

Parcel Services Customer Guide Amendment #2

This amendment forms part of your Parcel Services Agreement with Canada Post and amends the October 1st, 2011, *Parcel Services Customer Guide* in accordance with the applicable effective date. All other terms and conditions remain the same. Please keep this amendment with your *Parcel Services Customer Guide*.

The revised version of the *Parcel Services Customer Guide* that includes the amended information will be available on the effective date of this amendment at:
canadapost.ca/customerguides

Effective May 1, 2012

New – Deliver to Post Office

Deliver to Post Office is an innovative delivery option available via Canada Post's Web Services Program that allows your online consumers the choice to have their items(s) 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 service ideal for high-value or temperature-sensitive items.

Changes apply as follows:

Replace entire table in Section 2.2 with the following:

2.2 Features and Options for Shipping Within Canada

Features and Options for Shipping within Canada

Parcel Services – Canada			
Features and Options	Priority™*	Xpresspost™	Expedited Parcel™
On-time Delivery Guarantee	✓	✓	✓
Tracking			
Tracking and Delivery Confirmation	✓	✓	✓
Delivery Updates	✓	✓	✓
Reference Number Tracking	✓	✓	✓
Signature and Identity Services Options			
Signature	■	\$	\$
Signature Hard Copy°	\$	\$	\$
Proof of Age†	\$	\$	\$
Proof of Identity**†	\$	\$	\$
Flexible Delivery Options			
Leave At Door (Do not card)†	✓	✓	✓
Do Not Safe Drop†	✓	✓	✓
Card (Hold) for Pickup†	✓	✓	✓
Deliver to Post Office†		✓	✓
Coverage and COD Options			
\$100 Liability Coverage	✓	✓	✓
Additional Liability Coverage (up to \$5,000)	\$	\$	\$
Collect On Delivery (COD) up to \$25,000 (\$1,000 cash)	\$	\$	\$

Pickup Services			
Scheduled Pickup***	\$ varies	\$ varies	\$ varies
On-Demand Pickup**	■	\$	\$
Third-Party Scheduled Pickup***	\$	\$	\$
Third-Party On-Demand Pickup**	■	\$	\$
Returns and Redirection			
Return Service Labels†	\$	\$	\$
Return to Sender	\$	\$	\$
Redirection†††	✓	✓	✓

Key

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

■ Available as a no-charge option for the *Priority™* service

\$ Available for a fee.

* Business Days between major urban centres. Some exceptions apply.

** Customers must sign up for this option and use a Canada Post-approved electronic shipping system. Contact your Canada Post sales representative for details.

*** Scheduled Pickup is free, when Customers purchase \$15,000 and over of parcel shipping services annually per pickup location. Fee applies for Customers who purchase less than \$15,000 of parcel shipping services annually. Customers must purchase over \$2,500 of parcel shipping services annually to qualify for Scheduled Pickup service. Third-Party Scheduled Pickup is available to commercial customers for a weekly fee.

Visit canadapost.ca/pickup for a list of areas where Canada Post offers Pickup services or to request a pickup.

° Signature image is available online, at no additional charge (Signature option must be selected at time of mailing).

† Available for shipments prepared with a designated Canada Post-approved shipping system.

†† The On-Demand Pickup fee is per stop, covering the pickup of one or more parcel items. Visit canadapost.ca/pickup to see where Canada Post offers pickup services or to request a pickup. Customers may pay by "ACCOUNT" or by credit card.

††† Items will be redirected where reasonably possible, at no additional charge.

Note: Exceptions and conditions apply. Visit canadapost.ca/postalguide. For items shipped with Regular Parcel service, the features, options and other services described here are the same as for the Expedited Parcel service with the exception of the On-Time Delivery Guarantee.

Section 2.2.5 – Delivery Options available when using Canada Post-approved electronic shipping systems

Add the following new paragraph at the end of Section 2.2.5

Deliver to Post Office*²

Deliver to Post Office is an innovative delivery option available via Canada Post's Web Services Program that allows your online consumers the choice to have their items(s) 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 service 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 them their parcel is ready for pickup. If the item has not been picked up after 5 days, the addressee will receive a second email and a phone message to remind them to pick up their item. The addressee or their 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 indicated on the shipping label.

* Available only with a Canada Post-approved shipping system.

² COD is not available with the *Deliver to Post Office* option.

Replace in Section 5.3 – Web Services

Under “Improve Online Shopping Experience” – replace the entire fourth bullet with the following text:

- giving the shopper the delivery options that allow them to choose how Canada Post delivers their item in the way that is most convenient for them, including the ability to choose for an item to be delivered to a post office of their choice.