



Parcel Services Customer Guide

Amendment No. 4

Effective October 1, 2026

This amendment forms part of your Parcel Services Agreement with Canada Post and amends the *Parcel Services Customer Guide* of May 29, 2026, 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

- 2.3.3.2 Delivery Confirmation – Hard copies of Delivery Confirmations will now be available for up to three years instead of seven years.
- 2.3.6.1 Leave at Door (Do Not Card) – Updated language on safe-dropping parcels.
- 5. Ecommerce solutions and shipping tools – Tables 5.1.3 EST at a glance and 5.1.4 Recommended system requirements have been updated.
- Important clarifications around shipping manifests have been made throughout the guide.

2. Shipping within Canada

2.3.3.2 Delivery Confirmation

This section has been replaced with the following:

Delivery Confirmations can be viewed and printed for up to one year after a parcel is delivered. A hard copy of a Delivery Confirmation is also available through Customer Service for up to three years. Visit Canada Post's tracking tool at canadapost.ca/track or call Customer Service at 1-866-757-5480.

2.3.6.1 Leave at Door (Do Not Card)

The second paragraph has been replaced with the following:

When a delivery attempt is made at the door and no one is available, the parcel is left in the mail receptacle. If it does not fit or the mail receptacle is full, the parcel is safe-dropped in an appropriate place. A photo is also taken confirming delivery. Addressees can view the photo online using their Canada Post account.



2.3.7.1 Recurring (Scheduled) Pickup and 2.3.7.2 One-Time On-Demand Pickup

Footnote 5 in section 2.3.7.1 and footnote 1 in section 2.3.7.2 have been replaced with the following:

An accurate and complete order document (manifest or bill of lading) must be transmitted to Canada Post prior to pickup for all parcels, 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.

Missing or incorrect information on the order document or label may result in the pickup being refused, delayed induction into Canada Post's network, delivery delays, parcels being returned to the sender at the customer's expense, non-delivery, surcharges or the On-Time Delivery Guarantee (if otherwise applicable) being voided.

5. Ecommerce solutions and shipping tools

5.1.3 EST at a glance

Features	EST Desktop 2.0	Shipping Manager
Canadian shipments	Yes	Yes
U.S. and international shipments	International shipments only	Yes
Access	Download from canadapost.ca/est	Work online through canadapost.ca/est
Default settings	Yes	N/A
Reference fields (e.g., your order number)	2	1
Collect on Delivery (COD) option available	Yes	Yes
Anticipated return label	Yes	N/A
Import address and shipping lists	Yes	N/A
Print shipping labels	8.5 in. x 11 in. with laser printer 4 in. x 6 in. with thermal printer	8.5 in. x 11 in. with laser printer 4 in. x 6 in. with thermal printer



Features	EST Desktop 2.0	Shipping Manager
Email of PDF shipping label	N/A (optional via PDF writer)	Yes
Emailed delivery updates to customers	Up to 4 email addresses	Up to 1 email address
Payment by credit card, account number and supplier account	Yes	Yes
Centralized payments for multiple sites	Automatic	Can be added to business profile
Compliant with international electronic customs data requirements	On order transmission	On order transmission

5.1.4 Recommended system requirements

Equipment	EST Desktop 2.0	Shipping Manager
Internet connection	High speed	High speed
Operating system	Windows 10 Windows 11 Windows Server 2016 Windows Server 2019 Windows Server 2022	Windows 7 Windows 10 Windows 11 macOS
Browser	N/A	Mozilla Firefox Google Chrome Microsoft Edge
Processor	Intel Core i3 or equivalent	N/A
RAM	4 GB	N/A
Hard-drive space	40 GB minimum Recommended: SSD drive	N/A
Monitor resolution	1024 pixels x 768 pixels	N/A
Barcode scanner (optional)	Any	Not supported



Equipment	EST Desktop 2.0	Shipping Manager
Scale ¹	Recommended: Mettler-Toledo BC60 (with virtual USB) Pitney Bowes with or without A217/218 Native Mode or Manual RTS/CTS Handshaking Weigh-Tronix	Not supported
Manifest/report printer	Laser printer supported by Windows 10/11	N/A
Label printer ²	Laser printer supported by Windows 10/11 Most Thermal Zebra models, Citizen CLP-521, CL-S521, CLE-300	Laser printer supported by Windows 10/11 Most Thermal Zebra models, Citizen CLP-521, CL-S521, CLE-300

5.2.1 About eLink

The last paragraph was replaced with the following:

In all cases, an electronic data file must be submitted for item tracking and electronic billing. An accurate order document (manifest or bill of lading) must be transmitted for all shipments prior to drop-off or pickup. Failure to do so may result in surcharges, the shipment being refused or returned at the sender's expense, delayed induction into Canada Post's network, delivery delays, non-delivery or the On-Time Delivery Guarantee (if otherwise applicable) being voided.

6. The ABCs of shipping

6.5.2.1 Electronically generated manifests

The section was 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 prior to drop-off or pickup. Failure to do so may result in surcharges, the shipment being refused or returned at the sender's expense, delayed induction into Canada Post's network, delivery delays, non-delivery or the On-Time Delivery Guarantee (if otherwise applicable) being voided.



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 prior to drop-off or pickup. Failure to do so may result in surcharges, the shipment being refused or returned at the sender's expense, delayed induction into Canada Post's network, delivery delays, non-delivery or the On-Time Delivery Guarantee (if otherwise applicable) being voided.

6.5.3 Data accuracy of shipping documentation

The first paragraph was replaced with the following:

The customer is responsible for ensuring all data on labels, manifests and for customs clearance is complete, accurate, legible and transmitted prior to drop-off or pickup. This includes the following:

6.6.6 Non-transmitted order surcharge

The section was replaced with the following:

For all parcels, an order document (manifest or bill of lading) must be transmitted to Canada Post prior to drop-off or pickup. A surcharge will be applied to orders where the electronic manifest data file has not been received by Canada Post prior to drop-off or pickup.

6.8.1 General

The first two paragraphs were replaced with the following:

Data provided in a customs declaration, also referred to as electronic customs data, is required for all items shipped from Canada to destinations outside of Canada. Every U.S. and international parcel service has a unique shipping label, which includes a customs declaration area to be completed accurately.

It is the customer's responsibility to ensure all required customs documentation is accurately completed and attached to the shipment. An order document (manifest or bill of lading) must be transmitted to Canada Post prior to drop-off or pickup. Failure to do so may result in surcharges, the shipment being refused or returned to the sender at the customer's expense, delayed induction into Canada Post's network, delivery delays, non-delivery or the On-Time Delivery Guarantee (if otherwise applicable) being voided.