

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**.
- 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 (Visa or Mastercard) or bank account.
- The ability to **edit account information online** including applying for a business location change, opt-in for eBilling, and soon, change of ownership application and business licence cancellation.
- Businesses who have **inter-community mobile licences** will no longer have to request them annually — they will now be **renewed automatically**.

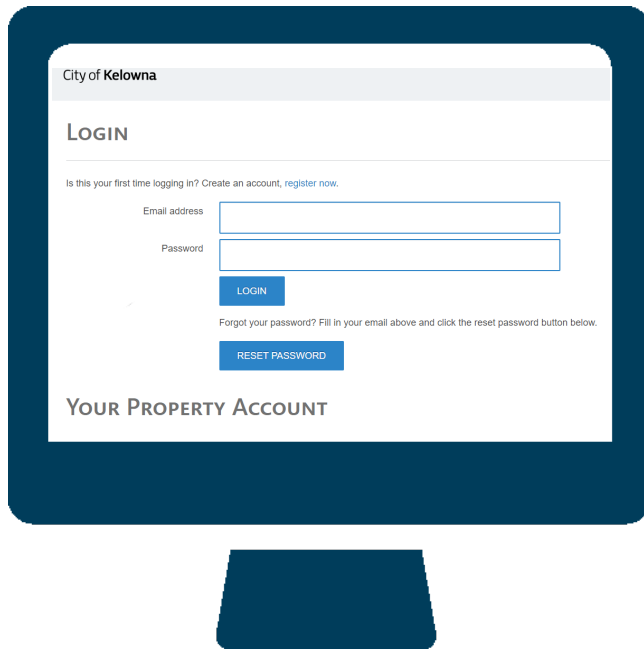
How to: it's simple!

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** 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 Visa or Mastercard:** 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