

Tax Certificates Online User's Guide

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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.

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>

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 deposit account.

Both sites require customers to register 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.

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, or the Alberta Land Identification Number Code (LINC) 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.

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.



Order Tax Certificates

Reference  1235

Select Province
British Columbia ▼

Figure 1: Reference field.

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



Payment Details

APIC Account:
Transaction Type: PAYMENT
Payment Method: Credit Card - *****4242
Card Type: Visa
Order ID: 0000008782
Response Code Msg: 027 - APPROVED * =
Reference Number: 660145000014413350
Auth Code: 346973

Reference: 1235
Billing Date: March 23, 2017
Billing Time: 14:47:42
Invoice Number: 8782

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.

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 7.
3. In the Alberta Tax Certificates screen, you can search Alberta properties by LINC in a municipality, or search by Manufactured Home (MH) Number, or search by Roll (Folio) Number. See Search Methods (Alberta) on page 8.

TCOL Canada
TAX CERTIFICATES ONLINE

User: Log

TCOL Home My Account

Help Menu
Click on a help link at any time for online assistance:
[Get Certificate Help](#)
[How to Find a Property ID](#)
[Pricing Details](#)

Contact a TCOL Representative
1-877-953-8253

Order Tax Certificates

Reference

Select Province
British Columbia
British Columbia
Alberta

PID Search Alternate Search Purchase History

Enter PID

Get TCOL Plus Data If Available **NEW**

Search

Figure 3: Select region for TCOL search.

Note

To retrieve a tax certificate from other regions or Provinces, you must use the APIC web site (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.

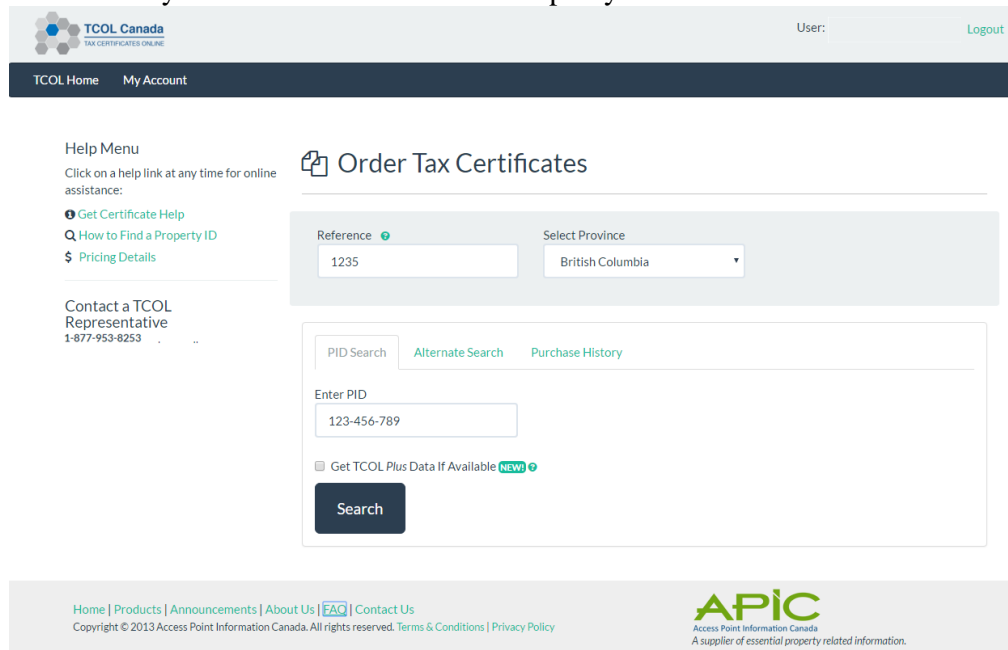


Figure 4: Standard PID search in British Columbia.

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

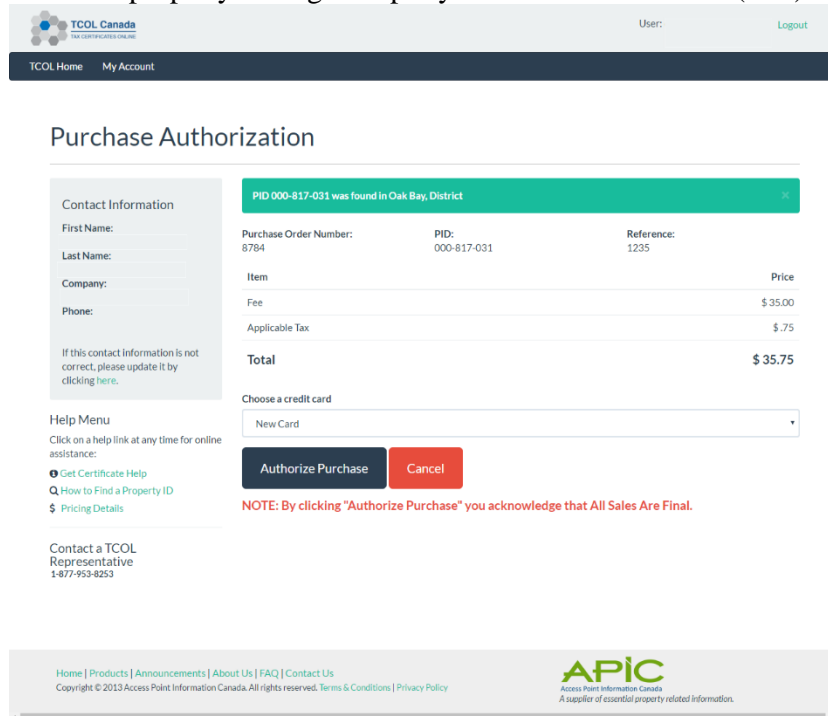


Figure 5: Payment confirmation screen

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**.

Alternate Search

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**.

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TAX CERTIFICATES ONLINE

User: _____ Logout

TCOL Home My Account

Help Menu
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[Get Certificate Help](#)
[How to Find a Property ID](#)
[Pricing Details](#)

Contact a TCOL Representative
1-877-953-8253

Order Tax Certificates

Reference Select Province

PID Search Alternate Search Purchase History

Select Search Type Select Tax Authority Enter ROLL

Get TCOL Plus Data If Available

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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.

Search Methods (Alberta)

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

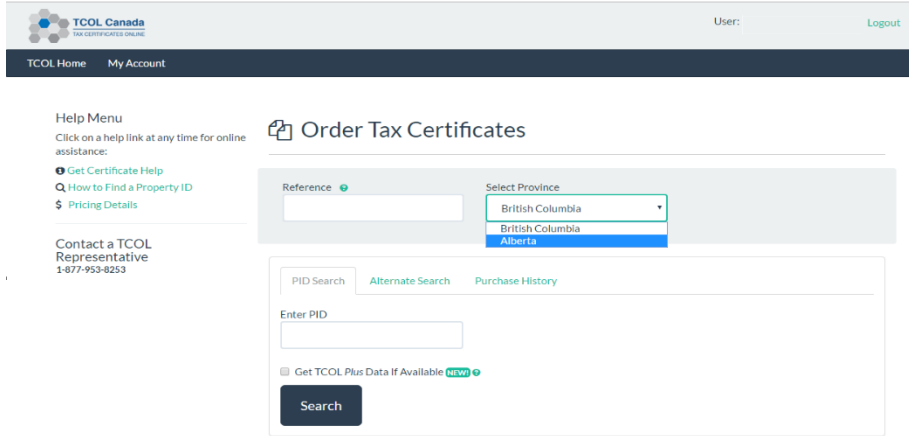


Figure 9: Region selection drop-down.

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

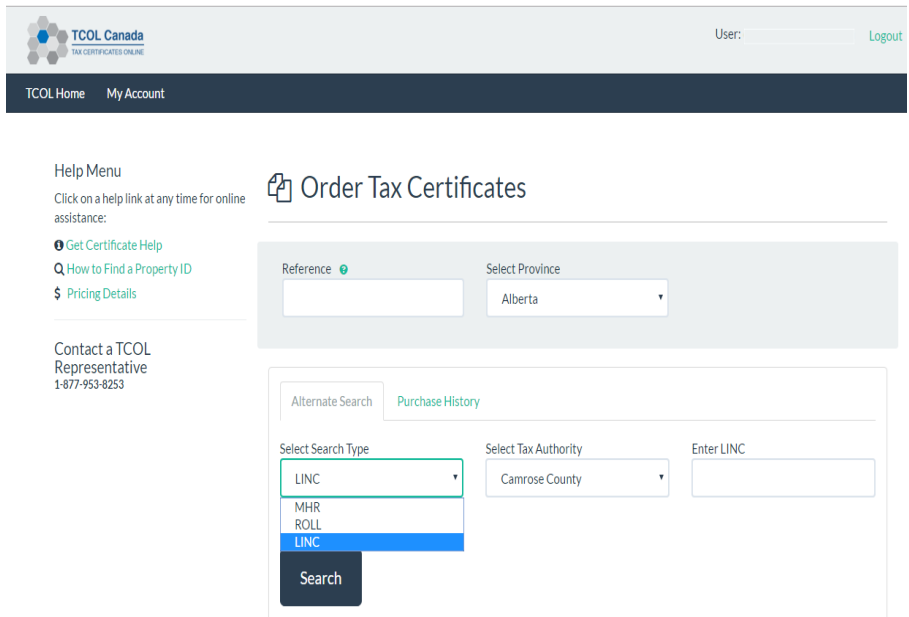


Figure 10: Search By drop-down.

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

- Help Menu
Click on a help link at any time for online assistance:
- Get Certificate Help
 - How to Find a Property ID
 - Pricing Details

Contact a TCOL Representative
1-877-953-8253

Order Tax Certificates

Reference Select Province

Alternate Search Purchase History

Select Search Type Select Tax Authority Enter LINC

Get TCOL Plus Data If Available

Figure 11: 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.

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.

The screenshot shows the TCOL Canada website interface. At the top, there is a navigation bar with 'TCOL Home' and 'My Account' links. A user login area is visible with a 'User:' field and a 'Logout' button. Below the navigation bar, the page is divided into a left sidebar and a main content area.

Left Sidebar:

- Help Menu:** Click on a help link at any time for online assistance:
 - Get Certificate Help
 - How to Find a Property ID
 - Pricing Details
- Contact a TCOL Representative:** 1-877-953-8253

Main Content Area:

- Your Purchase:** A section with a search icon and the title 'Your Purchase'.
- Customer Reference:** [Icon]
- Region:** British Columbia
- Search Parameters:** 000-817-031
- Buttons:** Start a Tax Certificate Search, Download Tax Certificate, Download Your Receipt, View Search History.
- Navigation Tabs:** Tax Certificate, Receipt (selected).
- Receipt Preview (receipt.pdf):**
 - TCOL Tax Certificates Online:** Tax Certificates Online is a service of Access Point Information Canada Ltd.
 - APIC Access Point Information Canada:** E400 - 4000 Seymour Place, Victoria, BC Canada V8X 5J8, e: AccessPoint@apiccanada.com, p: 1-877-953-8253.
 - Payment Details:**
 - APIC Account: [Redacted]
 - Transaction Type: PAYMENT
 - Payment Method: Credit Card - *****4242
 - Card Type: Visa
 - Order ID: 0000008162
 - Response Code Msg: 027 - APPROVED * =
 - Reference Number: 660145000014326580
 - Auth Code: 618384
 - Reference: Not Provided
 - Billing Date: March 15, 2017
 - Billing Time: 09:36:47
 - Invoice Number: 8162
 - Items Ordered:**
 - PID 000-817-031 Oak Bay, District BC \$35.00
 - Item Total: \$35.00**
 - Taxes:**
 - GST \$0.75
 - Tax Total: \$0.75**
- Footer:** Home | Products | Announcements | About Us | FAQ | Contact Us. Copyright © 2013 Access Point Information Canada. All rights reserved. Terms & Conditions | Privacy Policy. APIC Access Point Information Canada. A supplier of essential property related information.

Figure 12: Receipt for a tax certificate.

Purchase History

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

TCOL Canada
TAX CERTIFICATES ONLINE

User: [] Logout

TCOL Home My Account

Help Menu
Click on a help link at any time for online assistance:
[Get Certificate Help](#)
[How to Find a Property ID](#)
[Pricing Details](#)

Contact a TCOL Representative
1-877-953-8253

Order Tax Certificates

Reference [] Select Province [British Columbia]

PID Search Alternate Search Purchase History

Show 10 entries Search: []

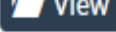
Original Search Time	Invoice Number	Tax Authority	Search Type	Search Parameters	View
Wed, Mar 15, 2017 09:46	8169	Penhold, Town	LINC	0027551557	
Wed, Mar 15, 2017 09:44	8167	Penticton, City	MHR	25789	
Wed, Mar 15, 2017 09:42	8166	Quesnel, City	MHR	14400	
Wed, Mar 15, 2017 09:38	8164	Lake Country, District	ROLL	2952689	
Wed, Mar 15, 2017 09:36	8162	Oak Bay, District	PID	000-817-031	
Wed, Mar 15, 2017 09:32	8156	Langley, Township	ROLL	0757657092	
Wed, Mar 15, 2017 09:29	8152	Burnaby, City	PID	003-328-821	
Tue, Mar 14, 2017 16:02	7955	Nanaimo, City	PID	000-148-474	
Tue, Mar 14, 2017 15:59	7953	Burnaby, City	PID	003-328-821	
Tue, Mar 14, 2017 15:58	7952	Oak Bay, District	PID	000-817-031	

Showing 1 to 10 of 413 entries Previous 1 2 3 4 5 ... 42 Next

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Figure 13: 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 413 entries Previous 1 2 3 4 5 ... 42 Next

Figure 14: Purchase History navigation buttons.

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.

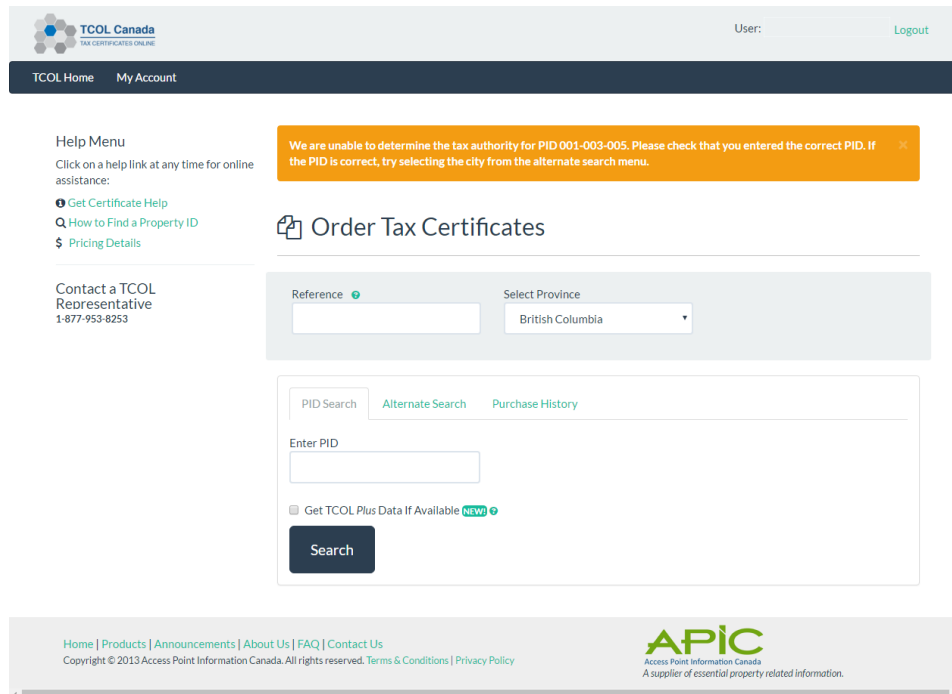


Figure 15: Failed automatic PID search.

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.