



Home Office

Online payments

Online payments

About this guidance

	<p>This guidance tells you about what payment dates and fees you can accept with online payments.</p> <p>Where the application is started before a new fee comes into effect, but is not completed immediately, or an application form is printed and sent in through Royal Mail, it may not be received until after the new fee comes into effect.</p> <p>Temporary migration and settlement applications For these applications, the fee, as it was at the time of payment, must be accepted as correct.</p> <p>Applications made at a public enquiry office (PEO) Where the fee is paid but the application is not considered immediately, the fee, as it was at the point of payment, must be considered correct. This is the case even if the application form is received or the applicant arrives for an appointment after the fee increase comes into effect.</p> <p>I-Apply website The website advises applicants to submit applications within five working days of payment. This applies to both postal and PEO appointments. Where an application is submitted after five working days, the fee, at the time of payment, must still be considered to be correct.</p> <p>Nationality applications For these applications, the fee, as it was at the time of payment, must be accepted as correct.</p> <p>Changes to this guidance – This page tells you what has changed since the previous version of this guidance.</p> <p>Contacts – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.</p>	<p>In this section</p> <p>Changes to this guidance</p> <p>Contact</p> <p>Information owner</p> <p>Links to staff intranet removed</p>
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	<p>Information owner – This page tells you about this version of the guidance and who owns it.</p> <p>Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.</p>	
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Changes to this guidance

About this guidance	This page lists changes to the Online payments guidance, with the most recent at the top. <table border="1" data-bbox="490 376 1532 903"><thead><tr><th data-bbox="490 376 831 416">Date of the change</th><th data-bbox="831 376 1532 416">Details of the change</th></tr></thead><tbody><tr><td data-bbox="490 416 831 568">23 October 2013</td><td data-bbox="831 416 1532 568">Six month review by the modernised guidance team:<ul style="list-style-type: none"><li data-bbox="882 536 1346 568">• Minor housekeeping changes.</td></tr><tr><td data-bbox="490 568 831 756">24 April 2013</td><td data-bbox="831 568 1532 756">Six month review by the modernised guidance team:<ul style="list-style-type: none"><li data-bbox="882 684 1346 716">• Minor housekeeping changes.</td></tr><tr><td data-bbox="490 756 831 903"></td><td data-bbox="831 756 1532 903">For previous changes you will need to access the archived guidance. See related link: Online payments – Archive.</td></tr></tbody></table>	Date of the change	Details of the change	23 October 2013	Six month review by the modernised guidance team: <ul style="list-style-type: none"><li data-bbox="882 536 1346 568">• Minor housekeeping changes.	24 April 2013	Six month review by the modernised guidance team: <ul style="list-style-type: none"><li data-bbox="882 684 1346 716">• Minor housekeeping changes.		For previous changes you will need to access the archived guidance. See related link: Online payments – Archive .	Related links Contact Information owner Links to staff intranet removed
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Contact

About this guidance	<p>This page explains who to contact for more help with a specific case regarding online payments.</p> <p>If you have read this guidance and still need more help with this category, you must first ask your senior caseworker or line manager.</p> <p>If the question cannot be answered at that level, you may email:</p> <ul style="list-style-type: none">• Settlement ops policy team for guidance on permanent migration and settlement policy, see related link.• Nationality policy team for guidance on nationality policy, see related link.• Charging policy team for guidance on charges, see related link. <p>Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact charging policy, who will ask the MGT to update the guidance, if appropriate.</p> <p>The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.</p>	Related links Changes to this guidance Information owner Links to staff intranet removed
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Information owner

[About this guidance](#)

This page tells you about this version of the online payments guidance and who owns it.

Version	4.0
Valid from date	23 October 2013
Policy owner	Official – sensitive: information removed
Cleared by director	Official – sensitive: information removed
Director's role	Official – sensitive: information removed
Clearance date	12 April 2012
This version approved by publication by	Official – sensitive: information removed
Approver's role	Official – sensitive: information removed
Approval date	23 October 2013

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The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.

Related links

[Changes to this guidance](#)

[Contact](#)

Links to staff intranet removed