# 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.

## Contents

Objective	1
What is changing?	2
How to log into Billing and Payments	2
How to download and pay invoices	4
How to filter and view invoices	5
How to download a CSV file	6
How to view historical invoices	7



## 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 <u>Canada Post</u> to view your invoices and any amounts owing.

## How to log into Billing and Payments

1. Select "sign in" on <u>canadapost.ca</u>



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".

Personal Business	Our company Shop Tools		Search
	Access your account	Register online Create an online account to save tracked items, unlock valuable discounts for your business, and more access your personalized dashboard in a few casy steps: Register new	



3. 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.



#### 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.

		<ul> <li>Check your savings and</li> </ul>
	Viewing page as CPC_TEST_(000000000000000000000000000000000000	discount levels.
Invoices	Invoices	Switch between accounts.
Savings levels	Our billing system changed on July 1, 2025. You can still view a snapshot of your past invoices.	<ul> <li>Until January 1, 2027, existing customers can access invoices that were generated during the 18</li> </ul>
	Account balance	months prior to July 1, 2025.
	\$1,540.78 <     \$1,540.78 is past due	<ul> <li>View your balance and any past due amount.</li> </ul>
	Unpald Paid	<ul> <li>Toggle between paid/unpaid invoices by selecting the appropriate</li> </ul>
	Show filters      Download activity (CSV)	tab: Unpaid – invoices with a balance Paid – invoices with \$0 balance
	Invoice date Invoice number Document type <u>Status</u> 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 of 1 page	
	Hodsted on March 4, 2025	List of your invoices (paid or unpaid).



## How to download and pay invoices

1. Select "Invoices" on the navigation panel on the left-hand side of your screen.

						Sho	p Our company	Support	⊕ FR ② ZCS	SSIT1_STG11	/
	•	но	me Shipping v	Returns	Mail Campaigns 🗸	Postal Services v	Order History ~			Tools Q	
Invoices								0	Viewing page as f		<u>D</u>
3 Savings levels			Invoices								
			Past due \$88.28								
			Unpaid	Paid							
			莘 Show filters	0						. Jownload	activity (CSV)
			Not su     Learn	ire how to se how to settle	ttle your invoice? We ca your invoice >	an help.					
			Invoice dat	e	Invoice number	Docum	ient type	Status	В	alance	Actions
			May 8, 202	5	0000	Invoice		5 days past d	ue \$	88.28	÷
			Showing result	s1to1of1p	age						

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

ivoices				
Past due \$88.28				
Unpaid Paid				
葉 Show filters ()			🛃 Download	d activity (CSV)
Not sure how to settle your invoice? We can help.     Learn how to settle your invoice >				
Invoice date Invoice number	Document type	Status	Balance	Actions
May 8, 2025 0000	Involce	5 days past due	\$88.28	Down
Showing results 1 to 1 of 1 page				- Domin

 Pay the amount owing by sending your payment through INTERAC e-transfer to <u>cashap1@canadapost.ca</u>. 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 <u>Payment and invoice options for small business customers | Canada Post</u>.

Invoices					
Past due \$88.28					
Unpaid Show filters  Not sure h Learn how	Paid ow to settle your Invoice? We can he to settle your Invoice >	alp.		Ł Downloa	d activity (CSV)
Invoice date	Invoice number	Document type	Status	Balance	Actions
May 8, 2025	0000	Invoice	5 days past due	\$88.28	÷
Showing results 1 t	o 1 of 1 page				

## 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".

Unpaid Pa	aid				
				🕹 Downic	ad activity (CSV)
Invoice date	Invoice number	Document type	Status	Balance	Actions
Jan 19, 2023	01234567890123456	Adjustment	775 days past due	\$1,500.00	

- 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
    - $\circ$  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".

Unpaid Paid	Unpaic Paid
듚 Hide filters 🔕	₩ Hide filters ()
Select start date Select end date YYYY-MM-DD YYYY-MM-DD	Select start date Select end date YYYY-MM-DD YYYY-MM-DD
2022-02-26	2023-08-26
Sort by	Sort by
Invoices: Oldest ~	Invoices: Most recent v
Filter by Invoice category	Filter by Invoice category
O All unpaid involces	All paid invoices
Only credits	Only paid on account
Only disputed invoices	Only paid by credit card
Search by Search term	Search by Search term
Invoice number v Q Enter Invoice number	Invoice number v Q Enter Invoice number
Apply filters	Apply filters

#### 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 <b>Ø</b>		. Download activity (CSV)
Select start date YYYY-MM-DD	Select end date YYYY-MM-DD	
2022-05-01	2025-05-01	<b> </b>
Sort by		
Invoices: Oldest		<b>~</b>
Filter by invoice category		
<ul> <li>All unpaid invoices</li> </ul>		
Only credits		
Only disputed invoices		



## 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.

Invoices					
<ol> <li>Our billing system ch</li> </ol>	hanged on July 1, 2025. You can	still <u>view a snapshot</u> of your past invo	Dices.		
Past due \$88.28					
Unpaid Pai	d			🕁 Downica	d activity (CSV)
<ul> <li>Not sure how t</li> <li>Learn how to s</li> </ul>	to settle your involce? We can he settle your involce >	elp.			
Invoice date	Invoice number	Document type	Status	Balance	Actions
May 8, 2025	0000	Invoice	5 days past due	\$88.28	:
Showing results 1 to 1 o	f 1 page				

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

				Shop Support	Developer Program	⊕ re	@ MILV	
0	Home Shipping ~ Returns	Hail campaigns $\sim$ — Postal services $\sim$	Billing and Payments ~	Order History 🗸			Tools	
			Vewing page a	K TESTTHERELD C	COMPANY (2009969	(9) <u>Chang</u>	e	
	Archived invoices							
	<ul> <li>This page will no longer exist Please back up any of the inf</li> </ul>	after May 18, 2028 ormation shown here before this page is do	commissioned, <u>Read our FGA</u>	to learn more abou	t this process.			
	-							
	Select start date	Select and date						
	2022-01-29	2023-07-29						Select a date range up to 18 months
	Annih (Street							before the current date.
	Involte date	invoice number			Belanca A	tions		Developed individual invaires by aliabi
	Nov 28, 2024	00000399999			\$32.75	•		_ Download individual involces by clickii the dots and select download
	Nov 28, 2024	0020099999			632.75	÷		
	Nov 28, 2024	0000039599			\$32.75	:		
	Nov 28, 2024	0000030599			\$32.75	i i		

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