

What to expect in the event of a postal service disruption

Beginning in July, there is a risk of a postal service disruption with Canada Post. If this happens, we expect minor impacts to some deliveries related to our services.

Product delivery & return

The majority of deliveries and returns will not be impacted. The exception will be merchants in remote locations who rely on P.O. boxes for mail delivery. For merchants that use P.O. boxes, we recommend you contact Moneris to update your address information. It is best to use an alternate location where courier services can deliver or pick up product shipments.

Monthly statements

Many merchants receive monthly statements from Moneris by mail. In the event of a postal service disruption these statements will not be delivered. Signing up for Merchant Direct will give you access to electronic statements to ensure you continue to receive them on time. Merchants can sign up for electronic statements by logging into Merchant Direct. If you have not set-up your [Merchant Direct](#) account or forgot your login, you can visit the [support page](#) for further instructions.

NOTE: Fees for paper statements will not be waived. Statements will be delivered once postal services have resumed.

For questions or concerns regarding Merchant Direct, contact 1-866-319-7450, available 24/7.