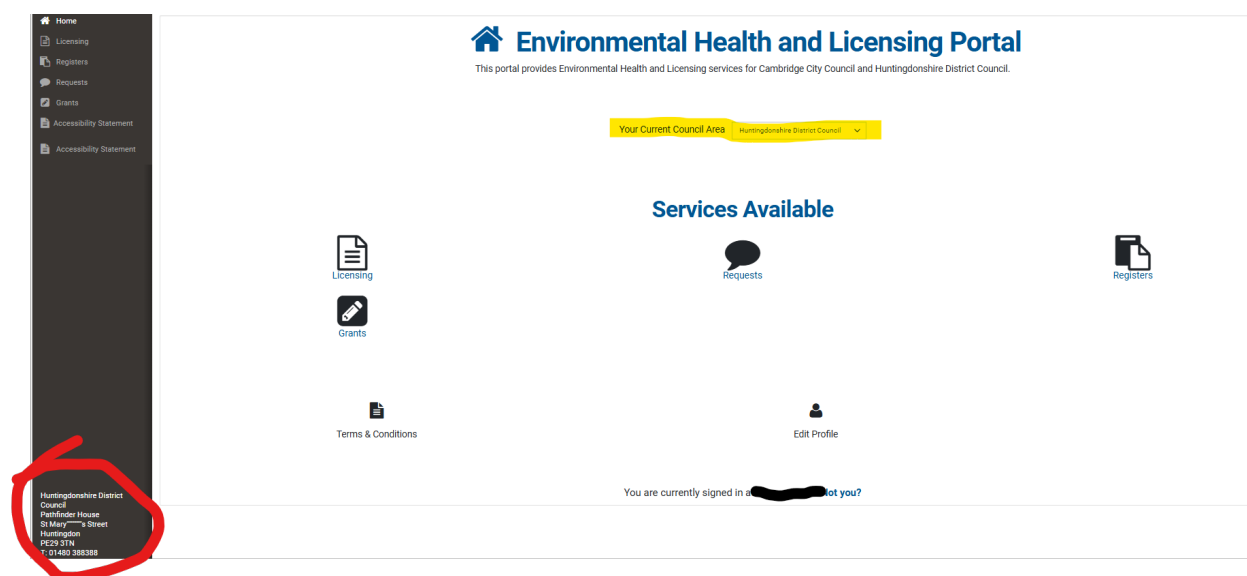


Payment Failure – Guidance Notes

If the payment section does not appear or you get an error message:

Please go back into the online submission and make payment by logging back into the [portal](#)

To get the payment button to show: please make sure after selecting the council area, that the bottom left hand corner shows **Huntingdon District Council**. You may have to click on the area several times to get this to show.



We are currently looking into the issues customers are having with paying online and would appreciate your feedback on any issues you have experienced including error messages. Images and screen shots would be helpful, and we apologise for any inconvenience caused.

If this payment button still fails, please pay the fee by BACS and send proof of payment once paid to licensing@huntingdonshire.gov.uk

The BACS details are:

Suspense Account

Sort Code: 60-11-30

Account No.: 04815939