



How to raise a NEW Support Request

To raise a new support request that is not related to an existing transaction, levy payment or support ticket, select **Support Tickets** located at the top of the screen.

Home Levies Pay New Levy Business Details **Support Tickets** LSC Website Feedback

Select the business you are raising the new ticket for by locating it in the drop-down list.

EXAMPLE, BUSINESS

Or, alternatively select **New Ticket** on the dashboard.

Welcome Bob

The dashboard will help you keep track of all your levy payments, approvals, and support requests when you have started transacting in your **LSC account**.

Pending Actions

Pay New Levy

No pending actions to show

Support Tickets

New Ticket

| Ticket No. | Date | Subject | Status |
|------------|-------------|-------------------------|--------|
| 00001188 | 27 Jul 2021 | as | New |
| 00001187 | 27 Jul 2021 | Request for instalments | New |
| 00001167 | 22 Jul 2021 | Levy enquiry | New |
| 00001157 | 21 Jul 2021 | Determination request | New |

[see all →](#)



Add the new support request details

Select the **Support category** from the drop-down list.

Add in the **Subject** relating to the support request.

Add in more **Details** about your request, the levy number it relates to, the site address if you know it.

Attach **Supporting documentation**.

Select **Submit request**

New support request

Support category
Select an Option

Subject
[Text Field]

Details
[Text Area]

Supporting documentation
Upload Files Or drop files

Submit request

Support category
Select an Option

- Amend my receipt
- Assistance to make a new levy payment
- Assistance with a levy refund
- What work is leviable
- General enquiry

The support ticket will be added to the dashboard, where you can track its progress and add more information.

Select **Home** located at the top of the screen to return to the dashboard.

Support ticket - 00001221

Subject:
Details: How do I refund?

Add a comment

Support ticket doesn't have any comments

Ticket details

Status
New

Date created
29/07/2021, 09:37 am

Last updated
29/07/2021, 09:37 am

Attachments
FAQs CIA.pdf



Raise a ticket for a paid levy

To find your paid levies, select **Levies** located at the _____ of the screen.

Select the business you are raising the ticket for by locating it in the drop-down list.

EXAMPLE, BUSINESS

Levies

Search

| Ref. No. | Approval Number | Site Address | Status |
|-------------|-----------------|--|-------------------|
| L0000001205 | 12312312 | 123 EXAMPLE ST, BUSINESSVILLE NSW 2000 | Paid |
| L0000001204 | 1123123123 | 123 EXAMPLE ST, BUSINESSVILLE NSW 2000 | Awaiting Instalme |
| L0000001201 | 9876543 | 12 SAMPLE ST, BUSINESS HILLS NSW 2000 | Paid |

- Request support
- Print receipt
- Top Up
- Request refund

Select the levy you are raising the ticket for, then from the drop-down list select **Request support**.



Add the levy support request details

Select the **Support category** from the drop-down list.

Add in the **Subject** relating to the support request.

Add in more **Details** about your request.

Attach **Supporting documentation**.

Select **Submit request**

Levy details - L0000001205

Support request

Support category
Select an Option

Please make a selection

Subject
[Text Field]

Details
[Text Area]

Add attachments
Upload Files Or drop files

Submit request Cancel

Support category

Select an Option

- Amend my receipt
- Assistance to make a new levy payment
- General enquiry

The ticket will be added to the dashboard, where you can track its progress and add more information

Select **Home** at the top of the screen to return to the dashboard.



Top-up Request

To raise a Top-up request select **Levies** located at the top of the screen.

Select the business you are raising the new ticket for by locating it in the drop-down list.

EXAMPLE, BUSINESS

Levies

SEARCH

| Ref. No. | Approval Number | Site Address | Status |
|-------------|-----------------|--|-------------------|
| L0000001205 | 12312312 | 123 EXAMPLE ST, BUSINESSVILLE NSW 2000 | Paid |
| L0000001204 | 1123123123 | 123 EXAMPLE ST, BUSINESSVILLE NSW 2000 | Awaiting Instalme |
| L0000001201 | 9876543 | 12 SAMPLE ST, BUSINESS HILLS NSW 2000 | Paid |

Request support
Print receipt
Top Up
Request refund

Select the levy you want to top-up, then from the drop-down list select **Top Up**.



Add the top-up request details

Add in the **New total cost of construction work**.

The **Levy payable** will be deducted from the levy fee you paid. The top-up amount due will be automatically calculated.

Select **Pay now**

Levy details - L0000001206

Top up

New total cost of construction work (including GST)

Levy payable

Levy already paid

\$1,750.00

Top up amount due

Pay now

Close



Payment Method

Choose from the **Payment options** and complete the information required.

Select **Validate card**.

Select **Pay now** to complete the transaction.

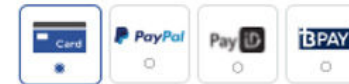
Payment for

Long Service BCI Levy

Reference: 9876543

Long Service Corporation

Payment options



Credit and debit cards accepted



A merchant fee (0.44% to 1.76%) applies for using credit and debit cards ⓘ

Card number



Expiry date

 /

CVN ⓘ

Validate card

Payment summary

Amount \$2,450.00

Merchant fee including GST ⓘ -

Total amount \$2,450.00

Cancel

Pay now



Print your receipt

To access your receipt, select the **Levies** button located at the top of the screen.

This will take you to your dashboard where you can print your receipt.

Home Levies Pay New Levy Business Details Support Tickets LSC Website Feedback

Your payment was successful.

Thank you, please check "Levies" menu option to access the levies dashboard and print the levy receipt.

Dashboard

Levies

| Ref. No. | Approval Number | Site Address | Status |
|-----------------------------|-----------------|--|-------------------|
| L0000001201 | 9876543 | 123 EXAMPLE ST, BUSINESSVILLE NSW 2000 | Paid |
| L0000001188 | 9876543 | 321 EXAMPLE ST, BUSINESSVILLE NSW 2000 | Ready to be paid |
| L0000001187 | 9876543 | 12 SAMPLE ST, BUSINESS HILLS NSW 2000 | Paid |
| L0000000949 | DA123123 | 1234 EXAMPLE ST, BUSINESSVILLE NSW 2000 | Ready to be paid |
| L0000000818 | 3333333 | 21 SAMPLE ST, BUSINESS HILLS NSW 2000 | Awaiting Instalme |

- Request support
- Print receipt**
- Top Up
- Request refund

Select the levy you just paid, then from the drop-down list select **Print receipt**.



Request a Refund

To raise a request for a refund, select **Levies** located _____ at the top of the screen.

Select the business you are raising the ticket for by locating it in the drop-down list. _____

EXAMPLE, BUSINESS

Select the levy you are raising the ticket for, then from the drop-down list select **Request refund**. _____

Levies

Search

| Ref. No. | Approval Number | Site Address | Status |
|-------------|-----------------|--|-------------------|
| L0000001205 | 12312312 | 123 EXAMPLE ST, BUSINESSVILLE NSW 2000 | Paid |
| L0000001204 | 1123123123 | 123 EXAMPLE ST, BUSINESSVILLE NSW 2000 | Awaiting Instalme |
| L0000001201 | 9876543 | 12 SAMPLE ST, BUSINESS HILLS NSW 2000 | Paid |
| L0000001188 | 9876543 | 21 SAMPLE ST, BUSINESS HILLS NSW 2000 | Ready to be paid |

- Request support
- Print receipt
- Top Up
- Request refund**



Add the refund request details

Select the **Reason for the refund** from the drop-down list. _____

Add in more **Details** about your request. _____

Attach **Supporting documentation**. _____

Select **Submit request**. _____

Levy details - L0000001205

Development details

DA Number: 12312312
 Date paid: 21/01/2021
 Site address: 123 EXAMPLE ST, BUSINESSVILLE NSW 2000

Refund Request

Reason for the refund
 Select an Option

Details

Supporting documentation

- Confirmation of Cost Of Works from Approving Authority
- Confirmation of Status from Approving Authority

Upload Files Or drop files

Submit request Cancel

Refund Request

Reason for the refund

Select an Option

- The construction work did not proceed
- Overpayment of the levy
- The levy was paid twice
- The value of work decreased

Support Tickets

| Ticket No. | Date | Subject | Status |
|------------|-------------|----------------|--------|
| 00001224 | 29 Jul 2021 | Refund request | New |



Print your receipt

To access your receipt, select the **Levies** button located at the top of the screen.

Home Levies Pay New Levy Business Details Support Tickets LSC Website Feedback

Select the business you are raising the ticket for by locating it in the drop-down list.

EXAMPLE, BUSINESS

Levies

| Ref. No. | Approval Number | Site Address | Status |
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| L0000000818 | 3333333 | 21 SAMPLE ST, BUSINESS HILLS NSW 2000 | Awaiting Instalme |

- Request support
- Print receipt**
- Top Up
- Request refund

Select the levy you want the receipt for, then from the drop-down list select **Print receipt**.