Paying for Your Mailing

1 Methods of Payment

The following methods of payment can be used by customers to pay for products and services. However, not all methods of payment may be accepted at all Canada Post facilities. Some restrictions or conditions apply.

NOTE: Contract customers should refer to their appropriate service Customer Guide at canadapost.ca/postalservices under the module “Paying and Terms”.

<table>
<thead>
<tr>
<th>Method of Payment</th>
<th>At A...</th>
<th>Using An...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash (Cdn or US currency)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Debit Card (where available, conditions apply)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Credit Card (where available, conditions apply)</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>VISA, MasterCard and American Express.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheque* (must be exact funds)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Traveller’s Cheque (must be exact funds)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Money Order (must be exact funds)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>International Reply Coupon</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Account</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contract customers with pre-approved credit terms may select “ACCOUNT” as a method of payment if the mailing is to be invoiced and charged to the customer’s account and for applicable credit terms to apply.

* An administrative fee will be applied on any payment that is dishonoured for any reason, including a payment returned due to Non Sufficient Funds (NSF). The customer agrees to reimburse Canada Post for all costs, including legal fees and bank charges, incurred as a result of late or dishonoured payments.
2 PROOFS OF PAYMENT

When applied to a mailing, proofs of payment indicate that customers have provided payment to Canada Post. Some restrictions or conditions may apply. Refer to the appropriate service for the list of acceptable proofs of payment.

2.1 Postage Stamps

A postage stamp is a stamp or impression approved by Canada Post that indicates postage payment. It may be printed directly on applicable mail items (as with pre-stamped envelopes) or on gummed or self-adhesive paper which is affixed to applicable mail items. Postage stamps are available in various denominations.

Where to Purchase
- Canada Post, post offices
- online at: canadapost.ca/shop
- by calling the National Philatelic Centre at 1-800-565-4362.

Obtaining a Refund
Customers may obtain a refund for product returns with a value of $0.01 up to a maximum of $5,000, including taxes, at any post office. For refunds over $100, customers must also complete the Customer Refund form. 
NOTE: The customer must have an original receipt issued within the last 30 calendar days by a post office when returning an item.

Not acceptable
- stamps that are mutilated, soiled, covered with transparent material or defaced in any way
- previously used stamps
- stamps from another country
- any other type of stamps not usually acceptable as postage.

2.2 Postage Meter Impression

A postage meter impression is an imprint that indicates the amount of postage paid. It must be legible and printed by a Canada Post approved postage meter, directly on an envelope or on postage meter label (which can then be placed on certain items) using bright fluorescent red ink. Visit canadapost.ca/postagemeters for more information about ink.

NOTE: It is not valid to alter postage meter impressions or to print meter impressions on small pieces of paper.

Postage meter suppliers
- Francotyp-Postalia Canada Inc. (francotyp.ca)
- Neopost Canada Ltd. (neopost.ca)
- Pitney Bowes Canada (pitneybowes.ca).

Supplier Account
Supplier Account is used by meter customers to pay for parcel shipments from the same account used to fill the postage meter. Instead of applying a meter impression, a shipping label is created using Electronic Shipping Tools (EST) or an approved shipping platforms.

Obtaining a Refund
Canada Post may refund unused meter postage provided that the postage meter impressions are legible, have not been used to obtain postal service (envelopes or wrappers must be supplied) and have not been altered. 
NOTE: Spoiled postage meter impressions of less than $999.99 (including taxes) in value can be refunded to the customer directly (no cash refunds allowed) at participating post offices (service charge applies). When the value of spoils exceeds $999.99 (excluding taxes), the request for a refund will be forwarded by the post office to Canada Post's head office for processing. Once the refund is approved, the meter manufacturer is advised to process the customer's spoils refund which is deposited directly into the customer's account held by the manufacturer. Customers pay a minimal handling fee.

Return Postage Prepayment
This service is intended to allow a meter user to send out a pre-addressed and prepaid-by-meter Lettermail item within one of their outgoing mail items, such as, addressed reply envelopes, mailing containers or cards. Every return postage prepaid meter impression must show “RETURN POSTAGE – PREPAID / PORT DE RETOUR PAYÉ”.

Orders (Statements of Mailing)
When paying for Orders by meter, a postage meter impression, may be used. The words “Statement/Manifeste” may appear to the left of the postage meter impression. The meter impression may be printed on meter labels and affixed to the Order document. Meter impressions for Orders are not valid when affixed to individual mail items.

Additional Postage
If the original postage value on a mail item has been printed incorrectly, an additional postage (correction) meter impression, must be printed and affixed under or beside the original impression. The word “CORRECTION” may appear to the left of the postage meter impression. Any additional impression must not overlap the original postage meter impression or cover any address information.

Re-date
If metered mail cannot be mailed on the date shown in the impression, a re-date meter impression must be affixed to the mail item. Depending on the mail item, the meter impression could be affixed under or beside the original impression, or printed or affixed on the backside of the mail item in the upper right-hand corner. Any additional impression must not overlap the original postage meter impression or cover any address information.

2.3 Postal Indicia

Contract customers should refer to their appropriate service Customer Guide at canadapost.ca/postalservices.
Visit canadapost.ca/indicia to download artwork for postal indicia.