



A direct link to
an extensive volume
of information

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On October 9, 2001, the ministère des Ressources naturelles put in place an extensive project intended to establish an interactive communication between the Land Register and its users. It was on this date that the Saint-Hyacinthe Registry Office of Registration (BPD), which had been selected as the beta test site to implement a computerized land registration system, first offered clients the possibility of electronically consulting and submitting documents. This computerized system and the digitization of documents will gradually be implemented in the remaining 72 BPD's, between January 2002 and December 2003.

The establishment of interactive communication brings changes to the procedures for accessing the register and its documents. Although the products and services offered will be identical, the method for obtaining and accessing them will be very different. Consequently, clients must become familiar with new software programs designed to enable remote transactions, and thereby enjoy the benefits of this updated system.

The purpose of this document is to explain the principal changes introduced by BPD computerization, both in terms of procedures and the necessary tools for remote registration and searches. You will also find in these pages, a brief summary of the procedure to follow in order to facilitate the changeover to using the new service.

As part of a legal framework, the land registration system remains unchanged, in that it continues to be a document reference system. However, legislative amendments will be required in order to establish the legal base necessitated by the use of information technology. To become familiar with changes of a legal nature, see the statutory enactment (Chapter 42 – Québec Statutes) and related regulations.

For more information regarding the computerized Land Register and BPD conversion dates, visit our Web site at: <http://www.registrefoncier.gouv.qc.ca>



THE COMPUTERIZED LAND REGISTER: THE ADVANTAGES

Accessible

The Land Register is a public register, and therefore accessible to both citizens and real estate professionals alike. Remote access via the Internet means that documents can be consulted seven days a week from a client's personal workstation.

Applications for registration in the Land Register can also be transmitted by electronic mail at any time.

As one more in a series of modernization projects, the "at your fingertips" Land Register provides further striking testimony to the government's commitment to bringing the State closer to its citizens.

Efficient

The computerized Land Register is fast and efficient. Searches are instantaneous for most documents already digitized at the time the BPD was converted to computerization and for all documents filed thereafter.

The completion date for computerizing the entire land registration system is slated for December 2003, after which the anticipated maximum delay for processing registrations is four hours.

Secure

The new system is equipped with several mechanisms to control unauthorised access to its documents and computer programs, prevent handling errors, protect equipment, offset system breakdowns or failures, and verify the authenticity of the information contained therein.

For example, when an application for registration in the Land Register is submitted, a Public Key Infrastructure (PKI) ensures the electronic exchange is secure. To this end, a government-accredited supplier provides a specific identification key and signature to anyone eligible to register documents in the Land Register. As an additional security measure, encryption and a digital signature are used during transmission.

REGISTERING DOCUMENTS IN THE LAND REGISTER

One of the principal changes introduced by Land Register computerization is the option of using electronic mail to submit documents for registration in the Land Register. The procedures have been modified to take into account information technology.

Registration: the basic principles

As the computerization phase-in of BPD's progresses, clients will be able to choose either of the following two procedures to transmit documents for registration in the Land Register:

- ***by electronic mail***

Documents can be transmitted to the Land Register in a computer file by electronic mail from a client's workstation, at any hour of the day or night, seven days a week. However, registration hours will remain unchanged, i.e. 9:00 a.m. to 3:00 p.m. Thus, the filing date, hour and minute (DHM) for a contract sent at 4:00 p.m., will be 9:00 a.m. on the next business day.

There is only one portal for remote document transmissions, irrespective of the registry division involved in the transaction (the document may even involve several registry divisions); the transmission is directed to a sole electronic address.

- ***as a printed document submitted in person at a registry office of registration***

In some cases, it will be impossible for clients to send documents for registration in the Land Register, by electronic mail, notably for minutes of boundary determination, as the computer system is not designed to read the accompanying plans. Other types of documents may not be sent electronically because the signing parties do not have digital signatures.

Clients may also decide to continue filing printed documents, which must be submitted to the BPD in the registry division of the property in question, either by regular mail or in person. These documents will not be processed or analysed in that office, but are digitized and transmitted to one of the eight operations centres for processing. Printed documents will no longer be stored at the BPD, but returned to the client.

A printed document regarding properties located in several registry divisions must be filed in each BPD concerned.

BPD business hours remain unchanged, i.e. from 9:00 a.m. to 4:00 p.m. for consultation and 9:00 a.m. to 3:00 p.m. for registration.

Important Information for Users

- All documents submitted for registration will be analysed by registrars – not the computerized land registration system. As a result, the land registrar will continue to authorise the acceptance or rejection of a document's registration.
- In light of the regionalisation of the Land Register operations and in an effort to accelerate the updating of registers, the registry division should be clearly indicated on all documents filed for registration, failing which the land registrar is authorized by law to reject the registration.
- Only one copy of documents will be submitted (rather than the current two), even for printed deeds filed in person at a BPD. With respect to tax transfer deeds, the third copy will no longer be required.
- A creditor's notification of address will be registered province-wide, and can be referred to for any document filed, regardless of the registry division office where the immovable is located.
- Clients can obtain a transaction processing status report for each lot. Depending on whether it involves deeds at length or deletions, the update entry (DHM) is separate. The register is updated at regular intervals throughout the day. The specified DHM entry certifies for the client that all deeds on this lot have been processed up to the hour indicated.

The screenshot shows a web-based application for land registration. At the top, there is a navigation bar with links: INSTRUCTIONS, ASSISTANCE, PRODUITS/SERVICES, FACTURE, and a search icon. Below this is a sub-menu with: TERMINER LA SESSION, PRÉFÉRENCES, and SAUVEGARDER. The main content area is titled "Index des immeubles" and includes a link "Informatisé Numérisé Imprimer".

Property details for "Saint-Hyacinthe" are shown:

- Circonscription foncière: Saint-Hyacinthe
- Cadastre: Cadastre du Québec
- Lot: 1 297 036
- Date d'établissement: [blank] (Soumis à l'article 19 de la Loi sur le cadastre)
- Plan: Liste des plans
- Concordance: [blank]

Registration dates are listed on the right:

- Dates de mise à jour du registre
- Droits: 2001-12-11 11:05
- Radiations: 2001-12-10 15:01

A table of transactions is displayed below:

Date de présentation	Numéro d'inscription	Nature de l'acte	Qualité	Nom des parties	Remarques	Avis d'adresse	Radiation
Voir section numérisée pour les inscriptions antérieures à 2001-10-09							
2001-12-11	10 001 734	Vente	Vendeur Acheteur	Threl, Robert Brewer, Thelma Carolyn Lemieux, Daniel Angers, Myriam	80 000,00 \$ comptant		
2001-12-11	10 001 735	Hypothèque	Créancier Débitur	Caisse Populaire Bourg-Joli Lemieux, Daniel Angers, Myriam	78 850,00 \$	6 000 120	



REMOTE TRANSMISSION OF APPLICATIONS FOR REGISTRATION IN THE LAND REGISTER: PROCEDURE

1

Obtaining a digital signature: a prerequisite

Each document must be accompanied by the required digital signature. Issued by a government-accredited Land Register certification supplier, the digital signature has the same weight as the original signature.

Indeed, for this reason, and since the law has not changed, remote registration will still require an original, signed authorised copy of the document, failing which, an original copy signed by all parties to the deed. For example, in the case of a deed under private writing, the digital signature of each party and a digitally-signed certificate from a notary or lawyer must be enclosed with the transmitted electronic message.

To verify the identity of the applicants and the confidentiality of documents exchanged, the computerized Land Register uses the most commonly-used, secure technology, i.e. Public Key Infrastructure (PKI), which makes it possible to attain the following objectives:

- **confidentiality** – electronic exchanges between two parties remain confidential along the exchange route during the exchange;
- **completeness** – the message content is received in its entirety by the recipient;
- **data integrity** – during transit, the message cannot be inadvertently or unduly modified;
- **non-repudiation** – the sender of the electronic message cannot refute having digitally signed or sent the message.

However, before undertaking secure exchanges, each party wishing to transact in complete security must hold a public key certificate, issued upon request by a government-accredited certification service recognized by the Land Register, i.e. the *Chambre des notaires du Québec*, who verifies the applicant's identity¹ against strict criteria, and then assigns a specific public key certificate and activation code.

This public key certificate is comprised of two keys, also known as double-key, one for signing documents and the other for message encryption.

¹ Pursuant to a contractual agreement signed with the *ministère des Ressources naturelles*, *Notarius*, a subsidiary of the *Chambres des notaires*, must provide a digital signature for all Land Register clients who apply. For administrative purposes, a process has been undertaken to enable the *Chambre des notaires* to respect this contractual agreement and issue certificates to any Land Register client, whether a notary, land surveyor, lawyer, bailiff, etc.

2

What can be transmitted by electronic mail

The Land Register accepts all remote registration applications and their attached documents, if all required digital signatures are enclosed. Several documents for registration may be enclosed in one message.

3

An essential step is acquiring the specially-designed software for electronically transmitting documents to the Land Register.

See page 13 for additional information regarding this software.

4

Notice of receipt

As soon as the computerized land registration system receives a document, a notice of receipt is automatically sent by electronic mail to the sender's address.

However, please note this notice of receipt only indicates files have reached their destination, and not that they have been accepted by the land registrar.

5

A certified statement of registration of right

Once the document is accepted for registration, the applicant shall receive a certified statement of registration² by electronic mail.

At the time clients receive a certified statement, it is likely that the registration will not immediately appear in the register, and only be displayed after the subsequent registry update, which are carried out on a regular basis (hourly). The date, hour and minute of the registry update certifies for the client that all deeds filed on this lot have been processed up to the specified hour.

The registration number is created automatically by the computer system, taking into account requisitions received at the BPD. Henceforth, requisition numbering will be assigned on a province-wide basis:

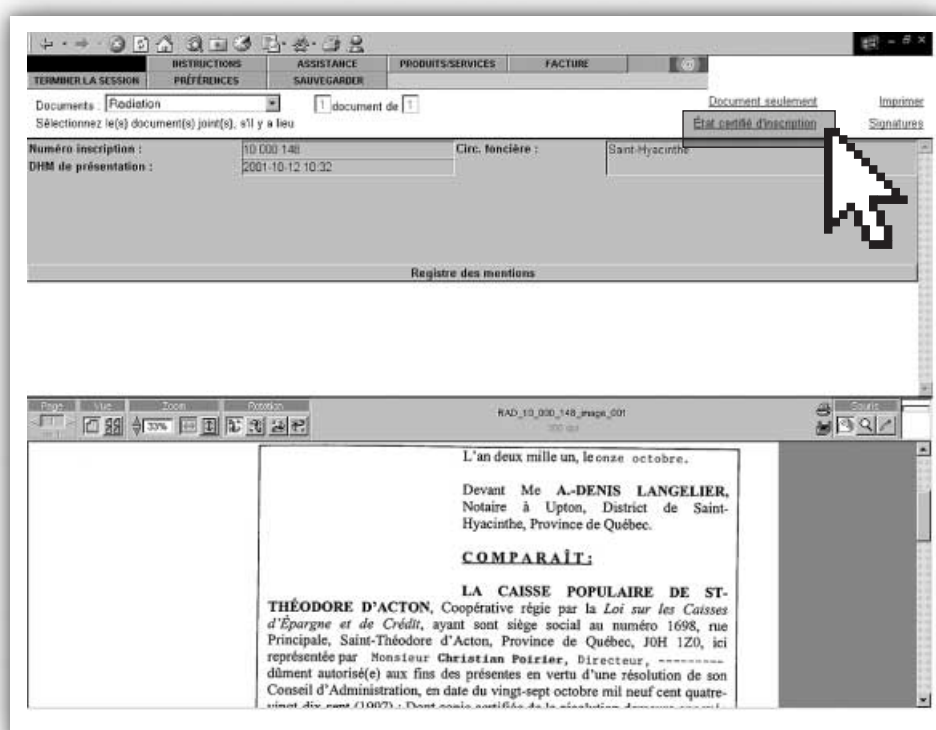
- deeds at length and deletions: 10,000,001;
- notifications of address: 6,000,001.

² The certified statement of registration will replace the certificate affixed to printed documents. In the event a registration is rejected, the client will receive an explanatory note specifying the reasons for the refusal.

Once the computer system is fully operational throughout the province (in December 2003), the anticipated maximum delay for processing registrations in the Land Register is four hours.

The certified statement of registration will be delivered in the same manner the document was transmitted. Thus, clients who submit documents for registration by electronic mail will automatically receive a certified statement by electronic mail, whereas clients who submit printed documents at the BPD will receive a printed certified statement at the BPD.

Lastly, please note that a certified statement of registration of right for all documents registered after BPD computerization will be available for consultation on the Web site.



CONVERSION OF LAND REGISTER DOCUMENTS

Once a registry office of registration is computerized, the deeds, directories and registers of that particular registry division will henceforth be stored on computer medium and thereby, only be accessible by means of a computer.

In order to ensure remote searches are not limited solely to documents registered after BPD computerization, the *ministère des Ressources naturelles* has decided to convert the vast number of printed documents currently housed in all registry offices of registration into electronic format, and integrate them into the new computerized land registration system. This process is called digitization, i.e. conversion of printed documents into images. This will make it possible to conduct remote searches of BPD documents that pre-date computerization.

The government-approved legal electronic medium for this conversion into images is TIFF (Tag Image File Format), which contains features for ensuring data completeness and preventing data loss or alteration during the conversion process. The Index of Immoveables, contracts and the various registers and digitized directories in TIFF format are recorded in the Land Register computer system; they constitute legal documents having the same weight as the original printed copies.

In short, conversion of the documentation legacy in the Land Register is:

- considered as one of the most extensive digitization projects involving such a great volume of documents, ever undertaken in America;
- a delicate project as it means working with sole-existing copies of legal documents still in effect, many of which date back to the mid-1800's;
- secure digitization of 180 million pages, in order to maintain the integrity of the Land Register;
- massive digitization efforts involving the documents housed in 72 BPD's, scheduled from January 2002 to December 2003;
- digitization process taking place in a Québec conversion centre. Once digitized, the documents will be stored in a central archive adjacent to the conversion centre.

Digitized Documents

The principle documents to be digitized are:

- all Indexes of Immoveables;
- deeds at length registered between January 1, 1974 and the BPD computerization date;
- various registers and directories (Register of real rights of State resource development, Register of public service networks and immoveables situated in the part of the registry office's territory that has no cadastral survey, etc.).

Printed Documents Stored in their Respective BPD

Some registers and documents will not be converted into images. They will be available for consultation at the registry office of registration. However, please note that in an effort to save clients time spent travelling to the office, copies of most printed documents can be ordered via the Web site.

These documents include, notably:

- deeds at length dated prior to January 1, 1974;³
- various deeds;
- deletions;
- notifications of address.

Only a few documents and registers will necessitate going in person to a BPD to consult or obtain copies, such as documents transcribed in the “B” registers of the Index of Names, the Book of presentation, presentation forms, as well as the cadastral plans of non-renovated territory.

³ Previous contracts digitized are those registered in the past 30 years. January 1, 1974 was chosen as the cut-off date, to establish a sole date to remember, irrespective of the conversion date scheduled for documents in the various BPD. This means that the 30-year period will be reached in December 2003, once all documents in every BPD have been digitized.

DOCUMENT SEARCHES

Changes related to document searches are obviously due to the Land Register computerization process, and primarily involve the new possibilities offered by technology.

Some changes were introduced as a result of converting printed documents into images. For example, it will no longer be possible to write in the digitized Indexes of Immoveables. Thus, a new reference section had to be created, containing information related to, among other things, deletions or corrections of material errors involving registration of a digitized real estate file.

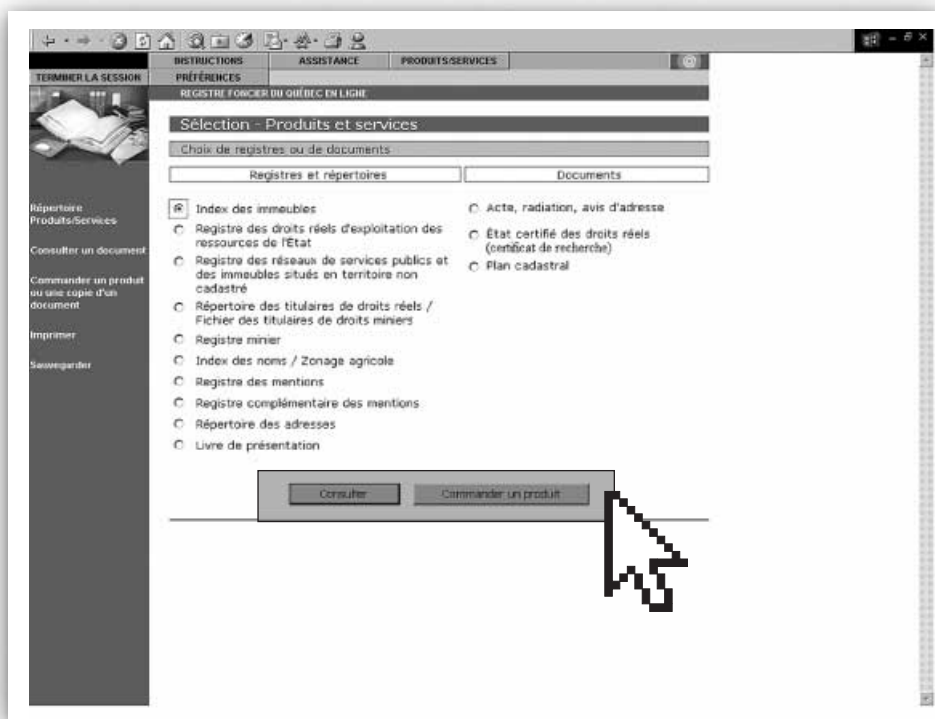
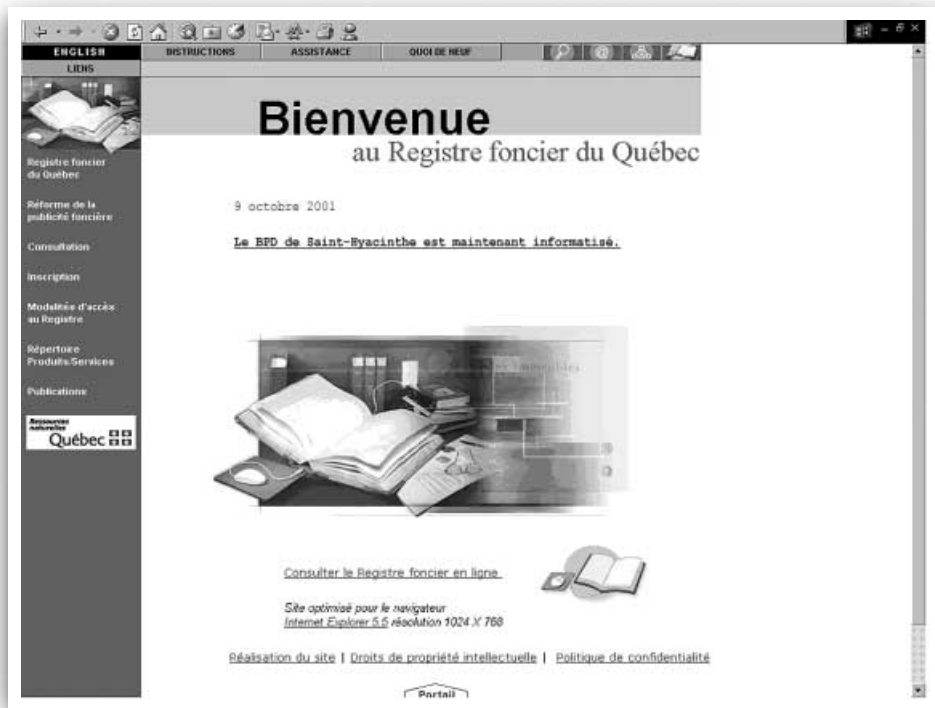
Similarly, as it will no longer be possible to “register” entries in the margin of a formerly-printed document, or in the margins of a document transmitted electronically, a space – or virtual margin – is provided for this purpose in the header of each document. The legal reference to this virtual margin is “Register of mentions.”

Lastly, as Internet navigation mechanisms are required for Land Register searches, other possibilities have been introduced to allow navigating between various documents and registers.

Remote Searches

As the documents contained in the computerized Land Register are inaccessible on printed medium, clients can only consult them by means of a computer. However, clients may search these documents from a personal workstation or a computer placed at their disposal in a BPD. Remote searches are available in real time, i.e. clients can view a requested document immediately at their workstation or one placed at their disposal in a BPD. For this reason, the service is only offered for documents stored in the computerized Land Register data base.

Business hours for remote searches of documents in the computerized Land Register are from 7:00 a.m. to 11:00 p.m., Monday through Friday, and 7:00 a.m. to 5:00 p.m. Saturday and Sunday.



The following documents, directories and registers are available for remote searches:

- The Index of Immoveables (records held before and after computerization);
- Deeds at length (registered after January 1, 1974);
- Deletions and notifications of address registered after the computerization of each BPD;
- Register of real rights of State resource development (the register kept before and after computerization);
- Register of public service networks and immoveables situated in the part of the registry office's territory that has no cadastral survey (register held before and after computerization);
- Directory of holders of real rights (register before and after computerization), including the Card-index file of the holders of mining rights;
- Index of Names, including the Register of agricultural zoning (information available by remote exchange only for registrations entered after computerization at the BPD);
- Register of mentions (new register in effect once computerization is implemented);
- Directory of addresses (new provincial notifications of address register, incorporated after BPD computerization);
- Book of presentation (book of presentation held after computerization will be available by remote access; it will replace the presentation form and the former Book of presentation);
- The Complementary register of mentions (register held before computerization will be available by remote access; after computerization it will be replaced by the electronic Register of mentions,);
- Mining register (register held before computerization);
- Cadastral plan of Québec (global plan of renovated territory);
- Complementary⁴ plans and detailed lot survey plans⁵ (including renovation plans) in renovated territory as of October 2002.

Please note that land information regarding the entire province of Québec will only be available in December 2003, when all BPD's are computerized.

Ordering Copies

Copies can be ordered through the Web site in definite time. Both certified and uncertified copies can be sent via computer medium, electronic mail, or as printed documents, either by regular mail or in a BPD mail box.

Clients can order a copy of any document available for remote searches, subject to the tariff of fees in effect for copy requests.

However, please note that unless a client needs a certified copy, there is no advantage to ordering copies that can be displayed directly on the screen, which can simply be downloaded onto a personal workstation and printed. Downloading and printing documents are included in the tariff of fees.

As indicated above, clients may also use a workstation to send requests for copies of documents unavailable in the Land Register computer data base, i.e. printed documents still on record in a BPD. The client will receive either a photocopied or digitized copy (depending on the chosen mode of delivery), within 24 and 48 hours for uncertified or certified copies, respectively.

⁴ As of October 2002, all new complementary plans will be available for remote searches. The recuperation of plans of renovated territory prior to October 2002, will also begin on this date.

⁵ The target date is October 2002 for all new plans filed in a registry division in which the BPD has been computerized. Furthermore, previously-filed lot survey plans for renovated territory will be recuperated, processed and made available for client searches in the computerized Land Register.

ESSENTIAL SYSTEM REQUIREMENTS FOR TRANSACTING WITH THE NEW LAND REGISTER

Computerization of the Land Register means that clients must not only adapt their procedures, but also their computer equipment in order to fully benefit from the possibilities offered by the computer system and the Web site. This chapter presents a list of the minimum system requirements and introduces the essential software programs for searching and sending documents.

Minimum Workstation Requirements

For remote document searches and transmissions, the minimum technical requirements are as follows:

- Personal computer (ideally at least a Pentium III with 64 Mb memory);
- Hard disk drive (minimum 2 Gb)
- Colour monitor (ideally 17 inches or larger)
- SVGA video card, 1024 x 768, 256 colours
- Keyboard
- Mouse
- Modem
- Printer

N.B.: *Macintosh* products are not compatible with the Land Register's computerized search and registration operating system

Essential Software Requirements for Land Register Searches

Consulting documents in the Land Register requires:

- Windows 95 operating system (or more recent version)
 - Web browser:
 - If your operating system is Windows 95, please download the Internet Explorer 5.5 Service Pack 1
 - However, if your operating system is Windows 98, or a more recent version, please download the Internet 5.5 Service Pack 2
 - CPC Viewing plug-in software (Cartesian Products Inc.) for displaying registry pages and complete text of deeds:
 - If Internet Explorer 5.5 is used, please download CPC View ax (free-of-charge);
 - If Netscape 6.0 is used, please download CPC Lite (free-of-charge);
- OR
- CPC View;

- Viewing plug-in software⁶ Active CGM (Intericap) for displaying Québec cadastral plan (global plan);
- Data compression and decompression software (e.g.: WinZip).

With respect to the browser, the *ministère des Ressources naturelles* highly recommends Internet Explorer, as the only browser that allows remote access to documents, registers and cadastral plans, as well as electronic transmission of documents for registration.

Software Requirements for Transmitting Registration Applications Electronically

- Specially-designed electronic transmission software for transacting with the Land Register, and a device attesting that the transmission meets all the required technical specifications;
- Digital signature issued by the sole government-accredited certification service supplier, i.e. the *Chambre des notaires du Québec*;
- a client file number assigned by the Land Register (see page 15 for more details);
- Microsoft Word word processor (97 or more recent version).

Software Adapted for Communicating with the Computerized Land Register...

Professionals who wish to send documents by e-mail for registration in the Land Register must have a specially-designed or adapted software program for communicating with the computerized land registration system.

Many professionals have already acquired the various technical tools enabling them to either globally manage the activities of their study, (including producing deeds), or specifically draft documents, deeds, contracts, etc. For remote communication with the Land Register, these products can be used to the extent they are adapted for this purpose by the manufacturer, who is responsible for making the necessary adjustments to their software programs, in order to allow clients to transact with the computerized Land Register.

To obtain a list of supplier names and addresses visit the Land Register Web site at: <http://www.registrefoncier.gouv.qc.ca> and click on the “Liens” button.

⁶ The required plug-ins can be downloaded free-of-charge from the Land Register Web site, under the menu heading “Methods of consulting the Land Register”

... or a Software Program Specially-Designed for Transacting with the Land Register

Clients who are not equipped with any of the above-mentioned products may still wish to carry out remote transactions with the Land Register. For this reason, the *ministère des Ressources naturelles* has developed a software program known as **Act@_{en ligne}**.

After launching a standard call-for-tender process, the department entrusted the development and marketing of this software program to the company *Informatique pour professionnels* (IPP). The software program makes it possible to draft deeds using the Microsoft word processor, (Word 97 or more recent version), and then prepare and send documents to the Land Register.

Act@_{en ligne} supplier.

Informatique pour professionnels (IPP)

Web site: www.logicielsipp.qc.ca • E-mail: info@logicielsipp.qc.ca

Telephone: (418) 627-5512 • Toll free: 1 (888) 836-4636

Using these Software Programs is Essential

Using either **Act@_{en ligne}** or a software program adapted to the Land Register is critical, as only documents transmitted by one or other of these programs can be processed by the computerized land registration system..

What is the purpose of these software programs? Firstly, they translate documents drafted by clients into XML, which is the sole language recognized by the computerized land registration system. This means that a deed produced using a word processor, such as Word or Word Perfect, can neither be accepted nor read by the computerized land registration system.

XML is an advanced technology computer language that uses mark-ups, or markers, to encode certain information. In the case of documents transmitted electronically to the Land Register, examples of information mark-ups would be the document's date, nature of the deed, names and quality of the parties, lot number, etc. The computer system reads the identified information, extracts some data, and records it *de facto* in the registers, without human intervention being necessary⁷.

These programs also ensure that the message meets all technical specifications required by the land registrar and prescribed by regulation, failing which the computerized land registration system cannot receive the document.

Furthermore, these software programs ensure the message content will not be subject to any modification from the moment the digital signature is affixed and its reception by the computerized land registration system. If the system detects an alteration, the client is advised immediately.

Lastly, we should point out that this new procedure for transacting with the Land Register does not impose any specific model of deed or form, such that the role and responsibilities of legal advisors to professional users are respected.

⁷ Please note that registrations in the various registers can only be performed by the computer system in response to a request from a land registrar.

CLIENT FILES

Given that future searches and registration shall be possible via the Internet and electronic mail, it is important to provide some mechanisms for simultaneous client identification and payment collection, related to product or service delivery.

Remote Registration

Clients wishing to transmit documents by e-mail for registration in the register, must first open a client file. In fact, clients must enclose proof of identification (i.e. a client file number) in messages sent for remote registration.

Remote Searches

Clients can access the Land Register Web site by providing their user code (issued when opening a client file), or by providing a credit card number and some additional information before starting each consultation session.

The screenshot shows a web browser window with the title 'REGISTRE FONCIER DU QUÉBEC EN LIGNE'. The page header includes 'INSTRUCTIONS' and a date '9 octobre 2001'. A message states 'Le BPD de Saint-Hyacinthe est maintenant informatisé.' Below this, there is a section for 'Client régulier' with three tabs: 'Champs obligatoires', 'Champs optionnels', and 'Champs non saisissables'. The 'Champs obligatoires' tab is selected, showing input fields for 'Code d'utilisateur' and 'Mot de passe', along with a 'Changer votre mot de passe' button. At the bottom of this section are 'Soumettre' and 'Annuler' buttons. A link for 'Client occasionnel qui ne possède pas de code d'utilisateur.' is also visible. On the left side of the page, there is a vertical menu with links: 'Obtenir un code d'utilisateur', 'Mot de passe oublié', 'Changer de mot de passe', 'Outils requis pour consulter', 'Facture', and 'Tarif'.

However, it is recommended that clients who regularly consult the Land Register obtain a user code, in order to avoid repeatedly having to provide the same information before each consultation session.

A user code can be obtained by contacting the *Direction générale du Registre foncier* of the *ministère des Ressources naturelles* and opening a file. A credit card number is mandatory to open an account.

A printed copy of the form that must be filled out to open a client file will be available at the BPD, several weeks before the digitization of documents at that particular BPD, as well as from the Land Register Web site in the "Formulaires" section under "Methods of consulting the Land Register". The duly-signed form can be submitted at the BPD or sent to the Service d'assistance à la clientèle du Registre foncier (SAC) by regular mail, using the address indicated on the form.

Upon opening a client account, a file number and a user code (equivalent to the password issued during the first consultation), are issued to the client within 24 hours.

TARIFF OF FEES

Products and services offered by the *ministère des Ressources naturelles* related to the Land Register can be procured by paying the required amount in accordance with the tariff of fees established by the Québec Government. The fees payable are described within the following two regulations in effect since January 1, 2002:

Tariff of fees applicable to a non-computerized BPD

- the tariff of fees respecting publication by registration in the land register and the application of certain transitional provisions relating to the former registers of registry offices.

Tariff of fees applicable to a computerized BPD

- tariff of fees respecting land registration.

Visit the Web site for further information regarding the cost of products and services see "Products and Services Directory."

PAYMENT FOR SERVICES

Remote Payment Procedure

Payment by credit card is obligatory for any electronic transaction made from a client's workstation (registration or search). It is performed by means of a secured connection to the payment server of the *ministère des Finances*. This requires either a credit card number already recorded in the client file or one provided by the client before beginning a search session of the Land Register Web site.

BPD Payment Procedure

Payment for visiting, ordering products or registering documents in the Land Register, may be made to the BPD, by credit card or one of the following:

- cash;
- cheque;
- certified cheque (including bank draft and postal money order);
- debit card.

Invoice for Products and Consultation Services

In order to avoid unpleasant surprises related to the final invoice amount, clients may consult the memorandum of fees accumulated thus far at any time during a Web site consultation session. The statement displays all information related to each consultation request, including documents consulted, as well as cost details associated with the requested products or services, according to the rates in effect.



Clients who conduct their searches from a registry office of registration receive an invoice at the end of the consultation session, whereas invoices for remote consultations from a personal workstations are sent by electronic mail.

Please note that when clients consult the same document twice during a consultation session, it will appear on the invoice as one document consultation.

Lastly, clients working from a personal workstation will pay a lower fee for either consulting or ordering documents in the Land Register, than from a station in a BPD.

Invoice for Products and Registration Services

All registration applications enclosed in a single message will be charged on the same invoice and automatically paid by credit card, using the number provided in the client file or stipulated in the explanatory file attached to the electronic mail message.

Should payment not be received due to a technical breakdown of the payment server or network, the on-line processing of registration applications will not be delayed. Payment will be obtained once normal operations have been restored.

Once the on-line registration process of the computerized land registration system is complete, the invoice is expedited to the client electronically for documents transmitted remotely or as paper format for printed documents filed for registration.

Due to lower processing costs, the registration fees for electronically transmitted documents are lower than for printed submissions.

CUSTOMER SUPPORT SERVICE

In order to actively accompany clients during this significant transition, the *Direction générale du Registre foncier* of the *ministère des Ressources naturelles*, has implemented various means of assistance and support.

Service d'assistance à la clientèle du Registre foncier (SAC)

For customer support, a toll free phone service has been available since September 7, 2001, Monday through Friday, 8:30 a.m. to 4:30 p.m. This first response team is comprised of business consultants whose mandate is to receive all requests for information or assistance from Land Register clients doing business with a computerized BPD. These questions may be of a legal, administrative, operational, or technical nature related to remote transactions. The Service d'assistance à la clientèle du Registre foncier offers one-stop service for Land Register customers.

Service d'assistance à la clientèle du Registre foncier

Telephone: (418) 643-3582 (Greater Québec area)

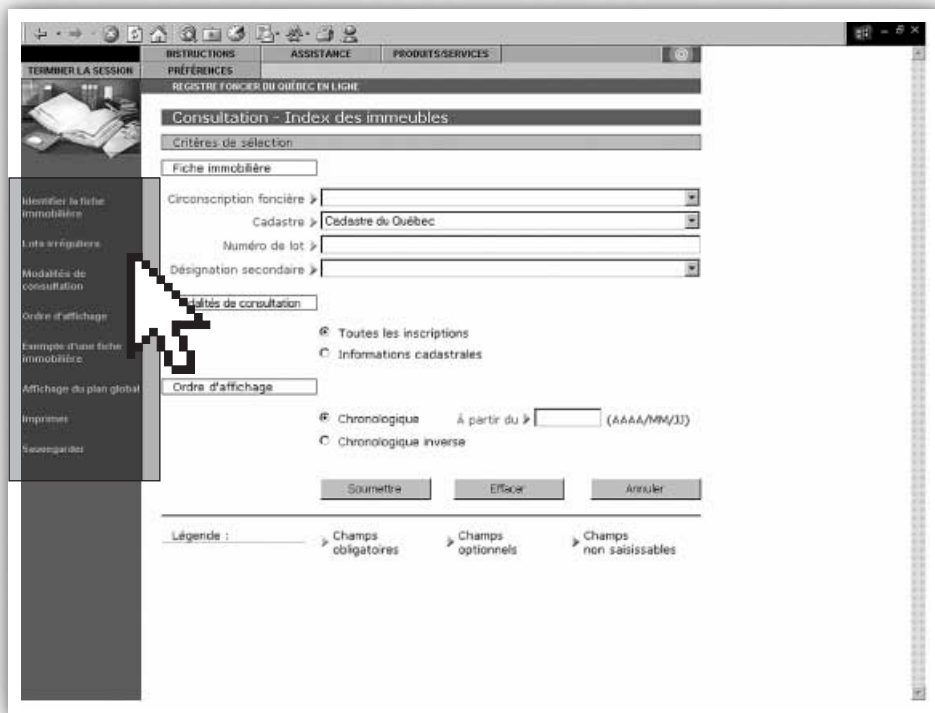
1 (866) 226-0977 (Elsewhere in Québec)

Facsimile: (418) 528-8721

E-mail: info@registrefoncier.gouv.qc.ca

Interactive Assistance on the Web Site

When a client navigates the Web site, either to consult the Land Register or order products or services, interactive assistance will be offered at each step of the process. Every consultation session will offer contextual assistance related to the task performed or field filled in, by means of a hyperlink in the menu bar on each page visited by the client.



User Guide for Remote Transactions with the Land Register

Clients wishing to perform remote transactions with the Land Register could consult the user guide available in the Web site for consultation or printing. This guide includes comprehensive information regarding Land Register products and services accessible through the Web site, as well as the procedure for electronically transmitting deeds to be entered in the register.

More specifically, this user guide was designed to guide clients through each step of the remote consultation process for a register, directory or document, including the process for ordering copies from the Web site.

Very comprehensive, it guides the client through every step and explains each information field that must be entered and hyperlink or button to click as the search progresses. Therefore, it is a very important guide containing all the necessary information for effective, efficient searches.

Two versions of the guide are available:

- interactive (HTML) – similar to visiting a Web site, with a summary and menu bar;
- printed copy (PDF) – contains a conventional table of contents – can be downloaded and printed at a workstation.

The User's Guide for remote transactions with the Land Register was produced as part of the effort to develop tools to facilitate learning the new procedures for using the computerized Land Register. It is highly recommended that clients read this document before undertaking a first remote consultation.

