

# Pay for a new licence

Client, approved persons (ARC, ARE) user guide

Version 1.00 | March 2023





# **Contents**

Introduction	3
Explanation	3
Document Steps, Images and Links	3
Technical Assistance	3
Approved Radio Certifiers and Engineers	3
Disclaimer	4
Amendment history	4
Payment Overview	5
About paying new licence fees	5
About Direct Debits	5
About Purchase Order Numbers	5
Pay a New Licence Fee	6
View the Planned Licence Application to Pay	6
Make payment on behalf of your client	9
Initiate Payment from Pay Now	10
Create an Invoice before Paying the Fee	13
Initiate Payment after Creating an Invoice	15
Pay by Credit or Debit Card	17
Pay by Internet Banking	19
Pay by Direct Debit	22

## Introduction

This document details the process for individual radio licence owners and Approved Radio Certifiers and Engineers (ARCs, AREs) to pay for new license fees for clients to make pending licences current in the Register of Radio Frequencies (the RRF).

## **Explanation**

Clients, or an approved radio certifier or engineer assisting a client, can pay licence fees using a variety of payment methods.

This document includes information about how to add a purchase order number or reference, how to create an invoice to view, save or print and how to pay using different payment methods.

#### **Document Steps, Images and Links**

This document contains instructions (steps) to perform a process within the Register.

- Some steps are followed by an image that demonstrates the onscreen result of that step.
- Some steps include links to other sections within the document or to other user guides; these are designated using 'go to' or 'refer to'.
- Clicking the section name moves you directly to that section or user guide.

#### **Technical Assistance**

Comprehensive help is available to help clients, ARCs and AREs complete the various processes:

- Technical assistance can be found within the Public Information Brochures (PIBs); these are located within the Resources for AREs and ARCs on the RSM website. The PIBs provide licensing, technical rules and other general information on a range of common radio services such as CB Radio, Amateur Radio and Maritime VHF Radio.
- Various user guides on the RSM website describe the steps to take to complete each process
- Some fields and sections in the Register of Radio Frequencies (the RRF) have help text.
  - Click or hover over the (Information icon) to view the help text with information about what to enter in the field or information about a section.
- Please contact Radio Spectrum Management (RSM) if you require further assistance:
  - Email info@rsm.govt.nz
  - Phone the freephone number 0508 RSM INFO (0508 776463).

#### **Approved Radio Certifiers and Engineers**

You should be familiar with the following PIBs:

- Table of Radio Spectrum Usage in New Zealand (PIB 21)
- Fixed service Bands in New Zealand (PIB 22)
- Mobile service Bands in New Zealand (PIB 23)
- Radio Licence Certification Rules (PIB 38)

- Spectrum Licence Certification Rules for Crown Management Rights (PIB 39)
- Audit Procedures for Engineering Certificates issued by Approved Persons (PIB 40)
- Radio Licence Policy Rules (PIB 58)
- Policy rules for Crown Spectrum Management Rights (PIB 59).

## **Disclaimer**

Annual fees shown in the screen shots in this document are correct at the time of publication, but fees may be subject to change in the future.

# **Amendment history**

Version	Date	Details
0.01 0.02 0.03	June 2022 November 2022 December 2022	Draft RRF version for review
0.04	December 2022	Draft for Release 1
0.05	February 2022	Draft for Release 2
1.00	March 2023	Final version

# **Payment Overview**

All payments are initiated from the Register of Radio Frequencies (the RRF) and made through the QuickPay portal. When you select to pay, you are automatically taken to QuickPay and when completed, you return to the RRF.

You can also add a reference or purchase order number to a payment for easy tracking and create an invoice to view or save to a file.

## About paying new licence fees

A client, or an Approved Radio Certifier or Engineer assisting a client, can pay licence fees once an application for licence has been submitted, or when approved for an engineered licence.

Note: Clients must give their permission for an Approved Radio Engineer or Certifier to act on and their behalf to become a delegated user and have their name recorded under **Delegates** on the client's record. Delegated users have their own RealMe login to the RRF and can pay on behalf of their client.

The available methods of payment of Credit Card or Debit Card, Internet Banking and Direct Debit are outlined in this user guide.

#### **About Direct Debits**

Direct debit is a method of payment where you give RSM authority to take an invoiced amount of money from your nominated bank account to pay your licence fees on the 20th of the month.

You need to be a registered client to set up a direct debit payment for you or your organisation and this can be set up as any time from the My Account option in the Register of Radio Frequencies (RRF). For more information, refer to Apply to be a Direct Debit Client on the RSM website.

#### **About Purchase Order Numbers**

Clients can add a purchase order (PO) number to their invoice before paying for new licences:

- If you decide to create an invoice before paying for a new licence fee, you must add the PO number before you generate the invoice.
- If paying, (i.e. without creating an invoice), you enter the PO number in a reference field on the Fee Details screen during the payment process. This is available for all payment methods.

# Pay a New Licence Fee

Fee payments for all planned licence applications in the RRF are initiated from the *Licence Summary* screen. You are automatically taken to the QuickPay portal to make the payment and when completed, you return to the *Licence Summary* screen.

A fee payment can be initiated:

immediately after an application for licence has been submitted (i.e. for a non-engineered licence). Refer to Make payment on behalf of your client.

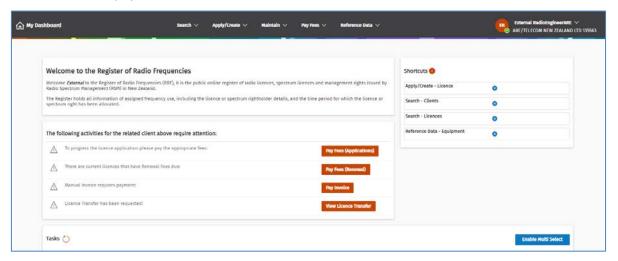
or

later if you had to exit the screen before making payment or had to wait for the licence to be granted (i.e. to get approval for an invoice or after waiting for an engineered licence to be granted). Refer to View the Planned Licence Application to Pay.

## View the Planned Licence Application to Pay

If you are authorised by your client to pay fees on their behalf and you are not in the relevant planned licence application record, can go directly to the applications from your My Dashboard screen and pay.

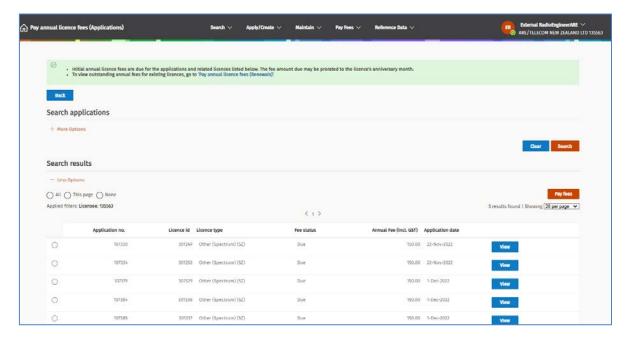
- 1. Display your My Dashboard screen in the RRF.
  - Select the role or client you represent. The Alerts section displays on the My Dashboard screen with a link to pay fees.



Note: The Alerts section only displays when there is an activity that requires attention.

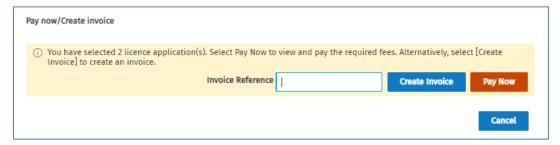
Click Pay Fees (Applications). The list of all licence applications (for that client) currently due for payment displays in the Pay annual licence fees (Applications) screen.

Note: If the Alert was to pay a manual invoice, click Pay Invoice then refer to Initiate Payment after Creating an Invoice.

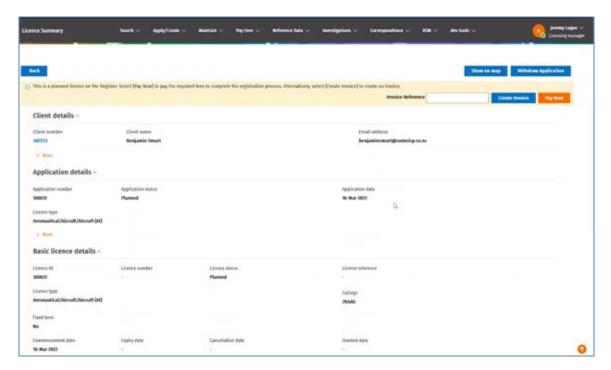


**Note:** You can also display this screen from the menu by selecting **Pay Fees > Pay annual licence fees** (Applications).

- To review details of a licence application due for payment, click **View** details. The *Licence Summary* screen displays. (You can pay the fee from there, if required.)
- 3. Click the **Select** check box in front of the application(s) you want to pay. (You can select to pay more than one application for the same client if applicable.)
  - If you selected one application, either:
    - Click View to display the Licence Summary screen with the Fees 'call to action' and pay from there, or
    - Click Pay fees to display the Fees 'call to action'.
  - If you selected multiple applications, click **Pay fees** to display the Fees 'call to action'.



**Note:** The same Fees 'call to action' displays in the top of the *Licence Summary* screen (below) if actioned from there.



**Note:** If your client's default method of payment is Direct Debit, the only option in this screen will be **Pay Now**.

4. Go to Make payment on behalf of your client.

## Make payment on behalf of your client

Once a planned radio or spectrum licence application has been submitted and/or granted it only becomes current on the Register after payment has been made.

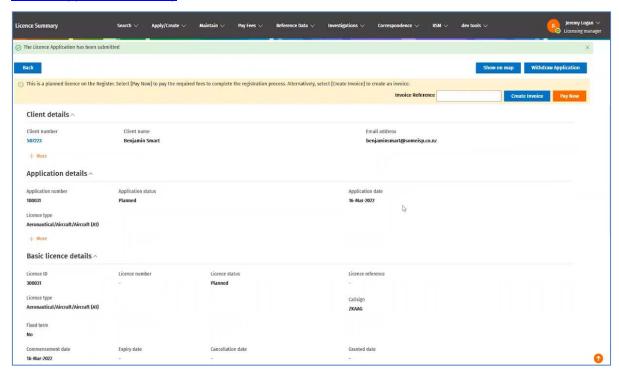
If you are an ARC or ARE and authorised by their client to pay the licence fee on their behalf, the actions you perform are:

- For a submitted radio licence application, (i.e. non-engineered licence), you can complete payment immediately after submission.
- For a certified and granted radio or spectrum licence application, (i.e. an engineered licence), you will receive an email from the Licensing Team to advise the licence has been granted and a request for payment.

Complete these steps to make the payment on behalf of your client so the licence will display as current on the Register.

- Display the granted licence for the client in the *Licence Summary* screen with the Fees 'call to action'. **Note:** If you had to exit the *Licence Summary* screen before paying, ensure you select the client's name
- Click Pay Licence (Applications) in the Alerts section of My Dashboard. Refer to View a Planned Licence Application and Pay.

in the top right of the My Dashboard screen before continuing.



Note: If your client's default method of payment is Direct Debit, the only option in this screen will be Pay Now.

- To pay the fee without creating an invoice, go to Initiate Payment from Pay Now. 3.
- To create an invoice before paying, go to <u>Create an Invoice before the Paying Fee</u>.

Note: The option to create an invoice will not display if Direct Debit is the client's default method of payment.

To pay the fee after creating an invoice, go to <u>Initiate Payment after Creating an Invoice</u>.

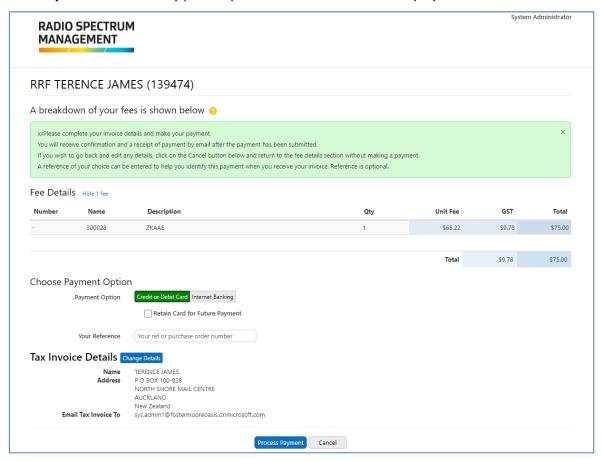
# **Initiate Payment from Pay Now**

Use this process to initiate payment from the Licence Summary screen without creating an invoice first.

Note: If you created an invoice, refer to Initiate Payment after creating an Invoice.

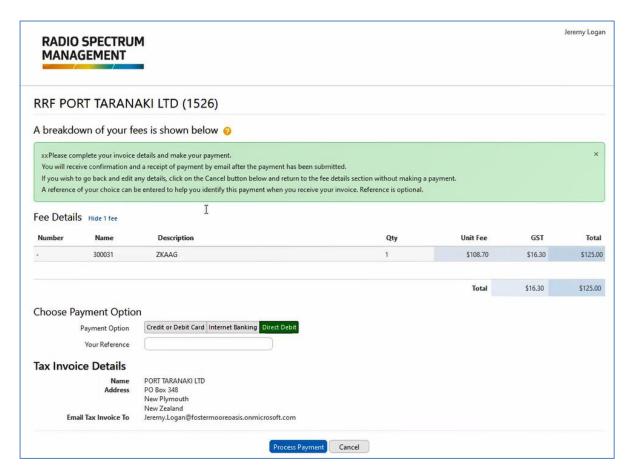


1. Click **Pay Now**. The QuickPay portal opens the *Fee Details* screen displays.



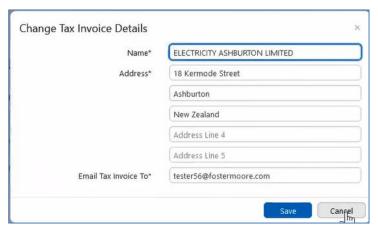
Note: The payment options you can select are Credit or Debit Card and Internet Banking.

• The following is an example of the *Fee Details* screen when the client's default method of payment is Direct Debit.



Note: The Direct Debit payment option defaults, but you can change this to one of the other options, if required.

- Enter the reference or purchase order number in the Your Reference field, if required. This can help identify the payment when you receive your invoice.
- 3. Accept the default method to pay or select the alternative method.
  - If paying by Credit or Debit Card and you want to save the card information for future payments, tick the **Retain card for future payments** check box.
  - If paying by **Direct Debit** and you are ready to continue, go Step 5.
- Check the Tax Invoice Details.
  - To make changes to tax invoice details, click Change Details. The Change Tax Invoice Details screen displays.



**Note:** Any changes made in this screen will only apply to the invoice for this transaction.

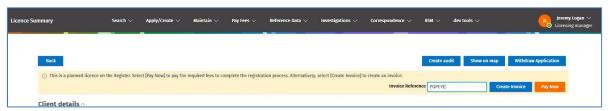
- Edit details in the name and address fields, and/or change the email address or add another email address (separated with a comma).
- Click **Save**. You return to the *Fee Details* screen and the updated tax invoiced details display.
- To cancel out of the payment at this stage, click Cancel. Any updates you made will not be saved and you are returned to the previous screen, (e.g. Licence Summary screen).
- 5. To complete your payment now, follow the steps for the appropriate method:
  - Pay by Credit or Debit Card
  - Pay by Internet Banking

## **Create an Invoice before Paying the Fee**

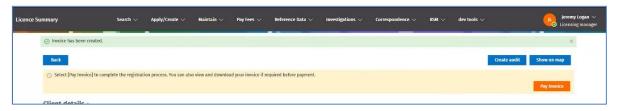
Before paying your licence fee you can create an invoice from the Fees 'call to action', (e.g. to get approval for payment). Once created you can then view, download and print the invoice for your records.

**Note:** If your client's default payment option is **Direct Debit**, you cannot create an invoice. They will be sent an invoice at the end of the month.

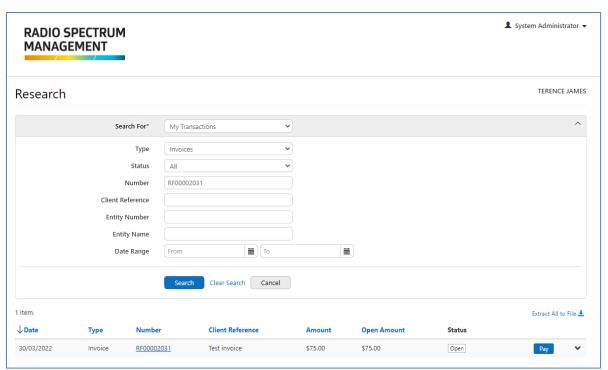
1. In the Fees 'call to action', enter a reference or purchase order number in the **Invoice reference** field, (if required). This will display on the invoice you create.



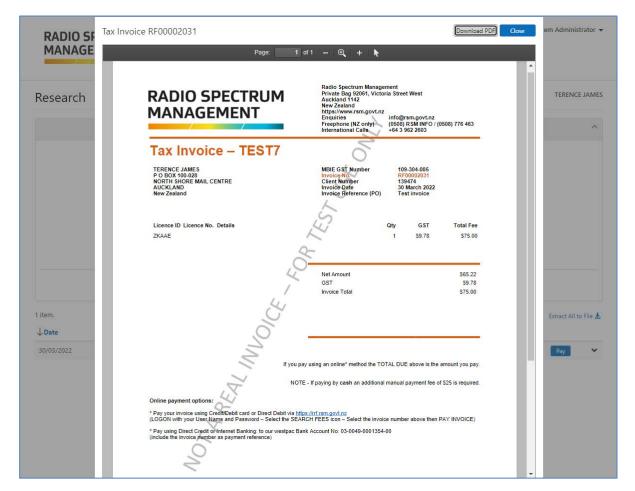
2. Click **Create Invoice**. A message displays at the top of the screen to advise the invoice has been created. The **Pay Now** button changes to **Pay Invoice** and the reference field no longer displays.



- 3. To view the invoice created and download, if required:
  - Click **Pay Invoice**. The QuickPay portal opens and the *Research My Transactions* screen displays with the invoice listed at the bottom of the screen.



• Click the invoice number link in the **Number** column. The PDF of the Tax Invoice displays.



- Click Download PDF and save it to a selected location. From there you can print the invoice, if required.
- To close the PDF Tax Invoice view, click **Close**. You return to the *Research My Transactions* screen (in QuickPay).
- 4. Determine your next step:
  - To continue and pay the fees invoice, go to <u>Initiate Payment after creating an invoice</u>.
  - If you want to cancel out of payment at this stage:
    - Click your login name in the top right of the screen and select Exit. You return to the previous screen, (e.g. Licence Summary screen).

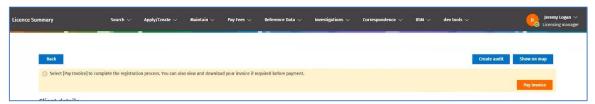


Note: When you are ready to pay the licence fee you can click Pay Invoice from the Alerts section on My Dashboard screen. Refer to Initiate Payment after creating an invoice.

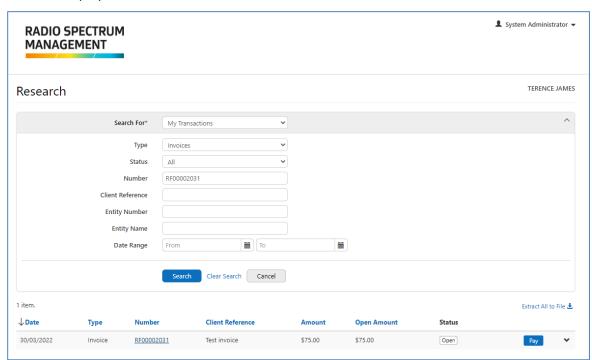
## **Initiate Payment after Creating an Invoice**

Use this process to initiate payment after you create an invoice for licence application fees. The steps you take will depend on whether you continue to pay the fees after creating the invoice or if you need to find the licence application again.

- Determine your first step: 1.
  - If you are currently in the Licence Summary screen (with Fees 'call to action' displayed), go to step
  - If you are in the Research My Transactions screen (in QuickPay), go to step 3.
  - If you are in the My Dashboard screen, an Alerts section displays:
    - Click **Pay Invoice**. The *Research My Transactions* screen (in QuickPay), go to step 3.
- In the Licence Summary screen and/or Fees 'call to action': 2.

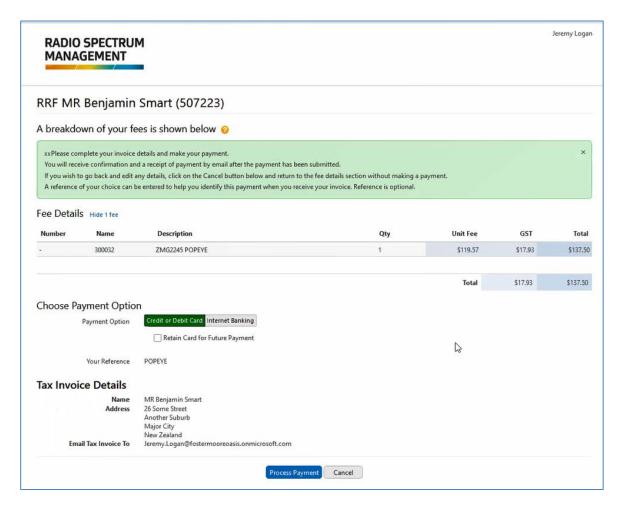


Click **Pay Invoice**. The QuickPay portal opens and the *Research – My Transactions* screen displays.



**Note:** You can also use this screen to search for other transactions you need to pay.

- In the Research My Transactions screen (in QuickPay):
  - Click Pay (on the right of the invoice row at the bottom of the screen) to display the Fee Details screen.



Note: The invoice has already been created so you cannot change the reference or tax invoice details.

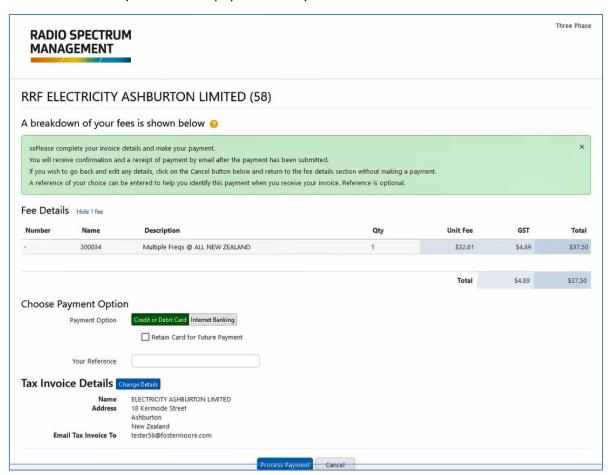
• To cancel out of the payment at this stage, click **Cancel**. You return to the *Research – My Transactions* screen:



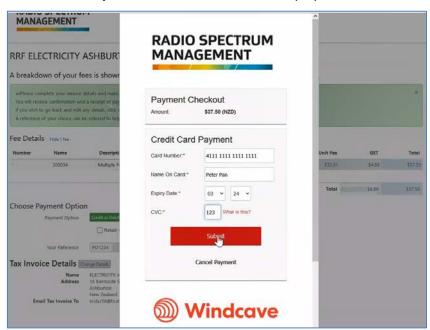
- Click your login name in the top right of the screen and select Exit. You return to the previous screen, (e.g. Licence Summary screen).
- 4. Select your **Payment option**, then follow the steps for the selected method:
  - Pay by Credit or Debit Card
  - Pay by Internet Banking

# Pay by Credit or Debit Card

You selected **Credit or Debit Card** as your payment option in the *Fee Details* screen. These steps will direct you to Windcave where you create the payment from your credit or debit card.

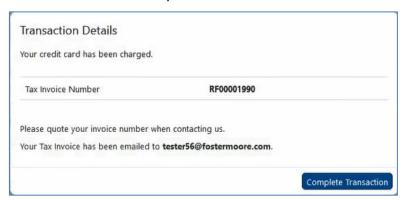


1. Click **Process Payment**. The *Windcave* screen displays.



Enter the details of your card: Card Number, Name on Card, Expiry Date and CVC.

3. Click **Submit**. The *Transaction Details* screen displays to advise your credit card has been charged and the tax invoice emailed to you.



- 4. Click **Complete Transaction**. You return to the previous screen.
  - If you created an invoice before paying you will return to the Research My Transactions screen:

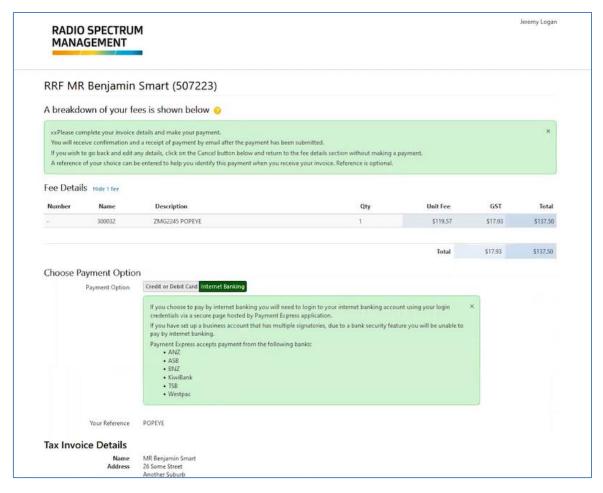


- Click your login name in the top right of the screen and select Exit. You return to the previous screen, (e.g. Licence Summary screen).
- 5. Refresh the *Licence Summary* screen. The licence status displays as **Current**. The process ends.

18

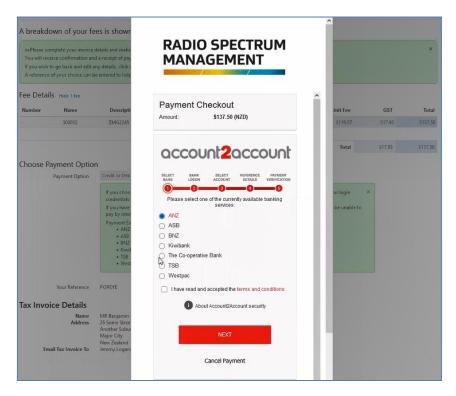
# Pay by Internet Banking

You selected **Internet Banking** as your payment option in the *Fee Details* screen. These steps will direct you to Windcave where you create a payment from your own (or client's) bank account.

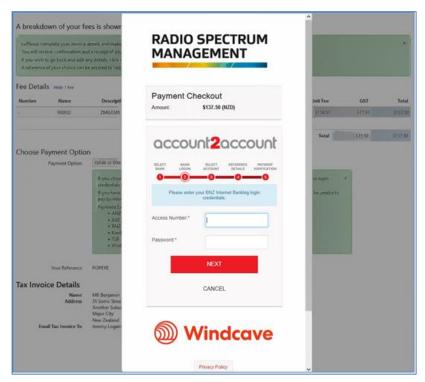


Note: If this was not your default option, a list of approved banks display in a window. Click X to close.

1. Click Process Payment. The Windcave Payment checkout window displays.



2. Select your bank, review the Terms and Conditions, tick the check box to indicate you have read them and click **Next**.



- 3. Login to your bank account:
  - Enter your Access number and Password.
  - Click Next.
- 4. Select the bank account to deduct and click Next.
  - The Verify Payment screen displays the Particulars, Code and Reference details relating to the transaction.

- Click Next.
- 5. Verify the payment:
  - Enter the bank security codes, (e.g. from your Netguard card) and click Next.
  - Confirm the payment to process and complete the transaction. When completed, the *Transaction* Details screen displays.
- Click **Complete Transaction**. You return to the previous screen. 6.
  - If you created an invoice before paying you will return to the *Research My Transactions* screen:



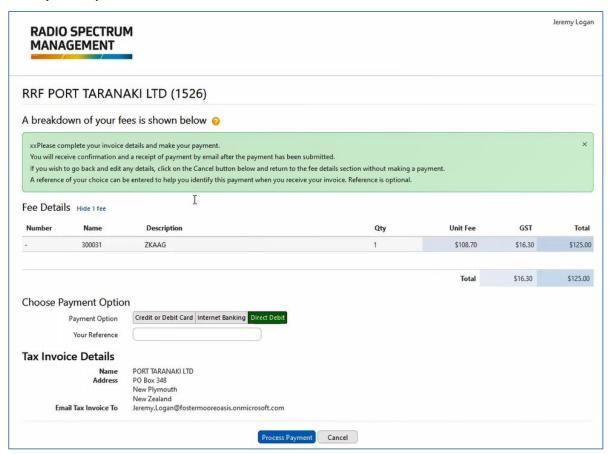
- o Click your login name in the top right of the screen and select Exit. You return to the previous screen, (e.g. Licence Summary screen).
- Refresh the *Licence Summary* screen. The licence status displays as **Current**.

Then process ends.

## Pay by Direct Debit

Your client must be set up and approved to be a Direct Debit client.

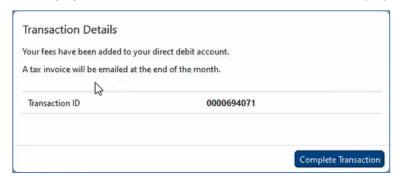
1. The **Payment option** defaults to **Direct Debit** in the *Fee Details* screen.



- 2. Enter a reference in **Your Reference**, (if required or not entered previously).
- 3. Click Process Payment. A message displays.



4. Click Pay by Direct Debit. The Transaction Details screen displays.



- 5. Click **Complete Transaction**. You return to the *Licence Summary* screen.
  - The transaction has been processed and a tax invoice will be emailed to you at the end of the month. This will state that it has been paid.

6.	Refresh the <i>Licence Summary</i> screen. The licence status displays as <b>Current.</b>		
Then process ends.			