

# Features, options and other surcharges: shipping within Canada



For more information, refer to your *Parcel Services Customer Guide* or the *Canada Postal Guide* at [canadapost.ca/postalservices](http://canadapost.ca/postalservices).

PARCEL SERVICES: CANADA				
FEATURES AND OPTIONS	PRIORITY™	XPRESSPOST™	EXPEDITED PARCEL™	REGULAR PARCEL™
<b>Tracking and delivery</b>				
On-Time Delivery Guarantee	✓	✓	✓	
Tracking and Delivery Confirmation	✓	✓	✓	✓
Delivery Updates	✓	✓	✓	✓
Reference Number Tracking	✓	✓	✓	✓
<b>Coverage and COD options</b>				
Liability Coverage (up to \$100)	✓	✓	✓	\$2.25
Additional Liability Coverage (up to \$5,000) <sup>1</sup>			\$2.25 per additional \$100	
Collect on Delivery (COD) up to \$5,000 (up to 1,000 cash) <sup>2</sup>	\$7.25	\$7.25	\$7.25	\$7.25
<b>Signature and identity services</b>				
Signature	■	\$1.75	\$1.75	\$1.75
Signature Hard Copy <sup>3</sup>	\$7.25	\$7.25	\$7.25	\$7.25
Proof of Age <sup>4</sup>	\$3.00	\$3.00	\$3.00	\$3.00
Proof of Identity <sup>4,5</sup>	\$10.00	\$10.00		
<b>Flexible delivery options</b>				
Leave at Door (Do Not Card) <sup>4</sup>	✓	✓	✓	✓
Do Not Safe Drop <sup>4</sup>	✓	✓	✓	✓
Card (Hold) for Pickup <sup>4</sup>	✓	✓	✓	✓
Deliver to Post Office <sup>4</sup>		✓	✓	
<b>Pickup Services</b>				
Recurring (Scheduled) Pickup <sup>6</sup>		more than \$15,000: free; \$2,500 to \$14,999: \$7.50 per week		
Third-Party Recurring (Scheduled) Pickup <sup>6</sup>		\$7.50 per week per additional address		
One-Time On-Demand Pickup <sup>7</sup>	■	\$3.50	\$3.50	\$3.50
One-Time Third-Party On-Demand Pickup <sup>7</sup>	■	\$3.50	\$3.50	\$3.50
<b>Returns</b>				
Parcel returns labels <sup>4</sup>	\$	\$	\$	\$
Return to Sender <sup>8</sup>	\$	\$	\$	\$
<b>Redirection Service</b>				
Package Redirection <sup>9</sup>	\$13.00	\$13.00	\$13.00	\$13.00
<b>Other services and charges</b>				
Mailing tube surcharge	\$2.00	\$2.00	\$2.00	\$2.00
Additional handling surcharge <sup>10</sup> (for oversized item, if length, width or height exceeds 1 m; and unpackaged item)	\$18.00 / \$25.00 <sup>13</sup>	\$18.00 / \$25.00 <sup>13</sup>	\$18.00 / \$25.00 <sup>13</sup>	\$18.00 / \$25.00 <sup>13</sup>
Manual document surcharge	\$1.50	\$1.50	\$1.50	\$1.50
Fuel surcharge may apply		Visit <a href="http://canadapost.ca/fuelsurcharge">canadapost.ca/fuelsurcharge</a>		
Non-transmitted order surcharge	\$25.00	\$25.00	\$25.00	\$25.00
Non-manifested item surcharge	\$1.50	\$1.50	\$1.50	\$1.50
Barcode label and address correction fee <sup>11</sup>	\$7.00	\$7.00	\$7.00	\$7.00
Suspended order surcharge	\$25.00	\$25.00	\$25.00	\$25.00
Out-of-spec surcharge <sup>12</sup>	\$300.00 / \$400.00 <sup>13</sup>	\$300.00 / \$400.00 <sup>13</sup>	\$300.00 / \$400.00 <sup>13</sup>	\$300.00 / \$400.00 <sup>13</sup>

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

\$ Available for a fee.

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

- The purchase of the Signature option is mandatory for additional Liability Coverage.
- Some exceptions apply to acceptable methods of payments. For more details, see section 2.3.4.3. in the *Parcel Services Customer Guide*.
- Signature image is available at no additional charge.
- Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.
- Customers must sign up for this option. Contact your Canada Post sales representative for details.
- Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.
- One-Time On-Demand Pickup is free when customers have an active subscription to the Recurring (Scheduled) Pickup service. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.
- All associated Return to Sender shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.
- The fee for Package Redirection is per package. Shipping costs to the new destination address also apply. Payment will apply upon successful redirection. Package Redirection is eligible for tracked parcels processed through the Canada Post network and destined for Canadian addresses. View the **terms and conditions** including eligibility requirements.
- The unpackaged item and oversized item surcharges will not be combined. Customers mailing unpackaged items that are also oversized will only be charged a single fee. For more details, see section 6.7 in the *Parcel Services Customer Guide*.
- The barcode label and address correction fee will not be combined. Customers with an illegible barcode that also have an incomplete or incorrect address will only be charged a single fee of \$7.
- For an item that exceeds our maximum size or weight specifications (any dimension over 2 m; length and girth combined over 3 m; weight over 30 kg).
- Peak season surcharges (November 1, 2021, to January 16, 2022).

NOTE: All options must be selected at the time of shipping. Exceptions and conditions apply. Visit [canadapost.ca/postalguide](http://canadapost.ca/postalguide).

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# Features, options and other surcharges: Shipping to U.S. destinations



For more information, refer to your *Parcel Services Customer Guide* or the *Canada Postal Guide* at [canadapost.ca/postalservices](https://canadapost.ca/postalservices).

PARCEL SERVICES: UNITED STATES					
FEATURES AND OPTIONS	PRIORITY™ WORLDWIDE	XPRESSPOST™ - USA	EXPEDITED PARCEL™ - USA	TRACKED PACKET™ - USA	SMALL PACKET™ USA - AIR
<b>Tracking and delivery</b>					
On-Time Delivery Guarantee	✓●	✓			
Tracking and Delivery Confirmation	✓	✓	✓	✓	
Delivery Updates	✓	✓	✓	✓	
Reference Number Tracking	✓	✓	✓	✓	
Delivery to a Post Office Box		✓	✓	✓	✓
<b>Coverage options</b>					
Liability Coverage (up to \$100)	~	✓	✓	✓	
Additional Liability Coverage (up to \$1,000)	~ \$3.50 per \$100		\$2.25 per \$100		
<b>Signature</b>					
Signature	◆	◆			
<b>Pickup Services</b>					
Recurring (Scheduled) Pickup <sup>1</sup>		Free with \$15,000 or more of annual parcel shipping purchases per pickup location \$7.50 per week with \$2,500 to \$14,999 of the same purchases per pickup location			
One-Time On-Demand Pickup <sup>2</sup>	✓			\$3.50	
Third-Party Recurring (Scheduled) Pickup <sup>1</sup>				\$7.50 per week per additional address	
One-Time Third-Party On-Demand Pickup <sup>2</sup>	✓			\$3.50	
<b>Redirection Service</b>					
Package Redirection <sup>3</sup>		\$13.00	\$13.00	\$13.00	
<b>Customs clearance</b>					
Postal Presentation and Handling		✓	✓	✓	✓
Commercial	✓				
<b>Other services and charges</b>					
Mailing tube surcharge		\$2.00	\$2.00		
Additional handling surcharge <sup>4,5</sup> (for oversized item, if length, width or height exceeds 1 m; and unpackaged item)		\$18.00 / \$25.00 <sup>7</sup>	\$18.00 / \$25.00 <sup>7</sup>		
Manual document surcharge	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
Fuel surcharge may apply		Visit <a href="https://canadapost.ca/fuelsurcharge">canadapost.ca/fuelsurcharge</a>			
Non-transmitted order surcharge	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Non-manifested item surcharge	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
Barcode label correction fee	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00
Suspended order surcharge	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Out-of-spec surcharge <sup>6</sup>		\$300.00 / \$400.00 <sup>7</sup>	\$300.00 / \$400.00 <sup>7</sup>		

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

● On-Time Money-Back Guarantee.

~ An additional charge will apply for declared value for carriage over \$100. See the Priority Worldwide terms and conditions at [canadapost.ca/ca/priorityworldwide/terms](https://canadapost.ca/ca/priorityworldwide/terms).

◆ Signatory name is automatically included at no additional charge and is provided when available.

1. Visit [canadapost.ca/pickup](https://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.
2. One-Time On-Demand Pickup is free when customers have an active subscription to the Recurring (Scheduled) Pickup service. Visit [canadapost.ca/pickup](https://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.
3. The fee for Package Redirection is per package. Shipping costs to the new destination address also apply. Payment will apply upon successful redirection. Package Redirection is eligible for tracked Canada Post U.S.-bound items up until they are processed in an exchange office. View the **terms and conditions** including eligibility requirements.
4. The unpackaged item and oversized item surcharges will not be combined. Customers mailing unpackaged items that are also oversized will only be charged a single fee. For more details, see section 6.7 in the *Parcel Services Customer Guide*.
5. For an oversized item, some exceptions may apply. Refer to the international destination listing at [canadapost.ca/postalguide](https://canadapost.ca/postalguide).
6. For an item that exceeds our maximum size or weight specifications (any dimension over 2 m; length and girth combined over 3 m; weight over 30 kg).
7. Peak season surcharges (November 1, 2021, to January 16, 2022).

NOTE: All options must be selected at the time of shipping. Exceptions and conditions apply. Visit [canadapost.ca/postalguide](https://canadapost.ca/postalguide).

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# Features, options and other surcharges: Shipping to international destinations outside the U.S.



For more information, refer to your *Parcel Services Customer Guide* or the *Canada Postal Guide* at [canadapost.ca/postalservices](https://canadapost.ca/postalservices).

PARCEL SERVICES: INTERNATIONAL OUTSIDE THE U.S.					
FEATURES AND OPTIONS	PRIORITY™ WORLDWIDE	XPRESSPOST™ – INTERNATIONAL	INTERNATIONAL PARCEL – AIR OR SURFACE	TRACKED PACKET™ – INTERNATIONAL	SMALL PACKET™ INTERNATIONAL – AIR OR SURFACE
<b>Tracking and delivery</b>					
On-Time Delivery Guarantee	✓●	✓+			
Tracking and Delivery Confirmation	✓	✓	⊙	✓	
Delivery Updates	✓	✓		✓	
Reference Number Tracking	✓	✓		✓	
Delivery to a Post Office Box	*	✓D	✓	✓	✓
<b>Coverage options</b>					
Liability Coverage (up to \$100)	~	✓	✓	✓	
Additional Liability Coverage (up to \$1,000)	~ \$3.50 per \$100		\$2.25 per \$100		
<b>Signature</b>					
Signature	◆	◆			
<b>Pickup Services</b>					
Recurring (Scheduled) Pickup <sup>1</sup>			Free with \$15,000 or more of annual parcel shipping purchases per pickup location \$7.50 per week with \$2,500 to \$14,999 of the same purchases per pickup location		
One-Time On-Demand Pickup <sup>2</sup>	✓			\$3.50	
Third-Party Recurring (Scheduled) Pickup <sup>1</sup>			\$7.50 per week per additional address		
One-Time Third-Party On-Demand Pickup <sup>2</sup>	✓			\$3.50	
<b>Redirection Service</b>					
Package Redirection <sup>3</sup>		\$13.00	\$13.00	\$13.00	
<b>Customs clearance</b>					
Postal Presentation and Handling		✓	✓	✓	✓
Commercial	✓				
<b>Other services and charges</b>					
Mailing tube surcharge		\$2.00	\$2.00		
Additional handling surcharge <sup>4,5</sup> (for oversized item, if length, width or height exceeds 1 m; and unpackaged item)		\$18.00 / \$25.00 <sup>7</sup>	\$18.00 / \$25.00 <sup>7</sup>		
Manual document surcharge	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
Fuel surcharge may apply		Visit <a href="https://canadapost.ca/fuelsurcharge">canadapost.ca/fuelsurcharge</a>			
Non-transmitted order surcharge	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Non-manifested item surcharge	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
Barcode label correction fee	\$7.00	\$7.00	\$7.00	\$7.00	\$7.00
Suspended order surcharge	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Out-of-spec surcharge <sup>6</sup>		\$300.00 / \$400.00 <sup>7</sup>	\$300.00 / \$400.00 <sup>7</sup>		

- ✓ Feature included in the service (no additional charge).
- On-Time Money-Back Guarantee.
- \* Visit [canadapost.ca/priorityworldwide/pobox](https://canadapost.ca/priorityworldwide/pobox) for availability.
- ~ An additional charge will apply for declared value for carriage over \$100. See the Priority Worldwide terms and conditions at [canadapost.ca/ca/priorityworldwide/terms](https://canadapost.ca/ca/priorityworldwide/terms).
- ◆ Signatory name is automatically included at no additional charge and is provided when available.
- ⊙ Tracking information available only for events within Canada.
- D Delivery to a post office box is offered at destinations where available.
- + Available to certain destinations.

1. Visit [canadapost.ca/pickup](https://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.
2. One-Time On-Demand Pickup is free when customers have an active subscription to the Recurring (Scheduled) Pickup service. Visit [canadapost.ca/pickup](https://canadapost.ca/pickup) to see where Canada Post offers Pickup Services or to request a pickup.
3. The fee for Package Redirection is per package. Shipping costs to the new destination address also apply. Payment will apply upon successful redirection. Package Redirection is eligible for tracked Canada Post international outbound items up until they are processed in an exchange office. View the **terms and conditions** including eligibility requirements.
4. The unpackaged item and oversized item surcharges will not be combined. Customers mailing unpackaged items that are also oversized will only be charged a single fee. For more details, see section 6.7 in the *Parcel Services Customer Guide*.
5. For an oversized item, some exceptions may apply. Refer to the international destination listing at [canadapost.ca/postalguide](https://canadapost.ca/postalguide).
6. For an item that exceeds our maximum size or weight specifications (any dimension over 2 m; length and girth combined over 3 m; weight over 30 kg).
7. Peak season surcharges (November 1, 2021, to January 16, 2022).

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