



# CAO Condo Returns Guide: After Filing

Last Updated: December 23, 2022

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



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***Have a Question?***

If you have a question about any of the information in this Guide, please contact us. We have a team available to answer any questions you may have.

This guide may be updated from time to time. You can access the most up-to-date version on the CAO website.

*Last updated: December 23, 2022*

# Purpose

The purpose of the CAO Condo Returns Guide: After Filing (“the Guide”) is to provide you with the information you need to help you view previously filed condo returns and paying outstanding invoices.

This is the last of the three guides prepared by the Condominium Authority of Ontario (CAO) to assist you with filing condo returns and paying your assessment fees.

## Returns History: Viewing Previously Filed Condo Returns

Condominium corporations are legally required to keep condominium records, which include copies of all condo returns filed with the CAO.

You can access PDF copies of your condominium corporation's filed condo returns and notices of change by navigating to “Returns History” on the condominium corporation profile. These documents allow you to review previously filed condo returns and notices of change. Since these documents are condominium records, owners, purchasers or mortgagees of a unit may request them through the request for records process.

Follow the steps below to view your previously filed returns:

**Step A:** Go to the CAO's website and click on “Login.”

**Step B:** Enter your Username and Password and click on “Login/Connexion.”

The screenshot shows the CAO website header with a search bar and navigation links. The main content area features a large image of a modern building complex and a text box with instructions for creating an account. Below this is a login form with fields for 'Username/Nom d'utilisateur' (containing 'CAOTest123') and 'Password/Mot de passe' (with masked characters). A 'Login/Connexion' button is at the bottom of the form. Red arrows indicate the steps: one from the 'Login' link in the top navigation bar to the login form, and another from the 'Login/Connexion' button to the form fields.



**Step C:** Select your name at the top and select "My Corporations" from the dropdown menu.

## My Corporations

Testuser Kim

To view/edit Corporation details select Corporation from the list below.

Corporation	Primary Role
ESSEX COMMON ELEMENTS CONDOMINIUM CORPORATION NO. 74	Other
ESSEX STANDARD CONDOMINIUM CORPORATION NO. 69	Other
ESSEX STANDARD CONDOMINIUM CORPORATION NO. 70	Other
ESSEX STANDARD CONDOMINIUM CORPORATION NO. 71	Other
ESSEX STANDARD CONDOMINIUM CORPORATION NO. 72	Other
ESSEX STANDARD CONDOMINIUM CORPORATION NO. 73	Other
ESSEX STANDARD CONDOMINIUM CORPORATION NO. 75	Other
ESSEX STANDARD CONDOMINIUM CORPORATION NO. 76	Other

**Step D:** Select your condominium corporation

- Corporation Profile
- Contacts
- Returns History**
- Invoices and Payments
- Corporation Details
- Corporation Surveys

## Corporation Return Records

Corporation legal name: VICTORIA STANDARD CONDOMINIUM CORPORATION NO. 987

**Step E:** Select "Returns History"

Your Corporation has the following Returns created:

Return Type	Fiscal Year	Submitted On	Action
Annual	2022-2023	20/12/2022 10:54 AM	<a href="#">Download PDF</a>
Turnover	2022-2023	14/10/2022 4:19 PM	<a href="#">Download PDF</a>
Annual	2021-2022	14/10/2022 4:19 PM	<a href="#">Download PDF</a>
Annual	2020-2021	14/10/2022 3:50 PM	<a href="#">Download PDF</a>

Selecting "Returns History" in the left-hand navigation menu will display a list of all the condo returns that have been filed for this condominium corporation.

Corporation Profile
Contacts
Returns History
Invoices and Payments
Corporation Details
Corporation Surveys

## Corporation Return Records

Corporation legal name: VICTORIA STANDARD CONDOMINIUM CORPORATION NO. 987

Your Corporation has the following Returns created:

Return Type	Fiscal Year	Submitted On	Action
Annual	2022-2023	20/12/2022 10:54 AM	Download PDF
Turnover	2022-2023	14/10/2022 4:19 PM	Download PDF
Annual	2021-2022	14/10/2022 4:19 PM	Download PDF
Annual	2020-2021	14/10/2022 3:50 PM	Download PDF

Step F: Select "Download PDF"

Depending on the settings of your computer, when you download a condo return, the document will either open on a separate tab on your browser or it will open in a PDF reader (such as Adobe Acrobat Reader DC).

The images below show examples of a condo return PDF opened on a separate tab on a Chrome browser, and a PDF opened in a PDF reader. You may wish to print or save a copy of the PDF document by selecting the "download" or "print" buttons.

The screenshot shows a PDF viewer interface with a document titled "Annual-Return (4).pdf". The document content includes the logo for the Condominium Authority of Ontario (CAO) and the following information:

**Condominium Corporation Legal Name:** VICTORIA STANDARD CONDOMINIUM CORPORATION NO. 987

**Address for Service:** 1001 King's Hwy, Fort Frances, Ontario P9A 2X7

**Email Address for Service:** testemail@gmail.com

**Type of Corporation:** Standard Freehold

<b>Date Registered at the Land Registry Office: (DD/MM/YYYY)</b> 01/01/2010	<b>Total Number of Units:</b> 52	<b>Total Number of Voting Units/ Maximum Votes:</b> 52
<b>Date of Last Annual General Meeting: (DD/MM/YYYY)</b> 16/11/2022	<b>Fiscal Year Start Date:</b> January 1	<b>Fiscal Year End Date:</b> December 31

**Board of Directors:** CAO Test

**Election/Appointment date: (DD/MM/YYYY)**  
16/11/2022

Callouts in the image point to the printer icon (labeled "Select to print") and the download icon (labeled "Select to download the document") in the top right corner of the PDF viewer.



Select to print

Select to save the document



Condominium Authority of Ontario

(Part II.1 of Condominium Act, 1998)

ANNUAL RETURN 2022-2023

Condominium Corporation Legal Name: VICTORIA STANDARD CONDOMINIUM CORPORATION NO. 987		
Address for Service: 1001 King's Hwy, Fort Frances, Ontario P9A 2X7		
Email Address for Service: testemail@gmail.com	Type of Corporation: Standard Freehold	
Date Registered at the Land Registry Office: (DD/MM/YYYY) 01/01/2010	Total Number of Units: 52	Total Number of Voting Units/ Maximum Votes: 52
Date of Last Annual General Meeting: (DD/MM/YYYY) 16/11/2022	Fiscal Year Start Date: January 1	Fiscal Year End Date: December 31
Board of Directors: CAO Test	Election/Appointment date: (DD/MM/YYYY) 16/11/2022	

# Payment: Viewing and Paying Assessment Invoices

To view any assessment invoices that have been issued for the condominium corporation, select the “Invoices and Payments” option in the left-hand navigation menu.

You can pay the current balance or you have the option of viewing and paying each individual invoice.

## Invoices and Payments

Corporation Profile

Contacts

Returns History

**Invoices and Payments**

Corporation Details

Corporation name: [TEST] VICTORIA STANDARD CONDOMINIUM CORPORATION NO. 0000

**ATTENTION (ADDITIONAL RETURNS REQUIRE FILING): you have more condominium returns that are outstanding and must be filed, click here to view these returns:**

[Outstanding Returns](#)

Select “Invoices and Payments”

### Your Account Summary

Current Balance: \$2,917.28 20/12/2022 [Pay Now](#)

### Your Account Details

#### Outstanding Invoices

Assessment Invoices

Assessment Invoice ↑	Invoice Number	Invoice Amount	Balance Payable	Status	Date Issued
2017-2018 - Assessment Fee/Frais de quote-part	INV-74838-M9R7Z1	\$487.89	\$487.89	Pending Payment	13/01/2021
2018-2019 - Assessment Fee/Frais de quote-part	INV-74839-Q7N6J0	\$840.00	\$840.00	Pending Payment	13/01/2021
2019-2020 - Assessment Fee/Frais de quote-part	INV-75401-F9X7Z8	\$630.00	\$630.00	Pending Payment	18/01/2021

# Paying the Current Balance

The current balance is the total of all the outstanding invoices. You can pay the current balance by selecting the "Pay Now" button.

## Invoices and Payments

Corporation Profile
Contacts
Returns History
<b>Invoices and Payments</b>
Corporation Details

**Corporation name:** [TEST] VICTORIA STANDARD CONDOMINIUM CORPORATION NO. 0000

**ATTENTION (ADDITIONAL RETURNS REQUIRE FILING): you have more condominium returns that are outstanding and must be filed, click here to view these returns:**

[Outstanding Returns](#)

### Your Account Summary

Current Balance: \$2,917.28 20/12/2022

[Pay Now](#)

Select "Pay Now" to pay the current balance

### Your Account Details

Outstanding Invoices

Assessment Invoices

Assessment Invoice ↕	Invoice Number	Invoice Amount	Balance Payable	Status	Date Issued
2017-2018 - Assessment Fee/Frais de quote-part	INV-74838-M9R7Z1	\$487.89	\$487.89	Pending Payment	13/01/2021
2018-2019 - Assessment Fee/Frais de quote-part	INV-74839-Q7N6J0	\$840.00	\$840.00	Pending Payment	13/01/2021
2019-2020 - Assessment Fee/Frais de quote-part	INV-75401-F9X7Z8	\$630.00	\$630.00	Pending Payment	18/01/2021

# Viewing and Paying Individual Invoices

You also have the option to view and pay individual invoices. Click on an assessment fee invoice to view the invoice's details and payment options.

## Invoices and Payments

Corporation Profile

Contacts

Returns History

**Invoices and Payments**

Corporation Details

**Corporation name:** [TEST] VICTORIA STANDARD CONDOMINIUM CORPORATION NO. 0000

**ATTENTION (ADDITIONAL RETURNS REQUIRE FILING):** you have more condominium returns that are outstanding and must be filed, click here to view these returns:

[Outstanding Returns](#)

### Your Account Summary

Current Balance: \$2,917.28      20/12/2022      [Pay Now](#)

### Your Account Details

#### Outstanding Invoices

Assessment Invoices

Assessment Invoice ↕	Invoice Number	Invoice Amount	Balance Payable	Status	Date Issued
2017-2018 - Assessment Fee/Frais de quote-part	INV-74838-M9R7Z1	\$487.89	\$487.89	Pending Payment	13/01/2021
2018-2019 - Assessment Fee/Frais de quote-part	INV-74839-Q7N6JO	\$840.00	\$840.00	Pending Payment	13/01/2021
2019-2020 - Assessment Fee/Frais de quote-part	INV-75401-F9X7Z8	\$630.00	\$630.00	Pending Payment	18/01/2021

Select an assessment fee invoice to pay individual invoices

The "Invoice Detail" screen will show the assessment fee invoice information for the selected assessment period (the example below is showing the 2020-2021 assessment fiscal year, which is April 1, 2020, to March 31, 2021). From here, you can print the invoice, pay the invoice, or click on the "Back to Invoices" button to return to the invoice list.

Corporation Profile
Contacts
Returns History
<b>Invoices and Payments</b>
Corporation Details

**Corporation Legal Name:** [TEST] BRANT VACANT LAND CONDOMINIUM CORPORATION NO. 99000000

### 2021-2022 - Late Filing Fee/Frais de dépôt tardif

**Invoice Number:** INV-101544-X4C9W1      **Invoice Date:** 14/06/2022 10:57 PM

Item Name	Amount (CAD)
Late Filing Fee/Frais de dépôt tardif	\$ 1.00
Discount	\$ (0)
<b>Total</b>	<b>\$ 1.00 (CAD)</b>

[Print Invoice](#)

Select "Print Invoice" to print the invoice

**Payment Options:**

- Pay by Card or Google Pay
- Pay by Direct Deposit
- Pay By Cheque

[Pay Now](#)

Select a payment option and click "Pay Now" to pay the invoice

[Back to Invoices](#)

Select "Back to Invoices" to return to the invoice list

Depending on the settings of your computer, when you select the "Print Invoice" button, a PDF copy of the invoice will either open on a separate tab on your browser or it will open in a PDF reader (such as Adobe Acrobat Reader DC).

# Payment Options

To pay the invoice(s), please choose from the following four (4) payment options:

## OPTION 1: To pay by card

- Select "Pay by Card or Google Pay" then click "Pay Now"
- Provide card details (cardholder name, card number, expiry date and CVV)
- Click "Pay" and wait until the transaction decision is displayed (Transaction Approved/Declined)

1

2021-2022 - Late Filing Fee/Frais de dépôt tardif

Item Name	Amount (CAD)
Late Filing Fee/Frais de dépôt tardif	\$ 1.00
Discount	\$ (0)
<b>Total</b>	<b>\$ 1.00 (CAD)</b>

Print Invoice

Payment Options:

- Pay by Card or Google Pay
- Pay by Direct Deposit
- Pay By Cheque

Pay Now

Select "Pay by Card or Google Pay"

Click "Pay Now"

2

Pay with your digital wallet for faster checkout  
or enter details manually

or

Cardholder Name

Card Number

MMYY CW

Total \$2,835.78

Cancel

Pay

Provide card details

Click "Pay"

3

Transaction Approved

Order ID  
16699137165bDObIK1ECQjKaH

Payment  
Amount: \$289.85  
\*\*\*\*\* 0007 VISA  
Authorization Code: KN1757  
Reference Number: 660144980014423450

Please wait while we finalize the transaction. Do not navigate away. We will redirect you when done.

Receive transaction decision

# OPTION 2: To pay by Google Pay

- Select "Pay by Card or Google Pay" then click "Pay Now"
- Click "GPay" (Google Pay)
- Provide Google account information and card details or confirm the existing information saved in Google Pay
- Click "Continue"
- Click "Pay" and wait until the transaction decision is displayed (Transaction Approved/Declined)

1

Corporation Profile  
Contacts  
Returns History  
Invoices and Payments  
Corporation Details

**Corporation Legal Name:** [TEST] BRANT VACANT LAND CONDOMINIUM CORPORATION NO. 99000000

2021-2022 - Late Filing Fee/Frais de dépôt tardif

**Invoice Number:** INV-101544-X4C9W1 **Invoice Date:** 14/06/2022 10:57 PM

Item Name	Amount (CAD)
Late Filing Fee/Frais de dépôt tardif	\$ 1.00
Discount	\$ (0)
<b>Total</b>	<b>\$ 1.00 (CAD)</b>

[Print Invoice](#)

**Payment Options:**

- Pay by Card or Google Pay
- Pay by Direct Deposit
- Pay By Cheque

Select "Pay by Card or Google Pay"

Click "Pay Now"

2

Pay with your digital wallet for faster checkout  
or enter details manually

[G Pay](#)

or

VISA, Mastercard, American Express, Discover, JCB, UnionPay

VISA, Mastercard

Cardholder Name

Card Number

MMYY  CVV

Total \$2,835.78

Cancel

[Pay](#)

Click "GPay"

3

Sign in - Google Accounts  
accounts.google.com

Google  
Sign in  
Use your Google Account

Email or phone

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.  
[Learn more](#)

[Create account](#)

[Next](#)

Provide Google account information

Click "Next"

4 ← Google Pay  
pay.google.com

Confirm Google account information

Add new credit or debit card

Provide or confirm card details

Card number

#

MM / YY CVC

Cardholder name

Billing address

By continuing, you agree to the Google Payments [Terms of Service](#). The [Privacy Notice](#) describes how your data is handled.

CONTINUE

Click "Continue"

5

Pay with your digital wallet for faster checkout  
or enter details manually

or

Pay MASTERCARD ending with 4444

Total \$45.00

Cancel

Pay

Click "Pay"

6

Transaction Approved

Receive transaction decision

Order ID  
1664474183CjMjes2hyuJwDmc

Payment

Amount: \$45.00

1111 VISA from Google Pay

Authorization Code: KN3002

Reference Number: 660114080011973340

Please wait while we finalize the transaction. Do not navigate away. We will redirect you when done.

# OPTION 3: To pay by Direct Deposit

- Select “Pay by Direct Deposit” then read the Terms of Use and check the “I agree” box
- Click “Pay Now”
- Select your preferred option for adding bank details through online banking or manually
  - For online banking: Click “Add Bank Account (Online Banking)”, select the bank from the list of institutions, and log in with your online banking credentials
  - For manual: Click “Add Bank Account (Manual)” and complete all fields with banking information (company name, account number, institution number, transit number, and address) and click “Add Account”
- Click “Submit Payment” and wait until the validation message is displayed

1

Corporation Profile	Corporation Legal Name: [TEST] BRANT VACANT LAND CONDOMINIUM CORPORATION NO. 99000000
Contacts	2021-2022 - Late Filing Fee/Frais de dépôt tardif
Returns History	Invoice Number: INV-101544-X4C9W1 Invoice Date: 14/08/2022 10:57 PM
Invoices and Payments	
Corporation Details	

Item Name	Amount (CAD)
Late Filing Fee/Frais de dépôt tardif	\$ 1.00
Discount	\$ (0)
<b>Total</b>	<b>\$ 1.00 (CAD)</b>

[Print Invoice](#)

**Payment Options:**

- Pay by Card or Google Pay
- Pay by Direct Deposit
- Pay By Cheque

Select “Pay by Direct Deposit”

I agree.

By clicking this box, I agree to allow CAO to debit my bank account for the amount specified on a one-time basis and acknowledge and agree that I have the signing authority for this account. If this is a corporate account, I acknowledge and agree that I am an authorized signing officer. This is a one-time debit agreement only and any subsequent debits will require me to again provide my agreement. However, I agree that CAO may collect, use, release and exchange any or all of the personal information I am providing that is necessary to fulfill any obligations relating to withdrawals from my bank account, and to store such personal information for the purpose of possible future payments. I acknowledge that I have certain recourse rights if any debit does not comply with this agreement. For example, I have the right to receive reimbursement for any debit that is not authorized or is not consistent with this debit agreement. To obtain more information on my recourse rights, I may contact my financial institution or [www.payments.ca](http://www.payments.ca), either of which can also provide information regarding my right to cancel an authorization on 10 business days' written notice.

Read the Terms of Use and check the “I agree” box

[Pay Now](#)

Click “Pay Now”

[Back to Invoices](#)

2

## Pay By Direct Deposit

Payment Amount: \$1.00

Click “Add Bank Account (Online Banking)” to provide bank details through online banking

[Add Bank Account \(Online Banking\)](#)

[Add Bank Account \(Manual\)](#)

Click “Add Bank Account (Manual)” to provide bank details manually

[Submit Payment](#)

[Cancel Payment](#)

### 3A Providing Bank Details Through Online Banking

**Pay By Direct Deposit**  
Payment Amount: \$1.00

[Add Bank Account \(Manual\)](#)

**Connect to your institution**  
Select an institution below to authorize a secure connection

- TD  
td.ca
- RBC  
rbcroyalbank.com
- BMO  
bmo.com
- Scotiabank  
scotiaonline.scotiabank.com
- CIBC  
cibc.com
- National Bank  
nbc.ca

[Back to Invoices](#)

Select your financial institution

**Pay By Direct Deposit**  
Payment Amount: \$1.00

[Add Bank Account \(Manual\)](#)

RBC Royal Bank

**Authentication**  
Please authenticate with your financial institution

Client Card or Username

Required Field

Password

[Continue](#)

[Reset Password](#)

[Back to Invoices](#)

Log in with your online banking credentials

### 3B Providing Bank Details Manually

#### Pay By Direct Deposit

Payment Amount: \$1.00

[Add Bank Account \(Online Banking\)](#)

Please enter your banking information.

Company Name	Account number
Institution number	Transit number
Address	City
Province	Postal code

Complete all fields with banking information

Click "Add Account"

[Add Account](#)

[Submit Payment](#) [Cancel Payment](#)

### 4 Pay By Direct Deposit

Payment Amount: \$1.00

[Add Bank Account \(Online Banking\)](#)

[Add Bank Account \(Manual\)](#)

John Doe 3124566 [Remove Account](#)

Click "Submit Payment"

[Submit Payment](#) [Cancel Payment](#)

### 5 Corporation Profile - Account Payment

- File a Return or Notice of Change
- Corporation Contacts and Information
- Invoices and Payments**
- Returns History
- Corporation Surveys

#### Account Payment

Your invoice(s) are being processed for payment by our banking provider. Please allow up to 3 business days for the transaction to clear. You will receive an email indicating your payment was processed successfully. You may only pay other invoices one at a time until this transaction has cleared.

Receive validation message

Item Name	Invoice Status	Amount
2023-2024 - Assessment Fee	Pending Bank Clearance	\$ 12.00 (CAD)
Total		\$ 12 (CAD)

## OPTION 4: To pay by cheque

- Select "Pay by Cheque" and then click "Pay Now"
- Make your cheque, certified cheque or money order payable to:

**The Condominium Authority of Ontario**

P.O. Box 69038 RPO

St. Clair Centre Toronto, ON

M4T 3A1

- Payment in full must be received by the CAO within 30 days of the invoice date
- Multiple invoices can be paid by one cheque
- Please send a copy of the invoice(s) along with the cheque