

August 2023

# My Business Account

## User Guide



Pay invoices, view transaction history and much more with My Business Account.



Australia Post

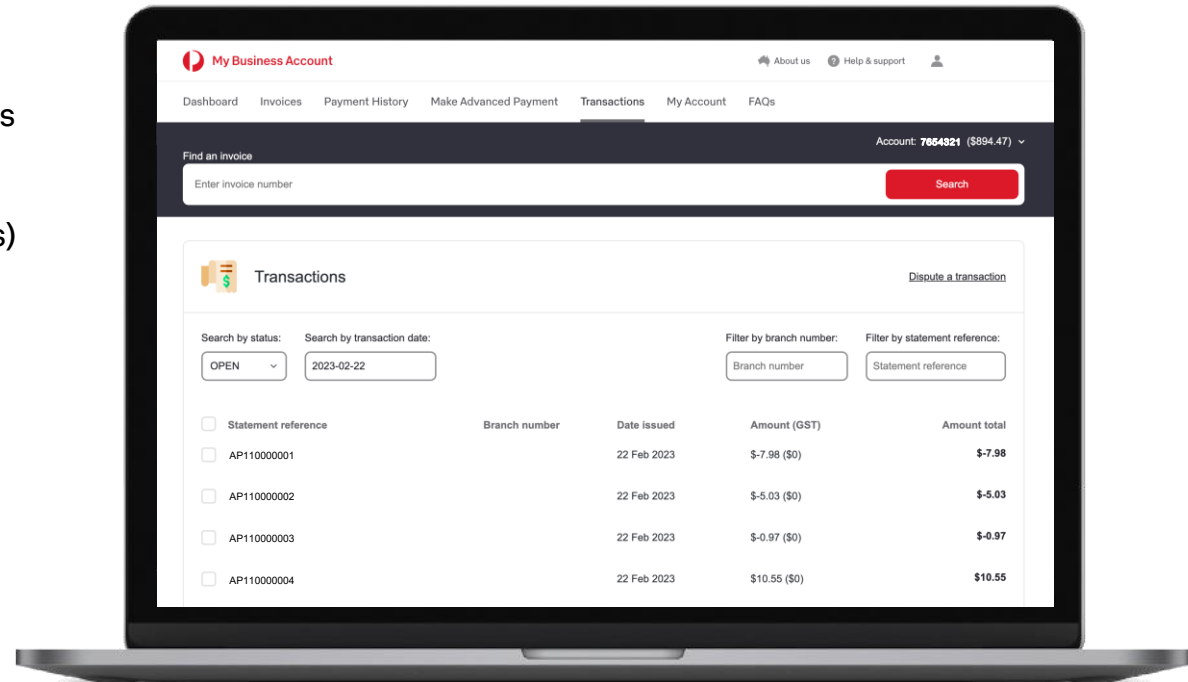


# What is My Business Account?

The ***My Business Account*** (MBA) dashboard has been designed to give you a snapshot of your business credit account with Australia Post and will help you manage your account online.

With the *My Business Account* dashboard, you can:

- View and download Australia Post tax invoices online easily and securely
- Make payments (including advance payments) via Credit Card or Direct Debit
- Check credit limits and usage
- View and download a copy of your pricing statements in PDF or CSV format for your transactions in one central place
- Lodge a dispute
- Access processed payment history and transaction history.



# Logging in

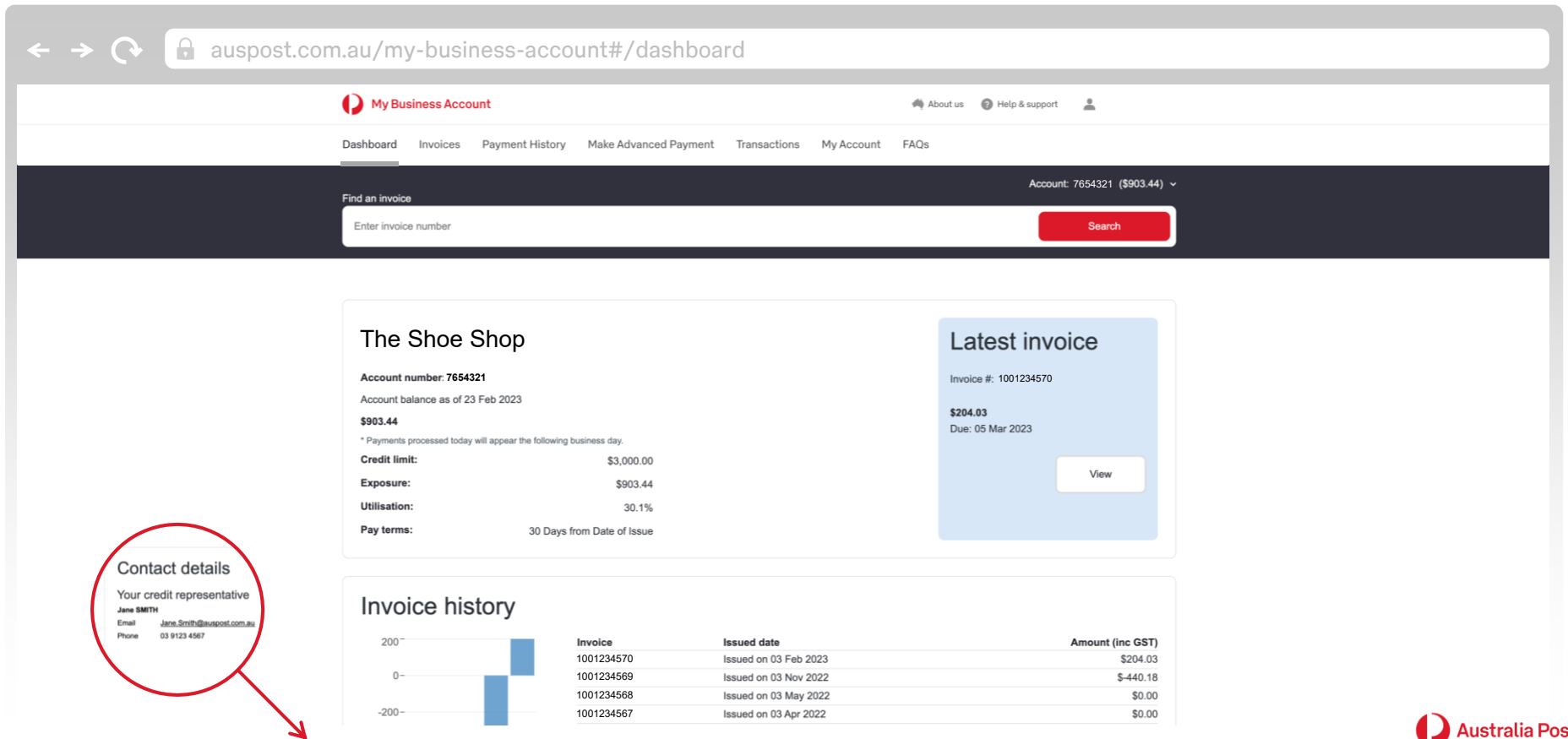
My Business Account is accessed by logging onto **Merchant Portal** via the Australia Post website.

The screenshot shows the Australia Post website with the following elements:

- Header:** Australia Post logo, navigation tabs (Personal, Business, Enterprise & Gov), and links for About us, Help & support, and Log in (marked with a red circle 1).
- Menu:** Receiving, Sending, Money & insurance, ID & document services, and Shop.
- Accounts Dropdown:** A dropdown menu is open, showing options: MyPost, MyPost Business, **Merchant Portal** (highlighted in red), Parcel Send, and eParcel.
- Instructions:**
  - 1 Select **Log in** at the top-right of the website, then select **Merchant Portal**
  - 2 Enter your Australia Post email address and password, and click **Log in**
  - 3 Select the **Launch app** button on the **My Business Account** tile.
- Inset Window:** A smaller browser window shows the Merchant Portal login page with the text "Hi John, welcome to Merchant Portal" and a "My Business Account" tile. The "Launch app" button on this tile is highlighted with a red arrow and a red circle 3.

# Dashboard

The **Dashboard** provides an overview of the latest invoice, invoice history and the contact details of your Australia Post Credit Representative.



The screenshot displays the Australia Post My Business Account Dashboard. The browser address bar shows `auspost.com.au/my-business-account#/dashboard`. The dashboard header includes the 'My Business Account' logo and navigation links: About us, Help & support, and a user profile icon. Below the header, a navigation bar lists: Dashboard, Invoices, Payment History, Make Advanced Payment, Transactions, My Account, and FAQs. The main content area features a 'Find an invoice' search bar with the text 'Enter invoice number' and a red 'Search' button. To the right of the search bar, the account number '7654321' and balance '(\$903.44)' are displayed. The dashboard is divided into three main sections: 'The Shoe Shop' (account details), 'Latest invoice' (invoice summary), and 'Invoice history' (table of past invoices). A red circle highlights the 'Contact details' section, which lists the credit representative Jane SMITH.

**The Shoe Shop**

Account number: 7654321  
Account balance as of 23 Feb 2023  
**\$903.44**  
\* Payments processed today will appear the following business day.  
Credit limit: \$3,000.00  
Exposure: \$903.44  
Utilisation: 30.1%  
Pay terms: 30 Days from Date of Issue

**Latest invoice**

Invoice #: 1001234570  
**\$204.03**  
Due: 05 Mar 2023  
[View](#)

**Contact details**

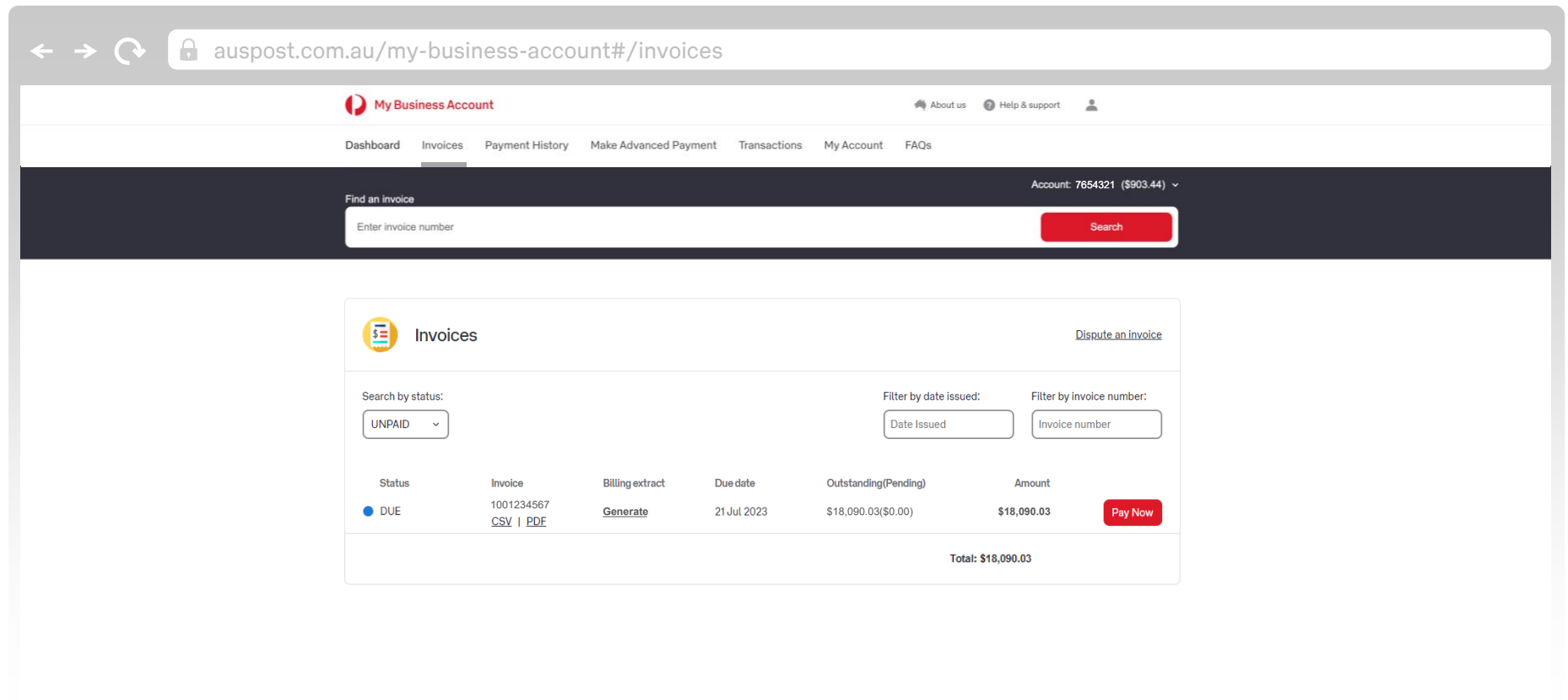
Your credit representative  
Jane SMITH  
Email: Jane.Smith@auspost.com.au  
Phone: 03 9123 4567

**Invoice history**

| Invoice    | Issued date           | Amount (inc GST) |
|------------|-----------------------|------------------|
| 1001234570 | Issued on 03 Feb 2023 | \$204.03         |
| 1001234569 | Issued on 03 Nov 2022 | \$-440.18        |
| 1001234568 | Issued on 03 May 2022 | \$0.00           |
| 1001234567 | Issued on 03 Apr 2022 | \$0.00           |

# Invoices

The **Invoices** tab shows all paid and unpaid invoices. From this screen, you can pay the invoice or download as a CSV/PDF. If required, you can also **dispute an invoice** from this page.



The screenshot displays the 'My Business Account' interface for managing invoices. The top navigation bar includes links for 'About us', 'Help & support', and a user profile icon. The main content area features a search bar for finding an invoice by number, with a 'Search' button. Below this, the 'Invoices' section is active, showing a table of invoices. The table has columns for Status, Invoice, Billing extract, Due date, Outstanding(Pending), and Amount. A 'Dispute an invoice' link is available. The table shows one invoice with a status of 'DUE' and an amount of \$18,090.03. A 'Pay Now' button is present next to the invoice.

| Status | Invoice                                                 | Billing extract          | Due date    | Outstanding(Pending) | Amount      |
|--------|---------------------------------------------------------|--------------------------|-------------|----------------------|-------------|
| DUE    | 1001234567<br><a href="#">CSV</a>   <a href="#">PDF</a> | <a href="#">Generate</a> | 21 Jul 2023 | \$18,090.03(\$0.00)  | \$18,090.03 |

Total: \$18,090.03

# Billing Extract

The Billing Extract is a downloadable report accessed via the **Invoices** tab that captures manifest data for each transaction over a billing period. For more information, refer to [Understanding your Billing Extract](#).

The screenshot shows the Australia Post My Business Account interface. The 'Invoices' tab is selected, displaying a search bar for invoice numbers and a status filter set to 'UNPAID'. A 'Billing extract' link is visible under the 'Download' section. Overlaid on this is a spreadsheet titled 'CUSTOMER' containing 19 rows of transaction data.

|    | A        | B              | C      | D      | E                     | F    | G      | H        | I         | J       | K                   | L       | M         | N        | O        | P                | Q        | R    | S |
|----|----------|----------------|--------|--------|-----------------------|------|--------|----------|-----------|---------|---------------------|---------|-----------|----------|----------|------------------|----------|------|---|
| 1  | CUSTOMER | NAME_1         | NAME_2 | NAME_3 | STREET                | CITY | REGION | POST COE | TELEPHONE | FAX NUM | MAILING : BILLING D | ASSIGNM | SERVICE C | WORK CEI | WORK CEI | CUSTOMER         | CUSTOMER | ITEM |   |
| 2  | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |
| 3  | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |
| 4  | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |
| 5  | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |
| 6  | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |
| 7  | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |
| 8  | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |
| 9  | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 10   |   |
| 10 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |
| 11 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 10   |   |
| 12 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 10   |   |
| 13 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 10   |   |
| 14 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 20   |   |
| 15 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 10   |   |
| 16 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 10   |   |
| 17 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 10   |   |
| 18 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |
| 19 | 6000123  | Australia Post |        |        | 111 Bourk MELBOUR VIC |      |        | 3000     |           |         | ST000000            | 1.2E+09 | ST000000  | 2E+07    | 346896   | MELBOURNE PARCEL | 6.7E+08  | 2    |   |

# Payment History

In the **Payment History** tab, you can view all previous payments (processed and pending), including date paid, payment method and the amount paid.

The screenshot shows the 'My Business Account' interface for 'auspost.com.au/my-business-account#/payment-history'. The navigation bar includes 'Dashboard', 'Invoices', 'Payment History' (selected), 'Make Advanced Payment', 'Transactions', 'My Account', and 'FAQs'. A search bar for invoices is present, along with the account number '7654321 (\$903.44)'. The main section is titled 'Payments' and features filters for status (set to 'Processed'), period (set to 'Last 12 Months'), payment reference, and payment method. A table lists two processed payments: one for \$9,045.00 on 17 Nov 2021 and another for \$7,035.00 on 14 Oct 2021, both made via AR Credit Card Payments. Each row has a checkbox and a 'CSV' download link.

| <input type="checkbox"/> Payment number   | Status    | Date paid   | Payment method          | Payment amount |                     |
|-------------------------------------------|-----------|-------------|-------------------------|----------------|---------------------|
| <input type="checkbox"/> 0900000000123456 | PROCESSED | 17 Nov 2021 | AR Credit Card Payments | \$9,045.00     | <a href="#">CSV</a> |
| <input type="checkbox"/> 0900000000123457 | PROCESSED | 14 Oct 2021 | AR Credit Card Payments | \$7,035.00     | <a href="#">CSV</a> |

# Make Advanced Payment

You can make an **advanced payment** anytime by entering a payment amount, then choosing a stored payment method. New credit card details can be stored by selecting **New Account**.

The screenshot shows the 'Make Advanced Payment' page in the Australia Post My Business Account. The browser address bar shows 'auspost.com.au/my-business-account#/advanced-payment'. The page header includes 'My Business Account', 'About us', 'Help & support', and a user profile icon. A navigation bar contains links to 'Dashboard', 'Invoices', 'Payment History', 'Make Advanced Payment' (which is highlighted), 'Transactions', 'My Account', and 'FAQs'. Below the navigation bar, there is a 'Find an invoice' section with a search bar and a 'Search' button. The account number '7654321 (\$903.44)' is displayed. The main content area has two sections: 'Advanced payment' and 'Payment method'. The 'Advanced payment' section has a 'Find an invoice' icon, a label 'Advanced payment', a text input for 'Enter payment amount' with the value '50.75', and a 'Continue' button. The 'Payment method' section has a 'Find an invoice' icon, a label 'Payment method', and a table with columns 'Identifier', 'Type', 'Card number', and 'Expiry'. The table is empty, and a message 'No credit card available' is displayed. At the bottom of the 'Payment method' section, there are three buttons: 'New Account', 'Cancel', and 'Continue'.

auspost.com.au/my-business-account#/advanced-payment

My Business Account About us Help & support

Dashboard Invoices Payment History Make Advanced Payment Transactions My Account FAQs

Find an invoice Account: 7654321 (\$903.44)

Enter invoice number Search

Advanced payment

Enter payment amount

50.75 Continue

Payment method

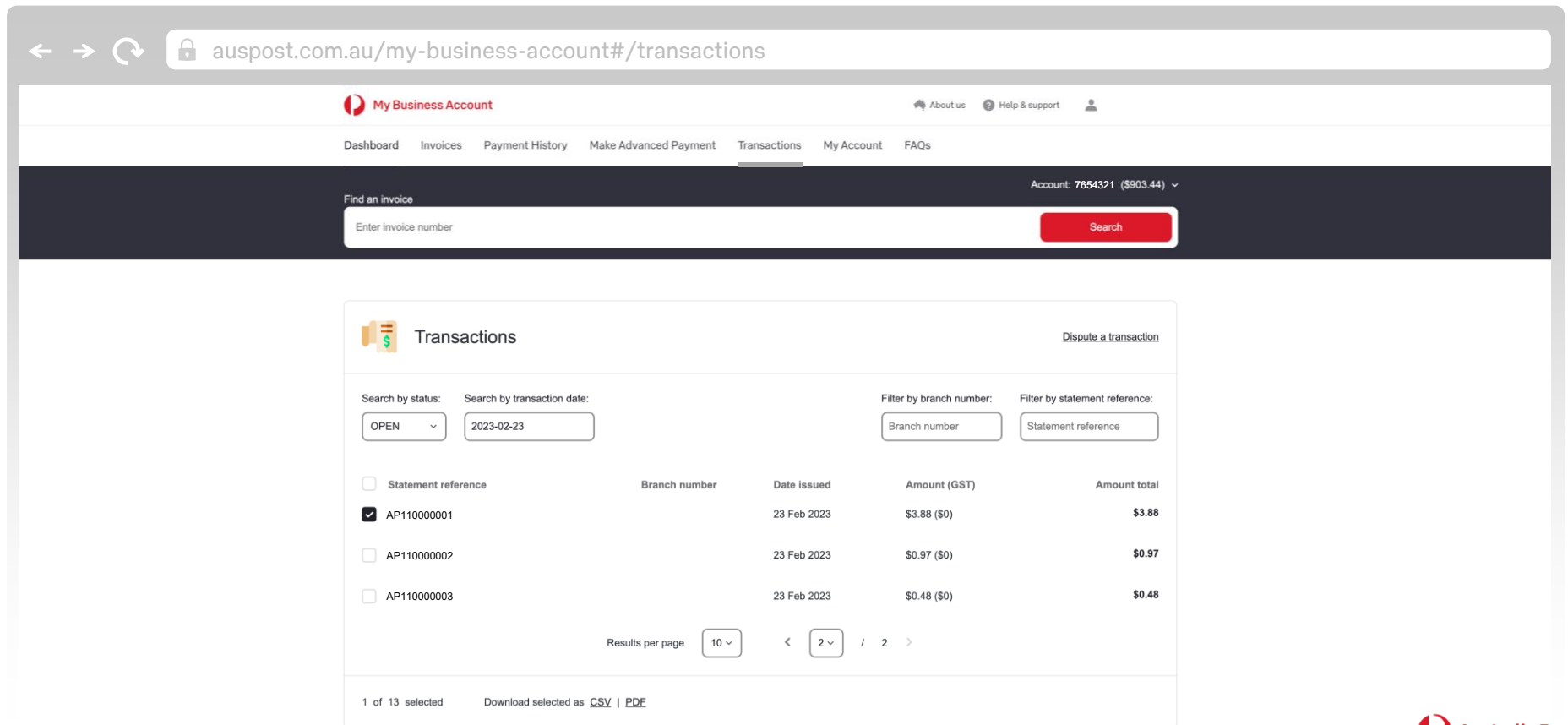
| Identifier               | Type | Card number | Expiry |
|--------------------------|------|-------------|--------|
| No credit card available |      |             |        |

New Account Cancel Continue

Australia Post

# Transactions

The **Transactions** tab shows transaction history and pricing statements. To download, click the checkbox on the left side of the relevant transaction(s), then select **CSV** or **PDF**.



The screenshot shows the Australia Post My Business Account interface. The top navigation bar includes links for Dashboard, Invoices, Payment History, Make Advanced Payment, Transactions (selected), My Account, and FAQs. A search bar for invoices is present. The main content area is titled 'Transactions' and includes a 'Dispute a transaction' link. Below this, there are filters for status (set to OPEN), transaction date (2023-02-23), branch number, and statement reference. A table of transactions is displayed with the following data:

| Statement reference                             | Branch number | Date issued | Amount (GST) | Amount total |
|-------------------------------------------------|---------------|-------------|--------------|--------------|
| <input checked="" type="checkbox"/> AP110000001 |               | 23 Feb 2023 | \$3.88 (\$0) | \$3.88       |
| <input type="checkbox"/> AP110000002            |               | 23 Feb 2023 | \$0.97 (\$0) | \$0.97       |
| <input type="checkbox"/> AP110000003            |               | 23 Feb 2023 | \$0.48 (\$0) | \$0.48       |

At the bottom, it shows '1 of 13 selected' and a download button for the selected transactions as CSV or PDF.

## Help & Support

To enable My Business Account for your organisation, please contact your Account Manager.

For any questions, please contact your Credit Representative.

*Refer to [Page 4](#) on how to locate your Credit Representative's contact details.*

Visit [Australia Post Help & Support](#) to read our frequently asked questions.



[auspost.com.au](https://auspost.com.au)