

Frequently Asked Questions

Updated September 23, 2013

The following questions are a compilation of those asked and answered at the Phase 2 demonstration in Calgary, held on October 1 & 2, 2008; those that have been asked during CAPLA's subsequent Phase 2 training sessions; those received by the Ministry throughout the development of ePayments; after full implementation, which occurred on February 23, 2009; and after use became mandatory on October 1, 2009.

This document is added to and updated from time to time, as more questions are asked. Some questions and answers have been removed, as they are no longer relevant.

For online self-tutoring, please visit our website:

<http://www.empr.gov.bc.ca/Titles/OGTitles/ePayments/>

For instructions on making payment for specific types of continuations, please consult the 'Admin Cheat Sheet' link on the ePayments main menu.

Many thanks to Teresa Leavitt (EnCana) for recording the original questions!

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The Most Common Question:

**ePayments won't 'let' me pay a title from the Continuation/Extension Statement and the status is "WAITING FOR LA APPROVAL".
What does "WAITING FOR LA APPROVAL" on the Continuation/Extension Statement mean and what do I do about it?**

A status of "WAITING FOR LA APPROVAL" on the Continuation/Extension Statement means the title is eligible for continuation under more than one section of the P&NG Act, or the title has reached the end of its' primary term, and your Land Administrator, or Company Administrator, must make a decision on the title and indicate which section they wish to continue the title under.

They do this from the **Manage Expiring Titles** screen and can either:

- 1) Change the status to "UNPAID" on the Continuation/Extension Statement by choosing a section of the act that **does not require a written application**, or
- 2) Create a submission and apply for continuation under a section of the Act that **requires a written application** to accompany the payment [submission].

Please refer to the 'Admin Cheat Sheet' link on the main menu of ePayments, to help you determine your course of action.

To change the status to "UNPAID" on the Continuation/Extension Statement and make payment immediately, *without forwarding a written application*:

- Logon to ePayments <https://epayments.gov.bc.ca>, as Land Administrator or Company Administrator
- Click on Manage Expiring Titles
- Select either the Lease or Drilling Licence tab (Drilling Licence tab may take a few seconds to load – look for the green bar at the bottom of the screen that indicates the screen is loading )
- For Leases –
 - click on the '62' or 'Not 62' radio button
 - Click on the 'On Stmt' radio button
 - Click on the 'Update Title Changes' button at the top of the table
 - The status will change to 'UNPAID' on the Cont/Ext Statement and the checkbox will be enabled, allowing your Payment Administrator to make payment on the title.
- For Drilling Licences –
 - Click on the '3(5)' or 'Not 3(5)' radio button

- Click on the 'On Stmt' radio button
- Click on the 'Update Title Changes' button at the top of the table
- The status will change to 'UNPAID' on the Cont/Ext Statement and the checkbox will be enabled, allowing your Payment Administrator to make payment on the title.

To continue the title under a section different from the previous section, you must create a submission *and submit a written continuation application, with the submission number written on it*. Please view the self-tutoring training module "Using ePayments 14: Create Continuation/Extension Submission" for detailed instructions.

You can lessen the number of occasions where the Land Administrator must make decisions on titles by asking your Company Administrator to check the ' Allow Continuation/Extension on Statement' checkbox on the User Authorization screen, and the recently added ' Titles that were continued under Section 58 in the immediately preceding year are not eligible for Section 62 continuation' checkbox as well. Checking these boxes allows titles that were previously 'automatically' continued under these sections to continue to be 'automatically' continued under these sections, unless the Ministry advises the title is no longer eligible, by written letter, three months in advance of the anniversary date, or the title has reached the end of its primary term.

A Common Misunderstanding:

Creation of a Conversion Submission does not include payment of, or continue your Drilling Licence for another year. If you wish to continue the remainder of your Drilling Licence, rather than let it expire, you must *also* create a Continuation Submission for the Drilling Licence, in addition to creating the Conversion Submission to create Leases from it. When you create a Conversion Submission, you are only making payment on the rental and issue fee of the lease(s) converted from the Drilling Licence. If you wish to let the remainder of your Drilling Licence expire, please enter a [Cancellation Request](#) online, after creating your conversion submission.

General Information:

Our Treasurer says we're not allowed to enter into a pre-authorized debit agreement. What do we do?

Primary Term payments, through ePayments, will become mandatory on July 1, 2009 and continuation payments will become mandatory on October 1, 2009. There will be no exceptions, regardless of the size of your company, the number of titles you hold, or your company's internal policies. The only way to make payment on your titles will be through ePayments. You can make arrangements with your partners or

an agent to make payments through ePayments, on your behalf, and reimburse your partners or the agent by cheque.

In any case, you will still need to gain access to ePayments to assign Designated Payors to your titles and to avail yourself of the information and reminders it provides, not previously available through the manual system of payment.

Can I forward a Fee and Rental PAD form without a VOID cheque attached?

Yes. As long as you are certain the banking information recorded on the form is completely correct.

Do I have to mail in the Original Fee and Rental PAD form?

Yes.

Please mail it to:

Brenda Jennings
Upstream Development Division
6th floor, 1810 Blanshard Street
Victoria, BC V8W 9N3

I'm not able to see the sub-links when I click on Company Profile, or the + sign next to Company Profile.

ePayments was designed to be viewed using the browser "Internet Explorer". If you are using a different internet browser, such as Firefox, you may not be able to view the system properly. If you don't have Internet Explorer, you will need to ask your IT department to install it on your PC.

I'm not able to see one or more of my titles on the Titles screen.

Possibilities:

- You are not a registered Owner, the Designated Payor, or Payor Nominee.
- The Ministry has not yet made the title open to public view.

I'm not able to see one or more of my titles on the Continuation/Extension Statement.

Possibilities:

- You are not the Designated Payor.
- The title has been disabled from being added to the Statement by the Ministry, as a portion is no longer eligible for continuation under its' previous section. You must make payment by creating a Submission.
- Titles only appear when they are within 60 days of their anniversary date. It may be more than 60 days from the anniversary date of the title.

One or more of my titles is highlighted in Green and the status is "Pre-ePayment Submission". What does that mean?

The Ministry will be running parallel manual and online systems until sometime after October 1st and has not been able to create a consistent way of reflecting the receipt of manual payments in ePayments, to prevent receiving a mixture of manual and online payments for the same title(s). One way is to highlight titles in green.

It may also mean someone in your company, the Payor Company or another Owner company has created a Pending Submission that includes this title.

Small companies with no dedicated Land Administrator - what happens if rentals aren't paid)? Will they be notified? Hard copy or electronic statement?

Companies are responsible for maintaining their titles and making payments. Failure to make payment may result in cancellation of your title. Default letters will not be sent after July 1, 2009. You will be required to make your payments through ePayments. You will receive monthly reminders by email, once you have signed up to access ePayments.

Training:

Training is available from staff in Victoria or from CAPLA, upon request. Training is Ministry designed with hands-on test scenarios. Self-Tutoring Online is also available in the form of Adobe Captivate Demonstrations on the Ministry ePayments website: <http://www.empr.gov.bc.ca/TITLES/OGTITLES/EPAYMENTS>. The Test site was closed to clients in October 2009 and we do not anticipate opening it again. We are using it for ongoing testing of the system and periodically update it with a snapshot of 'live' data. To ensure your company's privacy, we have eliminated access to clients. We ask that you not 'practice' in the training environment, to ensure the data in the training environment is not corrupted for those taking the course.

Is there a Hot Line to contact when we have questions on specific ePayment screens?

Please send your questions (with screen shots attached, if possible) by email to png.epayments@gov.bc.ca. If we cannot reply by email, we will call you, so **please include your telephone number**.

Will submission by ePayment shorten the time it takes Ministry to review? Will turnover be faster?

ePayments is a Payment System. The length of time to review submissions is not significantly affected either way by a method of payment. Depending on the complexity of your submission, it may take several days or several months to process.

After October 1st, will the Ministry accept physical cheques?

Only for titles/continuation types not encompassed by ePayments. There will be some exceptions, but only related to miscellaneous payment requests made by the Ministry.

Will land sales be going the ePayment route?

ePayments is completely separate system from Crown Sales. Eventually, eBidding will be made available, but we are not far enough along in the process to give an accurate time estimate. The CAPL will be informed when we are ready to conduct industry client testing of eBidding and an industry working group will be formed.

Who do we contact with questions?

The email address for all questions is: png.epayments@gov.bc.ca. Your query will be forwarded to the appropriate Ministry staff member. **Please include your telephone number** with your email.

If there is an IT issue, is there a Hot Line or contact number to call?

The email address for all questions is: png.epayments@gov.bc.ca Your query will be forwarded to the appropriate Ministry staff member. **Please include your telephone number** with your email.

Can you apply for a Section 62 from a Section 58 or would you have to do a Work Program?

You do not have to do a Work Program to apply for Section 62.

Is the test environment available to industry in general?

No. A limited number of testers were allowed access to the test site to help us test the functionality of Phase 2. Phase 2 went into production on February 23, 2009. We continue to use the test site for its intended purpose – to test the system internally.

The system seems slow. Why is that?

The number of users on the system will affect the response time. The response time will also be affected by the number of titles your company holds. The more titles you have, the slower the response time will be, because the system must draw data from two servers to populate the data tables - one that contains title information, the other accounting information.

Between the user's desktop and ePayments is their own computer's limitations, their local area network and filters, the internet, the government's internal network, the ePayments application server and two database servers from which the data is drawn to populate the data tables. Any of the network components are subject to slowdowns if there is other traffic.

The ePayments server was upgraded to a new Blade server, once Phase 2 went into production. The other database server is already stand-alone and of top quality.

We do experience regular slowdowns in the late afternoons, but we suspect it is due to a network slowdown, which is beyond our control.

The Ministry is continuing to look into ways to improve the response time of ePayments.

What about Surface Lease Payments? When will they go online?

Surface Lease payments are not handled by the Upstream Development Division, but by the Integrated Land Management Bureau in Fort St. John. Discussions with the Bureau indicate they are considering the possibility of accepting payments online within the next 2 or 3 years, subject to funding. In any case, they will not be associated with ePayments at any time.

What about Transfers? When will they go online?

eTransfers are not currently scheduled for implementation and are subject to funding restrictions and legislation limitations regarding the acceptability of electronic signatures. There are no plans to introduce eTransfers at any time.

What about Letters of Authority for Section 62's and 1 year extensions? Will they still be required?

Letters of Authority for Section 62 continuations on Leases and 1 year extensions on Drilling Licences will not be required, nor do you need to send a letter to apply for a 1 year extension, a section 62 continuation, a 58A or 58B continuation, or any other type of continuation considered 'automatic' that does not require a formal review. Your intent is implied by your payment. Authorization for the Designated Payor to make decisions on the title is implied by the Designated Payor being given that authority by a registered Owner. If a registered Owner does not want a third party to have that authority, they should nominate their own company as Designated Payor.

What about Letters of Authority for other lease continuations that require backup documentation, such as first year 58A, 58C, 58D, 61, and 1 year drilling licence extensions, environmental and coalbed methane extensions?

Authorization for the Designated Payor to make decisions on the title is implied by the Designated Payor being given that authority by a registered Owner.

The Payment and backup documentation should always come from the same company (the Designated Payor). If that is not possible, then Letters of Authority will be required.

If the current Designated Payor is not the party that will be forwarding the backup documentation for a continuation application, you should nominate the party that

will be forwarding the backup documentation as Designated Payor, so they can also Make Payment on the Submission. Again, if that is not possible, Letters of Authority will be required.

The one exception is a regular 1 year extension of a drilling licence. No letter of authority is required, nor is a letter of application.

Timing:

What date are funds taken from bank account – does Land Administrator determine or is it automatic?

Funds are debited from your account within 24 hours of the Payment Administrator clicking on Make Payment/Pay, effective the date you clicked on the Pay button. It may take longer over weekends or holidays to process your payment. If your account is not debited, or the status of your payment is “In Progress” more than a week after paying, please inform the Ministry.

Titles screen – is it time limited – i.e.: want to do a deal 3 months down the road?

As before, you may make a Submission to convert a drilling licence to lease at any time from the Title Details screen. You do not have to wait until your title appears on a Statement.

Is ePayments mandatory?

Yes. All payments encompassed by ePayments became mandatory on October 1, 2009. Refunds became mandatory October 1, 2010. There are no exceptions. You may appoint another party to make payments on your behalf.

If a lease shows as “disabled” on the Manage Expiring Titles screen, will the company be notified in advance? Will a timeframe be indicated for application to be made?

If a lease shows as ‘disabled’, this is the company’s notification (3 months in advance) that the title is no longer eligible for continuation under its previous section. You will have to create a Submission to make payment on the title and send a written application. The Ministry will also send a letter detailing its decision and requesting a Submission. The usual time-frame of 60 days after the anniversary date applies.

You should also note that you will not be able to add the title to the Continuation/Extension Statement for payment, but will be forced to make payment by creating a Submission.

Is there a time-frame submissions must be completed by? Will there be an ability to add attachments?

As before, the anniversary date of your title determines the time-frame for making Submissions. Your payment and backup documentation must **both** be received by the Ministry on the Anniversary Date of the title in your Submission with the earliest Anniversary Date. All attachments must be sent by mail or courier to ensure the Ministry sees what you want them to see.

The attachment functionality is to be used when the Ministry requests additional information.

On ePayments, can a well be produced and paid prior to Lease Selection i.e.: before 60 days?

As before, you may make a Submission to convert a drilling licence to lease at any time from the Title Details screen. You do not have to wait until your title appears on a Statement.

Are there date restrictions – changing Payor, late submissions?

You have up to within 11 days prior to the anniversary date of the title to change a Payor. Between 11 days and the anniversary date, you will not be able to nominate a new Payor. Please plan ahead by viewing your statements thoroughly as you are notified and making the appropriate changes in good time. This limit was requested and approved by the Industry Working Group.

As before, Submissions must be received at the Ministry on the Anniversary Date of the title in your Submission with the earliest Anniversary Date.

What are the deadlines for Receipt of Payment and Written Applications:

1. Payment should always be paid on or before the anniversary date of the earliest expiring title in the application.
 - a. Late fees will automatically apply on payments received after the anniversary dates, but within the 60 day grace period.
 - b. Payment of fees after the 60-day grace period will not be accepted, with the exception of:
 1. A drilling licence under Section 3(3.3) of the Drilling Licence Regulations.
2. The written application for Section 58 continuations must be received within the 60 day grace period.
3. Written applications AND Payment MUST be received in our office before midnight of the titles' anniversary date for:
 - a. Lease under section 61 of the P&NG Act, or,
 - b. To extend a portion of a Drilling Licence under Section 3(5) of the DI Regulation.

Is there a “due date”?

The “Due Date” is the anniversary date of the title.

Roles:

Can you have a number of Administrators?

There can only be one Company Administrator. Only one person in your company can view and make changes to your company's banking information. The number of Payment Administrators, Land Administrators and Viewers is not limited. These Users can be assigned more than one role. For example, a User can be assigned the role of Payment Administrator and Land Administrator, for convenience. The User can be logged onto both roles, on separate internet browsers.

Can you select several roles – Land Administrator, Payor Administrator, etc. for one individual?

You may select more than one Role for an individual. For example, an individual can be a Payment Administrator and a Land Administrator. That individual will only require one unique BCeID Username and can logon under both roles, using separate internet browsers. Keep in mind the Company Administrator has the security level and ability to perform those functions for all roles, so if you are the only individual in your company accessing ePayments, you do not need to assign yourself roles other than the Company Administrator. Roles do not have to be assigned if they are not required.

Multiple Land Administrators submitting to Pay Administrator – if more than one – who gets notified?

Anyone identified as a Payment Administrator will be notified when a Land Administrator approves and indicates a payment should be added to a Statement. Identifying areas of responsibility in your Payor File Numbers may help clarify things. Using a generic email address for epayments correspondence may also assist.

What happens if there is a problem with the email system? Will it be resent if the email address is wrong?

It is the Company Administrator's responsibility to ensure all email addresses are kept current. Emails will not be resent if the email address is incorrect, or if your server recognizes emails from ePayments as SPAM. If you do not receive an anticipated email, please first contact your company's IT department, to ensure emails from ePayments are not being recognized as SPAM. If that is not the case, please contact the Ministry at png.epayments@gov.bc.ca, providing as much information as possible. The Ministry cannot guarantee delivery of automated emails, as there are often barriers beyond our control.

If we have all roles, do we have to sign in 3 different times?

You may only sign in under one role at a time. You will be prompted to choose. You may, however, open more than one browser and log in under different roles in each browser.

Why have a Payment and Land Administrator – why not combine roles?

The Industry Working Group requested the separation of Payment and Land Administrator roles, to accommodate those companies whose internal process required it. You may be assigned both roles, if you choose, but you will only be able to sign in under one role at a time, per browser session. The Company Administrator role has the security level and ability to do any of the tasks for any of the roles in ePayments.

Logging On:

Our Company Administrator is no longer with the company. Do we need another Subscription Code?

No. The Subscription Code is linked to the company name and is used only once by the Company Administrator to gain first-time access to ePayments. Once someone from the company has gained access to ePayments for the first time, the Subscription Code is no longer required.

However, **you will need to appoint a new Company Administrator** and provide the Ministry with a request in writing [an email will suffice] outlining the new Company Administrator's name, BCeID Username and email address. You may also want to request removal of access for your previous Company Administrator.

What if you forget your password – BC Ministry or Company Administrator? Who resets it?

The Ministry does not reset BCeID passwords.

Your password to ePayments is a BCeID password. You will need to **contact your Company BCeID Profile Manager to reset your password**, not your Company ePayments Administrator.

To find out whom your Company BCeID Administrator is, please visit www.bceid.ca.

- Click on 'Is My Business Already Registered'.
- Slowly type the first few letters of your Company name.
- Click on Search
- When you find your company name, click on the underlined version
- Type the security code displayed
- Click on the yellow **Next** button
- The name and email address of your Profile Manager and/or Account Manager will be displayed.
- Please contact them directly.

Is the Subscription Code the same for ePayments and Crown sales?

No. A Subscription Code is not the same thing as a Crown Sale PAD code. A Subscription Code is a one-time use, 12-digit code, issued to an ePayments Company Administrator, which allows them to log onto ePayments for the first time only. When it has been used once, it is no longer usable or required.

A Crown Sale PAD code is a code issued to your company for inclusion on your Bid Letters, to indicate to the Crown which company's account to debit in the event the bid is successful. This code is usually less than 10 letters and is usually phonetically related to the company name. Once it is issued, it will not change.

Refunds:

When will the online Refund functionality be made available?

The Online Refund functionality is now available and became mandatory on October 1, 2010.

What happens when there is a refund? Is it automatically credited?

Are refunds by Direct Deposit for Refunds form optional or can a physical cheque be issued?

To allow Refunds to be credited to your account, you must complete a Direct Deposit for Refunds form, available on the User Authorization screen of ePayments and at: <http://www.empr.gov.bc.ca/Titles/OGTitles/ePayments/Documents/PAD%20form%20-%20Refunds.pdf>

Online refunds will be credited to your account, usually within 3-5 business days.

How long does it take to identify refunds on continuation applications, lease selections, etc.?

Identifying refunds is generally done just prior to closing a Submission. The length of time it takes the Crown to review, adjust and approve your submission will affect whether you receive a refund or are notified that an amount is owed. This can take anywhere from 5 days to several months, depending on the complexity of your submission.

Payments:

Why is the window of opportunity for payment only 60 days before the anniversary date on the Continuation/Extension Statement? Why isn't it 90 days?

Titles paid from the Continuation/Extension Statement are often 'automatic' 58A's, which, from time to time, are no longer eligible for automatic extension. In order to give the Crown enough time to notify and industry enough time to review and prepare a continuation application for continuation under a different section(s), notification will be delivered to the Owner/Payor three months before the anniversary date, in accordance with existing legislation. By limiting the window of opportunity to pay to 60 days, industry has time to prepare and submit a continuation application and the Crown has time to notify that all or a portion of the title is no longer eligible for continuation under 58A. If the Crown cannot notify in the third month before the anniversary date, the Crown cannot legitimately continue the title for another year under 58A. A change in this policy would require a change in legislation and the Crown is not prepared to make that change at this time.

I just made payment on primary term and 1 year extensions. When will I get my Receipt?

For Primary Term payments and payments made through the Continuation/Extension Statement, your receipts are available online as soon as the payment is processed, by clicking on the title number(s), then the Payment History tab.

I made a manual payment (cheque) to continue a title before ePayments became mandatory. ePayments says the title is outstanding and requires payment. What do I do?

If you've made your payment manually, do not be concerned that ePayments says the title requires payment. We are processing your application. Unfortunately, the Ministry has no consistent way of reflecting manual payments received in ePayments, as ePayments records only online payments received. Until ePayments becomes mandatory and all manual payments have been processed, there will be occasions where manual payments received are not reflected in ePayments. They may appear as overdue, part of a Submission, or may not appear at all, depending on how your manual payment was recorded in our database. If you are certain you've made a manual payment on the title(s), please disregard the status of the title in ePayments. You do not need to be concerned that your title will be cancelled inadvertently.

Is a reconciliation letter needed when only submitting a partial payment?

Partial payments are not possible in ePayments. Your payment is calculated for you. If there is a discrepancy between ePayments and your records, please contact the Ministry at png.epayments@gov.bc.ca.

Payment history – how far can you go back? For a new submission – how long is the submission available for viewing?

There are no plans to archive payment information at this time. Payment Information will be available as long as the title is active. You will be able to view payment history for the entire period you are either a Registered Owner or Designated Payor on the title.

Can 2 companies pay? What happens if this should occur?

Only one company can be the Designated Payor for a title, so only one company can Make Payment on a title. The concept of a Designated Payor was created to avoid duplicate payments, which frequently happened in the manual process.

How is a payment paid/tracked - Statement (timeline)?

Payments are tracked in ePayments, email acknowledgement is sent to the Payor and official Receipts are issued by ePayments and are available for viewing and printing in the Title Details screen (immediately for primary term rentals, upon approval for all others).

If paying Sec 62 (1), does system calculate a penalty or other fees?

ePayments calculates all rentals, fees and penalties owing, including Section 62 penalties and Late Penalties. Amounts owing on an individual title may not be paid separately. They must be paid at the same time. You may need to adjust your internal processes to make allowances for this requirement.

Clarification on how funds are transferred - e-payments vs. Crown sales

ePayments is a Pre-Authorized Debit system. The Province does not automatically debit your account without your express permission. You must initiate all payments. A “Rental and Fee PAD form” and “Direct Deposit for Refunds form” must be submitted before the Make Payments option will be activated.

The Crown Sale is an Auto-Debit system. Companies provide their banking information to the Crown prior to the Sale and if their bid(s) is successful, the Crown automatically debits the account. A separate “Crown Sale PAD form” must be submitted in order to participate in Crown Sales.

What is the window in which payments can be made?

Payments can be made from any of the three Statements or a Pending Payment you’ve created:

- Primary Term Statement – only titles within their primary term. The Primary Term Statement displays all titles that are due (i.e. have an anniversary date) in the month following the 3rd month after the current month.
 - For example, if the current month is January, you will be able to see your November and December overdue titles, still within their 60 day grace period, as well as your January, February, March, April and May titles. The May titles that are added to the Primary Term Statement on January 1st are for the entire month of May. That’s five months or 150 days worth of non-overdue titles. In February, you will be able to see your December and January overdue titles, still within their 60 day grace period, as well as your February, March, April May and all of your June titles and so on.
- Continuation/Extension Statement – only titles beyond their primary term. Titles will be displayed between 60 days before their anniversary date and 60 days after. Unlike the Primary Term Statement, it will NOT add all of the titles for a given month on the first of the month. Titles will appear on the Continuation/Extension Statement individually, as their Anniversary Dates fall within the “60 days before and 60 days after” date range.
- Submission Requests Statement – titles beyond their primary term to be continued differently from the previous year, as per Land Administrator instructions that are part of an Open/Approved Conversion Submission or Continuation/Extension Submission. This Statement will only contain submissions approved and opened by your Land Administrator. These titles remain UNPAID until you pay them from this statement, or include them in a Pending Payment and make payment on the Pending Payment. It is important to note that a Pending Payment does NOT mean you’ve made your payment. The term ‘Pending Payment’ in ePayments refers to a selection of payments you plan to make later, while you get third party approval.
- Pending Payment – by opening a previously created Pending Payment, you can click on the **Make Payment** button and complete the ‘Confirm Payment’ screen. If you make payment on a Pending Payment after the anniversary date of one or more of the titles within the Pending Payment, Late Penalty will apply.

It should be noted that a ‘Confirm Payment’ window will appear after you click on Make Payment on each of these screens before your payment is actually submitted. If you did not click on the **PAY** button, which appears on the ‘Confirm Payment’ screen, your payment has not been made.

Payments can **not** be made from the following screens:

- All Titles
- Submissions
- Managing Expiring Titles

When you create an Open Submission from either the Submissions or Managing Expiring Titles screen, and authorize it for payment, the payment is added to the

Submission Requests Statement for payment by the Payment Administrator. It still needs to be Paid.

What happens on a last minute submission – who notifies the Payment Administrator that a payment is required on a Submission?

In addition to the email ePayments sends to the Payment Administrator, the Land Administrator should communicate with the Payment Administrator to advise a payment is required.

What date are funds taken from our bank account – does Land Administrator determine or is it automatic?

Funds are debited from your account within 24 hours of the Payment Administrator clicking on Make Payment/Pay. It may take longer over weekends or holidays to process your payment. Your payment is effective the date you click on the Pay button.

Screen 15 (Lease Conversion) – how is total \$ owing calculated?

Automatically. Rent and issue fees are calculated and included, based on the number of hectares you enter for each lease. The total appears at the bottom left of the screen and is dynamic until you click on Create Pending Submission.

Multiple Land Administrators submitting to Pay Administrator – if more than one – who gets notified?

Anyone identified as a Payment Administrator will be notified when a Land Administrator approves and indicates a payment should be added to a Statement. Identifying areas of responsibility in your Payor File Numbers may help clarify things, as will a generic email address.

Tracking – can you print off submitted statements before it has been paid – and if you forget will I still be able to do so? Is it available for 60 days only?

Yes. The Ministry has provided the Pending Payment concept for both the Primary Term Statement and the Continuation/Extension Statement. You can print a Pending Payment, have it approved and return to it later to Make Payment, with the understanding that if the period between creating the Pending Payment and actual Payment is long enough, Late Payment Penalty may apply on one or more of the titles encompassed by the Pending Payment. You cannot pay Late Payment Penalty separately. You can print the Pending Payment again, prior to clicking on the Make Payment button. You can do the same with a selection of titles on the Primary Term Statement and the Continuation/Extension Statement. The Paid Statements will be available for viewing indefinitely. You can search for them by entering a Date Range on the Statements main page.

Are rentals and continuations paid together? Primary term vs. continuation submissions?

Primary Term rentals are paid from the Primary Term Statement.
Continuation/Extensions are paid from the Continuation/Extension Statement and Submissions (where the Land Administrator chooses to convert a drilling licence to lease, or pay under a different section from the previous year) are paid from the Submission Requests Statement.

Will we be able to make payments – D.L.'s – a year or more in advance?

You can **make a Submission** on a title at any time through the Title Details screen and add other titles from there, if you prefer. We prefer you not make submissions a year or more in advance, but follow the prescribed schedule available in the Statements, but we understand there are exceptions and you can contact the Ministry to discuss specific issues further. Email: png.epayments@gov.bc.ca

Payment Acknowledgement and Receipts:

How many times will my account be debited in one day?

Once or twice, depending on what you are paying.

Your payments will go into one of two streams – Revenue or Suspense. Payments received ‘immediately’, such as Primary Term and Cont/Ext Statement payments will be totaled and you will be debited only once per day for Revenue payments.

Submission payments will go into the Suspense stream and will be debited separately from the Revenue stream. You will have a maximum of two debits from your account each day.

Will there still be rental receipts mailed out? Will partners have access to receipts?

Rental Receipts generated by ePayments will not be mailed out, but will be available for viewing and printing in the Title Details screen, Payment History tab. Registered Owners and Designated Payors will be able to view them and print them. As before, you will need to mail printed copies or email .pdf copies to your working interest holders and other partners. Receipts for Primary Term payments and ‘automatic’ continuations paid from the Continuation/Extension Statement will be available for viewing as soon as the payment is processed (1 or 2 days, possibly immediately).

When a Submission is approved and closed by the Ministry, you will be notified by email and you can view your official Receipt in the Title Details screen. In the meantime, you will receive a Payment Acknowledgement.

Is there system notification when paying, i.e. – payment received or submission accepted?

Yes. You will receive payment acknowledgements by email, as soon as you’ve made a payment(s). Payment Acknowledgements for Submission payments will be visible on the Title Details screen on the Payment History tab. An official receipt will be visible for submission payments only after ministry staff approve and close the submission. Official receipts will not be issued immediately, unless you are making a payment(s) on a primary term title. Receipts on continuation, extension, split lease and lease conversion submissions will be issued, once the Ministry is satisfied with the Submission, all funds have been received, and the Submission is approved.

If you do not receive an expected email, please check with your IT department to make sure emails from ePayments are not being filtered as SPAM. ePayments will not re-send emails and the ministry cannot re-send emails that were not delivered. Emails are sent as a courtesy and are not your official receipt.

When making multiple payments in one day – how are receipts issued? Are they individual or can they all be found on one receipt?

Receipts are issued individually, one per title, in order to protect the confidentiality of registered Owners and Payors. Registered Owners and Payors can only see

Receipts for those titles they are either an Owner or Payor of, on the Title Details screen. When a Submission is made by a Payor with multiple Owners, the Owners can only see Receipts for the titles they own.

If doing a number of different applications (different screens) will they be paid as one receipt and will I be able to track?

Each Receipt will show only one title, but several receipts may have the same Receipt number. For example: Payment on titles 12345 and 12346 will generate the same Receipt number, but there will be two receipts issued – one for each title. This ensures only a registered Owner or Payor can view/print the Receipt for a given title.

When does the BC Ministry deem a payment has been made, once submitted?

Your payment is deemed effective on the date you clicked on the Pay button. Your payment will be acknowledged by email. This is your unofficial confirmation of payment.

Confirm payment – emails – who all should they go to?

All emails in ePayments go to All Users. If you do not wish to receive email notifications (for example, in the case of a Viewer), you can create a generic email address that everyone in your team has access to and enter that email address in all the email address fields in the User Authorization screen. This method ensures you will only receive one email per transaction and allows you to cover staff absences, ensuring important emails are not missed.

Can the Land Administrator view the payment confirmation?

The Land Administrator will receive a copy of the emailed Payment Acknowledgement. You can also send a copy of the Confirm Payment screen to the Land Administrator by entering their email address in the text box above the Pay button. You also have the option of Print Previewing the Confirm Payment screen, saving it and printing it for your files or distribution.

If you request multiple payments or Submissions in a day, are they withdrawn from your account separately, or as one item?

You can make as many payments or submissions in a day as you like, but your account will only be debited once or twice for the total amount, depending on whether the funds go into the Ministry's Revenue or Suspense stream. Primary Term and Continuation/Extension Statement payments go into the Revenue stream. Submission Request Statement payments go into the Suspense stream. Individual payments will be kept track of in ePayments.

Definitions:

What is the difference between a Statement and a Submission?

A **Statement** is generated by the Crown and shows what your company owes at any given time. Because a Statement is dynamic and may change from day to day, as titles are added, as they become due, and those that are past 60 days due are dropped off, due to payment or expiry, it is not a true Invoice.

A **Submission** is used by a Land Administrator to notify the Crown of your company's intention to continue a title beyond its primary term; or convert a title to lease.

Submission is the term that applies to the payment portion of your continuation application, split lease or convert to lease application.

Payments can be made on any of the three Statements and on a Submission, when the Ministry requests additional payment on an application.

Continuing Titles:

We sent a manual payment to continue a title beyond its' primary term. How will it appear in ePayments?

Unfortunately, we have not been able to come up with a consistent way of reflecting manual payments received for titles beyond their primary term in ePayments, due to the various ways in which manual payments received are recorded in our database. Your title may appear highlighted in green, overdue or may not appear at all. If you are certain you have sent your manual payment, then rest assured the continuation application is under review and will be processed as quickly as possible. Once the review is completed, approved and receipted, your title will appear normally in ePayments as being due the following year.

What do you do when a portion of the Title is expiring? (Manage Expiring Titles screen)

When you wish to continue a portion of a title, separately from the remainder of the title (by surrendering the remainder or continuing it under a different section), you must create a Continuation Submission and submit a written application to continue.

Non anniversary submissions – DL + need to go to Lease Selection – how is this done?

You may create a Conversion Submission for Lease Selection through the Titles Details screen. You will be given the option of adding titles, after you begin the process. You can create a Conversion Submission from the Titles screen at any time.

If a lease shows as “disabled”, on the Manage Expiring Titles screen, will the company be notified in advance? Will a timeframe be indicated for application to be made?

If a lease shows as ‘disabled’, this is the company’s notification (3 months in advance) that the title is no longer eligible for continuation under its previous section. The Ministry will also send a letter detailing its decision and requesting a Submission. The usual time frame of 60 days after the anniversary date applies.

Will the timeframe be “150 days” or will it be 1 year from anniversary date, 60 day window?

You will be notified that your primary term titles are due 150 days prior to their anniversary dates and your post-primary term or extended titles that are due will appear 60 days prior to their anniversary dates. You have until 60 days after the anniversary date to Make Payment on primary term titles and those titles on the Continuation/Extension Statement. Payment on Submissions must be received by midnight on the Anniversary Date of the title with the earliest Anniversary Date within the Submission, along with the paper documentation. Late Penalties will apply for payments received after the anniversary date on any title.

Section 62 Submissions – will a letter be sent out to confirm it's been granted?

Generally, no. You will be able to view/print your Receipt, which will indicate the 62 has been granted. In the case of more complicated Submissions, you may receive a letter from the Ministry, in addition to the Receipt. A 62 payment made on a Continuation/Extension Statement will not result in a confirmation letter, only your official receipt, accessible through the Title Details Screen, Payment History tab.

Cont/Ext Screen – If a title is greyed out and requires Land Administrator approval and Land Administrator is away – who authorizes? Can another Land Administrator make the changes?

Another Land Administrator can make the change or the Company Administrator can make the change when another user is away.

Will Default Notices be mailed out?

No. As ePayments is now advising companies several months in advance of all titles coming due, default notices will not be mailed out. Those titles that are past due are brought forward and put into the Carried Forward section of each Statement, until they are more than 60 days overdue when, without payment, they will drop off and be cancelled. Please keep in mind, you can view your Statements at any time and you will be reminded monthly to make payments from your Statements.

How many companies can submit an application – shallow rights, deep rights? How would the Ministry handle?

The Ministry prefers that only the Designated Payor make a Submission on a title and submit the supporting continuation application documentation. However, we will accept continuation applications from other parties, as long as the Submission Number is written on the documentation. Only one party can submit the continuation application, consistent with the Ministry's policy, pre-ePayments. Once the title is part of a Submission, it cannot be part of another Submission. You must communicate with your partners. If a registered Owner does not want a third party creating Submissions, they can nominate themselves as the Designated Payor.

Managing Expiring Titles:

Additional Help available for Land Administrators:

The Ministry has designed a Land Administrator's "Quick Reference Tool" which will be added as a link on the main menu and/or the Manage Expiring Titles screen before the October 1st mandatory date. This spreadsheet will assist Land Administrators, and act as a general guideline for making payments on titles beyond their primary term, through ePayments.

It is NOT intended to be an outline of the official 'rules'. Please advise png.epayments@gov.bc.ca if changes should be made to this document.

How does the "Allow Continuation/Extension on Statement" checkbox on the User Authorization screen work? How will it affect Land Administrators and Payment Administrators?

Whenever a Payment Administrator sees the status "WAITING FOR LA APPROVAL" on the Cont/Ext Statement, and the checkbox for payment is disabled, it means the Land Administrator has to open the Manage Expiring Titles screen and make a decision on the title – either change the status on the Cont/Ext Statement to unpaid and pay under the same section as the previous year, or create a Submission and submit a written application to apply for a different section. It also means the "Allow Continuation/Extension on Statement" checkbox has not been checked by the Company Administrator, the only Role with the authority to do so. For example, in the case of titles currently showing on your Continuation/Extension Statement that were previously continued under section 58A, and presuming you still wish to continue them under 58A, your Land Administrator needs to:

- Click on Manage Expiring Titles
- Click on the "Not 62" radio button (if not already pre-set/defaulted)
- Click the "On Stmt" radio buttons next to each title
- Click on the "Update Title Changes" button (this will add the titles to the Cont/Ext Statement and change the status to "UNPAID")

If you wish to have the 'automatic' continuations automatically added to your Cont/Ext Statement with a status of "UNPAID" right away, so that your Land Administrator does not have to go through this process for every continuing title, you will need to have your Company Administrator check the "Allow Continuation/Extension on Statement" checkbox on the User Authorization page. From that point forward, all of your 'automatic' continuations, such as 58A's, 58B's, will be added automatically to the Cont/Ext Statement with a status of UNPAID, allowing them to be paid by the Payment Administrator without Land Administrator intervention/approval.

Why the Company Administrator?

Because this is a 'corporate' decision that will affect all of the eligible titles beyond their primary term, it was decided by the working group that the role with the highest authority should make the decision whether to automatically add titles to the Continuation/Extension Statement or not.

Managing Expiring Titles – does this screen show all of the company titles?

No. Only those titles currently eligible for continuation or Submission will appear. You will see a 120 day window - those titles that are 60 days or less before their anniversary date and up to 60 days after their anniversary date. The ministry does not wish to entertain applications outside the 120 day window, as clients tend to make more changes to submissions and applications submitted earlier.

Managing Expiring Titles – once title has been submitted – does it replace sending in the 62 or 58(3) letter?

Yes. If you are continuing a title under 62 or 58(3)(a) **by making payment on the Cont/Ext Statement**, rather than by Submission, you do not need to send in a letter. Please refer to the Admin Cheat Sheet link on ePayments Main Menu, for more details.

Managing Expiring Titles – is this for leases only? Where do we find the D.L.s?

There are two tabs in Managing Expiring Titles – one for Leases, the other for Drilling Licences. The Drilling Licences tab may take a few seconds to load. Look for the green bar at the bottom of your screen that indicates the page is loading. 

On Statement / On Sub – what does this mean? When would the “Other” box be checked off? Clarification needed.

Titles that can be paid on a Statement do not require further Land Administrator approval or backup documentation. Titles that must be paid on a Submission are those titles where the Land Administrator or the Ministry has deemed the title must be converted or paid under a section other than the previous section. They must be accompanied by appropriate backup documentation / written continuation application. For Example: The Ministry has deemed a title no longer eligible for 58(3)(a). The title is disabled on the Statement, so the Payment Administrator cannot pay it under the same section as it was continued under last year – 58(3)(a). The Land Administrator must go into Managing Expiring Titles screen, select the 'On Submission' radio button and the Other button and Create a Pending Submission. The Land Administrator can request what section or sections the title is to be continued under in their paper documentation.

CLARIFICATION NEEDED: Managing Expiring Titles and Lease Selection screens

The Managing Expiring Titles Screen is used strictly for making decisions on titles beyond their primary term – either add them to the Continuation/Extension

Statement for immediate payment without a written application or create submissions and submit written applications.
The Lease Conversion (All Titles) screen is used to convert a drilling licence to lease.

Exporting Data:

I filtered my titles on the Titles screen and tried to export the result using the Print Preview function. However, I got all of my titles in the report.

The Print Preview function in the Titles screen is designed to capture all of the data in the table, regardless of filtering. You can export to excel and filter using excel functionality.

Can the information be exported?

Any page containing Data can be exported, saved, print previewed or printed in the following formats: PDF, MSWord, MExcel, RTF and TEXT.

Uploads of data – Land System - invoices - fees adjustment – not tied to Ministry interface – how can records be reconciled?

Any page in ePayments containing Data can be exported, print previewed or printed in the following formats: PDF, MSWord, MExcel, RTF and TEXT.

Reconciliations and comparisons of ePayments data can be accomplished by utilizing the export, print preview, or print option of any screen containing data. For example, you could prepare a side-by-side comparison of your data and ePayments data using excel. You can have your IT staff re-configure your current data reconciliation process, or create a comparison program, by downloading data from ePayments in RTF or TEXT formats, for example, and uploading it to your system for comparison with your own data.

If exporting data – is it “PDF” or “writer”?

See above.

Brokers:

When there's a broker – who's responsible for paying?

Is Designated Payor defaulted to the registered Owner on new or existing titles?

Who nominates the Payor of Title – how is this managed?

Titles in ePayments have a Designated Payor already named. The Designated Payor is responsible for making payments on the title. Ultimately, the registered Owner(s) is responsible for ensuring the payment is made. ePayments is merely a method of payment and Statements are provided as a courtesy to our clients. Reliance on the Statements without comparison to your own records may result in a title not being paid and, ultimately, cancellation. We recommend the Statements be used as a tool for reconciliation to your own records, as companies are ultimately responsible for keeping their titles in good standing, regardless of anything stated in ePayments.

When ePayments was brought online, the Designated Payor defaulted to the last company that made a payment on the title.

New titles, issued since ePayments was brought online in February 2008, will default to the registered Owner as Designated Payor, [unless the lease was split from a parent lease, in which case the Payor on the child lease will be the same as the Payor on the parent lease]. In the case where there is more than one registered Owner, the default will go to the majority interest holder. Where the interest is evenly divided 50/50, the selection will be made alphabetically. Titles issued at a Crown Sale will also default to the registered Owner as Designated Payor, unless otherwise stated in the Bid Letter. Bid Letter forms with an opportunity to name the Designated Payor are available online at:

<http://www.empr.gov.bc.ca/Titles/OGTitles/InfoLetters/IssueDate/Pages/EMD99-08.aspx>.

Please encourage your landmen to use the latest version of the Bid Letter, to avoid having to make Payor Nominations after Crown Sales.

Both the registered Owner and current Designated Payor may nominate a new Payor.

In the case where a broker wishes to nominate a company as Payor, provided the broker is the registered Owner, they may do so online in ePayments in the All Titles screen by checking the title and clicking on the Designate Payor button, naming the Designated Payor and clicking on Nominate. The company will receive an email and can accept or decline the nomination in ePayments on the Title Details screen. Where a broker has more than 50 titles requiring a new Payor nomination, the broker may send the Crown an excel spreadsheet containing: the title numbers; current Designated Payor(s); and Nominated Payor(s). The Crown will download the

information for the broker in ePayments. The company(s) will still receive emails requiring them to accept or decline the nomination(s) in ePayments.

If you are bidding for a new title, include the Designated Payors' company code in your bid letter and the Ministry will overwrite the default. The Ministry will not automatically name the Payor on a bid as the Designated Payor, without specific instructions in the bid letter.

Do brokers need to have a registered interest?

Brokers typically have a registered interest in a title as a result of an agreement made between the broker and a company, to protect the anonymity of the company. With respect to ePayments, a broker does not 'need' to have a registered interest. The company may have the title transferred to them, if they wish. However, once the company is a registered Owner, that fact is made public. Designated Payors are not made public. A broker may be a registered Owner of a title (public) and the Designated Payor may be a different company (not made public). The only parties that may view the Designated Payor information are the registered Owner(s), Designated Payor and the Crown.

Another possibility is that a company does not want to make payments through ePayments. They can assign a partner or an Agent the role of Designated Payor, have the Agent make the payment(s) and reimburse the agent by cheque.

Have a number of brokers – registered Owner/Designated Payor, can a viewer see all titles?

A viewer (or any user) can only see the titles they are either a registered Owner or Payor of.

Have brokers been taken into consideration re Designated Payor?

Brokers are registered Owners and are treated as any other company with the same rights and responsibilities, such as designating Payors. You will need to work with your Brokers to ensure you are the designated Payor on your titles.

Brokers with numerous Payor nominations to make may send an excel spreadsheet to the Ministry with the title number, Current Payor code and Nominated Payor code and the Ministry will download the information to ePayments.

Payors:

Why does the File Number clear when I nominate a Payor?

The Payor File Number field will clear whenever a new Payor is nominated, freeing the space for the new Designated Payor to enter their own file number directly after they Accept the nomination.

When I'm entering the nominee's company name, the system locks up. Why is that?

The system is trying to capture the text you have typed and bring up a list of possibilities. If you are typing too fast, or enter the complete company name, it can't keep up and will not let you proceed. Type a little slower. Also, please ensure you are using the correct version of the company's name you are nominating, to avoid having to nominate again. Check with the company you are nominating. You can find out the email address for any Company Administrator by clicking on the 'Co Admin Email List' link on ePayments Main Menu.

What if our partner is not yet registered in ePayments and we want to nominate them as Payor?

Contact your partner and encourage them to get set up in ePayments. Direct them to the self-tutoring online at the Ministry's website and let them know training is also available through CAPLA. Remind them that ePayments became mandatory on October 1, 2009. You can nominate the company, but until the company is registered and accepts, the status will be "Past Payor" and the past Payor will still be responsible for payment. If you are a registered Owner, you can also nominate your own company as Payor and make the payment, then invoice your partner.

When there's a broker – who's responsible for paying?

Is Designated Payor defaulted to the registered Owner on new or existing titles?

Who nominates the Payor of Title – how is this managed?

Titles in ePayments have a Designated Payor already named. The Designated Payor is responsible for making payments on the title. Ultimately, the registered Owner(s) is responsible for ensuring the payment is made. ePayments is merely a method of payment and Statements are provided as a courtesy to our clients. Reliance on the Statements without comparison to your own records may result in a title not being paid and ultimately cancellation. We recommend the Statements be used as a tool for reconciliation to your own records, as companies are ultimately responsible for keeping their titles in good standing, regardless of anything stated in ePayments.

When ePayments was brought online, the Designated Payor defaulted to the last company that made a payment on the title.

New titles, issued since ePayments was brought online in February 2008, will default to the registered Owner as Designated Payor. In the case where there is more than

one registered Owner, the default will go to the majority interest holder. Where the interest is evenly divided 50/50, the selection will be made alphabetically. Titles issued at a Crown Sale will also default to the registered Owner as Designated Payor, unless otherwise stated in the Bid Letter. Bid Letter forms with an opportunity to name the Designated Payor are available online at:

<http://www.empr.gov.bc.ca/Titles/OGTitles/InfoLetters/IssueDate/Pages/EMD99-08.aspx>.

Please encourage your landmen to use the latest version of the Bid Letter, to avoid having to make Payor Nominations after Crown Sales.

Both the registered Owner and current Designated Payor may nominate a new Payor.

In the case where a broker wishes to nominate a company as Payor, they may do so online in ePayments in the All Titles screen by checking the title and clicking on the Designate Payor button, naming the Designated Payor and clicking on Nominate. The company will receive an email and can accept or decline the nomination in ePayments on the Title Details screen.

Where a broker has more than 50 titles requiring a new Payor nomination, the broker may send the Crown an excel spreadsheet containing: the title numbers; current Designated Payor(s); and Nominated Payor(s). The Crown will download the information for the broker in ePayments. The company(s) will still receive emails requiring them to accept or decline the nomination(s) in ePayments.

If you are bidding for a new title, include the Designated Payors' company code in your bid letter and the Ministry will overwrite the default. The Ministry will not automatically name the Payor on a bid as the Designated Payor, without specific instructions in the bid letter.

Is the Designated Payor a new concept? Are brokers on-line?

Designated Payor is an ePayments concept, created mainly to avoid duplicate payments, which are frequent in the manual process and add to the administrative burden of both the Crown and industry.

Brokers are 'on-line' in ePayments, wherever they are registered Owners or Designated Payors of titles and must be willing to participate in the ePayments system.

Can Designated Payor be changed on-line? What is the process?

Yes. Either a registered Owner or Designated Payor can nominate a new Payor from the All Titles screen by placing a checkmark next to the title, clicking on the Designate Payor button, entering the Designated Payor's name and clicking on Nominate. The nominated company, other registered Owners and the Payor will all receive an email notifying them of the nomination. The nominated Payor either Accepts or Declines the nomination, in the Title Details screen on the Payor tab.

Another email confirming the change will be sent out to the registered Owners, old Payor and new Payor.

There is no step for the current Payor to accept the nomination of another party and the Ministry does not anticipate adding this functionality. The Ministry will not mediate Payor nomination disagreements and Payor Nominations must be finalized before the period of 11 days prior to the anniversary date and 60 days after.

How is the Designated Payor affected by Name Changes, Amalgamations and Transfers? How is the defaulted Designated Payor determined?

- **Prior to February 2008**, there was no Designated Payor. ePayments was not online.
- **At February 2008**, when ePayments Phase 1 came online, the Designated Payor defaulted to the company who had paid the previous years' rental.
- **After February 2008**, on a go-forward basis for new titles, the Designated Payor defaulted to the company with the highest undivided interest. In the case of a 50/50 split, it would be the first company alphabetically.
- **After February 2008** the Designated Payor is not changed when the Crown receives a manual payment from another company. There is no way to reflect in ePayments that a manual payment has been received.
- **After February 2008:**
 - Name Change/Amalgamation of Payor – Payor nomination required. [E.g.: AEnergy Inc. (Payor) changes to AEnergy Ltd. AEnergy Inc. will need to nominate AEnergy Ltd. as Payor.]
 - Name Change/Amalgamation of 100% Owner - Payor changes to new Owner name. In the case of a 50/50 split, it would be the first company alphabetically.
 - Name Change/Amalgamation of an Owner with less than 100% - Payor does not change.
 - Transfer of 100% interest - Payor changes to new Owner name. In the case of a 50/50 split, it would be the first company alphabetically.
 - Transfer of an Owner's less than 100% interest - Payor does not change.
 - When a New Title is created (not at a Sale) - Payor defaults to the same Payor as the parent title.
 - When a New Title is issued at a Crown Sale - Payor can be nominated in the Bid Letter. If not, the Payor defaults to the Owner with the highest interest. In the case of a 50/50 split, it would be the first company alphabetically.

Who nominates the Payor of Title – how is this managed?

A registered Owner or the Designated Payor may nominate a Designated Payor. See above.

If multiple parties have an interest and change in Payor is needed – is everyone notified?

Registered Owners and the Nominated Payor are notified of a Payor Nomination. There is no notification requirement for the Past Payor, since the Past Payor may no longer exist. Also, current/past Payor acceptance is not required. See above.

How do you determine who the company Payor is – is there a list?

As a registered Owner or current Designated Payor, you may nominate a new Payor. The new Payor does not have to be a registered Owner. Begin typing the name in the nomination box in the Title Details screen and several choices will appear. Click on the correct choice.

If your choice does not appear, contact the Ministry and we will add the company name to our database.

How long will it take to have the Payor updated once submitted?

As long as it takes for the Nominated Payor to Accept the nomination. As soon as they accept, the Payor is updated. If you are finding there is a delay, you may want to contact the Nominated Payor directly. Email addresses for all Company Administrators are available on the 'Co Admin Email List' link on ePayments' Main Menu.

Multiple partners – are all notified when Payor has been changed.

The registered Owners and nominated Payor will be notified by email when a new Payor is nominated and when that Payor Accepts the nomination. The old Payor is not notified, but will be made aware when the title no longer appears on their Statement. We decided not to notify the old Payor, because there are many instances where the old Payor no longer exists.

What documentation is sent when changing Designated Payor?

The Ministry does not require any documentation when you change a Payor. Changing a Payor is an internal decision made between you and your partners.

Is Designated Payor a confidential screen or can all viewers see it

All Users who are registered Owners or Payors can see who the Designated Payor is.

If Designated Payor, can I see all company titles?

The Designated Payor can only see the titles they are either a Payor of, or registered Owner of.

When Payor is changed – who is notified?

When a Payor is nominated, the registered Owners and Payors – both current and nominated – are notified. Past Payors and the Ministry are not notified or involved in this process.

What happens if Payor is struck from the Title – how is ownership managed?

If a Payor is struck from a title, as in the case of a name change or amalgamation, the Designated Payor will default to the registered Owner with the highest interest in the title, or in the case where ownership is 50/50, alphabetically.

What happens if Payor becomes defunct – who advises whom – Industry – Ministry, especially if Broker is Payor?

In the case where a company dissolves without notifying the Ministry, the Ministry may assist the registered Owners to appoint a new Payor, when the registered Owner(s) notifies the Ministry of said dissolution. Keep in mind the registered Owner[s] is ultimately responsible for ensuring payment is made on their title[s].

In a land sale, will Title Payor be the Broker?

You may indicate the company name or code of the Designated Payor in your bid letter.

<http://www.empr.gov.bc.ca/Titles/OGTitles/InfoLetters/IssueDate/Pages/TITLES-07-03.aspx>. The Ministry will appoint that company as Designated Payor when they enter your bid into the database. If you have not indicated the name of the Designated Payor, the Payor will default to the registered Owner with the highest interest or, in the case of 50/50, alphabetically. The Ministry will *not* automatically name the Payor of the bid as Designated Payor on future rentals for the title.

Multiple companies – not registered – Crown sale –who becomes the Designated Payor?

See above. Non-registered Owners are not recognized by the Crown, but can be appointed as the Designated Payor by a registered Owner or the Designated Payor.

Change of Payor – is it ePayments only, or if through a sale, would you use the Assignment to update Payor?

An Assignment or Transfer is used to transfer Ownership of a title, not to nominate a Designated Payor.

To nominate a Designated Payor for a parcel you are bidding on at a Crown Sale, name the company in your bid letter

<http://www.empr.gov.bc.ca/Titles/OGTitles/InfoLetters/IssueDate/Pages/TITLES-07-03.aspx> and the Crown will Designate that company as Payor, as the bid is entered into the database.

Clarification “Payor” vs. “Assignments” needed.

See above.

Since continuations can take months to process, what happens if a name change, amalgamation or transfer takes place while the Submission is under review? Will the Submission remain under the Payor name it was submitted under or be transferred to the new Payor account and be withdrawn from their bank account? Will the title be handled in the same way?

When a name change or amalgamation takes place on a title, while it is part of a Submission/continuation application under review, the Payor will only change if it is the Payor company that is affected by the name change or amalgamation and only the Ministry can effect a Payor change while a title is part of a Submission. In that case, the Payor will change to the new company name, resulting from the amalgamation or name change. However, Submissions/Payments on the application already received from the original Payor will be receipted to the original Payor. Any subsequent payments received from the new Payor name will be receipted to the new Payor.

The situation is different for a transfer. The Payor will not automatically change when a title is transferred, because the Payor does not have to be a registered Owner. The new Owner of the title can nominate a new Payor.

Remember that a Submission is the payment portion of an application. The funds are received 'up front' in ePayments by way of a Submission, when you submit your written application to continue, split a lease or convert a drilling licence to lease. Any refunds owed at the end of the review period will be refunded to the party who initially made payment on the Submission. If a name change or amalgamation takes place affecting any of the titles within the Submission, the Payor does not change, unless it is the Payor company that is affected by the name change or amalgamation.

When transferring interest in a title, can a request be made on the transfer form to also transfer the Payor?

No. Nor is this being considered as a future option. If you are a registered Owner or the Designated Payor, you can make the nomination online.

Is the Payor automatically transferred by the Ministry, if the Payor transfers all of its registered interest in a title, or does it manually have to be done in ePayments by the Owner?

No. Since the Payor does not have to be a registered Owner, the Payor is not automatically changed when a transfer in interest is recorded against a title, unless the transfer is of an undivided 100%, in which case the Payor will be changed to the new 100% Owner (see other answers above), giving the new Owner the option of

remaining as Payor or nominating another party as Payor. In the case of less than 100% transfers, the new Owner may nominate a new Payor, if they wish.

System Functionality:

Is there communication between screens and the Statement?

Yes. When the Land Administrator selects radio buttons and clicks on the 'Update Title Changes' button in the Managing Expiring Titles screen, the Statement will be updated to allow the Payment Administrator to make a payment from the Continuation/Extension Statement. After the LA has indicated that title may be paid on the Statement, the LA or PA can open the Statement and click on Refresh (↻). The Status will change from "WAITING FOR LA APPROVAL" to "UNPAID" and the checkboxes next to each title and the "Make Payment" button will be activated.

Why are screens colour coded?

Colour-coding enables the viewer to assess the current status of a title at a glance.

Is there a filter built in to avoid duplicate Payor file numbers?

No. ePayments does not recognize Payor file numbers or track them in any way. The Payor File Number field was provided for the convenience of the Payor and it is the Payors' responsibility to maintain the Payor File Number field(s).

Does the notification note the company file #?

In most cases, yes.

How long will the information remain on-line? Will it be archived?

Plans have not yet been made to archive dated material. You will be advised prior to the Ministry removing any data from the website.

I am signed in as Company Admin, but am unable to edit and save Company Information – it doesn't save on exiting.

You must complete *all* the Required Fields *, or you will not be able to save your changes. If you just wish to update your address, but are not ready to add your banking information, please send the information to png.epayments@gov.bc.ca and we will update the database.

Are there any filters built into the email text box?

Yes. There are a limited number of characters you can enter in the email textbox in the Communications Log of 5,000 characters.

Who do you contact if your Title doesn't come up?

First, make sure your title is not in the name of a Broker and that you are either a registered Owner or Payor of the title.

If your title is in the name of a Broker and you wish to be made the Designated Payor, contact your Broker.

Your title may also not appear if the continuation review for the previous year has not yet been completed and approved. Please contact the Tenure Administration section, if you suspect this is the cause, or email png.epayments@gov.bc.ca. If you are certain your title should be showing, please contact the Ministry by email: png.epayments@gov.bc.ca

What happens if there is a problem with the email system? Will it be resent if email address is wrong?

It is the Company Administrator's responsibility to ensure all email addresses are kept current and that emails from ePayments are not filtered as SPAM. Emails will not be resent if the email address is incorrect. Please ensure your filters allow emails from ePayments and do not recognize them as spam.

What makes the Title red – what conditions are attributed? (Section 58(a)/Section 62)

Titles highlighted in red require Land Administrator attention/decision. The Ministry [or business rules] has decided the title is no longer eligible to be continued under its previous section.

Is there a place to add comments when a Title is highlighted (red) to go with the submission?

Yes. In the Communications Log, there is a place to 'Add a Log Entry'.

If several Titles are clicked – will they all be submitted at the same time – i.e. grouping D.L.s/lease selection?

Yes. When you click on several titles, they are all submitted at the same time, even if you are creating a Pending Submission. In the case of primary term titles, this is a good thing.

However, this is also why **you must make sure the titles you select to Create a Pending Submission are somehow related** – either by the same technical package or a grouping. You are only creating one Submission at a time and if you check the titles for several different technical packages or otherwise unrelated titles, the system has no way of knowing they are supposed to be on separate Submissions, or part of separate applications, only when you submit them separately.

If you create a Submission that contains unrelated titles, you must wait until all of the titles are approved for continuation before receiving receipts on any of the titles.

Make sure you add titles to the Continuation/Extension Statement that do not require Submissions/applications – like 62's, 58A's, 1 year extensions. For example, do not create a Submission for all your 58A's. These titles can and should be added to the Continuation/Extension Statement. If you do not submit a written application, in conjunction with making payment by Submission, your titles will not be updated. Receipt of the paperwork is the trigger for Ministry staff to review your continuation application and match your payment to the written application.

Where do you find the submission number?

ePayments generates the Submission number. While your Submission is Pending, the Submission number will be numeric. Once your Submission is Open, the Submission number will be preceded by your company code, so the Ministry can easily identify who the Submission is from. Please ensure you actually make payment on your Open Submission from the Submission Requests Statement.

Total Amount: Is there a breakdown provided? Application fee/rental/penalty?

Yes. Breakdowns of all fees, rentals and penalties are shown.

Is the company file number manually entered? What if we have a large number to be entered?

The company file number is manually entered by the Payor. If you have more than 50 to enter, you may submit an excel spreadsheet to the Ministry containing the title number, company code and corresponding Payor file number. The Ministry will load the information into ePayments.

Does the Ministry track changes in company names and update them on ePayments?

Yes. When the Ministry receives a transfer, name change or amalgamation, the database is updated and ePayments is, in turn, updated, as appropriate.

If I have a Title #, can we see other company's Title?

No. You cannot view another company's title. You can only view a title if you are a Designated Payor or a registered Owner.

If you wish to search a title for free, go to <http://www.ptonline.gov.bc.ca> and choose Title Searches (PTS Web), then Quick Title Query. Enter the title number, click on Submit, then on Confirm.

Company names are abbreviated, how can we determine the full company name?

The Ministry has incorporated a "mouse-over" system where the company name is shown when you "mouse-over" a company code.

Are wild cards acceptable when searching for specific Title?

Yes. You can enter the entire title number to search for it, or a portion of the title number.

Is there a cross reference to the "temporary" number and the Title, once granted?

The Submission Number is the cross-reference number. Please ensure the Submission number is written on every continuation application.

Are there multiple payments or multiple submissions per day?

Yes. You can make as many payments or submission payments in a day as you like, but your account will only be debited once or twice for the total amount, depending on the type of payment you make. The Ministry divides payments into two streams – Revenue for Primary Term and Continuation/Extension payments and Suspense for Submission Request Statement payments. However, individual payments will be kept track of in ePayments.

Box indicating all Titles to be paid – can this be over-written on title by title?

For Statements, you can Select All titles on any Statement by clicking the Select All checkbox, then de-select specific titles you do not want part of your payment by clicking on the checkboxes next to those titles.

Since the All Titles screen displays all of the titles you are either an Owner or Payor of, there is no Select All box on the All Titles screen, to avoid errors. You must make deliberate decisions on the titles displayed on the All Titles screen.

When ePayments rolls out, will there be issues with firewalls; is there an application which will have to be downloaded?

There is no application to be downloaded. ePayments is entirely Online. Firewalls are managed internally and the Ministry has no control over the level of security implemented by industry. Your firewalls may affect the emails you should receive and may affect response time. Ensure your IT department is aware of this and makes the necessary adjustments to accept emails from ePayments.

Is there a capability for viewing all Titles?

All Titles that you are a registered Owner or Payor of are viewable on the All Titles screen under Company Profile.

Stress need to “Refresh” prior to information being shared between screens.

When you click “On Statement” in Manage Expiring Titles, you can see that the title has been added to the Statement by opening the Statement, but you must first click on the Update Titles button at the top of your data table to enact the change and see the update on your Statement. You may also have to click on the Refresh button at the top-right of the Statement, after you make the change on the Manage Expiring Titles screen.

Internal Communications / Processes:

Is there a check list for companies identifying affects to internal processes and procedures? i.e.: stakeholders, administrator roles?

The Industry Working Group has identified the following steps to assist you in adjusting your internal processes:

- Run comparison reports between your data and statements and data found on the ePayments website.
- Identify situations where you will need to change the Payor, and update accordingly.
- Ensure the ePayments system identifies all of your titles on the “All Titles” screen.

Should there be any discrepancies, contact the Ministry by email:

png.epayments@gov.bc.ca. Keep in mind that some of your titles may be registered in the name of a broker. The broker will be able to see those titles on their screen. Unless you are the designated Payor, you will not be able to see them. You will need to contact the broker to have them appoint your company as the Designated Payor.

- To ensure all communications between ePayments and your company are captured, create a generic email box and utilize the same email address in all email fields on the ePayments system. This will eliminate the need to share passwords (never a good idea) and will cover off situations where staff are absent, since all users can access the generic email box.
- Communicate with all internal company stakeholders, i.e. Accounting, Land System vendors, etc., to identify required amendments to all processes and procedures

Statements:

The status of one or more of my titles on the Continuation/Extension Statement is “WAITING FOR LA APPROVAL” and I can’t make payment. What does that mean?

Whenever you see the status “WAITING FOR LA APPROVAL” on the Cont/Ext Statement, it means the Land Administrator has to open the Manage Expiring Titles screen and make a decision on the title, because it is eligible for continuation under more than one section – either add the title to the Statement [change the status to UNPAID], or create a Submission and accompany with a written continuation application. In the case where the titles currently showing on your Continuation/Extension Statement were all previously continued under section 58A, and presuming you still wish to continue them under 58A, your Land Administrator needs to:

- Click on Manage Expiring Titles
- Click the “On Stmt” radio buttons next to each title
- Click on the “Update Title Changes” button (this will add the titles to the Cont/Ext Statement and change the status to “UNPAID”)

If you wish to have the ‘automatic’ continuations automatically added to your Cont/Ext Statement with a status of “UNPAID” right away, so that your Land Administrator does not have to go through this process for every continuing title, you will need to have your Company Administrator check the “Allow Continuation/Extension on Statement” checkbox on the User Authorization page. From that point forward, all of your ‘automatic’ continuations, such as 58A’s, 58B’s, will be added automatically to the Cont/Ext Statement with a status of UNPAID, allowing them to be paid by the Payment Administrator without Land Administrator approval.

Change Name of STATEMENT!!

The Ministry reviewed this request and decided on 3 Statements:

1. Primary Term Statement
2. Continuation/Extension Statement
3. Submission Requests Statement

Statements are not true Invoices, merely a method of payment and a courtesy provided by the Ministry that lists the titles coming due, so that you may reconcile your records to the Ministry’s records.

Can you delete a Pending Payment? What happens if system times out?

You can delete a Pending Payment, prior to Making Payment.

If the system times out, you will lose your entries. You must be prepared when you are ready to Make Payment, to ensure inactivity doesn't time you out. The current time-out for inactivity is 20 minutes, to protect your company's secure information.

Tracking – can I print off submitted statements before they have been paid – and if I forget will I still be able to do so? Is it available for 60 days only?

Yes. In response to industry demand, the Ministry has provided the Pending Payment concept for all three Statements. You can print a Pending Payment, have it approved and return to it later to Make Payment. You can print the Pending Payment again, prior to clicking on the Make Payment button and you can print it again after you click on the Make Payment button. You can do the same with a selection of titles on the Primary Term Statement and the Continuation/Extension Statement. The Paid Statements will be available for viewing indefinitely. You can search for them by entering a Date Range on the Statements main page.

If you notice any discrepancies between what you paid [Confirm Payment screen] and any Paid Statement, please notify the Ministry immediately.

Pending payments – can this screen be refreshed? Can changes be made?

Changes cannot be made to a Pending Payment once it has been saved. This would defeat the purpose of creating a Pending Payment for Approval.

Do Primary Term payments submitted by a Payor and included in a Pending Payment, appear highlighted as a pending payment on the other Owners' All Titles screen?

All Owners and Payors will see that a title is part of a Pending Payment, because it will be highlighted in orange. Once a primary term title is paid, regardless of whether it was part of a Pending Payment or not, the orange highlighting is removed, the receipt is available for printing from the Title Details screen, Payment History tab, and the Anniversary Date of the title advances by one year, alerting the Owner that the title has been paid.

How much notice do you get on the Primary Term Statement, the Continuation/Extension Statement?

A title within its primary term will appear on the Primary Term Statement 150 days before its' Anniversary Date and remain until the 60 day grace period ends. Titles that remain UNPAID at the end of the 60 day grace period will be cancelled. You will be reminded monthly to make payments on all three of your Statements.

A title will appear on the Continuation/Extension Statement 60 days before its' Anniversary Date and remain until the 60 day grace period ends. Titles that remain UNPAID at the end of the 60 day grace period will be cancelled, but you must remember that if you choose to continue a title(s) by way of Submission, rather than paying directly from the Statement, you must make the payment and submit your

paper documentation by midnight of the Anniversary Date of the title included in the Submission with the earliest Anniversary Date.

Submissions only:

What kind of paperwork is there for a submission? Is there any paper mailed out for submissions once “Pay” button has been hit?

Every time you create a Submission, it is because a written application is required. If a written application is not required, please make your payment from a Statement, rather than by creating a Submission. Submissions that are created and paid and for which the Ministry does not receive a written application will not update your title(s). Receipt of the written application with the Submission number written on it, triggers the Ministry to review, approve and close the submission, thereby updating the title(s).

Creating a Submission in ePayments does not preclude the requirement to submit backup documentation by mail or courier.

If you wish to cancel a Submission, please advise the Ministry by letter.

Can a Designated Payor create a Submission and make the payment, but have one of the registered Owners actually prepare the paper Submission, write the Submission number on it, and then send it to the Ministry?

Yes. However, the Ministry prefers that the Designated Payor create the Submission and submit the paperwork. The Ministry only wants to deal with one party. That is one of the purposes of the Designated Payor concept. If an Owner does not wish a third party to make submissions and submit paper applications, they can nominate themselves as the Designated Payor. The payment and paper documentation must reach the ministry before midnight on the anniversary of the title within the Submission with the earliest anniversary date, with the Submission Number written on the documentation.

Can multiple groupings & lease selections using the same D.L. be submitted under one submission, if different submissions, on the same day? Would there need to be contact made with the Ministry prior to application being made (cluster of leases)?

When creating Submissions, please ensure the titles you include in the Submission are somehow related [as in a grouping]. If they are not related, please create separate Submissions. If your intent is to group titles, make sure they are all part of the same Submission. This may mean that you include several DL’s in the same submission, if you are grouping them together. You may want to contact the ministry for clarification when you are submitting a large cluster of leases and groupings, to determine the ministry’s preference.

Pending submissions – once approved for payment, where do they show up? Do they have their own statement listing the Title numbers?

Pending Submissions can be viewed by clicking on Company Profile, Submission, then scrolling down to the Pending Submissions. If they are Opened and Approved

by the LA, they will appear on the Submission Requests Statement for payment by the PA. Once a submission is approved for payment, it is no longer a Pending Submission, but an Open Submission. The Ministry will not view it until it is Paid from the Submission Requests Statement.

Is there a link between electronic submission and paper submission?

You are requested to write the Submission Number on your paper submission, prior to sending it to the Ministry, *especially* if the party sending the documentation is different from the party making the payment online (creating the Submission).

Communication log: If letter only required, can it be sent from here and is a hard copy still needed?

The Ministry requests that all paper documentation required for an application be sent by mail or courier. Attachments to the Communication Log are for supplementary documentation requested by the Ministry.

What is the definition of a Submission?

A Submission is the term used to describe *the payment portion of your written application*. It is how you make payment for an application to continue a title beyond its primary term under a section other than 62 or 3(5); or Convert a title to lease, so the Submission can be reviewed. Some continuations do not require a Submission, like 62's, 3(5) [1 year extension of DL] and titles that have already been continued under 58(3)(a), as these titles can be paid from your Continuation/Extension Statement.

ePayments – clarification needed – designed for payment only – and not a way of submitting an application.

Remember: ePayments is a Payment System and while some continuation application functionality is included as part of the Submission (payment portion of the application), *for the purpose of calculating payments*, this does not preclude the requirement for hard copy backup documentation.

Lease Selection / Conversion – should screen shot be taken and sent in with application?

It is not necessary to attach a screen-shot and will reduce our carbon footprint. Less paper is better.

Who can create a Submission?

The Company Administrator or Land Administrator for the Designated Payor company of all titles in the submission can create a Submission. If you are a Company Administrator or Land Administrator for a registered Owner company, but are not the Designated Payor on any of the titles to be included in the submission,

you can nominate your company as Designated Payor and then create the Submission.

If you are a registered Owner on a title, but not the Designated Payor, can you view a submission the Designated Payor made?

Yes. If you are a registered Owner of a title, you will be able to see all Submissions related to that title, regardless of the status – Pending or Open. You will be able to view all 4 tabs associated with the submission – Communication Log, Milestones, Payment Requests and Titles. You will not be able to view information on the submission for titles that you are not a registered Owner of, nor will you be able to view submissions that were created before you were an Owner.

If you create a Submission, do the other Owners get an email notification?

Yes. At this point, everyone is notified (registered Owners and the Designated Payor) when a Submission is created and Opened and Approved by the Land Administrator. The email advising when a Pending Submission has been created has been eliminated, because a Pending Submission is a working document that may eventually be deleted.

Is an automatic email sent to registered Owners when a Submission/continuation has been approved and closed by the Crown?

Yes. Registered Owners and the Designated Payor will receive an email and the party submitting the application will receive a letter.

Since continuations can take months to process, what happens if a name change, amalgamation or transfer takes place while the Submission is under review? Will the Submission remain under the Payor name it was submitted under or be transferred to the new Payor account and be withdrawn from their bank account? Will the title be handled in the same way?

When a name change or amalgamation takes place on a title, while it is part of a Submission/continuation application under review, the Payor will only change if it is the Payor company that is affected by the name change or amalgamation and only the Ministry can effect a Payor change while a title is part of a Submission. In that case, the Payor will change to the new company name, resulting from the amalgamation or name change. However, Submissions/Payments on the application already received from the original Payor will be receipted to the original Payor. Any subsequent payments received from the new Payor name will be receipted to the new Payor.

The situation is different for a transfer. The Payor will not automatically change when a title is transferred, because the Payor does not have to be a registered Owner, unless the transfer is for 100%. The new Owner of the title can nominate a new Payor.

Remember that a Submission is the payment portion of an application. The funds are received 'up front' in ePayments by way of a Submission, when you submit your written application to continue a lease or convert a drilling licence to lease. Any refunds owed at the end of the review period will be refunded to the party who initially made payment on the Submission, by manual cheque, if necessary. If a name change or amalgamation takes place affecting any of the titles within the Submission, the Payor does not change, unless it is the Payor company that is affected by the name change or amalgamation.

When transferring interest in a title, can a request be made on the transfer form to also transfer the Payor?

No. Not unless the transfer directly affects the Payor. Nor is this being considered as a future option. If you are a registered Owner or the Designated Payor, you can make the nomination online.

Is the Payor automatically transferred by the Ministry, if the Payor transfers its registered interest in a title, or does it manually have to be done in ePayments by the Owner?

No. Since the Payor does not have to be a registered Owner, the Payor is not automatically changed when a transfer of its' interest is recorded against a title, unless it is a 100% transfer. The new Owner may nominate a new Payor, if they wish.

Attachments:

Is there any ability to attach documents to submissions?

The attachments option in the Communication Log is meant to accommodate requests for additional information from the Ministry.

HA size – will there be a place where application and backup letter can be attached?

The Ministry prefers that your paper backup documentation/application be sent by mail or courier. The Attachment option in the Communication Log is for supplemental documentation requested by the Ministry. To ensure the Ministry sees what you want them to see, submit large maps and document bundles by mail or courier, as before.

Is there a link between electronic submission and paper submission?

You **MUST** write the Submission Number on your paper submission, prior to mailing it to the Ministry, so the Ministry can match your documentation with the payment. If we cannot find the payment, the documentation may be returned and the application will be delayed.

Communication log: If letter only required, can it be sent from here and is a hard copy still needed?

The Ministry prefers that your paper backup documentation/application be sent by mail or courier. The Attachment option in the Communication Log is for supplemental documentation requested by the Ministry. To ensure the Ministry sees what you want them to see, submit large maps and document bundles by mail or courier, as before.

When sending an email with an attachment – who does it go to?

All emails sent through ePayments will go to the general mailbox png.epayments@gov.bc.ca and be directed to the appropriate ministry staff member.

Cancellations:

One of my titles is highlighted in yellow, indicating someone has requested cancellation on the title, but it wasn't someone from my company. What does this mean?

Any registered Owner, the Designated Payor, or a Ministry User can request cancellation of a title in ePayments, highlighting it yellow. An email will automatically be sent to all registered Owners and the Designated Payor when someone takes this action, notifying them of same.

When the Ministry receives a letter requesting cancellation of a title, they request cancellation of the title in ePayments, to prevent a payment being made on the title, which may result in a refund.

If you believe the cancellation request was made in error, please contact your partners first, then the Ministry.

If title cancelled by mistake, what should be done? Will it come up right away or can it be retrieved?

You can reverse your Cancellation Request by checking the box next to the title in the All Titles screen and clicking on the 'Cancel Cancellation Request' button. If your reversal is near the end of the 60 day grace period, you may wish to advise the Ministry of your decision to reverse the cancellation request to ensure the title does not get cancelled inadvertently.

An email is automatically sent to the Ministry whenever a cancellation request or reversal of a cancellation request occurs.

Is there a refund if Request to cancel box has been checked off?

Refunds are issued only in the case of an overpayment. If you request a cancellation in the middle of the year you paid for, your annual rental will not be pro-rated and the remaining portion will not be refunded.

When a title is cancelled, is there an email notification to all registered Owners?

When a title is cancelled by the Ministry, at the end of the 60 day grace period, effective on the anniversary date of the title, a letter is sent to all registered Owners. In future, this will change to an automated email to all registered Owners and the Designated Payor.

I received an email notification that my title is to be cancelled, but I sent in a letter. How come I'm getting an email notice?

Until ePayments becomes mandatory, written requests for cancellation will be recorded in ePayments by Ministry staff, to ensure subsequent, conflicting payments are not submitted without discussion between partners. If you are a registered Owner or Payor, you will receive an automatically generated email notifying you that a cancellation request has been submitted. If you wish to dispute the cancellation request, please contact your partners first, then the Ministry.