

Questions & Answers

1- What is CBC/Radio-Canada's policy on payment terms?

CBC default payment term is **45 days**.

2- Does it make a difference to the speed of payment if made by electronic payment method (EFT) instead of by cheque?

Yes, it does. EFTs are much more efficient, economical, fast and safe.

CBC Account Payable processes EFTs three times each week, compared to issuing cheques only once a week. Cheques are more susceptible to loss, delays and fraud. Both vendors and the Corporation stand to benefit from the use of EFTs. Vendors who choose to enroll to electronic payment method will receive their money faster and they will receive an electronic Notification of Payment so that they can complete their accounting procedures. Finally, elimination of cheques means elimination of paper waste and money saving for both CBC and for yourself.

[Enroll Now](#)

3- What can I do to avoid payment delays ?

- a) Email us **electronic copies** of your invoices (PDF format is preferred).
- b) Invoices should be sent to invoicemanagement@cbc.ca or [Uploaded](#)
- c) **Your invoice must have your CBC contact's name** (Example: John Smith) **or the CBC PO (purchase order) on it.**

If not, the CBC Account Payable dept. will be unable to direct your invoice through the approval workflow. Your invoice will therefore be either returned to you or placed in the ***information missing queue**.

* **Status in the INVOICE-INFO portal : Information missing on the invoice =** No CBC contact's name or CBC PO (purchase order) on the invoice.

[Contact us](#) with the information missing, make sure to mention your vendor name and your invoice reference number or the VIM doc.ID.

4- I can't find my invoice on the CBC INVOICE-INFO portal, what do I do ?

If you have sent your invoice directly to your CBC requestor /contact, It's possible that your invoice has not yet arrived to the CBC Account Payable Dept.

Please communicate with your CBC requestor directly.

If you have sent your invoice by email to invoicemanagement@cbc.ca / or the Upload invoice option of this portal and that the payment term has expired the 45 day delay,

Please communicate with us through the [Contact US option](#) of this portal.

5- What is the CBC Billing Address ?

CBC/Radio-Canada – Accounts Payable

PO Box 3921

Ottawa ON

K1Y 4M5

% CBC Contact Name or CBC PO Number