



TCOL

ONLINE USER'S GUIDE
VERSION 1.1



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1. Typographic Conventions

Typographic conventions are used with the following meanings:

Screen names and field names are capitalized. For example: In the Transaction screen, move to the Search field.

Buttons and other “clickable” items appear in bold. For example: Click **Submit**.

Required input (that you enter exactly as shown) appears in Courier font. For example: Type: APICANADA.COM

Variable input (that you provide) appears in italic Courier font. For example: Type your *Password*

System messages (and other screen output) appear in bold Courier font. For example:

PASSWORD CHANGE COMPLETED

Tips, Notes, Important Notes, Cautions, and Warnings appear as shown below

Tip

A way to make your work easier.

Note

Further information about the current subject.

Important

An emphatic note about the current subject.

Caution

An important point that could prevent an inconvenience.

Warning

An important point that could prevent a financial loss, or loss of data.

2. Introduction

Tax Certificates Online (TCOL) service provides customers with access to the tax certificate from a variety of cities, towns, villages, and properties in rural areas of British Columbia.

In addition to British Columbia, the service extends to other provinces such as Alberta.

TCOL is available through two distribution channels – the Access Point web site at www.apicanada.com and the myLTSA web site at <https://apps.ltsa.ca/iam/login>

Tax certificates retrieved through the Access Point web site are paid for with a credit card and certificates retrieved through myLTSA are paid for with a myLTSA deposit account.

Customers are required to register for an account to make use of the services. Registration with Access Point just takes a few minutes and registration with myLTSA can take a few days.

TCOL is also available through ProSuite and eConveyance. Ordering your tax certificates through ProSuite or eConveyance is an easy-to-use integration which simplifies the tax certificate ordering process with the added benefit of having data from the tax certificate populate into specific areas of your conveyancing program which helps to reduce human error and unnecessary keystrokes.

To search for a tax certificate, customers must have a registration number attached to the property. Registration numbers such as the British Columbia Property Identification (PID) number, Roll Number, Manufactured Home Number, the Alberta Land Identification Number Code (LINC) and in Ontario Roll Numbers can be used in TCOL to locate the tax certificate.

In British Columbia, TCOL can automatically locate the certificate by PID using information from the BC Land Title and Survey Authority and the BC Assessment Authority.

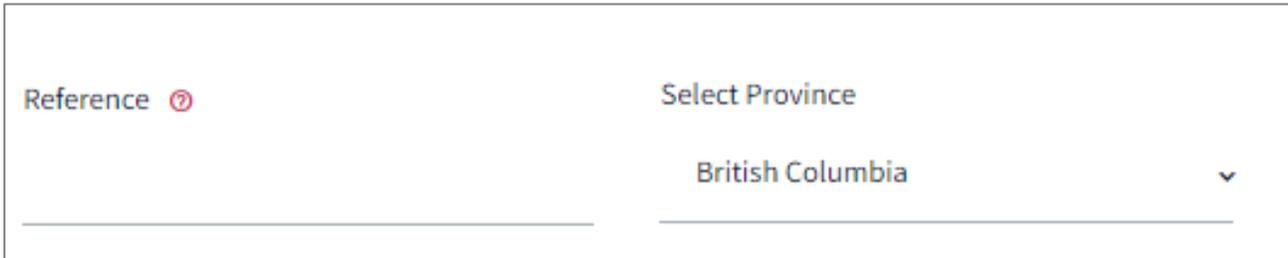
In other provinces, customers must select the appropriate city to search.

When the search is complete, both the certificate and its accompanying receipt are delivered as a PDF file.

TCOL also provides a historical record of previous searches.

3. Reference Field

The 15-character Reference field allows you to add a reference to each of your transactions. For example, you might enter your customer name or your file number.



The screenshot shows a form with two input fields. The first field is labeled "Reference" with a red question mark icon and is currently blank. The second field is labeled "Select Province" and has a dropdown menu with "British Columbia" selected and a downward arrow on the right.

Figure 1: Reference field.

The Reference field will appear on the receipt for your search.



The screenshot shows a receipt titled "Payment Details". The receipt contains the following information:

- APIC Account: jodean@doprocess.com
- Transaction Type: PAYMENT
- Payment Method: Credit Card - *****4242
- Card Type: Visa
- Order ID: 0000026741
- Response Code Msg: 027 - APPROVED * =
- Reference Number: 660194100016500330
- Auth Code: 420957
- Customer Reference: 1235 (highlighted with a red box)
- Billing Date: April 04, 2022
- Billing Time: 08:36:14
- Order Number: 26741

Figure 2: Reference field on TCOL receipt.

If you pass the cost of tax certificates to your clients, this may help you with your office accounting.

There is no charge for using the Reference field. If you don't use it, the Reference field on your TCOL statement will be blank.

To use the reference tag, click in the Reference field before you start your search. Type any combination of numbers or letters (up to 15).

If you don't need to use a reference tag, just leave the field blank.

4. Search for a Tax Certificate

There are a few ways to search for a Tax Certificate:

1. If you know the property's BC PID number, try the PID Search tab first. This searches all municipalities in BC.
2. If searching by PID number doesn't work, you can try the Alternate Search tab. Here, you can search by PID in a particular BC municipality, or search by Manufactured Home (MH) Number, or search by Roll (Folio) Number. See Alternate Search on page 9.

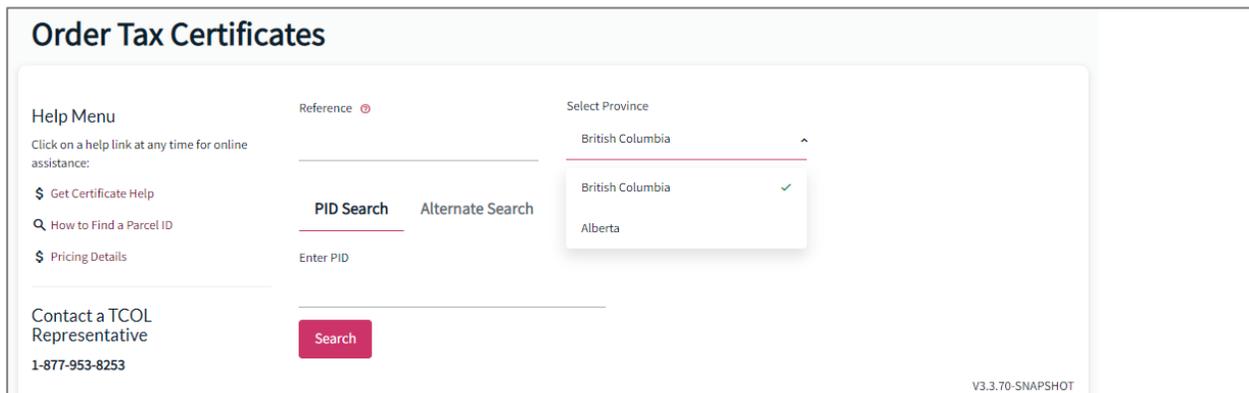


Figure 3: Select region for TCOL search.

Note

To retrieve a tax certificate from other regions or Provinces, you must use the APIC website, www.apicanada.com

The default search method is the PID Search tab. For BC properties, this method automatically determines the correct municipality to conduct the search.

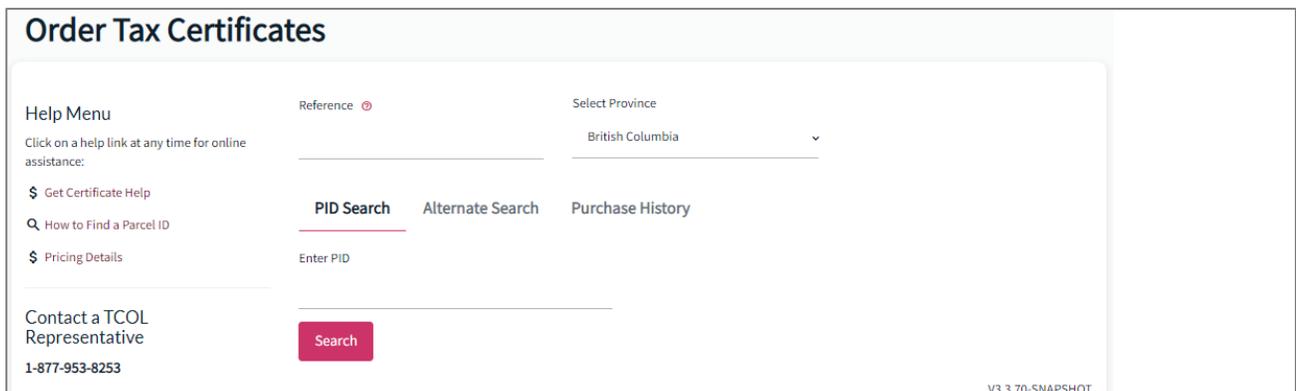


Figure 4: Standard PID search in British Columbia

Enter the property's 9-digit Property Identification number (PID) and then click **Search**.

Purchase Authorization

Help Menu

Click on a help link at any time for online assistance:

- 🇺🇸 Get Certificate Help
- 🔍 How to Find a Parcel ID
- 🇺🇸 Pricing Details

Contact a TCOL Representative

1-877-953-8253

PID 001-001-001 was found in Burnaby, City.

Purchase Order Number:	PID:	Reference:
29489	001-001-001	

Item	Price
Fee	\$ 75.00
Applicable Tax	\$ 1.50
Total	\$ 76.50

Authorize Purchase

Cancel

NOTE: By clicking "Authorize Purchase" you acknowledge that All Sales Are Final.

Figure 5: Payment confirmation screen

The TCOL system will determine the city issuing the tax certificate and display the total price of the certificate. To complete the purchase of the tax certificate, click **Authorize Purchase**.

Mandatory fields marked by *

Cardholder Details

Enter your card's billing address without any special characters.

Postal/Zip Code*:

Payment Details

Transaction Amount: \$ 51.50 (CAD)

Order ID: 16490872389472179790

Please complete the following details exactly as they appear on your card. Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Card Security Code*:

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Process Transaction

Cancel Transaction

Figure 6: Credit card payment screen

If you are using the APIC web site to conduct your TCOL search, you will be asked to provide your credit card information. Enter your credit card information and click **Process Transaction** to retrieve the tax certificate.

Help Menu

Click on a help link at any time for online assistance:

- Get Certificate Help
- How to Find a Parcel ID
- Pricing Details

Contact a TCOL Representative

1-877-953-8253

Your Purchase

Customer Reference:

Region: British Columbia

Search Parameters: 001-001-001

NEED A TITLE SEARCH FAST?
PAY WITH A CREDIT CARD

CLICK HERE

Start a Tax Certificate Search

Download Tax Certificate

Download Your Receipt

View Search History

You may view your purchased tax certificate and receipt by clicking on the appropriate tab below. To download your tax certificate please click on the "Download Tax Certificate" button.

Tax Certificate
Receipt

PID_001-001-001_Burnaby_City_BC.pdf

CITY OF BURNABY

PROPERTY TAX CERTIFICATE

Printed: Aug 22, 2022 Tel: (604) 294-7350
 Number: 33191 Email: tax@burnaby.ca
 Jurisdiction: 301

This statement is issued in accordance with section 249 of the Community Charter - Certificate of Outstanding Taxes. Under 249(3), an error in a statement or certificate given under this section does not subject the municipality to damages. THIS PROPERTY MAY BE SUBJECT TO OTHER CHARGES OR FEES.

For APIC

		Property			
Folio:	1290-5822-0000	LTO No.:	CA9949623		
Pid:	001-001-001	MHR No.:			
Civic:	5622 BROADWAY				
Legal:	STRATA LOT 13, PLAN N/IS27, DISTRICT LOT 125, GROUP 1, NEW WESTMINSTER LAND DISTRICT, 9920/1220 TOGETHER WITH AN INTEREST IN THE COMMON PROPERTY IN PROPORTION TO THE UNIT ENTITLEMENT OF THE STRATA LOT AS SHOWN ON FORM 1 OR V, AS APPROPRIATE				
Status:	ACTIVE				

2022 Assessments					
Value Set	Assessment Class	Value Type	Land	Improvements	Total
GENERAL	Residential	GROSS	405,000	23,800	428,800
GENERAL	Residential	EXEMPT	0	0	0
GENERAL	Residential	NET	405,000	23,800	428,800

2022 Levies, Grants, Deferrals		Property Taxes Owng As At Aug 22, 2022		2023 Instalments	
Total Levy	1,229.65	Delinquent (2020)	0.00	Payments Made	0.00
Grant Available		Arrears (2021)	0.00	Interest Earned	0.00
65 and over	845.00	Interest to Aug 22, 2022	0.00	Adjustments	0.00
Under 65	570.00	Current (2022)	0.00	Balance as at Aug 22, 2022	0.00
Grant Claimed	570.00	Penalties	0.00		
Deferred	0.00	Total Taxes Owng	0.00		

ACCOUNT NUMBER: 2014354

Utility Charges		Details of Last Bill	
Unpaid Arrears	0.00	Charges on Last Bill	694.79
Balance of Last Bill - Due Mar 15, 2022	0.00	Total Discount	-34.74
Account Balance as at Aug 22, 2022	0.00	Payments Applied	-660.05
		Penalties	0.00
		Adjustments	0.00

Flat Utility Charges		Discount	
Description	Amount	Available	Covers

Page: 1 of 1 Full Width ViewerJS

Figure 7: Tax certificate display screen

You may download the tax certificate in a new window by clicking the **Download Tax Certificate** button. To view your receipt for this transaction, click the **Receipt** tab.

5. Alternate Search (British Columbia)

To search a specific *BC* city by PID, Manufactured Home Number, or Roll Number, do *one* of the following:

Select the Search By type from the drop-down list. The drop-down will allow you to select PID, MH #, or Roll #.

Complete the search criteria you selected (PID, Manufactured Home number, or Roll number) and then select the community where you wish to conduct your search and click **Search**.

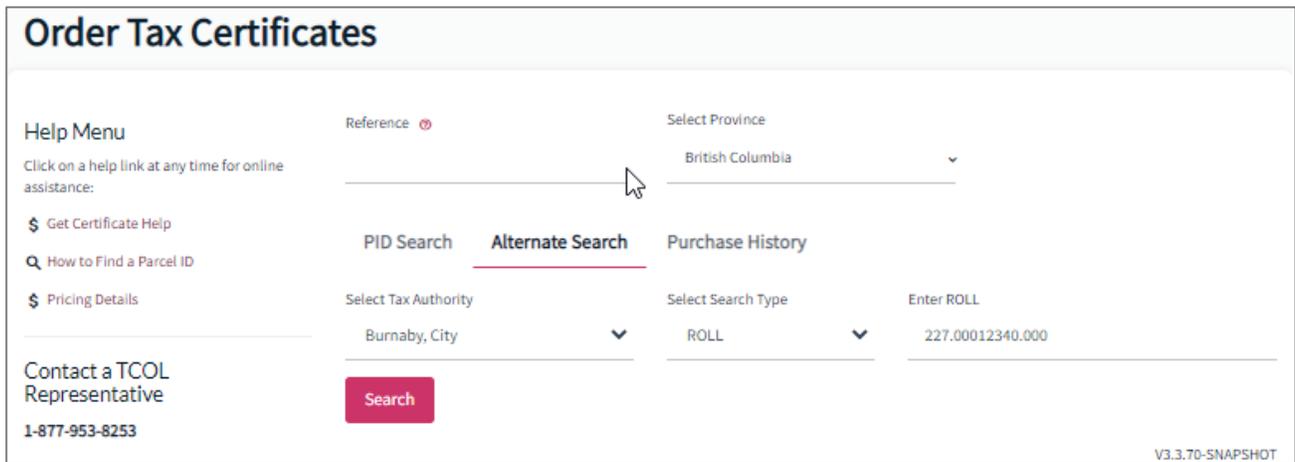


Figure 8: Alternate search input screen.

If your search is successful, you will go to the Confirmation screen.

If your search is not successful, there is no charge.

Important

You must enter all dashes or periods in the Roll number.

6. Search Methods (Ontario)

To search a specific Ontario Municipality, make sure your region is set to Ontario. Choose your Ontario Municipality by selecting a Municipality from the **Municipality** drop down menu and click **Continue**. Enter a Customer Reference number if applicable.



Figure 9: Choose Ontario Municipality screen.

Select a **Search Type** from the drop down and click **Continue**.

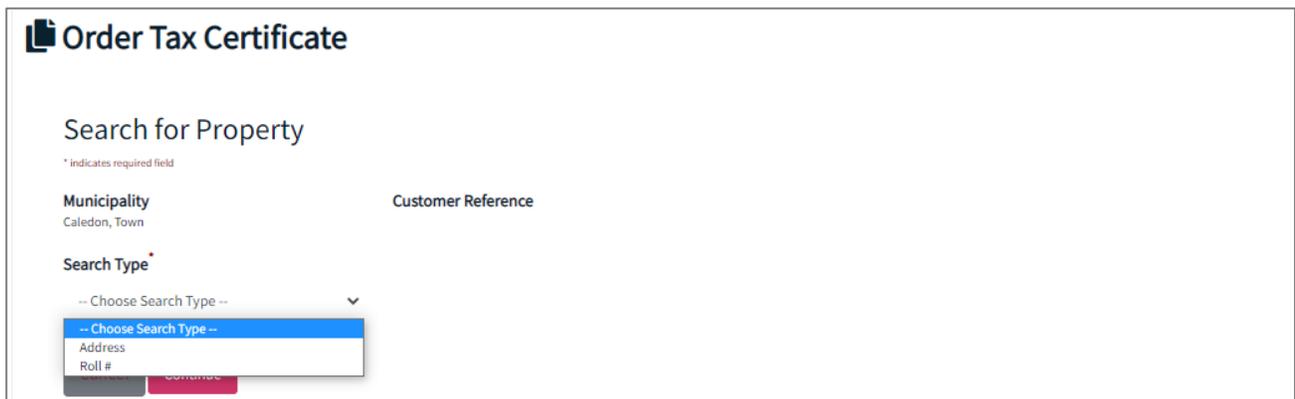


Figure 10: Search for Property Search Type Ontario screen.

Enter the PIN or Roll or search an Address and click **Continue**.

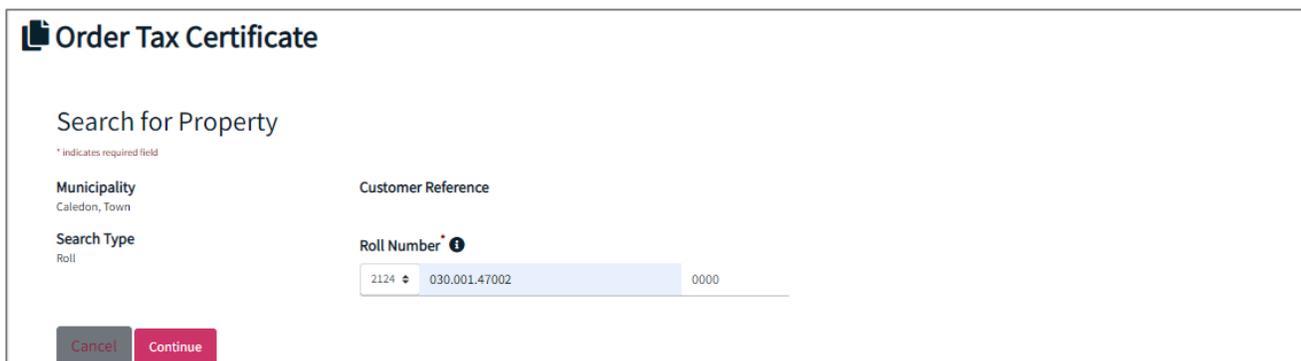


Figure 11: Search for Property Roll Number screen.

Complete the **Reason For Order** information and click Continue.

Order Tax Certificate

Order Details

Municipality
Guelph, City

Roll
2308.040.017.78631.0000

PIN

Address
12 MCLACHLAN PL GUELPH

Customer Reference

Reason For Order

* indicates required field

Please select the reason you are ordering this tax certificate.

SALE ▼

Purchaser's Name **Proposed Date of Sale**

Test Name 2022-08-26 📅

I acknowledge that I have reviewed and provided the correct information to complete the Tax Certificate order request and that the Tax Certificate delivered on this order will become invalid if inaccurate details are provided on the order request.

Figure 12: Reason for Order screen.

Review your Order and click **Authorize Purchase**.

Order Tax Certificate

Order Details

Municipality
Caledon, Town

Roll
2124.030.001.47002.0000

PIN

Address

Customer Reference

Review Order

Item	Price
Fee	\$ 73.63
Applicable Tax	\$ 1.37
Total	\$ 75.00

Choose a credit card 🗲

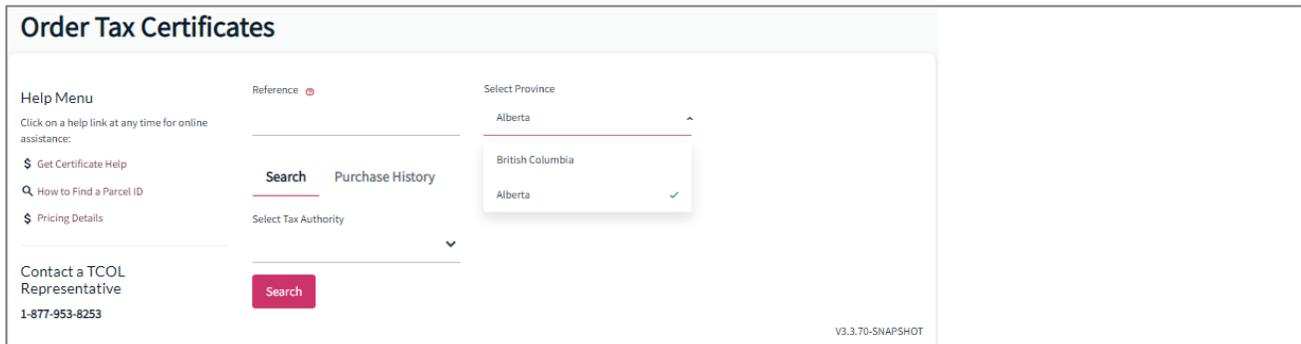
4242****4242 - Exp: 02/2025 ▼

NOTE: By clicking "Authorize Purchase" you acknowledge that All Sales Are Final.

Figure 13: Review Order screen.

7. Search Methods (Alberta)

To search a specific *Alberta* city by LINC, Manufactured Home Number, or Roll Number, select Alberta from the Region drop-down.

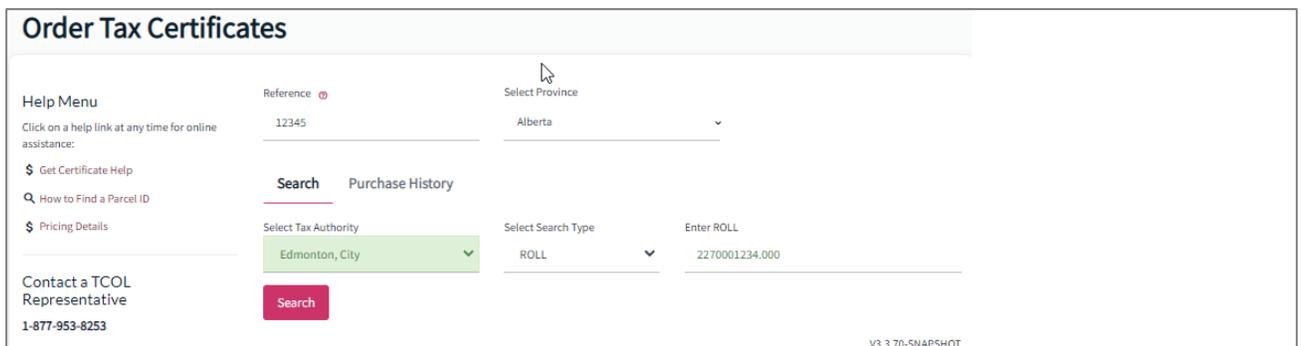


The screenshot shows the 'Order Tax Certificates' search page. On the left is a 'Help Menu' with links for 'Get Certificate Help', 'How to Find a Parcel ID', and 'Pricing Details'. Below it is contact information for a TCOL Representative. The main search area includes a 'Reference' field with the value '12345', a 'Select Province' dropdown menu currently showing 'Alberta' with a checkmark, and a 'Select Tax Authority' dropdown menu. There are tabs for 'Search' and 'Purchase History', and a red 'Search' button. A version number 'V3.3.70-SNAPSHOT' is visible in the bottom right corner.

Figure 14 Region selection drop-down.

Once you select a new region, the Search By section below will change to accommodate searches in that region.

Select your search type (LINC in this example) and the screen will automatically format for the type of search you selected.



This screenshot shows the search page with more fields populated. The 'Reference' field contains '12345'. The 'Select Province' dropdown is set to 'Alberta'. The 'Select Tax Authority' dropdown is set to 'Edmonton, City'. The 'Select Search Type' dropdown is set to 'ROLL'. The 'Enter ROLL' field contains the number '2270001234.000'. The red 'Search' button is still present. The version number 'V3.3.70-SNAPSHOT' is in the bottom right corner.

Figure 15: Search By using an Alberta LINC number.

Enter your search criteria, select the appropriate city from the drop-down list, and click the Search button.

Important

You must enter dashes between the numbers in the Roll (Folio) number.

If your search is successful, you will go to the Confirmation screen.

8. Your Receipt

In addition to the tax certificate, the TCOL system automatically generates a receipt for your purchase. The receipt is in the Receipt tab for your tax search.

Order Tax Certificates

Order Details

Municipality
Burnaby, City

Search Type
PID

Search Criteria
001-001-001

Purchase Order
29489

Customer Reference

Download Tax Certificate

Download Your Receipt

View Search History

You may view your purchased tax certificate and receipt by clicking on the appropriate tab below. To download your tax certificate please click on the "Download Tax Certificate" button.

Home
Receipt



Dye & Durham Corporation
199 Bay Street, Suite: 4010
Toronto, Ontario
Canada M5L 1E9

Payment Details

APIC Account: jodean@doprocess.com	Customer Reference:
Transaction Type: PAYMENT	Billing Date: August 22, 2022
Payment Method: Credit Card - *****4242	Billing Time: 10:04:07
Card Type: Visa	Order Number: 29489
Order ID: 0000029489	
Response Code Msg: 027 - APPROVED * =	
Reference Number: 660194100017430080	
Auth Code: KN7153	

Items Ordered

PID 001-001-001 Burnaby, City BC.....	\$75.00
	Item Total: \$75.00

Taxes

GST/HST Number: 871743571

GST.....	\$1.50
	Tax Total: \$1.50

Total

Total Transaction Amount (CAD): \$76.50

Figure 16: Receipt for a tax certificate.

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9. Purchase History

Tax certificates retrieved through the TCOL service are retained for future reference by clicking the **Purchase History** tab.

Purchase History						
Show 10 entries						Search: _____
Original Search Time	Order Number	Tax Authority	Search Type	Search Parameters	View	
Mon, Aug 22, 2022 10:04	29489	Burnaby, City	PID	001-001-001	View	
Fri, Jul 22, 2022 12:31	29271	Caledon, Town	ROLL	2124010009092990000	View	
Tue, Jul 12, 2022 11:49	29181	Guelph, City	ROLL	2308010011381690000	View	
Mon, Jul 11, 2022 12:17	29175	Burnaby, City	PID	001-001-001	View	
Thu, Jul 07, 2022 07:33	29161	Guelph, City	ROLL	2308060008229000000	View	
Wed, Jul 06, 2022 12:29	29147	Burnaby, City	PID	001-001-001	View	
Wed, Jul 06, 2022 12:06	29141	Burnaby, City	PID	001-001-001	View	
Tue, Jul 05, 2022 12:21	29116	Burnaby, City	PID	001-001-001	View	
Fri, Jun 10, 2022 07:25	28569	Burnaby, City	PID	001-001-001	View	
Fri, May 20, 2022 10:55	28310	Caledon, Town	ROLL	2124010009092990000	View	

Showing 1 to 10 of 45 entries

Previous **1** 2 3 4 5 Next

Figure 17: Purchase History tab.

To view both the certificate and the receipt for any previous search, just click the view button in the last column for that search.

Depending on how many tax certificates are in your Purchase History, you may need to use the navigation buttons to move through your history.

Showing 1 to 10 of 45 entries	Previous	1	2	3	4	5	Next
-------------------------------	----------	----------	---	---	---	---	------

Figure 18: Purchase History Navigation Buttons

10. Unsuccessful Searches

There may be times when your search is not successful. There is no charge when TCOL is unable to retrieve a tax certificate.

Unsuccessful Automatic PID Lookup (BC Properties)

If you use the automatic PID lookup for BC properties, there may be times when the system returns a message that TCOL could not determine which city is responsible for the tax certificate.

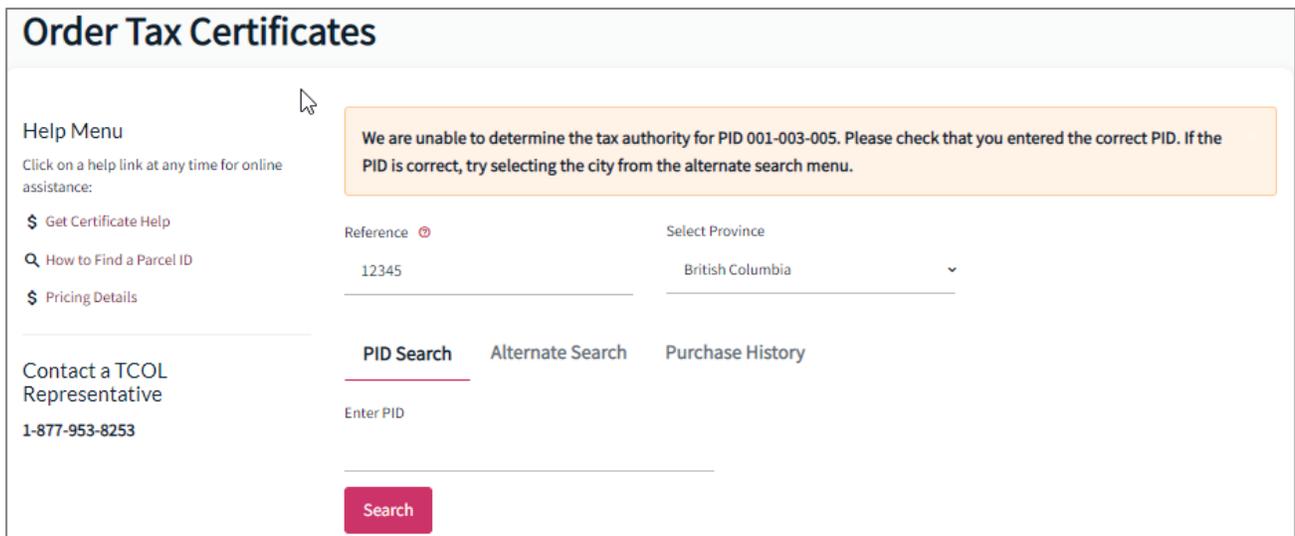


Figure 19: Failed automatic PID search.

There may be an issue with how the property is recorded in the lookup tables used by TCOL. Using the Alternate Search and selecting the appropriate city may retrieve the tax certificate.

You should also verify that the PID you have is correct.

Unsuccessful Alternate Search (BC or Alberta)

If the certificate is not found in the city a message will indicate that the city does not have that tax certificate.

Again, there is no charge for a failed attempt and the Order Status will indicate that no charge has been made.

Check both the city you are searching and the criteria you are using (PID, LINC, Roll Number, or Manufactured Home Number) to ensure they are correct.

There are a variety of reasons why a tax certificate is not available. You may need to contact the city directly to see if they have further information.