

Parkland Customer Portal FAQs



Customer Registration

1. How do I register for the Parkland Customer Portal for the first time?

You will need a copy of your first July invoice on-hand and locate your account number, postal code, invoice number and invoice date. Registration instructions can be found online at chevron.parkland.ca/portal. (Note: If you have a Chevron Business Point account and wish to register prior to receiving your first July invoice, please use the Customer Portal Registration Instructions for Chevron Business Point (CBP) Users posted on Chevron Business Point.)

2. When can I access my Parkland Customer Portal account?

Your account is accessible 24/7.

3. What am I able to do on the Parkland Customer Portal?

You can easily view your bill online, confirm the date and amount of your last payment, view your billing and payment history, review your fuel consumption history, and manage fuel transactions by card number.

4. How do I input my invoice date?

A calendar will pop up for you to select the invoice date.

Standard Troubleshooting

1. Unable to register.

If the User ID or Password fields are not being accepted, try a different variation of the information and make sure that neither contains special characters or spaces. If a User ID is already in use, it will not be accepted.

2. Unable to link account.

Please ensure:

- a. The postal code is from the billing address
- b. You are using a delivered or cardlock invoice (statements will not work)

3. Web Browser.

Our system works best on Internet Explorer and Google Chrome.

4. Why is Parkland Customer Portal not recognizing my postal code?

The portal is set up to identify your account using the billing address postal code found on your invoices. Please ensure that the postal code you are entering is the same as the one found on your invoices.

5. Why can't I access the Parkland Customer Portal from my phone?

The portal is not available on mobile phones. Please ensure that you are using the portal on your tablet, desktop or laptop.

6. Why can't I see my invoices?

Your invoices are issued on a weekly basis. If you recently received your invoice, it is likely that the invoice has not been uploaded onto the portal yet. It can take up to two business days before your invoice is ready for viewing on the portal. Please check back in a few days and your invoice should be waiting for you!

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7. Why can't I pay online?

The Pay Now option is not available to Commercial customers.

Chevron Business Point

1. As an existing Chevron Business Point customer will I be automatically registered for the Parkland Customer Portal?

No, all customers are required to register for the Parkland Customer Portal. Instructions can be found online on Chevron Business Point.

2. Will I still be able to access my customer information on Chevron Business Point?

No, after July 1, 2018 your information will only be available on the Parkland Customer Portal. Please ensure that you have downloaded any required historical data (price notices, invoices, statements, EFT notices or cardlock transactions) from Chevron Business Point **before August 31, 2018** as this information will not be available after that date.

3. Will my account number change?

Your account number will not change as a result of the transition.