

# Making Online Payments



## ONLINE PAYMENTS

Paying online through your financial institution is fast, easy and convenient. Here's the step-by-step process.

To make an online payment, you need:

- online access to pay bills through your financial institution
- use the account number as provided (folio#, utility acct#, BL Acct#, BP# etc.)

Currently the City of Courtenay only has tax & utility online payment options at all major financial institutions with a select few including the business licence payment option.

Payments can still be made online for other items providing you have a specific account number. These are processed through the **City of Courtenay - 'Utility Option'** on your financial institutions website. This option allows alpha-numeric entry for account numbers.

If a person wanted to pay for a Permit they would use their folder number as their account number. For example to pay a building permit use BP014xxx or a development permit use DVP00000xx.

## Once you have your account number add City of Courtenay as payee

**Step 1 – Setup the City of Courtenay as a payee**

Log on to your online banking website of your financial institution and proceed to the **'Bill Payment Option'**

**Step 2:**

Add the City of Courtenay as a payee. (Find your financial institution's payee name for the City of Courtenay in the table to the right.)

Financial Institution	City of Courtenay Payee Name
Bank of Montreal	Courtenay, UTILITY
CIBC	COURTENAY CITY UTILITY
Coastal Community Credit Union	Courtenay, City of - UTILITIES
RBC	COURTENAY (CITY) - UTILITIES
Scotiabank	COURTENAY (CITY) UTILITIES
Tangerine (ING)	COURTENAY UTILITIES
TD Canada Trust	COURTENAY UTILITIES



CITY OF  
**COURTENAY**  
Financial Services

If you have any questions  
or concerns, please contact us.

Tel. 250-334-4441 | Email [finance@courtenay.ca](mailto:finance@courtenay.ca)

follow us  

### Step 3:

Use your account number on the invoice.

Insert leading zeros (only if necessary) to your account number.

For example, if your account number is 5 digits and the entry requires 10 digits add additional zeroes before your invoice number: Business Licence #19999 = 0000019999

### Step 4 – Paying your Invoice

Once the City of Courtenay is set up as a payee, go to the '*Pay Bills*' option provided by your financial institution, select the newly setup account and make you payment.

### Step 5:

The confirmation number/code issued by your financial institution serves as your confirmation that payment will be made per your request. No receipt will be issued by the City of Courtenay for online payments.

## Online payments for Business Licenses

Financial Institutions with a business licence option are listed below, person wishing to pay for a business licence at another financial institution can still do so by selecting the City of Courtenay – Utility option in step#4.

Account number = Tempest BL Acct# (5 digits)

- Scotiabank
- TD
- BMO

