



# Parcel Services Customer Guide Amendment No. 1

Effective July 2, 2025

This amendment forms part of your Parcel Services Agreement with Canada Post and amends the *Parcel Services Customer Guide* of July 2, 2025, 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](https://canadapost.ca/parcelservices).

## Overview of important changes

- 2.4 Return solutions – Addition of the secure QR code option.
- 7.2 Paying for your mailing – Changes to Statement of Account and credit card as a payment option.
- Changes to paper manifest requirements – The paper copy of an electronically transmitted manifest is optional for domestic parcels.

## 1. Introduction

### 1.2 Finding information about Parcel Services

The Online Business Centre has been removed from the list of easy links to Parcel Services and support documents.

## 2. Shipping within Canada

### 2.3.7.1 Recurring (Scheduled) Pickup

Footnote 5 at the bottom of the page has been replaced with the following:

5. All parcels being picked up must be accompanied by an accurate and complete transmitted order document (manifest or bill of lading), with the following exceptions:
  - parcels prepared using Canada Post's Electronic Shipping Tools (EST) bearing a shipping label stating, "No Manifest Required";
  - parcels with a parcel returns service label approved by Canada Post;
  - Canada Post's Prepaid products.



For domestic parcels, a paper copy of the electronically transmitted manifest may be provided on pickup.

Missing or incorrect information on the order document or label may result in the pickup being refused, delivery delays, the parcel being returned to the sender, or a surcharge applied.

### 2.3.7.2 One-Time On-Demand Pickup

Footnote 1 at the bottom of the page has been replaced with the following:

1. All parcels being picked up must be accompanied by an accurate and complete transmitted order document (manifest or bill of lading), with the following exceptions:
  - parcels prepared using Canada Post's Electronic Shipping Tools (EST) bearing a shipping label stating, "No Manifest Required";
  - parcels with a parcel returns service label approved by Canada Post;
  - Canada Post's Prepaid products.

For domestic parcels, a paper copy of the electronically transmitted manifest may be provided on pickup.

Missing or incorrect information on the order document or label may result in the pickup being refused, delivery delays, the parcel being returned to the sender, or a surcharge applied.

### 2.4.2 Customer return experience

The section has been replaced with the following:

Choose from a variety of customer return experience options. Note: For all customer return experience options, charges will be applied to your account or credit card (as applicable) only if the parcel return label is used.

**Label in the box** – Include a parcel return label in your original outbound shipment. Only one return label may be included.

**Print at home** – Your customers request and print a parcel return label themselves.

**Label-free** – Your customers are provided with a QR code or Policy Return ID (PRID) number to have their return label printed at a participating post office instead of printing it at home. For enhanced security, Canada Post offers a secure QR code option for label-free returns.

**Box-free label-free** – Your customers can return items at participating post offices without packaging or a return label. Packaging and return labels are provided at the post office only when you authorize the return. For enhanced security, Canada Post offers a secure QR code option for box-free label-free returns. All items combined for a single return must fit into a maximum 48.25 cm x 61 cm (19 in. x 24 in.) mailer and weigh less than 22 kg.



Note: Restrictions apply on items and item sizes due to the nature of box-free label-free packaging and labels. Without limiting the foregoing, return packages must not contain non-mailable matter or items with specific packaging or labelling requirements as outlined in the **ABCs of mailing** of the *Canada Postal Guide*. It is your responsibility to ensure compliance with these restrictions; Canada Post will not verify compliance. For more information on non-mailable matter, visit [canadapost.ca/nonmailable](https://canadapost.ca/nonmailable). For specific packaging or labelling requirements, visit [canadapost.ca/abcmailing](https://canadapost.ca/abcmailing).

### **Safeguard your returns with secure QR codes**

Canada Post offers secure QR codes exclusively for label-free and box-free label-free returns. Unlike traditional QR codes, secure QR codes are designed to increase security:

- keeping return labels hidden and inaccessible to customers;
- ensuring labels are printed and affixed by a post office clerk;
- reducing risks of tampering, duplication, or return label fraud.

This feature is available at no extra cost through the Manage Returns tool and Web Services.

## **2.4.2.1 Return Integration Solutions**

Section was renumbered and replaced with the following:

### **2.4.3 Return Integration Solutions**

Canada Post's return solutions can be integrated in different ways:

#### **For label in the box:**

1. **Create preprinted return labels** – Use Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party system to create and print parcel return labels for your outbound shipments. Only one return label may be printed per parcel.
2. **Request preprinted labels** – Order preprinted parcel return labels in a 10.16 cm x 15.24 cm (4 in. x 6 in.) format through your Canada Post sales representative.

#### **For print at home, label-free and box-free label-free:**

1. **Manage Returns tool** – Our Manage Returns tool at [canadapost.ca/returns](https://canadapost.ca/returns) can be used to set up return policies, including how and where your customers can get a return shipping label, what shipping service is used for returns, and your return address. Your customers will then be able to initiate returns at [canadapost.ca/get-return-label](https://canadapost.ca/get-return-label). The Manage Returns tool can also be used to access the secure QR code option for label-free and box-free label-free returns.
2. **Web Services** – Our Web Services can be used to integrate return solutions directly into your ecommerce platform or website. Web Services can also be used to access the secure QR code option for label-free and box-free label-free returns.



3. **Customer-developed/third-party shipping systems** – You can also integrate return solutions into your ecommerce platform or website if you use a customer-developed/ third-party shipping system.

For more information on returns, visit Canada Post Returns at [canadapost.ca/returns](https://canadapost.ca/returns) or contact your Canada Post sales representative.

## 5. Ecommerce solutions and shipping tools

### 5.2.1 About eLink

The fifth paragraph has been replaced with the following:

In all cases, an electronic data file must be submitted for item tracking and electronic billing. An accurate manifest/order must be transmitted for all shipments on deposit or pickup. Failure to transmit the manifest/order before drop-off or pickup could result in the shipment being refused or returned to the sender. Providing a paper copy of the electronically transmitted manifest is mandatory for U.S. and international shipments, and optional for domestic parcels.

### 5.4.3 Search manifests

This section has been removed.

### 5.4.4 Manage My Account

The section was renamed, renumbered and replaced with the following:

#### 5.4.3 Manage your account

With this integrated suite of accounting-based tools:

- review account and transaction history;
- view and sort unpaid items in your account;
- view items and transaction types;
- view and print invoices;
- pay invoices using online payment.

The primary contact designated in your agreement will have access to all available online tools at [canadapost.ca/billing](https://canadapost.ca/billing). For more information, call the Canada Post Credit Management group at 1-800-267-7651 or email at [cmg@canadapost.ca](mailto:cmg@canadapost.ca).

#### 5.4.4 Ordering shipping supplies



## **6. The ABCs of shipping**

### **6.5.2 Manifests and bills of lading**

The first paragraph has been replaced with the following:

All parcels shipped by Canada Post must be accompanied by a manifest or bill of lading at the time of drop-off or acceptance. The document must accurately describe the contents of the shipment and the deposit location.

#### **6.5.2.1 Electronically generated manifest**

The section has been replaced with the following:

Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system can be used to print shipping labels, transmit electronic manifests and print paper copies of manifests.

An electronic manifest data file with complete and accurate shipment information must be transmitted to Canada Post on the same day prior to pickup or drop-off. Failure to do so may result in surcharges or the shipment being refused or returned at the sender's expense. For domestic parcels, a printed copy of the electronically transmitted manifest may be provided on pickup or drop-off.

For all U.S. and international services, mandatory electronic customs data, including parcel content information in the manifest data file, must be transmitted to Canada Post on the same day prior to pickup or drop-off. Failure to do so may result in the shipment being returned to the sender or delayed. It may also result in non-delivery or the voiding of the On-Time Delivery Guarantee (if otherwise applicable). For U.S. and international parcels, a paper copy of the electronically transmitted manifest is required upon pickup or drop-off.

### **6.7 Depositing parcels at Canada Post**

The fourth paragraph has been replaced with the following:

Unless otherwise indicated on the shipping label, all parcels shipped by Canada Post to the U.S. or internationally must be accompanied by a paper copy of the transmitted manifest or bill of lading at the time of drop-off or pickup. The document must accurately describe the contents of the shipment and the drop-off location. A paper copy of the manifest for domestic parcel shipments is optional.

## **7. Pricing, payment and general terms and conditions**

### **7.2.1.2 Use of "ACCOUNT"**

Subsection 2.1 Invoice has been replaced with the following:

If "ACCOUNT" is selected to pay for a mailing, Canada Post will provide the customer with an invoice that summarizes the charges posted to the customer's account. The charges reflected on the invoice are a summary of the mailings/orders (Manifests/Bills



of Lading) that the customer has submitted to Canada Post. Items are only billed once the Item's first physical item level scan is captured in Canada Post's network.

Alternatively, "CREDIT CARD" can be selected to pay for a mailing. For information on "CREDIT CARD" as a payment option, see section 7.2.1.7 "Credit Card."

Customers should advise the Credit Management Group at 1-800-267-7651 of any invoice/billing discrepancies. Invoice/billing discrepancies must be brought to Canada Post's attention within 90 calendar days of the date of the invoice, after which time such invoice will be deemed accepted by the customer.

If Canada Post is requested to respond to any invoicing discrepancy initiated by the customer or any third party on behalf of the customer, Canada Post reserves the right to charge the customer an adjustment and/or investigation fee(s) (the investigation fees will apply in cases where Canada Post determines that disputed charges were correctly calculated on the original invoice). Canada Post reserves the right, at its sole discretion, to refuse a request for a refund or credit of shipping charges for any shipment, when such request is made by any party other than the payer of the shipping charges.

A list of account administration fees is available upon customer request by contacting the Credit Management Group at 1-800-267-7651.

Customers can access a copy of their invoice through our free online service. See section 7.2.1.5 "Manage your accounts" for further information.

Subsection 2.2 Account Settlement has been replaced with the following:

Accounts may be settled using one of the following:

- pre-authorized bank payment;
- pre-authorized credit card payment, upon Canada Post's approval;
- online payment;
- electronic funds transfer;
- wire transfer;
- online banking (add Canada Post as a payee);
- e-transfer;
- payment by cheque or money order.

Customers wishing to sign up for pre-authorized or online payment need to complete and submit the applicable form, which can be obtained at **[canadapost.ca/billing](https://canadapost.ca/billing)** or from a Canada Post representative.



Cheques or money orders must be made payable to “Canada Post Corporation,” include the Canada Post Customer Number and be accompanied by the remittance information. Payment must be sent to the following address:

PAYMENT PROCESSING  
CANADA POST  
2701 RIVERSIDE DRIVE  
OTTAWA ON K1A 1L7

Customers should allow up to three (3) business days for payment processing.

### **7.2.1.3 Past-due Amounts and Administration Fees**

Subsection 3.1 Late Payment has been replaced with the following:

Past-due amounts will be subject to a late payment fee. The late payment fee will be calculated at a rate of 0.346 per cent per week (18 per cent per annum). Canada Post may amend the late payment fee rate at any time upon notice to the customer.

If an amount becomes past due, Canada Post may elect to apply any money otherwise received from the customer or any money due to the customer by Canada Post toward bad debts first. Such right of set-off shall be without prejudice and in addition to any other rights Canada Post may have. No interest will be paid by Canada Post on any funds held in the customer’s account.

In subsection 3.2 Account Administration Fees, the Document Copies paragraph has been replaced with the following:

Customers requiring duplicate copies of invoices may access them through our free online service. See section 7.2.1.5 “Manage your Accounts” for further information. Requests for duplicate invoices or other documentation (for example, Bills of Lading, Manifests and packing slips) fulfilled through our account management group are subject to service fees for items up to six months from their creation date. Additional fees will be charged for items older than six months, if available.

### **7.2.1.4 Statement of Account**

Section 7.2.1.4 Statement of Account has been replaced with the following:

As of July 2, 2025, a Statement of Account will no longer be provided to customers. Prior to this date, Canada Post provided a Statement of Account to customers that used their account to pay for their mailing.

### **7.2.1.5 Manage your Accounts**

Section 7.2.1.5 Manage your accounts has been replaced with the following:

You can manage your accounts at **[canadapost.ca/billing](https://canadapost.ca/billing)**. Contact the Credit Management Group at 1-800-267-7651 to do so. Once you have access, you will be able to view the status of your accounts and make payments online.



### **7.2.1.6 Payment at Time of Mailing – No Credit Terms**

Subsection 6.1 Payment Method Options at Time of Mailing has been replaced with the following:

For customers without pre-approved credit terms, full payment at non-discounted prices, at the time of mailing, must be made by:

- credit card (some conditions apply); see section 7.2.1.7 “Credit Card”;
- debit card (some conditions apply);
- supplier account;
- money order;
- business cheque;
- cash (post offices only).

Note: All payment options may not be available at all Canada Post facilities.

### **7.2.1.7 Credit Card**

Section 7.2.1.7 Credit Card has been replaced with the following:

Visa, MasterCard and American Express credit cards may be available as a method of payment option:

- when Canada Post Electronic Shipping Tools (EST) are used and the customer chooses “CREDIT CARD”;
- as set out in the *Canada Postal Guide* or other material published by Canada Post and of general application to Canada Post’s customers, as amended from time to time.

Notes:

- a) Some conditions and restrictions apply.
- b) With the exception of customers enrolled for pre-authorized credit card payment, credit cards are not accepted in payment of invoices or for settlement of account balances.
- c) Credit cards are accepted at Canada Post facilities only where credit card authorization facilities are available.

In addition, under section 7.2.1.7 Credit Card, a new subsection 7.1 Invoice and Billing has been created:

### **7.1 Invoice and Billing**

If the customer places an order under its customer number and selects “CREDIT CARD” to pay for the mailing/order, the credit card will be pre-authorized at the time of label creation and each Item will be billed once the Item’s first physical item level scan is captured in Canada Post’s network. If for any reason we are unable to bill the credit card for a deposited Item(s), the outstanding amount will be charged to the





customer's account and the customer will be invoiced for the amount owing. Subject to Canada Post's approval and the customer's continued creditworthiness as determined by Canada Post, at its discretion, credit terms of net fifteen (15) calendar days from the date of invoice will apply. Invoices issued to customers without credit terms will be due on the date of the invoice. The customer is responsible for payment of the invoiced amount. Customers are responsible for accessing their invoice through our free online service, See section 7.2.1.5 "Manage your Accounts" for further information.

Customers should advise the Credit Management Group at 1-800-267-7651 of any invoice/billing discrepancies. Invoice/billing discrepancies must be brought to Canada Post's attention within 90 calendar days of the date of the invoice/billing, after which time such invoice/billing will be deemed accepted by the customer.

If Canada Post is requested to respond to any invoicing/billing discrepancy initiated by the customer or any third party on behalf of the customer, Canada Post reserves the right to charge the customer an adjustment and/or investigation fee(s) (the investigation fees will apply in cases where Canada Post determines that disputed charges were correctly calculated on the original invoice). Canada Post reserves the right, at its sole discretion, to refuse a request for a refund or credit of shipping charges for any shipment, when such request is made by any party other than the payer of the shipping charges.

A list of account administration fees is available upon customer request by contacting the Credit Management Group at 1-800-267-7651.