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# Parcel Services Customer Guide

## Amendment No. 1

### Effective January 13, 2014

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

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

#### **NEW – Non-transmitted order surcharge and non-manifested item surcharge**

Canada Post is introducing two new surcharges to reduce the number of non-transmitted parcel orders and orders with incomplete manifest data.

The changes apply as follows:

Add the following in Section 6.7 Fuel and special handling surcharges

#### **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.

Add these bullets to Section 8.3.6 Surcharges item 6.1:

#### 8.3.6 Surcharges

- non-transmitted order surcharge
- non-manifested item surcharge



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