

# Renew and Review Your Liquor Licence Online

## INFORMATION FOR LIQUOR LICENSEES

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You, as a B.C. liquor licensee, can renew or review your liquor licence online! The Liquor Control and Licensing Branch (LCLB) has partnered with the 'OneStop' Business Registry to provide licensees with a fast, easy and convenient online service – available seven-days a week, 24 hours a day. The service is accessible from the convenience of a home or office computer, or from one of the over 100 public-access OneStop terminals across the province, where staff are available to help. (See *Contact information at the end of this factsheet for locations.*) At this time, the online service is a pilot project offering just online renewals – eventually more liquor licensing services will be added. During this initial phase, LCLB welcomes your feedback on the online service. Please e-mail your feedback to: [lclb1stophelp@gov.bc.ca](mailto:lclb1stophelp@gov.bc.ca)

### Pre-Registration

Before you can use LCLB's online service, you will have to register for a [Business BCeID](#) account:

*A Business BCeID allows you to access B.C. Government online services where your business's or organization's identity must be verified and you are acting in a business capacity (i.e. not as an individual). Once you have a Business BCeID account, you can sign in to LCLB's online service plus other government participating sites using your BCeID and a single password so you don't have to remember a different Login ID and password at every service.*

Six weeks before your liquor licence is due to expire, the primary owner of your licensed establishment will receive full instructions from LCLB on how to set up an online account. The instructions will include a time-limited [subscription code](#) and [personal identity number](#) (PIN). Please contact LCLB if you would like to confirm or change your preferred contact information.

### Accessing LCLB's Online Service via OneStop Business Registry

Once you have your Business BCeID account set up, renewing your liquor licence online through 'OneStop' will be quick and easy. Business owners may delegate the authority to use OneStop (including the authority to renew a liquor licence) to others within the organization (such as an accountant or manager, or both). The entry point to "OneStop" during the pilot of the service is: [www.bcbusinessregistry.ca/introduction/lclb.htm](http://www.bcbusinessregistry.ca/introduction/lclb.htm)

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## FAQ about 'OneStop'

### What is the OneStop Business Registry?

For years, businesses across the country have asked governments at all levels to work together and reduce red tape. The OneStop Business Registry does exactly that by providing seamless access to government departments. It eliminates the need for businesses to keep repeating the same information over and over each time they apply to a different public agency for such things as a PST number (the provincial government), a GST number (the federal government), or a business licence (the municipal government). The LCLB has partnered with 'OneStop' so liquor licensees may renew and review their liquor licence online via the same service—'OneStop'—that they may already be using for other governmental transactions.

Once a business registers with OneStop, all of its basic information, such as:

- the name of the business and a general description of what it does
- the business mailing address, telephone and fax numbers
- ownership type (corporation or partnership, for example)
- business number and contact person can be transferred (with the business's specific consent) to a range of public sector agencies without re-keying, saving the business both time and effort.

The business can also update this information – change an address, for example – at any time, without having to notify each government agency individually, another great time saver.

You may wish to check out the 'OneStop' Business Registry website to read about the services it offers with other government partners: [www.bcbusinessregistry.ca](http://www.bcbusinessregistry.ca)

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## Do I have to use a credit card to renew on line? What if I want to pay cash?

LCLB's online service through 'OneStop' accepts Visa or MasterCard. To pay your renewal fee by cash or cheque, you will need to visit a OneStop kiosk location or complete a paper application form. (See *Contact Information for locations.*)

## How long will it take me to use OneStop to renew my liquor licence?

Once you are logged-in, it will only take about 15 minutes to renew your liquor licence, from start to finish . . . about five minutes for you to fill in the required information and 10 minutes for us to approve your renewal and send you a confirmation e-mail, with a copy of your new licence attached. (If you choose to have your renewal confirmed by fax or by post, the process will take longer.)

*Note: For your convenience, you can choose to stop your renewal part way through and return to it at a later date or time (OneStop will save all your information and, when you re-start your session, will take you back to exactly where you ended earlier).*

## Why should I renew my liquor licence online rather than using the paper renewal form?

Renewing online is fast and convenient: you can access the service 24 hours a day, seven days a week, and your renewal will be approved as soon as your credit card payment goes through.

If you do not want to renew your current liquor licence online, please call us. We will send you a printed version of the renewal form by mail or fax, to be filled out and either mailed or faxed back to LCLB.

## How secure is OneStop?

OneStop uses technologies, systems and policies specifically designed to deliver the highest level of security and prevent any unauthorized access to your personal information.

For example, OneStop uses the same security measures as would any on-line banking system and also uses the British Columbia government standard security provided by the BC electronic Identifier.

## Can I apply on-line for a new liquor licence, or to make changes to my existing licence?

LCLB plans to offer more online services over time, but during this pilot phase, only online renewals are offered. You will need to use a paper application form to apply for a new licence or to make changes to your current licence. Visit LCLB website to download the specific application form(s) you need:  
[www.pssg.gov.bc.ca/lclb/publications/index\\_forms.htm](http://www.pssg.gov.bc.ca/lclb/publications/index_forms.htm)

## CONTACT INFORMATION

### Liquor Licensing:

If you have any questions about renewing your liquor licence,

- send in an email: [lclb1stophelp@gov.bc.ca](mailto:lclb1stophelp@gov.bc.ca)
- visit LCLB website: [www.pssg.gov.bc.ca/lclb](http://www.pssg.gov.bc.ca/lclb)

or call LCLB between 8:30 a.m. and 4:30 p.m. Pacific Time:

- in Greater Victoria, 250 387-9144
- elsewhere in BC, toll-free 1 888 544-0443

### OneStop Business Registry:

If you have questions about OneStop or run into technical problems on-line call the OneStop Business Registry Help Desk, Monday to Friday, 7 a.m. to 7 p.m. Pacific Time:

- In Greater Victoria or outside Canada, 250 370-0332
- Elsewhere in Canada, toll-free 1 877 822-6727

If you wish to find the locations of OneStop kiosks, visit website:

[www.bcbusinessregistry.ca/introduction/sites.htm](http://www.bcbusinessregistry.ca/introduction/sites.htm)

or call OneStop Help Desk:

- In Greater Victoria or outside Canada, 250 370-0332
- Elsewhere in Canada, toll-free 1 877 822-6727

### BCeID:

If you have questions regarding BCeID – the secure access to online government services – or would like more information:

- visit the website: [www.bceid.ca](http://www.bceid.ca)
- or call the BCeID Help Desk at 1 888 356-2741



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