

Canada Post Update

Friday January 6, 2023

Please note that our Friday Jan 6th report is the last one issued for this Peak Season. Thank you all!

SUPPORTING YOU DURING PEAK

This report provides an overview of the status of the Canada Post network to help you set delivery expectations with your customers during the holiday season. This report is prepared with information available to Canada Post as of 8 a.m. EST and is posted daily by 10 a.m. EST Monday to Friday until Friday January 6th. As issues may evolve during the day, please check the service alerts regularly posted on this site for the latest information. Please note there will be no reports issued on December 26th, 27th and January 2nd.

Please use our tracking service on canadapost.ca/track for the most current delivery status for your items. Our call centres have no further information.

To identify impacted FSAs (first three characters of the postal code) associated with delays, a reference chart is provided at the end of the document.

PREPARING YOUR MAILINGS

To ensure efficient processing and minimize delays, please prepare your mail in accordance with our guides:

- [The ABCs of Shipping](#)
- [Smartmail Marketing Customer Guide](#)

Please remember that items that exceed the maximum parcel specifications will not be processed and will be subject to surcharges:

- Weight must not exceed 30 kg (66 lbs); or
- Any dimension must not exceed 200 cm (78.7 in); or
- The length and girth (2 x Width + 2 x Height) combined must not exceed 300 cm (118 in).

ABOUT THE REPORT

The daily report consists of four Tables: Significant Issues, Processing Parcels, Processing Non-Parcels, and Delivery Operations.

Table 1: provides an update on matters that can impact our customers such as issues related to tools and systems, weather that may impact our operations over the next 24 hours, transportation delays and the average call centre wait times from the previous business day.

Table 2: provides a status update on any parcel and packet delays you can expect as your product moves through our processing plants in major cities.

- If product is required to move through several plants before reaching its destination, the delays will be cumulative.
- **Green** indicates there are no issues and processing are as planned with a 1 day or less delay to our service standards.

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- **Yellow** indicates a delay. An estimated delay beyond our service standards delay will be denoted along with comments when warranted. Example: 3 days means that our delay is 3 days beyond our current service standard.
 - If product is inducted at a post office, please refer to the closest processing site as an indicator of status.
 - **IMPORTANT NOTE:** During our peak season it is possible to see induction scans in another processing plant (other than the one you usually see) as we load level products to provide the most efficient processing. Do not induct your product into an alternate plant to try and circumvent delays.

Table 3: provides a status on processing our Lettermail™ (both regular size and oversize), Personalized Mail™ and Neighbourhood Mail™ products in major urban cities.

- If product is required to move through several plants before reaching its destination, the delays will be cumulative.
- **Green** indicates there are no significant issues reported.
- **Yellow** indicates a delay. An estimated delay beyond our service standard delay will be denoted along with comments when warranted. Example: 3 days means that our delay is 3 days beyond our current service standard.

Table 4: provides a status on our delivery operations and identifies any significant delays in major urban cities. Delivery delays impact all products. Delays denoted in the applicable processing plants would be cumulative to the delivery delay.

- **Green** indicates there are no significant issues reported.
 - Delivery comments provide insights into delivery issues from the previous day.
 - Updates highlighted in **yellow** provide an estimate of the expected delay and include comments when warranted.
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Friday January 6, 2023

Table 1: Significant Issues Update

Canada Post tools and systems	No issues to report.
Weather that may impact our operations over the next 24 hours	<p>Freezing drizzle in NS.</p> <p>A yellow alert was issued on Thursday for the Chaudière-Appalaches, Montérégie and Montréal QC regions due to weather. We anticipate normal operations to resume today.</p> <p>REMINDER: With a lot of active weather across the country, please refer to our webpage for delivery alerts as these are updated throughout the day.</p> <p>Service Alerts Canada Post (canadapost-postescanada.ca)</p>
Potential transportation delays	Freezing rain in ON and QC on Thursday impacted transportation.
Average call centre wait times (based on previous day actuals)	Consumers (min:sec): 7:40 Commercial Customers (min:sec) : 3:41
Other	<p>Please note that our Friday Jan 6th report is the last one issued for this Peak Season. Thank you all!</p> <p>IMPORTANT REMINDER: During our peak season it is possible to see induction scans in another processing plant (other than the one you usually see) as we load level products to provide the most efficient processing. Do not induct your product into an alternate plant to try and circumvent delays. (As stated above)</p>

Table 2: Parcel and Packet Processing in Major Urban Cities

(updates from previous day appear in red)

City	Domestic	Domestic Oversized Items	Outbound International USA	Outbound International *ROW	Comments
St John's					
Halifax					
Saint John					
Moncton					
Quebec					
Montreal					
GTA					
Ottawa					
Hamilton					
Windsor					
London					
Kitchener					
Thunder Bay					
Winnipeg					
Regina					
Saskatoon					
Calgary					
Edmonton					
Vancouver					

*ROW: Rest of World

Table 3: Lettermail™, Personalized Mail™ and Neighbourhood Mail™ Processing in Major Urban Cities

(updates from previous day appear in red)

City	Lettermail™	Oversized Lettermail™	Personalized Mail™	Neighbourhood Mail	Comments
St John's					
Halifax					
Saint John					
Moncton					
Quebec					
Montreal					
GTA					
Ottawa					
Hamilton					
Windsor					
London					
Kitchener					
Thunder Bay					
Winnipeg					
Regina					
Saskatoon					
Calgary					
Edmonton					
Vancouver					

Table 4: Delivery Operations in Major Urban Cities

(updates from previous day appear in red)

City	Delivery	Comments
St John's		
Halifax		
Saint John		
Moncton		
Quebec		
Montreal		Yellow alert posted for Thursday Jan 5 th , normal operations expected to resume on Friday.
GTA		
Ottawa		
Hamilton		
Windsor		
London		
Kitchener		
Thunder Bay		
Winnipeg		
Regina		
Saskatoon		
Calgary		
Edmonton		
Vancouver		

Delivery FSAS by processing facility

Processing facility	Major urban centre FSAs	Non-major urban centre FSAs
St John's NL	A1A-A1H, A1N	A0A-A0N, A1K-A1M, A1S-A2N, A5A, A8A
Halifax NS	B2V-B3B, B3H-B4G	B0C, B0E-B0W, B1A-B2N, B2R-B2T, B3E, B3G, B4H-B5A, B6L, B9A
Charlottetown PE	C1A-C1E	C0A, C0B, C1N
Moncton NB	E1A-E1J	E1N, E1V-E1X, E2A, E3N-E4Z, E6A-E9H
Saint John NB	E2E-E2S	E2V, E3L, E5A-E5V
Fredericton NB	E3A-E3G	
Québec QC	G1, G2, G6V-G6Y	A0P, A0R, A2V, G0A-G0W, G0Y-G0Z, G3A-G3C, G3E-G3N, G3Z-G4A, G4R-G6C, G6E-G6T, G6Z-G8P
Montréal QC	H1A-H9X, J4G-J4S, J4V-J4Z	G0X, G8T-G9X, J0A-J0W, J0Y-J0Z, J1A-J3B, J3E-J4B, J4T, J5A-J5C, J5J-J5N, J5R, J5T-J6A, J6E, J6J-J6K, J6N, J6R-J7R, J7T-J7Z, J8A-J8H, J9E, J9L-J9Z, X0A
Ottawa ON/ Gatineau QC	J8P-J9A, J9H-J9J**, K1A-K4A	H0M, J0X, J8L-J8N, J9B, K0A-K0G, K0J, K4B-K7C, K7H, K7S-K8H
Toronto ON***	L1G-L1R**, L1S-L1Z, L3L, L3P-L3T, L3X-L3Y**, L4A, L4B-L4E, L4G**, L4H-L4L, L4S-L5W, L6A, L6B-L6G, L6H-L6M**, L6P-L7A, All M Codes	K0H, K0K-K0M, K7G, K7K-K7R, K8N-K9V, L0A-L0P, L1A-L1E, L3V, L3Z, L4M-L4R, L7B-L7K, L9E, L9J, L9L-L9Z, P0A-P0S, P0T-P0X***, P1A-P6C, P7A-P9N***
Hamilton ON	L2M-L2W, L7L-L9C, L9G-L9H, L9K	L0R, L0S, L2A-L2J, L3B-L3K, L3M, N0A, N0E, N1A, N3L-N4B
Kitchener ON	N1C-N1L, N1P-N2V, N3C-N3H	N0B, N0C, N0G-N0H, N0K, N1M, N2Z-N3B, N4K-N4L, N4N, N4W, N4Z-N5A
London ON	N5V-N6P	N0J, N0L-N0P, N4G, N4S-N4V, N4X, N5C-N5R, N7A-N8A
Windsor ON	N8N-N9K	N0R, N8H-N8M, N9V-N9Y
Winnipeg MB***	R1C, R2, R3, R4A, R4G, R5A	P0Y, P0T-P0X***, P7A-P9N***, R0A-R1B, R1N, R4H-R4L, R5G-R9A, S0P, X0C
Regina SK	S4K-S4Z	S0A, S0C, S0G, S0H, S0N, S2V, S3N-S4H, S6H-S6K, S9H
Saskatoon SK	S7A-S7C, S7H-S7W	S0E, S0J-S0M, S6V-S6X, S9A, S9V, S9X, T9V
Calgary AB	T1X-T1Z, T2, T3	T0J-T0M, T1A-T1W, T4A-T4H, T4M-T4T
Edmonton AB	T5, T6, T8A-T8H, T8N, T8T	T0A-T0H, T0P-T0V, T4J, T4L, T4V, T4X, T7, T8L, T8R-T8S, T8V-T9S, T9W-T9X, V0C, V0W, V1G, V1J, X0B, X0E, X0G, X1A, Y0A-Y0B, Y1A
Vancouver BC	V3B-V3E, V3H-V3X, V3Z-V4P, V5A-V7Y	V0A-V0B, V0E-V0N, V0T, V0V, V0X, V1A-V1E, V1H, V1K-V3A, V3G, V3Y, V4R-V4Z, V7Z, V8A-V8J
Victoria BC	V8N-V9E	V0P, V0R, V0S, V8K-V8M, V9G-V9Z

** These FSAs are considered non-major urban centres for the Expedited Parcel service.

*** For P0T-P0X and P7A-P9N, items can be transported to either the Toronto or Winnipeg processing facilities for the purposes of calculating the most advantageous delivery standard possible.