




Canada Post App- Frequently Asked Questions

What is the CanadaPost Solutions for Small Business?

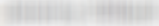
Please visit [Solutions for Small Business](#) for details.

How do I obtain API keys for this application?

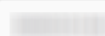
You need to join the Canada Post Developer Program. Please visit [Getting Started - Canada Post Developer Program](#) for details on how to get started. Once you become a member, your API keys will be displayed on the main Developer Program Page.



Managing Mail | Sending | Business Solutions | Tools | Shop | Support

Welcome  [Refresh my information](#) [My Profile](#) | [My Support](#) | [Dashboard](#)

Company:

 - WEBSAN SOLUTIONS INC

Select

Developer Program

Solution Providers

Service Directory

Rating

Contract Shipping

Non-Contract Shipping

Tracking

Find a Post Office

Deliver to Post Office

Pickup

Returns

E-commerce Platforms



AddressComplete

Service Info

Getting Started

Use Cases

API Keys


Name	Key Number (username : password)	Status	New Passkey
Development		Active	<div>Regenerate</div>
Production		Active	<div>Regenerate</div>

The sample code and most utility programs such as soapUI accept the username and password in separate fields. These fields are shown above separated by a colon. In REST, these fields end up as the value of the "Authorization" header variable, concatenated together, separated by a colon, but also converted to Base64 and prepended by "Basic ".

About the Sandbox (Development) Environment
Use your development key against the sandbox environment. The sandbox environment is a replica of production and includes valid test data and responses, with some exceptions: [REST](#) | [SOAP](#)

Updates and service outages
Visit our Developer Forum for the latest developments:

- Find out about changes and updates to web services.
- Keep informed about service outages.



Developer Forum

Go NOW

How do I change between Test & Production modes?



Search for CanadaPost-Setup using the magnifying glass.

SEARCH FOR PAGE OR REPORT

Type page or report name to start search: canadapost setup

1 search results: All Administration

Search the help for 'canadapost setup'?

NAME	DEPARTMENT
CanadaPost-Setup	Departments/CanadaPost for Small Business

Change the Mode option to Test or Production as applicable.

EDIT - CANADAPOST-SETUP

CanadaPost-Setup

General

Small Business Customer No.	123456789	Production UserID	
Mode	Test	Production Password	
Test UserId	Origin Postal Code	
Test Password		

Shipping Charge Setup

Shipping Charge Type		Shipping Charge	
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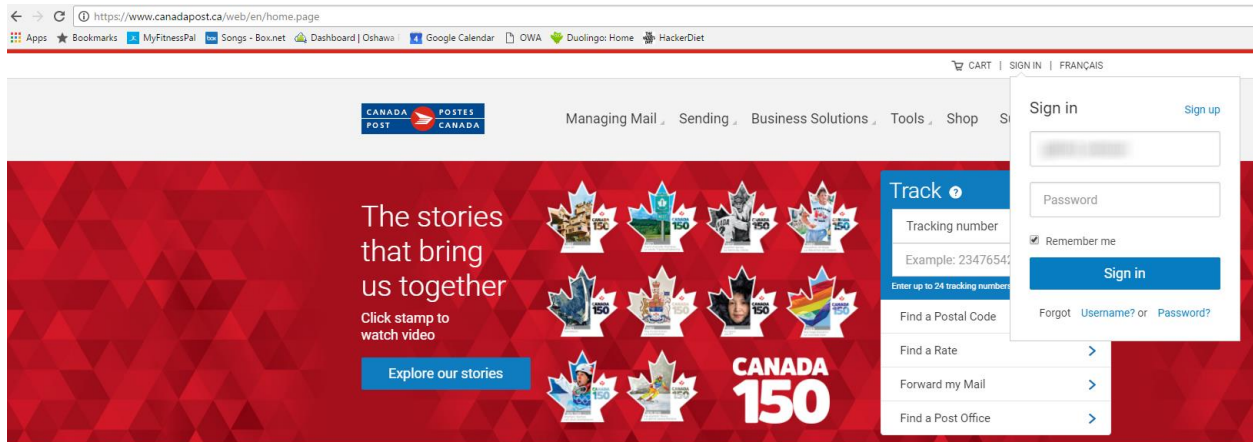
Notification >

Label Preferences >

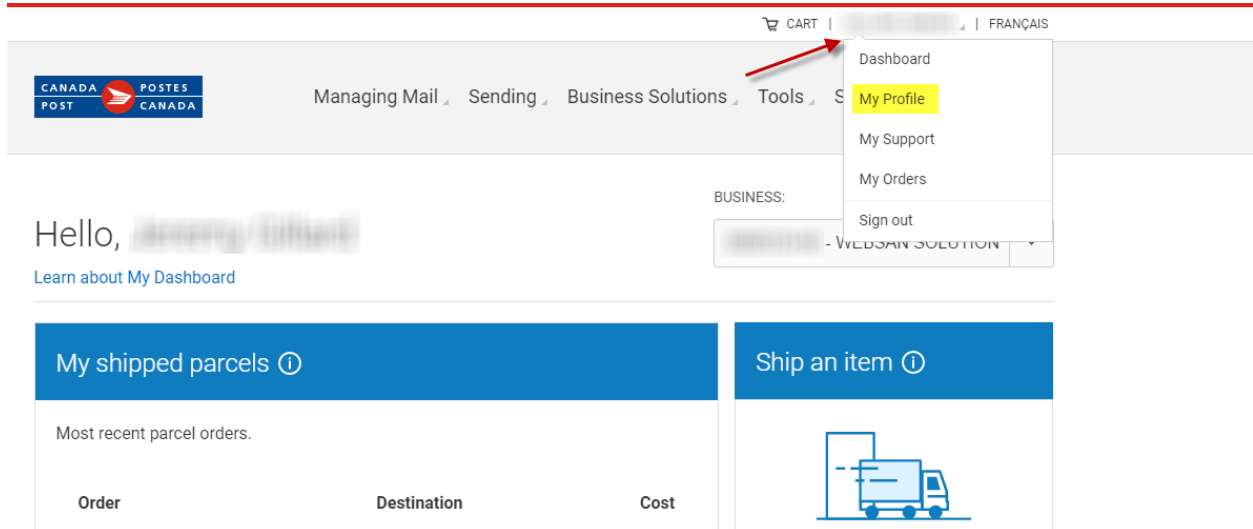


How do I pay for my Non-Contract shipments?

To generate a Non-Contract shipment in production, you need to have a payment method setup in your CanadaPost for small business profile. First, sign into your account: [Canada Post - Home](#)



Click on your account name and access your profile.





Choose the credit cards option under the Payment section.

CART | [REDACTED] | FRANÇAIS

CANADA POST POSTES CANADA

Managing Mail Sending Business Solutions Tools Shop Support

BUSINESS: [REDACTED] - WEBSAN SOLUTIONS INC

My Profile

Profile

- Profile details >

Business

- Business details >
- Maintain your business profile >
- Your Savings Level >
- Order your customer cards >

Payment

- Credit cards >
- Supplier accounts >

Security

- Change password >
- Change security questions >

Notifications

- epost notifications >

Administration

- Deactivate my profile >

Add a new default card. This card will be charged when you create non-contract shipments. If you do not have a default card defined, you will receive an error message when creating a non-contract shipment in production mode.

CART | [REDACTED] | FRANÇAIS

CANADA POST POSTES CANADA

Managing Mail Sending Business Solutions Tools Shop Support

BUSINESS: [REDACTED] - WEBSAN SOLUTIONS INC

[My Profile](#) > Credit Card Details

Credit card information

The credit cards below will be available to you when you use our Electronic Shipping Tools and when you shop at our online stores. When adding a new card or editing your existing information, please allow 24 hours for processing.

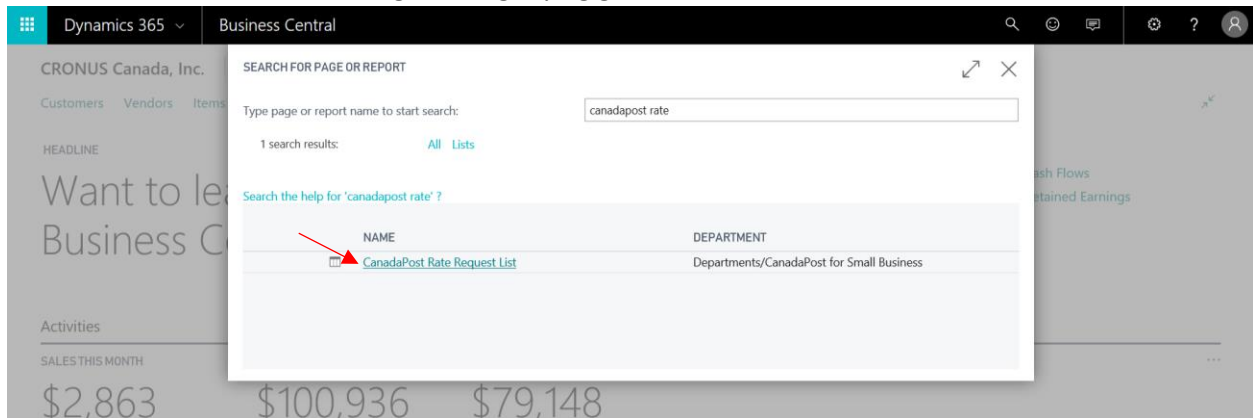
Default Card	Card Number▲	Card Type▲	Expiry Date▲	Edit	Delete
✓	XXXX-XXXX-XXXX-029	American Express	08-2019		

+ add a credit card

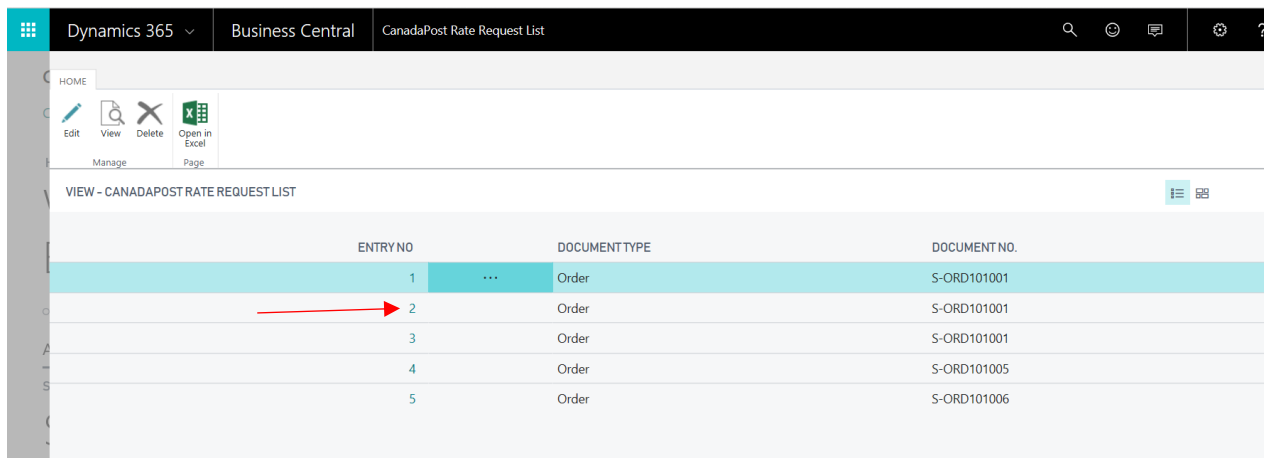


How can I see all CanadaPost rate requests I have created?

Search for CanadaPost Rate using the magnifying glass.



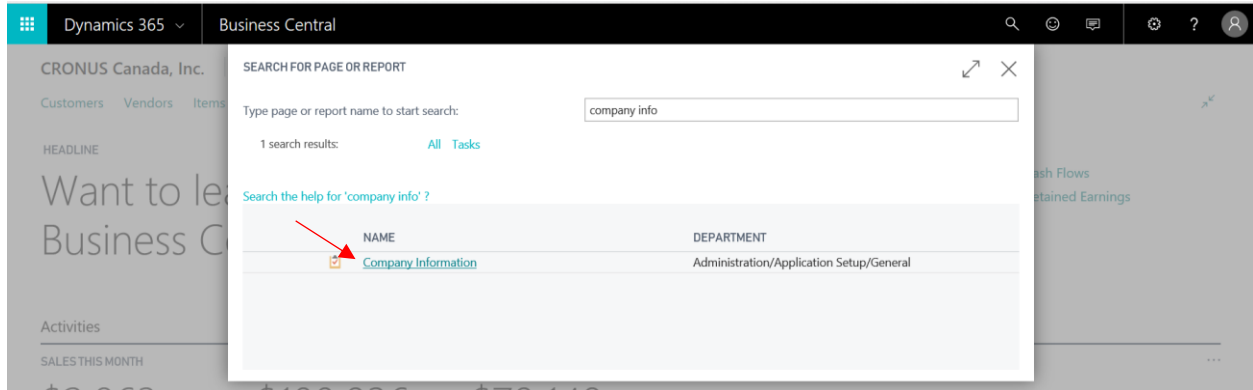
You will be presented with a list of all of the Canadapost rate requests. You can drill into the entry no. to go directly to that CanadaPost Rate request.





What is the source of my company information displayed on shipping labels?

Your company information setup in Microsoft Dynamics 365 Business Central is used. Search using the magnifying glass for company info.



The screenshot shows the 'EDIT - COMPANY INFORMATION' form in Microsoft Dynamics 365 Business Central. The form is titled 'Company Information' and has a 'General' tab selected. The form contains several fields for company information, including Name, Address, City, State, Post Code, and SAT Postal Code. The 'Name' field is highlighted with a red box and contains the text 'CRONUS Canada, Inc.'. The 'Address' field contains '220 Yonge St', the 'City' field contains 'Toronto', the 'State' field contains 'Ontario', and the 'Post Code' field contains 'M5E 1G5'.

Field	Value
Name	CRONUS Canada, Inc.
Address	220 Yonge St
Address 2	
City	Toronto
State	Ontario
Post Code	M5E 1G5
SAT Postal Code	



I have two packages for one order. How do I handle this scenario?

You will need to add an additional package line to your quote request for each individual package you need. The packages are treated independently but will share all common data from the quote request. To add a new package to an existing quote request, just select the next available line on the packages tab and add the applicable details.

Dynamics 365 **Business Central** Sales Orders > S-ORD101005 - School of Fine Art > 4

HOME ACTIONS **Packages** MANAGE

Manage Process

EDIT - CANADAPOST RATE REQUEST - 4

Leave at door ☐

Shipping

Ship-To Contact	Meagan Bond	Ship-to City	New York
Ship-To Name	School of Fine Art	Ship-to State	NY
Ship-To Address	123 Somewhere	Ship-to Country/Region Code	US
Ship-To Address 2		Ship-to Zip Code	11010

Customs

Destination Currency	USD	Certificate Number	
Conversion Rate	0.665747	Licence Number	
Reason for Export	Sales of goods	Invoice Number	
Reason for Export Desc			

Packages

PREDEFINED PACKAGE	PARCEL WEIGHT (KG)	LENGTH (CM)	WIDTH (CM)	HEIGHT (CM)	UNP...	COVERAGE AMOUNT	MAI... TUBE	COD AMOUNT	COD INCLU SHIPP	NON-DELIVERY	RATE RESULTS
DEFAULT SIZE	2.00	30.00	30.00	30.00	<input type="checkbox"/>	0.00	<input type="checkbox"/>	0.00	<input type="checkbox"/>	Abandon	3
					<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
					<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		

Packages

Predefined Package	Parcel Weight (Kg)	Length (cm)	Width (cm)	Height (cm)	Unp...	Coverage Amount	Maii... Tube	COD Amount	COD includ shippir	Non-Delivery	Rate Results
MYDEFAULTPA...	2.00	20.00	20.00	20.00	<input type="checkbox"/>	0.00	<input type="checkbox"/>	0.00	<input type="checkbox"/>	Abandon	2
	2.00	15.00	15.00	30.00	<input type="checkbox"/>	6.00	<input type="checkbox"/>	0.00	<input type="checkbox"/>	Abandon	0



Click Submit Rate request to retrieve rates for this new package. A non-contract shipment can then be created for this new package if applicable.

Dynamics 365 | **Business Central** | Sales Orders > S-ORD101001 - Adatum Corporation > 1

PACKAGES

HOME | ACTIONS | MANAGE

Delete | Edit | Submit Rate Request | Create Non-Contract Shipment | New CanadaPost Rate Request

Manage | Process

EDIT - CANADAPOST RATE REQUEST - 1

Document No.	S-ORD101001	Deliver To Post Office	<input type="checkbox"/>
Promotion Code		Deliver To Post Office ID	
Expected Mailing Date		Client Voice No.	
Signature	<input type="checkbox"/>	Client E-Mail	
Proof of Age Required - 18	<input type="checkbox"/>	Origin Postal Code	*
Proof of Age Required - 19	<input type="checkbox"/>	Destination Country	Canada
Card for Pickup	<input type="checkbox"/>	Destination Code	R3C3Z3
Do not Safe Drop	<input type="checkbox"/>	Quote Total	0.00
Leave at door	<input type="checkbox"/>		

Shipping

Ship-To Contact	Robert Townes	Ship-to City	Winnipeg
Ship-To Name	Adatum Corporation	Ship-to State	MB
Ship-To Address	360 Main Street, Suite 1150	Ship-to Country/Region Code	CA
Ship-To Address 2		Ship-to Zip Code	R3C3Z3

When managing multiple packages, make sure you have the correct package selected when viewing services.

Dynamics 365 | **Business Central** | Sales Orders > S-ORD101001 - Adatum Corporation > 1

PACKAGES

HOME | ACTIONS | MANAGE

New Line | Delete Line | View Services | General

EDIT - CANADAPOST RATE REQUEST - 1

Document No.	S-ORD101001	Deliver To Post Office	<input type="checkbox"/>
Promotion Code		Deliver To Post Office ID	
Expected Mailing Date		Client Voice No.	
Signature	<input type="checkbox"/>	Client E-Mail	
Proof of Age Required - 18	<input type="checkbox"/>	Origin Postal Code	*
Proof of Age Required - 19	<input type="checkbox"/>	Destination Country	Canada
Card for Pickup	<input type="checkbox"/>	Destination Code	R3C3Z3
Do not Safe Drop	<input type="checkbox"/>	Quote Total	0.00
Leave at door	<input type="checkbox"/>		

Shipping

Ship-To Contact	Robert Townes	Ship-to City	Winnipeg
Ship-To Name	Adatum Corporation	Ship-to State	MB
Ship-To Address	360 Main Street, Suite 1150	Ship-to Country/Region Code	CA
Ship-To Address 2		Ship-to Zip Code	R3C3Z3

Customs >

Packages



How do I view the quotes which make up my Quote Total?

The Quote Total displays a sum of all selected services for a given quote request. This can span multiple packages. Drill into the Quote Total amount to see which services sum for this value.

Dynamics 365 Business Central Sales Orders > S-ORD101005 - School of Fine Art > 4

HOME ACTIONS MANAGE

Delete Edit Submit Rate Request Create Non-Contract Shipment New CanadaPost Rate Request

Manage Process

EDIT - CANADAPOST RATE REQUEST - 4

4

General

Document No.	S-ORD101005	Deliver To Post Office	<input type="checkbox"/>
Promotion Code		Deliver To Post Office ID	
Expected Mailing Date		Client Voice No.	1234567890
Signature	<input type="checkbox"/>	Client E-Mail	
Proof of Age Required - 18	<input type="checkbox"/>	Origin Postal Code	M2J4T1
Proof of Age Required - 19	<input type="checkbox"/>	Destination Country	United States
Card for Pickup	<input type="checkbox"/>	Destination Code	11010
Do not Safe Drop	<input type="checkbox"/>	Quote Total	33.38
Leave at door	<input type="checkbox"/>		

Shipping

Ship-To Contact	Meagan Bond	Ship-to City	New York
Ship-To Name	School of Fine Art	Ship-to State	NY
Ship-To Address	123 Somewhere	Ship-to Country/Region Code	US
Ship-To Address 2		Ship-to Zip Code	11010

Dynamics 365 Business Central Sales Orders > S-ORD101005 - School of Fine Art > 4 > WSI0001 CanadaPost Results

HOME ACTIONS

Edit List Create Non-Contract Shipment Shipping Label Tracking Information Receipt Request Refund Get Signature Apply Charges to Document Open in Excel

Manage Process Page

VIEW - WSI0001 CANADAPOST RESULTS

SE...	TRACKING-PIN	SERVICE CODE	SERVICE NAME	EXPECTED DELIVERY DATE	GU... DELI ¹ DAY	DUE	RE... REQL	BASE COST	GST	PST	HST	AUTO DI:
<input type="checkbox"/>	...	USAE.P	Expedited Parcel USA	2018-03-27	<input type="checkbox"/>	24.67	<input type="checkbox"/>	24.29	0.00	0.00	0.00	
<input type="checkbox"/>		USAXP	Xpresspost USA	2018-03-23	<input checked="" type="checkbox"/>	36.08	<input type="checkbox"/>	35.05	0.00	0.00	0.00	



How do I create a Non-Contract shipment from the CanadaPost Rate Request Page?

The Create Non-Contract shipment action from the rate request page will generate Non-contract shipments for all selected services across multiple packages. If you have selected services for each package but non-generated a non-contract shipment, this action will generate non-contract shipments for all selected services.

The screenshot shows the Dynamics 365 Business Central interface for a 'CanadaPost Rate Request'. The breadcrumb trail is 'Sales Orders > S-ORD101001 - Adatum Corporation > 1'. The 'PACKAGES' tab is active, and the 'Process' button is highlighted with a red arrow. The form contains the following fields:

EDIT - CANADAPOST RATE REQUEST - 1	
Proof of Age Required - 19	<input type="checkbox"/>
Card for Pickup	<input type="checkbox"/>
Do not Safe Drop	<input type="checkbox"/>
Leave at door	<input type="checkbox"/>
Destination Country	Canada
Destination Code	R3C3Z3
Quote Total	

Shipping

Ship-To Contact	Robert Townes	Ship-to City	Winnipeg
Ship-To Name	Adatum Corporation	Ship-to State	MB
Ship-To Address	360 Main Street, Suite 1150	Ship-to Country/Region Code	CA
Ship-To Address 2		Ship-to Zip Code	R3C3Z3

Customs >

Packages

PREDEFINED	PARCEL WEIGHT	COVERAGE	MAIL	COD INCLU	NON-
------------	---------------	----------	------	-----------	------

I made a mistake in generating a shipping label. How can I fix this?

You will need to request a refund for your non-contract shipment using the Request Refund action.

The screenshot shows the Dynamics 365 Business Central interface for 'CanadaPost Results'. The breadcrumb trail is 'Sales Orders > S-ORD101005 - School of Fine Art > 4 > WSI0001 CanadaPost Results'. The 'Request Refund' button is highlighted with a red arrow. The form contains the following table:

SE...	TRACKING-PIN	SERVICE CODE	SERVICE NAME	EXPECTED DELIVERY DATE	GU... DELI' DAY	DUE	RE... REQL	BASE COST	GST
<input type="checkbox"/>	...	USA.EP	Expedited Parcel USA	2018-03-27	<input type="checkbox"/>	24.67	<input type="checkbox"/>	24.29	0.00
<input type="checkbox"/>	...	USA.XP	Xpresspost USA	2018-03-23	<input checked="" type="checkbox"/>	36.08	<input type="checkbox"/>	35.05	0.00



If this label has not been scanned by CanadaPost, you will receive a refund. If you encounter any issues, please contact [CanadaPost Support](#). You will then need to create a new CanadaPost Rate request.

Dynamics 365 | **Business Central** | Sales Orders > S-ORD101001 - Adatum Corporation > 1

PACKAGES

HOME | ACTIONS | MANAGE

Delete | Edit | Submit Rate Request | Create Non-Contract Shipment | **New CanadaPost Rate Request**

Manage | Process

EDIT - CANADAPOST RATE REQUEST - 1

Signature	<input type="checkbox"/>	Client E-Mail	
Proof of Age Required - 18	<input type="checkbox"/>	Origin Postal Code	*
Proof of Age Required - 19	<input type="checkbox"/>	Destination Country	Canada
Card for Pickup	<input type="checkbox"/>	Destination Code	R3C3Z3
Do not Safe Drop	<input type="checkbox"/>	Quote Total	
Leave at door	<input type="checkbox"/>		

Shipping

Ship-To Contact	Robert Townes	Ship-to City	Winnipeg
Ship-To Name	Adatum Corporation	Ship-to State	MB
Ship-To Address	360 Main Street, Suite 1150	Ship-to Country/Region Code	CA

Dynamics 365 | **Business Central** | Sales Orders > S-ORD101001 - Adatum Corporation > CanadaPost Rate Request List > 1

PACKAGES

HOME | ACTIONS | MANAGE

New CanadaPost Rate Request | Submit Rate Request | Create Non-Contract Shipment | Setup CanadaPost

ACTIONS | SETUP

EDIT - CANADAPOST RATE REQUEST - 1

Ship-To Address	360 Main Street, Suite 1150	Ship-to Country/Region Code	CA
Ship-To Address 2		Ship-to Zip Code	R3C3Z3

Customs

Destination Currency	
Conversion Rate	
Reason for Export	Sales of goods
Reason for Export Desc	

Packages

PREDEFIN... | COVERAGE | MA... | COD INCL. | NON- | RATE

Do you wish to create a new CanadaPost Rate request for Document Type: Order Document No.: S-ORD101001

Yes No



Why am I getting the CanadaPost Rate Request List when clicking the CanadaPost action from my sales order?

You are being presented with the CanadaPost Rate Request list as there have been multiple rate requests created against a single sales order document. This page allows you to select the Rate Request you wish to work with.

Dynamics 365 Business Central Sales Orders > S-ORD101001 · Adatum Corporation

HOME ACTIONS NAVIGATE REPORT MANAGE LINE ORDER

Manage Process Report Posting Request Approval Page

EDIT - SALES ORDER - S-ORD101001 · ADATUM CORPORATION

S-ORD101001 · Adatum Corporation

General

Customer Name	Adatum Corporation	Due Date	5/2/2018
Contact	Robert Townes	Requested Delivery Date	4/3/2018
Posting Date	4/2/2018	External Document No.	
Order Date	4/2/2018		

Lines

TYPE	NO.	DESCRIPTION	LOCATION CODE	QUANTITY	RESERVED QUANTITY	UNIT OF MEASURE CODE	UNIT PRICE EXCL. VAT	TAX GROUP CODE	LINE DISCOUNT %
Item	1996-S	ATLANTA Whiteboard, base		12		PCS	2,099.10	TAXABLE	

Dynamics 365 Business Central Sales Orders > S-ORD101006 · School of Fine Art > CanadaPost Rate Request List

HOME

Manage Page

VIEW - CANADAPOST RATE REQUEST LIST

ENTRY NO	DOCUMENT TYPE	DOCUMENT NO.
5	Order	S-ORD101006
6	Order	S-ORD101006



If you need to create a new rate request for this order, drill into any existing rate request for this order and click the Create New CanadaPost Rate Request action.

Dynamics 365 | **Business Central** | Sales Orders > S-ORD101001 · Adatum Corporation > 1

PACKAGES

HOME | ACTIONS | MANAGE

Manage: Delete, Edit, Submit Rate Request, Create Non-Contract Shipment, New CanadaPost Rate Request (highlighted with red arrow)

Process: Submit Rate Request, Create Non-Contract Shipment, New CanadaPost Rate Request

EDIT - CANADAPOST RATE REQUEST - 1

1

General

Document No.	S-ORD101001	Deliver To Post Office	<input type="checkbox"/>
Promotion Code		Deliver To Post Office ID	
Expected Mailing Date		Client Voice No.	
Signature	<input type="checkbox"/>	Client E-Mail	
Proof of Age Required - 18	<input type="checkbox"/>	Origin Postal Code	*
Proof of Age Required - 19	<input type="checkbox"/>	Destination Country	Canada
Card for Pickup	<input type="checkbox"/>	Destination Code	R3C3Z3

How do I add a new default package?

Search for CanadaPost Default Packages using the magnifying glass.

Dynamics 365 | **Business Central** | Sales Orders

SEARCH FOR PAGE OR REPORT

Type page or report name to start search: Canadapost default

1 search results: All Lists

Search the help for 'Canadapost default'?

NAME	DEPARTMENT
CanadaPost Default Packages	Departments/CanadaPost for Small Business



Click New and enter applicable information. Close the page with the X when complete.

NEW - CANADAPOST DEFAULT PACKAGES

CanadaPost Default Packages

General

Package Name	DEFAULT SIZE	Unpackaged	<input type="checkbox"/>
Description		Coverage Amount	
Length (cm)	30.00	Mailing Tube	<input type="checkbox"/>
Width (cm)	30.00	COD Amount	
Height (cm)	30.00	COD includes shipping	<input type="checkbox"/>

The page navigation controls will become available when you have multiple default packages defined. These will allow you to migrate through the default packages to be able to make updates if required.

NEW - CANADAPOST DEFAULT PACKAGES

CanadaPost Default Packages

General

Package Name	DEFAULT SIZE	Unpackaged	<input type="checkbox"/>
Description		Coverage Amount	
Length (cm)	30.00	Mailing Tube	<input type="checkbox"/>
Width (cm)	30.00	COD Amount	
Height (cm)	30.00	COD includes shipping	<input type="checkbox"/>



What is Delivery to Post Office and how does it work?

The Deliver to Post Office gives your customer the option to have their package delivered directly to the Post Office of their choice—such as one near their home, office or cottage. Select “Delivery to Post Office” option and use the drill down option on the “Deliver to Post Office ID” field to choose a post office that supports this service. The top 10 options closest to the Destination Code will be shown.

EDIT - CANADAPOST RATE REQUEST - 7

General

Document No. S-ORD101004

Promotion Code

Expected Mailing Date

Signature

Proof of Age Required - 18

Proof of Age Required - 19

Card for Pickup

Do not Safe Drop

Leave at door

Shipping

Ship-To Contact Ian Deberry

Ship-To Name Alpine Ski House

Ship-To Address 110 - 9th Avenue SW, 8th Floor

Deliver To Post Office ☒

Deliver To Post Office ID

OFFICEID	DISTANCE	NAME	ADDRESS
0000432644	0.34	BANKERS HALL...	149 - 315 8 AVE SW
0000104273	0.37	SHEFIELD EXPRE...	110 500 CENTRE ST
0000102134	0.58	HING WAH IMP...	312 CENTRE ST SE
0000104438	0.62	EXCHANGE GIFT...	250 - 300 5 AVE SW
0000103410	0.67	SHOPPERS DRU...	115 1410 1 ST SE

Quote Total 1.00

Ship-to City Calgary

Ship-to State AB

Ship-to Country/Region Code CA



Populate the Client Voice No. and client e-mail as they are mandatory for using the “Deliver to Post office” option.

Dynamics 365 Business Central Sales Orders > CanadaPost Rate Request List > 1

HOME ACTIONS MANAGE

Delete Edit Submit Rate Request Create Non-Contract Shipment New CanadaPost Rate Request

Manage Process

EDIT - CANADAPOST RATE REQUEST - 1

1

General

Document No.	S-ORD101001	Deliver To Post Office	<input checked="" type="checkbox"/>
Promotion Code		Deliver To Post Office ID	
Expected Mailing Date		Client Voice No.	12345678
Signature	<input type="checkbox"/>	Client E-Mail	robert@adatum.com
Proof of Age Required - 18	<input type="checkbox"/>	Origin Postal Code	* M2J 4T1
Proof of Age Required - 19	<input type="checkbox"/>	Destination Country	Canada
Card for Pickup	<input type="checkbox"/>	Destination Code	R3C3Z3
Do not Safe Drop	<input type="checkbox"/>	Quote Total	0.00
Leave at door	<input type="checkbox"/>		

Shipping

Ship-To Contact	Robert Townes	Ship-to City	Winnipeg
Ship-To Name	Adatum Corporation	Ship-to State	MB
Ship-To Address	360 Main Street, Suite 1150	Ship-to Country/Region Code	CA
Ship-To Address 2		Ship-to Zip Code	R3C3Z3



I created a quote request but noticed I had invalid shipping information. What do I do?

You will need to create a new quote request for the sales order document. Click the Create New CanadaPost Rate Request action.

The screenshot shows the Dynamics 365 Business Central interface. The top navigation bar includes 'Dynamics 365', 'Business Central', and a breadcrumb trail: 'Sales Orders > S-ORD101004 · Alpine Ski House > 7'. Below this, a 'Packages' tab is active, showing a 'Manage' section with icons for 'Delete', 'Edit', 'Submit Rate Request', 'Create Non-Contract Shipment', and 'New CanadaPost Rate Request'. A red arrow points to the 'New CanadaPost Rate Request' icon. The main area displays 'EDIT - CANADAPOST RATE REQUEST - 7' with a large '7' indicating the quantity. The 'General' section contains a form with the following fields:

Field	Value	Field	Value
Document No.	S-ORD101004	Deliver To Post Office	<input checked="" type="checkbox"/>
Promotion Code		Deliver To Post Office ID	
Expected Mailing Date		Client Voice No.	
Signature	<input type="checkbox"/>	Client E-Mail	
Proof of Age Required - 18	<input type="checkbox"/>	Origin Postal Code	M2J4T1
Proof of Age Required - 19	<input type="checkbox"/>	Destination Country	Canada
Card for Pickup	<input type="checkbox"/>	Destination Code	T2P0T1
Do not Safe Drop	<input type="checkbox"/>	Quote Total	
Leave at door	<input type="checkbox"/>		

Why can't I test Tracking information while in test mode?

This is a restriction imposed by CanadaPost. Since a generic tracking pin is generated when using test mode, there is no way to test this while in the TEST mode. You can test this feature in PRODUCTION mode.

I've requested a refund. How does this process work?

The response to your request will include a service ticket number and the date that CanadaPost created the service ticket. You can track the status of your service ticket online. Sign in to canadapost.ca and select My Support from the menu.

CanadaPost will verify that you're not using the shipping label you requested a refund for and then will issue you a refund. It will appear on your credit card statement or account, depending on how you paid for the shipment.



What is the Get Signature option and how does it work?

If the package service required a signature, a jpg image of the signature is retrieved with this option if available.

The screenshot shows the Dynamics 365 Business Central interface. The breadcrumb trail is: Sales Orders > S-ORD101006 · School of Fine Art > CanadaPost Rate Request. The 'ACTIONS' ribbon is active, and the 'Get Signature' icon (a document with a signature) is highlighted with a red arrow. Other icons include 'Edit List', 'Create Non-Contract Shipment', 'Shipping Label', 'Tracking Information', 'Receipt', 'Request Refund', and 'Apply Charges to Document'. Below the ribbon, the view is titled 'VIEW - WSI0001 CANADAPOST RESULTS'. The table below shows shipping details for three services.

SE...	TRACKING-PIN	SERVICE CODE	SERVICE NAME	EXPECTED DELIVERY DATE	GU... DELI' DAY	DUE	RE... REQL	BA...
<input type="checkbox"/>	...	USA.EP	Expedited Parcel USA	2018-03-27	<input type="checkbox"/>	107.51	<input type="checkbox"/>	
<input type="checkbox"/>		USA.PW.PA...	Priority Worldwide parcel...	2018-03-27	<input type="checkbox"/>	396.49	<input type="checkbox"/>	
<input type="checkbox"/>		USA.XP	Xpresspost USA	2018-03-23	<input checked="" type="checkbox"/>	176.21	<input type="checkbox"/>	

What is the Apply charges to document action and how does it work?

Use the Apply Charges to Document action to create a new shipping charge line on the associated sales order based on the Setup option chosen.

The screenshot shows the Dynamics 365 Business Central interface, identical to the one above. The breadcrumb trail is: Sales Orders > S-ORD101006 · School of Fine Art > CanadaPost Rate Request. The 'ACTIONS' ribbon is active, and the 'Apply Charges to Document' icon (a document with a plus sign) is highlighted with a red arrow. Below the ribbon, the view is titled 'VIEW - WSI0001 CANADAPOST RESULTS'. The table below shows shipping details for three services.

SE...	TRACKING-PIN	SERVICE CODE	SERVICE NAME	EXPECTED DELIVERY DATE	GU... DELI' DAY	DUE	RE... REQL	BA...
<input type="checkbox"/>	...	USA.EP	Expedited Parcel USA	2018-03-27	<input type="checkbox"/>	107.51	<input type="checkbox"/>	
<input type="checkbox"/>		USA.PW.PA...	Priority Worldwide parcel...	2018-03-27	<input type="checkbox"/>	396.49	<input type="checkbox"/>	
<input type="checkbox"/>		USA.XP	Xpresspost USA	2018-03-23	<input checked="" type="checkbox"/>	176.21	<input type="checkbox"/>	



Dynamics 365 Business Central Sales Orders > S-ORD101002 · Adatum Corporation > 8 > WSI0001 CanadaPost Results

HOME ACTIONS

Manage Process Page

EDIT - WSI0001 CANADAPOST RESULTS

SE...	TRACKING-PIN	SERVICE CODE	SERVICE NAME	EXPECTED DELIVERY DATE	GU... DELI... DAY	DUE	RE... REQL	BASE COST	GST	PST	HST	AUTOMATION DISCOUNT	SUP
<input type="checkbox"/>	...	DOM.EP	Expedited Parcel	2018-03-26	<input checked="" type="checkbox"/>	44.25	<input type="checkbox"/>	41.55	2.11	0.00	0.00	0.00	
<input type="checkbox"/>	...	DOM.PC	Priority	2018-03-26	<input type="checkbox"/>	44.25	<input type="checkbox"/>	41.55	9.59	0.00	0.00	0.00	
<input type="checkbox"/>	...	DOM.RP	Regular Parcel	2018-03-26	<input type="checkbox"/>	44.25	<input type="checkbox"/>	41.55	2.11	0.00	0.00	0.00	
<input checked="" type="checkbox"/>	123456789012	DOM.XP	Xpresspost	2018-03-26	<input type="checkbox"/>	44.25	<input type="checkbox"/>	41.55	4.94	0.00	0.00	0.00	

? Are you sure you wish to apply non-contract shipment charges to Document Type:Order Document No:S-ORD101002

Yes No



Charges have been applied successfully to Document Type:Order
Document No:S-ORD101002

OK

Review charges on Order. Close the CanadaPost Results. Close the CanadaPost Quote Page. You will see the charge has been applied to the order based on your selected Setup Options from the CanadaPost Setup.

Dynamics 365 Business Central Sales Orders > S-ORD101002 · Adatum Corporation

HOME ACTIONS NAVIGATE REPORT MANAGE LINE ORDER

Manage Process Page

EDIT - SALES ORDER - S-ORD101002 - ADATUM CORPORATION

S-ORD101002 · Adatum Corporation

General

Customer Name: Adatum Corporation Due Date: 2018-06-01

Contact: Robert Townes Requested Delivery Date: 2018-05-02

Posting Date: 2018-05-01 External Document No.:

Order Date: 2018-05-01

Lines

TYPE	NO.	DESCRIPTION	LOCATION CODE	QUANTITY	RESERVED QUANTITY	UNIT OF MEASURE CODE	UNIT PRICE EXCL. TAX	TAX GROUP CODE	LINE DISCOUNT%	LINE AMOUNT EXCL. TAX
Item	1968-S	MEXICO Swivel Chair, black		10		PCS	285.50	TAXABLE		2,855.00
Item	1928-S	AMSTERDAM Lamp		7		PCS	82.50	TAXABLE		577.50
G/L Account	67400	Miscellaneous		1			98.77	TAXABLE		98.77