CIBC Government Payment and Filing Service

Reference Guide

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1.0 Getting Started

1.1 Enrolment

To use CIBC Government Payment and Filing Service (GPFS), you are required to have access to the Internet and must enroll for the service.

How to enroll for access via CIBC Online Banking®

If you are registered for CIBC Online Banking, follow the steps outlined below:

1. Sign into CIBC Online Banking at cibconline.cibc.com
2. Click **"Customer Services"** from the menu on the left and then **Pay and file business taxes**
3. Read the legal agreement that appears online and select **I Agree** to accept the terms and conditions of the service
4. Complete the enrolment information and select **Enroll**, to complete the registration process
5. Once the registration process is complete, the service can be used immediately

If you hold a CIBC Business Banking Convenience Card and would like to register for CIBC Online Banking:

- Visit cibc.com, contact your CIBC business advisor or CIBC Telephone Banking at 1 800 465-CIBC (2422)

How to enroll for the Direct Online Portal

Business Banking Clients — Contact your CIBC business advisor or CIBC Telephone Banking at 1 800 465-CIBC (2422)

Commercial Banking Clients — Contact your CIBC Representative or the CIBC Business Contact Centre at 1 888 947-7736

Once you have been successfully enrolled, you will receive a welcome email with your CIBC GPFS ID and a separate email with your temporary password.
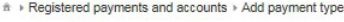
2.0 GPFS via CIBC Online Banking

2.1 Signing on via CIBC Online Banking

1. Sign onto CIBC Online Banking at cibconline.cibc.com

2. Click **"Customer Services"** from the menu on the left and then **"Pay and file business taxes"**

3. At your first sign on, the service will prompt you to add your payment type

4. Proceed to section 6.1 Add a payment type.

3.0 GPFS via Direct Online Portal

3.1 Signing on via Direct Online Portal

1. Visit https://cibc.can-act.com

2. At the **Government Payment & Filing Service — Sign on page**, enter your CIBC GPFS ID and Password and click the **Sign On** button.

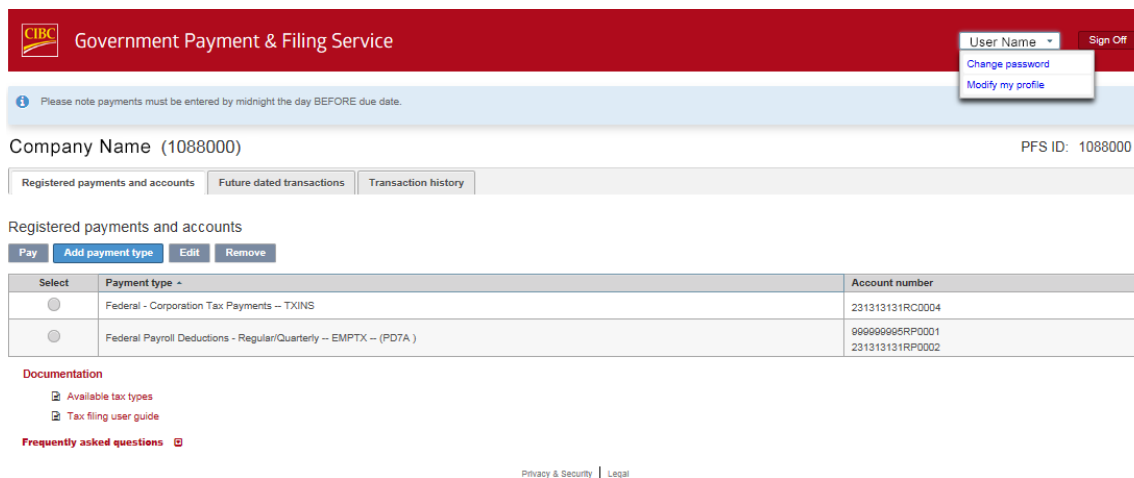3. At your first sign on, the service will prompt you to change your temporary password.

4. The **Change Password** screen will automatically appear the first time you log on. Follow the instructions on the page to change your password.

3.2 Change Password

1. Select **Change Password** from the drop down menu at the top of page under your user name to the left of **Sign Off**.

2. The **Change Password** screen will appear.

3. Enter your current and new password following instructions on the page.

4. Click **Save** button to confirm your password change.

5. Once your password change has been confirmed, click the **Done** button to continue or **Sign off** button to end your session.
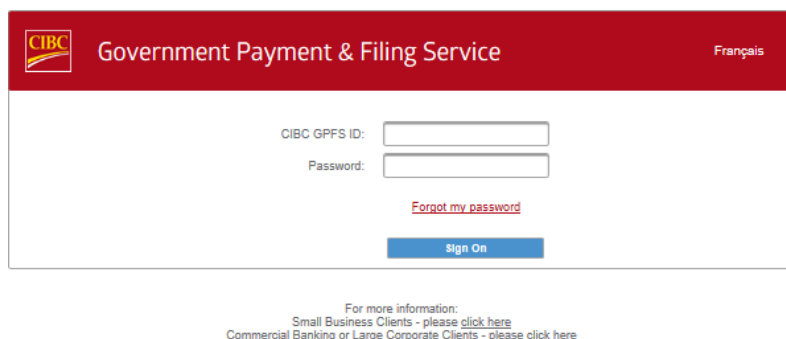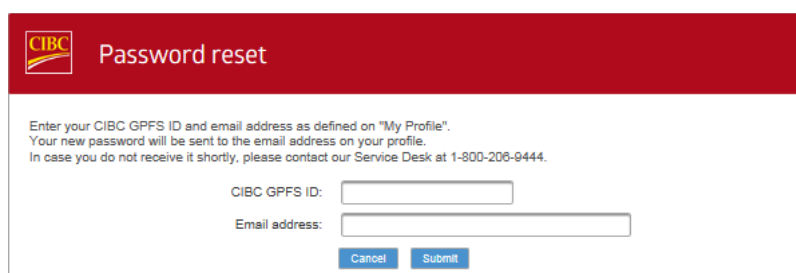
3.3 Forgot my Password

If you have forgotten your password, you may reset your password online provided you know your email address in your profile by following the below steps.

Company Administrators may also reset password for authorized users (see Section 5.5 Reset User Password)

1. On the GPFS Sign On screen, click **Forgot my password link**

2. **Reset password** screen will appear.

3. Enter the required information and follow the instructions to have your password reset. A temporary password will be emailed to the email address in your user profile.

3.4 Company Administrator Roles — Multiple Users Only

A company may have up to 2 Company Administrators and 9,900 Authorized Users.

Company Administrator(s) set up and maintain the company profile, including the company transaction limit, number of authorizations required, language, and billing account.

Company Administrator(s) add, delete or modify users, set user approval limits, reset user passwords and determine payment type access (Payment type access provides the ability to add, delete or modify payment types, such as GST/HST, etc.). For more information, see section 5.0 Direct Online Portal — Company Administrator Role.

Dual Administrator Controls

This feature is an added control, which ensures transactions or changes initiated by Company Administrators are approved by a second Company Administrator. This requirement is determined at the time of enrolment and can only be changed by completing and submitting a new enrolment form.
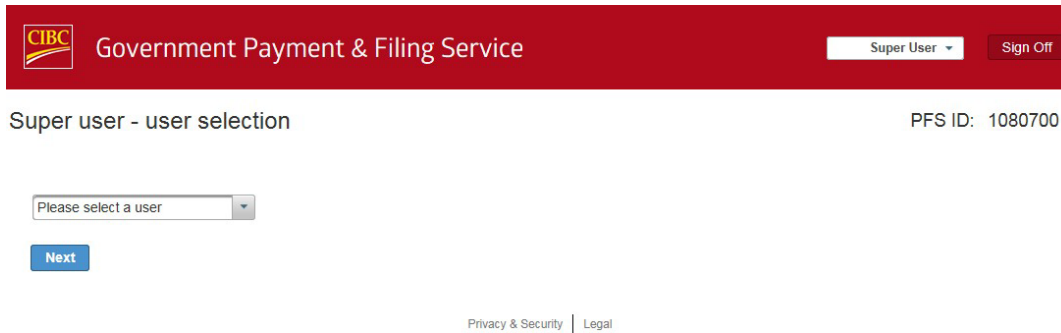
Example: Company Administrator #1 will add a new authorized user and set up the user profile. Company Administrator #2 must approve the addition of the new user before the user can access the system.
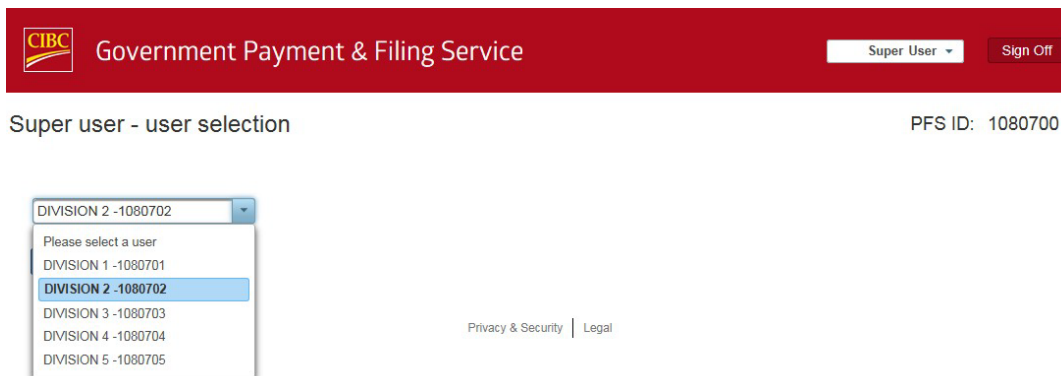
3.5 Super User Role

The Super User attribute allows a company with multiple subsidiary companies to use one User ID to conduct tax payments for all companies. Using a Super User Id and password, you can navigate from one company's tax profile or Sub-User to another within the same login session without re-authentication.

There will only be one entry point, via the Super-User ID and password. The Super User will be responsible for adding the required payment types for each Sub User as well as entering and scheduling Tax payments. Additionally, all payments will be debited from the Sub-Users bank account.
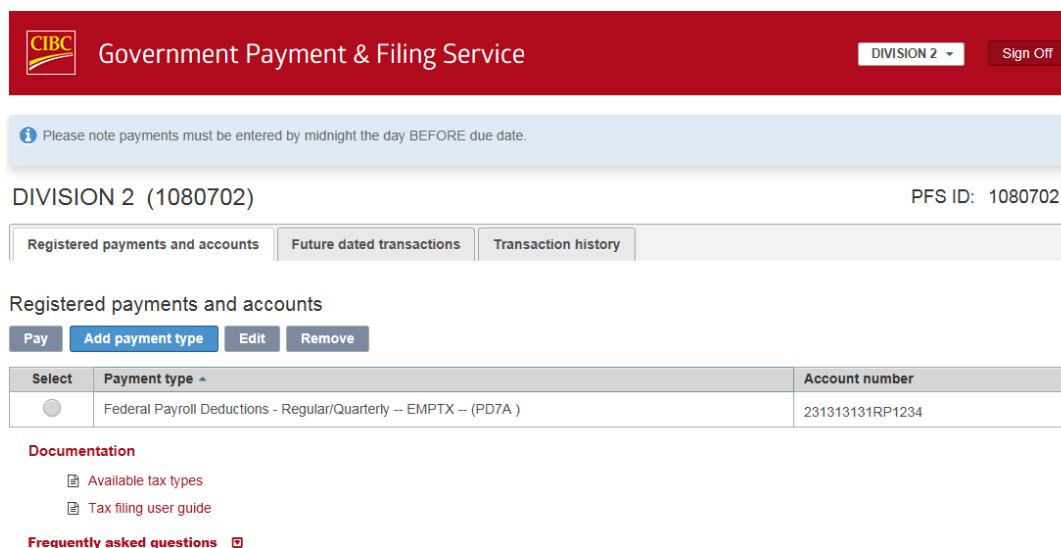
- Once the Super User signs onto GPFS, the User Selection page will appear.

- The Super User can select the **"Please select a user"** drop down menu to select a GPFS Company profile and click on the **NEXT** button.

- The Super User can now conduct tax payments specifically for the selected profile
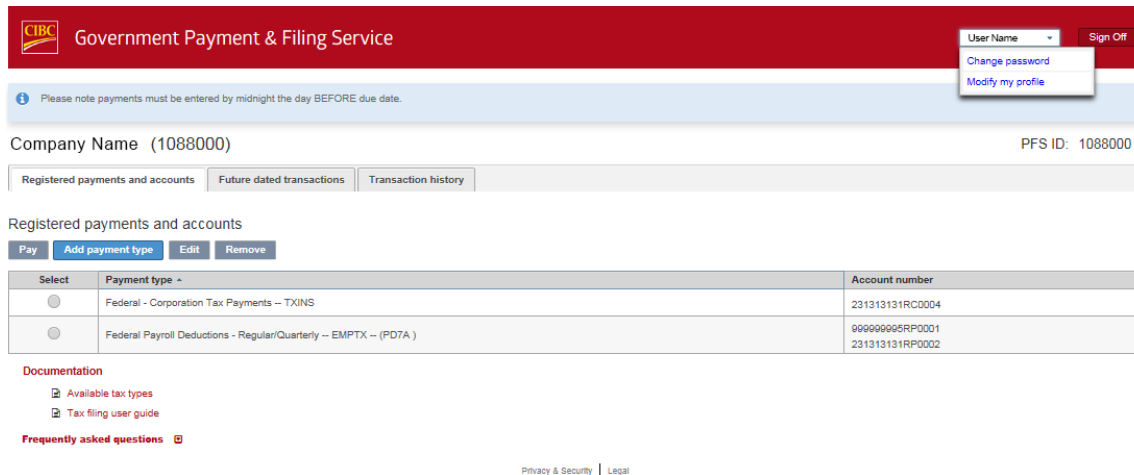
4.0 Modify My Profile

It's important for you to keep your information up to date, including your email address.
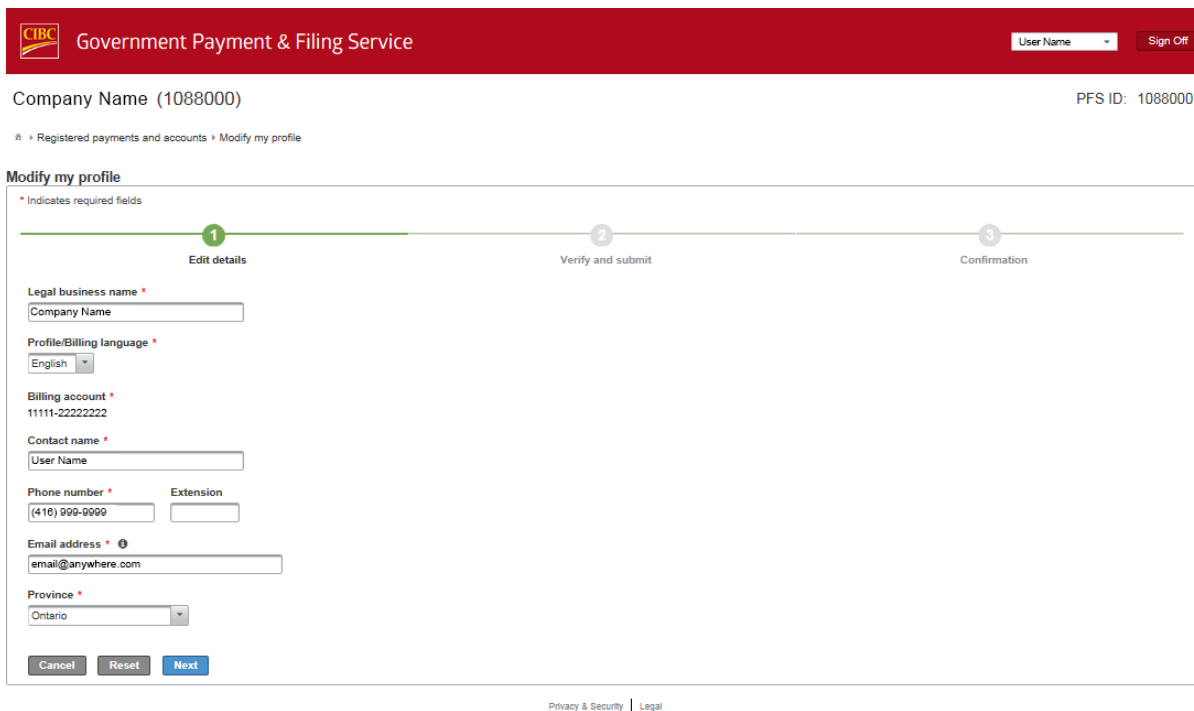By keeping your contact information up to date, you can:

- retrieve your password online;
- properly authenticate yourself when calling the Technical Service Desk.

To update your profile,

1. Select **Modify my profile** from the drop down menu at the top of page under your user name to the left of **Sign Off**.

2. **Modify my profile** screen will appear.

3. Enter your changes and click on **Next** button and follow the instructions to Submit and Confirm the changes.

5.0 Direct Online Portal — Company Administrator Role

Company Administrators sign on to GPFS as described in <u>Section 3.1 — Signing on via Direct Online Portal</u>

5.1 Company Profile

The Company Administrator must set up the company profile.

1. From the **Administration** screen click on **Edit profile**.

2. Here the Company Administrator can modify the company name, the number of authorizations required for each initiated transaction, what the company limit will be, contact name and phone number and the billing account.

3. Enter your changes, click the **Next** button and follow the instructions to complete company profile set up.

The **# of Authorizations Required** can be set to a maximum of 3 approvals per initiated transaction. This can be changed by using the drop down menu.

The **Company Transaction Limit** is optional. This is an added control that will require an additional approval for any transaction above the **Company Transaction Limit**. This is an additional approval requirement above the **# of Authorizations Required**.

Example: Assume the **# of Authorizations Required** is set at 1 and the **Company Transaction Limit** is set at $1,000,000. A transaction that was initiated for $40,000 would only require 1 approval. However, a transaction that was initiated for $1,100,000, would require 2 approvals as the amount is greater than the **Company Transaction Limit**.

The **Billing Account** can be changed by using the drop down menu and selecting the appropriate account.

5.2 Adding a User

Once successfully signed on, the Company Administrator will be brought to the **Administration** screen.

1. To add a new user, click the **Add user** button.

This will bring you to the **Add user profile** screen.

2. Fill in the users **Name, Approval Limit, Phone number / Extension, Email address**, and select their **Payment Type Access**.

A user's **Approval Limit** is the highest transaction amount a user can approve.

A user's **Payment Type Access** determines if the user has the ability to add, modify or remove payment types (i.e. Payroll, GST/HST, etc.).

3. Once complete, click on the **NEXT** button and follow the instructions to complete user set up.

New user will receive a welcome email with their CIBC GPFS ID and a separate email with their temporary password.

5.3 Modify a User

1. From the **Administration** screen, click the radial button beside the user ID you wish to modify, then click the **Modify User** button.

This will bring you to the **Modify User Profile** screen.

2. Change the user details and click the **Next** button.

The change you have made will be highlighted along with the prior information.

3. Click on the **Submit** button to save the changes.

4. A **Modify user profile — confirmation Screen** will appear, indicating the user has been updated successfully.

5.4 Delete a User

1. From the **Administration screen**, click the radial button beside the user ID you wish to delete (the selected user highlighted), then click the **Delete User** button.

2. A pop up screen will appear confirming your request to delete the user.

3. Click **OK** to continue.

4. A **Confirmation Screen** will appear, indicating the user has been deleted.

5.5 Reset User Password

1. From the **Administration screen**, click the radial button beside the user ID you wish to reset the password, then click the **Reset user password** button.

2. Pop up screen will appear confirming your request to reset the user password.

3. Click **OK** to continue.

4. A **Confirmation Screen** will appear, indicating the user password has been reset.
   The user will receive an email indicating their temporary password to logon.

5.6 Modify Company Administrator User

To add/change the Company Administrator after the initial set up, please contact the CIBC Business Client Centre at 1 888 947-7736.

6.0 Authorized Users

6.1. Adding a Payment Type

Before you can pay and file your taxes, you must add the payment type you would like to use.

Note: At your first sign on, the service will prompt you to add your payment type. Proceed to step 2 to register your payment type and tax account.

Once you have registered your payment type and tax account, subsequent sign on will display **Registered payments and accounts** menu with the list of payment type and account registered as in step 1.

1. From the **Registered payments and accounts screen**, click on **Add Payment Type**.

2. From **Add payment Type** screen, select the payment type required by moving your cursor to the payment type, and click on it (payment type selected will be highlighted).

   You may filter by category at the top to narrow your search, or expand list by increasing rows per page at the bottom of the screen.

3. Click on the **Next** button.

4. Complete the required information and click the **Next** button.

5. When an error message is displayed, re-enter the correct information, then click **Next** button.

6. Once you have received confirmation that the payment type has been added, you may choose:

- **Add another account** — This will take you back to the Add Payment Type screen.

- **Registered payments and accounts** screen by moving your cursor to the link at the top of the page and click on it.

- **Sign off**

6.2 Edit Payment Type

On occasion, changes to payment types may be required, i.e. correcting errors, changes in tax account numbers, etc.

1. From the **Registered payments and accounts screen**, click the radial button beside the payment type you would like to edit (selected payment type highlighted) and then click the **Edit** button.

2. If there are more than one registered tax account for the selected payment type, select the tax account number you would like to edit (selected tax account number highlighted), and click the **Next** button.

3. Make the necessary changes in the appropriate fields and click the **Save** button.

4. The **Edit payment type — confirmation** screen will appear, indicating the changes have been accepted.

6.3 Remove a Payment Type

If a payment type must be removed, prior to removing it, any future dated payments / filings must be cancelled. See 6.8 Approve or Cancel a Payment.

1. From the **Registered payments and accounts Menu**, click the radial button beside the payment type you would like to remove, and click the **Remove** button.

2. If there are more than one tax account registered for the payment type, select the tax account you would like to remove by moving your cursor to it and click on it (selected tax account will be highlighted).

3. Click the **Next** button.

4. Verify and confirm your request by clicking on the **Remove** button.

5. The **Remove payment type — confirmation** screen will appear, indicating the payment has been removed.

6.4 Making a Payment — No Additional Approvals Needed

Now that you have set up your payment type(s), you are ready to pay and file taxes!

1. In the **Registered payments and accounts Menu** screen, you will see a list the payment types that you have previously set up. Select the payment you would like to make by clicking on the radial button beside it, then click the **Pay** button.

2. In the **Make a payment** screen, select the bank account you would like to make the payment from by using the **Pay from** drop down menu.

   If you don't see the bank account you would like to make the payment from, you will need to request to have it added. See Section 8.0.

3. Fill in the other fields, as required, and click the **Next** button.

4. Once you have verify the information is correct click the **Submit** button.

5. If you do not want to proceed with the payment, click **Cancel**, and this will bring you back to the **Registered payments and accounts** screen.

6. When you click **Submit**, you will receive a confirmation number, indicating the payment has been accepted by the system.

7. Once you have received confirmation that the payment has been accepted, you may choose:

- **Print** — This will print a copy of the payment confirmation
- **Make another payment** — This will take you back to step 3 to make another payment for the same tax account.
- **Done** — This will take you back to the Registered payments and accounts screen.
- **Sign off**

6.5 Making a Payment — Multiple Authorizations Required

There are certain situations where a payment will require one or more approvals in order to process the payment instructions.

A company may require 0, 1, 2, or 3 approvals for every transaction initiated. This is determined by your Company Administrator. The maximum number of approvals for any transaction is 3.

Each user may be assigned an "authorization limit", as determined by your Company Administrator. Any transaction initiated by a user over their authorization limit, will automatically require approval by another authorized user.

1. To make a payment, follow the same process in section 6.4 Make a payment — No Additional Approval Required.

2. If the payment amount is greater than your authorized limit, or if multiple approvals are required, an initiated payment will automatically go to a "pending approval" status once the payment instructions have been accepted by the system

6.6 Pending Transactions

If there are pending transactions on GPFS, you will be brought to the **Transaction Pending Approvals** screen as soon as you log on. This screen provides a snap shot of any transactions in a "pending approval" status.

You could also navigate to this screen by clicking on the **Transaction Approvals** tab at the top.

6.7 View a Payment

To view details of a pending transaction from the **Transaction Pending Approvals** screen, select the appropriate transaction.

This will bring you to the **Pending Approval — details** screen.

6.8 Approve or Cancel a Pending Payment

1. From the **Pending Approval — details** screen, you may now click the **Approve** button, to approve the transaction or click the **Cancel** button to cancel the transaction.

2. The payment is then in a **To be processed** or **Cancelled** status. A confirmation number will be assigned.

3. You can now click on:

- **Return to Transaction Pending Approval screen**

- **Main Menu**

- **Sign off**

6.9 View Future Dated Transaction

1. From the **Main Menu** screen, click on **Future dated transactions** tab. This will bring you to the **Search future dated transaction** screen.

2. Click on Advanced search for additional search fields.

3. Fill in the appropriate fields for your request, and click on the **Search** button.

4. A **Future dated transaction** screen will appear with the transactions listed. To view the details of a specific transaction, select the appropriate row for the transaction.

6.10 View Transaction History

1. From the **Main Menu** screen, click on **Transaction History** tab. This will bring you to the **Search Transaction History** screen.

2. Click on Advanced search for additional search fields

3. Fill in the appropriate fields for your request, and click on the **Search** button.
4. A **Transaction history** screen will appear with the transactions listed. To view the details of a specific transaction, select the appropriate row for the transaction.

7.0 Transaction Alert Messages

Transaction Alert Messages are sent to all authorized users by email. These are automated emails — please do not respond to these. If you receive these emails in error, please contact your Company Administrator.

If your company has elected to receive the **Transaction Alert Messages**, all authorized users will receive an email notification in any of the following situations:

1. **A transaction has been initiated** — a payment / filing has been initiated by an authorized user and will be processed. No action is required.

   Sample:

   To: Test User 1

   From: CIBC_GPFS_ADMIN@telus.com

   Subject: CIBC Government Payment & Filing Service Transaction Alert

   This e-mail notification has been sent to alert you that a Government payment or filing transaction has been initiated. For more details, please sign on to the CIBC Government Payment and Filing Service.

   Please do not respond to this e-mail. If you have any questions, please contact your company administrator.

   This email (and all attached messages and documents) is private and confidential. Internet e-mail is not guaranteed to be secure or error free. Messages could be intercepted, corrupted, arrive late, or contain viruses. CIBC will not be liable for these risks.

   Le présent courriel, ainsi que tous les messages et documents en annexe, est strictement confidentiel. Rien ne garantit que la transmission d'un courriel par Internet se fasse en toute sécurité ou sans erreur: un message peut être intercepté ou corrompu, il peut tarder ou remfermer un virus. La Banque CIBC n'est pas responsable de ces risques.

2. A **transaction has been initiated and requires approval** — the transaction is in a pending status and requires approval before the payment / filing can be processed.

   Sample:

   To: Test User 1

   From: CIBC_GPFS_ADMIN@telus.com

   Subject: CIBC Government Payment & Filing Service Transaction Requires Approval Alert

   This e-mail notification has been sent to alert you that a Government payment or filing transaction has been initiated and requires approval. For more details, please sign on to the CIBC Government Payment and Filing Service.

   Please do not respond to this e-mail. If you have any questions, please contact your company administrator.

   This email (and all attached messages and documents) is private and confidential. Internet e-mail is not guaranteed to be secure or error free. Messages could be intercepted, corrupted, arrive late, or contain viruses. CIBC will not be liable for these risks.

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3. **An upcoming post-dated transaction will be processed** — a future dated transaction will be processed by the system in 7 calendar days. No action is required.

Sample:

To: Test User 1

From: CIBC_GPFS_ADMIN@telus.com

Subject: CIBC Government Payment & Filing Service Post-Dated Transaction Alert

This e-mail notification has been sent to alert you that a Government payment or filing post-dated transaction will be processed in 7 calendar days. For more details, please sign on to the CIBC Government Payment and Filing Service.

Please do not respond to this e-mail. If you have any questions, please contact your company administrator.

This email (and all attached messages and documents) is private and confidential. Internet e-mail is not guaranteed to be secure or error free. Messages could be intercepted, corrupted, arrive late, or contain viruses. CIBC will not be liable for these risks.

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4. **A pending transaction that requires approval is approaching its expiration date** — a payment / filing in a pending status has not been approved and will expire in 7 days. This transaction will expire in 7 calendar days and will not be processed unless approval is provided.

Sample:

To: Test User 1

From: CIBC_GPFS_ADMIN@telus.com

Subject: CIBC Government Payment & Filing Service Pending Transaction Expiration Alert

This e-mail notification has been sent to alert you that a Government payment or filing transaction that requires approval will expire soon if approval is not received.

For more details, please sign on to the CIBC Government Payment and Filing Service.

Please do not respond to this e-mail. If you have any questions, please contact your company administrator.

This email (and all attached messages and documents) is private and confidential. Internet e-mail is not guaranteed to be secure or error free. Messages could be intercepted, corrupted, arrive late, or contain viruses. CIBC will not be liable for these risks.

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8.0 Additional Help

If you require additional technical assistance, please contact the Payment & Filing Help Desk at 1 800 206-9444.

For all other assistance, please contact the CIBC Business Client Centre at 1 888 947-7736.