# Billing and Payment User Guide for Commercial Customers

# Objective

This user guide helps **Commercial Customers** access Canada Post's Billing and Payment function where you can search, filter, download, and pay invoices.

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## What is changing?

- Effective July 2, you will access the Billing and Payment section of your <u>online business profile</u> to manage your invoices. This application is easier to navigate and has a different look and feel.
- All commercial customers will benefit from new Billing and Payment features:
  - new data and filtering capabilities
  - displays eligible credits automatically you no longer have to search for your credits.
  - view unpaid invoices for the last 36 months and paid invoices for the last 18 months previously you had a 6-month view when using Manage My Accounts and a 12-month view when using the Online Business Centre.
- Customers will see a consolidated invoice, containing all Canada Post charges, posted to the <u>Billing and Payment site</u> on a weekly basis.

## How to log into Billing and Payments

#### If you receive an email notification

Click on "Log into my Account" in the notification email you received, then enter your username and password to go directly to the Billing and Payments landing page.

6		
Your invoices are now available	Personal Business Our company Shop Tools	Support Search Q
You'll find the following invoices in My Account: Customer:   Invice: 9 1 Customer:   Invice: 5 : Customer:   Invice: 5 ; Customer:   Invice: 5 ;	Access your account Register online University of the many set of the set of	
View and download your invoices Log into My Account to coss, view and download your invoices. No account catale one in your Canada Post business profile.	Password © Sto Forger yours	
We're always here to help. The Canada Post Credit Management Group	The site is protected by in-CAPTOR and the loops Properties Card Terms of Sector Card Sign In	
Disclaimer Casada Pest protect syour security and privacy. We will never ask for your personal information (such as passwords or oradit card numbers) by small. If you receive such a request, please do not respond to the email. Please read our Privacy polor. This message is intended only for the addressee. It may contain proprietary or confidential information. Any unauthorized dissemination, distribution or copping of the message is attrophical by the received this message in error, please notify us immediately and belies the original message.	If you receive an error message when trying to access the Billing and Payment se not be set up properly. Please contact Credit Management Group at 1-800-267-7	ction, you may 7651.

\*Image may not be exactly as shown



#### If you log in from the Canada Post website

1. Select "sign in" on canadapost.ca



If you do not have an account, you can create one in your Canada Post business profile.

2. Enter your username and password and click "sign in".

			Support
CANADA POSTES PESSONAl Busine	ess Our.company Shop Tools		Search Q
	Access your account	Register online Grade an online account to save tracked ident, since, valuable discounts for your business, and mer. Register source of the save source of the save register source of the save source of the save Register new	

If you are having difficulties signing into your account, please ensure that you have the correct login credentials. If you are still having problems, contact our technical support desk at 1-877-376-1212.

 Once logged in, select "Billing and Payments" from the global dropdown menu. You can also save to your favourites or bookmark the link <u>https://www.canadapost-postescanada.ca/fam-gcf/en/billing-and-payments/invoices</u> to sign in directly to Billing and Payments.





4. If you receive the following error message when trying to access Billing and Payments after you have successfully signed into your account, you may not be set up properly. Please contact Credit Management Group at 1-800-267-7651.

		Shop	Our company	Support	⊕ FR (S	) TestSTG11_FAM.E	irr ~
👂 Home Shipping ~ Retur	ns Mail Campaigns Y	Postal Services 🗸	Order History	, ~		Tools	Q
You need access to view th Make sure you're signed in Management Group at 1-80	his page to the correct Canada Post bus 00-267-7651.	iness profile. If you s	till cannot view y	your invoices, pl	lease contact C	Fredit	

#### How to navigate the Billing and Payments landing page

Once you have signed in and are on the Billing and Payments landing page, you can navigate to all the functions available to you.

			Viewing pag	e as CPC-TEST (000000000	0000000000) <u>Change</u> 4	Switch between accounts
voices						Until January 1, 2027, existing customers can access invoices that were generated during the 18 months prior to July 1, 2025.
Cur billing system	changed on July 1, 2025. You ca	n still <u>view a snapshot</u> of y	our past invoices.		Credit limit: \$0.00	View your balance, any past due amount, and your credit limit. Any disputed amounts and your authorized payment method may also appear here.
Unpald Pa	id			بل Downi	load activity (CSV)	Toggle between paid/unpaid invoices by selecting the appropriate tab: Unpaid – invoices with a balance Paid – invoices with \$0 balance.
Invoice date	Invoice number	Document type	Status	Balance	Actions	Download a CSV file
Jan 19, 2023	01234567890123456	Adjustment	775 days past due	\$1,500.00		Filter and sort your invoices
Showing results 1 to 1 o	of 1 page					List of your invoices and adjustments (paid or unpaid)



### How to download and pay invoices

1. Select the "Unpaid" tab. You can select multiple invoices to pay at the same time or select a single individual invoice.

To pay a single invoice online:

- click on the dots beside the invoice you want to pay
- select "pay" from the drop down menu
- you can also download a PDF of your invoice from this dropdown menu

how filter	rs ()				🛓 Downlos	ad activity (CSV)	
Inv	oice date	Invoice number	Document type	Status	Balance	Actions	
Jan	n 8, 2025	01234567890123456	Invoice	35 days past due	\$45.78	1	
nel.	n 10, 2025	01234567890123456	Invoice	33 days past due	\$22.89	1	
Jan	n 10, 2025	01234567890123456	Invoice	33 days past due	\$22.89	:	
Jan	n 17, 2025	01234567890123456	Invoice	26 days past due	\$176.81		

To pay multiple invoices online:

- click on the box beside the invoices you want to pay
- select "pay"

Unp	aid Paid					
픑 Show	filters (3				🛓 Downio	ad activity (CSV)
	Invoice date	Invoice number	Document type	Status	Balance	Actions
~	May 3, 2025	00000″	Invoice	Due May 18, 2025	\$19.58	:
~	May 3, 2025	00000	Invoice	Due May 13, 2025	\$1,280.32	
	May 6, 2025	000001	Invoice	Due May 16, 2025	\$843.82	:
howing	results 1 to 3 of 1 p	age				
1 ite	m selected for p	ayment totalling \$19.58			Pay	Cancel

If you do not have online payment set up, download your invoice and pay as per your authorized payment method. To set up online payment, please fill in this <u>form</u>. Please note that invoices can only be paid in full online.



#### How to apply a credit to your payment

1. Once you have selected the invoice(s) you want to pay and clicked on the "pay" button, the system will automatically list all credits available. Credit amounts available will be less than the amount owing based on the invoices selected for payment.

Select the credits you want to apply and click on "Pay now" to pay the balance.



If there are no credits available to apply, the screen will appear without credit selection.

Click on "Pay now" to complete payment.

(	Order summary
Y	fou've selected 2 invoices for payment. nvoice total: \$36.08
	f you pay now, your bank account will be charged \$36.08 in 1 to 2 business days.



#### How to set up an authorized payment solution

 If you are not authorized to make online payments, a special message box will appear on your Billing and Payment home screen. Click on "learn how to set up payment" in the message box or go to <u>Make payments to your commercial account | Canada Post</u> to set up online pay or preauthorized payment solutions.

Show filters 3				🛃 Downlo	ad activity (C
i Notene ion Learn how to	set up payment ? We can help.				
Invoice date	Invoice number	Document type	Status	Balance	Actions
Feb 3, 2025	01234567890123456	Invoice	14 days past due	\$11.56	:
Feb 8, 2025	01234567890123456	Invoice	Available credit	-\$20.00	:
	01234567890123456	Invoice	6 days past due	\$24.69	:

## How to filter and view invoices

1. Choose whether you want to view paid or unpaid invoices by clicking on the appropriate tab, then select "show filters".

Unpald Pa	aid				
⊊ Show filters ❹				🛃 Downlo	ad activity (CSV
Invoice date	Invoice number	Document type	Status	Balance	Actions

- 2. Select the date range (up to 36 months for unpaid invoices and 18 months for paid invoices) and filter options. You can:
  - Sort by:
    - $\circ\,$  Most recent invoice
    - $\circ~$  Oldest invoice
    - Lowest balance
    - Most current balance



- Search by:
  - $\circ\,$  Invoice number
  - $\,\circ\,$  Invoice amount

You can now also filter based on the type of invoice:

- For unpaid invoices: filter by all invoices, credits, or invoices with disputes
- For paid invoices: filter by all paid invoices, only paid on account, or only paid by credit card

Once you have selected the filters you want, click "Apply filters".

🔄 Hide filters 🚳			🔤 Hide filters 🔕		
Select start date	Select end date		Select start date	Select end date	
YYY-MM-DD	YYYY-MM-DD		YYYY-MM-DD	YYYY-MM-DD	
2022-02-26	2025-02-26	8	2023-08-26	2025-02-26	
Sort by			Sort by		
Invoices: Oldest		~	Invoices: Most recent		
Filter by Invoice category			Filter by Invoice category		
<ul> <li>All unpaid involces</li> </ul>			<ul> <li>All paid involces</li> </ul>		
Only credits			<ul> <li>Only paid on account</li> </ul>		
Only disputed involces			<ul> <li>Only paid by credit card</li> </ul>		
Search by Se	earch term		Search by Search	ch term	
Invoice number v	Q. Enter Invoice number		Invoice number v Q	Enter Involce number	

## How to download a CSV file

1. After selecting your filters, you can also download an excel file with the relevant data by clicking on "Download activity (CSV)".

Unpaid Paid		
⊊ Hide filters ❹		
Select start date YYYY-MM-DD	Select end date YYYY-MM-DD	
2022-05-01	2025-05-01	世
Sort by		
Invoices: Oldest		~
Filter by invoice category		
<ul> <li>All unpaid invoices</li> </ul>		
Only credits		
Only disputed invoices		



### How to view historical invoices

 Existing customers will see a special message box with a link to your archived invoices. Click on the "view a snapshot" link to view all unpaid and paid invoices for the past 18 months. This page of archived invoices will be maintained until January 1, 2027, and includes both paid and unpaid invoices. Any archived invoices with amounts owing will also be migrated into the Billing and Payment section.

					Shap Support Developer Pro	ywn 🕀 m 🛞	
Home	Shipping 🗸 🛛 Ret	turns - Hail campaigns	Postal services ~	Billing and Payments ~	Order History v		
				Viewing page	== TESTTHEFIELD COMPANY (00	Cessone (Change	
Invoi	ces		$\frown$				
0 •	ur billing system ch	wrged on July 1, 2025. You c	n til view a snapshot o	our past invoices.			
\$2	Account balances \$22,222.22				Credit fimit: \$100,000,00 Authorized payment: pre-outhorized oradit card		
U	npaid Paid						
ta sh	Show Fitters				رق Downlar	d activity (CSV)	
	Invoice date	Invoite number	Document type	Statuo	Balance	Actions	
	Nov 28, 2024	0000889899(RV)	Higration Posting	417 days overdue	\$32,75	1	

2. A list of all invoices dating back 18 months will be available.

		Shop Support Developer Progr	vn ⊕ rz -	D ANILY			
Home Shipping ~ Returns	Mail compalgns v Postal services v Billing and Paym	ents v Order History v		Tools			
		wing page at TESTTHERELD COMPANY (000	996998) <u>Change</u>				
Archived invoices							
This page will no longer ex Please back up any of the i	st after May 18. 2026 iformation shown here before this page is decommissioned. Sea	<u>d our RGA</u> to learn more about this process.					
두 Hide filters							
Select start date	Select and date						
2022-01-29	2023-07-09				Select a date range up to 18 mon		
Apply filters					before the current date.		
Involce date	involce number	Belance	Actions		Devenleed individual invalues by		
Nov 28, 2024	0000298999	\$32.75	i <b>-</b>		clicking the dots and select down		
Nov 28, 2024	0000099999	432.75	I.				
Nov 28, 2024	0000038999	\$3275	i.				
Nov 28, 2024	00000395999	\$32.75	1				

If you have general inquiries about your invoice or account, please call 1-800-267-7651 or email <u>cmg@canadapost.ca</u>.