

Paper Documents

As of December 7, 2020, there will be online enhancements available in OnLand and Teraview to allow for paper documents to be submitted online. If you have more than 20 documents to submit in a day or the submission has a file size greater than 23.5 MB, please contact ServiceOntario at (519) 971-9980 to make arrangements prior to submission.

“Paper documents” to which this process applies includes:

- (1) Documents where the affected property is under the *Registry Act*;
- (2) Documents where the affected property is under the *Land Titles Act* but the data in the document is over the electronic registration system limits (e.g. number of PINs) and therefore cannot be registered electronically;
- (3) The document type is considered one of the exception document types that the Director of Titles has permitted or required to be registered in paper.

Note: Plans, Applications for Absolute Title, Applications for First Registration under the Land Titles Act, Condominium Declarations and Descriptions as well as related amendments and terminations are excluded from this process.

Submission

All paper documents in pdf format must be submitted by way of OnLand for users not authorized to submit documents via Teraview. Documents that can be submitted electronically in Teraview may not be submitted in paper pdf format.

Evidence

Evidence in pdf format can also be submitted for indexing via OnLand by selecting the Evidence type document.

OnLand

Select “Submit a Paper Document to ServiceOntario for Registration” and complete the applicable fields.

Note: If a paper document contains 800 or more PINs, it must be submitted in a single request. Also, a request with multiple documents must contain less than 800 PINs in total.

Corrections

If a document requires corrections, LRO staff will contact the customer using the contact information provided on the Document Submission Request and return the document via email.

Corrections to the document must be made by the customer. **Under no circumstances will LRO staff be making any amendments to the documents.**

Once the amendments to the document have been made, the amended document will be returned to the LRO staff via email.

Registration

Documents submitted via OnLand will be registered in the order in which the user has identified in the request.

Staff will confirm the last registration number if identified in the Paper Document

Electronic Registration Procedures Guide
Paper Documents in OnLand

Submission. If the number on the PIN(s) does not match the last number provided in the submission, staff will contact the customer prior to registration.

If required, execution certificates provided must be current at the date of submission. Staff will confirm the results and contact the customer prior to registration, if they do not match.

Upon successful registration of the document(s), scanned copies of the stamped registration(s), along with the receipt will be emailed to the customer using the email address provided on the Paper Document Submission. If the document is too large to be sent via email, a confirmation of registration email will be sent to the customer and stamped duplicate returned via courier at the LRO's expense.

If a registration number of a submitted document needs to be inserted into a subsequent document, the subsequent document must not be submitted until the user has received the registration number of the prior document and inserted the number into the subsequent document. LRO staff will not insert this number for the user and will not return such documents as a correction.

Payment/Refund

Credit card payment using either Visa or Mastercard is available and collection will only be initiated if LRO staff deem the document(s) acceptable for registration.

Refunds, if warranted, will follow the existing refund process.

Confirmation of Submission

Upon a successful submission, the submitter will receive a request number with the prefix QQ.

Note: This number IS NOT the registration number of the paper document.