

## How to Make a Payment Online

Our updated payments service, eStore makes paying for Lancaster City Council goods and services easier than ever before. Follow the steps below to make a payment:

- From the Home page, find the item that you want to pay for in the Products and Services Catalogue.


Home

### Products & Services catalogue

Showing All Items

All Shops  All Categories

Search  Search React



#### Council Tax

Payment Options


To make a payment you will need your Council Tax reference number which can be found above the bar code on your Council Tax bill. It starts with 8 and is nine digits long.

An asterisk (\*) denotes a mandatory field

Reference \*

Amount \*

Add To Basket



#### Non Domestic Rates or BID Levy

Payment Options


For successful payment, please use the correct reference number for your payment type i.e. Rates or BID Levy. Your reference number can be found above the bar code on your bill. Non Domestic Rates Reference Number begins with 101 and is nine digits long. Your Business Improvement District (BID) Levy Reference Number begins with 19 and is nine digits long.

An asterisk (\*) denotes a mandatory field

Reference \*

Amount \*

Add To Basket



#### Housing Rents

Payment Options


To make a payment you will need your Rent Account reference number which can be found on your rent swipe card. It is nine digits long followed by a letter, e.g. 0000053206.

An asterisk (\*) denotes a mandatory field

Reference \*

Amount \*

Add To Basket



#### Housing Benefits Debtors

Payment Options

To make a payment you will need your invoice number which can be found in the top right hand corner of your invoice. It starts with a 7 and is seven digits long.

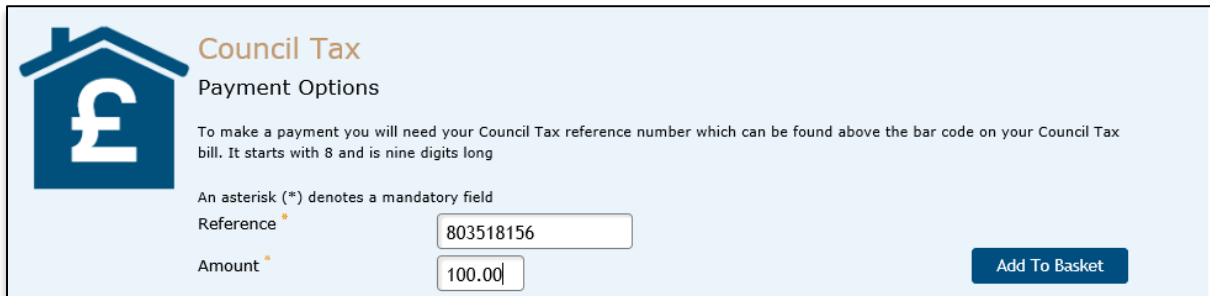
An asterisk (\*) denotes a mandatory field

Reference \*

Amount \*

Add To Basket

- Enter your reference number into the **Reference** box. Instructions on where to find your reference number can be found on screen.
- Enter the amount that you want to pay into the **Amount** box e.g. 100.00
- Click on **Add to Basket**.



**Council Tax**  
Payment Options

To make a payment you will need your Council Tax reference number which can be found above the bar code on your Council Tax bill. It starts with 8 and is nine digits long

An asterisk (\*) denotes a mandatory field

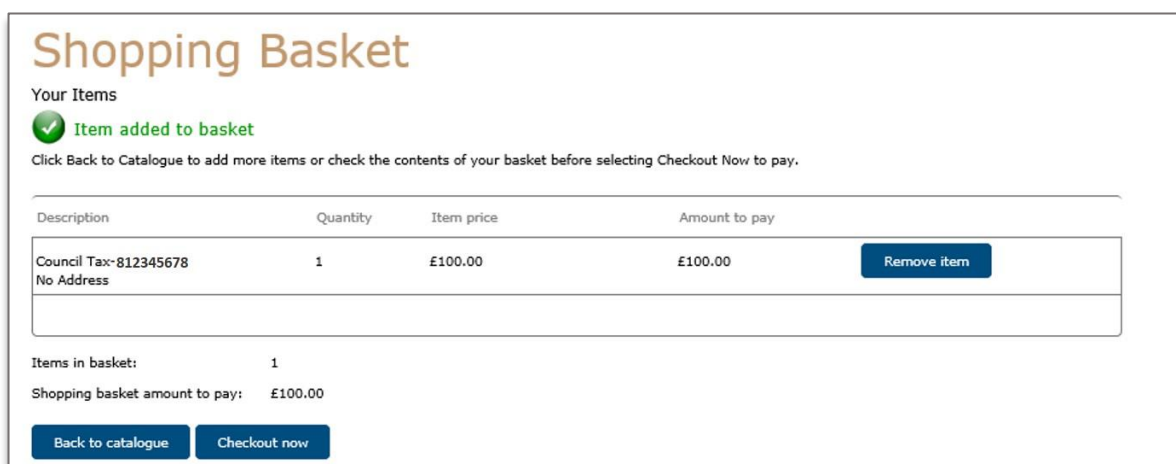
Reference \*

Amount \*

[Add To Basket](#)

The Shopping Basket screen will open showing the item that you have added. If you want to pay for more services:

- Click on the **Back to Catalogue** button and repeat the step above until you have added all items that you want to pay for into your basket.
- When you are ready to pay for your item(s), click on the **Checkout now** button.



**Shopping Basket**

Your Items

✔ Item added to basket

Click Back to Catalogue to add more items or check the contents of your basket before selecting Checkout Now to pay.

Description	Quantity	Item price	Amount to pay	
Council Tax-812345678 No Address	1	£100.00	£100.00	<a href="#">Remove item</a>

Items in basket: 1

Shopping basket amount to pay: £100.00

[Back to catalogue](#) [Checkout now](#)

You will be directed to the Payment Options screen, where you can select a payment method by:

- Clicking the option button against the relevant payment method, then click **Next** to proceed.

## Payment options

Select your payment option

You are about to make a payment of: £100.00

Please choose one of the payment options from the list below then click the next button.

Paypal  
 New credit card  
 New debit card

Your items

Description	Quantity	Item price	Amount to pay
Council Tax- 812345678	1	£100.00	£100.00

**If you have selected to pay by PayPal you will now be directed straight to the Confirmation screen (see next page).**

If you selected the credit card or debit card option, you should see the Card Details screen:

- Enter your card number, select the expiry date and enter the card security code on the back of your card and the name on the card.
- If you want a receipt to be sent to your email, you can also enter you email address.
- When complete click **Next** to proceed.

## Card details

Enter card details

An asterisk \* denotes a mandatory field

Please enter your card details and click the Next button.

Card number \*

Expiry date \*

Enter the 3 or 4 digit on the back of the card \*  Enter the 3 or 4 digit on the back of the card

Name as it appears on the card \*

Email address If you haven't already entered an email address for a receipt and you would like one please complete.

- Enter your card address details, including any marked mandatory fields (\*red asterisk) and click **Next** to proceed. **This screenshot will need changing after Civica styling update.**

### Address Search

If this service/goods address is the same as one previously entered please select from the list against the Stored Address field. If different, please enter address details below.  
An asterisk \* denotes a mandatory field. You must also enter a number if you haven't entered a name above. Do not use hyphens.

Building name  Example: City Towers or Spring Cottage

Building number  Do not use hyphens e.g. enter 22 do not enter 22-23

Postcode

Sub dwelling  Example: Flat 3 or Unit 20 if relevant

Street

Area

Town

County

Country

On the next screen, you will be asked to confirm your payment. This is a chance for you to check that all of the details that you have entered are correct or cancel the payment if needed.

**If you have selected to pay by PayPal you will have been directed straight to this screen from the Payment Options screen.**

- If you are happy to make the payment, click on **Next** to proceed.

### Confirm Your Payment

Check the details below and click the "Next" button to process the payment

You are about to make a payment of: £100.00

You have selected the following payment option: MasterCard Credit

Your items

Description	Quantity	Item price	Amount to pay
Council Tax-812345678	1	£100.00	£100.00

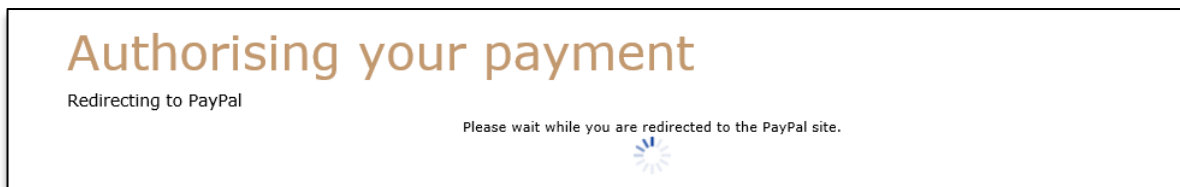
You are about to make a payment of: £100.00

- A card payment will then go for authorisation, wait until the payment has completed authorisation and the receipt is displayed.

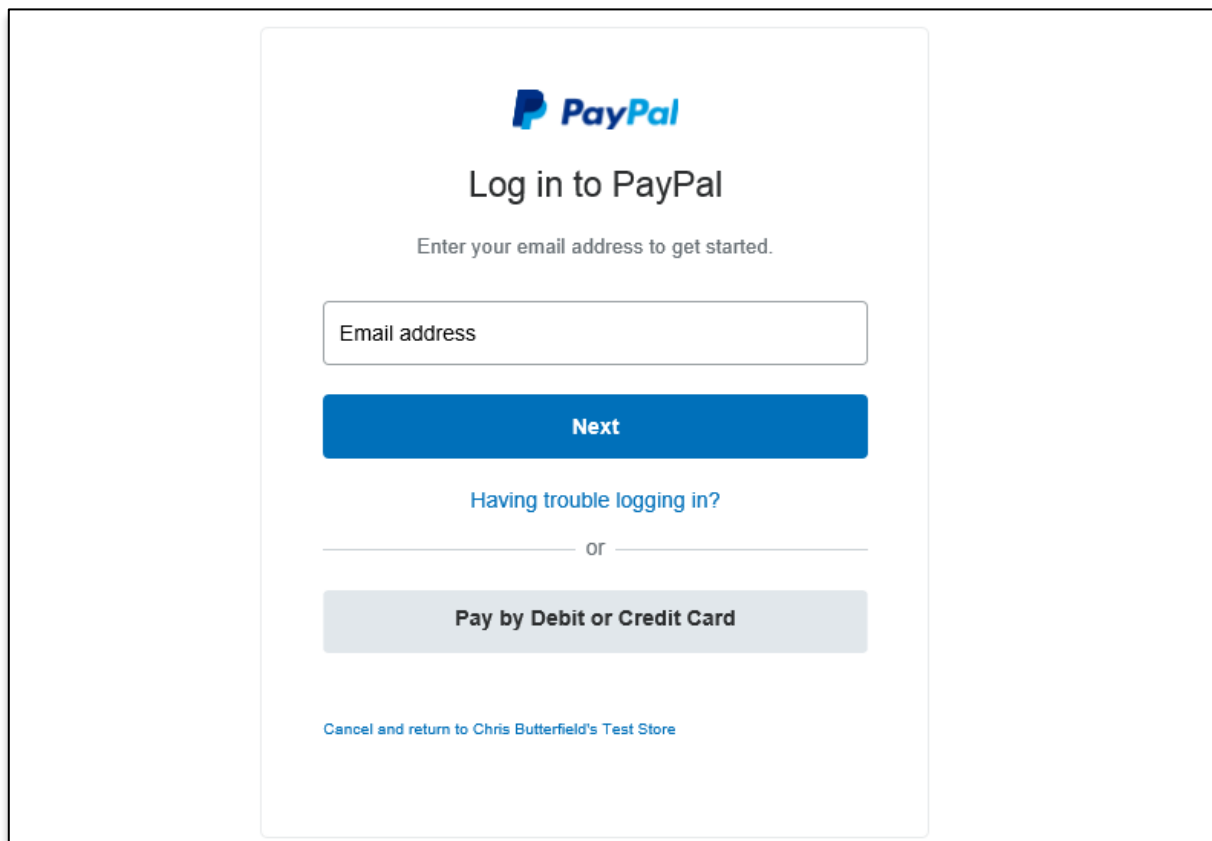


**Do not attempt to move away from the Authorising your Payment screen, as this will cause your payment to fail.**

If you have selected to pay by PayPal, the Authorising your Payment screen will redirect you to the PayPal website.




- You will then need to log in to your own account and pay using the standard PayPal process.



The Standard Receipt page is the same for both card and PayPal payments and confirms that the payment has been successful.

- From here you can either **Print** or **Email** the receipt. If you entered your email address earlier on the Card Details screen, you will automatically be sent a receipt to your email.
- Click **Finish** to return to the Products and Services catalogue.

## Receipt

 Receipt

Payment made to  
Lancaster City Council  
Town Hall  
Dalton Square  
Lancaster  
LA1 1PJ

Payment details  
Receipt Number ZZES00000146  
Auth Code 101028  
Transaction Type Card  
Card Type MasterCard Credit  
Card Number \*\*\*\*\*2346  
Date 28/12/2018 10:14:57

Payment received from  
Test  
Lancaster Town Hall  
Dalton Square  
Lancaster  
Lancashire  
LA1 1PJ

Description	Quantity	Item price (£)	Paid (£)
Council Tax 812345678	1	100.00	100.00

Your payment has been accepted  
Your account will be debited the amount shown above  
Please retain a copy of this receipt

Email address:  If you haven't already entered an email address for a receipt and you would like one please complete.

- If you see a payment failed receipt, follow the on screen instructions.
- You have now completed your online payment.

If you experience any problems making a payment, please contact: [cashiers@lancaster.gov.uk](mailto:cashiers@lancaster.gov.uk)