



**ecity**

[www.mississauga.ca](http://www.mississauga.ca)

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## **Purchasing Compliance & Tax Certificates**

### **User Manual**

Revised: 06 November 2006  
Version : 1.1

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## Contact Information

### Purchase Compliance:

Planning and Building Customer Service staff are available during normal business hours for client support. Normal Office hours are between 8:30 am and 4:30 pm, Monday to Friday, excluding statutory holidays.

Contact Phone: 905.615.3200 ext.5806  
email: [eplanbuild.info@mississauga.ca](mailto:eplanbuild.info@mississauga.ca)

### Purchase Tax Certificate

For inquiries and comments about this service, send us an email at [tax@mississauga.ca](mailto:tax@mississauga.ca). Should you require immediate assistance, contact the Tax Customer Support line at 905-896-5575 during regular business hours: Mon - Fri, 8:30 am - 4:30 pm, excluding statutory holidays.

**There is no after hours support available for these services**

## **Description of Service**

The City of Mississauga is committed to being known as the city most connected to its residents and clients and our new **eCity Portal** is the mechanism chosen to achieve this goal.

City Manager's vision statement... " People should not have to visit City Hall to conduct business. "

The Plan and Build eServices Centre is the vehicle that the Planning and Building Department plans to use to deliver services online. The **Purchase Compliance Report** and **Purchase Tax Certificate** features allow clients the ability to purchase these products themselves. The intent of providing these services to our clients is to allow people to 'serve themselves' via their office or home computers via the Internet. The goal is to provide clients with real time access to these services to increase customer service and at the same time realize the benefits of off loading traditional service channels to the Internet.

### **Purchase Compliance Report**


This feature allows clients the ability to serve themselves by finding a subject property, purchasing the report, and accessing the report almost instantaneously. The service includes the following information based on real time queries to our database:

- Outstanding Work Orders and Violations (Building Code, Fire Code, and Bylaw Enforcement)
- Outstanding or Open Bylaw Complaints
- Currently property Zoning designation (include links to PDF files)
- Committee of Adjustment (including links to committee decision text)
- Outstanding Building Permits (applications in process that have not been issued)
- Outstanding Inspections (issued permits not signed off)
- Heritage Status
- The report will contain internal links to download applicable zoning bylaw excerpts to a PDF file and links to Committee of Adjustment Decisions.


### **User Interaction**

- User will access this page and login to our website.
- Users would then be able to search for properties either with an address or a roll number. If the system finds an exact match
- User would review the information presented on the screen to ensure that they have the correct property. The system will display some basic property information and owner name. Users will also have the ability to access our online mapping to confirm their selection
- Once the user is satisfied with the select , they can click on the [Purchase Compliance Report for this Property](#)
- The user will be taken to our eStore pages where they will complete the transaction
- Once payment is confirmed, the product will be shipped to the users Digital Downloads page where they can access the report and print.
- An email will be sent to the user confirming the purchase and provide them a unique Order ID for reference
- A second email will be sent once the order is ready in the Digital Downloads page. This email will contain a link back to the Digital Downloads page.

Sample Compliance Report

 [Print this Page](#)

**COMPLIANCE REPORT**



City of Mississauga  
Planning and Building Department  
Development Services  
300 City Centre Drive, 11th Floor  
Mississauga ON L5B 3C1

TO: jack hinton  
city of mississauga  
300 city centre drive  
mississauga, ON L5L3M7

FILE NUMBER: CL4-53  
DATE: 2004-08-16  
LOCATION: PLAN M1080 LOT 129  
2906 COULSON CRT

ORDER ID: 1020130

In reference to your request regarding the above-mentioned property, please be advised as follows:

**OUTSTANDING LETTERS OF NOTIFICATION, ORDERS AND NOTICES**  
As of the date of this request, the records maintained by the City of Mississauga indicate the following outstanding Letters of Notification, Orders and Notices relating to Building, HVAC, Plumbing, Bylaw Enforcement and Fire Prevention on this property. **For further information regarding any of the notices listed below, please contact the Inspector directly.**

Property Orders on PLAN M1080 LOT 129

NONE

**OUTSTANDING COMPLAINT INVESTIGATIONS**  
Please contact the Bylaw Enforcement office at **905 - 896 5655** for information regarding bylaw violations

NONE

**ZONING:**  
The current zoning of the subject property is:

R3 MISS, PC & STR - DETACHED RES - Sec 1343 under Bylaw 5500 as amended.

Please click on the Zoning Section link to view Section text. If your property has special sections, please consult the consolidated zoning bylaw for additional information. Please satisfy yourself with respect to compliance.

[B](#) - RESIDENTIAL ZONES - GENERAL PROVISIONS

[C](#) - ONE-FAMILY DETACHED DWELLING ZONES - "RR" and "RS" Zones

**COMMITTEE OF ADJUSTMENT DECISION(S)**  
Please click on the Committee of Adjustment file link below to see the decision. Applications that have been refused or have expired are not displayed. For further information regarding the Decisions listed below, please contact the Committee of Adjustment at **905 - 896 5442**.

NONE

**OUTSTANDING BUILDING PERMIT APPLICATIONS ON THE PROPERTY**  
Below is a list of outstanding building permits on the subject property as of the date of this request. The permits have been applied for on the owners' behalf but have not been issued. **Please contact the Building Division at 905 - 896 5619 for further information.**

NONE


**OUTSTANDING INSPECTIONS FOR ISSUED PERMITS**  
Below is a list of building permits that have been issued but not signed off by the inspector. Outstanding inspection information is available only for permits issued after January 01, 1997. **Please contact the inspector listed below for further information.**

NONE

**HERITAGE INFORMATION**  
**This property is not listed on the Heritage Inventory**

**CAUTION**  
Every effort is made to ensure that the information contained herein is correct but the City of Mississauga accepts no responsibility for any errors, omissions or inaccuracies.

The information in this report does not constitute an opinion or advice, or representation by, the City of Mississauga of the lawfulness of the use of the property or the buildings thereon, nor compliance with any applicable laws, codes, and regulations. The regulator must satisfy himself or herself with respect to the same.

 [Print this Page](#)

**Purchase Tax Certificate**

This feature allows clients the ability to serve themselves by finding a subject property, purchasing the report, and accessing the report almost instantaneously. This service will result in the production of a tax certificate that will show the account balance on the selected property based on a given date. **The Tax Certificate ships with 24 hours.**

User Interaction

- User will access this page and login to our website.
- Users would then be able to search for properties either with and address or a roll number. If the system finds an exact match
- User would review the information presented on the screen to ensure that they have the correct property. The system will display some basic property information and owner name. Users will also have the ability to access our online mapping to confirm their selection
- Once the user is satisfied with the select , they can click on the [Purchase Tax Certificate for this Property](#)
- The user will be taken to our eStore pages where they will complete the transaction
- Once payment is confirmed, the product will be shipped to the users Digital Downloads page where they can access the report and print.
- An email will be sent to the user confirming the purchase and provide them a unique Order ID for reference
- A second email will be sent once the order is ready in the Digital Downloads page. This email will contain a link back to the Digital Downloads page.

Sample Tax Certificate

**City of Mississauga**  
Corporate Services Department  
**Mississauga Taxes**  
300 City Centre  
MISSISSAUGA ON L5B 3C1

Tel: 905-896-5575  
Fax: 905-615-3582

jack.hinton  
jack.hinton@mississauga.ca



[Print this Page](#)

**Tax Certificate**

No: 52207      Fee Paid: \$75.00  
 Date: October 31, 2003  
 Roll No: 05-04-0-145-64700-0008  
 Location: 4250 FLITTER CRT  
 Description: Pt. M121 LT528  
 Owner: GUGALA JANUSZ  
           GUGALA ELZBIETA  
 Order Id: 1080003

**Levy Information**

Year	Interim	Annual	Supplementaries	Appeals	Apportionment	Cap/Clawback	Total
2003		3,152.16					3,152.16
2002		2,969.16					2,969.16

**Tax Information**

Year	Tax Owng	Par/Int Owng	Total Owng
2003	556.00	20.85	576.85
2002			
2001			
2000 & Prior			
<b>Sub Total</b>	<b>556.00</b>	<b>20.85</b>	<b>576.85</b>
Tax Loans			
<b>Total</b>	<b>556.00</b>	<b>20.85</b>	<b>576.85</b>

**\*Future Instalments**


**Additional Information**

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**Collection Activity**

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This statement is a downloaded version of data stored on the City's database. This data, referenced by the Certificate.

## How do I Register to use this Service

To access purchase able services such as [Purchase Compliance Report](#) and [Purchase Tax Certificate](#), the user requires to be logged into our portal. To create an eCity Web Portal account, simply follow the steps below.

### Step 1 - How do I Create a Portal Account

Create an eCity portal account by visiting [www.mississauga.ca](http://www.mississauga.ca) and click on the Register Here link

The screenshot shows the City of Mississauga website interface. At the top, there is a search bar and navigation links for 'SHOP', '0 item(s) in Cart', 'Checkout', 'Print Friendly Version', and 'Contact Us'. Below this is a banner for 'City of MISSISSAUGA' with the tagline 'Leading today for tomorrow Ontario, Canada' and a photo of a family. A weather widget shows 'Blowing snow' and 'Current Temp. -9°'. A navigation menu includes 'HOME', 'CITY HALL', 'RESIDENTS', 'BUSINESS', 'DISCOVER MISSISSAUGA', 'SERVICES ONLINE', and 'HELP & FEEDBACK'. A 'LOGIN' box is highlighted with a red border, containing fields for 'Username' and 'Password' and a 'GO' button. Below the login box, there are links for 'Register Here' and 'Lost Password?'. A red arrow points from the 'Register Here' link to the text 'Click on Register Here link' in the main content area. The main content area features a 'Welcome to the City of Mississauga' section with a photo of the city hall and text celebrating its 30th anniversary. To the right, there is a 'BULLETIN: SHOW CLEARING OPERATIONS' section with a photo of snow-covered streets and text about snow clearing procedures. Other sections include 'EVENTS' with a calendar for January 2004, 'UPCOMING EVENTS' for Jan 30, and 'MAILING' with a 'sign up for' link. A 'PRESS RELEASES' section features a photo of a woman and a headline: 'Mayors Ask Province For Sustainable Revenue And Independent Review of Municipal Pressures' dated Jan 23, 2004.

## Step 2 - Complete Registration Process

Complete the Registration Information screen and submit. Upon completion, you will receive an email confirmation of a successful registration.

Tip: Create a username that is easy to remember and one that reflects your company. If there many people in your company the will be using these services, it is best that they create separate accounts because products will be shipped to a single email address.

The screenshot displays the 'REGISTRATION' section of the eCity user interface. On the left is a navigation menu with 'PROFILE' selected. The main content area is titled 'Profile Home' and contains a 'REGISTRATION' section. A note states: 'Please fill in the information below to complete the registration process. Please note that the Username and Email Address must be unique.' The registration form is divided into two parts: 'Required Information' and 'Optional Information'. The 'Required Information' section includes fields for First Name, Last Name, Username, Password, Confirm Password, Password Reminder Question (with a dropdown menu currently showing 'Mother's Maiden Name'), Answer, Email Address, and Confirm Email Address. The 'Optional Information' section includes fields for Company Name, Phone Number, Phone Type (with a dropdown menu currently showing 'Residential'), Fax Number, Mobile Email, and Ward (with a dropdown menu currently showing 'Select Ward').

Tip(s):

- When entering Phone Numbers and Fax numbers just enter the digits, no spaces
- There is no field for a Phone ext, do not enter this in the Phone Number field
- Your Password must be a minimum of (6) characters or numbers and cannot contain any part of you username
- You can complete the Billing Information at the same time (you will eventually be asked for Billing Information when you purchase your first product)

**Step 3 – Confirmation of Registration**

Once you have completed the registration process successfully, the page will be refreshed and the page will display you Username and a welcome message. You will also receive an email confirming your registration.

The screenshot shows the City of Mississauga eCity website. At the top, there is a search bar, a 'GO' button, and a 'Quick Links' dropdown. To the right, there are links for 'SHOP | 0 item(s) in Cart', 'Checkout', 'Print Friendly Version', and 'Contact Us'. Below this is a banner for 'City of MISSISSAUGA' with the tagline 'Leading today for tomorrow Ontario, Canada' and a photo of three people. A navigation menu includes 'HOME', 'CITY HALL', 'RESIDENTS', 'BUSINESS', 'DISCOVER MISSISSAUGA', 'SERVICES ONLINE', and 'HELP & FEEDBACK'. On the left, a 'PROFILE' sidebar lists options like 'Billing Information', 'Digital Downloads', 'eNewsletters', 'Order History', 'Personal Information', 'View/Edit Personalized Page', 'Profile Home', 'Shipping Information', and 'eMail Alerts - New!'. The main content area shows 'Profile' and 'Profile Home' with a red annotation: 'Successfully registration, displaying you First Name'. Below this is a 'MY PROFILE' section with links for 'View/Edit Personal Information', 'Add Billing Information', 'Add Shipping Information', 'Sign-Up for Mailing Lists', 'Create Personalized Page (My Page)', and 'Sign-Up for Alerts'. A red box highlights the top right area containing 'My Page', 'My Profile', and a welcome message: 'Welcome SampleRegistration! You are now signed on to the official Web site of The City of Mississauga'.

## Login and Access Plan and Build eServices Centre

Once you have your Username and Password, you may access this service by visiting [www.mississauga.ca](http://www.mississauga.ca)

Home Welcome to the City of Mississauga - Microsoft Internet Explorer provided by City of Mississauga

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address: <http://www.mississauga.ca/portal/home> Go Links

Search 60 Quick Links SHOP | 0 item(s) in Cart Checkout Print Friendly Version Contact Us

**City of MISSISSAUGA**  
Leading today for tomorrow  
Ontario, Canada

A few clouds  
Current Temp. -7° 5 Day

HOME CITY HALL RESIDENTS BUSINESS DISCOVER MISSISSAUGA

SERVICES ONLINE HELP & FEEDBACK

**LOGIN**  
Username Password  
extagency [password] GO  
[Register Here](#) [Lost Password?](#)

**MISSISSAUGA'S 30TH ANNIVERSARY**  
30 Mississauga 1974-2004  
Click here for details of Mississauga's 30th Anniversary.  
Mississauga's 30th Anniversary

**NEW! SHOP ONLINE**  
Shop until your fingers drop at our online Mississauga eStore. It's fun, fast and FREE!  
Mississauga eStore

**PLAN & BUILD E-SERVICES**  
Why wait in line... Go online with the new Plan and Build eServices Centre.  
Plan & Build eServices Centre

**EVENTS**  
FEBRUARY 2004

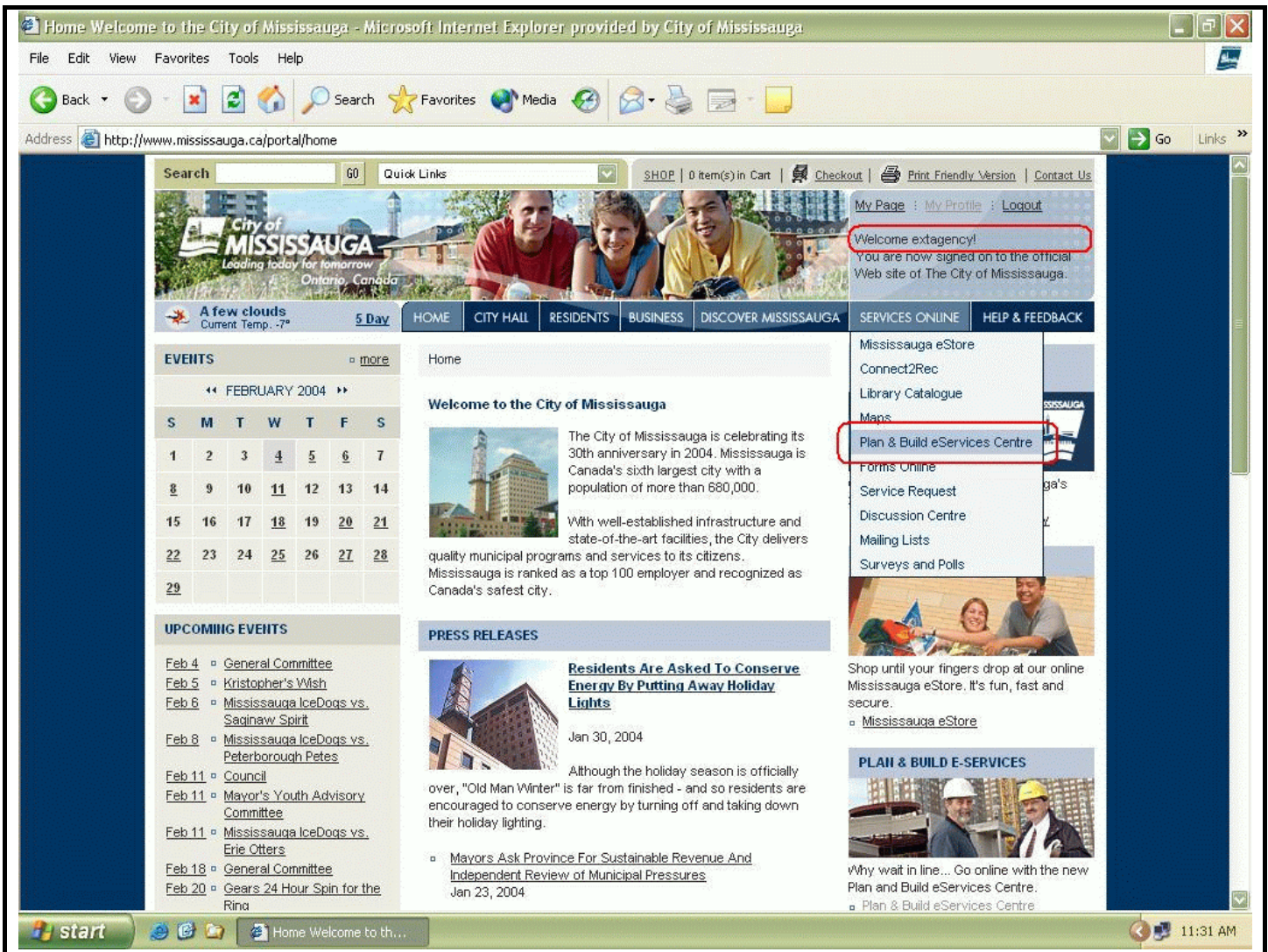
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29						

**UPCOMING EVENTS**

- Feb 4 General Committee
- Feb 5 Kristopher's Wish
- Feb 6 Mississauga IceDogs vs. Saginaw Spirit
- Feb 6 Mississauga IceDogs vs. Peterborough Petes
- Feb 11 Council
- Feb 11 Mayor's Youth Advisory Committee
- Feb 11 Mississauga IceDogs vs. Erie Otters
- Feb 10 General Committee
- Feb 20 Gears 24 Hour Spin for the King

**WELCOME TO THE CITY OF MISSISSAUGA**  
The City of Mississauga is celebrating its 30th anniversary in 2004. Mississauga is Canada's sixth largest city with a population of more than 680,000.  
With well-established infrastructure and state-of-the-art facilities, the City delivers quality municipal programs and services to its citizens. Mississauga is ranked as a top 100 employer and recognized as Canada's safest city.

**PRESS RELEASES**  
**Residents Are Asked To Conserve Energy By Putting Away Holiday Lights**  
Jan 30, 2004  
Although the holiday season is officially over, "Old Man Winter" is far from finished - and so residents are encouraged to conserve energy by turning off and taking down their holiday lighting.  
Mayors Ask Province For Sustainable Revenue And Independent Review of Municipal Pressures  
Jan 23, 2004



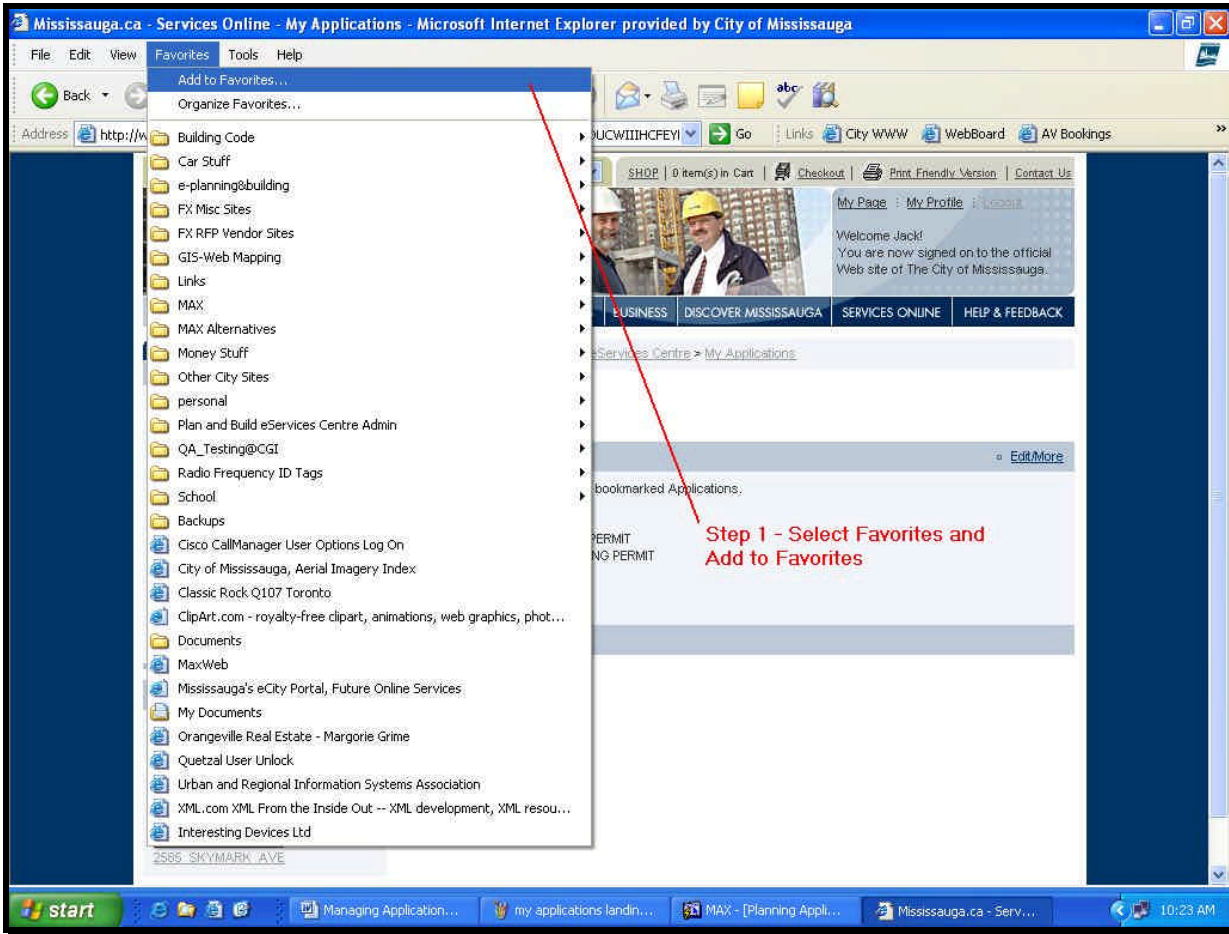
After you have successfully logged into the eCity portal you need to navigate to the **Plan and Build eServices Centre**.

Hint :

For direct access to **Purchase Compliance Report** or **Purchase Tax Certificate**, save the page as a **Favourite** and then send the link to your desktop. This way you only need to double click on the desktop icon and log in.

The process to complete this is described below and will work for Internet Explorer 6.0:

Step 1



Step 2

Mississauga.ca - Services Online - My Applications - Microsoft Internet Explorer provided by City of Mississauga

File Edit View Favorites Tools Help

Back

Address

Internet Explorer will add this page to your Favorites list.

Make available offline

Customize...

OK

Cancel

Name: Mississauga.ca - Services Online - My Applications

Create in <<

New Folder...

Create in:

- Favorites
- Building Code
- Car Stuff
- e-planning&building
- FX Misc Sites
- FX RFP Vendor Sites
- GIS-Web Mapping
- Links
- MAX
- MAX Alternatives

Click on Edit/More to view your bookmarked Applications.

SP 3 10 - SITE PLAN  
BP 3NEV 3 6642 - BUILDING PERMIT  
BP 3NEV 3 7652 FDN - BUILDING PERMIT  
SP 4 1 - SITE PLAN  
SP 4 10 - SITE PLAN

**FEATURED ARTICLES**

No Articles are available.

**MY PROPERTIES** Edit/More

Click on Edit/More to view your bookmarked properties.

4367 TREETOP CRT  
300 CITY CENTRE DR  
100 CITY CENTRE DR  
1036 OLD DERRY RD  
2565 SKYMARK AVE

Plan and Build Help  
Purchase Compliance Report  
Purchase Tax Certificate  
Schedule Permit Inspection  
View Building Permit App Status  
View Development App Status  
View Property/Tax Information

BUSINESS DISCOVER MISSISSAUGA SERVICES ONLINE HELP & FEEDBACK

Services Centre > My Applications

Edit/More

start

Managing Application... add to fav1.JPG - Paint MAX - [Planning Appl... Mississauga.ca - Serv... 10:24 AM

**Step 2**

1. Select Create In <<

2. Select Links

3. Press OK

Step 3

The screenshot shows the City of Mississauga eCity website in Microsoft Internet Explorer. The browser title is "Mississauga.ca - Services Online - My Applications - Microsoft Internet Explorer provided by City of Mississauga". The address bar shows the URL: <http://www.mississauga.ca/portal/services/myapplications;jsessionid=1U5JKTKFQAADUCWIIHLEFV>. The page content includes a search bar, quick links, and a navigation menu with options like HOME, CITY HALL, RESIDENTS, BUSINESS, DISCOVER MISSISSAUGA, SERVICES ONLINE, and HELP & FEEDBACK. The main content area is titled "My Applications" and lists several applications: SP 3 10 - SITE PLAN, BP 3NEV 3 6642 - BUILDING PERMIT, BP 3NEV 3 7652 FDM - BUILDING PERMIT, SP 4 1 - SITE PLAN, and SP 4 10 - SITE PLAN. A context menu is open over the link "SP 3 10 - SITE PLAN", with the option "Desktop (create shortcut)" highlighted. A "Send To" submenu is also visible, showing options like "Compressed (zipped) Folder", "GroupWise Library", "GroupWise Recipient", "Mail Recipient", "My Documents", and "3 1/2 Floppy (A:)".

**Step 3**

1. Select your Link Icon
2. Highlight the link
3. Right click on the link
4. Select Send To
5. Select Desktop (create shortcut)
6. You ' re done - an icon will be added to your Desktop

## Using the Services

The process involved with using the [Purchase Compliance Report](#) or [Purchase Tax Certificate](#) is also identical.

Step 1 – access our website at [www.mississauga.ca](http://www.mississauga.ca)

Step 2 – login with your username and password

Step 3 – access the Plan and Build eServices page

Step 4 – Select [Purchase Compliance Report](#) or [Purchase Tax Certificate](#) service

The screenshot displays the City of Mississauga eCity website interface. At the top, there is a search bar, quick links, and navigation options like 'SHOP', 'Checkout', 'Print Friendly Version', and 'Contact Us'. The main header features the City of Mississauga logo and a banner image of two construction workers. Below the header is a navigation menu with options like 'HOME', 'CITY HALL', 'RESIDENTS', 'BUSINESS', 'DISCOVER MISSISSAUGA', 'SERVICES ONLINE', and 'HELP & FEEDBACK'. The 'SERVICES ONLINE' section is expanded, showing a list of services. The 'Purchase Compliance Report' and 'Purchase Tax Certificate' options are highlighted with a red box. A red arrow points from this box to the text 'Select the service you want' below. Other visible content includes a 'MESSAGE FROM PLANNING AND BUILDING Commissioner Ed Sajecki', a 'PURCHASE COMPLIANCE REPORTS ONLINE' section with a sub-link, and an 'APPLICATIONS PERMITS MANUAL FOR CLIENTS' section.

**Step 5 – Look up your Property**

You can find the property by entering the address OR the roll number. When the system finds a one to one match, you will be taken to the Property Confirmation page, if there are multiple requests from your query you will see a Property Listing page where you can click on one of the properties.

The screenshot shows the City of Mississauga eCity website interface. At the top, there is a navigation bar with links for 'SHOP', '0 item(s) in Cart', 'Checkout', 'Print Friendly Version', and 'Contact Us'. Below this is a banner for the City of Mississauga with the slogan 'Leading today for tomorrow Ontario, Canada'. A 'Showers' widget indicates a current temperature of 20°. The main navigation menu includes 'HOME', 'CITY HALL', 'RESIDENTS', 'BUSINESS', 'DISCOVER MISSISSAUGA', 'SERVICES ONLINE', and 'HELP & FEEDBACK'. On the left, a 'SERVICES ONLINE' sidebar lists various services like 'Plan & Build Services Centre', 'Purchase Compliance Report', and 'Departmental Report'. The main content area is titled 'Purchase Compliance Report' and features two search options: 'Find by Address' and 'Find by Roll Number'. The 'Find by Address' section includes a note that the street name is mandatory and provides input fields for 'Street No.', 'Street Name', 'Type', and 'Direction'. The 'Find by Roll Number' section includes a note about disregarding the first two digits of the tax bill and provides a five-digit input field followed by '-0000'. 'SUBMIT' and 'CLEAR' buttons are located at the bottom of the search area.

**Hint(s) :**

- When looking up a property by address you can access our street name list to confirm spelling a data structure to avoid frustration.
- For Compliance Reports, do NOT enter the street type in the street name field as this will result in not records found. The Tax Certificate street name field does permit the inclusion of the street type but is better not to include it.
- Our new Roll Number search is a type ahead and excludes to '21'
- You can do wild card searches on the Street Name field, so if you are unsure of a spelling, just enter the first 3 or 4 characters

Example of multiple property listing page :

The screenshot shows the City of Mississauga eCity website. At the top, there is a search bar and navigation links like 'SHOP', 'Checkout', and 'Print Friendly Version'. Below the header is a banner for the City of Mississauga with the slogan 'Leading today for tomorrow'. A navigation menu includes 'HOME', 'CITY HALL', 'RESIDENTS', 'BUSINESS', 'DISCOVER MISSISSAUGA', 'SERVICES ONLINE', and 'HELP & FEEDBACK'. On the left, there is a 'SERVICES ONLINE' sidebar with various links like 'View Property/Tax Information', 'Departmental Reports', and 'My Applications'. The main content area is titled 'View Property/Tax Information' and contains a 'PROPERTY LISTING' section. It shows 117 properties found, with a table listing several properties. The table has three columns: 'Address', 'Legal Description', and 'Roll Number'. Below the table, there are instructions on how to select a property and a note about properties without addresses.

**Services Online > Plan & Build eServices Centre > View Property/Tax Information**

**View Property/Tax Information**

To view detailed information for a property, please use the Street Name link. Sort order of the display can be altered by clicking on the appropriate title link. For example, to sort by address, click on the address title.

**PROPERTY LISTING**

**Properties**

117 Properties found Page: 1 of 5

Search for another Property?

Address	Legal Description	Roll Number
<a href="#">TREETOP 0 TREETOP CRES</a>	PLAN M122 BLK UU BLK TT	21-05-040-145-67600-0000
<a href="#">TREETOP 4048 TREETOP CRES</a>	PLAN M122 LOT 723	21-05-040-145-64900-0000
<a href="#">TREETOP 4052 TREETOP CRES</a>	PLAN M122 LOT 724	21-05-040-145-65000-0000
<a href="#">TREETOP 4056 TREETOP CRES</a>	PLAN M122 LOT 752	21-05-040-145-65100-0000
<a href="#">TREETOP 4060 TREETOP CRES</a>	PLAN M122 LOT 726	21-05-040-145-65200-0000

**Simply click on the Address link to select the property.**


**Note that some properties may not have addresses assigned. They are displayed with a zero address. You can use the Legal Description or Roll Number to help make your selection**

Step 6 – Property Confirmation Page


Search  [GO](#)

Quick Links [▼](#)


[SHOP](#) | [0 item\(s\) in Cart](#) | [Checkout](#) | [Print Friendly Version](#) | [Contact Us](#)



**City of MISSISSAUGA**  
Leading today for tomorrow  
Ontario, Canada



[My Page](#) | [My Profile](#) | [Logout](#)  
 Welcome Jack!  
 You are now signed on to the official  
 Web site of The City of Mississauga.

 **Partly cloudy**  
 Current Temp: -4°

[5 Day](#)

[HOME](#) | [CITY HALL](#) | [RESIDENTS](#) | [BUSINESS](#) | [DISCOVER MISSISSAUGA](#) | [SERVICES ONLINE](#) | [HELP & FEEDBACK](#)

**SERVICES ONLINE**

- [Plan & Build eServices Centre](#)
- ▶ [Purchase Compliance Report](#)
- [Departmental Reports](#)
- [Enter Development App Comments](#)
- [My Applications](#)
- [My Properties](#)
- [Plan and Build Help](#)
- [Purchase Tax Certificate](#)
- [Schedule Permit Inspection](#)
- [View Building Permit App Status](#)
- [View Development App Status](#)
- [View Property/Tax Information](#)

[Services Online](#) > [Plan & Build eServices Centre](#) > [Purchase Compliance Report](#)

**Purchase Compliance Report**

**PROPERTY DETAILS**

[View Another Property](#) | [Remove From My Properties](#) | [View My Properties](#)

[Purchase Compliance Report for this Property](#)

[Map It](#)

**DIGITAL DOWNLOADS**

You have Digital Downloads available.

[Click here to View](#)

**COMMON QUESTIONS**

- [White Screen](#)
- [Digital Download](#)
- [Lookup Property by Address](#)
- [Roll Number Look Up](#)
- [What do these error messages mean when I am trying to look up a property?](#)

7 Items found. | [View All](#)

**MY PROPERTIES** ◦ [Edit/More](#)

Click on Edit/More to view your bookmarked properties.

4367\_TREETOP\_CRT

**Property Information**

---

Address:	4367 TREETOP CRT	Ward:	8
Legal Description:	PLAN M324 LOT 2	Councillor:	KATIE MAHONEY
Roll Number:	21-05-040-145-74797-0000	Area:	1086.02 SM
Common Name:		Depth:	30.48 M
Property Code:	SINGLE FAMILY DETACHED (NOT ON WATER)	Frontage:	0.00 M
		Status:	Registered

**Zoning Information**

Base	Section	Master Bylaw Area	Bylaw	Enacted	Status
R3	896	5500			INFORCE

**Owner Information**

Name	Owner Since
HINTON JOHN, HINTON PAULINE	1987-12-15

**Use the information on this page to confirm that you have selected the correct property.**

**You can confirm the legal description, roll number, and current owners from our Tax Billing information.**

**You can also access our digital mapping.**

**Once you are satisfied, click the Purchase Compliance Report for this Property link**



City of Mississauga  
 300 City Centre Drive, Mississauga, Ontario, Canada L5B 3C1  
 General Inquiries: 905-696-5000

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## Purchasing Services

Once you have confirmed your property selection and clicked on the Purchase Compliance Report for this Property, you will be taken our Mississauga eStore pages. If you have not logged in, you will be prompted to login. This section of the manual will provide you with a step by step mechanism to complete your purchase.

### Step 1 – Production Description Page

The screenshot displays the City of Mississauga eStore interface. At the top, there is a search bar, a 'Quick Links' dropdown, and navigation links for 'SHOP', '0 item(s) in Cart', 'Checkout', 'Print Friendly Version', and 'Contact Us'. A weather widget shows 'Partly cloudy' with a current temperature of -6°C and a 5-day forecast. A navigation menu includes 'HOME', 'CITY HALL', 'RESIDENTS', 'BUSINESS', 'DISCOVER MISSISSAUGA', 'SERVICES ONLINE', and 'HELP & FEEDBACK'. A 'LOGIN' section is present with fields for 'Username' and 'Password', and links for 'Register Here' and 'Lost Password?'. The main content area is titled 'Mississauga eStore' and features a promotional banner for the new eStore, a 'SHOP' section for the 'Property Compliance Report' (Address: 4367 TREETOP CRT, Legal Description: PLAN M324 LOT 2, Roll Number: 21-05-040-145-74797-0000), a 'DETAILS' section showing a price of \$100.00, and a 'BUY IT' section with a 'CONTINUE CHECKOUT' button. A 'DESCRIPTION' section explains that the report allows a solicitor to satisfy themselves with respect to permitted use and minimum setbacks. A 'SECURE PAYMENT PROCESSING' section features the PARADATA SYSTEMS INC. logo and a link to 'Payment Processing'. An 'ORDER HISTORY' section provides links to view details and order history. The footer contains the City of Mississauga contact information, a 'Terms of Use & Privacy Statement | Contact Us' link, and the copyright year ©1995-2005.

**Property Compliance Report**  
Address: 4367 TREETOP CRT  
Legal Description: PLAN M324 LOT 2  
Roll Number: 21-05-040-145-74797-0000

**DETAILS**  
Price: **\$100.00**

**BUY IT**  
[CONTINUE CHECKOUT](#)

**DESCRIPTION**  
The Property Compliance Report allows a solicitor to satisfy themselves with respect to permitted use and minimum setbacks along with other information concerning a specific property. This item is GST/PST exempt and Non-Returnable.  
Business Unit: P&E  
Email: [eplanbuild.info@mississauga.ca](mailto:eplanbuild.info@mississauga.ca)

**Once again you can confirm your property in this production description page.**  
**Click on the CONTINUE CHECKOUT to move to the next step in the process**

Step 2 – Quick Cart Checkout Page

**Services Online > Mississauga eStore > Checkout**

**Checkout**

For help, or to learn more about the Mississauga eStore, check out the links below or email us at [estore.info@mississauga.ca](mailto:estore.info@mississauga.ca)

[Store Help](#)   [Shipping & Handling](#)   [Returns & Refunds](#)

**QUICK CART**

Quick Cart   Order Review   Order Confirmation

I have read and agree to the [Privacy Policy](#) for the Mississauga eStore, as well as the full product descriptions for items in my cart and I fully understand the shipping and refund terms. (Note: This is required to proceed with your purchase.)

**You MUST check the privacy acknowledgement to proceed.**

Item	Qty.	Total
Property Compliance Report Address: 4367 TREETOP CRT 0 Legal Description: PLAN M324 LOT 2 Roll Number: 21-05-040-145-74797-0000	1	\$100.00
Subtotal:		\$100.00
Total:		\$100.00

**BILLING INFORMATION**

Please enter a valid billing address. This address must be the same as your method of payment. (Note: Any changes to your Billing Information that is saved to your Profile will update your Profile with the current changes.)

Fields marked with \* are required.

First Name\*  Last Name\*

Company Name  Job Title

Address 1\*

Address 2

City\*  Province\*

Postal Code\*  Phone Number\*

Fax Number  Phone Type\*

Would you like to store this address as default billing address in your profile?  Yes  No

**When done press CONTINUE CHECKOUT** —

**You MUST complete the Billing Information before proceeding.**

**Be sure to check this box to save the information.**

Hint : you add your internal file number or reference number in the **Address 2** field. This data will be displayed in your Order Confirmation email and may make it easier for your internal billing and accounting people.

Step 3 – Checkout

\$SHOP | 0 item(s) in Cart | [Checkout](#) | [Print Friendly Version](#) | [Contact Us](#)

**City of MISSISSAUGA**  
Leading today for tomorrow  
Ontario, Canada

My Page : [My Profile](#) : [Logout](#)

Welcome Jack!  
You are now signed on to the official Web site of The City of Mississauga

**Partly cloudy**  
Current Temp.: -5°

5 Day

[HOME](#) | [CITY HALL](#) | [RESIDENTS](#) | [BUSINESS](#) | [DISCOVER MISSISSAUGA](#) | [SERVICES ONLINE](#) | [HELP & FEEDBACK](#)

**SERVICES ONLINE**

- Mississauga eStore
- ▶ Checkout
- Digital Downloads
- Frequently Asked Questions
- How to Contact Us
- Instructions for Use
- Order History
- Returns & Refunds
- Shipping & Handling
- Shop with Confidence
- Store Help
- Taxes

Services Online > Mississauga eStore > Checkout

**Checkout**

For help, or to learn more about the Mississauga eStore, check out the links below or email us at [estore.info@mississauga.ca](mailto:estore.info@mississauga.ca)

[Store Help](#) | [Shipping & Handling](#) | [Returns & Refunds](#)

---

**ORDER REVIEW**

[Quick Cart](#) | [Order Review](#) | [Order Confirmation](#)

**Order Review & Payment**

A summary of your order is as follows. Please verify it is correct before clicking submit.

Item	Qty.	Total
Property Compliance Report Address: 4367 TREETOP CRT 0 Legal Description: PLAN M324 LOT 2 Roll Number: 21-05-040-145-74797-0000	1	\$100.00
Subtotal:		\$100.00
G.S.T.:		\$0.00
P.S.T.:		\$0.00
Total:		\$100.00

**CREDIT CARD INFORMATION**

Card Type  Card Number  Expires

Your card will not be charged until the order is submitted.

**Billing Information** [edit](#)

Jack Hinton  
City of Mississauga  
300 City Centre Drive  
Mississauga, ON L5B 3C1  
Canada (905) 815-4248

**Submit Order**

Click **SUBMIT** only once! An authorization receipt will come up on the next screen billing the credit card you've indicated. A confirmation email will also be sent for this transaction. Please keep it for your records.

**Click Submit**

This is last chance to validate your purchase.

Select Card Type

Enter Number (16 digits, no spaces)

Enter Expiry info

City of Mississauga  
300 City Centre Drive, Mississauga, Ontario, Canada L5B 3C1  
General Inquiries: 905-896-5000

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Step 4 – Order Confirmation Page

**City of MISSISSAUGA**  
Leading today for tomorrow  
Ontario, Canada

Shows Current Temp.: 20° 5 Day

HOME CITY HALL RESIDENTS BUSINESS DISCOVER MISSISSAUGA SERVICES ONLINE HELP & FEEDBACK

SERVICES ONLINE

Services Online > Checkout

**Checkout**

**ORDER CONFIRMATION**

Quick Cart : Order Review : Order Confirmation

**Your transaction was completed successfully!**

**Thank you for your order**

An Email has been sent with this information. If you have any downloads they will be available from your [Digital Downloads Centre](#). You will receive an email advising when your digital download is ready. Please allow 1-2 business days for digital download shipping.

Your Order Number is **22720002**. See your [order history](#) or [Print Friendly Version](#)

Item	Qty.	Total
Property Compliance Report Address: 4367 TREETOP CRT 0 Legal Description: PLAN M324 LOT 21 Roll Number: 21-05-040-145-74797-0000	1	\$150.00
Subtotal:		\$150.00
G.S.T.:		\$0.00
P.S.T.:		\$0.00
Total:		\$150.00

**Billed To**

Jack Hinton  
City of Mississauga  
300 City Centre Drive  
Address Line 2  
Mississauga, ON L5B 3C1  
Canada (905) 815-4248

**Credit Card Information**

Card Type: Visa  
Card Number: XXXXXXXXXXXXXXX1111  
Expiration Date: 1/2006

City of Mississauga  
300 City Centre Drive, Mississauga, Ontario, Canada L5B 3C1  
General Inquiries: 905-896-5000

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At this point in the process you will be receiving (2) emails. The first email will be an acknowledgement of your order request and it will include your ORDER ID. The second email will tell you that your order has been processed and is available in your DIGITAL DOWNLOAD CENTRE. There will be a link in this second email that will bring back to our site and the DIGITAL DOWNLOAD CENTRE.

## Receiving the Products

### Digital Download Centre

Compliance Reports ship immediately and will be available in your DIGITAL DOWNLOAD CENTRE a couple of minutes after you make your payment. You can use the link to [Digital Download Centre](#) displayed in the above screen print to directly access this page or you can access your Digital Download Centre from the My Profile page, Purchase Compliance Report page, Purchase Tax Certificate Page, of Services Online/Mississauga eStore page (as displayed below).

Tax Certificates are process in a nightly batch process and will be shipped within 24 hours (except on weekends and holidays). If you request a Tax Certificate on a Friday, it will be normally shipped on the following Monday. In this case your second email will be your notification that the Tax Certificate is ready. Use the link in the email to access the DIGITAL DOWNLOAD CENTRE. You will need to login to displays your digital downloads.

Search  GO Quick Links

SHOP | 0 item(s) in Cart | Checkout | Print Friendly Version | Contact Us

City of MISSISSAUGA  
Leading today for tomorrow  
Ontario, Canada

Partly cloudy  
Current Temp: -6° 5 Day

HOME CITY HALL RESIDENTS BUSINESS DISCOVER MISSISSAUGA SERVICES ONLINE HELP & FEEDBACK

My Page : My Profile : Logout

Welcome Jack!  
You are now signed on to the official Web site of The City of Mississauga.

SERVICES ONLINE

- Mississauga eStore
- Digital Downloads
- Checkout
- Frequently Asked Questions
- How to Contact Us
- Instructions for Use
- Order History
- Returns & Refunds
- Shipping & Handling
- Shop with Confidence
- Store Help
- Taxes

Services Online > Mississauga eStore > Digital Downloads

### Digital Downloads

If you are logged in to the Mississauga web site you will see your digital downloads that you have received a shipping email confirmation for.

To view just click on the address (link) for the digital download you purchased. A pop-up screen will display your download along with the option to print the document.

If you have questions with regard to your digital download contents email us at [eplanbuild.info@mississauga.ca](mailto:eplanbuild.info@mississauga.ca)

### DIGITAL DOWNLOADS

Downloads 1 Digital Download (s) found Page: 1 of 1

Filename	Description	Type	Date	Order Id
<a href="#">25 AGNES ST UNIT 1004</a>	PEEL CONDO PLAN 395 LEVEL 10 UNIT 8	Compliance Report	20/08/2004	7661586

Downloads 1 Digital Download (s) found Page: 1 of 1

**Simply click on the Address link to display the report or certificate**

City of Mississauga  
300 City Centre Drive, Mississauga, Ontario, Canada L5B 3C1  
General Inquiries: 905-896-5000

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Your digital download will remain on the site and always be available. The most recent downloads are displayed first in the above page. You can also sort by the Order ID. When you have more that 25 digital download files, the screen

pagination will activate. You will need to use the pagination feature to access digital download files by selecting a page number.

Tip:

- Once you have your report displayed, you can choose to print the output to a PDF file if you have a PDF writer installed on your PC. This way you can copy this as file to your local PC or network.
- Once you have your report displayed, you can right click and select Properties. You can then copy the direct URL to a file or bookmark it as a Favourite in a separate folder.

**Order History**

You can also access a history of your orders through our [Order History](#) page. You will need to login before you can see your order history. Order History can be accessed from My Profile page or Services Online/Mississauga eStore page.

Services Online > Mississauga eStore > Order History

**Order History**

If you are logged in to the Mississauga web site you will see listed below your applicable Open Orders, Closed Orders and Cancelled Orders. To view the order details click on the order #. If you have any questions, email us at [estore.info@mississauga.ca](mailto:estore.info@mississauga.ca) or check out the link below.

[Store Help](#)

OPEN ORDERS			
Order #	Order Date	# Items	Order Total
<a href="#">#1600046</a>	16-10-2003	1	\$0.86

CLOSED ORDERS				
Order #	Order Date	# Items	Order Total	Return Requested
<a href="#">#7661586</a>	20-08-2004	1	\$100.00	no
<a href="#">#2390037</a>	20-11-2003	1	\$1.75	no
<a href="#">#2390036</a>	20-11-2003	1	\$1.75	no

Click on the Order # link to access detailed information about that specific order.

## Having Problems?

### Browser Issues

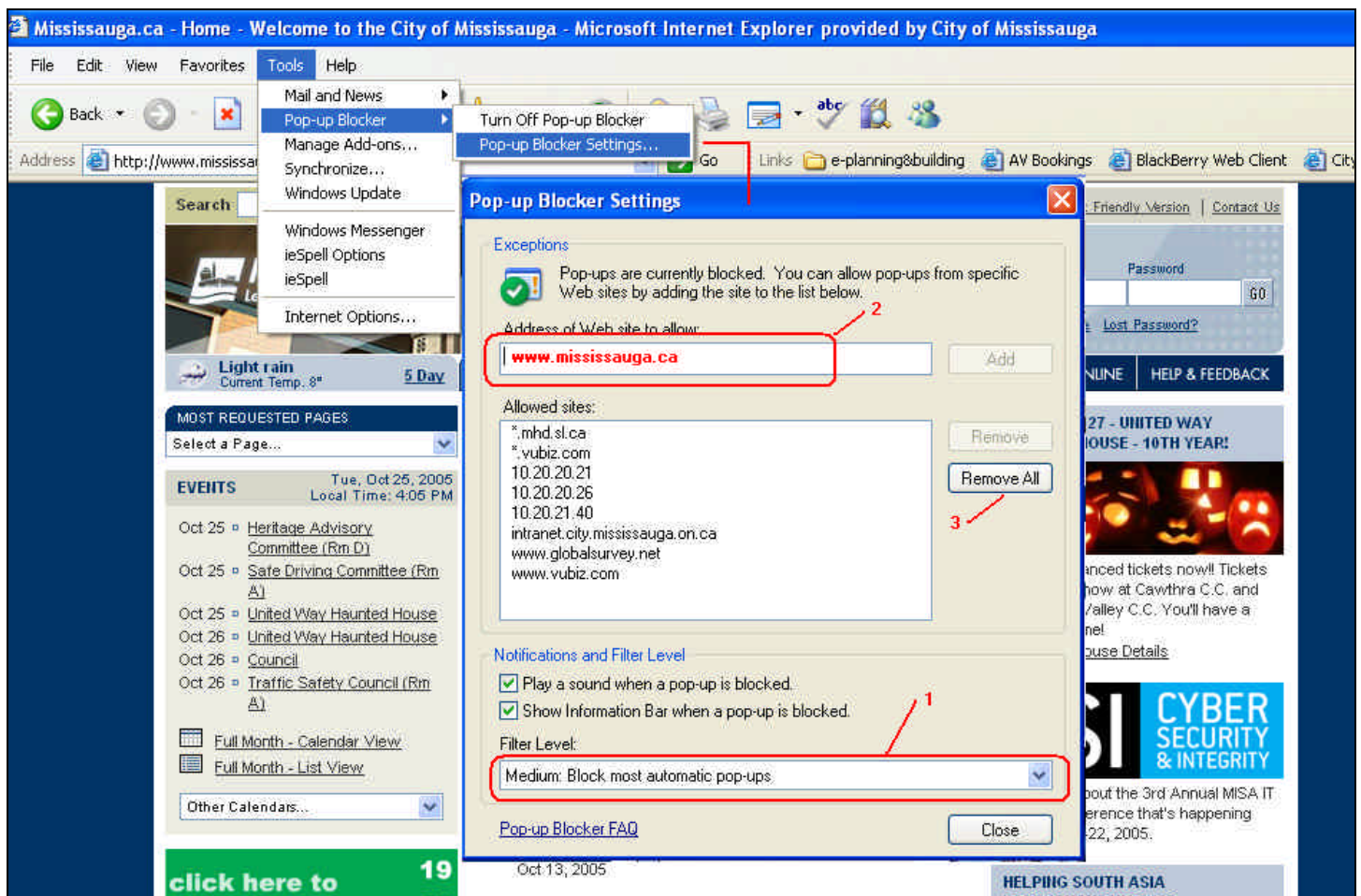
The City of Mississauga eCity Portal has been designed to work best with the latest version of MS Explorer and Netscape. Early versions of either browser may experience problems in viewing and accessing some pages.

The portal has also been designed to be best viewed in an 800 by 600 resolution. Using a lower resolution will result in horizontal and vertical scroll bars.

If you cannot print the Compliance Report or Tax Certificate, your browser security settings maybe set to HIGH. Different browsers and different versions of operating systems have different interfaces to adjust security settings. Security settings may also be locked down if your company has a PC locked down policy (in this case you will need to get your IT Representative to adjust the settings for you). The security settings may also be locked down or pre set by your ISP (Internet Service Provider). This is typical if you are using Rogers Yahoo or Bell Sympatico services. You should be able to contact your service provider to help you adjust your security settings.

### Browser Issues – Pop Up Blocker

Newer versions of Internet Explorer 6.0 with Service Pack 2 will have an option under the Tools menu for a Pop-Up Blocker. When you click on the address link in the Digital Downloads page, this is considered a Pop-Up. Your company may have decided to enable the Pop Up Blocker and set the sensitivity to High. This will cause the Digital Download – HTML report to fail or be blocked.



## Error Message

**FIND PROPERTIES**

The resultant query has been cancelled due to an excessive number of records. Please refine your search criteria.

**Find by Address**

The Street Name is mandatory when searching for a property by address. If you wish to browse by Street Name only, it may take a while to display the result of the search.

Street No. Street Name: Type Direction

**Find by Roll Number**

Your roll number can be found in the upper right hand corner of your latest Tax Bill.

**FIND PROPERTIES**

Your entered search criteria did not find any matching records. Please revise search criteria and try again.

**Find by Address**

The Street Name is mandatory when searching for a property by address. If you wish to browse by Street Name only, it may take a while to display the result of the search.

Street No. Street Name: Type Direction

**Find by Roll Number**

Your roll number can be found in the upper right hand corner of your latest Tax Bill.

The above examples are the (2) common error messages displayed to the screen. The one on the left indicates that your criteria will result in too many records and the system is asking you to refine your selection criteria. In this case, you could simply enter the street number. The error message on the left simply means that our system did not find any matching records. This happens most time with the Street Name being incorrect.

## Cannot Locate Property

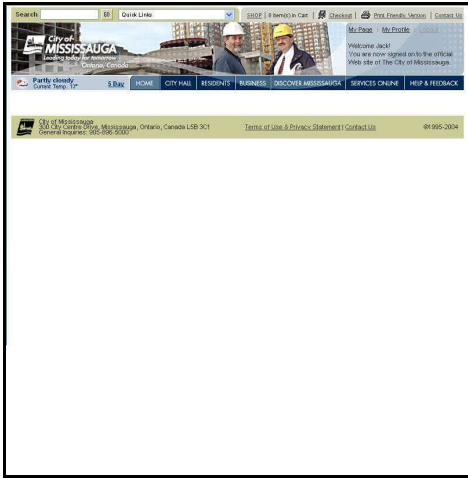
You may find that you do not have sufficient information to complete the query portion. For example you may only have a portion of a legal description and no roll number or address. You may have a survey that visual describes the property and no way of communicating that to our application. These are usually situation where the land is vacant and is described in terms of reference plans.

You should be able to use our Property Search and Online Mapping features to retrieve either the complete address or roll number. If you have at least the street name, you can enter that in the Street Name field. You should get a page listing all the addresses and roll numbers on that street. The list will also contain the Legal Description. You can try to match up with the Legal Description displayed. You can then click on the Address link to go to the Property Confirmation page where you will see Owner Information.

If you are still having no luck in finding the property, please contact us by phone and we will able to assist you in finding you property.

## Blank Screen

From time to time you may also experience a blank screen. This is a known bug in our application and our vendors are working to resolve this issue. When you experience this, simply refresh your browser by pressing your F5 function key or using the Browse Refresh icon.



You may also experience this type of blank screen if you fail to acknowledge the Privacy statement on the Payment page.

## Printing Problems

When you print you may experience a problem whereby the right hand side of the printed output runs off your page. The issue here is that when the report was configured, it was configured with a specific printer driver using Windows XP. Your printer maybe different and we cannot possibly design a printed report that addresses all configurations.

The simple solution involves a minor change to your printer setup. You would need to access your printer setup and change the page orientation from portrait to landscape. You may get a few more pages printed but you will get all the data displayed.