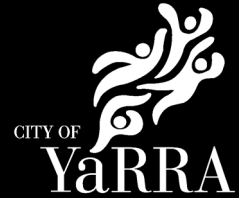


# How to pay for a permit or consent



This user guide will help when you have received an invoice for a permit or consent application, and you need to make payment. You must pay for the permit before it can be issued.

## How do I pay for my permit?

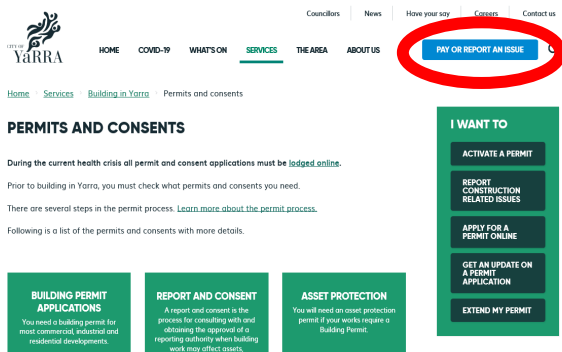
- Credit or debit card [online](#) (preferred option).
- In person. You can pay by credit card, debit card, cash or cheque at one of our [customer service centres](#).

\* **Note:** we do not accept American Express card, EFT payment or over the phone payment.

## How pay for your permit or consent online

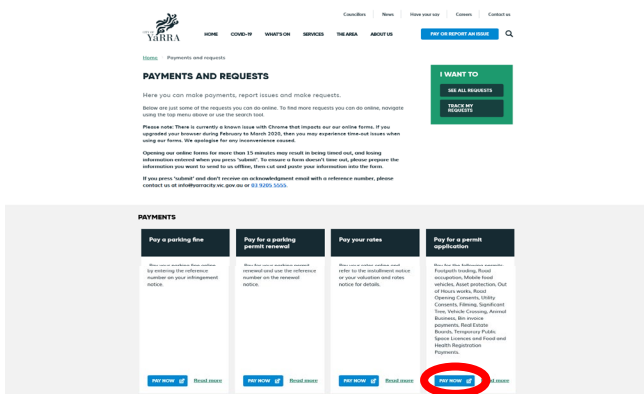
### Step 1: Go to 'Pay or report an issue'

- Select the [Pay or Report an Issue](#) button on the top right side of any page on the Yarra City Council website.



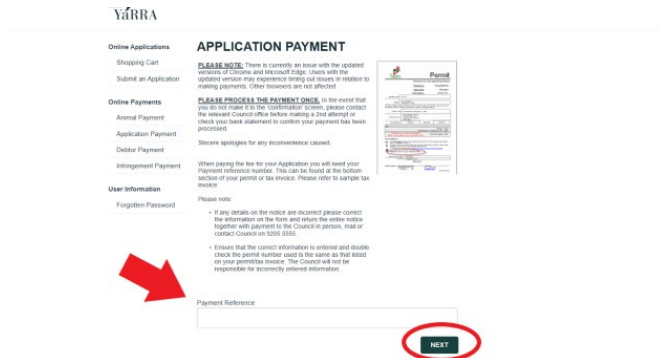
### Step 2: Select the option to 'Pay Now'

- In the box called 'Pay for a permit application' select the blue button to 'Pay Now'.



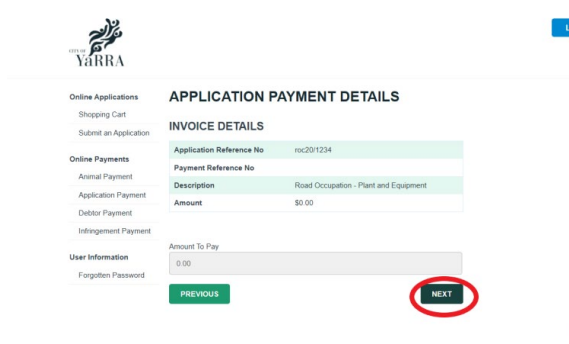
### Step 3: Enter the reference number for your permit

- In the payment reference box, enter the permit number or reference number located on your invoice (e.g. ROC20/1234).
- Select 'next' to continue.



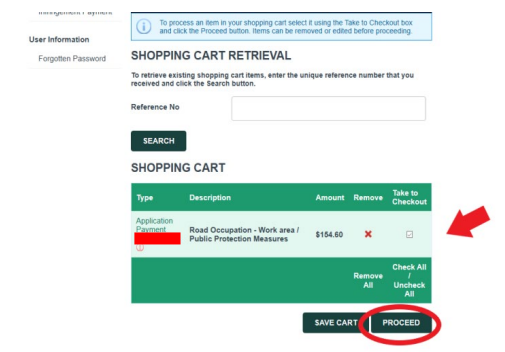
### Step 4: Check payment details

- Check that the amount shown is the same as on your invoice.
- Select 'next' to continue.



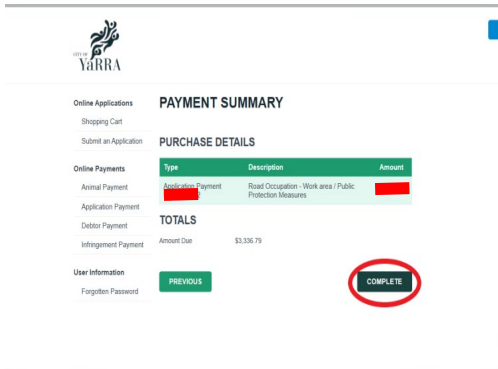
### Step 5: Retrieve your payment from the shopping cart

- In the shopping cart make sure that all boxes are ticked to take items to the check out.
- The reference number is just for your records, you don't need to fill this out.
- Select 'Proceed' to continue to payment.



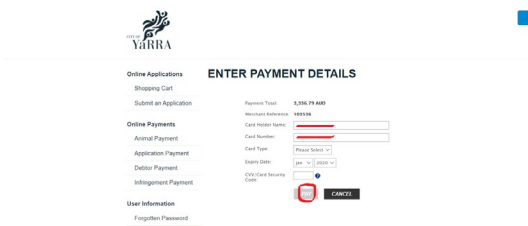
## Step 6: Payment summary

- Select 'Complete' to go to the next section.



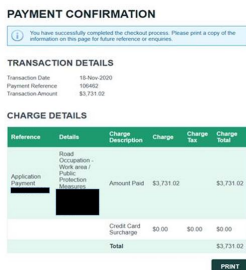
## Step 7: Enter your payment details

- Enter your credit card details and select 'Pay'.



## Step 8: Confirm payment

- If the payment has been processed successfully you will receive payment confirmation.
- Select 'Print' if you would like a record of your transaction.
- Take a screenshot the confirmation and email it to the permit officer who sent you the invoice to let them know that the payment has been made.
- Please note, if you do not provide confirmation of payment to the permit officer, they will be alerted by the system 24 hours after the payment was made.



## Need more help?

If you have any further questions about how to pay for your permit or consent, please contact us:

- submit an [online request](#) or call us on 03 9205 5555.