

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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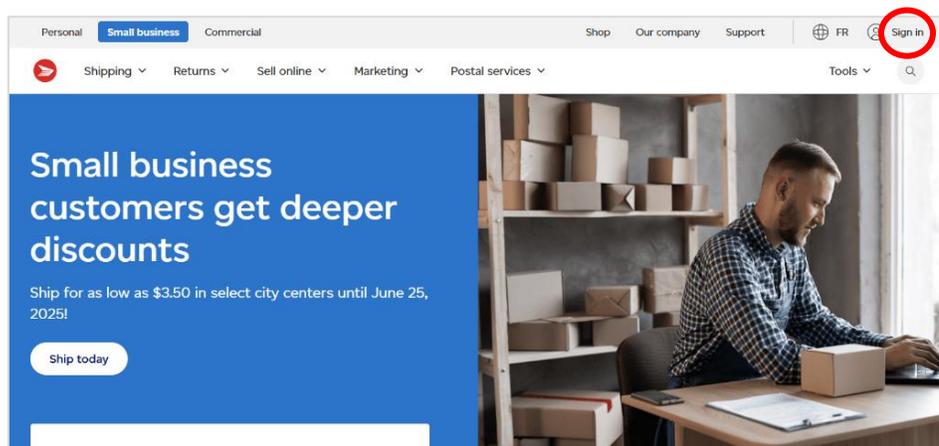
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What is changing?

- 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.

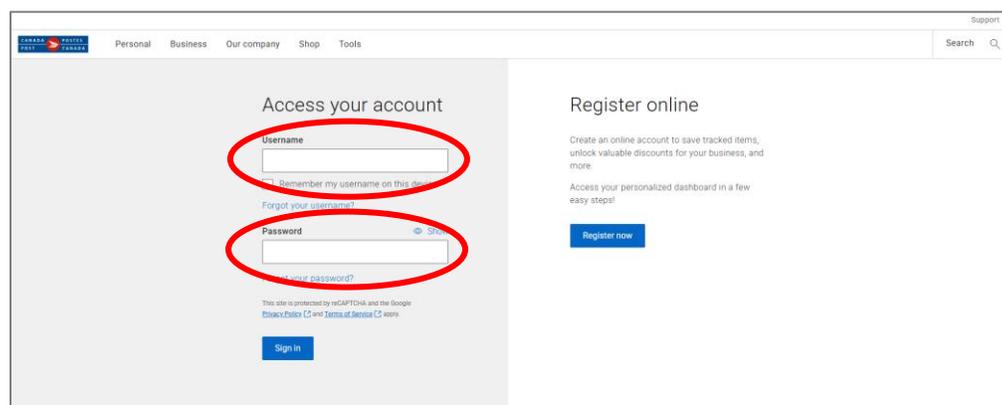
How to log into Billing and Payments

1. Select "sign in" on canadapost.ca

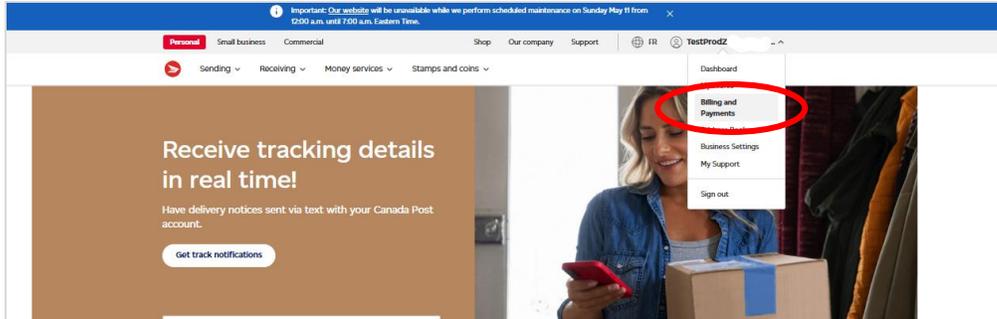


If you do not have an account, you can create one in your [Canada Post Profile](#).

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.

The screenshot displays the 'Invoices' page with several annotations:

- Check your savings and discount levels.** Points to the 'Savings levels' link in the left sidebar.
- 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 informational message about the billing system change.
- View your balance and any past due amount.** Points to the account balance section showing '\$1,540.78' and '\$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
- 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 (paid or unpaid).** Points to the table of invoices.

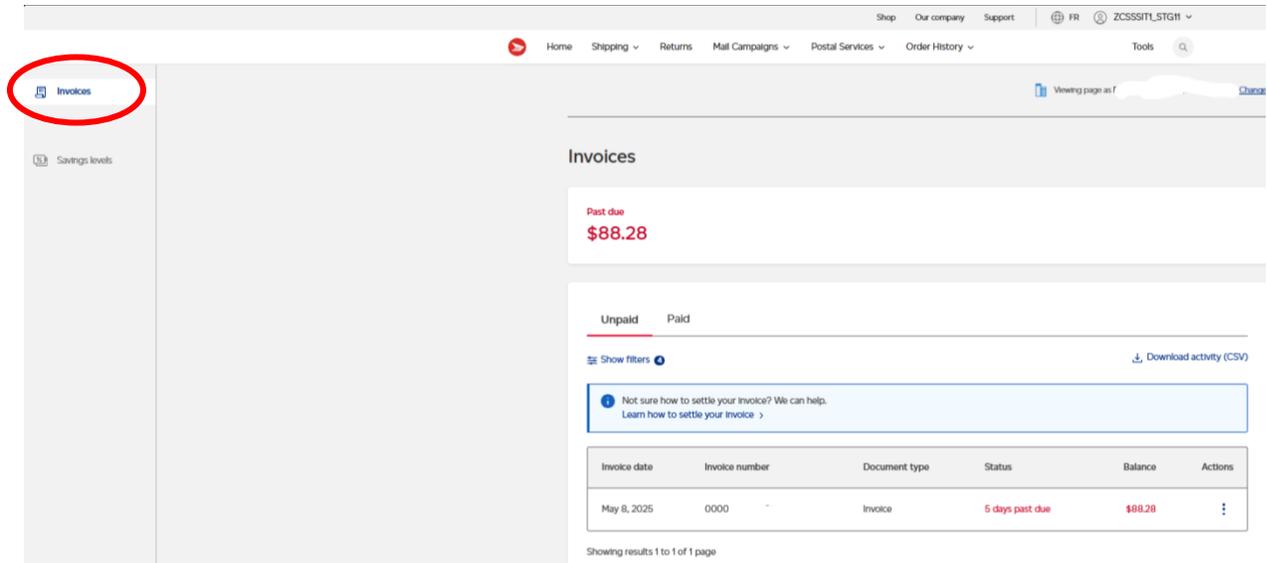
Invoice date	Invoice number	Document type	Status	Balance	Actions
Jan 19, 2023	01234567890123456	Adjustment	775 days past due	\$1,500.00	

Showing results 1 to 1 of 1 page

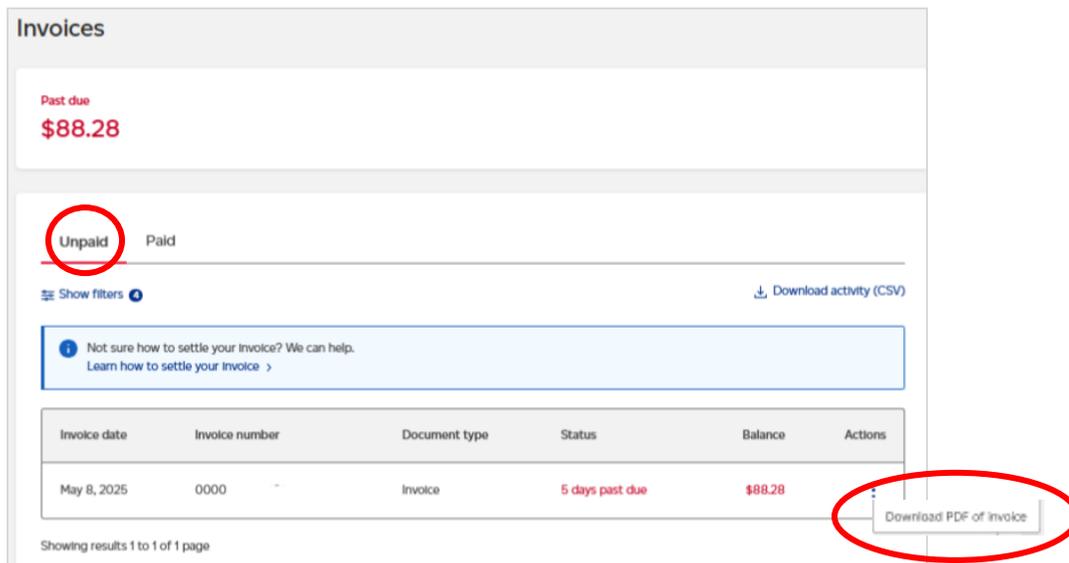
Updated on March 4, 2025

How to download and pay invoices

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

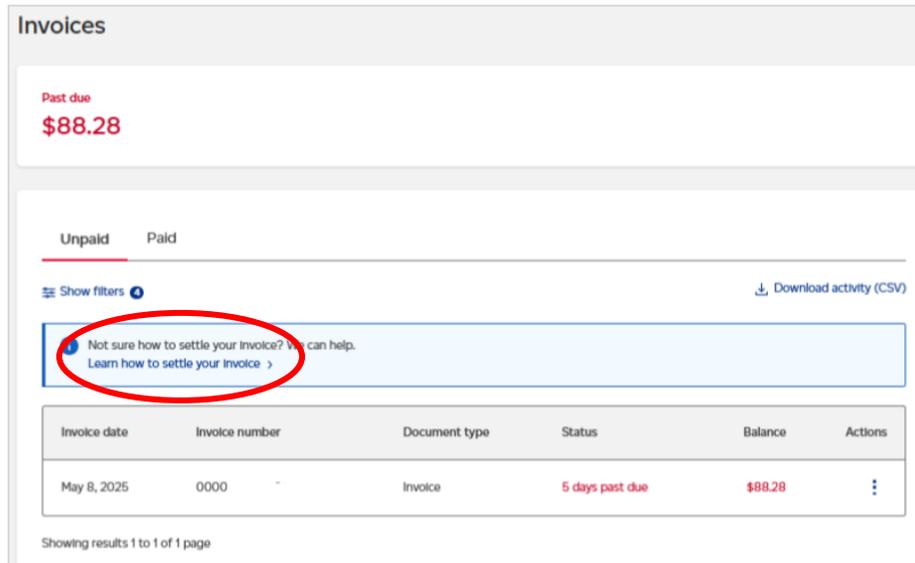


2. Select the “Unpaid” tab and click on the three dots beside the invoice you want to download and select “download PDF of invoice”.



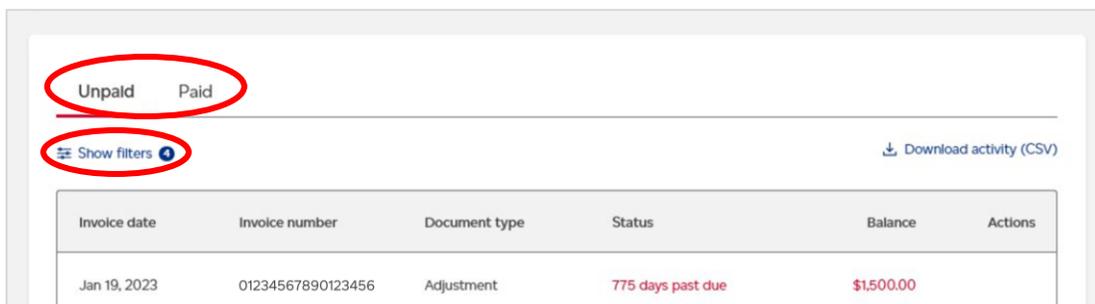
3. Pay the amount owing by sending your payment through INTERAC e-transfer to cashap1@canadapost.ca. Include your invoice number and your 7-digit Canada Post account number in the *Message* field.

- 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](#).



How to filter and view invoices

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



- 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”.

Unpaid Paid

Hide filters

Select start date YYYY-MM-DD: 2022-02-26

Select end date YYYY-MM-DD: 2025-02-26

Sort by: Invoices: Oldest

Filter by invoice category

- All unpaid invoices
- Only credits
- Only disputed invoices

Search by: Invoice number

Search term: Enter Invoice number

Apply filters

Unpaid Paid

Hide filters

Select start date YYYY-MM-DD: 2023-08-26

Select end date YYYY-MM-DD: 2025-02-26

Sort by: Invoices: Most recent

Filter by invoice category

- All paid invoices
- Only paid on account
- Only paid by credit card

Search by: Invoice number

Search term: Enter Invoice number

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

Select start date YYYY-MM-DD: 2022-05-01

Select end date YYYY-MM-DD: 2025-05-01

Sort by: Invoices: Oldest

Filter by invoice category

- All unpaid invoices
- Only credits
- Only disputed invoices

Search by: Invoice number

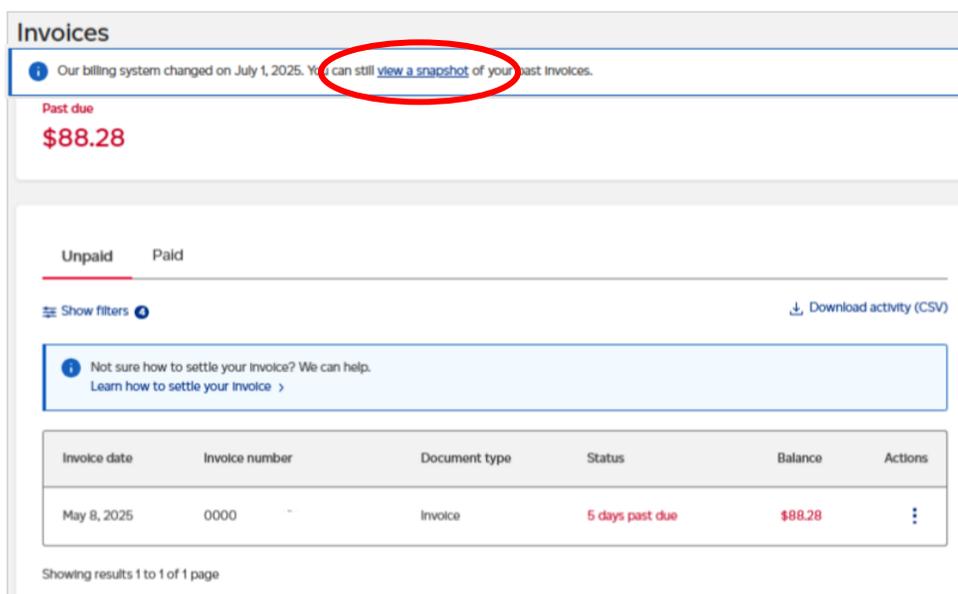
Search term: Enter Invoice number

Apply filters

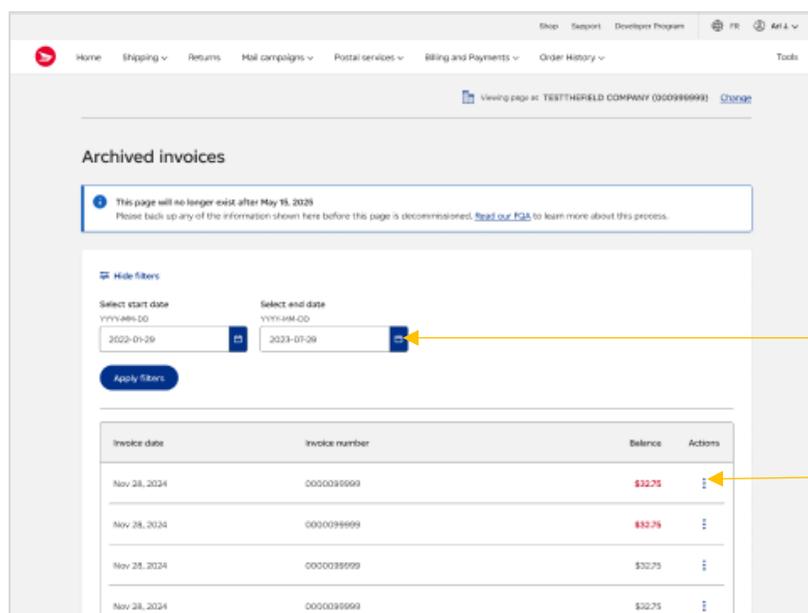
Download activity (CSV)

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



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



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