

---

# Parcel Services Customer Guide

## Amendment No. 2

### Effective April 7, 2014

This amendment forms part of your Parcel Services Agreement with Canada Post and amends the *Parcel Services Customer Guide* of November 15, 2013, in accordance with the applicable effective date. All other terms and conditions remain the same. Please keep this amendment with your copy of the Guide.

The revised version of the *Parcel Services Customer Guide*, which includes the amended information, will be available on the effective date of this amendment at [canadapost.ca/customerguides](http://canadapost.ca/customerguides).

#### **NEW – Customs data collection**

In order to comply with new requirements from international security and trade regulators, Canadian shippers will be required to provide information (sender, recipient, content details and reason for export) about their shipments to some destinations outside of Canada in electronic format prior to their items arriving at the destination country. Integrating mail with electronic messages will help to improve security, reduce processing delays and provide customers with an overall better experience.

#### **Other edits**

Minor edits were made to the language of the Customer Guide to reflect current processes.

The changes apply as follows:

#### **NEW - Customs data collection**

##### **Section 3**

##### **3.6 Return to Sender service for U.S. and international shipments**

In this section, add the following bullet:

- the item's customs and content information is incomplete or illegible.

##### **Section 6**

##### **6.3 Packaging your item for shipping**

In Section 6.3.1 Requirements for shipments within Canada, to the U.S. and international destinations (excluding Priority Worldwide service), replace the entire third paragraph with the following:

Items that are improperly packaged or labelled, are missing or showing illegible customs or item content information on the shipping label are misdeclared or lack proper documentation may be subject to delay or refused and returned to the sender. The customer may be required to pick up the item if shipping could damage the item further. Shipped items need to be properly labelled with a barcoded shipping label<sup>2</sup> approved by Canada Post, and must be accompanied by appropriate shipping documentation.



---

Refer to Section 6.7 for information on unpackaged items. For further information, visit [canadapost.ca/postalguide](http://canadapost.ca/postalguide) under ABCs of Mailing. Canada Post containers, such as letterainers, flatainers and mailbags, are not to be used as shipping containers. However, if these containers are used for consolidation of a customer's items, every item inside the container must be properly packaged and addressed, and bear a barcoded shipping label<sup>1</sup> approved by Canada Post as well as proof of payment in the form of a Canada Post manifest, postal indicia or postage meter impression.

## 6.6 Mandatory shipping documentation<sup>2</sup>

In Section 6.6.1 Shipping labels under Using tracking numbers, add the following bullet:

- Items bearing a tracking number that was used on a previous shipment will result in the item being returned to sender. Note 2 in heading 6.6 becomes note 1.

### 6.6.2 Manifests and bills of lading

In this section under Electronically generated manifest, add the following text at the end of the paragraph.

For Expedited Parcel – USA, Xpresspost – USA, Xpresspost – International, International Parcel – Air or International Parcel – Surface, customers must include mandatory customs data elements and item content information, in the manifest data file transmitted to Canada Post at the time of drop-off or before pickup. Failure to comply may result in the item being returned to sender, delays, non-delivery or voided guarantee.

### 6.6.4 Data accuracy of shipping documentation

Replace the entire section with the following:

It is the customer's responsibility to ensure that data entered for label creation, manifesting and customs clearance is complete, accurate and legible. This includes the following:

- customer number and agreement number;
- complete address, including but not limited to origin and destination, valid postal code, sender name and company name, recipient name and recipient company name, and recipient telephone number;
- shipping service and options selected;
- package weight – the greater of the actual or volumetric weight, or actual weight and package dimensions; refer to Section 6.5 for more information on shipping charges and weight;
- for items sent to international destinations: customs (reason for export, non-delivery instructions) and package content information (for each item, the quantity, description, unit value and weight).

### Customs documentation

Complete and accurate customs and item content information must be provided. Failure to do so may result in the item being returned to the sender or could result in delays, non-delivery, voided delivery guarantees, if applicable, fines or customs seizure at the international destination. Item content details must be written in English or French and can be translated into the language of the destination country. Refer to Section 6.9 for more information on customs clearance. Shipping documentation may be transmitted to or shared with domestic or international customs and postal administrations or designated postal operators.



---

The information will be used to facilitate customs formalities in respect of, or for the delivery of, postal items. For more information about Canada Post's personal information practices, go to [canadapost.ca/privacy](https://canadapost.ca/privacy).

### **6.9.2 Customs clearance processes**

In this section, add the following text as a second paragraph at the end of the first bullet:

Customs and item content information will be required for all mandatory fields, at order creation for the following services: Xpresspost – USA, Expedited Parcel – USA, Xpresspost – International (excluding Prepaid products) and International Parcel – Air or International Parcel – Surface. Commercial customers using any of Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system will be required to input mandatory customs and item content information in order to process a shipment. Failure to do so may result in the item being returned to the sender for proper completion or could result in delays, non-delivery, voided delivery guarantees, if applicable, fines and/or customs seizure at the international destination.

## **Section 8**

### **8.3 General Terms and Conditions**

In Section 8.3.21.10 On-Time Delivery Guarantee – Claims for Delay, add the following text at the end of the second paragraph:

The guarantee will be voided for Xpresspost – USA or Xpresspost – International when the shipping label is incomplete or illegible. Failure to comply may result in the item being returned to the sender for proper completion or could result in delays, non-delivery, voided delivery guarantees, if applicable, fines and/or customs seizure at the international destination. If your item bears a tracking number that was used on a previous shipment, the item will be returned to sender.

### **Other edits**

## **Section 6**

### **6.1 Maximum and minimum sizes and weights**

In this section, replace the entire table with the following:



Delivering the online world™



<b>Canada</b>				
	<b>Maximum size</b>	<b>Minimum size</b>	<b>Maximum weight</b>	<b>Minimum weight</b>
Priority™ Xpresspost™ Xpresspost™ Certified Expedited Parcel™ Regular Parcel	No one dimension may exceed 2 m (78.7 in.) Max. L + G = 3 m (118 in.) (refer to Section 6.1.1)	100 mm x 70 mm x 1 mm (3.9 in. x 2.7 in. x 0.039 in.)	30 kg (66 lb.)	None
Cylindrical mailing tubes		100 mm x 23 mm x 23 mm (3.9 in. x 0.8 in. x 0.8 in.)	30 kg (66 lb.)	None
<b>United States</b>				
	<b>Maximum size</b>	<b>Minimum size</b>	<b>Maximum weight</b>	<b>Minimum weight</b>
Priority™ Worldwide	No one dimension may exceed 2 m (78.7 in.) Max. L + G = 3 m (118 in.)	300 mm x 220 mm x 2 mm	30 kg (66 lb.)	None
Xpresspost™ – USA	No one dimension may exceed 1.5 m (59 in.) Max L + G = 2.74 m (107.8 in.)	210 mm x 140 mm x 1 mm (8.2 in. x 5.5 in. x 0.039 in.)	30 kg (66 lb.)	None
Expedited Parcel™ – USA	No one dimension may exceed 2 m (78.7 in.) Max L + G = 2.74 m (107.8 in.)	210 mm x 140 mm x 5 mm (8.2 in. x 5.5 in. x 0.2 in.)	30 kg (66 lb.)	None
Small Packet™ USA – Air Tracked Packet™ – USA	No one dimension may exceed 600 mm (23.6 in.) Max. L + H + W = 900 mm (35.4 in.)	140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.)	1 kg (2.2 lb.)	None
Cylindrical mailing tubes	Based on service selected	210 mm x 45 mm x 45 mm (8.2 in. x 1.75 in. x 1.75 in.)	Based on service selected	None
<b>International destinations</b>				
	<b>Maximum size</b>	<b>Minimum size</b>	<b>Maximum weight</b>	<b>Minimum weight</b>
Priority™ Worldwide	No one dimension may exceed 2 m (78.7 in.) Max. L + G = 3 m (118 in.)	300 mm x 220 mm x 2 mm	30 kg (66 lb.)	None
Xpresspost™ – International International Parcel – Air International Parcel – Surface	No one dimension may exceed 1.5 m (59 in.) (exceptions apply*) Max. L + G = 3 m (118 in.)	210 mm x 140 mm x 1 mm (8.2 in. x 5.5 in. x 0.039 in.)	30 kg (66 lb.) (exceptions apply*)	None
Small Packet™ International – Air Small Packet™ International – Surface Tracked Packet™ – International	No one dimension may exceed 600 mm (23.6 in.) Max. L + H + W = 900 mm (35.4 in.)	140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.)	2 kg (4.4 lb.)	None
Cylindrical mailing tubes	Based on service selected	210 mm x 45 mm x 45 mm (8.2 in. x 1.75 in. x 1.75 in.)	Based on service selected	None



Delivering the online world™



---

## Legend

L = length H = height W = width G = girth (for a definition, see Section 6.5.1) m = metres mm = millimetres  
kg = kilograms lb. = pounds in. = inches

\* Some countries set maximum weight limits below 30 kg and do not accept oversized items. To determine the exceptions for each country, visit [canadapost.ca/internationallistings](http://canadapost.ca/internationallistings).

Note: For Prepaid products, refer to Section 4.

## 6.6 Mandatory shipping documentation<sup>2</sup>

In Section 6.6.1 Shipping labels, under Using tracking numbers, remove footnote 1 at the end of the first bullet.

## 6.7 Fuel and special handling surcharges

In this section under Mailing tube surcharge, replace the entire paragraph with the following:

### Mailing tube surcharge

A surcharge will be applied to mailing containers that are cylindrical in shape, as they incur higher handling costs. The surcharge does not apply to Priority Worldwide, Small Packet and Tracked Packet items. Customers are encouraged to use other non-cylindrical containers (for example, triangular ones) to avoid the surcharge.

## Section 8

### 8.3 General Terms and Conditions

In Section 8.3.1 Definitions, replace the entire paragraph 1.11 "Fragile Items" with the following:

**1.11 "Fragile Items"** means items of an inherently fragile nature such as, but not limited to, glass, framed glass, mirrors, crystal, ceramics, pottery, porcelain, china, perishable items or items requiring refrigeration or temperature-controlled transport.

#### 8.3.21 Limitation of Liability

In Section 8.3.21.4 Exclusions and Restrictions on Certain Items, replace the entire paragraph for item c) with the following:

c) Canada Post shall have no liability for damage of shipments containing Fragile Items.

