

Scenarios and Answers:

Address Validation Q&A

Background:

With the OBR system release deployed on April 21, 2024, some of the known address challenges resulting from the introduction of the new address format and validation from the March 3rd and July 7th deployment of the OBR system have been addressed. The remaining scenarios are temporary and will be resolved in a future system release.

This document aims to provide steps to follow if you experience any of the error messages below in the interim.

Note: If you experience a scenario not documented below, please call the Contact Center Support Line at:

- Tel: 416-314-8880
- Toll-free: 1-800-361-3223

Contents

Scenario 1: What to do when a <i>“Unit type must be selected”</i> error message occurs	2
Scenario 2: What to do when the <i>Unit type is not listed in the drop-down menu.</i>	2
Scenario 3: What to do when <i>“The address cannot contain PO Box”</i> error message appears in the <i>Director or Officer tab</i>	3
Scenario 4: What to do when the <i>Street type I need is not listed</i> in the drop-down menu.	5
Scenario 5: What to do when <i>“The value entered is not an allowable value”</i> error message (street type) occurs	6

Scenario 1:

What to do when a “Unit type must be selected” error message occurs



- *Note: This error message will now only occur for new addresses and amalgamation transactions since amalgamation is considered a registration transaction and creates a new entity*
- The “Unit number” and “Unit type” fields are interconnected. To prevent encountering the “Unit type must be selected” error message, make sure that whenever you provide a “Unit number”, you must complete the “Unit type” field.

 A screenshot of a form with two fields. The top field is labeled "Unit type *" and has a dropdown menu with "-- Please Select --" and a downward arrow. The bottom field is labeled "Unit number" and contains the value "2".

Scenario 2:

What to do when the *Unit type* is not listed in the drop-down menu.

 A screenshot of a drop-down menu for "Unit type". The menu is open, showing a list of options: "-- Please Select --", "-- Please Select --" (highlighted in blue), Apartment, Suite, Unit, Appartement, Bureau, and Unité.

Note: Floor does not appear on the drop-down menu.

- Enter the “Postal Code”.
- Select “Find Address” and select “The address I want to enter is not listed above”.

☐ The address I want to enter is not listed above

[Cancel](#) [Ok](#)

- Select “Lot/concession address”, this will allow you to enter the address details manually.

Address for Service *

☒ Canadian Address ☐ US Address ☐ International Address

Find the address using a postal code... [Find Address](#)

If you do not know your postal code you can [find it here](#)

☐ Standard address ☒ Lot/concession address

Address *

City/Town *

Province: Ontario
Postal code: N0P2L0
Country: Canada
Elected Date: August 01, 2002

Scenario 3:

What to do when “The address cannot contain PO Box” error message appears in the Director or Officer tab

- *Note: If you are NOT changing Director or Officer information, the system will not flag an error.*
- Locate the address highlighted in the red box, then select "Edit".

The address cannot contain 'P O Box'

All of the currently active officers of the corporation are shown below. Please review the information below and make any required changes to ensure that it is current and accurate, as is required by the Corporations Information Act.

Choose **Add an Officer** to report the date on which an individual became an officer, including the name and address for service.

Choose **Edit** to report a change in an existing officer information. Please note that the change will be shown as of the date of filing and cannot be retroactive.

Choose **Cease Officer** when reporting the date that an officer stopped holding the position. If an individual has mistakenly been reported more than once, or if an individual has **mistakenly** been reported as an officer, enter the ceased date as the same date as the appointed date.

Add an Officer

Name

Position

Email Address

Address for Service

Appointed Date

Cease Officer

President

1 Totem Road, P O Box 180, Sioux Narrows, Ontario, P0X 1N0, Canada

February 10, 1993

Edit

- Enter your postal code, select "Find Address".
- At the bottom of the list, select "The address I want to enter is not listed above".
- Select "Lot/concession address".

Address for Service *

☒ Canadian Address

☐ US Address

☐ International Address

Find the address using a postal code...

Find Address

If you do not know your postal code you can [find it here](#)

☐ Standard address

☒ Lot/concession address

Address *

City/Town *

Province

Ontario

Postal code

N0P2L0

Country

Canada

Elected Date

August 01, 2002

- Enter all address details manually.

4 | Page

Note: A post office box must only be used in combination with street details.

Example:

Registered or Head Office Address	Po-Box 180 21 Willow Avenue West, Toronto, Ontario, P0X1N0, Canada
-----------------------------------	--

- PO Box **must** be entered with a hyphen, please see example below.
 - **Example:** PO-BOX 1234

Note: The Canada Revenue Agency (CRA) system has restrictions on PO Boxes and Care Of addresses for Registered, Head Office AND Principal Place of Businesses. If you choose to enter a PO Box and/or Care Of information for Registered, Head Office or Principal Place of Business in the OBR, you must contact CRA directly at 1-800-959-5525 to receive a federal business number.

Scenario 4:

What to do when the *Street type I need is not listed* in the drop-down menu.

The 4 Street types not available in the drop-down menu are: 1) Access 2) Crossroads 3) Side Road, and 4) Trace.

- If the Street type is not listed, enter a "Postal Code", then select "Find address" again.
- Scroll to the bottom, select "The address I want to enter is not listed above" (shown below) and select "ok".

☐ The address I want to enter is not listed above

[Cancel](#)
Ok

- Manually input the street type in the Street name field following the street name. (shown below)

Principal Place of Business in Ontario

Find Address

If you do not know your postal code you can [find it here](#)

☒ Standard address
 ☐ Lot/concession address

Attention/Care of

Unit type
 -- Please Select --

Unit number

Street number *

Street number suffix

Street name

Street type
 -- Please Select --

Street direction
 -- Please Select --

City/Town *

Province
 Ontario

Postal code
 M5G2M2

Country
 Canada

Save and Continue
[Save for later](#)

Scenario 5:

What to do when *“The value entered is not an allowable value”* error message (street type) occurs

Step 3 of 7
Address

⚠ The value entered is not an allowable value

Every corporation is required to have a registered office address in Ontario. This address must be set out in full. A post office box alone is not an acceptable address.

- There are 4 street types that appear in the Postal Code Address matches for Ontario addresses that **will not auto populate and do not appear in the Street Types drop down list**.
 - These are 1) Access, 2) Crossroads, 3) Side Road, 4) Trace.
- There are an additional 46 Street Types for non-Ontario addresses that are not included. (Please see the table at the end of the document)
- If the Street type does not auto populate (shown below), select "Find Address" again.

Registered Office Address *

lop1h0 Find Address

If you do not know your postal code you can [find it here](#)

Attention/Care of

Unit type
-- Please Select -- ▼

Unit number

Street number *
123

Street number suffix

Street name 22

Street type

Street direction
-- Please Select -- ▼

City/Town	LIMEHOUSE
Province	Ontario
Postal code	LOP1H0
Country	Canada

- Scroll to the bottom, select "The address I want to enter is not listed above" (shown below) and select "Ok".

☐ The address I want to enter is not listed above

Cancel

Ok

- This will allow you to **input the address details manually**. You can include the Street type in Street Name when entering the address manually.

List of 46 Street Types for non-Ontario addresses that are not included in the drop-down menu.

PCLOOKUP CODE (NEW)	DESCRIPTION
ACCESS	Access
ACRE	Acre
AIRE	Aire
AV	Avenue (French)
BAIE	Baie
BLOC	Bloc
BLOCK	Block
BLUFF	Bluff
BLUFFS	Bluffs
BOUL	Boulevard (French)
BR	Branch
BRET	Bretelle
BRIDGE	Bridge
BROOK	Brook
BURROW	Burrow
BYWAY	Byway
CAP	Cap
C	Centre (French)
CREST	Crest
CROFT	Croft
CRSSRD	Crossroads
CURVE	Curve

DESSTE	Desserte
DRWY	Driveway
DRPASS	Droit de passage
ÉCH	Échangeur
FARM	Farm
GTWY	Gateway
HAVEN	Haven
HEIGHT	Height
LANEWY	Laneway
MIKAN	Mikan
MOOR	Moor
PEAK	Peak
PLACE	Place (French)
RG	Range
REACH	Reach
RTOFWY	Right of way
RIVE	Rive
RUIS	Ruisseau
SECTN	Section
SIDERD	Side Road
STROLL	Stroll
SUMMIT	Summit
THICK	Thicket
TILI	Tili
TOWERS	Towers
TRACE	Trace
TRUNK	Trunk
UNION	Union
VIA	Via