



Biodiversity Offsets Scheme guide to using the payment portal

to pay credit transfer and retirement application fees

Department of Climate Change,
Energy, the Environment and Water



Acknowledgement of Country

Department of Climate Change, Energy, the Environment and Water acknowledges the Traditional Custodians of the lands where we work and live.

We pay our respects to Elders past, present and emerging.

This resource may contain images or names of deceased persons in photographs or historical content.

© 2024 State of NSW and Department of Climate Change, Energy, the Environment and Water

With the exception of photographs, the State of NSW and Department of Climate Change, Energy, the Environment and Water (the department) are pleased to allow this material to be reproduced in whole or in part for educational and non-commercial use, provided the meaning is unchanged and its source, publisher and authorship are acknowledged. Specific permission is required to reproduce photographs.

Learn more about our copyright and disclaimer at www.environment.nsw.gov.au/copyright

Cover photo: Mungo National Park. John Spencer/DCCEEW

Published by:

Environment and Heritage

Department of Climate Change,
Energy, the Environment and Water

Locked Bag 5022, Parramatta NSW 2124

Phone: +61 2 9995 5000 (switchboard)

Phone: 1300 361 967 (Environment and Heritage enquiries)

TTY users: phone 133 677, then ask for 1300 361 967

Speak and listen users: phone 1300 555 727, then ask for 1300 361 967

Email info@environment.nsw.gov.au

Website www.environment.nsw.gov.au

ISBN 978-1-923200-12-8

EH 2024/0110 April 2024

Find out more at:

environment.nsw.gov.au

Contents

1.	Purpose of this guide	1
2.	What you need to know	2
3.	Steps to make a payment	3
	Step 1 – completing the application form	3
	Step 2 – the payment portal	1
	Step 3 – the Service NSW payment page	1
	Step 4 – paying the application fee	2
	Step 5 – payment processing	3
	Step 6 – payment notification	4
	Step 7 – receipt email	4
4.	Troubleshooting	5
	4.1 Payment link not valid or expired	5
	4.2 Payment is unsuccessful	5
5.	Links	7

List of figures

Figure 1	Example email containing the application fee payment link	1
Figure 2	BOS payment page	1
Figure 3	Service NSW payment page	2
Figure 4	Enter card details and click 'Validate card'	3
Figure 5	Payment processing page	3
Figure 6	Page redirect after successful payment has been made successfully	4
Figure 7	Message displayed when the payment link is invalid or expired	5
Figure 8	Message displayed when payment is not successful	6

1. Purpose of this guide

If you are applying to transfer or retire biodiversity credits from the Biodiversity Offsets Scheme (BOS), you must pay an application fee (transfer and retirement application fee).

There are 2 ways to pay these fees, by either:

1. credit or debit card via the online BOS payment portal
2. the department raises an invoice to the payee for the transfer and retirement application fee.

This guide outlines how to pay the transfer and retirement application fee via the BOS payment portal.

The current fees are published online. The fees are adjusted annually on 1 July for Consumer Price Index (CPI).

2. What you need to know

The BOS payment portal will shorten the time to process your transfer or retirement application. We strongly encourage you to use it where possible.

If you have not chosen your payment method on the transfer or retirement application form, please include those details in the email you send with your application.

You need to know a few things to successfully use the portal.

1. You can only use the BOS payment portal if you have Visa, MasterCard, AMEX, Diners, and Union Pay cards credit or debit card.
2. Your credit or debit card must not have expired.
3. A merchant fee applies to payments via the BOS payment portal. The merchant fee is charged by credit and debit card merchants. The fee varies according to the type of credit or debit card used. The fee is shown on the Service NSW payment page.
4. Whoever is paying the fee will need a valid email address and a viable internet connection. We recommend you do not use Gmail or Hotmail email addresses.
5. You must let the department know you want to pay using the BOS payment portal by completing details on the application form.
6. You must tell us who will be paying the fee by completing the application form.
7. The payer will be sent a link to the BOS payment portal. The payer has 7 days to use the link before it expires.

3. Steps to make a payment

Step 1 – completing the application form

On the application form tell us your preferred method of payment:

- by credit or debit card via the online BOS payment portal
- by invoice.

Send your application form to BOSCredits@environment.nsw.gov.au

When the application is received and if you have selected the BOS payment portal, the payer will receive an automated email.

The subject of this email will be 'Application fee payment request – Biodiversity Offset Scheme credit transfer/retirement' (Figure 1). The email will be sent from a staff member of the department. The payment link is circled in green in Figure 1.

Check junk or spam folders if the email does not appear in the nominated application fee payer's inbox.

If a Gmail or Hotmail email address has been provided, it is recommended that the nominated application fee payer provide an alternate, non-Gmail, non-Hotmail email address.

Dear Test biodiversity credit company ,

You are receiving this email because you are the person that has agreed to pay the application fee to transfer/retire Biodiversity Offsets Scheme (BOS) credits for **Test for payment portal guide**.

Payment of this application fee is required before the department can process **Test for payment portal guide**.

Please use this link to access the portal to pay the application fee: <https://lmbc-uat.sandbox.my.site.com/Assessment/s/payment?pid=PID000103-00036601>. The payment reference is PID000103-00036601.

Payment can be made using Credit and Debit Cards (Visa, MasterCard, AMEX, Diners, and Union Pay). This link to the payment portal will expire 7 days after receiving this email. It is important that you pay the application fee before the link expires to avoid any delays in processing the application to transfer/retire credits.

If you believe you are receiving this request in error and for all other enquiries, please contact the BOS Credits Team on the contact details below in this email.

Privacy

The Department is subject to the *Privacy and Personal Information Protection Act 1998* in managing your personal information. The Department's Privacy Management Plan describes how it meets these obligations. Your information is being collected by the Department for the purpose of administering the BOS. You may also provide other personal information when you complete this form. Personal information means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained. The Department is collecting your personal information for the purpose of administering the Biodiversity Offsets Scheme. The Department may only use your personal information in a way which is consistent with this purpose, which could include contacting you in relation to this fee payment. Your information will not be used or shared for any other purpose without your consent. The provision of personal information is voluntary, yet for the purpose of paying an application fee, if you do not provide it, we may not be able to process the related application. We will not disclose your personal information to anybody else, unless you have given consent, or we are required to do so by law. Your information will be held securely by the Department at 4 Parramatta Square, 12 Darcy Street, Parramatta NSW 2150, where fee payments are received. The information will be secured in an encrypted database. You have a right to access your personal information. You also can request that your personal information be updated and corrected. If you wish to do so, please telephone the Department's Privacy Officer on 9860 1400 or email patiunit@planning.nsw.gov.au.

Kind regards,

BOS Branch

Department of Planning and Environment

Email: BOSCREBITS@environment.nsw.gov.au

<https://www.environment.nsw.gov.au/topics/animals-and-plants/biodiversity-offsets-scheme>

Disclaimer:

This message is intended for the addressee(s) only. It may contain confidential and legally privileged information and it is intended only to be read or used by the addressee(s). If you are not the intended recipient, you must not use, disclose, copy or distribute this communication. If you have received this message in error, please delete the message (and any attachments) and immediately notify the Department of Planning and Environment.

The Department of Planning and Environment assumes no liability for any loss, damage or other consequence which may arise from opening or using an email or attachment and is not responsible for any changes to this message, or the consequences of any changes to this message.

Figure 1 Example email containing the application fee payment link

Step 2 – the payment portal

The payer must click the link in the email (Figure 1) to pay the application fee via the BOS payment portal.

The payer will be redirected to the BOS payment portal page (Figure 2). Click 'Continue' (circled in red) to make the payment.

Unique identifiers on the payment portal page confirm that the fee payer is paying the transfer and retirement fee for the intended application.

The date at which the applicants submit the application to the department via email is the date the application is received. When an application is received by the department in the form of TRANXXX or RETIREXXX, applicants will be issued with a reference number.

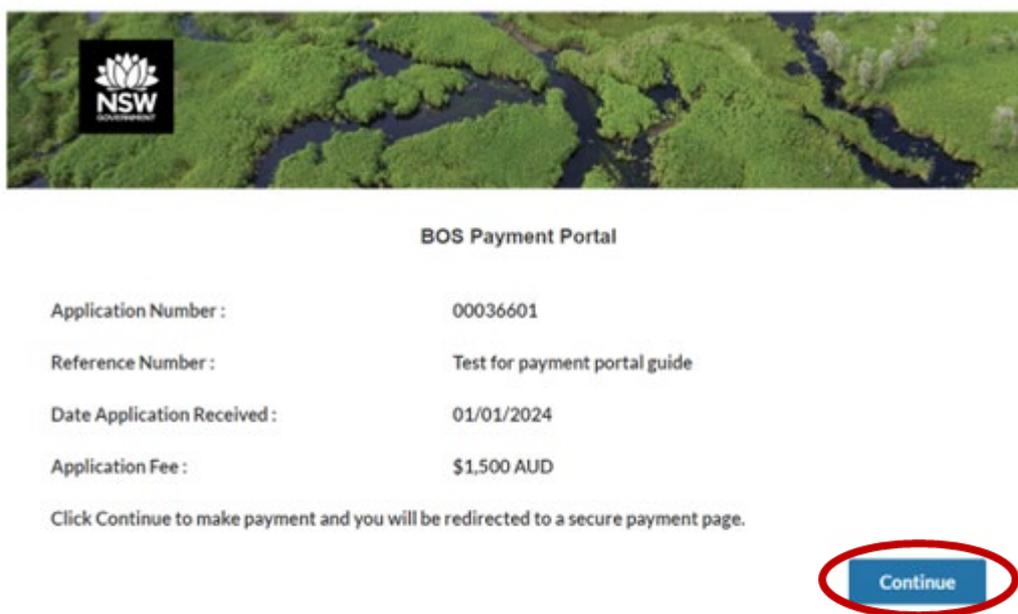


Figure 2 BOS payment page

Step 3 – the Service NSW payment page

The nominated application fee payer will then be redirected to the secure Service NSW payment page (Figure 3).

The payment page identifies the purpose of the payment as being a fee for a Biodiversity credit transfer or retirement application. The application fee amount is identified at the bottom of the page.

Make a payment

Payment for

Biodiversity credit transfer application fee
Biodiversity Offsets Scheme

Payment options



Credit and debit cards accepted



A merchant fee (0.44% to 1.78%) applies for using credit and debit cards i

Card number

Expiry date

 /

CVN ⊖

Validate card

Email address

Please provide your email address if you wish to receive a tax invoice.

Payment summary

Amount	\$1,500.00
Merchant fee including GST i	--
Total amount	\$1,500.00

Cancel

Pay now



We pay respect to the traditional custodians and first peoples of NSW, and acknowledge their continued connection to their country and culture.

Figure 3 Service NSW payment page

Step 4 – paying the application fee

To pay the application fee, enter the card number, expiration date, and CVV/CVN. for the payment system to check the card and determine the merchant fee (Figure 4).

Enter an email address in the 'Email address' field to receive a tax invoice for the payment. An error message will be displayed if the email address appears incomplete or incorrect.

The 'Pay now' button will turn red to indicate that the payment is ready to be submitted. Click 'Pay now' to submit the payment (Figure 4).

Click 'Cancel' if you wish to cancel the payment for any reason (Figure 4). Cancelling a payment will cause the payment link to expire. Another payment link will need to be requested from the department, or an invoice will need to be raised by the department to pay the transfer and retirement application fee.

Card number Test environment

4242424242424242

Expiry date

01 / 2025

CVN ⓘ

123

Validate card

Email address

Please provide your email address if you wish to receive a tax invoice.

boscredits@environment.nsw.gov.au

Payment summary

Amount	\$1,500.00
Merchant fee including GST (VISA) ⓘ	\$6.60
Total amount	\$1,506.60

Cancel
Pay now

Figure 4 Enter card details and click 'Validate card'

Step 5 – payment processing

The Service NSW payment page will process the payment (Figure 5). Do not close or refresh the web browser while payment is being processed.




Make a payment

Processing payment

Please wait - do not close your browser

- ✔ Payment approved
- ✔ Payment finalised
- 🔄 Redirecting ...

If you are not automatically redirected, please [click here](#).



We pay respect to the traditional custodians and first peoples of NSW, and acknowledge their continued connection to their country and culture.

Figure 5 Payment processing page

Step 6 – payment notification

Once the payment has been processed, you will be redirected to the BOS payment portal page, which will notify you that the payment was successful (Figure 6).



Your payment has been processed successfully. A receipt for your payment will be emailed to you. The BOS team will be in touch to progress your application.

Figure 6 Page redirect after successful payment has been made successfully

Step 7 – receipt email

The fee payer will receive an email with the subject 'Payment Received for Payment Reference: PIDXXXXXX' enclosing a receipt for the payment.

If an email address was included on the Service NSW payment page for a tax invoice in step 7, this email address will also receive a tax invoice from Service NSW.

The department will be notified that your payment was successful and will progress the biodiversity credit transfer or retirement application. The department will notify the applicants once the application has been approved.

4. Troubleshooting

This section outlines how to troubleshoot an invalid or expired payment link or an unsuccessful payment.

4.1 Payment link not valid or expired

The BOS payment portal will display a message that the payment link is not valid or has expired (Figure 7) when either:

- a successful payment has already been made using the link
- the link is accessed more than 7 days after it was sent
- the payment was cancelled on the Service NSW payment page.

A link is required to complete the payment. Either:

- request a new link by contacting the department at BOSCRECITS@environment.nsw.gov.au
- request an invoice be raised for payment of the transfer and retirement application fee.



Figure 7 Message displayed when the payment link is invalid or expired

4.2 Payment is unsuccessful

The Service NSW payment page will display an error message when payment is unsuccessful (Figure 8).

The Service NSW payment page may be unable to successfully process the payment in circumstances such as where either:

- the credit or debit card details have been entered incorrectly
- the credit or debit card has expired or been cancelled by the merchant or issuer
- there are insufficient funds available on the credit or debit card
- there is a merchant or issuer error affecting card payments.

To troubleshoot an unsuccessful payment, it is recommended that the application fee payer takes the following steps:

1. make a note of any error message displayed
2. check that the card details have been entered correctly
3. check that there are sufficient funds available to pay the transfer and retirement application fee
4. attempt to make the payment again using the same card with correct details and sufficient funds available **and/or** attempt to make the payment again using an alternate card
5. contact the card merchant or issuer to check if any other issues are affecting the credit or debit card or transactions using that card.

If the application fee payer tries the above options to troubleshoot the unsuccessful payment and a successful payment still cannot be processed, a request will need to be sent to the department at BOSCREDS@environment.nsw.gov.au to raise an invoice for payment of the transfer and retirement application fee.

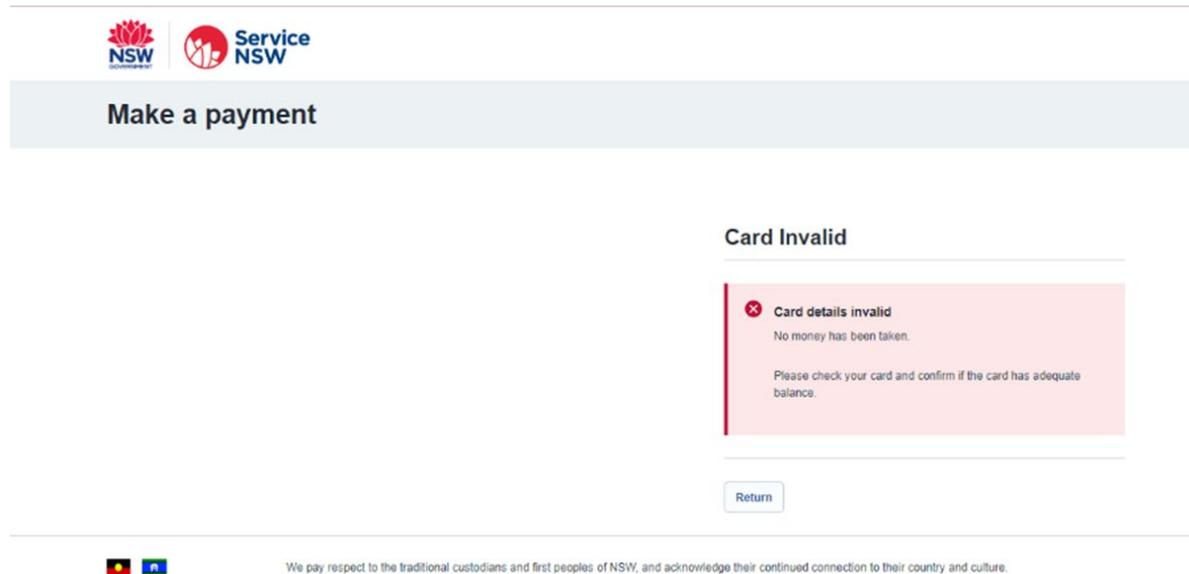


Figure 8 Message displayed when payment is not successful

5. Links

- [Transfer of retire biodiversity credits](#)
- [How to transfer biodiversity credits](#)
- [How to retire biodiversity credits](#)
- [Scheme fees](#)