

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.

Contents

Objective	1
What is changing?	2
How to log into Billing and Payments	2
How to download and pay invoices	5
How to apply a credit to your payment	6
How to set up an authorized payment solution	7
How to filter and view invoices.....	7
How to download a CSV file.....	8
How to view historical invoices.....	9

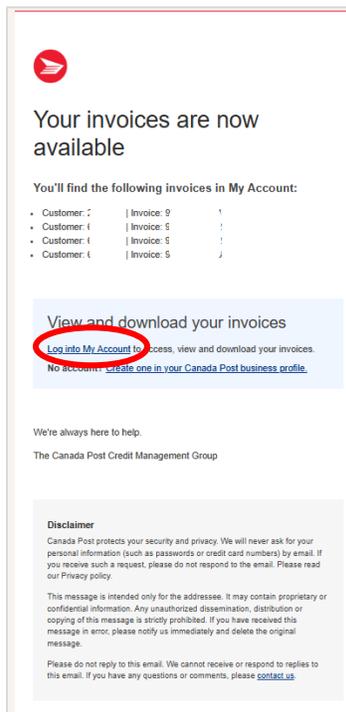
What is changing?

- Effective July 2, you will access the Billing and Payment section of your [online business profile](#) 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 [Billing and Payment site](#) on a weekly basis.

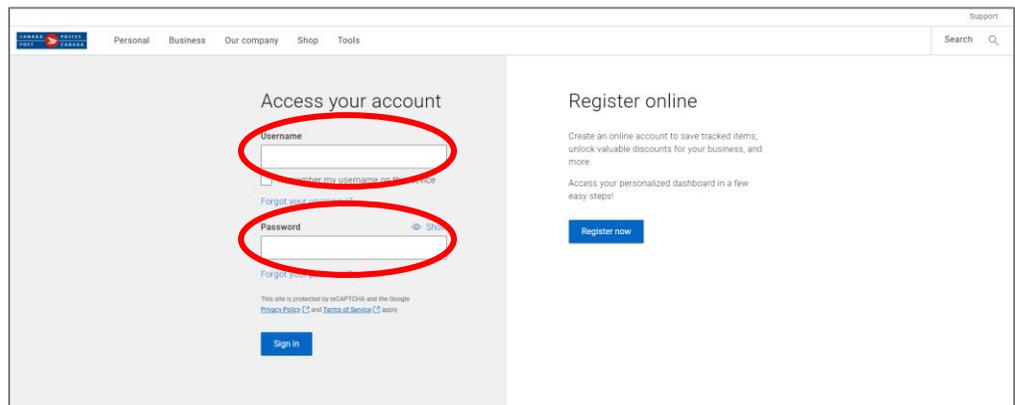
How to log into Billing and Payments

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.



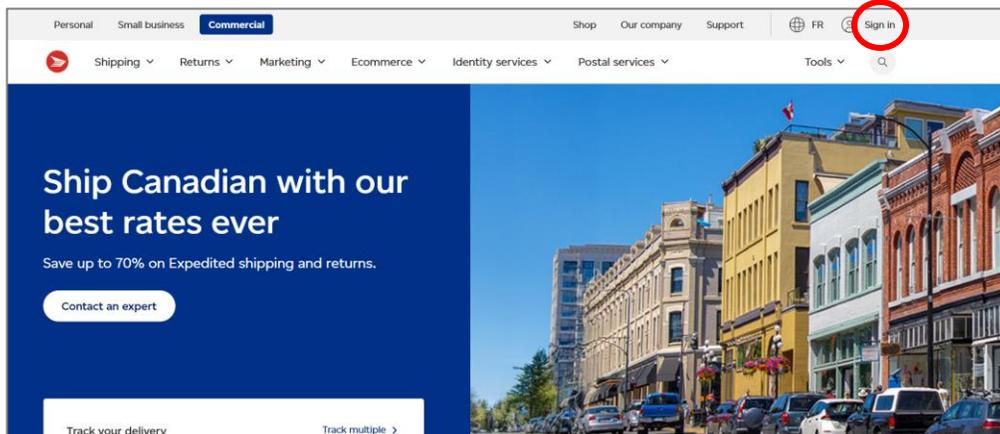
*Image may not be exactly as shown



If you receive an error message when trying to access the Billing and Payment section, you may not be set up properly. Please contact Credit Management Group at 1-800-267-7651.

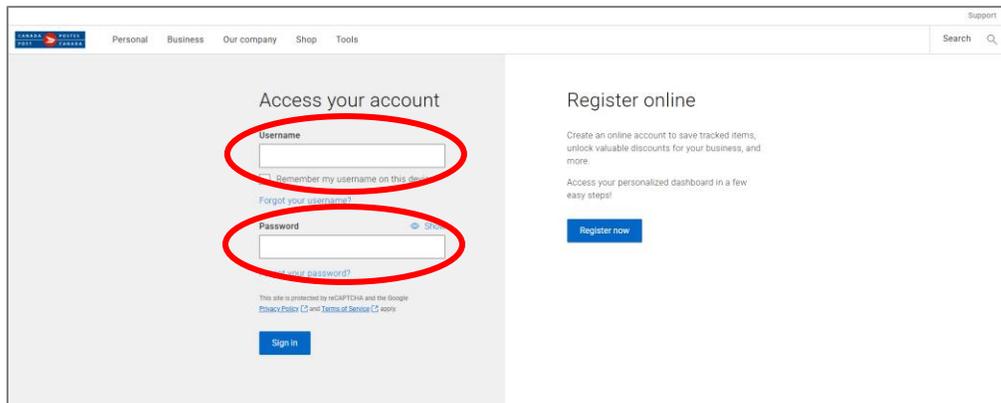
If you log in from the Canada Post website

1. Select “sign in” on [canadapost.ca](https://www.canadapost.ca)



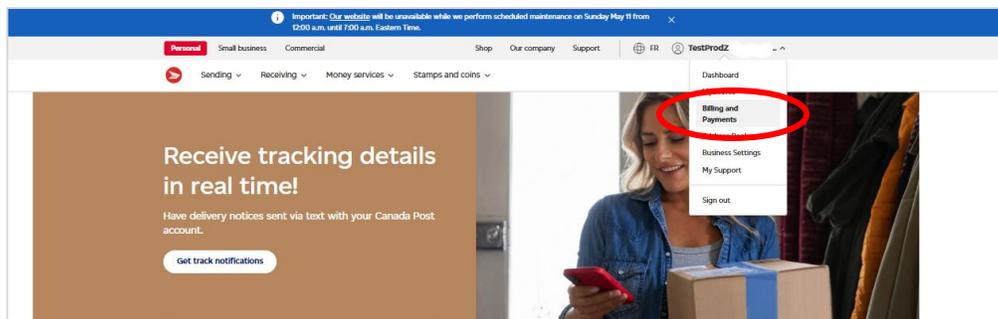
If you do not have an account, you can create one in your [Canada Post business profile](#).

2. Enter your username and password and click “sign in”.

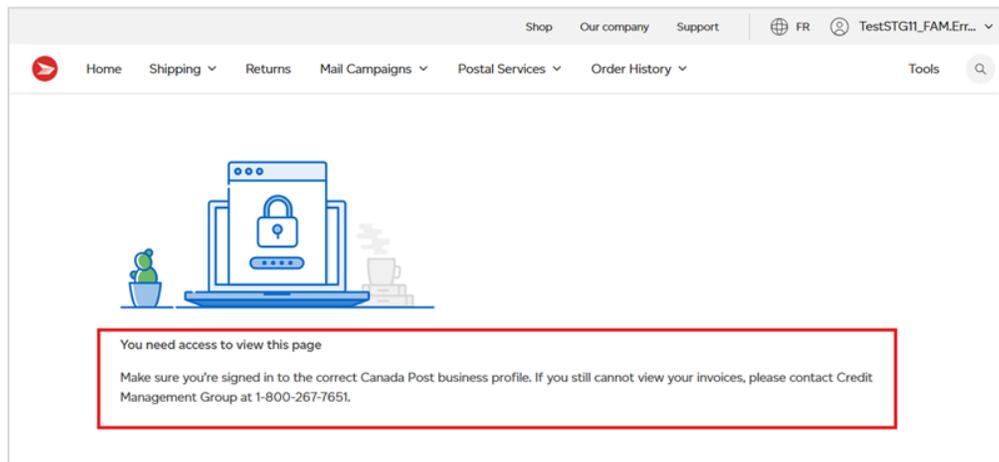


If you are having difficulties signing into your account, please ensure that you have the correct login credentials. If you are still having problems, contact our technical support desk at 1-877-376-1212.

3. 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.



- 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.



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.

The screenshot shows the 'Invoices' section of the Billing and Payments landing page. Annotations with yellow arrows point to various elements:

- Switch between accounts:** Points to the 'Change' button in the top right corner.
- Until January 1, 2027, existing customers can access invoices that were generated during the 18 months prior to July 1, 2025.** Points to the information banner: 'Our billing system changed on July 1, 2025. You can still [view a snapshot](#) of your past invoices.'
- View your balance, any past due amount, and your credit limit. Any disputed amounts and your authorized payment method may also appear here.** Points to the account balance summary: 'Account balance \$1,540.78' and 'Credit limit: \$0.00'. A red note below the balance states '\$1,540.78 is past due'.
- Toggle between paid/unpaid invoices by selecting the appropriate tab: Unpaid – invoices with a balance Paid – invoices with \$0 balance.** Points to the 'Unpaid' and 'Paid' tabs.
- Download a CSV file** Points to the 'Download activity (CSV)' button.
- Filter and sort your invoices** Points to the 'Show filters' button.
- List of your invoices and adjustments (paid or unpaid)** Points to the table of invoices.

Invoice date	Invoice number	Document type	Status	Balance	Actions
Jan 19, 2023	01234567890123456	Adjustment	775 days past due	\$1,500.00	

Showing results 1 to 1 of 1 page

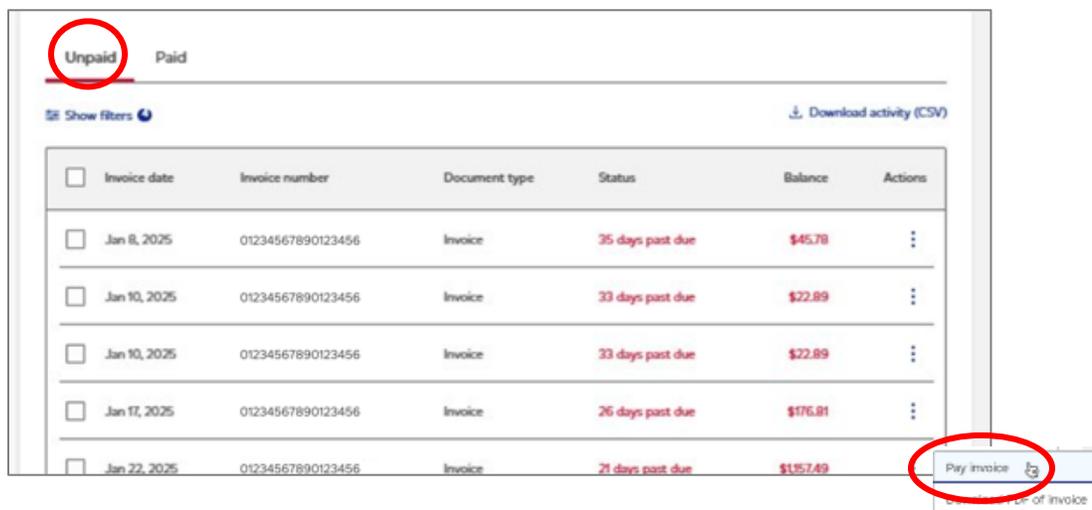
1 last edited on March 4, 2025

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.

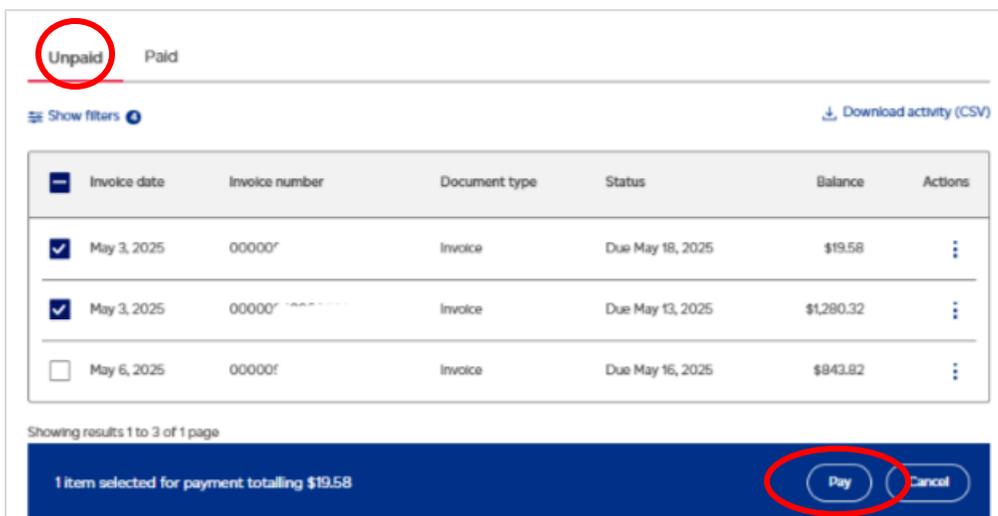
To pay a single invoice online:

- 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



To pay multiple invoices online:

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



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 [form](#). 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.

The screenshot shows an 'Order summary' page. At the top, it states 'You've selected 2 invoices for payment. Invoice total: \$23.87'. Below this, a section titled 'You have available credit in your account.' contains a list of credits to apply. The credits are: \$11.34 from 988008525(RV), \$11.50 from 9881469758(RV), \$12.85 from 9882356260(RV), \$11.14 from 9882380247(RV) (which is selected with a blue checkmark), \$15.15 from 9882381682(RV), \$19.12 from 9882352099(RV), and \$11.00 from 148800003805. Below the list, it says 'Total credit amount selected: \$11.34'. Further down, it shows 'Balance remaining after credit: \$12.53' and 'If you pay now, your bank account will be charged \$12.53 in 1 to 2 business days.' At the bottom, there are two buttons: 'Pay now' and 'Cancel'. Both the 'Pay now' button and the selected credit checkbox are circled in red.

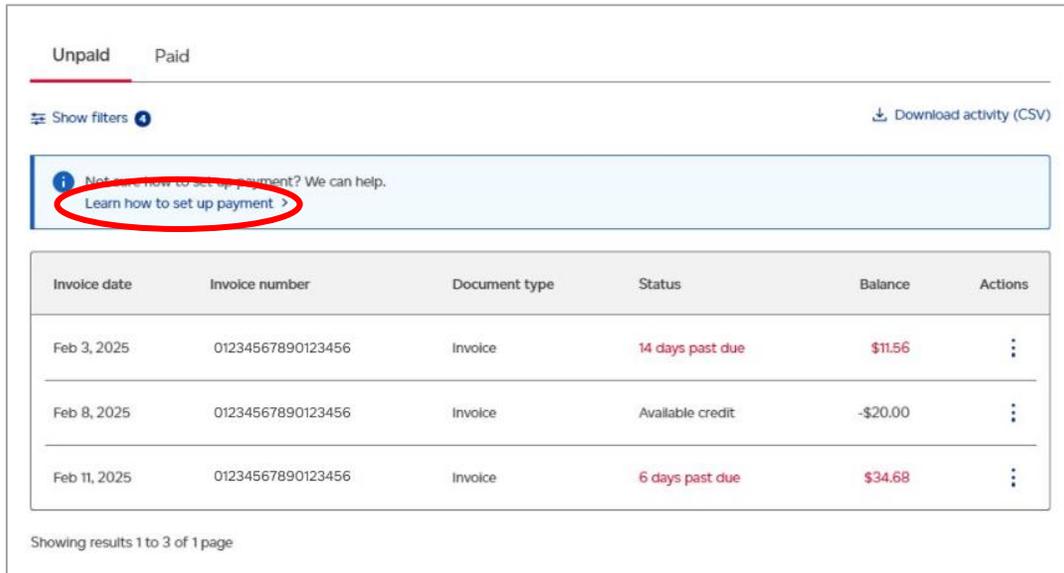
If there are no credits available to apply, the screen will appear without credit selection.

Click on “Pay now” to complete payment.

The screenshot shows an 'Order summary' page. It states 'You've selected 2 invoices for payment. Invoice total: \$36.08'. Below this, it says 'If you pay now, your bank account will be charged \$36.08 in 1 to 2 business days.' At the bottom, there are two buttons: 'Pay now' and 'Cancel'. The 'Pay now' button is circled in red.

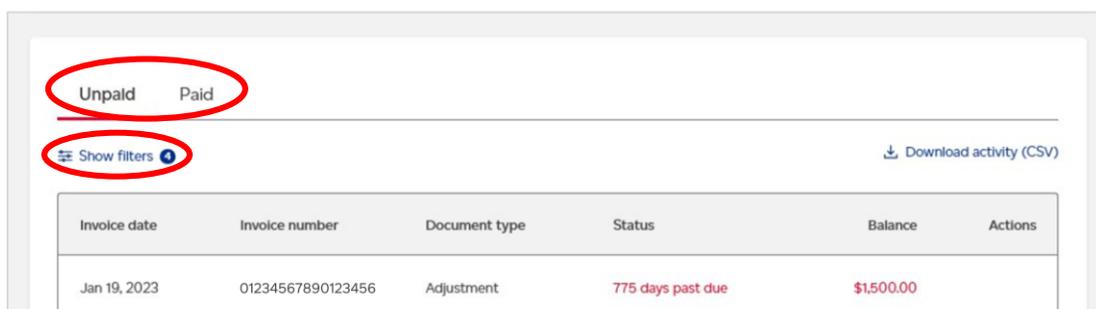
How to set up an authorized payment solution

1. 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 [Make payments to your commercial account | Canada Post](#) to set up online pay or pre-authorized payment solutions.



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

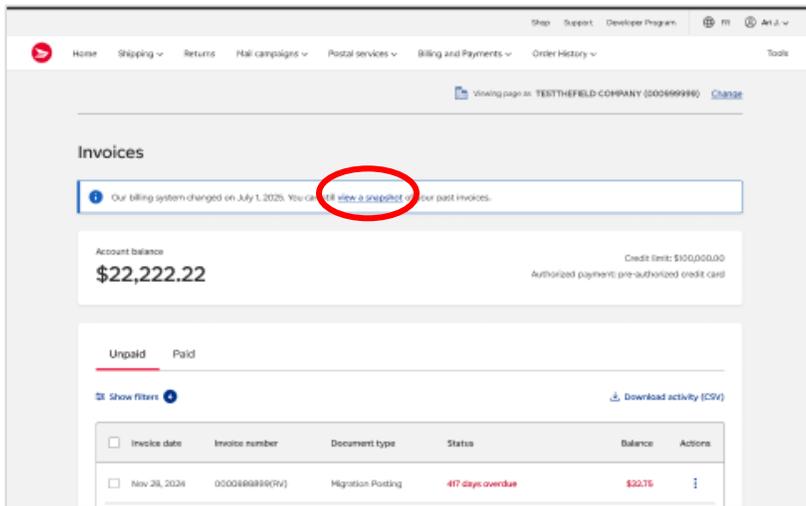
Once you have selected the filters you want, click “Apply filters”.

How to download a CSV file

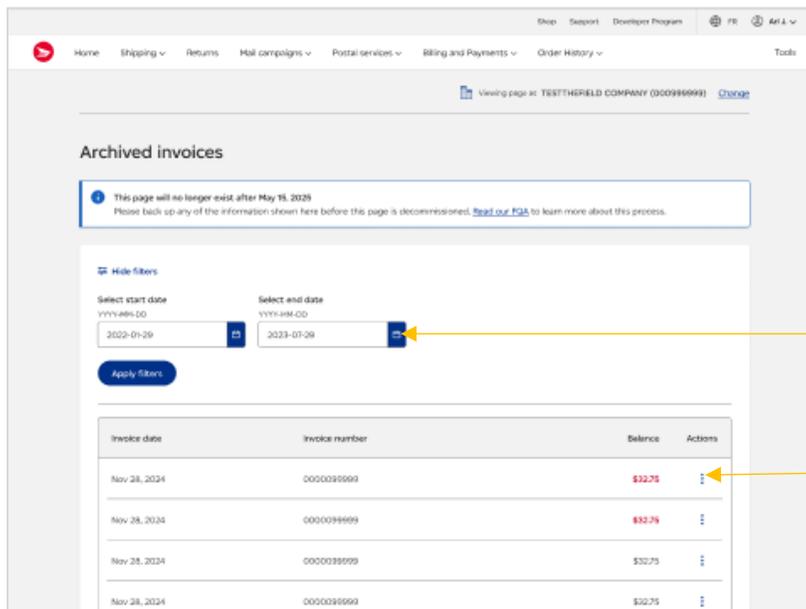
1. After selecting your filters, you can also download an excel file with the relevant data by clicking on “Download activity (CSV)”.

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.



- A list of 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 general inquiries about your invoice or account, please call 1-800-267-7651 or email cmg@canadapost.ca.