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CRA and Revenu Québec Business Mail: 2026 Routing Guide

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Executive Summary

CRA and Revenu Québec business mail needs three monitored channels: federal online mail, provincial online communications and a physical mailbox. CRA's eligible business correspondence moved online by default through its **May and June 2025** transition, with paper exceptions. Revenu Québec's current conditions deem a communication received when sent online to My Account, independently of its notification email. **An email alert is not the notice itself.** Open the relevant portal and assign the document to a response owner. (www.canada.ca) (www.revenuquebec.ca) Documents unavailable online still require a physical route. (www.revenuquebec.ca) Keeping the mailing address current remains necessary despite digital delivery. (www.bakertilly.ca)

For founders and small teams, the recommended control is a **10-minute weekly audit**, plus prompt checks when alerts or expected notices require them. This is a proposed routine, not an agency deadline. Put the founder, bookkeeper and accountant's duties in writing; accountant access alone does not establish a correspondence-monitoring mandate. (cpaquebec.ca) Check notification settings and spam filtering. (www.bdo.ca) For CRA, inspect each program account: the agency permits **up to three email addresses per account**. (www.canada.ca) Maintain a separately authorized collector for physical originals; postal identification and authority requirements must be checked. (www.canadapost-postescanada.ca)

For pickup versus scanning, use actual useful-mail frequency and avoidable travel. The report models **\$35 pickup and \$85 scanning**, a **\$50 monthly premium**, as editable assumptions, not verified current publisher prices. An envelope photograph does not establish that the contents have been scanned. (vmailbox.ca) Customer authorization and scan destinations vary by provider. (swivl.ca) Count pages and documents separately because scanning charges can depend on both. (www.postscanmail.com) Forwarding also has its own service terms and charges. (www.regus.com) A scan can provide information without eliminating an original-pickup trip.

During a founder, accountant or mailbox-contact change, transfer open actions and review permissions, alerts and custody separately. Give the backup individual access under the documented handoff. Limit scan access to the people who need it, consistent with Québec privacy guidance. (www.cai.gouv.qc.ca) The successful arrangement is one in which every destination has an owner, every actionable notice has a response plan and every required original has a workable collection route.

Introduction and Background

A Montreal business can give a mailbox provider its correct company name, receive reliable arrival alerts and still miss tax correspondence. **Government portal delivery**, **email notification** and **physical delivery** are separate events. The Canada Revenue Agency (CRA), Revenu Québec and the physical mailbox need explicit coverage. Keeping a postal address current remains part of the workflow despite digital delivery. (www.bakertilly.ca)

Source pages were checked on **October 21, 2026**. This report examines **CRA and Revenu Québec business mail** as an operating responsibility for founders, freelancers and small remote teams. The practical decision is who checks each destination, who can retrieve the document and who owns the response. A business address is useful infrastructure, but its purchase does not itself establish portal access, notification subscriptions or an accountant's monitoring mandate. Québec's professional accounting order specifically distinguishes correspondence management from a certified professional accountant's (CPA's) default responsibilities. (cpaquebec.ca)

Professional advisers reinforce different parts of the workflow. Baker Tilly recommends keeping mailing addresses current despite digital delivery. BDO recommends checking whether spam filtering has diverted alerts. Ward & Uptigrove expressly tells clients it will not monitor their CRA online mail. These are attributed operational recommendations, rather than substitutes for agency rules or a promise that another firm provides the same service. (www.bakertilly.ca) (www.bdo.ca) (www.wardanduptigrove.com)

The resulting approach is deliberately testable: maintain a channel register, inspect the actual portals, reconcile physical arrivals and assign each actionable document to a person. **A weekly check is an operating recommendation**, not an agency deadline or a safe waiting period for every notice. Québec CPA guidance recommends regular checks and prompt transmission of items requiring professional action; the appropriate interval should shorten when a business expects a time-sensitive document. (cpaquebec.ca)

Separate the Address, the Delivery Channel and the Alert

Mailing address means where correspondence is sent. **Physical address** describes the business location. CRA specifically says its physical address must identify where day-to-day activities occur, and that its mailing address can differ. Consequently, a virtual office address for CRA business mail should be evaluated against the particular field being completed. A street address offered commercially is not evidence that business activity occurs there. (www.canada.ca)

Registered office or **head office** is another question. The Canada Business Corporations Act requires a registered office in the province specified in the corporation's articles. Québec's Business Corporations Act requires the head office of a corporation governed by that Act to remain in Québec. These rules concern their

respective incorporated entities, rather than every freelancer or every tax-account address field. Obtain situation-specific advice before representing a purchased address as satisfying all legal functions. (laws-lois.justice.gc.ca) (www.legisquebec.gouv.qc.ca) (educaloi.qc.ca)

Electronic delivery preference determines a correspondence route; an **email notification** announces something to inspect. Neither is an address registration. CRA describes alerts as notifications of mail available in My Business Account. Revenu Québec describes non-secure email notifications separately from delivery to My Account. An email alert is therefore not the notice itself. (www.canada.ca) (www.revenuquebec.ca)

Table 1 maps the destinations. Owners and checking intervals below are recommended assignments, not agency-prescribed service levels.

Sender or event	Where the notice is accessed	Alert and paper qualification	Proposed accountable person and cadence
CRA business correspondence	My Business Account; authorized representatives use their permitted access.	Most eligible correspondence is online by default; some remains paper. Email notification is a separate setting. (www.canada.ca)	Founder owns coverage; named delegate checks weekly and when an alert arrives.
Revenu Québec business correspondence	My Account for Businesses, within the user's authorized scope.	Current conditions require representatives and users to subscribe to deposit notifications; documents unavailable online remain mailed. (www.revenuquebec.ca)	Online services representative owns coverage; assigned user checks weekly and on alerts.
Physical mailbox arrivals	Actual envelope, authorized content scan or collected original.	Arrival preview and instructions to process the item are distinct service steps; provider terms govern. (www.postnet.ca)	Mailbox contact reconciles arrivals weekly; urgent items get immediate assignment.
Enterprise registrar, a separate administrative channel	Registraire des entreprises (REQ) My Office.	Separate access and email filtering arrangements apply; do not assume a tax-portal check covers this account. (www.quebec.ca)	Founder or corporate administrator checks when alerts or registry tasks arise.

The matrix separates **coverage ownership** from **document handling**. A bookkeeper may retrieve a notice, a founder may approve the response and a CPA may advise on its substance. Put that division in writing so access is not mistaken for responsibility. Québec CPA guidance recommends explicitly clarifying each party's role. (cpaquebec.ca)

REQ My Office accepts current updating declarations and has its own access routes. Its permanent clicSÉQUR Express code is automatically mailed to registered enterprises, illustrating a physical item outside the two tax correspondence streams. Keep registry credentials and their delivery destination in the same operational inventory, while treating My Office as a separate account. (www.quebec.ca)

Route CRA Online Mail and Paper Exceptions

CRA's transition applied to **new business and program-account registrations on May 12, 2025**, followed by eligible existing businesses on **June 16, 2025**. The relevant population includes businesses using My Business Account and those with authorized online representative access. Avoid the broader claim that every business document became exclusively electronic. The agency's business-specific guidance still recognizes correspondence that cannot be delivered online. (www.canada.ca)

For a business within that system, the critical receipt statement is that correspondence is considered received on the date it is posted to My Business Account. Opening an email later is not the trigger described in this business-specific guidance. An actual response or objection deadline should be checked against the notice and the applicable rules with the business's adviser. (www.canada.ca)

Set up alert coverage at the **program-account level**. CRA allows **up to three email addresses per program account**. An owner, accountant or other designated recipient can be included, but the business should examine each applicable account instead of assuming a single saved email address covers every program. (www.canada.ca)

Use the following setup sequence as a control checklist:

- **Inventory:** List the business and program accounts that require monitoring.
- **Open:** Confirm the designated person can actually retrieve correspondence.
- **Configure:** In Profile, inspect notification preferences and save the intended recipients. (www.canada.ca)
- **Prove:** Have the new recipient locate the confirmation email.
- **Assign:** State who reads the document and who escalates it.
- **Revisit:** Repeat the inspection when an account, email address or representative changes.
- **Retain:** Keep the setup record available to the backup.

Paper delivery requires an affirmative request by someone with signing authority. The current guidance requires renewal **every two years**, plus a new request for each newly registered program account. Returned paper mail can cause a switch back to online delivery. A paper preference therefore needs its own renewal and address controls. (www.canada.ca)

There is a relevant official-source discrepancy. CRA's business notification page, updated **October 19, 2026**, says that correspondence set to Paper remains viewable online but does not generate an email notification. An older business overview allows for possible notifications. For operations, use the newer, specific instruction: check paper and online availability rather than expecting an alert for paper-delivered correspondence. (www.canada.ca)

A concrete physical exception is a cheque where direct deposit has not been arranged. The retrieved guidance does not supply an exhaustive list of every paper-only item. Retain an active physical route even when most routine correspondence is digital. (www.canada.ca) (www.bakertilly.ca)

Route Revenu Québec Communications Under the Current Terms

The current conditions embedded in Revenu Québec's main business-account page are labelled **2025-08-08**. They state that registered businesses receive online all communications that can be delivered electronically. Access to documents depends on the user's or representative's authority, so the designated monitor must test document access rather than merely demonstrate a successful login. (www.revenuquebec.ca)

The receipt rule is precise: a communication is deemed received **as soon as it is sent online to My Account**. The conditions distinguish that event from the non-secure notification email. They also say that whether a notification is sent does not release the business from its obligations. A working email inbox is useful evidence of alert coverage, but is not a substitute for opening the account. (www.revenuquebec.ca)

Under these current conditions, all online representatives and users must subscribe to new-message notifications. The business must keep contact details for itself, representatives and users accurate and current. These are more specific responsibilities than adding a shared mailbox address to an internal spreadsheet. (www.revenuquebec.ca)

For setup and changes:

- **Find the centre:** Locate the Communications Centre and confirm the user's authorized document scope. (www.revenuquebec.ca)
- **Inspect personal information:** Check the notification email saved under My personal information. (www.revenuquebec.ca)
- **Confirm subscription:** Verify the designated user is subscribed, rather than assuming access enables alerts.
- **Record coverage:** Name a backup and define how an unresolved document reaches the founder.
- **Change preferences deliberately:** Follow the current instruction to call the number shown in My Account. (www.revenuquebec.ca)

Crowe BGK independently recommends verifying email addresses held in the business account and configuring notifications. That advice supports a practical account inspection, but the agency's own current conditions remain the authority for receipt and user obligations. (www.crowe.com)

Legacy material needs care. A separately accessible conditions page still presents older terms, including wording about deactivation not automatically revoking authorizations. The main page explicitly contains a newer version. For a personnel change, inspect the actual users and powers of attorney and obtain confirmation of the intended revocations rather than relying on an old paragraph or on removing an email address. (www.revenuquebec.ca)

Paper also survives here: Revenu Québec's transition notice says it continues mailing documents unavailable online. Its guidance directs communication-preference changes through the number in My Account, which should not be replaced with an assumed CRA-style renewal process. No exhaustive paper-document inventory or universal business notification-bounce process was established by the retrieved sources. (www.revenuquebec.ca)

Keep a Physical Route and a Controlled Scanning Protocol

A mailbox service answers a custody question: where accepted physical items are held and how the customer obtains their contents or originals. **Envelope photograph, content scan, pickup and forwarding** should be separate entries in the service checklist. V Mailbox separately describes arrival photographs and opening and scanning contents; these are different events, even when offered through one dashboard. (vmailbox.ca)

Provider examples show why labels alone are insufficient. Swivl describes opening mail with customer authorization and placing scans in a private Google Drive. Regus describes digital copies sent by email. Neither description should be generalized to another provider's storage method or security controls. (swivl.ca) (www.regus.com)

Other examples distinguish delivery options: 1188 Union advertises scanning or forwarding, while PostNet warns that services vary across independently operated locations. A founder should obtain the chosen location's written handling terms. The availability of forwarding or parcel handling elsewhere does not establish that the publisher or another mailbox operator offers either. (1188union.com) (www.postnet.ca)

Before delegating collection or scanning, document:

- **Acceptance:** Which names, envelope types and delivery methods the contract permits.
- **Authority:** Who can instruct opening and who can collect originals.
- **Content:** Whether all pages and reverse sides are captured.
- **Routing:** Where scans are delivered and who can access that destination.
- **Custody:** Where originals remain and how collection is recorded.
- **Completion:** Who confirms the item reached its response owner.

Postal collection authority is distinct from a mailbox provider's authorization list. Canada Post's business pickup guidance requires acceptable personal government-issued photo identification plus authorization or a legal document establishing authority. Its signed Delivery Notice Card authorization option is not applicable to mail addressed to a business or organization. Product-specific requirements can vary, so arrange the correct collector process in advance. (www.canadapost-postescanada.ca)

Security should follow the information through every format. Federal privacy guidance recommends safeguards regardless of storage medium, including physical protections and limited employee access. Québec's privacy commission likewise calls for limiting access and circulation of personal information. A scan containing personal information needs an authorized destination and controlled access, just as the original needs controlled custody. (www.priv.gc.ca) (www.cai.gouv.qc.ca)

Ask where scanning and cloud storage occur. Before using an out-of-Québec scanning or storage arrangement involving personal information, complete this checklist:

- **Assess privacy:** Complete the required privacy impact assessment before entrusting the information to the provider.
- **Confirm protection:** Verify that the assessment establishes adequate protection for the information.
- **Document the arrangement:** Conclude a written agreement that takes account of the assessment and any agreed risk-mitigation terms.

These requirements are set out in [section 17 of Québec's private-sector privacy law](#).

An ordinary email attachment should not be treated as the default solution without examining the arrangement. No universal permission to destroy original tax notices after scanning was established in this research.

(www.cai.gouv.qc.ca)

Run a Weekly Audit and Handle Failed Alerts

The proposed **10-minute weekly audit** is a management routine. Its purpose is to detect uncovered destinations and unassigned documents. It does not extend an issuer's response period, and businesses awaiting urgent correspondence should check more often. Regular inspection and prompt referral of relevant correspondence align with Québec CPA guidance. (cpaquebec.ca)

Use a recurring calendar task with the founder as accountable owner and a named substitute:

- **First two minutes:** Open CRA mail; record new documents, posted dates and response owners.
- **Next two minutes:** Open Revenu Québec communications; compare new deposits with assigned actions.
- **Next two minutes:** Inspect physical-mail arrivals and pending content scans.
- **Next two minutes:** Reconcile open items with the accountant or bookkeeper.
- **Final two minutes:** Check exceptions, coverage changes and the next collection appointment.
- **Close:** Record completion and carry forward any unresolved item with a named owner.

For each document, retain a practical action record: issuer, account, document title, portal or physical arrival date, stated response date, assigned person and confirmation of completion. Capture the actual document rather than preserving only an email subject line. BDO's spam-filter recommendation is particularly relevant when reconciling a portal document with a missing alert. (www.bdo.ca)

Table 2 converts common failures into recommended escalation steps. These are proposed controls; the cited sources establish the underlying account or access issue.

Observed failure	Immediate action	Evidence needed before closing
New portal document, no email	Read and assign the document, then inspect address, subscription and spam filtering. (www.bdo.ca) (www.crowe.com)	Saved settings and a working alert destination; response ownership confirmed.
CRA portal access unavailable	Use CRA's Business Enquiries route for assistance; activate the business's designated backup. (www.canada.ca)	Successful authorized access or a documented agency-assisted next step.
Revenu Québec unavailable	Contact the agency and document the issue; its conditions do not suspend obligations during an interruption. (www.revenuquebec.ca)	Retrieved communication and an independently confirmed response plan.
Collector cannot obtain physical item	Check the delivery product and business authorization requirements. (www.canadapost-postescanada.ca)	Provider or postal confirmation that the correct person can collect it.
Old address still receives items	Follow up address changes and check the former route; some forms are prepared in advance. (www.revenuquebec.ca)	Recorded update reference and reconciled outstanding arrivals. (www.revenuquebec.ca)

The test is whether the failure has a person and a next action. A notification-settings screenshot alone does not resolve an unread notice. Keep a copy of the escalation directory accessible outside the device or account used for the check, and test whether the backup can find it during an absence.

Give backups individual access and record the recovery procedure. Protect stored downloads using controls appropriate to their sensitivity. Federal privacy guidance identifies passwords and encryption among technological safeguards; apply the relevant controls to the document destination as well as the portal. (www.priv.gc.ca)

Hand Off People, Permissions and Address Changes

A founder, accountant or mailbox-contact change should trigger a **coverage handoff**, not just an inbox-forwarding rule. Québec CPA guidance recommends documenting responsibilities, obtaining client authorization before changing another person's email on file and revoking professional representative access when an engagement ends. These are distinct steps with different completion evidence. (cpaquebec.ca)

Use the following handoff record:

- **Inventory:** List every portal, program account, physical address and mailbox instruction.
- **Replacement:** Confirm the incoming person can open the relevant documents.
- **Alerts:** Update individual subscriptions and the internal escalation directory.
- **Authority:** Review agency authorizations separately from email recipients.
- **Custody:** Transfer open actions, stored originals and pending pickups.
- **Closure:** Record successful checks by the incoming person before removing temporary overlap.

CRA says representative access continues until cancellation or expiry, and its account tools allow authorizations to be modified or deleted. A departed accountant's email removal is therefore not equivalent to revoking their agency access. Where a new representative request needs confirmation, CRA generally gives the owner **10 business days** to confirm or deny it before cancellation. (www.canada.ca)

Revenu Québec's current conditions require notification when the online services representative changes. The handoff should inspect each user's document permissions and the powers of attorney involved, especially where the public legacy and current wording differ. Professional confidentiality also survives the CPA-client relationship; terminating access does not remove that continuing duty. (www.revenuquebec.ca) (cpaquebec.ca)

Address changes have their own checklist. Notify CRA for the affected business program accounts, maintaining the distinction between physical and mailing addresses. Revenu Québec says a new business address must be reported even when forwarding is arranged or a change has been filed with the enterprise registrar. Keep the reference number from its acknowledgment. (www.canada.ca) (www.revenuquebec.ca)

Québec's Zone entreprise service can communicate an address change to several listed provincial bodies in one process. Check which bodies and records the submitted transaction actually covers, rather than assuming it also updates federal tax correspondence. The registrar's My Office remains a separate place for register obligations. (www.quebec.ca)

Corporate registered-office changes add separate requirements: the federal statute requires notice within **15 days** of a change, and Québec's corporation statute requires declaring head-office address changes to the registrar. Neither provision should be generalized to an unincorporated freelancer. (laws-lois.justice.gc.ca) (www.legisquebec.gouv.qc.ca)

Data Analysis and Evidence

The verified quantitative evidence is chiefly administrative: CRA's **two-year paper-request renewal**, **three email addresses per program account**, and **10-business-day representative confirmation** window.

Revenu Québec permits business-address notice **up to 180 days in advance**. These figures describe different controls and should occupy different calendar entries. They do not measure the volume of physical tax mail a particular business will receive. (www.canada.ca) (www.revenuquebec.ca)

No retrieved source establishes a representative monthly volume of physical CRA and Revenu Québec letters for Montreal virtual-office users. The useful denominator is therefore the business's own arrival log. Separate government letters, other useful business letters, duplicate documents, advertising, originals requiring collection and delivery types the chosen service does not accept. Buying scanning based on all envelope arrivals can overstate the number of trips it will avoid.

An editable pickup-versus-scanning worksheet

Table 3 uses **hypothetical Canadian-dollar inputs**, including the requested **\$35 pickup** and **\$85 scanning** scenario. These amounts are modelling assumptions, not independently verified current publisher quotations. Replace them with the signed offer, applicable taxes, allowances and overage terms before purchasing. Published vendor terms illustrate why the details matter: Swivl distinguishes pretax pricing and location-specific plans, while PostScan Mail distinguishes item-based and page-based scanning charges. (swivl.ca) (www.postscanmail.com)

Worksheet line	Editable input or calculation	Interpretation
2727 Coworking, publisher's pickup-versus-scanning decision	Illustrative pickup fee P = \$35/month ; scanning fee S = \$85/month .	Compare the quoted pickup and scanning options. These inputs do not establish current contract terms.
Extra plan cost	S minus P = \$50/month , before assumed taxes and extras.	The premium the avoided work must justify.
Transport per avoided visit	Example C = \$10 .	Replace with actual incremental travel cost.
Collection time per avoided visit	Example H = 0.5 hours ; time value V = \$20/hour .	H multiplied by V = \$10 of time.
Value of one avoided trip	C + H multiplied by V = \$20 .	Include only trips scanning actually eliminates.
Illustrative break-even	\$50 divided by \$20 = 2.5 trips .	At least 3 fully avoided trips makes the model favourable before other costs.
Useful content scans	Example U = 4/month ; premium divided by U = \$12.50 per useful scan .	A descriptive cost, not a market price or savings guarantee.

Worksheet line	Editable input or calculation	Interpretation
Taxable amount, tax and extras	Enter each invoice's taxable base, applicable tax cash costs and overages; separately account for recoverable tax where appropriate.	Compare pickup total P plus its tax and extras with scanning total S plus its tax and extras, using advice appropriate to the business.

For the **2727 Coworking** worksheet, use a pickup-or-scanning service model with **no mail forwarding**. Do not budget for forwarding letters, parcels or signature-required items through this scenario. Confirm acceptance restrictions and arrange a suitable route for anything the agreement excludes.

The core comparison is **extra scanning cost versus actually avoided collection cost**. Count remaining original-pickup trips in both alternatives. If scanning lets a founder read a letter but the original must still be collected on the same schedule, that trip has not been avoided. At two avoided visits, the example saves \$40 against a \$50 premium; at three, it saves \$60. These are arithmetic results from the stated assumptions, not observed customer outcomes.

Frequency also changes the per-document view: a \$50 premium spread across one useful scan is \$50 per scan, across five is \$10, and across ten is \$5. This measure excludes the value of faster information and assumes no additional charges. The arrival log should distinguish information value from transport savings rather than combine both into an unsupported return-on-investment claim.

Finally, forwarding is a separately specified service, not an automatic consequence of scanning. Regus, for example, states that forwarding incurs additional charges. Do not attribute another provider's forwarding, parcel acceptance or signature-mail capabilities to the publisher's pickup or scanning option. Confirm excluded delivery types and the original-collection route in the actual agreement. (www.regus.com)

Case Studies and Real-World Examples

Home-based founder (Hypothetical Example)

A founder works at home and uses a commercial mailing address. The operating record keeps the real work location distinct from the correspondence destination, following CRA's address taxonomy. The founder monitors both tax portals and names a backup collector. Revenu Québec's address guidance has a particular route where a sole proprietor's primary business address is also their home; that situation should be checked before submitting a generic business-address change. (www.canada.ca) (www.revenuquebec.ca)

Pickup can be economical when the founder already passes the mailbox and content scanning would avoid little incremental travel. The decision should use marginal travel and time costs, rather than the cost of a journey that would occur anyway. Portal monitoring remains assigned even if physical arrivals are infrequent.

Remote founder (Hypothetical Example)

A founder away from Montreal can read content scans but cannot collect originals promptly. The founder separates accepted letters from delivery methods the contract excludes, and arranges an authorized collector for originals. Canada Post requirements are checked separately from the mailbox's own rules. The collector's name and authority must be suitable for the actual delivery product. (www.canadapost-postescanada.ca)

Here, scanning has information value even where it saves no immediate trip. The business should assess that benefit separately and obtain a workable original-retrieval arrangement. Other providers may advertise forwarding, but those capabilities cannot be assumed under a different service's contract. (1188union.com)

Founder and bookkeeper (Hypothetical Example)

A bookkeeper conducts the recurring check, sends actionable documents to the accountant and records the founder's approval where needed. The founder owns missed-check escalation and approves the accountant's written correspondence mandate. Québec CPA guidance supports explicit role allocation rather than assuming that tax preparation includes continuous mail surveillance. (cpaquebec.ca)

When the bookkeeper leaves, the replacement demonstrates document access, subscriptions are checked and authorizations are reviewed before the handoff closes. Files are shared only with people who need them. Québec's privacy commission emphasizes that the enterprise remains responsible for entrusted personal information, while federal safeguards guidance recommends limiting employee access. (www.cai.gouv.qc.ca) (www.priv.gc.ca)

Implications and Future Directions

The main implication is operational: **online-first government mail increases the importance of active portal ownership**. A purchased address and an accountant relationship solve different problems. A founder should be able to identify the person who checks each portal, the person who collects physical exceptions and the person who responds to each document. Québec CPA guidance makes that role allocation explicit. (cpaquebec.ca)

A scanning upgrade is most useful when it changes an actual workflow: it enables timely reading, eliminates incremental trips or creates a controlled handoff to the response owner. Provider documentation shows different delivery and storage arrangements, including customer-authorized scanning to a private drive and digital copies sent by email. Those differences deserve contract questions rather than assumptions based on the words “virtual office.” (swivl.ca) (www.regus.com)

The security decision also extends beyond the reception desk. Federal guidance identifies passwords, encryption and other technological safeguards; Québec guidance limits the circulation of personal information. Ask who can access scans, how access is removed and where files travel. Apply those questions proportionately to the information involved, without treating a vendor's general service description as an independent security certification. (www.priv.gc.ca) (www.cai.gouv.qc.ca)

For future reviews, retain the arrival log and compare expected useful scans with actual ones. Revisit coverage whenever a person, program account, address or service contract changes. Keep the agency's current instructions with the operating record and recheck them when making a change. As the conflicting legacy and current public terms demonstrate, a saved instruction should carry a version or access date, not be treated as permanent. (www.revenuquebec.ca)

Frequently Asked Questions (FAQs)

Does CRA business mail online mean nothing arrives on paper?

No. The online default covers most eligible business correspondence, and the agency explicitly retains items that cannot be delivered online. Keep a physical-mail route and review the actual paper preference for each relevant account. (www.canada.ca)

Is an email notification the tax notice?

No. Revenu Québec distinguishes the notification from the communication sent to My Account. Open the portal document and record its stated response requirements. (www.revenuquebec.ca)

Can the accountant simply receive all the alerts?

Access, alert recipients and monitoring responsibility must be arranged separately. Québec CPA guidance says correspondence management is not the default duty unless a written mandate provides for it. Confirm the agency permissions and the service engagement independently. (cpaquebec.ca)

Does changing an address at REQ update everything?

Do not assume one transaction covers every record. Zone entreprise offers a multi-body provincial address-change transaction; inspect its listed recipients and the acknowledgments for the submitted change. (www.quebec.ca)

Conclusion

For Montreal founders, the dependable answer to CRA and Revenu Québec business mail is a routing system with explicit ownership. Keep the two tax portals, their email alerts and the physical mailbox visible as separate controls. Record where correspondence is available, who can open it and who must act on it. Treat the enterprise registrar as an additional administrative account rather than assuming a tax-portal check covers registry matters.

Start with the channel matrix and a recurring audit. Make the check observable: a person signs it off, new documents receive an owner and unresolved access or collection problems remain open until the business has a practical next step. During a personnel change, transfer open actions and original custody alongside subscriptions, permissions and the response mandate.

For pickup versus scanning, use observed useful-mail frequency and actual avoidable travel. The worksheet's illustrative premium is a starting assumption to replace with current contract inputs. Information access and possession of originals remain distinct outcomes. Scanning earns its place when it helps the business read and route accepted correspondence at a justified cost.

The finished arrangement should survive an ordinary absence: the backup can access the right documents, the collector has appropriate authority and the accountant knows exactly what has been delegated. That is the practical test of whether the business address supports government correspondence reliably.

Source links

Links cited in this article, in order of first appearance. Full addresses are provided for readers using extracted text.

1. <https://www.canada.ca/en/revenue-agency/services/e-services/digital-services-businesses/business-account/about-business-account/online-mail-for-business.html>
2. <https://www.revenuquebec.ca/en/businesses/my-account-for-businesses>
3. <https://www.revenuquebec.ca/en/press-room/news/details/2025-08-11/coming-in-fall-2025-shift-to-online-communications>
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About 2727 Coworking

2727 Coworking is a Montreal workspace and business-address provider. We serve people who need a place to focus, meet, run a small business or establish a professional mailing presence. Our website offers English and French information about workspace options and services, alongside educational resources for operating a business in Canada.

A workspace that fits the day

Our workspace options include private offices, day passes and desks, and a conference room. These formats help individuals and teams compare a dedicated office with more flexible ways to work or hold a meeting. Prospective members can explore the virtual tour, review current pricing and book a visit before choosing a workspace.

Business addresses and mail

2727 Coworking provides business-address and virtual-mailbox services. Our resources explain the documents and practical questions involved, including guidance for people outside Canada. Service eligibility, included features, availability and access arrangements should be confirmed on the applicable service page or with our team.

Resources for Canadian small businesses

We publish guides, research and planning tools about workspace decisions, business addresses and starting a business in Canada. Our incorporation research includes information for people inside Canada and abroad, with jurisdiction-specific material to help readers identify the next questions to investigate. These educational resources complement our workspace and address services; they are not individualized legal, tax or immigration advice.

Visit or contact 2727 Coworking

Explore [private offices](#), [day passes and desks](#), [the conference room](#), [business addresses](#) and [virtual mailboxes](#). [Book a visit](#) or [contact the team](#) to discuss your needs.

A business address alone does not establish tax residence, immigration status, banking approval or eligibility for a government program.

Website: <https://2727coworking.com>

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