

ABCs of mailing

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Table of contents

1. Overview	3
2. Acceptable for mailing	3
3. Packaging and wrapping	
3.1 Packaging and wrapping overview	4
3.2 Examples of how to package and wrap items	8
3.3 Unfertilized eggs	12
3.4 Hatching eggs (fertilized eggs)	13
3.5 Live day-old chicks	14
3.6 Live small cold-blooded non-poisonous animals	16
3.7 Liquid and dry patient specimens (human or animal)	18
3.8 Parasites, leeches, and insects	20
3.9 Bees	20
3.10 Cremated remains	22
3.11 Electronic goods	23
3.12 Batteries	24
3.13 Cannabis	28
3.14 Promotion of cannabis	30
4. Addressing	31
5. Preparing shipping documentation	
5.1 Preparing shipping documentation overview	32
5.2 Our right to audit	32
5.3 How we charge	33
5.4 How we calculate base shipping price	33
5.5 How to cube an item and calculate the VE of its actual weight	34

5.6 Examples of how to cube an item and calculate the VE of its actual weight .	35
6. Documentation	36
7. Payment	40
8. Depositing	40

1. Overview

The ABCs of Mailing guides you through the steps to help make sure your mail arrives at its final destination.

Plan your mailing by:

- Choosing a proper service
- Correctly calculating weights and measurements
- Supplying proper documentation
- Verifying our mailing cycle period for certain types of shipments
- Verifying our delivery timeframe for certain types of shipments

Learn how to package your items safely and securely to help fulfill delivery deadlines and stay on budget.

Products and services are subject to the applicable [Canada Post terms and conditions](#).

Steps for mailing with us:

1. Make sure the item is acceptable for mailing
2. Package and wrap the item
3. Address the item
4. Weigh the item
5. Prepare the documentation
6. Pay for the item
7. Deposit the item

If you have a standing contract with Canada Post, you should also refer to the terms and conditions of your contract.

2. Acceptable for mailing

You have the responsibility of making sure that the contents of your item meet all current applicable Canada Post policies and requirements and that you can ship your item under all applicable laws, including the following (this is not an exhaustive list):

- [Cannabis Act](#)

- [*Canada Post Corporation Act*](#)
- [*Criminal Code*](#)
- [*Firearms Act*](#)
- [General Terms and Conditions](#)
- [Health of Animals Regulations](#)
- [International Air Transport Association Regulations](#)
- [International Civil Aviation Organization Regulations](#)
- [Non-Mailable Matter Regulations](#)
- [*Tobacco and Vaping Products Act*](#)
- [*Transportation of Dangerous Goods Act*](#)

Prohibitions or restrictions on the mailing of some articles may apply.

For example, we won't deliver:

- Offensive articles that contain sexually explicit material that do not meet our packaging requirements
- Items that emit an odour of any kind
- Any information relating to bookmakers, pool-setting, betting or wagering, or unlawful schemes
- Any item related to schemes to defraud the public

Related documents

[Non-mailable matter](#)

[International destination listing](#)

[Customs requirements](#)

3. Packaging and wrapping

3.1 Packaging and wrapping overview

Careful preparation and packaging help ensure safe and secure delivery of items. We strongly recommend the use of environmentally friendly packaging. [Visit our e-store](#) to buy packaging and wrapping materials.

We recommend the following tips for most parcels:

In this section

- Choose a rigid, good quality outer container
 - Use packaging material
 - Use sealing material
 - Label your item
-

Choose a rigid, good quality outer container

The container must be sturdy enough to protect the item you're mailing. Depending on the article you're mailing, a corrugated cardboard box is generally a good container.

If you're reusing a box, make sure:

- It has the strength and integrity for shipping
- Old shipping labels and barcodes are removed
- Old addresses and markings are covered up or removed

If you deposit unpackaged items not of a size or shape suitable for wrapping (such as pails or tires), you must pay an unpackaged items surcharge. You must not reuse containers that have been used before for restricted items or non-mailable matter for mailing other goods.

Exceptions

If:

- The package no longer contains those materials and they're re-wrapped to cover all previous markings that refer to restricted items or non-mailable matter
- There are no longer any traces (spills, residue, and so on) of the previous materials

See Non-mailable matter for more information.

Use packaging material

If fragile, surround the item with cushioning material on the top, bottom, and all sides to limit movement and protect the item.

If there are multiple different textured items (for example, liquids or sharp edges) in the same package, the items should have cushioning between them to prevent movement and keep the integrity of the contents intact.

If the item may be subject to bending, use a rigid material to prevent bending or folding.

Wrap individual contents separately and use void fillers to stabilize and protect items while in transit and during handling by machines and people.

Examples of cushioning material and void fillers:

- Packaging paper
- Tissue paper
- Newspaper
- Kraft paper
- Crinkle or shredded paper
- Bubble wrap
- Styrofoam or expanded polystyrene pieces (also known as foam peanuts)
- Inflatables
- An old t-shirt

You must tightly and securely wrap all items with enough cushioning and reinforcing materials. If the item contains liquid, it must be wrapped with enough absorbent material. Outer containers must not have handles, loops, or loose material that could get caught in the sorting equipment or create safety issues.

These measures will help to prevent:

- Loss or damage to items
- Potential damage to postal equipment
- Injuries to people handling the items

For items mailed in a frame (such as pictures) protect the front and back with strong cardboard larger than the frame. Place soft material between the frame and the cardboard to reduce pressure on the glass.

Use sealing material

Firmly seal all seams of the item with quality, reinforced packaging tape to make sure that your item stays closed.

Don't use:

- String
- Masking tape
- Ordinary household tape



Please note:

You can't strap, tape, or bind together 2 items (boxes, polybags, or a mix of both) or more by any other means. You must deposit them as single items.

Label your item

Label the inner container with the address and return address on the top (the largest side of the box) and then put it inside the shipping box.

Make sure you use the proper service label and that the label is visible and affixed flat and wrinkle-free to the largest side of the box. If your item is too small, ensure that the barcode isn't placed over a crease or applied in any manner that makes it difficult to scan, and that the barcode and address don't wrap around the edges of the item. For mailing tubes, affix the label lengthwise so that the side of the barcode points toward the ends of the tube.

You must carefully package and label common allergen items to minimize the potential for allergic reactions.

Examples of common allergen items:

- Peanuts
- Sesame seeds
- Tree nuts (for example, almonds or walnuts)
- Eggs



Please note:

- As a guideline, your packaging should withstand a drop of about 1 metre (39.3 inches) on to concrete to prevent potential damage or breakage.
- Without limiting any other exceptions that might apply, we won't pay any claim for shipments which aren't adequately packaged to ensure safe transit through our automated system.
- We'll apply a surcharge to cylindrical mailing tubes. The surcharge doesn't apply to items shipped using Small Packet™ and Tracked Packet™ services.

Related documents

[Non-mailable matter](#)

3.2 Examples of how to package and wrap items

The following suggestions are examples only and don't guarantee safe delivery of items. Also, restrictions and limitations apply to loss and damage claims regardless of how an item is packaged. See the [General Terms and Conditions](#) for details.

Suggested ways to package and wrap items

<i>Item (example)</i>	<i>Outer packaging</i>	<i>Packing material</i>	<i>Special markings</i>
<i>Fragile items (china)</i>	Choose a rigid, good, quality, corrugated cardboard box Tape all seams with reinforced tape	Wrap or secure the item using: <ul style="list-style-type: none">• Bubble wrap• Tissue paper• Newspaper• Foam peanuts• Inflatables	Mark the item with the word "FRAGILE" on the top and on one side near the shipping label.
<i>Perishable items (fruit)</i>	Choose a rigid, good quality, corrugated cardboard box Tape all seams with reinforced tape	Wrap or secure the item using: <ul style="list-style-type: none">• Bubble wrap• Tissue paper• Newspaper	Mark the item with the word "PERISHABLE" on the top and on one side near the shipping label.

<i>Item (example)</i>	<i>Outer packaging</i>	<i>Packing material</i>	<i>Special markings</i>
<i>Crushable items (art prints)</i>	<p>Choose triangular shaped outer packaging (a surcharge is payable on cylindrical mailing tubes)</p> <p>Tape all seams with reinforced tape</p>	<p>Wrap or secure the item by:</p> <ul style="list-style-type: none"> • Rolling it around a rigid cylinder • Placing it in a triangular package 	<p>Mark the item with the word "FRAGILE" on the top and on one side near the shipping label.</p>
<i>Long items (umbrella)</i>	<p>Choose a rigid, good quality:</p> <ul style="list-style-type: none"> • Cardboard box • Triangular shaped outer package <p>Tape all seams with reinforced tape</p>	<p>Wrap or secure the item by:</p> <ul style="list-style-type: none"> • Placing it in a rigid box • Placing it into a triangular package 	<p>We don't suggest any special markings.</p>
<i>Sharp items (garden shears)</i>	<p>Choose a rigid, good quality, corrugated</p>	<p>Wrap or secure the item using:</p>	<p>Mark the item with the words "HANDLE</p>

<i>Item (example)</i>	<i>Outer packaging</i>	<i>Packing material</i>	<i>Special markings</i>
	<p>cardboard box</p> <p>Tape all seams with reinforced tape</p>	<ul style="list-style-type: none"> • Bubble wrap • Tissue paper • Newspaper <p>Tightly roll packaging material around the blades and secure with reinforced tape (100 mm beyond the tip)</p>	<p>WITH CARE"</p> <p>on the top and on one side near the shipping label.</p>
<i>Liquids, liquefiable substances, and powders</i>	<p>Choose a leak-proof container made of:</p> <ul style="list-style-type: none"> • Metal • Heavy cardboard • Styrofoam <p>Tape all seams with reinforced tape</p>	<p>Wrap or secure the item by:</p> <ul style="list-style-type: none"> • Placing the inner container (bottle) into the outer container • Surrounding the inner container with enough absorbent material to contain a leak 	<p>Mark the item with the words "FRAGILE" and "KEEP FROM HEAT" (if appropriate) on the top and at least one side near the shipping label.</p>

<i>Item (example)</i>	<i>Outer packaging</i>	<i>Packing material</i>	<i>Special markings</i>
		Screw-type covers should have rubber or cork washers.	
<i>Latex paints and tubes of artist's paints</i>	You must fasten metal containers with friction lids that mechanically seal the lids with metal rings. This is to prevent accidental removal of the lids during transit.	You must use a separate container to ship each 4-litre can. You can ship 4 1-litre cans of latex paint in 1 container but you must separate each can with durable separators.	We don't suggest any special markings.
<i>Magnetic tapes</i>	The item itself should be packaged, but we don't suggest any outer packaging.	You must protect the tapes from being accidentally erased by wrapping them in lead foil.	Mark the item with the words "MAGNETIC TAPE" near the shipping label.
<i>Scented items</i>	You must seal the item to prevent the	Perfumes and toiletries with an alcohol	We don't suggest any special

<i>Item (example)</i>	<i>Outer packaging</i>	<i>Packing material</i>	<i>Special markings</i>
	scent from escaping (including samples).	base are considered dangerous goods (flammable liquids). So, they're not allowed in the mail stream. See Non-mailable Matter for more information.	markings.

3.3 Unfertilized eggs

You must:

- Individually wrap and protect unfertilized eggs using enough cushioning material and wrapping to stop the eggs from hitting each other or the outer container.
- Enclose the eggs in a clean, strong, rigid box.
- Seal the box tightly and mark it “EGGS”.

Acceptable services (COD service option isn’t available):

- Priority™
- Xpresspost™
- Expedited Parcel™
- Regular Parcel™



Please note:

You mail all items at your own risk. We make no coverage for loss or damages available for this type of mail.

Visit the [Canadian Food Inspection Agency \(CFIA\) website](#) for more information.

3.4 Hatching eggs (fertilized eggs)

We treat hatching eggs as live animals. You must have an Agreement with us (regardless of the volume shipped) prior to the mailing. You should also review the [Health of Animals Regulations](#) before mailing as a License to Operate may be required. You are solely responsible for determining whether the Regulations apply to you, and whether your mailing is compliant. You mail all items at your own risk.

Available services (by surface only)

- Expedited Parcel™
- Regular Parcel™

You can only mail hatching eggs between March 1 and October 31.

Delivery to your destination is required to be achievable in 3 consecutive business days (excluding weekends and statutory holidays) from the time of mailing. We highly recommend depositing your shipment at one of our facilities either on **Monday** or **Tuesday**. Refer to our [Delivery standards tool](#) for destinations achievable in a 3-day expectant delivery. Delivery standards are subject to change without notice.

Please note: You can only mail these items domestically. There's no loss or damage coverage available for this type of mail.

The shipment must be within local or regional boundaries.

Generally, this means:

- Local - where the destination city or town is the same as the originating city or town
- Regional - where the destination is to an adjacent province and the items can safely be delivered within 3 business days

When shipping hatching eggs, they must reach their final destination prior to hatching.

Packaging requirements

Hatching eggs must be:

- Individually wrapped and protected, using enough cushioning material and wrapping to stop the eggs from hitting each other or the outer container.
- Enclosed in a clean, strong, rigid box.
- Registered with the Canadian Food Inspection Agency (CFIA) regulations. You must provide a copy of the “Licence to Operate a Hatchery” issued to you by the CFIA for our records for us to grant you a contract to ship hatching eggs.

Review the [Health of Animals Regulations](#) - Part VIII.1 (Hatcheries and Supply Flocks) and Part XII (Transport of Animals). You must maintain a record of each shipment as per HAR 154.

You must not ship hatching eggs to remote locations in Canada. For a list of remote locations, see our [air stage offices list](#).

You must seal the box tightly while allowing for ventilation and mark it “HATCHING EGGS - LIVE ANIMAL”. We strongly recommend that you place a noticeable label on each package stating:

“HATCHING EGGS. THIS SIDE UP. HANDLE WITH SPECIAL CARE. DO NOT PLACE IN MAIL BAG OR COVER WITH OTHER MAIL MATTER. DO NOT PLACE NEAR HOT PIPES, STOVES OR RADIATORS. DO NOT EXPOSE TO COLD WINDS OR HOT SUN. PLEASE PROTECT FROM EXTREMES OF HEAT OR COLD. PLEASE DISPATCH AS QUICKLY AS POSSIBLE AND DELIVER TO THE ADDRESSEE PROMPTLY ON ARRIVAL AT OFFICE OF DESTINATION.”



For more information, see the [Canadian Food Inspection Agency \(CFIA\) Import Reference Document](#) (as referenced in the Health of Animals Regulations).

3.5 Live day-old chicks

To ship live day-old chicks, you must enter into a Commercial Agreement with us (regardless of the volume shipped) before the mailing.

Acceptable service

- Expedited Parcel™ (COD service option isn’t available)

You can only mail live day-old chicks between March 1 and October 31 each year. It's highly recommended that you deposit your shipment at one of our facilities on either ***Monday or Tuesday.***

Delivery to your destination is required to be achievable in 48 hours (excluding weekends and statutory holidays) from the time of mailing.

The shipment must be within local or regional boundaries.

Generally, this means:

- Local - where the destination city or town is the same as the originating city or town
- Regional - where the destination is to an adjacent province and the items can be safely delivered within 48 hours

Please note: You can only mail these items domestically. You mail these items at your own risk. We don't cover loss or damages for this type of mail.

Live day-old chicks must be:

- Free from disease.
- Properly prepared for mailing (the boxes used by a hatchery for the marketing of chicks must be clean and strong).
- Registered with the [Canadian Food Inspection Agency \(CFIA\) Regulations](#). You must provide a copy of the "Licence to Operate a Hatchery" issued to you by the CFIA for our records for us to grant you a contract to ship live day-old chicks.

Review the [Health of Animals Regulations](#) -Part VIII.1 (Hatcheries and Supply Flocks) and Part XII (Transport of Animals). You must maintain a record of each shipment as per HAR 154.

Live day-old chicks must not:

- Need food, water, or attention during handling in the mail. To comply with Part XII of the Health of Animals Regulations, newly hatched poultry must reach their final destination within 72 hours after the time of hatching so they can be provided with feed, water, and rest.
- Be shipped to remote locations in Canada. For a list of remote locations, see our [air stage offices list](#).



Visit the [Canadian Food Inspection Agency \(CFIA\) website](#) and the [Health of Animals Regulations](#) for more information.

Additional requirements for live day-old chicks

The manual manifest must bear the designated article number 8731.

We strongly recommend that you place a noticeable label on each package stating:

“LIVE DAY-OLD CHICKS. THIS SIDE UP. HANDLE WITH SPECIAL CARE. DO NOT WATER OR FEED IN TRANSIT. DO NOT PLACE IN MAIL BAG OR COVER WITH OTHER MAIL MATTER. DO NOT PLACE NEAR HOT PIPES, STOVES OR RADIATORS. DO NOT EXPOSE TO COLD WINDS OR HOT SUN. PLEASE PROTECT FROM EXTREMES OF HEAT OR COLD. PLEASE DISPATCH AS QUICKLY AS POSSIBLE AND DELIVER TO THE ADDRESSEE PROMPTLY ON ARRIVAL AT OFFICE OF DESTINATION.”

We’ve made an exception to accommodate the shipment of day-old chicks. You may strap no more than 4 boxes together, and the dimensions must not exceed our specifications.

Each box must:

- Offer adequate ventilation for the chicks
- Have new chick box pads
- Have its own address label



Please note:

Shipments can’t be counted towards the volume commitment or spend commitment (as applicable) specified in your Parcel Agreement. These particular shipments are considered an independent offering and are subject to their own volume commitments or spend commitments (as applicable to your Parcel Agreement) and prices.

3.6 Live small cold-blooded non-poisonous animals

Acceptable services

- Expedited Parcel™
- Regular Parcel™

You can only mail live small cold-blooded non-poisonous animal specimens between March 1 and October 31.

Delivery to your destination is required to be achievable in 3 consecutive business days (excluding weekends and statutory holidays) from the time of mailing.

Please note: You can only mail these items domestically, and at your own risk. We don't offer loss or damage coverage for this type of mail.

Examples of acceptable creatures:

- Worms
- Frogs
- Salamanders
- Lizards
- Snails
- Tadpoles

Examples of unacceptable creatures:

- Snakes
- Turtles
- Baby alligators
- Caimans
- Any warm-blooded animals

Live small cold-blooded non-poisonous animal specimens must be:

- Free from disease
- Less than 25 cm (10 inches) in size
- Clearly identified with the notation "LIVE SMALL COLD-BLOODED NON-POISONOUS ANIMAL SPECIMEN"
- Dropped off at a Canada Post facility
- You must maintain a record of each shipment as per HAR 154

Live small cold-blooded non-poisonous animal specimens must not:

- Need food, water, or attention during handling in the mail.
- Emit obnoxious odours.
- Be shipped to remote locations in Canada. For a list of remote locations, see our [air stage offices list](#).



Visit the [Canadian Food Inspection Agency \(CFIA\) Health of Animals Regulations](#) for more information.

3.7 Liquid and dry patient specimens (human or animal)

To be setup to mail liquid and dry patient specimen, please contact your sales representative or call Customer Service at 1-866-607-6301 for more details.

Acceptable services (COD service option isn't available)

- Priority™
- Xpresspost™
- Expedited Parcel™
- Regular Parcel™

Other acceptable services

- Lettermail™
- Business Reply Mail™

Acceptable USA and International services

- Xpresspost™ – USA
- Expedited Parcel™ – USA
- Tracked Packet™ – USA
- Small Packet™ USA – Air
- Xpresspost™ – International
- International Parcel – Air and Surface
- Tracked Packet™ – International
- Small Packet™ International – Air and Surface

For USA and International mailings, consult the [International destination](#) list to ensure the receiving postal administration allows such mailings and complete a Customs Declaration form identifying the contents of the package.

Examples of acceptable liquid and dry patient specimens:

- Specimens that are being tested for non-contagious conditions (for example, cancer cells or something similar).

Examples of unacceptable liquid and dry patient specimens:

- Biological specimens being tested for a contagious pathogen such as HIV or the flu virus. You can't mail these specimens under any circumstances.

Please note: These items are mailed at your own risk. We don't offer loss or damage coverage for this type of mail.

You must properly package patient specimens (human or animal) that have a minimal likelihood of containing infectious pathogens to further reduce the risk of exposure.

Primary and secondary receptacle

- A leak-proof container for both primary and secondary receptacle
- You should place enough absorbent material between the primary and secondary receptacle so that, during transport, any release of liquid will not reach the outer packaging

Outer packaging

Outer packaging must:

- Have adequate strength for its capacity, mass, and intended use (shipments to the USA require rigid outer packaging)
- Have one surface with dimensions of at least 100 mm (4 inches) x 100 mm (4 inches)
- Be marked "EXEMPT HUMAN SPECIMEN" or "EXEMPT ANIMAL SPECIMEN"

Please note: When you place multiple fragile primary receptacles in a single secondary receptacle, you must either individually wrap or separate them to prevent contact between them.



See the International Air Transport Association (IATA) Dangerous Goods Regulations outlined in the [IATA Document - Classification of Infection Substances](#) for further packaging requirements.

Find out if your envelope or packaging meets guidelines

If you wish to figure out whether your envelope or packaging meets our shipping guidelines, send a sample of the packaging for testing to:

CANADA POST
MAIL STANDARDS AND TESTING
NATIONAL EQUIPMENT ENGINEERING
2701 RIVERSIDE DR SUITE N0625
OTTAWA ON K1A 0B1

3.8 Parasites, leeches, and insects

Acceptable services

- Expedited Parcel™
- Regular Parcel™

You can only mail parasites, leeches, and insects between March 1 and October 31.

Delivery to your destination is required to be achievable in 3 consecutive business days (excluding weekends and statutory holidays) from the time of mailing.

Parasites, leeches, and insects must be:

- Free from disease
- Mailed in safe and secure boxes. You must maintain a record of each shipment as per HAR 154.
- Easily identifiable

You must not ship parasites, leeches, and insects to remote locations in Canada. For a list of remote locations, see our [air stage offices list](#).

Visit the [Canadian Food Inspection Agency \(CFIA\) website](#) and the [Health of Animals Regulations](#) for more information.



Please note:

You can only mail these items domestically. You mail all items at your own risk. We make no coverage for loss or damages available for this type of mail.

3.9 Bees

You can only mail bees between March 1 and October 31.

Delivery to your destination is required to be achievable in 3 consecutive business days (excluding weekends and statutory holidays) from the time of mailing except for queen bees and their attendants where the delivery needs to be achievable the next business day from the time of mailing.

Bees must be:

- Free from disease
- Packaged in a safe and secure box or tube covered with a fine mesh screen, as per industry standards, to prevent breakage or leakage during transit and handling. You must maintain a record of each shipment as per HAR 154
- Easily identifiable on the container

Honey bees (colonies)

Acceptable services (COD service option isn't available)

- Expedited Parcel™
- Regular Parcel™

You can only mail honey bee colonies between March 1 and October 31.

Queen bees and their attendants (up to 8)

Acceptable service (COD service option isn't available)

- Priority™

You can only mail queen bees and their attendants between April 1 and October 31.

Each queen bee may be accompanied by up to eight attendant honeybees. Multiple containers cannot be strapped together.

The queen bee(s) and their attendants must be easily identifiable on the container (label with "QUEEN BEE(S) AND ATTENDANTS").

The queen bee and her attendants must not:

- Have honey in the container.
- Be shipped to remote locations in Canada. For a list of remote locations, see our [air stage offices list](#).

Additional resources

- [Canadian Food Inspection Agency \(CFIA\) website](#)
- [Health of Animal Regulations](#)



Please note:

You can only mail these items domestically. You mail all items at your own risk. We make no coverage for loss or damages available for this type of mail.

3.10 Cremated remains

Acceptable Services

Within Canada:

- Priority™
- Xpresspost™
- Expedited Parcel™
- Regular Parcel™

U.S. and International:

- Xpresspost™ - USA
- Xpresspost™ - International
- Expedited Parcel™ - USA
- Tracked Packet™ - USA
- Tracked Packet™ - International

Please note: Prohibitions or restrictions may apply when shipping internationally. You're responsible for making sure your mail item is acceptable in the destination country. Refer to our [International destination listing tool](#) for further details.

You mail all items at your own risk. We make no coverage for loss or damages available for this type of mail.

You're required to ensure:

- The destination and return address are correct and complete.
- The inner container is packed in a sealed container (urn or otherwise) and placed inside an outer container. You must protect breakable inner receptacles with enough packing material.
- The outer container is durable and sift-proof.
- A certificate of cremation, issued by the proper authority, accompanies the remains. You must enclose the certificate in a plastic envelope and secure it to the top of the

parcel.

3.11 Electronic goods

Electronic goods include the following:

- Electronic devices or their mechanisms
- Memory and all ancillary or related data storage devices
- Computers
- Televisions
- Tablets
- Cellular phones
- Smartwatches
- Audio equipment
- Media recording devices
- Cameras
- Camcorders
- GPS
- Car audio equipment

Acceptable services

- Priority™
- Xpresspost™
- Expedited Parcel™
- Regular Parcel™

Packaging

You mail all items at your own risk. Among other exceptions and limitations that may apply, we make no coverage for damages available for shipments containing electronic goods that you ship in any packaging other than:

- The manufacturer's original packaging, undamaged and retaining its intended shape and strength
- Packaging that abides by our packaging guidelines
- Our packaging for the shipment of electronics, including tablets and smartphones



Please note:

If the electronic goods have lithium batteries, they must meet our requirements for domestic ground/surface mailing of lithium batteries.

3.12 Batteries

As a general rule, we can accept most batteries used in consumer electronic products for shipping if they meet the requirements for shipping batteries (see below).

This includes:

- AA batteries
- AAA batteries
- C batteries
- D batteries

Battery shipment requirements

You must:

- Always protect battery and cell terminals to prevent short circuit. You can do this by covering the terminals with an insulating material (for example, by using electrical tape or enclosing each battery separately in a plastic bag) or by shipping in original manufacturer packaging.
- Ship the contents in strong and rigid outer packaging which can withstand normal conditions of transport.
- Equip batteries and equipment with an effective means of preventing accidental activation.
- Package equipment in a way to prevent movement of the cells or batteries and avoid breakage under normal conditions of transport and handling.

You must not ship batteries and equipment containing batteries that are:

- Damaged
- Defective or recalled
- Transported for recycling or disposal

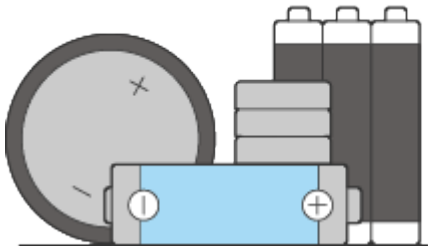
Lithium batteries

You may only mail lithium batteries that meet the criteria set out below.

You may not mail lithium battery-powered vehicles, including but not limited to:

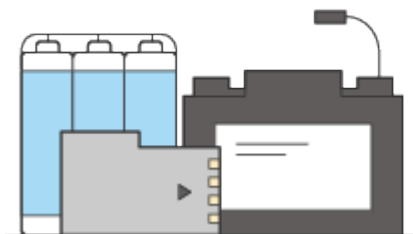
- Hoverboards
- Self-balancing boards and wheels
- Bicycles
- Mobility aids such as wheelchairs and scooters

Categories



Lithium cell

A lithium cell is a single encased unit made up of one positive and one negative electrode that exhibits a voltage differential across the two terminals (such as an AA battery).



Lithium battery

A lithium battery is one or more cells electrically connected (such as a laptop battery).

Additional requirements for lithium batteries

You may only mail lithium batteries:

- Meeting the conditions outlined in [Schedule 2, Special Provision 34](#) and other applicable provisions of the [Transportation of Dangerous Goods Regulations](#).
- Subject to the restrictions set out in the table below

Please note: You aren't allowed to ship lithium batteries to any destination outside of Canada and the U.S.

You must fully complete a customs declaration form and properly declare the content of the package destined to the U.S.



Please note:

Portable charging devices must follow the acceptance requirements for "Batteries on their own" in the following table.

Lithium battery acceptance requirements

<i>Content description</i>	<i>Label</i>	<i>Domestic Air ¹</i>	<i>Domestic Surface ¹</i>	<i>U.S. Parcel Services</i>
<i>Installed in equipment (Up to 4 cells or 2 batteries) UN3481 - Lithium ion UN3091 - Lithium metal</i>	No ⁴	Yes	Yes	Yes
<i>Installed in equipment (More than 4 cells or 2 batteries) UN3481 - Lithium ion UN3091 - Lithium metal</i>	Yes (see <u>Lithium battery mark</u>)	Not accepted ²	Yes ³	Not accepted
<i>Packed with, not installed in equipment</i>	Yes (see <u>Lithium battery</u>)	Not accepted ²	Yes ³	Not accepted

<i>Content description</i>	<i>Label</i>	<i>Domestic Air ¹</i>	<i>Domestic Surface ¹</i>	<i>U.S. Parcel Services</i>
<i>UN3481 - Lithium ion</i>	<i><u>mark</u></i>			
<i>UN3091 - Lithium metal</i>				
<i>Batteries on their own</i>	Yes (see <i><u>Lithium battery</u></i> <i><u>mark</u></i>)	Not accepted	Yes ³	Not accepted
<i>UN3480 - Lithium ion</i>				
<i>UN3090 - Lithium metal</i>				

¹ Air services refer to Priority™ and Xpresspost™; Surface services refer to Expedited Parcel™ and Regular Parcel™

² We have an expanded battery acceptance program available for contract and Solutions for Small Business customers. Contact your sales representative or call Customer Service at 1-866-607-6301 for more details.

³ Must not be shipped to remote Air Stage locations in Canada. For a complete list of locations, please see our [air stage office list](#).

⁴ When a customer mails more than 2 packages to the same addressee then they must apply the Lithium Battery Mark to each package.

Lithium battery mark

The Lithium Battery Mark has been updated. The mark has been updated to a new size of 100mm x 100mm and no longer requires a phone number. Both the old and new versions of the mark can continue to be used until December 31st, 2026. As of January 1, 2027, only the new version will comply with regulations. The UN number is required on both versions of the mark. The phone number is only required on the old version.

The label must fit on one side of the item.



Old lithium battery mark



New lithium battery mark

3.13 Cannabis

Cannabis is a regulated product with specific delivery requirements. You need to make sure the contents, packaging, and labelling of your shipments meet the requirements set out below, and follow all applicable laws. Other restrictions and requirements may apply.

Acceptable services

- Priority™
- Xpresspost™
- Expedited Parcel™

Licensed commercial shippers of medical cannabis must add the Signature option.

Licensed commercial shippers of recreational cannabis must add the Proof of Age option.

Shipping cannabis

You may only deposit items in Canada, and only for delivery in Canada.

The weight of the final package (including inner and outer packaging) must be at least 50 g for us to process it as a licensed seller's shipment in our delivery network.

It's your responsibility to make sure that shipments containing any regulated product follow all applicable legislation and regulations.

Packaging cannabis

You must prepare shipments in a manner that ensures the security of the contents.

This includes packaging that:

- Won't open or allow contents to escape during handling and transportation
- Is sealed so it can't be opened without the seal being broken
- Prevents the escape of cannabis odour
- Prevents contents from being identified without it being opened

Please note: If the shipment can't meet these or other requirements, it will be removed from our delivery network.

The following information isn't intended to be a comprehensive guide for packaging cannabis. Using the suggested packaging doesn't guarantee safe and completed delivery. Proper packaging is the sole responsibility of the sender.

Guidelines for inner packaging

Odour-resistant

Use a small plastic container or a vacuum-sealed bag. Most zip-top or zipper bags aren't odour-resistant, even if you use many bags.

Tamper proof

Include a seal to indicate if someone has tampered with the container.

Leak proof

For cannabis oil, use a leak-proof container and a sealed bag before placing it in the outer package.

Guidelines for outer packaging

Use a self-sealing and scent-blocking mailer for your outer packaging.

Unmarked cardboard box

Whether you're using an odour-resistant plastic container or a vacuum-sealed bag for the inner packaging, place it in a cardboard box for shipping. Outer packaging must be anonymous (no sign that the contents are cannabis).

Prevent odour

Keep outer packaging in a separate room until you're ready to mail. If you keep packaging near your cannabis product, there's a risk that the outer packaging will absorb the odour.

3.14 Promotion of cannabis

It's only acceptable to promote cannabis, its accessories (including vaporizers), or any related services if the promotion is sent from:

- A person who's authorized to produce, sell, or distribute cannabis provided they address the promotional material to a specific person.
- A business that sells or distributes:
 - Cannabis
 - Cannabis accessories (including vaporizers)
 - Services

These businesses can't directly or indirectly target consumers and must only promote to businesses that:

- Produce cannabis
- Sell cannabis
- Distribute cannabis

Acceptable services

- Lettermail™
- Personalized Mail™
- Publications Mail™

The promotional item must be:

- Addressed to a specific person
- Sealed in an envelope or self-mailer

The promotional item must not:

- Include cannabis
- Include cannabis scented paper, ink, or sealing adhesive
- Have any graphics or text on the outside that identifies its contents



Please note:

- You can't send promotional material using Neighbourhood Mail™ and Postal Code Targeting services.
- You may use any of our services to promote accessories (including vaporizers) without specific reference to cannabis.
- It's your responsibility to follow the requirements outlined in the **Cannabis Act** and adhere to all other applicable laws.

4. Addressing

Our automated equipment can decipher a wide range of addressing styles, but consistent and correct addressing reduces the need for extra handling or redelivery by us.

Example of proper addressing

To avoid unnecessary delays in delivery of your mail items, you should:

- Print the address in uppercase.
- Include two spaces between the province or territory and the postal code.
- Print postal codes in uppercase with the first 3 elements separated from the last 3 by a space. Don't use hyphens. If the postal code isn't formatted in this manner, the mail may be delayed.

Here's an example of proper addressing format:

1. The addressee (first line)
2. Additional delivery information (second line)
3. Civic address (third line)
4. Name of the city, province, and postal code (last line)



See our [Addressing guidelines](#) for addressing details, tables of abbreviations, and symbols.

5. Preparing shipping documentation

5.1 Preparing shipping documentation overview

You must declare each item's actual weight on the shipment order or manifest at the time of shipping. You may also include the item's dimensions (length, width, and height) or the greater of the actual weight or Volumetric Equivalent (VE) of its actual weight.



For more information, see [How to cube an item and calculate the VE of its actual weight](#).

It's your responsibility to make sure that your declarations are correct.

5.2 Our right to audit

The documentation you submit with your mailing is subject to verification by us at any time. If we determine your documentation to be incomplete or inaccurate, we may take whatever action we determine to be appropriate. Please see [How we charge](#) for more details.



Please note:

When an item is cubed, the dimensions you give are the dimensions of the smallest hexahedron (six-sided box) in which the item can be contained.

5.3 How we charge

We may in our sole discretion invoice you on the basis of:

- The documentation you submit with your mailing, including your weight and dimension declarations
- or
- Any audit by us
- or
- A default weight of 5 kg (11 pounds) if your weight declaration is missing or for whatever reason unusable

Where we charge the base price based on our audit, price adjustments will appear on your next or a later invoice.

If you don't complete and send all the documents we require for a shipment, or if the documents are incorrect or incomplete for any reason, the items of the shipment may, at our discretion, be:

- Returned to you at your expense to make them compliant
- Processed and charged at the next or most appropriate product or service category, where available, and/or made subject to an additional administrative surcharge
- Refused for shipping

Besides the base price and administrative surcharge referred to above, we also apply other surcharges. See our [Pricing page](#) for more information.

5.4 How we calculate base shipping price

Here's how we calculate the base price ¹for shipping your item.

We use the greater of the item's actual weight and volumetric equivalent of actual weight in the prescribed weight and size limits of the specific product offering used. We indicate this weight on the price sheets provided.

To confirm the base price for shipping your item:

1. Calculate the item's actual weight and the volumetric equivalent of its actual weight. For instructions on how to do that, see [How to cube an item and calculate the VE of its actual weight](#).
2. Take the greater of these two numbers.

3. Refer to our price sheets and find the base price associated with that number.

¹While 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. Where the greater of actual weight and volumetric equivalent of actual weight exceeds 0.750, we'll determine the base price in all cases by rounding the actual weight and volumetric equivalent of actual weight up to the nearest 0.500.

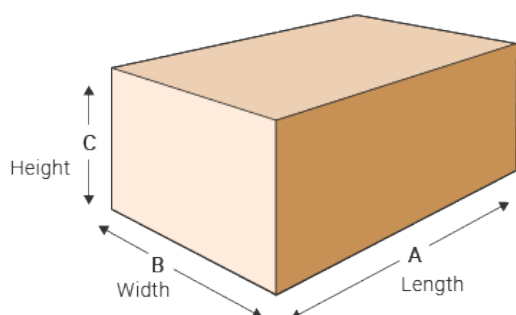
5.5 How to cube an item and calculate the VE of its actual weight

Here's a step-by-step guide to cubing an item and calculating the volumetric equivalent (VE) of its actual weight.

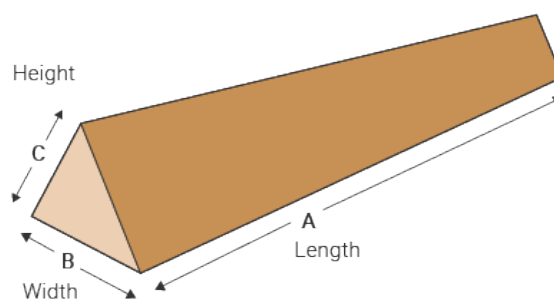
1. Measure the item's dimensions

Measure your item's length, width, and height where these dimensions are greatest. Measure items of irregular shape in the same manner.

Your item's largest dimensions are the dimensions of the smallest box in which you can contain the item.



Regular shaped item



Irregular shaped item

2. Cube the item

Calculate the item's cube by multiplying its length, width, and height (as measured in step 1).

Your item's cube (or cubic volume) is the amount of space it occupies, as if you contained it in the smallest box referred to in step 1.

3. Calculate the volumetric equivalent of the item's actual weight

Calculate the item's volumetric equivalent of its actual weight by dividing its cube (or cubic volume), as measured in step 2, by a density factor.

The formula we use to calculate the volumetric equivalent of the item's actual weight is:

Cubic volume / density factor = volumetric equivalent actual weight.

The density factor is a number that shows the fact that items weighing a certain amount are generally of a certain size or volume.

We apply a density factor of 5,000 (when measuring in cubic cm) or 139 (when measuring in cubic inches) to:

- Priority™
- Xpresspost™
- Expedited services™
- All U.S. and International services (excluding Tracked Packet™ and Small Packet™)

We apply a density factor of 6,000 (when measuring in cubic cm) or 166 (when measuring in cubic inches) for the Regular Parcel™ service

There are some [examples of calculations of volumetric equivalent of actual weight](#) on the next page.



Please note:

Volumetric equivalent of actual weight isn't a unit of measure, a mass, or a volume. It's a tool developed according to an industry standard of typical parcel densities that helps to calculate a more accurate shipping price for an item's weight and the space it occupies in a truck or an airplane.

5.6 Examples of how to cube an item and calculate the VE of its actual weight

Example 1

An item measures 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 cm³. 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.

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 measures 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 cm³. 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.

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.

6. Documentation

You must:

- Apply proper shipping labels to the item
- Include complete order documentation (manifest, bill of lading) with the item

You should produce all shipping labels according to our manufacturing specifications. Labels must be compliant with our specifications. These specifications exist to make sure that we can scan barcodes and that we can process items using our mechanized sorting equipment.

Some services don't need labels or documentation. For more information, consult the proper service in the Canada Postal Guide. If mailing outside of Canada, see our [International destination listing tool](#) and [Customs requirements](#).

Please note: If you have a standing contract with Canada Post, you should also refer to the Terms and Conditions of your contract.

In this section

- Affixing the shipping label to your item
- Barcoded shipping labels
- Order (bill of lading)
- Additional documentation
- Customs documentation

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.

You must not wrap the shipping label around the edges of the item or apply it in any manner that makes it difficult to scan the barcode.

For more examples, see [How to use our shipping labels](#).



Please note:

- For items smaller than the shipping label, wrapping the label around the edges is acceptable as long as you apply both the barcode and address section flat and they don't wrap.
- Avoid placing the label over a seam or box closure.
- Don't cover the label with strapping or reflective material such as tape.
- For prepaid products specifically, make sure you apply labels straight, flat, and wrinkle-free in the area shown on the back of the envelope.
- You must affix labels for cylindrical tubes lengthwise so that the sides of the barcode point towards the ends of the tube. This is to help with barcode scanning. The delivery guarantee doesn't apply to cylindrical mailing tubes. We highly recommend the use of triangular or rectangular mailing tubes.
- When using our manual labels, make sure that no stickers or markings are on the 2D barcodes found in the corners of the "To" section. This could prevent our equipment from reading them properly. You must also remove the tear-away customer receipt.

Barcoded shipping labels

You can print your own shipping label (if you use an online shipping tool or shipping system) or bring your item to the post office to get a barcoded shipping label.

Alternatively, we offer barcoded prepaid envelopes and flat rate boxes that can be purchased online or at a post office.

Affix the shipping label to the item, ensuring that:

- You apply the label to the item as described in the section above
- The label isn't covered with reflective material (tape)
- The barcode is of good quality so that postal equipment can read it



Please note:

- You can insert the label (and if applicable other shipping documentation) into a plastic pouch (labelope). You can get labelopes by [contacting customer service](#). Fees may apply.
- You must not use a Business Reply Mail™ address for Parcel services.
- We only accept Canada Post approved barcoded shipping labels for Parcel shipments. You can order approved barcoded labels through the [Online Business Centre](#) or by [contacting customer service](#).

Order (bill of lading)

Bills of lading are only available with overprinted customer information by [contacting customer service](#). Domestic bills of lading aren't needed when using manifests and shipping labels. You must deposit an item with a bill of lading at a retail post office or commercial deposit centre.

See [How to complete a bill of lading \(BOL\)](#) for detailed instructions on how to complete an order (bill of lading).

Additional documentation

Additional documentation for contract customers and Solutions for Small Business cardholders:

Order (manifest)

You must prepare an order (manifest or bill of lading), unless you use EST online. You can create shipping information and send it using EST. We need your customer number and the agreement number on all orders. For prepaid products, a manifest isn't needed unless the quantity shipped is to be considered for your scheduled pickup weekly volume, or if you select additional options.

You may prepare an order electronically using:

- Electronic Shipping Tools (EST)

- Snap Ship
- An approved shipping system developed by a third-party
- A shipping system you develop
- Manually using a hard copy order provided by us

Also, you may deposit items (other than Priority™) processed with online shipping tools into a street letter box if they fit. The shipping label generated by the online shipping tools acts as the manifest and will indicate “NO MANIFEST REQUIRED”. So, these shipping labels may allow for street letter box deposit for specific products.

You must provide two printed copies of the order (manifest) prepared electronically, or the original of a manually prepared order (manifest or bill of lading).

You must provide these with every parcel order at the time of induction (pickup or deposit) to either an authorized Canada Post:

- Representative at a postal facility approved by us
- or
- Driver for customers who have scheduled pickup

All items on an order form are subject to verification by us.

This includes verification of:

- Weight
- Volumetric equivalent of actual weight
- Quantity
- Product type

If you don't complete and submit all the documents we require for a shipment, or if the documents are incorrect or incomplete for any reason, the items of the shipment may, at our discretion, be:

- Returned to you at your expense to make them compliant
- Processed and charged at the next or most appropriate product or service category, where available, and/or made subject to an additional administrative surcharge
- Refused for shipping

Order (bulk manifest)

You can use the bulk manifest (33-086-565) for:

- Prepaid products with options
- U.S. and International items

For prepaid products, enter the total quantity shipped in box J of the bulk manifest.

You can't use bulk manifest for COD items.

Customs documentation

All mail containing merchandise destined for outside of Canada must have a customs declaration form. The customs declaration forms part of the Canada Post shipping label and also includes the address and sender names and addresses.

Related documents

[How to complete a bulk manifest](#)

7. Payment

We indicate the methods of payment by the service used. Refer to the proper service.



Please note:

If you have a standing contract with Canada Post, you should also refer to the terms and conditions of your contract.

8. Depositing

You may deposit items, as indicated by the service used. Refer to the proper service.



Please note:

If you have a standing contract with Canada Post, you should also refer to the terms and conditions of your contract.