

CORE-VET SELF-SERVICE E-PORTAL

# Debit/Credit Card Payment User Guide

A clear step-by-step guide to paying for applications securely through the Core-Vet portal and GOV.UK Pay.

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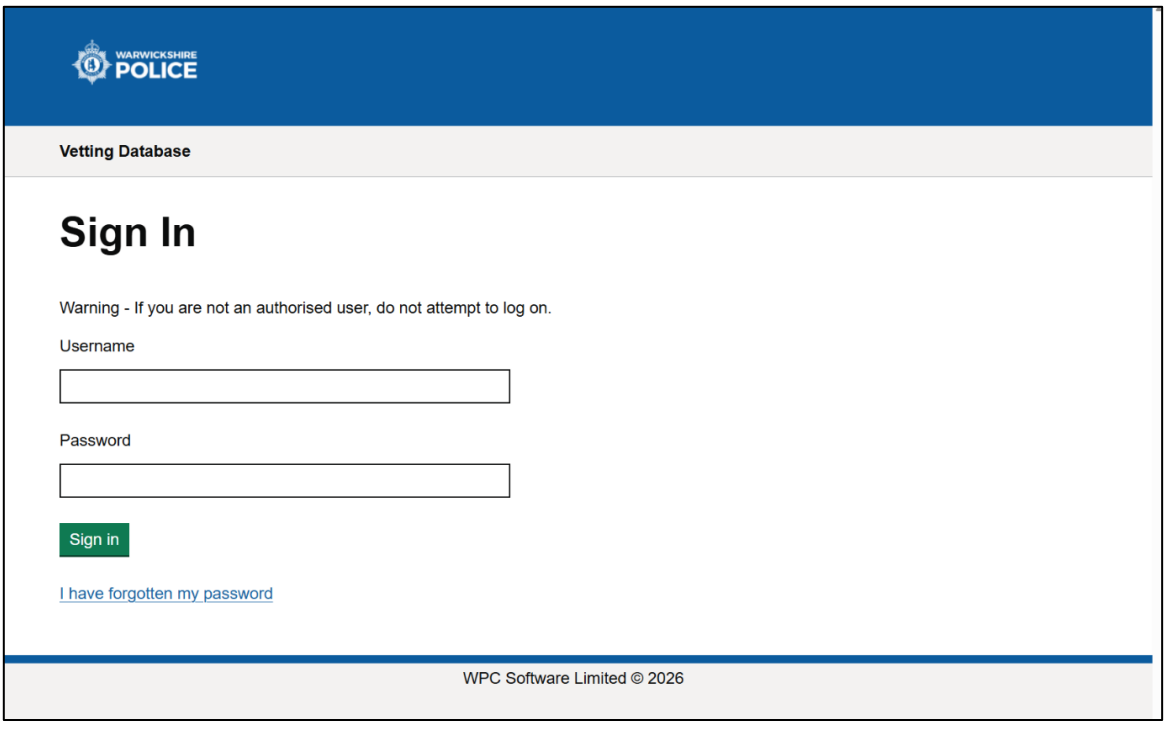
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## 1. Getting Started

Please use this guide to familiarise yourself with Core-Vet and GOV.UK Pay and support the successful submission and payment of vetting applications.

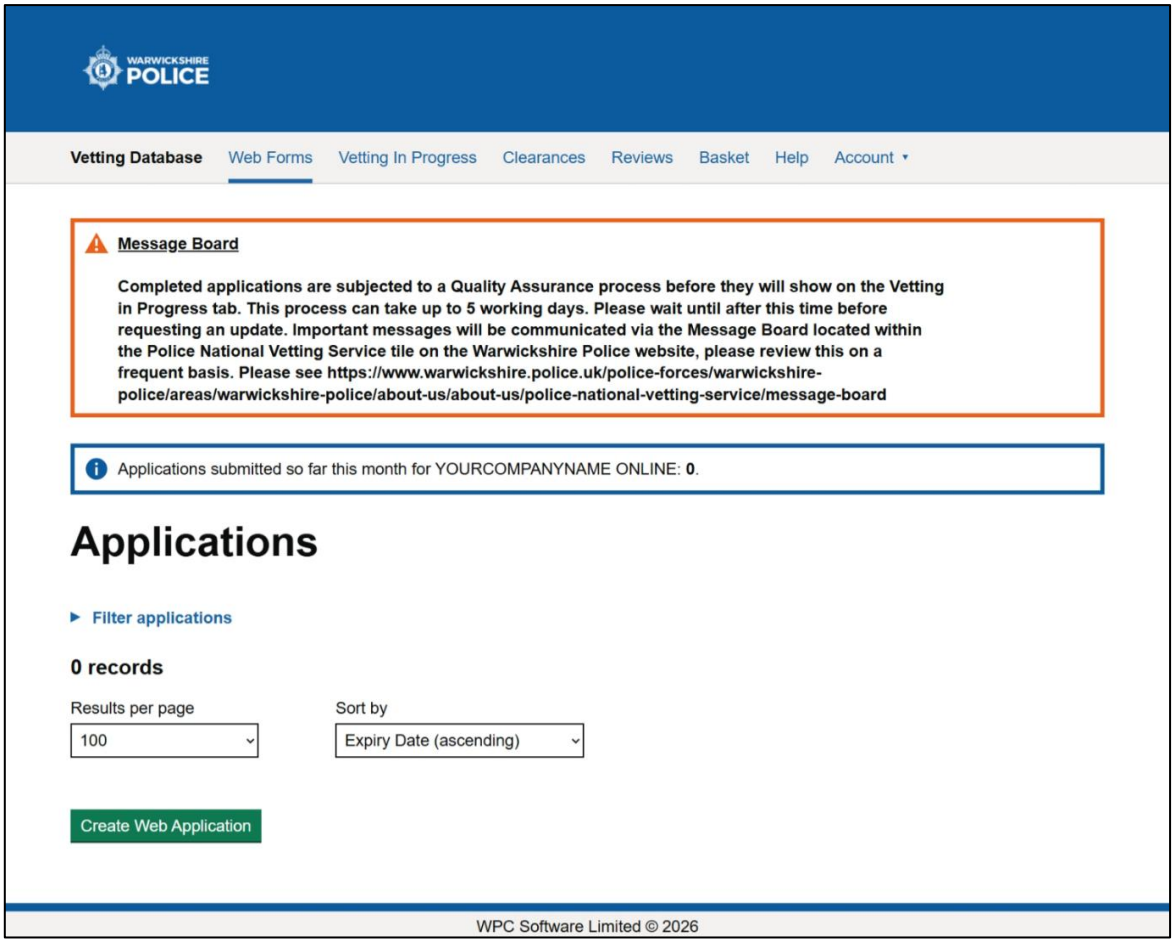
To start, open Core-Vet.

Enter your login details and click ‘Sign in’.

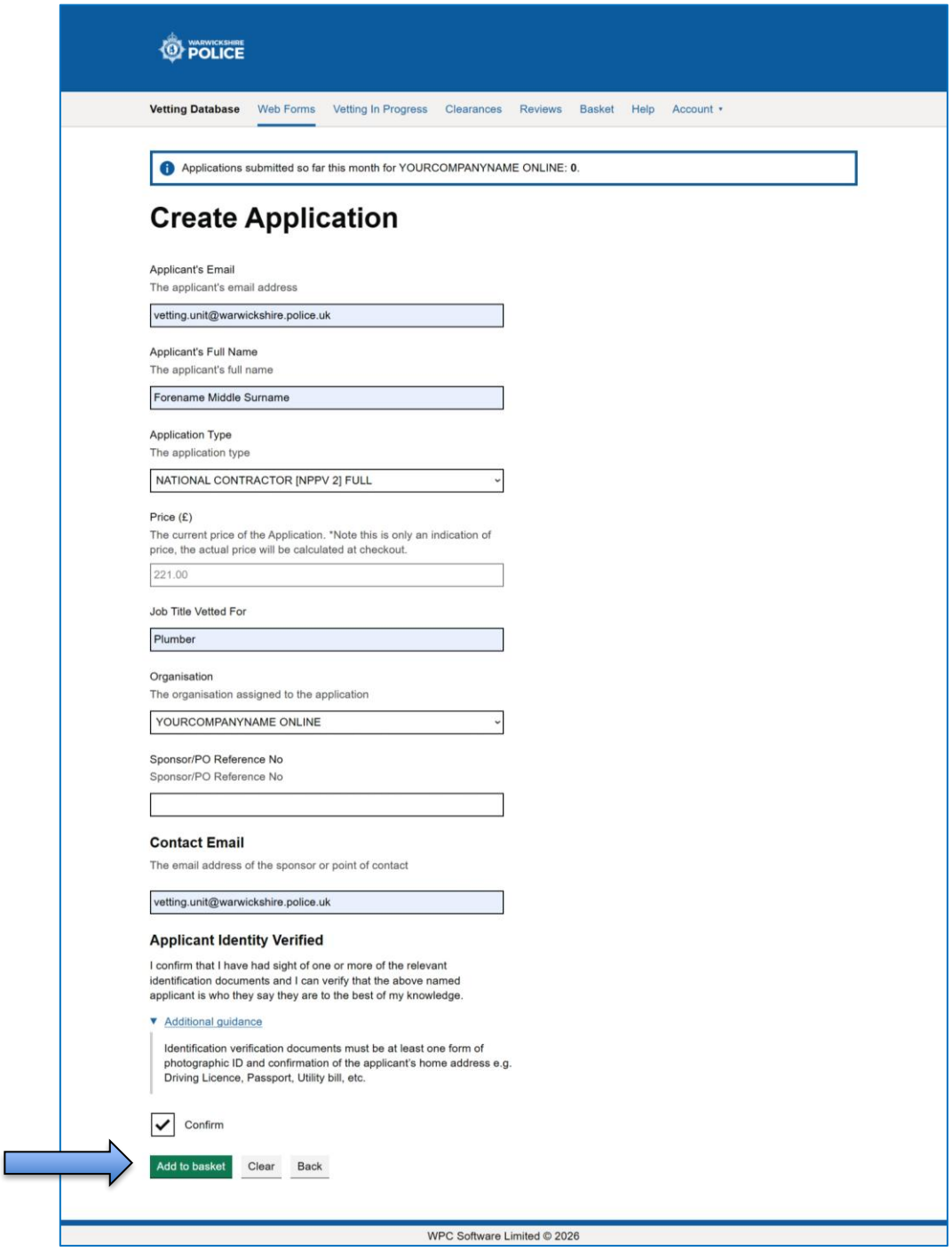


## 2. Creating Applications & Making a Successful Payment

**Step 1.** The Home page will open on the 'Web Forms' tab, where you can create a new application and view subjects who have already been sent an application link.

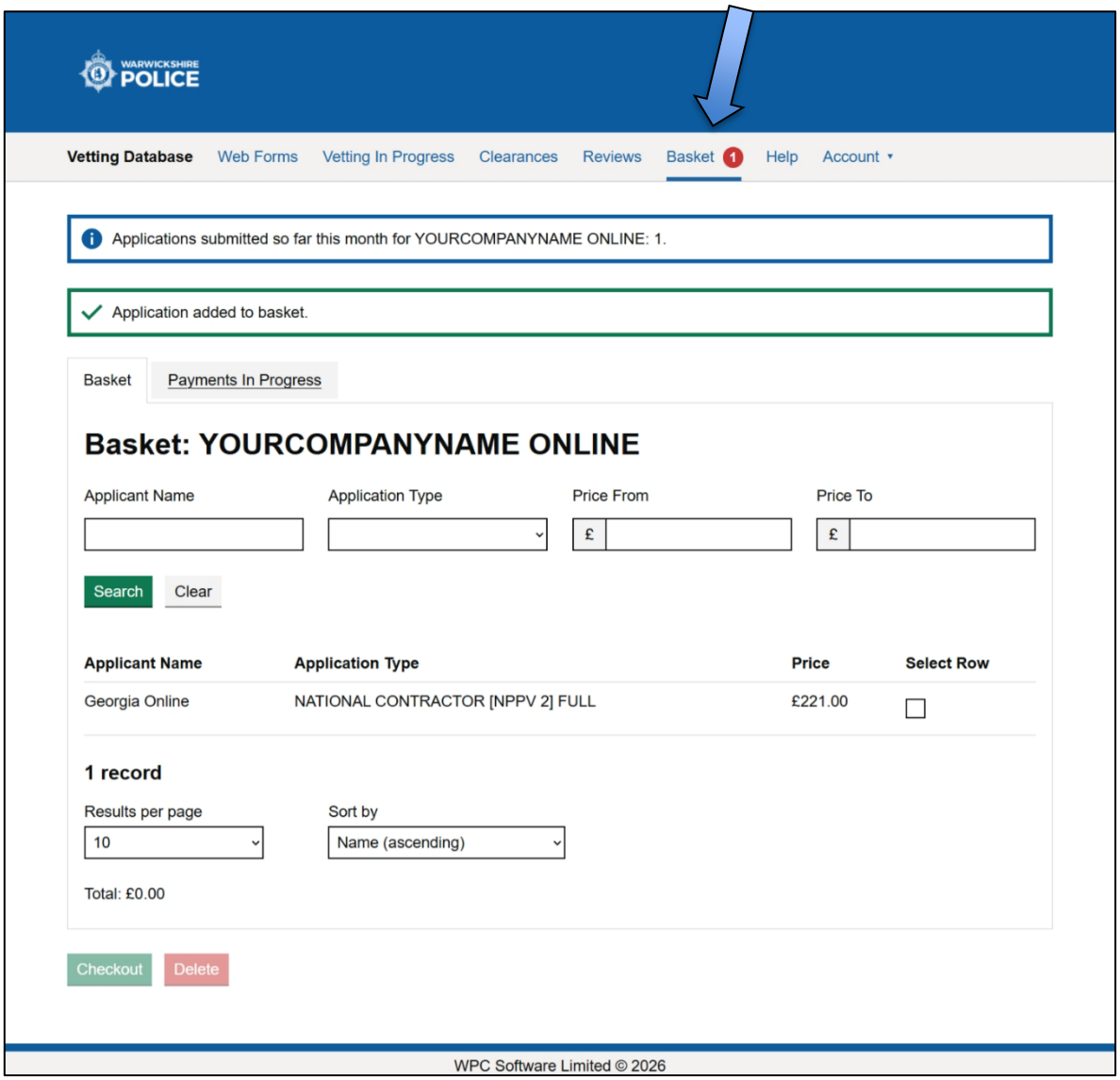


**Step 2.** Enter the applicant's details then select 'Add to basket'.



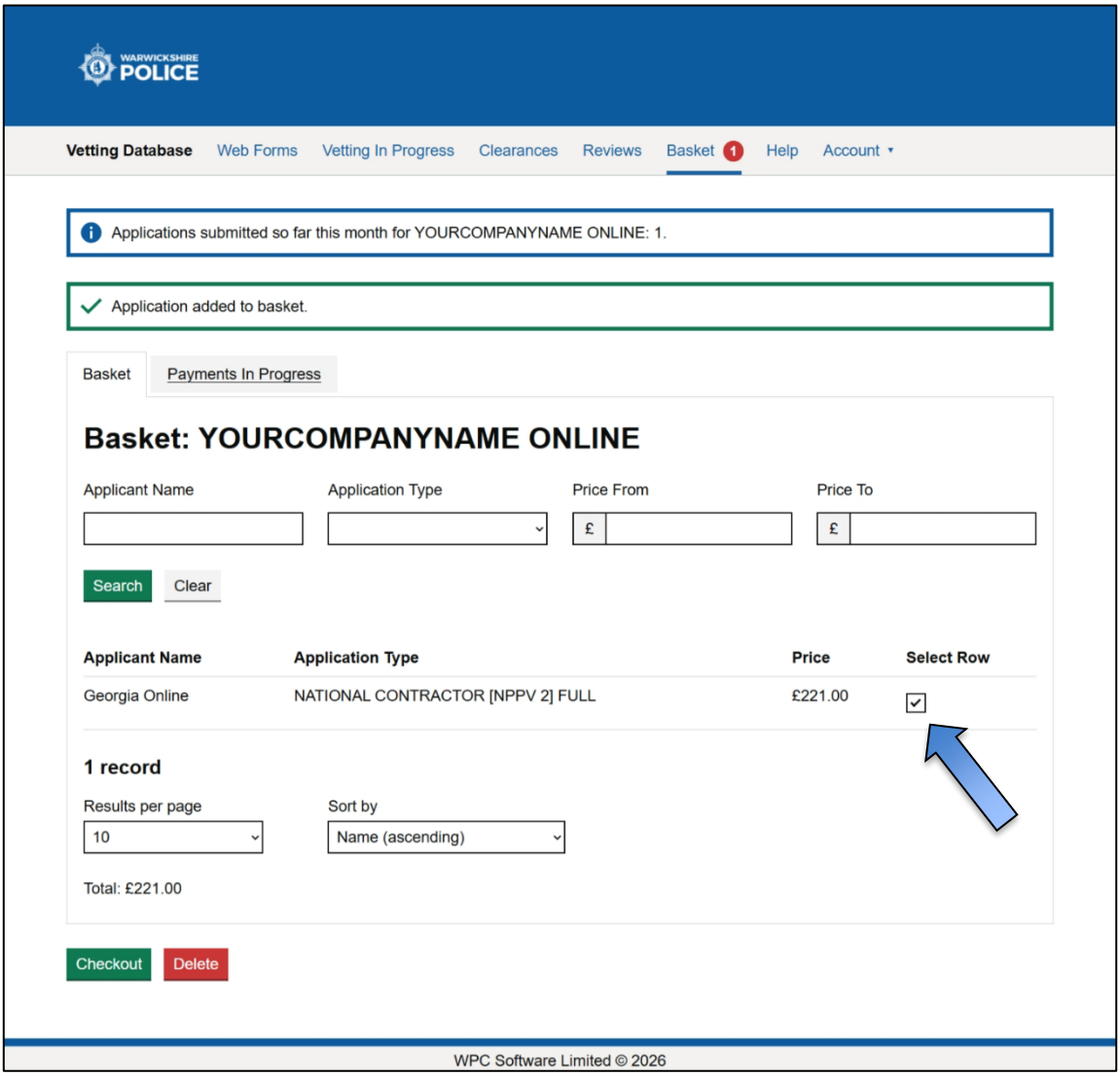

*After selecting 'Add to basket', you will return to the Web Forms page, where you can create additional applications if required.*

**Step 3.** When you are ready to pay for your application(s), select 'Basket' from the Web Forms page.



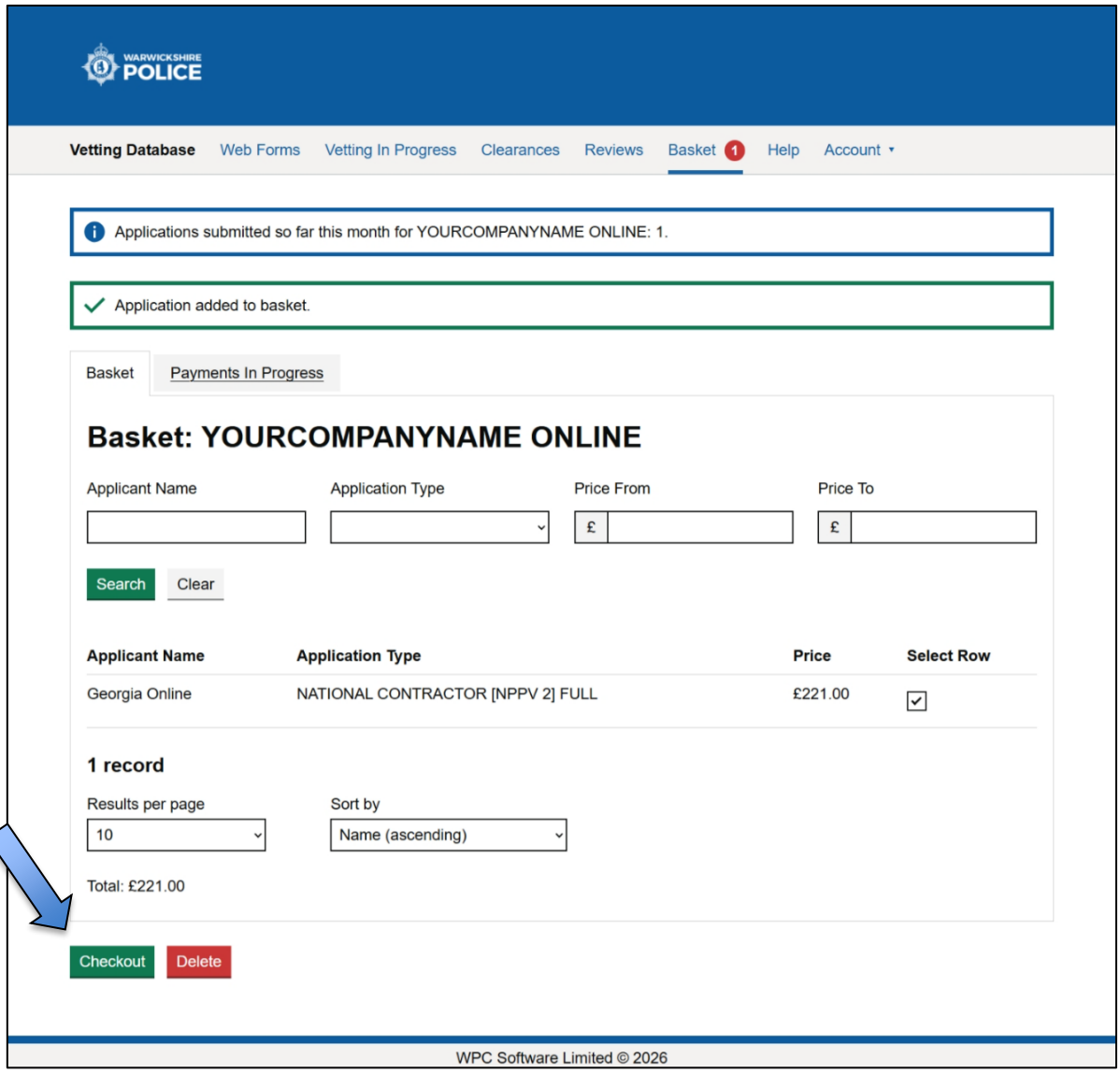

*The 'Basket' page is available to all users with 'Authorised Payee' access. If you do not have this access, please provide the names of the relevant applicants to an Authorised Payee. Applications can be paid for individually or in groups; there is no requirement to pay for all applications at once.*

**Step 4.** To pay for an application, tick the box(es) to the far right of each application line.



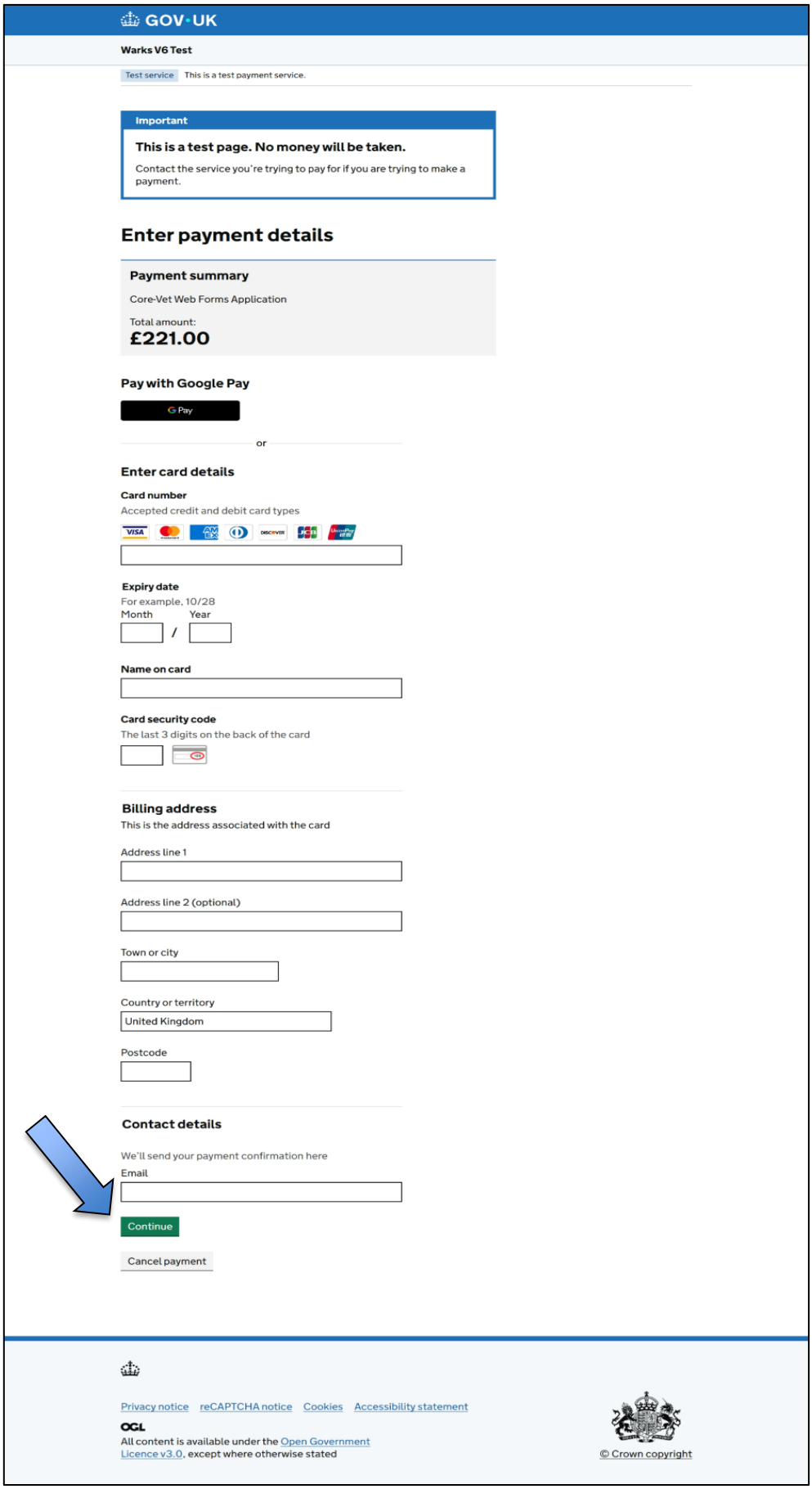

*Please note: Applications can be removed from the basket at this stage without incurring a fee.*

**Step 5.** ‘Checkout’ the basket. This will automatically redirect you to GOV.UK Pay.

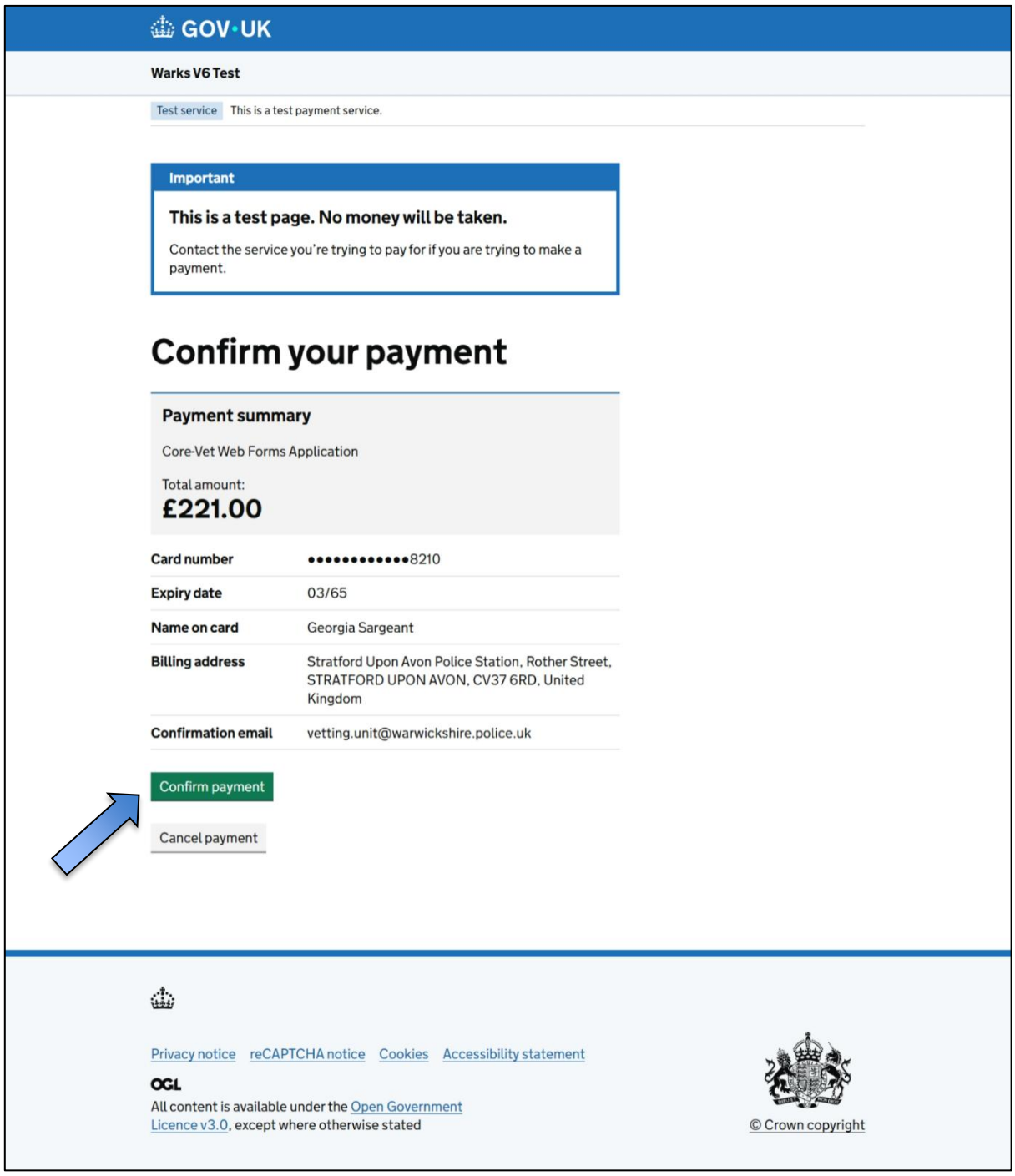


**See below extracts from GOV.UK Pay.**

**Step 6.** Complete all required fields, then select ‘Continue’.



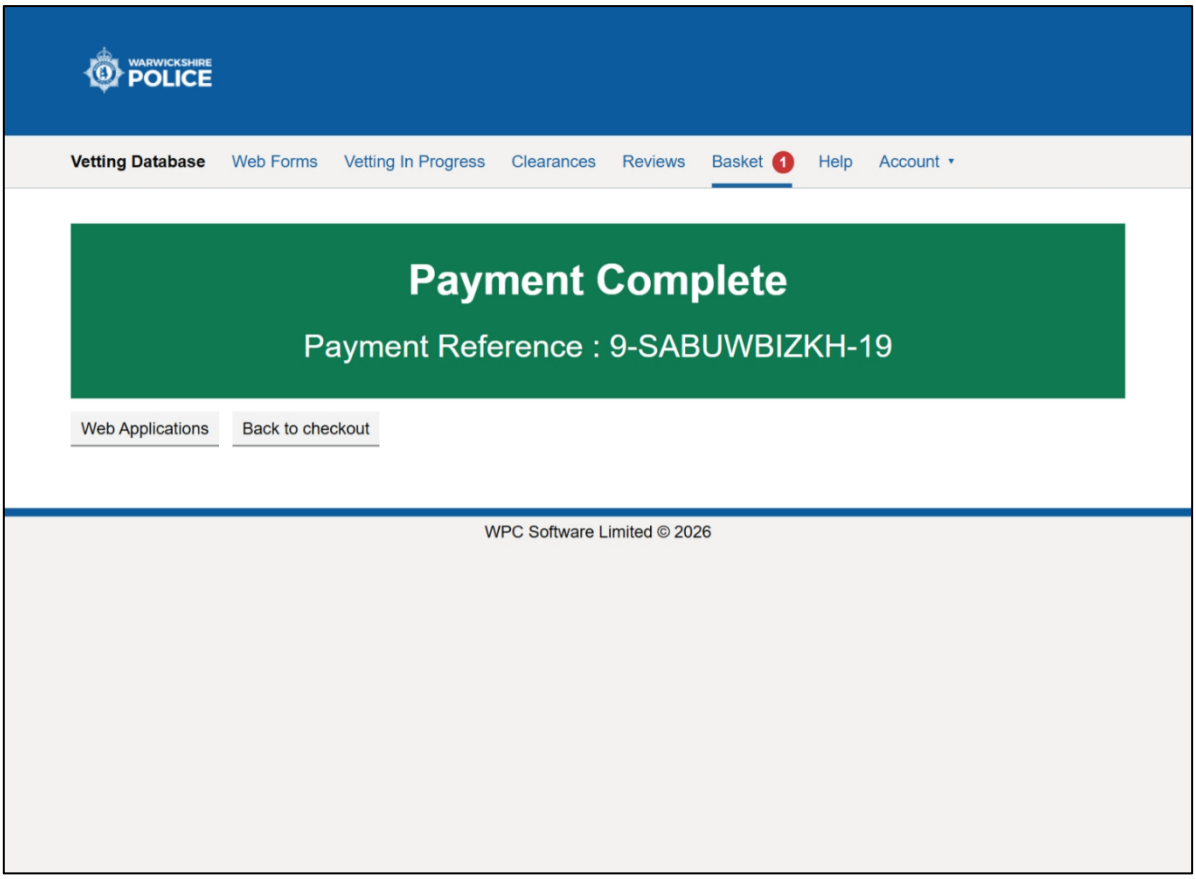
**Step 7.** Review the details to ensure they are correct, then select ‘Confirm payment’.




*Please note: Payment attempts can be cancelled from this page, and applications can be removed from the basket without incurring a fee. Once ‘Confirm payment’ has been selected, the transaction can no longer be cancelled.*

**Step 8.** Following successful payment, you will be redirected to Core-Vet, where 'Payment Complete' will be displayed along with a unique payment reference number. Payment confirmation is also emailed to the payee. (See step 6)

The web forms will then be automatically sent to the applicant(s) for completion.

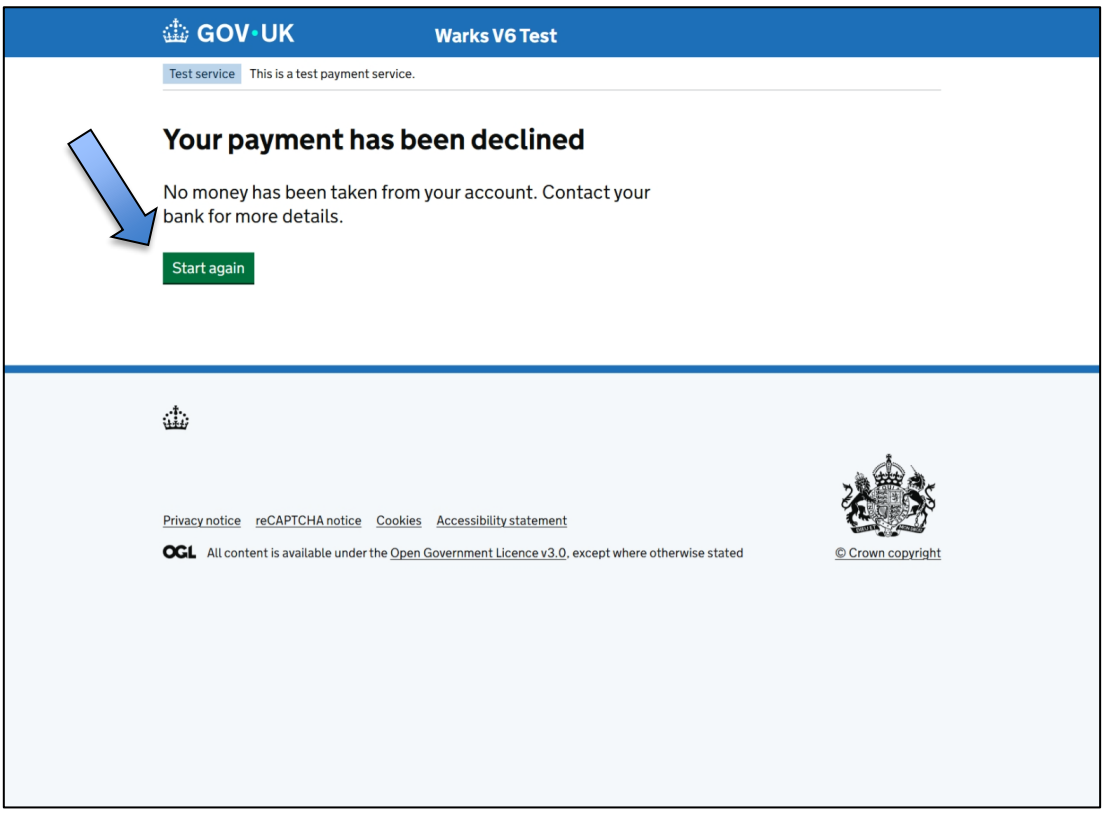



**Things to Note:**

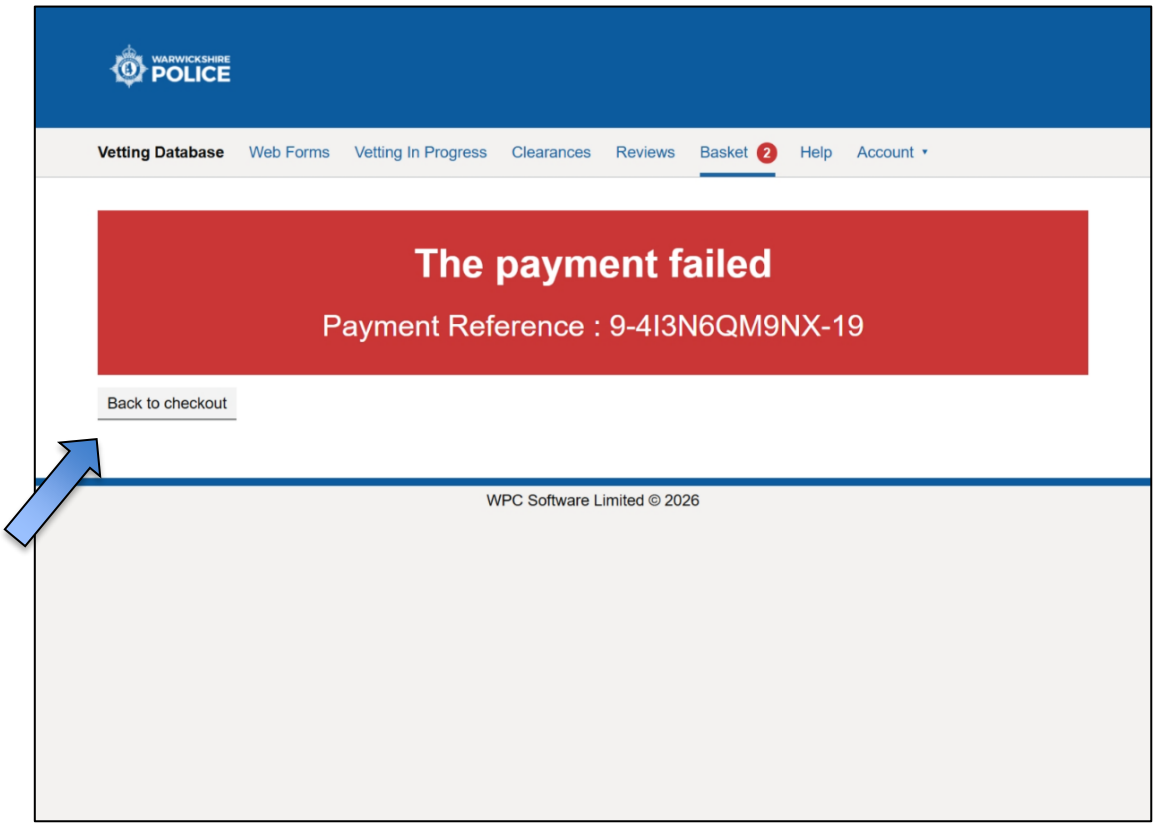
- Applicants have 45 days to complete the form.
- Expiry dates cannot be reset, please ensure applicants complete their form within the timeframe.
- After 45 days, incomplete web forms will automatically expire and are deleted from the portal. If clearance is still required, a new application will need to be generated, and payment made.
- Applications withdrawn prior to the expiry date are eligible for a partial refund, as outlined in our pricing schedule.
- To arrange a partial refund, please review our 'Requesting a Refund Guidance Notes' and contact Police National Vetting Service (PNVS) vetting.unit@warwickshire.police.uk with the required details.
  Guidance Notes - Refund Request.
- Do not close or exit GOV.UK Pay before the transaction is complete. Doing so may prevent the return to Core-Vet and cause applicants to temporarily disappear from the Web Forms tab. If this occurs, check your basket before revisiting the Web Forms tab.

## 3. Managing Declined Payments

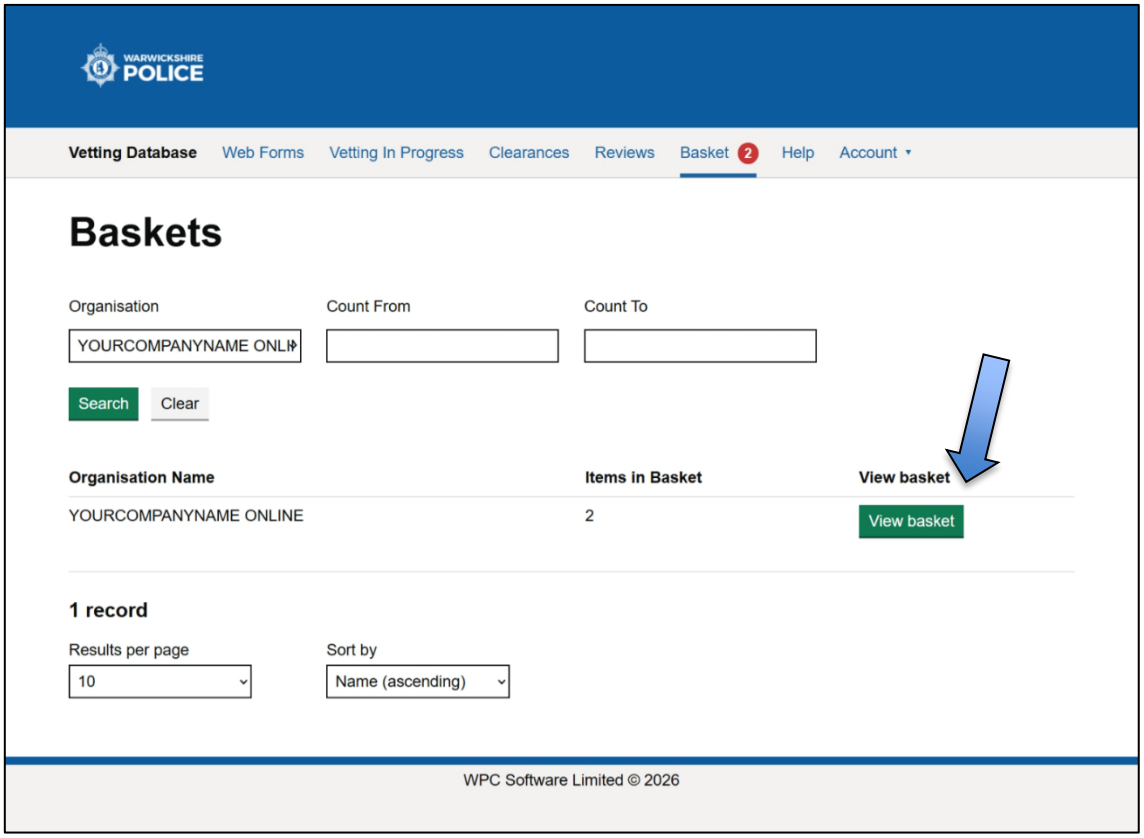
**Step 1.** If your payment is unsuccessful, the below message will be displayed. Click 'Start again' to return to the Core-Vet portal.



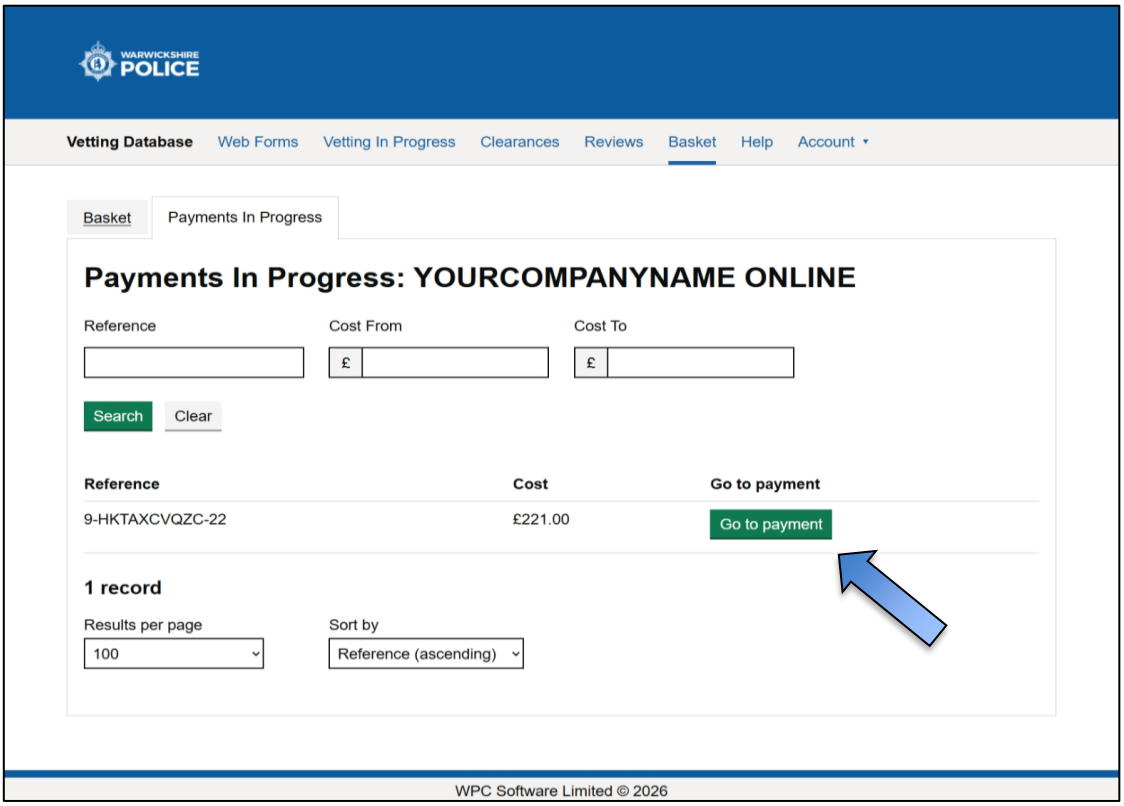

**Step 2.** Click 'Back to checkout'.



**Step 3.** Once redirected to the portal, select 'View basket' and follow the previous checkout steps to retry your payment.



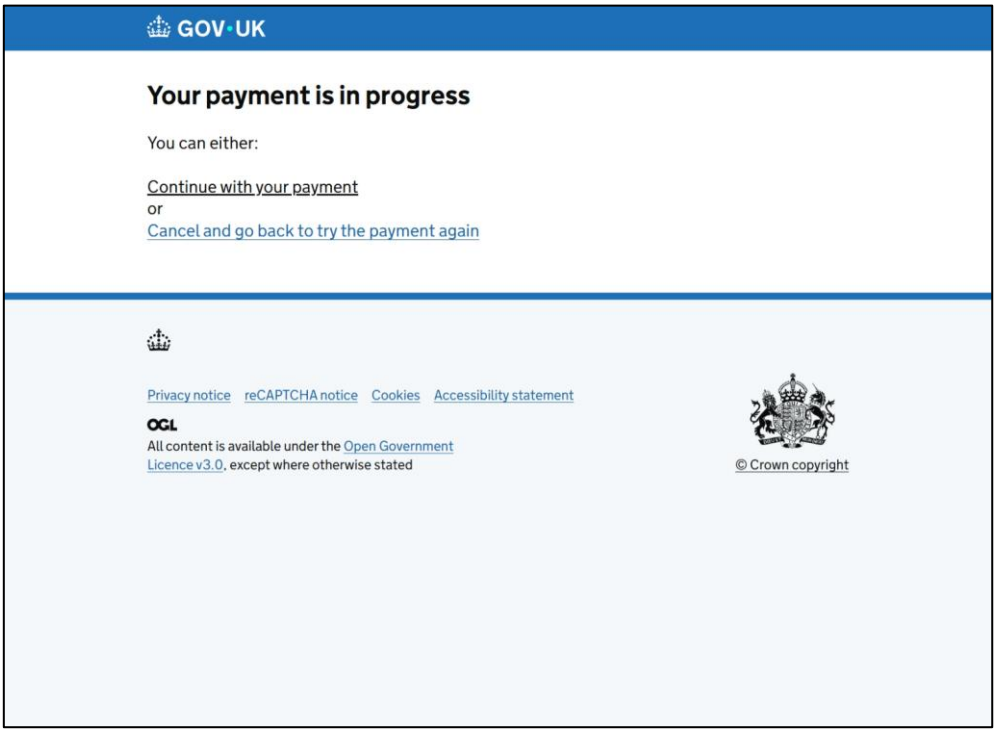

**Step 4.** If you exit GOV.UK Pay before completing the payment, the application will move to the 'Payments in Progress' tab within the basket, where the attempted payment reference number and application cost will be displayed.

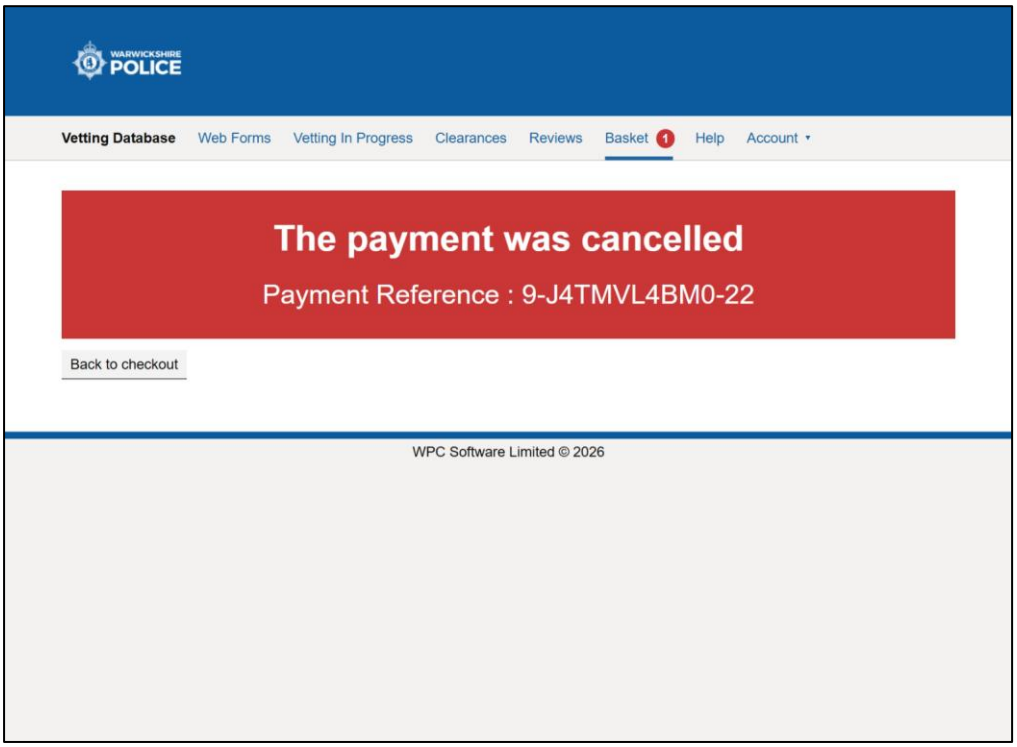


Select ‘Go to Payment’ to be redirected to GOV.UK Pay. From there, you can either complete the payment or cancel and return to restart the payment process.

**Step 5**. Choose one of the below options:

- Select ‘Continue with your payment’ to return to the payment page and complete the transaction as outlined above.
- Select ‘Cancel and go back to try the payment again’ to cancel the current payment attempt. The following message will appear:



Select ‘Back to checkout’ to return to your basket, where you can restart the checkout process and complete payment for the application(s).

**Things to Note**

- The vetting service provided by Warwickshire Police is considered as “non-business” by HMRC because the service can only be provided by a police body and, as such, is outside the scope of VAT.
- Payment confirmation will be sent to the email address entered on GOV.UK Pay, once successful payment has been made. If this is required for accounting/reconciliation purposes, please liaise with the payee user for your organisation.
- If you cannot locate your receipt, please contact the Vetting Unit who can assist with providing a screenshot of successful payment from GOV.UK Pay.
- Applications are pre-paid for via GOV.UK Pay at the time of creation, which replaces invoices previously received. As a result, we are no longer able to generate invoices.

## 4. Troubleshooting

If your payment is declined, please contact your bank or card provider in the first instance to confirm that no restrictions have been placed on the transaction before attempting the payment again.

If GOV.UK Pay is closed before you are redirected to Core-Vet, the application can get stuck in the background. To dislodge the application, please click in and out of the basket page and other tabs on your portal several times and allow some time for the application to appear under your web forms tab.

If the application(s) has not been dislodged by the following day, please contact the Vetting Unit who will investigate this further.

**Disclaimer**: All screenshots included in this user guide have been taken from a test environment for illustrative purposes. As a result, some wording may not exactly reflect the live system and is subject to change.