

August 2023

My Business Account

User Guide



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



Australia Post

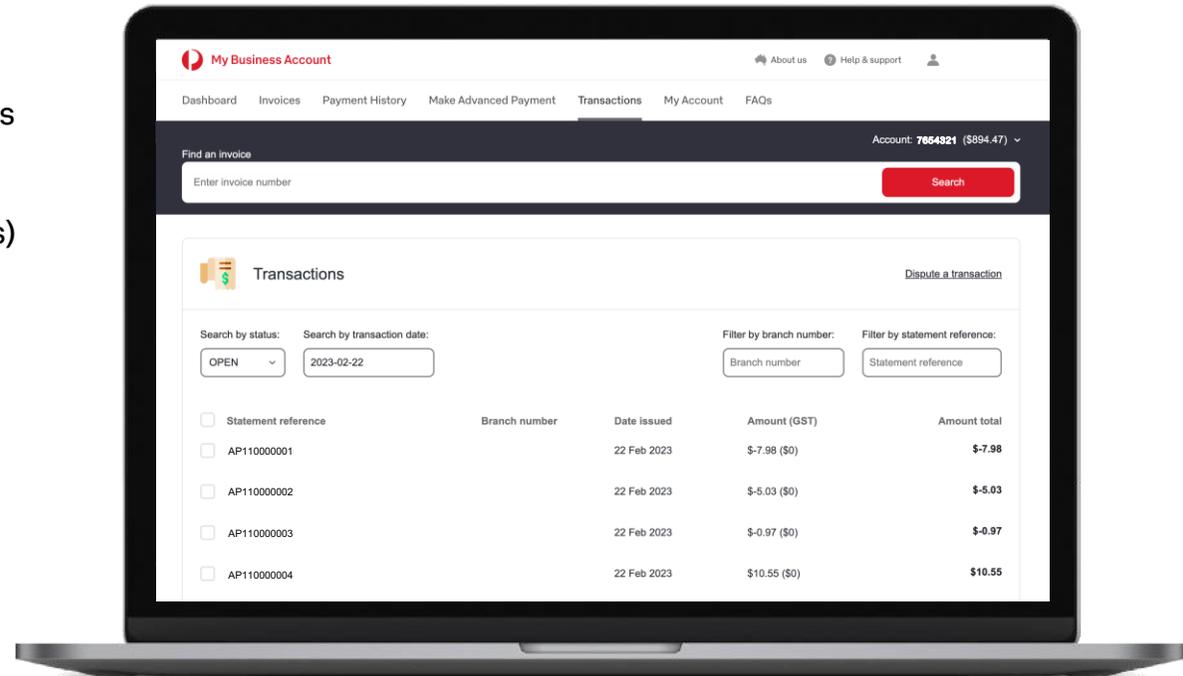


What is My Business Account?

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.

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.

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 page header includes the Australia Post logo, 'My Business Account', and navigation links for 'About us', 'Help & support', and a user profile icon. A secondary navigation bar contains links for 'Dashboard', 'Invoices', 'Payment History', 'Make Advanced Payment', 'Transactions', 'My Account', and 'FAQs'. Below this is a search bar for invoices with the text 'Find an invoice' and 'Enter invoice number', and a 'Search' button. The account number '7654321 (\$903.44)' is displayed in the top right.

The main content area is divided into three sections:

- 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 button
- 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

A red circle highlights the 'Contact details' section, which provides the following information:

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

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 viewing invoices. At the top, there's a navigation bar with 'My Business Account' and links for 'About us', 'Help & support', and a user profile icon. Below this is a secondary navigation bar with 'Dashboard', 'Invoices', 'Payment History', 'Make Advanced Payment', 'Transactions', 'My Account', and 'FAQs'. A search bar for finding an invoice is present, with the account number '7654321 (\$903.44)' displayed. The main content area features an 'Invoices' section with a 'Dispute an invoice' link. It includes filters for 'Search by status' (set to 'UNPAID'), 'Filter by date issued' (set to 'Date Issued'), and 'Filter by invoice number' (set to 'Invoice number'). A table lists one invoice with the following details:

Status	Invoice	Billing extract	Due date	Outstanding(Pending)	Amount	
DUE	1001234567 CSV PDF	Generate	21 Jul 2023	\$18,090.03(\$0.00)	\$18,090.03	Pay Now

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 browser address bar displays `auspost.com.au/my-business-account#/invoices`. The page header includes the "My Business Account" logo and navigation links for "About us", "Help & support", and a user profile icon. A main navigation bar contains "Dashboard", "Invoices", "Payment History", "Make Advanced Payment", "Transactions", "My Account", and "FAQs". Below this, the account number "7654321 (\$903.44)" is shown. A search bar prompts the user to "Find an invoice" by entering an invoice number. The "Invoices" section features a "Search by status:" dropdown set to "UNPAID" and a table of invoice details. The table includes columns for Status, Invoice number (1001234567), and Billing extract options (CSV | PDF | Download). An Excel-style table is overlaid on the page, showing a grid of data with columns labeled A through S. The data in the table is as follows:

	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	TELEPHON	FAX NUMI	MAILING : BILLING D	ASSIGNM	SERVICE C	WORK CEI	WORK CEI	CUSTOME	CUSTOME	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 displays the 'My Business Account' interface. At the top, there's a navigation bar with 'My Business Account' and links for 'About us', 'Help & support', and a user profile icon. Below this is a secondary navigation bar with 'Dashboard', 'Invoices', 'Payment History' (highlighted), 'Make Advanced Payment', 'Transactions', 'My Account', and 'FAQs'. A dark blue banner contains a search bar for invoices and the account number '7654321 (\$903.44)'. The main content area is titled 'Payments' and includes filters for status (set to 'Processed'), period (set to 'Last 12 Months'), payment reference, and payment method. A table below lists the payment history.

<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	CSV
<input type="checkbox"/> 0900000000123457	PROCESSED	14 Oct 2021	AR Credit Card Payments	\$7,035.00	CSV

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

Identifier	Type	Card number	Expiry
No credit card available			

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 displays the 'My Business Account' interface on the 'Transactions' page. The browser address bar shows 'auspost.com.au/my-business-account#/transactions'. The page header includes 'My Business Account' and navigation links for 'About us', 'Help & support', and a user profile icon. A secondary navigation bar contains 'Dashboard', 'Invoices', 'Payment History', 'Make Advanced Payment', 'Transactions' (highlighted), 'My Account', and 'FAQs'. Below this is a search bar for invoices with the text 'Find an invoice' and 'Enter invoice number', and a 'Search' button. The account number '7654321 (\$903.44)' is visible in the top right.

The main content area is titled 'Transactions' and includes a 'Dispute a transaction' link. It features search filters for status (set to 'OPEN'), transaction date (set to '2023-02-23'), branch number, and statement reference. A table lists three transactions, with the first one selected:

<input type="checkbox"/>	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 of the table, it shows 'Results per page' set to 10 and a pagination indicator '2 / 2'. Below the table, it states '1 of 13 selected' and provides a download option: 'Download selected as CSV | 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