Property Tax Certificate Online Request User's Guide

If you have questions that are not answered in the Frequently Asked Questions (FAQs) or within this guide, please call 1-800-348-9211, Monday to Friday, 8:15 A.M. to 4:30 P.M.

General Information

Before you order a Property Tax Certificate online, please make sure you have all the information you will need to complete the order.

To complete your online order, you will require a valid:

- e-mail address to receive the certificate(s) and receipt,
- contact phone number,
- eight digit Property Account Number (PAN, maximum ten per order), and
- credit card (Visa or MasterCard).

The following information is optional:

- your file number.

Please note:

- Use only the buttons identified in the application and not the Back Button on your browser.
- If the order is left unattended for thirty minutes or more prior to completion, the online application will time-out and the order process will have to be restarted.

Ordering a Property Tax Certificate

Requestor Contact Information

There is no pre-registration required in order to use the online application. To order a Property Tax Certificate you must first provide the necessary information with each order.

The e-mail address will be used by the Department of Finance to send you the Property Tax Certificate(s) and receipt.

The contact phone number, starting with your area code, is required in the event that we need to contact you to discuss your order.

Property Account Number (PAN) and File Number (Optional)

You may order up to ten Property Tax Certificates in one order. Enter the first PAN and file number (optional) and select the Add button, the next PAN and so on up to ten times. We do not accept a Property Identification Number (PID) in the place of the PAN.

Please note that Your File Number field is optional. If provided, your file number will appear on the Property Tax Certificate next to our reference number in the requestor's information box.

As you enter each PAN, the application will perform an algorithm check on the PAN and provide you with an error message should the PAN entered not be a valid PAN. You must correct or remove the PAN before continuing with your next PAN or order.

Provided there are no errors on the page, once you are ready to submit your order, select the Order Certificates button.

Enter Certificate(s) for this Order:

PAN (Required)	Your File Number (Optional)	
		Add

Property Tax Certificates requested for these accounts:

PAN	File Number	Error Message	Fee	
87654321	ABC-1111		$20.00	Remove
76543210	ABC-2222		$20.00	Remove
			Total: $40.00	

Cancel   Order Certificates   Clear

Cancel will terminate your order with no charge to your credit card; it will return you to the Welcome page.

Clear will clear all the information entered on the page; it will stay on this page and allow you to reenter new information.

Order Confirmation

The Order Confirmation page gives you an opportunity to confirm that the PAN(s) and File Number(s) you have entered are correct. If changes are required there is a Modify Order button. This page also displays the total that will be charged to your credit card if you choose to proceed with Continue to Payment.

Any PAN(s) requiring further review by the Department of Finance prior to the issuance of the certificate(s) will be identified separately on this page. These Property Tax Certificates will be e-mailed to you within one business day or you will be contacted accordingly.

Order Confirmation:

After payment has been successfully completed, the following certificate(s) will be processed:

John Doe
john.doe@gnb.ca

PAN		File Number
87654321	-	ABC-1111
76543210		ABC-2222

Total charge to your credit card will be: $40.00

You may experience a short delay regarding the following certificate(s) requests as they require further review by the Department of Finance. The certificate(s) will normally be e-mailed to you within one business day or should we be unable to complete your request we will contact you. For more information please call 1-800-348-9211.

76543210

You have the option of confirming the order by selecting Continue to Payment, modifying or canceling the order.

| Continue to Payment | Modify Order | Cancel Order |

Modify Order and Cancel Order buttons are available to modify your order before continuing to payment or, if necessary, to cancel your order.

To confirm the order and proceed to the credit card page, select the Continue to Payment button. As a safety feature, you will be asked to confirm that you would like to continue to payment. Select Yes to continue.

Continuing will confirm this order information and you will be directed to the credit card payment page. Would you like to continue?

| Yes | No |

Payment of the Fee

The Department utilizes the services of Moneris Solutions as its credit card service provider. The fee for a Property Tax Certificate online is twenty dollars ($20.00 CAD) per account.

Once you have selected Continue to Payment, you will be redirected to the Moneris payment Web page. To complete the payment for your order, you must enter your cardholder name, credit card number and expiry date, and select Process Transaction. Any problem with the credit card information entered will be identified in an error message or you will receive a receipt for the credit card transaction.

Please complete all fields marked by an asterisk (*) and click Process Transaction.

Item Details

Description	Product Code	Quantity	Price
Property Tax Certificate	87654321	1	$20.00
Property Tax Certificate	76543210	1	$20.00
		Total (CAD):	$40.00

Payment Details

Transaction Amount: $40.00 (CAD)

Order ID: mhp2582094447

Please complete the following details exactly as they appear on your credit card.

Do not put spaces or hyphens in the credit card number.

'Cardholder Name:

'Credit Card Number:

'Expiry Date: 11 ▼ / 2008 ▼

Click 'Process Transaction' to charge your credit card. Only click the button once. Using the 'Back','Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

Process Transaction   Cancel Transaction

A Cancel Transaction button is also available. If you select Cancel Transaction, you will be redirected to a new Web page where you will have the options to reconfirm, modify or cancel your order.

Reconfirm Payment will return you to the Moneris payment Web page.

Modify Order will return you to the Order page to allow you to modify your order.

Cancel will terminate your order with no charge to your credit card; it will return you to the Welcome page.

Certificate Order Results

Once your credit card transaction has been successfully completed you will automatically return to the Department of Finance site where you will be provided with a Certificate Order Confirmation page that will contain your Order Reference Number for this order. If you encounter any problems with this order or have a question pertaining to the order, the Reference Number should be quoted and will allow the Department of Finance to trace your request.

The next section of the page identifies the PAN(s) for the Property Tax Certificate(s) that we were able to produce immediately. Selecting a PAN will allow you to view and print the Property Tax Certificate. An Adobe Reader is required to view and print the Property Tax Certificate and, if necessary, can be downloaded free of charge at http://www.adobe.com.

If the department is unable to immediately produce the PAN(s) identified in your order, there will be an additional section on the page listing the PAN(s) that require further review. The Property Tax Certificate(s) will be e-mailed to you once prepared or you will be contacted accordingly.

> The following property tax certificate(s) require further review by the Department of Finance. The property tax certificate(s) will normally be e-mailed to you within one business day or should we be unable to complete your request we will contact you.
>
> 76543210

The next section displays the total charge to your credit card, the credit card reference number and the transaction date. The Department of Finance does not store credit card numbers. Your credit card information is provided directly to Moneris Solutions; therefore, the department neither sees it nor retains it. Only the credit card payment reference number is maintained for tracking purposes.

> **Total charge to your credit card: $40.00**
>
> **Credit Card Reference Number: 782388-0_7**
>
> **Transaction Date and Time: 2008-11-07 14:06:48 Atlantic**
>
> Order reference number **10ZH0496** should be quoted when making inquiries. Please select *Print Receipt* and retain the receipt for future reference. As a further confirmation, you will also receive an e-mail containing the property tax certificate(s) and a receipt.
>
> [Print Receipt]   [New Order]

This page allows you to print a receipt by selecting Print Receipt. Please retain the receipt for future reference. Once you leave this page you cannot return at a later date to print certificates or a receipt for this order. As a further confirmation, you will also receive an e-mail containing the same Property Tax Certificate(s) and receipt.
At this point your order has been finalized; however, you have the options of placing a New Order should you wish.


Recommended Browser Settings

Internet Explorer 11 (IE 11) is the recommended browser for ordering property tax certificates online, as it is the one that most clients are successfully using.

Recent versions of other browsers may also work with the system. Keep your browser up to date for best results. The latest versions of most popular browsers can be found here: http://browsehappy.com/
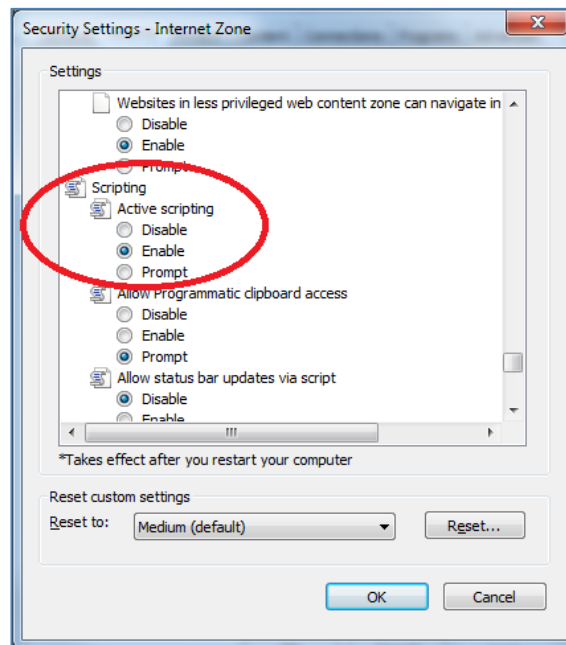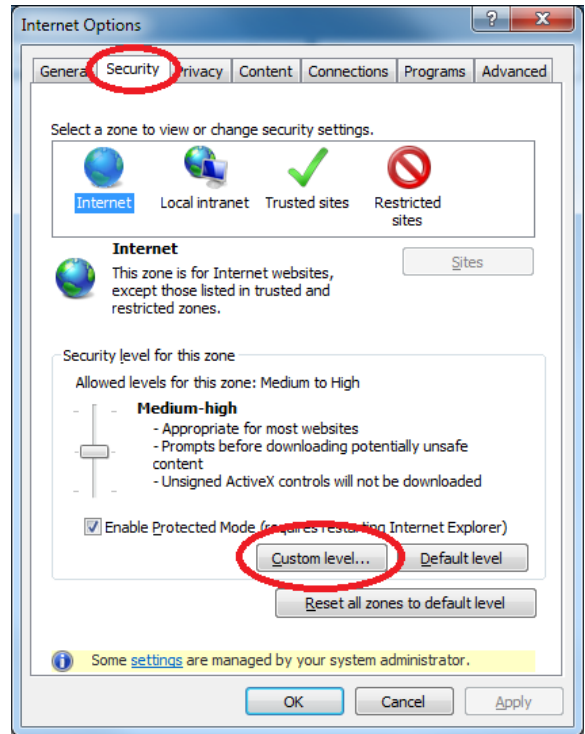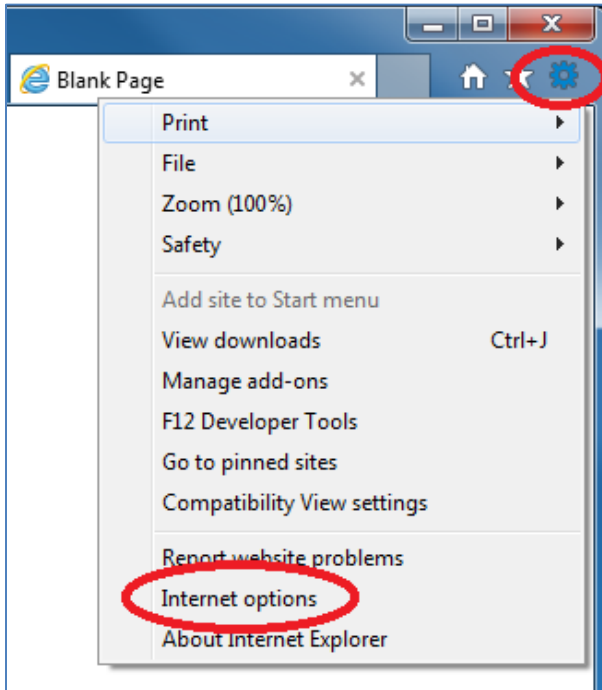
Check Compatibility View Settings

Remove "gnb.ca" if it exists. This setting is only appropriate for old versions of IE.
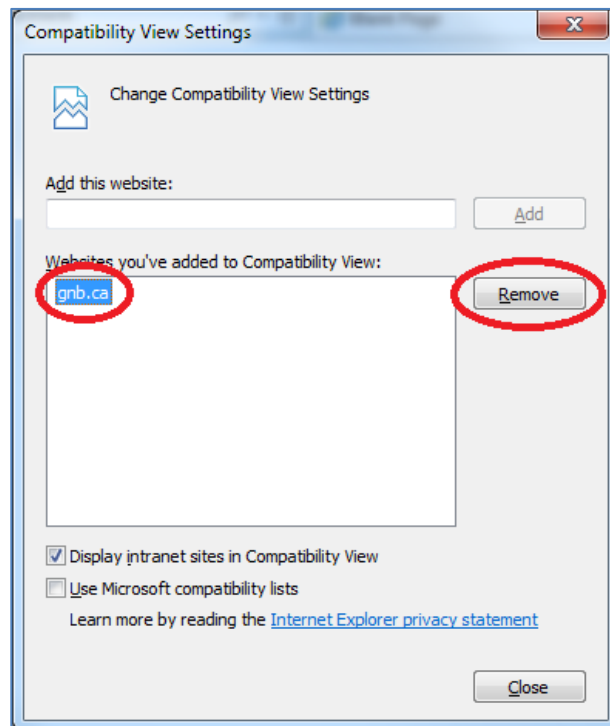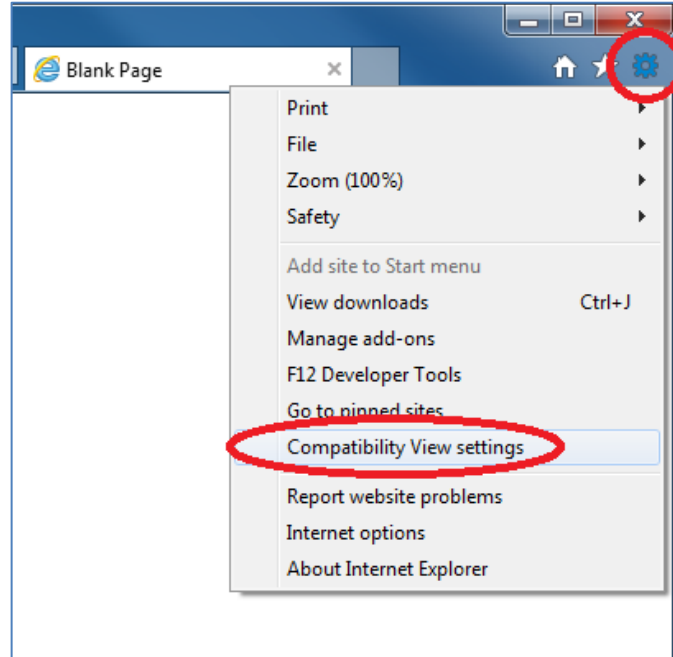
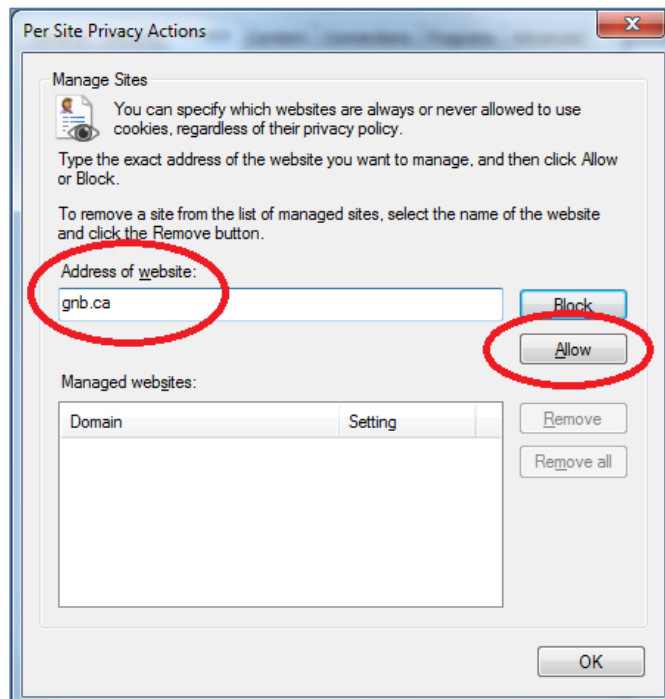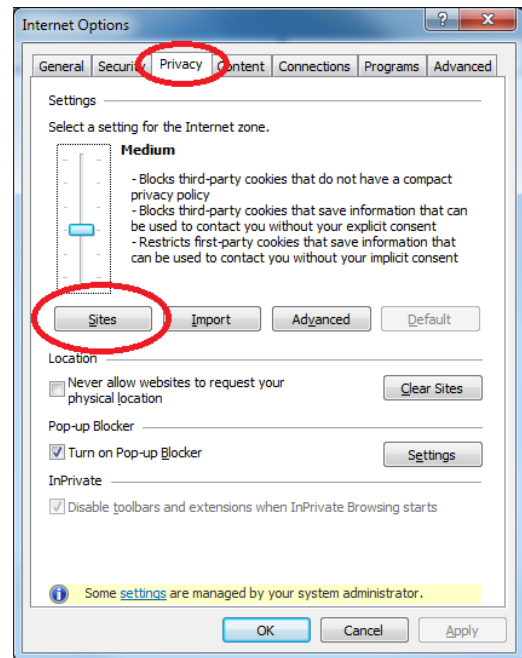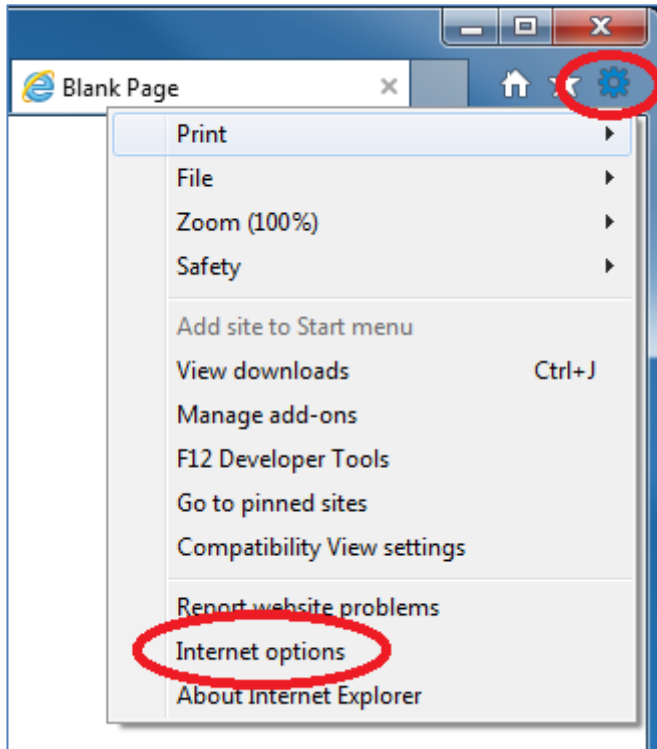## Enable Active Scripting or JavaScript

IE: Tools => Internet Options => Security tab => click "Custom Level…" => Scripting => Active Scripting => click Enable

Allow cookies from gnb.ca

IE: Tools => Internet Options => Privacy tab => click Sites => under "Address of website" enter gnb.ca => click Allow

Stored pages

Ensure that the browser is requesting a new copy of pages, not caching the previous version.

IE: Tools => Internet Options => Settings (under Browsing History) => under "Check for newer versions of stored pages", select "Every time I visit the webpage" => click OK