

Procedure

Customer Guide: ePayment and Property Services

Version 1.0

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Corporate Services
Information and Technology

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Keep an eye out for tips along the way. Look for the



ePayment and Property Services Guide

This is a step by step guide to using ePayment and Property services.

What is ePayment and Property Services?

ePayment and Property Services is an online payment portal. You can use it to:

- Make a payment on your rates, water or sundry debtor accounts
- Check balances of your rates account (when a rates reference number is entered)
- Make payments on council issued invoices

Payments can only be made using a credit card, including Visa and MasterCard (credit or debit) only. Tweed Shire Council does not take payment using other cards. A 0.55% credit card fee will be added to your payment.

Where do I start?

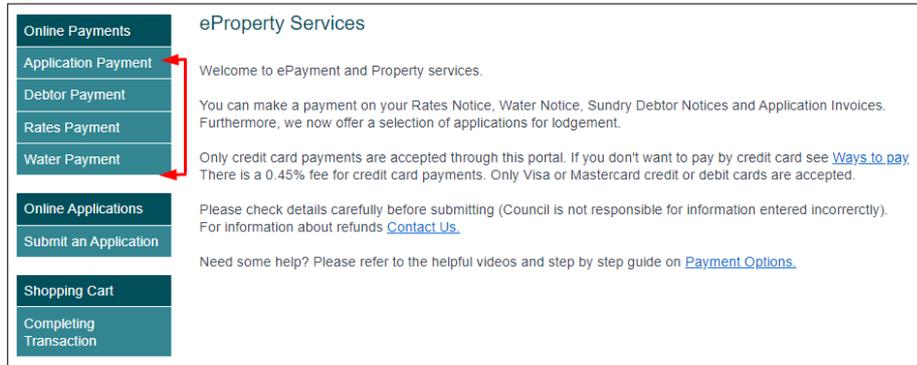
- Follow the instructions on screen as you move through the steps.
- You can read about privacy and terms of use at the bottom of each page.
- If you have any difficulties read the [frequently asked questions](#) at the end of this guide.

The screenshot shows the Tweed Shire Council website interface. At the top left is the council logo with the text 'TWEED SHIRE COUNCIL'. In the top right corner, there is a 'Login' button with a right-pointing arrow. On the left side, there is a vertical navigation menu with the following items: 'Online Payments', 'Application Payment', 'Debtor Payment', 'Rates Payment', 'Water Payment', 'Online Applications', 'Submit an Application', 'Shopping Cart', and 'Completing Transaction'. The main content area is titled 'eProperty Services' and contains the following text: 'Welcome to ePayment and Property services.', 'You can make a payment on your Rates Notice, Water Notice, Sundry Debtor Notices and Application Invoices. Furthermore, we now offer a selection of applications for lodgement.', 'Only credit card payments are accepted through this portal. If you don't want to pay by credit card see [Ways to pay](#). There is a 0.45% fee for credit card payments. Only Visa or Mastercard credit or debit cards are accepted.', 'Please check details carefully before submitting (Council is not responsible for information entered incorrectly). For information about refunds [Contact Us](#).', and 'Need some help? Please refer to the helpful videos and step by step guide on [Payment Options](#).' At the bottom of the page, there is a footer with links for 'Privacy/Terms of Use', 'Contact Us', 'TSC Website', and 'Mobile View', and a copyright notice: '© Technology One Limited 2020'.

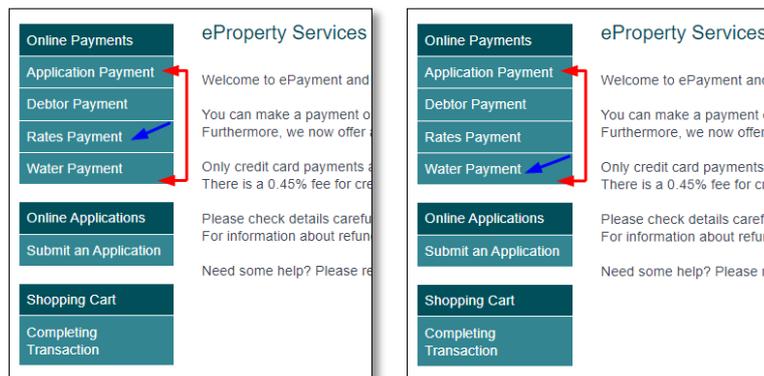
Making a Payment

You can use ePayment and Property Service to pay your rates, water, sundry debtor charges and council issued invoices online.

Click the payment option from the menu on the left hand side of the screen.



Paying rates and water



To pay your rates and water you need your **payment reference number**. You can find this on your rates or water notice. Make sure you use your rates reference number to pay your rates account, and your water reference number to pay your water account.



In this example we're processing a rates payment.

Enter your eight-digit payment reference number in the box on screen and click **next**.

Online Payments

- Application Payment
- Debtor Payment
- Rates Payment**
- Water Payment

Shopping Cart

- Shopping Cart

Rates Payment

When making a rates payment please enter your unique Payment Reference Number. This reference number appears on your Rates Notice and uniquely identifies your rates payment. Please refer to the sample notice on this screen for further information.

Please note:

- If any details on the notice are incorrect please correct the information on the hard copy notice and return the entire notice together with payment to the Council in person or by mail. Please see Council's [payment options](#).
- Ensure that the correct information is entered and double check the reference number used is the same as that listed on your notice. Tweed Shire Council is not responsible for incorrectly entered information.



Please enter your Payment Reference (Ref) Number located in the payment options section of your notice as indicated on the Rates Notice example

[Click to enlarge image in new window](#)

Next ▶

Your property details and account balance will appear on screen. Check the **address** and the **amount to pay** are correct. The total amount due will automatically appear in the amount to pay box. You can change this amount by clicking in the box and typing a different number. When the amount you want to pay appears in the box, click next.

TWEED SHIRE COUNCIL

Online Payments

- Application Payment
- Debtor Payment
- Rates Payment**
- Water Payment

Shopping Cart

- Shopping Cart

Rates Payment Details

Please check your property details below to ensure they are correct. Your current balance for Rates and Water are displayed below. If you wish to also make payment on your water charges, please complete your rates payment and when you reach the shopping cart, save your rates payment to the cart and use the left hand menu to complete your water payment.

Please note:

- When your account is in credit, the "Amount To Pay" will be displayed with a subtraction symbol, E.g. -52.00. You may continue to make payments on your account to keep it in credit if you wish.

Rates Details

Property ID	51X24
Address	1 People Street, Citizenville NSW 9484

Charge Details

Rates Balance	\$1,395.18
Water Balance	\$383.36

Amount To Pay*

Previous **Next** ▶

Your transaction details are shown in the grey box. If you wish to complete your transaction now, please click on the **proceed** button (1). If you want to make another payment, for example your water account, click **save to cart** (2) and then click the box on the left hand menu to select your next payment (3). When all your payments are listed, click **proceed**.

Shopping Cart

To process an item in your shopping cart select it using the Take to Checkout box and click the Proceed button. Items can be removed or edited before proceeding to payment section, by using the check boxes.

If an application is incomplete, please click on the 'Application' link to complete all of the required information before being able to check the Take to Checkout box.

If you wish to cancel an application in progress, please click on the 'Application' link then choose Cancel Application from the left hand menu.

If you wish to apply for another application or make a payment, please use the left hand menu to proceed.

Shopping Cart Retrieval

To retrieve existing shopping cart items not listed, enter the unique reference number that you received via email and click the Search button:

Reference No

Shopping Cart

Type	Description	Amount	Remove	Take to Checkout
Rates Payment	Please enter your Payment Reference (Ref) Number located in the payment options section of your notice as indicated on the Rates Notice example 801365669	\$1,395.18	✖	<input checked="" type="checkbox"/>
			Remove All	Check All / Uncheck All

On the Pending payment page check your **reference number** and **amount** and click continue if correct.

Pending Payments

Type	Description	Amount
Rates Payment	Please enter your Payment Reference (Ref) Number located in the payment options section of your notice as indicated on the Rates Notice example 801365669	\$1,395.18

The payment summary page displays the total that you are paying, including a credit card surcharge. Check the payment details and click **complete**.

Payment Summary

Online Payments
Application Payment
Debtor Payment
Rates Payment
Water Payment

Shopping Cart
Shopping Cart

Payment Summary

Information: For customers [submitting an online application](#). Please provide at least one telephone number. The email address you provide is where Council will send completed certificates.
All customers should check the payment details below to ensure they are correct before continuing.

Purchase Details

Type	Description	Amount
Rates Payment	Please enter your Payment Reference (Ref) Number located in the payment options section of your notice as indicated on the Rates Notice example 801365669	\$1,395.18

Totals

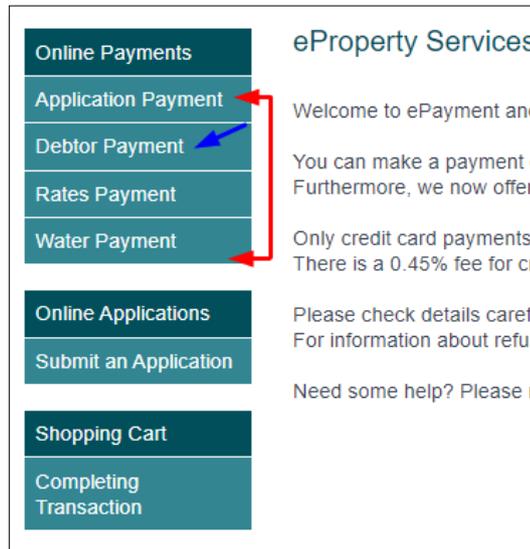
Shopping Cart Total	\$1,395.18
Credit Card Surcharge	\$9.77
Amount Due	\$1,404.95

Navigation: [← Previous](#) [Complete →](#)

The Commonwealth Bank of Australia’s secure payment portal will appear (Bpoint) so you can finish your payment (see the [Completing a payment](#) section on page 15 of this guide).

Debtor Payments

If you have an account for paying fees for Council services outside of rates and water, you will receive a Sundry Debtor invoice. To make a debtor payment, click the Debtor Payment button on the left hand menu.



You will need your seven-digit **debtor number** to make this payment type. This is found on your debtor notice. Enter your debtor number in the box and click **next**.

The image shows the 'Debtor Payment' page. On the left is a sidebar menu with 'Debtor Payment' selected. The main content area has the heading 'Debtor Payment' and a paragraph: 'When paying your Debtor account you only need your Debtor Number. If you have multiple invoices attached to your Debtor Number, on the next screen you will be provided the opportunity to select the invoices you wish to pay.' Below this is a 'Please note:' section with two bullet points. To the right is a preview of a 'Sundry Debtor Tax Invoice' for John Citizen, showing a table of transactions and a total amount due of \$82.08. At the bottom, there is a form with the label 'Debtor Number*' and a text box containing '66XXXX4'. A red arrow points to the text box, and another red arrow points to a 'Next' button.

Transaction Date	Invoice Number	Details	GST	Total Amount
1/1/10	238XXX	LANDWATER TOLLING (2010) L 888 114430 Toll Water Service Invoice - Fees package - Registration Date 01/10/2010	\$0.45	\$82.08

All invoices attached to your debtor account will be displayed and ticked ready for payment (1). If you do not wish to pay all invoices in this transaction, untick the invoices you are not paying. Click **recalculate total** (2), check the amount and then click **next** (3).

- Online Payments
- Application Payment
- Debtor Payment
- Rates Payment
- Water Payment
- Shopping Cart
- Shopping Cart

Debtor Payment Details

Please check your Sundry Debtor Account details below to ensure they are correct. Your current account balance is displayed below.

Debtor payments can be made on the full account balance or by invoice amount. Please use the tick boxes below to select what invoices you wish to pay, and click recalculate, before clicking "Next".

Debtor Number: 66XXXX4

	Charge Date	Invoice No	Charge Description	Due Date	Amount Due	
1	<input checked="" type="checkbox"/>	15/02/2017	2016/225823	SEPTIC DISCHARGE	17/03/2017	\$8,057.50
						<input type="text" value="8057.50"/>
	<input checked="" type="checkbox"/>	15/02/2017	2016/225832	SEPTIC DISCHARGE	17/03/2017	\$3,592.50
						<input type="text" value="3592.50"/>
	<input checked="" type="checkbox"/>	10/03/2017	2016/226896	SEPTIC DISCHARGE	9/04/2017	\$2,032.50
						<input type="text" value="2032.50"/>
					Total	\$13,682.50

←

2

← Previous
→

Your transaction details will appear in a grey box. To complete your transaction, click the **proceed** button (1). To add another payment, for example your water account, click **save to cart** (2) then use the left hand menu to choose your next payment. (3). When you're ready to make the payment, click **proceed**.

- Online Payments
- Application Payment
- Debtor Payment
- Rates Payment
- Water Payment
- Shopping Cart
- Shopping Cart

Shopping Cart

i To process an item in your shopping cart select it using the Take to Checkout box and click the Proceed button. Items can be removed or edited before proceeding to payment section, by using the check boxes.

If an application is incomplete, please click on the 'Application' link to complete all of the required information before being able to check the Take to Checkout box.

If you wish to cancel an application in progress, please click on the 'Application' link then choose Cancel Application from the left hand menu.

If you wish to apply for another application or make a payment, please use the left hand menu to proceed.

Shopping Cart Retrieval

To retrieve existing shopping cart items not listed, enter the unique reference number that you received via email and click the Search button:

Reference No

Shopping Cart

Type	Description	Amount	Remove	Take to Checkout
Debtor Payment	Debtor Number: 6601274 Invoice Number: 66XXXX4	\$8,057.50	✖	<input checked="" type="checkbox"/>
Debtor Payment	Debtor Number: 6601274 Invoice Number: 66XXXX4	\$3,592.50	✖	<input checked="" type="checkbox"/>
Debtor Payment	Debtor Number: 6601274 Invoice Number: 66XXXX4	\$2,032.50	✖	<input checked="" type="checkbox"/>
			Remove All	Check All / Uncheck All

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On the **Pending payments** page check your debtor/invoice number and the amount being paid. Click **continue** if correct.

Pending Payments

Type	Description	Amount
Debtor Payment	Debtor Number: 66XXXX4 Invoice Number: 6601274: 2016/2XXXX9	\$8,057.50
Debtor Payment	Debtor Number: 66XXXX4 Invoice Number: 6601274: 2016/2XXXX9	\$3,592.50
Debtor Payment	Debtor Number: 66XXXX4 Invoice Number: 6601274: 2016/2XXXX9	\$2,032.50

◀ Previous Continue ▶

The **Payment summary** page will display the total amount you are being charged, including the credit card surcharge. Check the payment details, then click **complete**.

Payment Summary

For customers submitting an online application. Please provide at least one telephone number. The email address you provide is where Council will send completed certificates.

All customers should check the payment details below to ensure they are correct before continuing.

Purchase Details

Type	Description	Amount
Debtor Payment	Debtor Number: 66XXXX4 Invoice Number: 6601274: 2016/2XXXX9	\$8,057.50
Debtor Payment	Debtor Number: 66XXXX4 Invoice Number: 6601274: 2016/2XXXX9	\$3,592.50
Debtor Payment	Debtor Number: 66XXXX4 Invoice Number: 6601274: 2016/2XXXX9	\$2,032.50

Totals

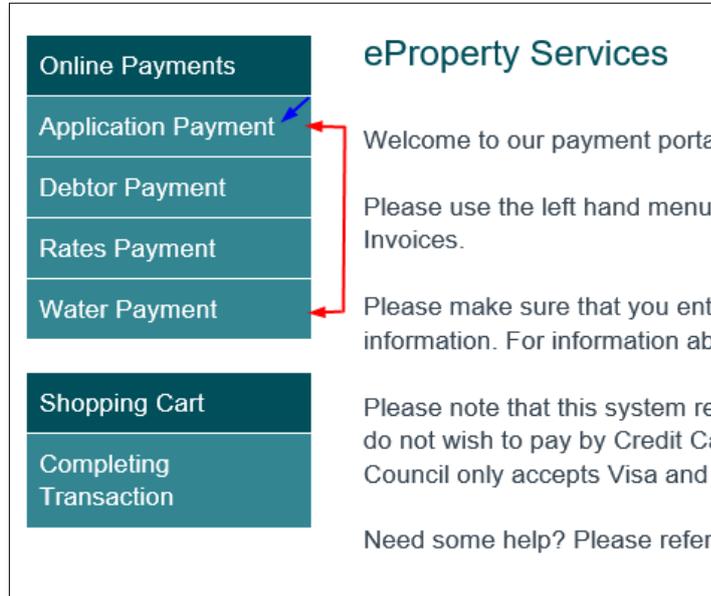
Shopping Cart Total	\$13,682.50
Credit Card Surcharge	\$95.78
Amount Due	\$13,778.28

◀ Previous Complete ▶

The Commonwealth Bank of Australia’s secure payment portal will appear (Bpoint) so you can finish your payment (see the [Completing a payment](#) section on page 15 of this guide).

Invoice Payments

To pay a Council issued invoice, click the Application Payment option from the left hand menu.



To make an invoice payment you will need your **application number**. You will find this on the invoice. Enter your application number and click **next**.

Online Payments

Application Payment

Debtor Payment

Rates Payment

Water Payment

Shopping Cart

Shopping Cart

Application Payment

When paying the fee for your application you need either your Application ID as located on the notice. Please refer to the sample bill on this screen.

Please note:

- If any details on the notice are incorrect please correct the information on the hard copy notice and return the entire notice together with payment to the Council in person or by mail. Please see Council's [payment options](#).
- Ensure that the correct information is entered and double check application number as the same as on your invoice. Tweed Shire Council is not responsible for incorrectly entered information.

Application ID

Next ▶

Tweed Shire Council

Tax Invoice

Issued To: John Citron, 17 Eagle Street, Crowsville NSW 2484

Date Issued: 03 January 2016

Invoice Number: 201000

Application: Construction Certificate (CC161000) single storey dwelling at Lot X DP 200000, 10/11 Eaglehawk Crescent, NSW 2484

Charge Type	Quantity	Charge Category	Charge Amount	Discount	GST Amount	Balance
CC Approval - Archiving Assessed Certificate	1	Regn & Archiving Fee	\$36.00	\$0.00	\$0.00	\$36.00
Total Amount Due			\$36.00			\$36.00

NOTE (1) Receipt of this application is acknowledged once payment of these charges has been received.

Please submit with your payment

REMITTANCE - INVOICE 2016XX - 03 January 2016

Construction Certificate (CC161000) single storey dwelling at Lot X DP 200000, 10/11 Eaglehawk Crescent, NSW 2484

Application Number: 201000

Invoice Number: 201000

Amount: \$36.00

Balance: \$36.00

Please post receipt to:

Tweed Shire Council, PO Box 100, Crowsville NSW 2484

Click to enlarge image in new window

Check the application details and amount you're paying, then click **next**.

Your transaction details will appear in a grey box. To complete your transaction, click the **proceed** button (1). To add another payment, for example your rates account, click **save to cart** (2) then use the left hand menu to choose your next payment. (3). When you're ready to make the payment, click **proceed**.



If you receive a  next to your application number, do not proceed. This is advising you that a payment has been made on this application today.

If you have proceeded in error, please [contact Council](#) with the transaction details. A refund can be arranged, however this process can be lengthy.

Type	Description	Amount	Remove	Take to Checkout
Application Payment 603c17/2474	603 Certificate - 603 Certificate	\$75.00		<input checked="" type="checkbox"/>
			Remove All	Check All / Uncheck All

On the Pending payments page check the invoice and the amount being paid, then click **continue**.

Pending Payments

Type	Description	Amount
Application Payment DD17/ XXX1	Drainage Diagram (External) - Drainage Diagram	\$318.00

◀ Previous Continue ▶

The Payment summary page shows the total amount you will be charged, including a credit card surcharge. Check the payment details and click **complete**.

- Online Payments
- Application Payment
- Debtor Payment
- Rates Payment
- Water Payment
- Shopping Cart
- Shopping Cart

Payment Summary

i For customers [submitting an online application](#). Please provide at least one telephone number. The email address you provide is where Council will send completed certificates.

All customers should check the payment details below to ensure they are correct before continuing.

Purchase Details

Type	Description	Amount
Application Payment DD17/ XXX1	Drainage Diagram (External) - Drainage Diagram	\$318.00

Totals

Shopping Cart Total	\$318.00
Credit Card Surcharge	\$2.23
Amount Due	\$320.23

◀ Previous Complete ▶

The Commonwealth Bank of Australia’s secure payment portal will appear (Bpoint) so you can finish your payment (see the [Completing a payment](#) section on page 15 of this guide.

Completing your payment in BPoint

Payments for rates, water, debtors and invoices all lead to the Commonwealth Bank's secure payment portal called **BPoint**.

Follow the instructions on screen. Enter the name on your credit card in the box under **Card Holder Name** then click **next**.

Finalising payment

Please finalise your payment by completing the card details below. Tweed Shire Council uses a secure payment portal provided by Commonwealth Bank of Australia.

You are paying
Tweed Shire Council

Biller Code
1588045 - Online Payment

Payment No
460

Reference Number 1
1102

Card Holder Name 

✕

[NEXT >](#)

Enter your credit card details, then click **next**.

Finalising payment

Please finalise your payment by completing the card details below. Tweed Shire Council uses a secure payment portal provided by Commonwealth Bank of Australia.

You are paying
Tweed Shire Council

Biller Code
1588045 - Online Payment

Payment No
538

Reference Number 1
1180

Card Holder Name
Mrs J J Citizen

Amount
AUD 320.23

Accepted Cards
 

Card number 

Expiry date  

CVN  

[< BACK](#) [NEXT >](#)

Check the payment details, then click **pay**.

Review Details

You are Paying **Tweed Shire Council**

Billers Code 1588045 - Online Payment

Payment No 538

Reference Number 1 1180

Card Holder Name **Mrs J J Citizen**

Amount AUD 320.23

Card Number 498765...769

Expiry Date 99/00

< BACK **PAY >**

Your receipt will appear on the screen. **Please print or save a copy for your records.**

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Online Payments
Application Payment
Debtor Payment
Rates Payment
Water Payment

Shopping Cart
Shopping Cart

Payment Confirmation

You have successfully completed the checkout process. Please print a copy of the information on this page for future reference or enquiries.

Transaction Details

Transaction Date 09-Jun-2020
Payment Reference 1180
Transaction Amount \$320.23

Charge Details

Reference	Details	Charge Description	Charge	Charge Tax	Charge Total
Council Payment	Drainage Diagram (External) - Drainage Diagram 1 People Place Citizenville NSW 9404	Amount Paid	\$318.00		\$318.00
		Credit Card Surcharge	\$2.23	\$0.00	\$2.23
		Total			\$320.23

Print



Don't forget to print your payment confirmation for your records!
To print your receipt onto paper, click **print**.
To save your receipt onto your computer click **print**, then **select PDF**.
You can also take a screen shot to save it electronically.
It is your responsibility to keep records for your payment confirmation.



Getting an error?
See [Frequently asked questions](#) for further information on who to contact and what to do next.

The Shopping Cart

If for any reason you do not finish a payment, you can return to the shopping cart at any time to complete your transaction. From the home page click **shopping cart**.

The screenshot shows the 'eProperty Services' page. On the left is a vertical menu with items: Online Payments, Application Payment, Debtor Payment, Rates Payment, Water Payment, Shopping Cart, and Shopping Cart. The second 'Shopping Cart' item is highlighted with a blue box and a red arrow. The main content area contains a welcome message and instructions about the payment portal, including a note about credit card surcharges and accepted card types (Visa, MasterCard, Visa Debit Card).

You will see your transaction sitting in the shopping cart.

To continue, check the details in the grey box (1) then click **proceed** (2). If you no longer need this transaction, click on the **red cross x** (3) to delete it. If you want to change the amount you're paying, click on the blue payment link to return to the payment screen (4).

Continue the process as explained earlier in the guide.

The screenshot shows the 'Shopping Cart' page. It includes a left-hand menu with 'Shopping Cart' highlighted. The main content area has a 'Shopping Cart Retrieval' section with a search box. Below that is a table of items in the cart. A grey box highlights the first item, 'Rates Payment', with a red arrow labeled '1'. A red 'X' icon in the 'Remove' column is labeled '3'. A blue box highlights the 'Please enter your Payment Reference (Ref) Number' text, with a red arrow labeled '4'. At the bottom right, a 'Proceed' button is highlighted with a red arrow labeled '2'. There is also a 'Save Cart' button.

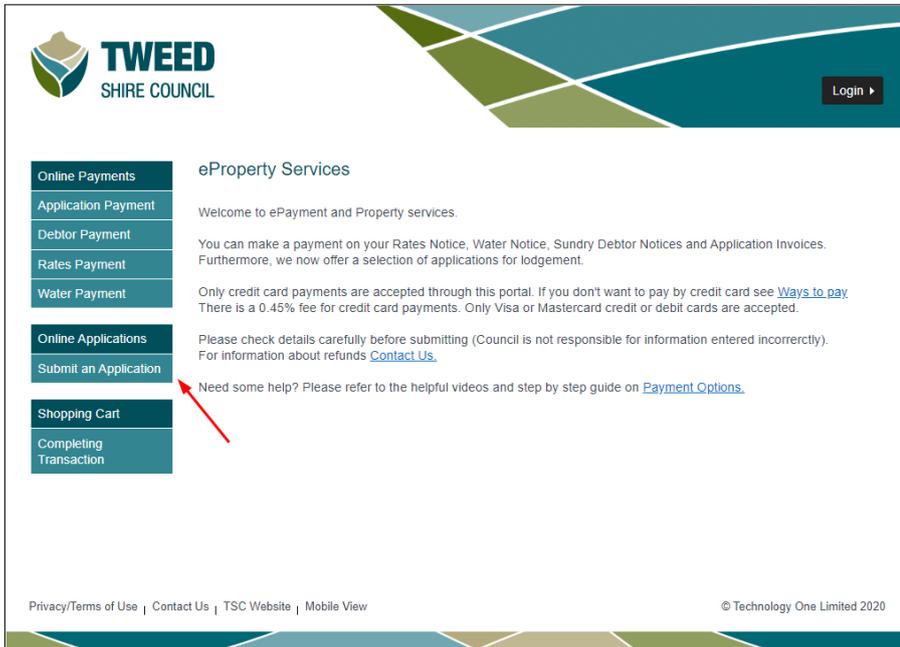
Type	Description	Amount	Remove	Take to Checkout
Rates Payment	Please enter your Payment Reference (Ref) Number located in the payment options section of your notice as indicated on the Rates Notice example 801365669	\$1,395.18	X	3

Submitting an Application

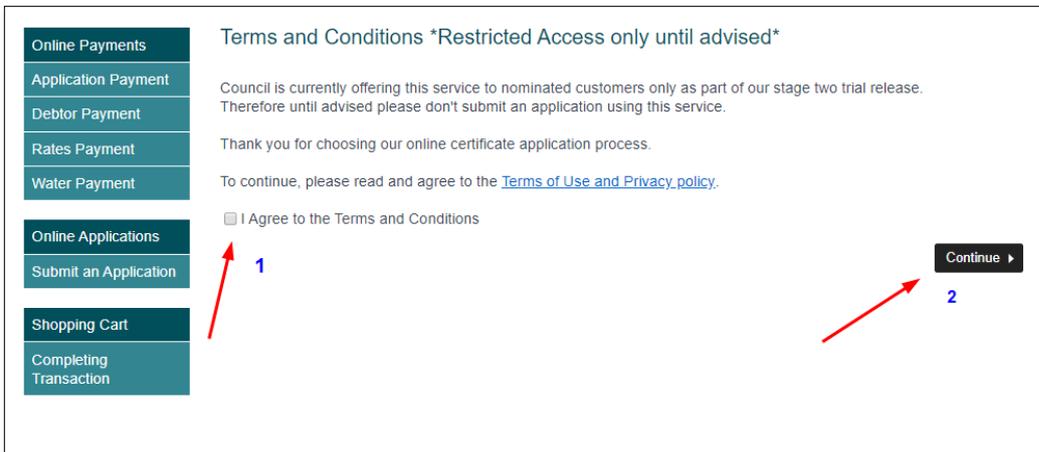
You can apply online for a range of applications using ePayment and Property Services. These include:

- Development Consent Search
- Drainage Diagram – External
- Drainage Diagram – Internal
- Dwelling Entitlement Search
- Section 10.7 Certificate 2
- Section 10.7 Certificate 2 & 5
- PrePurchase Inspection and Report for OSSM
- PrePurchase Records Search only for OSSM
- 603 Certificate
- Special Water Meter Reads (**Properties connected to town water only**)

To start an application, from the home screen, click on Submit an Application.



Read and agree to the Terms of Use and Privacy policy (1), then click continue (2).



Select what application you are applying for by clicking on the relevant blue link.

Online Payments
Application Payment
Debtor Payment
Rates Payment
Water Payment

Online Applications
Submit an Application

Shopping Cart
Completing Transaction

Submit Applications

i Applications are defined and categorised by Groups and Categories. This categorisation helps us to better clarify and process your application.

Property or Rating Certificates are usually requested by legal representatives for the purpose of buying and selling a property.

Processing times for each type of application may vary.

Please select the type of application from the list below:

Development Consent Search

Confirms there is a legal right over the property to lodge an application to construct a dwelling. If there are multiple lots you need to apply for each lot separately and pay a fee for each one. Visit [Buying or Selling a Property](#) for more information.

[Development Consent Search](#)

Drainage Diagram

An External Drainage Diagram is a copy of a plan showing the location of Council's sewer mains in relation to the property boundaries. Note: The drainage diagram does not include stormwater or internal stormwater information. Processing time is up to 10 working days.

An Internal Drainage Diagram is a copy of a plan showing the location of internal sewer lines of a property and where they connect to Council's sewer system. Note: The internal drainage diagram will not show Council's sewer main or junction detail. Processing time is up to 14 working days. Visit [Buying or Selling a Property](#) for more information.

[Drainage Diagram \(External\)](#)
[Drainage Diagram \(Internal\)](#)



Please note that above each application link you are provided with a brief explanation of the application.

To easily identify your application when you receive it, add your own reference number to the application (1). Then click on the next (2).

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Login

Step 1 of 4

Application Information

Application Summary
Development Consent Search - Development Consent Search

i Please provide all the information requested (your application may be delayed or rejected if incomplete or incorrect).
Click Next to continue:

Application Information

Note: Fields with an asterisk (*) are mandatory.

Your reference:

Enter the email address that you want the application to be sent to, and verify.

Search for the property you are making the application for. You can search by:

1. Fast search by part of an address
2. Property address search, by address or property number
3. Land search (second tab), by Lot and DP or land parcel details

Once you have entered your property details, click the relevant search button.



If you are having trouble locating your address and/or land details, please check the service address and/ or Lot and DP on your rates notice.

The property details are shown at the bottom of the page (1). Check that the address is correct and click next (2). If the property details are incorrect, search again using one of the other search options.

Address Land

Fast Search

Advanced Search

Unit Number

House Number

Street Name

Suburb

Postcode

Address	Legal Description
<input checked="" type="radio"/> 1 People Street Citizenville NSW 2484	Lot 1 DP123456 1

Some addresses may return multiple address options. Check that the correct address is selected, before clicking next.

Address	Legal Description
<input checked="" type="radio"/> 10-14 Tumbulgum Road MURWILLUMBAH NSW 2484	Lot 1 DP 863851
<input type="radio"/> 11 Tumbulgum Road MURWILLUMBAH NSW 2484	Lot 1 DP 406510
<input type="radio"/> 13 Tumbulgum Road MURWILLUMBAH NSW 2484	Lot 1 DP 779861

Check that the details on the Summary Information are correct. Click continue if correct.

Step 4 of 4 Summary Information

Application Information

Delivery Email Address

Primary Property

Summary Information

Please check your application details are correct (use the blue links to make any changes).
Click Continue to add this application to your shopping cart.

[Application Information](#)

Your reference: Purch - 1 People St

[Delivery Email Address](#)

Customer Email Address example@testemail.com.au

[Primary Property](#)

Address 1 People Street Citizenville NSW 99999

[Primary Land](#)

Legal Description Lot 1 DP 123456

Amount Due \$117.00



If you need to correct the information, please click on the relevant blue link to make changes.

Your transaction details will appear in a grey box. To complete your transaction, click the **proceed** button (1). To add another payment, for example your rates account, click **save to cart** (2) then use the left hand menu to choose your next payment. (3). To apply for another application, click **Submit an Application** (4). When you're ready to make the payment, click **proceed**.

Completing Transaction

Select the item(s) in your shopping cart using the 'Take to Checkout' box and click Proceed to complete your application.

To remove items from your cart use the X next to the amount (or edit using the blue link).

To cancel your application click the Application link in the grey box, then click Cancel Application in the menu on the left.

Once you've completed this application you can submit another one (or make another payment) using the menu on the left.

Shopping Cart Retrieval

To pay a shopping cart item for an application that isn't listed, enter the unique reference number sent to your email address and click the Search button:

Reference No

Shopping Cart

Type	Description	Amount	Remove	Take to Checkout
Application	Development Consent Search - Development Consent Search 1 People Street Citizenville NSW 99999	\$117.00	X	<input checked="" type="checkbox"/>
			Remove All	Check All / Uncheck All



At this point you can also delete the application by clicking on the red cross (X) to remove it from the transaction.

The next step is very important to capture the applicant details and provides you with the total cost including credit card surcharge. Double check all the details you have entered are correct and then click the complete button.

Payment Summary

 Please provide at least one phone number when [submitting an online application](#). Council will send your completed certificates to the email address you provided.

Check payment details are correct before continuing:

Name Details

Please select applicable Person Business

Title

Given Names*

Surname*

Address*

Suburb*

Postcode*

Contact Details

Home Phone

Work Phone

Mobile Phone

Purchase Details

Type	Description	Amount
Application	Development Consent Search - Development Consent Search	\$117.00

Totals

Shopping Cart Total	\$117.00
Credit Card Surcharge	\$0.53
Amount Due	\$117.53

Only click the Complete button if you're ready to make the payment now. Once you proceed to Payment do not select the 'web browser' back button to return to a previous page.





Always provide at least one phone number to council when applying for applications.

Once you have clicked **complete** you will be taken to the Commonwealth Bank of Australia's secure payment portal Bpoint to finalise your payment. As detailed in the [Completing a payment](#) section of this guide.



Only click complete if you are ready to pay NOW. There is no back arrow or previous option once you click complete and enter the CBA BPoint payment portal.



Frequently asked questions

I'm getting a message that CBA BPoint payment line is down. What should I do?

Please wait and try again later. Your payment details will save in the shopping cart for you to finish later.

My payment has been declined. Who do I contact?

Contact your bank (not Council).

I'm getting an error message when I click the ePayment and Property Services link. What should I do?

Refresh the page and try again. If the error continues, report the problem to webmaster@tweed.nsw.gov.au. It's helpful if you can mention the error message, the type of device and the browser you were using at the time.

I am getting an error about the "Gateway being incorrectly formatted", when I try to complete my payment. Who do I contact?

Firstly rest assured the payment has not been processed. There are several reasons why this error occurs, for example:

- The Commonwealth Bank BPoint portal does not accept payment from international credit cards or cards issued by overseas banks. – if you are using any card other than Australian issued Visa or MasterCard Credit or debit cards, you will get this message. Please try another card.
- The Commonwealth Bank BPoint portal security settings does not allow use of a VPN (Virtual Private Network) to access. Customers using a VPN will not be able to proceed with their payment using ePayment and Property Services. Please access this service not using a VPN.
- The Commonwealth Bank BPoint portal may have blocked your IP address for some reason. Please use another device.
- The Commonwealth Bank BPoint portal does not allow payment if there has been suspected fraudulent activity on your card. Please check with your banking institution in the first instance and the Commonwealth Bank BPoint helpline 1800 230 177, if your institution was not able to assist.

My rates or water payment amounts are not correct. Who do I contact?

[Contact us](#) during business hours on 02 6670 2400, and one of our Revenue Officers will look into it for you.

The log-in button in the top right of the screen does not work for me? What should I do?

This button is currently inactive. It will become active during later stages of the ePayment and Property Services roll out. Future stages will include a section where Councils customers can apply and pay for various conveyancing applications, and a business log in area.

I accidentally clicked the Mobile View link while using my computer, and ePayment and Property is not displaying properly. How do I fix this?

Click the 3 white lines at the top left hand corner of the ePayment and Property banner. Click About, then Desktop view.

How do I return to the ePayment and Property Services home page?

Click Council's logo on the top left hand corner of the screen to return to the home page.

How do I return to Council's website?

Click the link that says [TSC website](#) at the bottom left corner of the page.

I can't find my most recent Rates/Water Notice. Can I use the reference number off an old one?

Yes, make sure that you are using a rates reference number for rates and a water reference number for water.

I am paying the invoice I received from Council and I am getting an error saying "the Application ID you entered does not exist." What should I do?

Re-enter the number again. Make sure that you enter the application number, not the invoice number. If it still does not work, please [contact Council](#) during business hours on 02 6670 2400.

I am paying my rates/water/debtors notice and I am getting an error saying I need to enter a valid reference number. What should I do?

Re-enter the number again, ensuring that it is the reference number you are entering is correct for your account. Rates reference numbers start with an "8", water reference numbers a "7" and Debtors numbers with a "2, 3, 4, 5 or 6". If it still does not work, please [contact Council](#) during business hours on 02 6670 2400.