

# Using Blaby District Council's Website for Online Payments

This guide provides a step-by-step summary of the procedure for making a Payment via the Internet.

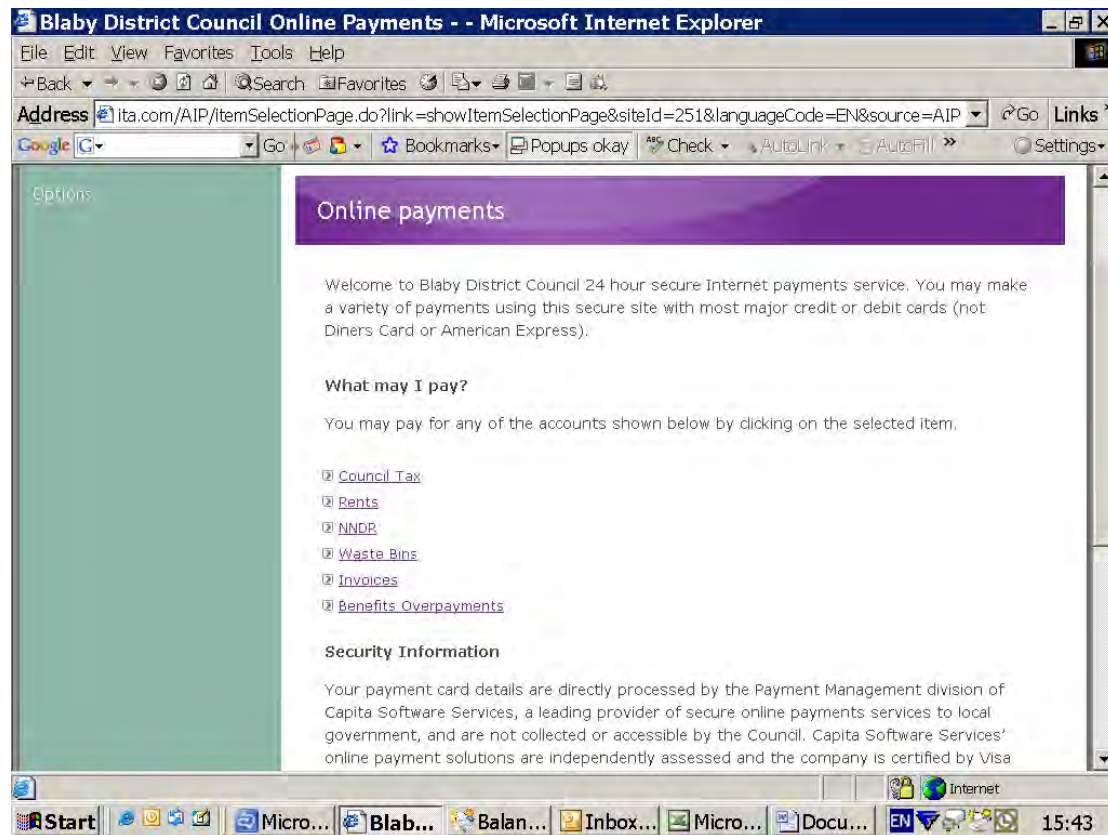
This will allow you to pay your council tax, business rates, or invoices over the Internet.

The Online Payments system can be accessed from the **Online Payments link** on the Blaby District Council's Website,

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.

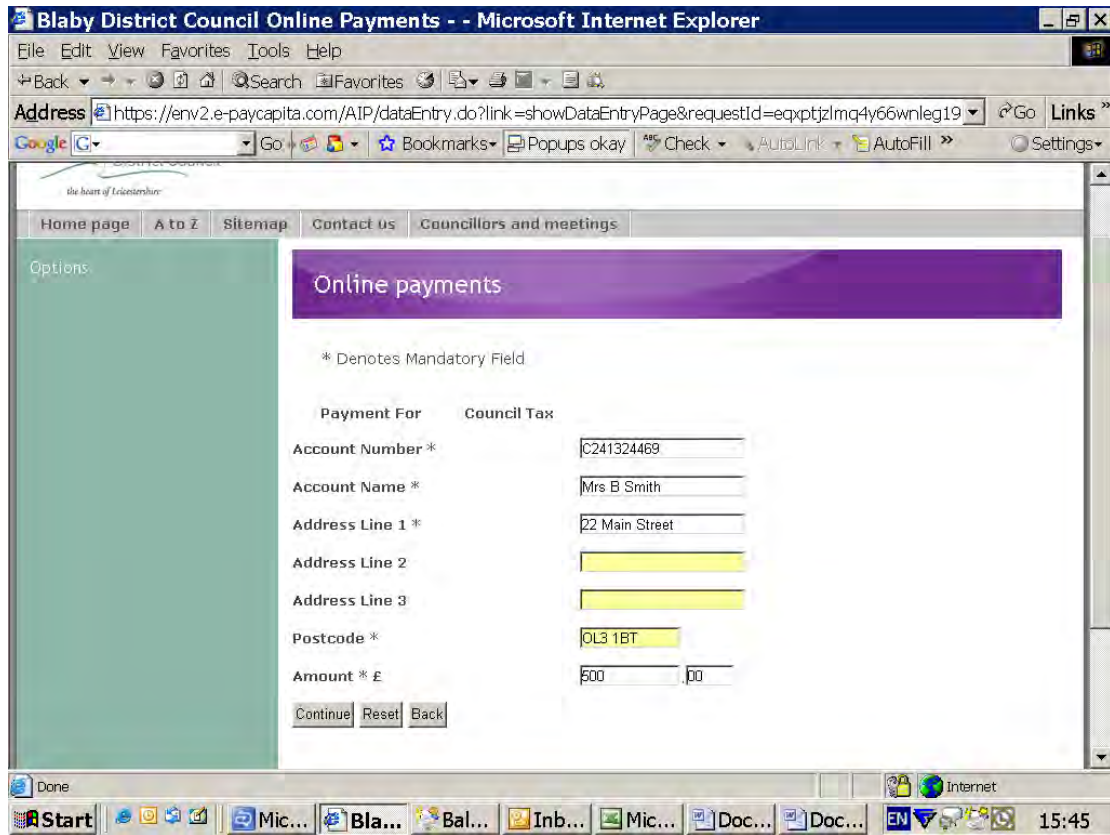
## Payment Selection Screen

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.



**Step 1:** Select the service(s) being paid for from the list shown. It is possible to process up to 4 payments in one single transaction, but only on one card. If you wish to use a different card 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

<b>Payment Type Selected</b>	<b>Reference Required</b>	<b>Example</b>
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 ' mandatory'

Then press

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

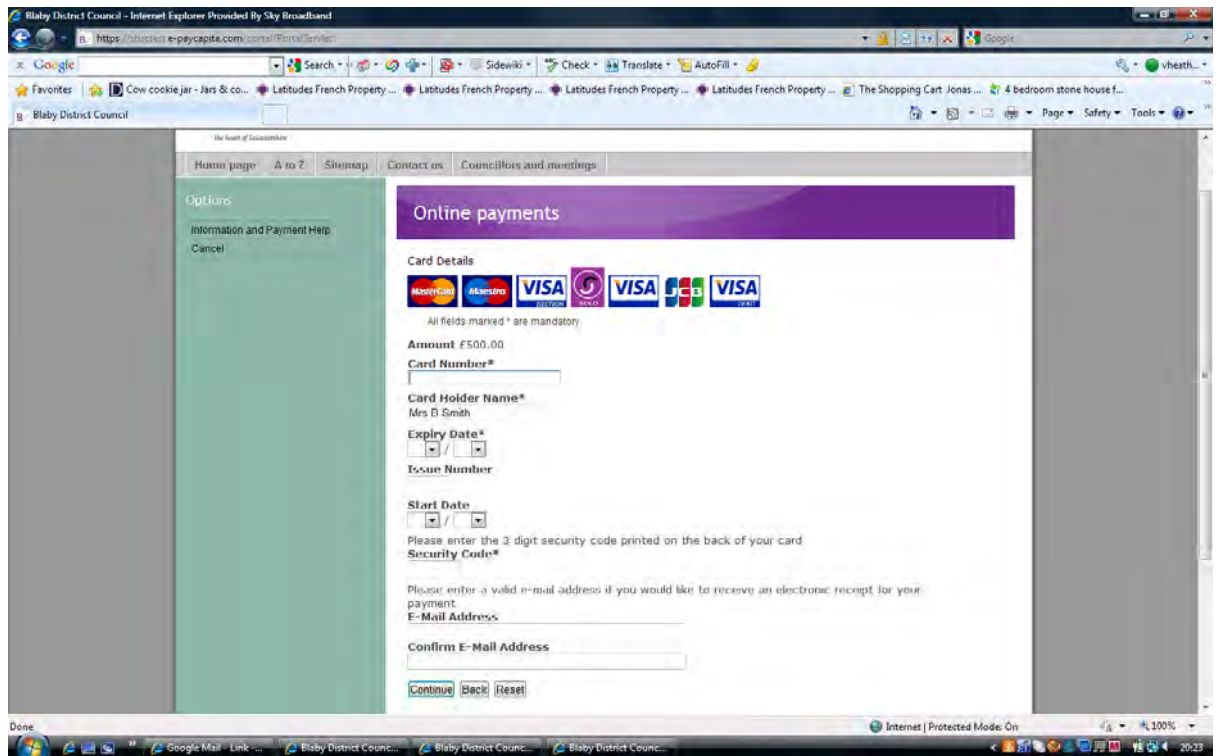
The screenshot shows a web browser window titled "Blaby District Council Online Payments - - Microsoft Internet Explorer". The address bar contains the URL: <https://env2.e-paycapita.com/AIP/multiItemsAction.do?link=addToCart&requestId=eqxptjzlmq4y66wnleg192>. The page content includes a navigation menu with "Home page", "A to Z", "Sitemap", "Contact us", and "Councillors and meetings". A purple banner reads "Online payments". Below this, a message states: "A 'shopping basket' is provided and can be used for you to make one payment in respect of more than 1 service item." The "Current Basket Details" section features a table:

Payment For	Account Reference	Account Name	Amount	
Council Tax	C241324469	Mrs B Smith	£500.00	<a href="#">Edit</a>   <a href="#">Remove</a>
			Total Amount	£500.00

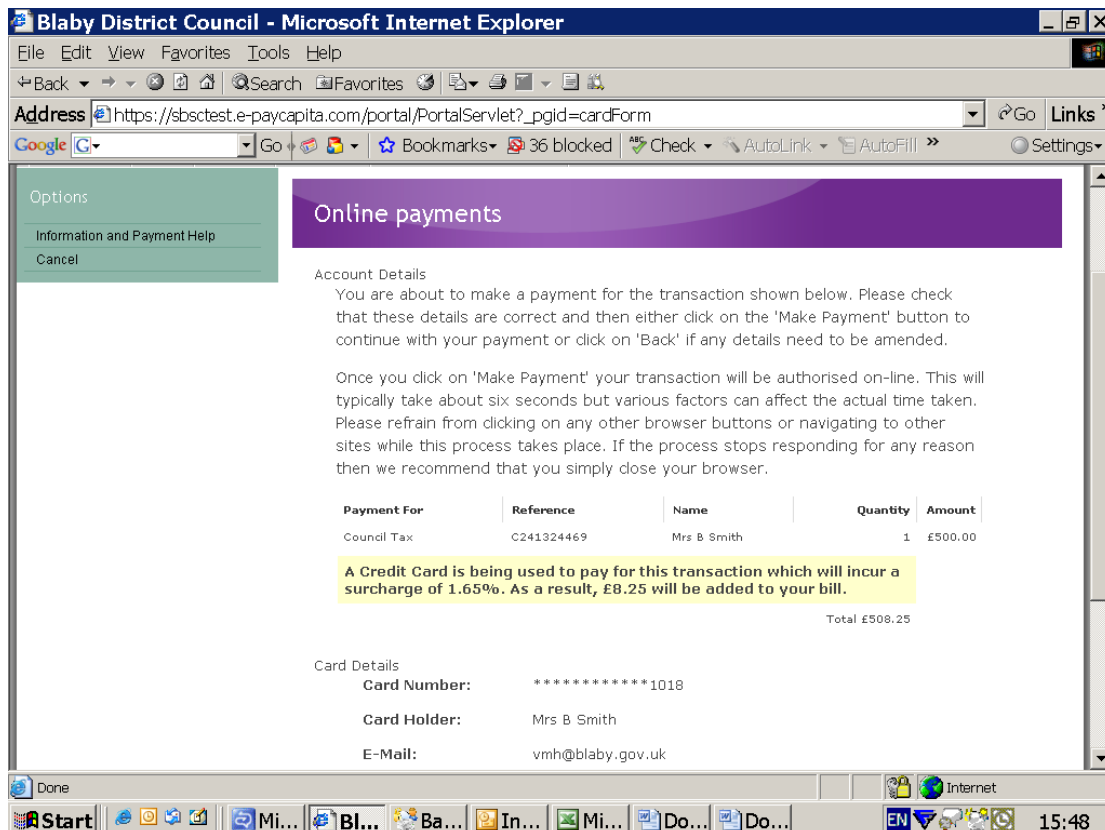
At the bottom of the table area, there are two buttons: "Add Another Item" and "Continue". The browser's taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 15:45.

If the details shown are correct then either choose to continue or add a further item to your basket.

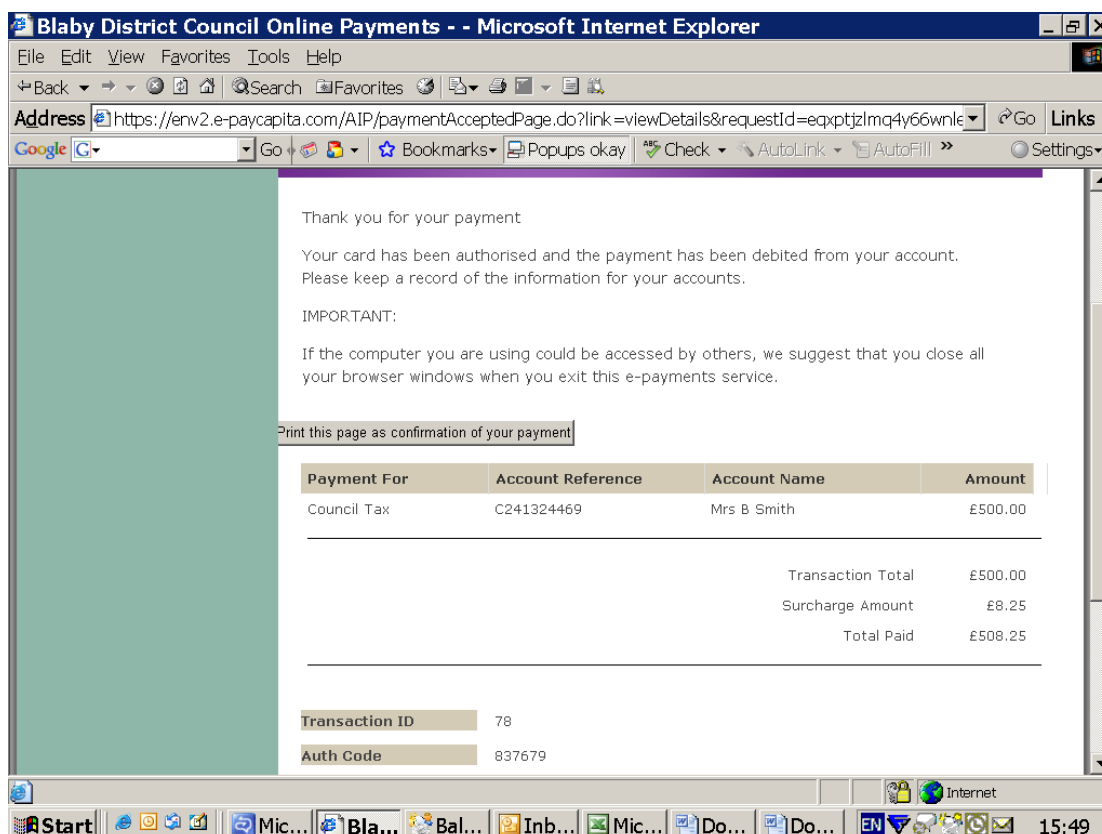
**Step 4 :** Enter card details. Please note that there is a charge of 1.65% of the transaction cost if paying by credit card, on transactions over £50.



**Step 5:** You will then be presented with the following screen and 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: This screen is a confirmation of you payment, therefore you should print this screen for your own records.

**Step 7:** If you want to make another payment please click **Make Another Payment**

### Card Authorisation Failure

If a payment fails authorisation for any reason, then please contact the Customer Services on **0116 272 7695** 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**