

Tax Payment and Filing Service User Guide

Thank you for banking with us, and for enrolling in our online Tax Payment and Filing Service (PFS) – powered by TELUS®. We trust you'll find it a convenient way to pay and file your company's federal and provincial business taxes.

Please consult this guide first whenever you have difficulty using the service or with a transaction you made. If you need help, call TELUS Payment Filing Services directly at 1-800-206-9444 and have your PFS User ID handy. They're available Monday to Friday, from 8 a.m. to 8 p.m. Eastern Time, excluding bank holidays.

Your user account is private and secure, even from us. Manulife Bank will NOT be able to assist you with technical support, password resets or specific tax payment transactions.

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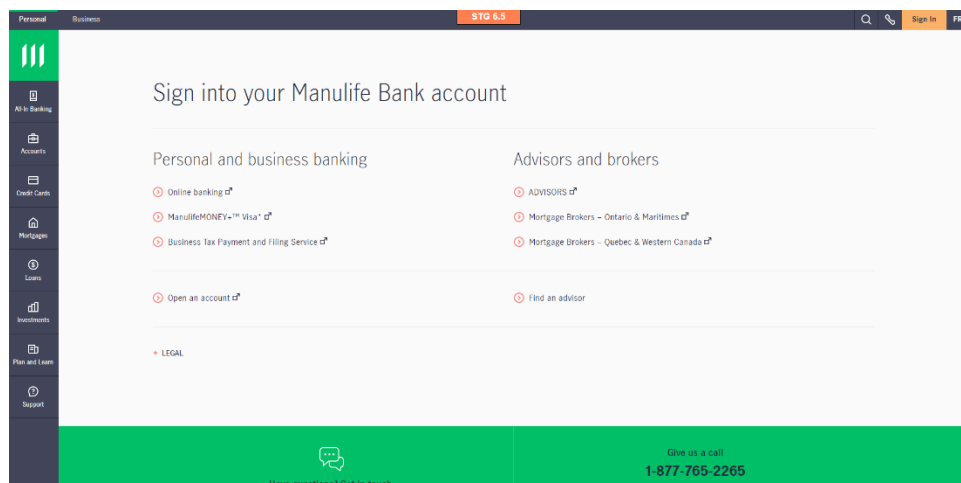
[Modify company profile](#)

[Get help](#)

Access the service

There's a dedicated link to our Tax Payment and Filing Service on our [online banking sign-in page](#).

Figure 1



To access the payment portal, you must enter the PFS User ID and temporary password that TELUS emailed to you after you enrolled. Your everyday online banking credentials won't work.

Figure 2

Manulife Bank
Tax Payment and Filing Service Français

PFS User ID: 54000025 Enter what TELUS sent you

Password: [masked]

[Forgot my password](#)

Figure 3

Manulife Bank
Tax Payment and Filing Service Français

PFS User ID: 54000025 Enter what TELUS sent you

Password: [masked]

Your banking access number and password won't work here.
Check your email inbox for messages from PFS.Creditors@telus.com containing a PFS ID and password or call 1-800-206-9444 for help.

Your PFS User ID and temporary password will be sent to the email address you provided on your enrollment form. Temporary passwords have a 24-hour life span. Check for messages from PFS.creditors@telus.com.

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

Change password

The first time you log in, you'll be prompted to change the temporary password you received from TELUS when you enrolled in this service.

Figure 4

Manulife Bank
Tax Payment and Filing Service

Test MLB Company(540000025) PFS ID: 540000025

Change Password

* Indicates required fields

1 Change Password 2 Confirmation

Enter current password: *

Enter new password: *

Re-enter new password: *

Your new password

- must be 8 to 12 characters in length
- must consist of a combination of letters, numbers, with a minimum of 2 numbers and 2 letters (case sensitive) with the option of using special characters
- must be different from your previous 5 passwords

Examples:

- valid password: 1EB@r(3pW*)
- invalid password: abc123, password, 12345678

Clear all Save

Privacy | Legal | Accessibility

If at any time you forget your password, click “I forgot my password” on the login screen.

Figure 5

Manulife Bank
Tax Payment and Filing Service

PFS User ID 540000025 Enter what TELUS sent you ⓘ

Password

I forgot my password

Sign on Clear all

Français

Payments entered ON the due date are considered late, and subject to government penalties.
Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

You'll receive a new password at the email address entered in your profile.

Figure 6

The screenshot shows the Manulife Bank website interface. At the top, there is a green header with the Manulife logo and the text 'Manulife Bank'. Below the header, a green bar contains 'Tax Payment and Filing Service' and a 'Français' link. The main content area is titled 'Password reset' and includes the following text: 'Enter your PFS ID and email address as defined on "My Profile". Your new password will be sent to the email address on your profile. In case you do not receive your password within the next hour, please contact our Service Desk at 1-800-206-9444.' Below this text are two input fields: 'PFS User ID *' and 'Email address *'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

You'll know the password reset is successful when you see this screen:

Figure 7

The screenshot shows the Manulife Bank website interface after a successful password reset. The green header contains the Manulife logo and 'Manulife Bank'. Below the header, a green bar contains 'Tax Payment and Filing Service', a dropdown menu showing 'Test MLB Company', and a 'Log out' button. The main content area displays 'Test MLB Company(540000025)' and 'PFS ID: 540000025'. Below this, there is a breadcrumb trail: 'Registered payments and accounts > Change password'. The section is titled 'Change Password' and features a progress bar with two steps: 'Change Password' (marked with a checkmark) and 'Confirmation' (marked with a '2'). Below the progress bar is a green success message: 'Password has been changed successfully.' At the bottom left of the message is a 'Done' button. At the bottom of the page, there are links for 'Privacy | Legal | Accessibility'.

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

Register tax types

1. Before you can submit payments online, you must register the types of business taxes you wish to pay.

If you leave “All tax types” selected as the payment type category, federal agencies will be listed first, then provincial agencies in alphabetical order by province.

Figure 8

Manulife Bank
Tax Payment and Filing Service
Test MLB Company [Log out]

Test MLB Company(540000025) PFS ID: 540000025

Registered payments and accounts > Add payment type
Add payment type

1 Select payment type 2 Enter details 3 Confirmation

Please select a payment type category
Government tax payment and filing service:

All tax types
 Federal tax
 Provincial tax

Please Select

Select a payment type and click Next

Payment type

- Federal - Benefits and Credits - Repayment -- BCRP -- (CTB3)
- Federal - Fuel Charge -- FCHRG -- (RC158)
- Federal - Softwood Lumber Products Export Chrg -- SLPEX
- Air Traveller's Security Charge -- ATSC
- Canada Emergency Wage Subsidy Repayment -- CEWS -- (RC159)
- Fed - Pensionable and Insurable Earnings review -- PIER -- (PD101)
- Federal - Corporation Income Tax Balance Due -- TXBAL -- (RC177)
- Federal - Corporation Tax Payments -- TXINS
- Federal - Excise Duty -- FDEXD
- Federal - Excise Tax -- FDEXT

1 - 10 of 77 1 2 3 4 5 6 7 8 10 rows per page

Cancel Next

Payments entered ON the due date are considered late, and subject to government penalties.
Make your payments no later than midnight of the last business day BEFORE the due date.

To narrow your search, select a payment type category. Choosing “Provincial tax”, for example, allows you to select your province from a drop-down menu. A shorter list of available tax types will be displayed.

Figure 9

Manulife Bank
Tax Payment and Filing Service
Test MLB Company (540000025) PFS ID: 540000025
Registered payments and accounts > Add payment type
Add payment type

1 Select payment type 2 Enter details 3 Confirmation

Please select a payment type category
Government tax payment and filing service:
 All tax types
 Federal tax
 Provincial tax
Ontario

Select a payment type and click Next

Payment type	Family Resp. Office - Ontario Payment -- MAG	Ontario Corporation Tax -- ONCT -- (0626)	Ontario Employer Health Tax -- ONEHT -- (1334)

1 - 3 of 3 1 10 rows per page
Cancel Next
Privacy | Legal | Accessibility

No Manitoba tax agencies are listed because the province allows businesses to remit or file online *only* through their own website.

Payments entered ON the due date are considered late, and subject to government penalties.
Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

When the desired federal or provincial payment type is highlighted, click “Next”.

Figure 10

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface. The user is logged in as 'Test MLB Company' with PFS ID: 540000025. The page title is 'Tax Payment and Filing Service'. The user is currently on the 'Add payment type' step of a three-step process: 1. Select payment type, 2. Enter details, and 3. Confirmation. The 'Select payment type' step is active. The user has selected 'Federal tax' under 'All tax types'. A list of payment types is displayed, with 'Federal - Corporation Income Tax Balance Due -- TXBAL -- (RC177)' highlighted. The list includes: Federal - Benefits and Credits - Repayment -- BCRP -- (CTB3), Federal - Fuel Charge -- FCHRG -- (RC158), Federal - Softwood Lumber Products Export Chrg -- SLPEX, Air Traveller's Security Charge -- ATSC, Canada Emergency Wage Subsidy Repayment -- CEWS -- (RC159), Fed - Pensionable and Insurable Earnings review -- PIER -- (PD101), Federal - Corporation Income Tax Balance Due -- TXBAL -- (RC177), Federal - Corporation Tax Payments -- TXINS, Federal - Excise Duty -- FDEXD, and Federal - Excise Tax -- FDEXT. A pagination bar shows '1 - 10 of 77' and '10 rows per page'. There are 'Cancel' and 'Next' buttons at the bottom of the list. The footer contains 'Privacy | Legal | Accessibility'.

2. Enter the government-required payment information associated with that tax type. “Tax account number” is a critical field. A prompt will appear to help you enter this number in the correct format.

Figure 11

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface. The user is logged in as 'Test MLB Company' with PFS ID: 540000025. The page title is 'Tax Payment and Filing Service'. The user is currently on the 'Enter details' step of a three-step process: 1. Select payment type, 2. Enter details, and 3. Confirmation. The 'Enter details' step is active. The selected payment type is 'Federal - Corporation Income Tax Balance Due'. The user is prompted to enter the 'Tax account number *'. A tooltip provides the following information: 'The account number is 15 characters long consisting of three components: - a 9 digit number - followed by 'RC' as the code representing Corporation Tax Payment - followed by the last 4 digits as the sequence number for the account (For example, 0001 or 0002)'. The footer contains 'Privacy | Legal | Accessibility'.

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

You'll receive an error message if the account number you entered is invalid and you need to go back and correct it.

Figure 12

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface. The user is logged in as 'Test MLB Company' with PFS ID: 540000025. The page title is 'Tax Payment and Filing Service'. The user is currently on the 'Add payment type' page for 'Federal - Corporation Income Tax Balance Due'. The progress bar shows three steps: 'Select payment type' (completed), 'Enter details' (current step), and 'Confirmation'. An error message is displayed in a red box: 'Error in account number validation. Should be 15 characters long with format 999999999RC9999. A sequence number cannot be all 0's.' Below the error message, the 'Required information' section shows 'Tax account number' with the value '1234' entered. There are 'Cancel', 'Back', and 'Next' buttons at the bottom of the form. The footer contains 'Privacy | Legal | Accessibility'.

Some tax types require additional mandatory information, such as the payment frequency or tax period start date.

Figure 13

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface. The user is logged in as 'Test MLB Company' with PFS ID: 540000025. The page title is 'Tax Payment and Filing Service'. The user is currently on the 'Add payment type' page for 'Ontario Corporation Tax'. The progress bar shows three steps: 'Select payment type' (completed), 'Enter details' (current step), and 'Confirmation'. The 'Required information' section includes 'Tax account number' (123456782), 'Frequency' (Monthly), and 'Period start date (month/day)' (January 01). There are 'Cancel', 'Back', and 'Next' buttons at the bottom of the form. The footer contains 'Privacy | Legal | Accessibility'.

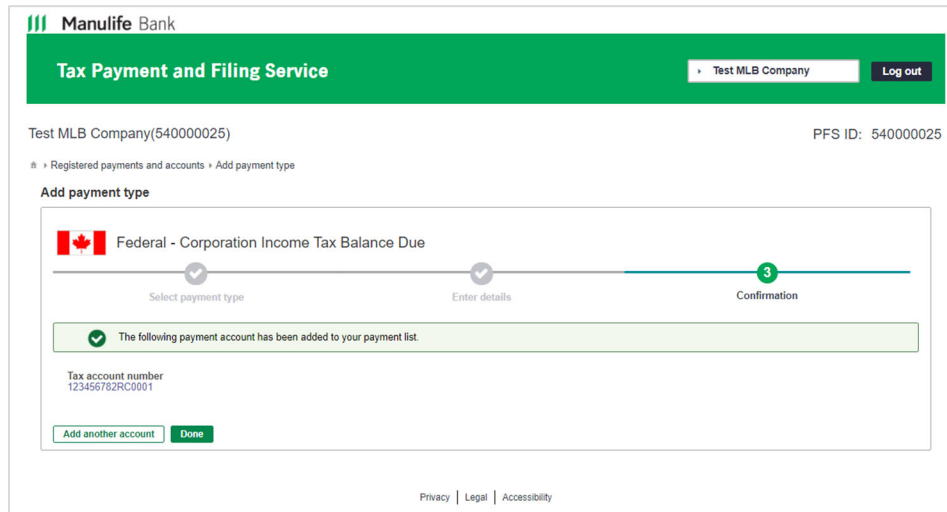
Having difficulty determining **which tax type to register**, or **when your business taxes are due**? You can always refer to the paper forms you used to use to remit payments and file taxes. Then search the list of available tax types to find a match. If you're still having difficulty, ask your accountant, visit the [CRA website](#), or consult a CRA agent.

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

3. You'll receive a confirmation message when your registration is successful.

Figure 14



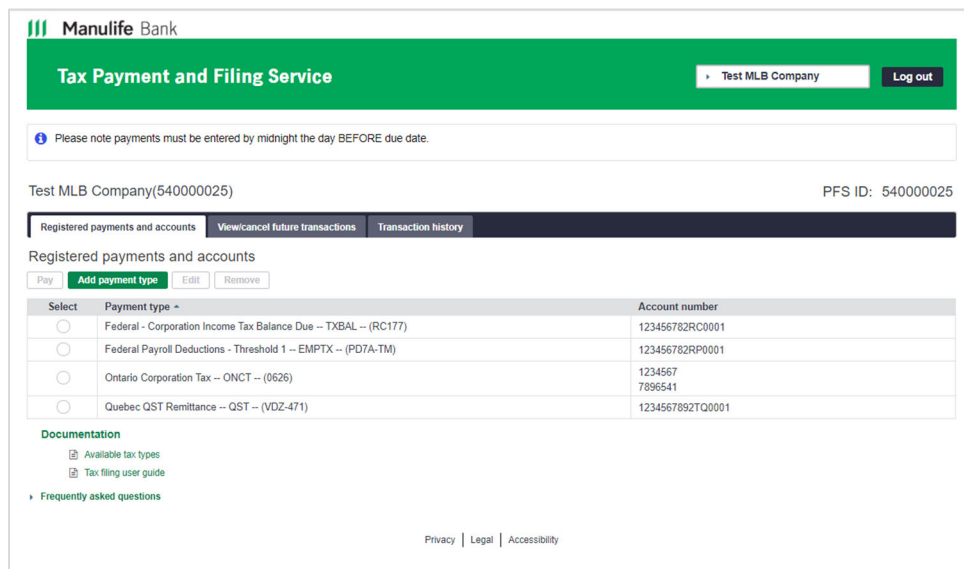
Click “Add another account” if you wish to register multiple tax types. Or if you wish to register more than one tax account number under the identical tax type.

4. Click “Done” to return to the Registered payments and accounts screen.

The payment type(s) you have registered should display in a list on the “Registered payments and accounts” page.

You can return here at any time and click “Add payment type” to register additional tax types.

Figure 15



Once you have registered at least one tax type, Registered payments and accounts will become your default screen. Notice in the lower left of the screen, you have access to helpful documentation including: “Available tax types”, “Tax filing user guide” and answers to frequently asked questions.

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

To edit existing payment types

- On the Registered payments and accounts screen, select the radio button beside the payment type you would like to change and click “Edit”.
- On the Edit payment type screen, update the payment details. Click “Save”.
- Click “Done” to return to the Registered payments and accounts screen.

The new information will apply to any future-dated payments you have set up for the payment type you edited. Past transaction history will not be affected by the edit.

To delete existing payment types/accounts

- On the Registered payments and accounts screen, select the radio button beside the payment type/account you would like to delete and click “Remove”.
- If you have more than one tax account number associated with that payment type, you must also select the account number you wish to delete. Click “Next”.
- On the Remove payment type screen, highlight the account you wish to delete and click “Remove”. Verify the tax account number you wish to delete and click “Remove”.
- Click “Done” to return to the Registered payments and accounts screen.

You cannot remove a payment type or tax account if you still have future dated transactions associated with it. Either you must cancel the future-dated transactions, or you must wait until they have been processed. Past transaction history will not be affected for any payment type or account that you delete.

Make payments

- On your Registered payments and accounts screen, select the radio button next to the tax agency you wish to pay. It should be highlighted. Click “Pay”.

Figure 16

Manulife Bank
Tax Payment and Filing Service

Test MLB Company (540000025) PFS ID: 540000025

Registered payments and accounts | View/cancel future transactions | Transaction history

Registered payments and accounts

Pay | Add payment type | Edit | Remove

Select	Payment type -	Account number
<input type="radio"/>	Federal - Corporation Income Tax Balance Due -- TXBAL -- (RC177)	123456782RC0001
<input type="radio"/>	Federal Payroll Deductions - Threshold 1 -- EMPTX -- (PDTA-TM)	123456782RP0001
<input checked="" type="radio"/>	Ontario Corporation Tax -- ONCT -- (0626)	1234567 789541
<input type="radio"/>	Quebec QST Remittance -- QST -- (VDZ-471)	1234567892TQ0001

Documentation

- Available tax types
- Tax filing user guide
- Frequently asked questions

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Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

2. Fill in the mandatory payment details. The “Pay from” field will display a drop-down box if you have registered multiple bank accounts. The “Tax account to pay” field will display a drop-down box if you have registered multiple tax accounts for the same tax type. Click “Next”.

Figure 17

Due Date is when your payment is due to the government agency. It is calculated based on information you entered when you registered each tax type. If this date seems inaccurate, you may need to double-check the address and province originally entered in your company profile.

Payment Date is when your payment will be debited from your Manulife Bank account and submitted to the government agency. You cannot set the payment date for a weekend or a statutory holiday – it will automatically be adjusted to the next business day.

The system returns an error message if you overlook a mandatory field.

Figure 18

Manulife Bank
Tax Payment and Filing Service
Test MLB Company
Log out
Test MLB Company(540000025) PFS ID: 540000025
Registered payments and accounts > Make a payment
Make a payment
Federal - Corporation Income Tax Balance Due-- (RC177)
1 Enter payment details 2 Verify and submit 3 Confirmation
Payment amount. Required field cannot be empty
* Required information
Accounts
Pay from * 12345-1234567 -chequing Tax account to pay 123456782RC0001
Payment
Period ending * 2020 Sep 01
Payment amount * \$0.00
Payment date * 2020 Sep 10
Cancel Back Next
Privacy | Legal | Accessibility

Did you enter a payment amount of more than \$100,000? You'll see a warning message flagging the amount. It's how the system safeguards you from common data entry errors.

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

3. Verify the payment details. Click “Go back” if there’s anything you wish to correct. You are responsible for any payment filing errors.

Figure 19

Manulife Bank
Tax Payment and Filing Service

Test MLB Company | Log out

Test MLB Company(540000025) PFS ID: 540000025

Registered payments and accounts > Make a payment

Make a payment

Ontario Corporation Tax-- (0626)

Enter payment details | **2** Verify and submit | Confirmation

Please verify details and click on the submit button.

Accounts

Payment class Regular	Tax account to pay 1234567
Pay from 12345-9874563	

Payment

Taxation period end
2019 Dec 31

Payment amount
\$12,345.22

Payment date
2020 Sep 10

Cancel Back Submit

Privacy | Legal | Accessibility

Review your payment date carefully, and always make your payments no later than midnight of the last business day **BEFORE** the due date. Payments entered **ON** the due date are considered late, and subject to government penalties.

Payments are processed early in the morning on the payment date. It is your responsibility to ensure there is enough money in your account to cover the payment at that time. The payment will **NOT** be made if you have insufficient funds, and you may become subject to government penalties or NSF fees.

When you’re satisfied the entry is correct, click “Submit”.

Payments entered **ON** the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day **BEFORE** the due date.

4. A confirmation message will be displayed, showing the date your payment is scheduled, and including a confirmation number at the top right. Should you ever need an audit trail, this is your proof of remittance. You have the option to print the payment transaction to PDF or hard copy.

Figure 20

The screenshot displays the Manulife Bank Tax Payment and Filing Service interface. At the top, there is a green header with the Manulife Bank logo and the text "Tax Payment and Filing Service". Below the header, the user is identified as "Test MLB Company(540000025)" with a "PFS ID: 540000025" and a "Log out" button. The main content area is titled "Make a payment" and shows a progress bar with three steps: "Enter payment details", "Verify and submit", and "Confirmation". The "Confirmation" step is currently active, indicated by a green circle with the number 3. Below the progress bar, a green confirmation message states: "Payment has been successfully scheduled to be processed on 2020 Sep 10. Confirmation number: 9001192". The "Accounts" section shows "Payment class: Regular", "Pay from: 12345-9874563", and "Tax account to pay: 1234567". The "Payment" section shows "Taxation period end: 2019 Dec 31", "Payment amount: \$12,345.22", and "Payment date: 2020 Sep 10". At the bottom of the confirmation area, there are buttons for "Make another payment", "Print", and "Done". A note at the bottom of the confirmation area reads: "Please retain your confirmation number- 9001192 for future reference. You can click on the 'Print' button to print this page for future reference. Please note: If you need to cancel this transaction, please access the 'Future dated transactions' tab." The footer of the page includes "Privacy | Legal | Accessibility".

Click "Make another payment" to continue paying government agencies.

Click "Done" to return to the Registered payments and accounts screen.

Once a payment has been submitted, it cannot be modified. However, you can cancel an incorrect payment before it is processed and make a new payment.

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

View or cancel future-dated transactions

1. Select the “View/cancel future-dated transactions” page at any time to check on your future-dated payments.

Figure 21

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface. At the top, there is a green header with the Manulife logo and the text "Tax Payment and Filing Service". Below the header, there is a navigation bar with three tabs: "Registered payments and accounts", "View/cancel future transactions", and "Transaction history". The "View/cancel future transactions" tab is selected. Below the navigation bar, there is a search area with the text "Search future dated transactions (Please select a date range)". The search area includes a date range selector with "Payment dates from" and "to" fields, both set to "2020 Sep 10" and "2021 Sep 09" respectively. There are "Search" and "Reset" buttons, and a link for "Advanced search". Below the search area, there is a table of transactions. The table has columns for "Transactions", "Payment date", "Amount", "Confirmation number", "Tax account number", and "Status". The table contains two rows of data: one for "TXBAL" and one for "ONCT". Below the table, there is a pagination control showing "1 - 2 of 2" and "25 rows per page". At the bottom of the page, there are links for "Privacy", "Legal", and "Accessibility".

Transactions	Payment date	Amount	Confirmation number	Tax account number	Status
TXBAL	2020 Sep 10	\$25,781.44	9000104	123456782RC0001	To be processed
ONCT	2020 Sep 10	\$12,345.22	9001192	1234567	To be processed

You may cancel a scheduled payment right up until 11:59 pm [local time] on the day BEFORE the payment date. Local time refers to the primary time zone for the Province/Territory selected during enrollment.

To search a long list of transactions by a variety of criteria, click and complete the “Advanced Search”.

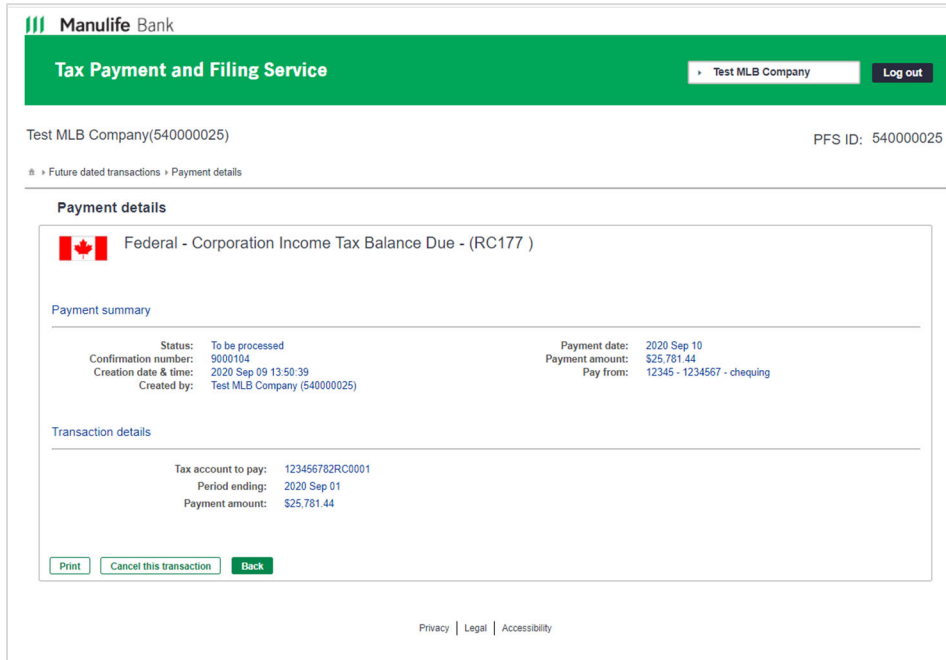
Figure 22

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface with the "Advanced Search" form. The form is titled "Search future dated transactions (Please select a date range)". It includes several search criteria: "Select payee" (dropdown menu), "Select tax account" (dropdown menu), "Payment date" (radio buttons for "Date from", "Specific day", and "All"), "Confirmation number" (radio buttons for "All" and "Number"), and "Amount" (text input field). There are "Reset" and "Search" buttons, and a link for "Basic search". At the bottom of the page, there are links for "Privacy", "Legal", and "Accessibility".

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

2. Clicking on a row within the list of search results allows you to view the payment details.

Figure 23

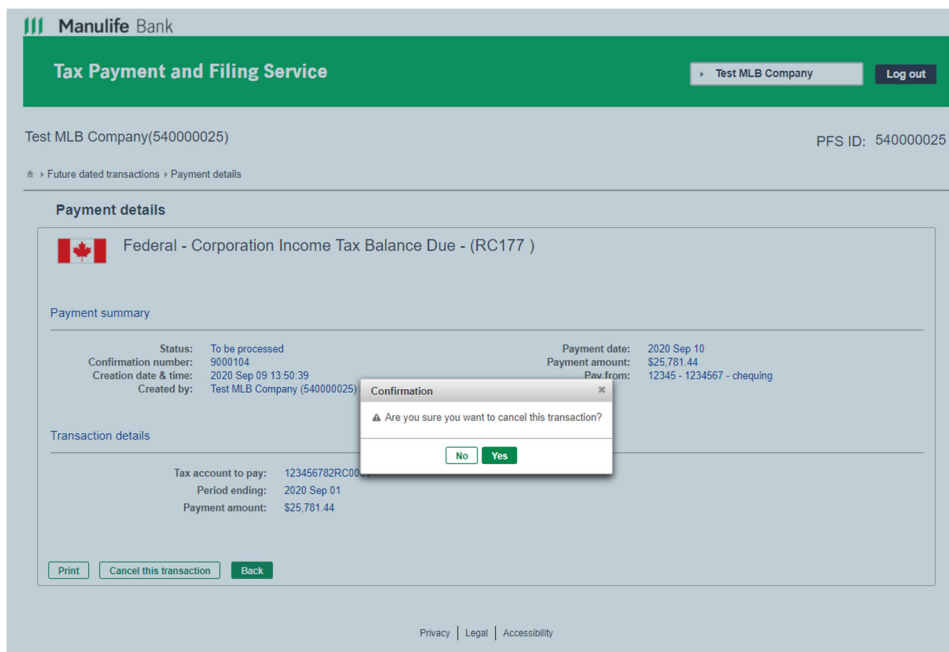


Click "Back" to return to the "View/cancel future-dated transactions" page.

Click "Cancel this transaction" if you wish to cancel the payment you are viewing.

3. You'll be prompted to confirm you want to cancel the payment.

Figure 24



Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

4. You'll know the cancellation was successful when you see this screen. Note that cancellations have their own confirmation numbers, which are different from the original payment confirmation number. You have the option to print the confirmation details of the cancelled transaction to PDF or hard copy.

Figure 25

The screenshot displays the Manulife Bank Tax Payment and Filing Service interface. At the top, the Manulife Bank logo is on the left, and the user is logged in as 'Test MLB Company' with a 'Log out' button on the right. Below the header, the user's name 'Test MLB Company(540000025)' and PFS ID '540000025' are shown. A breadcrumb trail indicates the user is in 'Future dated transactions > Payment details'. The main section is titled 'Payment details' and shows a 'Federal - Corporation Income Tax Balance Due - (RC177)' transaction. A green banner with a checkmark icon states 'Cancellation request has been successful'. Below this is a 'Payment summary' table with two columns: 'Cancellation Request' and 'Original Confirmation'. The 'Cancellation Request' column lists: Status: Cancellation Request, Confirmation number: 9000114, Payment amount: \$25,781.44, Creation date & time: 2020 Sep 09 13:53:31, and Created by: Test MLB Company (540000025). The 'Original Confirmation' column lists: Payment date: 2020 Sep 10, Original confirmation number: 9000104, and Pay from: 12345 - 1234567 - chequing. Below the summary is a 'Transaction details' section with: Tax account to pay: 123456782RC0001, Period ending: 2020 Sep 01, and Payment amount: \$25,781.44. At the bottom left of the transaction details are 'Print' and 'Back' buttons. At the bottom center of the page are links for 'Privacy | Legal | Accessibility'.

Payment summary	
Status:	Cancellation Request
Confirmation number:	9000114
Payment amount:	\$25,781.44
Creation date & time:	2020 Sep 09 13:53:31
Created by:	Test MLB Company (540000025)
Payment date:	2020 Sep 10
Original confirmation number:	9000104
Pay from:	12345 - 1234567 - chequing

Transaction details	
Tax account to pay:	123456782RC0001
Period ending:	2020 Sep 01
Payment amount:	\$25,781.44

A cancelled payment is displayed as two entries in your transaction history. The original payment/confirmation number shows with a status of 'Cancelled'. Your request to cancel the payment will show a status of 'Cancellation Request'. For audit purposes, each entry will have a different confirmation number.

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

Search transaction history

You can search transaction history using a basic search by date.

Figure 26

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface. At the top, there is a green header with the Manulife logo and the text "Tax Payment and Filing Service". Below the header, there is a search bar with "Test MLB Company" and a "Log out" button. A message states: "Please note payments must be entered by midnight the day BEFORE due date." The user's account information is displayed as "Test MLB Company(540000025)" and "PFS ID: 540000025". There are three tabs: "Registered payments and accounts", "View/cancel future transactions", and "Transaction history". The "Transaction history" tab is selected. Below the tabs, there is a search bar with the text "Search transaction history (Please select a date range)". The search bar has two date input fields: "Payment dates from" (2020 Aug 09) and "to" (2020 Sep 09). There are "Search", "Reset", and "Advanced search" buttons. At the bottom, there are links for "Privacy", "Legal", and "Accessibility".

Note that the portal displays 13 months of historical transactions. If you need access to transactions older than 13 months, please contact TELUS for assistance.

Both processed payments and cancellations will show in the search results.

Figure 27

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface with search results. The header and navigation are the same as in Figure 26. The search bar shows "Payment dates from" (2020 Aug 09) and "to" (2020 Sep 30). Below the search bar, there is a message: "To view the details of a payment, click on the corresponding row." A table displays the search results:

Transactions	Payment date	Amount	Confirmation number	Tax account number	Status
TXBAL	2020 Sep 10	\$25,781.44	9000104	123456782RC0001	Cancelled
TXBAL	2020 Sep 10	\$25,781.44	9000114	123456782RC0001	Cancellation Request

At the bottom of the table, there is a pagination bar: "1 - 2 of 2" and "25 rows per page". At the bottom of the page, there are links for "Privacy", "Legal", and "Accessibility".

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

To view details, click on a transaction within the results list.

Figure 28

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface. At the top, there is a green header with the Manulife logo and the text "Tax Payment and Filing Service". Below the header, the user is identified as "Test MLB Company(540000025)" with a "PFS ID: 540000025". A navigation breadcrumb shows "Transaction history > Payment details". The main content area is titled "Payment details" and features a Canadian flag icon followed by "Federal - Corporation Income Tax Balance Due - (RC177)". Under "Payment summary", the status is "Cancelled". Other details include: Confirmation number: 9000104, Creation date & time: 2020 Sep 09 13:50:39, Created by: Test MLB Company (540000025), Payment date: 2020 Sep 10, Payment amount: \$25,781.44, and Pay from: 12345 - 1234567 - chequing. The "Transaction details" section shows: Tax account to pay: 123456782RC0001, Period ending: 2020 Sep 01, and Payment amount: \$25,781.44. At the bottom left, there are "Print" and "Back" buttons. At the bottom center, there are links for "Privacy | Legal | Accessibility".

By clicking “Advanced search”, you can search by additional criteria, including: payee, account number, confirmation number, status, or amount.

Figure 29

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface with the advanced search form. The header and user information are the same as in Figure 28. A notification banner states: "Please note payments must be entered by midnight the day BEFORE due date." Below this, there are tabs for "Registered payments and accounts", "View/cancel future transactions", and "Transaction history". The search form is titled "Search transaction history (Please select a date range)" and includes a "Calendar keyboard controls" link. The form has several sections: "Select payee" with a dropdown menu set to "All payee"; "Select tax account" with a dropdown menu set to "All accounts"; "Payment date" with radio buttons for "Date from" (selected), "Specific day", and "All". The "Date from" section has input fields for "2020 Aug 09" and "to" "2020 Sep 30"; "Specific day" has a field for "yyyy mm dd"; "Confirmation number" has radio buttons for "All" (selected) and "Number" with an input field; "Status" has a dropdown menu set to "Select status"; and "Amount" has an input field. At the bottom left of the form are "Reset" and "Search" buttons. At the bottom center, there are links for "Privacy | Legal | Accessibility".

Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

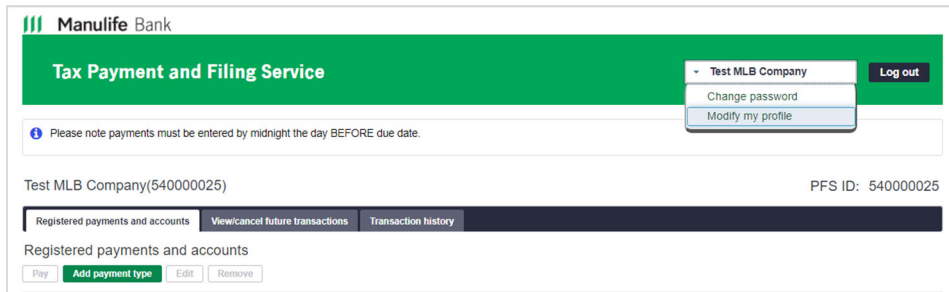
Modify company profile

Your company profile was pre-populated with information from your enrollment form. It's very important to update this information if your company moves – this service calculates local time based on the province selected in this profile.

Changes you make to your company profile within this service are NOT automatically saved to your banking profile. Be sure to let Manulife Bank know when you make changes to your address, signing officers and other important business information.

To access your profile, click the down arrow on the top right of the screen and select **Modify my profile**.

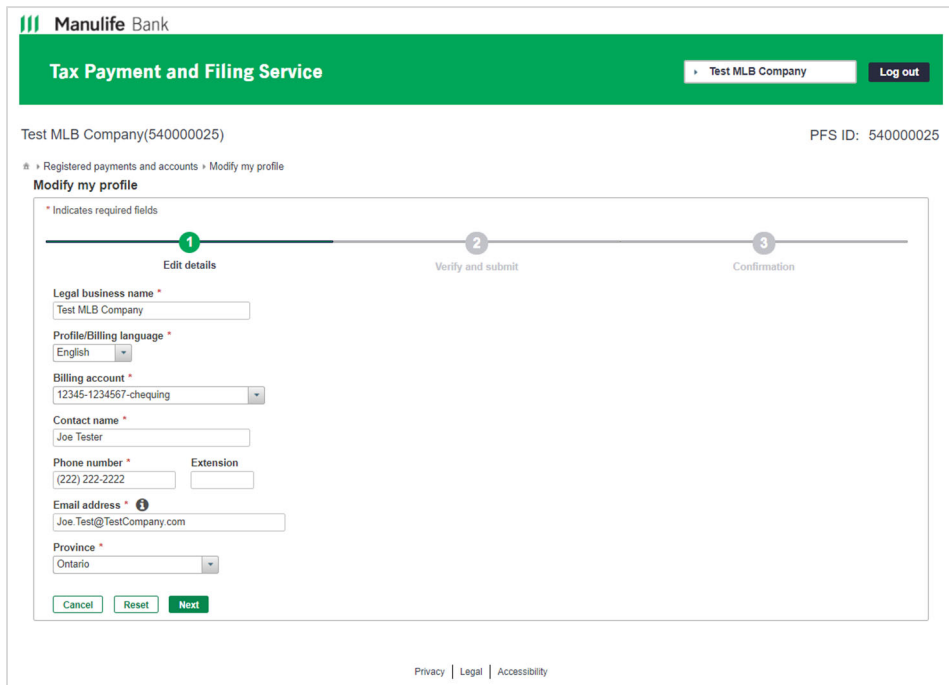
Figure 30



To edit your Company Profile:

1. Modify the fields on your profile and click the “Next” button.

Figure 31



Payments entered ON the due date are considered late, and subject to government penalties. Make your payments no later than midnight of the last business day BEFORE the due date.

TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

2. Verify the details and click the Submit button.

Figure 32

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface. At the top, there is a green header with the Manulife logo and the text 'Tax Payment and Filing Service'. Below the header, the user is logged in as 'Test MLB Company' with a 'Log out' button. The user's account information is displayed: 'Test MLB Company(540000025)' and 'PFS ID: 540000025'. A breadcrumb trail indicates the user is in 'Registered payments and accounts > Modify my profile'. The main content area is titled 'Modify my profile' and features a progress bar with three steps: '1 Edit details', '2 Verify and submit', and '3 Confirmation'. Step 2 is currently active. Below the progress bar, the user's profile details are listed: Legal business name (Test MLB Company), Profile/Billing language (English), Billing account (12345-1234567-chequing), Contact name (Joe Tester), Phone number (New: (416) 123-1234, Extension: 2255; Prior: (222) 222-2222, Prior: ---), Email address (Joe.Test@TestCompany.com), and Province (Ontario). At the bottom of the form, there are three buttons: 'Cancel', 'Back', and 'Submit'. A footer contains links for 'Privacy | Legal | Accessibility'.

3. You will receive a message indicating that your profile has been updated.

Figure 33

The screenshot shows the Manulife Bank Tax Payment and Filing Service interface after the profile has been updated. The header and user information are the same as in Figure 32. The breadcrumb trail is 'Registered payments and accounts > Modify my profile'. A green success message box at the top of the main content area reads 'My profile has been updated successfully.' Below this, the 'Modify my profile' section features a progress bar with three steps: '1 Edit details', '2 Verify and submit', and '3 Confirmation'. Step 3 is currently active. The profile details are the same as in Figure 32, but the 'Phone number' field now only shows 'New: (416) 123-1234' and 'Extension: 2255'. At the bottom of the form, there is a single 'Done' button. The footer contains links for 'Privacy | Legal | Accessibility'.

4. Click on the Done button to return to the Registered payments and accounts screen.

Payments entered ON the due date are considered late, and subject to government penalties.
Make your payments no later than midnight of the last business day BEFORE the due date.

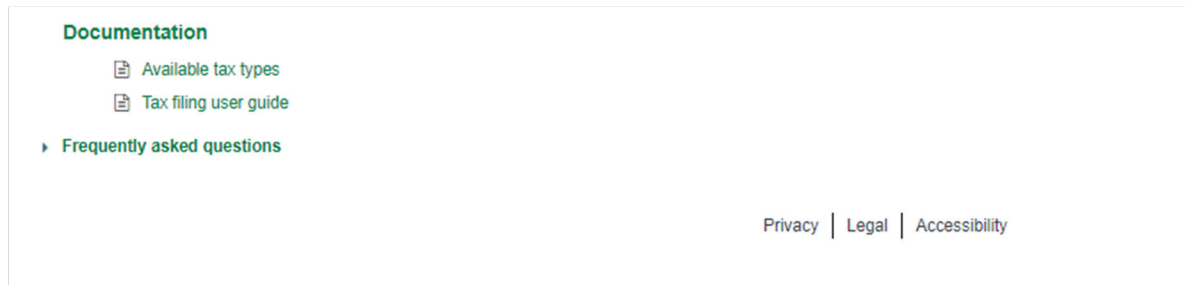
TELUS Payment Filing Services support centre – 1-800-206-9444 Have your PFS User ID handy.

Get help

At the lower left of the Registered payments and accounts screen the following tools/resources are available:

- Available tax types
- Tax filing user guide
- Frequently asked questions

Figure 34



Please contact the TELUS Payment Filing Services support centre at 1-800-206-9444 with the following kinds of inquiries:

- Site functionality
- Technical support
- Assistance with password resets

Please contact the Manulife Bank customer service centre at 1-877-765-2265 with the following kinds of inquiries:

- Change, add or remove business accounts
- Bank statements
- Billing inquiries