

Online Services Help

How to make an online payment

Note:

- If any details on the notice are incorrect please contact Wyndham City Council on (03) 9742 0777

Your reference number

The reference number you use to make your online payment will depend on the type of payment you are making, as follows:

| | Reference Number to use | Format of Reference Number |
|--------------------------------------------------------------------|--------------------------------|-------------------------------|
| ANIMAL REGISTRATION RENEWAL | Animal Number | 99999 |
| BUILDING SERVICES PAYMENT | | |
| Wyndham Building Permits additional permit fees or inspection fees | Reference No | YYYYI9999 or YYYYX9999 |
| Copy of Plans/Documents | Reference No | CPD9999 |
| Council Report & Consent additional fees | Reference No | YYYYX9999 |
| ENVIRONMENTAL HEALTH | | |
| Food Premises Permit Renewal | Premise No. | HLF9999/YY |
| Public Health & Wellbeing Permit Renewal | Application ID | HLHA9999/YY or HLHB9999/YY |
| Residential Tenancy Renewal | Application / Registration No. | HLRT9999/YY |
| INFRINGEMENT PAYMENT | Ticket/Infringement Number | 99999999 |

| | | |
|------------------------------------------------------|-------------------------------|-------------|
| LAND CLEARANCE CHARGE | Customer Ref | LLLC9999/YY |
| RATES PAYMENT | Bank Reference Number | 9999999 |
| ROAD OPENING CONSENT | Customer Ref | ROP9999/YY |
| TOWN PLANNING | | |
| Town Planning Advertising fees | Customer Ref | WYP9999/YY |
| Town Planning Investigation /inspection related fees | Investigation / Inspection Id | INV9999/YY |

For payments other than those listed above, please see our [Payments page](#) or contact Wyndham City Council on (03) 9742 0777

Step 1: Enter your reference number

1. Enter your reference number in the field at the bottom of the screen
2. Double check the reference number entered is the same as that listed on your notice/invoice. Wyndham City will not be responsible for incorrectly entered information.
3. Click "Next" at bottom right of the screen

Step 2: Payment Details

On the next screen, details of your payment will be displayed. The information displayed will depend on the type of payment you are making. Check the details displayed are correct

1. If you are making a rates payment, you will be asked to enter the amount you wish to pay (for all other payments, the balance must be paid in full so you will not be able to enter an amount). For a rates payment, enter the instalment amount from your rates notice
2. Proceed with payment by clicking "Next"

Step 3: Shopping cart

Your payment transaction will be added as an item to your shopping cart

1. To proceed to make payment, click “Proceed”

If you wish to make another payment before proceeding with the credit card transaction, choose another payment option from the menu at left.

Shopping Cart



To pay for the item(s) in your shopping cart make sure the Take to Checkout option is ticked and click the Proceed button. Items can be removed or edited before proceeding.

Shopping Cart Retrieval

To retrieve a previously saved shopping cart, enter the unique shopping cart reference number that you received and click the Search button.

Saved Shopping Cart Reference Number

Search

Shopping Cart

| Type | Description | Amount | Remove | Take to Checkout |
|------------------|-------------------------------|----------|----------------------------|-----------------------------------------|
| Rates Payment | Bank Reference Number 1405672 | \$277.00 | | <input checked="" type="checkbox"/> |
| | | | Remove All | Check All / Uncheck All |

Save Cart

Proceed

Saving and retrieving a shopping cart

If you decide not to proceed with payment of the items in your shopping cart at this time, you are able to save your shopping cart and then return and retrieve the items in the cart at some time in the future.

To save your shopping cart:

1. Click the “Save Cart” button below the shopping cart
2. Make a note of the reference number that is displayed above the shopping cart.

Shopping Cart



To pay for the item(s) in your shopping cart make sure the Take to Checkout option is ticked and click the Proceed button. Items can be removed or edited before proceeding.

Reference Number

Keep a copy of this reference number and use it to retrieve your shopping cart items at a later time.

Reference No 2980836112

Shopping Cart

| Type | Description | Amount | Remove | Take to Checkout |
|------------------|-------------------------------|----------|----------------------------|-----------------------------------------|
| Rates Payment | Bank Reference Number 1405672 | \$277.00 | | <input checked="" type="checkbox"/> |
| | | | Remove All | Check All / Uncheck All |

Save Cart

Proceed

To retrieve a previously saved shopping cart:

1. Click on the Shopping Cart option in the menu at left
2. In the "Saved Shopping Cart Reference" field enter the reference number you noted at the time you saved the shopping cart
3. Click "Search"
4. The items in the previously saved shopping cart will be displayed.
5. To proceed to make payment, click "Proceed"

Shopping Cart



To pay for the item(s) in your shopping cart make sure the Take to Checkout option is ticked and click the Proceed button. Items can be removed or edited before proceeding.

Shopping Cart Retrieval

To retrieve a previously saved shopping cart, enter the unique shopping cart reference number that you received and click the Search button.

Saved Shopping Cart Reference Number

Search



Shopping Cart

There are no items in your shopping cart.

Step 4: Payment Summary

The Payment Summary screen displays full details of your payment for you to review prior to the credit card transaction payment being processed.

1. To proceed with the credit card transaction, click "Complete"

Payment Summary

Please review the summary of your payment below. If you wish to proceed with the credit card payment click the "Complete" button.

You will then be directed to our secure payment gateway where you will provide your credit card details for payment.

Purchase Details

| Type | Description | Amount |
|---------------|-------------------------------|----------|
| Rates Payment | Bank Reference Number 1405672 | \$277.00 |

Totals

Amount Due \$277.00

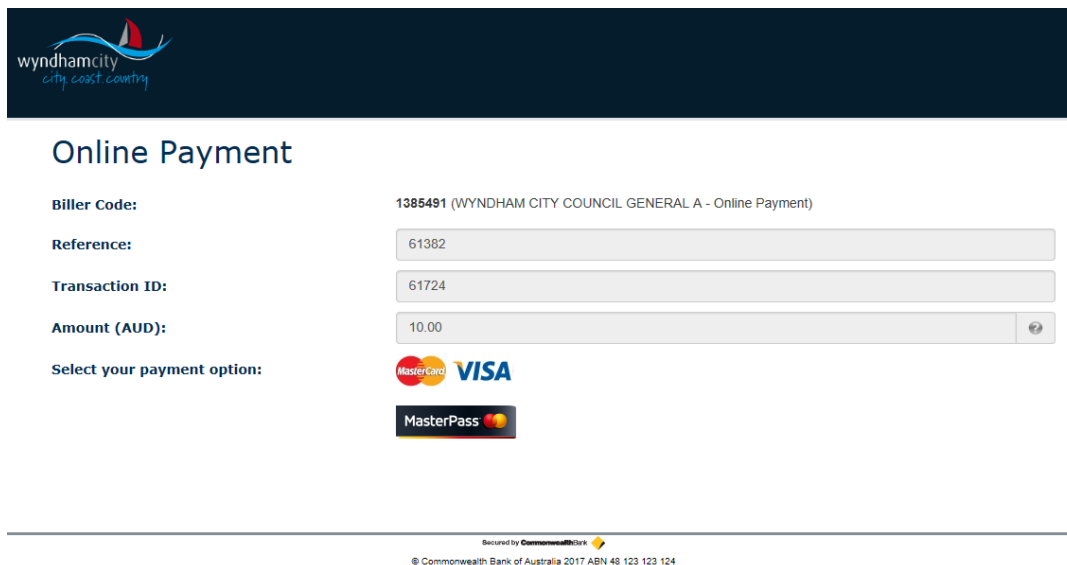
Previous

Complete



Step 5: Credit Card Details

You will be directed to our secure payment gateway to make payment.



Online Payment

Bill Code: 1385491 (WYNDHAM CITY COUNCIL GENERAL A - Online Payment)

Reference: 61382

Transaction ID: 61724

Amount (AUD): 10.00

Select your payment option:

MasterCard VISA

MasterPass

Secured by Commonwealth Bank of Australia 2017 ABN 48 123 123 124

1. Select your card type by clicking on the card logo
2. Enter your credit card details:
 - a. Enter your credit card number – Visa or MasterCard only are accepted
 - b. Select your Credit Card Expiry Month and Year
 - c. Enter your credit card's CVV number – The CVV number is the 3 digit number printed on the back of your credit/debit card next to the signature panel strip
3. Click "Proceed"

Step 6: Payment Confirmation

The Payment Confirmation screen displays full details of your payment, including your payment reference number. This is the number you will need to quote if you need to contact council in regards to your payment.

As this is the only receipt you will receive, please print or email a copy of this screen for your reference using the buttons at the bottom of the screen.

Payment Confirmation



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

**ENVIRONMENTAL HEALTH RENEWALS**

To complete your renewal, you must upload your signed renewal form [here](#). If you are unable to upload the document please mail to Environmental Health, Wyndham City Council, PO Box 197, Werribee, Victoria 3030

Transaction Details

Transaction Date 11-Apr-2014

Payment Reference 1010

Transaction Amount \$277.00

Charge Details

| Reference | Application | Charge Description | Charge | Charge Tax | Charge Total |
|---------------|-------------------------------|-----------------------|----------|------------|--------------|
| Rates Payment | Bank Reference Number 1405672 | Amount Paid | \$277.00 | | \$277.00 |
| | | Credit Card Surcharge | \$0.00 | \$0.00 | \$0.00 |
| | | Total | | | \$277.00 |

Email Address Details

Email Address*

Send as Email



Print

