

Scenarios and Answers:

Address Validation Q&A

Background:

With the OBR system release deployed on March 3rd, 2024 new address format and validation changes have been introduced. There are several known scenarios with this change that 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

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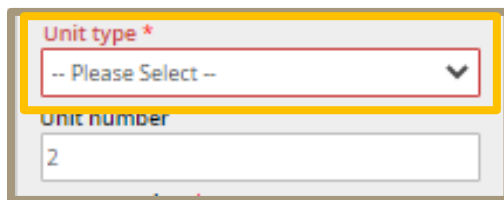
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Scenario 1:

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

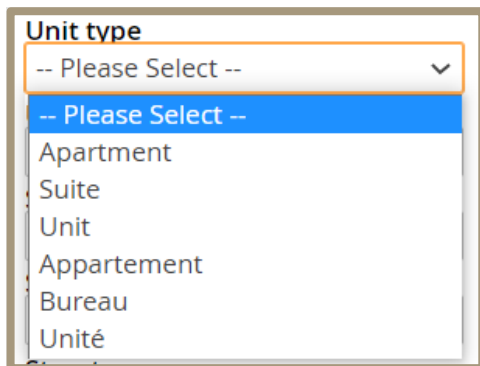


- The “Unit number” and “Unit type” fields are interconnected. To prevent encountering the “Unit type must be selected” error message, make sure that whenever you provide a “Unit number”, you must complete the “Unit type” field.
- If a pre-existing director/officer address is experiencing the error message, select “Edit”, then select the “Unit type” to proceed.

A screenshot of a form with two fields. The top field is a dropdown menu labeled "Unit type *" with a red asterisk and a red border. It shows "-- Please Select --" with a downward arrow. The bottom field is a text input labeled "Unit number" containing the value "2".

Scenario 2:

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

A screenshot of a dropdown menu titled "Unit type". The menu is open, showing a list of options: "-- Please Select --", "Apartment", "Suite", "Unit", "Appartement", "Bureau", and "Unité". The first option, "-- Please Select --", is highlighted in blue.

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

- 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		Edit
Position	President	
Email Address		
Address for Service	1 Totem Road, P O Box 180, Sioux Narrows, Ontario, P0X 1N0, Canada	
Appointed Date	February 10, 1993	
Cease Officer		

- 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.

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
 - **Example:** PO-BOX 1234

Scenario 4:

What to do when “The address cannot contain PO Box” error message appears for Registered Head Office, Principal Place of Business or Address for Service

⚠ The address cannot contain 'Po Box'

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.

⚠ **Registered Office Address ***

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

Attention/Care of

Unit type *

Unit number *

Street number *

Street number suffix

Street name Lily

Street type Lane

Street direction

City/Town Georgetown

Province Ontario

Postal code L7G6M3

Country Canada

- For new addresses containing a PO Box, enter the postal code and select “Find Address”.
- Select “The address I want is not listed above” then select “Ok”.
- Select “Lot/concession address”.
- Enter the address details manually.

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

Example:

Registered or Head Office Address

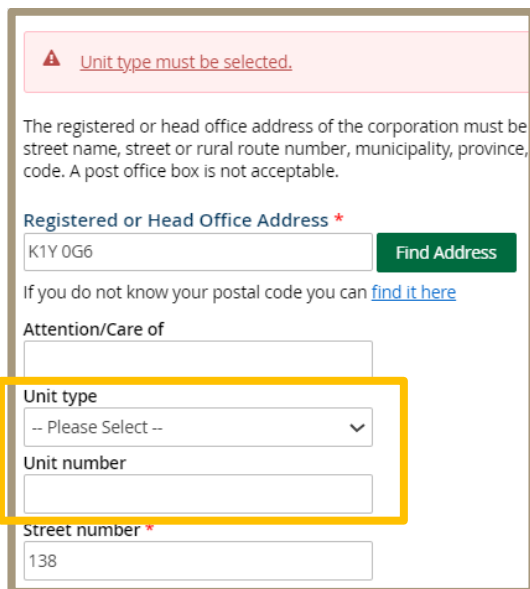
Po-Box 180 21 Willow Avenue West, Toronto, Ontario,
PO BOX 110, Canada

- PO Box **must** be entered with a hyphen.
 - **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 AND Principal Place of Business in the OBR, you must contact CRA directly at 1-800-959-5525 to receive a federal business number.

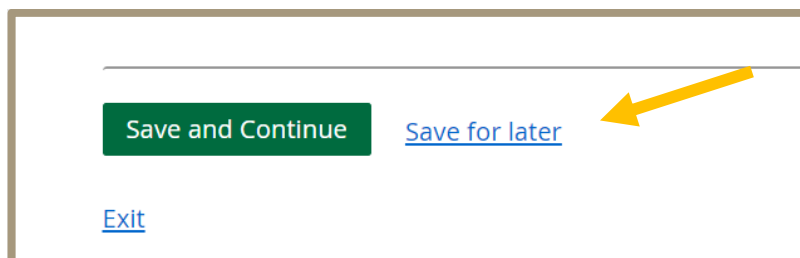
Scenario 5:

What to do when an *error message for Unit type occurs, but no Unit type is associated with the address*



The screenshot shows a web form for entering a business address. At the top, a red error message box states: "Unit type must be selected." Below this, a text box explains: "The registered or head office address of the corporation must be street name, street or rural route number, municipality, province, code. A post office box is not acceptable." The form includes a "Registered or Head Office Address" field with the value "K1Y 0G6" and a "Find Address" button. Below this is a link: "If you do not know your postal code you can [find it here](#)". The "Attention/Care of" field is empty. The "Unit type" dropdown menu is highlighted with a yellow box and shows "-- Please Select --". Below it is an empty "Unit number" field. The "Street number" field contains the value "138".

- Advise the client to select "Save for Later". (shown below)

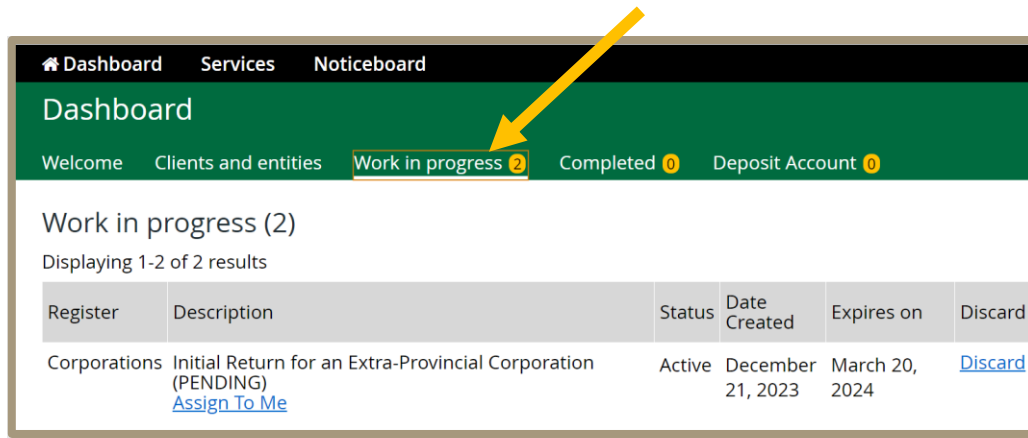


The screenshot shows the bottom section of the form. It contains three options: a green "Save and Continue" button, a blue "Save for later" link, and a blue "Exit" link. A yellow arrow points to the "Save for later" link.

- For SOAB users, go to your ServiceOntario "Activity" tab to continue from your saved drafts (shown below).

Activities (View most recent , View all)		
Date/time ▼	Activity	Status
13-02-2024/ 13:50	Request Profile Report - 43057048	Completed
21-12-2023/ 10:42	Renew an Ontario Limited Partnership Declaration - 43056404	Completed

- For Partner Portal users, go to your "Work in progress" tab to continue from your saved draft (shown below)



Dashboard Services Noticeboard

Dashboard

Welcome Clients and entities **Work in progress 2** Completed 0 Deposit Account 0

Work in progress (2)

Displaying 1-2 of 2 results

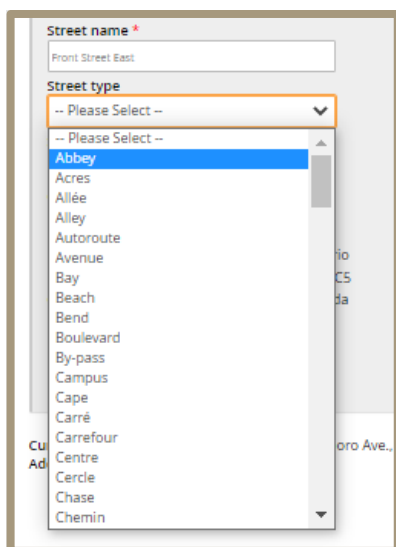
Register	Description	Status	Date Created	Expires on	Discard
Corporations	Initial Return for an Extra-Provincial Corporation (PENDING) Assign To Me	Active	December 21, 2023	March 20, 2024	Discard

- This will remove the error message and allow you to proceed.

Scenario 6:

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.



Street name *

Front Street East

Street type

-- Please Select --

Abbey

Acres

Allée

Alley

Autoroute

Avenue

Bay

Beach

Bend

Boulevard

By-pass

Campus

Cape

Carré

Carrefour

Centre

Cercle

Chase

Chemin

- 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

m5g2m2 [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 *
123

Street number suffix

Street name
Chelsieville Access

Street type
-- Please Select --

Street direction
-- Please Select --

City/Town *
Toronto


Province Ontario
Postal code M5G2M2
Country Canada

[Save and Continue](#) [Save for later](#)

Scenario 7:

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 *

l0p1h0 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	L0P1H0
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](#)

- 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