

Billing and Payment

User Guide for Solutions for Small Business Customers

Objective

This user guide helps **Solutions for Small Business Customers** access Canada Post’s Billing and Payment function where you can search, filter, and download your invoices.

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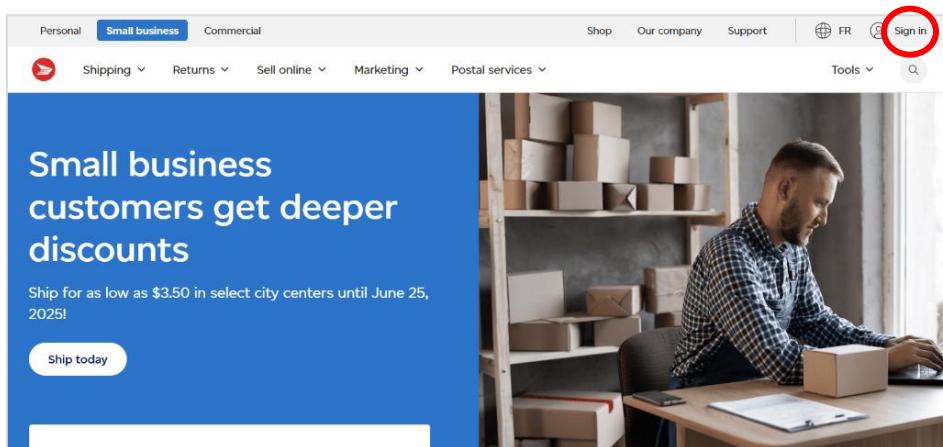
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What is changing?

- On July 2, 2025, Canada Post is introducing **event-based billing** for parcel shipments. With this change, you will only be billed for items that are physically scanned in Canada Post's network and you'll no longer be required to submit label cancellation requests for items not shipped.
- This change also makes it imperative that you check your invoices for any amounts owing as we will pre-authorize your credit card at the time of order creation, but only process payment once we scan the item(s) in our network.
- If your credit card payment fails, the amount owing will be posted to your account, and your invoice will identify shipments we weren't able to process payment for.
- Invoices will be posted every week.
- You must log into the Billing and Payment section of your online business profile at [Canada Post](https://canadapost.ca) to view your invoices and any amounts owing.

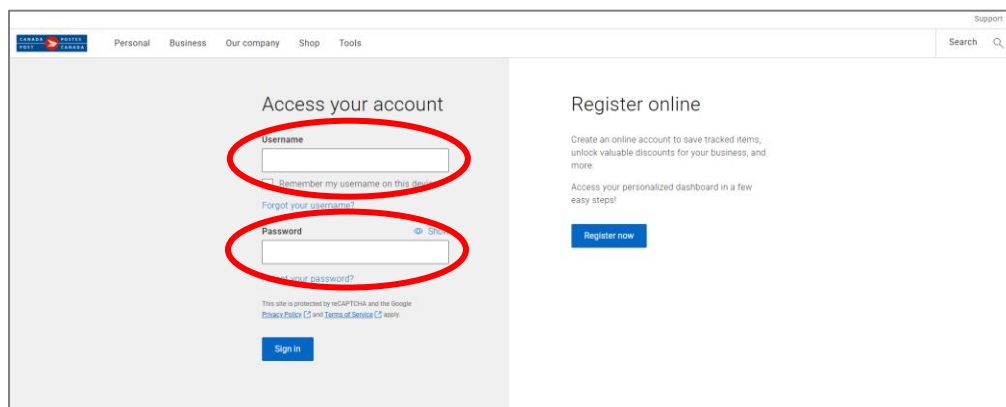
How to log into Billing and Payments

1. Select "sign in" on canadapost.ca

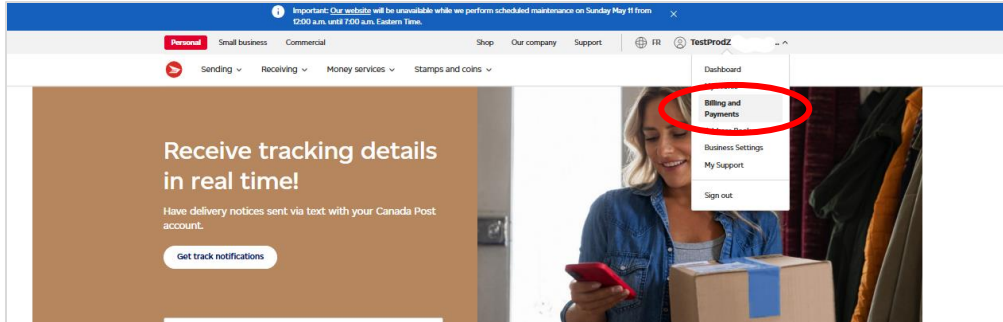


If you do not have an account, you can create one in your [Canada Post Profile](#).

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

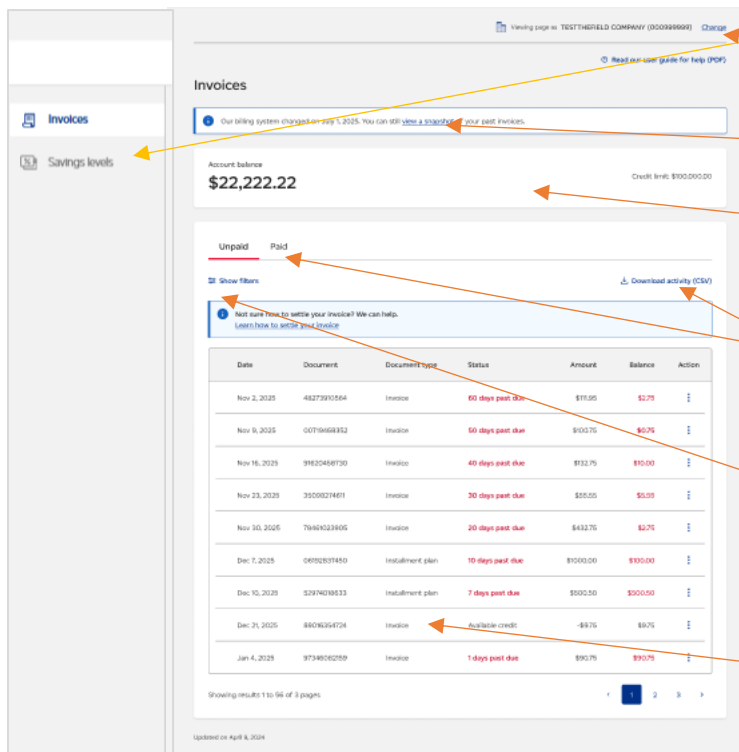


- Once logged in, select “Billing and Payments” from the global dropdown menu. You can also save to your favourites or bookmark the link <https://www.canadapost-postescanada.ca/fam-gcf/en/billing-and-payments/invoices> to sign in directly to Billing and Payments.



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.



Check your savings and discount levels.

Switch between accounts.

Until January 1, 2027, existing customers can access invoices that were generated during the 18 months prior to July 1, 2025.

View your balance and any past due amount.

Toggle between paid/unpaid invoices by selecting the appropriate tab:
Unpaid – invoices with a balance
Paid – invoices with \$0 balance

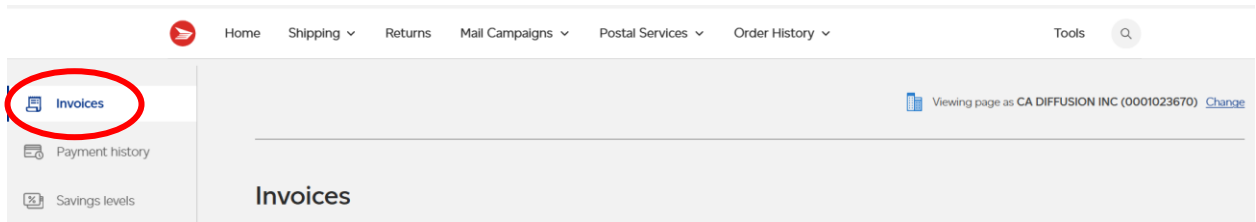
Download a CSV file.

Filter and sort your invoices.

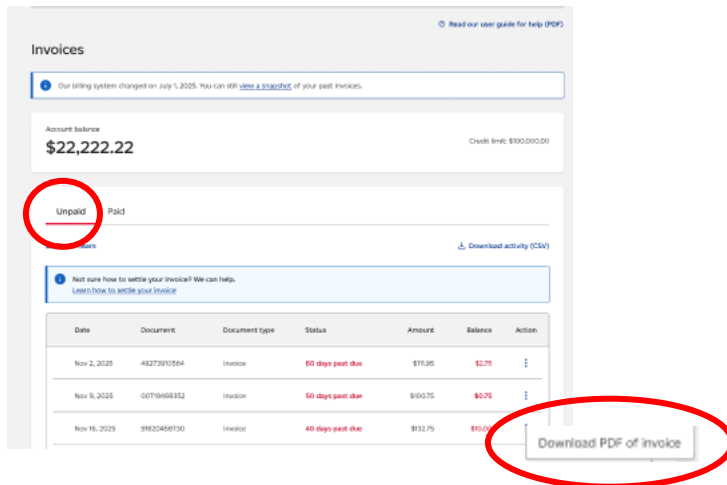
List of your invoices (paid or unpaid).

How to download and pay invoices

- Select “Invoices” on the navigation panel on the left-hand side of your screen.



2. Select the “Unpaid” tab and click on the three dots beside the invoice you want to download and select “download PDF of invoice”.



3. Pay the amount owing by sending your payment through INTERAC e-transfer to cashap1@canadapost.ca. Include your invoice number and your 7-digit Canada Post account number in the *Message* field.
4. For more information on how to settle your invoices you can click on the link in the special message box or go to [Payment and invoice options for small business customers | Canada Post](#).

[Read our user guide for help \(PDF\)](#)

Invoices

i Our billing system changed on July 1, 2025. You can still [view a snapshot](#) of your past invoices.

Account balance
\$22,222.22

Credit limit: \$100,000.00
Authorized payment: pre-authorized credit card

Unpaid Paid

Show filters [Download activity \(CSV\)](#)

i Not sure how to settle your invoice? We can help.
[Learn how to settle your invoice](#)

How to find an Installment Plan

1. If you are on an Installment Plan, it will appear in your list of unpaid invoices. Look for the invoice with the **Document Type** labeled **Installment Plan**, which will display both the total amount and the remaining balance of the plan.
2. The Installment Plan will remain visible in this section until the final payment has been completed.

[Read our user guide for help \(PDF\)](#)

Invoices

i Our billing system changed on July 1, 2025. You can still [view a snapshot](#) of your past invoices.

Account balance
\$22,222.22

Credit limit: \$100,000.00

Unpaid Paid

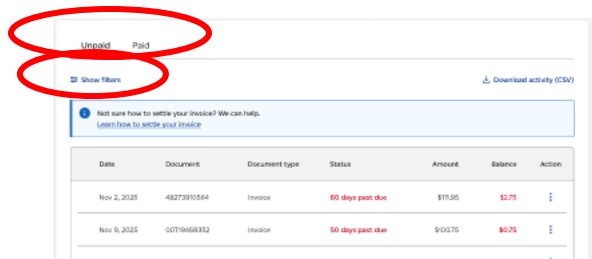
Show filters [Download activity \(CSV\)](#)

i Not sure how to settle your invoice? We can help.
[Learn how to settle your invoice](#)

Date	Document	Document type	Status	Amount	Balance	Action
Nov 2, 2025	4827391564	Invoice	60 days past due	\$19.00	\$2.75	
Nov 6, 2025	0070468312	Invoice	60 days past due	\$103.75	\$0.75	
Nov 16, 2025	3982048730	Invoice	40 days past due	\$132.75	\$10.00	
Nov 23, 2025	3509827461	Invoice	30 days past due	\$58.25	\$1.50	
Nov 30, 2025	7640323805	Invoice	20 days past due	\$432.75	\$2.75	
Dec 1, 2025	0492837450	Installment plan	10 days past due	\$1000.00	\$300.00	
Dec 10, 2025	5297401833	Installment plan	7 days past due	\$500.50	\$500.50	

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”.



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:
 - Most recent invoice
 - Oldest invoice
 - Lowest balance
 - Most current balance
- Search by:
 - Invoice number
 - 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”.

The 'Unpaid' filter panel shows the 'Unpaid' tab selected. It includes a 'Hide filters' button, date range selectors for 'Select start date' (2022-02-26) and 'Select end date' (2025-02-26), a 'Sort by' dropdown set to 'Invoices: Oldest', and a 'Filter by invoice category' section with radio buttons for 'All unpaid invoices' (selected), 'Only credits', and 'Only disputed Invoices'. There is also a 'Search by' section with a dropdown set to 'Invoice number' and a search input field containing 'Enter invoice number'. An 'Apply filters' button is at the bottom.

The 'Paid' filter panel shows the 'Paid' tab selected. It includes a 'Hide filters' button, date range selectors for 'Select start date' (2023-08-26) and 'Select end date' (2025-02-26), a 'Sort by' dropdown set to 'Invoices: Most recent', and a 'Filter by invoice category' section with radio buttons for 'All paid invoices' (selected), 'Only paid on account', and 'Only paid by credit card'. There is also a 'Search by' section with a dropdown set to 'Invoice number' and a search input field containing 'Enter invoice number'. An 'Apply filters' button is at the bottom.

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)”.

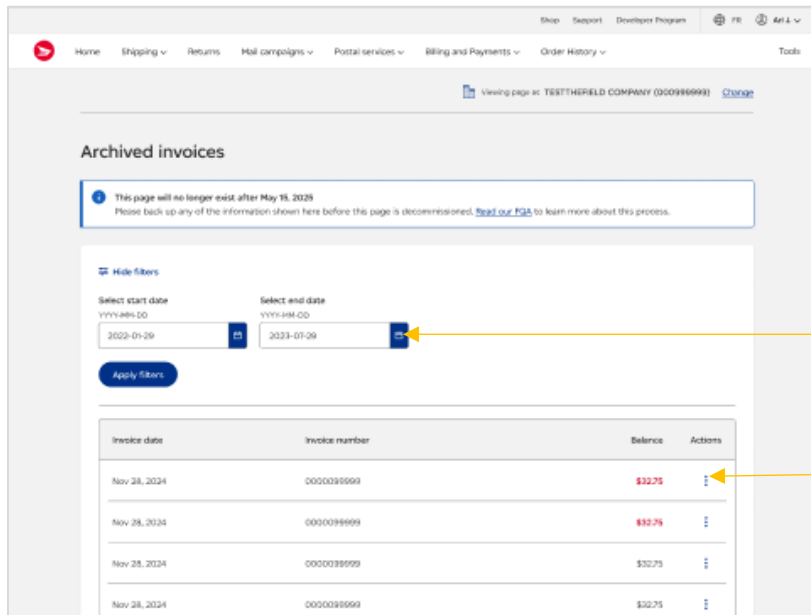
The screenshot shows a web interface for managing invoices. At the top, there are tabs for 'Unpaid' and 'Paid'. Below the tabs, there is a 'Hide filters' button. The interface includes two date pickers: 'Select start date' (YYYY-MM-DD) with the value '2022-05-01' and 'Select end date' (YYYY-MM-DD) with the value '2025-05-01'. There is a 'Sort by' dropdown menu currently set to 'Invoices: Oldest'. Underneath, there is a 'Filter by invoice category' section with three radio buttons: 'All unpaid invoices' (selected), 'Only credits', and 'Only disputed invoices'. A red circle highlights the 'Download activity (CSV)' button in the top right corner.

How to view historical invoices

1. 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. Any archived invoices with amounts owing will also be migrated into Billing and Payments.

The screenshot shows the 'Invoices' page. At the top right, there is a link to 'Read our user guide for help (PDF)'. Below this, there is a message box with a blue header and a red circle around the link 'view a snapshot of your past invoices'. Below the message box, there is a section for 'Account balance' showing '\$22,222.22' and 'Credit limit: \$100,000.00'. Below that, there are tabs for 'Unpaid' and 'Paid'. There is a 'Show filters' button and a 'Download activity (CSV)' button. At the bottom, there is a table with columns: Date, Document, Document type, Status, Amount, Balance, and Action. A red circle highlights the 'view a snapshot of your past invoices' link in the message box.

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



Select a date range up to 18 months before the current date.

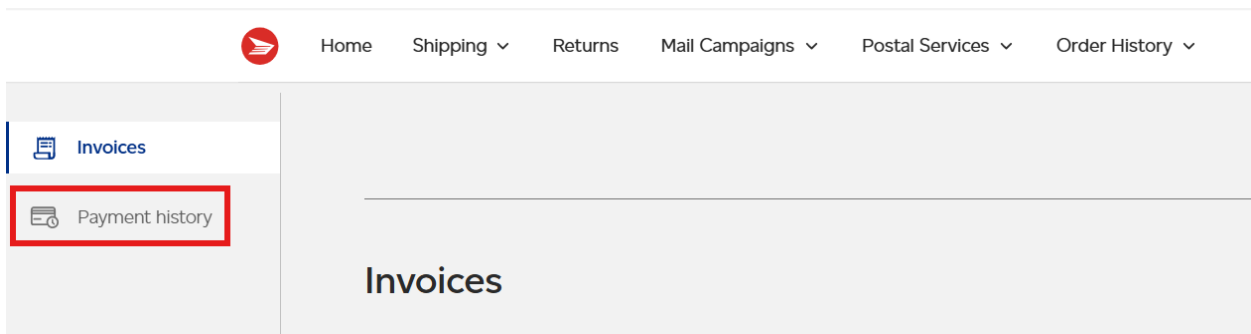
Download individual invoices by clicking the dots and select download.

If you have questions about your invoice or account, please call 1-877-262-5762.

How to view payments made to Canada Post

The **Payment History** feature allows you to view and manage up to **18 months** of historical payments made to your account. This section provides tools to search, sort, filter, and download your payment information for easy review or reconciliation.

☑ Select **Payment History** from the applications left navigation.



☑ The **Summary View** will appear by default, displaying up to 18 months of past payments.

Payment history

Show filters Download summary (CSV)

Date	Document number	Type	Amount
Nov 28, 2024	472901583046	Online bill payment	\$1,480.75
Nov 29, 2024	009384756210	Pre-authorized credit card	\$4,678.75
Dec 1, 2024	881570492633	Pre-authorized debit card	\$3,470.75
Dec 5, 2024	160294875003	Credit card	\$2,330.75
Dec 6, 2024	739028461955	Online payment	\$5,550.75
Dec 7, 2024	004917362888	Pre-authorized payment	\$11,481.75
Dec 11, 2024	592740186320	Cheque	\$22,420.75
Dec 15, 2024	830164975204	Bank transfer	\$33,480.22
Dec 18, 2024	218659047381 [‡]	Payment with remittance	\$1,481.75
Dec 19, 2024	907346120558 [‡]	Payment without remittance	\$3,483.75
Dec 22, 2024	348019275604 [‡]	Payment	\$2,220.75

Showing results 1 to 56 of 3 pages

[‡] Migrated from old billing system.

Updated on April 9, 2024

Key capabilities at a closer look

- Click on the filter icon to expand

Payment history

Hide filters Download summary (CSV)

Select start date

Select end date

Sort payments
Payments: Most recent

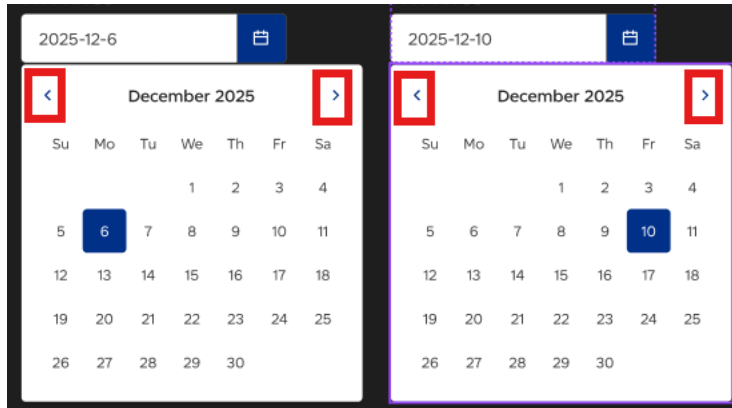
Filter by payment category
All types

Search for Payments by Date Range

1. In the **Search by Date** area, select your **From** date. You can only go back **18 months** from current date.
2. Select your **To** date. You cannot select a date greater than current date.
3. Click **Apply filters**.
4. The results list will update to show only payments within your selected range.

Tip:

Use date filtering first if you are reviewing activity for a specific billing cycle or month.

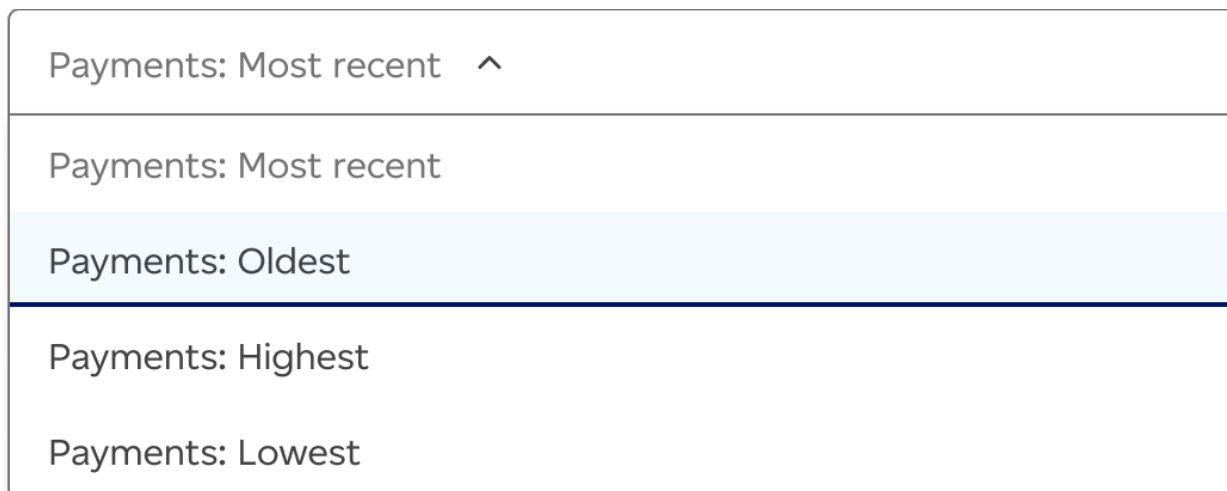


Sort Your Payment Results

1. Locate the **Sort** dropdown at the top of the results list.
2. Choose one of the available options:
 - Most Recent**
 - Oldest**
 - Highest Amount**
 - Lowest Amount**
3. The payment list will reorder immediately based on your selection.

Note:

Sorting works alongside any date filters or payment-type filters you've applied.



Filter by Payment Type

1. Open the **Payment Type** filter panel.
2. Select one of the payment types from the list:
 - Cheque
 - Bank transfer
 - Credit card
 - Online payment
 - Pre-authorized payment
 - Pre-authorized credit card
 - Online bill payment
 - Payment (Migrated from old billing system)
 - Payment with remittance (Migrated from old billing system)
 - Payment without remittance (Migrated from old billing system)
3. The list will update to display only the selected payment types.

Tip:

Use this filter when investigating payments associated with a specific method (e.g., all credit card payments for the last quarter).

All types ^

All types

Online bill payment

Pre-authorized credit card

Pre-authorized debit

Credit card

Online

Pre-authorized payment

Cheque

Bank Transfer

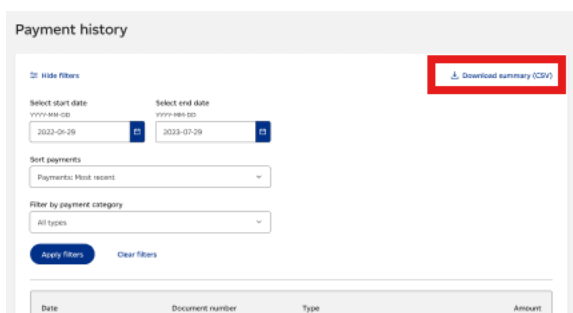
Payment with remittance

Payment without remittance

Payment

Download Your Payment History (CSV)

1. Apply any date range, sort, or filter selections you need.
2. Click the **Download CSV** or **Export** button.



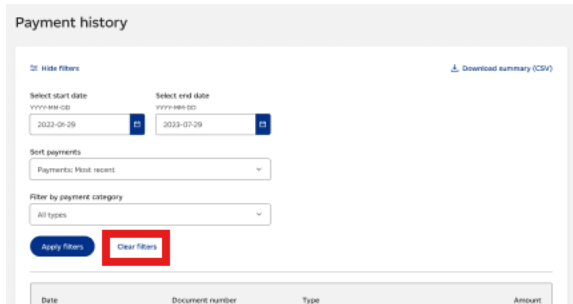
3. A CSV file containing the current view will download to your device.
4. Open the CSV in Excel, Google Sheets, or another spreadsheet tool for analysis or record-keeping.

Important:

The downloaded file reflects *only the results currently shown* — ideal for generating targeted reports.

Clear All Filters (Optional)

1. Click **Clear Filters** or **Reset** (depending on your interface).
2. The Summary View will return to the full 18-month payment list.



How to view the details of a payment made to Canada Post

When you select a payment from the **Summary View**, a dedicated **Payment Details** screen opens. This screen provides a full breakdown of the selected payment, including its core attributes and all invoices paid by that transaction.

The information presented varies slightly depending on the payment method. All payment types follow the same structure **except for credit card payments**, which display a reduced set of fields and include additional order-level information.

Viewing page as TESTTHEFIELD COMPANY (000999999) [Change](#)

[Read our user guide for help \(PDF\)](#)

< Payment history

Payment document number - 00008888899

Payment date	Amount	Clearing reference	Clearing date	Payment type
Oct 15, 2024	\$9,489.76	150400156895	Oct 25, 2024	Online payment

Payment details [Download summary \(CSV\)](#)

Date	Document number	Amount	Action
Nov 28, 2024	0000888800099990000	\$32.75	⋮
Nov 29, 2024	000088880009999111111	\$222.75	⋮
Dec 8, 2024	0000888800099992222	\$542.75	⋮
Dec 18, 2024	000088880009999333333	\$362.75	⋮
Dec 21, 2024	000088880009999444444	\$452.75	⋮
Dec 25, 2024	000088880009999555555	\$212.75	⋮

Showing results 1 to 6 of 1 page

Payment Header Information

1.1 For Most Payment Types (Cheque, Bank Transfer, Online Payment, Pre-Authorized Payment)

The payment header includes:

- **Payment Document Number**
- **Date**
- **Amount**
- **Clearing Document**
- **Clearing Date**
- **Payment Type**

These fields provide a complete view of the transaction lifecycle, including when the payment was received and when it was cleared.

< Payment history

Payment document number - 00008888899

Payment date	Amount	Clearing reference	Clearing date	Payment type
Oct 15, 2024	\$9,489.76	150400156895	Oct 25, 2024	Online payment

Note:

- Payments that are not yet applied to invoices will not be shown under Payment History. It will only show in payment history when the payment is either partly or fully applied to invoices.
- In case of partial payment application (eg. Payment received \$250; Payment applied to invoices \$50),
 - o the payment history will show \$250, but the payment details will only show \$50.

Payment history

Show filters Download activity (CSV)

Date	Document	Type	Amount
Jan 14, 2026	112000140991	Bank transfer	\$26.80
Jan 13, 2026	214009012110	Bank transfer	\$250.00

Payment history >

Payment document number - 214009012110

Payment date	Amount	Clearing reference	Clearing date	Payment type
Jan 13, 2026	\$250.00	000071746740	Feb 17, 2026	Bank transfer

Payment details Download activity (CSV)

Date	Document	Amount	Action
Dec 20, 2025	0000095000254794	\$5.42	⋮
Dec 6, 2025	0000094000224487	\$44.58	⋮

Showing results 1 to 2 of 1 page

- o Payment not yet applied to an invoice will show in Unpaid invoices as below:

Unpaid **Paid**

Show filters Download activity (CSV)

i Not sure how to set up payment? We can help.
[Learn how to set up payment >](#)

Date	Document	Document type	Status	Amount	Balance	Actions
Jan 13, 2026	214009012110	Bank transfer	Available credit	-\$250.00	-\$200.00	

1.2 For Credit Card Payments

Credit card payments display a streamlined header, showing:

- **Document Number**
- **Amount**
- **Payment Type**

Credit card transactions do **not** include clearing document or clearing date, as these do not apply to card-based payments.

← Payment history

Document number - 00008888899

Amount	Payment type
\$9,489.76	Credit card

Payment Details Section (Invoices Paid)

Below the payment header, users can review all invoices that were paid using this payment. Each invoice entry includes:

- **Date**
- **Document Number**
- **Amount**
- **Download Invoice PDF** (clickable link)
- **Download CSV** (clickable link)

This section provides an itemized view of how the payment was applied across one or more invoices.

Payment details [Download summary \(CSV\)](#)

Date	Document number	Amount	Action
Nov 28, 2024	0000888800099990000	\$32.75	⋮
Nov 29, 2024	0000888800099991111	\$222.75	⋮
Dec 8, 2024	0000888800099992222	\$542.75	⋮
Dec 18, 2024	0000888800099993333	\$362.75	⋮
Dec 21, 2024	0000888800099994444	\$452.75	⋮
Dec 25, 2024	0000888800099995555	\$212.75	⋮

Additional Fields for Credit Card Payments

For **credit card payments only**, the Payment Details screen includes an additional section containing:

- Order Number
- Item Paid Number

A search bar is available to help users quickly find a specific order or item within the list of paid invoice items.

This feature is helpful when a single credit card payment covers multiple order items or multiple purchases across a billing period.

[Read our user guide for help \(PDF\)](#)

[Payment history](#)

Document number - 00008888899

Amount
\$9,489.76

Payment type
Credit card

Payment details

Search by order number or item number



[Download summary \(CSV\)](#)

Date	Document number	Order number	Item number	Amount	Action
Nov 28, 2024	00008888000099990000	D12345678	4737959515789452	\$132.75	
Dec 1, 2024	00002423300033433000	D12345678	684920573194860	\$322.25	
Dec 3, 2024	000034232000094790000	D12345678	9517423860051749	\$442.25	
Dec 7, 2024	000045565000092340000	D12345678	3075861948275501	\$992.75	
Dec 11, 2024	000021334500005530000	D12345678	862049731558206	\$22.45	
Dec 22, 2024	000035338000054430000	D12345678	4198057629346817	\$99.75	