

Business Licence

How to do it all online



kelowna.ca/business

A business licence is required to own or operate a business in Kelowna

Businesses big and small require a licence to operate in Kelowna. Businesses may include retail and commercial establishments, management and professional firms, home-based businesses, accommodation services, taxi companies, and mobile food vendors.

Licences must be displayed prominently in every place of business. Operating a business without a licence can result in compliance action and fines.

Business licences must be renewed annually by January 15

Licences must be renewed annually between December 1 and January 15 (or the next business day when the date falls on a weekend).

Late payment fees of \$25 apply when a business licence is renewed past the deadline, and may result in cancellation if fees remain unpaid.

Business licence fees can be paid in many ways

Once you receive your invoice, you can pay:

- ▶ Online via your Property Account
- ▶ By online banking
- ▶ By telephone banking
- ▶ In person at City Hall
- ▶ In person at your bank
- ▶ By mail to City Hall

Do it all through your Property Account

Your Property Account gives you access to your business licence, property tax, and utility information (if you are a utility customer).

Login to your Property Account to print your business licence, pay business licence fees, see historical licences from Nov.2020 onward.

Visit kelowna.ca/business to cancel a business licence, change the location or ownership of your business,

You can update your personal information by emailing businesslicences@kelowna.ca.

Subscribe for eBilling and go paperless

Choose eBilling to receive invoices and licences by email. Save time and avoid mailing delays.

Business Licensing

1435 Water Street
Kelowna, BC V1Y6S7
Tel 250-469-8617
businesslicences@kelowna.ca
kelowna.ca/business

There are many ways to pay your business licence fees

Online via your Property Account

Property Account holders can add their business licence account and pay fees online via credit card.

PAY YOUR LICENCE FEES ONLINE

1. Visit kelowna.ca/business and click the **Login to Property Account** button.
2. Select your business licence account.
3. Select **Make a Payment** to pay via credit card.
4. Enter your payment details and submit.

NEED A PROPERTY ACCOUNT?

1. Visit kelowna.ca/business and click the **Login to Property Account** button.
2. In the new window, click the **Create One** link.
3. Complete the form and click **Continue**.
4. Check your inbox for the verification code and enter it to activate your Property Account.

NEED TO ADD YOUR BUSINESS LICENCE?

1. Visit kelowna.ca/business and click the **Login to Property Account** button.
2. Click the **Add Business Account** button.
3. Locate your **Account Number** and **Access Code** on the top right corner of your business licence invoice.
4. Enter your Account Number and Access Code, select an eBilling option, and click **Register**.

**Your access code is connected to you, not the business. If you sell your business, the new owner will only see business licences from the time they receive their personal access code.*

In Person at City Hall

Visit City Hall to pay business licence fees in-person via several options:

- ▶ Visit the Cashier Desk inside City Hall (1st floor) to pay by cash, debit, or cheque.
- ▶ Visit the Application Centre inside City Hall (2nd floor) to pay by debit, credit card, or cheque.
- ▶ Drop your cheque payment into the City Hall drop box located outside the Water Street doors. Include your account number in the cheque memo.

By Online Banking

Online banking customers can pay their business licence fees via their financial institution's website or mobile app.

1. Log into your financial institution's website or mobile app and go to the online bill payment section.
2. Search for payee "Kelowna" and select "Business Licence" from the results.
Did you know: You can also pay for "Taxes" and "Utilities" via online banking.
3. Locate your Account Number at the top right of your business licence invoice.
4. Enter your Account Number into the account number field. Note: if your Account Number is shorter than the minimum number of characters, add zeros in front of the number. For example, if the account number is 54000, enter 00054000.
5. Enter the dollar amount due listed on your current invoice. Print, screenshot or save the confirmation page for your records as proof of payment.

Contact your financial institution for assistance.

Renew early to avoid the late payment fee. Online payments can take up to five business days to be processed by your financial institution.

By Telephone Banking

Contact your financial institution to pay business licence fees by phone. You can locate your Account Number and payment amount on your business licence invoice.

Renew early to avoid the late payment fee. Telephone payments can take up to five business days to be processed by your financial institution.

In Person at your Bank

Visit your financial institution to pay business licence fees in-person. Be sure to bring your business licence invoice to identify your Account Number and payment amount.

Renew early to avoid the late payment fee. Payments can take up to five business days to be processed by your financial institution.

By Mail

Ensure that the Account Number is included in the cheque member, and mail your cheque payment to:

City of Kelowna
1435 Water Street, Kelowna, BC V1Y 6S7.

Post-dated cheques are accepted. Your payment must be received by the deadline to avoid late payment fees. Allow at least one week for delivery.