

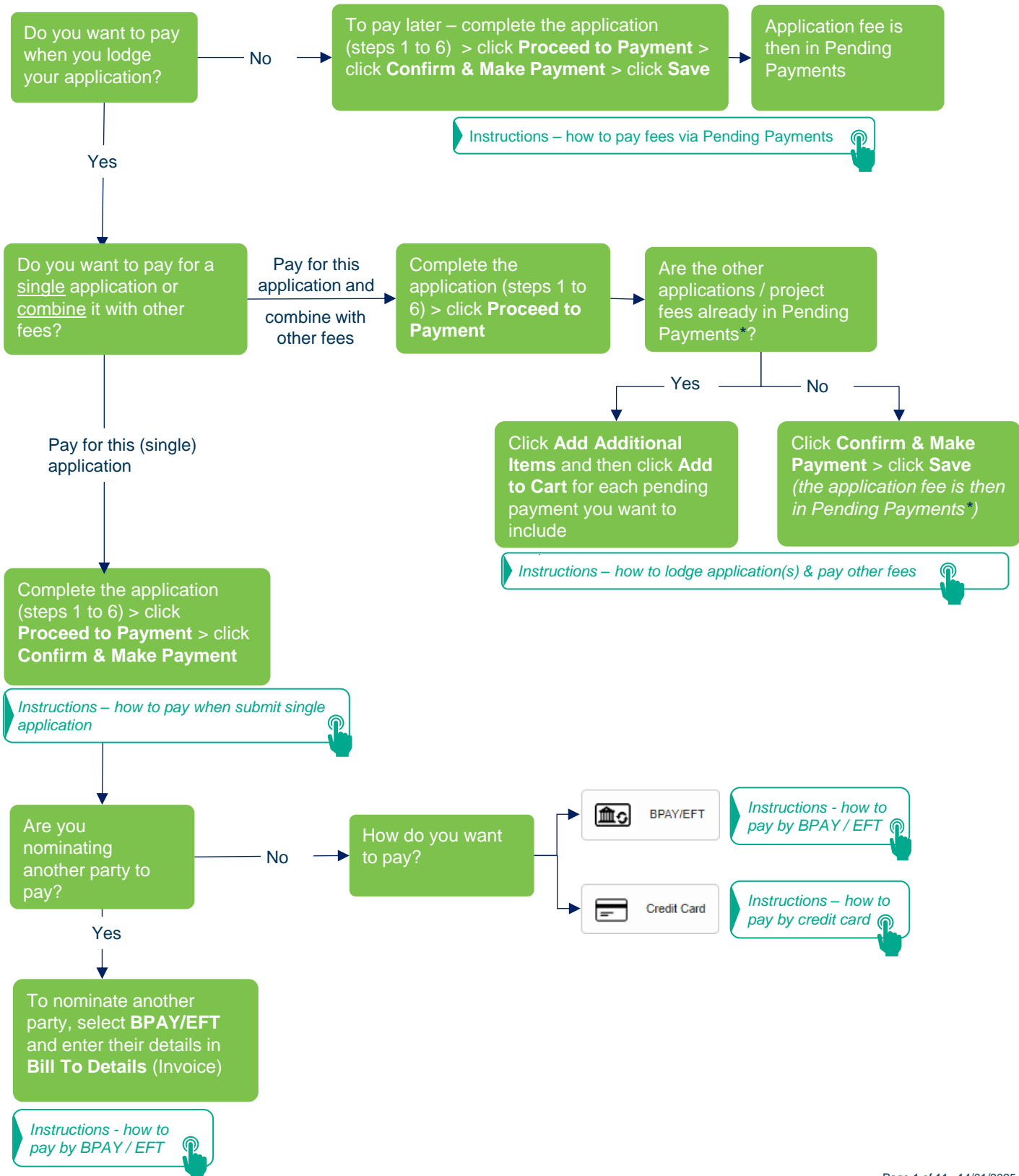
This guide details the steps to make a payment for application or project fees via credit card, BPAY or EFT. It also includes instructions on pending payments, how to combine fees into one invoice and where to see your tax invoice.

PAYMENT PROCESS OVERVIEW
The process flow below shows the payment options

Click this icon to jump to the page in the guide with detailed instructions for that option

TAX INVOICE
Where to view your tax invoice

QUICK TIPS!



QUICK TIPS!

TAX INVOICE

IT IS IMPORTANT TO NOTE THAT **ENDEAVOUR ENERGY STAFF DO NOT HAVE ACCESS** IN THE CONNECTIONS PORTAL TO MAKE PAYMENTS OR ISSUE TAX INVOICES ON BEHALF OF CUSTOMERS !

When you will receive the tax invoice



BPAY/EFT

BPAY or EFT

If you choose to pay via BPAY or EFT, you will be **emailed** an **unpaid tax invoice** generally **within 10 minutes** of completing the payment transaction.

A PDF **copy** of the tax invoice will also be **available for download** from the Connections Portal **almost immediately** after completing the payment transaction (*see below and next page for instructions*).

The tax invoice will provide all necessary details to complete the BPAY or EFT payment via your preferred online banking service.

Once payment has been successfully made and funds cleared, an updated PDF copy of the tax invoice will also be available for download from the Connections Portal – this will be the paid version and will display when the fees were paid and a \$0.00 'Balance Due'.



Credit Card

Credit Card

If you choose to pay via credit card, you will be **emailed** a **paid tax invoice** generally **within 10 minutes** of completing the payment transaction.

A PDF **copy** of the tax invoice will also be **available for download** from the Connections Portal **almost immediately** after successfully completing the payment.

(see below and next page for instructions)

Where to find / how to access the tax invoice



You are always sent a copy of the tax invoice **via email** if you are the **billing party**, i.e., you paid via credit card or you selected to pay via BPAY (and did not nominate another billing party in the **Bill to Details** section).

Your issued PDF tax invoices can also be found in a few different locations in the Connections Portal, depending on the **status of the payment**:

- **UNPAID TAX INVOICE** (triggered via BPAY/EFT request) via **Payments > Pending payments**
- **PAID TAX INVOICE** (credit card or BPAY/EFT) – via **Payments > Payment history** **OR** via **My Projects > click Project ID to display project details > Fee details** tab.

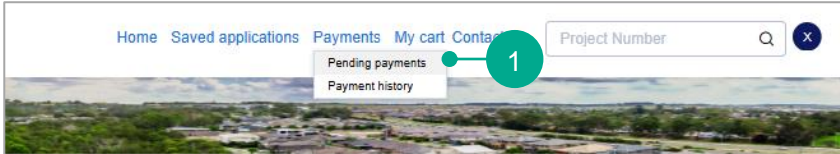
Steps with screenshots on next page

QUICK TIPS!

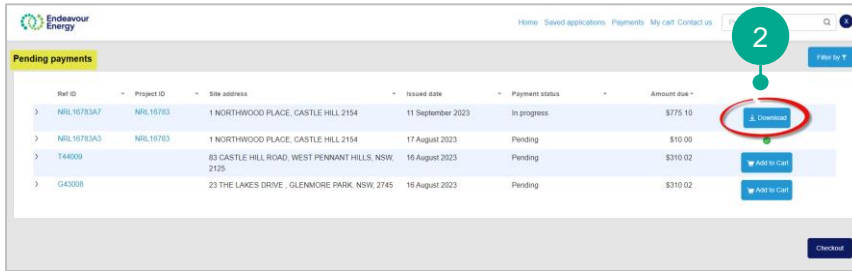
TAX INVOICE *continued*

Where to find / how to access the tax invoice *continued*

➤ UNPAID TAX INVOICE (triggered via BPAY/EFT request)

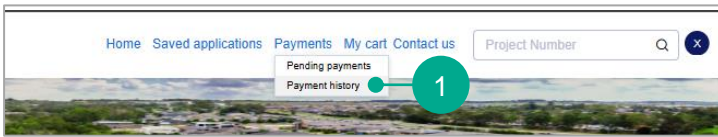


1. On the Connections Portal Home page, select **Payments** > **Pending payments**



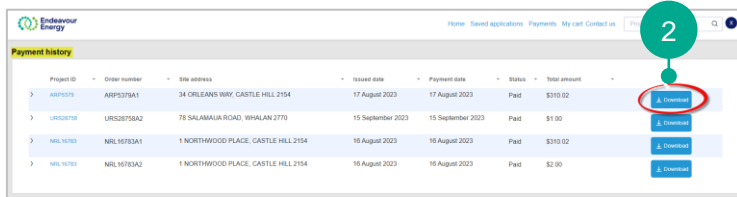
2. Click **Download**

➤ PAID TAX INVOICE (Credit card or BPAY/ EFT)

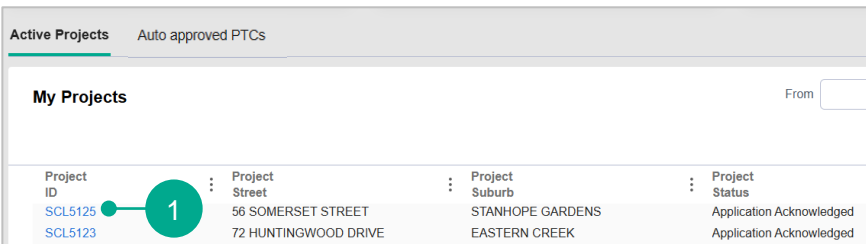


OPTION 1

1. On the Connections Portal Home page, select **Payments** > **Payment history**

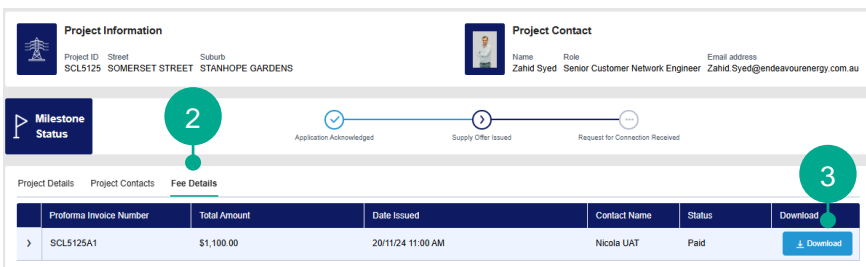


2. Click **Download**



OPTION 2

1. Click your project number in your My Projects list on the Connections Portal Home page



2. Select the **Fee Details** tab

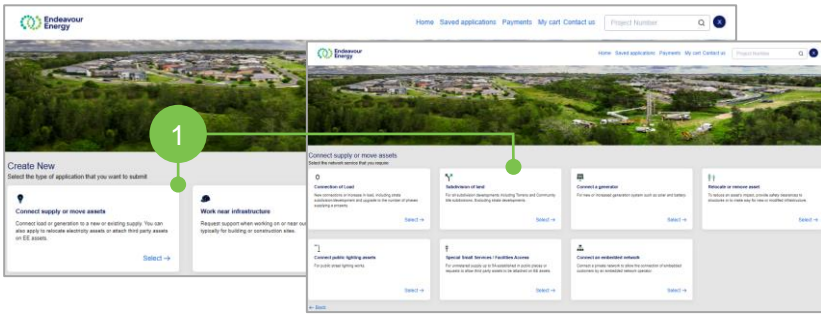
3. Click **Download**

HOW TO PAY WHEN SUBMIT SINGLE APPLICATION

Complete Application (1 – 6)

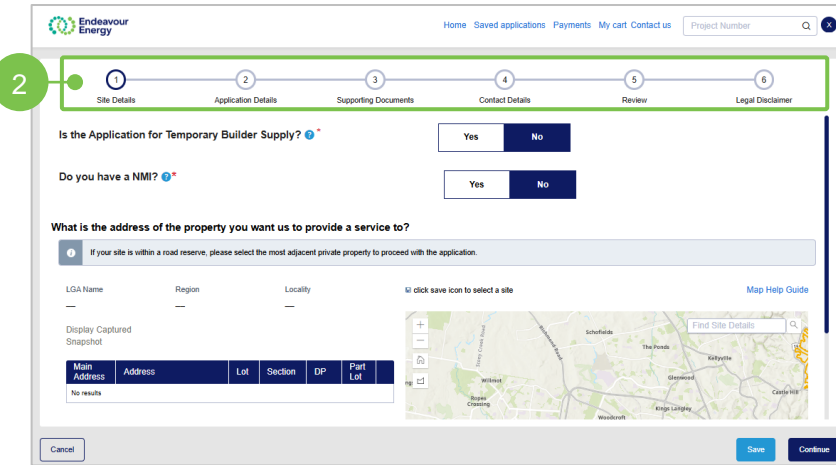
To submit your application:

1. Select the **type of application** and then select the **service category**



2. **Complete the required information for steps / screens 1 to 6**

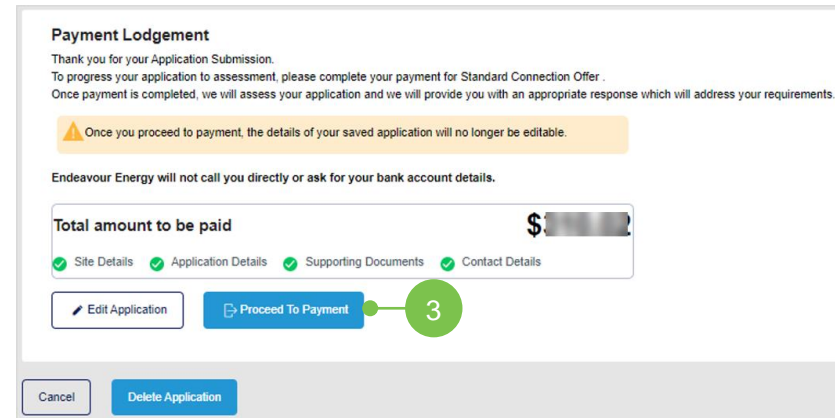
(Site Details, Application Details, Supporting Documents, Contact Details, Review and Legal Disclaimer) and click **Submit**



Note: If you save on any of these steps / pages (1-6), your application can be edited and completed via Saved Applications

Payment Lodgement

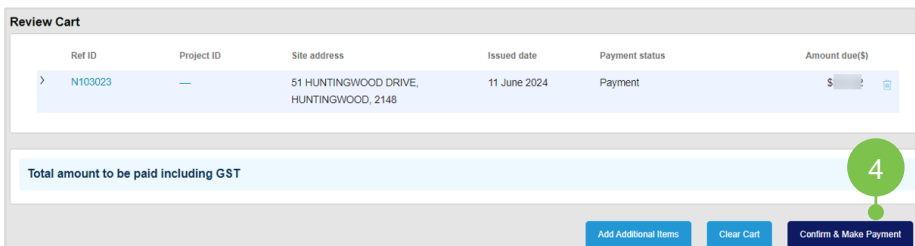
Note: This is the last step where you are still able to edit your application. Once you click Proceed to Payment you can no longer make any changes to your application.



3. Click

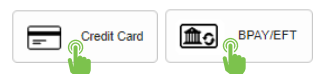
Review Cart

Click > to expand the row if you want to display additional details



4. Click

Next steps - differ depending on the payment method you want to select



HOW TO PAY BY CREDIT CARD

Payment Details

1. Click



Only the account holder of the Connections Portal account can pay via credit card.

Note the Participant email address on this screen. All payment notifications are sent to the email address that the project fee has been issued to.

2. Click



Note: If you Save at this step, the application will be available under Payments > Pending Payments on the Home page.

Thank you for choosing Credit Card as your payment option

3. Click



(or click Back To Review if you want to select a different payment method)

Non Refundable Fee

4. Click



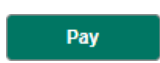
if you are happy to continue

Payment Details

5. Select the Card Type, enter your Card Number, select the Expiry Month, Expiry Year and enter the CVN.

Note: If you click Cancel at this step, the application will be available under Payments > Pending Payments on the Home page.

6. Click

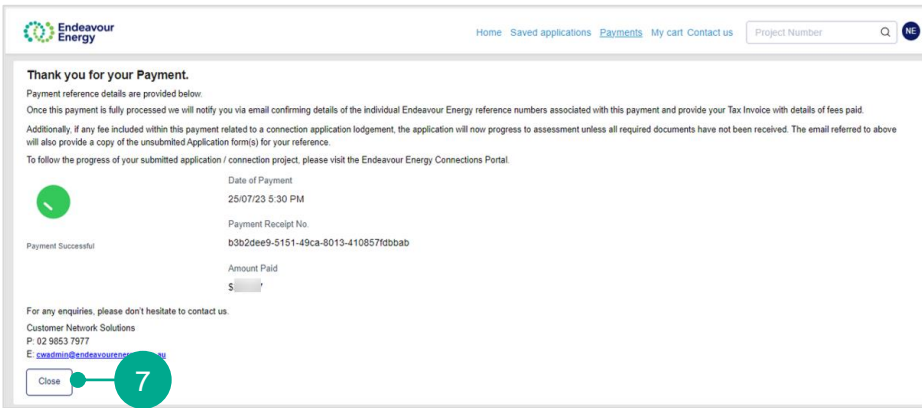


to complete the payment

steps / instructions are continued on the next page

HOW TO PAY BY CREDIT CARD (continued)

Payment Details



7. Click Close

You are returned to the Connections Portal Home page. Your application is listed in the **My Projects** section (it may take a few minutes for it to be listed).

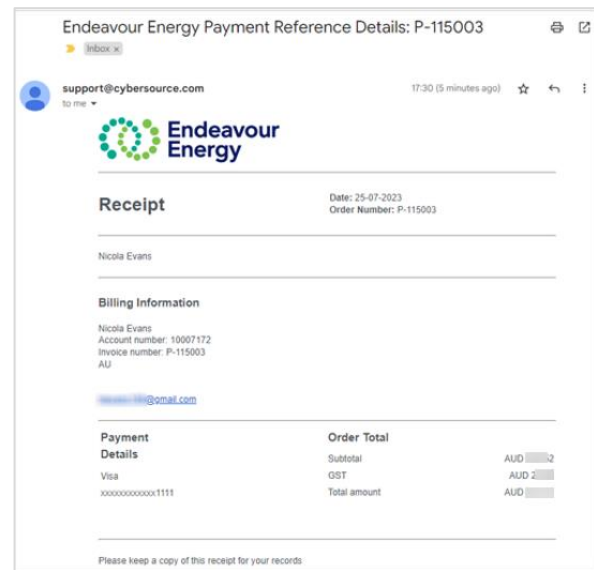
Email Notifications and Tax Invoices

You will receive three emails (example screenshots below):

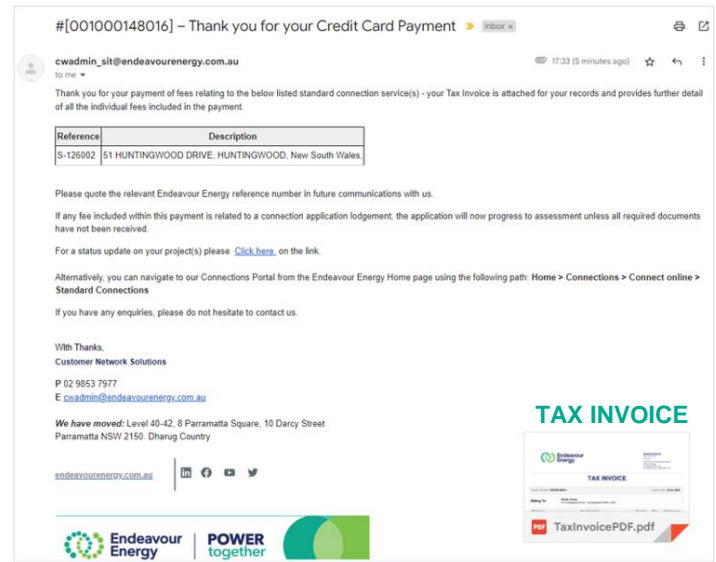
- an email confirming your **credit card payment** with the **tax invoice** attached
- an email with your **receipt** for the credit card payment
- an email with your **reference number** for your application submission. A copy of the submitted application form is attached to the email

Note: You will receive a fourth email if you are also the site contact.

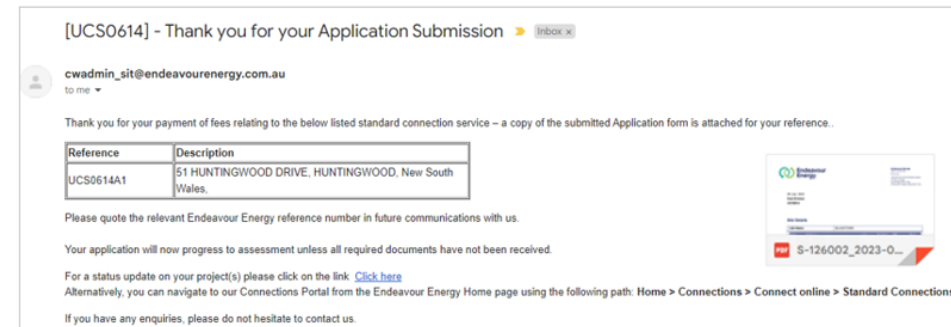
RECEIPT FOR CREDIT CARD PAYMENT:



CONFIRMATION OF CREDIT CARD PAYMENT (WITH TAX INVOICE ATTACHED)



REFERENCE NUMBER FOR APPLICATION SUBMISSION AND COPY OF SUBMITTED APPLICATION FORM



HOW TO PAY BY BPAY / EFT

Payment Details

Note: If you **Save** at this step, the application will be available under **Payments > Pending Payments** on the Home page.

1. Click



2. **Bill To Details (Invoice)** – your details default. If another party is going to pay the application fee via BPAY or EFT, enter their details. Ensure the email address is accurate

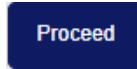
Customer Purchase Order Ref Number is an optional field if you want us to include your own Purchase Order number on the tax invoice. Leave blank if this is not applicable.

3. Click



BPAY Payment Details

4. Click



Non Refundable Fee

5. Click



if you are happy to continue

We have confirmed BPAY as your payment option – Thank you!

6. Click



An email will be sent to the nominated **billing party** with the BPAY and EFT details to use for the payment.

You are returned to the Connections Portal Home page. Your application is **not listed** in the **My Projects** section as the fee has not yet been paid.

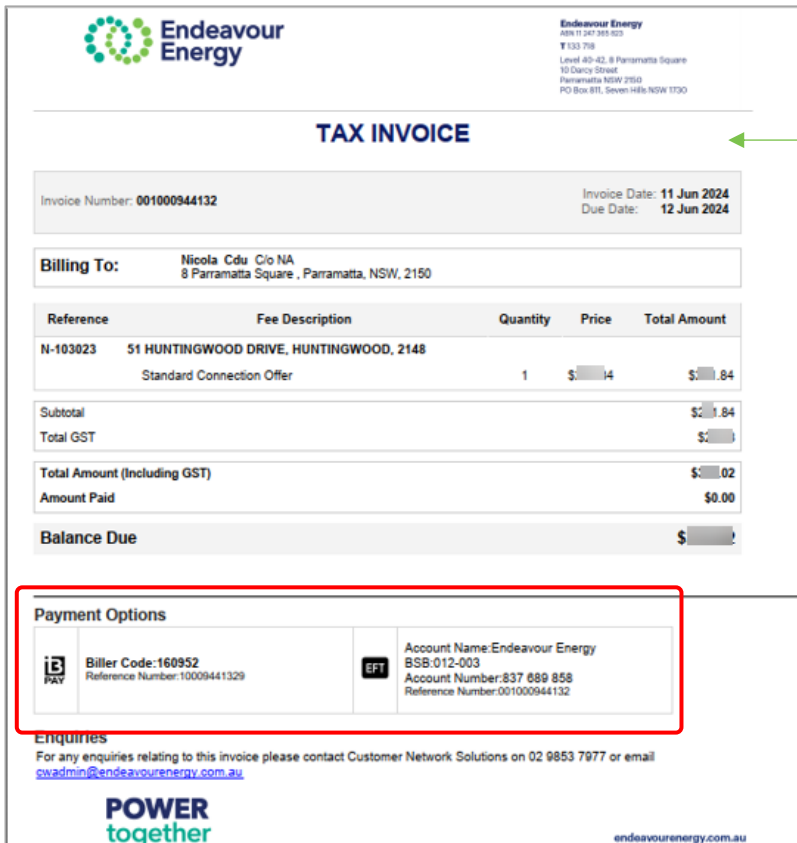
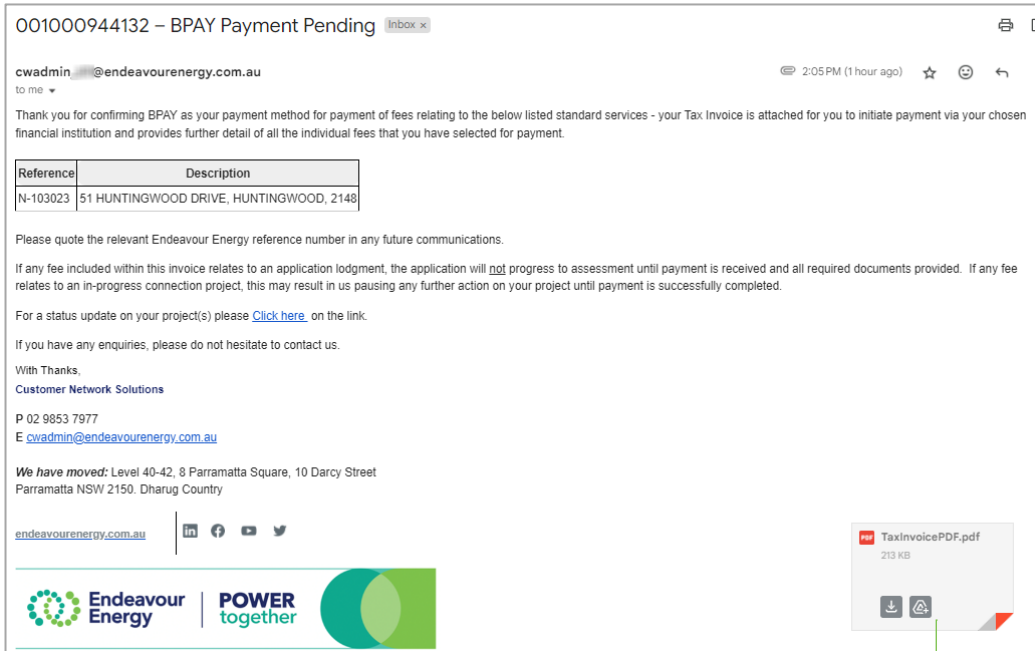
steps / instructions are continued on the next page

HOW TO PAY BY BPAY / EFT (continued)

Email Notifications and Tax Invoices

The billing party receives the BPAY Payment Pending email notification. The tax invoice is attached.

Note: If another party is going to pay the application fee via BPAY or EFT, they do not need access to the Connections Portal to complete the payment. The tax invoice in the email has the Biller code and Reference number for them to complete the BPAY payment.



Note that for BPAY and EFT the tax invoice is issued prior to payment and shows the amount to be paid (whereas for credit card, the tax invoice is issued after the credit card payment and will have a balance due amount of zero).

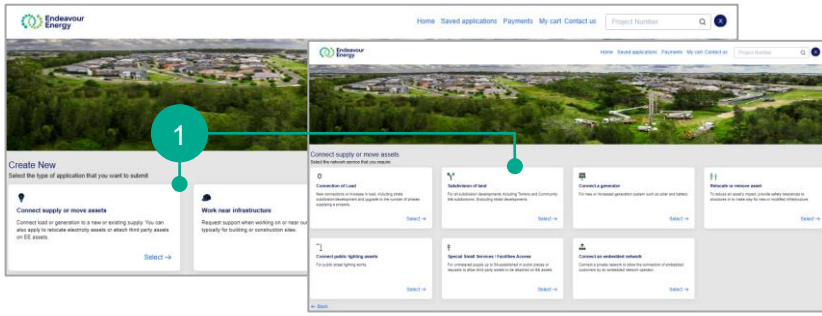
Important!

When you are making the BPAY or EFT payment, please quote the **Reference Number** displayed in the Payment Options in the tax invoice.

The reference number only applies to this application. A different BPAY and EFT reference number is generated for other applications / fee payments.

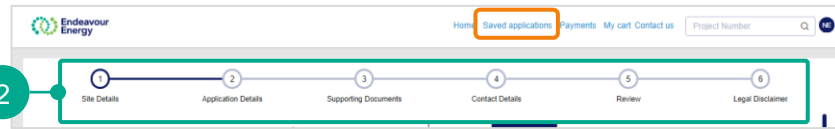
HOW TO LODGE APPLICATION(S) & PAY OTHER FEES

Complete Application (1 – 6)



Complete your application:

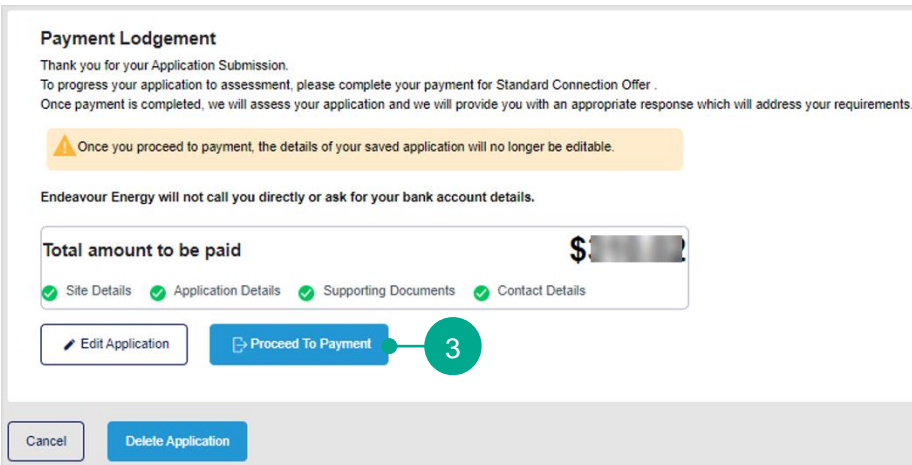
1. Select the **type of application** and then select the **service category**



2. **Complete the required information for steps / screens 1 to 6** (Site Details etc. through to Disclaimer) and click **Submit**

Note: If you save on any of these steps / pages (1-6), your application can be edited and completed via Saved Applications

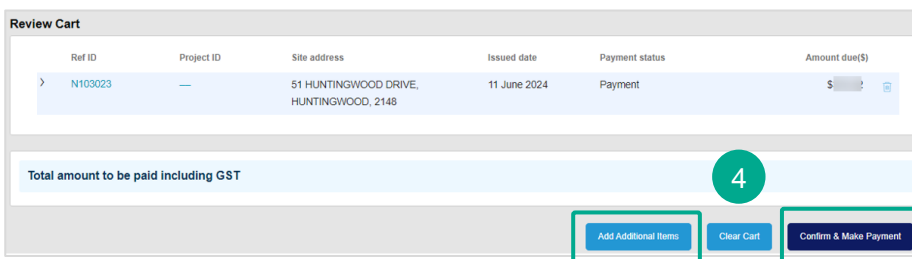
Payment Lodgement



Note: This is the last step where you are still able to edit your application. Once you click Proceed to Payment you can no longer make any changes to your application.

3. Click

Review Cart



4. The next step differs depending on whether:

- this is your last application, and the other applications are already in your Pending Payments

OR

- you are going to lodge more applications (and want to combine in one invoice)

steps / instructions are continued on the next page

OTHER APPLICATIONS OR FEES ARE ALREADY IN PENDING PAYMENTS

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
N103023	---	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	11 June 2024	Payment	\$

Total amount to be paid including GST

Buttons: Add Additional Items, Clear Cart, Confirm & Make Payment

4. Click **Add Additional Items** if this is your last application and the other applications are already in your Pending Payments

Pending payment

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due*
N129005	---	72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Pending	\$310.02
N129002	---	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, NSW,	25 July 2023	In progress	\$273.37
N120010	---	100 GEORGE STREET, PARRAMATTA, NSW, 2150	25 July 2023	In progress	\$1,000.00
N120002	---	43 HOLBECH ROAD, ARNDELL PARK, NSW, 2148	17 July 2023	Pending	\$310.02
N129001	---	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, New South Wales, 2148	5 July 2023	In progress	\$310.02

Buttons: Add to Cart, Download, Checkout

5. Click **Add to Cart** for each application or project fee you want to include in your payment

6. Click **Checkout** when you have selected all the pending payments you want to pay now

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
N120002	---	43 HOLBECH ROAD, ARNDELL PARK, NSW, 2148	17 July 2023	Payment	\$310.02
N130005	---	72 HUNTINGWOOD DRIVE, EASTERN CREEK, NSW, 2766	26 July 2023	Payment	\$310.02

Total amount to be paid including GST

Buttons: Add Additional Items, Clear Cart, Confirm & Make Payment

7. Click **Confirm & Make Payment**

(then follow steps to pay by credit card, BPAY or EFT)

Credit Card BPAY/EFT

OR

YOU ARE GOING TO LODGE MORE APPLICATIONS AND WANT TO COMBINE IN ONE INVOICE

Review Cart

Ref ID	Project ID	Site address	Issued date	Payment status	Amount due(\$)
N103023	---	51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148	11 June 2024	Payment	\$

Total amount to be paid including GST

Buttons: Add Additional Items, Clear Cart, Confirm & Make Payment

4. Click **Confirm & Make Payment** if you are going to lodge more applications and want to combine in one invoice

Payment details

Order ID: N-103023 Site Address: 51 HUNTINGWOOD DRIVE, HUNTINGWOOD, 2148 Amount: \$

Total amount to be paid (inc GST): \$

Payment Method: Credit Card, BPAY/EFT

Bill To Details (Invoice):
 First Name: Nicola Last Name: Company Name: NA
 Customer Purchase Order Ref. Number: Participant email: Address: 8 Parramatta Square
 Suburb: Parramatta Post Code: 2150

Buttons: Cancel, Save, Proceed

5. Click **Save** (the application is then in Pending Payments)

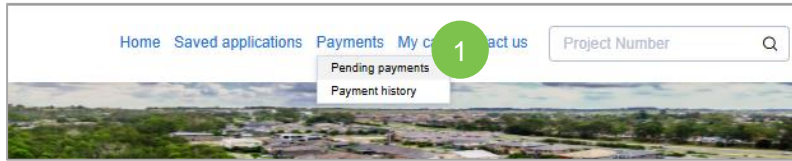
You then return to the **Home** screen and can complete your next application. Repeat these steps for every application you want to lodge (and combine in one invoice)

*When you are lodging the last application, use the **Add Additional Items** button to view your pending payments and add them to your cart* then follow steps 5 - 7 at the top of this page*

* If you save multiple applications in the same log in, they are automatically added to your cart.

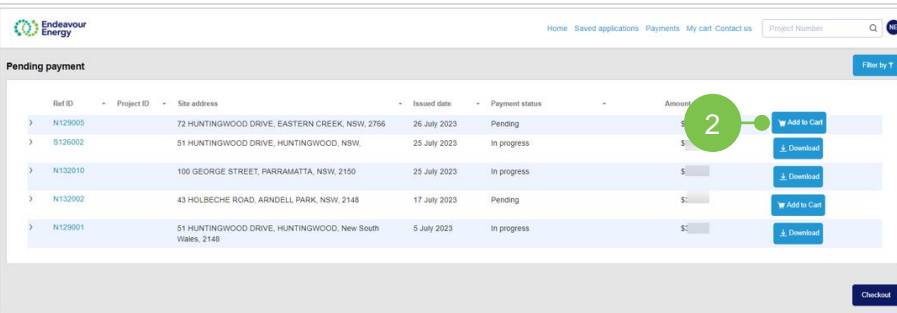
HOW TO PAY FEES VIA PENDING PAYMENTS

Home



1. Click **Payments > Pending Payments** to view all application and project fees or payments which are Pending or In progress (see table for explanation of Pending vs In progress)

Pending payment

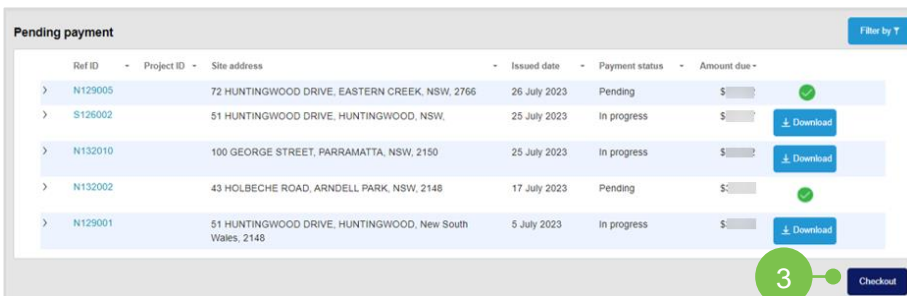


Note: You can **filter** the Pending payment page by Unpaid applications or Unpaid projects. The default setting is View all.

2. Click **Add to Cart** for each application or project fee you want to include in your invoice.

The **Add to Cart** button changes to (green tick) when you have added a pending payment to your cart

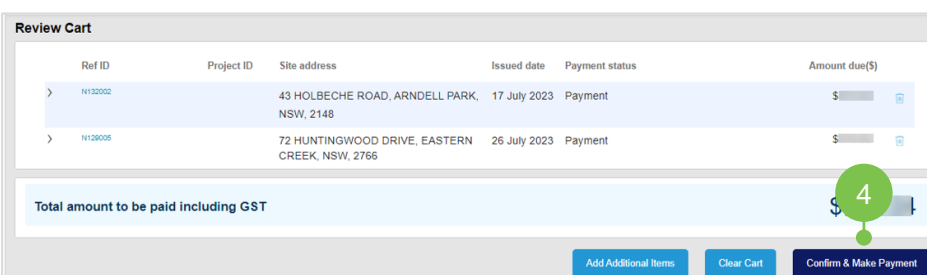
Payment status	Icon / Option	Explanation
Pending		An application or project fee that you can add to your payment cart
In progress		Download tax invoice for application fee or project payments you have nominated to pay via BPAY or EFT (the nominated billing party is also sent a copy of the tax invoice via email).



Click if you want to **deselect a fee** (i.e. remove it from your cart) and not include it in your payment. Removing it from the cart does not remove it from the portal. It will be in Pending Payments for you to add to another cart later.

3. Click **Checkout** when you have selected all the pending payments you want to pay now

Review Cart



Note that you can also remove a payment from your cart at this step (click the trash icon on the right). This does not remove it from the portal – it will be in Pending Payments.

4. Click **Confirm & Make Payment**

The next steps differ depending on the payment method you select

