

# Business Licences

How to do it all online

## Moving business licensing online to serve you better

With just one account, called **Property Account**, you will be able to manage your business licence information, profile and access your City of Kelowna Property Tax and City Utility information (if a City utility customer).

### Enhanced functionality

Our updated system allows for **more control and flexibility** over your business licence account.

Benefits include:

- **Online access to business licence details** including outstanding balance information, financial transactions and historical bills and licences (created after Nov. 2020).
- The ability to **print your own business licence within the eBills section**.
- The choice to **go paperless!** Once set up with a Property Account, choose **eBilling** for your account to receive email notification when your bills are ready to view online.
- The ability to **make payments online** by credit card or bank account.
- The ability to **edit account information online** at [kelowna.ca/business](https://kelowna.ca/business) including applying for a business location change, business ownership change, and opt-in for eBilling.
- To change contact information of a licensee or trade, please contact Business Licensing by phone at 250-469-8617 or by email at [businesslicences@kelowna.ca](mailto:businesslicences@kelowna.ca).
- Businesses who have **inter-community mobile licences** will no longer have to request them annually — they will now be **renewed automatically**.

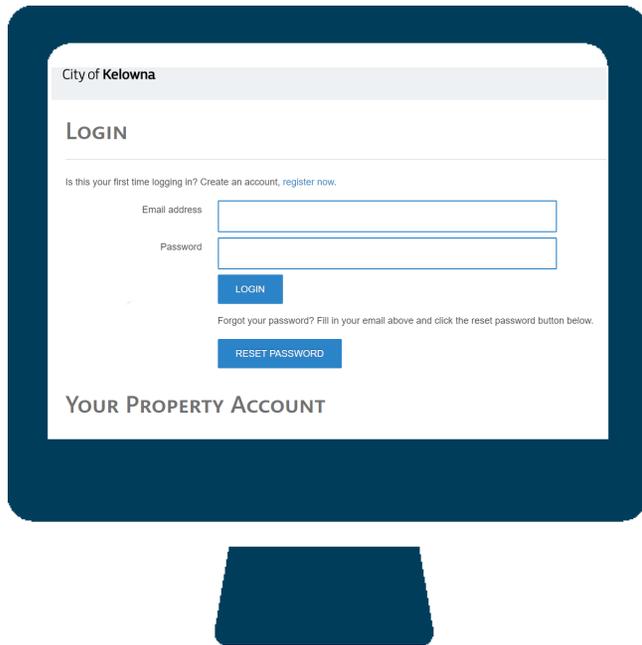
## How to: it's simple!

Whether you already have a Property Account or not, you'll need to **register your business licence with the Property Account system**.

Follow these instructions to set up a **Property Account** and to **register your business licence(s)**:

1. Visit [kelowna.ca/business](https://kelowna.ca/business) once you receive your business licence renewal notice.
2. Click the **Login to Property Account** button. You will be redirected to a new webpage.
3. Click the **register now** hyperlink.
4. Complete your **profile registration** and click **continue** when done.
5. Check **your email** for a confirmation and follow the instructions.
6. Login to your **Property Account** online.
7. Click the **add/manage** button.
8. Click **register account** and select **register a business licence account**.
9. Enter your **account number** and **access code**. These can be found on the front of your business licence renewal notice.

*Your access code is **unique to you personally**, not the business. If you sell your business in the future, the new owners will only see details and bills from the time they receive their own personal access code.*



10. Select view account to go back to your list of registered accounts and select your account from the list. From here you can select **make a payment** to pay via credit card.
11. Go paperless! To receive next year's business licence renewal notice by email **select yes for eBilling**.
12. Click **register**. You can now access your business licence details, view your account balance, pay your bill online and print your business licence. You can also add your City Utility account (if a City utility customer) and Property Tax account.

## New: make business licence payments via online banking

1. Go to your financial institution's website or mobile app, login and go to the online bill payment section.
2. Search for **payee "Kelowna"** and select the **"Business Licence"** option from the results. Avoid "Taxes" and "Utilities" as the City of Kelowna also offers these online payment options which may appear in the search results.
3. Locate your **account number** found on the front page of your business licence renewal notice.
4. Enter your **account number into the account number field**. Some financial institutions require a minimum number of characters. If your account number is shorter than what is required, include zeros in front of your account number (for example: if the account number is 54000 enter 00054000).
5. Pay the appropriate **amount due from the current year's business licence renewal notice**. Print, screenshot or save the confirmation page for your records. This is proof that you've paid.

**Contact your financial institution directly for assistance.**

Be sure to pay your business licence renewal on time to avoid non-discretionary penalties.

## Business licence payment options

- **By credit card:** through your **Property Account**.
- **Online:** through your financial institution's website or mobile app.
- **Telephone banking:** through your financial institution.
- **In person:** through your financial institution.
- **At City Hall:** in the drop box located outside the Water Street doors, at the Cashiers by cheque, cash or debit, or at the Application Centre by debit, credit card or cheque.
- **By mail:** allow sufficient time for mail delivery to City Hall (postmark date is not considered as date of payment) and make cheques payable to City of Kelowna. Post-dated cheques are accepted.



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**Easy | Convenient | Accessible**