



Australian Government

Department of Health

PBS Approved Suppliers Portal

How to submit an application to change ownership of an approved pharmacy (not involving relocation)



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1. Purpose of this guide

This user guide provides instructions on how to navigate the PBS Approved Suppliers Portal, complete the online application form and submit an application for approval to change ownership of an approved pharmacy to supply pharmaceutical benefits at particular premises (not involving relocation).

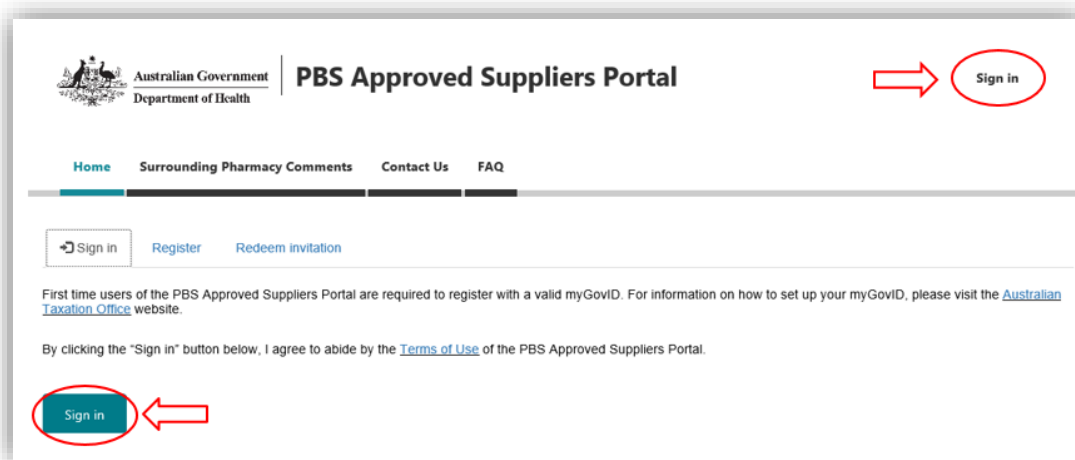
2. When to use this online form

Use the online form *Application for approval to change ownership of an approved pharmacy supplying pharmaceutical benefits (not involving relocation)* if you are applying for such approval under section 90 of the *National Health Act 1953*.


-  If you are a first time user of the Portal, please refer to the *PBS Approved Suppliers Portal User Guide PAP101 – How to register and sign in*.

3. Accessing the PBS Approved Suppliers Portal

- Type <https://pbsapprovesuppliers.health.gov.au> into your browser. The preferred browsers are Google Chrome or Firefox.
- Select the top right *Sign in* option; the green *Sign in* button will then display.






- Selecting 'Sign in' will take you directly to the myGovID pin authentication screen where you will be required to login with your myGovID and enter the generated 4 digit pin code into your smart device.

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Get the myGovID app

Prove who you are and get a code to login with the myGovID app. Download the app now to get started.




What's next?


1. Download the app
2. Prove who you are
3. Come back and login


Already have the myGovID app?

Login with your myGovID email to continue.


Remember me

Australian Government 



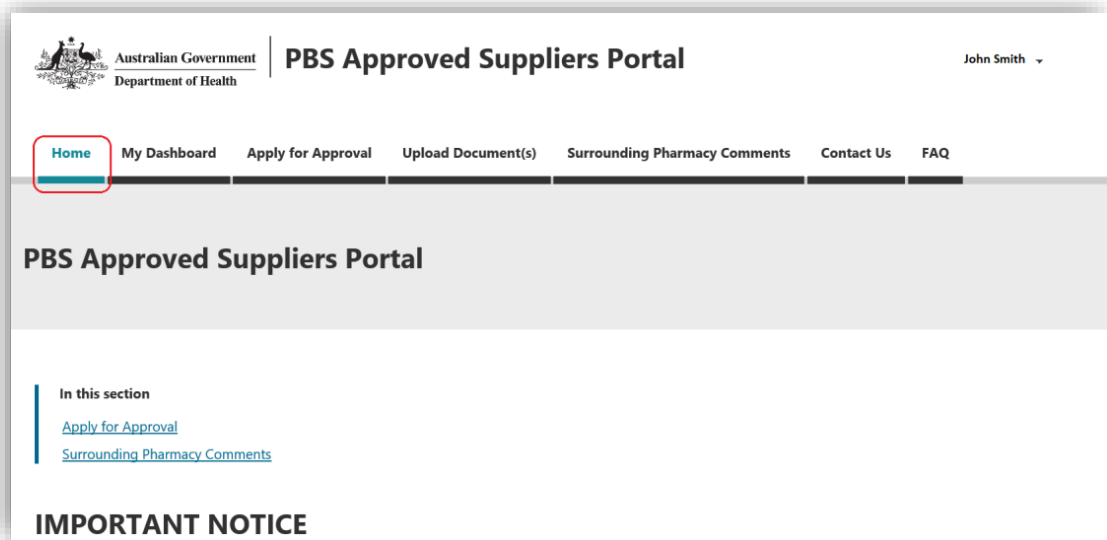
1. Open myGovID on your phone
2. Accept or enter the code 

8 4 9 2


Waiting...

3. Come back

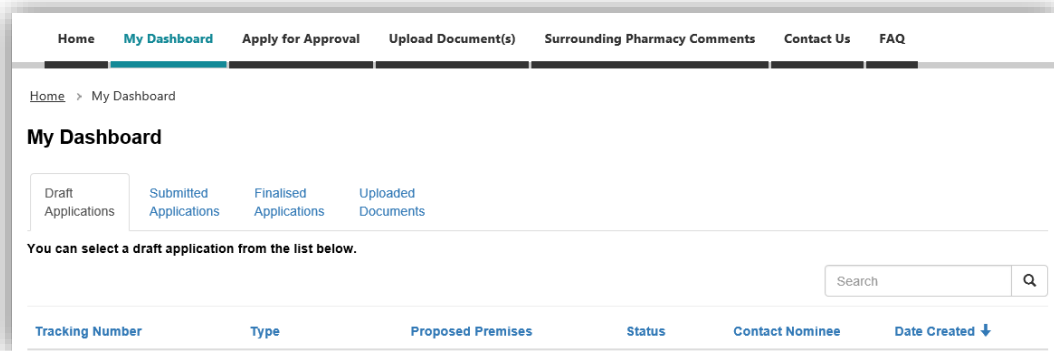
- Entering the pin on your myGovID app will take you to your PBS Approved Suppliers Portal *Home* screen:



You can select one of the following options by clicking on the tabs in the navigation bar located across the top of the screen:

- My Dashboard
- Apply for Approval
- Upload Document(s)
- Surrounding Pharmacy Comments (not relevant to a Change of Ownership)
- Contact Us
- FAQ

When you select 'My Dashboard' from the navigation bar, the following screen will be displayed:



- i By selecting the relevant tab from 'My Dashboard', you can continue to work on draft, check the status of submitted, or view finalised applications. You can also view and check the status of any documents you may have uploaded via 'Upload Document(s)' on the navigation bar.

4. Applying for Approval

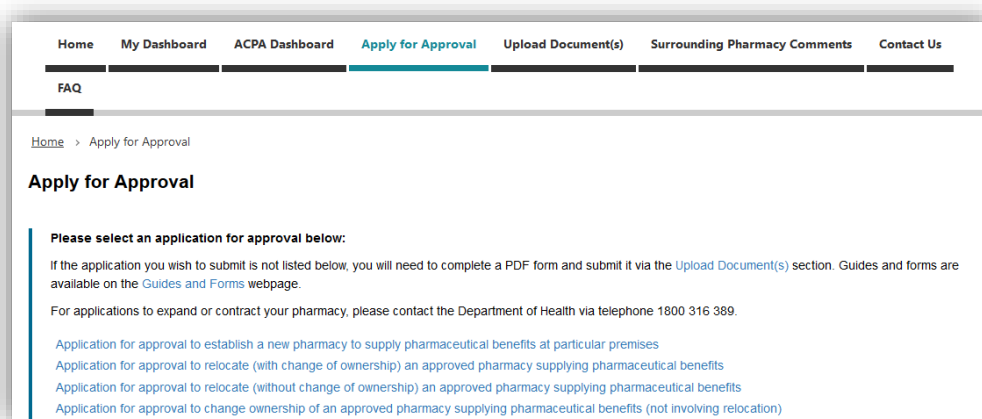
a) Continue an application in progress

To continue working on a draft application, click on the relevant tracking number from the 'Draft Applications' tab.

b) Start a new application

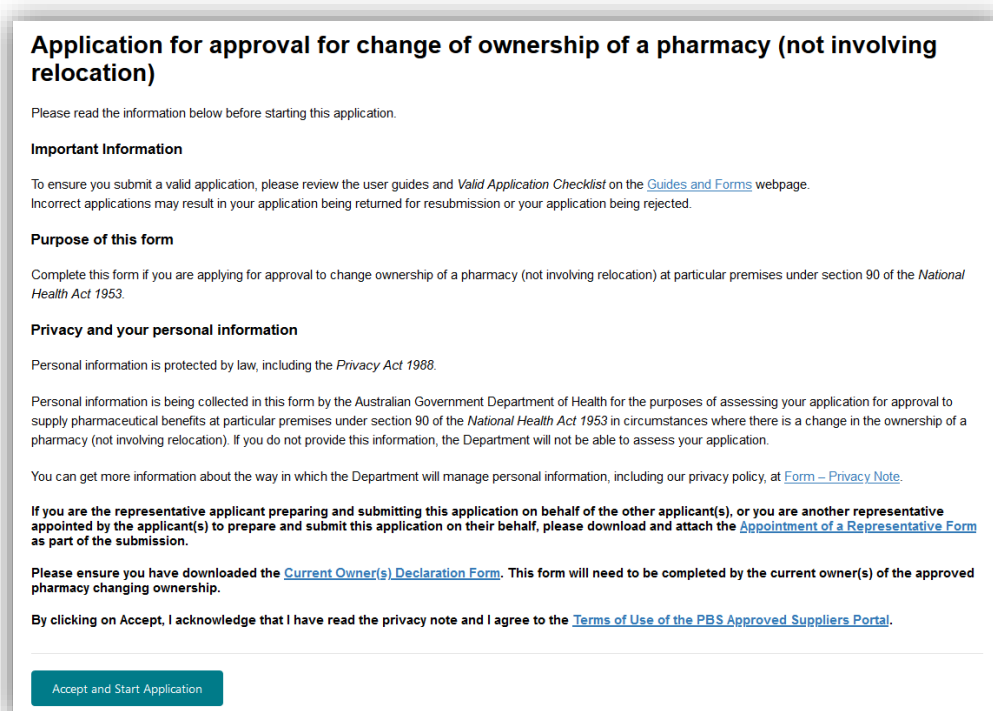
- To start a new application, select 'Apply for Approval' from the navigation bar or the *Home* screen.


The following screen will be displayed:



- Select '**Application for approval to change ownership of an approved pharmacy supplying pharmaceutical benefits (not involving relocation)**'.

After you select your application type, the following screen will be displayed:

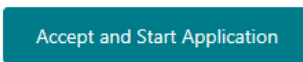


-  Please read the information contained in this screen to ensure you have selected the correct application type.

- ❗ Ensure you have downloaded the [Current owner\(s\) declaration form](#).
- ❗ If you are submitting the application on behalf of the applicant(s) or multiple authorised person(s), ensure you have downloaded the [Appointment of a representative to prepare and submit an application form](#).

Read the privacy note and accept the Terms of Use

- By clicking on *Accept and Start Application*, you acknowledge that you have read the privacy note and agree to abide by the [Terms of Use of the PBS Approved Suppliers Portal](#).
- To proceed, click on:



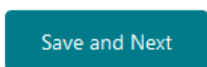
5. Completing an application

a) Provide new approval details

After you click on the 'Accept and Start Application' button, the *New Approval Details* screen will be displayed. This screen is for you to provide the new business name of the pharmacy and the anticipated settlement date for the change of ownership.

- ❗ The anticipated settlement date cannot be in the past, today or on a weekend or ACT public holiday.

- Ensure the mandatory fields are completed.
- To continue, click:



b) Provide applicant(s) details

After you click on the 'Save and Next' button, the following screen will be displayed.

Applicant(s) Details

Applicant(s)

An applicant must be a person registered as a pharmacist by the Pharmacy Board of Australia, a friendly society or other body of persons (whether corporate or unincorporate), able to carry on business as a pharmacist under the law of the relevant state or territory. Applicant details must be consistent with the AHPRA register.

Applicant(s) ↑	Applicant Type	Registration Number
Please use the Add a Pharmacist or Add an Organisation buttons to add applicant(s)		

- For change of ownership applications, the applicant(s) will be the incoming owner(s).
- An applicant must be a person registered as a pharmacist by the Pharmacy Board of Australia, a friendly society or other body of persons (whether corporate or unincorporate), able to carry on business as a pharmacist under the law of the relevant state or territory.

An applicant can be an individual pharmacist or an organisation (i.e. company or friendly society).

The names of the applicants must be consistent with the details that you provide to the relevant state or territory pharmacy approval authority when seeking approval to operate a pharmacy business at the proposed premises (with the exception of references to trusts on the state or territory approval).

- If an applicant is an organisation, person(s) officially associated with that organisation must be added as authorised persons (refer to the *Add an authorised person for an organisation* section of this guide).

An authorised person for an organisation should **not** be added as an individual applicant pharmacist unless that person is applying for approval in his or her own right in addition to the organisation.

- ❗ Individual pharmacist(s) and/or authorised person(s) for an organisation must be qualified to provide pharmacy services, and details provided must be consistent with the AHPRA register.
- ❗ If an application involves bringing in a partner by selling a share of the pharmacy business, the current owner(s) must be listed in the current owner(s) declaration form as current owner(s) and in the application as applicant(s). Current owner(s) details must be consistent with the existing pharmacy approval.

c) Add an applicant pharmacist

- To add an individual applicant pharmacist, click on:

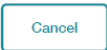


The following dialogue box will be displayed:

 A dialog box titled "Add a Pharmacist" with a close button (x) in the top right corner. It contains five input fields, each with an asterisk indicating it is required:

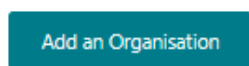
- Title *
- Family Name *
- First Name *
- Registration Number *
- Email *

 At the bottom of the dialog box are two buttons: "Add" (teal) and "Cancel" (white with teal border).

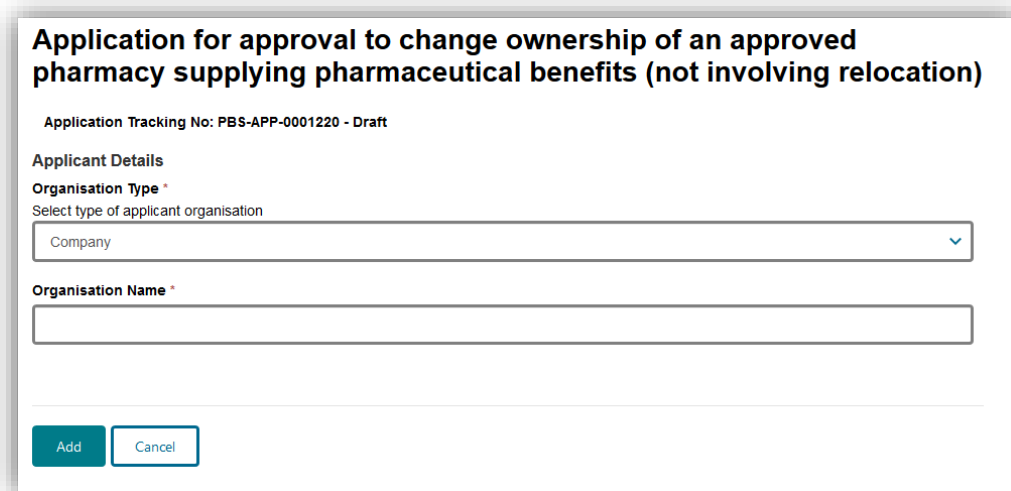
- Complete the pharmacist's details.
- To save the pharmacist's details, click on the 'Add' button.
- You will be returned to the *Applicant(s) Details* screen and the applicant will be added to the application.
- If you do **not** want to save the pharmacist's details, click on 
- You will be returned to the *Applicant(s) Details* screen and the applicant will **not be** added to the application.


d) Add an applicant organisation

- To add an applicant organisation, click on:

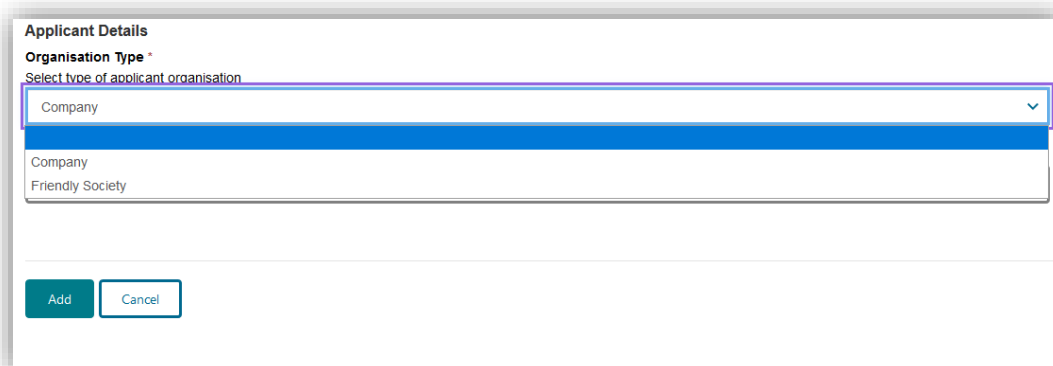


The following screen will be displayed:

A screenshot of a web form titled "Application for approval to change ownership of an approved pharmacy supplying pharmaceutical benefits (not involving relocation)". Below the title is the text "Application Tracking No: PBS-APP-0001220 - Draft". The form is divided into "Applicant Details" with two sections: "Organisation Type *" which has a dropdown menu currently showing "Company", and "Organisation Name *" which has an empty text input field. At the bottom of the form are two buttons: "Add" (teal) and "Cancel" (white with teal border).

- Click on  to display a list of organisation types.

The following screen will be displayed:


A screenshot of the dropdown menu for "Organisation Type". The menu is open, showing a list of options: "Company" (highlighted in blue), "Company", and "Friendly Society". The "Add" and "Cancel" buttons are visible at the bottom of the form area.

- Highlight the relevant organisation type, enter the organisation name and then click on the 'Add' button.

e) Add an authorised person for an organisation

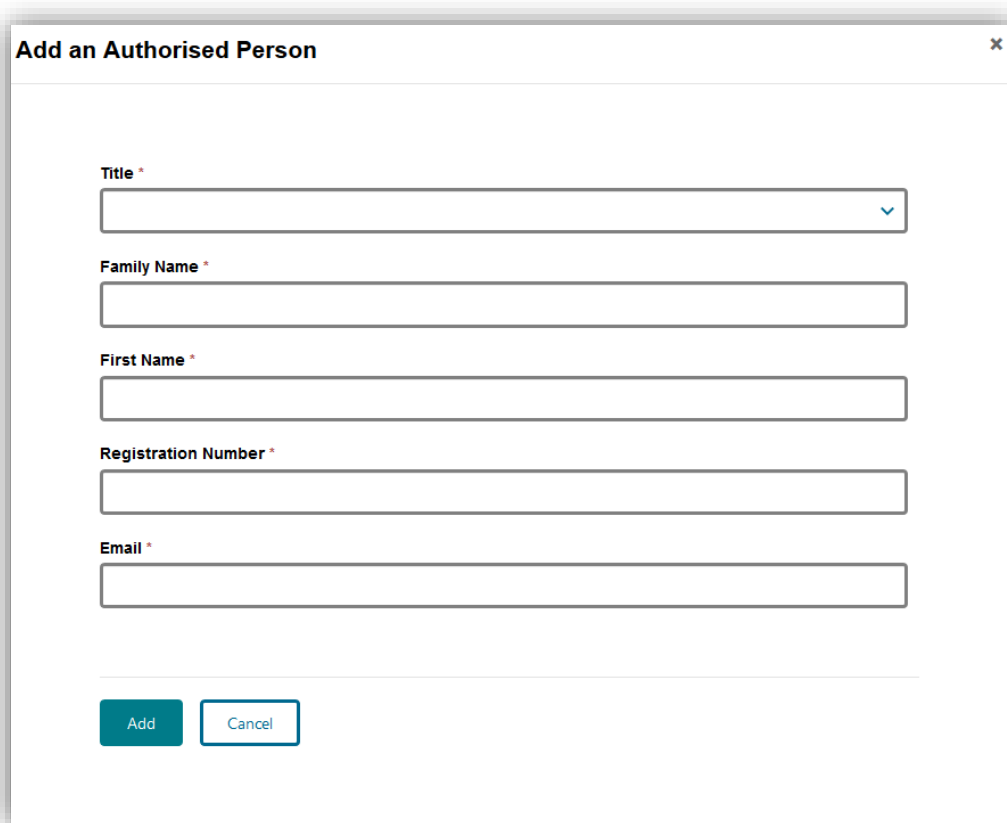
After you click on the 'Add' button, the following will be displayed:



The screenshot shows a form titled 'Applicant Details'. It has two input fields: 'Organisation Type' with a dropdown menu showing 'Company' and 'Organisation Name' with a text box containing 'ABC Test Company Pty Ltd'. Below these is a section for 'Authorised Person(s)' which is currently empty. A teal button labeled 'Add an Authorised Person' is located to the right of this section. Below the 'Authorised Person(s)' section is a table header with 'Authorised Person(s) ↑' and 'Registration Number'. A note below the table reads: 'Please use the Add Authorised Person button to add an authorised person.' At the bottom of the form are two buttons: 'Save' and 'Cancel'.

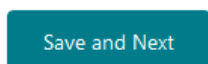
- To add an authorised person for the organisation, click on the 'Add an Authorised Person' button.
-  If an applicant is an organisation, person(s) officially associated with that organisation must be added to the application as authorised persons, for example:
 - If the applicant is a company, the director(s) must be added as authorised person(s).
 - If the applicant is a friendly society, the board member(s) and the secretary must be added as authorised person(s).

You must provide details of all authorised person(s) for the organisation and these details must accord with documentary evidence (e.g. ASIC extract that lists the directors of the company and/or official list of friendly society board members) requested later in the application.

After you click on the 'Add an Authorised Person' button, the following screen will be displayed.




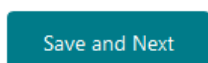
- Complete the mandatory fields and click on the 'Add' button.
- Once all authorised person(s) have been added for the organisation, click 
- To edit or remove an applicant from the *Applicant(s) Details* screen, select  adjacent to the relevant applicant's name and you will be given the option to edit or remove the applicant from the application.
- To continue, click:




f) Provide details of a contact nominee for this application

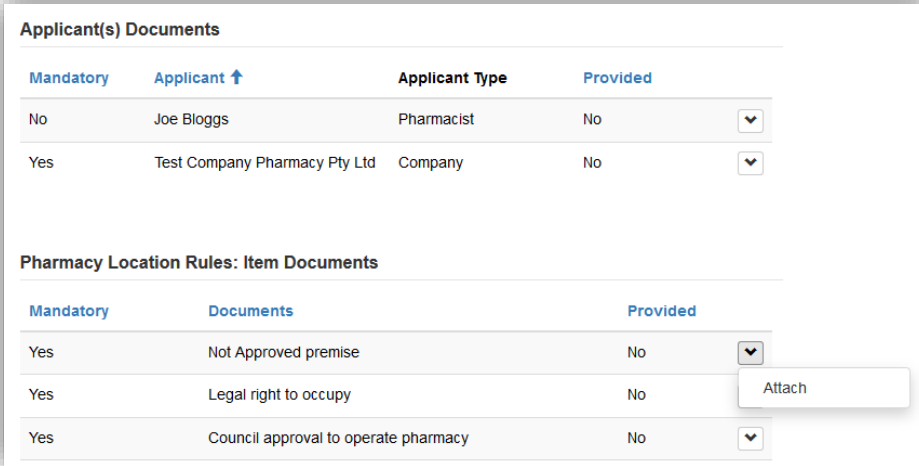
After you click on the 'Save and Next' button, the *Contact Nominee for this Application* section will be displayed. This section is for you to provide details of either an applicant or other nominated person who is permitted to act on behalf of the applicant(s) on all matters relating to the application.



-  This section will default to the signed-in user; however, you are able to edit the fields if the contact nominee for the application is someone other than the signed-in user.
- Ensure all mandatory fields are completed and click:






g) How to attach documents

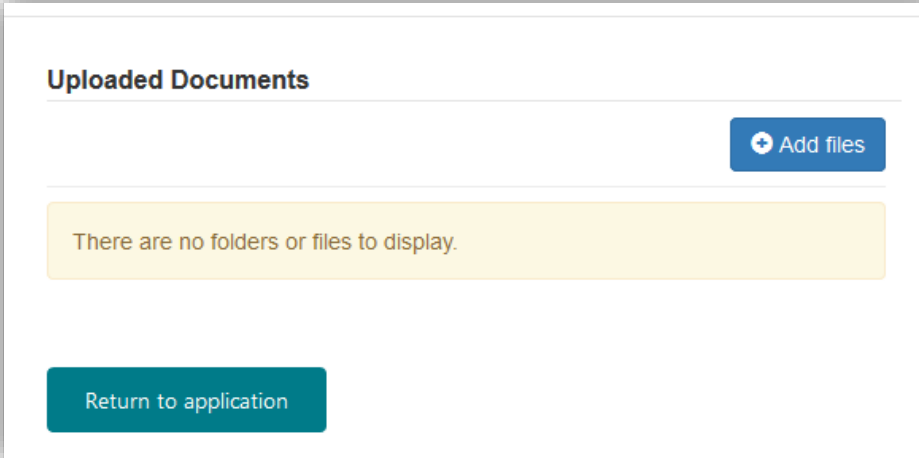
- i** Please do not submit documents that are password protected.
- i. For each mandatory document listed at the 'Supporting Documents' section, you will need to click on the arrow  adjacent to the applicant or document name and then click on 'Attach'




Mandatory	Applicant ↑	Applicant Type	Provided
No	Joe Bloggs	Pharmacist	No 
Yes	Test Company Pharmacy Pty Ltd	Company	No 

Mandatory	Documents	Provided
Yes	Not Approved premise	No 
Yes	Legal right to occupy	No 
Yes	Council approval to operate pharmacy	No 

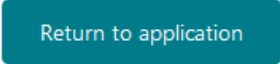
- ii. Click on the 'Add files' button.



Uploaded Documents

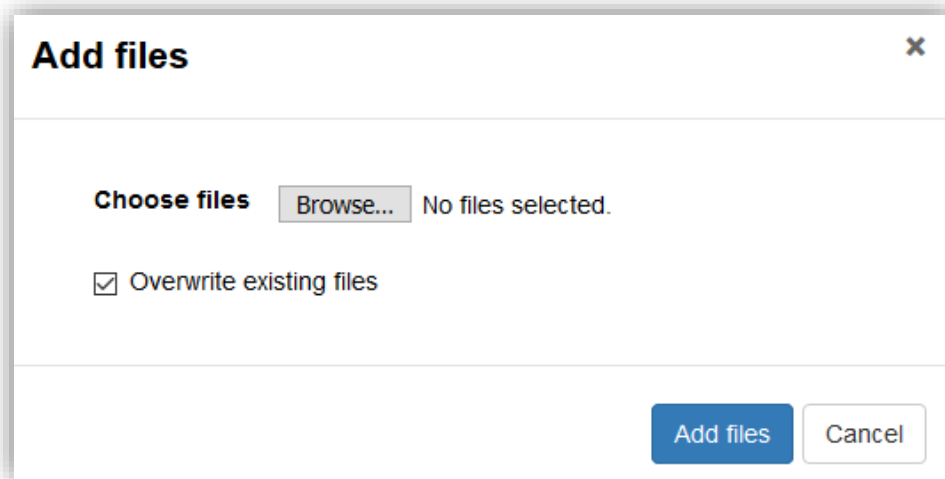


There are no folders or files to display.

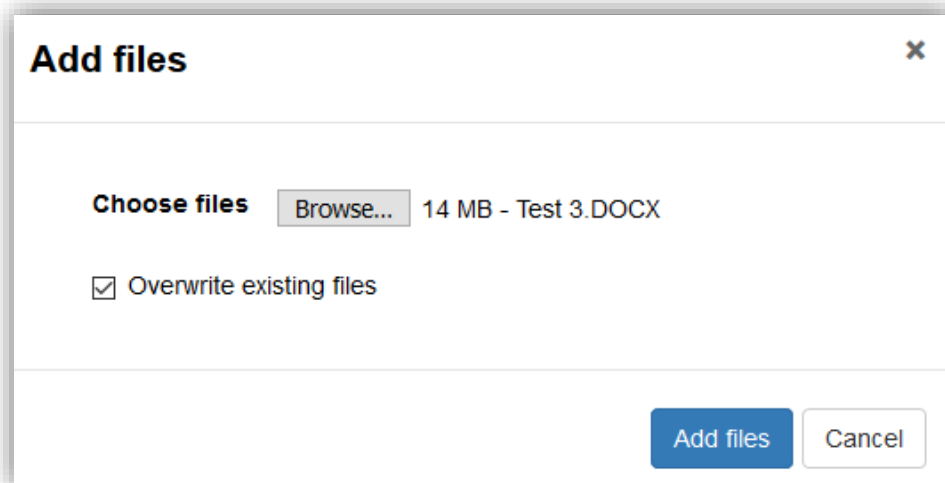


iii. Add file(s) by clicking on the 'Browse' button and uploading your file(s).

- i** The 'Overwrite existing files' checkbox defaults to selected. If you do not wish to overwrite files already uploaded, ensure you uncheck this box before adding files.
- i** You can attach multiple files at a time and you can upload as many times as required, but each upload must be under 50 MB (i.e. if you are uploading a single file, its size must be under 50 MB; if you are uploading multiple files at once, their combined size must be under 50 MB).

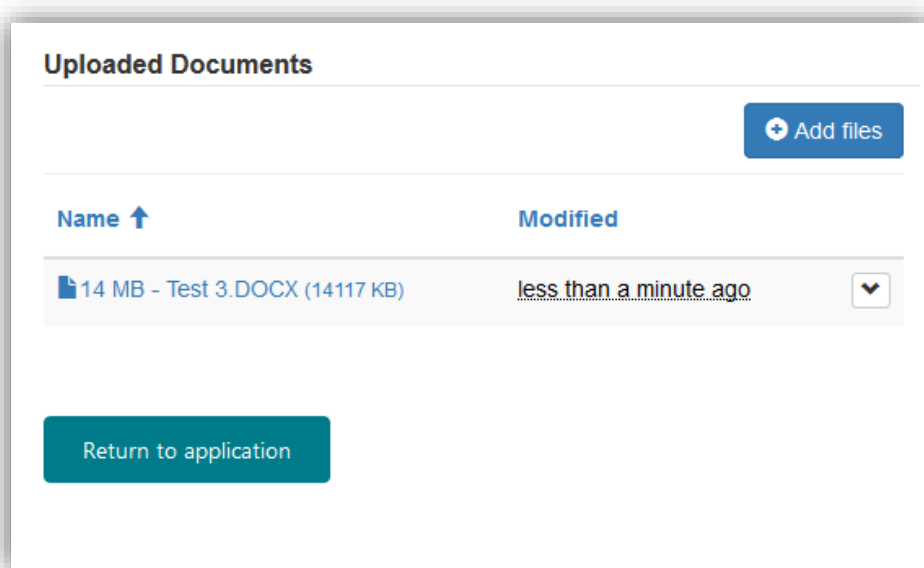


iv. Click on the 'Add files' button.

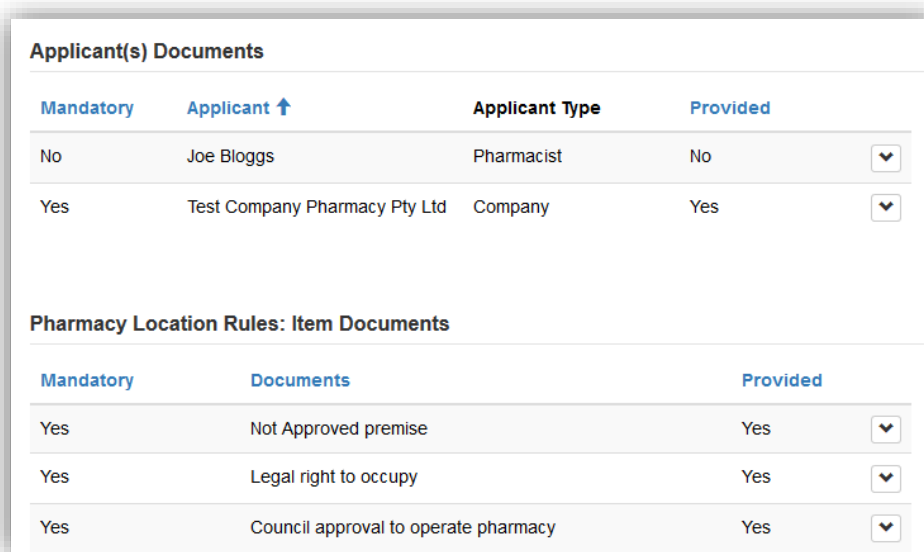


- i** If you attempt an upload that is more than 50 MB you will receive an error message. To continue, click on the 'Cancel' button and then 'Return to Application' before trying again with an upload that is under 50 MB.

- v. Your uploaded documents will be listed.
- vi. When you have added all the relevant files, click on the 'Return to application' button.




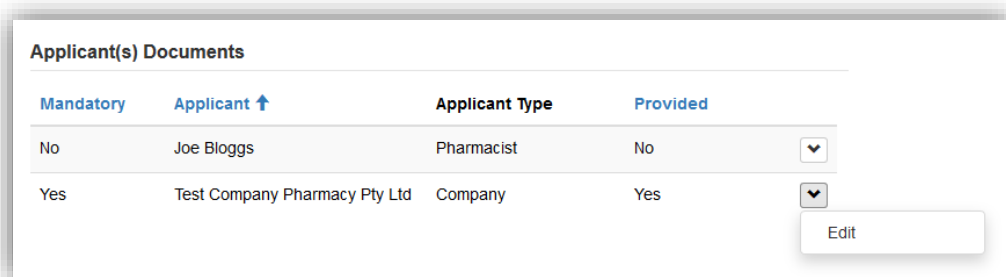
- vii. You will be returned to the *Supporting Documents* screen. The *Provided* column will show 'Yes' against each item when the documents have been attached.




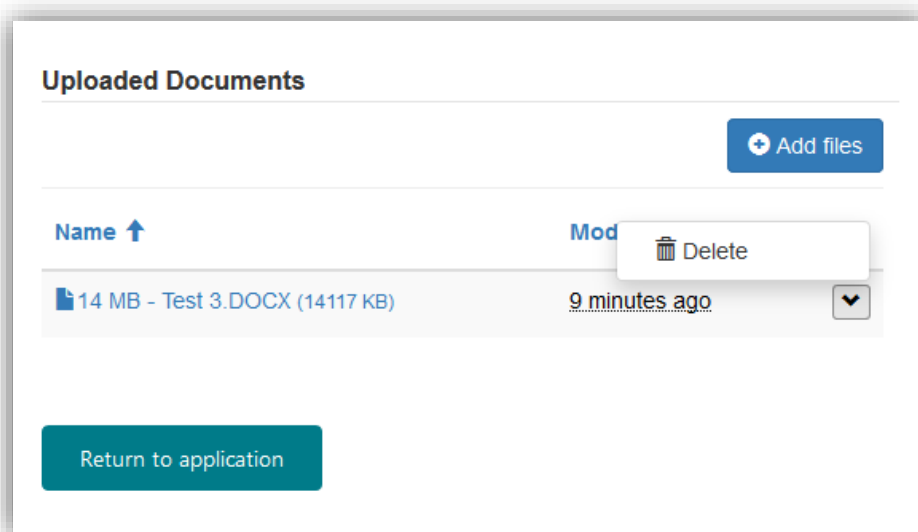
- viii. When you have provided all mandatory supporting documents, click on the 'Save and Next' button.

h) How to remove documents

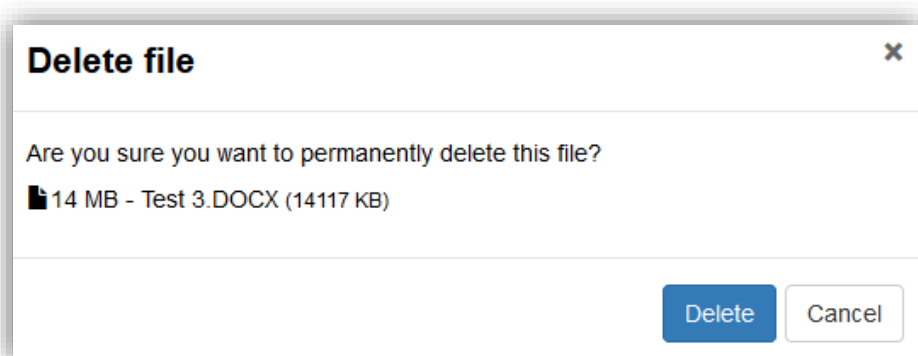
- i. Click on the arrow  adjacent to the applicant or document name for which you wish to remove a document and then click on 'Edit'.



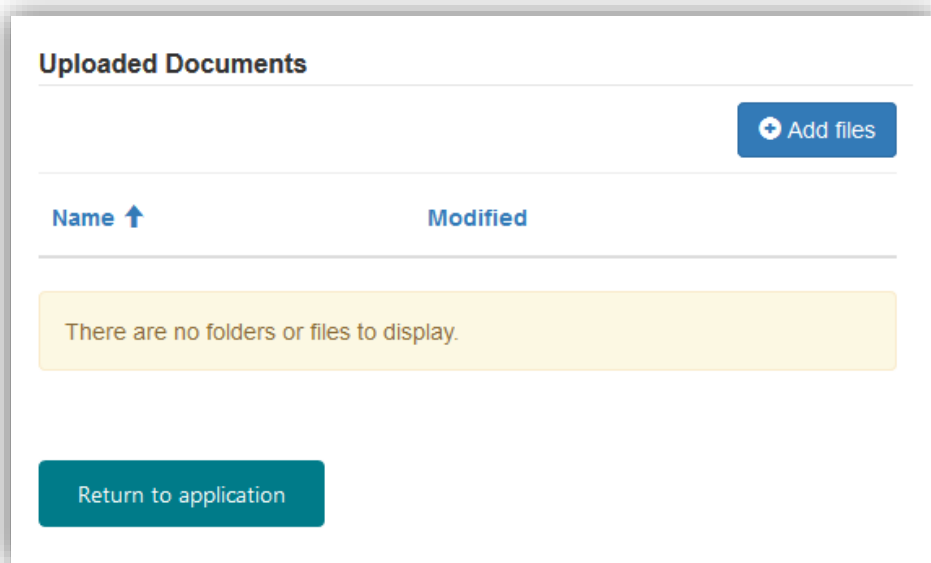
- ii. Click on the arrow  adjacent to the relevant file name and then click on 'Delete'.



- iii. Check and confirm that you want to delete the selected file by clicking on the 'Delete' button.



- iv. After the file has been deleted, it will no longer be listed in the following screen:




- v. Click on the 'Return to application' button. You will be returned to the *Supporting Documents* screen, and the *Provided* column will revert to 'No' against the item for which the document has been deleted.

The screenshot shows a table titled "Applicant(s) Documents". The table has four columns: "Mandatory", "Applicant" with an upward arrow, "Applicant Type", and "Provided". Each row has a dropdown arrow on the right side.

Mandatory	Applicant ↑	Applicant Type	Provided	
No	Joe Bloggs	Pharmacist	No	▼
Yes	Test Company Pharmacy Pty Ltd	Company	No	▼

i) Attach supporting documents

After you click on the 'Save and Next' button, the *Supporting Documents* section will be displayed. This section requires you to attach documentation to support your application.

 For instructions on how to attach documents, refer to the *How to attach documents* section of this guide.

The Portal will request supporting documents based on your previous selections (i.e. type of applicant).

The screen below is an example of what you may see depending on your selections.

Applicant(s) Documents				
Mandatory	Applicant ↑	Applicant Type	Provided	
No	Joe Bloggs	Pharmacist	No	<input type="checkbox"/>
Yes	Test Company Pharmacy Pty Ltd	Company	No	<input type="checkbox"/>

Required Documents		
Mandatory	Documents	Provided
Yes	Legal right to occupy	No

i. Attach applicant(s) documents




If an applicant is a company, you **must** attach evidence confirming the authority of the authorised person(s) to act on behalf of the applicant (e.g. ASIC company extract that lists the Directors of the company).

If an applicant is a friendly society, you **must** attach an official document listing all board members and the secretary.

ii. Attach Required Documents



You **must** attach evidence of legal right to occupy premises (including the landlord's consent, if applicable.)

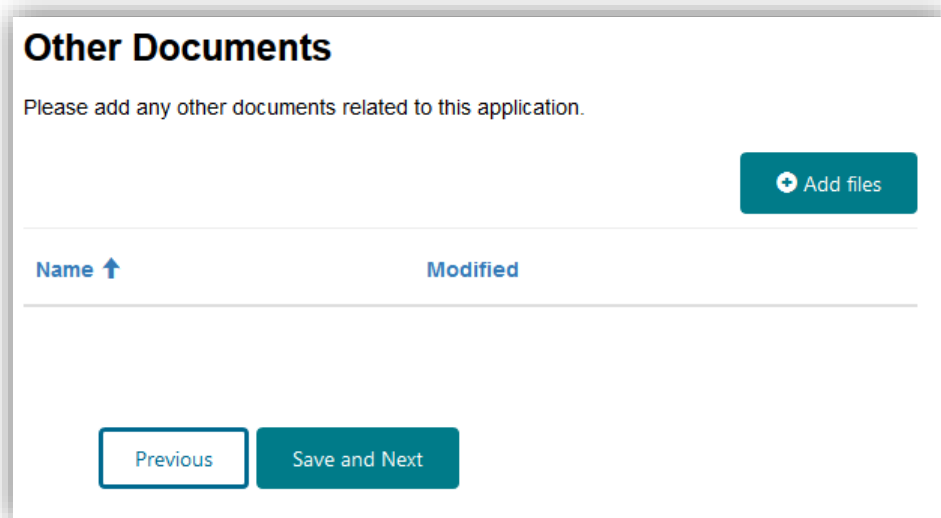
 You will not be able to progress to the next section until all mandatory documents have been attached.

- When you have attached all your documents and are ready to continue, click:

Save and Next

j) Attach other documents

After you click on the 'Save and Next' button, the *Other Documents* section will be displayed. This section is for you to attach any other documents relevant to your application.



The screenshot shows a web interface titled "Other Documents". Below the title, there is a text prompt: "Please add any other documents related to this application." To the right of this prompt is a teal button with a plus icon and the text "Add files". Below this is a table with two columns: "Name" (with an upward arrow) and "Modified". The table is currently empty. At the bottom of the form, there are two buttons: "Previous" and "Save and Next".

- If you do not need to attach other documents to your application, simply click on the 'Save and Next' button.
- If you do need to attach other documents to your application, click on the 'Add files' button and then follow the relevant steps in the *How to attach documents* section of this guide.

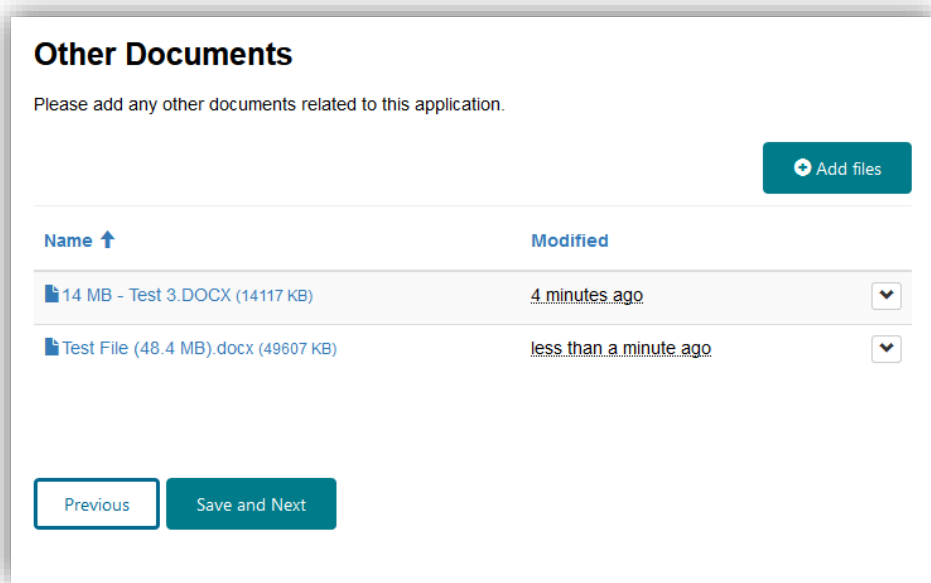
Approval from the relevant state or territory regulatory authority



If you already have approval from the relevant state or territory regulatory authority or, for Queensland applicants, a copy of the form submitted to Queensland Health for a change of ownership, you should attach it to the application here.

- ⓘ Your application can be submitted without the state/territory documentation and your application will be processed; however, approval will not be granted unless this documentation is received prior to or on the day of settlement.


When you have attached other documents, you will be returned to the *Other Documents* section and the documents you have added will be listed.



- When you have finished adding your other documents, click on the 'Save and Next' button.

6. Provide payer details

After you click on the 'Save and Next' button, the following screen will be displayed.

-  When you search on a valid ABN, the form will auto-populate the organisation name linked to that ABN.

Payer Details

Provide the ABN, Organisation name, and billing address of who will be paying the application fee. These details will appear on the invoice.

ABN *

Organisation name

Contact number *

Email *

Billing address

Street line 1 *

Street line 2

Suburb *

State *

Postcode *

- Ensure all mandatory fields are completed and then click on the 'Save and Next' button.

7. Before progressing to the declarations section

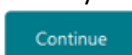
After you click on the 'Save and Next' button, the following notice will be displayed:

IMPORTANT NOTICE

No changes to the information you have provided in this application will be permitted once you save and continue to the next section.

Please ensure all details are complete and correct before proceeding.

- When you are ready to proceed to the *Declarations* section, click:



8. Declarations


After you click on the 'Continue' button, the *Declarations* screen will be displayed:

Declarations

Are you the representative appointed to submit this application on behalf of the applicant(s) or organisation(s) with multiple authorised persons? *

No

Yes

-  If you are the sole applicant/authorised person, you can choose to submit the application yourself or you can appoint a representative to submit the application on your behalf.

If there are multiple applicants and/or authorised persons for an organisation, you must appoint a representative to submit the application on behalf of all applicants and/or authorised persons.

The appointed representative can be one of the applicants or the contact nominee named in the application, or another person appointed by the applicant(s)/authorised person(s), but the appointed representative must be the person who is submitting the application via the PBS Approved Suppliers Portal.

a) Sole applicant or authorised person submitting the application yourself

- If you are the sole applicant/authorised person named in the application, and you are submitting the application yourself, click on the 'No' button.

After you click on the 'No' button, the following screen will be displayed:

Declarations

Are you the representative appointed to submit this application on behalf of the applicant(s) or organisation(s) with multiple authorised persons? *

No
 Yes


Current Owner(s) Declarations

[Click here](#) to download the Current owners declaration.

Uploaded By ↑	Uploaded On	Provided
		Pending

I have read and agree to abide by the [Terms of Use of the PBS Approved Suppliers Portal](#) and I make the attached [Declaration](#).


i. Attach the current owner(s) declaration form

- Attach the Current Owner(s) Declaration to the application by clicking on the  and then clicking on 'Attach'.

After you click on 'Attach', the following screen will be displayed:

Current Owner(s) Declaration ✕

Uploaded On *
Note: This date cannot be in the future.

DD/MM/YYYY 

Uploaded Documents

There are no folders or files to display.

- Enter the date the Current Owner(s) Declaration was uploaded.
- Click on the 'Add files' button.
- Attach the Current Owner(s) Declaration by following the relevant steps provided at the *How to attach documents* section of this guide.
- When you have uploaded the form, click on the 'Return to application' button.
- You will be returned to the *Declarations* screen, and the *Provided* column will show that the Current Owner(s) Declaration has been provided.



You **must** attach the [Current Owners Declaration form](#) to the application.



The Current Owners(s) Declaration form must be signed by all current owner(s).

b) Appointed representative submitting the application on behalf of the applicant(s)

- If you are the appointed representative preparing and submitting the application on behalf of the applicant(s)/authorised person(s), click on the 'Yes' button.

After you click on the 'Yes' button, the following screen will be displayed:

Declarations

Are you the representative appointed to submit this application on behalf of the applicant(s) or organisation(s) with multiple authorised persons? *

No
 Yes

Appointment of a representative Form

[Click here](#) to download the Appointment of a representative form to prepare and submit an application.

Appointed Representative ↑	Appointed On	Provided
██████████		Pending


Current Owner(s) Declarations

[Click here](#) to download the Current owners declaration.

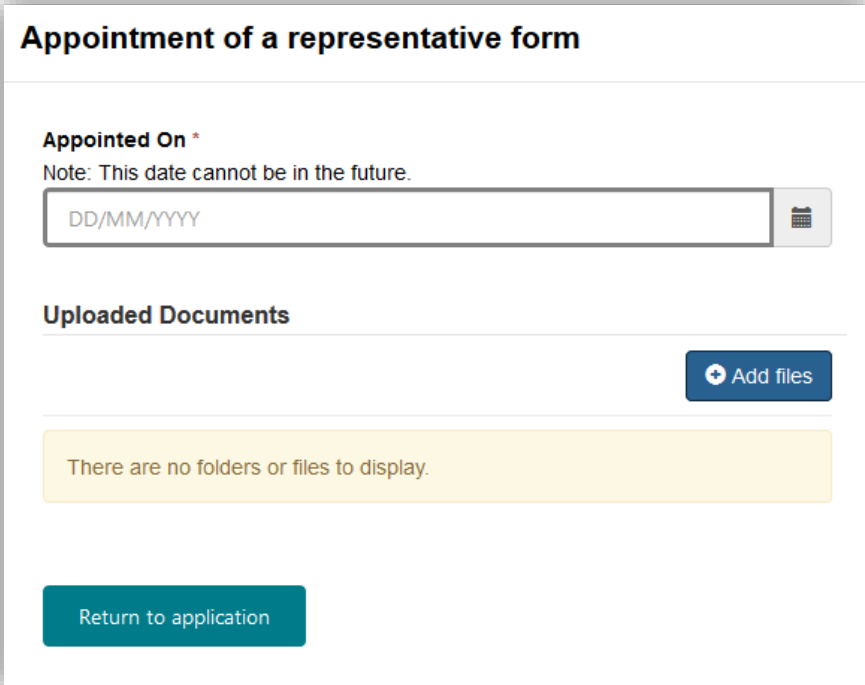
Uploaded By ↑	Uploaded On	Provided
██████████		Pending

I have read and agree to abide by the [Terms of Use of the PBS Approved Suppliers Portal](#) and I make the attached [Declaration](#).

i. Attach the Appointment of a representative form


- Attach the appointment of a representative form to the application by clicking on  and then clicking on 'Attach'.

After you click on 'Attach', the following screen will be displayed:




Appointment of a representative form

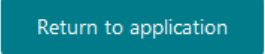
Appointed On *
Note: This date cannot be in the future.

DD/MM/YYYY 

Uploaded Documents

 Add files

There are no folders or files to display.

 Return to application

- Enter the date appointed.
- Click on the 'Add files' button.
- Attach the appointment of representative form by following the relevant steps provided at the *How to attach documents* section of this guide.
- When you have uploaded the form, click on the 'Return to application' button.
- You will be returned to the *Declarations* screen, and the *Provided* column will show that the appointment of a representative form has been provided.




If you are the appointed representative submitting this form on behalf of the applicant(s)/authorised person(s), you *must* attach the [appointment of a representative form](#) to the application.

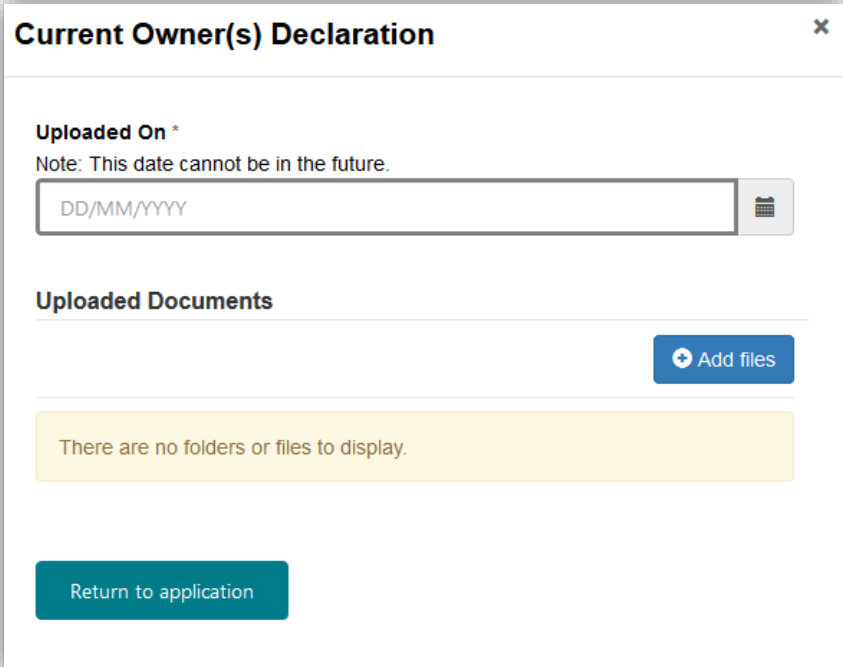


The appointment of a representative form must be signed by all applicants and/or all authorised persons for an organisation.

ii. Attach the current owner(s) declaration form


- Attach the Current Owner(s) Declaration to the application by clicking on the  and then clicking on 'Attach'.

After you click on 'Attach', the following screen will be displayed:




Current Owner(s) Declaration ✕

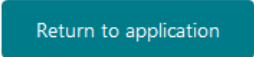
Uploaded On *
Note: This date cannot be in the future.

DD/MM/YYYY 

Uploaded Documents



There are no folders or files to display.



- Enter the date the Current Owner(s) Declaration was uploaded.
- Click on the 'Add files' button.
- Attach the Current Owner(s) Declaration by following the relevant steps provided at the *How to attach documents* section of this guide.
- When you have uploaded the form, click on the 'Return to application' button.
- You will be returned to the *Declarations* screen, and the *Provided* column will show that the Current Owner(s) Declaration has been provided.



You *must* attach the [Current Owners Declaration form](#) to the application.



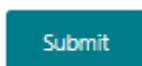
The Current Owners(s) Declaration form must be signed by all current owner(s).

c) Make the declaration

- Review the 'Terms of Use of the PBS Approved Suppliers Portal' and the 'Declaration' by clicking on the relevant link.
- To proceed, you must check the box to:
 - confirm your agreement to abide by the 'Terms of Use of the PBS Approved Suppliers Portal'; and
 - make the Declaration.

9. Submitting your application

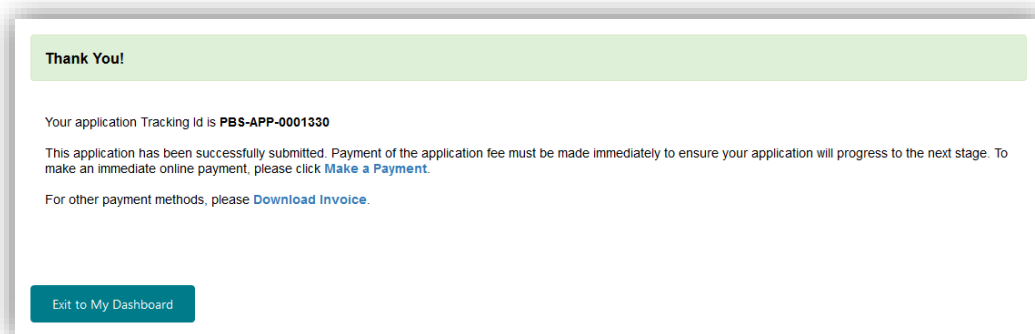
- When you are ready to submit your application, click on:



- You will not be able to submit the application until you have attached the appointment of a representative form (if applicable) and current owner(s) declaration, and checked the box to confirm that you agree to abide by the Terms of Use of the PBS Approved Suppliers Portal and make the Declaration.

Review confirmation of successfully submitted application

After you click on the 'Submit' button, the following screen will be displayed when your application has been successfully submitted:

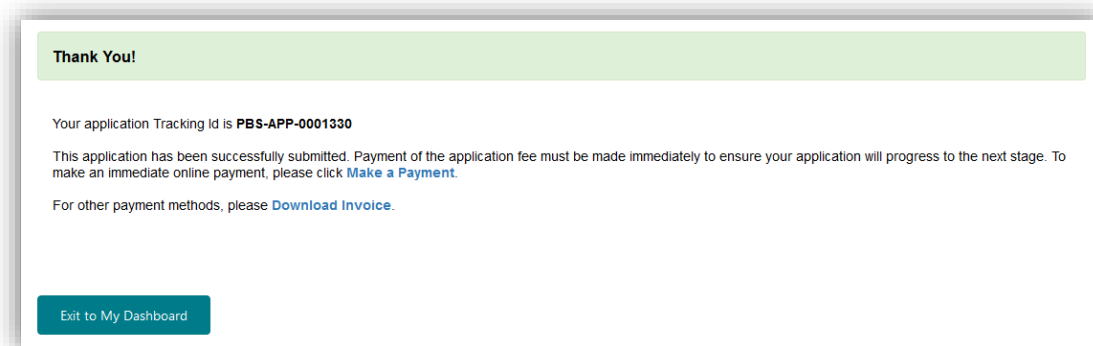


Take note of the application Tracking ID number

- Please take note of the application Tracking ID number, which you can use to identify and review the status of your application on your Dashboard.
- If you need to make an enquiry about your application, please quote the Tracking ID number.

10. Issue of an invoice for the application fee

When you submit an online application form, in most instances, the invoice will be issued immediately and the following screen will be displayed:



- The submission date and time will be recorded as the date and time a valid application is submitted, not when payment is finalised.

11. Payment of the application fee upon submission

a) Credit card - EasyPay

- If you wish to make a credit card payment upon submission, click on 'Make a Payment' from the above screen.

The *Confirm and Pay/Government EasyPay* screen will be displayed:

Confirm and pay

Payment summary

Tax Invoice	Description	Net Price	GST	Total
Reference: 233200018000412707 Invoice number: 1800041270 Date of issue: 28/07/2020 Due date: 28/07/2020	PBS-APP-0001341	\$920.00	\$0.00	\$920.00
		\$920.00	\$0.00	\$920.00

[Download invoice](#)

Government EasyPay

? A card payment fee applies based on the card type used. The fee is not subject to GST and is equal to the fee that the department incurs from its banker.

Reference:

Card Number *

Expiry Date *

Security Code *

Invoice Amount:

Card Payment Fee

Total Amount:


[Calculate Surcharge](#)

Other payment methods

For other payment methods please refer to your invoice.

Payments may take approximately 24 to 48 hours to credit your payment to your account. This could be longer on weekends and applicable public holidays. We'll process your payment on the next business day if you make a payment either:

- after 6 pm Australian EST
- on weekends
- on applicable public holidays

-  The invoice amount displayed will be the fee relevant to your application type.
- Enter your credit card details and then click on 'Calculate Surcharge'. The card payment fee will be added and the total amount displayed.

Government EasyPay

? A card payment fee applies based on the card type used. The fee is not subject to GST and is equal to the fee that the department incurs from its banker.

Reference	<input type="text" value="233200018000410305"/>
Card Number	<input type="text" value="424242*****4242"/>
Expiry Date	<input type="text" value="12/2020"/>
Invoice Amount	<input type="text" value="\$920.00"/>
Card Payment Fee ?	<input type="text" value="\$7.29"/>
Total Amount	<input type="text" value="\$927.29"/>

Other payment methods

For other payment methods please refer [to your invoice](#).

Payments may take approximately 24 to 48 hours to credit your payment to your account. This could be longer on weekends and applicable public holidays. Your payment will be processed on the next business day if you make a payment either:

- after 6 pm Australian EST
- on weekends
- on applicable public holidays

Make Payment

Cancel

- Check the details you have entered are correct and, when ready, click on the 'Make Payment' button.

After you click on the 'Make Payment' button, the following screen will be displayed:

Confirm and pay

Payment summary

Payment details


Payment method: Government EasyPay
Invoice number: 1800041030
Reference: 233200018000410305
Total amount: \$927.29

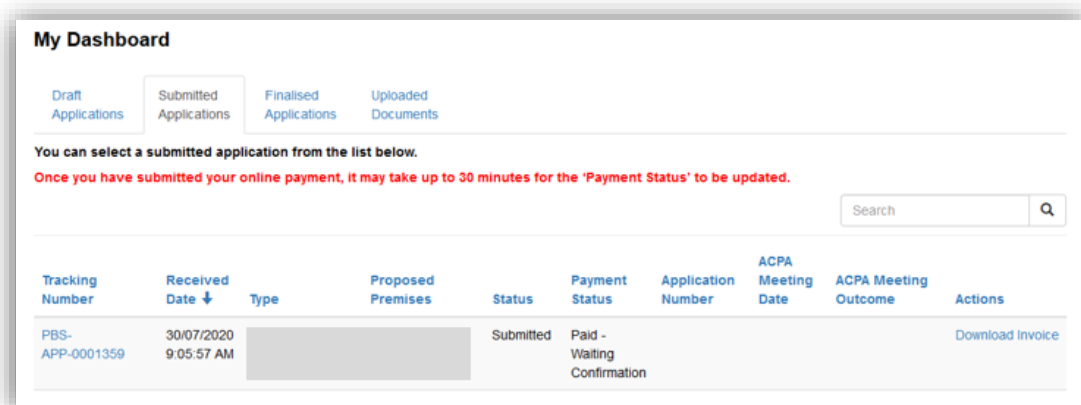


Please Note: A receipt will be issued only on request. Payments by EasyPay may take approximately 24 to 48 hours for us to credit your payment to your account. This could be longer on weekends and applicable public holidays. Your payment will be processed on the next business day if you make a payment either:

- after 6pm Australia EST
- on weekends
- on applicable public holidays

Return to dashboard

-  The Payment Status for the application on 'My Dashboard/Submitted Applications' will now show as 'Paid – Waiting confirmation'. (Please note, once you have submitted an online payment, it may take up to 30 minutes for the 'Payment Status' to be updated on the Dashboard.)

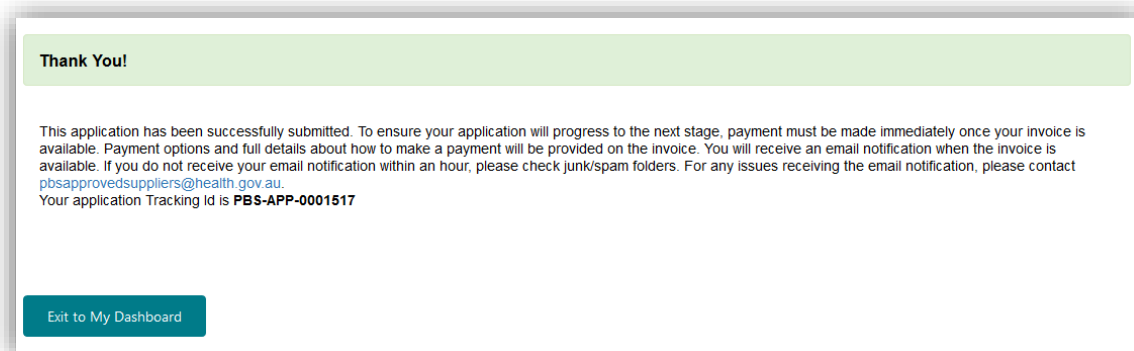


b) EFT or BPAY

- If you wish to make an EFT or BPAY payment upon submission, you can download a PDF of the invoice from the application submitted confirmation screen or exit to 'My Dashboard' where download invoice and payment options will also be available. Refer to the *Download or pay an invoice from 'My Dashboard'* section of this guide.

c) If the invoice is not generated upon submission

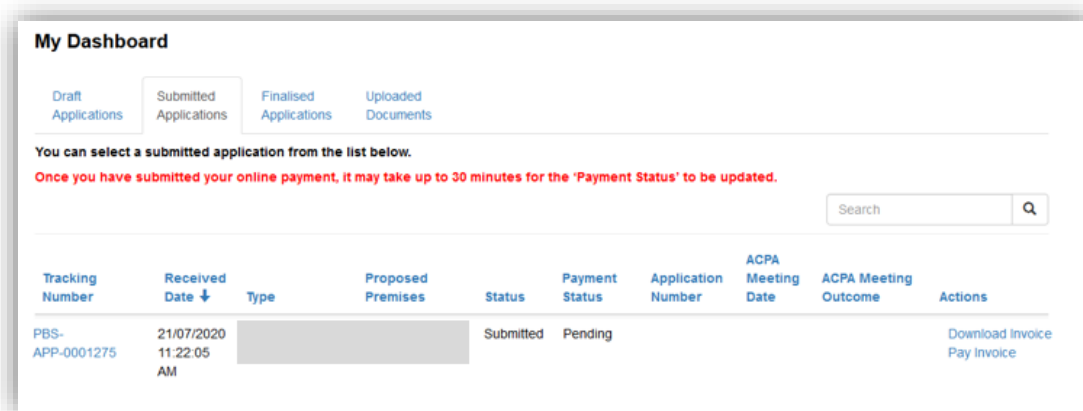
In some instances, due to timing or connection issues, the invoice will not be generated upon submission and, instead, the following screen will be displayed:



If this occurs, when the invoice has been generated, the application contact nominee (and, if different, the submitter) will receive an email advising that the invoice has been issued and is available in the PBS Approved Suppliers Portal.

12. Download or pay an invoice from 'My Dashboard'

- Locate the relevant application tracking number from 'My Dashboard/Submitted Applications'. Please note, only the person who submitted the application will be able to view the invoice on 'My Dashboard'.



From 'My Dashboard', you will have the option of two 'Actions', either:



- Click on 'Pay Invoice' to display the *Confirm and Pay/Government EasyPay* screen where you can make an online payment via credit card (refer to the *Credit Card* section of this guide); or
- Click on 'Download Invoice' to download and/or save a PDF copy of your invoice for payment via other methods, details of which are provided on the invoice.

13. Tracking the status of a payment

You can track the progress of application payments from 'My Dashboard/Submitted Applications', which will indicate a status of:

- *Pending* – will display if payment has not been made
- *Paid - Awaiting confirmation* – will display when payment via EasyPay has been made but is awaiting clearance
- *Paid* – will display when payment is finalised

Payment is considered finalised only when the status is *Paid*.

-  Please note, once you have submitted an online payment, it may take up to 30 minutes for the 'Payment Status' to be updated on the Dashboard.
-  An invoice for the application fee will require immediate payment to ensure the payment can be finalised by the Department within seven calendar days from the invoice issue date. Delayed payment may result in your application being cancelled.

Please be aware, processing takes longer for EFT and BPAY payments so, if you delay making a payment by EFT or BPAY, it is unlikely the payment will be finalised within the seven-day period.

14. Non-payment of an invoice

If the Department does not receive full payment of the invoice in time for it to be finalised within seven calendar days from the invoice issue date, the application will be cancelled. The application contact nominee will be advised of the cancellation by email. To avoid cancellation of your application, please ensure payment is made immediately.

It is the applicant's responsibility to ensure the payment is made in time for it to be finalised by the Department within seven calendar days from the invoice issue date; the Department will not send a reminder.

Cancelled applications will appear on 'My Dashboard/Finalised Applications' with a status of 'Cancelled'.

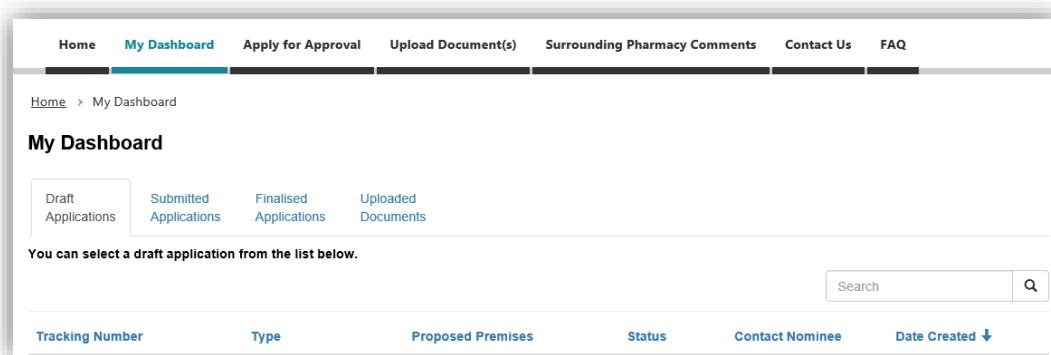
15. Resubmitting a returned application

If your application has been deemed invalid because you have provided incomplete or inaccurate information, it will be returned to the submitter via the PBS Approved Suppliers Portal.

- Refer to the *Application Checklist* at Attachment 1 of this guide for information about what constitutes a valid application.

The Department will send an email to the application contact nominee detailing the reasons why the application has been deemed invalid and returned.

A returned application will be listed with the same tracking number under your *Draft Applications* on the *My Dashboard* screen.



- Select the relevant application tracking number from your *Draft Applications* on the *My Dashboard* screen.
 - Provide the correct information or documentation as detailed in the email sent to the application contact nominee.
 - When you are ready to resubmit your application, follow the instructions provided in the *Declarations* and *Submitting your application* sections of this guide.
- When an application is returned, any attachments and/or information provided at the *Declarations* section will be deactivated; therefore, you must reattach any documents provided at this section before resubmitting your application.

- ❗ Resubmitted applications will not incur another fee and will not require payer details to be re-entered.
- ❗ If your application was returned because of incorrect or missing documents at the *Declarations* section, ensure you fix the errors or omissions before resubmitting your application. If you do not, the application will be deemed invalid again and returned to you to be corrected and resubmitted.
- ❗ The submission date and time will be recorded as the date and time the application is resubmitted.

16. If you need to contact us

If you have any questions about using the PBS Approved Suppliers Portal or your application, please send an email with details of your enquiry and quoting the application Tracking ID number to PBSApprovedSuppliers@health.gov.au.

Attachment 1: Valid Application Checklist

Explanatory notes

This application checklist applies to applications for approval to:

- establish a new pharmacy
- relocate an approved pharmacy (with or without change of ownership)
- change ownership of an approved pharmacy
- expand or contract the size of an approved pharmacy.

Lodgement date

The lodgement date of an application will be recorded as the date and time a valid application is submitted. If an application is incomplete and/or has not been completed correctly in accordance with the application checklist (below), you will be asked to resubmit your application with the omissions/errors rectified. The lodgement date and time will be recorded as the date and time your application is resubmitted.

Difference between an authorised person and an appointed representative

The terms 'authorised person' and 'appointed representative' each have a distinct meaning in the PBS approved suppliers application process.

An *authorised person* is a pharmacist named in the application who is officially associated with, and authorised to act in relation to, an organisation, such as a company director.

An *appointed representative* is someone appointed by the applicant(s) to prepare and submit an application on behalf of the applicant pharmacist(s) or organisation(s) with multiple authorised persons.

Appointment of a representative to prepare and submit an application

The [Appointment of a representative to prepare and submit an application form](#) (the appointment of a representative form) is required when the applicant pharmacist(s) or organisation(s) with multiple authorised persons appoint a representative to prepare and submit an application on their behalf.

- If an application involves one applicant pharmacist/authorised person only, the applicant may choose to appoint a representative to complete and submit the application on his or her behalf.
- If an application involves multiple applicant pharmacists and/or authorised persons, a representative must be appointed to complete and submit the application on behalf of all applicant pharmacists and/or authorised persons.

The appointed representative can be one of the applicant pharmacists/authorised persons or someone else appointed by the applicant(s) to act on their behalf. The appointed representative will use their login credential to sign in to the PBS Approved Suppliers Portal to complete and submit the application.

The appointed representative must be the person submitting the application via the PBS Approved Suppliers Portal, and all applicants named in the application, whether they be applicant pharmacists or authorised persons for an organisation, must sign the appointment of a representative form.

Applicant(s) Details

An applicant can be an individual pharmacist or an organisation (i.e. company or friendly society) or a combination of applicant types.

Applicant pharmacist(s) and/or authorised person(s) for an organisation must be qualified to provide pharmacy services, and details provided must be consistent with the AHPRA register and the existing pharmacy approval (if applicable)*.

If an applicant is an organisation, person(s) officially associated with that organisation must be added to the application as authorised persons (not applicants**) for example:

- If the applicant is a company, the director(s) must be added as authorised person(s).
- If the applicant is a friendly society, the board member(s) and the secretary must be added as authorised person(s).

For change of ownership applications, the applicant(s) will be the incoming owner(s).

If an application involves bringing in a partner by selling a share of the pharmacy business, the current owner(s) must be listed in the current owner(s) declaration form as current owner(s) and in the application as applicant(s). Current owner(s) details must be consistent with the existing pharmacy approval*.

The names of the applicants (and any other information you provide in your application regarding ownership, trading name and address of pharmacy) must be consistent with the details that you provide to the relevant state or territory pharmacy approval authority when seeking their approval to operate a pharmacy business at the proposed premises.

* Due to changes that came into effect on 11 December 2020 to exclude references to trusts in the assessment and approval of applications, if your existing pharmacy approval is granted to an individual or company as trustee of a trust, this will be taken into account when reviewing the application for validity.

** An authorised person for an organisation should not be added again as an applicant unless that person is applying for approval in his or her own right in addition to the organisation.

Supporting documentation for an applicant organisation

The supporting documentation for an applicant organisation must be attached to the application and will depend upon the organisation type:

- If an applicant is a company, you must attach evidence confirming the authority of the authorised person(s) to act in relation to the company (e.g. ASIC company extract that lists the directors of the company).
- If an applicant is a friendly society, you must attach an official document listing all board members (such as an ASIC extract).

The supporting documentation must be consistent with and substantiate the information provided in the 'Applicant(s) details' section of the PBS Approved Suppliers Portal.

Current owner(s) declaration

If your application involves a change of ownership, the [Current owner\(s\) declaration form](#) must be attached to your application. All of the current pharmacy business owners must sign the current owner(s) declaration. By current pharmacy business owners, we mean all current approved pharmacists, whether they be individual pharmacists or authorised persons for an organisation (i.e. company directors and/or friendly society approved representatives). The details provided in the current owner(s) declaration must be consistent with the existing pharmacy approval.

Declarations

The PBS Approved Suppliers Portal will not allow an application to be submitted until the:

- check box in the 'Declarations' section has been checked to indicate that the Declaration has been made; and
- if applicable, the appointment of a representative form and/or the current owner(s) declaration form have been attached to the application.

Applications to expand or contract the size of an approved pharmacy

If your application is for approval to expand or contract the size of an approved pharmacy, you will need to request the application form by emailing pbsapprovedsuppliers@health.gov.au. The Department will email the PDF application form to you, along with the *Notification of payer details* form, which must be attached to an expand/contract application to allow the Department to collect the application fee.

PDF Forms

If applicable, ensure you use the current appointment of a representative form and current owner(s) declaration form available at www.health.gov.au/pbsapprovedsuppliers under [Guides and Forms](#).

Checklist

If your application contains any errors or omissions in relation to the following requirements, you will be asked to resubmit your application. The lodgement date and time will be revised to when your application is resubmitted.

Requirement	✓
1. Appointment of a representative form is attached (if applicable) <i>The appointment of a representative form must be attached when the applicant pharmacist(s) or organisation(s) with multiple authorised persons appoint a representative to prepare and submit an application on their behalf. This form is to be attached to your application at the 'Declarations' section of the PBS Approved Suppliers Portal</i>	<input type="checkbox"/> Attached or <input type="checkbox"/> I am the sole applicant/authorised person and I am submitting the application myself.
2. Applicant(s) details entered correctly <i>An applicant can be an individual pharmacist or an organisation. For details about how to enter applicant(s) details correctly, refer to the explanatory notes above and the relevant guide for submitting an application.</i>	<input type="checkbox"/> Applicant(s) details have been entered in accordance with the explanatory notes above and the relevant guide for submitting an application.
3. Pharmacist(s) details are consistent with the AHPRA register.	<input type="checkbox"/> Consistent
4. Applicant(s) and/or current owner(s) details are consistent with the existing pharmacy approval (if applicable). <i>Due to changes that came into effect on 11 December 2020 to exclude references to trusts in the assessment and approval of applications, if your existing pharmacy approval is granted to an individual or company as trustee of a trust, this will be taken into account when reviewing the application for validity.</i>	<input type="checkbox"/> Consistent or <input type="checkbox"/> My application does not involve an existing pharmacy approval.

<p>5. Supporting documentation for an applicant organisation is attached (if applicable) <i>Supporting documentation for applicant organisation(s) listed in your application must be attached. The supporting documentation must substantiate the information you have provided in the 'Applicant(s) details' section of the PBS Approved Suppliers Portal.</i></p>	<p><input type="checkbox"/> Attached</p> <p>or</p> <p><input type="checkbox"/> My application does not involve an organisation.</p>
<p>6. Current owner(s) declaration is attached (if applicable) <i>If your application involves a change of ownership, the Current Owner(s) Declaration form must be attached to your application at the 'Declarations' section of the PBS Approved Suppliers Portal. All current owner(s) must sign this declaration. Current owner(s) details must match the existing pharmacy approval.</i></p>	<p><input type="checkbox"/> Attached</p> <p>or</p> <p><input type="checkbox"/> My application does not involve a change of ownership.</p>
<p>7. Notification of payer details form is attached (if applicable) <i>If your application is for approval to expand or contract the size of an approved pharmacy, the Notification of payer details form must be attached to your application.</i></p>	<p><input type="checkbox"/> Attached</p> <p>or</p> <p><input type="checkbox"/> My application does not involve expanding or contracting the size of an approved pharmacy.</p>
<p>8. The most current appointment of a representative and/or current owner(s) declaration PDF forms have been used (if applicable) <i>The most current PDF forms are available at www.health.gov.au/pbsapprovedsuppliers under Guides and Forms.</i></p>	<p><input type="checkbox"/> Current PDF forms used</p> <p>or</p> <p><input type="checkbox"/> Not applicable</p>