How to...

# Cancel an issued fee advice and re-issue a revised application fee advice





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Background

When an issued Fee Advice has 'not yet been paid' and it has been identified that fee(s) have not been invoiced and/or invoiced in error, then the Fee Advice can be cancelled and re-issued by re-performing a verification of the consent.

#### **Included instructions**

- Cancel a Lodgement Fee Advice
- Reissue a Lodgement Fee Advice

#### **Related instructions**

Visit the Support Library page – Fee invoicing and Payments to view:

- How to Make an application fee payment with PlanSA
- How to Make an application fee payment within your application
- How to Refund an invoiced fee amount
- How to Print application fee payment documents (fee advice and tax invoice)
- How to Upload a correspondence document and record the date sent

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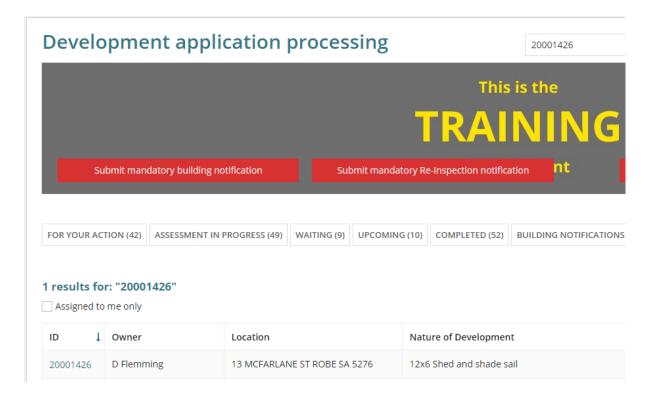
## Cancel an issued fee advice and re-issue a revised application fee advice



### **Cancel a Lodgement Fee Advice**

On completion of the fee advice cancellation, the application's 'invoice contact' is notified by email or if the **Postal Correspondence** message shows, then notify by 'post'.

1. Search using the **ID** of the application and uncheck the **Assigned to me only** checkbox to view all results.



2. Click on the application (not the ID) to view the Status detail, then click on **Planning consent** with a status of 'Awaiting Payment'.



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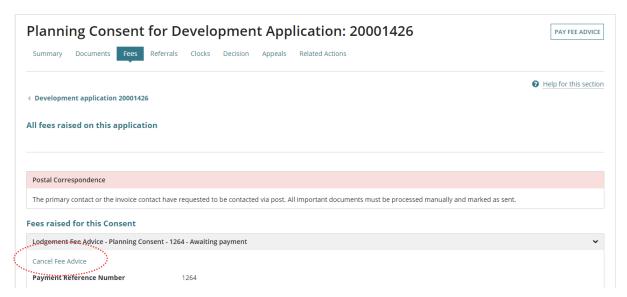
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- 3. Click on the **Fees** tab to view invoice fees.
- 4. Expand the **Lodgement Fee Advice Awaiting payment** to view the details.

A **Postal Correspondence** message displays when the 'primary contact's' or 'invoice contact's' preferred communication method is 'post'.

5. Click on Cancel Fee Advice.



- 6. Provide a **reason for the cancellation** within the Cancel Fee Advice screen.
- 7. Click on Submit to complete.



8. Clicking on **OK**, **CONTINUE** to acknowledge cancelling the lodgement fee will send this consent back to verification, and automatically remove initialised referrals; on completing this action, the Applicant is notified.



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Returns to the **Fee Advice** record which is updated to 'Fees Withdrawn', and the applicant 'Invoice Contact' is notified by email of the cancellation.

Postal Correspondence

The primary contact or the invoice contact have requested to be contacted via post. All important documents must be processed manually and marked as sent.

Fees raised for this Consent

Lodgement Fee Advice - Planning Consent - 1264 - Fees Withdrawn

### Government of South Australia Department for Trade and Investment

## Cancel an issued fee advice and re-issue a revised application fee advice



### Reissue a Lodgement Fee Advice

The applicant's 'Invoice Contact' will receive an email notification advising a Lodgement Fee Advice has been generated and payment is required, or when the **Postal Correspondence** message shows, then print off the 'Fee Advice' and send via post.

Noting, the **Resume Verification** takes place as a result of 'cancelling' the Lodgement Fee Advice prior to the applicant's payment.

#### To reissue a 'Lodgement Fee Advice' remain in the consent.

1. Click on the Summary tab and then click on Resume Verification.

Planning Consent for Development Application: 20001426

Summary Documents Fees Clocks Decision Appeals Related Actions

Postal Correspondence
The primary contact or the invoice contact have requested to be contacted via post. All important documents must be processed manually and marked as sent.

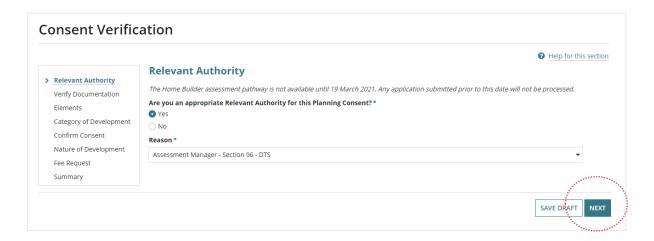
Consent status: In Verification

Development location(s)

13 MCFARLANE ST ROBE SA 5276
Title ref CT 6128/785 Plan parcel F205439 AL93 Council Dc Of Robe

• Neighbourhood

2. Move through the **Consent Verification** pages using **Next** until the **Fee Request** page is reached.



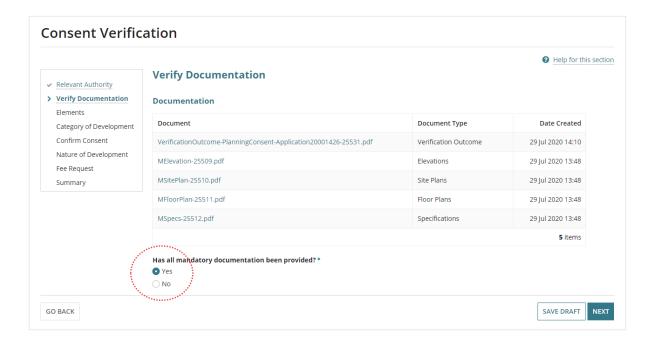
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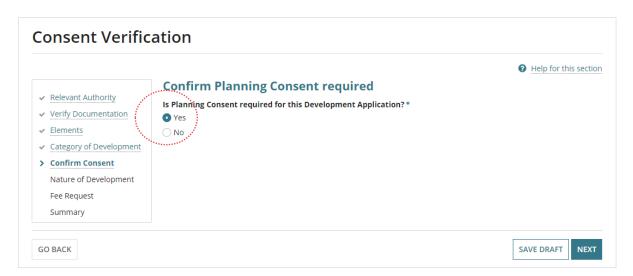


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 Click on Yes to the question: 'Has all mandatory documentation has been provided?' (this will have been determined in the initial verification), then click Next to continue.



4. Click on Yes to question: 'Is Consent required for this Development Application?' (this will have been determined in the initial verification), then click Next to continue.

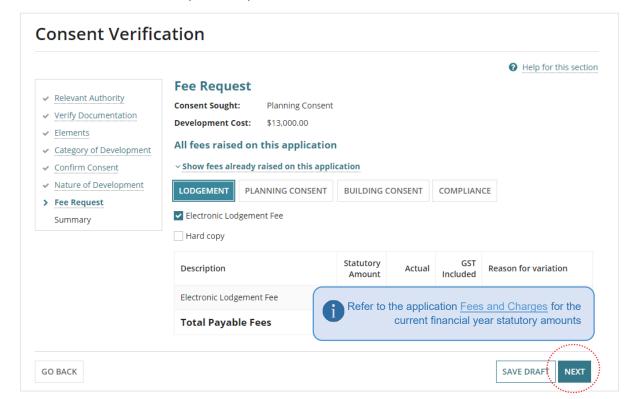


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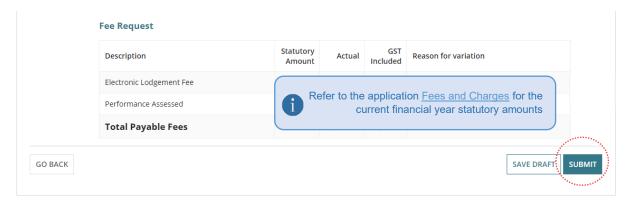
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5. Select the fee(s) from the applicable Lodgement, Planning Consent, Building Consent, and Compliance options, then click on **Next** to continue.



6. Click on Submit within the Fee Request Summary screen to complete verification.



The **Summary** screen for the consent shows with the Consent Status as 'Awaiting Payment'.