

Parcel Services Customer Guide Amendment No. 12

Effective January 10, 2022

This amendment forms part of your Parcel Services Agreement with Canada Post and amends the *Parcel Services Customer Guide* of October 20, 2021, in accordance with the applicable effective date. All other terms and conditions remain the same. Keep this amendment with your copy of the Guide.

The revised version of the *Parcel Services Customer Guide*, which includes the amended information, will be available on the effective date of this amendment at canadapost.ca/parcelservices.

Overview of important changes

- 2.3.5.3 Proof of Identity. This option has been removed.
- 3.1 Parcel Services: United States. The delivery standard for the Priority™ Worldwide service was changed to delivery by end of the next business day.
- 5.3.1.2 EST Online. The name of this shipping tool was changed to Shipping Manager.

Helping you elevate the customer experience

Under “Parcel tracking” we replaced the paragraph with the following:

We know how important delivery status updates are to you and your customers. We offer a complete suite of tracking and reporting solutions that allow you to power your planning and decision-making processes and inform your customers of the current tracking status, including exceptions and delivery dates. We've also launched automatic tracking on our website and our mobile app as a free and convenient feature for customers. It allows them to track and manage their Canada Post deliveries and set preferred delivery options for their packages. Our app provides tracking visibility throughout the delivery process and includes push notifications and pickup barcodes.



Shipping within Canada

2.2 Features, options and other value-added services: Shipping within Canada

In table 2.2 Parcel Services: Canada, under Signature and identity services, we replaced the section and the legend with the following:

Features and options	Priority™	Xpresspost™	Expedited Parcel™	Regular Parcel™	
Signature and identity services					More information
Signature	■	\$	\$	\$	p. 11
Signature Hard Copy ³	\$	\$	\$	\$	p. 11
Proof of Age ⁴	\$	\$	\$	\$	p. 11

Legend

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

\$ Available for a fee.

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

1. The purchase of the Signature option is mandatory for additional Liability Coverage.
2. Some exceptions apply to acceptable methods of payments. For more details, see section 2.3.4.3.
3. The signature image is available at no additional charge.
4. Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.
5. Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
6. One-Time On-Demand Pickup is free when customers have an active subscription to the Recurring (Scheduled) Pickup service. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
7. 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.

Note: All options must be selected at time of shipping. Exceptions and conditions apply. Visit canadapost.ca/postalguide.

We removed entire section 2.3.5.3 Proof of Identity.



In section 2.3.6 Delivery options available when using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, we changed the footnotes as follows:

1. Available only with Canada Post's Electronic Shipping Tools or a customer-developed/third-party shipping system.
2. Refer to section 2.4 for more information on how Canada Post delivers items within Canada.
3. No delivery attempt will be made at the door.

2.4 How Canada Post delivers items within Canada

We replaced the second footnote with the following:

2. A Delivery Notice Card is used to show that the item is available for pickup at the designated post office. A Final Notice Card is sent to the addressee if the item has not been picked up after five calendar days. The item is held at the post office for 15 calendar days, after which time it is returned to the sender. For apartment buildings, a delivery attempt is made at the door. In buildings with an intercom, attempting to contact the addressee using the intercom is considered a delivery attempt. In cases where the elevator is out of service, the agent attempts delivery wherever physically possible, taking into consideration the agent's safety and welfare; otherwise, a Delivery Notice Card is left for the addressee. For condos, the security guard or concierge may sign on behalf of the customer according to the resident's condominium agreement and the official Letter of Authorization form completed and submitted by the customer. A copy of either document must be provided to Canada Post.

Shipping to the United States and international destinations

3.1 Parcel Services: United States

In table 3.1 Shipping options, we replaced the text for the Priority™ Worldwide service with the following:

Shipping options	
Delivery by next business day	Priority™ Worldwide An international express service offered by Canada Post, as an agent for FedEx™. This service offers an On-Time Money-Back Guarantee and delivery by end of the next business day to most destinations in the U.S. The service also includes the following features at no additional cost: recipient's name and signature, commercial customs clearance, detailed tracking information and up to \$100-declared value for carriage. One-Time On-Demand Pickup service is included at no charge (where available).

We replaced the first footnote with the following:

- * Refer to the Priority Worldwide terms and conditions in section 8.4 for details.

Prepaid products and Xpresspost Certified

4.1 Value-added features and options: Prepaid products



Under “How to order” we replaced the bulleted list with the following:

- Visit canadapost.ca/shop.
- Send an email to commercial.orderdesk@canadapost.ca.
- Call Customer Service at 1-866-607-6301.

Note: Minimum order quantities apply for Prepaid products.

4.2 Packaging that works for you

Under “Prepaid Envelope – Option 1” we replaced the paragraph with the following:

If you prefer to hand-address the shipping label, you can order Prepaid envelopes with a pre-affixed label and unique tracking barcode.

Under “Prepaid Envelope – Option 2” add the following note:

Note: Can only be used with labels produced by EST or a customer-developed/third-party shipping system. Manual Canada Post barcoded shipping labels, with or without address, cannot be affixed to Prepaid envelopes and will result in double-billing. Refer to section 6.6.1 for details on how to properly affix shipping labels to Prepaid envelopes.

4.4 Express Certified (within Canada only)

We replaced the note with the following:

Note: Refer to section 6.6.1 for details on how to properly affix shipping labels to Prepaid envelopes. To set up a contract for Xpresspost Certified products, contact your Canada Post sales representative.

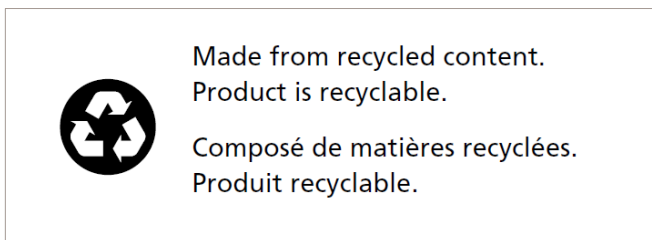
4.5 Prepaid labels (within Canada only)

We removed the section “How to Order” and replaced the note with the following:

Note: To set up a contract for Prepaid labels, contact your Canada Post sales representative.

4.6 Green products: Our environmental commitment to you

We replaced the recyclable product logo with the following:



4.8 Orders and returns

Under “To place and order” we replaced the bulleted list and the note with the following:

- Visit canadapost.ca/shop (for envelopes only).
- Send an email to commercial.orderdesk@canadapost.ca (for envelopes only).
- Call Customer Service at 1-866-607-6301 (envelopes or labels).



Note: Minimum order quantities apply for Prepaid product orders. For contract information on our product and services, contact your Canada Post sales representative.

E-commerce solutions and shipping tools

(effective February 2022)

5.3 Shipping systems

5.3.1.2 EST Online

We replaced the title and the entire section with the following:

5.3.1.2 Shipping Manager (formerly EST Online)

This tool is a lighter online version of the EST Desktop 2.0 shipping tool, containing most of the same functionality. It is an excellent tool for occasional shippers who want an application that is easy to use from any office location with web access, and it requires no software installation.

Shipping Manager allows you to

- access from any device with no software installation needed;
- compare prices and delivery standards for available services;
- create multiple labels and pay for them at once (group up to 50 labels into one transaction);
- complete shipping labels online and print them using a laser printer;
- store and manage contacts in the address book;
- set customized preferences to automatically populate fields with frequently used values (set default business profile and sender address; also save package details and predefined customs goods list);
- send Delivery Updates with unique tracking numbers to let customers know the delivery status;
- request One-Time On-Demand Pickup service.



5.3.1.3 EST Express Order Entry

We replaced the entire section with the following:

This simple, one-screen shipping tool can be used for single shipments to Canadian destinations. EST Express Order Entry (EOE) can be customized to suit your shipping requirements and is installed as a direct link from your company's intranet, known as the EOE Secure Solution.

EST Express Order Entry allows you to

- print address labels for shipments within Canada and pay online;
- store and manage contacts in the address book;
- set customized preferences to automatically populate fields with frequently used values;
- send Delivery Updates with unique tracking numbers to let customers know the delivery status;
- track your orders,
- hide certain fields (customer number, contract, method of payment and others), make certain fields mandatory (e.g., cost centre) and lock certain fields to a predetermined value (service, insurance and others).

EOE will be discontinued in February 2022. If you are interested in a corporate link to our EOE Secure Solution, email us at sic.eac@canadapost.ca or contact your Canada Post sales representative.

5.3.1.4 Electronic Shipping Tool: At a glance

We replaced the entire table with the following:

Features	EST Desktop 2.0	Shipping Manager	EST Express Order Entry (secure solution)
Canadian shipments	✓	✓	✓
U.S./international shipments	✓	✓	N/A
Access	Download from Canada Post's website	Work online through Canada Post's website	Directly from your intranet
Default settings	✓	N/A	The destination address can be set as a default, which is ideal for return shipments to your location
Templates available	N/A for Parcel Services	N/A for Parcel Services	Presets available
Customized screen display	N/A	N/A	✓



Features	EST Desktop 2.0	Shipping Manager	EST Express Order Entry (secure solution)
Reference fields, for example your order number	2	1	1
COD option available	✓	✓	N/A
Printing of shipping labels	8.5 in. x 11 in. laser or 4 in. x 6 in. thermal	8.5 in. x 11 in. laser	8.5 in. x 11 in. laser
Emailing of PDF shipping label	N/A	✓	✓
Emails with a unique tracking number to customers	✓	✓	✓
Payment by credit card, account number and supplier account	✓	✓	✓
Central billing of multiple sites to a single customer number	✓	✓	✓

5.3.1.5 Recommended system requirements: EST Desktop 2.0, EST Online and EST EOE

We replaced the title and the entire table with the following:

5.3.1.5 Recommended system requirements: EST Desktop 2.0, Shipping Manager and EST EOE

Equipment	EST Desktop 2.0	Shipping Manager	EST Express Order Entry (secure solution)
Internet connection	High speed	High speed	High speed
Operating system	Windows™ 7/10	Windows 7/10	Windows 7/10
Browser	N/A	Firefox™ 40, Chrome™ 54, Internet Explorer™ 10	Firefox 40, Chrome 54, Internet Explorer 10
Processor	Intel Core™ i3 or equivalent	N/A	N/A
RAM	4 GB	N/A	N/A



Equipment	EST Desktop 2.0	Shipping Manager	EST Express Order Entry (secure solution)
Hard-drive space	300 MB of available space	N/A	N/A
Monitor resolution	1024 x 768	N/A	N/A
Barcode scanner (optional)	Any	Not supported	Not supported
Scale ¹	Serial (RS232) cable connected Pitney Bowes™, Avery™ Weigh-Tronix™ or Mettler-Toledo™ scale	Not supported	Not supported
Manifest/report printer	Laser printer supported by Windows 7/10	Laser printer supported by Windows 7/10	Laser printer supported by Windows 7/10
Label printer ²	Laser printer supported by Windows 7/10 Thermal Zebra™ LP-2844, Citizen™ CLP-521, CL-S521	Laser printer supported by Windows 7/10	Laser printer supported by Windows 7/10

ABC of shipping

6.5 Shipping charges and weight

6.5.1 Base price of your item

Under “How we charge” we added the following note after the second paragraph:

Note: Package shape and dimensions may change during transit, which can affect the package’s dimensions and, therefore, the volumetric equivalent of its actual weight. Canada Post reserves the right to adjust the price and surcharges, as the case may be, based on the altered dimensions.

6.9 Customs regulations and shipping requirements

6.9.1 General

We replaced the sixth paragraph with the following:

For information on basic customs document requirements, refer to section 6.9.5, visit canadapost.ca/postalguide or call Customer Service at 1-866-607-6301. There are special requirements for any item shipped to an international destination other than the U.S. with a content value of CAD\$2,000 or higher. Visit canadapost.ca/postalguide to learn more.



6.9.5 Customs documentation

We replaced the entire section with the following:

The following fields of the customs declaration must be completed accurately to facilitate timely customs clearance and delivery at destination:

- sender's name, telephone number and address;
- recipient's name, telephone number and address;
- reason for export;
- quantity;
- description;
- value, including currency;
- harmonized system (HS) code is strongly recommended to avoid delays (further facilitates customs clearance and ensures accurate application of duties and taxes); there are many European countries where delays are common due to a missing HS code.

Pricing, payment and general terms and conditions

8.3 General Terms and Conditions

8.3.21.6 Payment of Indemnity

We replaced the bullet b) with the following:

- b) shipping charges; these include base shipping fees, cubing adjustments, credit for overdeclared weight where detected and a fuel surcharge; shipping charges exclude charges for options (Signature, Signature Hard Copy, Proof of Age, Liability Coverage, Collect on Delivery [COD] and Pickup Services).

8.3.21.10 On-Time Delivery Guarantee – Claim for Delay

We replaced the first paragraph with the following:

For those services with an On-Time Delivery Guarantee against published delivery standards, Canada Post's liability for delay is limited to the equivalent replacement service or the credit of shipping charges. Shipping charges would include the base shipping fees, cubing adjustments, credit for over-declared weight where detected and a fuel surcharge, but would exclude charges for options (Signature, Signature Hard Copy, Proof of Age, Liability Coverage, Collect on Delivery [COD] and Pickup Services).

