

# Supplier Account

## How to set up Supplier Account in your Meter Vendor application



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## Before registering

After logging in to the meter vendor's website for the first time, Neopost's Neoship or Pitney Bowes's SendPro applications, you will need to register with Canada Post, using the following information:

1. **Supplier Account number** and **associated Canada Post number** (please refer to the letter you received from your meter vendor);
2. **Customer type:** Small Business or Enterprise\* (again please refer to the letter you received from your meter vendor);
  - \* Enterprise customers: Contract (agreement) number with Canada Post if there is one and what service the agreement is for: Parcel service, Parcel pickup service, Transaction Mail, Direct Marketing service, or any combination of these.

**Tip:** If you do not know your contract number, you can contact your purchasing department, or Canada Post (customer validation will be required) to find out what products your contract is for.

## Registration process

### New Canada Post users



New Canada Post users must click on **Sign up** to create their profile and enter business information in the Profile Information page, by following **Steps 1 through 6**.

### Existing Canada Post customer



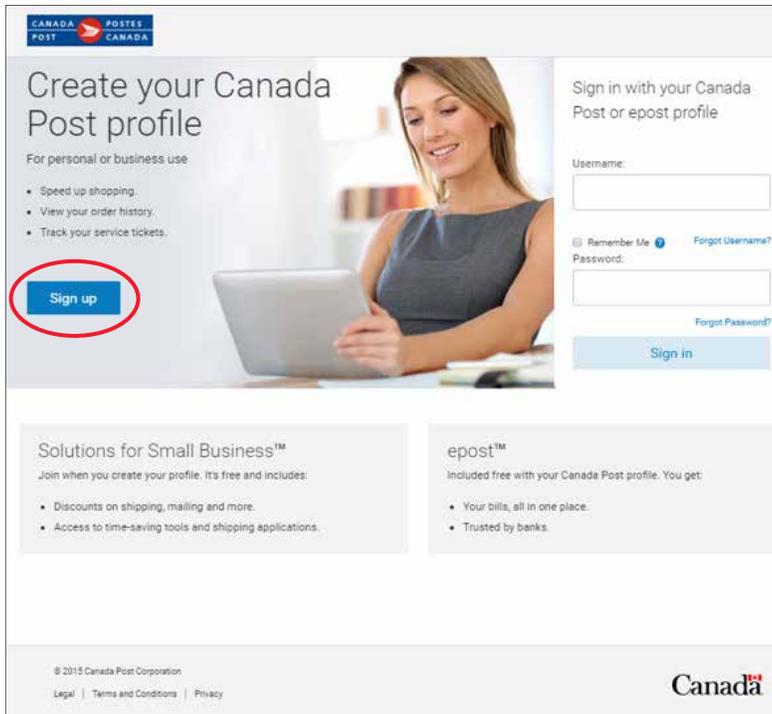
Existing Canada Post customers with online profiles associated with their customer number provided by meter vendors can **Sign in** using their username and password. Once signed in, follow **Steps 5 and 6**.

**Tip:** If your profile customer number does not match the Canada Post customer number provided by your meter vendor, you will not be able to add the supplier account number in the registration process and will get an error message that the supplier account number is invalid.

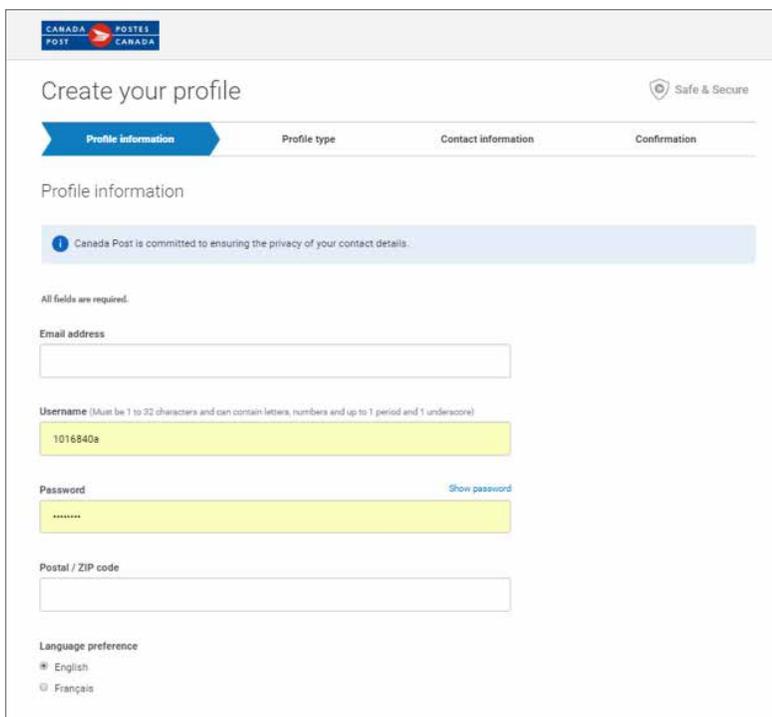
Make sure that the customer number being used for registration is the same number that was provided to you by the meter vendor.

# Step-by-step instructions

- » **Step 1:** Click on the **Sign up** button to start the registration process by completing the **Profile Information page**.



The screenshot shows the Canada Post sign-up page. At the top left is the Canada Post logo. The main heading is "Create your Canada Post profile" with a sub-heading "For personal or business use". Below this are three bullet points: "Speed up shopping", "View your order history", and "Track your service tickets". A blue "Sign up" button is circled in red. To the right is a sign-in section with fields for "Username:" and "Password:", a "Remember Me" checkbox, a "Forgot Username?" link, and a "Forgot Password?" link. Below the sign-in section are two boxes: "Solutions for Small Business™" and "epost™". The footer contains copyright information and the Canada logo.



The screenshot shows the "Create your profile" page. At the top left is the Canada Post logo. The main heading is "Create your profile" with a "Safe & Secure" icon. Below the heading are four tabs: "Profile information" (selected), "Profile type", "Contact information", and "Confirmation". A blue bar contains the text "Canada Post is committed to ensuring the privacy of your contact details." Below this is a note "All fields are required." and a form with the following fields: "Email address", "Username (Must be 1 to 32 characters and can contain letters, numbers and up to 1 period and 1 underscore)", "Password" (with a "Show password" link), "Postal / ZIP code", and "Language preference" (with radio buttons for "English" and "Français").

## » Step 2: Follow the **Profile Type** steps based on the customer type.

CANADA POST / POSTES CANADA

### Create your profile

Profile information | **Profile type** | Contact information | Confirmation

#### Choose profile type

1 Select a profile type to continue creating your profile.

**Small Business** | Enterprise

The Canada Post Solutions for Small Business™ program has been tailored to offer small businesses powerful ways to operate more productively and profitably.

Use your Solutions for Small Business profile to:

- Save up to 40% on international shipping and up to 28% on shipping in Canada.
- Access e-commerce solutions that help you sell online.
- Save up to 15% on select direct mail services.

Select and continue | **I have a customer number**

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### Small Business

1. If your customer type is **Small Business**, Click on **I have a customer number**.

CANADA POST / POSTES CANADA

### Create your profile

Profile information | **Profile type** | Contact information | Confirmation

#### Choose profile type

1 Select a profile type to continue creating your profile.

**Small Business** | Enterprise

If you already have a customer number, complete the fields below.

Customer number

Business postal code

Continue | I don't have a customer number

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2. Enter your Canada Post customer number provided by your meter vendor and your business's postal code.

**Tip: Never select I don't have a customer number.** If it is selected, it will cause you to create a new Canada Post number, which will not be known to the meter vendor when the supplier account number is added, and an error message will be displayed.

3. Move to **Step 3**.

The screenshot shows the 'Create your profile' page on the Canada Post website. The page is divided into four steps: Profile information, Profile type, Contact information, and Confirmation. The 'Profile type' step is currently active. Under 'Choose profile type', there are two options: 'Small Business' and 'Enterprise'. The 'Enterprise' option is selected, indicated by a red line above it. Below the selection, there is a text box with the following instructions: 'Create an online profile for an existing enterprise (commercial) account. Use your enterprise profile to: Access our online services for e-commerce, shipping, logistics, marketing and more. View your account and billing details.' There are three input fields: 'Customer number', 'Canada Post contract number', and 'Business postal code'. A blue button labeled 'Create an enterprise profile' is at the bottom.

## Enterprise

1. If your customer type is **Enterprise**, complete all fields. When completing the Canada Post contract number field, follow these instructions:
  - a. If you have a Canada Post Parcels contract, enter that contract number;
  - b. If you do not have a Parcels contract, but you have a Transaction Mail or Direct Marketing contract (Incentive Lettermail, Publications Mail, etc.), enter that contract number;
  - c. If you do not have a contract with Canada Post, leave this field blank.

**Tip:** If you get an error message at this stage, confirm your contract number or your business's postal code with Canada Post.

2. Move to **Step 3**.

## » Step 3: Complete the Contact Information page.

The screenshot shows the 'Create Canada Post profile' page with the 'Contact information' step highlighted in a red oval. The page includes a progress bar with four steps: Profile information, Profile type, Contact information (highlighted), and Confirmation. Below the progress bar, there are sections for 'Business name', 'Business operating as', 'Business address', and 'Customer number'. A note states 'All fields are required.' The 'Contact information' section contains fields for 'Job title', 'Title (optional)' (a dropdown menu), 'First name', 'Last name', 'Phone number type' (a dropdown menu), 'Phone number' (with a format '555-555-5555' and an 'Add another number' button), and 'Ext. (optional)'. There is also a 'Contact business address' field with a 'Powered by AddressComplete' logo and a 'Change the address' button.

**Tip:** Entering the job title will help in the event that you move in the future.

## » Step 4: Receive confirmation on the successful creation of your profile.

The screenshot shows the 'Create your profile' page with the 'Confirmation' step highlighted in a blue arrow. The progress bar shows four steps: Profile information, Profile type, Contact information, and Confirmation (highlighted). The main content area displays a green checkmark and the message: 'You have successfully created your small business profile! Your username is 8521227b.' Below this, it shows 'Your customer number is' and 'Your business name is'. A section titled 'Use your Canada Post profile to:' lists three bullet points: 'Save more on Parcels and direct mail services when using Canada Post's online tools.', 'Request a pickup, manage returns, and access more tools to help your business. Try our tools.', and 'Maintain your business information.' There is a link to 'Learn more about the Canada Post Solutions for Small Business™ program.' and a 'Done' button. The footer includes '© 2015 Canada Post Corporation', 'Legal | Terms and Conditions | Privacy', and the Canada Post logo.

## » Step 5: Add supplier account information.

After successfully completing Step 4, you will be prompted to add your supplier account information.

The screenshot shows the 'Your Supplier Accounts' form. At the top left is the Canada Post logo. The form has a title 'Your Supplier Accounts'. Below it are fields for 'Customer Number' (with '000' entered) and 'Agreement Number' (with a dropdown menu open showing 'I don't have a parcel agreement', 'Select', and 'I don't have a parcel agreement'). A message box says 'Please select your parcel agreement.' Below these are fields for 'Supplier name' (Neopost), 'Supplier Account number' (xxxx-xxxx-xxxx-2046), and 'Selected as default payment method' (checked). A '+ Add a Supplier Account' button is in a dashed box. At the bottom is a 'Continue' button and a note: 'You can change or update it later when you sign in to My Canada Post account in your profile settings.'

### Small Business customers

Select **I don't have a parcel agreement** in the Agreement Number field and add your supplier account number.

The screenshot shows the 'Method of Payment' form. At the top left is the Canada Post logo. The form has a title 'Method of Payment' and a subtitle 'Please select your default method of payment. The method you select will be used for authorized transactions by Canada Post on behalf of Neopost'. Below this is a note: 'You can change or update it at any time when you sign in to Canada Post.' The main instruction is 'Select your default method of payment'. Below this is the 'Your Supplier Accounts' section with fields for 'Customer Number' (000), 'Agreement Number' (0040), and a dropdown menu open showing 'Select', 'I don't have a parcel agreement', and '0040'. A message box says 'Please select your parcel agreement.' Below these are fields for 'Supplier name' and 'Supplier Account number'. There are 'Add' and 'Cancel' buttons. At the bottom is a 'Continue' button and a note: 'You can change or update it later when you sign in to My Canada Post account in your profile settings.'

### Enterprise customer with parcel agreement number

Add your parcel agreement number only in the Agreement Number field.

**Tip:** If you have multiple contracts for Canada Post services, do not select a non-Parcel contract number by mistake. Selecting a non-Parcel contract number will allow registration, but will prevent the printing of a shipping label when attempting to send a parcel (after returning to the meter vendor's application and registering).

Your Supplier Accounts

Customer Number: 0001001091

Agreement Number: I don't have a parcel agreement

Please select your parcel agreement.

Supplier name: Pitney Bowes

Supplier Account number: XXXX-XXXX-XXXX-6708

Selected as default payment method: Selected

+ Add a Supplier Account

Enterprise customer with a non-Parcel contract number or without a contract number

Select **I don't have a Parcel agreement** in the Agreement Number field.

**Tip:** Selecting a non-Parcel contract number will allow registration, but will prevent the printing of a shipping label when attempting to send a parcel (after returning to the meter vendor's application and registering).

» **Step 6:** Accept the Canada Post Terms and Conditions for Parcels services and you will be sent back to your meter vendor application with the registration completed.

## Common errors and how to resolve them

<b>Error</b>	<b>Resolution</b>
My supplier account number is invalid	The Canada Post customer number associated with your username is not recognized by the meter vendor. You should re-register with your correct Canada Post customer number that was provided by your meter vendor in your customer letter. This could happen if you created a new customer number as part of the registration process instead of stating that you have an existing customer number.
I am unable to add a supplier account number via the Canada Post website without going through my meter vendor's website.	If you are a NeoPost customer, you must log in through your meter vendor's website first via Neo Ship. You cannot use your supplier account as a payment type via canadapost.ca.
I do not know my Canada Post or supplier account number.	You must look at the letter you received from your meter vendor to obtain your number.
I am unable to create a shipping label.	This may occur if you have entered a non-Parcels contract number when you registered your supplier account number. You must return to MyProfile, delete the supplier account number, then re-add a Parcels contract (or no contract) instead of a non-Parcels contract.