Medicines & Healthcare products Regulatory Agency

Abridged version of DORS Account Management Reference Guide:

How to submit your Annual Fee application if you paid outside DORS

Published 11 November 2026



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Background to the Annual Fee

The Annual Fee due on 1 April of each year is calculated against the devices registered on each account at 31 March of each year.

We have prepared detailed guidance to explain how the statutory Annual Fee is calculated.

If you paid your Annual Fee outside DORS

This abridged version of the Account Management Reference Guide is for **customers who have incorrectly made payment for the Annual Fee outside the Device Online Registration System (DORS**).

If you have paid the Annual Fee but **not** submitted the Annual Fee application in DORS, please follow these steps:

If you paid by Worldpay outside DORS

If you paid the Annual Fee by **Worldpay** through another MHRA portal (i.e. not DORS), the payment will **not** be reflected in your DORS account. This is why your account has been suspended.

You do not need to make another payment.

1. To submit your Annual Fee application, you will need to: Log into your DORS account using this link: https://mhrabpm.appiancloud.com/suite/
2. **Click** on the **Annual Fee** link on the Summary page
3. Select **BACS/CHAPS** as the payment method in DORS.
4. Upload confirmation of your existing **Worldpay payment** as your proof of payment. You do not need to provide BACS/CHAPS payment confirmation. (See Uploading your proof of payment for a step-by-step guide.)
5. Include the words **"WORLDPAY PAYMENT"** in the filename of the document you upload.
6. Complete and submit your Annual Fee application.

Do not select Worldpay as the payment method. If you do, DORS will require you to make another card payment before you can submit the application.

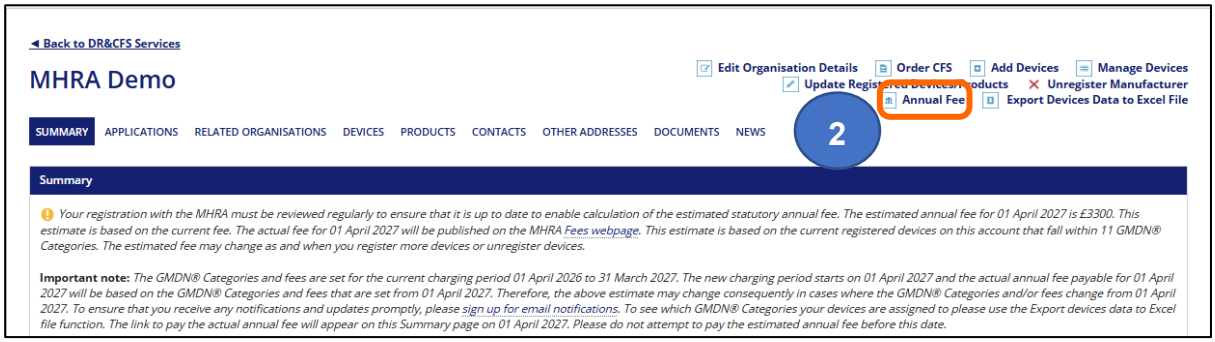
If you paid by BACS/CHAPS outside DORS

If you have already paid by BACS/CHAPS, **you do not need to make another payment**.

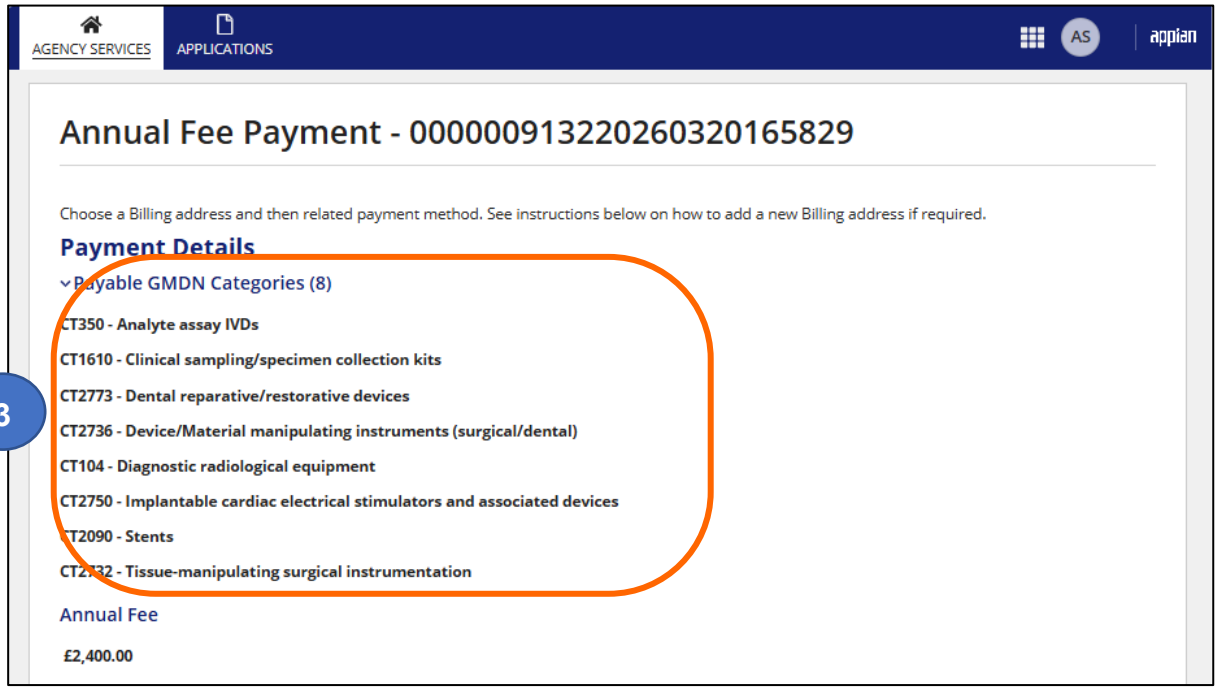
Please follow the step-by-step instructions below to upload your **BACS/CHAPS payment confirmation** and submit your Annual Fee application:

1. Log into your DORS account using this link: https://mhrabpm.appiancloud.com/suite/

2. **Click** on the **Annual Fee** link on the Summary page



3. Click on the **>** symbol next to Payable GMDN Categories to view the Categories.



Uploading your proof of payment

1. After selecting a billing address, select BACS/CHAPS as the payment method.

2. Upload the proof of payment you have already made:

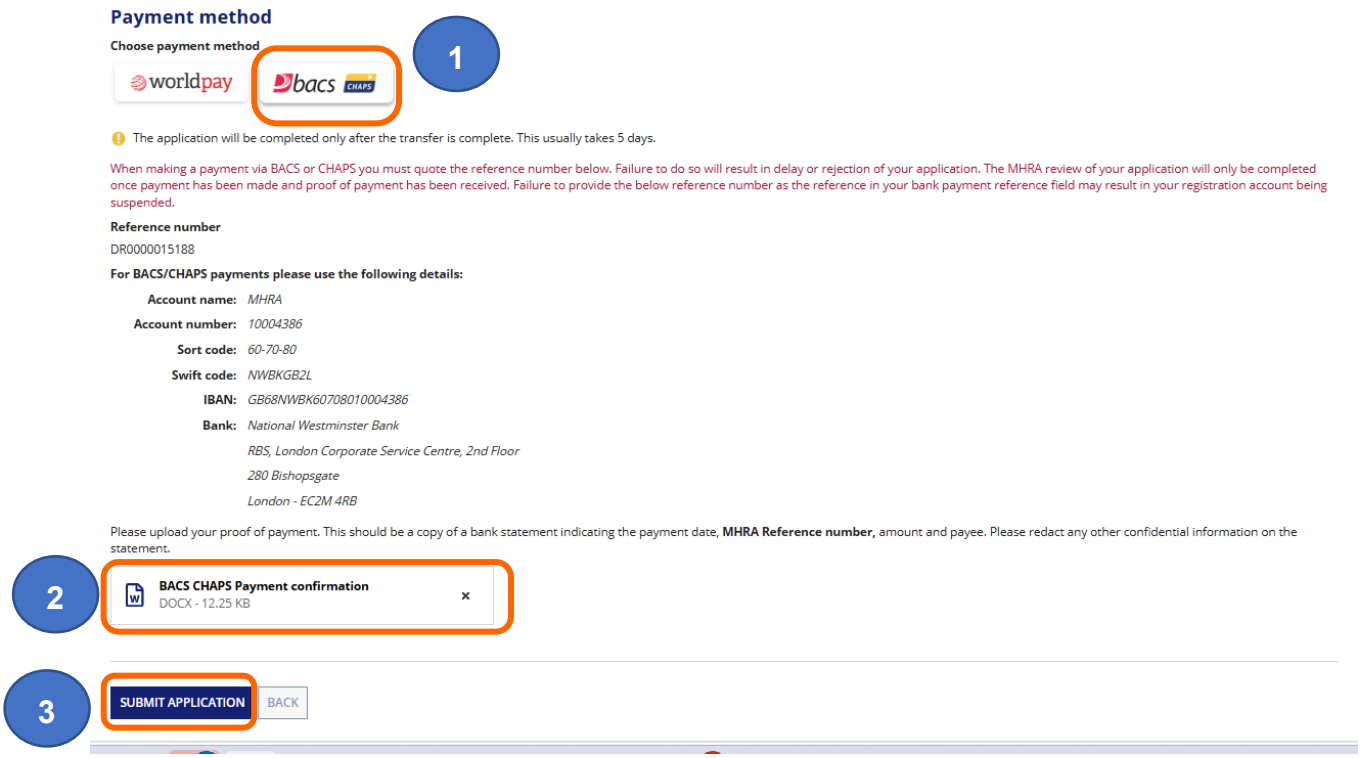
- If you paid by BACS/CHAPS, upload your BACS/CHAPS payment confirmation
- If you paid by Worldpay, upload your Worldpay payment confirmation and include "WORLDPAY PAYMENT" in the filename of the document

Do not make another payment.

Please note: Before uploading your proof of payment, redact any personal or sensitive information the MHRA does not need, such as account numbers or details of other payments.

The document should only show the:
- organisation name
- date paid
- amount paid
- payment reference

Note: Your payment reference should be the relevant 'DR' reference number. If you did not use this reference, reconciliation of your payment may take longer and the MHRA may need to contact you.

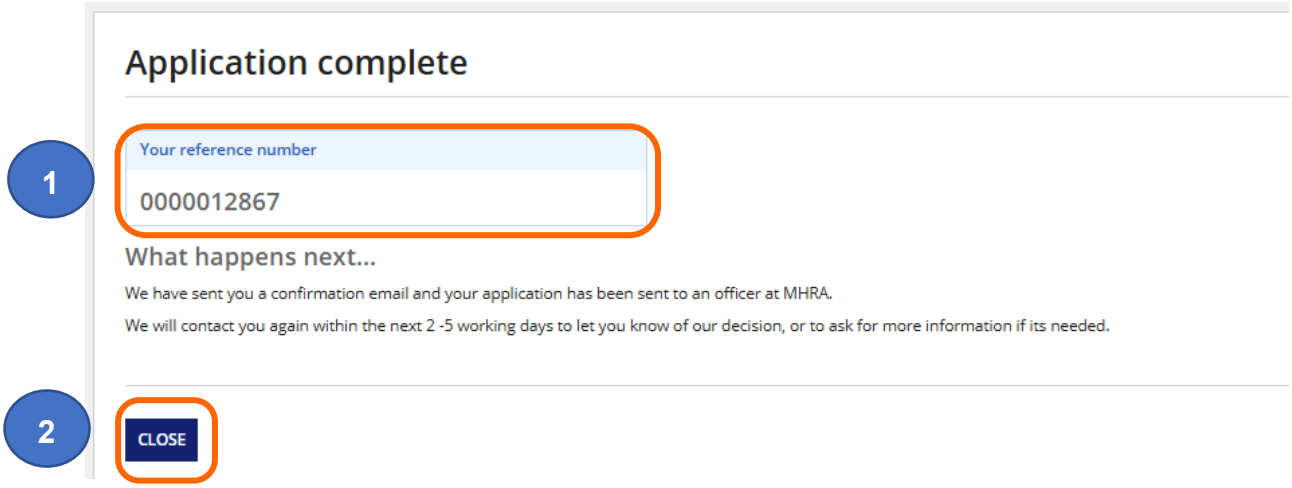


3. **Click** the **Submit Application** button.

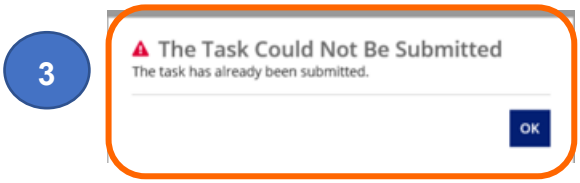
After submitting your application

1. Note the Application reference number.

2. **Select** the Close button.

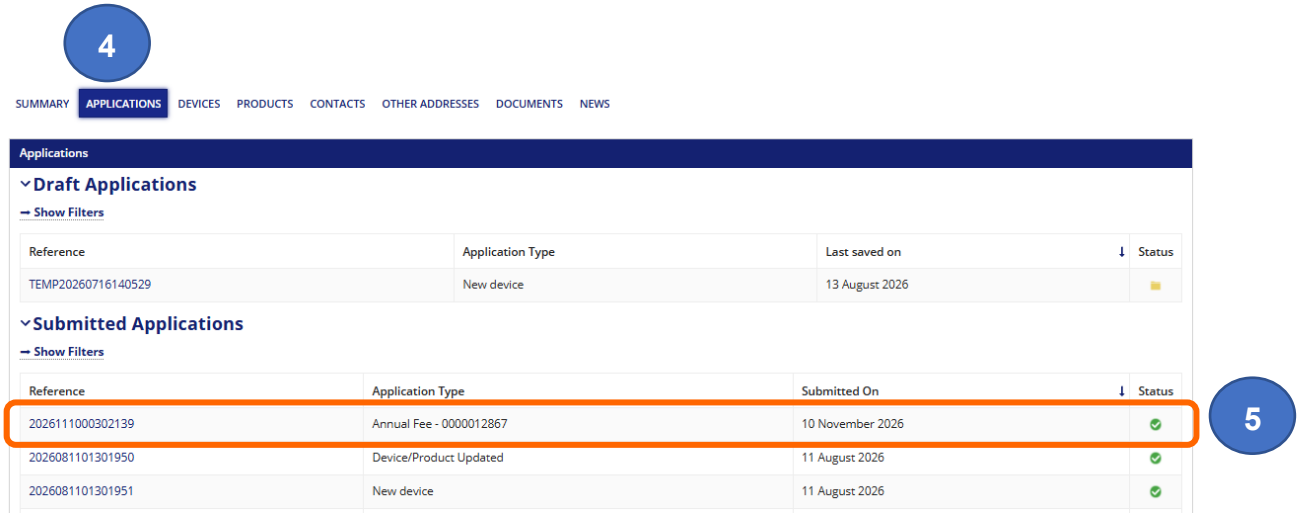


3. If you do not select **Close within 2 minutes,** you may see a messaging saying that the task has already been submitted. Your application will not be affected (it has been automatically been submitted). **Select OK** to continue.



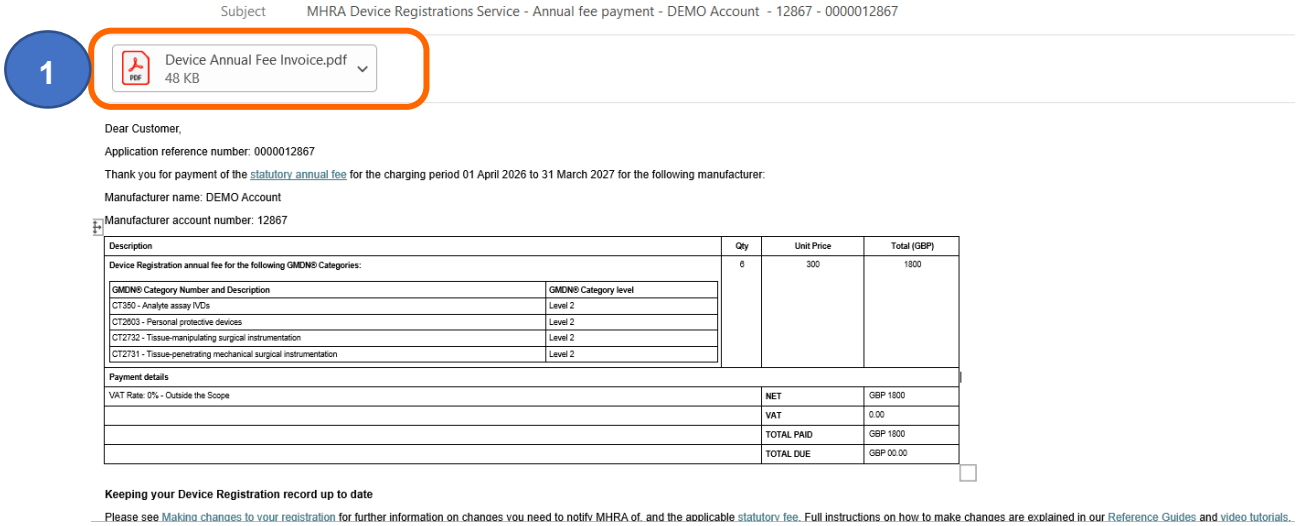
4. To check the progress of your submitted application, **Click** on the **Applications tab**

5. **Hover** over the **Status** icon tab.



Payment confirmation email

1. You will receive a confirmation email informing you that your **Annual Fee** application has been successfully submitted through DORS. The email will include a PDF of the **paid** Annual Fee Invoice.



2. The status of your account will be changed from ‘Suspended’ to ‘Registered’. This usually happens within a few minutes.



Important note: If you are a UK Responsible Person or Northern Ireland Authorised Representative, and you have submitted the Annual Fee Application for **your** account (because you are also a manufacturer), then the accounts of your represented manufacturers will also be reinstated to a status of ‘Registered’, if the fee had been paid for their account/s through DORS.

If the Annual Fee has not been paid through DORS for your represented manufacturers, you will need to repeat the above process for each represented manufacturer account.

If the represented manufacturer account was, or has now been, paid through DORS but the Letter of Designation has expired, the account will remain suspended until a new Letter of Designation is uploaded. Please follow the instructions in the Account Management Reference Guide.

If you have not yet paid

If you have not yet paid the Annual Fee due on 1 April 2026. Please watch the **Paying Annual Fee** video tutorial or follow the step-by-step instructions from page 12 of the Account Management Reference Guide.

Further support

If you have followed the instructions above to submit your Annual Fee application through DORS and your account status is not showing as ‘Registered’ after a few minutes, and there is a valid Letter of Designation, in the case of represented manufacturers, please email info@mhra.gov.uk.

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