



# Parcel Services Customer Guide

The Customer Guide and amendments are posted at [canadapost.ca/customerguides](http://canadapost.ca/customerguides).

Effective November 15, 2013

(with amendments up to July 13, 2015)



Delivering the online world™



# Convenient. Reliable. Affordable.

These words sum up our highly competitive Parcel Services.

The Customer Guide has all the information you need to ship across Canada, to the United States and around the world.

Here are a few highlights:

- Streamline your operations, reduce costs and deliver the online shopping experience that your customers expect – all using our **Web Services** (Section 5).
- Provide your online customers with more choice by using our delivery option, **Deliver to Post Office**, based on their preferences (Section 2).
- Learn more about properly creating and using **shipping documentation** to ensure safe and timely delivery (Section 6).

Canada Post – Delivering the online world™

# Delivering the online world



Dear Customer,

Canada Post is proud to be the market-share leader for delivery of parcels from businesses to consumers in Canada, and the shipper most preferred by online shoppers. In fact, in a survey of online shoppers by J.C. Williams Group, customers favoured Canada Post over our nearest competitor by a 2 to 1 margin.

Our unrivalled assets are part of the reason we lead the market. Nobody but Canada Post can reach all of Canada's more than 15.3 million addresses from coast to coast. Our nearly 6,400 conveniently located post offices offer consumers more options than any other provider for pickup and returns. We are enhancing our Parcel Services because this investment is central to the success of our business.

Still, it takes lot more than great assets to offer every shipper – and their customers – an exceptional end-to-end customer experience at every touch point.

We offer highly competitive products, services and customer experience, and we are committed to continuously improving these offerings for all our parcels customers. With the customer at the centre of everything we do, we are working hard to ensure that Canada Post's Parcel Services are convenient, reliable and affordable.

**Convenient.** We offer the most convenient delivery solutions of any company in Canada, including Deliver to Post Office or delivery to a secure, nearby community mailbox.

Managing returns is important to many businesses. We offer the most comprehensive returns solutions in Canada – designed to simplify returns for you and your customers. You can create a returns policy on our website in minutes. You can have your shoppers retrieve return labels from your website or ours, or from one of more than 6,000 automated post offices.

Many Canada Post customers have integrated some or all of our web services into their business applications to enhance the customer experience and streamline operations. As well, our AddressComplete™ web service automatically validates addresses, reducing errors, saving time and money and improving your customers' experience.

**Reliable.** Our on-time delivery performance and scanning performance are stronger than ever. We do what we say we will do. Customers want peace of mind that their items are en route and they have safely arrived. Our investments allow customers to track their packages – online or on their mobile device. Our mobile app has more than one million downloads and counting, and Track a Package is its most popular function.

**Affordable.** Our commitment to modernization has improved our operational efficiencies, solidifying our position as the low-cost provider of business-to-consumer delivery. A full spectrum of economical and timely services to urban and rural Canada offers you and your customers an unmatched competitive package of convenience, service and pricing.

Your needs and the needs of your customers have our attention like never before. Thank you for your business, and we wish you every success.

Sincerely,

A handwritten signature in black ink that reads "René Desmarais". The signature is written in a cursive, flowing style.

René Desmarais  
Senior Vice-President, Parcels  
Canada Post Corporation





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CAUTION

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# Investing in the Future

## Postal Transformation

Canada Post is continuing to modernize its operations by investing more than \$2 billion to improve the overall customer experience. Our modernization program includes our largest investment ever in parcel automation – and everything is being done with the customer in mind.

Automation benefits include the following:

- increased capacity and reliability,
- enhanced scanning and item-level tracking throughout our plants,
- improved service.

Our new sorting equipment and systems are integrated with our centralized computer system, resulting in greater efficiency, fewer damaged items and automated scanning. Customers will have more ability to track their shipments online, or on their mobile device, from the point of origin to the final destination.

Our investment in new sorting equipment in our plants also allows us to modernize our delivery model. This is crucial as Canada Post transforms itself for a future with fewer letters and more parcels and packets. We are equipping our delivery agents in many urban areas with low-emission, fuel-efficient vehicles. This means they can deliver and pick up all products in a geographical area. Enabling a single full-service delivery agent to perform several roles each day is more efficient and has proven to improve service.

Canada Post has undertaken more change in the past four years than in the previous 40 years – and it has learned to successfully manage change without sacrificing the customer experience. Strong on-time and scanning performance in 2012 proves just that. Our changes are creating a more efficient, competitive and flexible company better able to meet our customers' high expectations and to respond to their changing needs.

## Environmental leadership

### Our buildings

Greener buildings do not just benefit the environment. They also benefit our employees and our customers by providing safer and healthier workplaces.

For all new construction, our integrated design process for sustainable buildings uses the LEED™ (Leadership in Energy and Environmental Design) framework of the Canada Green Building Rating System. To date, a total of 28 building projects have been registered for LEED certification, and six buildings have received LEED certifications including one Gold level.

### Our fleet

In 2013, we will continue to replace part of our fleet with new fuel-efficient, light vehicles and continue our alternate-fuel program. Canada Post currently has 14 electric, 126 propane, 10 natural gas and 22 hybrid vehicles.

In April 2011, we added the first all-electric step van in Canada to our fleet and now have a total of four. Built by Navistar Inc., the eStar™ van is the first electric truck in its category.

### Our products

Our Prepaid shipping envelopes for Xpresspost™ and Priority™ services are recyclable and include post-consumer recycled content. Moreover, the carbon emissions associated with the lifecycle of the envelopes are offset by purchasing carbon credits.



# The Canada Post Group of Companies

The Canada Post Group of Companies consists of Canada Post and its three non-wholly owned principal subsidiaries: Purolator Inc., SCI Group Inc., and Innovapost Inc. The vision for the Group of Companies is to be a service provider of choice that is relevant and responsive to the needs of Canadians now and in the future.

The subsidiaries deliver capabilities and market reach that enable the Group of Companies to deliver broader product and service offerings, and complete service solutions. For example, together, Canada Post and Purolator Inc. offer a broad and complementary range of domestic and international parcel services for the business-to-business and business-to-consumer markets. The synergies between Canada Post and its subsidiaries create strategic value that forms an integral

part of the Group of Companies' future growth strategy and plans to increase cost effectiveness and efficiencies.

Combined, the Group of Companies has annual revenues of around \$7.5 billion, employs approximately 68,000 people, and operates almost 7,000 retail locations and more than 14,000 fleet vehicles.

Group of Companies' employees deliver close to 10 billion pieces of mail, parcels and messages each year to more than 15.3 million urban, rural and remote addresses across Canada.

A Crown corporation, Canada Post is the largest of the Group of Companies with revenues of \$5.9 billion in 2012.







# Introduction

## 1.1 Purpose of the Customer Guide

The *Parcel Services Customer Guide* has been designed to give you the information needed to get the most from the various solutions of Parcel Services available under your Parcel Services Agreement. The Customer Guide forms part of the Agreement between you, the customer, and Canada Post for such services. It explains the qualifications, and other terms and conditions under which these services are provided. Please ensure that you are using the most current version of the *Parcel Services Customer Guide*, which is posted at [canadapost.ca/customerguides](http://canadapost.ca/customerguides) and includes all amendments. It is the customer's obligation to meet the most current applicable requirements.

## 1.2 Finding information about Parcel Services<sup>1</sup>

Easy links to Parcel Services and support documents.

<b>AddressComplete™</b>	<a href="http://canadapost.ca/addresscomplete">canadapost.ca/addresscomplete</a>	<b>Online Business Centre</b>	<a href="http://canadapost.ca/obc">canadapost.ca/obc</a>
<b>Canada Postal Guide</b>	<a href="http://canadapost.ca/postalguide">canadapost.ca/postalguide</a>	<ul style="list-style-type: none"> <li>• Create shipping labels using Electronic Shipping Tools (EST)</li> <li>• Schedule a pickup</li> <li>• Track the delivery status of an item</li> <li>• Check who signed for delivery (if applicable)</li> <li>• Get detailed product and service information</li> <li>• Order products and supplies</li> <li>• Manage your accounts</li> </ul>	
<b>Customs information for U.S. and international parcels</b>	<a href="http://canadapost.ca/customs">canadapost.ca/customs</a>	<b>Parcel returns</b>	<a href="http://canadapost.ca/returns">canadapost.ca/returns</a>
<ul style="list-style-type: none"> <li>• Find a harmonized system (HS) code</li> <li>• Estimate duties and taxes</li> <li>• View special requirements for international shipments</li> </ul>		<b>Pickup Services</b>	<a href="http://canadapost.ca/pickup">canadapost.ca/pickup</a>
<b>Delivery standards (all services and destinations)</b>	<a href="http://canadapost.ca/deliverystandards">canadapost.ca/deliverystandards</a>	<b>Post office locations</b>	<a href="http://canadapost.ca/postoffice">canadapost.ca/postoffice</a>
<b>Delivery standards (Canada only)</b>	<a href="http://canadapost.ca/deliverytool">canadapost.ca/deliverytool</a>	<b>Postal codes, search</b>	<a href="http://canadapost.ca/postalcode">canadapost.ca/postalcode</a>
<b>Deposit locations</b>	<a href="http://canadapost.ca/depositlocations">canadapost.ca/depositlocations</a>	<b>Prepaid Parcel Services and supplies, order</b>	<a href="http://canadapost.ca/shop">canadapost.ca/shop</a>
<b>E-commerce solutions</b>	<a href="http://canadapost.ca/ecommerce">canadapost.ca/ecommerce</a>	<b>Shipment tracking</b>	<a href="http://canadapost.ca/track">canadapost.ca/track</a>
<b>Non-mailable matter and dangerous goods</b>	<a href="http://canadapost.ca/nonmailable">canadapost.ca/nonmailable</a>	<b>Shipping labels, approval</b>	<a href="http://canadapost.ca/labels">canadapost.ca/labels</a>
		<b>Shipping labels, use</b>	<a href="http://canadapost.ca/shippinglabels">canadapost.ca/shippinglabels</a>
		<b>Web Services Developer Program</b>	<a href="http://canadapost.ca/webservices">canadapost.ca/webservices</a>

## 1.3 How to reach us

- Sign in to our Online Business Centre at [canadapost.ca/obc](http://canadapost.ca/obc).
- To ask about our products and services or speak with a sales representative, call our Commercial Service Network at 1-866-757-5480.
- To obtain support for our products and services, or share comments or concerns, visit [canadapost.ca/support](http://canadapost.ca/support). Our goal is to help you as quickly as possible.
- To order Prepaid Parcel Services and supplies, visit [canadapost.ca/shop](http://canadapost.ca/shop) or send a fax to the National Philatelic Centre at 1-866-443-1252.

To talk to a Customer Service representative, call one of the following numbers:

<b>Customer Service</b>	1-888-550-6333
<b>For issues related to signing in to any of our registered tools</b> (for user ID and password)	1-866-511-0546
<b>Electronic Shipping Tools (EST) Technical Helpline</b>	1-800-277-4799
<b>Payment and account information</b>	1-800-267-7651

<sup>1</sup> Any reference to “shipping and delivery services” and “distribution services” shall be deemed to be Parcel Services. All references to FedEx™ in the Customer Guide are references to FedEx Express Canada Ltd., including affiliates and their respective employees, subcontractors and agents. Canada Post is an authorized agent for FedEx for the Priority™ Worldwide service.



**Anywhere in Canada**

Reliable delivery on business days to more than 15.3 million residential and business addresses in Canada, including 750,000 rural mailboxes and 1.8 million post office boxes.<sup>1</sup>

**At the speed you need**

Our full range of shipping services allows you to select the speed you need – from Priority™ delivery to economical ground service.

**On-Time Delivery Guarantee<sup>2</sup>**

We promise to deliver to our published delivery standards. And if we don't, we'll provide replacement service or credit for the shipping charges.

# Shipping Within Canada

## 2.1 Parcel Services – Canada

### Shipping options

#### Next-day delivery\* with signature

#### Priority™

Our fastest service for time-sensitive documents and parcels. Delivery times are guaranteed, and you can confirm delivery of your items online at [canadapost.ca/track](https://canadapost.ca/track). Signature collection and On-Demand Pickup are available at no extra charge.

#### Next-day and 2-day delivery\*

#### Xpresspost™

Our fast and cost-effective delivery service for documents and parcels within Canada. All items are tracked, delivery times are guaranteed, and delivery status can be checked online at [canadapost.ca/track](https://canadapost.ca/track).

#### Next-day and 2-day delivery\* with signature for documents

#### Xpresspost™ Certified

Our document-shipping service that captures the recipient's signature upon delivery of the item. This product is ideal for sending important notices or legal or court documents. If the addressee refuses to sign for the item, the item will be sent back to the original shipper (Return to Sender). Refer to Section 4.4 for more details.

#### Next-day local, up to 3-day regional and up to 7-day national delivery\*

#### Expedited Parcel™

Our cost-effective ground service for items shipped within Canada. All items are tracked, delivery times are guaranteed, and delivery status can be checked online at [canadapost.ca/track](https://canadapost.ca/track).

#### 2 days local, up to 5 days regional and up to 9 days national delivery\*

#### Regular Parcel

Our economical ground delivery service for items shipped within Canada. A tracking number is provided and delivery status can be checked online at [canadapost.ca/track](https://canadapost.ca/track).

\* Delivery standards are for items sent between most major urban centres and depend on origin and destination. Delivery standards are in business days, not calendar days. Find the specific delivery standard from your postal code at [canadapost.ca/deliverytool](https://canadapost.ca/deliverytool).

<sup>1</sup> For some northern communities in the Northwest Territories, Yukon and Nunavut, daily service may not be available depending on road and water access.

<sup>2</sup> All Canada Post services are subject to terms and conditions. All terms and conditions can be found at [canadapost.ca/generalterms](https://canadapost.ca/generalterms).



## 2.2 Features, options and other value-added services: Shipping within Canada

<b>Parcel Services – Canada</b>					
<b>Features and options</b>	<b>Priority™</b>	<b>Xpresspost™</b>	<b>Expedited Parcel™</b>	<b>Regular Parcel™</b>	
<b>Tracking and Delivery</b>					<b>More information</b>
On-Time Delivery Guarantee	✓	✓	✓		p. 11
Tracking and Delivery Confirmation	✓	✓	✓	✓	p. 11
Delivery Updates	✓	✓	✓	✓	p. 11
Reference Number Tracking	✓	✓	✓	✓	p. 12
<b>Coverage and COD Options</b>					<b>More information</b>
Liability Coverage (up to \$100)	✓	✓	✓	\$	p. 12
Additional Liability Coverage (up to \$5,000)	\$	\$	\$	\$	p. 12
Collect on Delivery (COD) up to \$5,000 <sup>1</sup> (\$1,000 cash)	\$	\$	\$	\$	p. 12
<b>Signature and Identity Services</b>					<b>More information</b>
Signature	■	\$	\$	\$	p. 13
Signature Hard Copy <sup>2</sup>	\$	\$	\$	\$	p. 13
Proof of Age <sup>3</sup>	\$	\$	\$	\$	p. 13
Proof of Identity <sup>3,4</sup>	\$	\$			p. 14
<b>Flexible Delivery Options</b>					<b>More information</b>
Leave at Door (Do Not Card) <sup>3</sup>	✓	✓	✓	✓	p. 14
Do Not Safe Drop <sup>3</sup>	✓	✓	✓	✓	p. 14
Card (Hold) for Pickup <sup>3</sup>	✓	✓	✓	✓	p. 14
Deliver to Post Office <sup>3</sup>		✓	✓		p. 14
<b>Pickup Services</b>					<b>More information</b>
Scheduled Pickup <sup>5</sup>	\$	\$	\$	\$	p. 15
On-Demand Pickup <sup>6</sup>	■	\$	\$	\$	p. 15
Third-Party Scheduled Pickup <sup>5</sup>	\$	\$	\$	\$	p. 15
Third-Party On-Demand Pickup <sup>6</sup>	■	\$	\$	\$	p. 15
<b>Returns</b>					<b>More information</b>
Parcel Return Labels <sup>3</sup>	\$	\$	\$	\$	p. 16
Return to Sender <sup>7</sup>	\$	\$	\$	\$	p. 16

### Legend

- ✓ Feature included in the service (no additional charge).
- \$ Available for a fee.
- Available as a no-charge option for the Priority service.

<sup>1</sup> Some exceptions apply to acceptable methods of payments. For more details, see Section 2.3.4.3.

<sup>2</sup> Signature image is available online at no additional charge.

<sup>3</sup> Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.

<sup>4</sup> Customers must sign up for this option. Contact your Canada Post sales representative for details.

<sup>5</sup> Scheduled Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>6</sup> The fee for On-Demand Pickup is per stop. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>7</sup> All associated parcel return shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.

Note: All options must be selected at time of shipping. Exceptions and conditions apply. Visit [canadapost.ca/postalguide](http://canadapost.ca/postalguide).

## 2.3 Additional information on features, options and other value-added services: Shipping within Canada

A **feature** is provided as part of the basic service.

An **option** is a service enhancement that is not included automatically as part of the basic service. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Options may be selected by using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system or by affixing an additional label or sticker on the shipping label. Most options are available for an additional fee (refer to chart in Section 2.2).

### 2.3.1 On-Time Delivery Guarantee

The On-Time Delivery Guarantee offers replacement service or credit equivalent to the shipping charges if the published delivery standards are not met. Exceptions and conditions apply. Refer to Section 8.3.21.10 for further details. The Regular Parcel service does not offer an On-Time Delivery Guarantee.

### 2.3.2 Tracking and Delivery Confirmation

Our advanced tracking technology allows you and your customers to know the status of barcoded items, regardless of their destination. You can choose to receive delivery status updates automatically by email and have these updates sent to your customers.

You can view the progress of each of your barcoded parcel deliveries through our system anytime online; each item-tracking event is logged and displayed through our online tracking system for one year. You can view and print a Delivery Confirmation Certificate once your parcel is delivered. If you choose the Signature option, the name of the signatory and signature image will be available to view online with the item-tracking information.

Visit [canadapost.ca/track](https://canadapost.ca/track) or call Customer Service at 1-888-550-6333.

At the time of label creation, a unique tracking number is assigned to each parcel item. Canada Post tracks items as they travel through the delivery network. Label creation and tracking events may occur at the following times:

- when a shipping label is created electronically using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system;
- when an item is picked up from the customer's location by Canada Post or dropped off at a Canada Post site;
- when the item is sorted in a major Canada Post facility;
- when the item approaches the final stages of the delivery process and is sent out for delivery by our delivery agents;
- when the item is ready to be picked up at one of Canada Post's facilities for large volume receivers;
- when the item is successfully delivered or is deemed undeliverable and returned to sender;
- when a delivery attempt is made, but the recipient is not available to accept the delivery, a Delivery Notice Card is left indicating where the item can be picked up;
- when a final Delivery Notice Card is issued if the item has not been picked up at the post office;
- when an item is not deliverable because it was shipped to an incorrect address, or the recipient refused to accept the delivery, or the item is unclaimed at a post office, the shipment will be returned to the sender or sent to the Undeliverable Mail Office;
- when the shipper has made an error in the postal delivery address, Canada Post will attempt to correct the error and have the item delivered; in the event that Canada Post is unable to determine the correct delivery address, the item will be returned to the sender;
- when Canada Post has made an error in the transportation of the item causing a possible delay;
- when Canada Post experiences circumstances beyond its control, causing a possible delay of the delivery; force majeure scans will be made in the event of
  - severe weather and natural disasters such as major snow storm, ice, unplowed streets, extreme heat, cold weather, tornado or hurricane;
  - transportation delays;
  - demonstrations;
  - power outage in the public grid.

Note: Some exceptions may apply.

### 2.3.3 Services available to track items

#### Delivery Updates (by email)

Delivery Updates is a free option that allows you to receive email notifications of item-tracking events as they occur for barcoded shipping services. This option is available if you are creating parcel orders with Canada Post's Electronic Shipping Tools (EST), a customer-developed/third-party shipping system, or if you use our tracking tool at [canadapost.ca/track](https://canadapost.ca/track). You may enter a total of four email addresses per shipment.

Here are the types of events that are available with Delivery Updates:

- **Ship.** Indicates that the shipment order has been created and that the item has been given to Canada Post for delivery.
- **Exception.** Notifies you of any unforeseen delivery interruptions (for example, items that are returned to the sender or refused, items delayed due to circumstances beyond Canada Post's control, addressing errors or transportation errors).
- **Delivery.** Indicates that the item has been delivered or that a Delivery Notice Card has been left with the addressee asking the addressee to pick up the item at a local post office. Where applicable, a signature image or the signatory's name is available online.

### **Mobile tracking on your smartphone**

Canada Post offers free mobile tracking applications for iPhone®, iPad®, BlackBerry® and Android™ devices, giving you the ability to track and confirm delivery status while on the go. Customers can also use these mobile apps to access epost™, calculate shipping rates, look up a postal code or search for their closest post office location, allowing for quick and easy access to drop off prelabelled parcel items or purchase shipping services. Customers can easily download these apps from the App Store™ of Apple®, BlackBerry App World™ or Google Play™.

### **Item tracking using your own reference number**

In addition to tracking shipments by looking up Canada Post's item-tracking number, you can associate your own internal reference number or reference name to a shipment when creating the shipping label. Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system allow you to add up to two reference numbers or reference names (maximum 30 characters each) to the shipment details. Shipment reference numbers can be used to monitor the delivery status of the item at [canadapost.ca/track](http://canadapost.ca/track) or cross-reference with records within your own administrative systems.

### **Automated Parcel Tracking**

Automated Parcel Tracking (APT) provides large shippers with the convenience of automatically receiving item-tracking event data for every Canadian parcel item they have shipped with Canada Post. APT updates are often integrated with shippers' in-house systems to achieve item-level tracking visibility for Customer Service staff or customers. To receive tracking data from APT, items must be prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. APT offers tracking data in two standardized formats: EDI 214 and flat file. Contact your sales representative for further information.

### **Automated Delivery Confirmation Certificate**

The automated Delivery Confirmation Certificate (DCC) service provides high-volume parcel customers with PDF files containing the DCCs, which include proof of delivery with signature for every item shipped. This service is useful for shipping legal documents, as it offers documentation to prove that items were delivered and that the recipient's signature was obtained. To receive a Delivery Confirmation Certificate, items must be prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. Contact your sales representative for further information.

## **2.3.4 Liability Coverage and COD options**

### **2.3.4.1 Liability Coverage**

Most Parcel Services include up to \$100 Liability Coverage against loss or damage. The availability and the limits of Liability Coverage may vary according to the nature of the items being shipped and the service used. Exceptions and conditions apply. Refer to Section 8.3.21 for further information.

### **2.3.4.2 Additional Liability Coverage up to \$5,000**

If you wish to purchase additional Liability Coverage, it is available in increments of \$100, up to a maximum of \$5,000 for most items within Canada, including Prepaid products and labels. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Exceptions and conditions apply. Refer to Section 8.3.21 for further information.

### **2.3.4.3 Collect on Delivery**

Collect on Delivery (COD) is available for domestic parcel shipments, for an additional fee. Before the item is handed over to the addressee, the addressee or the addressee's representative must pay the COD amount as specified by the shipper on the Collect on Delivery form/shipping label. After collection, the COD funds are submitted to the shipper by cheque or electronic fund transfer and may be subject to a remittance delay of 10 business days. COD is available for transactions of up to \$5,000. Funds collected from the addressee can be in the form of credit card (up to \$100), cash (up to \$1,000), debit, money order, bank draft or certified cheque (for COD amount over \$1,000).

A shipper cannot send items that have not been requested by the addressee or use COD services to collect funds owing to the customer (shipper) from a previous transaction. All money orders, bank drafts, and certified cheques for the collected amount must be made payable to Canada Post. The shipper assumes all risks associated with payments by money order, bank draft and certified cheque.

If the addressee cannot be located, or fails or refuses to pay the COD amount, the item will be deemed undeliverable and will be returned to the shipper. Return charges will apply. The COD service fee will not be refunded.



## 2.3.5 Signature and Identity Services

### 2.3.5.1 Signature<sup>1</sup>

Signature ensures that a personal hand-off of the item occurs at delivery and provides proof of this activity. The name of the signatory is recorded as well as the signature.

If the receiver refuses to provide a signature, the delivery agent will indicate “SIGNATURE REFUSED” for item-tracking purposes. Before the item can be handed over, the delivery agent will capture the first initial and last name of the receiver. This process varies for items shipped by Xpresspost Certified; if the addressee refuses to sign for the item, the Xpresspost Certified item will be sent back to the original shipper (Return to Sender).

#### Online signature

The signature is usually available by noon on the next business day after delivery (exceptions may apply in some areas). A copy of the signature image will be available online at [canadapost.ca/track](https://canadapost.ca/track) for viewing and/or printing at no additional charge.

#### Hard-copy signature

If you require a hard copy of the name and signature of the person who signed for the item, you can print a Delivery Confirmation Certificate at [canadapost.ca/track](https://canadapost.ca/track). The Delivery Confirmation Certificate is generated on Canada Post letterhead and is considered a legal document.

Alternatively, a copy of the name and signature of the person who signed for the item can be sent to you, for a fee. The signature copy will be sent by your choice of Lettermail™ service or fax, normally within three business days after the request is received (may vary based on volume of requests). Visit [canadapost.ca/support](https://canadapost.ca/support) or call Customer Service at 1-888-550-6333.

Signature options			
	View and print signature image	Delivery Confirmation Certificate (legal document)	Hard copy (legal document)
<b>Timeframe to access signature</b>	Up to one year*	Up to one year*	Up to seven years
<b>How to access signature</b>	Online	Online	Lettermail service or fax
<b>Fee</b>	Free	Free	Available for a fee

\* Some exceptions apply.

#### When the signature is collected at the door

When someone answers the door, the delivery agent will collect the signature and signatory name and then hand the item over. Signature items will not be delivered to children.

If there is no answer at the door, the delivery agent will leave a Delivery Notice Card in the addressee's mail receptacle that directs the addressee to the designated post office to pick up the item.

#### When the signature is collected at the post office

Only the addressee or an authorized representative can pick up an item with Signature at the post office.

- The addressee must present one valid piece of government-issued photo identification that indicates the same address as the one on the item. Visit [canadapost.ca/postalguide](https://canadapost.ca/postalguide) under Policies for details.
- If the addressee has an authorized representative pick up the item, the representative must present one valid piece of government-issued photo identification and one of the following: a Delivery Notice Card signed by the addressee with the printed name of the representative authorized to pick up the item; or a legal document demonstrating the representative's authority to act on behalf of the addressee, for example, a power of attorney, an appointment as trustee or a letter of authorization.

Note: If a cohabitant picks up an item at the post office on behalf of the addressee, the cohabitant must present one valid piece of government-issued photo identification with the same address as the address on the item. If the piece of identification does not indicate the address, proof of residence is required such as a utility bill.

### 2.3.5.2 Proof of Age (18 or 19)<sup>2</sup>

The Proof of Age option ensures that, when the receiver appears to be less than 25 years of age, a photo identification proving age will be requested and the signature and name of the signatory will be recorded. The item will only be handed over to a person with an acceptable identification (ID) proving the age of majority. Visit the *Canada Postal Guide* at [canadapost.ca/postalguide](https://canadapost.ca/postalguide) under Policies for a list of age of majority identification by province or territory.

For information on prohibited and controlled items, please refer to the *Canada Postal Guide* at [canadapost.ca/](https://canadapost.ca/) **nonmailable**. It is the customer's responsibility to ensure that Canadian laws are respected when shipping items.

<sup>1</sup> For the Priority™ service, Signature is a no-charge option.

<sup>2</sup> Available only with Canada Post's Electronic Shipping Tools or a customer-developed/third-party shipping system.

### 2.3.5.3 Proof of Identity<sup>1</sup>

Proof of Identity is ideal for large shippers of valuable documents or merchandise such as credit cards, identity cards and high-value goods. With this solution, in-person authentication is done for the **intended recipient**. To qualify for this service, items must be shipped to an individual at a residential address, not a place of work.

Canada Post has two versions of this service: one where the authentication is done at the time the valuable shipment is delivered (Proof of Identity at Delivery option) and one where authentication is done before the valuable shipment is sent (Proof of Identity Predelivery option). Both of these versions can be used to collect data from one or two pieces of ID.

#### Proof of Identity at Delivery

Items shipped with the Proof of Identity at Delivery option will only be released to the **intended recipient** at the post office; they will not be released to a recipient's authorized representative, and they will not be delivered to a recipient's physical address.

At the time of authentication, the post office employee will verify that the person is the **intended recipient**, verify that the recipient's photo ID is current and collect data on the ID. The ID data are then transferred on a daily basis to the shipper by secure electronic means or stored by Canada Post. The recipient's signature will also be obtained to show that the delivery was completed.

#### Proof of Identity Predelivery

With this solution, in-person authentication is done before your valuable item is shipped. After in-person authentication has occurred and the shipper has received the electronically transmitted ID data, the shipper can proceed with shipping the valuable item directly to the recipient.

Contact your Canada Post sales representative to gain access to Proof of Identity services and to find out which shipping systems are supported. A set-up fee to enable the data transfer will apply. Once activated, Proof of Identity services are available at a fee per transaction in addition to parcel shipping charges.

### 2.3.6 Delivery options available when using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system

The following options offer you the flexibility to customize the delivery experience for your customers.

#### Leave at Door (Do Not Card)<sup>1,2</sup>

This option is only available for items that are usually delivered to the door. A delivery attempt will be made at the door. If no one is available and the item fits, it will be left in the addressee's mail receptacle. If the item does not fit or the mail receptacle is full and there is a safe drop location (an appropriate safe place where the item is sheltered from the weather and not seen by passers-by), the item will be safe dropped. A Safe Drop Card indicating the location of the safe drop will be left in the addressee's mail receptacle at the time of delivery. If safe drop is not possible, a Delivery Notice Card will be left, and the item will be available for pickup at the designated post office.

#### Do Not Safe Drop<sup>1,2</sup>

This option only changes the delivery process for items where a delivery attempt is made at the door. The item will be left in the addressee's mail receptacle. If the item does not fit, a delivery attempt will be made at the door. If no one is available to receive the item, a Delivery Notice Card will be left, and the addressee will be able to pick up the item at the designated post office.

#### Card (Hold) for Pickup<sup>1,2</sup>

This option is ideal for shipments containing temperature-sensitive items. A Delivery Notice Card will be left for the addressee and the item will be forwarded to the designated post office. The addressee or a representative is required to show one valid piece of government-issued photo identification when picking up the item.

#### Deliver to Post Office<sup>1</sup>

Deliver to Post Office is an innovative delivery option available through Canada Post's Web Services. The option allows your online consumers the choice to have their items delivered to a post office of their preference and convenience. Canada Post has an extensive network of secure post office facilities, which also makes this option ideal for high-value or temperature-sensitive items.

An automated email notification is issued to the addressee once the item is delivered to the post office, advising that the parcel is ready for pickup. If the item is not picked up after five days the addressee will receive a second email and a phone message reminding them to pick up the item.

<sup>1</sup> Available only with Canada Post's Electronic Shipping Tools or a customer-developed/third-party shipping system.

<sup>2</sup> Refer to Section 2.4 for more information on how Canada Post delivers items within Canada.

The addressee or a representative will be asked to show one valid piece of government-issued photo identification at the post office for authentication. After 15 days, if the item has not been picked up, it will be returned to the originating address on the shipping label. Refer to Section 5 for more information on our online solutions and shipping tools.

### 2.3.7 Pickup Services

Canada Post offers Pickup Services in most urban and suburban areas. Visit [canadapost.ca/pickup](https://canadapost.ca/pickup) to see if pickup is available in your area, request a pickup and to find local call-in cut-off times for On-Demand Pickup.

Qualified users of Scheduled Pickup either receive their pickup free or pay a flat weekly fee, depending on their annual purchases.

#### Scheduled Pickup<sup>1</sup>

The scheduled Pickup service is suited to more frequent shippers that require pickup service on three or more days per week per location. Scheduled Pickup is available on business days and may be arranged at a mutually agreed time, ensuring efficient deposit of your items into Canada Post's delivery network.

Scheduled Pickup fees are based on the customer's total annual parcel shipping purchases per pickup location. A flat weekly fee makes it easier to plan and budget, particularly if shipment volumes fluctuate from week to week. There are two Scheduled Pickup fee levels:

Annual parcel shipping purchases*	Scheduled Pickup fees
\$15,000 or more	Free
Between \$2,500 and \$14,999	\$7.50 per week
Less than \$2,500	Scheduled Pickup is not available. On-Demand Pickup Service is available.

\* Annual parcel shipping purchases include parcel shipping and associated option fees, but exclude pickup fees and taxes.

Canada Post will review each customer's parcel shipping purchases annually per pickup location to determine the customer's pickup service availability and associated fees for the upcoming year. Scheduled Pickup is only available to customers using an account number as the method of payment for Parcel Services. Shipping purchases of U.S. and international parcel services are consolidated with shipping purchases of Canadian parcel services to determine the customer's weekly fee.

Third-Party Scheduled Pickup, which allows customers to extend their Scheduled Pickup service to additional addresses, is also available for a weekly fee. Customers with an account number can arrange for the additional pickup locations themselves or provide their seven-digit Canada Post customer number to their third party, authorizing them to arrange for Scheduled Pickup.

To set up the Scheduled Pickup service, authorize a third party to use your account number for Scheduled Pickup service or check pickup availability in your area, call Customer Service at 1-888-550-6333 or visit [canadapost.ca/pickup](https://canadapost.ca/pickup).

#### On-Demand Pickup<sup>1</sup>

Use this service to arrange a one-time pickup at a time that is convenient for your business. A pickup fee per stop will apply unless shipping using either the Priority or Priority Worldwide service. Pickups can be arranged up to one month in advance for customers with an account number (five business days in advance for credit card customers), or on the same business day, provided the request is made before the local call-in cut-off times.

Third-Party On-Demand Pickup allows customers to authorize a Canada Post pickup at a third-party location or alternate address. This service is available to all commercial customers. Customers can arrange for the third-party pickup themselves or provide their seven-digit Canada Post customer number to a third party to arrange for the On-Demand Pickup. If you want to authorize a third party to use your account number for On-Demand Pickup, please contact your sales representative.

To arrange an On-Demand Pickup, confirm pickup availability or check call-in cut-off times for your area, visit [canadapost.ca/pickup](https://canadapost.ca/pickup) at any time or call Customer Service at 1-888-550-6333 during business hours.

<sup>1</sup> All items being picked up must be accompanied by a transmitted order document (manifest or bill of lading) that is completed accurately. Missing information on the order document or label may result in the pickup being refused, the parcel being delayed or returned to sender, or a surcharge applied. There are three exceptions to this rule:

- items prepared using Canada Post's EST Online or Express Order Entry (EOE) bearing a shipping label stating "No Manifest Required,"
- items with a parcel return service label approved by Canada Post,
- Canada Post's Prepaid products.



## 2.3.8 Returns

### Parcel return labels<sup>1</sup>

Canada Post offers several options for collecting returns and exchanges of online purchases, as well as defective, unwanted or obsolete products. All Parcel Return Labels contain a unique tracking number and barcode, which allow return shipments to be tracked. You will be charged only if your parcel return label is used.

- **Include a label in your original order shipment**
  - **Print a label at the time of shipping.** Outgoing shipments using our Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system have the option to create and print a parcel return label with a unique tracking number that you include in your outbound shipment. Only one return label per item must be printed.
  - **Preprint a label.** If it is not convenient to produce a parcel return label when creating the initial shipping label, we offer preprinted parcel return labels in a 4" x 6" format. Contact your Canada Post sales representative.
- **Request and print a label from your website.** Using our Web Services, your customers can request and print parcel return labels directly from your website with a unique tracking number and attach it to their shipments. Only one return label per item must be printed.

- **Request and print a label at canadapost.ca.** You can create and self-manage one or more parcel return policies. Send your customers the link for the parcel return policy on the Canada Post website where they can request a parcel return label for their shipment.
- **Request and ship a label at any post office.** Parcel return policies created at [canadapost.ca/returns](http://canadapost.ca/returns) allow you to make labels available at all automated post offices. Your customers can visit any post office with their Canada Post return ID number, request a parcel return label, apply it to their item and deposit the item. If required, Canada Post can also validate return authorization numbers and collect additional information from your customer (for example, an account number or original order number).

Canada Post has also enhanced the tracking and reporting of parcel returns, allowing you to receive regular status updates on all parcel return activity, including a five-day delivery forecast of your expected parcel return volumes.

### Return to Sender<sup>2</sup>

Canada Post will attempt to deliver all parcels. In the event that delivery cannot be completed, the parcel will be returned to the customer. All associated parcel return shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.

<sup>1</sup> Available only with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.

<sup>2</sup> Returned items that are refused by the shipper (customer) are treated as undeliverable and are disposed of or recycled at the customer's expense, as per Canada Post's policy on undeliverable items (for example, disposal, shipping and all other applicable charges). Liability Coverage against loss or damage is not available and the On-Time Delivery Guarantee does not apply to items that are returned to the shipper. Flexible delivery, coverage and Collect on Delivery options are not available for returns.

## 2.4 How Canada Post delivers items within Canada

Canada Post's delivery processes vary, depending on population density and network infrastructure. Using the Signature option, the Collect on Delivery (COD) or the Collect on Delivery Northbound option for collection of funds also changes how items are delivered to a postal address, as these items require face-to-face delivery.

<b>With signature</b>			
<b>Community mailbox and group mailbox</b>	<b>Where mail is delivered to the door</b>	<b>Rural mailbox</b>	<b>Post office box and general delivery</b>
	A delivery attempt is made at the addressee's door. <sup>1</sup> If no one is available, a Delivery Notice Card <sup>2</sup> is left at the door.		A Delivery Notice Card <sup>2</sup> is left in the addressee's post office box.
<b>With collection of funds</b>			
<b>Community mailbox and group mailbox</b>	<b>Where mail is delivered to the door</b>	<b>Rural mailbox</b>	<b>Post office box and general delivery</b>
A Delivery Notice Card <sup>2</sup> is left in the mail receptacle.	A Delivery Notice Card <sup>2</sup> is left at the door.	A Delivery Notice Card <sup>2</sup> is left in the mailbox.	A Delivery Notice Card <sup>2</sup> is left in the addressee's post office box.
<b>Without signature or collection of funds</b>			
<b>Community mailbox and group mailbox</b>	<b>Where mail is delivered to the door</b>	<b>Rural mailbox</b>	<b>Post office box and general delivery</b>
The item is delivered to the mail receptacle or parcel compartment. If the item is too large for the mail receptacle or parcel compartment, a delivery attempt is made at the addressee's door. <sup>1</sup> If no one is available, the item may be safedropped <sup>4</sup> or a Delivery Notice Card <sup>2</sup> is left at the door.	The item is delivered to the door. If no one is available and the item is too large for the customer's mail receptacle, the item may be safedropped <sup>4</sup> or a Delivery Notice Card <sup>2</sup> is left at the door.	The item is delivered to the mail receptacle. If the item is too large, a Delivery Notice Card <sup>2</sup> is left in the mailbox.	The item is delivered to the addressee's post office box. If the item is too large, a Delivery Notice Card <sup>2</sup> is left in the post office box.

<sup>1</sup> In rural areas, a delivery attempt is made at the door when the door is within 0.5 km of the line of travel. Otherwise, a Delivery Notice Card<sup>2</sup> is left in the addressee's mail receptacle.

<sup>2</sup> A Delivery Notice Card is used to show that the item is available for pickup at a nearby post office. A Final Notice Card is sent to the addressee if the item has not been picked up after five calendar days. The item is held at the post office for 15 calendar days, after which time it is returned to the sender.

<sup>3</sup> For apartment buildings, a delivery attempt is made at the door. In buildings with an intercom, attempting to contact the addressee using the intercom is considered a delivery attempt. In cases where the elevator is out of service, the delivery agent attempts delivery wherever physically possible, taking into consideration the delivery agent's safety and welfare; otherwise, a Delivery Notice Card<sup>2</sup> is left for the addressee. For condominiums, the security guard or concierge may sign on behalf of the customer according to the resident's condominium agreement and the official Letter of Authorization form completed and submitted by the customer. A copy of either document must be provided to Canada Post. This authorization does not apply to items that require proof of identification.

<sup>4</sup> It is at Canada Post's discretion to consider leaving the item in a safe drop location, provided that the item does not require a signature or collection of funds. For an apartment building, the item may be left with building administration personnel. A Safe Drop Card, indicating the safe drop location, is left in the addressee's mail receptacle.

Note: These procedures apply to Priority, Xpresspost, Regular Parcel and Expedited Parcel services..

## 2.5 Delivery standards within Canada

Delivery standards represent the expected transit time in business days from the day of deposit (day 0) to delivery for items deposited before the local cut-off time. A business day is a day other than Saturday, Sunday, a statutory holiday and any day observed as a holiday by Canada Post. For all services, deposits on days other than business days are considered as being accepted on the next business day. Items deposited after the last collection time specified on the street letter box or after the cut-off time of the postal facility approved by Canada Post are considered as being deposited on the next business day. Visit [canadapost.ca/parcelservices/cutofftimes](http://canadapost.ca/parcelservices/cutofftimes) for the list of facility cut-off times.

Delivery standards are guaranteed for certain services. Refer to Section 2.1 for details. Delivery standards apply but are not guaranteed for Regular Parcel items or items bearing a return label. Delivery standards are based on available transportation and, therefore, are subject to change without notice. Visit [canadapost.ca/deliverystandards](http://canadapost.ca/deliverystandards) for updates and a list of remote locations (Section 1, Table 2).

For your convenience and to summarize delivery standards, we have created zones for services provided within Canada. The zones are defined as local, regional and national.

Local zone	Regional zone	National zone
Where an item moves within a major centre, city, town or village. For example Vancouver to Vancouver.	Where an item moves within a region. For example Vancouver to Winnipeg (Western Region).	Where an item moves between regions. For example Vancouver to Charlottetown.

### 2.5.1 Delivery standards

#### Delivery standards between most major centres in Canada

	Priority	Xpresspost	Expedited Parcel	Regular Parcel
Local zone	Next day	Next day	1 day	Up to 2 days
Regional zone	Next day*	Next day*	1 day and up to 3 days <sup>†</sup>	3 days and up to 5 days <sup>†</sup>
National zone	Next day*	2 days	2 days and up to 7 days <sup>†</sup>	4 days and up to 9 days <sup>†</sup>

#### Delivery standards for non-major centres in Canada

	Priority	Xpresspost	Expedited Parcel	Regular Parcel
Local zone	Next day	Next day	1 day	2 days
Regional zone	Next day and up to 2 days <sup>*†</sup>	2 days*	Up to 4 days <sup>†</sup>	Up to 6 days <sup>†</sup>
National zone	Next day and up to 3 days <sup>*†</sup>	3 days*	Up to 11 days <sup>†</sup>	Up to 12 days <sup>†</sup>

#### Delivery standards for remote locations in Canada

	Priority	Xpresspost	Expedited Parcel	Regular Parcel
Local zone	Next day*	Next day	1 day	2 days
Regional zone	Next day and up to 5 days <sup>*†</sup>	Up to 5 days <sup>†</sup>	Up to 6 days <sup>†</sup>	Up to 8 days <sup>†</sup>
National zone	Next day and up to 7 days <sup>*†</sup>	Up to 7 days <sup>†</sup>	Up to 13 days <sup>†</sup>	Up to 13 days <sup>†</sup>

\* Exceptions apply in some areas.

<sup>†</sup> Exact delivery standards exist for every origin-destination combination. Find the specific delivery standard from your postal code to a Canadian destination at [canadapost.ca/deliverytool](http://canadapost.ca/deliverytool).

## 2.5.2 How we define the regions within Canada

Region	Definition
Atlantic	Newfoundland and Labrador, Prince Edward Island, Nova Scotia and New Brunswick
Central	Quebec and Ontario (includes northwestern Ontario postal codes P7A-L, P8N, P8T, P9A, P9N, P0T-Y)
Western	British Columbia, Alberta, Saskatchewan and Manitoba (includes northwestern Ontario postal codes P7A-L, P8N, P8T, P9A, P9N, P0T-Y)
Nunavut East	X0A
Nunavut West	X0B, X0C
Northwest Territories	X0E, X0G and X1A
Yukon	Yukon

## 2.5.3 Major centres and regions







**NEW**

### **Tracked Packet™**

The most economical way to ship and track small packages to the U.S. and overseas. Includes tracking, delivery confirmation and up to \$100 Liability Coverage.

### **Anywhere in the world your business takes you**

Big or small, by air or by surface, Canada Post delivers to over 190 countries worldwide with a wide range of shipping solutions. Choose from Priority™ Worldwide and Xpresspost™ – International express services, offering an On-Time Delivery Guarantee, tracking and signature, to our no-frills Small Packet™ shipping solution for lightweight and low-value items.

### **The U.S. at your doorstep**

Let Canada Post help your business reach over 150 million delivery points throughout the United States. Xpresspost™ – USA offers delivery in as little as two business days, tracking, signature and an On-Time Delivery Guarantee. Or try our more economical services such as Expedited Parcel™ – USA and Small Packet.

# Shipping to the United States and International Destinations

## 3.1 Parcel Services – United States

### Shipping options

**Delivery by  
10:30 a.m.\*  
next business day**

#### **Priority™ Worldwide**

An international express service offered by Canada Post, as an agent for FedEx™. This service offers an On-Time Money-Back Guarantee and delivery by 10:30 a.m. the next business day to most destinations in the U.S. The service also includes the following features at no additional cost: recipient's name and signature, Commercial Customs Clearance, detailed tracking information and up to \$100-declared value for carriage. On-Demand Pickup service is included at no charge (where available).

\*Refer to the Priority Worldwide terms and conditions in Section 8.4 for details.

**Delivery in 2 and  
3 business days**

#### **Xpresspost™ – USA**

Your best choice when you need to send documents or parcels to the U.S. quickly and cost-effectively. The Xpresspost – USA service provides fast delivery, including On-Time Delivery Guarantee<sup>†</sup>, delivery confirmation with signature, up to \$100 Liability Coverage for shipments and the ability to track your items easily online.

<sup>†</sup>Exceptions and conditions apply. Refer to section 3.4.1 for more details.

**Delivery in  
as little as 4  
business days for  
larger parcels**

#### **Expedited Parcel™ – USA**

An affordable shipping service for sending larger parcels to the U.S. The service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online.

**NEW**

**Delivery in as  
little as 4 business  
days for small  
and lightweight  
items**

#### **Tracked Packet™ – USA**

A reliable shipping service for small and lightweight items (less than 1 kg) to the U.S. The service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online.

**Delivery in as  
little as 5 business  
days for small  
and lightweight  
items**

#### **Small Packet™ – USA Air**

A cost-effective shipping service for sending small and lightweight items (less than 1 kg) to the U.S.

## 3.2 Parcel Services – International destinations outside the U.S.

### Shipping options

#### Delivery in 2 to 3 business days\*

##### Priority™ Worldwide

An international express service offered by Canada Post, as an agent for FedEx. This service offers an On-Time Money-Back Guarantee and delivery in two or three business days to most of the industrialized world. The service also includes these features at no additional cost: recipient's name and signature, Commercial Customs Clearance, detailed tracking information and up to \$100-declared value for carriage. On-Demand Pickup service is included at no charge (where available).

\*Refer to the Priority Worldwide terms and conditions in Section 8.4 for details.

#### Delivery in as little as 4 business days

##### Xpresspost™ – International

Your best choice when you need to send documents or parcels to international destinations quickly and cost-effectively. The Xpresspost – International service is available to more than 50 countries worldwide and provides fast delivery with an On-Time Delivery Guarantee, up to \$100 Liability Coverage and the ability to easily confirm the status of your items online. For the list of countries where this service is available, visit [canadapost.ca/xpresspostinternationalen](http://canadapost.ca/xpresspostinternationalen).

**NEW**

#### Delivery in as little as 6 business Days

##### Tracked Packet™ – International

A reliable shipping service for small and lightweight items (less than 2 kg) to select international destinations. The service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online. For the list of countries where this service is available, visit [canadapost.ca/trackedpacket](http://canadapost.ca/trackedpacket).

#### Delivery in as little as 6 business days for small and lightweight items

##### Small Packet™ International – Air

A cost-effective shipping service for sending small and lightweight items (less than 2 kg) internationally.

#### Delivery in as little as 6 business days for larger parcels

##### International Parcel – Air

A cost-effective shipping service to send larger parcels to international destinations. This service is available to destinations not served by Xpresspost – International.

#### Delivery in 4 and up to 6 weeks for small and lightweight items

##### Small Packet™ International – Surface

The most economical shipping service for sending small and lightweight items (less than 2 kg) that are not time-sensitive to destinations worldwide.

#### Delivery in 4 and up to 6 weeks

##### International Parcel – Surface

The most economical shipping service for sending larger parcels that are not time-sensitive to international destinations.

Exceptions and conditions apply. Visit [canadapost.ca/postalguide](http://canadapost.ca/postalguide). For more accurate delivery standard information, visit [canadapost.ca/deliverystandards](http://canadapost.ca/deliverystandards).

#### Legend for Parcel Services to the U.S. and international destinations

- ✓ Feature included in the service (no additional charge).
- On-Time Money-Back Guarantee.
- \* Visit [canadapost.ca/priorityworldwide/pobox](http://canadapost.ca/priorityworldwide/pobox) (Section 11.2) for availability.
- ~ An additional charge will apply for declared value for carriage over \$100. See the Priority Worldwide terms and conditions at [canadapost.ca/ca/priorityworldwide/terms](http://canadapost.ca/ca/priorityworldwide/terms).
- ❖ Liability Coverage is not available for Xpresspost – International Prepaid envelopes.
- ❖ Additional Liability Coverage is not available for Xpresspost – USA and Xpresspost – International Prepaid envelopes.
- \$ Available for a fee.
- ◆ Signature is automatically included at no additional charge and is provided when available.
- + Available to certain destinations. Included with Xpresspost – International Prepaid envelopes at no additional charge.
- ⊙ Tracking information available only for events within Canada.

<sup>1</sup> Scheduled Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>2</sup> The fee for On-Demand Pickup is per stop. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.

Note: All options must be selected at the time of shipping. Exceptions and conditions apply. Visit [canadapost.ca/postalguide](http://canadapost.ca/postalguide).

### 3.3 Features, options and other value-added services: Shipping to the U.S. and international destinations

Parcel Services – United States						
Features and options	Priority™ Worldwide	Xpresspost™ – USA	Expedited Parcel™ – USA	Tracked Packet™ – USA	Small Packet™ USA – Air	
<b>Tracking and Delivery</b>						<b>More information</b>
On-Time Delivery Guarantee	✓•	✓				p. 24
Tracking and Delivery Confirmation	✓	✓	✓	✓		p. 24
Delivery Updates	✓	✓	✓	✓		p. 24
Reference Number Tracking	✓	✓	✓	✓		p. 25
Delivery to a Post Office Box	*	✓	✓	✓	✓	p. 25
<b>Coverage Options</b>						<b>More information</b>
Liability Coverage (up to \$100)	~	✓	✓	✓		p. 25
Additional Liability Coverage (up to \$1,000)	~\$	\$◇	\$			p. 25
<b>Signature</b>						<b>More information</b>
Signature	◆	◆				p. 25
<b>Pickup Services</b>						<b>More information</b>
Scheduled Pickup <sup>1</sup>		\$	\$	\$	\$	p. 26
On-Demand Pickup <sup>2</sup>	✓	\$	\$	\$	\$	p. 26
Third-Party Scheduled Pickup <sup>1</sup>		\$	\$	\$	\$	p. 26
Third-Party On-Demand Pickup <sup>2</sup>	✓	\$	\$	\$	\$	p. 26
<b>Customs Clearance</b>						<b>More information</b>
Postal Presentation and Handling		✓	✓	✓	✓	p. 27
Commercial	✓					p. 27
Parcel Services – International						
Features and options	Priority™ Worldwide	Xpresspost™ – International	International Parcel™ – Air or Surface	Tracked Packet™ – International	Small Packet™ International – Air or Surface	
<b>Tracking and Delivery</b>						<b>More information</b>
On-Time Delivery Guarantee	✓•	✓				p. 24
Tracking and Delivery Confirmation	✓	✓	⊙	✓		p. 24
Delivery Updates	✓	✓		✓		p. 24
Reference Number Tracking	✓	✓		✓		p. 24
Delivery to a Post Office Box	*	✓	✓	✓	✓	p. 24
<b>Coverage Options</b>						<b>More information</b>
Liability Coverage (up to \$100)	~	✓❖	✓	✓		p. 25
Additional Liability Coverage (up to \$1,000)	~\$	\$◇	\$			p. 25
<b>Signature</b>						<b>More information</b>
Signature	◆	\$+				p. 25
<b>Pickup Services</b>						<b>More information</b>
Scheduled Pickup <sup>1</sup>		\$	\$	\$	\$	p. 26
On-Demand Pickup <sup>2</sup>	✓	\$	\$	\$	\$	p. 26
Third-Party Scheduled Pickup <sup>1</sup>		\$	\$	\$	\$	p. 26
Third-Party On-Demand Pickup <sup>2</sup>	✓	\$	\$	\$	\$	p. 26
<b>Customs Clearance</b>						<b>More information</b>
Postal Presentation and Handling		✓	✓	✓	✓	p. 27
Commercial	✓					p. 27



## 3.4 Additional information on features, options and other value-added services: Shipping to the U.S. and international destinations

A **feature** is provided as part of the basic service.

An **option** is a service enhancement that is not included automatically as part of the basic service. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Options may be selected by using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system or by affixing an additional label or sticker on the shipping label. Most options are available for an additional fee (refer to chart in Section 3.3).

### 3.4.1 On-Time Delivery Guarantee

On-Time Delivery Guarantee offers replacement service or credit equivalent to the shipping charges if the published delivery standards are not met. The addressee's name and telephone number must appear on the shipping label. The On-time Delivery Guarantee does not apply to post office box addresses, food items, nor to items mailed to U.S. territories and possessions, United States Army Post Offices (APOs) or military installations and will also be void on any shipments that are delayed by Customs or by any other regulatory authority. Exceptions and conditions apply. Refer to Section 8.3.21.10 for further details. For Priority Worldwide General Terms and Conditions, refer to [canadapost.ca/generalterms](http://canadapost.ca/generalterms); for the terms of the Priority Worldwide Money-Back Guarantee, go to [canadapost.ca/priorityworldwide/terms](http://canadapost.ca/priorityworldwide/terms).

### 3.4.2 Tracking and Delivery Confirmation

Our advanced tracking technology allows you and your customers to know the status of barcoded items, regardless of their destination. You can choose to receive delivery status updates automatically by email and have these updates sent to your customers.

You can view the progress of each of your barcoded parcel deliveries through our system anytime online; each item-tracking event is logged and displayed through our online tracking system for one year. You can view and print a Delivery Confirmation Certificate once your parcel is delivered. If you choose the Signature option, the name of the signatory and signature image will be available to view online with the item-tracking information.

Visit [canadapost.ca/track](http://canadapost.ca/track) or call Customer Service at 1-888-550-6333.

At the time of label creation, a unique tracking number is assigned to each parcel item. The Small Packet service does not include a tracking barcode. Canada Post tracks items as they travel through the delivery network. Label creation

and tracking events may occur at the following times within Canada:

- when a shipping label is created electronically using Canada Post's Electronic Shipping Tools or a customer-developed/third-party shipping system;
- when an item is picked up from the customer's location by Canada Post or dropped off at a Canada Post site;
- when the item is sorted in a major Canada Post facility;
- when an incoming item is ready to be picked up at one of Canada Post's facilities for large volume receivers;
- when Canada Post has made an error in the transportation of the item causing a possible delay;
- when Canada Post experiences circumstances beyond its control, causing a possible delay of the delivery; force majeure scans will be made in the event of
  - severe weather and natural disasters such as major snow storms, ice, unplowed streets, extreme heat, cold weather, tornado or hurricane;
  - transportation delays;
  - demonstrations;
  - power outage in the public grid.

Note: Some exceptions may apply.

### 3.4.3 Services available to track items

#### Delivery Updates (by email)

Delivery Updates is a free option that allows you to receive email notifications of item-tracking events as they occur for barcoded shipping services. This option is available if you are creating parcel orders with Canada Post's Electronic Shipping Tools (EST), a customer-developed/third-party shipping system, or if you use our tracking tool at [canadapost.ca/track](http://canadapost.ca/track). You may enter a total of four email addresses per shipment.

Here are the types of events that are available with Delivery Updates:

- **Ship.** Indicates that the shipment order has been created and that the item has been given to Canada Post for delivery.
- **Exception.** Notifies you of any unforeseen delivery interruptions (for example, items that are returned to the sender or refused, items delayed due to circumstances beyond Canada Post's control, addressing errors or transportation errors).
- **Delivery.** Indicates that the item has been delivered or that a Delivery Notice Card has been left with the addressee asking the addressee to pick up the item at a local post office. Where applicable, a signature image or the signatory's name is available online.

#### Mobile tracking on your smartphone

Canada Post offers free mobile tracking applications for iPhone®, iPad®, BlackBerry® and Android™ devices, giving you the ability to track and confirm delivery status while on the go. Customers can also use these mobile apps to access the epost™ service, calculate shipping rates, look up a postal code or search for their closest post office location, allowing for quick and easy access to drop off prelabelled parcel items

or purchase shipping services. Customers can easily download these apps from the Apple App Store™, BlackBerry App World™ or Google Play™.

#### **Item tracking using your own reference number**

In addition to tracking shipments by looking up Canada Post's item-tracking number, you can associate your own internal reference number or reference name to a shipment when creating the shipping label. Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system allow you to add up to two reference numbers or reference names (maximum 30 characters each) to the shipment details. Shipment reference numbers can be used to monitor the delivery status of the item at [canadapost.ca/track](http://canadapost.ca/track) or cross-reference with records within your own administrative systems.

#### **Automated Parcel Tracking**

Automated Parcel Tracking (APT) provides large shippers with the convenience of automatically receiving item-tracking event data for every U.S. and international parcel item they have shipped with Canada Post. APT updates are often integrated with shippers' in-house systems to achieve item-level tracking visibility for Customer Service staff or customers. To receive tracking data from APT, items must be prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. APT offers tracking data in two standardized formats: EDI 214 and flat file. Contact your sales representative for further information.

#### **Automated Delivery Confirmation Certificate**

The automated Delivery Confirmation Certificate (DCC) service provides high-volume parcel customers with PDF files containing the DCCs, which include proof of delivery with signature for every item shipped. This service is useful for shipping legal documents, as it offers documentation to prove that items were delivered and that the recipient's signature was obtained. To receive a Delivery Confirmation Certificate, items must be prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. Contact your sales representative for further information.

#### **Delivery to a Post Office Box**

Delivery to a Post Office Box is offered in countries where available. There is no delivery guarantee.

Priority Worldwide items sent to the U.S. cannot be addressed to a post office box. Priority Worldwide shipments addressed to a post office box are accepted for delivery to specific countries, as listed in the *Canada Postal Guide* at [canadapost.ca/postalguide](http://canadapost.ca/postalguide) under Personal and Priority Worldwide, Section 11.2.

### **3.4.4 Liability Coverage**

#### **Liability Coverage**

Most Parcel Services include up to \$100 Liability Coverage against loss or damage. The availability and the limits of Liability Coverage may vary according to the nature of the items being shipped and the service used. Coverage is not available for Xpresspost – International Prepaid envelopes. For Priority Worldwide shipments, if you declare a value for carriage of less than \$100, no additional charge will be assessed. Exceptions and conditions apply. Refer to sections 8.3.21 and 8.4 for further information.

#### **Additional Liability Coverage up to \$1,000**

If you wish to purchase Additional Liability Coverage, it is available in increments of \$100, up to a maximum of \$1,000 for most U.S. and international items, depending on the destination. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Additional Liability Coverage is not available for Xpresspost – USA and Xpresspost – International Prepaid envelopes or for documents shipped by Priority Worldwide service. For Priority Worldwide non-document shipments, if you declare a value for carriage higher than \$100, an additional charge will be assessed for each \$100 (or fraction thereof) by which the declared value for carriage exceeds \$100 or the convention liability limit, whichever is applicable, up to the maximum amounts specified in the Priority Worldwide terms and conditions. Exceptions and conditions apply. Refer to sections 8.3.21 and 8.4 for further information.

### **3.4.5 Signature**

#### **Signature**

Signature ensures that a personal hand-off of the item occurs at delivery and provides proof of this activity. The name of the signatory is recorded as well as the signature. The signatory name is available for viewing and/or printing at [canadapost.ca/track](http://canadapost.ca/track), usually by noon on the next business day after delivery (exceptions may apply in some areas) at no additional charge.

Signature is automatically included in the service at no additional charge and is provided when available for Priority Worldwide, Xpresspost – USA (including Prepaid envelopes) and Xpresspost – International Prepaid envelopes. Signature is available for a fee for Xpresspost – International items to specific destinations, when selected at the time of shipping. For the list of destinations, visit [canadapost.ca/postalguide](http://canadapost.ca/postalguide) under Personal and Xpresspost – International.

### 3.4.6 Pickup Services

Canada Post offers Pickup Services in most urban and suburban areas. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see if pickup is available in your area, request a pickup and to find local call-in cut-off times for On-Demand Pickup.

Whether you have one parcel or a hundred, Canada Post will pick up. To arrange an On-Demand Pickup or set up your Scheduled Pickup service, visit our online request tool at [canadapost.ca/pickup](http://canadapost.ca/pickup).

#### Scheduled Pickup<sup>1</sup>

The Scheduled Pickup service is suited to more frequent shippers that require pickup service on three or more days per week per location. Scheduled Pickup is available on business days and may be arranged at a mutually agreed time, ensuring efficient deposit of your item into Canada Post's delivery network.

Scheduled Pickup fees are based on the customer's total annual parcel shipping purchases per pickup location. A flat weekly fee makes it easier to plan and budget, particularly if your shipment volumes fluctuate from week to week. There are two Scheduled Pickup fee levels:

Annual parcel shipping purchases*	Scheduled Pickup fees
\$15,000 or more	Free
Between \$2,500 and \$14,999	\$7.50 per week
Less than \$2,500	Scheduled Pickup is not available. On-Demand Pickup is available.

\* Annual parcel shipping purchases include parcel shipping and associated option fees, but exclude pickup fees and taxes.

Canada Post will review each customer's parcel shipping purchases annually per pickup location to determine pickup service availability and associated fees for the upcoming year. Scheduled Pickup is only available to customers using an account number as the method of payment for Parcel Services. Shipping purchases of U.S. and international parcel services are consolidated with shipping purchases of Canadian parcel services to determine the customer's weekly fee.

Third-Party Scheduled Pickup, which allows customers to extend their Scheduled Pickup service to additional addresses, is also available for a weekly fee. Customers with an account number can arrange for the additional pickup locations themselves or provide their seven-digit Canada Post customer number to their third party, authorizing them to arrange for Scheduled Pickup.

To set up the Scheduled Pickup service, authorize a third party to use your account number for Scheduled Pickup service or check pickup availability in your area, call Customer Service at 1-888-550-6333 or visit [canadapost.ca/pickup](http://canadapost.ca/pickup).

#### Pickup services for Priority Worldwide

Regardless of whether customers with an account number have On-Demand Pickup or Scheduled Pickup, they must call Canada Post's on-demand network at 1-888-550-6333 or request a pickup at [canadapost.ca/pickup](http://canadapost.ca/pickup) to advise they have a Priority Worldwide shipment for pickup. The Canada Post Customer Service representative or the online request form will confirm if special arrangements are required to meet the Priority Worldwide service cut-off times. Failure to advise Canada Post prior to pickup may void the On-Time Delivery Guarantee.

For a list of facility cut-off times, visit [canadapost.ca/pickup](http://canadapost.ca/pickup).

#### On-Demand Pickup<sup>1</sup>

Use this service to arrange a one-time pickup at a time that is convenient for your business. A pickup fee per stop will apply, unless using either the Priority or Priority Worldwide service. Pickups can be arranged up to one month in advance for our customers with an account number (five business days in advance for credit card customers), or on the same business day, provided the request is made before the local call-in cut-off times.

Third-Party On-Demand Pickup allows customers to authorize a Canada Post pickup at a third-party location or alternate address. This service is available to all commercial customers. Customers can arrange for the third-party pickup themselves or provide their seven-digit Canada Post customer number to a third party to arrange for the On-Demand Pickup. If you want to authorize a third party to use your account number for On-Demand Pickup, please contact your sales representative.

To arrange an On-Demand Pickup service, confirm pickup availability or check call-in cut-off times for your area, visit [canadapost.ca/pickup](http://canadapost.ca/pickup) at any time or call Customer Service at 1-888-550-6333 during business hours.

<sup>1</sup> All items being picked up must be accompanied by a transmitted order document (manifest or bill of lading) that is completed accurately. Missing information on the order document or label may result in the pickup being refused, item being delayed or returned to sender or a surcharge applied. There are two exceptions to this rule:

- items prepared using Canada Post's EST Online or Express Order Entry (EOE) bearing a shipping label stating "No Manifest Required,"
- Canada Post's Prepaid products.

### 3.4.7 Customs Clearance

#### Postal presentation and handling

Postal presentation and handling services are available for U.S. and international services, except the Priority Worldwide service. For further details, refer to Section 6.9.

To help you complete your customs declaration or to find out more about customs, visit our online tool at [canadapost.ca/customs](https://canadapost.ca/customs).

#### Commercial customs clearance

Commercial customs clearance is included with the Priority Worldwide service only. For further details, refer to Section 6.9.

## 3.5 How your items are delivered outside of Canada

All items shipped to a destination outside of Canada will be delivered in accordance with the regulations of the postal administration, designated operator or delivery partner in the destination country.

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

U.S. and international shipments (excluding the Priority Worldwide service) are returned to the sender when

- the item is refused or unclaimed by the addressee,
- the delivery address is incomplete or does not exist,
- the addressee is no longer at the address and no forwarding address is available,
- an improper shipping label has been applied,
- the item's dimensions or weight exceed the allowed maximum,
- the item has been refused entry by the destination country,
- the customer has not selected on the shipping label to abandon the item.
- the item's customs and content information is incomplete or illegible.

Note: The customer is responsible for the Return to Sender service fee, regardless of the reason for the return. Returned items refused by the shipper in Canada are treated as undeliverable and disposed of or recycled as per Canada Post's policy on undeliverable items at the customer's expense (for example, disposal, shipping and all other applicable charges).

#### Return to Sender service for the Priority Worldwide service

If an item is declared undeliverable in the destination country, it will be held at the destination in accordance with the Priority Worldwide terms and conditions. FedEx may attempt to contact you to obtain a deliverable address or to get authorization to return the item. In some instances, you may be required to pay duties or taxes owed for the item before it is returned to you. There will be surcharges for returned items and for any incorrect, incomplete or illegible addresses. You will be required to make payment arrangements directly with FedEx for these and any other applicable charges.





**Buy now and ship anytime with one flat rate**

Flat-rated specially marked Prepaid products are convenient to use and provide easy-to-understand pricing.

**Manage your shipping costs**

Manage your total shipping costs by purchasing Prepaid products in advance, and sharing them with your branch offices and field staff – they are ready to use when they need them.

**Pick up and drop off**

Prepaid products can be dropped off at any Canada Post postal facility or picked up with Canada Post's Pickup Services.

# Prepaid Products and Xpresspost™ Certified

## 4.1 Value-added features and options: Prepaid products

### Canada – Envelopes and labels

Features and options	Priority™		Xpresspost™		Expedited Parcel™	
	Prepaid Envelope	Prepaid Label	Prepaid Envelope	Prepaid Label	Prepaid Label	
<b>Tracking and Delivery</b>						<b>More information</b>
On-Time Delivery Guarantee	✓	✓	✓	✓	✓	p. 11
Tracking and Delivery Confirmation	✓	✓	✓	✓	✓	p. 11
Delivery Updates	✓	✓	✓	✓	✓	p. 11
Reference Number Tracking	✓	✓	✓	✓	✓	p. 12
<b>Coverage Options</b>						<b>More information</b>
Liability Coverage (up to \$100)	✓	✓	✓	✓	✓	p. 12
Additional Liability Coverage <sup>1</sup> (up to \$5,000)	\$	\$	\$	\$	\$	p. 12
<b>Signature and Identity Services</b>						<b>More information</b>
Signature	■	■	\$	\$	\$	p. 13
Signature Hard Copy <sup>2</sup>	\$	\$	\$	\$	\$	p. 13
Proof of Age <sup>1</sup>	\$		\$			p. 13
<b>Flexible Delivery Options</b>						<b>More information</b>
Leave at Door (Do Not card) <sup>1</sup>	✓		✓			p. 14
Do Not Safe Drop <sup>1</sup>	✓		✓			p. 14
Card (Hold) for Pickup <sup>1</sup>	✓		✓			p. 14
<b>Pickup Services</b>						<b>More information</b>
Scheduled Pickup <sup>3</sup>	\$	\$	\$	\$	\$	p. 15
On-Demand Pickup <sup>4</sup>	■	■	\$	\$	\$	p. 15
Third-Party Scheduled Pickup <sup>3</sup>	\$	\$	\$	\$	\$	p. 15
Third-Party On-Demand Pickup <sup>4</sup>	■	■	\$	\$	\$	p. 15
<b>Returns</b>						<b>More information</b>
Return to Sender <sup>5</sup>	\$	\$	\$	\$	\$	p. 16

#### Legend

- ✓ Feature included in the service (no additional charge).
- \$ Available for a fee.
- Available as a no-charge option for the Priority service.

<sup>1</sup> Available when Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system is used.

<sup>2</sup> Signature image is available online at no additional charge.

<sup>3</sup> Scheduled Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) for a list of areas where Canada Post offers Pickup Services or to request a pickup.

<sup>4</sup> The fee for On-Demand Pickup is per stop. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>5</sup> All associated parcel return shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.

Note: All options must be selected at the time of mailing. Exceptions and conditions apply. Contact your Canada Post sales representative for details or visit the *Canada Postal Guide* at [canadapost.ca/postalguide](http://canadapost.ca/postalguide). Refer to Section 2.3 for details on features and options.

## 4.1 Value-added features and options: Prepaid products (continued)

United States and international destinations – Envelopes			
Features and options	Xpresspost™ – USA	Xpresspost™ – International	
<b>Tracking and Delivery</b>			<b>More information</b>
On-Time Delivery Guarantee	✓	✓	p. 24
Tracking and Delivery Confirmation	✓	✓	p. 24
Delivery to a Post Office Box	✓	✓	p. 25
<b>Coverage Options</b>			
Liability Coverage (up to \$100)	✓		p. 25
<b>Signature</b>			<b>More information</b>
Signature	✓	✓ <sup>1</sup>	p. 25
<b>Pickup Services</b>			<b>More information</b>
Scheduled Pickup <sup>2</sup>	\$	\$	p. 26
On-Demand Pickup <sup>3</sup>	\$	\$	p. 26
Third-Party Scheduled Pickup <sup>2</sup>	\$	\$	p. 26
Third-Party On-Demand Pickup <sup>3</sup>	\$	\$	p. 26
<b>Customs Clearance</b>			<b>More information</b>
Postal Presentation and Handling	✓	✓	p. 27

Note: All options must be selected at the time of mailing. Exceptions and conditions apply. Contact your Canada Post sales representative for details or visit the *Canada Postal Guide* at [canadapost.ca/postalguide](http://canadapost.ca/postalguide). Refer to Section 3.4 for details on features and options.

### Legend

✓ Feature included in the service (no additional charge).

\$ Available for a fee.

<sup>1</sup> Available for certain international destinations only; visit [canadapost.ca/internationallistings](http://canadapost.ca/internationallistings).

<sup>2</sup> Scheduled Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>3</sup> The fee for On-Demand Pickup is per stop. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.

### How to order

- Visit [canadapost.ca/shop](http://canadapost.ca/shop)
- Send an email to [commercial.orderdesk@canadapost.ca](mailto:commercial.orderdesk@canadapost.ca)
- Call Customer Service 1-888-550-6333
- Contact your Canada Post sales representative

Note: Minimum order quantities apply for Prepaid products.



## 4.2 Packaging that works for you

Available in different sizes, Prepaid envelopes are the perfect solution for shipping. For added convenience, domestic Prepaid envelopes are available in two formats.

### Prepaid Envelope – Option 1

If you prefer to hand-address the shipping label and retain a copy of the customer receipt, you can order Prepaid envelopes with a pre-affixed label and unique tracking barcode.



### Prepaid Envelope – Option 2

If you are using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system to create barcoded shipping labels, you can order Prepaid envelopes for Canadian destinations without the pre-affixed shipping label or unique tracking barcode.



Note: Refer to Section 6.6.1 for details on how to properly affix shipping labels to Prepaid envelopes.

### Need signature collection when using Xpresspost Prepaid envelopes for Canadian destinations?

For Xpresspost Prepaid envelopes, if a signature is required at the time of delivery, Prepaid Signature option stickers are available and are convenient and easy to use. Simply peel and apply the sticker to the designated area on the envelope for signature on delivery. If you are processing your shipment using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, select the Signature option rather than applying a Signature sticker to your item.

#### Signature on delivery?



Purchase and apply signature sticker here.  
Achetez l'autocollant de signature et apposez-le ici.



TM – Trademark of Canada Post Corporation

MC – Marque de commerce de la Société canadienne des postes

#### Signature à la livraison?



For added convenience, Xpresspost Signature option stickers can be purchased in advance and applied when required to domestic Xpresspost Prepaid envelopes.

Signature option stickers are available in two formats.

Article number	Format
102263	Singles available in sheets of 25 for large-volume shippers
102264	Convenient three-pack format for occasional usage



## 4.3 Prepaid products

### Priority Prepaid envelopes (rigid paper) within Canada

Type	Zone*	Size	Article number		Maximum weight	Maximum thickness
			Option 1 <sup>†</sup>	Option 2 <sup>**</sup>		
Letter	Regional	318 mm x 241 mm (12½ in. x 9½ in.)	101867	151867	500 g (1.1 lb.)	15 mm
	National	318 mm x 241 mm (12½ in. x 9½ in.)	101868	151868	500 g (1.1 lb.)	15 mm
Pack	Regional	390 mm x 295 mm (15¾ in. x 11¾ in.)	101869	151869	1 kg (2.2 lb.)	30 mm
	National	390 mm x 295 mm (15¾ in. x 11¾ in.)	101870	151870	1 kg (2.2 lb.)	30 mm

### Xpresspost Prepaid envelopes (rigid paper) within Canada

Type	Zone*	Size	Article number		Maximum weight	Maximum thickness
			Option 1 <sup>†</sup>	Option 2 <sup>**</sup>		
Standard	Regional	260 mm x 159 mm (10¼ in. x 6¼ in.)	102200	152200	500 g (1.1 lb.)	15 mm
	National	260 mm x 159 mm (10¼ in. x 6¼ in.)	102203	152203	500 g (1.1 lb.)	15 mm
Letter	Regional	318 mm x 241 mm (12½ in. x 9½ in.)	102206	152206	500 g (1.1 lb.)	15 mm
	National	318 mm x 241 mm (12½ in. x 9½ in.)	102207	152207	500 g (1.1 lb.)	15 mm
Pack	Regional	390 mm x 295 mm (15¾ in. x 11¾ in.)	102202	152202	1 kg (2.2 lb.)	30 mm
	National	390 mm x 295 mm (15¾ in. x 11¾ in.)	102205	152205	1 kg (2.2 lb.)	30 mm

### Xpresspost Prepaid envelopes (bubble) within Canada

Type	Zone*	Size	Article number <sup>††</sup>	Maximum weight
Standard	Regional	247 mm x 190 mm (9¾ in. x 7½ in.)	102208	500 g (1.1 lb.)
	National	247 mm x 190 mm (9¾ in. x 7½ in.)	102209	500 g (1.1 lb.)
Pack	Regional	400 mm x 292 mm (15¾ in. x 11½ in.)	102210	1.36 kg (2.9 lb.)
	National	400 mm x 292 mm (15¾ in. x 11½ in.)	102211	1.36 kg (2.9 lb.)

\* Refer to Section 2.5 for details on how we define zones within Canada.

<sup>†</sup> Prepaid envelope with pre-affixed shipping label.

<sup>\*\*</sup> Prepaid envelope without a pre-affixed shipping label, for use with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.

<sup>††</sup> Prepaid bubble envelope with pre-affixed shipping label.



## Xpresspost – USA Prepaid Envelope

Type	Size	Article number*	Maximum weight
Letter	318 mm x 241 mm (12½ in. x 9½ in.)	102222 102231 (pack of four)	500 g (1.1 lb.)

## Xpresspost – International Prepaid Envelope

Type	Size	Article number*	Maximum weight
Letter	380 mm x 240 mm (15 in. x 9⅞ in.)	102224	500 g (1.1 lb.)

\* Prepaid envelope with pre-affixed shipping label.

Note: Xpresspost – USA and Xpresspost – International Prepaid envelopes are to be used for documents only. Liability Coverage is not available.

## 4.4 Xpresspost™ Certified (within Canada only)

Xpresspost Certified is a document-shipping service that captures the recipient's signature upon delivery of the item. This product is ideal for sending important notices as well as legal and court documents. If the addressee refuses to sign for the item, the Xpresspost Certified item will be sent back to the original shipper (Return to Sender).

You may order Xpresspost Certified products in Prepaid and Non-Prepaid formats. For Prepaid envelopes, the shipper manually completes the shipping information on the reverse side of the Prepaid Envelope. For the Non-Prepaid format, the shipper uses Canada Post's Electronic Shipping Tools or a customer-developed/third-party shipping system and applies the label on the reverse side of the Non-Prepaid Envelope.

### Xpresspost Certified envelopes

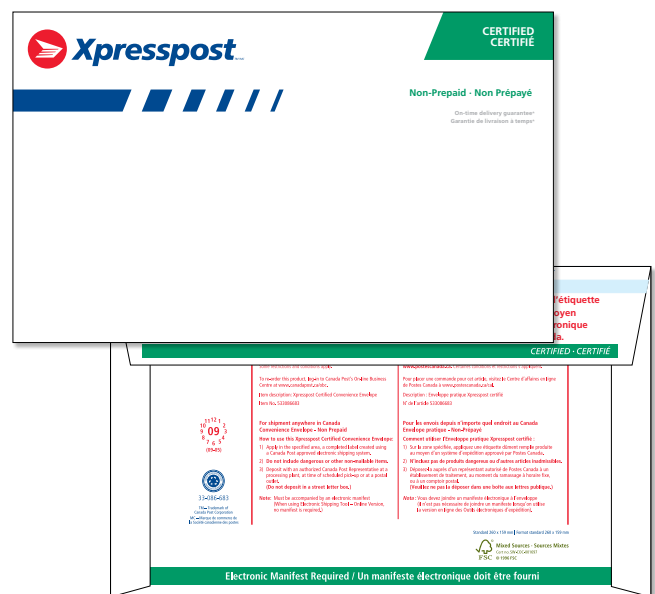
Type	Size	Article number	Signature capture method
Prepaid Envelope	260 mm x 159 mm (10¼ in. x 6¼ in.)	101780	Electronic
Non-Prepaid Convenience Envelope*	260 mm x 159 mm (10¼ in. x 6¼ in.)	533086683	Electronic

\*Can only be used with a barcoded shipping label generated from Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.

### Prepaid envelopes



### Non-Prepaid Convenience envelopes



Note: Refer to Section 6.6.1 for details on how to properly affix shipping labels to Prepaid envelopes.

#### 4.4.1 Xpresspost Certified features and options

<b>Tracking and Delivery</b>		<b>More information</b>
On-Time Delivery Guarantee	✓	p. 11
Tracking and Delivery Confirmation	✓	p. 11
Delivery Confirmation Certificate <sup>1</sup>	✓	p. 12
Delivery Updates	✓	p. 11
Reference Number Tracking	✓	p. 12
<b>Signature</b>		<b>More information</b>
Signature	✓	p. 13
Signature Hard Copy <sup>2</sup>	\$	p. 13
<b>Pickup Services</b>		<b>More information</b>
Scheduled Pickup <sup>3</sup>	\$	p. 15
On-Demand Pickup <sup>4</sup>	\$	p. 15
Third-Party Scheduled Pickup <sup>3</sup>	\$	p. 15
Third-Party On-Demand Pickup <sup>4</sup>	\$	p. 15
<b>Returns</b>		<b>More information</b>
Return to Sender <sup>5</sup>	\$	p. 16

#### Legend

- ✓ Feature included in the service (no additional charge).
- \$ Available for a fee.

<sup>1</sup> Available when Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system is used. Refer to Section 2.3.3 for more information.

<sup>2</sup> Signature image is available online at no additional charge.

<sup>3</sup> Scheduled Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>4</sup> The fee for On-Demand Pickup is per stop. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>5</sup> All associated return shipping fees are the responsibility of the customer and are based on the Xpresspost Certified return rate.

Note: All options must be selected at time of shipping. Liability Coverage is not available.

#### How to order

- Visit [canadapost.ca/shop](http://canadapost.ca/shop)
- Send an email to [commercial.orderdesk@canadapost.ca](mailto:commercial.orderdesk@canadapost.ca)
- Call Customer Service at 1-888-550-6333
- Contact your Canada Post sales representative

## 4.5 Prepaid labels (within Canada only)

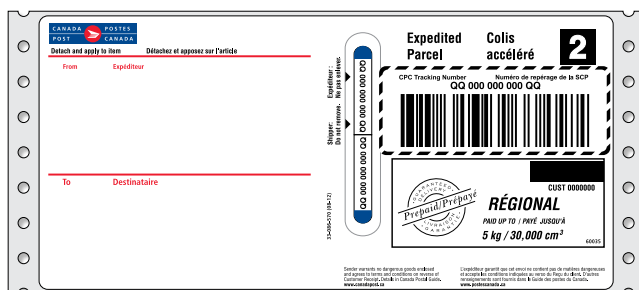
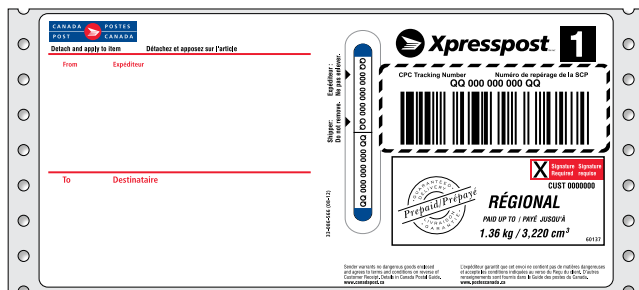
Prepaid labels are postage-paid at a flat rate that can be purchased in advance and applied to your items at the time of shipping. These labels are available in 1.36 kg and 5 kg weight steps, for regional and national destinations within Canada. Prepaid labels are available for Priority, Xpresspost and Expedited Parcel shipments. Contact your Canada Post sales representative for additional information.

Note: Prepaid labels are not available for the following:

- oversized or unpackaged items,
- shipments to Air Stage offices or northern regions (Nunavut, Northwest Territories and Yukon).

### Prepaid labels

Weight ranges	Overall maximum dimensions (length x width x height)
Up to 1.36 kg (2.9 lb.)	Up to 3,220 cm <sup>3</sup> (196.4 in. <sup>3</sup> )
Up to 5 kg (11 lb.)	Up to 30,000 cm <sup>3</sup> (1,830.3 in. <sup>3</sup> )



### How to order

- Call Customer Service at 1-888-550-6333
- Contact your Canada Post sales representative

Note: Minimum order quantities apply for Prepaid products.

## 4.6 Green products – Our environmental commitment to you

Canada Post is committed to finding ways to protect the environment and minimize its carbon footprint by providing greener choices for customers. This includes providing sustainable packaging solutions that meet your shipping needs.

To select the greenest envelopes possible, we rated the environmental friendliness of manufacturers' envelopes against more than 60 criteria, including the extent to which materials used to create the envelopes came from renewable resources and the characteristics of inks and adhesives.

These envelopes are 100-per-cent recyclable and include post-consumer recycled content. The carbon emissions associated with the life cycle of the envelopes are offset by carbon credits purchased through Zerofootprint™.

Look for these symbols on Priority and Xpresspost Prepaid envelopes for your assurance of our commitment to making environmentally conscious decisions with our packaging products.



## 4.7 Pickup and drop-off of Prepaid products

Prepaid products can be dropped off at any Canada Post facility, in any Canada Post street letter box (if no additional options are being purchased), or picked up with Canada Post's Pickup Services. For more information on depositing items into street letter boxes, see Section 6.8.5.

Note: Priority and Priority Worldwide items are NOT to be deposited in a street letter box because of the rapid transit schedule for these packages.

To find local cut-off times for Parcel Services, please visit [canadapost.ca/parcelservices/cutofftimes](http://canadapost.ca/parcelservices/cutofftimes). Refer to Section 6 for more information on preparing, labelling and depositing shipments.



### **Save time**

Whether you're a small business or a large organization, Canada Post's online solutions and shipping tools can help you ship parcels more effectively by eliminating manual paperwork and shortening processing times.

### **Manage your shipments**

Online tools, such as Track, let you monitor your shipped items. And, the Commercial Business Shop makes it easy to order shipping labels, packaging and Prepaid envelopes.

### **Improve and grow your online business**

Give your website a distinct advantage with online tools that make shipping from your online store easy and convenient, while providing shoppers with their choice of shipping service, speed and delivery options.

# Online Solutions and Shipping Tools

## 5.1 E-commerce Web solutions

Make Canada Post's shipping solutions part of your e-commerce strategy so you can deliver the seamless and convenient online shopping experience that your customers expect and deserve.

**NEW**

### 5.1.1 A better online shopping experience

The complete online shopping experience starts in your online store, leads to the delivery of purchased goods to the shopper, and potentially ends with a successful product exchange or return in the case of an unsatisfactory purchase, a product recall or a warranty issue. The integration of Canada Post shipping information and delivery options into your e-commerce workflow or any of your applications allows you to enhance the online shopping experience by

- giving shoppers the choice of shipping service and speed at checkout;
- providing shoppers with accurate expected delivery dates;
- providing shoppers with complete and timely tracking data, allowing you to offer shipment tracking directly from your website;
- giving shoppers flexible delivery options, allowing them to choose the most convenient delivery experience, including delivery to one of nearly 6,000 post offices nationwide for easy and convenient pickup – near their workplace, home or cottage;
- providing shoppers with return label options that help you manage your return policy online and give shoppers a convenient and seamless way to initiate the return process.

To learn more about e-commerce solutions, visit [canadapost.ca/ecommerce](https://canadapost.ca/ecommerce)





### 5.1.2 Simple integration with Canada Post Web Services

The experience outlined in Section 5.1.1 is created through the easy integration of Canada Post Web Services. As a member of the Canada Post Developer Program, you'll enjoy single-point access to a wide range of Web services, resources and tools that can help you address your online customers' needs

- user-friendly interface and easy registration to get you up and running quickly;
- self-serve standards-based APIs (application programming interfaces) to save you time and effort;
- a community discussion forum to facilitate the sharing of resources, information and ideas;
- expert support to ensure that setup, development and integration go smoothly from start to finish;
- code samples, supporting documentation and online support at your fingertips.

To learn more about Web Services, visit [canadapost.ca/webservices](http://canadapost.ca/webservices).

### 5.1.3 AddressComplete™

With its simple drag-and-drop setup, advanced search methods and enhanced address data, AddressComplete is the next generation of international address finders. This web service tool enables intelligent and rapid searching to increase accuracy and relevancy. Instantly see the address search working as you type. Learn more at [canadapost.ca/addresscomplete](http://canadapost.ca/addresscomplete).

## 5.2 Shipping systems

Whether you are an occasional or frequent shipper, require a simple or sophisticated shipping platform, or ship within Canada or around the world, Canada Post has shipping systems and programs designed to meet your needs.

### 5.2.1 Electronic Shipping Tools

Canada Post's Electronic Shipping Tools (EST) are a suite of software applications for preparing shipping labels and manifests and automating your shipping processes. We offer three versions of EST, depending on the needs and complexity of your business, from robust functionality to single screen navigation.

#### 5.2.1.1 EST Desktop 2.0

Our largest and most complex offering, this shipping tool offers secure and robust functionality for frequent, high-volume shippers to any destination and allows you to automate your processes, create paperwork and print using a laser or thermal printer.

Here's what you can do with EST Desktop 2.0:

- get quotes and compare our shipping services, prices, features and options at a glance before printing your labels;
- group your shipments, assign preferences and defaults and apply functions to multiple shipments at once;
- follow step-by-step guidance when importing your order information or your address book contacts and access support for businesses with multiple users; for instructions on how to import, visit [canadapost.ca/est/import](http://canadapost.ca/est/import);
- use advanced search functionality for your shipments, address book contacts, shipping history and more;
- track shipments and send emails with unique tracking numbers to customers using Delivery Updates.

#### 5.2.1.2 EST Online

This tool is a lighter online version of our Desktop 2.0 shipping tool, containing most of the same functionality. It is an excellent tool for occasional shippers who want an application that is easy to use from any office location with Internet access, and it requires no software installation.

Here's what EST Online allows you to do:

- compare prices and delivery standards for available services,
- complete shipping labels online and print using a laser printer,
- store and manage contacts in the address book,
- set customized preferences to automatically populate fields with frequently used values,
- send Delivery Updates with unique tracking numbers to let customers know the delivery status.

#### 5.2.1.3 EST Express Order Entry

This simple, one-screen shipping tool can be used for single shipments to Canadian destinations. EST Express Order Entry (EOE) can be customized to suit your shipping requirements and accessed either directly from Canada Post's website or installed as a direct link from your company's intranet, known as the EOE Secure Solution.

Here is what EST Express Order Entry allows you to do:

- print address labels for shipments within Canada and pay online,
- store and manage contacts in the address book,
- set customized preferences to automatically populate fields with frequently used values,
- send Delivery Updates with unique tracking numbers to let customers know the delivery status,
- track your orders.

If you are interested in a corporate link to our EOE Secure Solution, email us at [sic.eac@canadapost.ca](mailto:sic.eac@canadapost.ca) or contact your Canada Post sales representative.

Need help importing orders?  
For instructions, visit  
[canadapost.ca/est/import](http://canadapost.ca/est/import).

### 5.2.1.4 Electronic Shipping Tools – At a glance

Features	EST Desktop 2.0	EST Online	EST Express Order Entry (EOE)
Canadian shipments	✓	✓	✓
U.S./international shipments	✓	✓	
Access	Download from Canada Post's website	Work online through Canada Post's website	Work online through Canada Post's website or directly from your intranet
Default settings	✓		The destination address can be set as a default, which is ideal for ad hoc return shipments to your location. (EOE Secure Solution only)
Templates available	Not available for Parcel Services	10	10
Customized screen display			✓ (EOE Secure Solution only)
Reference fields, for example your order number	2	2	1
COD option available	✓	✓	
Printing of shipping labels	8.5 in. x 11 in. laser or 4 in. x 6 in. thermal	8.5 in. x 11 in. laser	8.5 in. x 11 in. laser
Emailing of PDF shipping label			✓
Emails with a unique tracking number to customers	✓	✓	✓
Payment by credit card, account number or meter	✓	✓	✓
Central billing of multiple sites to a single customer number	✓	✓	✓ (EOE Secure Solution only)

### 5.2.1.5 Minimum system requirements – EST Desktop 2.0, EST Online and EST EOE

Equipment	EST Desktop 2.0	EST Online	EST Express Order Entry (EOE)
Internet connection	Mandatory, high-speed preferred	High-speed	High-speed
Operating system	Windows 2000™, Windows XP™, Windows Vista™	Windows 2000, Windows XP, Windows Vista	Windows 2000, Windows XP, Windows Vista
Browser	N/A	Firefox™ version 1.5, Internet Explorer™ version 7.0+ or Netscape Navigator™ version 4.7+ (128-bit encryption recommended)	Firefox version 1.5, Internet Explorer version 7.0+ or Netscape Navigator version 4.7+ (128-bit encryption recommended)
Processor	Pentium™ III processor (recommended Pentium IV 1.2 GHz or better)	N/A	N/A
RAM	256 MB minimum (512 MB to 1GB recommended)	N/A	N/A
Hard-drive space	300 MB of available space	N/A	N/A
Monitor resolution	1024 x 768	N/A	N/A
Barcode scanner (optional)	Any	Not supported	Not supported
Scale*	Serially connected Pitney Bowes™, Weigh-Tronix™ or Mettler-Toledo™ scale recommended	Not supported	Not supported
Manifest/report printer	Laser printer supported by Windows 2000/Windows XP/Windows Vista	Laser printer supported by Windows 2000/Windows XP/Windows Vista	Laser printer supported by Windows 2000/Windows XP/Windows Vista
Label printer†	Laser or thermal printer supported by Windows 2000/Windows XP/Windows Vista	Laser printer supported by Windows 2000/Windows XP/Windows Vista	Laser printer supported by Windows 2000/Windows XP/Windows Vista

\* EST supports Pitney Bowes, Weigh-Tronix and Mettler-Toledo scales that can be connected to a computer through a serial port. If you ship fewer than 50 items per day or items that are of a uniform weight, you can use a standard digital scale and manually enter the parcel weight into EST.

† The type of printer to use for label production is determined by the desired output. EST can only capture a printer port and paper type once. For more detailed information, call the EST Technical Helpline at 1-800-277-4799.

Note: For more information about our Electronic Shipping Tools (EST), please contact us at 1-866-757-5480 or visit [canadapost.ca/elink](http://canadapost.ca/elink).

## 5.2.2 The eLink Program: For customers using either a third-party shipping system or their own software

### 5.2.2.1 About the eLink program

Through the eLink Program, Canada Post approves and monitors standard and custom shipping software developed by third-party vendors and customers for consistent compliance to Canada Post’s specifications. This process ensures that the output of the shipping system conforms to our requirements, allowing for efficient package handling using our automated equipment, item tracking and accurate billing. The shipping label produced by a shipping system must include the appropriate address information of the sender and recipient, the parcel service to be used, any applicable parcel delivery options and a clearly printed barcode as per Canada Post’s specifications. In all cases, an electronic data file must be submitted to initiate the tracking of an item and offer the benefit of electronic billing. An accurate paper manifest must be transmitted, printed and accompany all shipments upon deposit or pickup.

### 5.2.2.2 Third-party vendors

Third-party vendors provide both standard and customized shipping software for medium to large businesses with complex business processes that need to use multiple carriers or a solution integrated with their financial and enterprise resource planning (ERP) systems.

Once a third-party vendor is approved as a preferred vendor under the eLink program, Canada Post customers can use preferred vendors for all Canada Post Parcel Services within Canada, to the U.S. and to international destinations.

It is the responsibility of customers to select a vendor that produces compliant shipping labels and order documentation. Our preferred third-party vendors must undergo an extensive approval process to ensure they meet the requirements of Canada Post’s shipping and billing business rules.

To learn more about vendor requirements, our approval process or to view a list of Canada Post’s preferred third-party vendors, visit [canadapost.ca/elinkprogram](http://canadapost.ca/elinkprogram).

### 5.2.2.3 Customer-developed shipping solutions

If you are a medium- or large-volume shipper with unique requirements, you may already have your own shipping solution that is integrated with your company’s financial/ERP systems.

Canada Post’s eLink program will ensure that your shipping software produces shipping labels and manifests that comply with Canada Post’s systems and requirements. Customers who develop their own software can select shipping services for which they wish to be approved.

For more information on the eLink program, please contact your Canada Post sales representative or forward your request to [cenauto@canadapost.ca](mailto:cenauto@canadapost.ca) to begin the approval process.

## 5.3 Canada Post’s online tools

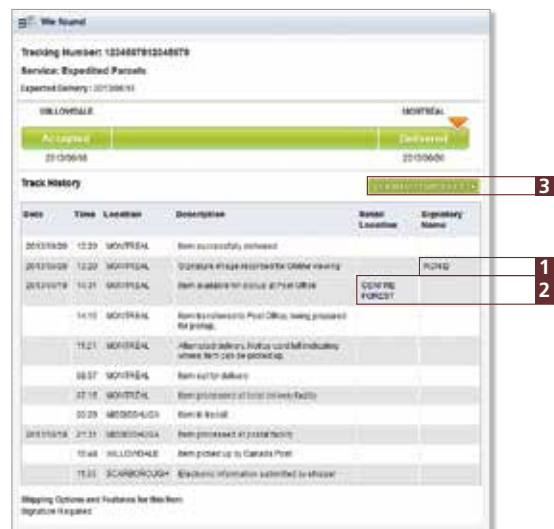
Our online tools provide you with an easy way to track your items, find shipment information, manage your accounts, and order products and supplies – all whenever you want it. Open 24 hours a day and seven days a week, this secure environment offers simple, accurate and fast solutions for businesses, at no additional charge.

### 5.3.1 Tracking your items

By using EST Desktop 2.0 or a customer-developed/third-party shipping system to submit manifests, you will be able to create your own manifest reports so that you can monitor all of your shipments. You can also use up to two reference numbers for each item and provide your customers with Delivery Updates, a no charge option that provides email notifications when your items are scanned. Visit [canadapost.ca/business](http://canadapost.ca/business) for more details on Delivery Updates or to track your shipped items anytime.

### 5.3.2 Shipment status information

#### Item-tracking events



## 1 Signature

Whenever the Signature option is selected, you can click to view the signature image online and print a hard copy. For U.S. and international shipments, instead of being able to view the actual signature image, the name of the individual who signed for the item will be available.



Note: As a security feature, the signature is displayed at a reduced level of clarity on a Canada Post watermark.

## 2 Post office locator

If your item was shipped to a post office for pickup, your customer can click to see the post office's address and hours of operation.

Day	Counter Hours
Sunday	09:00 - 17:00
Monday	09:00 - 21:00
Tuesday	09:00 - 21:00
Wednesday	09:00 - 21:00
Thursday	09:00 - 21:00
Friday	09:00 - 21:00
Saturday	09:00 - 17:00

## 3 Delivery Confirmation Certificate

You can click to view and print a hard copy of the Delivery Confirmation Certificate, which is a legal document that summarizes Canada Post's record of delivery and lists the name of the individual who signed for the delivery, where available.

## 5.3.3 Searching your manifests

You can search for your manifests by manifest number, date range, or filter the manifests to search even further by originating postal code, destination province/territory or destination postal code. Manifests containing 500 items or less can be viewed online or can be received by secure email. Each manifest provides you with a summary of each listed item, including the most recent scan event, the attempted delivery date, the actual delivery date, and an active hyperlink to view further details and signature image (when the Signature option is selected and the signature is obtained). For more information, visit [canadapost.ca/obc](http://canadapost.ca/obc), sign into the Online Business Centre and select the advanced tracking option.

## 5.3.4 Managing your account

Remain current with your account using Manage My Accounts. This integrated suite of accounting-based tools lets you

- review account and transaction history
- view all unpaid items in your account and sort them in the format of your choice
- view items and transaction types
- sort your transactions in the up-to-date Statement of Account
- view and print copies of invoices
- pay invoices using online payment. Refer to Section 8.2 for further information.

The prime contact as designated in your agreement will be provided with a user ID and password to access all these online tools at [canadapost.ca/obc](http://canadapost.ca/obc). You can also call the Canada Post Credit Management group at 1-800-267-7651 to obtain a user ID and password.

## 5.3.5 Ordering Prepaid envelopes and shipping supplies

Make shopping for Prepaid envelopes and shipping supplies fast and convenient by using our online shop at [canadapost.ca/business/shop](http://canadapost.ca/business/shop). Easily shop for items and check the status of orders after purchase. Payment is simple: use a major credit card or charge your items to your Canada Post account.





**Learn about shipment preparation**

This section offers a series of tips to ensure that your shipments arrive at their final destination safely, securely and on time.

**Maximize processing efficiency**

Benefit from efficient parcel processing and accurate invoicing by promptly submitting complete shipment documentation.

**Achieve dependable delivery**

Delivery to your customers can be performed consistently and reliably when your shipments are properly packaged and labelled.



# The ABCs of Shipping

## 6.1 Minimum and maximum sizes and weights

Canada			
		Minimum size and weight	Maximum size and weight
Priority™ Xpresspost™ Xpresspost™ Certified Expedited Parcel™ Regular Parcel™	Document	<ul style="list-style-type: none"> <li>140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.); and</li> <li>50 g (0.1 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>380 mm x 270 mm x 20 mm (15.0 in. X 10.6 in. x 0.79 in.); and</li> <li>1.36 kg (3 lb.)</li> </ul>
	Packet	<ul style="list-style-type: none"> <li>100 mm x 70 mm x 15 mm (3.9 in. x 2.8 in. x 0.6 in.); and</li> <li>50 g (0.1 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>No one dimension may exceed 41 cm (16.1 in.); and</li> <li>Max. L x W x H = 3220 cm<sup>3</sup> (196.5 in.<sup>3</sup>) (see Section 6.1.1); and</li> <li>1.36 kg (3 lb.)</li> </ul>
	Parcel	<ul style="list-style-type: none"> <li>Exceeds the maximum dimension or weight of a packet; and</li> <li>230 mm x 200 mm x 25 mm (9.1 in. x 7.9 in. x 1.0 in.); and</li> <li>100 g (0.2 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>No one dimension may exceed 2 m (78.7 in.); and</li> <li>Max. L + G = 3 m (118 in.) (see Section 6.1.1); and</li> <li>30 kg (66 lb.)</li> </ul>
	Triangular mailing tubes	<ul style="list-style-type: none"> <li>100 mm x 23 mm x 23 mm (3.9 in. x 0.9 in. x 0.9 in.); and</li> <li>50 g (0.1 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>Max. L + G = 3 m (118 in.) (see Section 6.1.1); and</li> <li>30 kg (66 lb.)</li> </ul>

United States			
		Minimum size and weight	Maximum size and weight
Priority™ Worldwide		<ul style="list-style-type: none"> <li>300 mm x 220 mm x 2 mm (11.8 in. x 8.7 in. x 0.08 in.); and</li> <li>50 g (0.1 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>No one dimension may exceed 2 m (78.7 in.); and</li> <li>Max. L + G = 3 m (118 in.); and</li> <li>30 kg (66 lb.)</li> </ul>
Xpresspost™ – USA		<ul style="list-style-type: none"> <li>210 mm x 140 mm x 1 mm (8.3 in. x 5.5 in. x 0.039 in.); and</li> <li>50 g (0.1 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>No one dimension may exceed 1.5 m (59 in.); and</li> <li>Max. L + G = 2.74 m (107.9 in.); and</li> <li>30 kg (66 lb.)</li> </ul>
Expedited Parcel™ – USA		<ul style="list-style-type: none"> <li>210 mm x 140 mm x 5 mm (8.3 in. x 5.5 in. x 0.2 in.); and</li> <li>100 g (0.2 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>No one dimension may exceed 2 m (78.7 in.); and</li> <li>Max. L + G = 2.74 m (107.9 in.); and</li> <li>30 kg (66 lb.)</li> </ul>
Small Packet™ USA – Air Tracked Packet™ – USA		<ul style="list-style-type: none"> <li>140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.); and</li> <li>50 g (0.1 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>No one dimension may exceed 600 mm (23.6 in.); and</li> <li>Max. L + H + W = 900 mm (35.4 in.) (see Section 6.1.1); and</li> <li>1 kg (2.2 lb.)</li> </ul>
Triangular mailing tubes		<ul style="list-style-type: none"> <li>210 mm x 45 mm x 45 mm (8.3 in. x 1.8 in. x 1.8 in.); and</li> <li>100 g (0.2 lb.)</li> </ul>	Based on maximum specifications of selected service

International destinations			
		Minimum size and weight	Maximum size and weight
Priority™ Worldwide		<ul style="list-style-type: none"> <li>300 mm x 220 mm x 2 mm (11.8 in. x 8.7 in. x 0.08 in.); and</li> <li>50 g (0.1 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>No one dimension may exceed 2 m (78.7 in.); and</li> <li>Max. L + G = 3 m (118 in.); and</li> <li>30 kg (66 lb.)</li> </ul>
Xpresspost™ – International International Parcel – Air International Parcel – Surface		<ul style="list-style-type: none"> <li>210 mm x 140 mm x 1 mm (8.3 in. x 5.5 in. x 0.039 in.); and</li> <li>100 g (0.2 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>No one dimension may exceed 1.5 m (59 in.) (exceptions apply*); and</li> <li>Max. L + G = 3 m (118 in.); and</li> <li>30 kg (66 lb.) (exceptions apply*)</li> </ul>
Small Packet™ International – Air Small Packet™ International – Surface Tracked Packet™ – International		<ul style="list-style-type: none"> <li>140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.); and</li> <li>50 g (0.1 lb.)</li> </ul>	<ul style="list-style-type: none"> <li>No one dimension may exceed 600 mm (23.6 in.); and</li> <li>Max. L + H + W = 900 mm (35.4 in.); and</li> <li>2 kg (4.4 lb.)</li> </ul>
Triangular mailing tubes		<ul style="list-style-type: none"> <li>210 mm x 45 mm x 45 mm (8.3 in. x 1.8 in. x 1.8 in.); and</li> <li>100 g (0.2 lb.)</li> </ul>	Based on maximum specifications of selected service

**Legend:** L = length H = height W = width G = girth (girth is the distance around the item, measured at right angles to the length) m = metres  
cm = centimetres mm = millimetres kg = kilograms lb. = pounds in. = inches

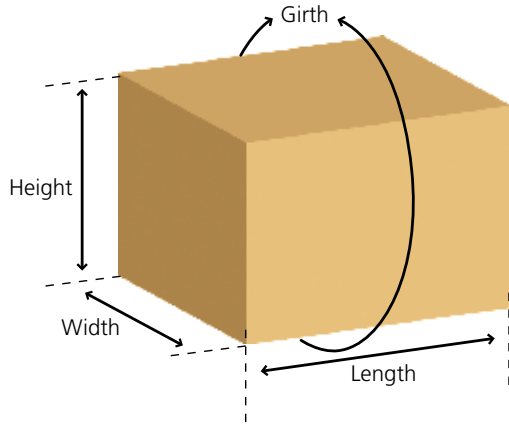
\* Some international destinations have maximum weight limits set below 30 kg and do not accept oversized items. To determine the exceptions for each international destination, visit [canadapost.ca/internationalistings](http://canadapost.ca/internationalistings).

Note: For Prepaid products, see Section 4.

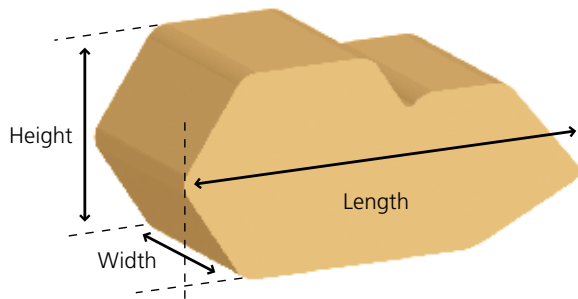
### 6.1.1 Measuring your item

The cost of shipping your item is based on dimensions and weight. There are two methods to calculate the maximum dimensions of your item:

- length + girth
- length + (height x 2) + (width x 2)



For an odd-shaped non-rectangular item, measurements are taken at the widest points.



Note: Weights and measures are governed by the *Weights and Measures Act and Regulations*. Visit [www.mc.ic.gc.ca](http://www.mc.ic.gc.ca) for details.

## 6.2 Unacceptable items

### 6.2.1 Shipments within Canada, to the U.S. and international destinations (excluding the Priority Worldwide service)

The customer has the responsibility of ensuring that the contents of an item can be shipped under law. Canadian legislation, including but not limited to the *Criminal Code*, the *Canada Post Corporation Act* (including, in particular, the Non-mailable Matter Regulations), the *Tobacco Act* and the *Transportation of Dangerous Goods Act*, can prohibit the shipping of certain items. Restricted and prohibited items also vary by country.

Note: Restrictions change from time to time. Therefore, the customer must ensure that the contents meet all current applicable requirements. When shipping outside of Canada, the customer must ensure that the items meet all current applicable requirements related to transport restrictions and those of the destination country and that all properly completed customs documentation is provided. For more information on shipping items to international destinations, visit [canadapost.ca/internationallistings](http://canadapost.ca/internationallistings).

Refer to ABCs of Mailing and Non-mailable Matter sections of the *Canada Postal Guide* at [canadapost.ca/postalguide](http://canadapost.ca/postalguide) for more information on shipment requirements for contents, quantities and documentation.

### 6.2.2 Prohibited and restricted items

The list that follows is a general overview of prohibited items, or items that may have special restrictions on how or to whom they may be shipped. For more information on any of the items below, visit [canadapost.ca/nonmailable](http://canadapost.ca/nonmailable).

- Tobacco<sup>1</sup>
- Firearms<sup>2</sup>
- Intoxicating beverages
- Drugs and other controlled substances
- Medical materials
- Liquid and dry patient specimens, including biological specimens (for a list of permissible liquid and dry patient specimens, refer to the *Canada Postal Guide* at [canadapost.ca/postalguide](http://canadapost.ca/postalguide) under ABCs of Mailing)
- Pharmaceuticals
- Perishable items
- Liquids, liquefiable substances and powders
- Animals
- Plants
- Batteries<sup>3</sup>
- Radiological devices

Note: In addition, customers shall not ship items that

- contain products or substances likely to harm Canada Post employees,
- can soil and damage equipment,
- expose a person to danger,

<sup>1</sup> The originator of the shipment is solely accountable for ensuring that all tobacco shipments meet the requirements defined under the *Tobacco Act*.

<sup>2</sup> Contact the Canadian Firearms Centre at 1-800-731-4000 to determine whether it is permissible to post the firearm within Canada. If it is determined permissible, the firearm is to be shipped using the Expedited Parcel service with the Proof of Age option. For international destinations, under no circumstances can firearms be mailed as defined under the *Firearms Act*:  
 • *Storage, Display, Transportation and Handling of Firearms by Individuals Regulations* (<http://laws-lois.justice.gc.ca/eng/regulations/sor-98-209/FullText.html>)  
 • *Storage, Display and Transportation of Firearms and Other Weapons by Businesses Regulations* (<http://laws-lois.justice.gc.ca/eng/regulations/SOR-98-210/FullText.htm>).

<sup>3</sup> As a general rule, most batteries, such as sizes AA, AAA, C and D used in consumer electronic products can be accepted for shipping. For restrictions on lithium batteries, please refer to the *Canada Postal Guide* at [canadapost.ca/postalguide](http://canadapost.ca/postalguide) under ABCs of Mailing.

- emit an offensive odour,
- are prohibited by law.

Customers should also be aware that air security regulations can change as a result of regulatory updates from other government agencies such as Transport Canada. For the latest updates to prohibitions and restrictions, visit [canadapost.ca/nonmailable](https://canadapost.ca/nonmailable).

Canada Post can accept to ship items containing exempted qualifying dangerous goods<sup>1</sup>, subject to the following:

- The dangerous goods must meet all limited quantity requirements as per the *Transportation of Dangerous Goods Act and Regulations*, including but not limited to, marking and additional packaging requirements.
- The customer must meet the requirements to classify and handle the limited quantity of applicable dangerous goods as required under the *Transportation of Dangerous Goods Act and Regulations*.
- The qualifying limited quantity of applicable dangerous goods can only be shipped within Canada by ground using Regular Parcel or Expedited Parcel services. Dangerous goods must not be shipped to a remote location (for example, Air Stage offices as listed in the *Canada Postal Guide*). Visit [canadapost.ca/postalguide](https://canadapost.ca/postalguide) under ABCs of Mailing for further information.
- Dangerous goods (including those in limited quantity) are prohibited when shipping by air and outside of Canada.

If you are uncertain whether your items are dangerous, you should verify with the manufacturer/supplier, call the Canadian Transport Emergency Centre (CANUTEC) at 613-992-4624, or visit Transport Canada's website at [www.tc.gc.ca/tdg/safety-menu.htm](http://www.tc.gc.ca/tdg/safety-menu.htm).

Note: If these conditions are not met, Canada Post will not accept packages that contain dangerous goods or that display dangerous goods symbols. Canada Post must assume that all markings and labels on a package identify the actual contents. If any evidence of former hazardous material contents is visible on the box, the package cannot be accepted. Visit [canadapost.ca/nonmailable](https://canadapost.ca/nonmailable) for further information.

### 6.2.3 Prohibited and restricted shipments to the U.S.

To obtain additional information on U.S. import restrictions, prohibited items and required documentation, consult the International Destination Listing at [canadapost.ca/internationallistings](https://canadapost.ca/internationallistings).

#### 6.2.3.1 Shipment of prescription drugs to the U.S.

Senders and recipients must be aware that it is solely at the discretion of the U.S. Food and Drug Administration (FDA) and U.S. Customs and Border Protection (CBP) whether or not to allow entry of drugs into the U.S. For this reason, Canada Post shall have no liability for loss, delay or damage of cross-border shipments containing prescription drugs. For more information, visit [canadapost.ca/postalguide](https://canadapost.ca/postalguide) under Customs Requirements.

#### 6.2.3.2 Food shipments to the U.S.

The USDA requires prior notice of all shipments to the U.S. that contain commercially prepared food. This includes, but is not limited to, items that contain food for human or animal consumption, vitamins, dietary supplements, herbal remedies and food additives or colouring. For more information, visit [canadapost.ca/postalguide](https://canadapost.ca/postalguide) under Customs Requirements.

Note: All food shipments by Priority Worldwide service are prohibited.

#### 6.2.4 Shipment restrictions of the Priority Worldwide service

Refer to the Priority Worldwide terms and conditions regarding items whose shipment is prohibited or restricted at [canadapost.ca/priorityworldwide/terms](https://canadapost.ca/priorityworldwide/terms).

## 6.3 Packaging your item for shipping

### 6.3.1 Requirements for shipments within Canada, to the U.S. and international destinations (excluding Priority Worldwide service)

All items must conform to the packaging requirements of Canada Post and of the destination country, and must not contain dangerous or prohibited materials. Packing and wrapping methods may also vary according to the item to be shipped.

The customer is responsible to ensure that the item is securely wrapped with sufficient cushioning and reinforcing material to prevent loss of or damage to the item, damage to postal equipment or other mail, and injury to persons handling the item. As a guideline, the customer's packaging should withstand a drop of approximately one metre (39.3 in.) on to concrete in order to prevent potential damage or breakage.

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](https://canadapost.ca/postalguide) under ABCs of Mailing. Canada Post containers, such as letterainers, flatainers and mailbags, are not to be used as shipping containers.

<sup>1</sup> Examples of these low-risk dangerous goods include common products such as perfumes and certain other flammable liquids, some aerosol cans and particular cosmetics.

<sup>2</sup> The Small Packet service does not include a tracking barcode.

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.

### 6.3.2 Interior packaging

Contents must be secured and held firmly in place. Use cushioning materials to surround the item to prevent any movement. To help fill empty spaces and curb movement, you can use the following:

- cardboard (folded, in layers, rolled or shredded)
- loose fill of polystyrene foam peanuts
- bubble wrap
- cloth
- cotton wool
- newspapers (crushed, rolled or shredded).

Contents should be wrapped separately and packed firmly in the carton.

### 6.3.3 Exterior packaging

- All items must be tightly and securely wrapped with sufficient cushioning and reinforcing materials to prevent any loss or damage to the items or any potential damage to postal equipment or injuries to the persons handling the items.
- Canada Post strongly recommends the use of environmentally friendly packaging.
- Because our sorting process is mechanized, polybags and similar packaging in particular must be snugly wrapped around the item, virtually taking its shape, while protecting it and ensuring there is sufficient surface area for the shipping label to be applied flat and wrinkle-free.
- Polybags can not be taped to a parcel and deposited as a single item.
- Select packaging with the right size, shape and strength for your goods. Some contents require special packaging to meet legal requirements.
- Firmly seal all seams of the item with quality packaging tape to ensure that your item stays closed. Do not use string, masking tape or ordinary household tape.
- The U.S., in co-operation with Mexico and Canada, implemented regulations for wood packaging materials entering North America. For further information, visit [www.cbp.gov](http://www.cbp.gov).

Note: It is important to ensure that there is no confusion about the identity of the contents of packages being mailed. For example, boxes and other types of packaging that have been used previously for restricted items or non-mailable matter must not be reused for mailing other goods, unless they are rewrapped in a manner to cover all information that refers to restricted items or non-mailable matter. Other types of boxes can be reused for shipping if they are of good quality and all former package markings, barcodes and labels have been removed or completely obliterated.

### 6.3.4 Convenience packaging

For customers preparing shipments with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, Canada Post also offers a number of packaging solutions (containers).

#### Priority Flexipack™ envelopes

Article number: 33-086-393	Size: 406 mm x 304 mm Use: documents and small items*
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#### Xpresspost Flexipack envelopes

Article number: 33-086-577	Size: 406 mm x 304 mm Use: documents and small items*
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#### Priority Worldwide envelopes

Article number: 43-074-278	Size: 400 mm x 254 mm Maximum weight: 500 g Use: document shipments only
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#### Priority Worldwide packs

Article number: 43-074-279	Size: 394 mm x 305 mm Maximum weight: 1.5 kg Use: documents and small items*
-------------------------------	--

\* Contents must be tightly enclosed and held firmly in place by interior cushioning. Refer to Section 6.3.2.

#### How to order

- Visit [canadapost.ca/shop](http://canadapost.ca/shop).
- Call Customer Service at 1-888-550-6333.
- Contact your Canada Post sales representative.

### 6.3.5 Checklist for preparing your packages

- The applicable shipping label must be properly affixed to every item, including Prepaid envelopes. Only barcoded shipping labels<sup>1</sup> approved by Canada Post are acceptable. It is recommended to include a duplicate shipping label or other form of identification inside your package before sealing it.
- The name and complete address as well as the complete return address must be clearly printed on the item or on the shipping label. Only one return address can appear on the item. A complete address includes the postal code and contact telephone number. Visit [canadapost.ca/addressingguidelines](http://canadapost.ca/addressingguidelines) for details.
- A service designator must be included as part of the shipping label.
- All options must be selected at the time of shipping.
- An acceptable proof of payment (Canada Post manifest, postal indicia or digital postage meter impression) must be visible.
- The greater of the actual weight and/or the volumetric equivalent of actual weight of the item (except Prepaid products) must be indicated on the bill of lading or on the manifest. For more information, refer to Section 6.5.

<sup>1</sup> The Small Packet service does not include a tracking barcode.

- When using Canada Post's manual labels, appropriate stickers must be used for selected options.
- For the safety of all employees, individual items weighing more than 22.7 kg (50 lb.) must bear an Overweight Parcel sticker (article number 33-086-456). To order Overweight Parcel stickers, visit the Online Business Centre at [canadapost.ca/obc](http://canadapost.ca/obc).

## 6.4 Shipment preparation for Priority Worldwide items

### 6.4.1 Priority Worldwide item acceptance policy

You can pack your Priority Worldwide shipments in either your own packaging or the flat-rated envelope or pack available from Canada Post. All packages must be prepared and packed by the sender for safe transportation, assuming ordinary care in handling. Corrugated boxes in good rigid condition, which are large enough to allow cushioning of contents on the top, bottom and sides, should be used. Sturdy outside packaging constructed of corrugated fibreboard, wood, metal or plastic must be used. This outside packaging should be large enough to accommodate a Priority Worldwide shipping label and plastic pouch (available through [canadapost.ca/obc](http://canadapost.ca/obc)).

### 6.4.2 Shipping documentation

The shipping label must include a barcode with a valid Priority Worldwide tracking number, complete address information for the sender and addressee, including valid postal code, telephone numbers, customer number, agreement number, weight and dimensions of shipment, content description, country of manufacture, declared value for carriage, declared value for customs, type of packaging, sender's authorization and date.

Note: Multi-piece shipments travelling under a single Priority Worldwide air waybill are not acceptable even if each item is addressed to the same addressee. Refer to the Priority Worldwide terms and conditions in Section 8.4 for further requirements and conditions regarding packaging.

## 6.5 Shipping charges and weight

### 6.5.1 Base price of your item

The base price<sup>1</sup> for shipping an item is set out on Canada Post price sheets available to the customer. These price sheets show the base price according to the item's Actual Weight (AW) and a corresponding Volumetric Equivalent of Actual Weight (VE). See "How to calculate the Volumetric Equivalent of Actual Weight" in this section.

It is the customer's obligation to declare an item's actual weight on the shipment order or manifest at the time of shipping. The customer may also declare the item's dimensions or its volumetric equivalent of actual weight. It is the customer's sole responsibility to ensure its declarations are accurate.

Canada Post reserves the right, at its sole discretion, to re-weigh and/or measure the dimensions and calculate the volumetric equivalent of actual weight of any item. When auditing the customer's declaration, Canada Post uses only measuring devices approved for use in trade by Measurement Canada.

### Determining your Base Price and Total Shipping Charges

Canada Post determines the base price, within the prescribed weight and size limits of the specific product offering, of the greater of an item's actual weight or its volumetric equivalent of actual weight.

The base price for an item, along with charges for options selected, applicable surcharges, additional fees and taxes, comprise the total shipping charges for the item and will appear on the customer's invoice or receipt.

The invoice or receipt will set out price adjustments for all items where Canada Post charges the base price on an actual weight or on a volumetric equivalent of actual weight, other than as declared by the customer.

Where the customer makes no declaration or if its declaration is for whatever reason unusable or unavailable, Canada Post charges for a default weight of 5 kg (11 lbs).

Customers that do not complete and submit all the documents necessary for the service, when required, or if the documents submitted are not accurate, the items contained in those shipments may, at the discretion of Canada Post:

- be returned to the sender at the customer's expense, to be made compliant by the customer, where possible;
- be processed and charged at the next or most appropriate product or service category, where available;
- be subject to a surcharge; or
- be refused for mailing.

### How to calculate the Volumetric Equivalent of Actual Weight (VE)

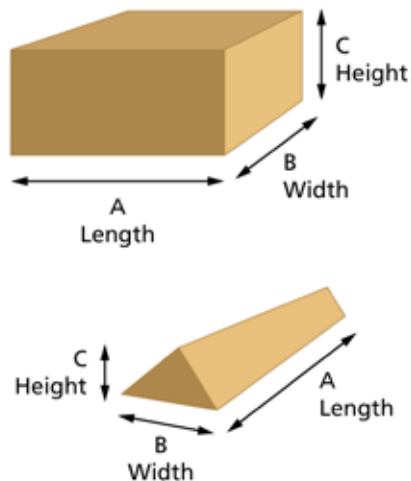
The volumetric equivalent of actual weight of an item is the item's volume divided by a density factor.

$$\text{Volume} \div \text{Density Factor} = \text{Volumetric Equivalent Actual Weight (VE)}$$

<sup>1</sup> While the lowest base price for most services corresponds to the lowest actual weight or volumetric equivalent of actual weight of 0.750, some exceptions may apply; and where the greater of actual weight and volumetric equivalent of actual weight exceeds 0.750, base price will in all cases be determined by rounding the actual weight and volumetric equivalent of actual weight to the nearest 0.500.



Volume is calculated by multiplying the item's length x width x height measured where the dimensions are greatest (as if the item fit into a box with six sides.)



A density factor of 6,000 (when measuring in cm) or 166 (when measuring in inches) is applicable to items shipped using Expedited Parcel or Regular Parcel. For Priority, Xpresspost, and all U.S. and International services (excluding Tracked Packet and Small Packet), use a density factor of 5,000 (when measuring in cm) or 139 (when measuring in inches). Using these density factors reflects Canada Post's experience that an item of these densities will weigh approximately one kilogram.

#### Example 1:

An item measuring 100 cm x 60 cm x 20 cm with an actual weight of 8 kg. Based on the parcel's dimensions, its volume is 120,000 cubic centimetres. If it were shipped using Xpresspost service, a density factor of 5,000 would apply resulting in a volumetric equivalent of actual weight of 24.0.

Because the volumetric equivalent of actual weight of 24 is greater than the actual weight of 8 kg, the correct shipping charge is based on volumetric equivalent of 24.

#### Example 2:

An item measuring 100 cm x 60 cm x 20 cm with an actual weight of 26 kg. Based on the parcel's dimensions, its volume is 120,000 cubic centimetres. If it were shipped using Regular Parcel service, a density factor of 6,000 would apply resulting in a volumetric equivalent of actual weight of 20.0.

Because the actual weight is greater than the volumetric equivalent of actual weight, the correct shipping charge is based on actual weight of 26 kg.

Volumetric equivalent of actual weight is not a unit of measure or a mass or a volume. It is a tool developed from long industry experience of typical parcel densities that allows more accurate pricing of an item given its weight and the space it occupies in a truck or an airplane.

## 6.6 Mandatory shipping documentation<sup>1</sup>

### 6.6.1 Shipping labels

Only shipping labels produced according to the most recent label specifications and approved by Canada Post are acceptable with your shipment. Labels created and affixed improperly may affect the delivery of your item, tracking information and requests for claims.

Canada Post offers Electronic Shipping Tools (EST) that provide fast and flexible ways to prepare your shipping documentation. You can create labels online or generate manifests through a desktop software solution. For further details, refer to Section 5.2.

Labels produced using a customer-developed/third-party shipping system are also an acceptable means to prepare your shipping documentation. For further details, refer to Section 5.2.2.

If you are not using Electronic Shipping Tools (EST), you can order shipping labels for your items by visiting [canadapost.ca/business](http://canadapost.ca/business) or by calling Customer Service at 1-888-550-6333.

#### Verifying print quality

- All shipping labels must be produced according to Canada Post's manufacturing specifications and must be compliant at all times. These specifications exist to ensure that barcodes can be scanned and that parcels can be processed using our mechanized sorting equipment. Visit [canadapost.ca/labels](http://canadapost.ca/labels) for more information.
- To obtain the most recent specifications, contact [cenauto@canadapost.ca](mailto:cenauto@canadapost.ca).
- Only labels with a solid black print check bar – horizontal line below the service name and service identifier icon (see image below) – can be processed by our equipment.
- Labels with white lines or dots in the print check bar (circled in image on next page) indicate less than optimal barcode print quality and may not be read by our scanning equipment. If this occurs, the printer ribbon or ink cartridge may need to be cleaned or replaced or the printers used to produce these labels may need servicing.

<sup>1</sup> Refer to Section 6.9.3 for the Priority Worldwide service.



Note: Business Reply Mail™ addresses must not be used for Parcel Services.

## 6.6.2 Manifests and bills of lading

Unless otherwise indicated on the shipping label, all items shipped by Canada Post must be accompanied by a paper copy of the transmitted manifest or bill of lading at the time of deposit or acceptance, which accurately describes the contents of the shipment and the deposit location. This documentation can be created electronically by using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, or it can be prepared manually by using one of two form sets: the bulk manifest or the bill of lading. A fee for manual order documents will apply. Refer to Section 6.7 for further information.

### Affixing the shipping label to your item

- The shipping label must be visible and affixed flat and wrinkle-free to the largest side of the item; it must not wrap around the edges of the item or be applied in any manner that makes it difficult to scan the barcode. For more examples, visit [canadapost.ca/shippinglabels](http://canadapost.ca/shippinglabels).
- Avoid placing the label over a seam or box closure.
- Do not cover the label with strapping or reflective material such as tape.
- For Prepaid products specifically, ensure that labels are applied straight, flat and wrinkle-free within the area indicated on the back of the envelope.
- The shipping label and other shipping documentation can be inserted into a plastic pouch for protection. The shipping label must be inserted so that the barcode is not folded or creased and is visible through the plastic. The plastic pouch (form number 200-12-555) is available at [canadapost.ca/obc](http://canadapost.ca/obc) or by contacting Customer Service at 1-888-550-6333.
- Labels for mailing tubes must be affixed lengthwise so that the sides of the barcode point toward the ends of the tube to facilitate barcode scanning. The delivery guarantee does not apply to cylindrical mailing tubes. The use of triangular or rectangular containers is highly recommended.



**NEW**

### Using tracking numbers

- Every item must have its own shipping label with a unique tracking number.
- Canada Post does not accept multiple-piece shipments with duplicate tracking numbers.
- Customers can only use tracking numbers assigned to them by Canada Post and must not manufacture their own.
- Tracking numbers must not be re-used within 365 days.
- Items bearing a tracking number that was used on a previous shipment will result in the item being returned to sender.

### Electronically generated manifest

Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system can be used to order shipping services, print shipping labels, transmit the electronic version of the manifest to Canada Post and print paper copies of the manifest. The paper copy of the manifest must accompany all items dropped off or picked up. The electronic manifest data file containing complete and accurate shipment information must be transmitted to Canada Post on the same day and prior to drop-off or pickup of that shipment. Items where the electronic manifest data file has not been transmitted at the time of drop-off or pickup may be refused. 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.

### Bulk manifest (form number 33-086-565)

- The bulk manifest can be used for some services: Prepaid products with options, Collect on Delivery (COD) items not prepared using EST, and U.S. and international items.
- For detailed instructions on how to complete a bulk manifest, visit [canadapost.ca/bulkmanifest](http://canadapost.ca/bulkmanifest).

Note: When paying for postage with a digital postage meter, affix the postage meter impression to the back of the data processing copy of the manifest. On the front of the manifest, check off "Paid by Meter" and enter the customer's postage meter serial number.

### **Bill of lading (Canada)**

Bills of lading are only available with overprinted customer information by calling Customer Service at 1-888-550-6333. Domestic bills of lading are not required when using manifests and shipping labels.

Note: When paying by postage meter impression, affix the postage meter impression to the back of the data entry copy of the bill of lading. On the front of the label, check off "Paid by Meter" and enter the total postage meter amount. For detailed instructions on how to complete a bill of lading, visit [canadapost.ca/domesticbol](http://canadapost.ca/domesticbol).

### **6.6.3 Data accuracy of shipping documentation**

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 weight or volumetric equivalent of actual weight, or actual weight and package dimensions; refer to Section 6.5 for more information on base price of your item;
- 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](http://canadapost.ca/privacy).

## **6.7 Fuel and special handling surcharges**

Due to additional processing, labour and transportation costs incurred during the shipping of items that are not standard in size, dimension or packaging, Canada Post reserves the right to impose surcharges on these items. Other market factors beyond our control, such as increases in fuel costs, may also result in surcharges from time to time.

#### **Fuel surcharge**

Canada Post reserves the right to apply a fuel surcharge on all items. Such a surcharge will be applied to the base shipping prices and any applicable additional weight charges. Current details of the fuel surcharge are available at [canadapost.ca/fuelsurcharge](http://canadapost.ca/fuelsurcharge).

#### **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.

#### **Surcharge for oversized items**

A surcharge will be applied to items with any dimensions exceeding one metre to reflect the required manual handling. See Section 6.1 for further details.

For U.S. and international shipments, oversized items are acceptable only if permitted by the destination country. For more information, visit [canadapost.ca/internationallistings](http://canadapost.ca/internationallistings).

Note: The oversized option is not available for Prepaid products.

#### **Surcharge for unpackaged items**

A surcharge will be applied to any item shipped without packaging. An unpackaged item may be accepted if it

- is not of a size or shape suitable for wrapping,
- is unlikely to be damaged or cause damage to postal equipment or other items,
- is unlikely to cause injury to persons handling the item,
- is shipped within Canada or to the U.S.

Note: The unpackaged option is not available for Prepaid products.

#### **Surcharge for manual documents**

A surcharge for manual order documents (for example, bill of lading and bulk manifest) will be applied to recover the higher costs that result from the use of manual forms.

### Non-transmitted order surcharge

A fee will be applied to orders that have not been transmitted to an authorized Canada Post facility on the same day and prior to drop-off or pickup of shipments. All items that are dropped off or picked up must be accompanied by an order document (manifest or bill of lading) at the time of deposit.

### Non-manifested item surcharge

A fee will be applied if an item is shipped with Canada Post and is not declared in the electronic order.

### Barcode label and address correction fee

A fee will be applied to parcels that have incomplete or incorrect addressing data or illegible barcodes that cannot be processed through our automated systems. To meet existing shipping requirements for barcoding and addressing, refer to sections 6.6.1 and 6.7.

The fee will apply as follow:

Parcel services	Barcode label correction fee	Address correction fee
Canada	✓	✓
U.S. and international	✓	N/A

## 6.8 Depositing your items at Canada Post

To maximize the operational efficiency of our equipment and network, the customer may be required to prepare and deposit shipments depending on a variety of factors. These include, but are not limited to, the location of the customer or Canada Post-approved drop-off facility or the size, service type or destination of the items being shipped. For example, as determined by Canada Post, customers may be required to

- schedule a deposit time;
- sort mail according to size, service type or destination;
- perform multiple drop-offs or pickups throughout the day.

For pickups and drop-offs comprising more than 20 items, the customer is expected to sort mail according to shape (for example, a split of parcels, of packets and of documents). Minimum and maximum sizes and weights for each shape category are summarized in Section 6.1.

Where applicable all items must be accompanied by a manifest or bill of lading at the time of pickup or deposit.

When there are shipments with items being deposited at multiple locations, one manifest is required for each deposit location. Items deposited at a location other than the one stated on the manifest or not included on a manifest will not receive a service guarantee, may be refused, may have the items returned to sender at the customer's expense or a surcharge may apply.

### 6.8.1 Post office

Items can be deposited at any post office during advertised hours of acceptance. To find a post office near you, visit [canadapost.ca/postoffice](http://canadapost.ca/postoffice).

### 6.8.2 Drop-off at Canada Post-approved postal facilities

- Items can be deposited on business days during advertised hours of acceptance.
- In certain remote areas, depositing a shipment at a specific facility may be required.
- For detailed information on the location of the drop-off facilities, as well as the products and volumes acceptable for shipment, visit [canadapost.ca/depositlocations](http://canadapost.ca/depositlocations).

### 6.8.3 Pickup Services

Canada Post offers a wide range of Pickup Services. On-Demand Pickup is offered for one-piece shipments or more and is offered at no charge when you include a Priority or Priority Worldwide item. Customers who require daily or regular Scheduled Pickup service will benefit from affordable fee structures.

Use the Scheduled Pickup service to arrange a one-time pickup at a time that's convenient for your business. A pickup fee per stop will apply, unless you include a Priority or Priority Worldwide item. Pickups can be arranged up to one month in advance for customers with an account number (five business days in advance for credit card customers), or on the same business day, provided the request is made before the local call-in cut-off times.

You can arrange On-Demand Pickup service or set up your Scheduled Pickup service using our online request tool. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) for a list of areas where Canada Post offers Pickup Services or to request a pickup. Refer to sections 2.3.7 and 3.4.6 for further information. For terms and conditions, refer to section 8.3.11.

### 6.8.4 Large volume drop-off

You can call Customer Service at 1-888-550-6333 to schedule the drop-off time for depositing large volumes of items at any Canada Post-approved postal facility. Scheduling and volume requirements may vary by location.

Large volumes of parcels can be dropped off in monotainers provided by Canada Post or placed on pallets supplied by the customer.

A monotainer can be filled up to 25 mm (1 in.) below the top of the container and can be shipped double-stacked. The maximum weight of the monotainer must not exceed 900 kg (1,984 lb.), including the weight of the monotainer 97 kg (213.8 lb.).

When pallets are used they must be sturdy, stable and the parcels must be either brick or block-piled, or combined with a corrugated pallet box (gaylord) for smaller or non-stackable items. The load must be contained within the footprint of the pallet and be structurally sound. The height of a single pallet and its load must not exceed 178 cm (70 in.).

Stretch-wrapping or plastic straps are highly recommended to secure the load. Three turns of stretch-wrapping should cover around the pallet and the pallet load, or the load should be strapped four ways. Note that metal strapping is not permitted.

### Double-stacking

Pallets of parcels and pallets paired with gaylords can be double-stacked. The combined height of the two pallets must not exceed 224 cm (88 in.) and the combined weight of the two pallets and the load must not exceed 900 kg (1,984 lb.).

The load must be structurally sound and stable. The heavy items must be on the bottom pallet and lighter items on top. The two pallets must be secured together with plastic straps or stretch wrap. The bottom load should have a sturdy, horizontal flat surface or otherwise be capped (bottom gaylords must be capped for double-stacking).

Note: All pallets, single- and double-stacked, must be structurally sound, and appropriate measures should be taken to prevent shifting, tipping and collapsing.

### Pallet specifications

- The pallet must not exceed 1.22 m (48 in.) in length and 1.02 m (40 in.) in width.
- The pallet should allow four-way entry by a Canada Post forklift and two-way entry by a Canada Post hand jack.
- The openings for forks shall be a minimum of 102 mm (4 in.) in height on opposite sides of the pallet that do not have bottom deck boards and a minimum of 89 mm (3.5 in.) for opposite sides that have bottom deck boards.

### 6.8.5 Street letter box

- Canada, U.S. and international Prepaid products<sup>1</sup> may be deposited into street letter boxes, including community mailboxes and group mailboxes, if no additional options are being purchased.
- Canada, U.S. and international items processed and paid (by account number, credit card or postage meter) through Canada Post's Electronic Shipping Tools (EST) Online or EST Express Order Entry – Ship in Canada, may be deposited into a street letter box if size permits.
- Items deposited after the last collection time specified on the street letter box are considered as being deposited on the next business day.
- Items deposited in a street letter box do not receive an acceptance scan.

To find local cut-off times for Parcel Services, visit [canadapost.ca/parcelservices/cutofftimes](http://canadapost.ca/parcelservices/cutofftimes).

## 6.9 Customs regulations and shipping requirements

### 6.9.1 General

Customs documentation is one of the most important elements of shipping internationally. Completing all of the required paperwork will reduce the risk of your item being held by customs. Understanding and following these requirements speed up clearance and delivery. It is the customer's responsibility to ensure that all required customs documentation is attached to the shipment.

Canada Post is not liable for any direct, indirect, special, incidental or consequential damages resulting from the sender's failure to complete all required information on any of Canada Post's forms for U.S. and international shipping services. All shipments are subject to all applicable laws and regulations of Canada and the destination country.

Customs documentation is required for all items shipped from Canada. Each U.S. and international service has a unique shipping label, which includes a customs declaration area to be completed accurately for items that are not documents.

A completed hard copy of the commercial invoice, generated using either Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, must be included with the shipping label for each shipment.

For information on basic customs document requirements, refer to Section 6.9.5, visit [canadapost.ca/postalguide](http://canadapost.ca/postalguide) under Customs Requirements or call Customer Service at 1-888-550-6333. For any item shipped to an international destination **other than the U.S.** with a content value of CAD\$2,000 or higher, the sender must complete and attach the Canada Customs Export Declaration form No. B13A available at [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca). Items containing controlled or regulated content are also subject to inspection by the Canadian Border Services Agency (CBSA); regardless of value, form No. B13A must be completed for these types of goods. Additional details can be found on the CBSA website at [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca) and, in particular *A Handy Customs Guide for Exporters*. For further information, refer to Section 6.2 on unacceptable items.

Note: All shipments are subject to inspection by authorities in the destination country. Undervaluing or providing an inaccurate list of an item's content may result in seizure, delivery delays or refusal of entry of the item by the destination country. It is the customer's responsibility to ensure the accuracy of the required information. Canada Post (as well as FedEx, in the case of Priority Worldwide items) assumes no responsibility for the accuracy, completeness or applicability of a customs declaration or any other documentation. To find out more about customs requirements, visit [canadapost.ca/customs](http://canadapost.ca/customs).

<sup>1</sup> Priority and Priority Worldwide items are not acceptable for street letter box deposit because of the rapid transit schedule for these packages.



The term “document” is used to describe a shipment of paper of no value and does not require a commercial invoice. It includes, without limitation, business or personal correspondence.

### 6.9.2 Customs clearance processes

One of the two following types of customs clearance applies, depending on the shipping services used.

- **Postal presentation.** When items are shipped using Xpresspost – USA, Expedited Parcel – USA, Xpresspost – International, International Parcel – Air, International Parcel – Surface, Small Packet USA – Air, Small Packet International – Air or Small Packet International – Surface, Tracked Packet – USA, Tracked Packet – International, Canada Post tenders the item to the receiving country's designated postal operator. The receiving designated operator presents the item for clearance and assessment of duties and taxes. 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.
- **Commercial clearance.** A customs broker is used when items are shipped using Priority Worldwide service. An electronic file containing details on the contents of each item is sent to the customs broker. The customs broker presents the items and the content information to customs officials of the destination country for clearance and assessment of duties and taxes.

In either case, customs officials decide which items require inspection and whether they meet applicable requirements. Any taxes, duties and processing fees are payable by the receiver.

### 6.9.3 Commercial customs clearance requirements for the Priority Worldwide service

Three copies of an accurately completed commercial invoice or invoice declaration must be attached to all Priority Worldwide non-document items.

Note: The commercial invoice or invoice declaration must be completed in English or in French with English translation. For customs purposes, all shipments must have an associated value. Documents should be assessed for a nominal value. Additional customs (import/export) documentation may be required, depending on the nature of the contents and the destination. It is the customer's responsibility to ensure that all required customs documentation is accurate and attached to the shipment, subject to commercial customs clearance. The customs broker or agent of the destination country may require payment of taxes, duties and any processing charges before the shipment is released. All items are subject to customs regulations of the destination country.

### 6.9.4 Undeliverable items

Undeliverable items will be returned at the sender's expense. For the Priority Worldwide service, the sender will be contacted to authorize the return and to agree to pay the applicable fees, duties and taxes. Otherwise, the item will be destroyed.

### 6.9.5 Customs documentation

Shipping internationally is easy when you use the customs information tool to

- determine the most accurate descriptions and harmonized system (HS) codes;
- look up estimated landed costs of your shipments, including estimated duties and taxes;
- learn about compliance information, including restrictions and prohibitions.

To help you complete your customs declaration or to learn more about customs, visit our online tool at [canadapost.ca/customs](https://canadapost.ca/customs).

Note: When shipping commercial items other than documents, it is preferred that exporters provide the country of origin and the six-digit tariff number of the Harmonized Commodity Description and Coding System (HS code, developed by the World Customs Organization).



Canada Post, through its Group of Companies, offers a range of logistics and transportation management solutions, and end-to-end merchandise fulfillment services. The Canada Post Group of Companies consists of Canada Post and its three non-wholly owned principal subsidiaries: SCI Group Inc., Purolator Inc. and Innovapost Inc. The vision for the Group of Companies is to be a service provider of choice that is relevant and responsive to the needs of Canadians now and in the future.

SCI Group Inc. (SCI) offers innovative logistics and transportation management solutions to several North American tier-1 brands. Through its subsidiaries SCI Logistics, Progistix Solutions and First Team Transport, SCI can assist your company in developing a best-in-class supply chain that will help you optimize efficiencies and minimize operating costs.

# Other Logistics and Transportation Services

SCI Logistics demonstrates its expertise to the retail, high tech, telecom, and health care industries by offering a range of logistics services, transportation management solutions – including same-day delivery and white glove transportation services. SCI Logistics will reduce organizations costs and improve service levels through the design, implementation and operation of a more efficient supply chain.

## 7.1 Logistics solutions for retailers

Growth and profitability for retailers takes fast and flawless execution. SCI Logistics assists retailers in managing inventories accurately, fulfilling customer and store orders in a timely, accurate and efficient fashion as well as processing returns promptly. SCI Logistics services for retailers include the following:

- warehousing facilities across Canada in key markets of Vancouver, Calgary, Toronto and Montréal;
- access from the Vancouver facility to imported goods into Canada and a gateway to Asian markets;
- direct-to-store order fulfillment solutions for consumer electronics, home goods, general merchandise, toys, apparel and seasonal products;
- management and fulfillment of e-commerce orders (direct to consumer), including the deployment of e-commerce platforms;
- assembly and packaging services – from promotional kits to gift baskets, and shrink-wrapping;
- reverse logistics;
- transportation management – inbound from port of entry and outbound to retail outlets.

SCI Logistics improves inventory turnover and prevents out-of-stock conditions that result in lost sales and customer dissatisfaction. SCI Logistics can help drive customer satisfaction and operational efficiencies in your retail supply chain.

## 7.2 Logistics solutions for the manufacturing, technology and communication industries

Faced with multi-channel distribution requirements and demanding after-market maintenance support, manufacturers and service providers turn to SCI Logistics to support their needs for finished goods distribution and post-sales logistics services.

SCI Logistics serves original equipment manufacturers (OEMs), technology and communication service providers with specialized outsourcing services that keep pace with the dynamically changing marketplace of technology. SCI Logistics portfolio includes the following:

- an extensive network of facilities from coast to coast;
- finished goods distribution (consumer and businesses);
- spare parts fulfillment and delivery to field service technicians;
- a range of delivery options (1-, 2-, 4-, 6- and 8-hour delivery, Next Flight Out);
- project staging;
- reverse logistics;
- triage, testing and salvaging;
- network optimization and strategic transportation design;
- vendor-managed inventories.

SCI Logistics can increase the velocity and visibility of your supply chain.

For more information about the solutions SCI Logistics can offer you, visit [www.scilogistics.com](http://www.scilogistics.com) or contact SCI Logistics by email at [business.development@scilogistics.com](mailto:business.development@scilogistics.com) or by telephone at 1-888-755-1528.

### 7.3 Logistics solutions for health care

Many health care providers are turning to new business strategies that boost productivity and increase service levels, while complying with Canadian regulations on Good Manufacturing Practices.

SCI Logistics provides innovative logistics outsourcing models to the health care sector. These solutions offer opportunities to health care organizations to leverage aggregate procurement practices and drive further savings resulting from off-site consolidation of warehousing and distribution operations, IT investments, demand planning, deferred inventory ownership, home and hospital delivery services and customer-billing solutions. These solutions reduce costs and improve business processes. SCI Logistics' portfolio for health care providers includes the following:

- hospital logistics – off-site storage and consolidation of deliveries to hospitals;
- material management – warehouse stock demand planning and replenishment services;
- warehousing and distribution – order fulfillment of care-ward orders, recall management;
- pharmacy by mail;
- cross-docking services;
- delivery services – consolidated deliveries of hospital carts.

In short, SCI Logistics helps health care organizations drive supply chain efficiencies.

### 7.4 Transportation management solutions

Whenever you require same-day delivery or special handling of your products, or inspection, configuration and setup services, SCI Logistics offers a range of expedited delivery and white glove services that meet your needs.

**Expedited Delivery Services** – When it's urgent that your shipment gets to its destination, SCI Logistics offers a delivery option for shipments across town or across the country. Within the city limits of most Canadian metropolitan cities, SCI Logistics offers a range of delivery options including the following:

- 30-Minute – pickup and delivery within a half-hour;
- 60-Minute – pickup and delivery within an hour;
- 90-Minute – pickup and delivery within an hour and a half;
- 2-Hour – pickup and delivery within 2 hours;
- 4-Hour – pickup and delivery within 4 hours;
- Next Flight Out.

**Specialized Transportation** – For the transportation of high-value products that require product inspection and on-site installation, SCI Logistics offers white glove services throughout Canada. Clients in the financial, technology, retail and health care sectors turn to SCI Logistics for safe and secure transportation of products such as these:

- medical imaging equipment;
- photocopier and printing equipment;
- communications equipment and computers;
- robotics and electronics;
- lottery and gaming equipment;
- automated teller machines (ATMs).

Services also include the recovery of obsolete equipment.









**Understanding your agreement**

Learn more about fees, flexible payment options, terms of use and pricing schedules to get the most from your agreement with Canada Post.

**Always refer to the latest terms and conditions**

These general terms and conditions include definitions, obligations and liability limitations which are subject to change. Visit [canadapost.ca/generalterms](http://canadapost.ca/generalterms) for the most current version.

# Pricing, Payment and General Terms and Conditions

## 8.1 Pricing

Pricing information for Canada Post Parcel Services is provided on price sheets, available separately.

The customer acknowledges that the base price for items shipped is determined by a number of factors, including, but not limited to:

- the service(s) selected;
- the service options selected;
- the weight of items;
- the origin and destination of the items;
- the number and location of induction points (postal facility where the items are posted);
- the volume commitment.

The customer acknowledges that it represents the above facts to Canada Post and that Canada Post relies upon them in determining the base price. These facts as represented to Canada Post are known as the customer's "Shipping Profile." The customer acknowledges that material changes to its Shipping Profile must be promptly communicated to Canada Post and that Canada Post may thereupon amend the base price to reflect the change(s) on thirty (30) calendar days' written Notice. Should the customer fail to communicate such change(s) to its Shipping Profile, and should Canada Post learn of it notwithstanding, Canada Post may amend the base price accordingly on thirty (30) calendar days' written Notice.

## 8.2 Paying for your mailing

### 8.2.1 Payment Method Options

The following describes various payment method options acceptable for payment of Parcel Services, including Priority™ Worldwide service. However, not all options may be accepted at all Canada Post facilities.

- If you have pre-approved credit terms, you may elect "ACCOUNT" as a method of payment. The mailing will then be invoiced and charged to your account and applicable credit terms will apply. See Section 8.2.1.1 "Pre-Approved Credit Terms – Account" for details.
- Customers who do not qualify for credit terms must provide full payment at non-discounted prices at the time of mailing. Otherwise, the mailing will not be accepted. See Section 8.2.1.6 "Payment at Time of Mailing – No Credit Terms" for details.

#### 8.2.1.1 Pre-Approved Credit Terms – Account

##### 8.2.1.2 Use of "ACCOUNT"

Customers with pre-approved credit terms may elect "ACCOUNT" as a method of payment. The mailing is to be invoiced and charged to the customer's account and applicable credit terms will apply. Following approval by Canada Post and continued credit worthiness as determined by Canada Post, at its discretion, credit terms of net fifteen (15) days from date of invoice will apply.

##### 2.1 Invoice

If "ACCOUNT" was selected to pay for a mailing, Canada Post will provide the customer with an invoice that summarizes the charges posted to the customer's account. The charges reflected on the invoice are a summary of the mailings/orders (Manifests/Bills of Lading) that a customer has submitted to Canada Post with the following exception:

Customers who elect to pay for services by credit card will not receive an invoice. However, Canada Post does provide details for credit card transactions through the epost™ service. Visit [epost.ca](http://epost.ca) to sign up for the epost™ service or for more details on this service. For more information on "CREDIT CARD" as a payment option, see Section 8.2.1.7 "Credit Card." Customers should advise the Credit Management Group at 1-800-267-7651 of any discrepancies. Invoice/billing discrepancies must be brought to Canada Post's attention within **90 days** of the date of the invoice, after which time such invoice will be deemed accepted by the Customer.

In the event that Canada Post is requested to respond to any invoicing discrepancy initiated by, (i), the customer or, (ii), any third-party on behalf of customer within the period mentioned above, Canada Post reserves the right to charge the customer an adjustment and/or investigation fee(s) (the investigation fees will apply in cases where Canada Post determines that disputed charges were correctly calculated on the original invoice). Canada Post reserves the right, at its sole discretion, to refuse a request for a refund or credit of shipping charges for any shipment, when such request is made by any party other than the payer of the shipping charges.

A list of account administration fees is available upon customer request by contacting the Credit Management Group.

Customers can access a copy of their invoice through our free online service. See Section 8.2.1.5 "Manage My Account" for further information.

### 2.2 Account Settlement

Accounts may be settled using one of the following:

- pre-authorized bank payment;
- pre-authorized credit card payment, upon Canada Post's approval;
- online payment;
- payment by cheque or money order.

Customers wishing to sign up for pre-authorized or online payment need to complete and submit the applicable form, which can be obtained at [canadapost.ca/caf](http://canadapost.ca/caf) or from a Canada Post representative.

Cheques or money orders must be made payable to "Canada Post Corporation," include the Canada Post Customer Number and be accompanied by the remittance information. Payment must be sent to the following address:

PAYMENT PROCESSING  
CANADA POST  
2701 RIVERSIDE DR  
OTTAWA ON K1A 1L7

Customers should allow up to three (3) Business Days for payment processing.

### 8.2.1.3 Past-Due Amounts and administration fees

#### 3.1 Late Payment

Past-due amounts will be subject to a late payment fee. The late payment fee will be calculated at a rate of 1.5 per cent per month (18 per cent per annum). Canada Post may amend the late payment fee rate at any time upon Notice to the customer.

If an amount becomes past due, Canada Post may elect to apply any money otherwise received from the customer or any money due to the customer by Canada Post toward bad debts first. Such right of set-off shall be without prejudice and in addition to any other rights Canada Post may have. No interest will be paid by Canada Post on any funds held in the customer's account.

#### 3.2 Account Administration Fees

##### Return Payments

An administrative fee will be applied on any payment that is dishonoured for any reason, including a payment returned due to Non-Sufficient Funds (NSF). The customer agrees to reimburse Canada Post for all costs, including legal fees and bank charges, incurred as a result of late or dishonoured payments.

##### Document Copies

Customers requiring duplicate copies of invoices may access them through our free online service. See Section 8.2.1.5 "Manage My Accounts" for further information. Requests for duplicate invoices or other documentation (for example, Bills of Lading, Manifests and packing slips) fulfilled through our account management group are subject to service fees for items up to six months from their creation date. Additional fees will be charged for items older than six months, if available.

## Corrections

Customers requiring corrections to orders or invoices or customers transmitting invalid or late electronic orders, where Canada Post is not responsible, are subject to additional service fees.

## Investigations

In the event Canada Post is requested to investigate invoice discrepancies (including, but not limited to service guarantee failures), Canada Post may apply an additional fee for the number of disputed items submitted that Canada Post has investigated and determined to be correctly charged as originally invoiced.

Canada Post reserves the right to amend administration fees at any time without prior notification. A list of account administration fees is available upon customer request by contacting the Credit Management Group at 1-800-267-7651.

### 8.2.1.4 Statement of Account

A Statement of Account will be provided monthly to the customers if the customer used their account to pay for their mailing. Such a Statement of Account will summarize each of the invoices processed, and any related adjustments and payments made during the month as well as any balance owing at the end of the month.

### 8.2.1.5 Manage My Accounts

The "Manage My Accounts" section, available at [canadapost.ca/obc](http://canadapost.ca/obc) under the Tools drop-down menu for registered users provides a convenient and secure environment through which customers can access their account information online. Signed-in customers may view the status of their accounts and make payment online through the "Manage My Accounts" page. Call the Credit Management group at 1-800-267-7651 to obtain a user ID and password for access to "Manage My Accounts."

### 8.2.1.6 Payment at Time of Mailing – No Credit Terms

#### 6.1 Payment Method Options at Time of Mailing

For customers without pre-approved credit terms, full payment at non-discounted prices, at the time of mailing, must be made by:

- certified business cheque (payment by uncertified business cheque is subject to approval by Canada Post);
- cash (post offices only);
- money order;
- credit card (some conditions apply); see Section 8.2.1.7 "Credit Card";
- debit card (some conditions apply);
- postage meter (some conditions apply).

Note: All payment options may not be acceptable at all Canada Post facilities.

### 8.2.1.7 Credit Card

Visa™, MasterCard™ and American Express™ credit cards may be available as a method of payment option:

- when Canada Post Electronic Shipping Tools (EST) are used and the customer chooses "CREDIT CARD"; the credit card will be charged at the time of mailing;
- as set out in the *Canada Postal Guide* or other material published by Canada Post and of general application to Canada Post's customers, as amended from time to time.

Note:

- a) Some conditions and restrictions apply.
- b) With the exception of customers enrolled for pre-authorized credit card payment, credit cards are not accepted in payment of invoices or for settlement of account balances.
- c) Credit cards are accepted at Canada Post facilities only where credit card authorization facilities are available.

### 8.2.1.8 Postage Meter

Postage meter impression is an acceptable method of payment. When submitting a hard-copy Manifest (manual Manifest, Electronic Shipping Tools [EST] Manifest, and approved Customer-Developed/Third-Party Shipping System Manifest), the meter impression must be affixed to the Manifest or Bill of Lading. Customers who use the EST online or EST Express Order Entry (EOE) are not required to submit a hard-copy Manifest. These customers must affix the meter impression to the shipping label of the item being shipped.

Note: The postage meter impression must meet requirements as outlined in Section 3.5 in the *Canada Postal Guide*. Visit [canadapost.ca/postalguide](http://canadapost.ca/postalguide) under ABCs of Mailing for details.

### 8.2.1.9 Authorized Users

The customer may wish to allow another party to use their agreement or customer Number. Please refer to the Agreement Activation Form and to Section 8.3.1 "Definitions" and Section 8.3.9 "Authorized Users" in the General Terms and Conditions. A Canada Post representative can explain under what conditions this is possible and who may be considered as an authorized user.

## 8.3 General terms and conditions

The following Terms and Conditions apply to Parcel Services, with the exception of Priority Worldwide service. Please refer to Section 8.4 for Terms and Conditions relating to Priority Worldwide service. Canada Post is in the business of providing mail and other related delivery Products and Services. The parties wish to set out the terms by which Canada Post will provide and the customer will use such Products and Services. In consideration of the mutual obligations specified in this Agreement, the parties agree to the following:

### 8.3.1 Definitions

**1.1 "Affiliate"** means an affiliated body corporate as defined by the *Canada Business Corporations Act*, as amended from time to time.

**1.2 "Agreement"** has the meaning set out in Section 8.3.14.

**1.3 "Agreement Year"** means twelve (12) consecutive calendar months falling between two (2) anniversary dates.

**1.4 "Applicable Published Prices"** means, with respect to each Product and Service, the applicable prices, including any applicable fees, charges or surcharges, and less any applicable rebates, set by Canada Post and in effect at the time of mailing, as published and/or made available by Canada Post for general application to its customers, as amended from time to time.

**1.5 "Authorized User"** means a party designated by the customer and who is approved by Canada Post to have access to the Products and Services offered under this Agreement. Unless otherwise specified in this Agreement, an authorized user has full access to the Products and Services offered under this Agreement.

**1.6 "Business Day"** means a day other than Saturday, Sunday, a statutory holiday and any day normally observed as a holiday by Canada Post.

**1.7 "Customer-Developed/Third-Party Shipping System"** means the suite approved by Canada Post, which allows for automated preparation of shipping documentation, including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at [canadapost.ca/mlink](http://canadapost.ca/mlink).

**1.8 "Customer Guide"** means the document of the same name issued by Canada Post for each of the Products and Services, as amended from time to time.

**1.9 "Electronic Shipping Tools (EST)"** means the software system made available under licence by Canada Post or a third-party shipping system approved by Canada Post, which allows for automated preparation of shipping documentation, including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at [canadapost.ca/est](http://canadapost.ca/est).

**1.10 "Electronic Goods"** means electronic devices or their mechanisms, memory and all ancillary or related data storage devices, including but not limited to computers, televisions, tablets, cellular phones, audio equipment, media recording devices, cameras, camcorders, GPS and car audio equipment.

**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.

**1.12 "Item"** means a single Item or mail piece prepared and mailed using one of the Products and Services in accordance with this Agreement.

**1.13 “Products and Services”** means any of the Products and Services, with the exception of the Priority Worldwide service, offered for sale as described in the *Canada Postal Guide* or other Canada Post publication of application to commercial customers generally, including the applicable Customer Guide.

**1.14 “Subsidiary”** means a subsidiary body corporate as defined by the *Canada Business Corporations Act*, as amended from time to time.

**1.15 “Term”** means the period set out in the Customer Guide for each Product or Service.

**1.16 Other terms** not specifically defined in this Agreement have the meanings defined in the applicable Customer Guide, the *Canada Postal Guide* or other Canada Post publication of application to customers generally.

### 8.3.2 Canada Post’s Obligations

**2.1** Canada Post agrees to deliver Items of each Product and Service mailed under this Agreement according to the applicable delivery standards set out in the Customer Guide or [canadapost.ca/deliverystandards](http://canadapost.ca/deliverystandards) and of general application to Canada Post’s customers, as amended from time to time. Unless expressly stated in this Agreement, delivery standards established by Canada Post for its Products and Services are not performance guarantees.

**2.2** Canada Post agrees to provide or make available to the customer upon execution of this Agreement, the *Canada Postal Guide* or other material published by Canada Post, including the Customer Guide corresponding to a particular Product or Service of general application to customers, and any subsequent amendment thereto.

### 8.3.3 Customer’s Obligations

**3.1** The customer agrees to prepare and mail Items in accordance with this Agreement.

**3.2** The customer agrees to purchase and pay for the Products and Services at the Applicable Published Prices specified in the Price Sheet, subject to any applicable rebates, plus all applicable fees, charges, surcharges and taxes. The Applicable Published Prices charged are subject to verification, correction and adjustment for any applicable fees, charges, surcharges and taxes.

**3.3** The customer agrees to pay for the Products and Services purchased using the payment method(s) specified in the applicable Customer Guide.

**3.4** If so specified in the Agreement, the customer agrees to meet the minimum volume of Items required per deposit or per annual commitment for each Product and Service.

**3.5** If so specified in the Agreement for a Product or Service, the customer shall include an accurate electronic order, in such form as approved or stipulated by Canada Post, with each mailing.

**3.6** Use of Marks and Indemnification Obligation:

Except as specifically provided for in this Agreement, no party shall use any trademarks, trade names, official marks and any other rights of another party (“the Marks”) without the prior written authorization of such other party. Nothing contained in this Agreement is intended as an assignment or grant of any right, title or interest in or to the Marks. The customer warrants that it is the owner or licensed user of the Marks, and has the authority to and does grant Canada Post and its Designated Representative the right to use such Marks as required to perform under this Agreement. Any use by the customer of Canada Post’s intellectual property or third-party intellectual property used under licence by Canada Post, including, but not limited to, usage of any Canada Post logos or trade names must be approved in writing in advance by Canada Post.

The customer shall indemnify Canada Post from any and all claims, demands, loss or damage suffered by Canada Post and its Designated Representative as a result of, or in any way connected with the artwork (including Marks) provided by or on behalf of the customer.

**3.7** In addition to the indemnity contained in Section 8.3.6, the customer shall indemnify Canada Post from any and all claims, demands, loss or damage, direct or indirect, suffered by Canada Post and its Designated Representative as a result of, or in any way connected to the customer’s failure to abide by the terms and conditions of this Agreement.

### 8.3.4 Exclusive Privilege

**4.1** The customer acknowledges that Canada Post has, pursuant to and in accordance with the *Canada Post Corporation Act* and Regulations, the sole and exclusive privilege of collecting, transmitting and delivering letters within Canada. Without prejudicing any other rights or remedies Canada Post may otherwise have, the customer agrees that Canada Post may terminate the Agreement if the customer, or any Authorized User of the customer, directly or indirectly contravenes this privilege.

If the Agreement is terminated for contravention of this privilege, then, in addition to any amounts otherwise due, the customer shall pay to Canada Post an amount equal to the difference between the amount paid or payable for all items mailed up to the date of termination and the amount that would have been payable for that volume, at current undiscounted prices, that would have been payable, but for this Agreement.

### 8.3.5 Criteria for Qualification

**5.1** The customer is responsible for ensuring that all Items comply with the requirements set out in this Agreement and, except for Priority Worldwide services, the *Canada Post Corporation Act* and Regulations; and, for international Items, the Universal Postal Union (UPU) requirements and any receiving postal administration or designated operator requirements and the laws of the country of destination, all as may be amended from time to time. Items not complying with these requirements may not be mailed under this Agreement. Canada Post retains the right to refuse to accept any Item that it, in its sole discretion, deems unacceptable.

**5.2** All items are subject to pricing verification and correction in accordance with these Terms and Conditions.

**5.3** Items presented for mailing to Canada Post may be verified to determine compliance with applicable Terms and Conditions. Items determined not to be compliant may, at the discretion of Canada Post, be:

- a) returned at the customer’s expense, to be made compliant by the customer, where possible;
- b) processed and charged at the next or most appropriate Product or Service category, where available;
- c) subject to a surcharge; or
- d) refused for mailing.

**5.4** Canada Post may correct the customer’s order documentation if it contains incomplete or incorrect information.

**5.5** Canada Post shall not be responsible for meeting any delivery standards, where applicable, for delays arising from the mailing of non-compliant Items.

### 8.3.6 Surcharges

**6.1** Items mailed under this Agreement may be subject to one or more of the following surcharges and fees:

- surcharges for non-compliance with mail specification or preparation;
- fuel surcharge;
- mailing tube surcharge;
- oversize surcharge;
- unpackaged surcharge;
- manual document surcharge;
- barcode label and address correction fee.

Details regarding such surcharges and fees appear in sections 6.5.2 and 6.7 of the Customer Guide. Canada Post may amend the surcharges and fees at any time immediately upon notice to the customer.

**6.2** Receiving postal administration or designated operator surcharge:

The customer agrees to reimburse Canada Post for any incremental terminal dues costs such as, but not limited to, bulk mail and remail charges that are applied by the receiving postal administration or designated operator, as specified in the Universal Postal Union Convention.



### 8.3.7 Currency

7.1 Unless expressly noted to the contrary, all monetary amounts are stated and shall be paid in Canadian currency.

### 8.3.8 Audits

8.1 On request, the customer shall permit Canada Post and its authorized representatives access to its premises and, if applicable, those of Authorized Users and the Mailer, On Behalf of the Customer, during the Term, and for a reasonable period of time after the expiry or earlier termination of this Agreement. The customer agrees to facilitate Canada Post's access, examination and audit of the records, databases and information relating to the Items mailed under this Agreement and the customer's obligations, including, if applicable, those of Authorized Users and the Mailer, On Behalf of the Customer, under this Agreement.

### 8.3.9 Authorized Users

9.1 All references to the customer include the customer's Authorized Users and any actions taken by an Authorized User are deemed to be the actions of the customer. The designation of Authorized User is subject to the approval of Canada Post. The list of Authorized Users is set out in an appendix to this Agreement.

9.2 The customer may amend the list of Authorized Users upon consent of Canada Post.

9.3 An Authorized User who ceases to be an Affiliate, Subsidiary or a franchisee of the customer will no longer be entitled to mail Items under this Agreement as of the date upon which it ceases to be an Affiliate, Subsidiary or a franchisee of the customer. In the event that an Authorized User ceases to be an Affiliate, Subsidiary or a franchisee of the customer, the customer shall give Notice to Canada Post within thirty (30) calendar days of such change in relationship.

9.4 The customer is responsible for the compliance by each Authorized User with this Agreement. In the event that an Authorized User fails to pay for Products or Services provided under this Agreement, the customer shall pay the amount owing.

### 8.3.10 Mailers, On Behalf of the Customer

10.1 Canada Post will accept Items mailed by another party on behalf of the customer, provided that the mailing of such Items complies with the Terms and Conditions of this Agreement. The customer shall require a Mailer, On Behalf of the Customer, to abide by the Agreement. The actions taken by the Mailer, On Behalf of the Customer, are deemed to be the actions of the customer.

### 8.3.11 On-Demand Pickup or Scheduled Pickup for Third-Parties

11.1 In locations where Canada Post provides On-Demand Pickup or Scheduled Pickup service, Canada Post agrees to pick up Parcel Services Items for delivery from a third party ("Third Party") designated by the customer, provided that the mailing of such Items complies with the Terms and Conditions of this Agreement and the customer agrees to pay all charges incurred by the Third Party, including the On-Demand Pickup or Scheduled Pickup fee and postage for delivery of the Items. The customer shall require the Third Party to abide by the Agreement and the actions taken by the Third Party are deemed to be the actions of the customer.

11.2 The customer may terminate the Third-Party Pickup and Delivery service upon thirty (30) days' written Notice to Canada Post.

### 8.3.12 Resale or Interlining

12.1 The customer agrees that any Products and Services purchased under this Agreement are for the customer's own use as an end user or for the use of an Authorized User. Unless otherwise expressly permitted by Canada Post, the customer will not sell or permit the resale of any services or supplies received from Canada Post, nor use the Products and Services offered under this Agreement for the purposes of interlining. Interlining is the process in which a carrier uses another carrier's transportation service in the course of a continuous freight movement.

### 8.3.13 Assignment

13.1 The customer shall not assign this Agreement without the prior written consent of Canada Post, and any purported assignment without prior consent is void. Canada Post may assign the benefits of this Agreement or make any arrangements that would result in the performance, in whole or in part, of the obligations of Canada Post under this Agreement by a person other than Canada Post.

13.2 If the customer amalgamates, merges or enters into a similar business combination with any other entity, including, without limitation, by means of (a) acquisition of all or substantially all of the assets of another entity; or (b) the sale of all or substantially all of the assets to another party, then, for the purpose of this Agreement, such amalgamation, merger or combination will be deemed to be an assignment requiring the prior written consent of Canada Post.

### 8.3.14 Entire Agreement and Alterations

14.1 All references to this Agreement shall be deemed to include:

- a) the Agreement Activation Form(s);
- b) these General Terms and Conditions;
- c) this Customer Guide;
- d) the applicable Price Sheet(s);
- e) the Credit Application Form, if applicable;
- f) the *Canada Postal Guide*;
- g) any appendices and any documents referenced therein;
- h) all as may be amended from time to time.

14.2 Without limiting the generality of the above, in the event of any inconsistency between this Agreement and any document other than the *Canada Post Corporation Act* or its Regulations, the terms of this Agreement shall prevail and be interpreted in the order of priority listed above.

14.3 No representations, warranties, negotiations or conditions, either verbal or written, will bind the parties except as expressly set out in this Agreement. Except as set out in Section 8.3.15 "Waiver," no agent or representative of either party to this Agreement has authority to alter the provisions of this Agreement, and any such purported alteration shall not be binding.

### 8.3.15 Waiver

15.1 Except as specifically stated in this Agreement, no waiver or amendment of this Agreement shall be binding unless executed in writing by the appropriate party's authorized representative. No waiver of any provision of this Agreement shall constitute a continuing waiver, unless otherwise expressly provided. Acceptance of Items for mailing shall not constitute a waiver by Canada Post of the customer's obligations under this Agreement.

### 8.3.16 Amendments

16.1 Canada Post reserves the right to modify, discontinue Products or Services, or otherwise amend this Agreement, including prices, by giving the customer thirty (30) calendar days' written Notice as specified in this Agreement.

16.2 Canada Post reserves the right to amend the *Canada Postal Guide* without Notice to the customer.

### 8.3.17 Survival

17.1 The termination or expiry of this Agreement will not affect the survival and enforceability of any provision of this Agreement that is expressly or implicitly intended to remain in force after such termination or expiry.

### 8.3.18 Severability

18.1 If any part of the Agreement is unenforceable or invalid for any reason whatsoever, such part shall be severable from the remainder of the Agreement, and its unenforceability or invalidity shall not affect the enforceability or validity of the remaining parts of the Agreement.



### 8.3.19 Governing Law

19.1 This Agreement is made subject to and in accordance with the *Canada Post Corporation Act* (the "Act"), R.S.C. 1985, c. C-10, as amended from time to time, and any of the Regulations, which are or may be from time to time made under the Act.

19.2 If the customer's address is not in a Canadian province or territory, this Agreement shall be governed by, and interpreted under, the laws in force in the province of Ontario, Canada. The forum for any legal proceedings shall be the province of Ontario, Canada.

### 8.3.20 Excusable Delay

20.1 Except for the customer's payment obligations, neither party shall be liable to the other for any failure to perform, or delay in the performance of, any obligation under the Agreement due to causes beyond its reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable, delays caused by customs authorities, provided that the party experiencing such circumstances immediately notifies the other party in writing of the circumstances and minimizes, to the extent reasonably practicable, the impact of such circumstances on the performance of the obligations under the Agreement.

### 8.3.21 Limitation of Liability

21.1 Canada Post reserves the right to independently review and verify any and all claims made by the customer arising from missed delivery and/or service commitments.

21.2 Except as specified below, Canada Post shall not be responsible for any direct, indirect, general, special or consequential damages arising out of the Agreement regardless of whether such damages result from loss, mishandling or delay in delivery of any Item.

21.3 Availability of Liability Coverage:

a) Each shipment mailed using any one of the following services:

#### Within Canada (excludes Literature for the Blind)

- Priority™;
- Xpresspost™ (excluding Xpresspost™ Certified);
- Expedited Parcel™;
- Regular Parcel™ (excluding Library materials).

Includes Liability Coverage against loss or damage of up to \$100 except for Regular Parcel items. Additional Liability Coverage may be purchased in the amount of up to \$5,000 for shipments within Canada.

Reissuing fees (passport fees, duplicate passport photo cost, immigration visa fees, driver's licence fees, birth certificate fees, financial instrument cancellation fees, airline tickets reissuing fees and additional postage fees) are covered under these maximums. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number.

b) Each shipment mailed using any one of the following services:

#### U.S. and Other International Destinations (excludes Literature for the Blind)

- Xpresspost™ – USA (up to \$100 only for prepaid products);
- Xpresspost™ – International (excluding prepaid products);
- Expedited Parcel™ – USA;
- International Parcel™ - Air and International Parcel™ - Surface;
- Tracked Packet™ – USA and Tracked Packet – International.

Includes Liability Coverage against loss or damage of up to \$100. Additional Liability Coverage may be purchased in the amount up to \$1,000 for U.S. and international shipments, except for Tracked Packet – USA items and Tracked Packet – International items.

Note: Liability Coverage is not available for Small Packet USA and Small Packet International.

Reissuing fees (passport fees, duplicate passport photo cost, immigration visa fees, driver's licence fees, birth certificate fees, financial instrument cancellation fees, airline tickets reissuing fees and additional postage fees) are covered under these maximums. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number.

- c) Canada Post shall have no liability for loss of an Item where there is no scan recorded on the individual Item or evidence of the Item being, or having been, in the course of post. A scan that includes the term "shipment" signifies that the shipping document (or manifest) was scanned and does not indicate a scan recorded on the individual item.
- d) Some exceptions and conditions apply. The availability and limits of the Liability Coverage may vary on a number of factors, including the country of destination, the service used and the nature of the Item being shipped.

### 21.4 Exclusions and Restrictions on Certain Items

Notwithstanding anything to the contrary and regardless of whether other Items were included in the shipment:

- a) Canada Post shall have no liability for loss or damage of shipments containing:
- bank notes;
  - stocks;
  - bonds;
  - negotiable premium coupons, or other securities or other instruments, whether financial or legal, that are negotiable by the bearer, coupons (excluding gift certificates);
  - lottery tickets;
  - trading stamps;
  - travellers' cheques;
  - liquid and dry patient specimens including biological specimens;
  - cremated remains;
  - organs;
  - animals; or
  - any unacceptable Item as defined by the Non-mailable Matter Regulations, as amended from time to time.
- b) The maximum amount payable by Canada Post is:
- i) \$500 for shipments containing:
- coins;
  - jewellery;
  - manufactured and non-manufactured precious stones and metals; or
  - cancelled or uncanceled postage stamps.
- ii) \$100 for shipments containing:
- gift certificates; or
  - gift cards;
  - phone cards.
- c) Canada Post shall have no liability for damage of shipments containing Fragile Items.
- d) Canada Post shall have no liability for damage of shipments containing Electronic Goods that are shipped in any packaging other than:
- the manufacturer's original packaging, which is undamaged and has retained its intended shape and strength;
  - packaging that abides by Canada Post's packaging guidelines; or
  - Canada Post's packaging for the shipment of electronics, including, but not limited to tablets and smartphones.
- e) Canada Post shall have no liability for loss of data stored on any type of storage medium, device or vehicle, whether or not contained within an Electronic Good; Canada Post's liability will be limited to the replacement cost of the storage medium, device or vehicle and not the value of its content.
- f) Canada Post shall not be held responsible by the customer and the customer waives all right of action against Canada Post for any loss or damage arising from, or in connection with, Canada Post's acceptance of a monetary instrument for or on behalf of the customer that is for any reason dishonoured by the issuer thereof.

### 21.5 Obligation to Repair, Replace or Pay Indemnity

Canada Post may, at its option, replace or repair the shipment or Item lost or damaged, or may pay the customer an indemnity as described herein.

## 21.6 Payment of Indemnity

If Canada Post elects to pay the customer an indemnity, Canada Post's liability is limited to paying the customer an amount equal to:

- a) the lesser of:
  - i) the actual value (either the sender's cost, retail cost, repair cost, depreciated value or replacement value deemed appropriate by Canada Post); or
  - ii) the amount of liability coverage purchased at the time of shipment less any compensation received by the claimant from any other source; plus
- b) postage paid (but not the fee for the liability coverage), plus
- c) any non-refundable taxes.

No payment will be made for any expense incurred by the sender or the addressee in submitting a claim for a payment. No interest is payable on any claim payment.

When no coverage was included or purchased and Canada Post is liable for the damage, the postage fee will be refunded. The value of the Item must be declared on the shipping documentation. All indemnity payments will be made to the sender of the Item. If a lost shipment is subsequently found after a claim has been paid, then the sender or the addressee may take delivery of the shipment, provided that Canada Post is repaid for the indemnity, and the shipment is picked up within three months from the date that Canada Post sends Notice that the shipment has been found.

## 21.7 Blanket Exclusion From Liability

No claim shall be paid for a shipment where:

- a) CP shall have no liability for loss or damage of a consequential, remote or indirect nature arising from, or in any way connected with Canada Post's failure to deliver or failure to deliver time-sensitive mailings on time. Such loss or damage shall expressly include, but shall not be limited to loss or damage arising from the mailing of tenders, proposals, court documents, or solicitations of any kind;
- b) Canada Post shall have no liability for loss, delay or damage of Items mailed to destinations outside of Canada containing prescription or non-prescription drugs, or other Items that may be subject to export or import prohibition or restriction;
- c) it is sent using a Canada Post service where coverage is neither included nor purchased;
- d) in the case of Collect on Delivery (COD) shipments, the service was used for the collection of funds owed on a previous account;
- e) a common carrier would have been exempt from legal liability;
- f) the shipment was lost or damaged due to events not reasonably foreseeable or controllable;
- g) the shipment was of a commercial nature and was not requested by the addressee;
- h) the claim is a result of the customer's failure to comply with the requirements applicable to the service selected, including items that are not adequately packaged to ensure safe transit through our automated system;
- i) the loss or damage was in respect of a shipment that contained an Item excluded from coverage;
- j) the loss or damage was wholly or partially the fault of the sender;
- k) the injury or damage was not a direct result of the loss, damage, delay, non-delivery or misdelivery of any mail;
- l) the shipment was delivered without any complaint or evidence of loss or damage, or insufficient evidence of loss or damage was produced; or
- m) the addressee or sender fails to co-operate with Canada Post's investigation.

## 21.8 Time to Submit Claims for Loss or Damage

A loss or damage claim must be submitted in writing within ninety (90) calendar days of the shipping date for domestic shipments, or six (6) months of the shipping date for international shipments. Canada Post is not obligated to act on any claim until all applicable shipping charges have been paid. The first claim must be made under any insurance or other source for compensation obtained elsewhere. Canada Post is not liable to the insurer.

## 21.9 Making a Claim

To initiate a claim, the customer must contact the Customer Relationship Network at 1-888-550-6333 or initiate a claim online at [canadapost.ca/support](http://canadapost.ca/support). The customer must provide reasonable particulars in support of a claim, including the following documentation:

- a) proof of mailing showing coverage;
- b) proof of postage and, if applicable, additional Liability Coverage obtained and paid;
- c) proof of value (documentation acceptable to Canada Post showing proof of the sender's value, either the sender's cost, retail cost, repair cost, depreciated value or replacement value as deemed appropriate by Canada Post);
- d) any non-recoverable provincial sales tax.

For claims relating to damaged shipments, upon request, the customer or addressee must make the shipment available for inspection by Canada Post. Canada Post may deny a claim for insufficient proof or for failure by an addressee or sender to co-operate with Canada Post's investigation.

## 21.10 On-Time Delivery Guarantee – Claims for Delay

For those services with an On-Time Delivery Guarantee against published delivery standards, Canada Post's liability for delay is limited to the equivalent replacement service or the credit of shipping charges. Shipping charges would include the base shipping fees, cubing adjustments, credit for over-declared weight and a fuel surcharge, but would exclude charges for options (Signature, Signature Hard Copy, Proof of Age, Proof of Identity, Liability Coverage, Collect on Delivery [COD] and Pickup Services).

The guarantee does not apply to shipments that require special handling, such as items that are non-standard in size, dimension or packaging including cylindrical mailing tubes, oversized or unpackaged items (see sections 6.1 Minimum and maximum sizes and weights and 6.5 Shipping charges and weight), items showing incorrect address information or items that do not meet barcode label quality requirements. The guarantee will be voided for Xpresspost – USA and 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 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 the sender.

The guarantee is based on the service provided from the time of pickup or acceptance of the Item by Canada Post to the time the delivery was first attempted. The guarantee does not apply in the case of delay or non-delivery caused by an event beyond the control of Canada Post, including, but not limited to, inclement weather, acts of God, epidemics, acts of terrorism, acts of war, flight delays or cancellations, riots, strikes, Customs or other regulatory authorities, or the act or default of the customer. A claim for delay must be initiated by calling Canada Post's Customer Relationship Network at 1-888-550-6333 or 1-800-267-1177 or by email to [canadapost.ca/support](mailto:canadapost.ca/support) or by visiting an authorized post office within thirty (30) Business Days from the expected delivery date according to the latest published Canada Post delivery standards. The customer may be required to provide proof of the acceptance of the Item by Canada Post. Canada Post is the sole source of performance data for making calculations for payment. Refer to this Customer Guide, or visit [canadapost.ca/deliverystandards](http://canadapost.ca/deliverystandards) for details on Delivery Standards.

Refer to Priority Worldwide Service Terms and Conditions at [canadapost.ca/generalterms](http://canadapost.ca/generalterms) for details and limitations on the Priority™ Worldwide Money-Back Guarantee.

### 8.3.22 Termination

22.1 Either party may terminate this Agreement at any time, without cause, by giving thirty (30) calendar days' written Notice to the other.

22.2 Either party may immediately terminate this Agreement upon written Notice to the other party if at any time during the Term:

- a) either party ceases to carry on business or makes a sale in bulk of all or substantially all of its assets; or
- b) either party becomes insolvent or bankrupt, or files any proposal or makes any assignment for the benefit of creditors; or
- c) a receiver, trustee or other person with like powers is appointed to handle the affairs or property of either party; or
- d) an order is made for the winding-up or liquidation of either party; or
- e) either party continues to be in default of any of its obligations after being provided thirty (30) calendar days' Notice of the default.

22.3 Should the customer fail to purchase Products and Services under this Agreement for a period of more than twelve (12) consecutive months, Canada Post may terminate the Agreement or amend the list of Authorized Users without notice.

22.4 Termination of this Agreement shall be without prejudice to any rights of the customer or Canada Post that have accrued prior to the date of termination.

22.5 Neither party shall have a right to damages as a result of termination of this Agreement.

### 8.3.23 Notices

23.1 Any Notice given by either party shall be in writing and delivered personally, by Registered Mail™, by Priority™ or by Xpresspost™. Alternatively, Notices regarding Amendments to this Agreement by Canada Post may be sent to the customer via email or by Canada Post posting such changes on Canada Post's website ([canadapost.ca/notice](http://canadapost.ca/notice)), including in particular [canadapost.ca/customerguides](http://canadapost.ca/customerguides), which will be deemed received upon posting.

Notices to Canada Post shall be sent to:

AGREEMENT MONITORING  
CANADA POST CORPORATION  
2701 RIVERSIDE DR SUITE B0230  
OTTAWA ON K1A 0B1

Notices to the customer shall be sent to the customer's general contact at the mailing or email address set out in the Agreement Activation Form.

23.2 Notices delivered personally shall be deemed received at the time of delivery. Notices sent by Registered Mail shall be deemed received on the fourth Business Day following the date of mailing. Notices sent by Priority or Xpresspost shall be deemed received on the second Business Day following the date of mailing. Weekend and statutory holiday mailings will count as originating on the following Business Day.

23.3 Either party may change its address by giving Notice to the other party.

23.4 The customer agrees that Canada Post may update the customer's address information obtained from any source, including any Change of Address (Mail Forwarding) form submitted to Canada Post, for the purpose of contacting the customer with respect to this Agreement.

### 8.3.24 Confidentiality

24.1 Except as may be required by law or for those Terms and Conditions that have been made publicly available by Canada Post, neither party nor their employees (including directors and officers) or agents shall disclose to any third party, with the exception of Authorized Users, prices or any other Terms or Conditions contained in this Agreement.

24.2 Canada Post has policies and procedures in place to protect the confidential information that it handles. Canada Post is subject to the federal *Privacy Act* and the *Canada Post Corporation Act*. Any third parties who are involved in handling confidential information on behalf of Canada Post are required to agree to appropriate contractual provisions.

### 8.3.25 Language

25.1 It is the express wish of the parties that this Agreement, as well as all related documents, be written in the English language. Les parties ont demandé expressément que la présente et tout document afférent soient rédigés en anglais.

## 8.4 Terms and conditions for Priority Worldwide service

The General Terms and Conditions located in Section 8.3 in the current *Parcel Services Customer Guide* do not apply to Priority Worldwide service. The Priority Worldwide service Terms and Conditions are not subject to, and do not incorporate by reference, any other Terms or Conditions except as specified therein. The Priority Worldwide Service Terms and Conditions are available at [canadapost.ca/priorityworldwide/terms](http://canadapost.ca/priorityworldwide/terms). Please note that all amendments to the Priority Worldwide Service Guide will be posted on the Canada Post website ([canadapost.ca](http://canadapost.ca)) and will be deemed received upon posting.

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