



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, housing rent, or sundry debtor over the Internet. More options for payment are being introduced regularly.

The Online Payments system can be accessed from the **Payments Information** page on the Blaby District Council's Website, by clicking on the **Make a Payment** link within the Online Payments section.

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.



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the heart of Leicestershire

Before making a payment, please read [The Guide](#)

Payment Type	Reference Number	Amount	Receipt No.
20 Miscellaneous Income ▼	<input type="text"/>	0.00	<input type="text"/>
00 None ▼			
00 None ▼			
00 None ▼			

Total

Contact No/E-mail

[Enter Card Details](#) [Clear](#)

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Step 1: Select the service(s) being paid for from the drop down lists under payment type. 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.

Step 2: Enter the appropriate Reference Number for the selected service.

Payment Type Selected	Reference Required	Example
Rents	9 digit Rent Account Number	R12345678
Council Tax	10 digit Reference Number	C123456789
NNDR	10 digit Reference Number	N123456789
Sundry Debtors	6 digit Reference Number 8 digit Invoice Number	SM1234 12345678
Waste Bins	8 digit Bin Reference Number 8 digit Invoice Number	W1234567 12345678
Planning Portal	Only applicable for payments made through the Planning Portal System: http://www.planningportal.gov.uk/	N/A
Benefits Overpayment	7 digit Invoice Number 4 - 5 digit Claim Number	B123456 1234 OR 12345

Step 3: Enter the amount you are paying in the **Amount** box. The **Total** Box will automatically add up the amount being paid (**Note:** a charge of 1.5% will be made for transactions in excess of £50 on credit card payments only).

Step 4: Click on the **Enter Card Details** link to proceed.

Enter Payment Details

You will now be presented with the following screen to provide your card details.

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Card Type

Card No

Exp. Date(m/y)

Start Date(m/y)

Issue No

[Continue Back to Payment Details](#)

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Step 5: Select Debit Card or Credit Card from drop down list for Card Type.

Step 6: Enter your 16 digit card number in the **Card No** box.

Step 7: Next enter card expiry date, start date and issue number (if known).

Step 8: Click **Continue** to proceed.

Authorisation

If the payment has passed authorisation, then you will now be presented with a confirmation screen, and a prompt that payment has been processed.

Step 12: Click **OK**

****IMPORTANT****

Step 13: This screen is a confirmation of your payment. Therefore, you should print this screen for your own records.

Step 14: If you want to make another payment please click **Next Payment**.

Card Authorisation Failures

If a payment fails authorisation for any reason, then please contact the cashiers on **0116 272 7695** during the following office hours:

Monday to Thursday

9.15am – 4.30pm

Friday

9.15am – 4.15pm

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