CITYonline™
information • products • services

GET TO KNOW YOUR CITYONLINE INVOICE
Common questions answered

Why does my mailed invoice only contain a single-line detail?

Details for invoices have been moved online to reduce our ecological footprint. CITYonline account managers and billing managers can access complete invoice details online under 'Invoice History' on the 'My Account' page.

Am I charged if the query fails?

No. CITYonline doesn't charge if the query failed. You'll see the query in the invoice details, but the charge is adjusted to zero. Also, a Result Code will identify the type of error that's taken place. There's no need to do a transaction adjustment if the query failed.

How do I review the queries made by users under my account?

When signed in to CITYonline, the account manager and billing manager may view each user's transactions by going to 'Order History' on the 'My Account' page.

What is the administration charge?

The administration charge is made up of the printing, billing and mailing costs of your account invoices, as well as other administrative charges.

What happens if there's an error on my invoice?

Sometimes there's a duplicate query and/or a report is missing information so an adjustment is needed. CITYonline accepts requests for transaction adjustments online. When signed in to CITYonline, go to 'Order History' on the 'My Account' page, and select 'Request Adjustment'. CITYonline staff review and process these adjustments.

There's a minimum charge on my bill? What's that?

The City of Calgary has a minimum billing charge of $25, which includes the $4 administration fee. If your monthly billing activity is less than $25, a minimum monthly billing charge will be added to the invoice amount to total $25. This fee will be waived if your billing activity is $0. CITYonline offers a pay-per-use credit card option, however, this payment method must be selected by signing in as a Credit Card Corporate Client or Individual user.

How can I view if you have received my payment?

Payment details can now be accessed online. Account and billing managers can view payments or transaction adjustments made to your company account under 'Invoice Payment History' on the 'My Account' page.

THE CITY OF
CALGARY