

Access Point Information Canada

eStrataHub Customer User's Guide

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Help Desk Telephone Numbers:

Toll-free in Canada: 1-800-663-6102

General Questions Telephone Numbers:

Phone: 1-877-953-8253

FAX: 250-953-8230

Email: eStrataHubAdmin@estratahub.com

Mailing Address

Access Point Information Canada Ltd.

Suite E400, 4000 Seymour Place

Victoria, B.C., Canada, V8X 5J8

Access Point Information Canada Web Site

www.apicanada.com

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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: ABCDE

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.

eStrataHub Overview

eStrataHub provides a fast, reliable method to order documents from strata management companies.

eStrataHub is available through two distribution channels – The Access Point web site at www.apicanada.com and the BC OnLine web site at www.bconline.gov.bc.ca.

Registration and Payment Methods

Strata documents retrieved through the Access Point web site are paid for with a credit card, and strata documents retrieved through BC OnLine are paid for with a BC OnLine deposit account.

Both sites require customers to register in order to make use of the services. Registration with Access Point just take a few minutes, and registration with BC OnLine can take 3 to 5 days.

Order Documents

You can use a property's Strata Plan Number to locate the strata management company. If the company is registered with eStrataHub, you can order documents such as a *Form B*, *Form F*, and *Financial Statements* from them. See Ordering Documents on page 6.

Tip

If you work with a strata management company that is not yet part of eStrataHub, refer them to www.estratahub.com so they will be able to register their properties.

Provide an Undertaking

Undertakings are documents provided by legal practitioners such as Lawyers and Notaries. For the conveyance of a property from one owner to another, the Undertaking binds the practitioner to some action or payment relating to the conveyance. Homeowners and Realtors are not required to provide Undertakings.

eStrataHub makes it easy to for practitioners to communicate with strata managers and send an undertaking letter. See Provide an Undertaking on page 22.

Paying for Your Order

When you place your order through APIC, the credit card information you provide is required to authenticate that the credit card is valid. There are no charges to your card until you complete payment and the documents are released to you.

On the day you requested delivery, you will receive an email alerting you that your order is ready to be paid for. This is your cue to log back into eStrataHub, open the details of your order, and click the Complete Payment button.

Once payment is made, you will have an opportunity to download your documents to your workstation, or send an email which has links to the documents imbedded in the email.

Orders placed through BC OnLine operate the same way. The BC OnLine deposit account is not debited until you click the Complete Payment button.

Receive the Documents You Ordered

When the strata manager delivers your documents, eStrataHub sends you a summary of the documents and an invoice. If everything is correct, you can pay for your order using your BC OnLine account (see Complete Payment on page 27) and receive the documents in a single "PDF Portfolio" file (see Receive Your Documents on page 29 and View, Print, or Save Your Documents on page 48). Note that you can also pay by credit card if you register with www.apicanada.com.

Minimum Software Requirements

The proper software is needed to place your order, and to view and print the strata documents.

In order to use eStrataHub effectively, you should have:

- The latest version of Internet Explorer, Google Chrome, or Firefox.
- The latest version of Adobe Acrobat. If you are having problems opening your files, you have two alternatives:
 1. Download and install the latest version of the free Adobe Reader and the associated Flashplayer:
<https://get.adobe.com/reader>
<https://get.adobe.com/flashplayer>
 2. If you plan to use Adobe Acrobat Standard or Professional to sign EFS documents and will not be using the **Reader** version of Acrobat, then you need to download and install the free Flashplayer plugin:
- Flashplayer: <http://get.adobe.com/flashplayer>

Note

Other PDF viewer software should work with the links to the individual files that make up the documents in your order. However, these other viewers may have difficulty viewing the Portfolio file that contains all of your documents in one file.

"My Orders" and "All Account Orders"

When you log in and select eStrataHub, you will see the orders that you submitted.

If using BC OnLine, you can work with orders from other people in your account by clicking the **All Account Orders** link in the lower left corner of the eStrataHub screen.



Figure 1: All eStrataHub orders in my BC OnLine account.

When you click All Account Orders, all orders initiated from everyone in your BC OnLine account (including your own) will display. You can then work on orders that were placed by others in your account.

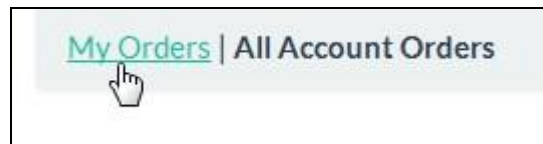


Figure 2: My eStrataHub orders.

If you wish to switch back and just see your own orders, click the My Orders link in the lower left corner of the eStrataHub screen.

Ordering Documents

You can use eStrataHub to find strata property management companies and order documents from them. Before you begin, make sure that you know the property's Strata Plan Number and Lot Number. See:

- Start eStrataHub on page 7.
- The Order Index on page 8.
- Place an Order on page 9.
- Receive Messages on page 20.
- Send Messages on page 21.
- Provide an Undertaking on page 22.
- Complete Payment on page 27.
- Receive Your Documents on page 29.

If you need to move an order's delivery date to an earlier (or later) date, see:

- Change an Order's Delivery Date on page 24.

Start eStrataHub

To access eStrataHub through BC OnLine, sign on as you normally do, then:

1. Select eStrataHub from the BC OnLine main menu.
2. Click **Submit**.



Figure 3: BC OnLine menu with eStrataHub selected.

To access eStrataHub through the APIC Portal, go to www.apicanada.com, then:

1. If you need to set up an APIC account, click the **Register** link.
2. Once you have registered and signed into APIC, you can click **Go To eStrataHub**.

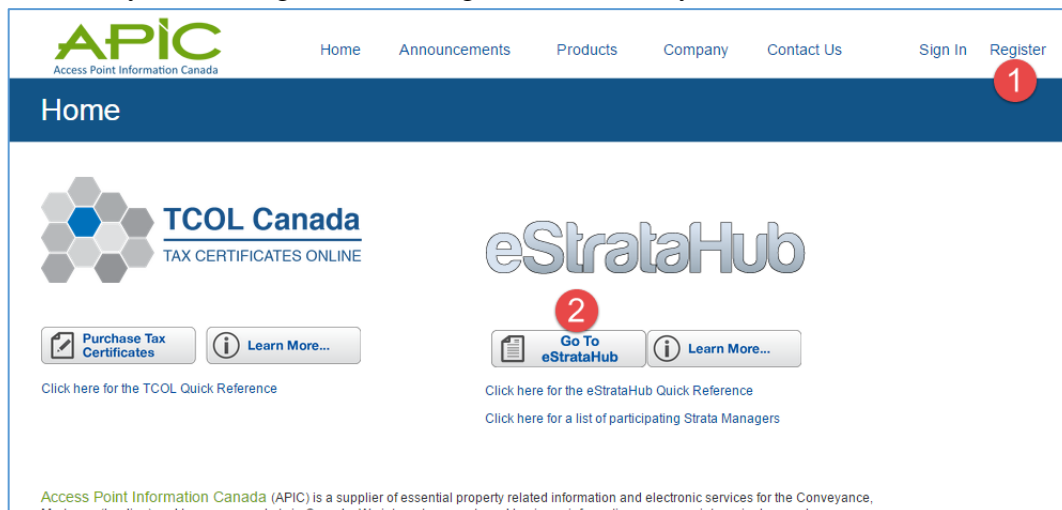


Figure 4: APIC home page showing Registration link and eStrataHub .

The Order Index

The first time you use eStrataHub, your Order Index will be empty.

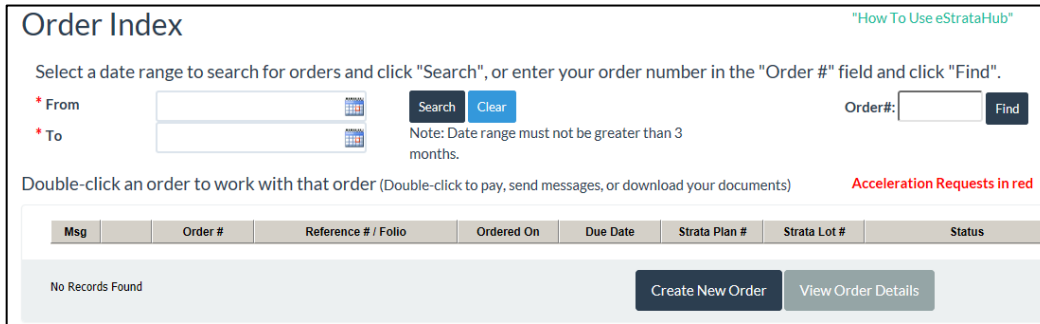


Figure 5: eStrataHub Order Index screen with no orders.

As you use eStrataHub, all your orders will appear in the Order Index. Orders remain in the Order Index for 60 days.

There are a number of ways to locate an order:

1. Use the Order# field to find *any* order *ever* placed by you or your firm (including orders more than 60 days old). Just enter the order number and click **Find**.
2. Use the From and To fields to list *only* orders that were made during a specific date range (from a single day to a maximum of three months). Click the calendar icons to select start and end dates, then click **Search**. To reset the Order Index to display orders from the last 60 days, click **Clear**.
3. Click any heading to sort the index by Order #, Reference/Folio, Ordered On Date, Due Date, and so on. Click the heading again to reverse the sort order.
4. If there are multiple pages of choices, click a page number to move ahead or back.
5. Click **My Orders** to list only orders that you made. Click **All Account Orders** to list all orders made by everyone in your account.

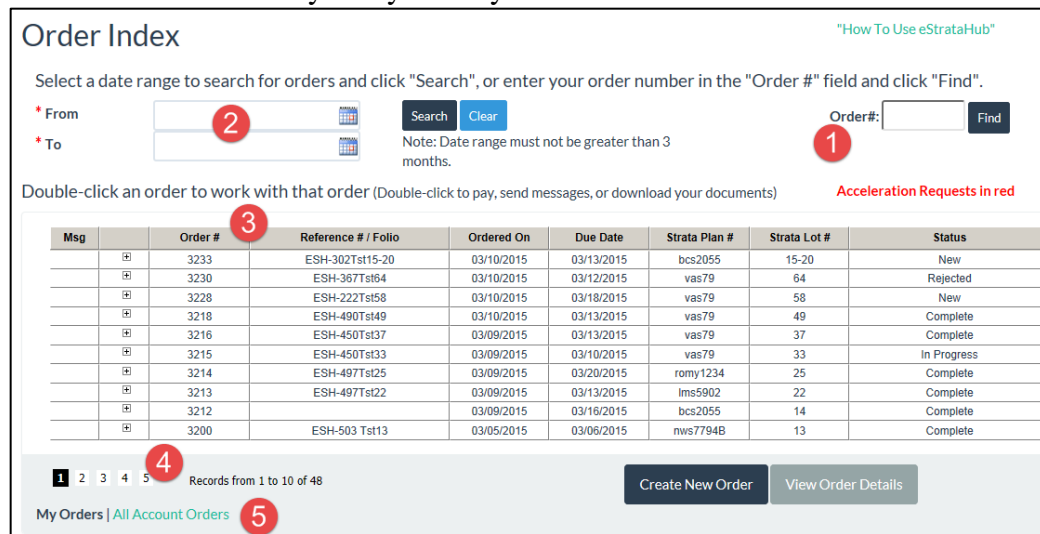


Figure 6: eStrataHub Order Index screen with orders.

Place an Order

Placing a new order for documents is a five-step process. Click **Create New Order** to go to step one.

Step One: Locate the Property Management Company

1. In the Order Reference/Folio field, you can enter your own client identifier (e.g., SMITH123) to "tag" each order. Whatever you enter here will appear on your BC OnLine statement, along with charges for the order. If you pass such costs along to your clients, this can help you with your accounting.
2. Enter the property's Strata Plan number and Strata Lot number. If you don't know these numbers, click the link to search by building name. In the pop-up window, start typing the name of the building, and a list of possible candidates will appear. Click the one you want, and the Strata Plan will be filled in for you.
3. In the Acknowledgement section, indicate your role by selecting **Real Estate Agents, Lawyers & Notaries**, or **Homeowners**.
4. Click **Next**.

Figure 7: Screen 1 of create new order process.

5. Some strata properties have multiple sections (e.g., a building with retail stores on the ground floor, commercial offices above, and residential units on top). Each section will have its own strata council, and may have its own Strata Management company. In this situation, you will be able to choose from an index like the one below. (Note that you may have to indicate your role again.) Select the correct management firm, then select **Real Estate Agents, Lawyers & Notaries**, or **Homeowners** and click **Next**.

Strata Sections found for the provided Strata Plan Number.				
More than one management firm is responsible for this Strata Plan. Please select the Section you need.				
Selected	Strata Plan Num	Section Name	Section Description	Manager
<input type="radio"/>	LMS99128	Commercial	Street Level Stores	Bunny Strata Management
<input type="radio"/>	LMS99128	Commercial Office Space	Lots 85-100	NoRole1 - PkgPricing
<input checked="" type="radio"/>	LMS99128	Residential	Lots 7 - 84	NoRole1 - PkgPricing

Figure 8: Portion of Screen 1 showing multiple Sections for a strata building.

Some strata management companies require that customers agree to pay for unclaimed orders. You might see a dialog message like the one below, asking you to decide before continuing to Step 2. See Dealing with Unclaimed Orders on page 34 for details.

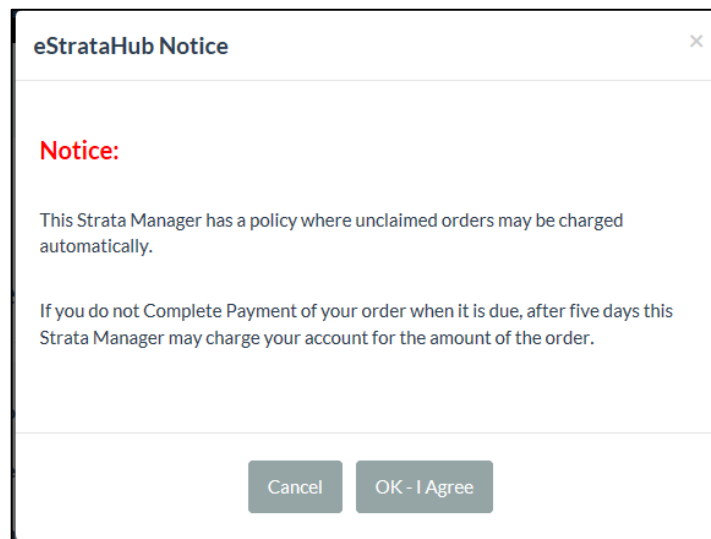


Figure 9: Unclaimed order notice.

Step Two: New Order Details

1. Enter the property's civic address.
2. Click the check boxes to order as many documents as you require. These choices will vary depending on the Strata Manager and the province you chose.
3. If you select any *Minutes* documents, date range fields will appear so you can specify a time period for each type of minutes document. Click the Month and Year fields to choose a start and end date.
4. Select a Delivery Date for your order. The Delivery Date is the date that the Strata Manager will deliver your order with the documents attached. Your Delivery Date will drive priority fees associated with your order. When you select a date, a pop-up will appear on the right side of the screen with the *estimated* cost of your order.

Figure 10: Cost estimate showing Priority fees, Document fees, and eStrataHub fee (note: no page fees).

You may alter the priority fee by selecting a new Delivery Date.

Note

The traffic-light indicates the strata management company's cut-off time. Orders received *before* this time are considered to be received on the current day. Orders received *after* this time are considered to be received on the following business day (this becomes important when priority charges are involved).

A green light indicates that you have more than 10 minutes until cut-off. Yellow indicates that cut-off is less than 10 minutes away. Red indicates that the day's cut-off has passed. Enter the date by which you need the documents delivered. The estimated delivery cost will appear below the Date Required field.

5. Select a Reason for Order from the drop down selection.
6. If you want to add any comments or special instructions for the strata manager, enter them in the Comments box.

New Order: Details *required fields

1 2 3 4 5

Strata Plan # LMS99128 Strata Lot # 14 Manager NoRole1 - PkgPricing Folio Smith123

Property Information 1

* Civic Address

Documents Ordered

<p>2</p> <p><input checked="" type="checkbox"/> Form B - Information Certificate \$35.00 <small>Note: Section 59(4) of the Strata Property Act states that, if available, the following documents must accompany the Form B: Rules, Budget, Rental Disclosure Statement, and Depreciation Report.</small></p> <p><input type="checkbox"/> Depreciation Report</p> <p><input type="checkbox"/> Engineering Report</p> <p><input type="checkbox"/> Remediation/Building Envelope Reports or Summary</p> <p><input checked="" type="checkbox"/> Strata Council Meeting Minutes</p> <p><input type="checkbox"/> Form J - Rental Disclosure Statement</p> <p><input type="checkbox"/> Package Delivery \$13.78</p> <p><input type="checkbox"/> Welcome Package</p> <p>Strata Council Meeting Minutes</p> <p>From: <input type="text" value="Feb"/> <input type="text" value="2013"/> 3</p>	<p><input type="checkbox"/> Rules</p> <p><input checked="" type="checkbox"/> Form F - Certificate of Payment \$15.00</p> <p><input type="checkbox"/> Warranty</p> <p><input type="checkbox"/> Bylaws</p> <p><input type="checkbox"/> Financial Statements (most recent)</p> <p><input type="checkbox"/> Annual General Meeting Minutes</p> <p><input type="checkbox"/> Special General Meeting Minutes</p> <p><input type="checkbox"/> Parking Permit \$5.01</p> <p><input type="checkbox"/> Ins Cert - no fees \$3.00</p>
---	--

4 **Cut-Off Time: 10:00pm** Canada/Pacific Orders submitted prior to the strata managers' cut-off time are considered to be received today.

* Date Required 4 Four Days (\$154.31) priority, document, and service fee but does not include per page fee.

5 * Reason for Order

Comments/Special Instructions (please put any instructions about this order in the following text field)

Please let us know if the special levy was passed. -Thanks. 6

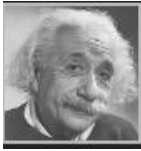
Figure 110: First part of screen 2 of create new order process.

7. Choose whether the current owner is a Person or a Business, and eStrataHub will display the appropriate input fields. Enter information about the current strata owner. In the case of a sale, adding the name and number of the current owner's lawyer can save time.
8. The **Order to be delivered To** section is where you complete information about yourself, as documents will be delivered to you. The first time you order, you must enter your delivery information. After this, the information appears automatically.

Note

If information about yourself changes (such as your email) make sure that you update this section on your next order.

9. Some Strata Managers offer additional delivery options such as mail, fax, or document pickup (along with the cost of these additional options).



Note

Remember that Additional Delivery Options are *optional*. eStrataHub provides files as downloadable PDF documents, which will likely eliminate the need for you to receive the paper documents.

Current Owner

Person Business

* Owner First Name: Jonathan Owner Middle Name:

* Owner Last Name: Reeve

* Owner Address: 18 Yates Street, Victoria, BC

Owner Telephone: Owner Email:

If this is a sale, to minimize delays and allow the Strata Manager to facilitate delivery of documents, please provide contact information for the Lawyer acting on behalf of the Current Owner.

Vendor's Lawyer: Bruce Lawman

Lawyer's Phone: (150)555-1765

Order to be delivered to:

* First Name: Rick * Last Name: Marx

* Company: Columbus Way Ltd

* Address: #110 - 1234 Margaritaville

* City: Dundarave * Province: BC * Postal Code: V3A 8H9

* Email: rick@email.com * Confirm Email: rick@email.com

* Phone Number: (604)555-5999 * Fax Number: (604)555-9999

Additional Delivery Options:

This Strata Management firm offers additional delivery options. Select any additional option you require and the fees for that service will automatically be added to your statement.

Note: You MUST complete payment through eStrataHub before the Strata Manager will release the hardcopy documents.

<input type="checkbox"/> Mail Delivery - Documents will be mailed to my address above.	9	\$ 11.84
<input type="checkbox"/> Fax Delivery - Documents will be faxed to my fax number above.		\$ 5.87
<input type="checkbox"/> Courier Delivery - The Strata Management firm will arrange to courier the documents to my address above.		\$ 29.43
<input type="checkbox"/> Document Pick-Up - I will arrange to pick-up the documents from the Strata Management firm at their address below.		\$ 5.64

Documents will be picked-up by:

Strata Management Firm: NoRole1 - PkgPricing
400a 4000 Seymour Place
Victoria, BC V8X 5J8

Remember these delivery options the next time I use eStrataHub.

Cancel Reset Next 10

Figure 11: Second part of screen 2 of create new order process.

10. Once everything is correct, click **Next**. eStrataHub will ask you to confirm your email address.

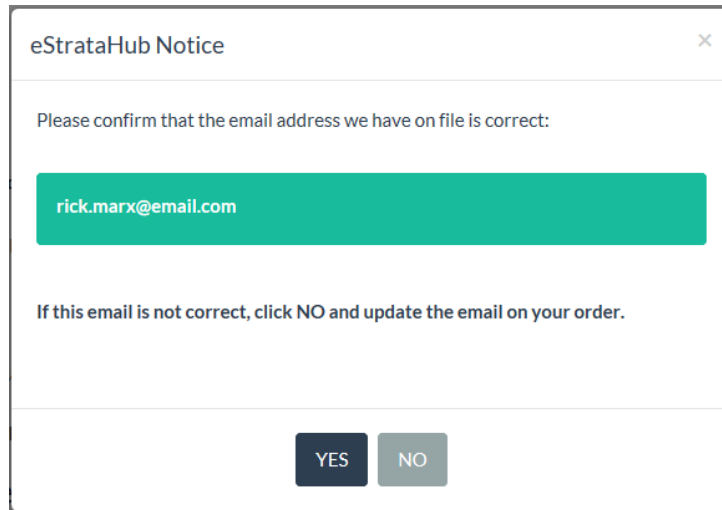


Figure 122: Confirmation screen for your email. All notifications will go to this email.

If it is correct, click **Yes** to go to Step 3. If it is incorrect, click **No** to stay on Step 2 and make the correction.

Step Three: Additional Details

Step three appears only if the reason for the order is "Sale/New Owner", "Registered Lease", "Family Transfer" or if a Form F was requested. In these cases, the system asks for further details.

1. In the top part of the screen:
 - Enter the property's Legal Description, PID, Completion date and Possession date. Click the calendar to choose a date using the mouse. Lawyers or notaries who request a Form F may be asked to confirm the sale on the business day following the completion date. See Confirm Sale on page 35.
 - Optionally, enter the Adjustment date.
 - If you want to know the name of the strata's insurance company or the Move In and/or Move Out fees, select one or more of the check boxes. The information will appear on your package's cover sheet.
2. Click **Add Registered Owner** and provide information in the pop-up box about all who will be on Title at the Land Title and Survey Authority. (If there is more than one Registered Owner, repeat this step until you add them all.) Please include everyone who is currently on Title and who is being added to Title.
3. Once everything is correct, click **Review Order**.

New Order: Additional Information 1 2 **3** 4 5
required fields

Strata Plan # **bcs2055** Strata Lot # **12** Manager **Bunny Strata Management** Folio

*** Legal Description**

*** PID** Provide name of Insurance company

*** Completion Date** Provide Move In fees

*** Possession Date** Provide Move Out fees

Adjustment Date

Insurance and Move In/Out information will appear on the package cover sheet.

On Title Add all Registered Owners (even those already on Title) who will be on Title at the end of this transaction.

Primary Owners are simply the first person that the Strata Manager will contact in an emergency.

Figure 133: Screen 3 of create new order process.

Note

Adding Registered Owners uses a pop-up window. Ensure that you turn your pop-up blocker off to display the Add Registered Owner pop-up.

1. Choose whether the Owner is a Person or a Business, and eStrataHub will display the appropriate input fields.
2. "Primary Owner" indicates the person to contact in case there is a question (it does not indicate primary ownership).
3. If you select No for Reside in Unit?, the pop-up window will expand so you can complete the owner's address.
4. If there is more than one owner, click Add Registered Owner and fill in another pop-up window. Continue until you have filled in each owner's information.

Add Registered Owner ✕

Registered Owners are those people or companies who will be on Title for this property.
Accurate contact information will help Registered Owners and Strata Managers communicate with each other.

Registered Owner is a: Person Business

1 * First Name
Middle Name
* Last Name

2 Primary Owner: Yes No
* Home Phone
Business Phone
Cell Phone
Email Address

Resides in unit
3 Resides Part-Time (mailing address)
 Does Not Reside in Unit (mailing address)

4

Figure 144: Add Registered Owner screen.

Step Four: Review Order

1. Review the order details carefully.
2. If you have to change something, click **Edit Order** to return to step two.
3. Some strata management companies require Realtors to upload a PDF copy of the Listing Agreement to validate their request for strata documents. If this is so, and your role is Realtor, an extra Attach Listing Agreement field will appear. Click **Browse**, and navigate to your PDF copy of the Listing Agreement. The path to the document will appear in the field.
4. Click **Place Order** when you are ready.

New Order: Review Order

Review your order and click PLACE ORDER at the bottom of this screen.

1 2 3 4 5

Strata Plan # LMS99128 Strata Lot # 14 Manager NoRole1 - PkgPricing Folio Smith123

Folio Smith123 Order Required March 18, 2015

Documents Ordered Form B - Information Certificate, Form F - Certificate of Payment, Strata Council Meeting Minutes Special Instructions Please let us know if the special levy was passed. -Thanks.

Strata Council Meeting Minutes From 02/2013 Strata Council Meeting Minutes To 02/2015

Possession Date March 20, 2015 Completion Date March 20, 2015

Adjustment Date March 20, 2015 Type of Order Sale/New Owner

Move In? Yes Move Out? Yes

Provide name of Insurance Co? Yes

Property Details

PID 012-345-678 Legal Description Lot 14 Strata Plan LMS99128

Civic Address 33 - 1234 Jackson Street

Owner Jonathan Reeve
18 Yates Street, Victoria, BC

Vendor's Lawyer Bruce Lawman

Lawyer's Phone (250)555-1345

Request Initiated By

Firm Name Columbus Way Ltd

Contact Name Rick Marx Contact Phone (604)555-5999

Contact Fax (604)555-9999 Contact Email rick@email.com

Address #110 - 1234 Margartaville Dunderave BC V3A 8H9

Additional delivery options

Registered Owner(s)

Name Alice Leigman

Home Phone # 250 555-2345

Reside Status Full Time

Attach Listing Agreement here: H:\eStrataHub\eStrataHubStrataDocuments\Listing Agreem... Browse...

Cancel Edit Order PLACE ORDER

Figure 155: Review order screen showing a Listing Agreement attached by a realtor.

Step Five: Order Placed

1. The system displays a message indicating that you have successfully placed the order. You will receive an e-mail notification when the strata manager accepts or rejects your order. Click **Return to Orders** to go back to the Order Index.

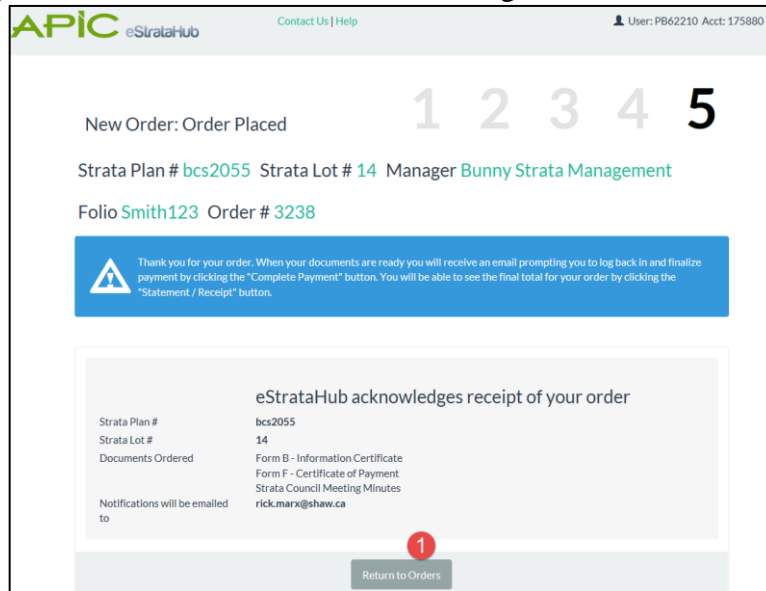


Figure 166: Order confirmation screen. Order has been received by eStrataHub.

2. Your new order is now listed in the Order Index. Note the Status of your order—it starts off as "New" and then changes as you and the strata manager take it to completion.

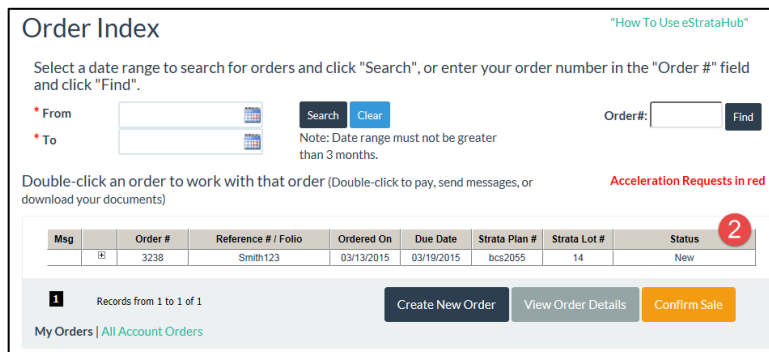


Figure 177: Order Index screen with new order listed.

Note

If you wish to cancel your order, you can do so while the order status is New. See [Cancelling an Order](#) on page 26.

Once the Strata Manager accepts your order, only the manager can cancel the order. It is best to use the Messages feature to ask the manager to cancel the order.

When the Strata Manager Accepts/Rejects Your Order

When the Strata Manager accepts your order, you will receive an email acknowledging acceptance. If you requested insurance and moving fee information and that information is known to the manager when they accept your order, it will be included in the email.

eStrataHub has sent you this email for the following event:

The Strata Manager has accepted the following order:
Order #: 62757
Strata Manager: STEADFAST PROPERTIES LTD.
Property Name: ABBOTSFORD PLACE
Strata Plan #: lms375
Strata Lot #: 2
Requestor Organization Name: api
Requestor Name: marx, rick
Due Date: 30-Apr-2015

Thank you!
The eStrataHub Team

Figure 188: Excerpt from Acceptance email which also shows moving fees and Insurance Company.

If the Strata Manager rejects your order, you will receive an email notification. The examples below show orders rejected through an APIC session and a BC OnLine session.

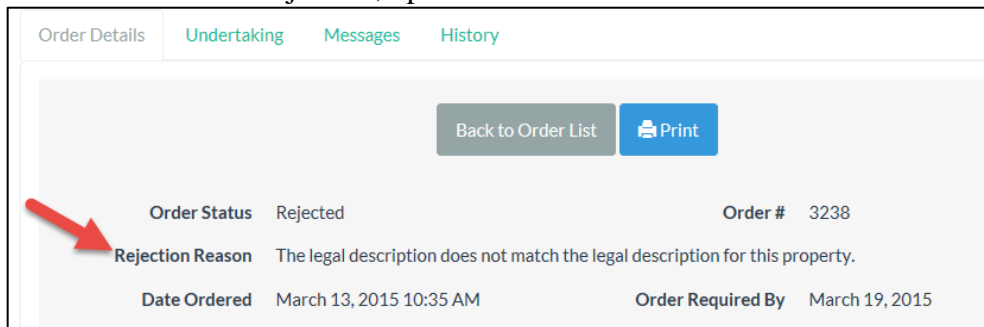
The following order has been rejected # 3299.
Please log on to APIC (www.apicanada.com), select eStrataHub and bring up Order # 3299 to check Rejection Reason on the Order Details page.

Figure 19: Excerpt from rejection email through APIC.

The following order has been rejected # 2651.
Please log on to BC OnLine (www.bconline.gov.bc.ca), select eStrataHub and bring up Order # 2651 to check Rejection Reason on the Order Details page.

Figure 190: Excerpt from rejection email through BC OnLine.

To view the reason for the rejection, open the order in eStrataHub.



The screenshot shows the 'Order Details' page in eStrataHub. At the top, there are tabs for 'Order Details', 'Undertaking', 'Messages', and 'History'. Below the tabs, there are two buttons: 'Back to Order List' and 'Print'. The main content area displays the following information:

Order Status	Rejected	Order #	3238
Rejection Reason	The legal description does not match the legal description for this property.		
Date Ordered	March 13, 2015 10:35 AM	Order Required By	March 19, 2015

Figure 201: Order Details screen showing reason for rejection.

The Order Status will show Rejected and the Rejected Reason will show why the Strata Manager rejected your order.

Note

If your order is rejected, no fee will be charged to your account. Charges are applied only when you complete payment.

Receive Messages

Important

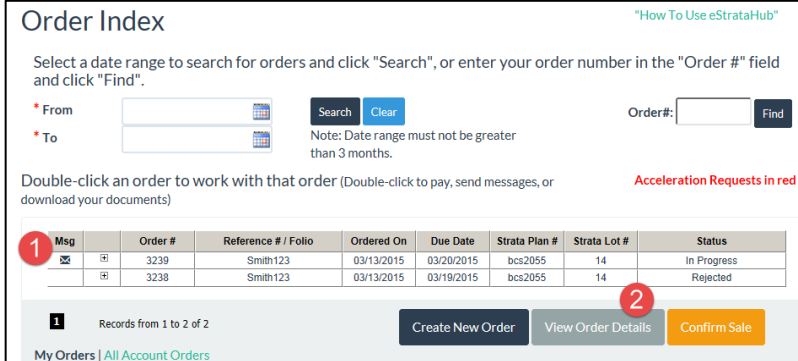
Messages provide a way to communicate with a strata manager about an order, and also provide a history of those communications. When using the Messages feature, your communications become part of the order. This allows both you and the strata manager to go to one place for all communications. Using fax or email dilutes the value of the messages feature and can lead to confusion.

If you requested additional information or documents when you placed your order, the strata manager will respond by sending you a message through eStrataHub. When this happens, eStrataHub sends a Notification email to inform you that the information is waiting. Make sure to note the order number in the email.

As an added feature, orders with unread messages will have an envelope icon  in the Msg column of the Order Index screen.

Sign in and select the eStrataHub application. Your Order Index will list all of your current orders. When you have a number of orders to choose from, you can click the column headings to sort the list.

1. Find the order number that you want to view. Click the order to highlight it.
2. Click the **View Order Details** button (or just double-click the order).





Order Index "How To Use eStrataHub"

Select a date range to search for orders and click "Search", or enter your order number in the "Order #" field and click "Find".

* From Order#:

* To Note: Date range must not be greater than 3 months.

Double-click an order to work with that order (Double-click to pay, send messages, or download your documents) Acceleration Requests in red

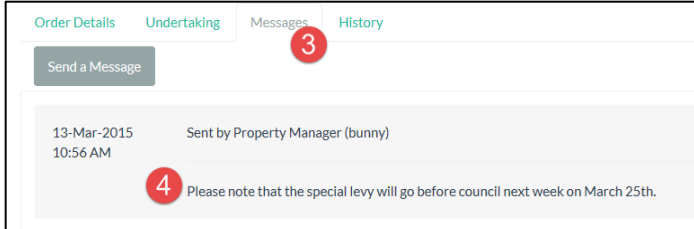
Msg	Order #	Reference # / Folio	Ordered On	Due Date	Strata Plan #	Strata Lot #	Status
	3239	Smith123	03/13/2015	03/20/2015	bcs2055	14	In Progress
	3238	Smith123	03/13/2015	03/19/2015	bcs2055	14	Rejected

Records from 1 to 2 of 2

My Orders | [All Account Orders](#)

Figure 212: Order Index with an unread Message.

3. Click the **Messages** tab.
4. You will see the message sent by the strata manager, with the date and time it was sent. If a file is attached, you can either view or save it.



Order Details | Undertaking | Messages | History

13-Mar-2015 10:56 AM Sent by Property Manager (bunny)

Please note that the special levy will go before council next week on March 25th.

Figure 223: Messages tab showing the most recent message.

Send Messages

If you need to send a message or document to the strata manager, you can use the Messages option.

1. Open the **Messages** tab
2. Click **Send a Message**.

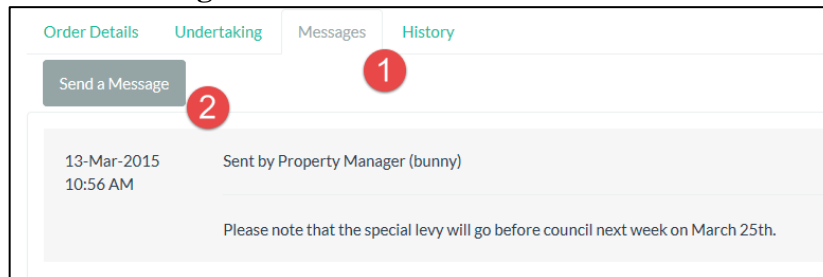


Figure 234: Messages tab and the Send a Message button.

3. In the Send Message dialog box, you can enter text and attach any type of document you wish to send.
4. Click **Send**, and eStrataHub instantly sends your Message to the strata manager. Click **Cancel** if you want to close the comment box without sending.

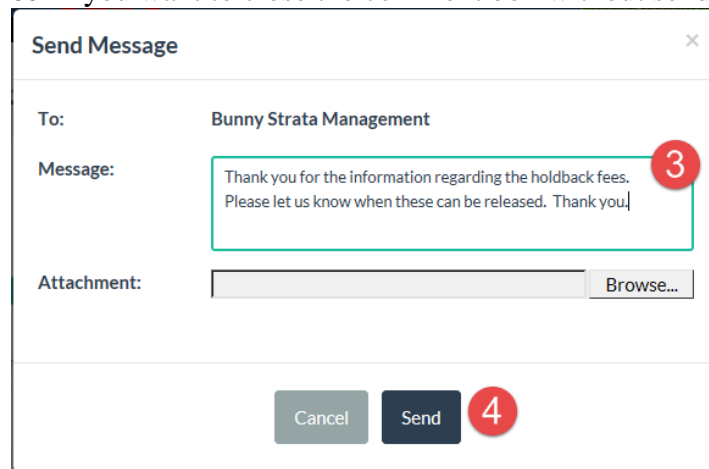


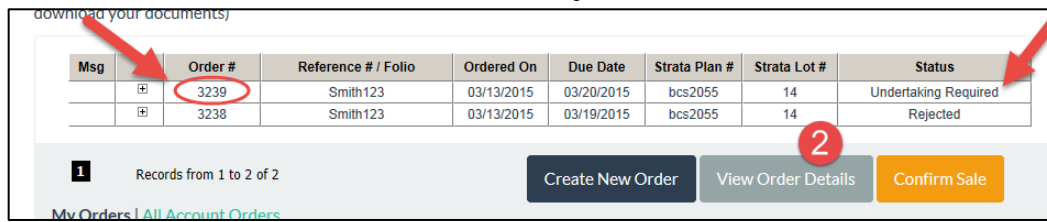
Figure 245: Send message pop-up.

Provide an Undertaking

When a strata manager requests an undertaking, eStrataHub sends a Notification email to inform you that the request is waiting. Make sure to note the order number in the email.

Sign in and select the eStrataHub application. Your Order Index will list all of your current orders. You can click the + sign at the left to "expand" an order. When you have a number of orders to choose from, you can click the column headings to sort the list.

1. Find the order number that you want to view. Note that the order's status will be "Undertaking Required." Click the order to highlight it.
2. Click the **View Order Details** button (or just double-click the order).



Msg	Order #	Reference # / Folio	Ordered On	Due Date	Strata Plan #	Strata Lot #	Status
	3239	Smith123	03/13/2015	03/20/2015	bcs2055	14	Undertaking Required
	3238	Smith123	03/13/2015	03/19/2015	bcs2055	14	Rejected

Records from 1 to 2 of 2

Create New Order View Order Details Confirm Sale

Figure 256: Order Index with an Undertaking requested on an order.

3. Click the **Undertaking** tab.
4. Click the **View Request** link to open the strata manager's undertaking request. (Like all documents in eStrataHub, it will be in PDF format.) If you agree to provide the undertaking, there are two ways to prepare your response.
 - a) The traditional way is to create a response letter, sign it with a pen, scan it, convert it to PDF, and send it to the strata manager.
 - b) The more efficient way is to apply your Juricert digital signature to the strata manager's request, save it with a new name, and send back the signed request. See Using Your Juricert Digital Signature on page 57 for details.
5. Click the **Provide Undertaking** button.

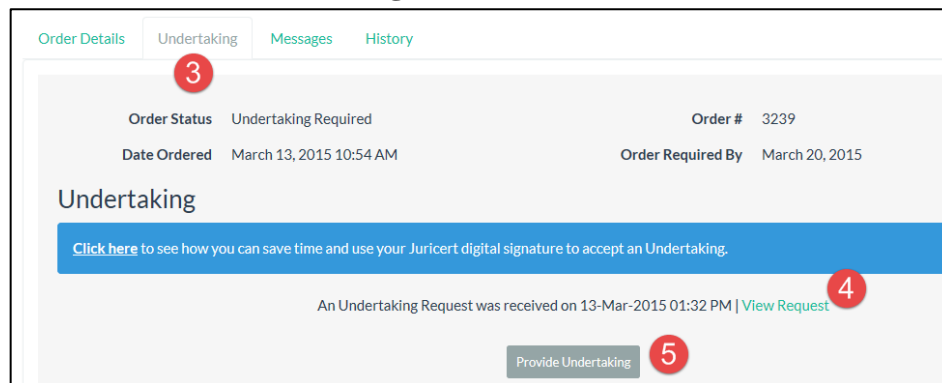


Figure 267: Undertaking tab showing a request for an Undertaking.

6. In the pop-up window, click the **Browse** button and navigate to the appropriate undertaking PDF file on your network, then click **Open**.
7. Click **Submit** to send your undertaking letter to the strata manager.

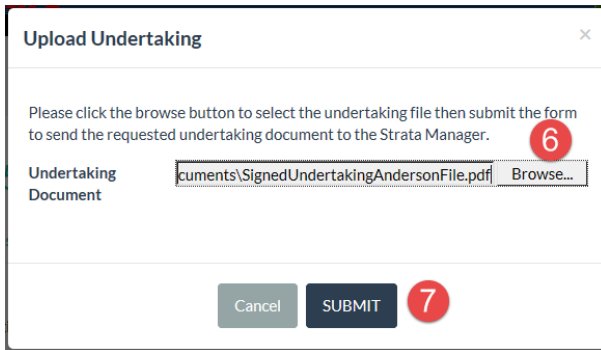


Figure 278: Locate and attach Undertaking.

8. Note that you can click the links in the Undertaking section to view both the original request and the document that you sent.

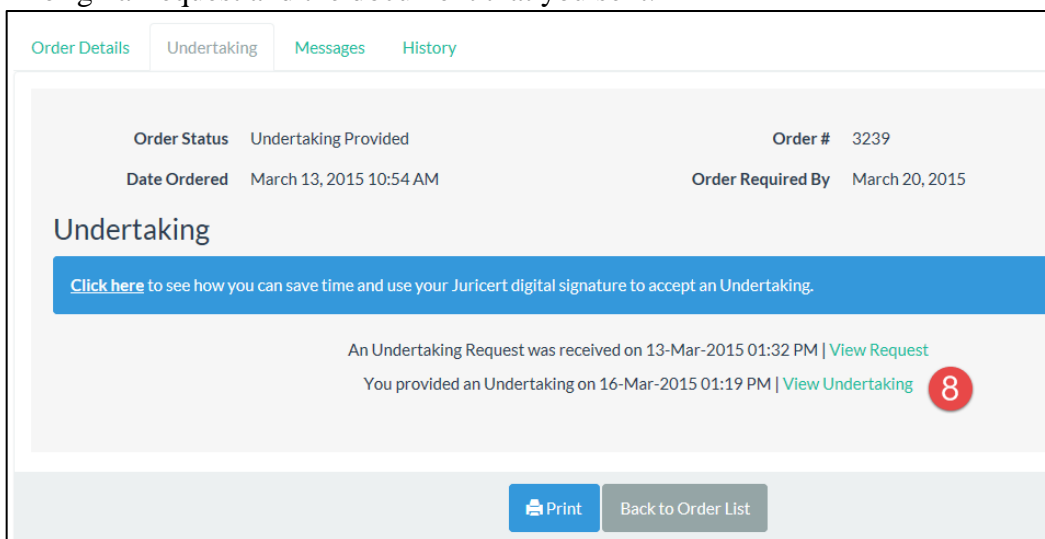


Figure 29: Response to Undertaking attached to Undertaking tab.

The strata manager will review your undertaking letter, then:

- Accept it and deliver your documents.
- Reject it and request changes to the undertaking.

Change an Order's Delivery Date

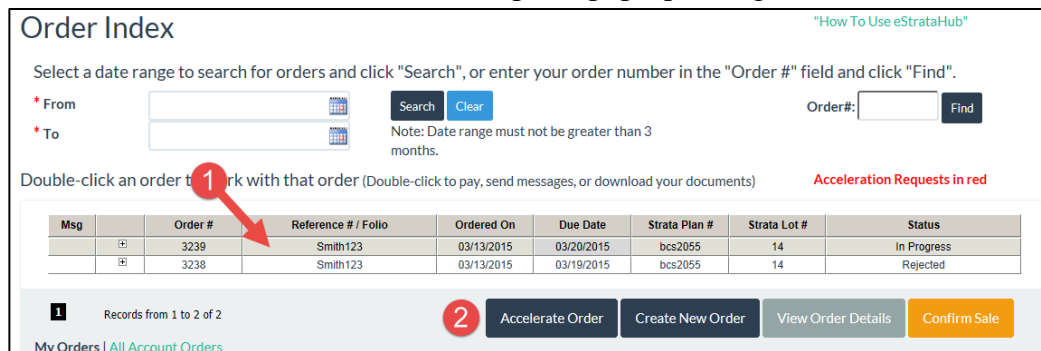
If you need to move an order's delivery date to an earlier (or later) date, use the Accelerate Order button to contact the strata manager and request a changed delivery date.

Important

eStrataHub treats accelerated orders as brand-new orders. Priority fees are calculated from when you *change* an order's delivery date, *not* from the date of your original order. Because this can significantly change the cost of your order, we recommend that you communicate with the strata manager before using this feature.

Sign in to the eStrataHub application. Your Order Index will list all of your current orders. You can click the + sign at the left to "expand" an order. When you have a number of orders to choose from, you can click the column headings to sort the list.

1. Find the order number that you want to accelerate. Click the order to highlight it. The Accelerate Order button will appear below the index.
2. Click the **Accelerate Order** button to open a pop-up dialog box.

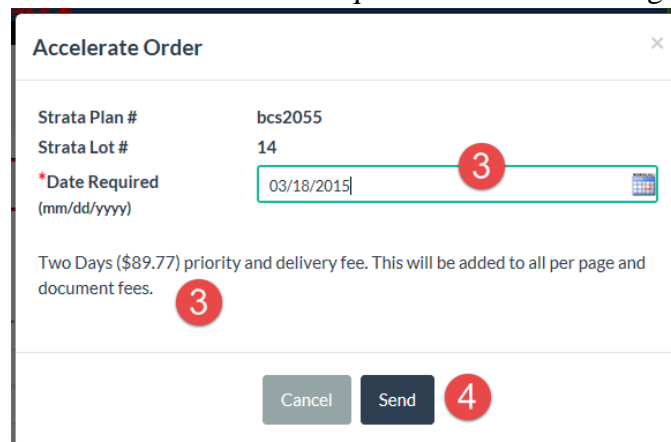


The screenshot shows the 'Order Index' page. At the top, there are search filters for 'From' and 'To' dates, a 'Search' button, and an 'Order #' field with a 'Find' button. Below the search area is a table with columns: Msg, Order #, Reference # / Folio, Ordered On, Due Date, Strata Plan #, Strata Lot #, and Status. The second row of the table is highlighted in grey. Below the table, there are buttons for 'Accelerate Order', 'Create New Order', 'View Order Details', and 'Confirm Sale'. A red circle with the number '1' points to the 'Accelerate Order' button.

Msg	Order #	Reference # / Folio	Ordered On	Due Date	Strata Plan #	Strata Lot #	Status
	3239	Smith123	03/13/2015	03/20/2015	bcs2055	14	In Progress
	3238	Smith123	03/13/2015	03/19/2015	bcs2055	14	Rejected

Figure 280: Selected order (highlighted in grey) and Accelerate Order button displays when order selected.

3. Click the calendar to select a new delivery date for the order. The new priority delivery fee will appear beneath the date.
4. Click **Send** to send the acceleration request to the strata manager.



The screenshot shows the 'Accelerate Order' pop-up dialog box. It contains fields for 'Strata Plan #' (bcs2055) and 'Strata Lot #' (14). Below these is a 'Date Required' field with a calendar icon and the date '03/18/2015'. A red circle with the number '3' points to the date field. Below the date field, there is a text block: 'Two Days (\$89.77) priority and delivery fee. This will be added to all per page and document fees.' A red circle with the number '3' points to this text. At the bottom of the dialog, there are 'Cancel' and 'Send' buttons. A red circle with the number '4' points to the 'Send' button.

Figure 291: Accelerate Order pop-up with new delivery date and new priority fee.

5. The accelerated order will appear highlighted in red.

Order Index "How To Use eStrataHub"

Select a date range to search for orders and click "Search", or enter your order number in the "Order #" field and click "Find".

* From Order #:
 * To Note: Date range must not be greater than 3 months.

Double-click an order to **5** link with that order (Double-click to pay, send messages, or download your documents) Acceleration Requests in red

Msg	Order #	Reference # / Folio	Ordered On	Due Date	Strata Plan #	Strata Lot #	Status
<input type="checkbox"/>	3239	Smith123	03/13/2015	03/20/2015	bcs2055	14	In Progress
<input type="checkbox"/>	3238	Smith123	03/13/2015	03/19/2015	bcs2055	14	Rejected

1 Records from 1 to 2 of 2

Figure 302: Order Index screen with an accelerated order.

When the strata manager accepts or rejects your request, a message like the one below will appear on the Order Details page.

Accelerate Order Request

A request to accelerate this order to March 18, 2015 was submitted on March 16, 2015 01:42 PM

Figure 313: Acceleration recorded in Order Details.

Once the strata manager accepts your request to accelerate delivery, the Order Required By date on the Order Details screen will change to the new accelerated delivery date.

You will also receive this information in an e-mail.

Cancelling an Order

You may cancel an order only if the strata manager has not yet accepted it. If the status of the order is still New, you can open the order and click the **Cancel Order** button. When you cancel an order, it will disappear from the Order Index.

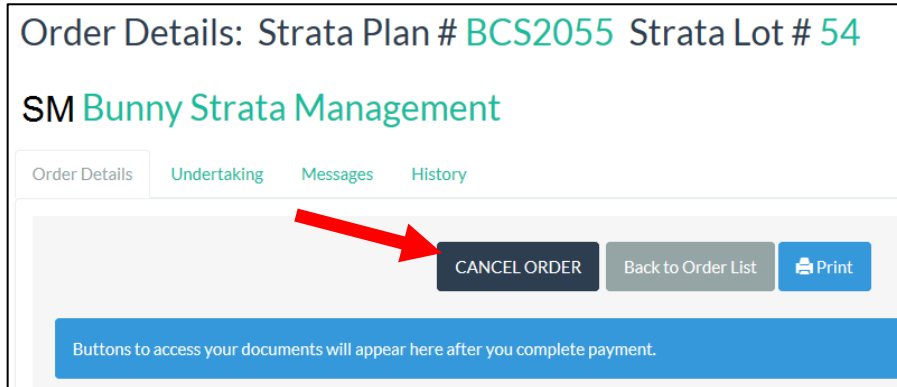


Figure 324: Order Details screen on a New order showing Cancel button.

You cannot cancel your order after a strata manager accepts it. However, you can request that the strata manager cancel an order for you. Follow these steps:

1. Use eStrataHub messages to communicate your request to the strata manager (see Send Messages on page 21 and Receive Messages on page 20). This will create a record of your request and your reasons for cancelling.
2. If the strata manager agrees to your request and cancels the order, the order's status will change to *Cancelled* and eStrataHub will send you an email notification regarding the cancellation.
3. If the strata manager does not agree, the order's status will remain unchanged and the order will still stand. You will receive a message explaining that your request was denied.

Note

There is no charge to place and then cancel an order.

Complete Payment

When the strata manager delivers the documents that you ordered, eStrataHub will send a Notification email to inform you that your order is ready to download. Make sure to note the order number in the email.

Sign in to the APIC web site or BC OnLine where you placed your order. Your My Orders page will list all your orders.

1. Find the order number that you want to view. Note that the order's status will be "Waiting for Payment."
2. Click the **Details** button.

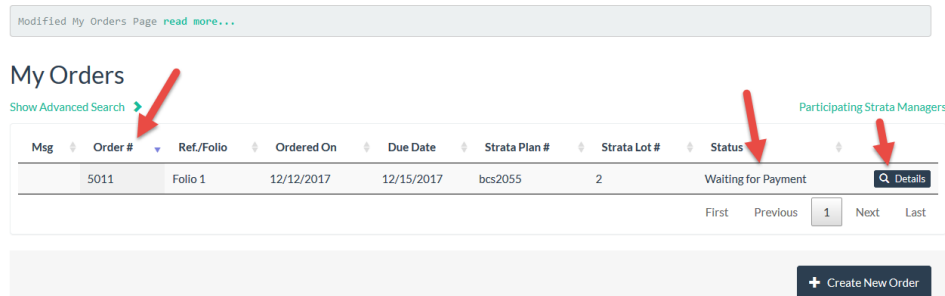


Figure 335: Order on My Orders page with a status of Waiting for Payment.

The Order Details screen displays information about the order.

3. To see a detailed breakdown of cost of your order, click the **Statement/Receipt** button.

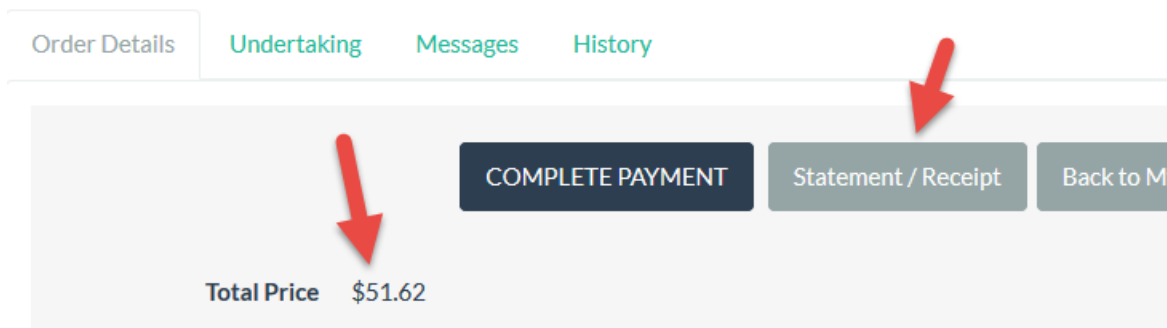


Figure 346: Order Details of an order waiting to complete payment.

Note that the summary of the cost of your order also displays on the Order Details.

4. An Order Summary window will open. Review this information carefully.
5. You can print the summary if you want to. Close the Order Summary window when you have reviewed the information.
6. At the top of the Order Details screen, click **Complete Payment**.

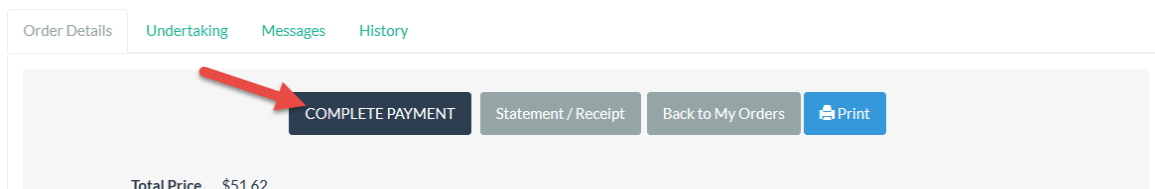


Figure 357: Complete Payment button on an order waiting for payment.

7. When you click Complete Payment, the **Download Documents** and **Email Links to Docs** buttons will appear. Now you can take delivery of your order. See Receive Your Documents on page 29 and Email Links to Documents on page 31.

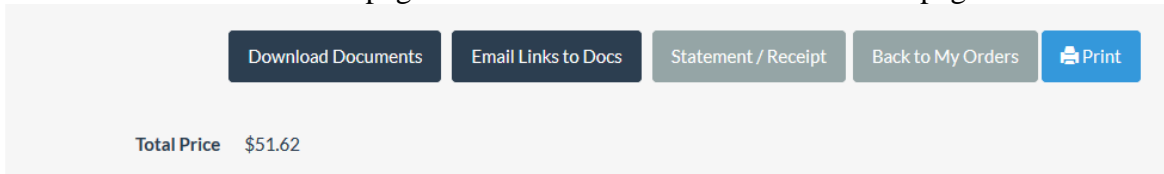


Figure 38: Order Details screen with Download and Email buttons.

Important

When payment is verified, the order is complete.

Receive Your Documents

Shortly after you complete payment, eStrataHub delivers your order and sends a Notification email to inform you that your documents are ready for download. Make sure to note the order number in the email.

Important

Your order will remain on the Order Index for 60 days from the time it is delivered. Please download the file and save it on your system. (You can find orders more than 60 days old by using the Order# field or searching by date range.)

Sign in and select the eStrataHub application. Your Order Index will list all of your current orders. You can click the + sign at the left to "expand" an order. When you have a number of orders to choose from, you can click the column headings to sort the list.

1. Find the order number that you want to view. Click the order to highlight it.
2. Click the **View Order Details** button (or just double-click the order).

The screenshot shows the 'Order Index' page. At the top, there are search filters for 'From' and 'To' dates, a 'Search' button, and an 'Order #' field with a 'Find' button. Below the filters is a table with columns: Msg, Order #, Reference # / Folio, Ordered On, Due Date, Strata Plan #, Strata Lot #, and Status. The table contains three rows of data. A red circle with the number '1' points to the 'Status' column header, and a red arrow points to the 'Complete' status of the second row. Below the table are buttons for 'Create New Order', 'View Order Details', and 'Confirm Sale'. A red circle with the number '2' points to the 'View Order Details' button.

Msg	Order #	Reference # / Folio	Ordered On	Due Date	Strata Plan #	Strata Lot #	Status
	3240	Roth492	03/16/2015	03/20/2015	BCS2055	46	Complete
	3239	Smith123	03/13/2015	03/20/2015	bcs2055	14	Complete
	3238	Smith123	03/13/2015	03/19/2015	bcs2055	14	Rejected

Figure 39: Order Index selecting a completed order.

3. In the Order Details screen, click **Download Documents** or **Email Links to Docs**. Each option is explained next.

The screenshot shows the 'Order Details' screen. At the top, there are tabs for 'Order Details', 'Undertaking', 'Messages', and 'History'. Below the tabs are buttons for 'Download Documents', 'Email Links to Docs', 'Statement / Receipt', 'Back to Order List', and 'Print'. A red circle with the number '3' points to both the 'Download Documents' and 'Email Links to Docs' buttons. Below the buttons is a message: 'Thank you for your purchase. Did you know that you can now pay for your order using your credit card? Click here for more info...'. Below the message are logos for Visa, MasterCard, and Discover. At the bottom, there is a blue box with text: 'Your documents are now available for download. To download your documents, please click the Download Documents button above. To email links to these documents to yourself or someone else click on the "Email Links to Docs" button. Order Completed On: March 16, 2015 02:17 PM'.

Figure 360: Order Details screen showing Download and Email buttons.

Download Documents

The **Download Documents** button opens a window listing all of the documents in your order. At the top of the screen, you can download your entire order as a single Adobe Portfolio file. At the bottom of the screen, you can download individual documents from within the order.

APIC eStrataHub Contact Us | Help Orders List > Order Details > Download Documents User

Order Details: Strata Plan # **bcs2055** Strata Lot # **14**

PM **Bunny Strata Management**

Documents Requested	File Name
Download order as a single package	Order_3239.pdf

OR - You may download the individual files that make up your order by clicking on the links below.

Documents Requested	File Size	File Name
Form B - Information Certificate	92.8 KB	FormB.pdf
Form F - Certificate of Payment	63.4 KB	FormF.pdf
Strata Council Meeting Minutes	21.4 KB	2012_11Minutes.pdf
Strata Council Meeting Minutes	21.4 KB	2012_12Minutes.pdf
Strata Council Meeting Minutes	21.4 KB	2013_01Minutes.pdf
Strata Council Meeting Minutes	21.4 KB	2013_02Minutes.pdf

Figure 41: Download screen showing the link to the order as a single file, and links to individual files.

You can:

- Right-click the link, then choose **Save target as...** and save the PDF portfolio to your network, where you can work on it later.
- Left-click the link to open the file in your Acrobat software, then print the PDF documents or save them to your network.

To work with PDFs in the portfolio, you will need current versions of Adobe Flashplayer and Adobe Acrobat Reader (or the latest version of Standard or Professional). See Minimum Software Requirements on page 4 and View, Print, or Save Your Documents on page 48 for details.

When you are finished with this screen, click the **Order Details** link at the top to return to the order details screen for this order, or the **Orders List** link to return to the Order Index screen.

Email Links to Documents

The **Email Links to Docs** button sends links by email to addresses that you provide. The person who receives the email can use the links to download the documents from your eStrataHub order. This is much easier than downloading the PDF files and then sending them as email attachments.

Click **Email Links to Docs** to view the Email Document Links window.

If you do not want to send links to the email originally provided (usually yourself) just clear the first box. If you want to send links to other email addresses, select the second box and enter the addresses as shown. You can enter multiple addresses by separating each one with a semicolon. You can add a comment to the email if you choose. When you are finished, click **Send Email**.

The screenshot shows a window titled "Email Document Links" with a close button in the top right corner. The window contains the following information and controls:

- Strata Plan # **bcs2055** Strata Lot # **14**
- Order # **3239**
- Email link to:**
 - Email originally provided: rick.marx@shaw.ca
 - Additional Emails: legal@email.com; Admin@email.com
- Email Comments:** Here are links to those documents you requested. Thanks.
- Buttons: Cancel, Send Email

Red arrows in the image point to the "Email link to:" label, the "Additional Emails:" checkbox, the email addresses in the text box, and the "Send Email" button. A red note states: "You can enter multiple addresses by separating each one with a semicolon."

Figure 372: Email Links popup with additional emails and Comments.

eStrataHub will send an email like this to the addresses you specified.

1. These links provide access to the free software needed to view the documents.
2. This link lets you download the entire order as a single Adobe Portfolio file.
3. These links let you download individual documents from within the order.

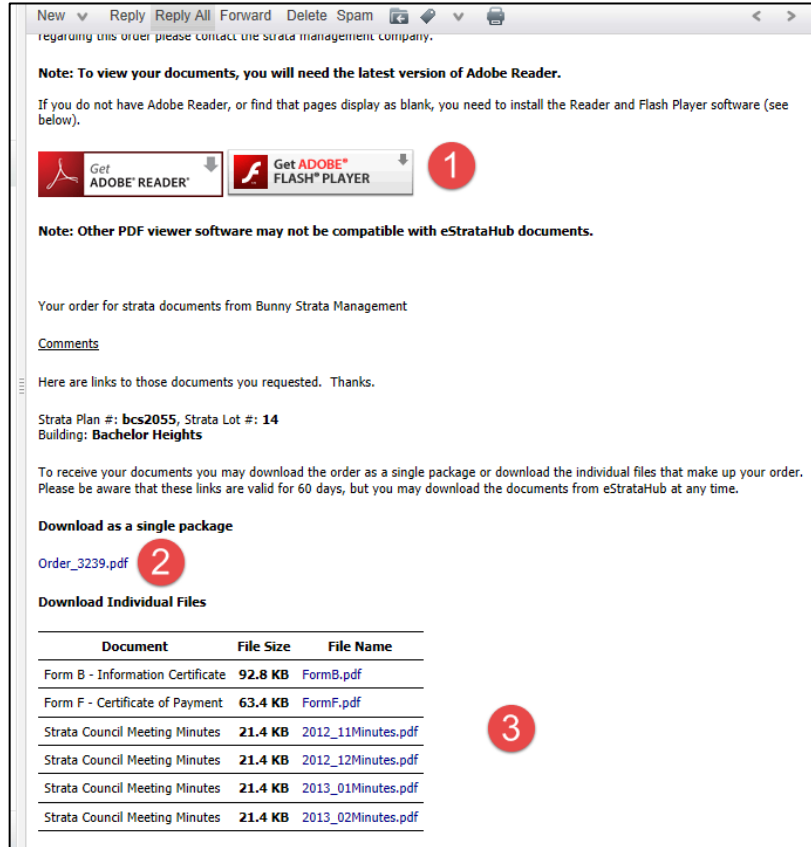


Figure 383: Email Links email showing links to free Adobe software, a link to documents as a single file, and links to each file.

You can:

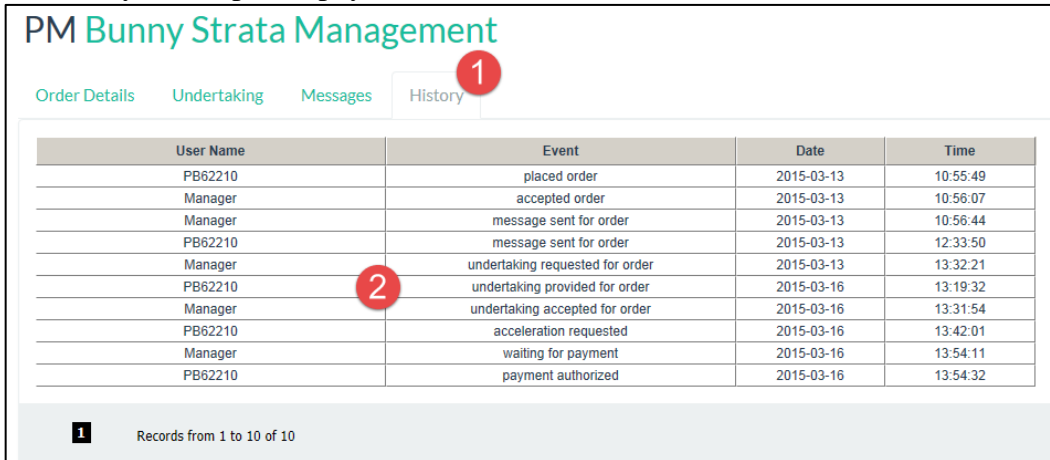
- Right-click the link, then choose **Save target as...** and save the PDF portfolio to your network, where you can work on it later.
- Left-click the link to open the file in your Acrobat software, then print the PDF documents or save them to your network.

To work with PDFs in the portfolio, you will need current versions of Adobe Flashplayer and Adobe Acrobat Reader (or the latest version of Standard or Professional). See Minimum Software Requirements on page 4 and View, Print, or Save Your Documents on page 48 for details.

View Order History

The History link lets you view all of the events that an order has gone through.

1. Open the **History** tab.
2. The Order History screen shows who initiated each event, the nature of each event, and when each event took place. In the example below, you can see when you placed the order, when the strata manager accepted and delivered the order, and when you completed payment.



The screenshot shows the 'PM Bunny Strata Management' interface with the 'History' tab selected. A red circle with the number '1' highlights the 'History' tab. Below the navigation tabs is a table with four columns: 'User Name', 'Event', 'Date', and 'Time'. The table contains 12 rows of event data. A red circle with the number '2' highlights the 'Event' column. At the bottom of the table, there is a footer that says 'Records from 1 to 10 of 10'.

User Name	Event	Date	Time
PB62210	placed order	2015-03-13	10:55:49
Manager	accepted order	2015-03-13	10:56:07
Manager	message sent for order	2015-03-13	10:56:44
PB62210	message sent for order	2015-03-13	12:33:50
Manager	undertaking requested for order	2015-03-13	13:32:21
PB62210	undertaking provided for order	2015-03-16	13:19:32
Manager	undertaking accepted for order	2015-03-16	13:31:54
PB62210	acceleration requested	2015-03-16	13:42:01
Manager	waiting for payment	2015-03-16	13:54:11
PB62210	payment authorized	2015-03-16	13:54:32

Records from 1 to 10 of 10

Figure 394: History tab showing events recorded for this order.

Dealing with Unclaimed Orders

What happens if a strata manager assembles and delivers an order as per your request, but you neglect to complete payment? The strata manager is placed in a difficult position—they have done the work you requested, but they haven't been paid.

eStrataHub provides strata managers with an optional feature that lets them force payment for unclaimed orders. If the strata management company uses this feature, you will go through an extra step in the ordering process (between Step 1 and Step 2). You will have to agree with the following notification before you can submit your order.

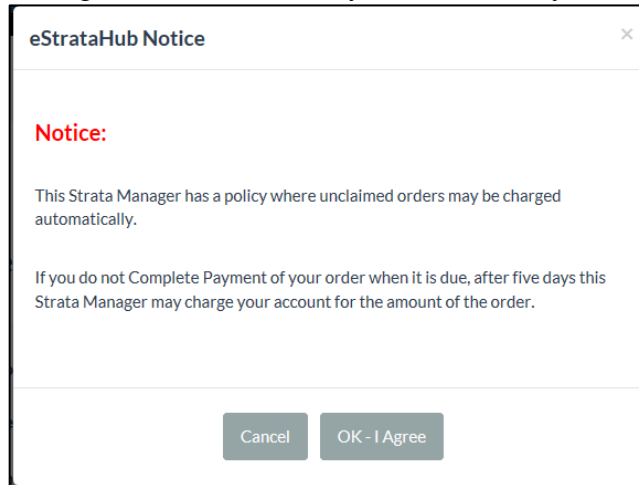


Figure 405: Unclaimed order notice.

Here are the steps in an unclaimed order situation. Note that as a customer, you have a five-day grace period in which to pay for the order.

1. One day after your completed order's due date, eStrataHub sends you a message that the order is ready. During the five-day grace period, the order's status is *Waiting for Payment*.
2. Five days after your completed order's due date, the grace period elapses. eStrataHub sends you *and* the strata manager a message that the strata manager may bill your account even if you do not complete payment. The order's status changes to *Waiting for Payment - Chargeable*. The strata manager now has 40 days in which to bill for the unclaimed order.
3. During the 40-day *Waiting for Payment - Chargeable* period, you can continue to negotiate with the strata manager through eStrataHub messages (see Send Messages on page 21 and Receive Messages on page 20). These messages remain on file as part of the order process, and include emails.
4. 45 days after your completed order's due date, if the strata manager has not billed you, the order's status changes to *Expired*.
5. 60 days after your completed order's due date, if the order is unresolved for any reason, the order's status changes to *Expired*. Nothing can happen to an expired order. The strata manager won't be able to update it or bill for it, and you won't be able to download it. At this point, it is a "dead" order.

Confirm Sale

When a property changes hands, strata managers need to update their files with the purchaser's (your client's) names. When a sale falls through or is delayed, strata managers may need to change their files back to the seller's names. If a strata manager activates eStrataHub's optional *Confirm Sale* feature, an email request will go out to lawyers or notaries who have ordered a Form F. Responding to the request is easy—you just log into eStrataHub and answer a couple of questions. Note that realtors are not affected by this feature, as they should not place Form F orders.

Notification Email

On the business day following the completion date, you will receive an email from eStrataHub asking you to log on and confirm that the sale took place.

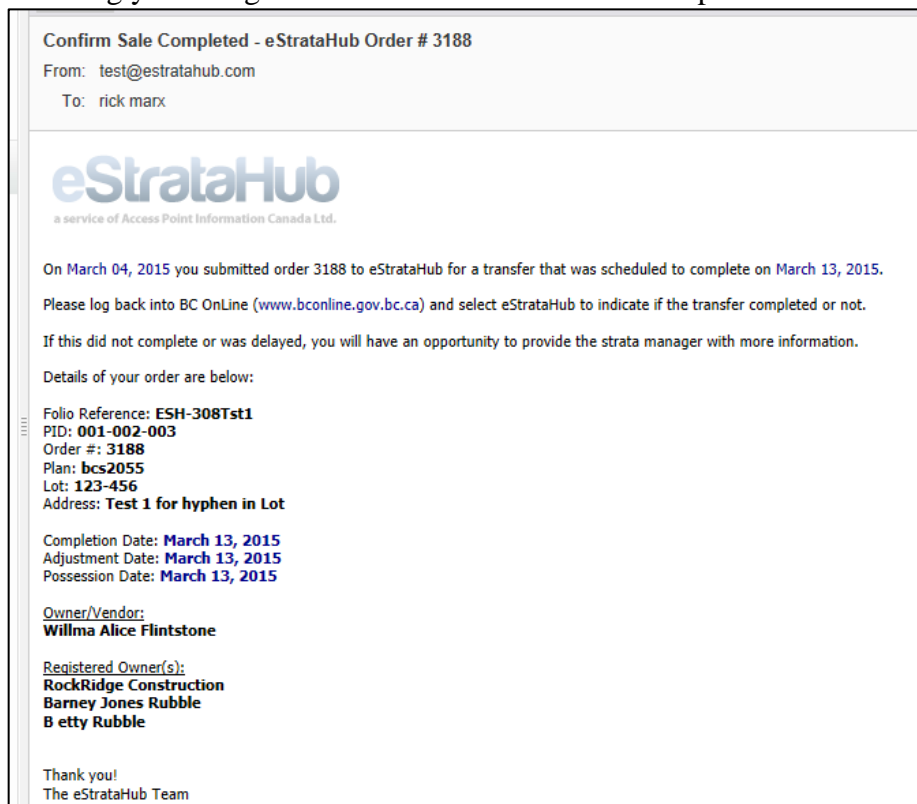


Figure 416: Confirm Sale email.

Confirming the Sale

After a sale completion date, when you sign on to eStrataHub a Confirm Sale dialog box will pop up asking you to resolve the question: "Did the sale complete?" Click **Resolve** to go to the Sale/Transaction Index screen.

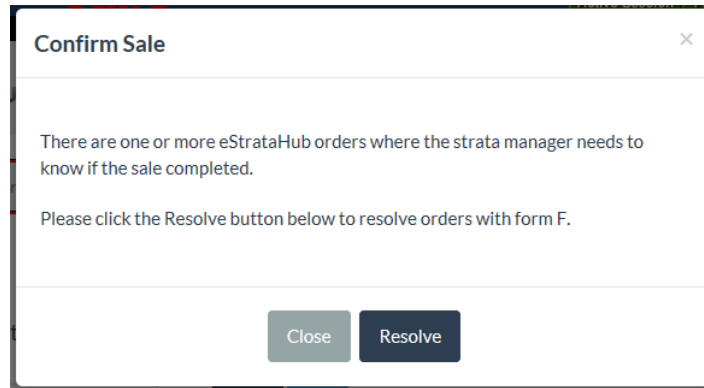


Figure 427: Confirm Sale pop up.

Note that **only you** will see the Confirm Sale dialog box for **your** orders. If you are away from the office, other people in your account can use the **Confirm Sale** button at the bottom of the Order Index screen to get to the Sale/Transaction Index.

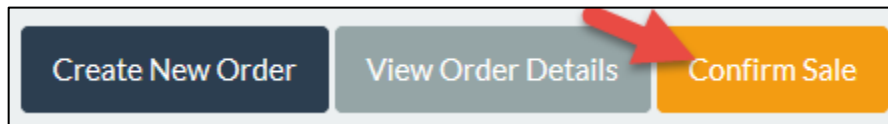


Figure 48: Confirm Sale button.

The Sale/Transaction Index screen will list one or more Confirm Sale requests. Click the **Resolve** button next to the one you want to respond to.

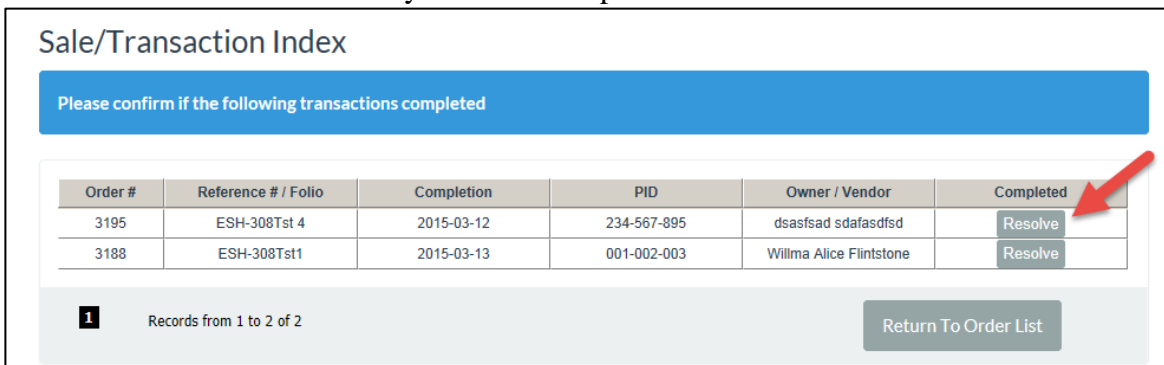


Figure 49: Confirm Sale index listing of orders to be resolved.

In the Confirm Completion window:

1. Select the option that describes the situation. In most cases, the transaction will have completed as scheduled. If the deal fell through, select the second option. If the deal is delayed, choose the third option and provide a new completion date.
2. You can enter comments for the strata manager here.
3. Click **Update**. Your responses are saved to your Order Detail screen and the strata manager will be notified to the resolution.

Confirm Completion of Transaction/Sale

Transaction Details

Folio/Ref: ESH-308Tst1
 Order #: 3188
 Completion #: 2015-03-13
 Plan/Lot: bcs2055 / 123-456
 PID: 001-002-003
 Address: Test 1 for hyphen in Lot
 Registered Owners: Barney Jones Rubble
 Owners: Betty Rubble

Please confirm the completion of this transaction sale:

This transaction did complete.
 This transaction **DID NOT** complete.
 This transaction has been delayed until: Mar 26, 2015

Comments

Financing has been delayed and will be finalized March 26th, 2015. Thanks.

Figure 430: Confirmation screen showing a sale which was delayed.

4. When you have resolved all of your Confirm Sale requests, the Sale/Transaction Index screen will be empty and you can click **Return to Order List**.

Sale/Transaction Index

Please confirm if the following transactions completed

Order #	Reference # / Folio	Completion	PID	Owner / Vendor	Completed
No Records Found					

Figure 441: Sale/Transaction Index with all sales resolved.

Frequently Asked Questions

See the following topics for answers to frequently asked questions.

General Questions

- 1. Why would I want to use eStrataHub?** eStrataHub was designed to help strata managers avoid many of the problems with managing strata document orders including:
 - All the information in one spot. No frantic searching for telephone call notes, faxes, and emails.
 - Simple, fast payment. No cheques. No rush couriers.
 - Easier and less stressful tracking the status of all your orders - especially around closings.
 - Save time and money. No more picking up paper orders at strata manager's office.
- 2. How can I order forms and documents through eStrataHub?**

You can use a BC OnLine account, or (if you want to pay by credit card) you can register with APIC (www.apicanada.com).
- 3. I do not have a BC OnLine or APIC account? How do I get more information?**

Getting a BC OnLine account takes from three to five days. Sign up here:
www.bconline.gov.bc.ca/account.html

Registering an account with APIC takes two to three minutes. Sign up here:
www.apicanada.com
- 4. How do I receive my order and what type of file is it?**

You can download your order from a link on the Order Details page after you complete payment. Your order is delivered as a single "PDF Portfolio" file, which contains one or more PDF files. See View, Print, or Save Your Documents on page 48 for details.
- 5. Do I need Adobe Acrobat to read and print the order?**

In order to work with PDFs in the portfolio, you will need current versions of Adobe Flashplayer and Adobe Acrobat Reader (or the latest version of Adobe Acrobat Standard or Professional). See Minimum Software Requirements on page 4 (under Minimum Software Requirements) and View, Print, or Save Your Documents on page 48.
- 6. How long does it take to receive my order?**

You can obtain your order within minutes of the strata manager submitting it for delivery. After receiving an email from eStrataHub, you can review a summary of the order fees. The documents will appear as soon as your payment is completed.

Fees and Payment

1. *What does it cost to use eStrataHub?*

For each order, eStrataHub calculates the cost as follows:

Document Fees + Priority Fee (if any) + Delivery Charge

Document Fees: the Strata Property Act of BC specifies how much a property management company may charge for forms and documents. Currently, a Form B costs \$35, and a Form F costs \$15. If a per-page charge is applicable, it will be \$0.25.

Priority Fee: a property management company may charge a fee for a rush order. This is in addition to the document fees set out in the Strata Property Act of BC.

Delivery Charge: eStrataHub adds a Delivery Charge per order. This is in addition to the document fees and priority fee (if any) charged by the property management company.

2. *How do I pay for an order?*

The cost of the order is deducted from your BC OnLine deposit account when you click the Complete Payment button. You can also register with APIC to use a credit card (see www.apicanada.com)

3. *What are the Priority Order Fees?*

Priority Fees are the additional amount the Strata Manager may charge for rush orders that are to be delivered earlier than the standard delivery times. Priority fees are in addition to the applicable per page fees, form fees, and delivery fees. Priority fees are established by the Strata Managers separately and therefore may vary from one Strata to another.

4. *What are Standard Delivery Times?*

The Strata Property Act dictates the standard delivery time for documents. The standard delivery time for the following documents is one week:

- Form B
- Form F
- Bylaws
- Rules
- Depreciation Report (if ordered along with a Form B)

The standard delivery time for all other documents is **two weeks**. Note that the Strata Property Act requires certain documents be attached to the Form B Information Certificate {59(4)}. When these documents are requested **along with a Form B**, then the standard delivery time for Form B would apply (i.e., **one week**). If the delivery of documents is requested earlier than the standard delivery times (as a Rush Order) then Priority Order Fees may apply, as determined by the Strata Manager.

5. **How does eStrataHub calculate Priority Order Fees (for a Rush Order)?** If you order a document and request the standard delivery time or later, no Priority Order Fees will apply. If you request an **earlier** delivery time, Priority Order Fees may apply.

Priority Order Fees are based on the number of **business days** from the receipt of the order to the delivery date you select. Orders submitted on non-business days or statutory holidays are considered received on the following business day.

Example A: If on Wednesday you order a Form B and a Form F to be delivered the following **Wednesday**, no Priority fees will apply. Because the standard delivery time for these documents is one week, only the statutory fees will apply (\$35 for Form B, \$15 for Form F, and the eStrataHub delivery fee).

Example B: If on Wednesday you order a Form B and Form F to be delivered the following **Monday**, the Strata Manager's Priority Order Fees will apply **in addition** to the fees mentioned above. Priority Order Fees are based on business days (Saturday and Sunday are not counted). In this example, your three-day rush order would include Thursday, Friday, and Monday.

6. **When is a “Same Day” order due?**

The same business day that it is received.

7. **When is a “+1 Business Day” due?**

The business day after it is received.

8. **Do you accept credit card payment?**

Yes -- registration at www.apicanada.com is quick and easy. Once you have registered, you can pay for strata documents with a credit card.

Submitting an Order

1. **How do I submit a new order through eStrataHub?** See Ordering Documents on page 6.

2. **How will I know when my order is accepted by the strata manager?**

Two things happen when the strata manager accepts your order:

- eStrataHub will send you an email
- The status in the Order Index and on the Order Details page will change from “New” to “In Progress”

3. **I need to add another document or form to an order. What can I do?**

Use the Messages feature to request that the strata manager add the missing document.

4. *How do I contact the strata manager?*

The best way to contact a strata manager is to use the Send Messages feature (see page 21). This ensures that all communications become part of the eStrataHub order. In addition to Messages, the name and the telephone number for the strata manager is shown at the top of the Order Details page for each order. It is a good idea to confirm any verbal communications with a Message so it becomes part of the eStrataHub order.

5. *My order was rejected. What do I do now?*

You can do either of the following:

- Contact the strata manager by looking up their telephone number on the Order Details page.
- Go to the Message section of the order and send a Message.

Order Index

1. *How can I view all of the orders for our company?*

Under the Order Index there are two links which filter the orders you see:

- **My Orders** shows only orders that you have placed.
- **All Account Orders** shows everything that has been ordered within your BC OnLine account.

2. *What are the different status types?*

The possible status types are:

- **New** (You placed an order, but has not yet been accepted or rejected.)
- **In Progress** (Your order has been accepted and there is not an outstanding request for undertaking.)
- **Rejected** (The strata manager has viewed and rejected your order.)
- **Undertaking Required** (The strata manager has requested that you provide an undertaking letter.)
- **Undertaking Provided** (You have sent the undertaking letter using the Undertaking section.)
- **Waiting for Payment** (Your order is ready to be delivered and you must complete payment.)
- **Waiting for Payment - Chargeable** (The strata manager can force payment for an unclaimed order.)
- **Payment Authorized** (eStrataHub is verifying your payment before delivering the order.)
- **Payment Declined** (Your payment could not be processed.)
- **Complete** (Payment has been processed and the order has been delivered to your Order Details page.)

- **Expired** (If a completed order is unresolved for any reason 60 days after the order's due date, the status changes to Expired. Nothing can happen to an expired order. A customer can't download it, and a strata manager can't bill for it. At this point, it is a "dead" order.)
3. ***How do I sort the Order Index?***
Click the header you wish to use for sorting. It will sort from smallest to largest or A-Z. Click again to reverse the sort order.
 4. ***How can I see what documents are being requested for each order?***
On the Order Index, click on the "+" sign next to the order. The row will expand to show the documents required.
Of course you can also double-click on the order which takes you to the Order Details page where all information can be found.


Undertakings

1. ***How do I know when I need to provide an undertaking?*** See Provide an Undertaking on page 22.
Please note that some strata managers may send you a Message request
2. ***How do I provide the undertaking letter?*** See Provide an Undertaking on page 22.
3. ***I sent an undertaking letter using Messages and the status is still "Undertaking Required" What should I do?***
It is best to attach your letter using eStrataHub's Provide an Undertaking feature (see page 22). This way, you will be able to quickly find the Undertaking without having to search the Messages.
4. ***What happens when the undertaking is accepted?***
You receive an email that tells you the undertaking has been accepted and the status of the order changes back to In Progress.
5. ***My undertaking was rejected. What can I do?***
Usually the strata manager provides a reason for rejecting the undertaking and requires a change to the undertaking letter. You can resubmit the undertaking letter and the strata manager will receive it just as with your original letter. You can also contact the strata manager directly to resolve the issue.

Messages

1. ***What are messages?***
Messages allow you and the strata manager to send and receive information about the order. This provides a record of all communication in one place. They can be just text, a file or both.
2. ***How do I send a message to the strata manager?*** See Send Messages on page 21.

3. *How do I know if I receive a message from the strata manager?*

You will receive an email notifying you that a message has arrived for an order. In addition to the email, the Order Index screen shows an envelope icon  beside orders with unread messages.

4. *What types of files can I send with a message?*

You can attach any type of file: Word documents, PDFs, spreadsheets, or images.

Receiving the Order

1. *How do I receive my order?*

See Receive Your Documents on page 29.

2. *How long will the record last in the system after it is delivered?*

An order will appear in your Order Index for 60 days after delivery, but it always stays in the system. To find an order that no longer appears in the index, use the Order# field or search by date range. See The Order Index on page 8.

3. *I'm having trouble downloading my documents.*

If you receive “Access denied” or “You are not authorized” messages, please try the following solutions.

a) Disable Protected Mode (requires restarting Internet Explorer):

If you use the IE8 or IE9 browser, you may need to disable protected mode to download ordered documents or to solve display issues.

- In the Tools menu, select **Internet Options** and open the Security tab.
- Find the Enable Protected Mode field and change its setting. If it is currently selected, unselect it. You must re-start Internet Explorer for the changed setting to take effect.



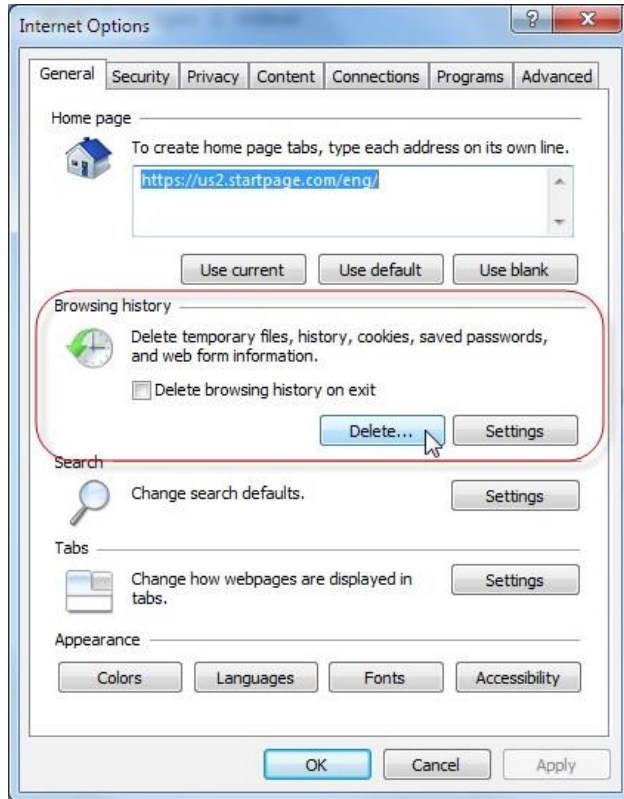
- Click **Apply** and then **OK**. Close, then restart the browser. If you used this tip for a download problem, try downloading your eStrataHub documents again.
- If you used this tip to resolve a screen display problem, check your screen to see if the problem is fixed.

4. I just get a blank or partial screen when I select eStrataHub.

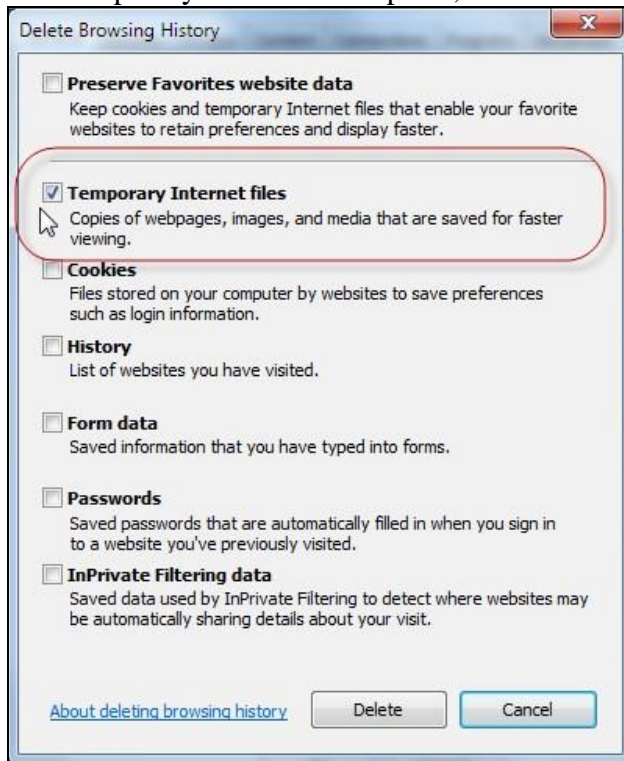
If you see a blank or partial screen when you select eStrataHub from the main menu, try changing the Enable Protected Mode setting as explained above, and see the other solutions below.

a) Clear the Browser's Cache:

- In the browser's Tools menu, select **Internet Options**.
- In the General tab, under Browsing History, click **Delete**.



- A Delete Browsing History window will appear. Deselect all options except the Temporary Internet File option, then click **Delete**.



- Close, then restart the browser.
 - Check your screen to see if the problem is fixed.
- b) If you use Windows 7, try the 32-bit version of Internet Explorer:** If you use Windows 7, you may want to try using the 32-bit version of IE8 or IE9 instead of the 64-bit version.

Appendices

The following sections describe in greater detail how to use software to make your eStrataHub experience easier and more efficient.

View, Print, or Save Your Documents

See Minimum Software Requirements on page 4 for details regarding Adobe Acrobat.

The forms and documents that you order through eStrataHub are delivered in a single "PDF Portfolio" file. The portfolio acts as a container for one or more PDF files.

In order to work with PDFs in the portfolio, you will need current versions of: Adobe Flashplayer and Adobe Acrobat Reader (or the latest version of Adobe Acrobat Standard or Professional). Adobe Acrobat Standard and Professional are commercial products, but the free software listed below might be enough for you:

Adobe Reader at: <https://get.adobe.com/reader>

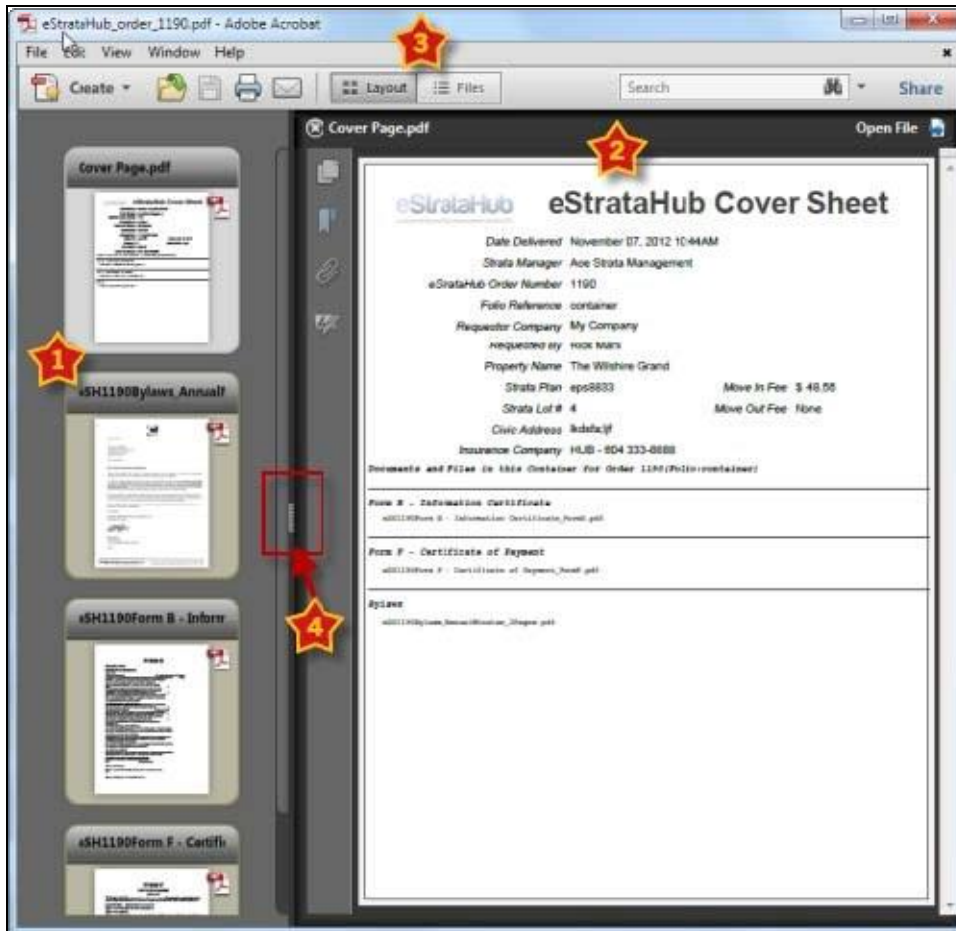
Flashplayer at: <https://get.adobe.com/flashplayer>

The following sections describe each version.

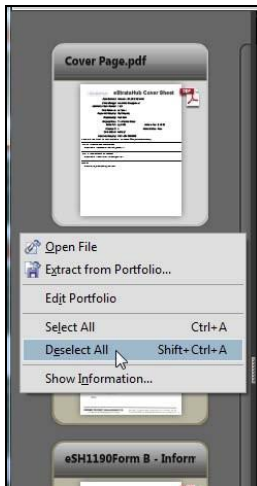
View/Print/Save in Acrobat X

When you receive your order, open the PDF Portfolio in Acrobat X.

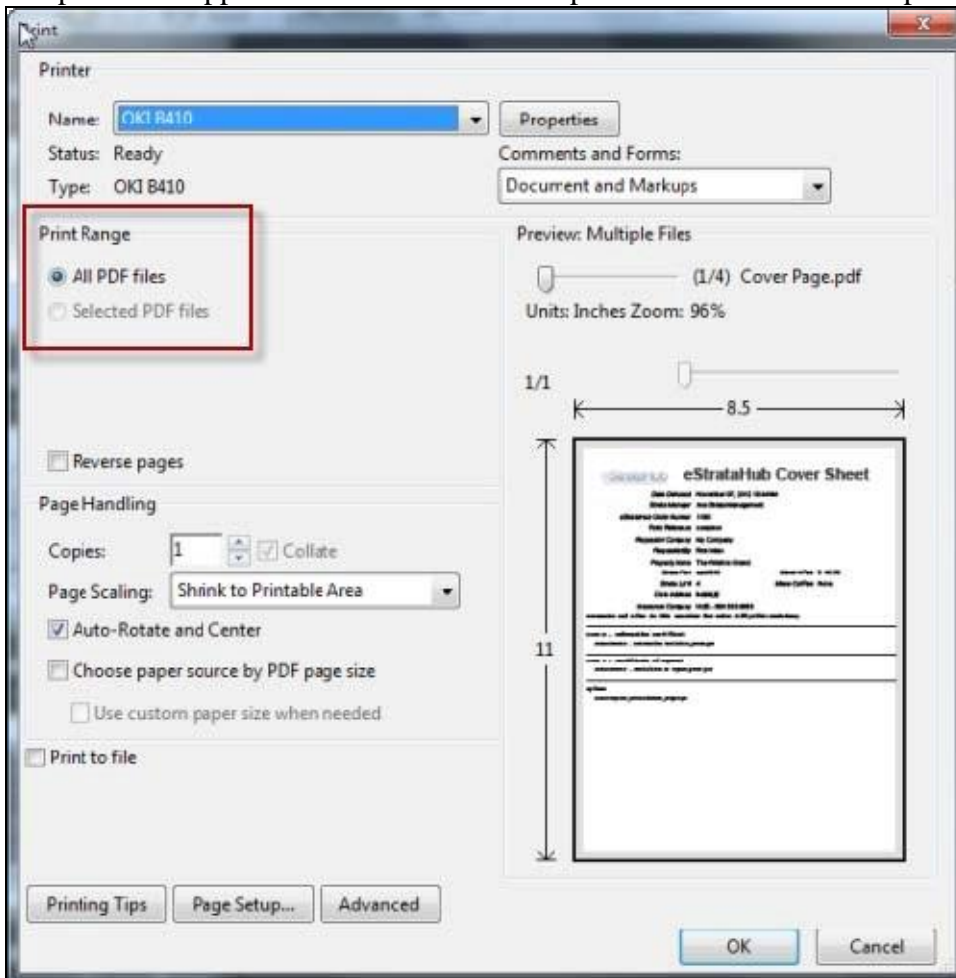
1. The documents you ordered will appear in a "File List" on the left.
2. The first document in the portfolio will be selected, and will appear in a "Preview Window" on the right.
3. A Portfolio Toolbar appears at the top of the screen, letting you change the view of the documents (Layout or Files).
4. A "drag bar" appears between the file list and the preview window.



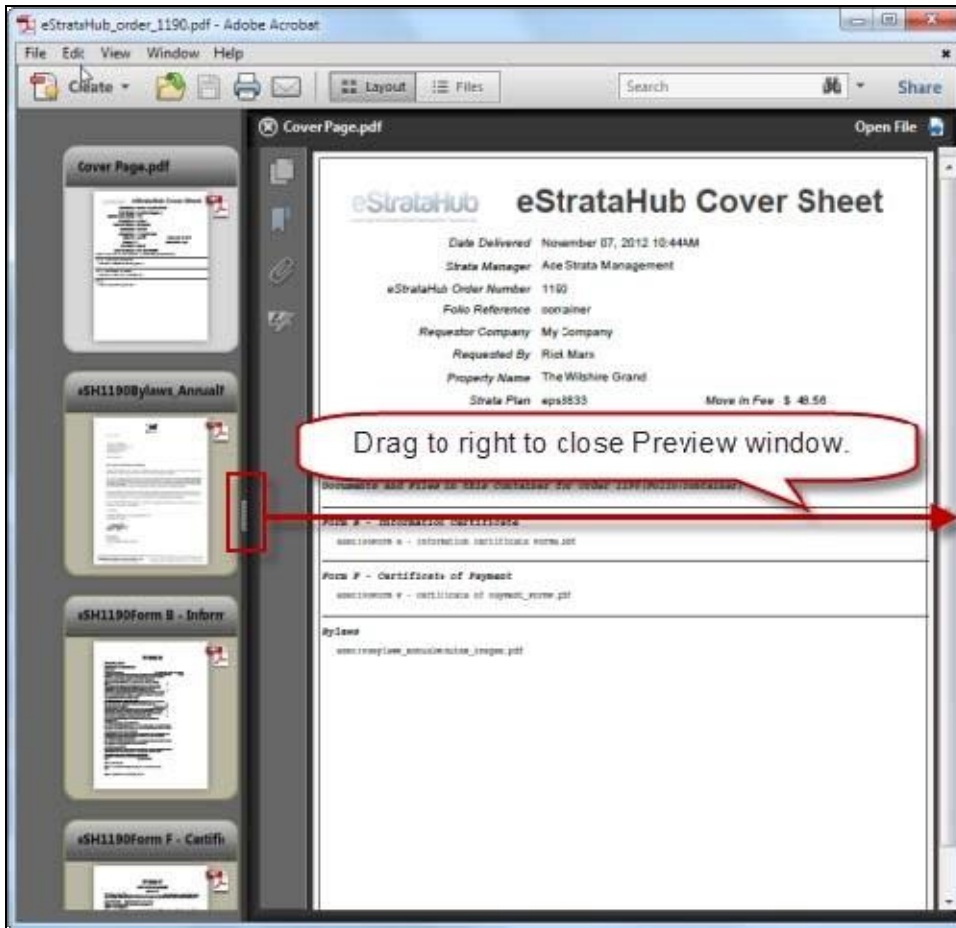
To view, save, or print *a single PDF* from the portfolio, click the document in the list to select it. It will appear in the Preview window. Click **Open File** in the top of the Preview window, and the file will open in Acrobat. Now you can view, print, or save the document. To print *all PDFs* from the portfolio, right-click the file list and choose **Deselect All** (or press **Shift + Ctrl + A**). This will empty the Preview window and de-select all of the files in the list.



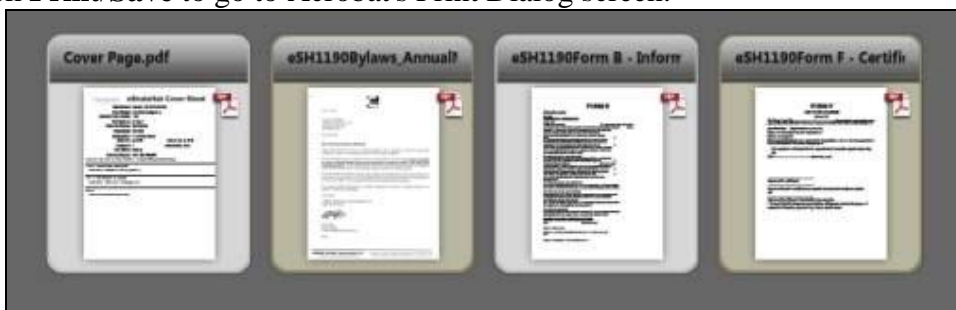
In the File menu, click **Print/Save** to go to Acrobat's Print Dialog screen. The "All PDF Files" option will appear selected. Click **OK** to print all of the files in the portfolio.



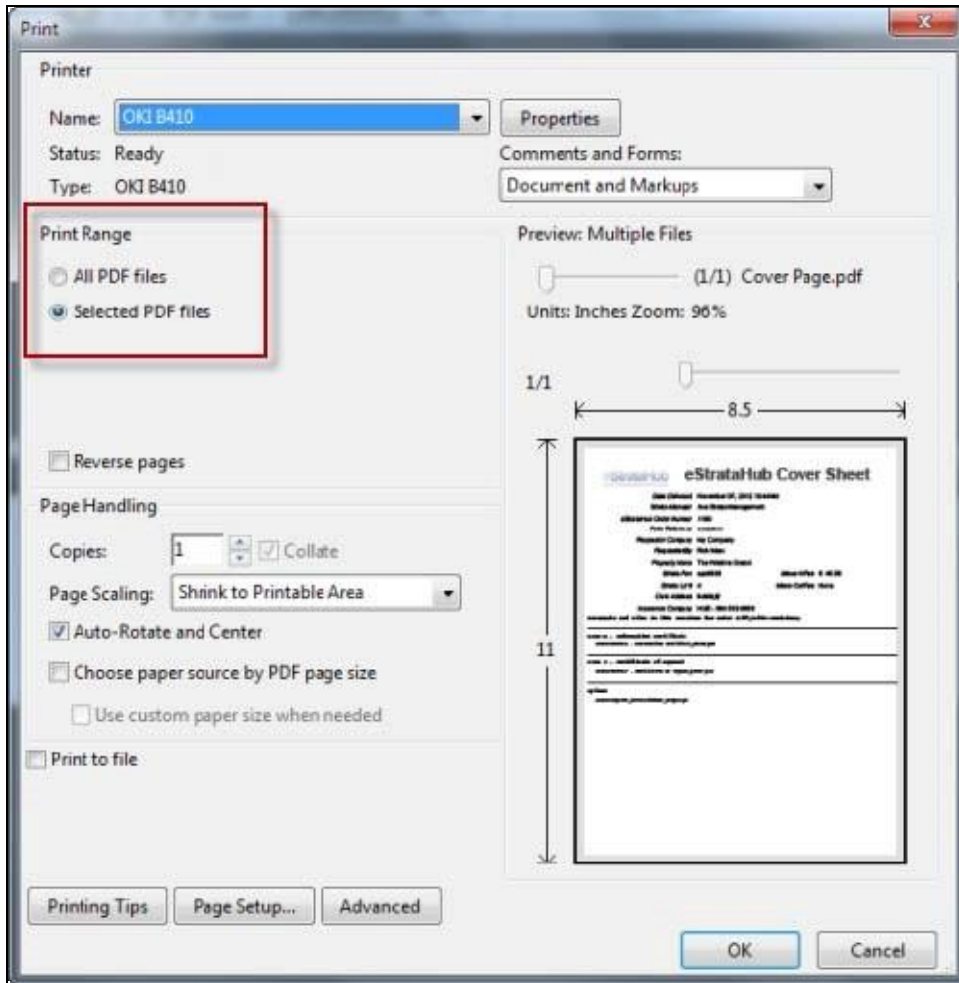
To print *selected PDFs* from the portfolio, you must first close the Preview window. Click and hold the drag bar, and drag it all the way across the screen to close the Preview window.



Now hold down the **Ctrl** key and click the files that you want to print. To select a range of files, you can also click the first file in the range, then hold down **Shift** and click the last file in the range. In the picture below, the first and third file are selected. In the File menu, click **Print/Save** to go to Acrobat's Print Dialog screen.



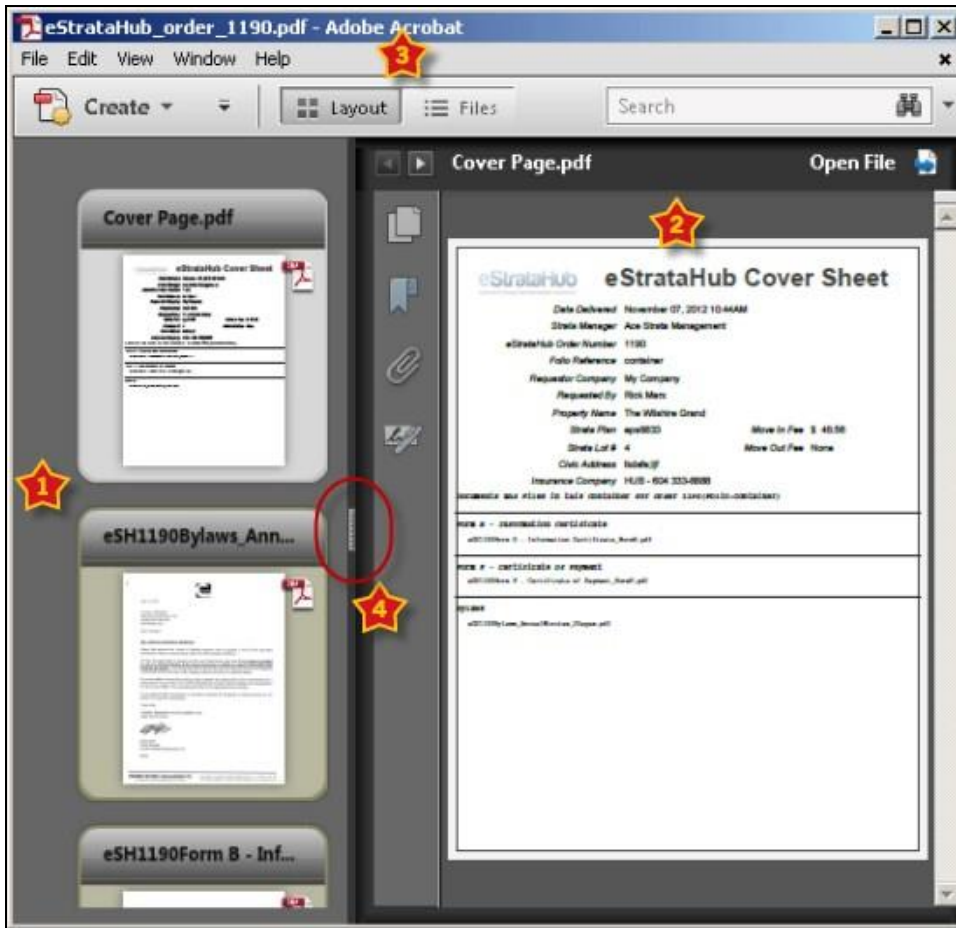
Now both the "All PDF Files" option and the "Selected PDF Files" options appear. Click **Selected PDF Files** and click **OK** to print the files you selected.



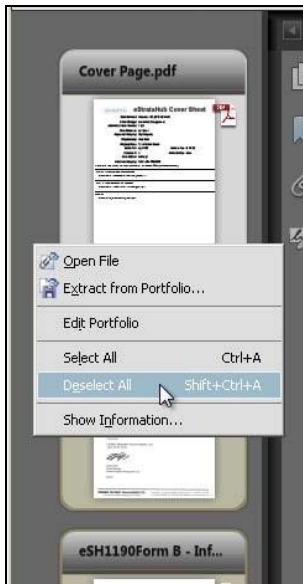
View/Print/Save in Acrobat XI

When you receive your order, open the PDF Portfolio in Acrobat XI.

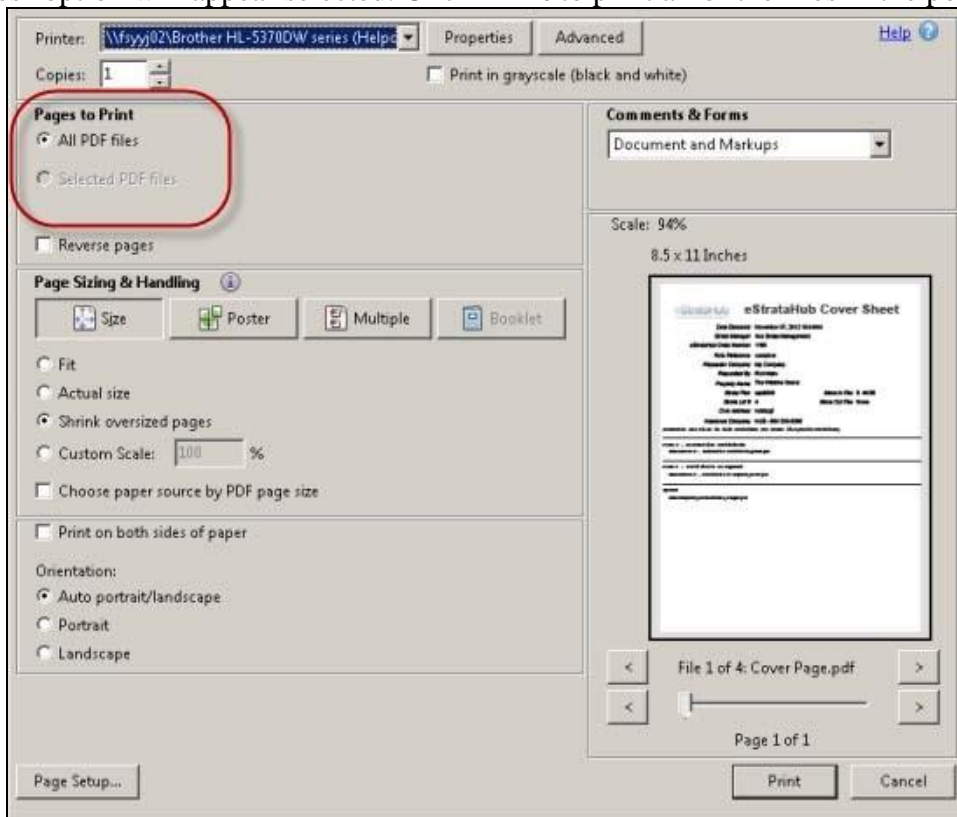
1. The documents you ordered will appear in a "File List" on the left.
2. The first document in the portfolio will be selected, and will appear in a "Preview Window" on the right.
3. A Portfolio Toolbar appears at the top of the screen, letting you change the view of the documents (Layout or Files).
4. A "drag bar" appears between the file list and the preview window.



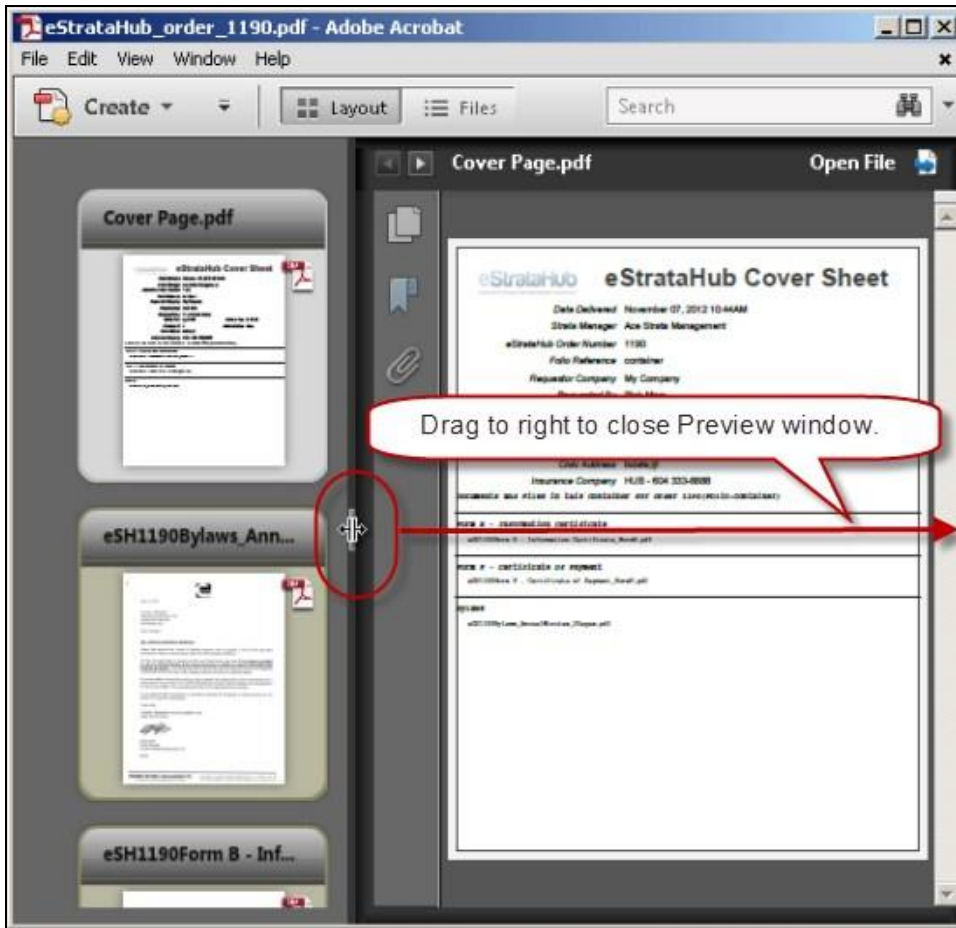
To view, save, or print *a single PDF* from the portfolio, click the document in the list to select it. It will appear in the Preview window. Click **Open File** in the top of the Preview window, and the file will open in Acrobat. Now you can view, print, or save the document. To print *all PDFs* from the portfolio, right-click the file list and choose **Deselect All** (or press **Shift + Ctrl + A**). This will empty the Preview window and de-select all of the files in the list.



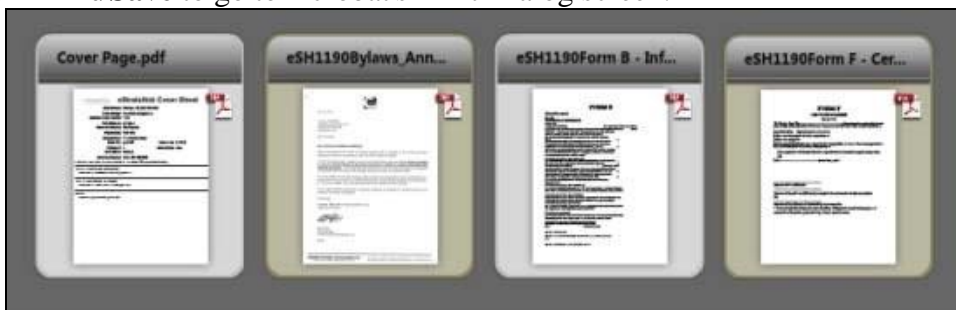
In the File menu, click **Print/Save** to go to Acrobat's Print Dialog screen. The "All PDF Files" option will appear selected. Click **Print** to print all of the files in the portfolio.



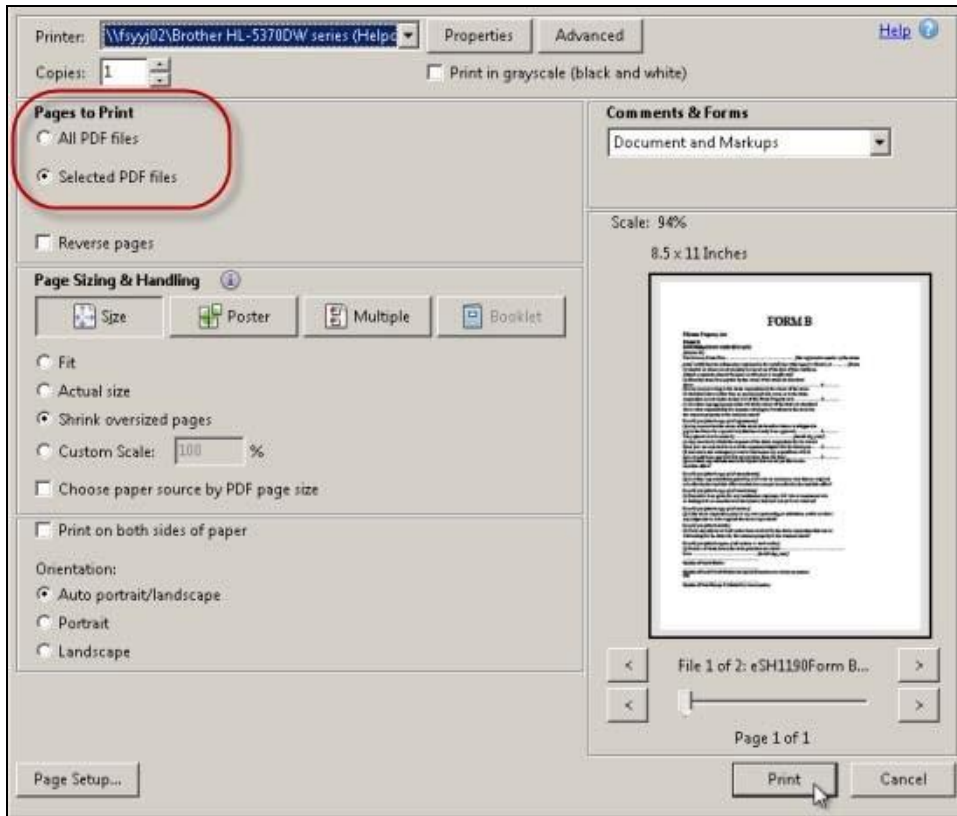
To print *selected PDFs* from the portfolio, you must first close the Preview window. Click and hold the drag bar, and drag it all the way across the screen to close the Preview window.



Now hold down the **Ctrl** key and click the files that you want to print. To select a range of files, you can also click the first file in the range, then hold down **Shift** and click the last file in the range. In the picture below, the first and third file are selected. In the File menu, click **Print/Save** to go to Acrobat's Print Dialog screen.



Now both the "All PDF Files" option and the "Selected PDF Files" options appear. Click **Selected PDF Files** and click **Print** to print the files you selected.



Using Your Juricert Digital Signature

As a lawyer or notary, you almost certainly have a Juricert digital signature that you use to e-file documents with the LTSA. As an eStrataHub customer, you can use that digital signature to sign documents such as undertaking requests.

When you receive an undertaking request, rather than attaching a signed and scanned acceptance letter, you can simply apply your digital signature to the request and return the signed version. Your digital signature will certify your identity and credentials.

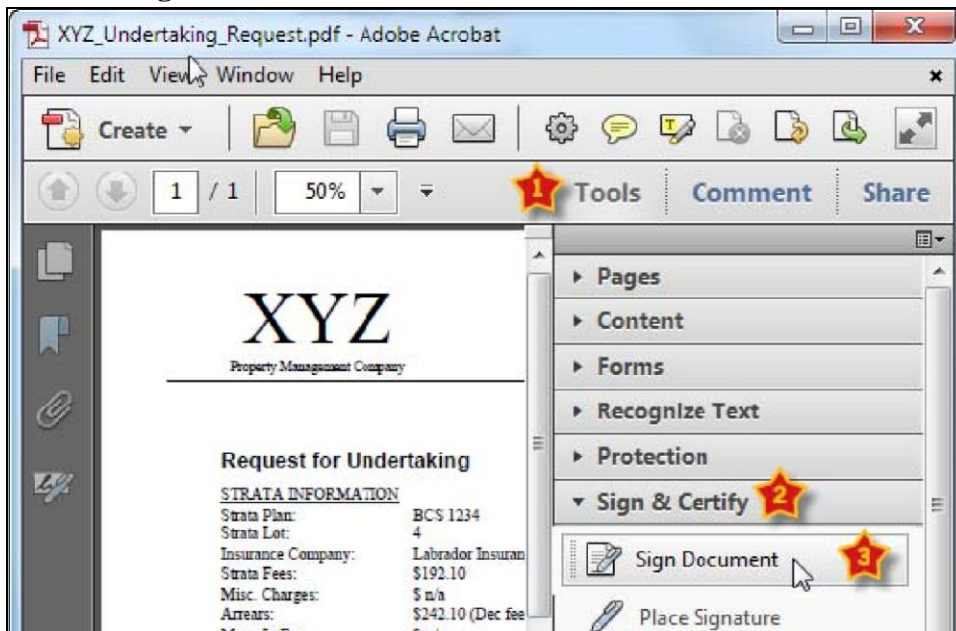
You will need current versions of the Adobe Flashplayer and Version X, or XI of Adobe Acrobat.

The following sections describe signing in each version of Acrobat.

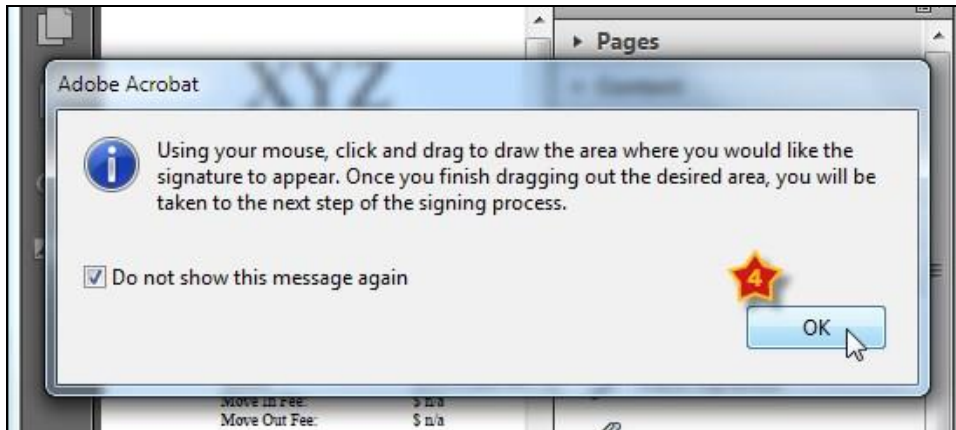
Digital Signature in Acrobat X

When a strata manager sends you an Undertaking Request, open it in Acrobat X and review the document. If you agree with the terms of the undertaking, indicate your agreement by signing the document with your Juricert digital signature. If the document has a signature box for you to sign, click it and proceed to step 6. Otherwise, start at step 1.

1. Click **Tools**.
2. Click **Sign & Certify**.
3. Click **Sign Document**.



4. An Acrobat dialog window will appear, reminding you how to apply a digital signature. Once you are comfortable with this process, you can check the box to tell Acrobat not to show this message again. Click **OK** to proceed.



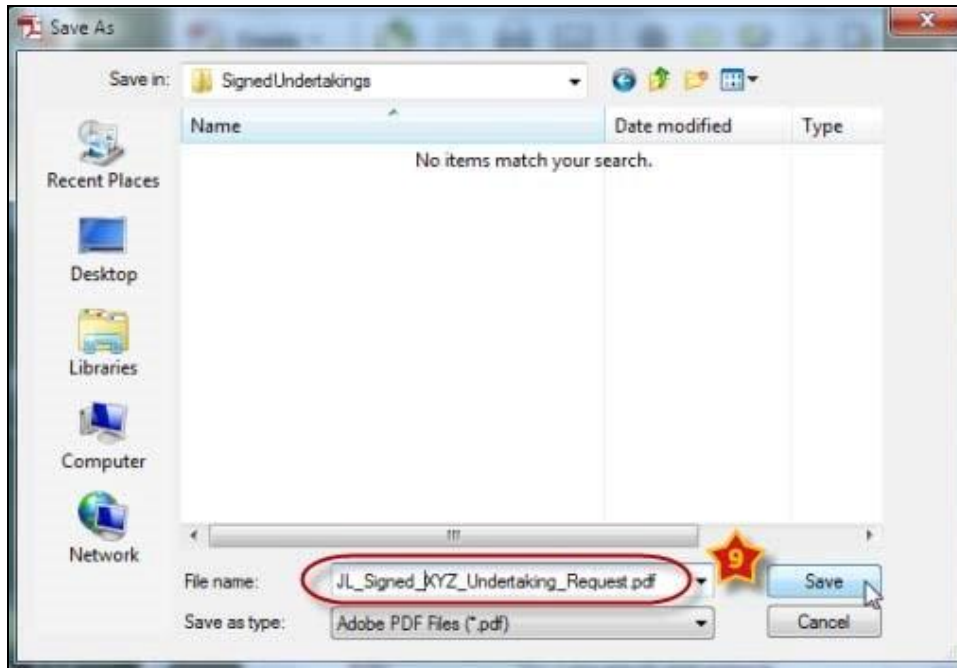
5. Pick an empty part of the document (near the top if possible) and use your mouse to drag open a rectangle for your digital signature. Click the top-left corner, hold the button down, drag diagonally, and release the button at the bottom-right corner.



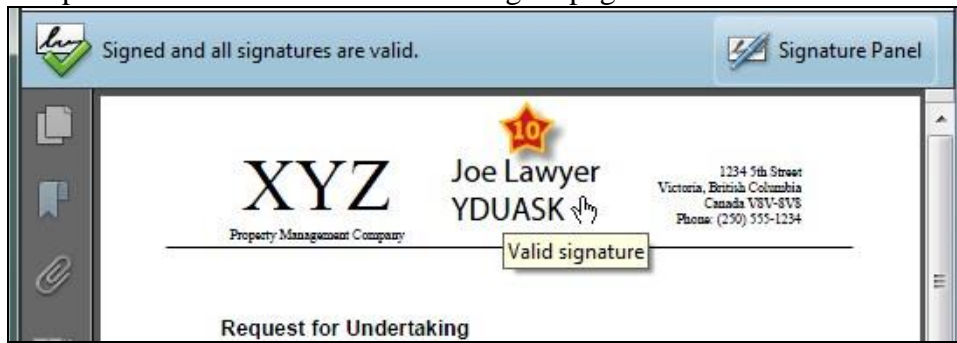
6. Make sure your Juricert digital id is selected in the Sign As box, then enter your Juricert password in the Password box.
7. If you select the box to lock the document, nobody will be able to alter the content of the document after you sign it.
8. When you are done, click **Sign**.



9. Save the signed document to a folder where you can easily find it (in the example below, we have a folder called SignedUndertakings). We recommend saving the document with a name that indicates that it has been signed (in the example below, we added "JL_Signed" to the filename). When you are ready, click **Save**.



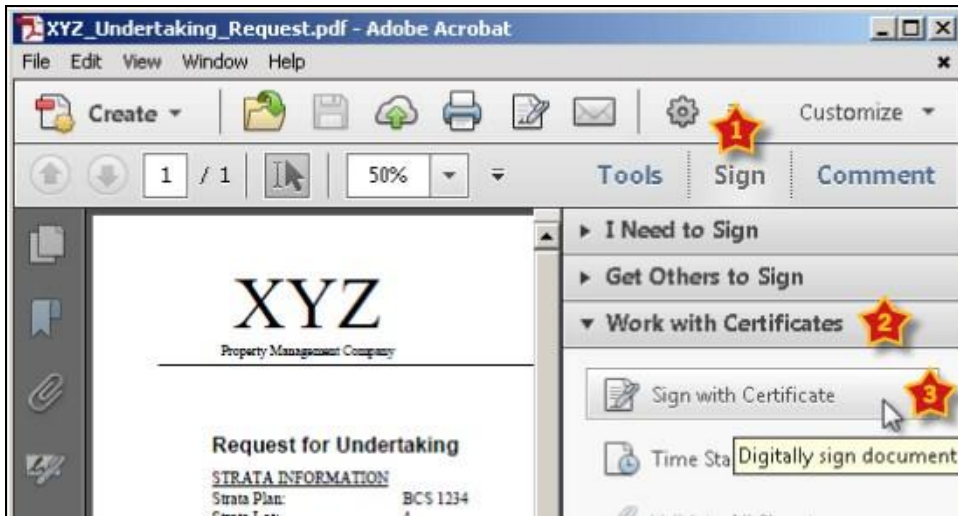
10. Acrobat will display your saved document with your digital signature. Now you can return the signed Undertaking Request to the strata manager to indicate your acceptance. See Provide an Undertaking on page 22.



Digital Signature in Acrobat XI

When a strata manager sends you an Undertaking Request, open it in Acrobat XI and review the document. If you agree with the terms of the undertaking, indicate your agreement by signing the document with your Juricert digital signature. If the document has a signature box for you to sign, click it and proceed to step 6. Otherwise, start at step 1.

1. Click **Sign**.
2. Click **Work with Certificates**.
3. Click **Sign with Certificate**.



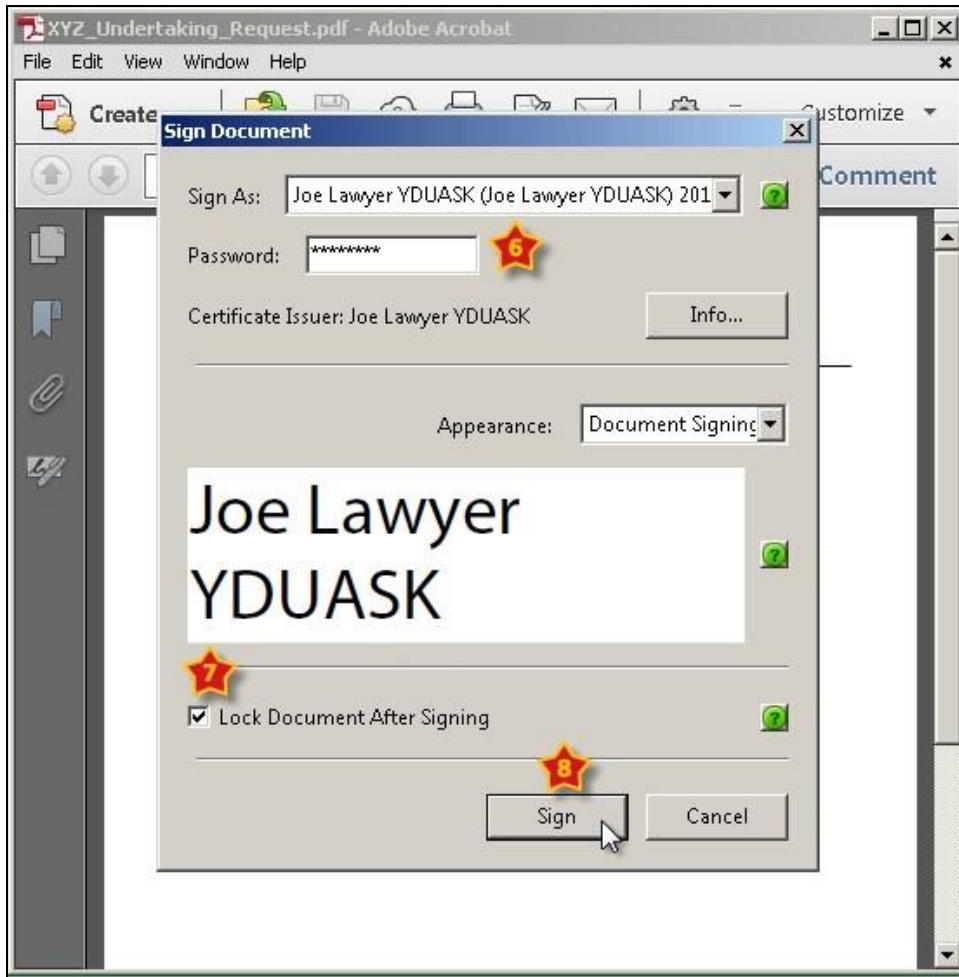
4. An Acrobat dialog window will appear, reminding you how to apply a digital signature. Click **Drag New Signature Rectangle** to proceed.



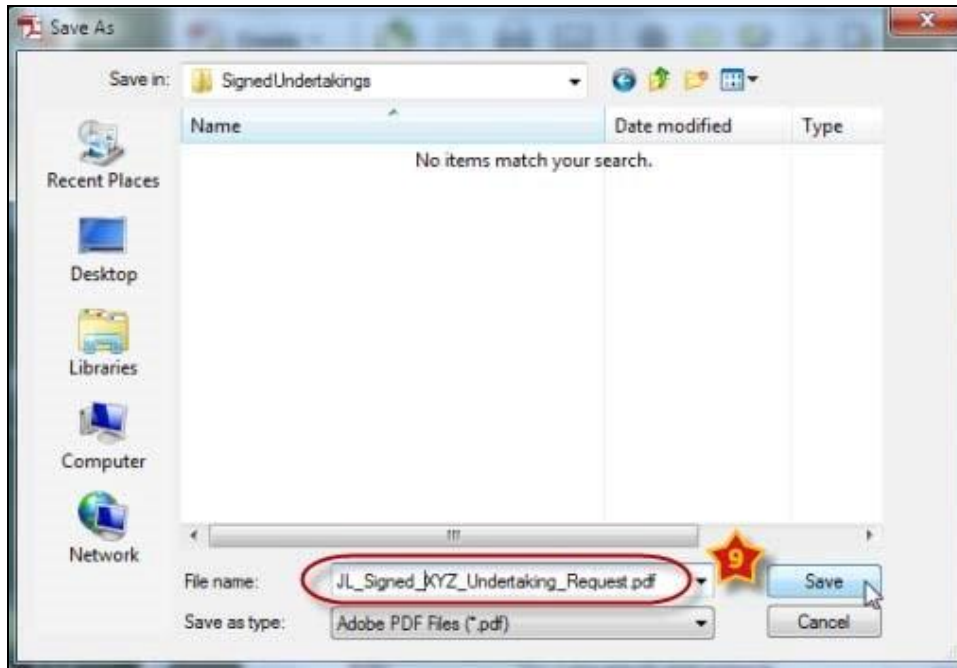
5. Pick an empty part of the document (near the top if possible) and use your mouse to drag open a rectangle for your digital signature. Click the top-left corner, hold the button down, drag diagonally, and release the button at the bottom-right corner.



6. Make sure your Juricert digital id is selected in the Sign As box, then enter your Juricert password in the Password box.
7. If you select the box to lock the document, nobody will be able to alter the content of the document after you sign it.
8. When you are done, click **Sign**.



9. Save the signed document to a folder where you can easily find it (in the example below, we have a folder called SignedUndertakings). We recommend saving the document with a name that indicates that it has been signed (in the example below, we added "JL_Signed" to the filename). When you are ready, click **Save**.



10. Acrobat will display your saved document with your digital signature. Now you can return the signed Undertaking Request to the strata manager to indicate your acceptance. See Provide an Undertaking on page 22.

