

Frequently Asked Questions

Last Updated June 22, 2009

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, as well as those received by the Ministry throughout the development of ePayments and after full implementation, which occurred on February 23, 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/>

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

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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 may still want to gain access to ePayments 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
Titles 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 or the Designated Payor.
- The Ministry review process for the previous year has not yet been completed.

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.

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.

Will the Demonstration presentation be available to industry? (Dave's Word document)

The Phase 2 Demonstration Presentation was emailed to all attendees on October 8, 2008. The presentation is available on our website at:

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

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 sessions: Will they be "hands on"? Will there be a "fun centre" where we can practice?

Training is designed with hands-on test scenarios. Self-Tutoring Online is available in the form of Adobe Captivate Demonstrations on the Ministry ePayments website: <http://www.empr.gov.bc.ca/TITLES/OGTITLES/EPAYMENTS>. You can practice in the test site: <https://epayments.gov.bc.ca/phase2>, provided you have completed the training. This site will be closed a few months after ePayments becomes mandatory. 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 BC Ministry going to provide feedback for Phase 1 and any learnings?

The Ministry has addressed and incorporated as many 'learnings' in this FAQ and training material as possible.

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 there be a “grace period” after the July 1 mandatory date?

No. Since February 2008, we have been advising clients they have several months to adjust their internal processes, obtain BCeID’s and Subscription Codes and all clients are expected to be ready to make payments for their Primary Term titles online by July 1, 2009. There will be some exceptions, but only related to miscellaneous payment requests made by the Ministry.

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 July 1st, will the Ministry accept physical cheques?

Only for continuation payments [up to October 1, 2009]. Not for Primary Term payments. Since February 2008, we have been advising clients they have several months to adjust their internal processes, obtain BCeID’s and Subscription Codes and all clients are expected to be ready to make payments online by July 1, 2009. 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.

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 have been allowed access to the test site to help us test the functionality of Phase 2. Phase 2 went into production on February 23,

2009. Anyone who has taken the training may request access to the test environment by sending an email to png.epayments@gov.bc.ca.

The system seems slow. Why is that?

It's not particularly slow, when you consider ePayments is a web-based system. 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.

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

Surface Lease payments are not handled by the Titles 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 this fiscal or next.

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. It may take longer over weekends or holidays to process your payment. Your payment is effective the date you click on the Pay button.

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 or split a title at any time from the Title Details screen. You do not have to wait until your title appears on a Statement.

Are all Ext/Cont. mandatory for July 1st – or is it Primary Term rentals only?

Primary term rental payments remain mandatory on July 1, 2009.
Continuation payments Mandatory date has been extended to October 1, 2009.

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 paper 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 or split a title 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.

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

Is there a “due date”? Would this be based solely on regulations? Payment request screen.

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. The number of Payment Administrators, Land Administrators and Viewers is not limited.

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. 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.

What happens if there is a problem with 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. Emails will not be resent if the email address is incorrect. If you do not receive an anticipated email, please contact the Ministry at png.epayments@gov.bc.ca, providing as much information as possible.

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. The Company Administrator role has the security level and ability to do any of the tasks for any of the roles in ePayments.

Can Payment Administration and Land Administration have the same password? Page 3 handout error *says they can't be.

You can have the same Username and password for your role as Payment Administrator and Land Administrator, but you may only sign in under one role at a time. You will be prompted to choose. Apologies to those who received instructions to the contrary.

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.

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 Administrator 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'. Click on the first letter of your Company name. Search for your Company name. When you find it, click on it, enter the security code displayed and the name 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.

Refunds:

When will the online Refund functionality be made available?

We are still in the process of getting this functionality set up. At this point (June 22/09), it will be a few more months before we can offer this service.

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?

Online Refunds are Optional, at this time. To allow Refunds to be credited to your account, you must complete a Direct Deposit for Refunds form, available at: <http://www.empr.gov.bc.ca/Titles/OGTitles/ePayments/Documents/PAD%20form%20-%20Refunds.pdf>

Choosing to receive your refunds online means your refund will be credited to your account usually within 5 business days. Choosing to receive your refund by manual refund cheque may, as before ePayments, take up to 6 weeks to process.

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

Identifying refunds is 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:

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 happens 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" must be submitted before the Make Payments option can be activated. In Phase 2, you may choose to pre-authorize the Province to credit your account with Refunds. A description of each Refund will be available in ePayments, viewable by your Accounts staff.

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? Is it random? Clarification requested.

Payments can be made from the following screens:

- 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. Clear as mud, right?
 - 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.

- Submission Requests Statement – titles beyond their primary term to be continued differently from the previous year, as per Land Administrator instructions. This Statement will only contain Open Submissions, approved and Opened by your Land Administrator.
- Pending Payment – by opening a previously created Pending Payment, you can Make Payment.

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.

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.

What happens on a last minute a 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 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. 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.

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 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.

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 split, convert 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 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, ie – payment received or submission accepted?

Yes. You will receive payment acknowledgements by email, as soon as you’ve made a payment(s). 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.

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 will be acknowledged by email. This is your confirmation of payment and the date on the email is the date payment is deemed received. It will be the same date you clicked on the Pay button.

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), the Company Administrator can simply leave the email field blank in the User Authorization screen for that user. Alternately, 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, so that 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, unless the email field in the User Authorization screen is left blank by the Company Administrator. 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; split a title; or convert a title to lease. It 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 both a Statement and a Submission.

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 Submission.

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

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

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 within the Submission with the earliest Anniversary Date, 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.

Cont/Exit 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 Carolyn.Desjardins@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 add the title to the Statement, or create a Submission. 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 the "On Stmt" radio buttons next to each title
- Click on the "Not 62" radio button (if not already pre-set/defaulted)
- 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.

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.

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.

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 split, converted or paid under a section other than the previous section. They must be accompanied by appropriate backup documentation.

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 – 5893)(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 or create submissions.

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. You can print a selection of the data, using the filtering device.

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. You may select all, or make a specific selection of the data using the sort functions or filter and checkboxes.

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 date – 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.

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.

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.

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.

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 they must plan for a July 1, 2009 Mandatory date for primary term payments. You can nominate the company, but until the company is registered and accepts, the status will be "Past Payor".

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 payments are made.

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.

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 Title Details screen. 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.

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 Owner with highest interest. In the case of a 50/50 split, it would be the first company alphabetically.
- 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?

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. We removed the notification requirement for the Past Payor, since the Past Payor may no longer exist. Also, current 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. As at June 22, 2009, the Ministry is working on a list of Company Administrator email addresses that all users can access and we hope to have the link added to the main menu by the July 1st mandatory date, or shortly after.

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 viewers 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. The Ministry is 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 will assist the registered Owners to appoint a new Payor, when the registered Owner(s) notifies the Ministry of said dissolution.

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.

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.

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). 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 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.

Is a "mouse over" possible for identifying company codes to show full company name?

The Ministry added the use of a mouse-over for identifying company codes.

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.

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. 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. 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 Title is highlighted (red) to go with the submission?

Yes. In the Communications Log.

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. You are only creating one Submission at a time and if you check the titles for several Submissions, 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. 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.

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 and Paid, the Submission number will be preceded by your company code, so the Ministry can easily identify who the Submission is from.

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 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.

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. 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:

Will the Industry Work Group be providing 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 – either add the title to the Statement, or create a Submission. In the cases of the titles currently showing on your Continuation/Extension Statement, they were all previously continued under section 58A, so 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!! Lots of confusion***

The Ministry reviewed this request and decided on 3 Statements:

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

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.

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. 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.

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 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?

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. 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. Once a submission is approved for payment, it is no longer a Pending Submission, but an Open Submission.

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

If Other (Not 62), is backup documentation required to identify application being submitted? Change "Other" to read as not Section 62.

The heading "Other" has been changed to "Not 62", to clarify the fact that the Submission is for a section other than 62. In the case of a continuation Submission that is not section 62, backup documentation is always required. Please remember to write the Submission Number on your documentation.

When splitting rights, how do you account the ha's

The same way you do now. Enter the hectares for each lease and the payment will be automatically calculated. The Ministry may adjust the hectares on your Submission, if they decide it is necessary.

ePayments – clarification needed – as for payment only – and not 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 of hard copy backup documentation.

Lease Selection – 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, 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.

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 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?

See below.

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 Cancel Cancellation Request. 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.

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.