

# Step by step Client Guide

## How to: Renew and Manage Licences/Permits

This client guide provides step by step instruction on how to manage and renew your licences or permits at the Toronto.ca website.

If you want to RENEW your licence or permit please follow the instructions described on the [Licence/Permit Renewal section](#). Renewals typically require you to pay a renewal fee and submit any outstanding renewal documents if needed.

If you want to MANAGE your licence or permit, please follow the instructions described on the [Licence/Permit Management instructions](#). You can manage your licence by uploading new documents.

## Licence/Permit Renewals Section

1

You will receive **Licence Renewal Notice** by mail. Check the **Renewal Notice** for:

**Invoice number** and **Outstanding Requirements**

**TORONTO** Municipal Licensing & Standards,  
Licensing Services  
**LICENCE RENEWAL NOTICE**

850 Coxwell Ave., 3rd Floor  
East York Civic Centre  
Toronto ON M4C 5R1

**PUBLIC GARAGE**

Licence No. [redacted]

Reference No. [redacted]

Expiry Date: **Invoice No.** [redacted]  
25-APR-2021

Licence Class(es): CIGARS, CIGARETTES & TOBACCO; FOODSTUFFS;  
GASOLINE; MOTOR OIL;

**PLEASE NOTE:** If you do not pay by April 25th, 2021, your licence will expire and you could be charged for operating without a licence. Be advised, it will cost an additional \$9.41/\$69.46/\$134.21 to renew up to 30/60/90 days after this date. For your convenience, any licence or permit invoice can be paid online at [www.toronto.ca/licensingpayment](http://www.toronto.ca/licensingpayment)

**\*\*\*\* THE FOLLOWING ITEMS ARE OUTSTANDING \*\*\*\***  
Failure to provide the below noted documents within 30 days of payment may result in a cancelled licence. Documents can be submitted online at [www.toronto.ca/licences](http://www.toronto.ca/licences)

- A completed and signed Annual Limited Liability Form listing the Name, Addresses &
- Dates Elected of all Shareholders & Directors
- Outstanding Renewal Fee

**AMOUNT DUE: \$292.76**

**New! Pay for your renewal online at:**  
[www.toronto.ca/licensingpayment](http://www.toronto.ca/licensingpayment)  
Want to mail your payment?

Seven-digit invoice number

Check for any **outstanding requirements**

## Permits & Licences



Businesses can apply for new licences online or in-person by booking appointments. New taxicab, limousine and tow truck licence applications need to be submitted online and cannot be submitted in-person. Licences must be [renewed online](#). Search for your licence category below for information and to [book appointments](#).

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### Related Information

[Toronto Licensing Tribunal](#)

[Bylaw Enforcement](#)

[Pay Your Licence Invoice Online](#)

[Outstanding Business Licence or Permit Renewal Invoice](#)

[Business Licence Lookup](#)

[Business Regulations, Licences & Permits](#)

[Liquor Licences](#)

[Vehicle Inspection Requirements](#)

[Commercial Photography Application](#)

2 Click here to **pay** your licence fee

3

Follow step A - D from the [Licensing Services Payments](#) page to pay for your renewal fee

## Licensing Services Payments

You are in a secure site.

You can pay for many Licensing Services invoices online. It's as easy as:

1. Review and agree to the [Terms of Use](#)
2. Enter your invoice number
3. Enter your credit card number (VISA, MasterCard or American Express) and expiry date (you will receive a confirmation number if your payment is successful)
4. Print the confirmation page for your records

If you are making a renewal payment, your renewed licence or permit will be sent to you by mail upon receipt of your payment and if all requirements are met.

If you are a licensee, please be advised that if you have ceased to comply with the business licensing thresholds contained in Appendix K to Chapter 545 of the City of Toronto Municipal Code you are required to contact and advise Municipal Licensing and Standards of the nature and extent of the violation.

If you encounter difficulties making an online payment, you may call our customer service staff at (416) 392-6700, Monday to Friday, between the hours of 8:30 a.m. and 4:00 p.m. for assistance.

To protect the secured exchange of information between you and this secure site, this transaction requires that your browser supports 128-bit data encryption. To continue, you may be asked to download and install the latest version of your browser.

For security reasons, only payments made using one of the following browsers will be processed:

- Internet Explorer 11
- Google Chrome 30 or higher
- Mozilla Firefox 27 or higher
- Safari 8 or higher

Please note that your payment session will end automatically if your computer is left idle for more than 2 minutes. We suggest that you have your invoice and credit card ready before you begin the session.

Click **Continue** to proceed

CONTINUE →

A

## Licensing Services Payments

You are in a secure site.

The **Terms of Use Agreement** contains the terms and conditions which govern your use of the City of Toronto's on-line Licensing Services Payments Web site. Carefully read the Terms of Use Agreement before proceeding.

Agreeing to the Terms of Use Agreement is required for further use of, and access to, the on-line Licensing Services Payments Web site. By clicking the "I AGREE" button below these terms and conditions, you acknowledge having read, understood and accepted the Terms of Use Agreement. You should print a copy of it for your records and information. If you do not agree to the Terms of Use Agreement, you will not be able to make a payment on-line. However, you may choose to use our alternate payment methods, including mail-in or payment in person.

Review Terms of Use Agreement

B

### Terms of Use Agreement

The City of Toronto (the "City") maintains this on-line Licensing Services Payments Web site (the "Site") as a service to anyone wishing to make payments to renew business licences issued on behalf of the City. Please review the following terms carefully. If you do not agree to these terms, you cannot use or gain access to the Site.

#### 1. ACCEPTANCE OF AGREEMENT

You agree to the terms and conditions outlined in this **Terms of Use Agreement** ("Agreement") with respect to the Site. This Agreement constitutes the entire and only

At the City's sole discretion, the City may terminate or refuse to permit the use of any services on the Site and of the Site by any person, for any reason and without notice.

#### 12. Applicable Law

The Site and the Agreement will be governed by and construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable in the province, without regard to conflict of law principles. Any claims, disputes or legal proceedings arising out of or in connection with the Site or the Agreement shall be brought solely in the courts of the Province of Ontario. By accessing or using the Site you expressly submit to the exclusive jurisdiction of those courts, without regard to the conflict of laws principles thereof, to determine any claim, action or proceeding arising out of or in connection with the Site and the Agreement. You and the City require that this Agreement and all documents relating thereto be drawn-up in English. Nous avons demandé que cette convention ainsi que tous les documents qui s'y rattachent soient rédigés en anglais.

#### 13. Survival

The provisions of this section and sections 2, 3, 4, 6, 7, 8 and 12 of this Agreement shall survive the expiry or termination of this Agreement for any reason.

#### 14. General

Except for any agreements with the City that expressly reference this Agreement, this is the entire agreement between the City and you regarding your use of the Site. The City's failure to insist upon or enforce any provision of the Agreement shall not be considered a waiver of such provision or of the right to enforce such provision. If any part of the Agreement is determined to be void, invalid or unenforceable, the remaining parts will not be affected and will remain in full force and effect. To the extent that anything in or associated with the Site is in conflict or inconsistent with the Agreement, the Agreement shall take precedence.

Click I Agree

I DO NOT AGREE ✕

I AGREE ✓

# Licensing Services Payments

You are in a secure site.

Step 1

Step 2

Step 3

Enter the seven-digit invoice number located on your invoice:

C

Enter seven-digit  
invoice number from  
Renewal Notice

EXIT ✕

Click Continue

CONTINUE →

D

After payment, print the **confirmation page** for your records

You have completed payment for the licence/permit renewal. Check your **Renewal Notice** for outstanding requirements:

- If there are **NO** outstanding requirements: after payment is processed, you will receive your licence in the mail
- If **THERE ARE** outstanding requirements: gather the required documents and proceed to next step

4

If **THERE ARE** outstanding requirements: gather the required documents and proceed to next step

# Permits & Licences

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**5** To submit outstanding renewal documents Click on **renewed online**.



Businesses can apply for new licences online or in-person by booking appointments. New taxicab, limousine and tow truck licence applications need to be submitted online and cannot be submitted in-person. Licences must be **renewed online**. Search for your licence category below for information and to book appointments <sup>12</sup>.

## Related Information


- [Toronto Licensing Tribunal](#)
- [Bylaw Enforcement](#)
- [Pay Your Licence Invoice Online](#)
- [Outstanding Business Licence or Permit Renewal Invoice](#)
- [Business Licence Lookup](#)
- [Business Regulations, Licences & Permits](#)
- [Liquor Licences](#)
- [Vehicle Inspection Requirements](#)
- [Commercial Photography Application](#)

OR go to: [Licence/Permit Management and Renewal Portal - City of Toronto](#)

## Welcome


**Licence/Permit Management and Renewal**

You can submit documents related to your licence or permit.

 **Click Submit Documents** **6**

**Upload Additional Documents**

If you have already made a submission, you can upload additional documents using your upload token.



You will receive an email confirming your submission. Please do not upload duplicate submissions.

**7** Fill out all required fields

**Business/Organization Information**

First name and last name OR Business/Organization name

Licence/Permit Number Invoice Number (optional)

Licence/Permit Type Type of Legal Entity (optional)

Select Licence/Permit Type Select Type of Legal Entity

Email Address Confirm Email Address Mobile Number

Example: you@website.com Example: you@website.com Example: 416-123-1234

**Support Information**

Notes (optional)

2000 characters remaining from a maximum of 2000 characters.

**Licence/Permit Number and Invoice number from your Renewal Notice (see Step 1)**

**Make sure email address and mobile number are correct**

A list of relevant documents will be pre-populated

**Note: You will ONLY need to upload the documents listed on Licence Renewal Notice**

## Documents

Please upload document(s) relevant to your submission. Additional documents may be requested.

**Selected Licence/Permit Type:** EATING ESTABLISHMENT

### Relevant Documentation

If you are renewing a licence/permit, please upload the document(s) listed on your Licence Renewal Notice.

- Two Pieces of Government-Issued Identification (One Must be Photo ID)
- Criminal Record & Judicial Matters Check
- Notice of Zoning Compliance Letter OR Building Permit (BA)
- Provincial Business Name Registration or Franchise Agreement Declaration
- Occupancy Declaration Form
- Operating Information Questionnaire
- Articles of Incorporation and/or Corporate Profile Report or Federal Form 6
- Two pieces of valid identification for all officers/directors
- Criminal Record & Judicial Matters Check for all officers/directors
- Annual Return for Corporation

### Notice of Collection Statement

Municipal Licensing and Standards collects personal information in this application form under the legal authority of the City of Toronto Act, 2006, SO 2006, Chapter 11, Schedule A, section 136(c), and the Toronto Municipal Code, [Chapter 545](#), Licensing, section 3.1. The information will be used to process, issue, monitor and regulate licenses issued by the City of Toronto, Municipal Licensing and Standards Division. Questions about this collection can be directed to the Manager of Licensing Services, 850 Coxwell Avenue, 3rd Floor, Toronto, Ontario M4C 5R1 or by telephone at 416-392-6700.

### Business Identifying Information

As mandated by the Municipal Freedom of Information and Protection of Privacy Act, sections 2(2.1) and 2(2.2), the business information collected in this application form will be maintained as a business record. Information associated with an individual in a professional, business, or official capacity is not personal information. Business information may be publicly available.

17-0259 2020-12

8

Click **Upload Documents** at the bottom of the page

Upload Documents

 Alert: Unable to submit form

**Note: If you receive an error message and unable to proceed to next page, please make sure all the fields filled out DO NOT contain special characters**



## Licence/Permit Management and Renewal

Share  Print 

Please ensure you have paid your renewal fee before completing a renewal submission. [Pay your invoice online.](#)

You must have your invoice number to complete a renewal. If you do not have this number, please visit the [invoice lookup page.](#)

### Documents Upload

**Upload**

Please upload document(s) relevant to your submission. If you are renewing a licence/permit, please upload the document(s) listed on your Licence Renewal Notice.

Reference ID: 20000188

Your Licence/Permit: EATING ESTABLISHMENT

**Relevant Documentation**

- ✔ Two Pieces of Government-Issued Identification (One Must be Photo ID) Upload
- ✘ Criminal Record & Judicial Matters Check Upload
- ✘ Notice of Zoning Compliance Letter OR Building Permit (BA) Upload
- ✘ Provincial Business Name Registration or Franchise Agreement Declaration Upload
- ✘ Occupancy Declaration Form Upload
- ✘ Operating Information Questionnaire Upload
- ✘ Articles of Incorporation and/or Corporate Profile Report or Federal Form 6 Upload
- ✘ Two pieces of valid identification for all officers/directors Upload
- ✘ Criminal Record & Judicial Matters Check for all officers/directors Upload
- ✘ Annual Return for Corporation Upload

Submit Documents

Upload → Select File → Upload Now

Close ← 3.png File upload successful.

Continue to upload until all relevant documents for your renewal shows ✔

**Note:** You can upload more than one file under each required documents, up to a maximum of 10 files. Maximum size for file attachment is 10 MB.

*If you encounter any problems while uploading documents, please try trouble shootings by:*



- Check the size and type of the file (PDF file is recommended and file should be no larger than 10 MB)
- Close window, clear the cache of your browser (CTRL + F5) before trying to upload the file again
- Try uploading from different browsers (Google Chrome, Internet Explorer, Firefox...)

If you have tried all of the methods above and are still unable to upload documents, please email us at [MLSBusinessLicence@toronto.ca](mailto:MLSBusinessLicence@toronto.ca) with a detailed description and screenshot (if available) of the error message.

10

Click **Submit Documents**

**Submit Documents**

## Licence/Permit Management and Renewal

Share Print

Please ensure you have paid your renewal fee before completing a renewal submission. [Pay your invoice online.](#)

You must have your invoice number to complete a renewal. If you do not have this number, please visit the [invoice lookup page](#).

Submission

Your request has been successfully submitted to the City of Toronto.

Your Reference Number is: 20000190

[Make Another Submission](#)

[Return to welcome page](#)

Review confirmation page with **reference number**

11

Review confirmation email

## Reference Number #20000190

Hi David Smith,

Thank you for your licence or permit renewal request.

Unfortunately we are experiencing a high volume of applications/renewals and are currently short-staffed, resulting in longer than usual wait-times

A client services representative will contact you via email should we require additional information.

If your renewal request is complete and you have paid your invoice, your licence will be mailed to you.

**Name or Corporate Name:** David Smith

**Licence Number:** d

**Email:**

**Phone:** 647-471-1512

**Licence/Permit Type:** EATING ESTABLISHMENT

**Type of Legal Entity:** Corporation

If you would like to complete a short survey to share your feedback about your online renewal, [please visit the survey](#).

With regards,  
Municipal Licensing & Standards

City Hall, 100 Queen St. W., Toronto, ON, M5H 2N2

This email is an automated confirmation receipt for your submission and replies to this email may not work.

Copyright [City of Toronto](#)

**Note: Please make sure to check your junk mail for any communication from our office**

**You have completed submission of your licence or permit renewal. If no additional information is required and you have paid your invoice, your licence or permit will be mailed to you. Otherwise, please wait for email instructions of next steps**



## Licence/Permit Management Section

You can submit documents related to your licence/permit through this portal. Follow the steps below to learn how to submit documents.

1

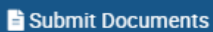
Go to: [Licence/Permit Management and Renewal Application Portal - City of Toronto](#)

### Welcome

#### Licence/Permit Management and Renewal

2

You can submit documents related to your licence or permit.

 Submit Documents

Click **Submit Documents** to upload documentation relevant to your licence or permit

#### Upload Additional Documents

If you have already made a submission, you can upload additional documents using your upload token.

 Upload Additional Documents

You will receive an email confirming your submission. Please do not upload duplicate submissions.

3

Fill out all required fields

## Licence/Permit Management and Renewal

**Business/Organization Information**

First name and last name OR Business/Organization name

**Licence/Permit Number** **Invoice Number (optional)**

**Licence/Permit Type** **Type of Legal Entity (optional)**

Select Licence/Permit Type  Select Type of Legal Entity

**Email Address** **Confirm Email Address** **Mobile Number**

Example: you@website.com Example: you@website.com Example: 416-123-1234

**Support Information**

**Notes (optional)**

*2000 characters remaining from a maximum of 2000 characters.*

The **Licence Number** can be found on your renewal notice for instructions click [here](#). Entering your **Invoice number** is optional

Make sure **email address** and **mobile number** are correct

A list of relevant documents will be pre-populated

**Note:** You will **ONLY** need to upload the documents relevant to you at this moment

## Documents

Please upload document(s) relevant to your submission. Additional documents may be requested.

**Selected Licence/Permit Type:** EATING ESTABLISHMENT

### Relevant Documentation

If you are renewing a licence/permit, please upload the document(s) listed on your Licence Renewal Notice.

- Two Pieces of Government-Issued Identification (One Must be Photo ID)
- Criminal Record & Judicial Matters Check
- Notice of Zoning Compliance Letter OR Building Permit (BA)
- Provincial Business Name Registration or Franchise Agreement Declaration
- Occupancy Declaration Form
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17-0259 2020-12

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Share  Print 

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- ✘ Annual Return for Corporation Upload

Upload → Select File → Upload Now  
Close ←  3.png  
File upload successful.

Continue to upload until all  
 only the **relevant documents**  
 for you shows ✔

**Note: You can upload more than one file under each required documents, up to a maximum of 10 files.  
 Maximum size for file attachment is 10 MB.**

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**Submit Documents**

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**Email:**

**Phone:** 647-471-1512

**Licence/Permit Type:** EATING ESTABLISHMENT

**Type of Legal Entity:** Corporation

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City Hall, 100 Queen St. W., Toronto, ON, M5H 2N2

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Copyright [City of Toronto](#)

Note: Please make sure to check your junk mail for any communication from our office

You have completed submission of licence/permit document management submissions

