Step by step Client Guide How to: Renew and Manage Licences/Permits

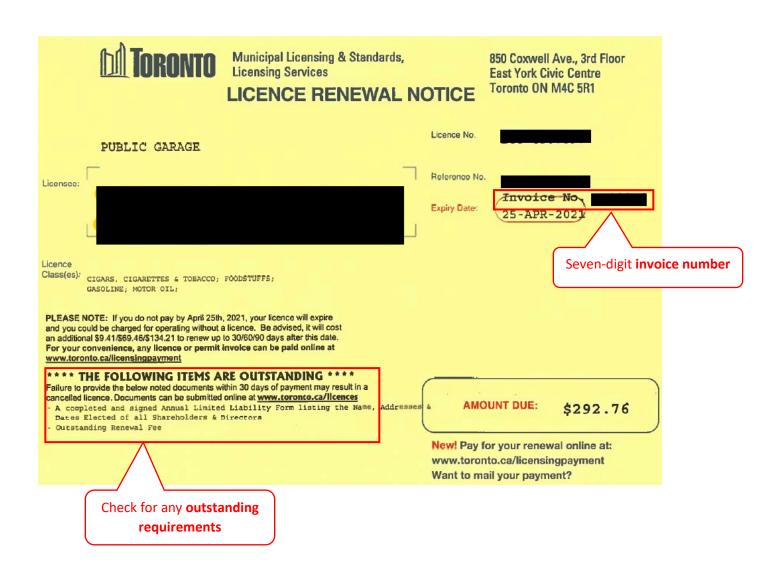
This client guide provides step by step instruction on how to manage and renew your licences or permits at the Toronto.ca website.

If you want to RENEW your licence or permit please follow the instructions described on the <u>Licence/</u> <u>Permit Renewal section</u>. Renewals typically require you to pay a renewal fee and submit any outstanding renewal documents if needed.

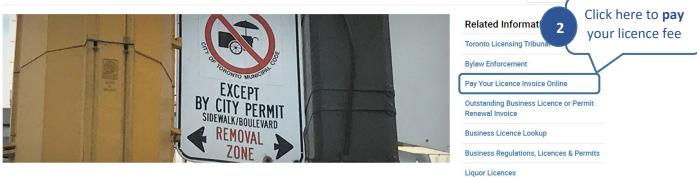
If you want to MANAGE your licence or permit, please follow the instructions described on the <u>Licence/Permit Management instructions</u>. You can manage your licence by uploading new documents.

Licence/Permit Renewals Section

You will receive Licence Renewal Notice by mail. Check the Renewal Notice for: Invoice number and Outstanding Requirements



Permits & Licences



Businesses can apply for new licences online or in-person by booking appointments. New taxicab, limousine and tow truck licence applications need to be submitted online and cannot be submitted inperson. Licences must be renewed online. Search for your licence category below for information and to book appointments ^a.

Vehicle Inspection Requirements Commercial Photography Application

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Follow step A - D from the Licensing Services Payments page to pay for your renewal fee

Licensing Services Payments

You are in a secure site.

3

You can pay for many Licensing Services invoices online. It's as easy as:

- 1. Review and agree to the Terms of Use
- 2. Enter your invoice number
- 3. Enter your credit card number (VISA, MasterCard or American Express) and expiry date (you will receive a confirmation number if your payment is successful)

4. Print the confirmation page for your records

If you are making a renewal payment, your renewed licence or permit will be sent to you by mail upon receipt of your payment and if all requirements are met.

If you are a licensee, please be advised that if you have ceased to comply with the business licensing thresholds contained in Appendix K to Chapter 545 of the City of Toronto Municipal Code you are required to contact and advise Municipal Licensing and Standards of the nature and extent of the violation.

If you encounter difficulties making an online payment, you may call our customer service staff at (416) 392-6700, Monday to Friday, between the hours of 8:30 a.m. and 4:00 p.m. for assistance.

To protect the secured exchange of information between you and this secure site, this transaction requires that your browser supports 128-bit data encryption. To continue, you may be asked to download and install the latest version of your browser.

For security reasons, only payments made using one of the following browsers will be processed:

- Internet Explorer 11
- Google Chrome 30 or higher
- · Mozilla Firefox 27 or higher
- Safari 8 or higher

Please note that your payment session will end automatically if your computer is left idle for more than 2 minutes. We suggest that you have your invoice and credit card ready before you begin the session.

Click **Continue** to proceed

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CONTINUE ->

M Toronto

A City of Toronto / Licensing Payment

Licensing Services Payments

You are in a secure site

The **Terms of Use Agreement** contains the terms and conditions which govern your use of the City of Toronto's on-line Licensing Services Payments Web site. Carefully read the Terms of Use Agreement before proceeding.

Agreeing to the Terms of Use Agreement is required for further use of, and access to, the on-line Licensing Services Payments Web site. By clicking the "*IAGREE*" button below these terms and conditions, you acknowledge having read, understood and accepted the Terms of Use Agreement. You should print a copy of it for your records and information. If you do not agree to the Terms of Use Agreement, you will not be able to make a payment on-line. However, you may choose to use our alternate payment methods, including mail-in or payment in person.

Terms of Use Agreement

The City of Toronto (the "City") maintains this on-line Licensing Services Payments Web site (the "Site") as a service to anyone wishing to make payments to renew business licences issued on behalf of the City. Please review the following terms carefully. If you do not agree to these terms, you cannot use or gain access to the Site.

1. ACCEPTANCE OF AGREEMENT

You agree to the terms and conditions outlined in this Terms of Use Agreement ("Agreement") with respect to the Site. This Agreement constitutes the entire and only

At the City's sole discretion, the City may terminate or refuse to permit the use of any services on the Site and of the Site by any person, for any reason and without notice.

12. Applicable Law

The Site and the Agreement will be governed by and construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable in the province, without regard to conflict of law principles. Any claims, disputes or legal proceedings arising out of or in connection with the Site or the Agreement shall be brought solely in the courts of the Province of Ontario. By accessing or using the Site you expressly submit to the exclusive jurisdiction of those courts, without regard to the conflict of laws principles thereof, to determine any claim, action or proceeding arising out of or in connection with the Site and the Agreement. You and the City require that this Agreement and all documents relating thereto be drawn-up in English. Nous avons demandé que cette convention ainsi que tous les documents qui s'y rattachent soient rédigés en anglais.

13. Survival

The provisions of this section and sections 2, 3, 4, 6, 7, 8 and 12 of this Agreement shall survive the expiry or termination of this Agreement for any reason.

14. General

Except for any agreements with the City that expressly reference this Agreement, this is the entire agreement between the City and you regarding your use of the Site. The City's failure to insist upon or enforce any provision of the Agreement shall not be considered a waiver of such provision or of the right to enforce such provision. If any part of the Agreement is determined to be void, invalid or unenforceable, the remaining parts will not be affected and will remain in full force and effect. To the extent that anything in or associated with the Site is in conflict or inconsistent with the Agreement, the Agreement shall take precedence.

I DO NOT AGREE X

Translate | Contact us | 311 | Accessibility | Privacy



Click I Agree

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4 Renewal Client Guide

Licensing	Servic	es Payme	nts
You are in a secure site.			Enter seven-digit invoice number from Renewal Notice
Step 1	Step 2	Step 3	
Enter the seven-digit inv	oice number loc	ated on your invoice	
EXIT ×		Click Continue	►CONTINUE →

D After payment, print the **confirmation page** for your records

You have completed payment for the licence/permit renewal. Check your **Renewal Notice** for outstanding requirements:

- If there are **NO** outstanding requirements: after payment is processed, you will receive your licence in the mail
- If THERE ARE outstanding requirements: gather the required documents and proceed to next step



Permits & Licences

5 To submit outstanding renewal documents Click on renewed online.



Businesses can appointments. New taxicab, for new licences online or in-person by booking appointments. New taxicab, limousine and tow truck licence applications need to be submitted online and cannot be submitted inperson. Licences must be renewed online. Search for your licence category below for information and to book appointments¹².

Related Information Toronto Licensing Tribunal Bylaw Enforcement Pay Your Licence Invoice Online Outstanding Business Licence or Permit Renewal Invoice Business Licence Lookup Business Regulations, Licences & Permits Liquor Licences Vehicle Inspection Requirements

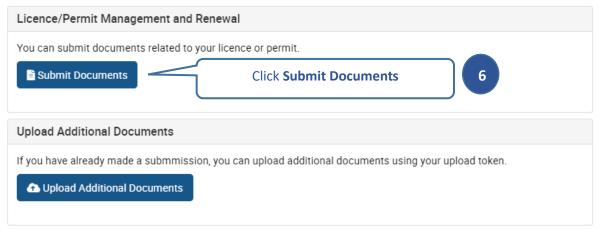
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Print 🕒

Commercial Photography Application

OR go to: Licence/Permit Management and Renewal Portal - City of Toronto

Welcome



You will receive an email confirming your submission. Please do not upload duplicate submissions.



Business/Organization Informa First name and last name OR Busin			and In from y	Permit Number voice number your Renewal e (see Step 1)
Licence/Permit Number		Invoice Numbe	er (optional)	
Licence/Permit Type		Type of Legal I	Entity (optional)	
Select Licence/Permit Type	~	Select Type of L	egal Entity	~
Email Address	Confirm Email Add	ress	Mobile Numbe	r
Example: you@website.com	Example: you@wel	bsite.com	Example: 416-	123-1234
Support Information				Make sure email
Notes (optional)				address and mobile number are correct
				number are corre
2000 characters remaining from a	maximum of 2000 charac	ters		

A list of relevant documents will be pre-populated

Note: You will ONLY need to upload the documents listed on Licence Renewal Notice

Documents

Please upload document(s) relevant to your submission. Additional documents may be requested. Selected Licence/Permit Type: EATING ESTABLISHMENT

Relevant Documentation

If you are renewing a licence/permit, please upload the document(s) listed on your Licence Renewal Notice.

- Two Pieces of Government-Issued Identification (One Must be Photo ID)
- Criminal Record & Judicial Matters Check
- Notice of Zoning Compliance Letter OR Building Permit (BA)
- Provincial Business Name Registration or Franchise Agreement Declaration
- Occupancy Declaration Form
- Operating Information Questionnaire
- Articles of Incorporation and/or Corporate Profile Report or Federal Form 6
- · Two pieces of valid identification for all officers/directors
- · Criminal Record & Judicial Matters Check for all officers/directors
- Annual Return for Corporation

Notice of Collection Statement

Municipal Licensing and Standards collects personal information in this application form under the legal authority of the City of Toronto Act, 2006, SO 2006, Chapter 11, Schedule A, section 136(c), and the Toronto Municipal Code, Chapter 545, Licensing, section 3.1. The information will be used to process, issue, monitor and regulate licenses issued by the City of Toronto, Municipal Licensing and Standards Division. Questions about this collection can be directed to the Manager of Licensing Services, 850 Coxwell Avenue, 3rd Floor, Toronto, Ontario M4C 5R1 or by telephone at 416-392-6700.

Business Identifying Information

As mandated by the Municipal Freedom of Information and Protection of Privacy Act, sections 2(2.1) and 2(2.2), the business information collected in this application form will be maintained as a business record. Information associated with an individual in a professional, business, or official capacity is not personal information. Business information may be publicly available.

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Click **Upload Documents** at the bottom of the page

Upload Documents

O Alert: Unable to submit form

Note: If you receive an error message and unable to proceed to next page, please make sure all the fields filled out DO NOT contain special characters

9

Licence/Permit Management and Renewal

Share 🗠 Print 🕀

Please ensure you have paid your renewal fee before completing a renewal submission. Pay your Invoice online.

You must have your invoice number to complete a renewal. If you do not have this number, please visit the invoice lookup page.

Documents Upload

Upload	
Please upload document(s) relevant to your submission. If you are renewing a licence/permit, please up Notice.	pload the document(s) listed on your Licence Renewal
Reference ID: 20000188 Your Licence/Permit: EATING ESTABLISHMENT Relevant Documentation • Two Pieces of Government-Issued Identification (One Must be Photo ID) (Control of the second stress of the	Close Select File Upload Now 3.png File upload successful.
 Provincial Business Name Registration or Franchise Agreement Declaration Declaration Cccupancy Declaration Form Declaration Cocupancy Declaration Form Declaration Cocupancy Declaration Questionnaire Cocupancy Declaration Cocupancy Declaration Questionnaire Provide Provide Pr	Continue to upload until all relevant documents for your renewal shows
	Submit Documents

Note: You can upload more than one file under each required documents, up to a maximum of 10 files. Maximum size for file attachment is 50 MB.

If you encounter any problems while uploading documents, please try trouble shootings by:



• Check the size and type of the file (PDF file is recommended and file should be no larger than 50 MB)

• Close window, clear the cache of your browser (CTRL + F5) before trying to upload the file again

• Try uploading from different browsers (Google Chrome, Internet Explorer, Firefox...)

If you have tried all of the methods above and are still unable to upload documents, please email us at <u>MLSBusinessLicence@toronto.ca</u> with a detailed description and screenshot (if available) of the error message.

Licence/Permit Ma	wal fee before completing a renewal submission. Pay your invoice online.	Share 🗠
	complete a renewal. If you do not have this number, please visit the invoice lookup page.	
Submission		
Your request has been successfully: Your Reference Number is: 2000019		
Make Another Submission	Review confirmation page with reference number	

Reference Number #20000190

Hi David Smith,

Thank you for your licence or permit renewal request.

Unfortunately we are experiencing a high volume of applications/renewals and are currently short-staffed, resulting in longer than usual wait-times

A client services representative will contact you via email should we require additional information.

If your renewal request is complete and you have paid your invoice, your licence will be mailed to you.

Name or Corporate Name: David Smith

Licence Number: d

Email:

Phone: 647-471-1512

Licence/Permit Type: EATING ESTABLISHMENT

Type of Legal Entity: Corporation

If you would like to complete a short survey to share your feedback about your online renewal, <u>please visit the</u> <u>survey</u>. With regards, Municipal Licensing & Standards

City Hall, 100 Queen St. W., Toronto, ON, M5H 2N2 This email is an automated confirmation receipt for your submission and replies to this email may not work.

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Note: Please make sure to check your junk mail for any communication from our office

You have completed submission of your licence or permit renewal. If no additional information is required and you have paid your invoice, your licence or permit will be mailed to you. Otherwise, please wait for email instructions of next steps



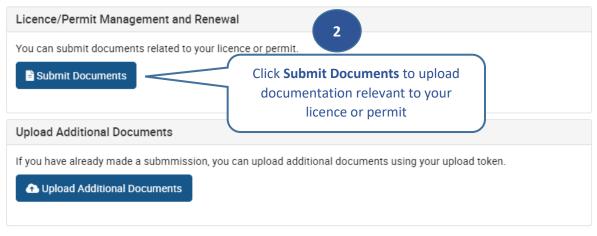
Licence/Permit Management Section

You can submit documents related to your licence/permit through this portal. Follow the steps below to learn how to submit documents.



Go to: Licence/Permit Management and Renewal Application Portal - City of Toronto

Welcome



You will receive an email confirming your submission. Please do not upload duplicate submissions.



icence/Permit Management and Renewal Business/Organization Information		The Licence Number can be found on your renewal notice for instructions click <u>here</u> . Entering your	
First name and last name OR Busin	ess/Organization name	Invoice number is optional	
Licence/Permit Number		Number (optional)	
Licence/Permit Type	Type of	Legal Entity (optional)	
Select Licence/Permit Type	▼ Select T	ype of Legal Entity 🗸	
Email Address	Confirm Email Address	Mobile Number	
Example: you@website.com	Example: you@website.com	Example: 416-123-1234	
Support Information		Make sure email	
Notes (optional)		address and mobile number are correct	
		`	

A list of relevant documents will be pre-populated

Note: You will ONLY need to upload the documents relevant to you at this moment

Documents

Please upload document(s) relevant to your submission. Additional documents may be requested. Selected Licence/Permit Type: EATING ESTABLISHMENT

Relevant Documentation

If you are renewing a licence/permit, please upload the document(s) listed on your Licence Renewal Notice.

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- Criminal Record & Judicial Matters Check
- Notice of Zoning Compliance Letter OR Building Permit (BA)
- Provincial Business Name Registration or Franchise Agreement Declaration
- Occupancy Declaration Form
- Operating Information Questionnaire
- Articles of Incorporation and/or Corporate Profile Report or Federal Form 6
- · Two pieces of valid identification for all officers/directors
- · Criminal Record & Judicial Matters Check for all officers/directors
- Annual Return for Corporation

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Upload Documents

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5

Licence/Permit Management and Renewal

Share 🗠 Print 🕀

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Documents Upload

Notice.	
Reference ID: 20000188 /our Licence/Permit: EATING ESTABLISHMENT Relevant Documentation	Select File Upload Now
O Two Pieces of Government-Issued Identification (One Must be Photo ID)	*
K Criminal Record & Judicial Matters Check Lipload	Close - Sile upload successfu
K Notice of Zoning Compliance Letter OR Building Permit (BA)	Close File upload successfu
• 🗴 Provincial Business Name Registration or Franchise Agreement Declaration 🗅 Upload	
K Occupancy Declaration Form	
K Operating Information Questionnaire	Continue to upload until all
K Articles of Incorporation and/or Corporate Profile Report or Federal Form 6 Dupload	only the relevant documents
 Two pieces of valid identification for all officers/directors Cupped 	for you shows 🧭
K Criminal Record & Judicial Matters Check for all officers/directors	
K Annual Return for Corporation Coupled	

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	ement and Renewal	Share <	Print 🕒
	efore completing a renewal submission. Pay your invoice online. e a renewal. If you do not have this number, please visit the invoice lookup page.		
Submission			
Your request has been successfully submittee Your Reference Number is: 20000190	d to the City of Toronto.		
Make Another Submission	Review confirmation page with reference number		

7

Review confirmation email

Reference Number #20000190

Hi David Smith,

Thank you for your licence or permit renewal request.

Unfortunately we are experiencing a high volume of applications/renewals and are currently short-staffed, resulting in longer than usual wait-times

A client services representative will contact you via email should we require additional information.

If your renewal request is complete and you have paid your invoice, your licence will be mailed to you.

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Note: Please make sure to check your junk mail for any communication from our office

