



Australian Government

Department of Health and Aged Care

PBS Approved Suppliers Portal

How to submit an application to change ownership of an approved pharmacy (not involving relocation)



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Purpose of this guide

This user guide provides instructions on how to navigate the PBS Approved Suppliers Portal, complete the online application form and submit an application for approval to change ownership of an approved pharmacy to supply pharmaceutical benefits at particular premises (not involving relocation).

When to use this online form

Use the online form Application for approval to change ownership of an approved pharmacy supplying pharmaceutical benefits (not involving relocation) if you are applying for such approval under section 90 of the National Health Act 1953.





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://pbsapprovedsuppliers.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.


☐ Remember me [Cancel](#)





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

8 4 9 2


Waiting...

[Cancel](#)

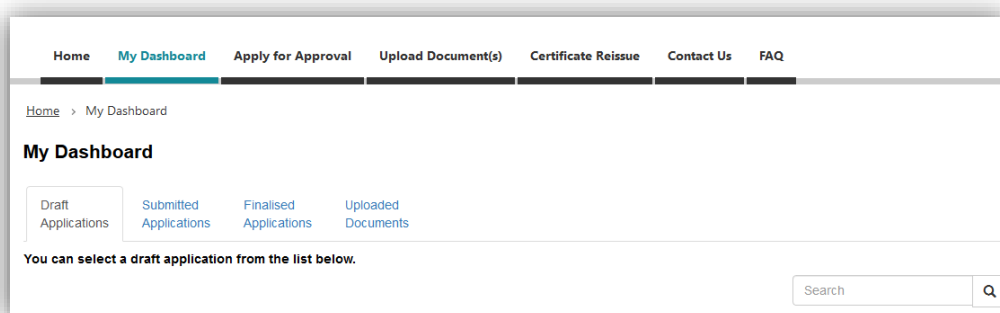
- Entering the pin on your myGovID app will take you to your PBS Approved Suppliers Portal Home screen:



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

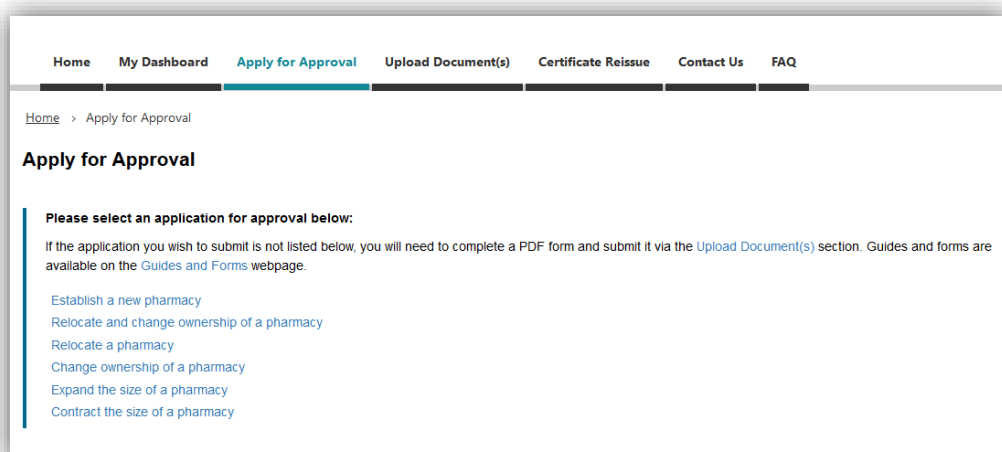
a) Continue an application in progress

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 the Home screen.

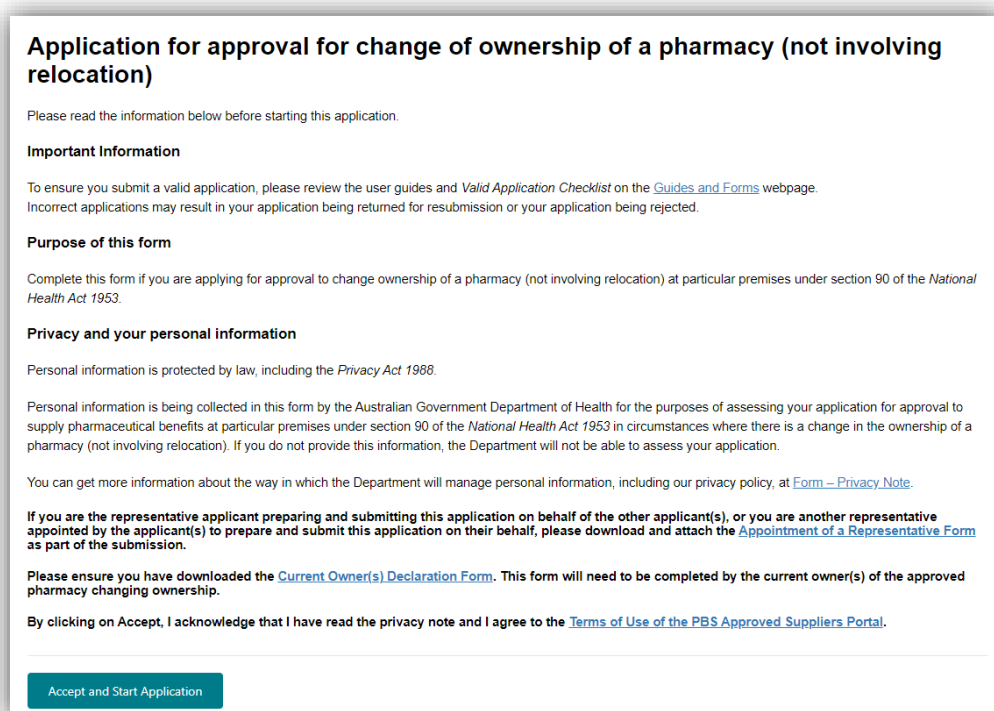
The following screen will be displayed:



The screenshot shows a web application interface. At the top is a navigation bar with links: Home, My Dashboard, Apply for Approval (highlighted), Upload Document(s), Certificate Reissue, Contact Us, and FAQ. Below the navigation bar is a breadcrumb trail: Home > Apply for Approval. The main heading is 'Apply for Approval'. A section titled 'Please select an application for approval below:' contains a paragraph explaining that if the application type is not listed, a PDF form must be submitted via the 'Upload Document(s)' section, with links to 'Guides and Forms'. Below this is a list of application types: 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, and Contract the size of a pharmacy.

- Select 'Change ownership of a pharmacy'.

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



The screenshot shows a form titled 'Application for approval for change of ownership of a pharmacy (not involving relocation)'. It includes several sections: 'Important Information' with a warning about valid applications; 'Purpose of this form' explaining the form's use under the National Health Act 1953; 'Privacy and your personal information' detailing data collection and privacy policy; and a section for representative applicants. At the bottom, there is a blue button labeled 'Accept and Start Application'.



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



Ensure you have downloaded the [Current owner\(s\) declaration](#) form.



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

a) Provide new approval details

After you click on the 'Accept and Start Application' button, the New Approval Details screen will be displayed. This screen is for you to provide the new business name of the pharmacy and the anticipated settlement date for the change of ownership.



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



Please allow 30 business days between application submission date and proposed settlement date.


- Ensure the mandatory fields are completed.


- To continue, click:

Save and Next

Provide applicant(s) details


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

 For change of ownership applications, the applicant(s) will be the incoming owner(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.


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

The names of the applicants 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.

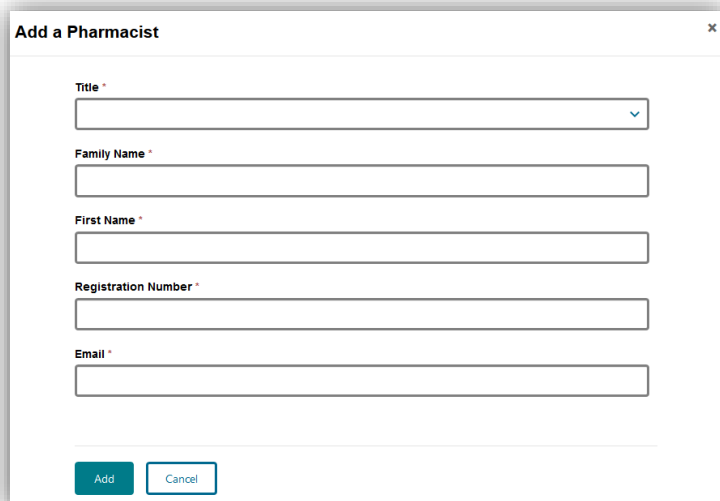
 If an application involves bringing in a partner by selling a share of the pharmacy business, the current owner(s) must be listed in the current owner(s) declaration form as current owner(s) and in the application as applicant(s). Current owner(s) details must be consistent with the existing pharmacy approval.

b) 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

Title *


Family Name *

First Name *

Registration Number *

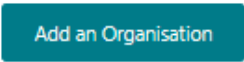
Email *

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 
- You will be returned to the Applicant(s) Details screen and the applicant will not be added to the application.


c) Add an applicant organisation

- To add an applicant organisation, click on:

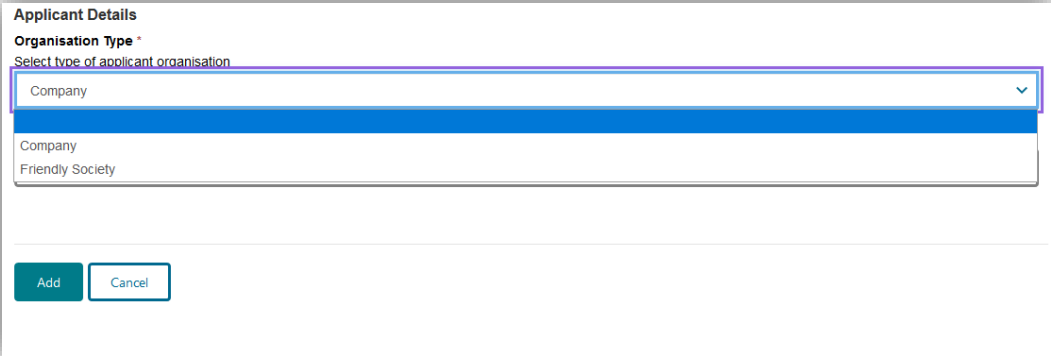


The following screen will be displayed:



- Click on  to display a list of organisation types.

The following screen will be displayed:



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

d) Add an authorised person for an organisation

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

Applicant Details

Organisation Type *
Company

Organisation Name *
ABC Test Company Pty Ltd

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, the director(s) must be added as authorised person(s).
- If the applicant is a friendly society, 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 an Authorised Person' button, the following screen will be displayed.

Add an Authorised Person [X]



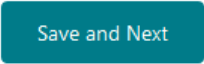
Title *

Family Name *

First Name *

Registration Number *

Email *

- 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: 

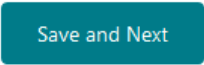
e) Provide details of a contact nominee for this application

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:





f) 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.)

Applicant(s) Documents

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


Pharmacy Location Rules: Item Documents

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

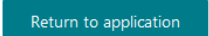
Attach

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


Uploaded Documents

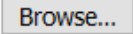


There are no folders or files to display.






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


Add files 


Choose files  No files selected.

☒ Overwrite existing files

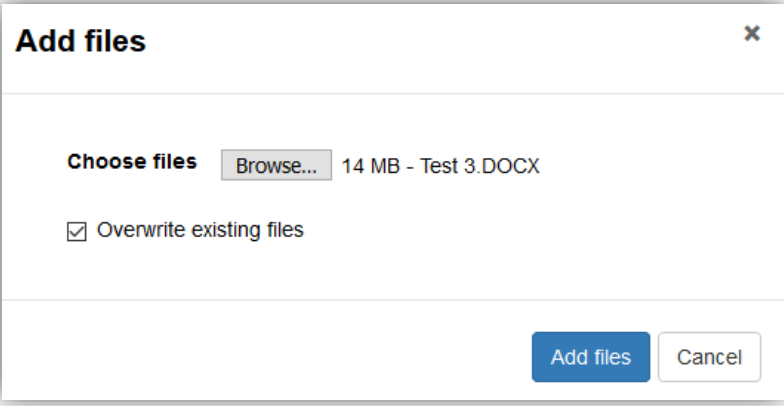
 

 The 'Overwrite existing files' checkbox defaults to selected. If you do not wish to overwrite a file of the same name already uploaded, ensure you uncheck this box before adding files.

 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 50 MB.

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



Add files ✕

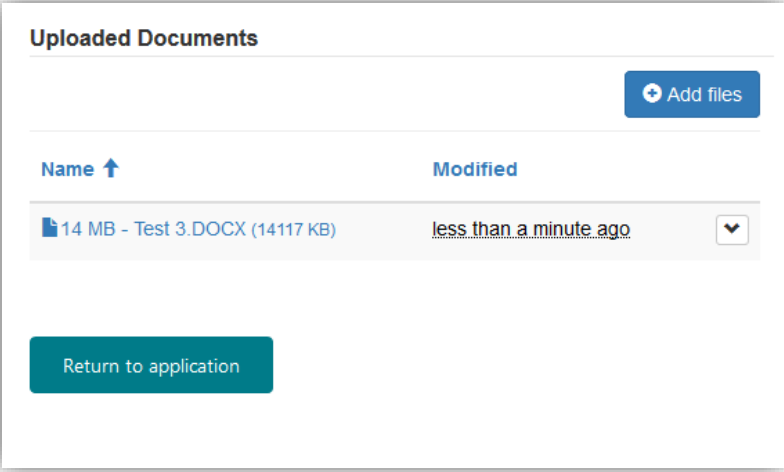
Choose files Browse... 14 MB - Test 3.DOCX

☒ Overwrite existing files

Add files Cancel


- 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

+ Add files

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


g) 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'.

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



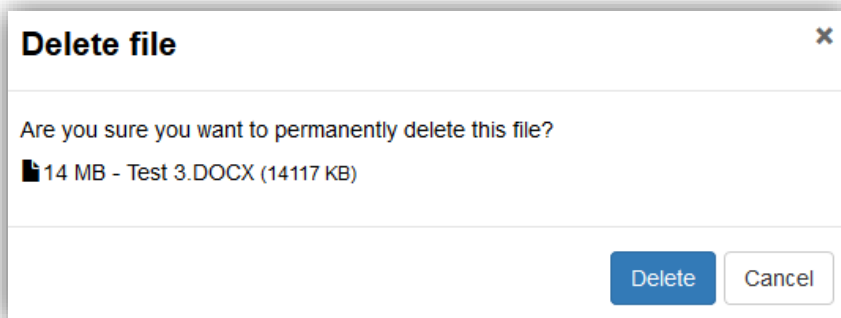
Edit

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

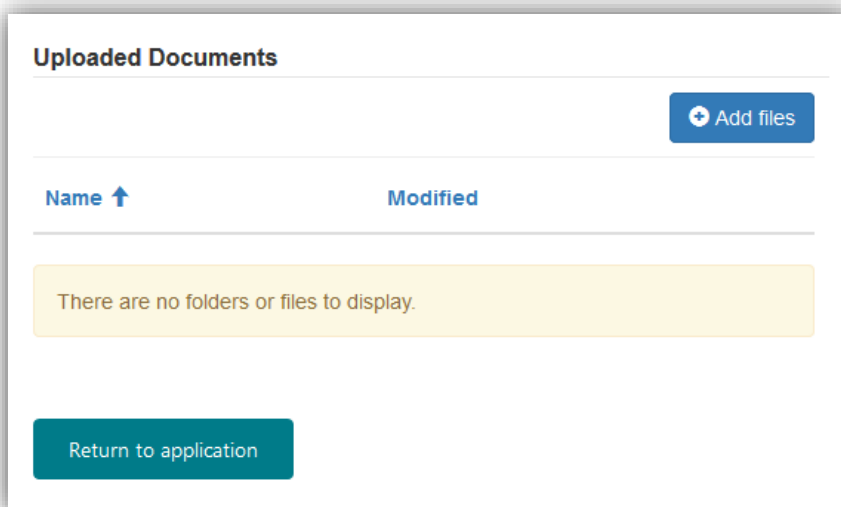
Uploaded Documents		
<div>Add files</div>		
Name ↑	Mod	
 14 MB - Test 3.DOCX (14117 KB)	9 minutes ago	 <div>  Delete </div>

Return to application

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



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



- 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	▼

h) Attach supporting documents

After you click on the 'Save and Next' button from the Contact Nominee 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. type of applicant).

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

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

Required Documents		
Mandatory	Documents	Provided
Yes	Legal right to occupy	No ▼

i. 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.

ii. Attach Required Documents



You must attach evidence of legal right to occupy the pharmacy premises (including the head lessor's consent, if applicable). Such evidence should clearly identify the address of the premises, noting that if the premises are identified by something other than the address of the application, for example, Folio or lot number, but the application identifies the premises by a street address, evidence should also be provided to link the addresses, for example, documents from the local council. 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.



You will not be able to progress to the next section until all mandatory documents have been attached.

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


Save and Next

i) 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.

Other Documents

Please add any other documents related to this application.

 Add files

Name ↑

Modified

Previous

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 in the How to attach documents section of this guide.

Evidence that you have met the requirements of the relevant state or territory regulatory authority



If you already have evidence that you have met the requirements of the relevant state or territory regulatory authority, you should attach it to the application here.




Your application can be submitted without the state/territory evidence and your application will still be processed; however, approval will not be granted unless this evidence is provided prior to or on the day of settlement.

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

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:



Declarations


After you click on the 'Continue' button, the 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.

a) 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.

After you 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

Current Owner(s) Declarations


[Click here](#) to download the Current owners declaration.

Uploaded By ↑	Uploaded 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](#).

[Submit](#)

Attach the current owner(s) declaration form


- Attach the Current Owner(s) Declaration to the application by clicking on the  and then clicking on 'Attach'.

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

Current Owner(s) Declaration

Uploaded On *

Note: This date cannot be in the future.

DD/MM/YYYY 

Uploaded Documents

[+ Add files](#)

There are no folders or files to display.

[Return to application](#)

- Enter the date the Current Owner(s) Declaration was uploaded.
- Click on the 'Add files' button.
- Attach the Current Owner(s) Declaration 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 Current Owner(s) Declaration has been provided.



You must attach the Current Owners Declaration form to the application.



The Current Owners(s) Declaration form must be signed by all current owner(s).

b) 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

Current Owner(s) Declarations


[Click here](#) to download the Current owners declaration.

Uploaded By ↑	Uploaded 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](#).

Submit

c) 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.

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.

d) Attach the current owner(s) declaration form

- Attach the Current Owner(s) Declaration to the application by clicking on the and then clicking on 'Attach'.

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

Current Owner(s) Declaration ✕

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

Uploaded Documents

There are no folders or files to display.

- Enter the date the Current Owner(s) Declaration was uploaded.
- Click on the 'Add files' button.
- Attach the Current Owner(s) Declaration 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 Current Owner(s) Declaration has been provided.



You must attach the [Current Owners Declaration](#) form to the application.



The Current Owners(s) Declaration form must be signed by all current owner(s).

e) 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 you 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 current owner(s) declaration, 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 containing the text "Thank You!". Below this, the text reads: "Your application Tracking Id is **PBS-APP-0001330**". It then states: "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 this, it says: "For other payment methods, please [Download Invoice](#)." At the bottom left, there is a blue button labeled "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.

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:

This screenshot is identical to the one above, showing the "Thank You!" confirmation screen with the Tracking ID **PBS-APP-0001330**, instructions on how to pay the application fee, and a button to "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

a) 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: 233200018000412707 Invoice number: 1800041270 Date of issue: 28/07/2020 Due date: 28/07/2020	PBS-APP-0001341	\$920.00	\$0.00	\$920.00
		\$920.00	\$0.00	\$920.00

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

233200018000412707

Card Number *

Card number

Expiry Date *

MM / YY

Security Code *

CVV

Invoice Amount

\$920.00

Card Payment Fee ?

Total Amount

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

Calculate Surcharge



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	233200018000410305
Card Number	424242*****4242
Expiry Date	12/2020
Invoice Amount	\$920.00
Card Payment Fee	\$7.29
Total Amount	\$927.29

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

Make Payment **Cancel**

- 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: 1800041030

Reference: 233200018000410305

Total amount: \$927.29

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

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

b) 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.

c) 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:

Thank You!

This application has been successfully submitted. To ensure your application will progress to the next stage, payment must be made immediately once your invoice is available. Payment options and full details about how to make a payment will be provided on the invoice. You will receive an email notification when the invoice is available. If you do not receive your email notification within an hour, please check junk/spam folders. For any issues receiving the email notification, please contact pbsapprovesuppliers@health.gov.au. Your application Tracking Id is **PBS-APP-0001517**

[Exit to My Dashboard](#)

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'.

The screenshot shows the 'My Dashboard' interface. At the top, there are four tabs: 'Draft Applications', 'Submitted Applications' (which is selected), 'Finalised Applications', and 'Uploaded Documents'. Below the tabs, a message states: '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.' There is a search bar with a magnifying glass icon. Below the search bar is a table with the following columns: 'Tracking Number', 'Received Date', 'Type', 'Proposed Premises', 'Status', 'Payment Status', 'Application Number', 'ACPA Meeting Date', 'ACPA Meeting Outcome', and 'Actions'. The table contains one row with the following data: 'Tracking Number' is 'PBS-APP-0001275', 'Received Date' is '21/07/2020 11:22:05 AM', 'Type' is a greyed-out box, 'Proposed Premises' is a greyed-out box, 'Status' is 'Submitted', 'Payment Status' is 'Pending', 'Application Number' is empty, 'ACPA Meeting Date' is empty, 'ACPA Meeting Outcome' is empty, and 'Actions' contains two links: 'Download Invoice' and 'Pay Invoice'.

Tracking Number	Received Date	Type	Proposed Premises	Status	Payment Status	Application Number	ACPA Meeting Date	ACPA Meeting Outcome	Actions
PBS-APP-0001275	21/07/2020 11:22:05 AM			Submitted	Pending				Download Invoice Pay Invoice

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

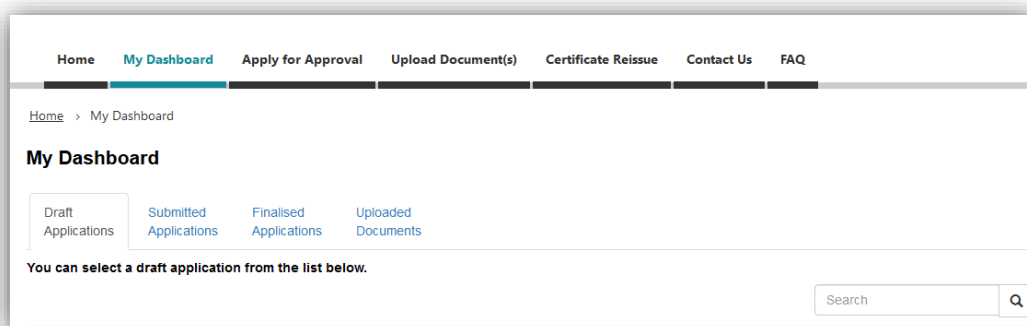
If your application has been deemed invalid because you have provided incomplete or inaccurate information, it will be returned to the submitter via the PBS Approved Suppliers Portal.



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 application Tracking ID number to PBSApprovedSuppliers@health.gov.au