



ABCO Quick Reference Guide for Applicants and ABCs

Refunds workflows

This guide clarifies the use of the Refund function in ABCO and the differences between the types of refunds available in the system.

Overpayments

ABCO captures 3 types of overpayments:

- Duplicate payment – The applicant pays the application fee for the same activity twice
- Incorrect amount paid – The applicant pays the incorrect amount (e.g. \$1500 instead of \$1200)
- Updated Estimated Value – The estimated value of the application has changed, **and** a different fee bracket is applicable.

How to request a Refund for overpayments

Overpayments are addressed using the **Register Overpayment** function.

Please note:

- The **Register Overpayment** function is available to ABC users only.
- Overpayment related refunds do not incur a fee of \$250.

ABC's steps

Step 1: Navigate to the **Financial Transactions** page and locate the transaction that was overpaid.

The screenshot displays the ABCO interface. On the left, a sidebar under the 'Assessment' header lists various menu items. 'Financial Transactions' is highlighted with a red box. The main area shows the 'Financial Transactions' page with a 'Download Results' button and a table of results.

ID	Date of Issue	Amount	Status	Description	Last Updated on
BAN-26-FT001	25/06/2026 4:18 PM	\$8,400.00	Awaiting Confirmation	New Application	26/06/2026 9:53 AM

Step 2: Click **Register Overpayment** and enter the details of the overpayment. The system provides two reasons for overpayment, select the most appropriate option.

Note: Payment must have been confirmed before an overpayment can be registered.

Payment Confirmed

Payment Date

26/06/2026 10:29 AM

Payment Method

EFT

Receipt Number

BAN-26- -FT001

EFT Receipt

File Name ↑	File Size
	4 MB

EFT Receipt Acknowledged On

26/06/2026 10:30 AM

Register Overpayment

Register Overpayment

×

Type of Overpayment *

When an overpayment or duplicate payment is registered, a request for refund approval will be sent to the Department. If approved, the Applicant will then be prompted to provide account details to receive the refunded amount.

Overpaid in error

Duplicate payment

\$

1600

Comments

Applicant overpaid application by \$1,600 (total \$10,000)

Save

Once this step is completed, the overpayment refund request is sent to the department for approval.

The applicant will be notified once approved and will be prompted to provide their bank account details via ABCO, following these steps:

Applicant's steps

Step 1: Navigate to the **Financial Transactions** page, click the **Refund Requests** tab.

The screenshot shows the 'Financial Transactions' page with the 'Refund Requests' tab highlighted. The left sidebar contains a menu with 'Assessment' (expanded), 'Financial Transactions' (highlighted), and 'Application'. The main content area is titled 'Refund Requests' and shows a table with one record found.

ID ↓	Date of Request	Amount	Status	Last Updated on
BAN-26-RFD001	26/06/2026 10:55 AM	-\$1,600.00	Approved	26/06/2026 11:02 AM

A 'Download Results' button is located in the top right corner of the table area.

Step 2: Click into the refund request for the overpayment and click **Provide Account Details**, complete and **Save**. Once saved the refund will be processed and sent to the nominated account in due course (please note, the financial transaction is handled by the department separately – as such, allow a few days for processing and bank transfer).

The screenshot shows the 'Refund Request' details page. The left sidebar is the same as in Step 1, with 'Financial Transactions' highlighted. The main content area is titled 'Refund Request' and contains the following details:

- Date of Request:** 26/06/2026 10:55 AM
- Last Updated:** 26/06/2026 11:02 AM
- Reason for Refund:** Overpaid in error
- Amount:** -\$1,600.00
- Comments:** Applicant overpaid application by \$1,600 (total \$10,000)
- Decision:**
 - Feedback:** Approved
 - Account Details Provided?** ☒ No ☐ Yes
 - Financial Transaction:** BAN- -FT003

A 'Provide Account Details' button is located at the bottom right of the page, highlighted with a red box.

Provide Account Details
✕

A Refund related to : BAN-26- has been authorised. Please provide your preferred bank account details to receive the refunded amount of \$1,600.00.
Please note refunds may not appear in your bank account straight away.

Account Name *

Account Number *

BSB *

Save

Invalid applications

ABCO captures 3 types of invalid applications:

- Incorrect application type – The applicant lodged the wrong application type (e.g. lodged as Building or Works Permit and the activity is exempt)
- Incorrect airport – The applicant selected the wrong airport when lodging the application
- Duplicate application – The applicant lodged a duplicate application for the same activity.

How to request a Refund for invalid applications

Applications are invalidated using the **Invalidate Application** function.

The system shows the invalidated application refund workflow only once the application fee has been paid.

Please note:

- The **Invalidate Application** function is available to ABC users only
- Invalid application related refunds do not incur a fee of \$250.

ABC's steps

Step 1: Navigate to the **Assessment Details** page, click **Actions** and select **Invalidate Application**. The payment must be confirmed for this workflow to commence.

Assessment
Assessment Details
Stages
Assessment RFIs
Variations
AEO Referrals
Approvals
Inspections
Certificates of Compliance
Financial Transactions
Documents
Assessment Notes
Remedial Directions
Infringement Notices
Timesheets
Application

Assessment Details

Who can access this Application
Download PDF of submitted Application
Invalidate Application

Application Information

Application Title	TESTER
Application Type	Airport
Building and/or Works Permit	
Date of Submission	Estimated Value
25/06/2026 4:18 PM	\$1,000,000.00

Airport Building Controller Information

Project Short Name	BAN-26
Assigned To	ALC Consent Granted?
Not assigned	Undetermined

Once this step is completed, the refund request will automatically be approved. The applicant will be notified and will be prompted to provide their bank account details via ABCO, following these steps:

Applicant's steps

Step 1: Navigate to the **Financial Transactions** page, click the **Refund Requests** tab.

The screenshot shows the ABCO system interface. On the left, a sidebar menu has 'Financial Transactions' highlighted with a red box. The main content area is titled 'Refund Requests'. At the top of this area, there are two tabs: 'Financial Transactions' and 'Refund Requests', with the latter highlighted by a red box. Below the tabs, a table displays '1 record found'. The table has columns for ID, Date of Request, Amount, Status, and Last Updated on. The single record shown is: ID BAN-26-RFD001, Date of Request 26/06/2026 1:19 PM, Amount -\$12,000.00, Status Approved, and Last Updated on 26/06/2026 1:19 PM. A 'Download Results' button is located in the top right corner of the table area.

Step 2: Click into the refund request and click **Provide Account Details**, complete and **Save**. Once saved, the refund will be processed and sent to your nominated account in due course (please note, the financial transaction is handled by the department separately – as such, allow a few days for processing and bank transfer).

The screenshot shows the ABCO system interface for a 'Refund Request'. On the left, a sidebar menu has 'Financial Transactions' highlighted with a red box. The main content area is titled 'Refund Request'. It displays the following details: Date of Request 26/06/2026 1:19 PM, Last Updated 26/06/2026 1:19 PM, Reason for Refund Invalid Application, Amount -\$12,000.00, and Comments System generated Refund Request. Under the 'Decision' section, it shows 'Feedback Automatically Approved' and 'Account Details Provided?' with 'No' selected. A 'Provide Account Details' button is highlighted with a red box at the bottom right.

Provide Account Details



A Refund related to : _____ has been authorised. Please provide your preferred bank account details to receive the refunded amount of \$1,600.00.
Please note refunds may not appear in your bank account straight away.

Account Name *

Account Number *

BSB *

Withdrawals

An applicant can withdraw an application any time before the ABC has made a decision on the application. Reasons for withdrawal include:

- Works not proceeding – The applicant has decided not to go ahead with the application.

How to request a refund for withdrawal

Applications are withdrawn using the **Withdraw Application** function.

The system shows the withdraw application refund workflow only once the application fee has been paid.

Please note:

- The **Withdraw Application** function is available to applicant users only
- Withdrawing an application incurs a \$250 withdrawal fee, consistent with section 20 of the Airports (Building Control) Regulations 2025.

Applicant's steps – part 1

Step 1: Navigate to the **Application Assessment** page, click **Actions** and select **Withdraw Application**. In the **Comments** field enter the reason for your request and click **Save**.

No further action is required until the withdrawal request is approved.

Step 1: Navigate to the **Assessment Details** page, click into the relevant withdrawal request and click **Accept Withdrawal Request**. Complete the Comment and ABC Effort Expended fields and click **Save**.

ID ↓	Date Submitted	Status	Last Updated	
BAN-26-WTH001	30/06/2026 9:05 AM	Open	30/06/2026 9:05 AM	

Accept Withdrawal Request [X]

Comments *

Comment

ABC Effort Expended *

1

Save

Assessment

Assessment Details

Stages

Assessment RFIs

Variations

AEO Referrals

Approvals

BAN-26-C

Status: Under Assessment

Request Status: Responded

Add Comment

Once this step is completed, the system will generate a \$250 withdrawal fee and notify the applicant. The applicant must pay the fee before the refund request is progressed.

Applicant's steps – part 2

Step 1: Once notified of the approval, navigate to the **Financial Transactions** page, click into the transaction marked **Application Withdrawal Fee**, and pay the fee. The \$250 fee can be paid by credit card or EFT.

Assessment

- Assessment Details
- Stages
- Assessment RFIs
- Variations
- AEO Referrals
- Approvals
- Inspections
- Financial Transactions**
- Documents
- Assessment Notes
- Remedial Directions
- Infringement Notices
- Timesheets

Application

Financial Transactions Refund Requests

Financial Transactions

2 records found

Download Results

ID ↓	Date of Issue	Amount	Status	Description	Last Updated on	
BAN-26-FT002	30/06/2026 9:09 AM	\$250.00	Unpaid	Application Withdrawal Fee	30/06/2026 9:10 AM	
BAN-26-FT001	26/06/2026 3:53 PM	\$400.00	Payment Confirmed	New Application	26/06/2026 3:58 PM	

ABC's steps – part 2

Step 1: Once payment is made, navigate to the **Financial Transactions** page, click into the relevant withdrawal fee and accept the payment advice. This will trigger the refund request (please note, this step is required only for EFT payments; credit card payments will automatically trigger the refund workflow).

No further action is required of the ABC.

Applicant's steps – part 3

Step 1: Click into the refund request and click **Provide Account Details**, complete and **Save**. Once saved the refund will be processed and sent to your nominated account in due course (please note, the financial transaction is handled by the department separately – as such, allow a few days for processing and bank transfer).

Assessment 

Assessment Details

Stages

Assessment RFIs

Variations

Approvals

Inspections

Financial Transactions 

Documents

Application 

Refund Request

Date of Request

30/06/2026 1:38 PM

Last Updated

30/06/2026 1:38 PM

Reason for Refund

Application Withdrawn

Amount

-\$400.00

Comments

System generated Refund Request

Decision

Feedback

Automatically Approved

Account Details Provided?

☒ No ☐ Yes

Financial Transaction

BAN-26- FT003

Provide Account Details