



Parcel Services Customer Guide

Amendment No. 5

Effective November 21, 2026

This amendment forms part of your Parcel Services Agreement with Canada Post and amends the *Parcel Services Customer Guide* of October 1, 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

To reflect the introduction of weekend delivery, the following changes have been made:

- 2.2 Features, options and other value-added services: Shipping within Canada – The table has been updated.
- 2.3.4.3 Collect on Delivery – A footnote has been added.
- 2.3.6.2 Do Not Safe Drop – The section has been updated and a footnote has been added.
- 2.3.6.3 Card (Hold) for Pickup and 2.3.6.4 Deliver to Post Office – A footnote has been added.
- 2.3.11 Weekend delivery – This section has been added.
- 2.6 Delivery standards within Canada – The section has been updated and five new footnotes have been added.
- 4.1 Prepaid products: Features and options – The table has been updated.
- 4.3.1 Xpresspost Certified features and options – The table has been updated.



2. Shipping within Canada

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

The table has been updated to include weekend delivery:

Parcel Services: Canada

Features and options	Priority	Xpresspost	Expedited Parcel	Regular Parcel	Section
Tracking and delivery					
On-Time Delivery Guarantee	✓	✓	✓		2.3.1
Online Tracking Tool	✓	✓	✓	✓	2.3.2
Delivery Updates (by email and text message)	✓	✓	✓	✓	2.3.3.1
Reference Number Tracking	✓	✓	✓	✓	2.3.3.4
Weekend delivery	•	•	•	•	2.3.11
Liability Coverage and Collect on Delivery (COD)					
Liability Coverage (up to \$100)	✓	✓	✓	\$	2.3.4.1
Additional Liability Coverage (up to \$5,000) ¹	\$	\$	\$	\$	2.3.4.2
Collect on Delivery (COD) ²	\$	\$	\$	\$	2.3.4.3
Environmental sustainability					
Carbon-neutral shipping			✓	✓	2.3.10.1
Signature and Proof of Age					
Signature ³	■	\$	\$	\$	2.3.5.1
Signature Hard Copy	\$	\$	\$	\$	2.3.5.1
Proof of Age ⁴	\$	\$	\$	\$	2.3.5.2



Features and options	Priority	Xpresspost	Expedited Parcel	Regular Parcel	Section
Flexible delivery options					
Leave at Door (Do Not Card) ⁴	✓	✓	✓	✓	2.3.6.1
Do Not Safe Drop ⁴	✓	✓	✓	✓	2.3.6.2
Card (Hold) for Pickup ⁴	✓	✓	✓	✓	2.3.6.3
Deliver to Post Office ⁴		✓	✓		2.3.6.4
Pickup Services					
Recurring (Scheduled) Pickup ⁵	\$	\$	\$	\$	2.3.7.1
One-Time On-Demand Pickup ⁶	■	\$	\$	\$	2.3.7.2
Third-Party Recurring (Scheduled) Pickup ⁵	\$	\$	\$	\$	2.3.7.2
One-Time Third-Party On-Demand Pickup ⁶	■	\$	\$	\$	2.3.7.2
Returns					
Return Solutions ⁴	\$	\$	\$	\$	2.4
Return to Sender ⁷	\$	\$	\$	\$	2.3.9
Redirection Service					
Package Redirection	\$	\$	\$	\$	2.3.8

Legend:

- ✓ Feature included in the service at no additional charge
- Eligible parcels may be delivered on a weekend at no additional charge. See **section 2.3.11 “Weekend delivery”** for eligibility criteria and other conditions.
- \$ Available for a fee.
- Available as a no-charge option for the Priority service.



2.3.4.3 Collect on Delivery

Footnote 3 has been added to the title of the section to reflect the introduction of weekend delivery:

3. COD items are not eligible for weekend delivery. See **section 2.3.11 “Weekend delivery”** for more information.

2.3.6.2 Do Not Safe Drop

The section has been replaced with the following to reflect the introduction of weekend delivery:

This option is only available for parcels that are eligible for door delivery.²

The parcel is left in the mail receptacle. If the parcel does not fit or the mail receptacle is full, a delivery attempt will be made at the door. If no one is available to receive the parcel:

- when the delivery attempt is made on a business day, a Delivery Notice Card will be left directing the addressee to pick up the item at the designated post office;³
- when the delivery attempt is made on a weekend, a second delivery attempt will be made on the next business day.⁴

Footnote 4 has also been added:

4. See **section 2.3.11 “Weekend delivery”** for more information.

2.3.6.3 Card (Hold) for Pickup and 2.3.6.4 Deliver to Post Office

Footnote 6 has been added to the titles of these two sections to reflect the introduction of weekend delivery:

6. Parcels that include the Card (Hold) for Pickup or Deliver to Post Office option are not eligible for weekend delivery. See **section 2.3.11 “Weekend delivery”** for more information.

The following section has been added:

2.3.11 Weekend delivery

Canada Post provides weekend parcel delivery in eligible areas. A list of eligible areas is available at **canadapost.ca/deliverystandards**. Eligible areas are determined by Canada Post and are subject to change without notice.

The following parcels are not eligible for weekend delivery:

- Return Solutions items;
- parcels addressed to a post office box or for general delivery; or
- parcels that include any of the following options:
 - Deliver to Post Office;
 - Card (Hold) for Pickup;
 - Collect on Delivery (COD).



A parcel is eligible for weekend delivery if:

- it is destined for an eligible area; and
- it does not fall within any of the exclusions listed above.

Eligible parcels may be delivered on a Saturday or Sunday. Canada Post determines the designated weekend delivery day for each eligible area. Designated weekend delivery days may change without notice. If a designated weekend delivery day falls on a statutory holiday or any day observed as a holiday by Canada Post, delivery will occur on the next business day.

Not all designated weekend delivery days are included when calculating published delivery standards. See **section 2.6 “Delivery standards within Canada”** for more information.

For more information on weekend delivery, visit canadapost.ca/weekenddelivery.

2.4 Return Solutions

Footnote 2 has been added to the title of this section to reflect the introduction of weekend delivery:

2. Return Solutions items are not eligible for weekend delivery. See **section 2.3.11 “Weekend delivery”** for more information.

2.5 Delivery process within Canada

The first paragraph and the delivery process table have been updated to reflect the introduction of weekend delivery:

Canada Post’s delivery processes vary, depending on population density, network infrastructure and when delivery attempts are made. Parcels requiring a signature, proof of age or the collection of duties and taxes must be delivered face to face, which affects the delivery process. In addition, parcels sent with Collect on Delivery (COD) require Canada Post to collect COD funds at the post office.



If signature, proof of age or collection of duties and taxes is required

Community mailbox and group mailbox	Door delivery	Rural mailbox	Post office box and general delivery⁴
A delivery attempt is made at the addressee's door.¹ If the delivery attempt is made on a business day and no one is available, a Delivery Notice Card² is left at the door. If the delivery attempt is made on a weekend and no one is available, a second delivery attempt will be made on the next business day.³	A delivery attempt is made at the addressee's door.¹ If the delivery attempt is made on a business day and no one is available, a Delivery Notice Card² is left at the door. If the delivery attempt is made on a weekend and no one is available, a second delivery attempt will be made on the next business day.³	A delivery attempt is made at the addressee's door.¹ If the delivery attempt is made on a business day and no one is available, a Delivery Notice Card² is left at the door. If the delivery attempt is made on a weekend and no one is available, a second delivery attempt will be made on the next business day.³	A Delivery Notice Card² is left in the addressee's post office box.

If Collect on Delivery (COD) is required⁴

Community mailbox and group mailbox	Door delivery	Rural mailbox	Post office box and general delivery
A Delivery Notice Card² is left in the mail receptacle.	A Delivery Notice Card² is left at the door.	A Delivery Notice Card² is left in the mailbox.	A Delivery Notice Card² is left in the addressee's post office box.

Footnotes 3 and 4 have been added:

3. Not all parcels are eligible for weekend delivery. See **section 2.3.11 “Weekend delivery”** for more information, including eligibility criteria.
4. Parcels are not eligible for weekend delivery if they are addressed to a post office box or for general delivery, or if they are sent with Collect on Delivery (COD).



If none of signature, proof of age or collection of duties and taxes is required

Community mailbox and group mailbox	Door delivery	Rural mailbox	Post office box and general delivery⁵
The parcel is delivered to the mail receptacle or parcel compartment. If the parcel is too large for the mail receptacle or parcel compartment, a delivery attempt is made at the addressee's door.¹ If the delivery attempt is made on a business day and no one is available, the parcel may be safe-dropped² or a Delivery Notice Card³ is left at the door. If the delivery attempt is made on a weekend and no one is available, the parcel may be safe-dropped² or a second delivery attempt will be made on the next business day.⁴	The parcel is delivered to the mail receptacle. If the parcel is too large for the mail receptacle, a delivery attempt is made at the addressee's door.¹ If the delivery attempt is made on a business day and no one is available, the parcel may be safe-dropped² or a Delivery Notice Card³ is left at the door. If the delivery attempt is made on a weekend and no one is available, the parcel may be safe-dropped² or a second delivery attempt will be made on the next business day.⁴	The parcel is delivered to the mailbox. If the parcel is too large for the mail receptacle, a delivery attempt is made at the addressee's door.¹ If the delivery attempt is made on a business day and no one is available, the parcel may be safe-dropped² or a Delivery Notice Card³ is left at the door. If the delivery attempt is made on a weekend and no one is available, the parcel may be safe-dropped² or a second delivery attempt will be made on the next business day.⁴	The parcel is delivered to the addressee's post office box. If the parcel is too large, a Delivery Notice Card³ is left in the post office box.

Footnotes 4 and 5 have been added:

4. Not all parcels are eligible for weekend delivery. See **section 2.3.11 “Weekend delivery”** for more information, including eligibility criteria.
5. Parcels are not eligible for weekend delivery if they are addressed to a post office box or for general delivery, or if they are sent with Collect on Delivery (COD).



2.6 Delivery standards within Canada

The section has been replaced with the following to reflect the introduction of weekend delivery:

Delivery standards represent the expected transit time from the day of deposit (day 0) to delivery for parcels deposited before the local cut-off time. Transit times are measured in business days.¹ However, the designated weekend delivery day² is included in the transit time for a parcel eligible for weekend delivery³ when both of the following conditions are met:

- the parcel is deposited on a Friday before the applicable local cut-off time⁴ using Priority, Xpresspost or Expedited Parcel; and
- the origin-destination combination for the parcel has a published one-day Expedited Parcel delivery standard.⁵ For certainty, this requirement applies regardless of which parcel service is used to ship the parcel.

Five footnotes have been added:

1. Business days exclude Saturdays, Sundays, statutory holidays and any day observed as a holiday by Canada Post.
2. A designated weekend delivery day is the Saturday or Sunday that Canada Post assigns as the delivery day for an eligible area. Designated weekend delivery days may change without notice. If a designated weekend delivery day falls on a statutory holiday or any day observed as a holiday by Canada Post, delivery will occur on the next business day. See **section 2.3.11 “Weekend delivery”** for more information.
3. Not all parcels are eligible for weekend delivery. See **section 2.3.11 “Weekend delivery”** for more information, including eligibility criteria.
4. If the Friday is a statutory holiday or any day observed as a holiday by Canada Post, the parcel must be deposited on the immediately preceding business day before the applicable local cut-off time.
5. Specific delivery standards from your postal code to a Canadian destination can be found at **canadapost.ca/deliverytool**.



4. Prepaid products and Xpresspost™ Certified

4.1 Prepaid products: Features and options

The table has been updated to include weekend delivery:

Canada: Envelopes and labels

Features and options	Priority™ Prepaid envelope	Priority Prepaid label	Xpresspost Prepaid envelope	Xpresspost Prepaid label	Expedited Parcel™ Prepaid label	Section
Tracking and delivery						
On-Time Delivery Guarantee	✓	✓	✓	✓	✓	2.3.1
Online Tracking Tool	✓	✓	✓	✓	✓	2.3.2
Delivery Updates (by email and text message)	✓	✓	✓	✓	✓	2.3.3
Reference Number Tracking	✓	✓	✓	✓	✓	2.3.3
Weekend delivery	•	•	•	•	•	2.3.11
Liability Coverage						
Liability Coverage (up to \$100)	✓	✓	✓	✓	✓	2.3.4.1
Additional Liability Coverage (up to \$5,000) ¹	\$	\$	\$	\$	\$	4.2.4.2
Signature and Proof of Age						
Signature ²	■	■	\$	\$	\$	4.2.4.1
Signature Hard Copy	\$	\$	\$	\$	\$	2.3.5.1
Proof of Age ³	\$		\$			2.3.5.2
Flexible delivery options						
Leave at Door (Do Not Card) ³	✓		✓			2.3.6.1
Do Not Safe Drop ³	✓		✓			2.3.6.2
Card (Hold) for Pickup ³	✓		✓			2.3.6.3



Features and options	Priority™ Prepaid envelope	Priority Prepaid label	Xpresspost Prepaid envelope	Xpresspost Prepaid label	Expedited Parcel™ Prepaid label	Section
Pickup Services						
Recurring (Scheduled) Pickup ⁴	\$	\$	\$	\$	\$	2.3.7.1
One-Time On-Demand Pickup ⁵	■	■	\$	\$	\$	2.3.7.2
Third-Party Recurring (Scheduled) Pickup ⁴	\$	\$	\$	\$	\$	2.3.7
One-Time Third-Party On-Demand Pickup ⁵	■	■	\$	\$	\$	2.3.7
Returns						
Return to Sender ⁶	\$	\$	\$	\$	\$	2.3.9

Legend:

- ✓ Feature included in the service at no additional charge.
- Eligible parcels may be delivered on a weekend at no additional charge. See **section 2.3.11 “Weekend delivery”** for eligibility criteria and other conditions.
- \$ Available for a fee.
- Available as a no-charge option for the Priority service.



4.3.1 Xpresspost Certified features and options

The table has been updated to include weekend delivery:

Feature	Option	Section
Tracking and delivery		
On-Time Delivery Guarantee	✓	2.3.1
Online Tracking Tool	✓	2.3.2
Delivery Updates (by email and text message)	✓	2.3.3
Reference Number Tracking ¹	✓	2.3.3
Weekend delivery	•	2.3.11
Signature		
Signature ²	✓	2.3.5.1
Signature Hard Copy	\$	2.3.5.1
Pickup Services		
Recurring (Scheduled) Pickup ³	\$	2.3.7.1
One-Time On-Demand Pickup ⁴	\$	2.3.7.2
Third-Party Recurring (Scheduled) Pickup ³	\$	2.3.7
One-Time Third-Party On-Demand Pickup ⁴	\$	2.3.7
Returns		
Return to Sender ⁵	\$	2.3.9

Legend:

- ✓ Feature included in the service at no additional charge.
- Eligible parcels may be delivered on a weekend at no additional charge. See **section 2.3.11 “Weekend delivery”** for eligibility criteria and other conditions.
- \$ Available for a fee.