

# System outages



Due to a system upgrade, some Canada Post functions and applications will be unavailable from June 22 at midnight (ET) to July 2 at 7:00 a.m. (ET). See below for details.

Application	Outage	Duration
Online store (Shop)	The Shop is not available.	June 22, 11:59pm – July 2, 7:00am
Sign Up	New accounts/profiles can not be created. Customers with existing accounts can still sign in, with limited functionality.	June 25, 8:00pm – July 2, 7:00am
Business Settings	Customers can not edit their profile, link or remove a business from profile, manage their credit card, manage users (Delegated Admin), change business name (Solutions for Small Business), submit Commercial Customer Change Request form, or use Forgot Password/Forgot Username functionality.	June 25, 8:00pm – July 2, 7:00am
Smartmail Marketing Partner Portal	The Partner Portal is not available and Partners can not create new Solutions for Small Business accounts.	June 25, 8:00pm – July 2, 7:00am
Find a Rate - mobile	This application is not available.	June 25, 8:00pm – July 2, 7:00am
Track a Package - Mobile	This application is not available	June 25, 8:00pm – July 2, 7:00am
Billing and Payments	Customers can still view and download their invoices but can not pay online.	June 25, 10:00pm – June 30, 6:00pm
Online Business Centre (OBC)	Customers can still sign into the Online Business Centre with limited functionality. After July 2, customers who sign into OBC to view and pay invoices will be redirected to the Billing and Payment section in their online business profile.	June 25, 11:59pm – July 2, 7:00am
Label/SOM Cancellation	Parcel labels and Statement of Mailings can not be cancelled online.	June 25, 11:59pm – July 2, 7:00am
Forward/Hold Mail	Requests can not be created/submitted online.	June 25, 11:59pm – July 2, 7:00am
Parcel Pickup	Recurring Pickup Orders can not be created or cancelled. They can be modified. On Demand Pickup orders can only be created using a credit card that has been saved prior to June 24. On Demand Pickup orders can still be modified or cancelled. Pickups requested prior to 11:59pm on June 25 will continue to occur.	June 25, 11:59pm – June 30, 6:00pm
Package Redirection	Package redirection services are not available.	June 25, 11:59pm – July 2, 7:00am
Sign-in	Customers can not sign into their online accounts.	June 30, 6:00pm – July 2, 7:00am
Business Reply Mail	Access to Business Reply Mail artwork and reporting will be unavailable.	June 30, 6:00pm – July 2, 7:00am
Precision Targeter	This application is not available.	June 30, 6:00pm – July 2, 7:00am
Find a rate - web	This application is not available.	June 30, 6:00pm – July 2, 7:00am
EST Online / EST 2.0	This application is not available.	June 30, 6:00pm – July 2, 7:00am
SnapShip	This application is not available.	June 30, 6:00pm – July 2, 7:00am
Ship Online	This application is not available.	June 30, 6:00pm – July 2, 7:00am
ShipManager	This application is not available.	June 30, 6:00pm – July 2, 7:00am
Sell Online	This application is not available.	June 30, 6:00pm – July 2, 7:00am
Parcel Pickup	This application is not available.	June 30, 6:00pm – July 2, 7:00am
Billing and Payments	This application is not available.	June 30, 6:00pm – July 2, 7:00am
Track a Package – web	Customers can still track their packages, but can not register for email notifications.	June 30, 6:00pm – July 2, 7:00am
Track – Intelligence 360	Business customers will not be able to track or get reports regarding their parcel shipments.	June 30, 6:00pm – July 2, 7:00am
Parcel Returns	Return policies can not be created, modified or cancelled. Consumers can not request return labels.	June 30, 6:00pm – July 2, 7:00am
Forward/Hold Mail	New requests can not be created/submitted in person at a Retail outlet.	June 30, 6:00pm – July 2, 7:00am
Developer Program	The Developer Program is not available.	June 30, 6:00pm – July 2, 7:00am