

Customer Portal Series

How To: 5 Year Food Vendor Process

5 Year food vendor licenses cannot be applied for directly via the customer portal. Applications for these licenses follow a bid tender process. The licenses are initiated in the system by municipal staff and visible in the customer portal for successful tender bid applicants.

Business Licensing (BL) Support staff will send a letter to successful applicants advising Location awarded, amount owing (1/5 of the tender bid), and an outline of the next steps. Applicants have 30 days to respond. The response triggers the process below:

Initial Award of the Tender – November:

1. The license information will be available through your Customer Portal account:
 - Pay the fees online through the customer portal account and re-submit the application
- OR
- Pay fees outlined in the approval letter at a Customer Service Centre counter.
2. Pay the 1/5 tender fee and upload / submit any required / requested documents.

BL Support staff will communicate next steps by sending a letter outlining remaining fees and to arrange vehicle inspection in the spring

In the Spring:

3A. If applicant has a Customer Portal Account, pay the fee and resubmit the application online.

- The applicant will call BL Support staff to schedule an Inspection when vehicle is ready.

3B. If applicant does not have a Customer Portal account, the applicant must pay fees and provide any outstanding documents at a Customer Service Centre counter prior to calling BL Support staff to schedule an inspection.

4. BL Support staff will coordinate the inspection with applicant.

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On Inspection Day:

5. Customer brings vehicle to inspection site (Mellor)
 - a. If the inspection is a PASS – License Document provided, and License Stickers are affixed by the Compliance Officer
 - b. If the inspection does not PASS – applicant will be informed and must schedule a new inspection in conjunction with the BL Support staff