



Australian Government

Department of Health and Aged Care

PBS Approved Suppliers Portal

How to submit an application to expand or contract the size of an approved pharmacy



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1 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 expand or contract the size of an approved pharmacy.

2 When to use this online form

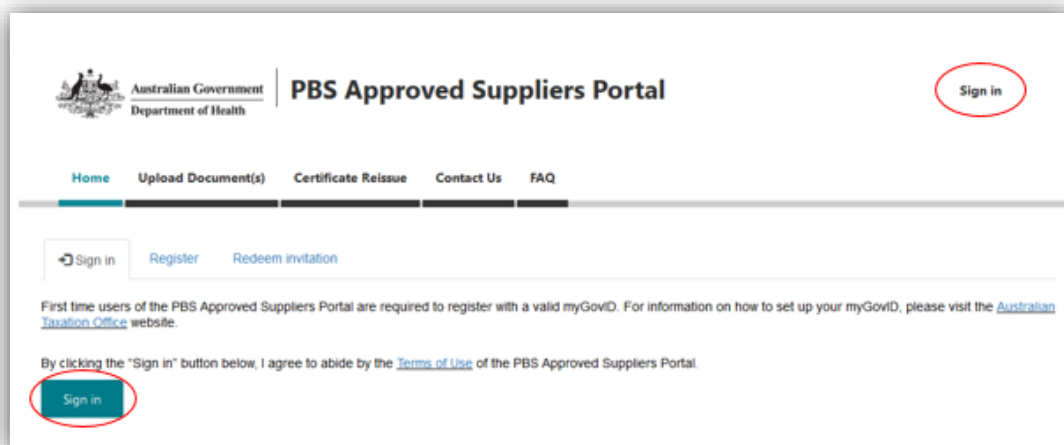
Use the online form Application for approval to expand or contract the size of an approved pharmacy if you are applying for such approval under section 90 of the National Health Act 1953.



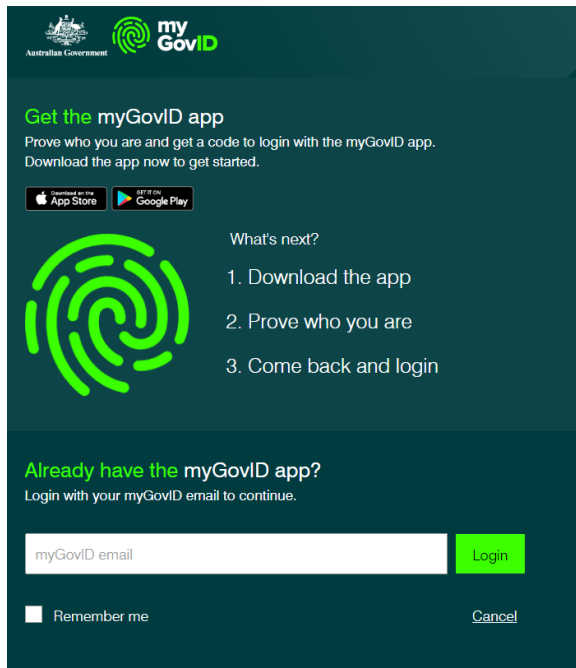
If you are a first time user of the Portal, please refer to the guide – [How to register and sign in to the PBS Approved Suppliers Portal](#).

3 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.




Australian Government **myGovID**

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?

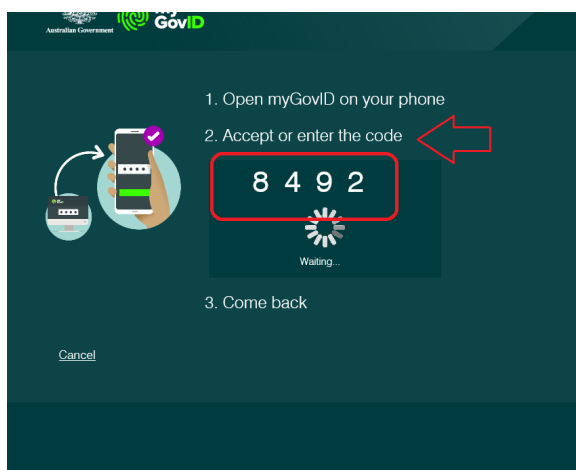
1. Download the app
2. Prove who you are
3. Come back and login

Already have the myGovID app?

Login with your myGovID email to continue.


myGovID email

☐ Remember me [Cancel](#)



Australian Government **GovID**

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



8 4 9 2

Waiting...

3. Come back

[Cancel](#)

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



Australian Government | Department of Health

PBS Approved Suppliers Portal

Test User11 ▾

[Home](#)
[My Dashboard](#)
[Apply for Approval](#)
[Upload Document\(s\)](#)
[Certificate Reissue](#)
[Contact Us](#)
[FAQ](#)

PBS Approved Suppliers Portal

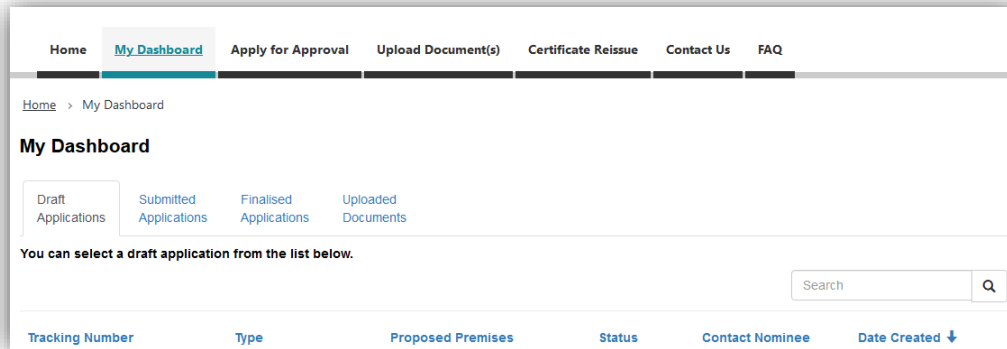
ABOUT

The PBS Approved Suppliers Portal allows applicants to lodge applications for approval to supply pharmaceutical benefits and update their details online.
For further information about how to use the portal, refer to the [User Guides](#).

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)'.

4 Applying for Approval

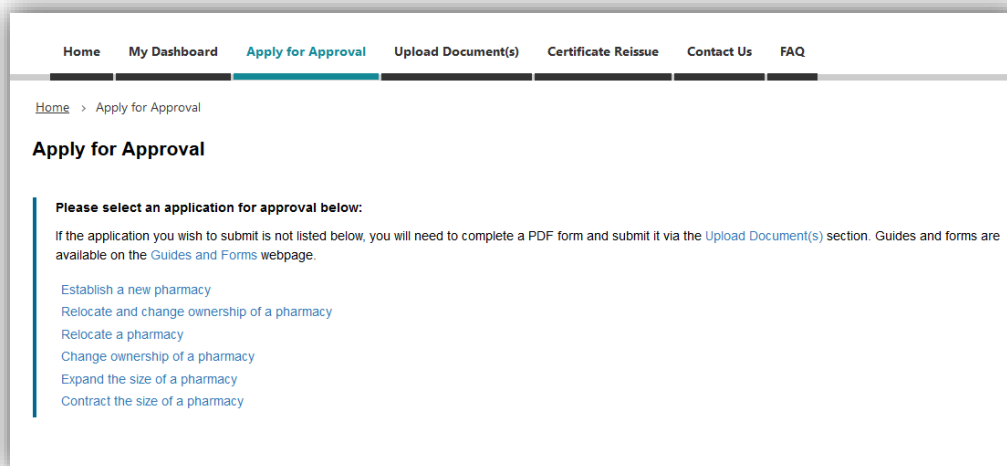
a) Continue an application in progress

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.

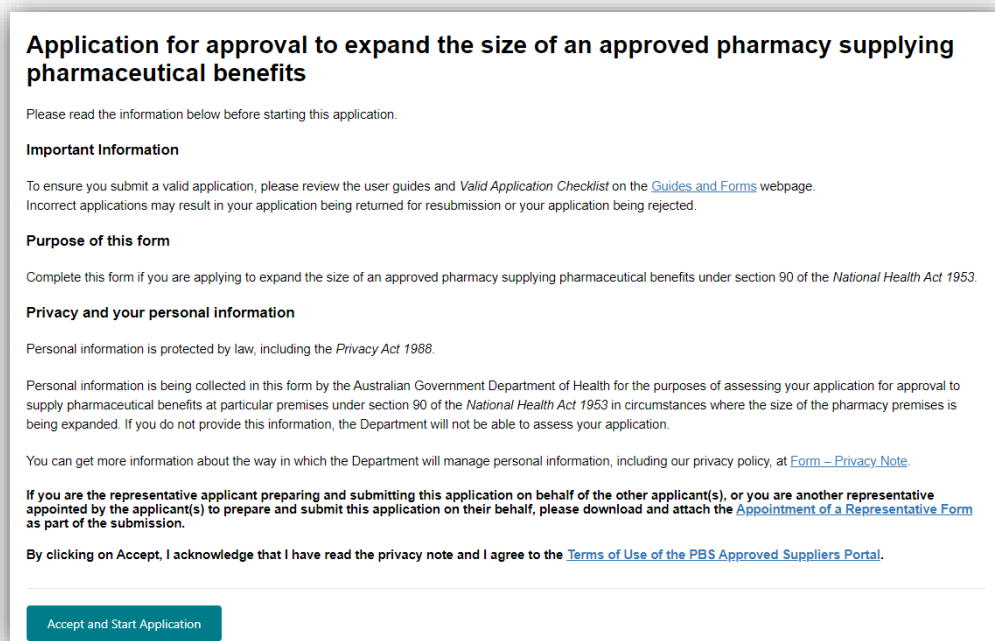
The following screen will be displayed:



The screenshot shows the 'Apply for Approval' page. 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 blue vertical bar is on the left. The text says: 'Please select an application for approval below:'. It then explains that if the application is not listed, a PDF form must be submitted via the 'Upload Document(s)' section. A list of application types is provided: 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 either 'Expand the size of a pharmacy' or 'Contract the size of a pharmacy', as applicable.

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



The screenshot shows the 'Application for approval to expand the size of an approved pharmacy supplying pharmaceutical benefits' form. The title is 'Application for approval to expand the size of an approved pharmacy supplying pharmaceutical benefits'. It includes instructions to read the information before starting. There are sections for 'Important Information', 'Purpose of this form', and 'Privacy and your personal information'. The 'Purpose of this form' section states that the form is for applying to expand the size of an approved pharmacy under section 90 of the National Health Act 1953. The 'Privacy and your personal information' section explains that personal information is collected for assessing the application and that it is protected by law. It also mentions that the Department will manage personal information according to its privacy policy. At the bottom, there is a section for 'Accept and Start Application' with a button labeled 'Accept and Start Application'.

Application for approval to contract the size of 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 to contract the size of an approved pharmacy supplying pharmaceutical benefits under section 90 of the *National Health Act 1953*.

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* in circumstances where the size of the pharmacy premises is being contracted. 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:

5 Completing an application

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

Application Tracking Number: PBS-APP-0001999 - Draft

Pharmacy Location Rules ⓘ

Select item under which you are applying *

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

Existing approval number *

Save and Next

The screen shows a sidebar with three options: 'Pharmacy Location Rules' (selected), 'Applicant(s) Details', and 'Contact Nominee for this Application'. The main area contains a search bar and a text field for the existing approval number.

- To display the expansion/contraction Pharmacy Location Rules item number, click on the search icon 🔍

a) Select the Pharmacy Location Rules item number

Select an item

Search

Item Number ↑

Item 121 - Expansion or contraction

Select Cancel

The dialog box shows a search bar and a list of items. 'Item 121 - Expansion or contraction' is highlighted. There are 'Select' and 'Cancel' buttons at the bottom.



If 'Item 121 - Expansion or contraction' 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 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.

b) Provide existing approval number

- Enter your existing approval number where indicated.

Save and Next

- To continue, click:

c) 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)



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 their 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.



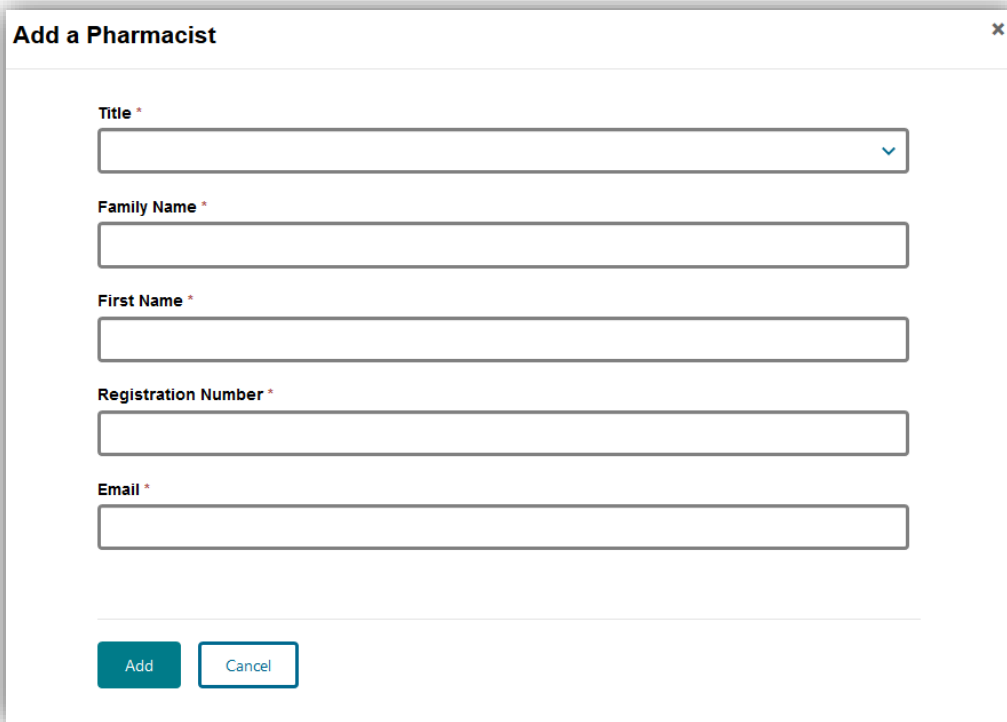
Each individual applicant pharmacist and at least one authorised person for each applicant organisation must be qualified to provide pharmacy services, and details provided must be consistent with the AHPRA register.

d) Add an applicant pharmacist

Add a Pharmacist

- To add an individual applicant pharmacist, click on:

The following dialogue box will be displayed:



Add a Pharmacist ✕

Title *

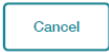
Family Name *

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.

e) Add an applicant organisation

- To add an applicant organisation, click on: 

The following screen will be displayed:




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:

The screenshot shows the 'Applicant Details' form. The 'Organisation Type' field is a dropdown menu that is currently open, displaying two options: 'Company' and 'Friendly Society'. The 'Company' option is highlighted in blue. Below the dropdown menu are two buttons: 'Add' and 'Cancel'.

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

f) Add an authorised person for an organisation

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

The screenshot shows the 'Applicant Details' form after clicking the 'Add' button. The 'Organisation Type' dropdown menu is still open, showing 'Company' and 'Friendly Society'. The 'Organisation Name' field is now visible and contains the text 'Test Company'. Below these fields is the 'Authorised Person(s)' section, which includes a link to 'Valid Application Checklist' and an 'Add an Authorised Person' button. At the bottom of the form are 'Save' and 'Cancel' buttons.

- 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

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

Save

 and you will be returned to the Applicant(s) Details screen.
- 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.

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 Pharmacist

Add an Organisation

Applicant(s) ↑	Applicant Type	Registration Number	
Test Company	Company		<div></div>
Test User11	Pharmacist	000000	<div></div>

Previous

Save and Next

- To continue, click

Save and Next

g) 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 on the 'Save and Next' button.

h) 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 date for the opening of the expanded/contracted premises.

Proposed Premises

Pharmacy business (trading) name *

Address of Proposed Premises

Street Line 1 *

Street Line 2

Suburb *

State *

Postcode *

Anticipated Date for Change to Pharmacy Size *

Note: Opening date cannot be in the past, today or on a weekend or ACT public holiday.
Please allow 30 business days between the application submission date and the proposed opening date.



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




You should allow 30 business days between the application submission date and the proposed opening date.

- Complete the mandatory fields and then click on the 'Save and Next' button.

i) How to attach documents



Please do not submit documents that are password protected.

- 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 screen below is provided as an example only.)

Applicant(s) Documents

Mandatory	Applicant ↑	Applicant Type	Provided	
Yes	Test Organisation No. 3	Company	No	▼
No	Test User11	Pharmacist	No	Attach

Pharmacy Location Rules: Item Documents

Mandatory	Documents	Provided	
Yes	Current floor plan	No	▼
Yes	Legal right to occupy	No	▼
Yes	Proposed floor plan	No	▼

[Previous](#)
[Save and Next](#)


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


Uploaded Documents


There are no folders or files to display.

[Return to application](#)

- Click on the 'Add files' button.
- 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, you will need to click on the 'Cancel' button and then 'Return to Application' before trying again with an upload that is less than 50 MB.

- vi. 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).

- vii. Click on the 'Add files' button once more to complete the upload.
- viii. 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

- ix. When you have added all the relevant files, click on the 'Return to application' button.
- x. 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 screen below is provided as an example only.)

Applicant(s) Documents

Mandatory	Applicant ↑	Applicant Type	Provided
Yes	Test Organisation No. 3	Company	Yes
No	Test User11	Pharmacist	No

Pharmacy Location Rules: Item Documents

Mandatory	Documents	Provided
Yes	Current floor plan	Yes
Yes	Legal right to occupy	Yes
Yes	Proposed floor plan	Yes

Previous

Save and Next

j) How to remove documents

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



Uploaded Documents

Add files

Name ↑	Modified
There are no folders or files to display.	

Return to application


- v. 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	
Yes	Test Organisation No. 3	Company	No	
No	Test User11	Pharmacist	No	

k) 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.

Applicant(s) Documents				
Mandatory	Applicant ↑	Applicant Type	Provided	
Yes	Expansion Test Company	Company	No	▼
No	Test User	Pharmacist	No	▼

Pharmacy Location Rules: Item Documents				
Mandatory	Documents		Provided	
Yes	No Entrance to supermarket from expanded pharmacy		No	▼
Yes	Expanded pharmacy includes existing premises		No	▼
Yes	Current floor plan		No	▼
Yes	Proposed floor plan		No	▼
Yes	Legal right to occupy		No	▼

Applicant(s) Documents				
Mandatory	Applicant ↑	Applicant Type	Provided	
Yes	Contract Test Friendly Pharmacy	Friendly Society	No	▼
No	Test User	Pharmacist	No	▼

Pharmacy Location Rules: Item Documents				
Mandatory	Documents		Provided	
Yes	Current floor plan		No	▼
Yes	Proposed floor plan		No	▼
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 Pharmacy Location Rules - Item Documents

The Pharmacy Location Rules require documentary evidence for the item under which you are applying.



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.



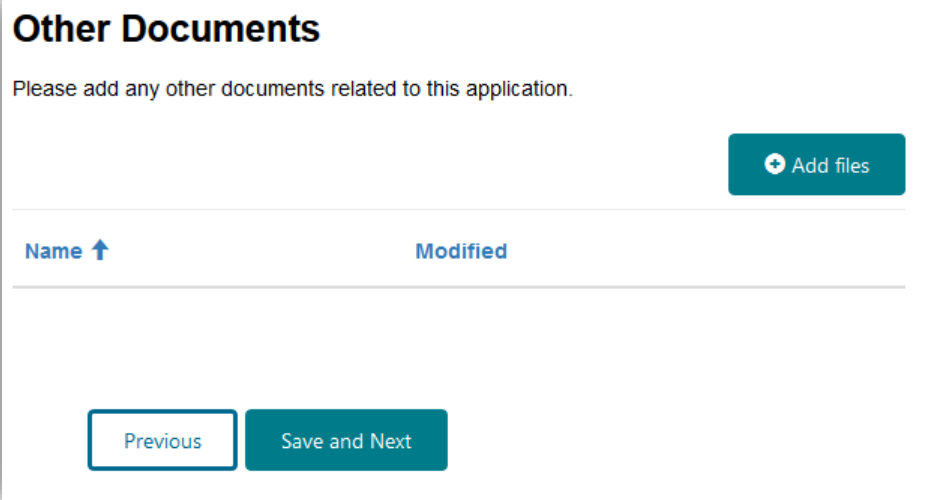
You will not be able to progress to the next section until all mandatory documents have been attached.

- 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.

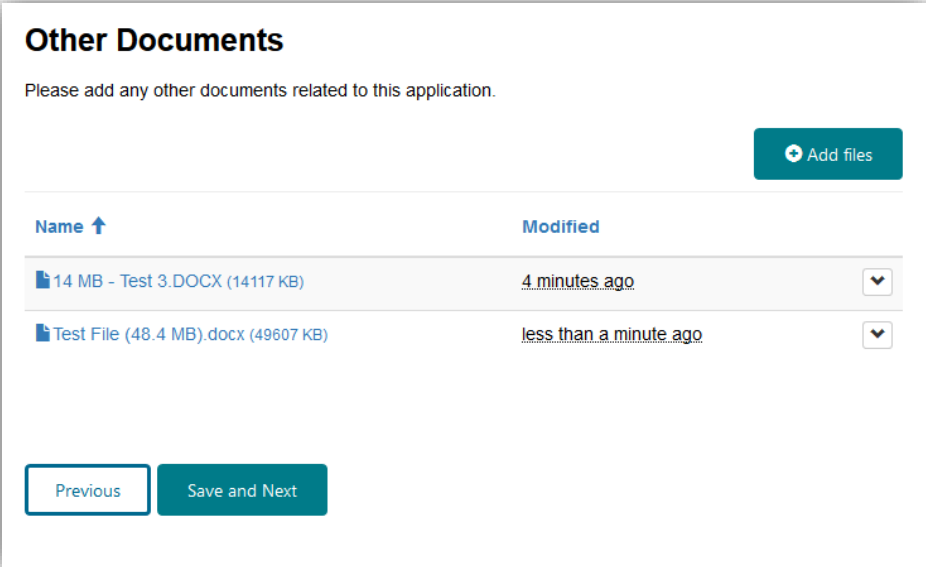
[Add files](#)

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.



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.

6 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.

7 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

8 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

☐ 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

i. 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.

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
Test User11		Pending 

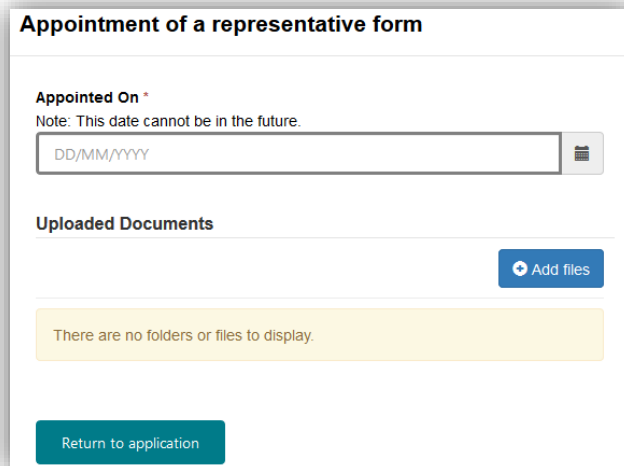
☐ I have read and agree to abide by the [Terms of Use of the PBS Approved Suppliers Portal](#) and I make the attached [Declaration](#).

Submit

i. 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:



- 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.

ii. 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.

9 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:

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

Take note of the application Tracking ID number

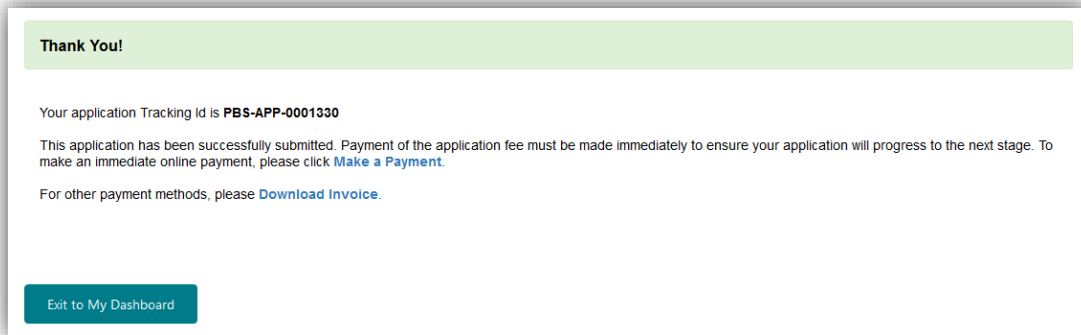
- Please take note of the application Tracking ID number, which you can use to identify and review the status of your application on your Dashboard.



If you need to make an enquiry about your application, please quote the Tracking ID number.

10 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:



The screenshot shows a web interface with a light green header bar containing the text "Thank You!". Below this, the text reads: "Your application Tracking Id is **PBS-APP-0001330**". This is followed by a paragraph: "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 is another line: "For other payment methods, please [Download Invoice](#)." At the bottom left, there is a teal button with the text "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.

11 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: 233200018000426509 Invoice number: 1800042650 Date of issue: 02/02/2021 Due date: 02/02/2021	PBS-APP-0002687	\$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

233200018000426509

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. 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

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	233200018000426509
Card Number	424242*****4242
Expiry Date	12/2021
Invoice Amount	\$920.00
Card Payment Fee	\$9.41
Total Amount	\$929.41

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: 1800042650

Reference: 233200018000426509

Total amount: \$929.41

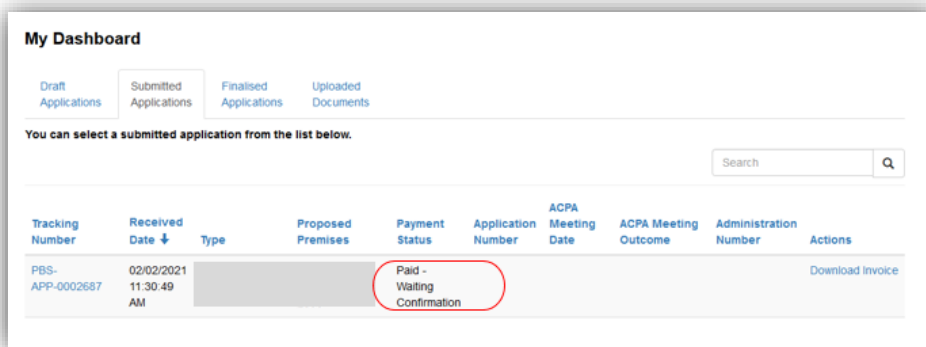
✓ Please Note: A receipt will be issued only on request. Payments by EasyPay may take approximately 24 to 48 hours for us to credit your payment to your account. This could be longer on weekends and applicable public holidays. Your payment will be processed on the next business day if you make a payment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

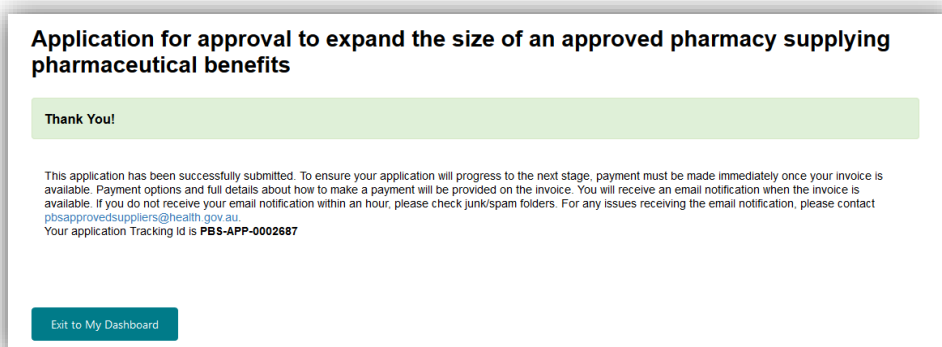


b) EFT or BPAY

- 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:



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.

12 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'.

My Dashboard

[Draft Applications](#)
[Submitted Applications](#)
[Finalised Applications](#)
[Uploaded Documents](#)

You can select a submitted application from the list below.

Search

Tracking Number	Received Date ↓	Type	Proposed Premises	Payment Status	Application Number	ACPA Meeting Date	ACPA Meeting Outcome	Administration Number	Actions
PBS-APP-0002687	02/02/2021 11:30:49 AM	S90 - Expansion		Paid - Waiting Confirmation					Download Invoice
PBS-APP-0002721	02/02/2021 8:04:21 AM	S90 - Expansion		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.

13 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.

14 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'.

15 Resubmitting a returned application

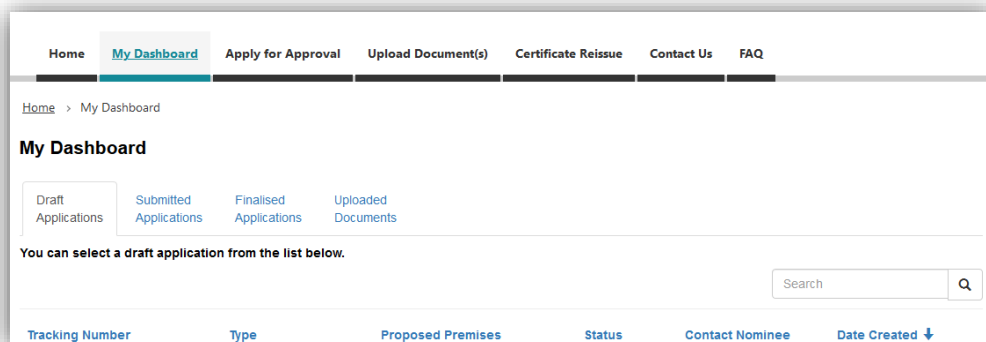
If your application has been deemed invalid because you have provided incomplete or inaccurate information, it will be returned to the submitter via the PBS Approved Suppliers Portal.



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 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.

16 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.