Using Blaby District Council's Website for Online Payments

This guide provides a step-by-step summary of the procedure for making a payment on the Council's website.
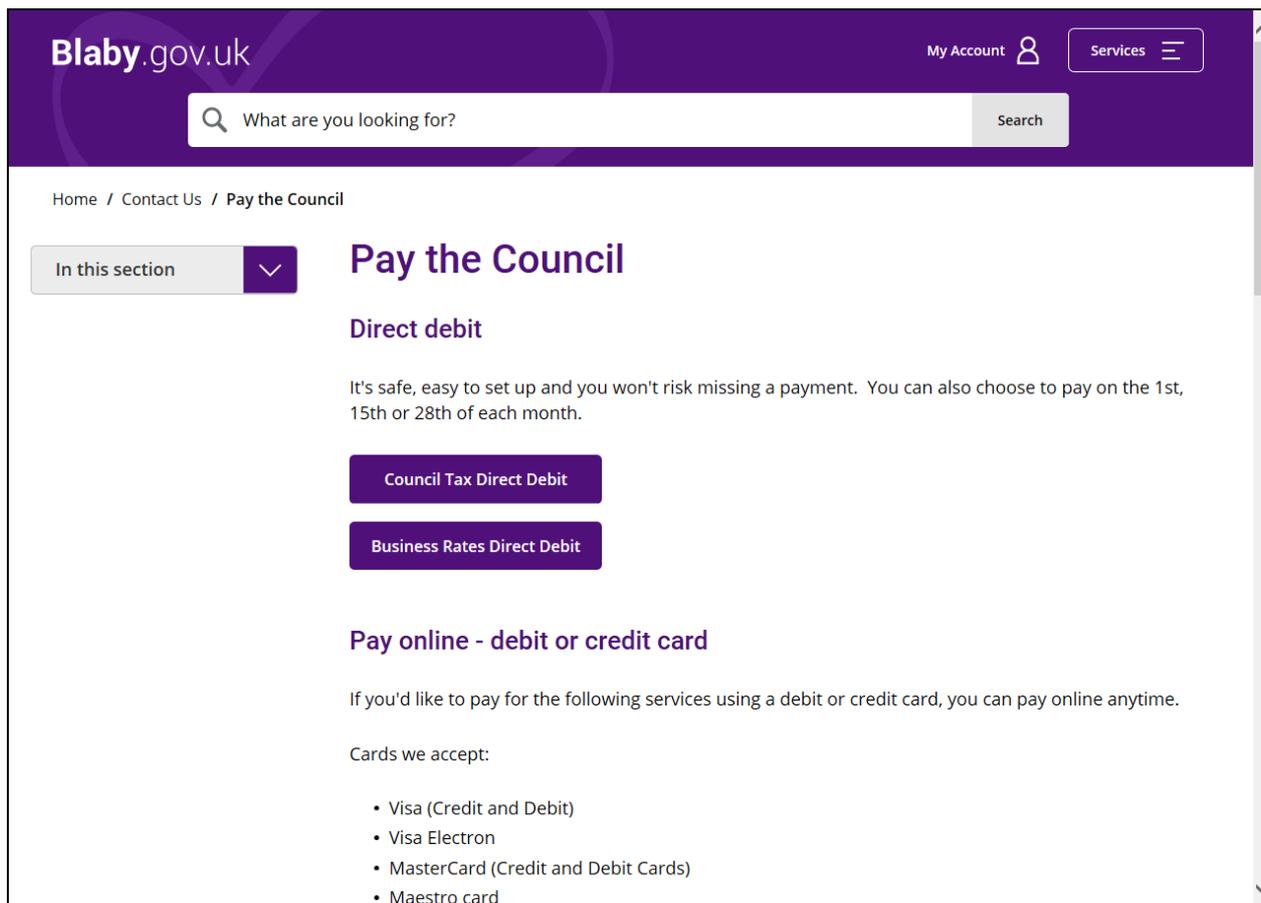
This guide will allow you to pay your council tax, business rates, or invoices over the Internet.

The Online Payments system can be accessed from the **Pay the Council link** on the Council's Website.

If you are paying online for a service which you do not have a reference number for eg bulky item collection, car parking permits, building control applications etc – please skip to step 4.

Payment Selection Screen

Whatever payment you wish to make, the steps for making the payment are the same. Below is the initial screen you will be presented with. Scroll down on this page and you will see the list of services you can pay online by debit or credit card.

Step 1: Select the service being paid for from the list. If you wish to pay more than one account please make separate transactions.

You will then be presented with the following screen:

Step 2: Enter the appropriate Reference Number for the selected service, as shown in the examples in the table below

Payment Type Selected	Reference Required	Example
Council Tax	9 digit Reference Number	253456789
Business Rates	10 digit Reference Number (Older accounts will start with an 'N')	9123456789 N123456789
Sundry Invoices	8 digit Reference Number/ 6 digit Account Number	H0000199/123456
Waste Bins	8 digit Bin Reference Number/ 6 digit Invoice Number	W1234567 /123456
Benefits Overpayment	7 digit Invoice Number / 4 - 5 digit Claim Number	B123456/1234 OR 12345

Please complete all of the fields marked as 'mandatory' which are indicated with a *

Then press 'Submit'.

Step 3 : You will be taken to the payment screen where you enter your card details

Blaby.gov.uk

My Account 👤   Services ☰

🔍 What are you looking for?   **Search**

Home / **Online payment**

Cancel

VISA VISA VISA ⬤ ⬤

All fields marked * are mandatory

Amount £250.00

Card Number*   [   ] ❓

Expiry Date*   [ ] / [ ] ❓

Security Code*   [ ] ❓

Continue   Back   Reset

Note: Clicking on the links below will open a new browser window.

MasterCard. SecureCode. Learn more   Verified by VISA learn more   Trustwave Trusted Commerce Click to Validate

A to Z of Council Services   A   B   C   D   E   F   G   H   I   J   K   L   M   N   O   P   Q   R   S   T   U   V   W   X   Y   Z

Click on 'Continue'

Step 4:   You will be taken to a screen which asks you for the name on the card. Also, if you would like a receipt please enter your email address.

Home / **Online payment**

Cancel

Additional Information

All fields marked * are mandatory

Cardholder's Name* | Betty Smith | ⑦

If you provide an email address below, we will send you an email confirming your payment.

E-Mail | b.smith@yahoo.co.uk |

Confirm E-Mail | b.smith@yahoo.co.uk |

[Continue] [Back] [Reset]

Step 5: You will then be presented a payment confirmation screen. Please check that all of the details are correct before processing the payment.

Step 6: Once you have confirmed payment, if you have entered a valid email address, a receipt will be forwarded immediately to that address.

Important: Please make a note of your Payment Authorisation Number.

Card Authorisation Failure
If a payment fails authorisation for any reason, then please contact the Customer Services on **0116 275 0555** during the following office hours:

Monday : 8.45 am to 5.15 pm
Tuesday : 8.45 am to 5.15 pm
Wednesday : 9.30 am to 5.15 pm
Thursday : 8.45 am to 5.15 pm
Friday : 8.45 am to 4.45 pm

Alternatively you can send an email to **cashiers@blaby.gov.uk**