

# Financial Transaction Service

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## Agent guide

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## The payment service

In September 2018, the process for paying for planning applications in England changed. In every case where a fee is due over £100, a service charge will apply, and we will process the planning fee before passing both the payment and the application together to the relevant local authority. The service charge is £70.83 +VAT.

This process means:

- A consistent set of payment options across all authorities – including online, telephone, bank transfer and cheque
- The option to nominate a third party (such as your client) to pay securely for the application
- The ability to pay for your application either online or via our payment centre
- A receipt for the payment emailed to you as standard

If you have any questions, please contact our Support Team on 0333 323 4589 or by emailing [support@planningportal.co.uk](mailto:support@planningportal.co.uk). Further guidance is also available on our website.

## Paying for applications

Once you have completed your application in the usual way, you will be taken to the payment screen.

The service includes a full range of payment options but you will only be presented with those that are available based on the amount which is due. The methods accepted and timeframes are shown below.

Payment method	Fee limit	Payment confirmed to applicant/agent (Maximum time after payment is made)	Application released to LPA (Maximum time)	Payment made to LPA via BACS*
Online	£1,000	Instantly after successful payment is received	Instantly after payment confirmed	Next working day after application released
Telephone	£1,000	Instantly after successful payment is received	Instantly after payment confirmed	Next working day after application released
Faster Payment	£250,000 (depending on the bank you are paying from)	1 working day after successful payment is received	Instantly after payment confirmed	Same day as application released
CHAPS	unlimited	1 working day after successful payment is received	Same day as payment confirmed	Same day as application released
BACS	unlimited	1 working day after successful payment is received*	Same day as payment confirmed	Same day as application released
Cheque	unlimited	3 working days after cheque received	7 working days after payment confirmed	Same day as application released

*\* Depending on your bank, BACS payments can take up to 2-3 working days to appear on your bank statement after payment has been made*

## Applications under £1,000

If the planning application fee together with our service charge totals less than £1,000, you are able to make payment by card online, card by phone, bank transfer or cheque. Alternatively, you can nominate someone else to pay using one of these payment methods.

The details relating to your application will be displayed on the right-hand side of the screen. These details will be constantly displayed throughout the payment process.

## Nominating another person to pay

If you select 'I want to nominate some else to pay for this application' and click the continue button.

To begin nominating another person to pay, you will need to insert the nominee's email address in the relevant fields. Please note, you will need to agree to our terms and conditions before you can confirm and continue.

Payment can be made by your nominee by the following methods

- [Credit/debit card online \(under £1,000\)](#)
- [Credit/debit card by telephone \(under £1,000\)](#)
- [Bank Transfer \(Online Banking\)](#)
- [Cheque payments](#)

Once you confirm, payment requests will be sent to your nominee every 24 hours for seven days until payment has been made. If payment has not been made after seven days, the amount will be directed back to you for payment. Once payment is made, both you and the nominee will receive an email notifying of the successful payment.

This payment method is included as a standard option and covered by the £70.83 (+VAT) service charge for all applications.

### Paying for the application yourself

If you don't want to nominate another person to pay, select 'I want to pay for this application myself'.

The above screen will be displayed if your application fee and service charge combined totals under £1,000 and you will be able to pay using the following methods:

- [Credit/debit card online](#)
- [Credit/debit card by telephone](#)
- [Bank Transfer \(Online Banking\)](#)
- [Cheque payments](#)

### Online payments

If you wish to pay online, select the 'Credit/debit card online' payment option and choose 'continue'.

As shown, the card types we can accept for online payment or telephone payment are Maestro UK, Visa and Mastercard, all up to the limit of £1,000; we do not accept American Express or any other card type which is not listed above.

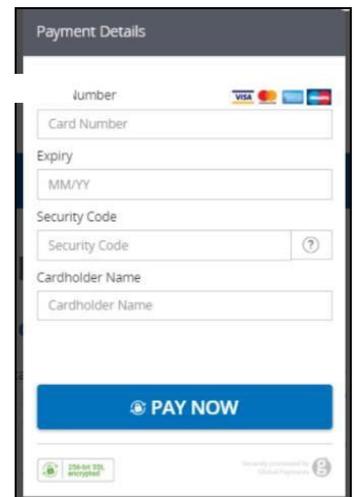
If you click the 'make payment' button on this screen you will be taken to our online terminal as shown.

To pay for your application online, you will need to provide:

- 16 digit card number
- Expiry date
- Security code (last three digits from back of card)
- Name on card

Once you have entered this information, click the blue 'PAY NOW' button to confirm.

When successful payment has been made, you will be sent a receipt to the email address associated with the application.



The screenshot shows a 'Payment Details' form with the following fields: 'Card Number' (with a 16-digit input field and logos for Visa, Mastercard, and Maestro UK), 'Expiry' (with a MM/YY input field), 'Security Code' (with a 3-digit input field and a help icon), and 'Cardholder Name' (with a text input field). A prominent blue 'PAY NOW' button is located at the bottom of the form. At the very bottom, there is a small green '3D Secure' logo and a 'Security provided by' logo.

## Telephone payments

If you wish to pay over the phone, select 'make a telephone payment'.

To make a telephone payment you will need to contact our payment team on 03333 233 900.

**Please have your payment reference number ready to quote when you call this number.**

In order to process the payment, you will need to supply the following details to the operator:

- 16-digit card number
- Expiry date
- Security code (last three digits from back of card)
- Name on card

Once the operator has successfully taken payment, you will receive an email receipt confirming the transaction.

### Bank transfer payments

If you opt to pay by bank transfer, you will be shown the following screen:

**Please make sure you use your payment reference number as the reference for the transaction when making your transfer**, otherwise we may not be able to match your payment to your application and this will slow down the release of your application.

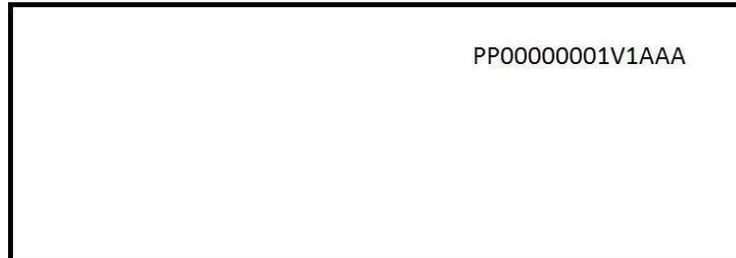
### Cheque payment

If you chose to pay for your application by cheque, you will see the following screen:

Please post your completed and signed cheque to the following address:

Planning Portal  
Sixth Floor Suite  
31 Temple Street  
Birmingham  
B2 5DB

You will need to ensure that you include the payment reference number on your cheque. **Please write your payment reference number clearly on the back of the cheque in the top right hand corner**, as indicated below:



**If you do not include the payment reference number with your payment, we will not be able to match your payment to your application.**

If you wish, you can include a remittance slip with the cheque. To do this, click the blue 'print remittance slip' button and include this with the completed and signed cheque when sending.

To display the remittance slip for printing, you will need a PDF Reader. If you do not have one installed, you can [download Adobe Reader](#).

When we have your cheque, you will receive an email confirming that your cheque has been received by us.

## Applications over £1,000

If once you have completed your application your application fee and service charge combined total over £1,000, you will be shown this screen:

As you can see, if your combined application fee and service charge total is over £1,000, you will be able to pay using the following methods:

- [Bank Transfer – Faster Payments, CHAPS or BACS](#)
- [Cheque payment](#)

Click on the links above to find information about these payment methods.

Please note - **we cannot accept any other payment methods for totals over £1,000 and payment of fees cannot be split.**

## Bank transfer:

Payments should be made to the following account:

Account name: PortalPlanQuest Ltd  
Account Number: 31076744  
Sort Code: 40-11-60  
Bank Name: HSBC  
Bank Address: City of London, 60 Queen Victoria Street, London. EC4N 4TR

Please **make sure your client uses the payment reference number as the reference for the transaction when making your transfer**, otherwise we may not be able to match the payment to the application and this will slow down the release of the application.

## Cheque payment:

Cheques will need to be made payable to 'Planning Portal' and sent to the following address:

Planning Portal  
Sixth Floor Suite  
31 Temple Street  
Birmingham  
B2 5DB

Please tell your client to ensure that **the payment reference number for the application is written on the back of the cheque in the top right-hand corner**.

If your client does not include the payment reference number, we will not be able to match the payment to the application and this will slow down the release of the application.

## Submitting your application

Once payment has been received and processed, your application will be released to the local authority.

You will receive an email confirming that your application has been released to the local authority and a further email when the local authority has acknowledged receipt of your application.

The status of your application will show as submitted in the 'My Applications' screen.

The date and time that the local authority receives the application will be the start of the period of determination as outlined in the [Town and Country Planning \(Development Management Procedure\) \(England\) Order 2015, paragraph 34](#).

Please refer to our [Financial Transaction Service Statement](#) when using the payment service.

## Help and information

If you require assistance with completing your online planning application or for more information on our payment service, please [visit our help page](#) in the first instance or email our support team at [support@planningportal.co.uk](mailto:support@planningportal.co.uk), or call them on 0333 323 4589.