FAQ

What is an epost™™ mailbox?

An epost™ mailbox is an electronic and secure mailbox at Canada Post that you can use to receive, pay, print and manage bills online.

You can create an epost™ mailbox when you login to Online Banking. If you are already an epost™ user, you can link your existing epost™ mailbox to Online Banking.

Once your epost™ mailbox is set up, it can be accessed from Online Banking or the www.epost.ca web site.

How do I register for the epost™ service in Online Banking?

Simply log in to Online Banking, click on **Messages and Alerts** from the left-side menu and click the **epost™ Signup** link. Then create your epost™ mailbox, and add each organization from whom you'd like to receive your bills electronically using epost™.

If you already have an epost™ mailbox, simply enter your epost™ User Name and Password when you get to the epost™ signup screen instead of creating a new account.

How long does it take to begin receiving an organization's bills and documents by epost™ once I've added it to the service?

Once you've registered for the service and added the organizations whose bills you want to receive by epost™, you'll begin receiving your bills as of the next billing cycle.

Why do I need the user name and password I selected when I created my epost™ box?

The user name and password will not be required when you use the epost™ service in Online Banking. You'll need these, however, if you choose to login to the www.epost.ca site.

Never share your in Online Banking access code or epost™ user name and passwords with anyone, even family members. Choose access codes and passwords that are difficult to guess. Never use your birth date or telephone number, as these are too easy to find.

Once I register for epost™, what will happen to the paper bills or documents I usually receive by mail?

Your bills and documents will no longer be sent by mail. They will be sent electronically by epost™ to Online Banking.

Not only will managing your bills be easier, but you'll also be helping to protect the environment by reducing the use of paper.

How will I know if my epost™ registration request has gone through?

You'll receive a notice in your epost™ mailbox in Online Banking. It can take up to 3 working days for requests to add organizations to the service to be processed. During this time you will continue to receive your paper bills in the mail.

How will I be notified that a bill or document has arrived in my epost™ box?

There are 2 ways you can be notified that a bill has been delivered to your Online Banking epost™ mailbox.

Epost™ sends a notice letting you know an epost™ bill has arrived on the "Messages" page in Online Banking. You can also select the option of being notified by e-mail that a bill has arrived when you add an organization to the service. A notice will then be sent to the e-mail address you provided when you registered for the service.

Can I pay bills once I've viewed them in my epost™ mailbox?

Yes, and this is why the epost™ service is so convenient. You can receive, view and pay your bills all in one location using Online Banking.

I'm having trouble signing up for epost™, who should I contact?

If you are experiencing problems registering with epost™ you should contact epost™ customer service at 1-877-376-1212 or by email at service@to.epost™.ca

What should I do if I lose my epost™ user name and password?

Call epost™ customer service at 1-877-376-1212.

How come there isn't a "Pay" link for some bills?

How epost™ classifies bills received from the billing organization determines whether or not they will have a "Pay" link in Online Banking. A bill classified as a "Statement" will not whereas a bill classified as a "Utility Bill" will. The classification can be seen on the **Saved epost™ Mail** screen.

This bill is classified by epost™ as a *Statement* so there is **no Pay** link for it in Online Banking.

These bills are classified by epost™ as *Utility Bills* so there **is** a **Pay** link for them in Online Banking.