site address:

Applicant name:

Date submitted:

Total fee due: £34.00

Payment Information

Application fee: £ 34.00

Service charge (excluding VAT): £ 0.00

Service charge VAT: £ 0.00

Amount due: £ 34.00

Your Details

Name / company name:

We will send relevant emails to the address below.

Registered account email address:

Nominee details

Please enter the details of the person that you wish to nominate.

Name of nominee:

Email address of nominee:

Confirm email of nominee:

Additional details about the application or the nomination (optional):

Please ensure you have made the nominee aware that they will be receiving an email from noreply-payments@planningportal.co.uk with details on how to pay for this application. If they do not receive an email, please ask them to check their junk mail before contacting the Planning Portal's support desk.

Once payment has cleared, the fee and application will be submitted to

☐ I/We agree to the Planning Portal's payment terms and conditions.

[Confirm and send this nomination](#)

[Do not send this nomination - I'll pay the fee myself](#)

[Cancel payment process](#)

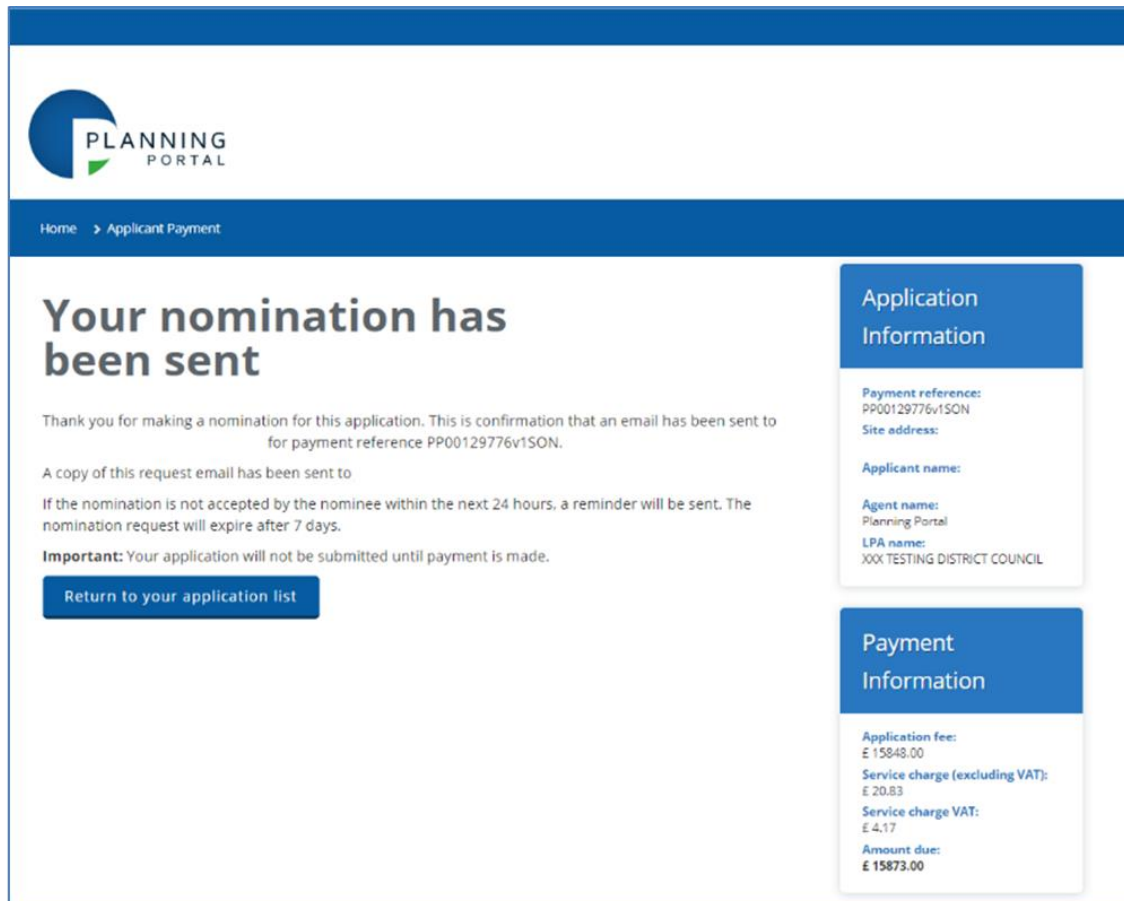
If you cancel this process, the application fee payment will still be due.

For help with using the Planning Portal, contact our Support Team on 0333 323 4589 or email us: support@planningportal.co.uk

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.



The screenshot shows the 'Your nomination has been sent' page on the Planning Portal. The page has a blue header with the Planning Portal logo and a breadcrumb trail 'Home > Applicant Payment'. The main content area is white and contains the following text:

Your nomination has been sent

Thank you for making a nomination for this application. This is confirmation that an email has been sent to for payment reference PP00129776v1SON.

A copy of this request email has been sent to

If the nomination is not accepted by the nominee within the next 24 hours, a reminder will be sent. The nomination request will expire after 7 days.

Important: Your application will not be submitted until payment is made.

[Return to your application list](#)

On the right side, there are two blue boxes with white text:

Application Information

Payment reference: PP00129776v1SON
Site address:
Applicant name:
Agent name: Planning Portal
LPA name: XXX TESTING DISTRICT COUNCIL

Payment Information

Application fee: £ 15848.00
Service charge (excluding VAT): £ 20.83
Service charge VAT: £ 4.17
Amount due: £ 15873.00


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.



Home > Applicant Payment

Your nominated payment

Payment for the application is now due.
Please check the details below and select 'Continue' to choose your payment method.
If you have any difficulties, please contact our Support Team.
IMPORTANT: The application will not be submitted until payment has cleared.

Application information

Payment reference:
 Site address:
 Applicant name:
 Agent name: Planning Portal
 Date completed: 30/07/2019
 Additional details: HI this is an internal nomination, please can you make the payment for new development in Bristol as soon as possible

Payment information

Planning application fee:	£ 15848.00
Service charge (excluding VAT):	£ 20.83
Service charge VAT:	£ 4.17
Total amount due:	£ 15873.00

Accept nomination

☒ I/We agree to accept this payment nomination and agree to the Planning Portal's payment terms and conditions.

Confirm and proceed to payment options

Reject nomination

If you wish to reject this payment nomination, please select a reason from the list below and select "Reject nomination".

Please select...

Reject nomination

For help with using the Planning Portal, read our [FAQs](#), contact our Support Team on 0333 323 4589 or email us: support@planningportal.co.uk

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.

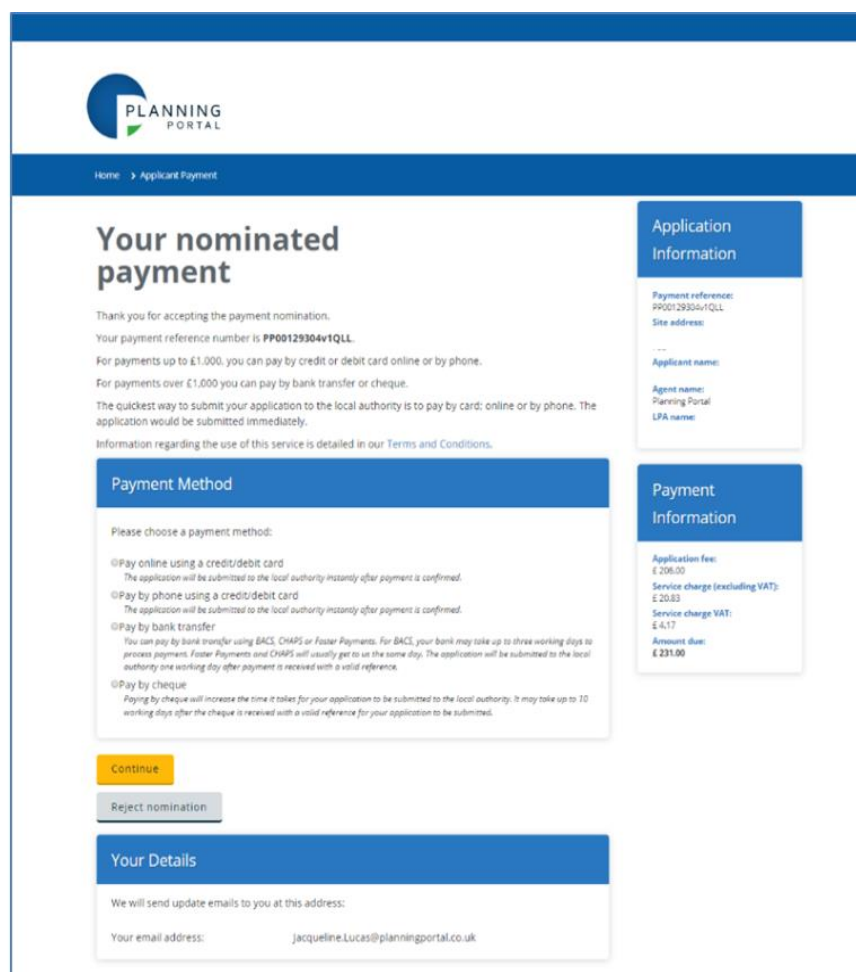
The nominee will be presented with the methods available depending on the total amount due.

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.

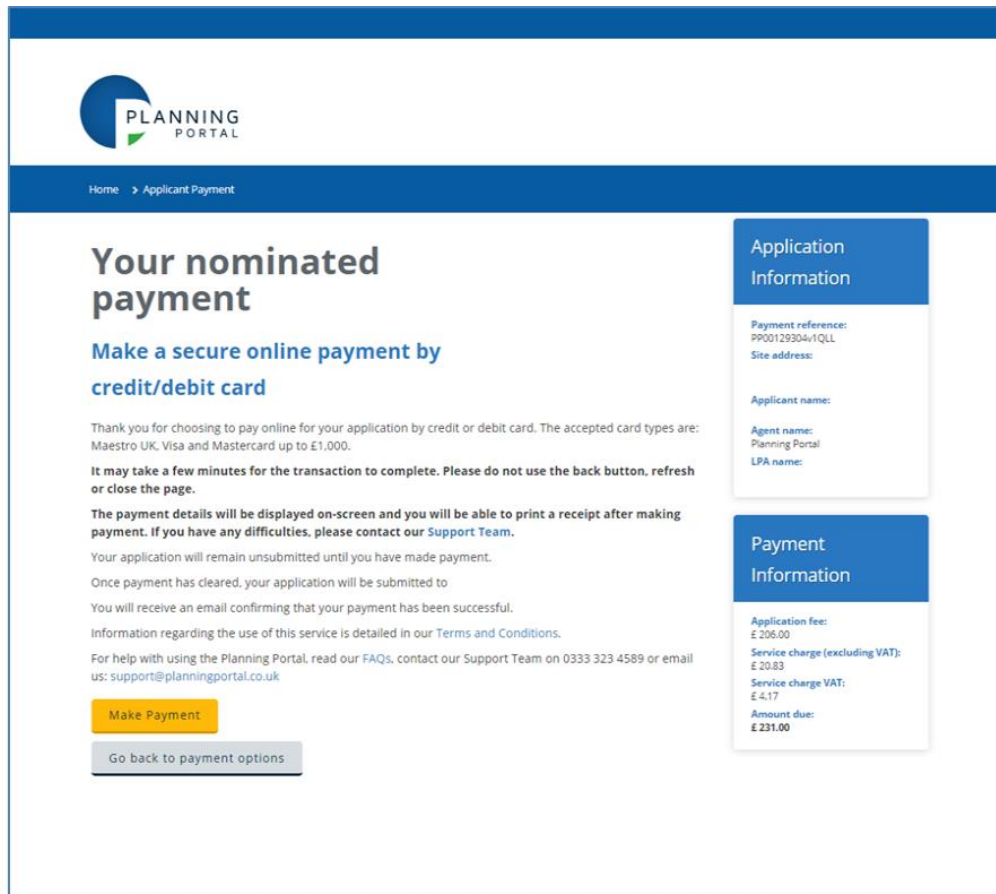


The screenshot shows the 'Your nominated payment' page on the Planning Portal. The page is divided into several sections:

- Header:** Planning Portal logo and navigation links (Home > Applicant Payment).
- Main Content:**
 - Your nominated payment:** A section with a title and a paragraph explaining the payment process. It includes a payment reference number (PP00129304v1QLL) and instructions for payments up to £1,000 (credit/debit card online or by phone) and over £1,000 (bank transfer or cheque). It also mentions that the quickest way to submit an application is by card, online or by phone, and that the application would be submitted immediately. A link to the Terms and Conditions is provided.
 - Payment Method:** A section with a title and a paragraph asking the user to choose a payment method. It lists three options:
 - ☐ Pay online using a credit/debit card: The application will be submitted to the local authority instantly after payment is confirmed.
 - ☐ Pay by phone using a credit/debit card: The application will be submitted to the local authority instantly after payment is confirmed.
 - ☐ Pay by bank transfer: You can pay by bank transfer using BACS, CHAPS or Faster Payments. For BACS, your bank may take up to three working days to process payments. Faster Payments and CHAPS will usually get to us the same day. The application will be submitted to the local authority one working day after payment is received with a valid reference.
 - ☐ Pay by cheque: Paying by cheque will increase the time it takes for your application to be submitted to the local authority. It may take up to 10 working days after the cheque is received with a valid reference for your application to be submitted.
 - Buttons:** 'Continue' (orange) and 'Reject nomination' (grey).
 - Your Details:** A section with a title and a paragraph asking for the user's email address. The email address 'jacqueline.Lucas@planningportal.co.uk' is pre-filled.
- Sidebars:**
 - Application Information:** A section with a title and a paragraph containing the payment reference number, site address, applicant name, agent name, and LPA name.
 - Payment Information:** A section with a title and a paragraph containing the application fee (£206.00), service charge (excluding VAT) (£20.83), service charge VAT (£4.17), and the amount due (£231.00).

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.

A screenshot of the 'Your nominated payment' page on the Planning Portal. The page has a blue header with the Planning Portal logo and a breadcrumb trail 'Home > Applicant Payment'. The main content area is white and contains the title 'Your nominated payment' in large blue font, followed by the sub-header 'Make a secure online payment by credit/debit card'. Below this is a paragraph of text: 'Thank you for choosing to pay online for your application by credit or debit card. The accepted card types are: Maestro UK, Visa and Mastercard up to £1,000. It may take a few minutes for the transaction to complete. Please do not use the back button, refresh or close the page. The payment details will be displayed on-screen and you will be able to print a receipt after making payment. If you have any difficulties, please contact our Support Team. Your application will remain unsubmitted until you have made payment. Once payment has cleared, your application will be submitted to You will receive an email confirming that your payment has been successful. Information regarding the use of this service is detailed in our Terms and Conditions. For help with using the Planning Portal, read our FAQs, contact our Support Team on 0333 323 4589 or email us: support@planningportal.co.uk'. At the bottom of the main content area are two buttons: 'Make Payment' (orange) and 'Go back to payment options' (grey). On the right side of the page, there are two blue-bordered boxes. The top box is titled 'Application Information' and contains fields for 'Payment reference: PP00129304/1QLL', 'Site address:', 'Applicant name:', 'Agent name: Planning Portal', and 'LPA name:'. The bottom box is titled 'Payment Information' and contains a list of charges: 'Application fee: £ 206.00', 'Service charge (excluding VAT): £ 20.83', 'Service charge VAT: £ 4.17', 'Amount due: £ 231.00'.

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.



[Home](#) > [Applicant Payment](#)

Your nominated payment

Make a phone payment by credit/debit card

Thank you for choosing to pay by phone for your application by credit or debit card.

To make a payment, please call the number shown below and have your payment reference number ready.

Pay by phone details

Payment reference number:	PP00129304v1QLL
Total amount due:	£231.00
Payment centre telephone number:	03333 233 900

Open 24 hours a day, seven days a week. Calls charged at standard UK-wide rate from a UK landline. Mobile charges may vary.

Your application will remain unsubmitted until you have made payment.

Once payment has cleared your application will be submitted to

You will receive an email confirming that your payment has been successful.

The accepted card types are: Maestro UK, Visa and Mastercard up to £1,000.

Information regarding the use of this service is detailed in our [Terms and Conditions](#).

For help with using the Planning Portal, read our [FAQs](#) or email us: support@planningportal.co.uk

[Email me these payment details](#)

[Go back to payment options](#)

Application Information

Payment reference: PP00129304v1QLL

Site address:

Applicant name:

Agent name: Planning Portal

LPA name:

Payment Information

Application fee: £ 206.00


Service charge (excluding VAT): £ 20.83

Service charge VAT: £ 4.17

Amount due: £ 231.00

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.



Home > Applicant Payment

Your nominated payment

Make a payment by bank transfer

Thank you for choosing to pay for your application by bank transfer.

Details for paying by bank transfer

Account name:	PortalPlanQuest Limited
Our sort code:	40-11-60
Our account number:	31076744
Payment reference number:	PP00129776v1SON
Total amount due:	£15873.00

Your application will remain unsubmitted until payment has cleared.
Once payment has cleared, your application will be submitted to the local authority.
You will receive an email confirming that your payment has been successful.

Important: Please ensure that you use the payment reference number as the reference when you make payment, otherwise we will not be able to match your payment to your application which may result in it not being submitted.

For BACS, your bank may take up to three working days to process payment. Faster Payments and CHAPS will usually get to us the same day. Once payment has cleared, the application will be submitted to within one working day.

Information regarding the use of this service is detailed in our Terms and Conditions.
For help with using the Planning Portal, read our FAQs or email us: support@planningportal.co.uk

[Go back to payment options](#)

Application Information

Payment reference:
PP00129776v1SON

Site address:

Applicant name:

Agent name:
Planning Portal

LPA name:

Payment Information

Application fee:
£15848.00


Service charge (excluding VAT):
£20.83

Service charge VAT:
£4.17

Amount due:
£15873.00

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.



[Home](#) > [Applicant Payment](#)

Your nominated payment

Make a payment by cheque

Thank you for choosing to pay for your application by cheque.
Please post your completed and signed cheque to the address below.

Information for paying by cheque

Payment reference:	PP00129304v1QLL
Total amount due:	£231.00
Cheque payable to:	Planning Portal
Send cheque to:	Planning Portal Floor 7 PO Box 17512 252-260 Broad Street BIRMINGHAM B2 2LR

Important: Please ensure you write the payment reference number on the back of the cheque in the top right corner. Otherwise we will not be able to match your payment to your application. You can also print the remittance slip by using the button below: the slip can be filled in and sent to us with your cheque.

[Print remittance slip](#)

Application Information

Payment reference:
PP00129304v1QLL
Site address:

Applicant name:

Agent name:
Planning Portal
LPA name:

Payment Information

Application fee:
£ 206.00
Service charge (excluding VAT):
£ 20.83
Service charge VAT:
£ 4.17
Amount due:
£ 231.00

You will receive an email confirming that your cheque has been received.
Your application will remain unsubmitted until payment has cleared.
Once payment has cleared, your application will be submitted to the local authority. Please allow up to 10 working days after the cheque is received with a valid reference for the application to be submitted.
You will receive an email confirming that your payment has been successful.
Information regarding the use of this service is detailed in our [Terms and Conditions](#).
For help with using the Planning Portal, read our [FAQs](#) or email us: support@planningportal.co.uk

[Go back to payment options](#)

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.



Home > Applicant Payment

Your nominated payment

Payment for the application is now due.
Please check the details below and select 'Continue' to choose your payment method.
If you have any difficulties, please contact our [Support Team](#).

IMPORTANT: The application will not be submitted until payment has cleared.

Application information

Payment reference:	PP00129776v1SON
Site address:	
Applicant name:	
Agent name:	
Date completed:	30/07/2019
Additional details:	Hi Ian, this is an internal nomination, please can you make the payment for new development in Bristol as soon as possible

Payment information

Planning application fee:	£ 15848.00
Service charge (excluding VAT):	£ 20.83
Service charge VAT:	£ 4.17
Total amount due:	£ 15873.00

Accept nomination

☐ I/We agree to accept this payment nomination and agree to the Planning Portal's payment terms and conditions.

[Confirm and proceed to payment options](#)

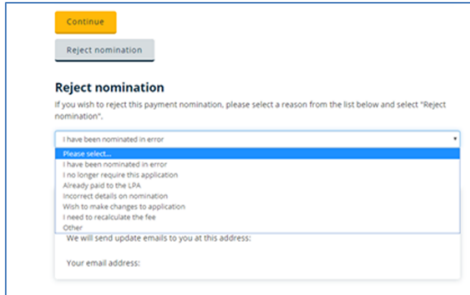
Reject nomination

If you wish to reject this payment nomination, please select a reason from the list below and select "Reject nomination".

Please select...

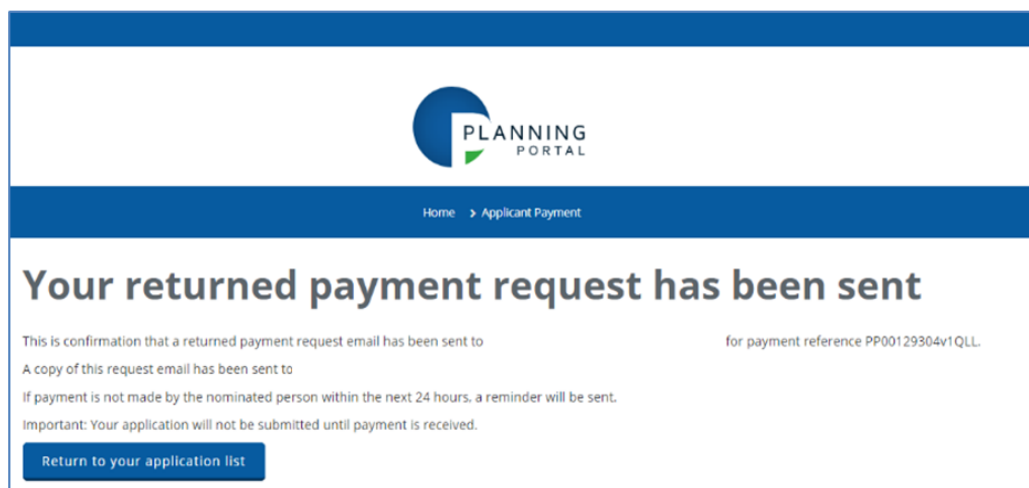
[Reject nomination](#)

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.