

# 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 Online 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.

Note: You can also access the Online Payments system if you are on the Planning Portal and want to make a payment. If this is the case, then you can skip to step 5 of this User Guide.

## 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.

The screenshot shows the Blaby District Council website's 'Pay online' page. At the top, there is a navigation bar with links for 'Skip To Content', 'Text Size: A A A | Text Only | Accessibility | Cookies | Google Translate', and a search bar. The main navigation menu includes 'Resident', 'Business', 'About The Council', and 'News & Events'. Below this, there are sub-navigation links for 'Councillors and Committees', 'Strategies, Plans and Policies', 'Voting and Elections', 'Performance and Spending', and 'More'. The main content area is titled 'About The Council > How to make a payment > Pay online'. On the left, there is a sidebar menu with options: 'About The Council', 'How to make a payment', 'Pay using AllPay', 'Pay by standing order', 'Pay online' (highlighted), 'Pay by telephone, post or cash', 'Pay by direct debit', and 'Credit card fees'. The main content area has a heading 'Pay online' and a 'Summary' section. The summary text reads: 'Welcome to the 24 hour secure internet payments service. You may make a variety of payments using this secure site with most major credit or debit cards. Please select the service you wish to pay for from the following list-'. Below this, there are links for 'Pay council tax', 'Pay business rates', 'Pay benefit overpayment', 'Pay for waste bin', and 'Pay an invoice'. A note states: 'If payment is made by credit card there is a 1.65% transaction charge for all payments of £50.00 or over. There is no fee for using a debit card.' There is also a 'Downloads' section with a link for 'User guide on making a payment'. On the right side, there are social media links for Twitter (@BlabyDC) and Facebook (Facebook.com/BlabyDC), and a 'Contact' section with an address, phone number (0116 275 0555), fax number (0116 275 0368), and minicom number (0116 284 9786). At the bottom, it says 'Last updated: 13 September 2013' and 'How do you rate this information / service?'.

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

You will then be presented with the following screen:

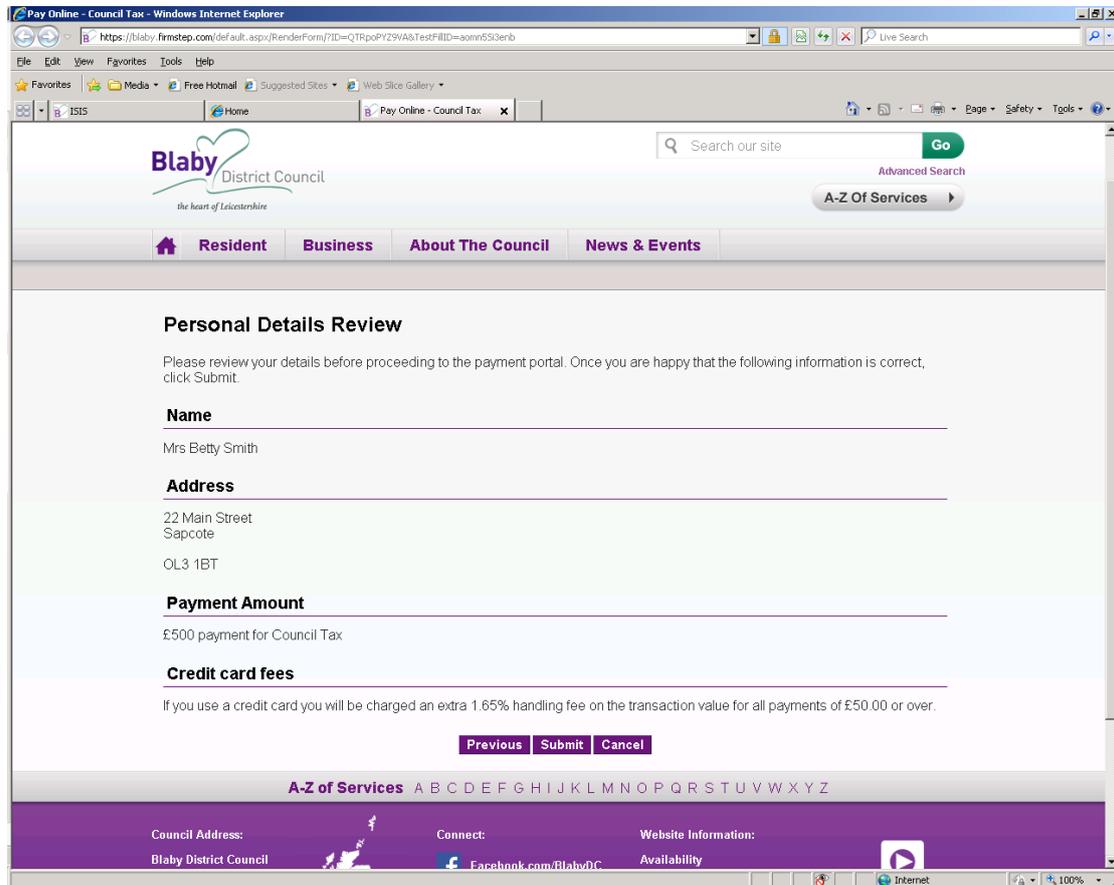
**Step 2:** Enter the appropriate Reference Number for the selected service, as shown in the examples in the table below

Payment Type Selected	Reference Required	Example
Council Tax	10 digit Reference Number	C123456789
Business Rates	10 digit Reference Number	N123456789
Sundry Invoices	8 digit Reference Number/ 6 digit Account Number	E0000199/123456
Waste Bins	8 digit Bin Reference Number/ 6 digit Invoice Number	W1234567 /123456
Planning Portal	Only applicable for payments made through the Planning Portal System: <a href="http://www.planningportal.gov.uk/">http://www.planningportal.gov.uk/</a>	N/A
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 \*

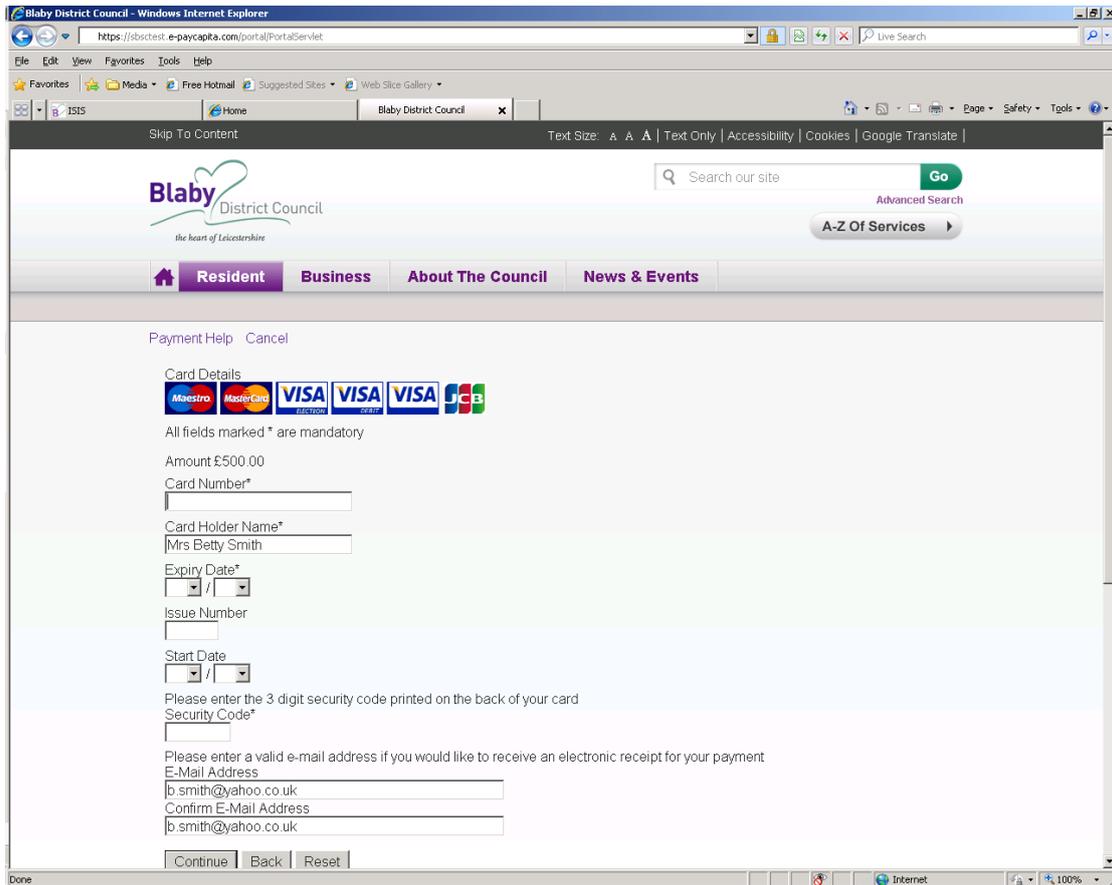
Then press 'Next'.

**Step 3** : You will now be shown details of the payment entered

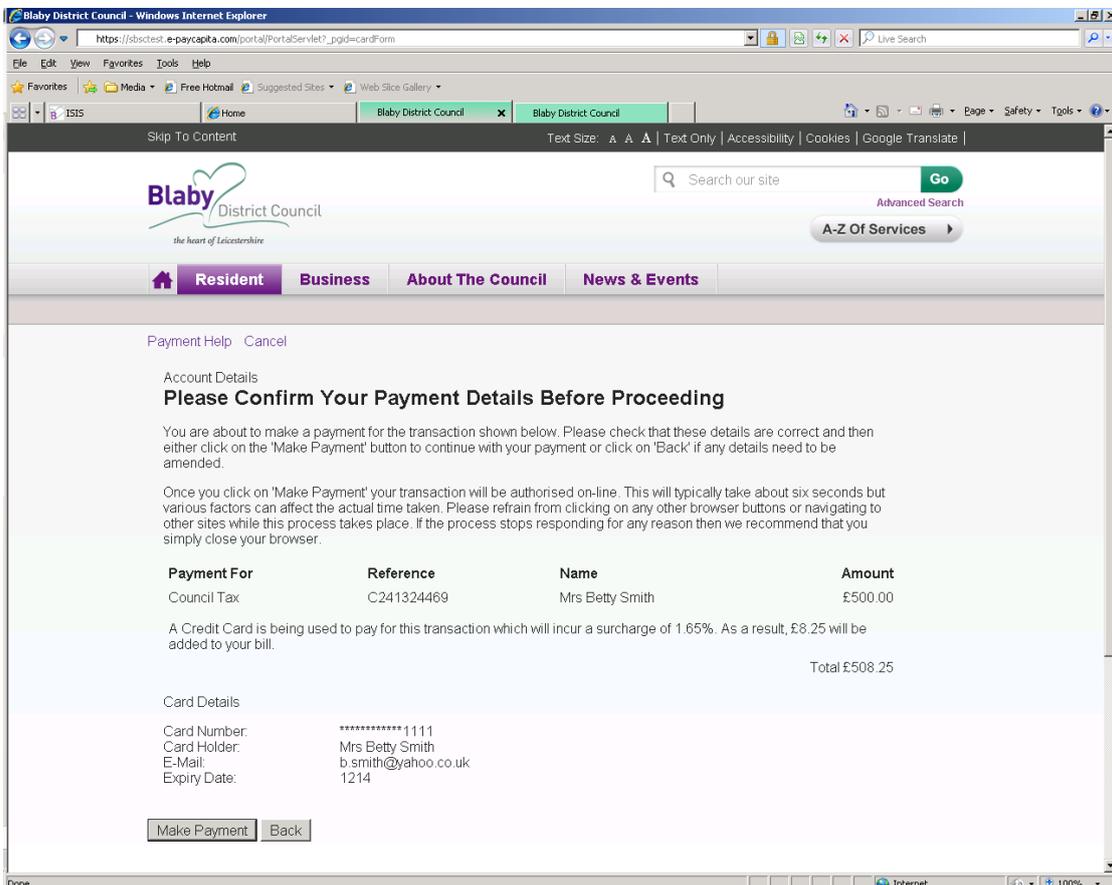


If the details shown are correct choose 'Submit' to continue

**Step 4** : Enter card details.



**Step 5:** You will then be presented with the following 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**