



Australian Government

Department of Health and Aged Care

PBS Approved Suppliers Portal

How to submit an application to relocate
(without a change of ownership) an approved
pharmacy

Contents

Purpose of this guide	4
When to use this online form	4
Pharmacy Location Rules – Applicant’s Handbook	4
Accessing the PBS Approved Suppliers Portal	4
Applying for Approval.....	7
a) Continue an application in progress.....	7
b) Start a new application.....	7
Completing an application.....	9
c) Select the Pharmacy Location Rules item number.....	9
d) Select exemption being claimed (if applicable).....	10
e) Provide existing approval number.....	10
f) Provide applicant(s) details	11
g) Add an applicant pharmacist.....	12
h) Add an applicant organisation.....	13
i) Add an authorised person for an organisation.....	14
j) Provide details of a contact nominee for this application	15
k) Provide details of the proposed premises.....	16
l) How to attach documents	17
m) How to remove documents.....	20
n) Attach supporting documents	22
1) Attach applicant(s) documents	22
2) Attach Pharmacy Location Rules – Item Documents	23
o) Attach other documents	23
Provide payer details	25
Before progressing to the declarations section	27
Declarations	27
p) Sole applicant or authorised person submitting the application yourself	28
3) Make the declaration	28
q) Appointed representative submitting the application on behalf of the applicant(s)	29
4) Attach the Appointment of a representative form	30
5) Make the declaration	31
Submitting your application	31
Issue of an invoice for the application fee.....	32
Payment of the application fee upon submission	32
r) Credit card - EasyPay	32
s) EFT or BPAY.....	34
t) If the invoice is not generated upon submission	35
Download or pay an invoice from ‘My Dashboard’	35

Tracking the status of a payment	35
Non-payment of an invoice.....	36
Resubmitting a returned application	36
If you need to contact us	37

Purpose of this guide

This guide provides instructions on how to navigate the PBS Approved Suppliers Portal, complete the online application form and submit an application to relocate (without change of ownership) an approved pharmacy to supply pharmaceutical benefits at particular premises.

When to use this online form

Use the online form Application for approval to relocate (without change of ownership) an approved pharmacy supplying pharmaceutical benefits if you are applying for such approval under section 90 of the National Health Act 1953.

Pharmacy Location Rules – Applicant's Handbook

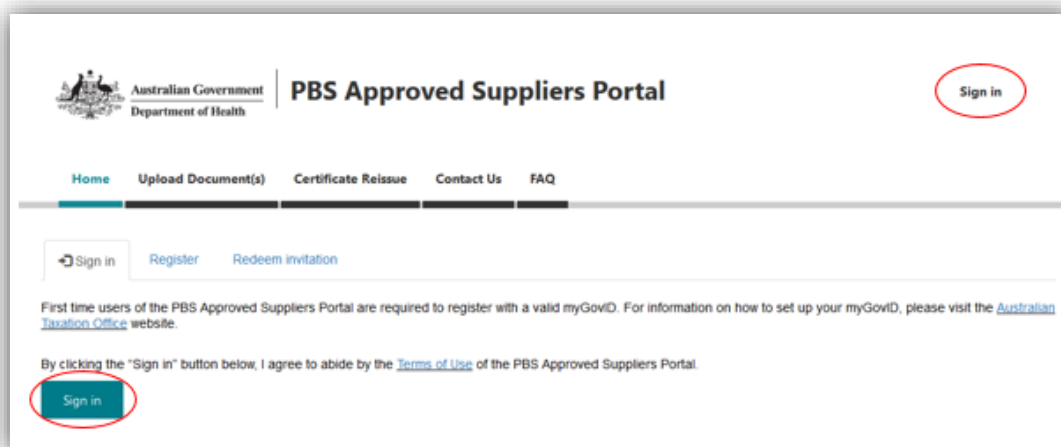
Refer to the [Pharmacy Location Rules – Applicant's Handbook](#) before completing this form. The Applicant's Handbook provides information about the Pharmacy Location Rules and what types of documentation must be attached when submitting this form.





If you are a first time user of the Portal, please refer to the guide – [How to register and sign in to the PBS Approved Suppliers Portal](#).

Accessing the PBS Approved Suppliers Portal

- Type <https://pbsapprovesuppliers.health.gov.au> into your browser. The preferred browsers are Google Chrome or Firefox.
- Select the top right Sign in option; the green Sign in button will then display.






- Selecting 'Sign in' will take you directly to the myGovID pin authentication screen where you will be required to login with your myGovID and enter the generated 4 digit pin code into your smart device.



Get the myGovID app

Prove who you are and get a code to login with the myGovID app. Download the app now to get started.





What's next?

1. Download the app
2. Prove who you are
3. Come back and login



Already have the myGovID app?


Login with your myGovID email to continue.

Login

☐ Remember me


[Cancel](#)





1. Open myGovID on your phone
2. Accept or enter the code
3. Come back

8 4 9 2


Waiting...

[Cancel](#)

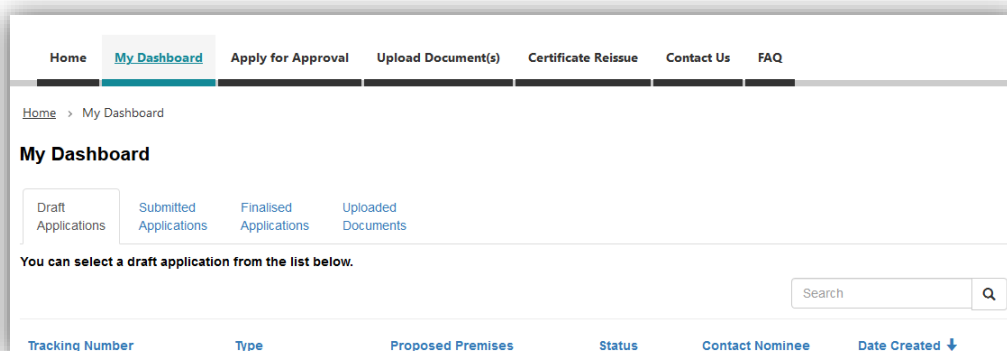
Entering the pin on your myGovID app will take you to your PBS Approved Suppliers Portal Home screen:



You can select one of the following options by clicking on the tabs in the navigation bar located across the top of the screen:

- My Dashboard
- Apply for Approval
- Upload Document(s)
- Certificate Reissue
- Contact Us
- FAQ

When you select 'My Dashboard' from the navigation bar, the following screen will be displayed:



By selecting the relevant tab from 'My Dashboard', you can continue to work on draft or view submitted and finalised applications. You can also view a list and check the status of any documents you may have uploaded via 'Upload Document(s)'.

Applying for Approval

a) Continue an application in progress

To continue working on a draft application, click on the relevant tracking number from the 'Draft Applications' tab.

b) Start a new application

- To start a new application, select 'Apply for Approval' from the navigation bar or on the Home screen.

The following screen will be displayed:

Home > Apply for Approval

Apply for Approval

Please select an application for approval below:

If the application you wish to submit is not listed below, you will need to complete a PDF form and submit it via the [Upload Document\(s\)](#) section. Guides and forms are available on the [Guides and Forms](#) webpage.

- [Establish a new pharmacy](#)
- [Relocate and change ownership of a pharmacy](#)
- [Relocate a pharmacy](#)
- [Change ownership of a pharmacy](#)
- [Expand the size of a pharmacy](#)
- [Contract the size of a pharmacy](#)

- Select 'Relocate a pharmacy'.

After you select your application type, the following screen will be displayed:

Application for approval to relocate (without change of ownership) an approved pharmacy supplying pharmaceutical benefits

Please read the information below before starting this application.

Important Information

To ensure you submit a valid application, please review the user guides and *Valid Application Checklist* on the [Guides and Forms](#) webpage. Incorrect applications may result in your application being returned for resubmission or your application being rejected.

Purpose of this form

Complete this form if you are applying for approval to relocate (without change of ownership) an approved pharmacy supplying pharmaceutical benefits under section 90 of the *National Health Act 1953*.

Pharmacy Location Rules

Refer to the *Pharmacy Location Rules – Applicant's Handbook* before completing this form. The handbook provides information about the Pharmacy Location Rules and what types of documentation must be attached when submitting this form. It is available at [Pharmacy Location Rules - Applicant's Handbook](#).

Privacy and your personal information

Personal information is protected by law, including the *Privacy Act 1988*.

Personal information is being collected in this form by the Australian Government Department of Health for the purposes of assessing your application for approval to supply pharmaceutical benefits at particular premises under section 90 of the *National Health Act 1953* as a result of the relocation of an approved pharmacy. If you do not provide this information, the Department will not be able to assess your application.

You can get more information about the way in which the Department will manage personal information, including our privacy policy, at [Form – Privacy Note](#).

If you are the representative applicant preparing and submitting this application on behalf of the other applicant(s), or you are another representative appointed by the applicant(s) to prepare and submit this application on their behalf, please download and attach the [Appointment of a Representative Form](#) as part of the submission.

By clicking on Accept, I acknowledge that I have read the privacy note and I agree to the [Terms of Use of the PBS Approved Suppliers Portal](#).

[Accept and Start Application](#)



Please read the information contained in this screen to ensure you have selected the correct application type.



If you are submitting the application on behalf of the applicant(s) or multiple authorised person(s), ensure you have downloaded the [Appointment of a representative to prepare and submit an application](#) form.



Refer to the [Valid Application Checklist](#) for information about what constitutes a valid application.

Read the privacy note and accept the Terms of Use

- By clicking on Accept and Start Application, you acknowledge that you have read the privacy note and agree to abide by the [Terms of Use of the PBS Approved Suppliers Portal](#).

Accept and Start Application

- To proceed, click on:

Completing an application

After you click on the 'Accept and Start Application' button, the following screen will be displayed:

Application for approval to relocate (without change of ownership) an approved pharmacy supplying pharmaceutical benefits

Application Tracking Number: PBS-APP-0001602 - Draft

Pharmacy Location Rules ⓘ

Select item under which you are applying *

Note: Selected item cannot be changed once you progress to the next screen.

Select exemption being claimed (if applicable)

Existing approval number *

Save and Next

- To display a list of Pharmacy Location Rules item numbers relevant to a relocation application, click on the search icon 🔍

c) Select the Pharmacy Location Rules item number

After you click on the search icon, the following selection box will be displayed:

Select an item ✕

Search

✓ **Item Number** ↑

✓ Item 122 - relocation within a designated complex

Item 123 - relocation within the same town (10 km)

Item 124 - relocation up to 1 km

Item 125 - relocation of 1 - 1.5 km

Select **Cancel**



If the item of the Pharmacy Location Rules under which you wish to apply is not listed, you have selected the wrong application type from the Apply for Approval screen. You will need to click on the 'Cancel' button and navigate back to the Apply for Approval screen to select the correct application type.

- Highlight the relevant item number and click on the 'Select' button.

You will be returned to the Pharmacy Location Rules screen and your selected item will be displayed.



Check the Pharmacy Location Rule item number you have selected is correct because it cannot be changed once you continue to the next section. If you need to change the item number after you have moved to the next section, you will need to start a new application from the Apply for Approval screen.

d) Select exemption being claimed (if applicable)

On the date an application is made, one or more approvals in respect of the existing approved premises must have been in force for at least five years. If not, you must select the exemption being claimed.

- If you are claiming an exemption you can make your selection by clicking on the search icon for that field 🔍
- After you click on the search icon, the following selection box will be displayed:

Select an item

Search 🔍

Choose one record and click Select to continue

✓	Name ↑
<input type="checkbox"/>	Exceptional circumstances (e.g. existing premises damaged by fire or flood) - not relevant to applications made under Item 125
<input type="checkbox"/>	Existing premises being renovated or refurbished - not relevant to applications made under Item 125
<input type="checkbox"/>	Relocating within the same designated complex - relevant to applications made under Item 122 only
<input type="checkbox"/>	Relocating within the same town - relevant to applications made under Item 123 only
<input type="checkbox"/>	Returning to renovated or refurbished premises - not relevant to applications made under Item 125

Select Cancel

- Highlight the exemption being claimed and click on the 'Select' button.
- You will be returned to the Pharmacy Location Rules screen and your selected exemption will be displayed.

e) Provide existing approval number

- Enter your existing approval number where indicated.

Save and Next

- To continue, click:

f) Provide applicant(s) details

After you click on the 'Save and Next' button, the following screen will be displayed.

Applicant(s) Details

Applicant(s)

An applicant must be a person registered as a pharmacist by the Pharmacy Board of Australia, a friendly society or other body of persons (whether corporate or unincorporate), able to carry on business as a pharmacist under the law of the relevant state or territory. Applicant details must be consistent with the AHPRA register.

Add a PharmacistAdd an Organisation

Applicant(s) ↑	Applicant Type	Registration Number
Please use the Add a Pharmacist or Add an Organisation buttons to add applicant(s)		

PreviousSave and Next



An applicant must be a person registered as a pharmacist by the Pharmacy Board of Australia, a friendly society or other body of persons (whether corporate or unincorporate), able to carry on business as a pharmacist under the law of the relevant state or territory.

An applicant can be an individual pharmacist or an organisation (i.e. company or friendly society).

The applicant(s) details must be consistent with the existing approval details for the pharmacy premises excluding any references to trusts.

The names of the applicant(s) must be consistent with the details that you provide to the relevant state or territory pharmacy approval authority when seeking approval to operate a pharmacy business at the proposed premises (with the exception of references to trusts on the state or territory approval).



If an applicant is an organisation, person(s) officially associated with that organisation must be added as authorised persons (refer to the Add an authorised person for an organisation section of this guide).

An authorised person for an organisation should not be added as an individual applicant pharmacist unless that person is applying for approval in his or her own right in addition to the organisation.



Each individual applicant pharmacist and at least one authorised person for each applicant organisation must be qualified to provide pharmacy services, and details provided must be consistent with the AHPRA register.

g) Add an applicant pharmacist

- To add an individual applicant pharmacist, click on:

Add a Pharmacist

The following dialogue box will be displayed:

Add a Pharmacist [X]

Title *
[Dropdown menu]

Family Name *
[Text input field]

First Name *
[Text input field]

Registration Number *
[Text input field]

Email *
[Text input field]

[Add] [Cancel]

- Complete the pharmacist's details.
- To save the pharmacist's details, click on the 'Add' button.
- You will be returned to the Applicant(s) Details screen and the applicant will be added to the application.
- If you do not want to save the pharmacist's details, click on [Cancel]
- You will be returned to the Applicant(s) Details screen and the applicant will not be added to the application.

h) Add an applicant organisation

Add an Organisation

- To add an applicant organisation, click on:

The following screen will be displayed:

Application for approval to relocate (without change of ownership) an approved pharmacy supplying pharmaceutical benefits

Application Tracking No: PBS-APP-0001223 - Draft

Applicant Details

Organisation Type *
Select type of applicant organisation

Company

Organisation Name *

Add Cancel

- Click on to display a list of organisation types.

The following screen will be displayed:

Applicant Details

Organisation Type *
Select type of applicant organisation

Company

Company

Friendly Society

Add Cancel

- Highlight the relevant organisation type, enter the organisation name and then click on the 'Add' button.

i) Add an authorised person for an organisation

After you click on the 'Add' button, the following will be displayed:

Application for approval to relocate (without change of ownership) an approved pharmacy supplying pharmaceutical benefits

Application Tracking No: PBS-APP-0001602 - Draft

Applicant Details

Organisation Type * Organisation Name *

Authorised Person(s)

For more information, please see [Valid Application Checklist](#).

[Add an Authorised Person](#)

[Authorised Person\(s\) ↑](#) [Registration Number](#)

Please use the Add Authorised Person button to add an authorised person.

[Save](#) [Cancel](#)

- To add an authorised person for the organisation, click on the 'Add an Authorised Person' button.



If an applicant is an organisation, person(s) officially associated with that organisation must be added to the application as authorised persons, for example:

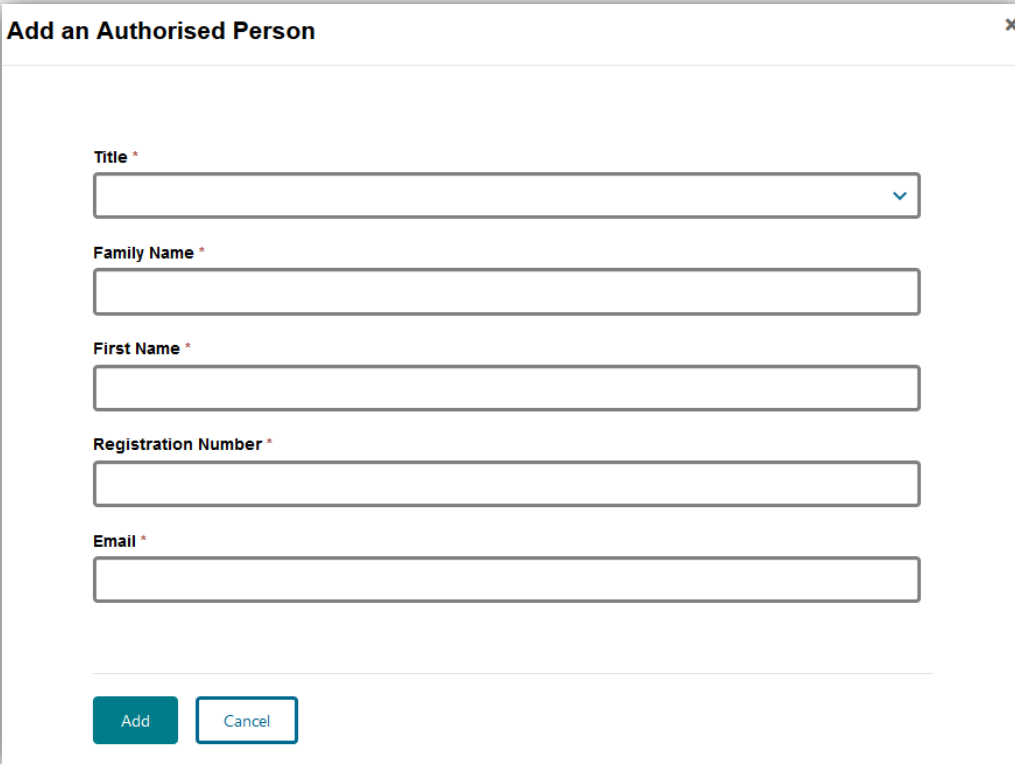
- If the applicant is a company, all the director(s) must be added as authorised person(s).
- If the applicant is a friendly society, all the board member(s) and the secretary must be added as authorised person(s).

You must provide details of all authorised person(s) for the organisation and these details must accord with documentary evidence (e.g. ASIC extract that lists the directors of the company and/or official list of friendly society board members) requested later in the application.



At least one authorised person for each organisation must be qualified to provide pharmacy services, and details provided must be consistent with the AHPRA register.

After you click on the 'Add Authorised Person' button, the following screen will be displayed:



Add an Authorised Person

Title *



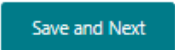
Family Name *

First Name *

Registration Number *

Email *

Add Cancel

- Complete the mandatory fields and click on the 'Add' button.
- Once all authorised person(s) have been added for the organisation, click 
- To edit or remove an applicant from the Applicant(s) Details screen, select  adjacent to the relevant applicant's name and you will be given the option to edit or remove the applicant from the application.
- To continue, click: 

j) Provide details of a contact nominee for this application

After you click on the 'Save and Next' button, the Contact Nominee for this Application section will be displayed. This section is for you to provide details of either an applicant or other nominated person who is permitted to act on behalf of the applicant(s) on all matters relating to the application.



This section will default to the signed-in user; however, you are able to edit the fields if the contact nominee for the application is someone other than the signed-in user.

- Ensure all mandatory fields are completed and click: 

k) Provide details of the proposed premises

After you click on the 'Save and Next' button, the Proposed Premises section will be displayed. This section is for you to provide details of the pharmacy business name and address of the proposed premises and the anticipated settlement/opening date.



The anticipated settlement/opening date cannot be in the past, today or on a weekend or ACT public holiday.



Please allow 5 business days between the ACPA meeting at which the application will be considered and the proposed opening date.

Proposed Premises

Pharmacy business (trading) name *

Address of Proposed Premises

Street Line 1 *

Street Line 2


Suburb *

State *

Postcode *

Anticipated Opening Date *

Note: Opening date cannot be in the past, today or on a weekend or ACT public holiday.
Please allow 5 business days between the ACPA meeting at which the application will be considered and the proposed opening date.



- Ensure mandatory fields are completed.


Save and Next

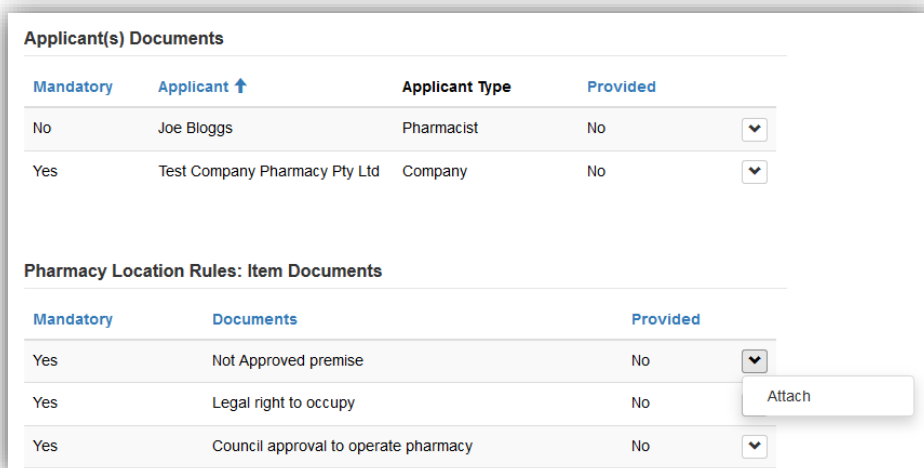
- To continue, click:



I) How to attach documents






Please do not submit documents that are password protected.

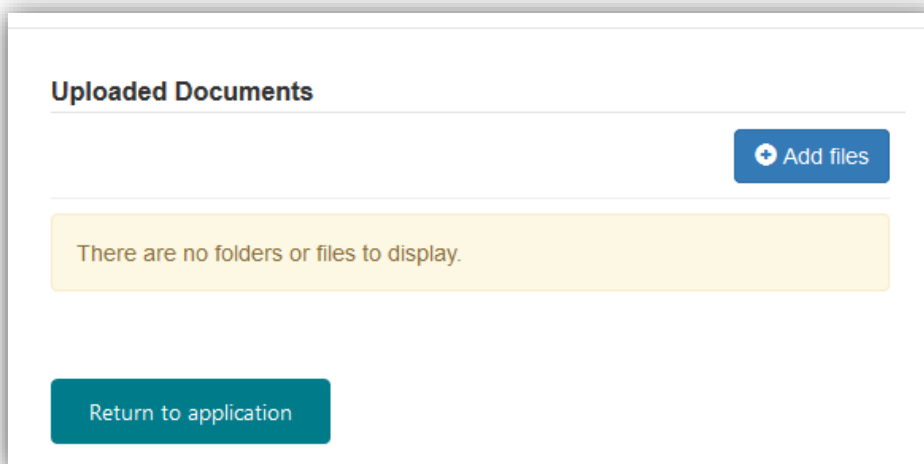
- i. For each mandatory document listed at the Supporting Documents section, you will need to click on the arrow  adjacent to the applicant or document name and then click on 'Attach'. (The following screen is provided as an example only.)




Mandatory	Applicant ↑	Applicant Type	Provided
No	Joe Bloggs	Pharmacist	No 
Yes	Test Company Pharmacy Pty Ltd	Company	No 

Mandatory	Documents	Provided
Yes	Not Approved premise	No 
Yes	Legal right to occupy	No 
Yes	Council approval to operate pharmacy	No 

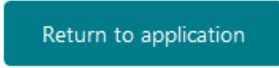
- ii. After you click on 'Attach', the following screen will be displayed.



Uploaded Documents





There are no folders or files to display.




- iii. Click on the 'Add files' button.

- iv. Add file(s) by clicking on the 'Browse' or 'Choose Files' button (depending on your browser).

 The 'Overwrite existing files' checkbox defaults to selected. If you do not wish to overwrite a file of the same name already uploaded, ensure you uncheck this box before adding files.

 You can attach multiple files at a time and you can upload as many times as required, but each upload must be less than 50 MB (i.e. if you are uploading a single file, its size must be less than 50 MB; if you are uploading multiple files at once, their combined size must be less than 50 MB).

 If you attempt an upload that is more than 50 MB you will receive an error message. To continue, click on the 'Cancel' button and then 'Return to Application' before trying again with an upload that is less than 50MB.

- v. Double-click or open the selected file(s). The following screen will then display the file name (or number of files if more than one).

- vi. Click on the 'Add files' button once more to complete the upload.
- vii. Your uploaded documents will be listed on the following screen.

Uploaded Documents

Name ↑	Modified	
14 MB - Test 3.DOCX (14117 KB)	less than a minute ago	

Return to application

- viii. When you have added all the relevant files, click on the 'Return to application' button.
- ix. You will be returned to the Supporting Documents screen. The Provided column will show 'Yes' against each item when the documents have been attached. (The following screen is provided as an example only.)


Applicant(s) Documents

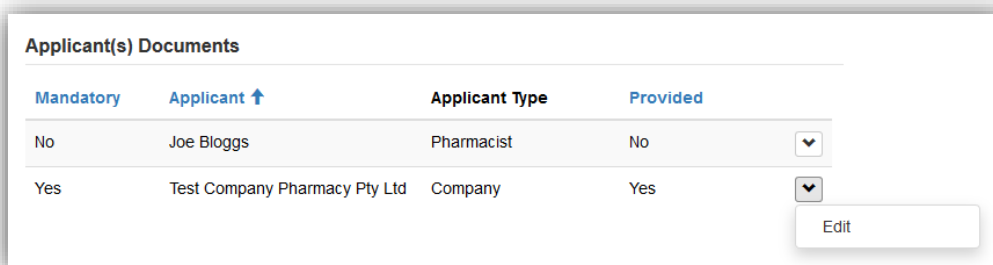
Mandatory	Applicant ↑	Applicant Type	Provided	
No	Joe Bloggs	Pharmacist	No	
Yes	Test Company Pharmacy Pty Ltd	Company	Yes	



Pharmacy Location Rules: Item Documents

Mandatory	Documents	Provided	
Yes	Not Approved premise	Yes	
Yes	Legal right to occupy	Yes	
Yes	Council approval to operate pharmacy	Yes	


m) How to remove documents

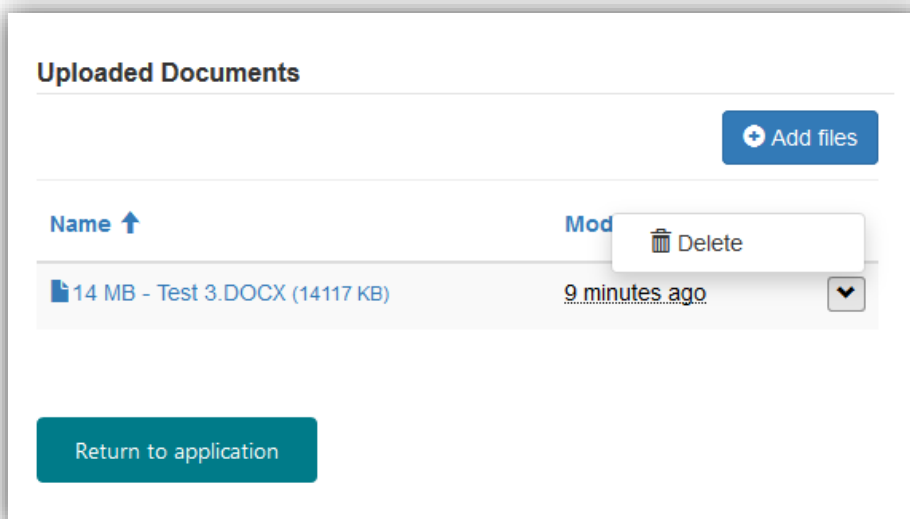
- x. Click on the arrow  adjacent to the applicant or document name for which you wish to remove a document and then click on 'Edit'.




Mandatory	Applicant ↑	Applicant Type	Provided
No	Joe Bloggs	Pharmacist	No 
Yes	Test Company Pharmacy Pty Ltd	Company	Yes 



Edit


- xi. Click on the arrow  adjacent to the relevant file name and then click on 'Delete'.

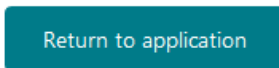


Uploaded Documents

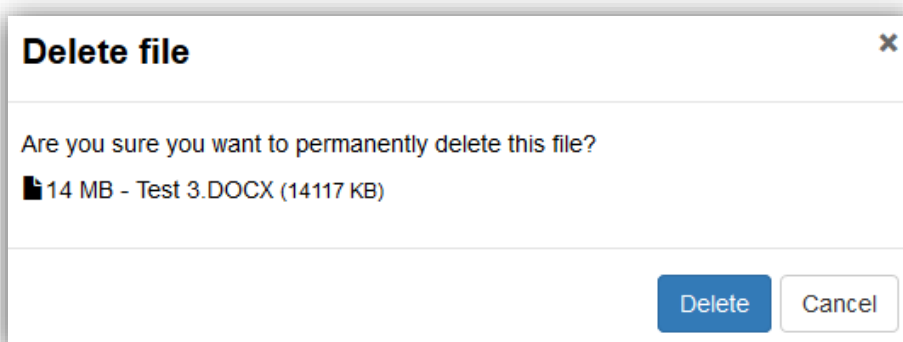



Name ↑	Mod
 14 MB - Test 3.DOCX (14117 KB)	9 minutes ago 






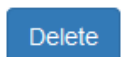
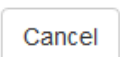
- xii. Check and confirm that you want to delete the selected file by clicking on the 'Delete' button.



Delete file 

Are you sure you want to permanently delete this file?

 14 MB - Test 3.DOCX (14117 KB)

- xiii. After the file has been deleted, it will no longer be listed in the following screen:

Uploaded Documents

Add files

Name ↑

Modified

There are no folders or files to display.

Return to application

- xiv. Click on the 'Return to Application' button. You will be returned to the Supporting Documents screen, and the Provided column will revert to 'No' against the item for which the document has been deleted.

Applicant(s) Documents				
Mandatory	Applicant ↑	Applicant Type	Provided	
No	Joe Bloggs	Pharmacist	No	▼
Yes	Test Company Pharmacy Pty Ltd	Company	No	▼

n) Attach supporting documents

After you click on the 'Save and Next' button from the Proposed Premises screen, the Supporting Documents section will be displayed. This section requires you to attach documentation to support your application.



For instructions on how to attach documents, refer to the How to attach documents section of this guide.

The Portal will request supporting documents based on your previous selections (i.e. applicant type and item number).

The screen below is an example of what you might see depending on your selections.

Applicant(s) Documents

Mandatory	Applicant ↑	Applicant Type	Provided
Yes	ABC Test Company Pty Ltd	Company	No <input type="button" value="v"/>

Pharmacy Location Rules: Item Documents

Mandatory	Documents	Provided
Please provide at least 1 documents	Relocating existing pharmacy not in a designated complex (124b(i))	No <input type="button" value="v"/>
	Relocating existing pharmacy in a large shopping centre minimum 300 m away (124b(ii))	No <input type="button" value="v"/>
	Relocating existing pharmacy in a designated complex and 500m away (124(iii))	No <input type="button" value="v"/>
Yes	Not Approved premise	No <input type="button" value="v"/>
Yes	Legal right to occupy	No <input type="button" value="v"/>
Yes	Council approval to operate pharmacy	No <input type="button" value="v"/>
Yes	Evidence that the proposed premises would be accessible by the public	No <input type="button" value="v"/>
Yes	Trade within six months of recommendation	No <input type="button" value="v"/>
Yes	No access from Supermarket	No <input type="button" value="v"/>
Yes	Proposed premises less than 1 Km away evidence (124(a))	No <input type="button" value="v"/>

1) Attach applicant(s) documents



If an applicant is a company, you must attach evidence confirming the authority of the authorised person(s) to act on behalf of the applicant (e.g. ASIC company extract that lists the Directors of the company).

If an applicant is a friendly society, you must attach an official document listing all board members and the secretary.

2) Attach Pharmacy Location Rules – Item Documents

The Pharmacy Location Rules require documentary evidence for the item under which you are applying. Refer to the [Pharmacy Location Rules – Applicant's Handbook](#) before completing this form. The Applicant's Handbook provides information about the Pharmacy Location Rules and what types of documentation must be attached when submitting this form.



Attach evidence for each mandatory document listed. Care should be taken to ensure consistency is maintained across submitted evidence for issues such as applicant(s) names and addresses of premises that may appear on several pieces of evidence.



If the same documentary evidence pertains to several mandatory documents, you should attach that evidence in each applicable instance.



You will not be able to progress to the next section until all mandatory documents have been attached. You may need to use the scroll bar at the right of the screen to see all mandatory documents.

- When you have attached all your documents and are ready to continue, click:

Save and Next

o) Attach other documents

After you click on the 'Save and Next' button, the Other Documents section will be displayed. This section is for you to attach any other documents relevant to your application.

The screenshot shows a web interface titled "Other Documents". Below the title is a prompt: "Please add any other documents related to this application." To the right of this prompt is a teal button with a plus icon and the text "Add files". Below this is a table with two columns: "Name" (with an upward arrow icon) and "Modified". The table is currently empty. At the bottom of the section are two buttons: "Previous" and "Save and Next".



- If you do not need to attach other documents to your application, simply click on the 'Save and Next' button.
- If you do need to attach other documents to your application, click on the 'Add files' button and then follow the relevant steps provided in the How to attach documents section of this guide.

When you have attached other documents, you will be returned to the Other Documents section and the documents you have added will be listed.

Other Documents

Please add any other documents related to this application.

Add files

Name ↑	Modified	
 14 MB - Test 3.DOCX (14117 KB)	4 minutes ago	▼
 Test File (48.4 MB).docx (49607 KB)	less than a minute ago	▼

Previous

Save and Next

- When you have finished adding your other documents, click on the 'Save and Next' button.

Provide payer details

After you click on the 'Save and Next' button, the following screen will be displayed.



When you search on a valid ABN, the form will auto-populate the organisation name linked to that ABN.

Payer Details

Provide the ABN, Organisation name, and billing address of who will be paying the application fee. These details will appear on the invoice.

ABN *

Search ABN

Organisation name

Contact number *

Email *

Billing address

Start typing an address...

Street line 1 *

Street line 2

Suburb *

State *

Postcode *


Previous

Save and Next

- Ensure all mandatory fields are completed and then click on the 'Save and Next' button.

Before progressing to the declarations section

After you click on the 'Save and Next' button, the following notice will be displayed:

 No changes to the information you have provided in this application will be permitted once you click 'Continue'.

IMPORTANT NOTICE

No changes to the information you have provided in this application will be permitted once you save and continue to the next section.
Please ensure all details are complete and correct before proceeding.

Continue

Cancel

- When you are ready to proceed to the 'Declarations' section, click:

Continue

Declarations


After you click on the 'Continue' button, the following Declarations screen will be displayed.

Declarations

Are you the representative appointed to submit this application on behalf of the applicant(s) or organisation(s) with multiple authorised persons? *

☐ No

☐ Yes

 If you are the sole applicant/authorised person, you can choose to submit the application yourself or you can appoint a representative to submit the application on your behalf.

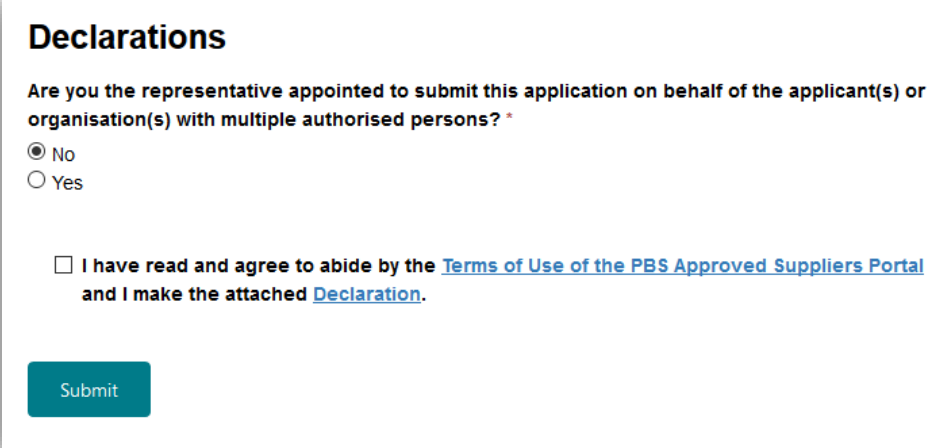
If there are multiple applicants and/or authorised persons for an organisation, you must appoint a representative to submit the application on behalf of all applicants and/or authorised persons.

The appointed representative can be one of the applicants or the contact nominee named in the application, or another person appointed by the applicant(s)/authorised person(s), but the appointed representative must be the person who is submitting the application via the PBS Approved Suppliers Portal.

p) Sole applicant or authorised person submitting the application yourself

If you are the sole applicant/authorised person named in the application, and you are submitting the application yourself, click on the 'No' button.

The following screen will be displayed:



Declarations

Are you the representative appointed to submit this application on behalf of the applicant(s) or organisation(s) with multiple authorised persons? *

☒ No
☐ Yes

☐ I have read and agree to abide by the [Terms of Use of the PBS Approved Suppliers Portal](#) and I make the attached [Declaration](#).

3) Make the declaration

- Review the 'Terms of Use of the PBS Approved Suppliers Portal' and the 'Declaration' by clicking on the relevant link.
- To proceed, you must check the box to:
- confirm your agreement to abide by the 'Terms of Use of the PBS Approved Suppliers Portal'; and
- make the Declaration.

q) Appointed representative submitting the application on behalf of the applicant(s)

- If you are the appointed representative preparing and submitting the application on behalf of the applicant(s)/authorised person(s), click on the 'Yes' button.

After you click on the 'Yes' button, the following screen will be displayed:

Declarations

Are you the representative appointed to submit this application on behalf of the applicant(s) or organisation(s) with multiple authorised persons? *

☐ No
☒ Yes


Appointment of a representative Form

[Click here](#) to download the Appointment of a representative form to prepare and submit an application.

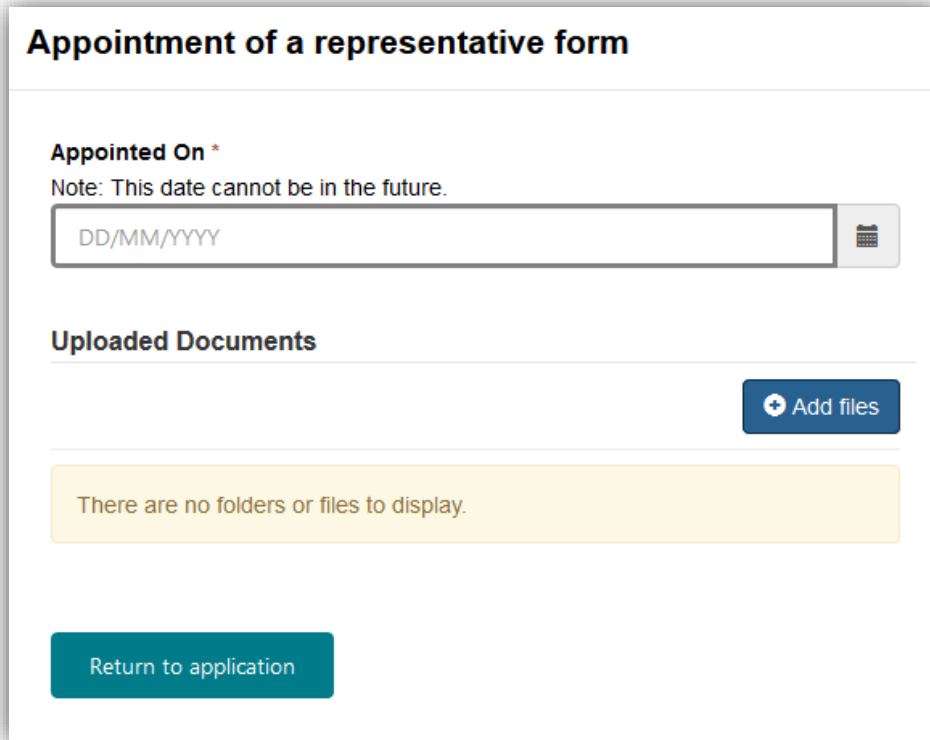
Appointed Representative ↑	Appointed On	Provided
		Pending ▼

☐ I have read and agree to abide by the [Terms of Use of the PBS Approved Suppliers Portal](#) and I make the attached [Declaration](#).

4) Attach the Appointment of a representative form


- Attach the appointment of a representative form to the application by clicking on  and then clicking on 'Attach'.

After you click on 'Attach', the following screen will be displayed:




Appointment of a representative form

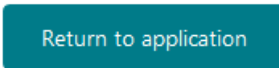
Appointed On *
Note: This date cannot be in the future.

DD/MM/YYYY 

Uploaded Documents



There are no folders or files to display.



- Enter the date appointed.
- Click on the 'Add files' button.
- Attach the appointment of representative form by following the relevant steps provided at the How to attach documents section of this guide.
- When you have uploaded the form, click on the 'Return to application' button.
- You will be returned to the Declarations screen, and the Provided column will show that the appointment of a representative form has been provided.



If you are the appointed representative submitting this form on behalf of the applicant(s)/authorised person(s), you must attach the Appointment of a representative to prepare and submit an application form to the application.



The appointment of a representative form must be signed by all applicants and/or all authorised persons for an organisation.

5) Make the declaration

- Review the 'Terms of Use of the PBS Approved Suppliers Portal' and the 'Declaration' by clicking on the relevant link.
- To proceed, you must check the box to:
- confirm your agreement to abide by the 'Terms of Use of the PBS Approved Suppliers Portal'; and
- make the Declaration.

Submitting your application

- When you are ready to submit your application, click on:

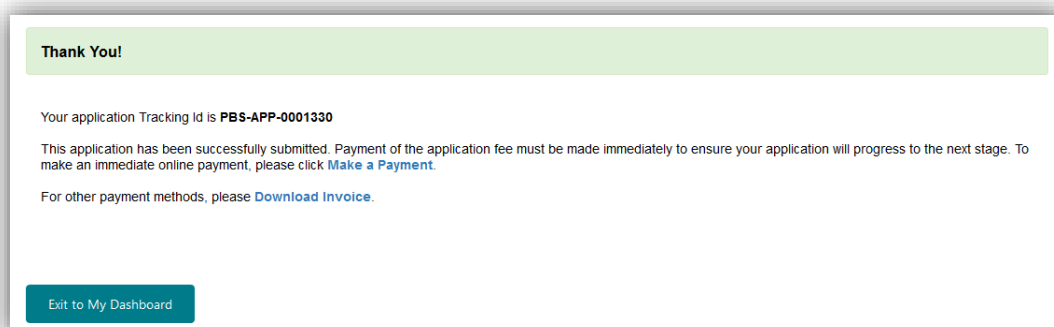
Submit



You will not be able to submit the application until you have attached the appointment of a representative form (if applicable) and checked the box to confirm that you agree to abide by the Terms of Use of the PBS Approved Suppliers Portal and make the Declaration.

Review confirmation of successfully submitted application

After you click on the 'Submit' button, the following screen will be displayed when your application has been successfully submitted:



The screenshot shows a confirmation screen with a green header bar that says "Thank You!". Below this, it states: "Your application Tracking Id is **PBS-APP-0001330**". It then says: "This application has been successfully submitted. Payment of the application fee must be made immediately to ensure your application will progress to the next stage. To make an immediate online payment, please click [Make a Payment](#)." Below that, it says: "For other payment methods, please [Download Invoice](#)." At the bottom, there is a blue button that says "Exit to My Dashboard".

Take note of the application Tracking ID number

- Please take note of the application Tracking ID number, which you can use to identify and review the status of your application on your Dashboard. If you need to make an enquiry about your application, please quote the Tracking ID number.



Application Numbers are provided for applications that are referred to the Australian Community Pharmacy Authority, and will be issued only if an application has been verified by the Department. Once verified, the status of your application will be updated to 'In progress' in the Portal and the Application Number will be visible on your Dashboard.

Issue of an invoice for the application fee

When you submit an online application form, in most instances, the invoice will be issued immediately and the following screen will be displayed:

Thank You!

Your application Tracking Id is **PBS-APP-0001330**

This application has been successfully submitted. Payment of the application fee must be made immediately to ensure your application will progress to the next stage. To make an immediate online payment, please click [Make a Payment](#).

For other payment methods, please [Download Invoice](#).

Exit to My Dashboard



The submission date and time will be recorded as the date and time a valid application is submitted, not when payment is finalised.

Payment of the application fee upon submission

r) Credit card - EasyPay

- If you wish to make a credit card payment upon submission, click on 'Make a Payment' from the above screen.

The Confirm and Pay/Government EasyPay screen will be displayed:

Confirm and pay

Payment summary

Tax Invoice	Description	Net Price	GST	Total
Reference: 233200018000412681 Invoice number: 1800041268 Date of issue: 28/07/2020 Due date: 28/07/2020	PBS-APP-0001330	\$5,530.00	\$0.00	\$5,530.00
		\$5,530.00	\$0.00	\$5,530.00

Download invoice

Government EasyPay

A card payment fee applies based on the card type used. The fee is not subject to GST and is equal to the fee that the department incurs from its banker.

Reference: 233200018000412681

Card Number *: Card number

Expiry Date *: MM / YY

Security Code *: CVV

Invoice Amount: \$5,530.00

Card Payment Fee :

Total Amount:

Calculate Surcharge

Other payment methods

For other payment methods please refer to [your invoice](#).

Payments may take approximately 24 to 48 hours to credit your payment to your account. This could be longer on weekends and applicable public holidays. We'll process your payment on the next business day if you make a payment either:

- after 6 pm Australian EST
- on weekends
- on applicable public holidays



The invoice amount displayed will be the fee relevant to your application type.

- Enter your credit card details and then click on 'Calculate Surcharge'. The card payment fee will be added and the total amount displayed.

Government EasyPay

A card payment fee applies based on the card type used. The fee is not subject to GST and is equal to the fee that the department incurs from its banker.

Reference: 233200018000413077

Card Number: 424242*****4242

Expiry Date: 12/2020

Invoice Amount: \$5,530.00

Card Payment Fee : \$43.80

Total Amount: \$5,573.80

Make Payment Cancel

Other payment methods

For other payment methods please refer to [your invoice](#).

Payments may take approximately 24 to 48 hours to credit your payment to your account. This could be longer on weekends and applicable public holidays. Your payment will be processed on the next business day if you make a payment either:

- after 6 pm Australian EST
- on weekends
- on applicable public holidays

- Check the details you have entered are correct and, when ready, click on the 'Make Payment' button.

After you click on the 'Make Payment' button, the following screen will be displayed:

Confirm and pay

Payment summary

Payment details

Payment method: Government EasyPay

Invoice number: 1800041307

Reference: 233200018000413077

Total amount: \$5,573.80

✓ **Please Note:** A receipt will be issued only on request. Payments by EasyPay may take approximately 24 to 48 hours for us to credit your payment to your account. This could be longer on weekends and applicable public holidays. Your payment will be processed on the next business day if you make a payment either:

- after 6pm Australia EST
- on weekends
- on applicable public holidays

Return to dashboard



The Payment Status for the application on 'My Dashboard/Submitted Applications' will now show as 'Paid – Waiting confirmation'. (Please note, once you have submitted an online payment, it may take up to 30 minutes for the 'Payment Status' to be updated on the Dashboard.)

My Dashboard

Draft Applications

Submitted Applications

Finalised Applications

Uploaded Documents

You can select a submitted application from the list below.

Once you have submitted your online payment, it may take up to 30 minutes for the 'Payment Status' to be updated.

Search

Q

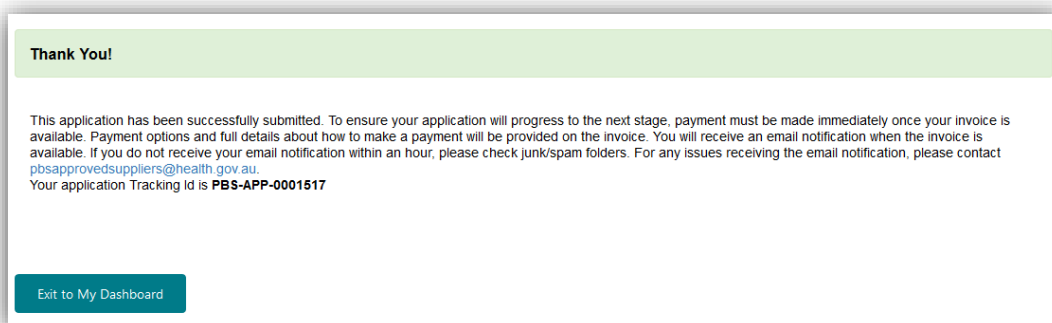
Tracking Number	Received Date ↓	Type	Proposed Premises	Status	Payment Status	Application Number	ACPA Meeting Date	ACPA Meeting Outcome	Actions
PBS-APP-0001359	30/07/2020 9:05:57 AM			Submitted	Paid - Waiting Confirmation				Download Invoice

s) EFT or BPAY

- If you wish to make an EFT or BPAY payment upon submission, you can download a PDF of the invoice from the application submitted confirmation screen or exit to 'My Dashboard' where download invoice and payment options will also be available. Refer to the Download or pay an invoice from 'My Dashboard' section of this guide.

t) If the invoice is not generated upon submission

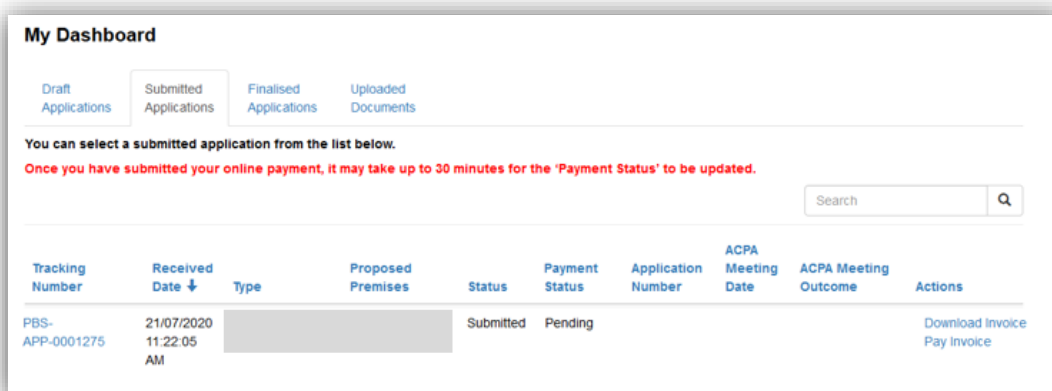
In some instances, due to timing or connection issues, the invoice will not be generated upon submission and, instead, the following screen will be displayed:



If this occurs, when the invoice has been generated, the application contact nominee (and, if different, the submitter) will receive an email advising that the invoice has been issued and is available in the PBS Approved Suppliers Portal.

Download or pay an invoice from 'My Dashboard'

Locate the relevant application tracking number from 'My Dashboard/Submitted Applications'. Please note, only the person who submitted the application will be able to view the invoice on 'My Dashboard'.



From 'My Dashboard', you will have the option of two 'Actions', either:

- Click on 'Pay Invoice' to display the Confirm and Pay/Government EasyPay screen where you can make an online payment via credit card (refer to the Credit Card section of this guide); or
- Click on 'Download Invoice' to download and/or save a PDF copy of your invoice for payment via other methods, details of which are provided on the invoice.

Tracking the status of a payment

You can track the progress of application payments from 'My Dashboard/Submitted Applications', which will indicate a status of:

- Pending – will display if payment has not been made
- Paid - Awaiting confirmation – will display when payment via EasyPay has been made but is awaiting clearance

- Paid – will display when payment is finalised

Payment is considered finalised only when the status is Paid.



Please note, once you have submitted an online payment, it may take up to 30 minutes for the 'Payment Status' to be updated on the Dashboard.



An invoice for the application fee will require immediate payment to ensure the payment can be finalised by the Department within seven calendar days from the invoice issue date. Delayed payment may result in your application being cancelled.

Please be aware, processing takes longer for EFT and BPAY payments so, if you delay making a payment by EFT or BPAY, it is unlikely the payment will be finalised within the seven-day period.

Non-payment of an invoice

If the Department does not receive full payment of the invoice in time for it to be finalised within seven calendar days from the invoice issue date, the application will be cancelled. The application contact nominee will be advised of the cancellation by email. To avoid cancellation of your application, please ensure payment is made immediately.

It is the applicant's responsibility to ensure the payment is made in time for it to be finalised by the Department within seven calendar days from the invoice issue date; the Department will not send a reminder.

Cancelled applications will appear on 'My Dashboard/Finalised Applications' with a status of 'Cancelled'.

Resubmitting a returned application

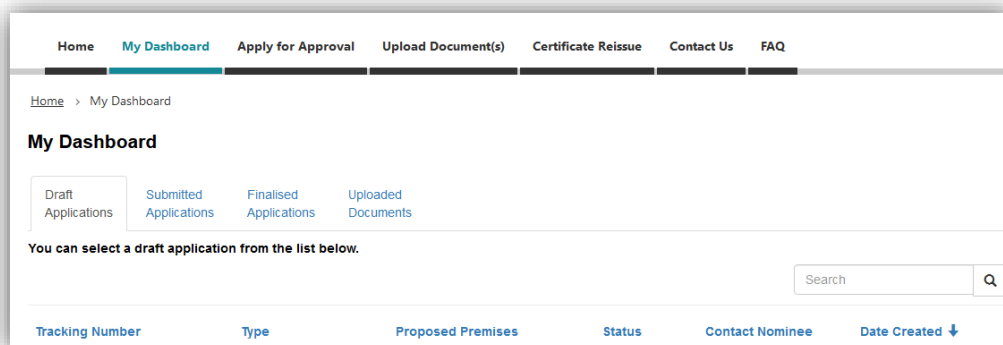
If your application has been deemed invalid because you have provided incomplete or inaccurate information, it will be returned to the submitter via the PBS Approved Suppliers Portal.



Refer to the [Valid Application Checklist](#) for information about what constitutes a valid application.


The Department will send an email to the application contact nominee detailing the reasons why the application has been deemed invalid and returned.


A returned application will be listed with the same tracking number under your Draft Applications on the My Dashboard screen.





- Select the relevant application tracking number from your Draft Applications on the My Dashboard screen.

- Provide the correct information or documentation as detailed in the email sent to the application contact nominee.
- When you are ready to resubmit your application, follow the instructions provided in the Declarations and Submitting your application sections of this guide.

 When an application is returned, any attachments and/or information provided at the Declarations section will be deactivated; therefore, you must reattach any documents provided at this section before resubmitting your application.

 Resubmitted applications will not incur another fee and will not require payer details to be re-entered.

 If your application was returned because of incorrect or missing documents at the Declarations section, ensure you fix the errors or omissions before resubmitting your application. If you do not, the application will be deemed invalid again and returned to you to be corrected and resubmitted.

 The submission date and time will be recorded as the date and time the application is resubmitted.

If you need to contact us

If you have any questions about using the PBS Approved Suppliers Portal or your application, please send an email with details of your enquiry and quoting the Tracking ID number to PBSApprovedSuppliers@health.gov.au.