



Parcel Services Customer Guide

The Guide and its amendments are available
at canadapost.ca/parcelservices.

Effective July 2, 2025



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Disclaimer. The metric unit is the official measure. Imperial equivalents are provided for reference and convenience only.

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For more detailed information visit our website at canadapost.ca.

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Ce guide est aussi publié en français.



Delivering more for you and your customers

We know that providing your customers with a convenient and seamless experience is critical to your success. Canada Post is here to help with convenient, reliable service and innovative solutions:

Parcel Pickup service

With our Parcel Pickup service, we come to you. Whether you need Recurring (Scheduled) Pickups or you'd prefer to use our On-Demand Pickup service when needed, we've got you covered.

Parcel tracking

You need to know when we'll deliver. So do your customers. We offer a complete suite of tracking and reporting solutions to keep you and your customers up to date on your deliveries. This includes email, text message and push notifications with our Canada Post online tracking tool, available at canadapost.ca/track and through our mobile app.

Photo Confirmation of Delivery

Photo Confirmation of Delivery gives you peace of mind with visual proof that your shipment has arrived safely – even when your customers aren't home.

Deliver to Post Office

Integrate our Deliver to Post Office service into your checkout to give your customers the flexibility to have their online purchases delivered to a post office near their home, work – or anywhere in the country. Whether they're away for school, travelling for work or fun, or want to keep some gifts under wraps, Deliver to Post Office is there for them.

Secure delivery

Take advantage of our network of 1.7 million post office boxes, 219,000 community mailboxes and nearly 30,000 parcel lockers across the country to have your customers' purchases delivered safely and securely.

No-hassle returns

Customers want easy, convenient returns. It's a key factor in their buying decisions. We offer different return options catered to your specific needs while helping you keep your customers satisfied.

Customizable web solutions

Build flexibility into your website using our innovative ecommerce Web Services. By integrating our Deliver to Post Office, box-free label-free returns and other options directly into your site, you can offer an exceptional online shopping experience.

Easy deliveries from outside Canada

We make doing business with the world easier. We can arrange customs clearance and final delivery for deliveries coming into Canada. For parcels from the United States, our various partnerships and integration with the U.S. Postal Service, third-party logistics companies and suppliers means we can offer seamless, end-to-end solutions.



Carbon-neutral shipping

Sustainability is becoming more and more important to Canadians. When you send parcels with our ground services within Canada, you can be confident that you are using carbon-neutral shipping – at no additional cost to you or your customers.

Stay up to date

Make sure you have information on the latest trends. Our research guides keep you updated on best practices, technology and evolving customer expectations. Visit canadapost.ca/ecommercetrends for resources to help optimize your business operations.



1. Introduction

1.1 Purpose of the Parcel Services Customer Guide

This *Parcel Services Customer Guide* is designed to provide you with the tools and information you need to get the most out of the Parcel Services offered under your Parcel Services Agreement with Canada Post. This Customer Guide forms an integral part of the Agreement between you, the customer, and Canada Post for such Parcel Services, detailing the qualifications and other terms and conditions under which these services are provided.

Please ensure you are using the most current version of the *Parcel Services Customer Guide*, which is available at canadapost.ca/parcelservices and includes all amendments. It is the customer's responsibility to meet all current applicable requirements. Customers are notified of amendments to the *Parcel Services Customer Guide* 30 days in advance of the change at canadapost.ca/notice. Exceptions apply. Refer to sections 7.3.16 and 7.3.23 for more details.

1.2 Finding information about Parcel Services

Easy links to Parcel Services and support documents.

Visit canadapost.ca/tools for more features and available services.

AddressComplete™

canadapost.ca/addresscomplete

Canada Postal Guide

canadapost.ca/postalguide

Customs information for U.S. and international parcels

canadapost.ca/dutiesandtaxes

- Find a harmonized system (HS) code
- Estimate duties and taxes
- View special requirements for international shipments

Delivery standards overview
(all services and destinations)

canadapost.ca/deliverystandards

Delivery standards (Canada only)

canadapost.ca/deliverytool

Deposit locations

canadapost.ca/depositlocations

Ecommerce solutions

canadapost.ca/ecommerce

Find a postal code

canadapost.ca/postalcode

Non-mailable matter and dangerous goods

canadapost.ca/nonmailable

Parcel returns

canadapost.ca/returns

Pickup Services

canadapost.ca/pickup

Post office locations

canadapost.ca/postoffice

Prepaid Parcel Services and supplies, ordering

canadapost.ca/shop

Shipping label tools

canadapost.ca/labels

Shipping labels: how to use them

canadapost.ca/shippinglabels

Track a package

canadapost.ca/track

Web Services Developer Program

canadapost.ca/developerprogram



1.3 How to reach us

- For more information about our products and services, or to speak to a sales representative, please call our Commercial Service Network at 1-866-757-5480 (Monday to Friday, 8 am to 8 pm, ET).
- For help with our products and services or to share comments and concerns, visit canadapost.ca/support.
- To order Prepaid Parcel Services and supplies, visit canadapost.ca/shop or call Customer Service at 1-866-757-5480.

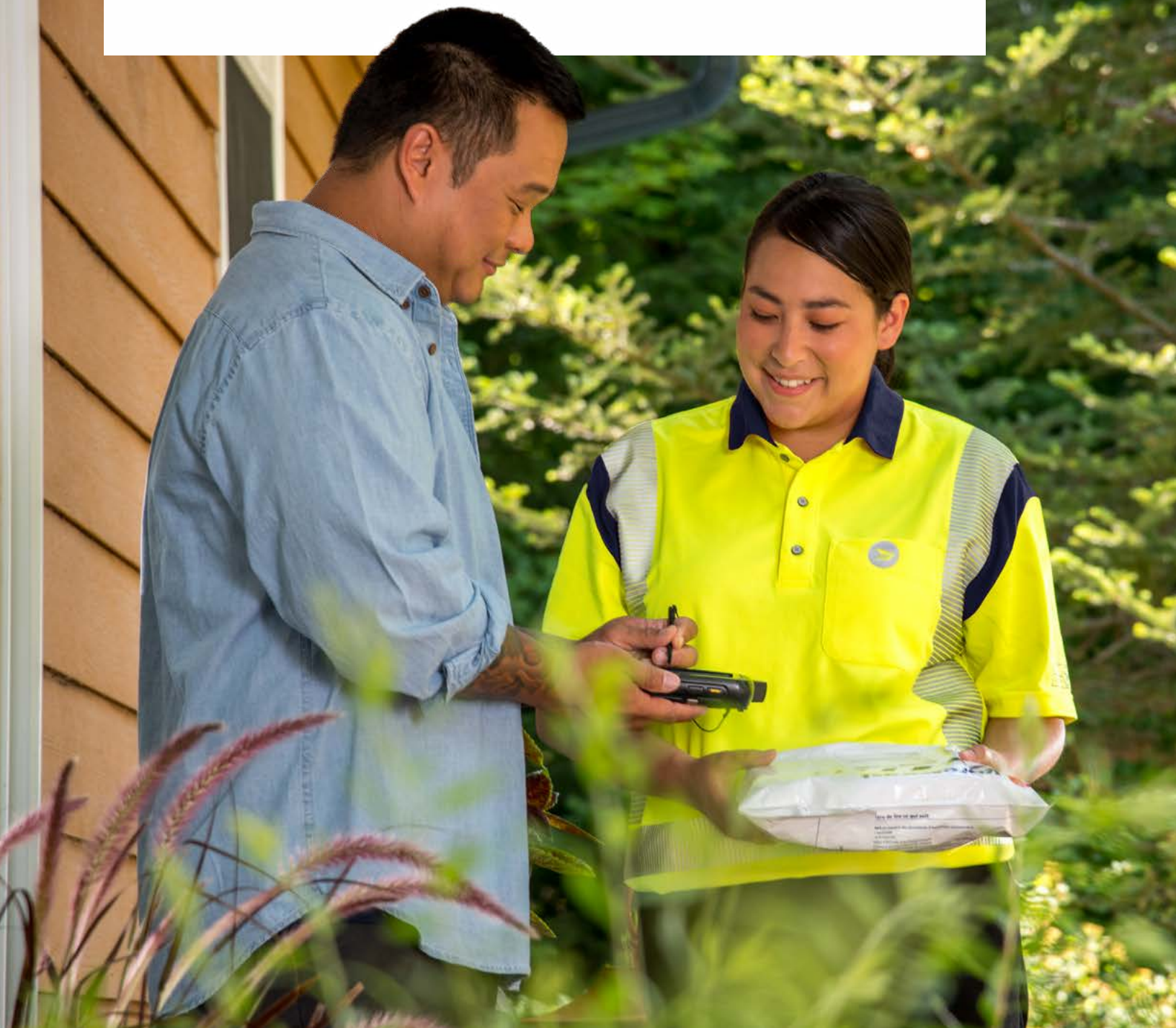
Service	Phone number	Available hours
Commercial Customer Service	1-866-757-5480	Monday to Friday, 8 am to 8 pm, ET
User ID and password issues for signing into any of our registered tools	1-877-376-1212	24 hours a day, 7 days a week
Electronic Shipping Tools (EST) Technical Helpline	1-877-376-1212	24 hours a day, 7 days a week
Payment and account information	1-800-267-7651	Monday to Friday, 8 am to 6 pm, ET





2. Shipping within Canada

Learn about the full range of shipping services and options we have available to meet your timelines, budget and your customers' expectations when shipping within Canada.



2.1 Parcel Services: Canada

Shipping options

Priority™

Our fastest service, with next-day delivery¹ for time-sensitive documents and items shipped within Canada. Parcels are tracked, delivery times are guaranteed,² and delivery status can be checked online. Signature option, One-Time On-Demand and One-Time Third-Party pickups are also available at no extra charge.

Xpresspost™

A fast and cost-effective shipping service for documents and items shipped within Canada, with next-day and two-day delivery.¹ All parcels are tracked, delivery times are guaranteed,² and delivery status can be checked online.

Xpresspost Certified

A fast and cost-effective shipping service that includes our Signature option. If the recipient refuses to sign for the parcel, it will be sent back to the original sender. Ideal for sending important notices or legal or court documents. All parcels are tracked, delivery times are guaranteed,² and delivery status can be checked online. See **section 4.3** for details.

Expedited Parcel™

A cost-effective, carbon-neutral ground shipping service for items shipped within Canada. All parcels are tracked, delivery times are guaranteed,² and delivery status can be checked online.

Regular Parcel™

Our most economical service for items shipped within Canada, with carbon-neutral ground shipping. All parcels are tracked and delivery status can be checked online.

1. Delivery standards are in business days. Delivery standards are for items sent between most major urban centres and depend on origin and destination. Delivery standards are based on normal delivery conditions and available transportation, and are subject to change without notice. To find delivery standards from your postal code to a Canadian destination, visit canadapost.ca/deliverytool. Exceptions and conditions apply. See **section 2.6** for more information on delivery standards within Canada.
2. Exceptions and conditions apply. See **sections 2.3.1 and 7.3.21.10** for more information on the On-Time Delivery Guarantee.



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

Parcel Services: Canada

Features and options	Priority	Xpresspost	Expedited Parcel	Regular Parcel	More information
Tracking and delivery					
On-Time Delivery Guarantee	✓	✓	✓		p. 11
Online Tracking Tool	✓	✓	✓	✓	p. 11
Delivery Updates (by email and text message)	✓	✓	✓	✓	p. 12
Reference Number Tracking	✓	✓	✓	✓	p. 13
Liability Coverage and Collect on Delivery (COD)					
Liability Coverage (up to \$100)	✓	✓	✓	\$	p. 14
Additional Liability Coverage (up to \$5,000) ¹	\$	\$	\$	\$	p. 14
Collect on Delivery (COD) ²	\$	\$	\$	\$	p. 14
Environmental sustainability					
Carbon-neutral shipping			✓	✓	p. 20
Signature and Proof of age					
Signature ³	■	\$	\$	\$	p. 15
Signature Hard Copy	\$	\$	\$	\$	p. 15
Proof of Age ⁴	\$	\$	\$	\$	p. 16
Flexible delivery options					
Leave at Door (Do Not Card) ⁴	✓	✓	✓	✓	p. 16
Do Not Safe Drop ⁴	✓	✓	✓	✓	p. 17
Card (Hold) for Pickup ⁴	✓	✓	✓	✓	p. 17
Deliver to Post Office ⁴		✓	✓		p. 17
Pickup Services					
Recurring (Scheduled) Pickup ⁵	\$	\$	\$	\$	p. 17
One-Time On-Demand Pickup ⁶	■	\$	\$	\$	p. 18
Third-Party Recurring (Scheduled) Pickup ⁵	\$	\$	\$	\$	p. 18
One-Time Third-Party On-Demand Pickup ⁶	■	\$	\$	\$	p. 18
Returns					
Return Solutions ⁴	\$	\$	\$	\$	p. 20
Return to Sender ⁷	\$	\$	\$	\$	p. 19
Redirection Service					
Package Redirection	\$	\$	\$	\$	p. 19



2.2 Features, options and other value-added services: Footnotes

- ✓ Feature included in the service at no additional charge
- \$ Available for a fee.
- Available as a no-charge option for the Priority service.

1. Purchase of the Signature option is mandatory for additional Liability Coverage.
2. Transaction limits apply. Transaction limits vary based on payment method. For more details, see [section 2.3.4.3](#).
3. The signature image is available at no additional charge with the purchase of the Signature option.
4. Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system. See [section 5](#) for more information on our ecommerce solutions and shipping tools.
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. See [section 2.3.7](#) for details.
6. One-Time On-Demand Pickup is free for customers with 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 the time of shipping. Exceptions and conditions apply. Visit the *Canada Postal Guide* at canadapost.ca/postalguide.

2.3 Additional information on features, options and other value-added services: Shipping within Canada

A **feature** is provided as part of the basic service.

An **option** is a service enhancement not included in the basic service. Most options are available for an additional fee (refer to [section 2.2](#) for details). All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number.

2.3.1 On-Time Delivery Guarantee

The On-Time Delivery Guarantee offers replacement service or credit equivalent to the shipping charges if the published delivery standards are not met.

The On-Time Delivery Guarantee may be modified during a peak period. Peak period start and end dates will be posted to canadapost.ca/notice at least 30 days in advance. The On-Time Delivery Guarantee may be suspended due to causes beyond Canada Post's reasonable control, including but not limited to, inclement weather, acts

of God, transportation delays, epidemics, labour disruptions, public demonstrations, unanticipated surges in volume, equipment failures or power outages.

The On-Time Delivery Guarantee: (a) is not available for parcels shipped to or from Air Stage offices, and (b) is not offered for Regular Parcel service.

Exceptions and conditions apply. Refer to [section 7.3.21.10](#) for more information.

2.3.2 Online Tracking Tool

Canada Post tracks parcels as they travel through our delivery network using an advanced event-tracking system. When a label is created, a unique tracking number is assigned to each parcel and used to capture different events as the parcel moves through the delivery network. All events are recorded and can be viewed online at canadapost.ca/track or through our mobile app.

An event occurs in the following situations:

- A shipping label is created electronically using Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system.



- A parcel is picked up from the customer's location by Canada Post or dropped off at a Canada Post facility.
- A parcel is sorted in a major Canada Post facility.
- A parcel is out for delivery.
- A parcel is ready to be picked up at one of Canada Post's facilities for large volume receivers.
- A parcel is delivered, with Photo Confirmation of Delivery (when applicable).
- A parcel is deemed undeliverable and returned to the sender.
- A delivery attempt is made, but the recipient isn't available to accept the delivery and a Delivery Notice Card has been left indicating when and where the parcel can be picked up.
- A final Delivery Notice Card is issued because the parcel has not been picked up at the post office.
- A parcel is deemed not deliverable because:
 - it was shipped to an incorrect address;
 - the recipient refuses to accept the delivery;
 - it was not claimed at a post office and is being returned to the sender or sent to a secure facility for disposal;
- The sender has made an error in the postal delivery address.
 - In this instance, Canada Post will attempt to correct the error and have the parcel delivered. If Canada Post is unable to determine the correct delivery address, the parcel will be returned to the sender.
- Canada Post makes an error in transporting a parcel item, causing a possible delay.
- Canada Post experiences circumstances beyond its control, causing a possible delay of the delivery.

- Force majeure scans will be made in the event of:
 - severe weather and natural disasters such as major storms, ice, unplowed streets, extreme heat, cold weather, tornadoes and hurricanes;
 - transportation delays;
 - demonstrations;
 - power outages in the public grid.

Note: Some exceptions may apply.

2.3.3 Delivery Updates and tracking options

2.3.3.1 Delivery Updates

Delivery Updates is a free option that lets you receive notifications of certain tracking events as they occur. Emailed Delivery Updates are available to you with parcel orders created with Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system.

Your customers can also receive Delivery Updates by email, text message and push notifications through our tracking tool, available with our mobile app and at canadapost.ca/track.

Available notifications with Delivery Updates:

- **Ship** – Indicates the shipment order has been created and the parcel has been given to Canada Post for delivery. Available with email notifications.
- **Exception** – Indicates an unforeseen delivery interruption. Examples include parcels returned to the sender or refused; parcels delayed due to circumstances beyond Canada Post's control; and addressing or transportation errors. Available with email, text message and push notifications.



- **Delivery** – Indicates the parcel is out for delivery, ready for pickup at a post office, or that it has been delivered. Available with email, text message and push notifications.

2.3.3.2 Delivery Confirmation

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

2.3.3.3 Mobile tracking

Canada Post offers free mobile tracking applications for iOS and Android devices for your customers to track parcels and confirm their delivery status while on the go. They can also calculate shipping rates, look up a postal code, or search for their closest post office location to drop off pre-labelled parcels and purchase shipping services. The apps can be downloaded from the App Store or Google Play.

2.3.3.4 Track parcels using your own reference number

In addition to tracking shipments by looking up Canada Post's parcel-tracking number, you can associate your own internal reference number or reference name to a shipment when creating the shipping label. Using Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system, you can add up to two reference numbers or reference names (maximum 35 characters each) to the shipment details. Reference numbers can be used to monitor the delivery status of parcels on our tracking tool at canadapost.ca/track or cross-reference with records within your own administrative systems.

2.3.3.5 Automated Parcel Tracking

Automated Parcel Tracking (APT) provides large shippers the convenience of automatically receiving event-tracking data for every Canadian parcel shipped with Canada Post. APT updates are often integrated with shippers' in-house systems to achieve parcel-level tracking visibility for you and your customers.

To receive tracking data from APT, parcels must be prepared with Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system. APT offers tracking data in two standardized formats: EDI 214 and flat file. Contact your sales representative for further information.

2.3.3.6 Automated Delivery Confirmation

The Automated Delivery Confirmation option provides high-volume parcel customers with PDF files containing Delivery Confirmations, including proof of delivery with or without signature for every parcel shipped. Useful for shipping legal documents, this feature provides documentation to prove parcels were delivered and that the recipient's signature was obtained.

To receive an Automated Delivery Confirmation, items must be prepared with Canada Post's Electronic Shipping Tools (EST), Web Services, or a customer-developed/third-party shipping system. Contact your sales representative for more information.



2.3.4 Liability Coverage and Collect on Delivery (COD)

2.3.4.1 Liability Coverage

Priority, Xpresspost, Expedited Parcel services and Prepaid products include up to \$100 Liability Coverage against loss, damage or COD service failure.¹ The first \$100 of Liability Coverage is an optional service for the Regular Parcel service. Availability and limits of Liability Coverage may vary according to the nature of items being shipped and service used.

2.3.4.2 Additional Liability Coverage up to \$5,000

Additional Liability Coverage is available for purchase in increments of \$100, up to \$5,000, for most items shipped within Canada, including most Prepaid products and labels.

For all services except Priority, purchase of the Signature option is required when opting for additional Liability Coverage of \$200 or more. The Signature option is included in Priority at no extra charge, but must be selected for additional Liability Coverage of \$200 or more. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number.

Exceptions and conditions apply. Refer to **section 7.3.21** for more information.

2.3.4.3 Collect on Delivery^{1,2}

Collect on Delivery (COD) is available for most domestic parcel shipments, for an additional fee. With COD, Canada Post collects payment from the addressee or the addressee's representative before the parcel is handed over. Once paid, the funds are securely transferred to the sender.

To select the COD option, parcel orders must be prepared and transmitted using Canada Post's Electronic Shipping Tools (EST), Web Services, or an approved third-party shipping system. COD items will not be delivered to the door. A Delivery Notice Card will be left at the addressee's door or in their mail receptacle, directing them to the designated post office. The parcel will be delivered to a post office where the addressee or their representative must pay the amount specified. Collected funds are remitted to the sender by cheque or electronic funds transfer within 10 business days.

COD is available for transactions of up to \$5,000, based on payment method. Payment methods and COD transaction limits are as follows:

- credit card up to \$100;
- cash up to \$1,000;
- debit card up to \$5,000 (debit card payment is not available at all post office locations; transaction limits may need to be adjusted by the bank to pay by debit card);
- certified cheque up to \$5,000 (made payable to Canada Post Corporation);
- bank draft up to \$5,000 (made payable to Canada Post Corporation);
- money order up to \$5,000 (individual money orders cannot exceed \$999.99 and must be payable to Canada Post Corporation).

1. The COD option is not available with Prepaid products or when using a manual shipping label (33-086-397 or 33-086-414).

2. Exceptions and conditions apply. Refer to **section 7.3.21** for more information.



When selecting the COD option, you must ensure that the COD amount does not exceed the actual value of the item shipped. You cannot send items that have not been requested by the addressee or use the COD option to collect funds owing from a previous transaction. All money orders, bank drafts and certified cheques for the collected amount must be made payable to Canada Post Corporation. You assume all risks associated with payments by money order, bank draft and certified cheque.

When the COD item is undeliverable

If the addressee cannot be located, the addressee fails or refuses to pay the COD amount, or a manual shipping label is used, the parcel will be deemed undeliverable and returned to the sender. Return charges will apply. The COD option fee will not be refunded.

COD service failure

If the parcel has been delivered but the COD amount has not been remitted to you, you may submit a claim for COD service failure. Canada Post's liability is limited to an amount equal to the lesser of the COD amount or the amount of Liability Coverage included or purchased. Exceptions and conditions apply. Refer to **section 7.3.21** for more details.

Additional Liability Coverage may be purchased up to the COD amount.¹ The COD amount should never be greater than the actual value of the item shipped. Canada Post will not provide a refund for any excess Liability Coverage purchased.

1. Exceptions and conditions apply. Refer to **section 7.3.21** for further detail.

2.3.5 Signature and Proof of Age

2.3.5.1 Signature

The Signature option ensures parcels are personally handed off at delivery and provides proof of this activity. The name of the recipient is recorded along with their signature.

Signature is available as a no-charge option for Priority and Xpresspost Certified. For Priority, the Signature option must be selected when additional Liability Coverage is purchased.

Before a parcel is handed over, the delivery agent captures the first initial and last name of the recipient. If the recipient refuses to provide a signature, the parcel is delivered and the delivery agent indicates "SIGNATURE REFUSED" for item-tracking purposes. If the recipient refuses to sign for an Xpresspost Certified item, it will be returned to the sender.

When the signature is collected at the door

When delivering to the door, the delivery agent will obtain the recipient's name and signature before handing the parcel over. If there is no answer, the delivery agent will leave a Delivery Notice Card directing the addressee to pick up the parcel at a designated post office. Parcels requiring a signature will not be delivered to children.

When the signature is collected at the post office

Only the addressee or an authorized representative may pick up a parcel requiring a signature at the post office.

The addressee must present one valid piece of government-issued photo identification with the same address as the address on the parcel.



If the addressee has an authorized representative pick up the parcel, the representative must present one valid piece of government-issued photo identification and one of the following:

- a Delivery Notice Card with the representative's printed name and the addressee's signature authorizing the representative to pick up the parcel;
- a copy of the Delivery Notification email with the representative's printed name and the addressee's signature authorizing the representative to pick up the parcel; or
- a legal document demonstrating the representative's authority to act on behalf of the addressee; for example, a power of attorney, appointment as trustee or letter of authorization.

Note: If a cohabitant picks up a parcel at the post office on behalf of the addressee, the cohabitant must present one valid piece of government-issued photo identification with the same address as the address on the parcel. If the piece of identification does not indicate the address, proof of residence such as a utility bill is required.

For more information on identification requirements, refer to the Policies section of the *Canada Postal Guide* at canadapost.ca/postalguide.

2.3.5.2 Proof of Age¹

With Proof of Age, government-issued photo identification proving the recipient's age will be requested whenever a recipient appears to be under the age of 30. The recipient's name and signature will also be recorded.

Parcels will only be handed over to recipients with acceptable identification confirming the required age (18, 19 or 21) as selected by you through the Proof of Age option. For a list of acceptable age of majority identification by province or territory, refer to the Policies section of the *Canada Postal Guide* at canadapost.ca/postalguide.

The legal age for certain goods may differ from the age of majority by province or territory. It is the sender's responsibility to ensure Canadian laws are respected and the appropriate age is selected under the Proof of Age option.

For information on prohibited and controlled items, refer to the Non-Mailable Matter section of the *Canada Postal Guide* at canadapost.ca/nonmailable.

2.3.6 Flexible delivery options

The following options offer you the flexibility to customize deliveries for your customers.

2.3.6.1 Leave at Door (Do Not Card)¹

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

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 sheltered from the weather and passersby. A photo is also taken confirming delivery. Addressees can view the photo online using their Canada Post account.

If the delivery agent cannot find a suitable safe-drop location, a Delivery Notice Card is left directing the addressee to pick up the parcel at a designated post office.³

1. Available only with Canada Post's Electronic Shipping Tools (EST), Web Services, or a customer developed/third-party shipping system. See **section 5** for more information on our ecommerce solutions and shipping tools.

2. See **section 2.5** for more information on Canada Post's delivery process within Canada.

3. The identification and documentation requirements specified in **section 2.3.5.1** (when signature is collected at the post office) apply when a parcel is being picked up from the post office. See canadapost.ca/id for more information.



2.3.6.2 Do Not Safe Drop¹

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, a Delivery Notice Card will be left directing the addressee to pick up the item at the designated post office.³

2.3.6.3 Card (Hold) for Pickup^{1,2,4}

The parcel is forwarded to the designated post office for pickup³ and a Delivery Notice Card is left in the mail receptacle. This option is ideal for temperature-sensitive items.

2.3.6.4 Deliver to Post Office^{1,4}

An innovative delivery option available through Canada Post's Web Services, Deliver to Post Office lets you build in the option for online shoppers to have their parcels delivered straight to the post office of their choice. No delivery attempt will be made at the door, making it perfect for large and expensive items as well as keeping gifts under wraps.

Canada Post has an extensive network of secure post office facilities, making this option ideal for high-value or temperature-sensitive items. This option can be incorporated into your checkout process and is useful for your customers if they are shopping for a gift and want to maintain the element of surprise.

When the parcel is delivered to the post office, an automated email notification is sent advising the addressee that it is ready for pickup. The addressee or addressee's representative will be asked to show one valid piece of government-issued photo identification at the post office for authentication.³

If the parcel is not picked up within five calendar days, the addressee will receive a second reminder email or telephone message. After 15 days, the parcel will be returned to the originating address on the shipping label. See **section 5** for more information on our online solutions and shipping tools.

2.3.7 Pickup Services

Canada Post offers Pickup Services in most urban and suburban areas. For pickup availability in your area, or to request a pickup and find local call-in cut-off times for One-Time On-Demand Pickup, please visit canadapost.ca/pickup.

2.3.7.1 Recurring (Scheduled) Pickup⁵

Suited to frequent shippers, the Recurring (Scheduled) Pickup service is available on business days and may be arranged at a mutually agreed upon time, ensuring efficient induction of your parcels into Canada Post's delivery network.

1. Available only with Canada Post's Electronic Shipping Tools, Web Services, or a customer-developed/third-party shipping system. See **section 5** for more information on our ecommerce solutions and shipping tools.
2. See **section 2.5** for more information on Canada Post's delivery process within Canada.
3. The identification and documentation requirements specified in **section 2.3.5.1** (when signature is collected at the post office) apply when a parcel is being picked up from the post office. See canadapost.ca/id for more information.
4. No delivery attempt will be made at the door.
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.



Recurring (Scheduled) Pickup fees are based on your total annual parcel shipping purchases per pickup location. Canada Post reviews parcel shipping purchases at each pickup location to determine pickup service availability and associated fees. There are three Recurring (Scheduled) Pickup fee levels:

Annual (12-month) parcel shipping purchases*	Recurring (Scheduled) Pickup fees
\$15,000 or more	No fee
Between \$2,500 and \$14,999	\$7.50 per week
Less than \$2,500	Recurring (Scheduled) Pickup is not available. One-Time On-Demand Pickup is available.

* Including parcel shipping and associated option fees, but excluding pickup fees and taxes.

Recurring (Scheduled) Pickup is available to customers using an account number or a credit card saved in their profile as the method of payment for Parcel Services. Purchases of U.S. and international parcel shipping services are consolidated with Canadian parcel services shipping services to determine your weekly fee.

Third-Party Recurring (Scheduled) Pickup extends Recurring (Scheduled) Pickup service to additional addresses and is available for a weekly fee. You and/or your authorized third party can arrange additional pickup locations using your Canada Post account number.

To set up Recurring (Scheduled) Pickup service, authorize a third party to use your account number for Third-Party Recurring (Scheduled) Pickup service, or to check pickup availability in your area, please visit canadapost.ca/pickup or call Customer Service at 1-866-757-5480 during regular business hours.

2.3.7.2 One-Time On-Demand Pickup¹

Arrange a one-time pickup at a time and place that is convenient for you. A pickup fee will apply per stop unless shipping with the Priority service. Customers with an account number or a credit card saved as a method of payment in their profile can arrange pickups up to 90 days in advance. Customers without a credit card in their profile can arrange pickups up to five days in advance. Same-day pickups must be made before the local call-in cut-off time.

One-Time Third-Party On-Demand Pickup lets you authorize a Canada Post pickup at a third-party location or an alternate address. You and/or your authorized third party can arrange a third-party pickup using your Canada Post account number. To authorize a third party to use your account number, please contact your sales representative.

To arrange a One-Time On-Demand Pickup, confirm pickup availability or to check call-in cut-off times for your area, please visit canadapost.ca/pickup or call Customer Service at 1-866-757-5480 during regular business hours.

- 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.



2.3.8 Package Redirection

Our easy-to-use Package Redirection service gives you greater flexibility and control to manage your parcel needs. You can redirect or recall parcels in flight to correct order errors, update addresses on behalf of your customers, act on product recalls, or guard against fraud.

A service fee will apply for items successfully redirected. The delivery standard date and expected delivery date will be adjusted and provided based on the second portion of the shipment. However, on-time delivery guarantees will no longer apply.

For more information, visit canadapost.ca/packageredirection.

2.3.9 Return to Sender^{1,2,3}

Canada Post attempts to deliver all parcels. If a delivery cannot be completed, the parcel is returned to the originating address on the shipping label.

A parcel will be treated as a Return to Sender item when it is unopened and one or more of the following conditions exist:

- the parcel is refused or endorsed as moved or unknown occupant;
- the parcel is unclaimed;
- the delivery address is incomplete or does not exist;
- the parcel is an originating outgoing item and does not bear a parcel returns service label;
- a manual Collect on Delivery (COD) shipping label (33-086-397 or 33-086-414) is used.

All on-time delivery guarantees are voided on Return to Sender items.

The Return to Sender shipping fee excludes fees for features and options. All associated Return to Sender shipping fees are the customer's responsibility and are based on the greater of the actual weight or volumetric equivalent of actual weight of the parcel, and the origin and destination of the Return to Sender item.

Return to Sender shipping fees for Prepaid products are based on the greater of the actual weight or volumetric equivalent of actual weight of the Return to Sender item, and the origin and destination of the Return to Sender item. Customers must include their Canada Post customer number where indicated on the Prepaid Label. Failure to do so will result in the parcel being carded for pickup and Return to Sender shipping fees being charged at non-discounted prices.

Return to Sender items refused by the customer are treated as undeliverable and disposed of or recycled at the customer's expense, as per Canada Post's policy on undeliverable parcels. For more information, refer to the Undeliverable Mail section of the *Canada Postal Guide* at canadapost.ca/postalguide.

1. Additional options are not available for purchase. The mandatory Signature option is included at no charge to the customer (shipper).
2. Liability Coverage against loss or damage of up to \$100 is included for Expedited Parcel, Xpresspost and Priority. Additional Liability Coverage is not available.
3. All items must comply with the requirements as outlined in this agreement. For more details, refer to section 6.



2.3.10 Environmental sustainability

2.3.10.1 Carbon-neutral shipping

Expedited Parcel and Regular Parcel services include carbon-neutral shipping at no additional charge.

For every tonne of greenhouse gas emissions generated by these services, Canada Post supports the removal of one tonne of greenhouse gas emissions from the atmosphere by purchasing high-quality, verified and accredited carbon offsets. Visit canadapost.ca/greenergood to learn more about our carbon-neutral shipping.

Carbon-neutral stickers can be ordered at canadapost.ca/shop and applied on all Expedited Parcel and Regular Parcel items. Stickers are available in two formats:

Article number	Format
33-086-584 (rolls of 500 units)	Size small Width: 76.6 mm (3 in.); Length: 19.05 mm (0.75 in.)
33-086-585 (rolls of 500 units)	Size large Width: 104.8 mm (4.125 in.); Length: 25.4 mm (1 in.)



2.4 Return solutions¹

Canada Post offers a range of flexible return solutions to help you manage online returns, exchanges and the return of defective, unwanted or obsolete products. Choose the return delivery service, customer experience and integration solutions best suited to you and your customers. Return solutions are available to customers using an account number or a credit card saved in their profile as the method of payment for Parcel Services.

1. All return parcels must comply with the requirements set out in this *Parcel Services Customer Guide*, including without limitation, those contained in **section 6**. It is the customer's responsibility to ensure these requirements are met. Without limiting the foregoing: (a) return parcels must not contain any non-mailable matter (refer to the Non-mailable Matter portion of the *Canada Postal Guide* at canadapost.ca/nonmailable for more information); (b) return parcels must comply with the packaging and labelling requirements set out in the ABCs of Mailing portion of the *Canada Postal Guide* at canadapost.ca/abcmailing), and (c) two or more items (e.g., boxes or polybags) cannot be strapped, taped, bound together, or otherwise attached and deposited as a single return parcel. Without restricting Canada Post's other rights or remedies, failure to comply may result in delivery delays, void liability coverage (if otherwise applicable) and/or result in the return parcel being ineligible for the On-Time Delivery Guarantee (if otherwise applicable). See **section 7.3.21** for more information.



2.4.1 Return delivery services

Choose from Priority, Xpresspost, Expedited Parcel and Regular Parcel services for your returns. Features and options are based on the selected return delivery service and are not affected by the customer return experience selected.

Return delivery services: Canada

Features and options	Priority	Xpresspost	Expedited Parcel	Regular Parcel	More information
Tracking and delivery					
On-Time Delivery Guarantee	✓	✓	✓		p. 11
Online Tracking Tool	✓	✓	✓	✓	p. 11
Delivery Updates (by email and text message)	✓	✓	✓	✓	p. 12
Liability Coverage					
Liability Coverage (up to \$100)	✓	✓	✓		p. 14
Environmental sustainability					
Carbon-neutral shipping			✓	✓	p. 20
Signature and Proof of age					
Signature ¹	✓	✓	✓	✓	p. 15
Signature Hard Copy	\$	\$	\$	\$	p. 15

✓ Feature included in the service at no additional charge.

\$ Available for a fee.

1. The Signature image is available at no additional charge with the purchase of the Signature option.

2.4.1.1 Return delivery services: Additional information on features, options and value-added services

Unlike parcel services used for outbound shipments, the Signature option is included at no extra charge with all return delivery services. Signature hard copies can be purchased for a fee. Other options are not available for return delivery services.

Liability Coverage (up to \$100) is included with Priority, Xpresspost and Expedited Parcel service. Liability Coverage (up to \$100) is not available for Regular Parcel service.

Additional Liability Coverage is not available for return delivery services.

The Online Tracking Tool and Delivery Updates are included with all return delivery services. Returns can also be tracked distinctly to provide visibility on all parcel returns activity, including a five-day delivery forecast of your expected parcel return volumes.

An additional, customizable barcode can be added to each return label to facilitate your internal processing of customer returns. This no-fee option is available for labels produced through Web Services and the Manage Returns tool at canadapost.ca/returns.



2.4.2 Customer return experience

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.¹

Print at home – Your customers request and print a parcel return label themselves.¹

Label-free – Your customers are provided with a QR code or Policy Return ID (PRID)² number to have their return label printed at a participating post office instead of printing it at home.¹ 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.¹ For more information on non-mailable matter, visit canadapost.ca/nonmailable. For specific packaging or labelling requirements, visit 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.

2.4.3 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.

1. All return parcels must comply with the requirements set out in this *Parcel Services Customer Guide*, including without limitation, those contained in **section 6**. It is the customer's responsibility to ensure these requirements are met. Without limiting the foregoing: (a) return parcels must not contain any non-mailable matter (refer to the Non-mailable Matter portion of the *Canada Postal Guide* at canadapost.ca/nonmailable for more information); (b) return parcels must comply with the packaging and labelling requirements set out in the ABCs of Mailing portion of the *Canada Postal Guide* at canadapost.ca/abcmailing), and (c) two or more items (e.g., boxes or polybags) cannot be strapped, taped, bound together, or otherwise attached and deposited as a single return parcel. Without restricting Canada Post's other rights or remedies, failure to comply may void liability coverage (if otherwise applicable) and/or result in the return parcel being ineligible for the On-Time Delivery Guarantee (if otherwise applicable). See **section 7.3.21** for more information.

2. Policy Return ID (PRID) is only available through the Manage Returns tool at canadapost.ca/returns.



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 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. 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 or contact your Canada Post sales representative.



2.5 Delivery process within Canada

Canada Post's delivery processes vary, depending on population density and network infrastructure. Parcels requiring signature, proof of age or collection of duties and taxes also change how items are delivered to a postal address, as these items require face-to-face delivery. 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 delivery
<p>A delivery attempt is made at the addressee's door.¹</p> <p>If no one is available, a Delivery Notice Card² is left at the door.</p>	<p>A delivery attempt is made at the addressee's door.¹</p> <p>If no one is available, a Delivery Notice Card² is left at the door.</p>	<p>A delivery attempt is made at the addressee's door.¹</p> <p>If no one is available, a Delivery Notice Card² is left at the door.</p>	<p>A Delivery Notice Card² is left in the addressee's post office box.</p>

If Collect on Delivery (COD) is required

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

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

 Community mailbox and group mailbox	 Door delivery	 Rural mailbox	 Post office box and general delivery
<p>The parcel is delivered to the mail receptacle or parcel compartment.</p> <p>If the parcel is too large for the mail receptacle or parcel compartment, a delivery attempt is made at the addressee's door.¹</p> <p>If no one is available, the parcel may be safe-dropped³ or a Delivery Notice Card² is left at the door.</p>	<p>The parcel is delivered to the mail receptacle.</p> <p>If the parcel is too large for the mail receptacle, a delivery attempt is made at the addressee's door.¹</p> <p>If no one is available, the parcel may be safe-dropped³ or a Delivery Notice Card² is left at the door.</p>	<p>The parcel is delivered to the mail receptacle.</p> <p>If the parcel is too large for the mail receptacle, a delivery attempt is made at the addressee's door.¹</p> <p>If no one is available, the parcel may be safe-dropped³ or a Delivery Notice Card² is left at the door.</p>	<p>The parcel is delivered to the addressee's post office box.</p> <p>If the parcel is too large, a Delivery Notice Card² is left in the post office box.</p>

Refer to [footnotes](#) page 25.



2.5 Delivery process within Canada: Footnotes

1. In rural areas, when the mail receptacle is either a community mailbox, group mailbox or a rural mailbox, a delivery attempt is made at the door when the door is within 0.5 km of the delivery agent's line of travel. Otherwise, a Delivery Notice Card² is left in the addressee's mail receptacle.
2. A Delivery Notice Card is used to show that the parcel is available for pickup at the designated post office. A Final Notice Card is sent to the addressee if the parcel has not been picked up after five calendar days. The parcel 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 delivery agent attempts delivery wherever physically possible, taking into consideration their 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 addressee according to the resident's condominium agreement and the official Letter of Authorization form completed and submitted by the addressee. A copy of either document must be provided to Canada Post.
3. It is at Canada Post's discretion whether to leave a parcel in a safe-drop location, provided that the parcel does not require a signature, proof of age or collection of duties and taxes. For an apartment building, the parcel may be left with building administration personnel. When a parcel is safe-dropped, a photo is taken confirming delivery. Addressees can view the photo online using their Canada Post account. If the delivery agent cannot find a suitable safe-drop location, a Delivery Notice Card² is left directing the addressee to pick up the parcel at a designated post office.

Note: These procedures apply to Priority, Xpresspost, Expedited Parcel and Regular Parcel services.

2.6 Delivery standards within Canada

Delivery standards represent the expected transit time in business days from the day of deposit (day 0) to delivery for parcels deposited before the local cut-off time. Business days exclude Saturdays, Sundays, statutory holidays, and any day observed as a holiday by Canada Post.

Deposits on non-business days are considered to be deposited on the next business day. Parcels deposited after the specified collection time on a street letter box or after the cut-off time of the postal facility approved by Canada Post are considered to be deposited on the next business day. Current cut-off times for individual Canada Post facilities can be found at canadapost.ca/parcelservices/cutofftimes. These times are subject to change without notice.

Delivery standards are based on available transportation and subject to change without notice. Delivery standards are not guaranteed for Regular Parcel items or Return to Sender items.

For more details, visit canadapost.ca/deliverystandards.

Although delivery standards are guaranteed for certain services (see [section 2.2](#)), the guarantee may be modified during a peak period or suspended due to circumstances beyond Canada Post's reasonable control, including without limitation severe weather, acts of God, epidemics, labour disruptions, equipment failures, transportation delays, public demonstrations, power outages, or unanticipated surges in volume. Refer to [section 7.3.21.10](#) for more information.

How delivery standards are determined

Delivery standards are dependent on the origin, destination and applicable service zone.

Origins and destinations are categorized as being within one of the following:

- **Major urban centre** – An area with a processing facility for sorting, processing, and distributing parcels and mail.
- **Non-major urban centre** – An area without a processing facility.
- **Northern region or remote area** – An area far removed from a major urban centre or that receives infrequent service.



2.6.1 Delivery standards

2.6.1.1 Zones for services provided within Canada

For your convenience and to summarize delivery standards, we have created zones for services provided within Canada. These zones are defined as local, regional and national:

- **Local zone**
The destination city or town is the same as the originating city or town.
- **Regional zone**
The destination city or town is in the same region as the originating city or town.
Refer to **section 2.6.2** for more information on Canada Post's regions.
- **National zone**
The destination city or town is in a different region than the originating city or town.
Refer to **section 2.6.2** for more information on Canada Post's regions.

2.6.1.2 Delivery standards between most major urban centres in Canada^{1,2}

Zone	Priority	Xpresspost	Expedited Parcel	Regular Parcel
Local zone	Next day	Next day	1-2 days	1-3 days
Regional zone	Next day	Next day	1-4 days	3-6 days
National zone	Next day	2 days	2-8 days	4-10 days

2.6.1.3 Delivery standards for non-major urban centres in Canada^{1,2}

Zone	Priority	Xpresspost	Expedited Parcel	Regular Parcel
Local zone	Next day	Next day	1-2 days	2-3 days
Regional zone	1-2 days	2 days	2-5 days	3-7 days
National zone	1-3 days	3 days	4-12 days	4-13 days

2.6.1.4 Delivery standards for northern regions and remote areas in Canada^{1,2}

Zone	Priority	Xpresspost	Expedited Parcel	Regular Parcel
Local zone	5 days	5 days	6-7 days	6-9 days
Regional zone	5-7 days	5-7 days	6-14 days	6-14 days
National zone	5-8 days	5-8 days	6-14 days	7-14 days

1. Exceptions apply in some areas. See canadapost.ca/deliverystandards for details.

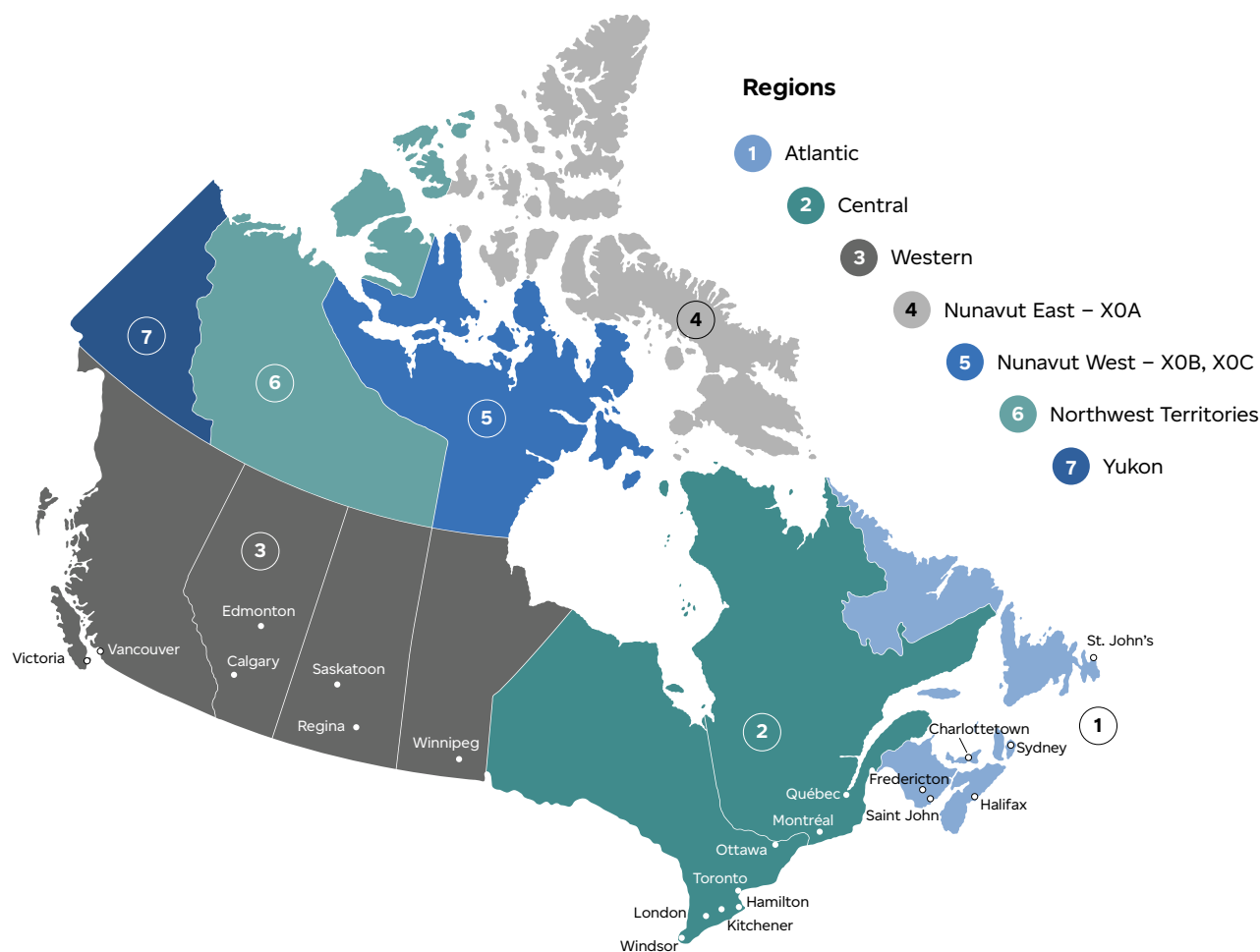
2. Exact delivery standards exist for every origin-destination combination. Specific delivery standards from your postal code to a Canadian destination can be found at canadapost.ca/deliverytool.



2.6.2 Regional breakdown (Canada)

Atlantic	Newfoundland and Labrador, Prince Edward Island, Nova Scotia and New Brunswick
Central	Quebec and Ontario (includes northwestern Ontario postal codes P7A-P7L, P8N, P8T, P9A, P9N, P0T-P0Y)
Western	British Columbia, Alberta, Saskatchewan and Manitoba
Nunavut East	X0A
Nunavut West	X0B, X0C
Northwest Territories	X0E, X0G and X1A
Yukon	Yukon

2.6.3 Major urban centres and regions





3. Shipping to the United States and international destinations

We can help you seize a world of opportunity. With a range of shipping options, integrated customs forms and tracking solutions, we have everything you need to grow and succeed outside Canada.



3.1 Parcel Services: United States

Shipping options

Xpresspost™ – USA

Our fastest and most reliable service for sending documents and parcels to the United States, with delivery in as little as two days.¹ Includes On-Time Delivery Guarantee,² parcel tracking and updates, delivery confirmation with signature, and up to \$100 Liability Coverage.³

Expedited Parcel™ – USA

A fast and cost-effective way to send parcels weighing less than 30 kg to the U.S. in as little as four days.¹ Includes parcel tracking and updates, delivery confirmation and up to \$100 Liability Coverage.³

Tracked Packet™ – USA

A fast and cost-effective way to send small and lightweight parcels (less than 2 kg) to the U.S. in as little as four days.¹ Ideal for ecommerce. Includes parcel tracking and updates, delivery confirmation and up to \$100 Liability Coverage.³

Small Packet™ – USA Air

Our most cost-effective service for sending small and lightweight parcels (less than 2 kg) to the U.S. in as little as five days.¹

1. Delivery standards are in business days and exclude time in customs. Delivery standards are for items sent between most major urban centres and depend on origin and destination. Delivery standards are based on normal delivery conditions and available transportation, and are subject to change without notice. For more accurate delivery standards information, visit canadapost.ca/deliverystandards. Exceptions and conditions apply. See section 3.7 for more information on delivery standards for U.S. and international destinations.
2. Exceptions and conditions apply. See sections 3.4.1 and 7.3.21.10 for more information on the On-Time Delivery Guarantee.
3. Exceptions and conditions apply. See sections 3.4.4 and 7.3.21 for more information on Liability Coverage.



3.2 Parcel Services: International destinations outside the U.S.

Shipping options

Xpresspost – International

Our fastest service for sending parcels to more than 80 destinations worldwide. Includes On-Time Delivery Guarantee,¹ parcel tracking and updates, delivery confirmation with signature, and up to \$100 Liability Coverage.² For a list of destinations where this service is available, visit canadapost.ca/internationallistings.

Tracked Packet – International

Ideally suited for ecommerce, this is a reliable way to send small and lightweight items (less than 2 kg) to select international destinations. Includes parcel tracking and updates, delivery confirmation and up to \$100 Liability Coverage.² For the list of destinations where this service is available, visit canadapost.ca/internationallistings.

Small Packet International – Air

A cost-effective shipping service for sending small and lightweight items (less than 2 kg) to international destinations. For the list of destinations where this service is available, visit canadapost.ca/internationallistings.

International Parcel – Air

A cost-effective shipping service for sending larger parcels to international destinations not served by Xpresspost – International.

Small Packet International – Surface

Our most economical shipping service for sending non-time-sensitive parcels weighing less than 2 kg to international destinations.

International Parcel – Surface

Our most economical shipping service for sending non-time-sensitive parcels weighing more than 2 kg to international destinations.

1. Exceptions and conditions apply. See sections 3.4.1 and 7.3.21.10 for more information on the On-Time Delivery Guarantee.

2. Exceptions and conditions apply. See sections 3.4.4 and 7.3.21 for more information on Liability Coverage.



3.3 Features, options and other value-added services: Shipping to the U.S. and international destinations

Parcel Services: United States

Features and options	Xpresspost – USA	Expedited Parcel – USA	Tracked Packet – USA	Small Packet USA – Air	More information
Tracking and delivery					
On-Time Delivery Guarantee	✓				p. 33
Online Tracking Tool	✓	✓	✓		p. 33
Delivery Updates (by email and text)	✓	✓	✓		p. 34
Reference Number Tracking	✓	✓	✓		p. 34
Delivery to a Post Office Box	✓	✓	✓	✓	p. 34
Liability Coverage					
Liability Coverage (up to \$100)	✓	✓	✓		p. 35
Additional Liability Coverage (up to \$1,000)	\$	\$			p. 35
Signature					
Signature	◇				p. 35
Pickup Services					
Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 36
One-Time On-Demand Pickup ²	\$	\$	\$	\$	p. 37
Third-Party Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 36
One-Time Third-Party On-Demand Pickup ²	\$	\$	\$	\$	p. 37
Redirection Service					
Package Redirection ³	\$	\$	\$		p. 37
Customs clearance					
Postal Presentation and Handling	✓	✓	✓	✓	p. 37
Returns					
Return to Sender ⁴	\$	\$	\$	\$	p. 38

✓ Feature included in the service at no additional charge.

\$ Available for a fee.

◇ Signature is automatically included when available at no additional charge. Only the signatory's name is available. Signature images are not available.

1. 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. See section 2.3.7 for details.
2. One-Time On-Demand Pickup is free for customers with 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.
3. Package Redirection is not available after an item leaves Canada.
4. 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 the time of shipping. Exceptions and conditions apply. Visit the *Canada Postal Guide* at canadapost.ca/postalguide.



Parcel Services: International

Features and options	Xpresspost – International	International Parcel – Air or Surface	Tracked Packet – International	Small Packet International – Air or Surface	More information
Tracking and delivery					
On-Time Delivery Guarantee	✓ +				p. 33
Online Tracking Tool	✓	●	✓		p. 33
Delivery Updates (by email and text)	✓		✓		p. 34
Reference Number Tracking	✓		✓		p. 34
Delivery to a Post Office Box	✓△	✓	✓	✓	p. 34
Coverage options					
Liability Coverage (up to \$100)	✓	✓	✓		p. 35
Additional Liability Coverage (up to \$1,000)	\$ +	\$			p. 35
Signature					
Signature	◇				p. 35
Pickup Services					
Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 36
One-Time On-Demand Pickup ²	\$	\$	\$	\$	p. 37
Third-Party Recurring (Scheduled) Pickup ¹	\$	\$	\$	\$	p. 36
One-Time Third-Party On-Demand Pickup ²	\$	\$	\$	\$	p. 37
Redirection Service					
Package Redirection ³	\$	\$	\$		p. 37
Customs clearance					
Postal Presentation and Handling	✓	✓	✓	✓	p. 37
Returns					
Return to Sender ⁴	\$	\$	\$	\$	p. 38

✓ Feature included in the service at no additional charge.

+ Available for certain destinations.

● Tracking information available only for events within Canada.

△ Delivery to a Post Office Box is offered at destinations where available.

\$ Available for a fee.

◇ Signature is automatically included when available at no additional charge. Only the signatory's name is available. Signature images are not available.

1. 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. See section 2.3.7 for details.

2. One-Time On-Demand Pickup is free for customers with 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.

3. Package Redirection is not available after an item leaves Canada.

4. 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 the time of shipping. Exceptions and conditions apply. Visit the *Canada Postal Guide* at canadapost.ca/postalguide.



3.4 Additional information on features, options and other value-added services: Shipping to the U.S. and international destinations

A **feature** is provided as part of the basic service.

An **option** is a service enhancement not included in the basic service. Most options are available for an additional fee (refer to **section 3.3** for details). All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number.

3.4.1 On-Time Delivery Guarantee

On-Time Delivery Guarantee offers replacement service or credit equivalent to the shipping charges if the published delivery standards are not met. For customs purposes, the addressee's name and telephone number must appear on the shipping label.

The On-Time Delivery Guarantee may be suspended due to causes beyond Canada Post's reasonable control, including but not limited to, inclement weather, acts of God, transportation delays, epidemics, labour disruptions, public demonstrations, unanticipated surges in volume, equipment failures or power outages.

The On-Time Delivery Guarantee does not apply to post office box addresses, food items or items mailed to U.S. territories and possessions, United States Army post offices (APOs) or military installations. The On-Time Delivery Guarantee is void on shipments delayed by customs or any other regulatory authority.

Exceptions and conditions apply. Refer to **section 7.3.21.10** for more details.

3.4.2 Online Tracking Tool

Canada Post tracks parcels as they travel through our delivery network using an advanced event-tracking system. When a label is created, a unique tracking number is assigned to each parcel and used to capture different events as the parcel moves through the delivery network. All events are recorded and can be viewed online at canadapost.com/track or through our mobile app.

An event occurs whenever:

- a shipping label is created electronically using Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system;
- a parcel is picked up from the customer's location by Canada Post or dropped off at a Canada Post facility;
- a parcel is sorted in a major Canada Post facility;
- a parcel is sent to the destination;
- a parcel has reached the destination;
- a parcel has been successfully delivered;
- a parcel is deemed undeliverable and returned to the sender;
- an error occurs in transporting a parcel, causing a possible delay.

Note: Some exceptions may apply.



3.4.3 Delivery Updates and tracking options

3.4.3.1 Delivery Updates

Delivery Updates is a free option that lets you receive notifications of certain tracking events as they occur. Emailed Delivery Updates are available to you with parcel orders created with Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system.

Your customers can also receive Delivery Updates by email, text message and push notifications through our tracking tool, available with our mobile app and at canadapost.ca/track.

Available notifications with Delivery Updates:

- **Ship** – Indicates the shipment order has been created and the parcel has been given to Canada Post for outbound international shipping. Available with email notifications.
- **Exception** – Indicates an unforeseen delivery interruption. Examples include parcels returned to the sender or refused; parcels delayed due to circumstances beyond Canada Post's control; and addressing or transportation errors. Available with email and text message notifications.
- **Delivery** – Indicates the parcel is out for delivery, ready for pickup at a post office or that it has been delivered. Available with email and text notifications.

3.4.3.2 Delivery Confirmation

Delivery Confirmations can be viewed and printed up to one year after a parcel is delivered. Visit Canada Post's tracking tool at canadapost.ca/track or call Customer Service at 1-866-757-5480.

3.4.3.3 Delivery to a Post Office Box

Delivery to a Post Office Box is offered at international destinations where available. The On-Time Delivery Guarantee does not apply.

3.4.3.4 Mobile tracking

Canada Post offers free mobile tracking applications for iOS and Android devices for your customers to track parcels and confirm their delivery status while on the go. They can also calculate shipping rates, look up a postal code or search for their closest post office location to drop off pre-labelled parcels and purchase shipping services. The apps can be downloaded from the App Store or Google Play.

3.4.3.5 Track parcels using your own reference number

In addition to tracking shipments by looking up Canada Post's parcel-tracking number, you can associate your own internal reference number or reference name to a shipment when creating the shipping label. Using Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system, you can add up to two reference numbers or reference names (maximum 35 characters each) to the shipment details. Reference numbers can be used to monitor the delivery status of parcels on our tracking tool at canadapost.ca/track or cross-reference with records within your own administrative systems.

3.4.3.6 Automated Parcel Tracking

Automated Parcel Tracking (APT) provides large shippers the convenience of automatically receiving event-tracking data for every U.S. and international parcel shipped with Canada Post. APT updates are often integrated with shippers' in-house systems to achieve parcel-level tracking visibility for you and your customers.



To receive tracking data from APT, parcels must be prepared with Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system. APT offers tracking data in two standardized formats: EDI 214 and flat file. Contact your sales representative for further information.

3.4.3.7 Automated Delivery Confirmation¹

The Automated Delivery Confirmation option provides high-volume parcel customers with PDF files containing Delivery Confirmations, including proof of delivery with or without signature for every parcel shipped. Useful for shipping legal documents, this option provides documentation to prove parcels were delivered and that the recipient's signature was obtained.

To receive an Automated Delivery Confirmation, items must be prepared with Canada Post's Electronic Shipping Tools (EST), Web Services, or a customer-developed/third-party shipping system. Contact your sales representative for more information.

3.4.4 Liability Coverage

3.4.4.1 Liability Coverage

Most Parcel Services include up to \$100 Liability Coverage against loss, damage or COD service failure. Availability and limits of Liability Coverage may vary according to the nature of items being shipped and the service used.

Exceptions and conditions apply. Refer to **section 7.3.21** for more information.

3.4.4.2 Additional Liability Coverage up to \$1,000

Additional Liability Coverage is available for purchase in increments of \$100, up to a maximum of \$1,000, for some U.S. and international Parcel Services, depending on the destination. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Exceptions and conditions apply. Refer to **section 7.3.21** for more information.

3.4.5 Signature¹

Signature ensures parcels are personally handed off at delivery, and provides proof of this activity. The name of the recipient is recorded along with their signature. Signature is automatically included at no additional charge with Xpresspost – USA and Xpresspost – International.

3.4.6 Pickup Services

Canada Post offers Pickup Services in most Canadian urban and suburban areas. For pickup availability in your area, or to request a pickup and find local call-in cut-off times for One-Time On-Demand Pickup, please visit canadapost.ca/pickup.

1. Only the signatory's name is available. Signature images are not available.



3.4.6.1 Recurring (Scheduled) Pickup¹

Suited to frequent shippers, the Recurring (Scheduled) Pickup service is available on business days and may be arranged at a mutually agreed upon time, ensuring efficient induction of your parcels into Canada Post's delivery network.

Recurring (Scheduled) Pickup fees are based on your total annual parcel shipping purchases per pickup location. Canada Post reviews parcel shipping purchases at each pickup location to determine pickup service availability and associated fees. There are three Recurring (Scheduled) Pickup fee levels:

Annual (12-month) parcel shipping purchases*	Recurring (Scheduled) Pickup fees
\$15,000 or more	No fee
Between \$2,500 and \$14,999	\$7.50 per week
Less than \$2,500	Recurring (Scheduled) Pickup is not available. One-Time On-Demand Pickup is available.

* Including parcel shipping and associated option fees, but excluding pickup fees and taxes.

Recurring (Scheduled) Pickup is available to customers using an account number or a credit card saved in their profile as the method of payment for Parcel Services. Purchases of U.S. and international parcel shipping services are consolidated with Canadian parcel services shipping services to determine your weekly fee.

Third-Party Recurring (Scheduled) Pickup extends Recurring (Scheduled) Pickup service to additional addresses and is available for a weekly fee. You and/or your authorized third party can arrange additional pickup locations using your Canada Post account number.

To set up Recurring (Scheduled) Pickup service, authorize a third party to use your account number for Third-Party Recurring (Scheduled) Pickup service, or to check pickup availability in your area, please visit canadapost.ca/pickup or call Customer Service at 1-866-757-5480 during regular business hours.

- All parcels being picked up must be accompanied by an accurate and complete transmitted order document (manifest or bill of lading). There are three exceptions to this rule:
 - 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, delivery delays, the parcel being returned to the sender, or a surcharge applied.



3.4.6.2 One-Time On-Demand Pickup¹

Arrange a one-time pickup at a time and place that is convenient for you. A pickup fee will apply per stop unless shipping with the Priority™ service. Customers with an account number or a credit card saved as a method of payment in their profile can arrange pickups up to 90 days in advance. Customers without a credit card in their profile can arrange pickups up to five days in advance. Same-day pickup requests must be made before the local call-in cut-off time.

One-Time Third-Party On-Demand Pickup lets you authorize a Canada Post pickup at a third-party location or an alternate address. You and/or your authorized third party can arrange a third-party pickup using your Canada Post account number. To authorize a third party to use your account number, please contact your sales representative.

To arrange a One-Time On-Demand Pickup, confirm pickup availability or to check call-in cut-off times for your area, please visit canadapost.ca/pickup or call Customer Service at 1-866-757-5480 during regular business hours.

3.4.7 Package Redirection

Our easy-to-use Package Redirection service gives you greater flexibility and control to manage your parcel needs. You can redirect or recall parcels in flight to correct order errors, update addresses on behalf of your customers, act on product recalls, or guard against fraud.

Note: Package Redirection is not available after an item has left Canada.

A service fee will apply for items successfully redirected. The delivery standard date and expected delivery date will be adjusted and provided based on the second portion of the shipment. However, on-time delivery guarantees will no longer apply.

For more information, visit canadapost.ca/package redirection.

3.4.8 Customs clearance

3.4.8.1 Postal Presentation and Handling

Postal Presentation and Handling services are available for U.S. and international parcel services. For more information, refer to **section 6.8**.

To help you complete your customs declaration or find out more about customs, visit our online tool at canadapost.ca/dutiesandtaxes.

1. All parcels being picked up must be accompanied by an accurate and complete transmitted order document (manifest or bill of lading). There are three exceptions to this rule:
 - 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, delivery delays, the parcel being returned to the sender, or a surcharge applied.



3.5 Return to Sender service for U.S. and international shipments¹

U.S. and international parcels may be returned to the sender if they are unopened and one or more of the following conditions exist:

- the parcel is refused or endorsed as moved or unknown occupant;
- the parcel is unclaimed;
- the delivery address is incomplete or does not exist;
- the addressee is no longer at the address and no forwarding address is available;
- an improper shipping label has been applied;
- the parcel's dimensions or weight exceed the maximum allowed;
- the parcel is refused entry by the destination;
- the customer has not indicated on the shipping label that the parcel is to be abandoned rather than returned to sender (available for select services only);
- the parcel's customs or content information is incomplete or illegible;
- the manifest/order has not been electronically transmitted to Canada Post prior to the parcel being deposited or picked up.

All on-time delivery guarantees are voided on Return to Sender items.

The Return to Sender shipping fee excludes fees for features and options. All associated Return to Sender shipping fees are the customer's responsibility and are based on the greater of the actual weight or volumetric equivalent of actual weight of the parcel, and the origin and destination of the Return to Sender item.

Return to Sender items refused by the customer are treated as undeliverable and disposed of or recycled at the customer's expense, as per Canada Post's policy on undeliverable parcels. For more information, refer to the Undeliverable Mail section of the *Canada Postal Guide* at canadapost.ca/undeliverablemail.

3.6 Delivery process outside Canada

All parcels shipped to a destination outside Canada will be delivered in accordance with the regulations of the postal administration, designated operator or delivery partner in the destination.

3.7 Delivery standards for U.S. and international destinations

Delivery standards represent the expected transit time in business days from the day of deposit (day 0) to delivery for parcels deposited before the local cut-off time. Business days exclude Saturdays, Sundays, statutory holidays, and any day observed as a holiday by Canada Post.²

1. Liability Coverage against loss or damage of up to \$100 is included for Xpresspost – USA, Expedited Parcel – USA, Tracked Packet – USA, Xpresspost – International, International Parcel – Air or Surface and Tracked Packet – International. Additional Liability Coverage is not available.

2. Business days and observed holidays may vary for U.S. and international destinations.



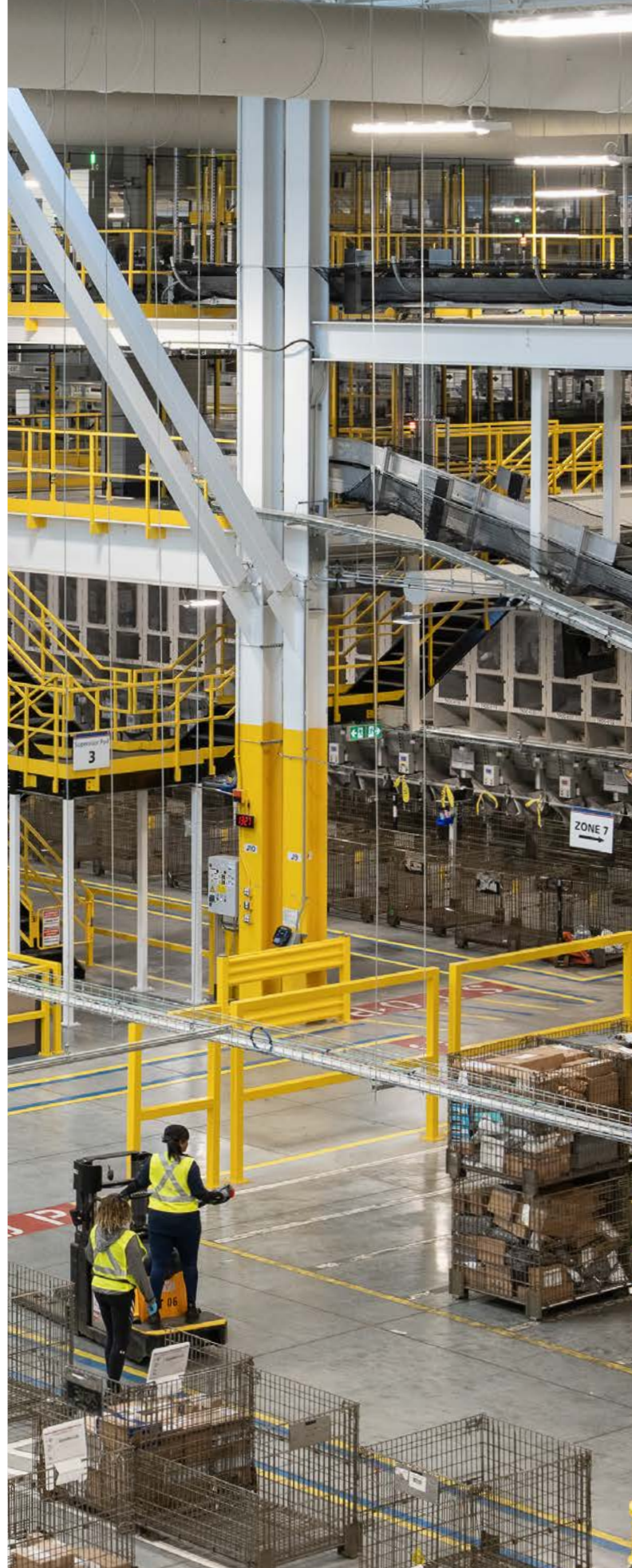
Deposits on non-business days are considered to be deposited on the next business day. Parcels deposited after the specified collection time on a street letter box or after the cut-off time of the postal facility approved by Canada Post are considered to be deposited on the next business day.

Current cut-off times for individual Canada Post facilities can be found at canadapost.ca/parcelservices/cutofftimes. These times are subject to change without notice.

Delivery standards are for parcels sent between most major urban centres¹ and depend on origin and destination, excluding time in customs. Delivery standards are based on normal delivery conditions and available transportation. Delivery standards are subject to change without notice. Delivery standards are not guaranteed for Return to Sender items. For U.S. and international delivery standards and additional information, visit canadapost.ca/deliverystandards.

Although delivery standards are guaranteed for certain services (see **section 3.3**), the guarantee may be suspended due to circumstances beyond Canada Post's reasonable control, including without limitation severe weather, acts of God, epidemics, labour disruptions, equipment failures, transportation delays, public demonstrations, power outages, or unanticipated surges in volume. Refer to **section 7.3.21.10** for more information.

1. A major urban centre is an area with a processing facility for sorting, processing, and distributing parcels and mail.





4. Prepaid products and Xpresspost[™] Certified

Save time and manage costs with these convenient, flat rate products for shipping in Canada – and let us do the rest.



4.1 Prepaid products: Features and options

Canada: Envelopes and labels

Features and options	Priority™ Prepaid envelope	Priority Prepaid label	Xpresspost Prepaid envelope	Xpresspost Prepaid label	Expedited Parcel™ Prepaid label	More information
Tracking and delivery						
On-Time Delivery Guarantee	✓	✓	✓	✓	✓	p. 11
Online Tracking Tool	✓	✓	✓	✓	✓	p. 11
Delivery Updates (by email and text)	✓	✓	✓	✓	✓	p. 12
Reference Number Tracking	✓	✓	✓	✓	✓	p. 13
Liability Coverage						
Liability Coverage (up to \$100)	✓	✓	✓	✓	✓	p. 14
Additional Liability Coverage (up to \$5,000) ¹	\$	\$	\$	\$	\$	p. 47
Signature and Proof of Age						
Signature ²	■	■	\$	\$	\$	p. 46
Signature Hard Copy	\$	\$	\$	\$	\$	p. 15
Proof of Age ³	\$		\$			p. 16
Flexible delivery options						
Leave at Door (Do Not Card) ³	✓		✓			p. 16
Do Not Safe Drop ³	✓		✓			p. 17
Card (Hold) for Pickup ³	✓		✓			p. 17
Pickup Services						
Recurring (Scheduled) Pickup ⁴	\$	\$	\$	\$	\$	p. 17
One-Time On-Demand Pickup ⁵	■	■	\$	\$	\$	p. 18
Third-Party Recurring (Scheduled) Pickup ⁴	\$	\$	\$	\$	\$	p. 18
One-Time Third-Party On-Demand Pickup ⁵	■	■	\$	\$	\$	p. 18
Returns						
Return to Sender ⁶	\$	\$	\$	\$	\$	p. 19

✓ Feature included in the service at no additional charge.

\$ Available for a fee.

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

Refer to [footnotes](#) page 42.



4.1 Canada: Envelopes and labels: Footnotes

1. Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. Purchase of the Signature option is mandatory for additional Liability Coverage.
2. The signature image is available at no additional charge with the purchase of the Signature option.
3. Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. See [section 5](#) for more information on our ecommerce solutions and shipping tools.
4. 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. See [section 2.3.7](#) for details.
5. One-Time On-Demand Pickup is free for customers with 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.
6. All associated Return to Sender shipping fees are the customer's responsibility and are based on: (i) the greater of the actual weight or volumetric equivalent of the actual weight of the Return to Sender parcel, and (ii) the origin and destination of the Return to Sender parcel. The customer must accurately include their customer number where indicated on the shipping label. Failure to do so will result in the Return to Sender parcel being carded for pickup and Return to Sender shipping fees being charged at non-discounted prices in effect at the time of mailing.

Note: All options must be selected at the time of mailing. Exceptions and conditions apply. See [section 4.2.4](#) for additional details. Contact your Canada Post sales representative for details or visit the *Canada Postal Guide* at canadapost.ca/postalguide. Refer to [section 2.3](#) for details on features and options.

4.2 Prepaid envelopes and prepaid labels

Our Prepaid Priority envelopes and Prepaid Xpresspost envelopes offer a convenient and versatile solution for your domestic mailing needs. We offer a range of envelopes that allow you to ship important documents or small items with the convenience and simplicity of flat rate pricing, so you can manage costs and save time.

Made of recycled material, Prepaid envelopes are an environmentally conscious choice. Look for the symbols below on Priority and Xpresspost Prepaid envelopes to see our commitment to making environmentally conscious decisions with our packaging products.

Prepaid envelopes must be used within the applicable time frame. For more details, refer to [section 4.5.1](#).



Made from 100%
recycled content.
Product is
100% recyclable.

Composé à 100% de
matières recyclées.
Produit
recyclable à 100%.



MIX
Envelope | Supporting responsible forestry
Enveloppe | Pour une gestion forestière responsable
FSC® C017586

Recycling labels.



4.2.1 Prepaid envelopes – Formats

Prepaid envelopes come in two formats.

Prepaid envelopes – Format 1

Comes with a unique tracking barcode and a blank, pre-affixed label for you to fill in manually. Labels must be completed accurately.

Note: Labels with missing or inaccurate information may result in consequences as set out in **section 6.4.1.3**. In addition, failure to accurately include your customer number on the label of any Prepaid item that becomes a Return to Sender item will result in the following: (i) the Return to Sender item being carded for pickup, and (ii) Return to Sender shipping fees being charged at non-discounted prices in effect at the time of mailing.

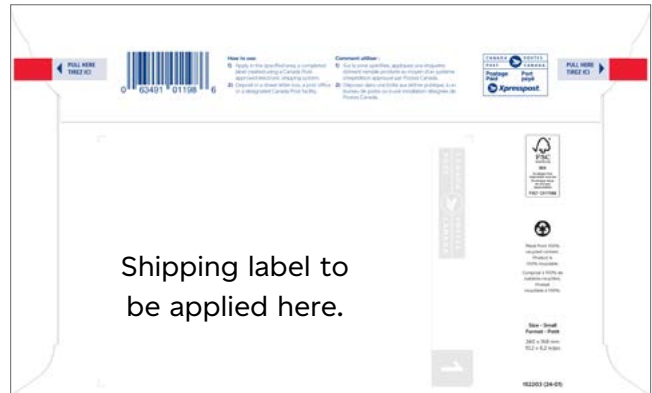


Envelope 102200 (back), shipping label 33-086-742.

Prepaid envelopes – Format 2

Comes without a pre-affixed shipping label. To use Prepaid envelopes in this format, you must create a shipping label with trackable barcode using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. Refer to **section 6.5.1** for details on how to properly affix shipping labels to Prepaid envelopes.

Note: Prepaid envelopes in this format can only be used with labels produced specifically for this product by Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. Other shipping labels cannot be used, as this may result in delivery issues or double-billing.



Envelope 152203 (back).

For more information or to set up a contract for Prepaid envelopes, contact your Canada Post sales representative.



4.2.2 Prepaid envelopes – Product details and specifications

Priority Prepaid envelopes (rigid paper) within Canada

Size	Zone	Dimensions	Format 1 ¹ article number	Format 2 ² article number	Maximum weight	Maximum thickness
Medium	Regional ³	318 mm x 241 mm (12½ in. x 9½ in.)	101867	151867	500 g (1.1 lb.)	15 mm
Medium	Canada ⁴	318 mm x 241 mm (12½ in. x 9½ in.)	101868	151868	500 g (1.1 lb.)	15 mm

Xpresspost Prepaid envelopes (rigid paper) within Canada

Size	Zone	Dimensions	Format 1 ¹ article number	Format 2 ² article number	Maximum weight	Maximum thickness
Small	Regional ³	260 mm x 159 mm (10¼ in. x 6¼ in.)	102200	152200	500 g (1.1 lb.)	15 mm
Small	Canada ⁴	260 mm x 159 mm (10¼ in. x 6¼ in.)	102203	152203	500 g (1.1 lb.)	15 mm
Medium	Regional ³	318 mm x 241 mm (12½ in. x 9½ in.)	102206	152206	500 g (1.1 lb.)	15 mm
Medium	Canada ⁴	318 mm x 241 mm (12½ in. x 9½ in.)	102207	152207	500 g (1.1 lb.)	15 mm
Large	Regional ³	394 mm x 314 mm (15½ in. x 12¾ in.)	102202	152202	1 kg (2.2 lb.)	30 mm
Large	Canada ⁴	394 mm x 314 mm (15½ in. x 12¾ in.)	102205	152205	1 kg (2.2 lb.)	30 mm

Xpresspost Prepaid bubble envelopes (plastic) within Canada

Size	Zone	Dimensions	Article number ⁵	Maximum weight
Small	Regional ³	247 mm x 190 mm (9¾ in. x 7½ in.)	102208	500 g (1.1 lb.)
Small	Canada ⁴	247 mm x 190 mm (9¾ in. x 7½ in.)	102209	500 g (1.1 lb.)
Large	Regional ³	400 mm x 292 mm (15¾ in. x 11½ in.)	102210	1.36 kg (2.9 lb.)
Large	Canada ⁴	400 mm x 292 mm (15¾ in. x 11½ in.)	102211	1.36 kg (2.9 lb.)

1. Prepaid envelope with pre-affixed shipping label.
2. Prepaid envelope without a pre-affixed shipping label, for use with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.
3. Item can be sent and received within the same region. See [section 2.6.2](#) for how regions are defined.
4. Item can be sent and received anywhere in Canada.
5. Prepaid bubble envelope (plastic) with pre-affixed shipping label.



4.2.3 Prepaid labels

Prepaid labels are postage-paid at a flat rate, and they can be purchased in advance and applied to your parcels at the time of shipping. These labels are available for weights up to a maximum of 1.36 kg or 5 kg for regional and national destinations within Canada.



Prepaid labels come with a unique tracking barcode and have two formats:

- **Prepaid labels – Format 1.** Prepaid labels come with a blank address area for you to fill in manually.
- **Prepaid labels – Format 2.** Prepaid labels come without an address area. Use these labels on packages that already have an origin and destination address indicated.

All labels must be completed accurately. Labels with missing or inaccurate information may result in consequences as set out in **section 6.4.1.3**.

Prepaid labels are available for Priority, Xpresspost and Expedited Parcel shipments. Prepaid labels must be used within the applicable time frame. For more details, refer to **section 4.5**.

Prepaid labels are not available for the following:

- oversized or unpackaged items;
- shipments to Nunavut East, Nunavut West, Northwest Territories and Yukon (refer to **section 2.6.2** for regional breakdowns);
- shipments to Air Stage offices (refer to canadapost.ca/airstageoffices for a list of Air Stage offices);
- Prepaid envelopes, which already include the cost of shipping.

Prepaid labels

Maximum weight	Overall maximum dimensions (length x width x height)
Up to 1.36 kg (2.9 lb.)	Up to 3,220 cm ³ (196.4 in. ³)
Up to 5 kg (11 lb.)	Up to 25,000 cm ³ (1,526.6 in. ³)

For more information or to set up a contract for Prepaid labels, contact your Canada Post sales representative.

4.2.4 Additional information on features and options for Prepaid envelopes and Prepaid labels

Prepaid envelopes and Prepaid labels include the On-Time Delivery Guarantee,¹ our online tracking tool, and up to \$100 Liability Coverage, as part of the basic service. Signature option and/or additional Liability Coverage may be purchased online, at a post office, or by calling Customer Service. Refer to **section 4.1** for a complete list of features and options. Except as set out below, options must be selected at the time of mailing.

1. Exceptions and conditions apply. See sections 2.3.1 and 7.3.21.10 for more information on the On-Time Delivery Guarantee.



4.2.4.1 Signature

Signature is a no-charge option for all Priority Prepaid envelopes and Priority Prepaid labels. To include Signature with your Priority Prepaid envelopes, you must request it at the time of mailing. For Priority Prepaid labels, you must request it at the time of ordering. The Signature option is available for purchase for all Xpresspost Prepaid envelopes, Xpresspost Prepaid labels, and Expedited Parcel Prepaid labels:

- **Xpresspost Prepaid envelopes – Format 1** (refer to section 4.2.1). Signature Required stickers are available for purchase. These stickers can be purchased in advance and applied when needed. To use the sticker, simply peel and apply it to the designated area on the envelope (see label detail 1).

Signature on delivery?
Purchase and apply
signature sticker [here](#).

Signature à la livraison?
Achetez l'autocollant de
signature et apposez-le ici.



Label detail 1.

- **Prepaid Priority envelopes – Format 1.**
To require a signature on delivery, check the box on the label (see label detail 2).

Require signature on delivery?
Check (✓) here

Signature requise à la livraison ?
Cochez (✓) ici



Label detail 2.

- **Prepaid Priority envelopes and Xpresspost Prepaid envelopes – Format 2.** Select the Signature option when creating barcoded shipping labels for Prepaid envelopes using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.
- **Prepaid labels.** To add the Signature option to your Prepaid labels you must request it at the time your labels are ordered. See **Section 4.5** for details on how to order Prepaid products.

Signature option stickers are available in two formats:

Article number	Format
102263	Single sheet of 25 stickers for large-volume shippers
102264	Convenient three-pack format for occasional usage



Signature Required stickers:
reference 102264.



See **section 2.3.5.1** for more information on the Signature option.

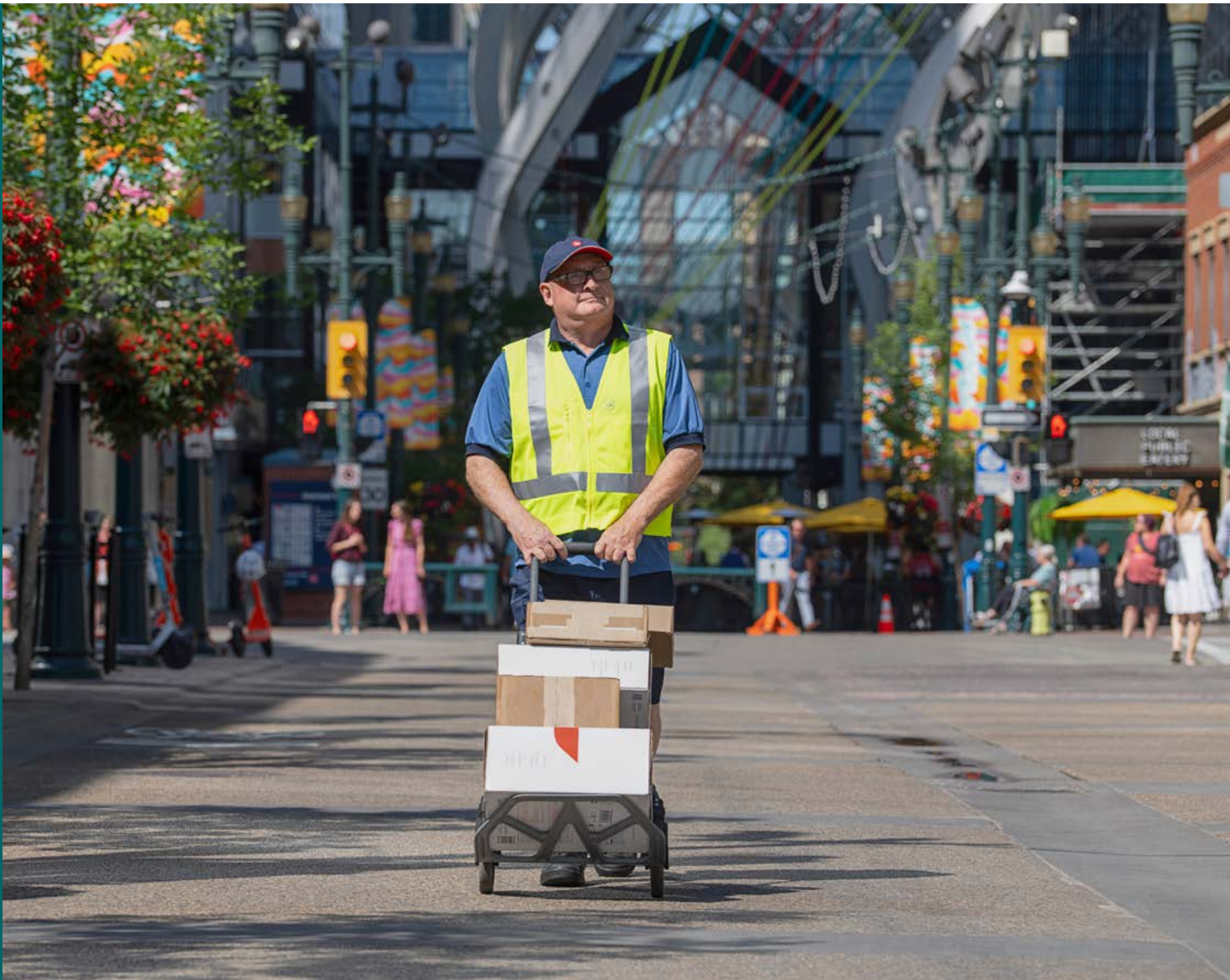


4.2.4.2 Additional Liability Coverage

For all services except Priority Prepaid envelopes and Priority Prepaid labels, the purchase of the Signature option is mandatory when opting for additional Liability Coverage of \$200 or more. The Signature option is included with Priority Prepaid envelopes and Priority Prepaid labels at no extra charge, but must be selected when opting for additional Liability Coverage of \$200 or more. See **section 2.3.4** for more information on additional Liability Coverage.

4.3 Xpresspost Certified envelopes

Xpresspost Certified is our premier document-shipping service – ideal for sending important notices as well as legal and court documents. Xpresspost Certified offers features that meet certain legislative and regulatory requirements, such as Delivery Confirmation and Signature capture. If the recipient refuses to sign for an Xpresspost Certified item, it is returned to the sender. Refer to **section 4.3.1** for a complete list of features and options. Customers are solely responsible for ensuring the Xpresspost Certified service meets their internal, legal, and other requirements.



Xpresspost Certified envelopes are available in Prepaid and Non-Prepaid formats:

- **Prepaid Xpresspost Certified envelope.** You must manually complete the shipping information on the back of the Prepaid envelope. Xpresspost Certified Prepaid envelopes must be used within the applicable time frame. For more details, refer to **section 4.5**.
- **Non-Prepaid Xpresspost Certified envelope.** Use Canada Post's Electronic Shipping Tools, Web Services, or a customer-developed/third-party system and apply the label on the back of the Non-Prepaid Xpresspost Certified envelope. This item must be manifested when tendered to Canada Post for shipment. Refer to **section 6.5.1** for details on how to properly affix shipping labels to Prepaid envelopes.

For more information or to set up a contract for Xpresspost Certified, contact your Canada Post sales representative.

Xpresspost Certified envelopes

Format	Size	Article number	Maximum weight	Maximum thickness
Prepaid Xpresspost Certified Envelope	260 mm x 159 mm (10¼ in. x 6¼ in.)	101780	500 g (1.1 lb.)	15 mm
Non-Prepaid Xpresspost Certified convenience envelope ¹	260 mm x 159 mm (10¼ in. x 6¼ in.)	533086683	500 g (1.1 lb.)	15 mm

Prepaid Xpresspost Certified envelope



Xpresspost Certified envelope (101780) with Xpresspost Certified shipping label (33-086-881) affixed on the back.

Non-Prepaid Xpresspost Certified envelope



Xpresspost Non-Prepaid Certified envelope (33-086-683).

1. Can only be used with a barcoded shipping label generated from Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. See **section 5** for more information on our ecommerce solutions and shipping tools.



4.3.1 Xpresspost Certified features and options

Feature	Option	More information
Tracking and Delivery		
On-Time Delivery Guarantee	✓	p. 11
Online Tracking Tool	✓	p. 11
Delivery Updates (by email and text message)	✓	p. 12
Reference Number Tracking ¹	✓	p. 13
Signature		
Signature ²	✓	p. 15
Signature Hard Copy	\$	p. 15
Pickup Services		
Recurring (Scheduled) Pickup ³	\$	p. 17
One-Time On-Demand Pickup ⁴	\$	p. 18
Third-Party Recurring (Scheduled) Pickup ³	\$	p. 18
One-Time Third-Party On-Demand Pickup ⁴	\$	p. 18
Returns		
Return to Sender ⁵	\$	p. 19

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

\$ Available for a fee.

1. Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system. See **section 5** for more information on our ecommerce solutions and shipping tools.
2. The signature image is available at no additional charge with the purchase of the Signature option.
3. 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. See **section 2.3.7** for details.
4. One-Time On-Demand Pickup is free for customers with 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.
5. All associated Return to Sender shipping fees are the customer's responsibility and are based on the Xpresspost Certified returns rate.

Note: Liability Coverage is not available. All options must be selected at the time of shipping. Exceptions and conditions apply. Contact your Canada Post sales representative for details or visit the *Canada Postal Guide* at canadapost.ca/postalguide.



4.4 Prepaid products and Xpresspost Certified items: Pickup and drop-off

Prepaid products and Xpresspost Certified items can be dropped off at Canada Post-approved postal facilities or picked up with Canada Post's Pickup Services. Non-Prepaid Xpresspost Certified items must be manifested when tendered to Canada Post for shipment. For detailed information on the location of drop-off facilities, visit canadapost.ca/depositlocations. See **section 2.3.7** for more information on Canada Post's Pickup Services.

If they fit and no additional options are being purchased, Prepaid products (other than Priority Prepaid) can also be deposited in Canada Post street letter boxes, community mailboxes and group mailboxes. Prepaid Priority items should **not** be deposited in street letter boxes, community mailboxes or group mailboxes due to their rapid transit schedule.¹ To find local cut-off times for Parcel Services, visit canadapost.ca/parcelservices/cutofftimes. For more information on depositing items in street letter boxes, community mailboxes and group mailboxes, see **section 6.7.5**. Refer to **section 6** for more information on preparing, labelling and depositing shipments.

4.5 Prepaid products and Xpresspost Certified: Orders and returns

4.5.1 Ordering

To order Xpresspost Certified or Prepaid envelopes:

- Visit canadapost.ca/shop.
- Send an email to commercial.orderdesk@canadapost.ca.
- Call Customer Service at 1-866-757-5480 and have your customer number ready.

To order Prepaid labels:

- Call Customer Service at 1-866-757-5480 and have your customer number ready.
- Customers will be provided a label proof to approve before Canada Post can proceed with producing the order.

Minimum and maximum order quantities apply for Xpresspost Certified and Prepaid products.

For more information on our products and services, or to place a large order, contact your Canada Post sales representative. A lead time of three to six months may be required for large orders, depending on product availability.

Customers ordering Prepaid envelopes without a pre-affixed shipping label (**section 4.2.1 – format 2**) must have an active commercial account to produce free-of-charge labels.

Prepaid products and Xpresspost Certified envelopes should be used within three years of purchase; Canada Post cannot guarantee products older than three years will be delivered. We encourage customers to use their Prepaid products and Xpresspost Certified envelopes prior to closing their accounts.

1. The On-Time Delivery Guarantee is void and does not apply to any Prepaid Priority items that are deposited in street letter boxes, community mailboxes, or group mailboxes.



4.5.2 Lost or damaged orders

To make a claim for a lost or damaged order:

- Call Customer Service at 1-866-757-5480 and have your customer number ready.
- Send an email to commercial.orderdesk@canadapost.ca.

Claims for lost or damaged orders must be made within 60 calendar days from the date of order. Proof of damage may be required.

4.5.3 Return policy

To be eligible for a return, the item must be new, unopened and in its original, unmarked packaging. Prepaid labels are not returnable.

To return an order:

- Contact Customer Service at 1-866-757-5480 no more than 10 calendar days after your products are delivered.
- If the item is eligible for return, Customer Service will email you a return authorization number, a return shipping label (for returns shipped within Canada only) and return instructions.
- The item must be returned within 30 calendar days of receiving the return instructions. Include the return authorization number and packing slip from your original order in the return shipment.
- Returns that do not comply with Canada Post's requirements will not be refunded.

Refunds are issued based on the original method of payment. Restocking fees may apply. Shipping fees will not be refunded.

For more information, visit canadapost.ca/orderreturns.





5. Ecommerce solutions and shipping tools

Our end-to-end ecommerce shipping services seamlessly integrate your business with ours, ensuring a convenient and hassle-free shopping experience for your customers.



5.1 Canada Post's Electronic Shipping Tools

Whether you're an occasional or frequent shipper, need a simple or sophisticated shipping platform, or are shipping within Canada or around the world, Canada Post has the shipping systems you need.

Canada Post's Electronic Shipping Tools (EST) contain software applications to help you prepare shipping labels and manifests, and automate your shipping processes. We offer two versions of EST to meet your business needs: EST Desktop 2.0 and Shipping Manager.

5.1.1 EST Desktop 2.0

Our premium shipping tool features secure and robust functionality for high-volume shippers to any destination. This downloadable software lets you automate processes, create paperwork and print using a laser or thermal printer.

With EST Desktop 2.0:

- get quotes and compare shipping services, prices, features and options at a glance before printing labels;
- group shipments, assign preferences and defaults, and apply functions to multiple shipments at once;
- import large address books and orders via .txt, .csv or .xml in Canada Post's format or your own;
- batch print hundreds of orders at a time;
- use advanced search functionality for shipments, address book contacts, shipping history and more;
- track shipments and send emails with unique tracking numbers to your customers using delivery updates;
- enter tax registration numbers when shipping to international destinations;
- print shipping labels and return labels at the same time;
- access expert support.

5.1.2 Shipping Manager

This streamlined shipping tool is a lighter, online version of EST Desktop 2.0, containing secure and advanced features for occasional shippers who want an application that is easy to use. The software does not require installation and can be accessed from any location with internet access.

With Shipping Manager:

- access Canada Post shipping tools from any device without software installation;
- compare prices and delivery standards for different services;
- create and pay for up to 50 shipping labels in one transaction;
- complete and print shipping labels from any computer with macOS or Windows operating system using a laser or thermal printer;
- manage contacts and address books;
- customize settings to automatically save and fill in frequently used values such as business profile, sender address, and package details;
- send delivery updates with unique tracking numbers to keep your customers informed;
- request One-Time On-Demand Pickup service;
- enter tax registration numbers when shipping to international destinations;
- access expert support.



5.1.3 EST at a glance

Features	EST Desktop 2.0	Shipping Manager
Canadian shipments	Yes	Yes
U.S. and international shipments	Yes	Yes
Access	Download from Canada Post's website	Work online through Canada Post's website
Default settings	Yes	N/A
Reference fields (e.g., your order number)	2	1
Collect on Deliver (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
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 7 (64-bit) Windows 8.1 Windows 10 Windows 11 Windows Server 2016 Windows Server 2019 Windows Server 2022	Windows 7 Windows 10 Windows 11 macOS
Browser	N/A	Firefox Chrome Microsoft Edge
Processor	Intel Core i3 or equivalent	N/A
RAM	4 GB	N/A
Hard-drive space	300 MB of available space	N/A
Monitor resolution	1024 x 768	N/A
Barcode scanner (optional)	Any	Not supported
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 7/10/11	Laser printer supported by Windows 7/10/11
Label printer ²	Laser printer supported by Windows 7/10/11 Most Thermal Zebra models, Citizen CLP-521, CL-S521, CLE-300	Laser printer supported by Windows 7/10/11 Most Thermal Zebra models, Citizen CLP-521, CL-S521, CLE-300

For more information about our Electronic Shipping Tools (EST), call 1-877-376-1212 or visit canadapost.ca/est.

1. EST Desktop 2.0 supports Pitney Bowes, Weigh-Tronix and Mettler-Toledo scales that can be connected to a computer through a serial port or a virtual serial port. If shipping fewer than 50 parcels per day or parcels of a uniform weight, you can use a standard digital scale to manually enter the parcel weight into EST Desktop 2.0.
2. The type of printer to use for label production is determined by the desired label output. For more information, call the EST Technical Helpline at 1-877-376-1212.



5.2 eLink program: For customers using a third-party shipping system or their own software

5.2.1 About eLink

For consistent compliance with our specifications, Canada Post's eLink program monitors and approves standard and custom shipping software developed by third-party vendors and customers. This is required to ensure efficient parcel handling using automated equipment as well as accurate item tracking and billing.

Canada Post reserves the right to change its specifications at any time. Changes and implementation timelines are communicated by email to each third-party vendor and customer using their own shipping software. Implementation of such changes is required to maintain Canada Post approval of the shipping software.

Third-party vendors are responsible for developing software updates for their users, with implementation required as soon as they are available.

Shipping labels produced by shipping software must include address information for the sender and the recipient, the parcel service to be used, any applicable parcel delivery options and a clearly printed barcode, as per Canada Post's specifications.

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.

5.2.2 Third-party vendors

Third-party vendors provide standard and customized shipping software for medium and large businesses with complex business processes that need to use multiple carriers or a solution integrated with their financial and enterprise resource planning (ERP) systems.

It is the customer's responsibility to ensure their vendor produces compliant shipping labels and order documentation. Preferred third-party vendors must undergo an extensive approval process to ensure they meet Canada Post's shipping and billing business rules. Once approved as a preferred vendor under the eLink program, their software can be used for all Canada Post services.

To learn more about vendor requirements, our approval process and for a list of preferred third-party vendors, visit canadapost.ca/mlinkprogram.

5.2.3 Customer-developed shipping solutions

If you are a medium- or large-volume shipper with unique requirements, you may already have your own shipping solution that is integrated with your financial/ERP systems.

The eLink program is available to ensure customer-developed shipping solutions are compliant with Canada Post's systems and requirements. Customers can select which shipping services and options they want checked.

For more information on the eLink program or to begin the approval process, contact your Canada Post sales representative or cenauto@canadapost.ca.



5.3 Canada Post Web Services

You can integrate our Web Services to create a seamless online shopping experience across all platforms. Web Services are designed for commercial retailers and site developers.

Build a better customer experience

Integrate Canada Post Web Services into your ecommerce platform to give you and your customers more options, more flexibility and more peace of mind when it comes to having purchases shipped and delivered.

Compete at the highest level

Set the standard for online shopping by tailoring your online shopping systems to meet – and exceed – your customers' needs and expectations.

Support your team

Reduce calls to your help desk by providing your customers with shipping information through our Web Services, and arm your customer service team with the tools and data they need to effectively support your customers.

Partnered solution providers

Simplify the online shopping experience for you and your customers by integrating customizable Web Services technologies developed by any of our partnered solution providers. Explore our partners¹ at canadapost.ca/solutionproviders.

5.3.1 Options

Except where otherwise specified, Web Services are free and include the following options:

5.3.1.1 AddressComplete™

AddressComplete is the next generation of international address finders, offering a simple drag-and-drop setup, advanced search algorithms and enhanced address data. This Web Services tool delivers fast, intelligent searching to minimize addressing errors and improve the user experience on checkout pages and forms. Fees apply per transaction. For more information and pricing, visit canadapost.ca/addresscomplete.

5.3.1.2 Expected shipping costs and delivery dates

Give your customers precise shipping costs and expected delivery dates at checkout.

5.3.1.3 Request a pickup

Easily arrange to have parcels picked up from your head office, distribution centre or retail location.

5.3.1.4 Shipping labels

Create your own shipping labels to quickly and efficiently prepare, process and manage shipments.

5.3.1.5 Tracking

Provide your customers with real-time parcel tracking without having to leave your website.

1. The term “partners” as used here does not refer to a legal partnership.



5.3.1.6 Deliver to Post Office

Give your customers the power to have their parcels delivered to one of our thousands of secure retail outlets across Canada.

5.3.1.7 Returns

Simplify the returns process by integrating our flexible options into your ecommerce system. To learn more about our many return options, refer to **section 2.4 Return Solutions**.

5.3.1.8 Find a post office

Equip your team with more information, including local post office locations, hours and services for effective pickups and drop-offs.

5.3.2 Simple integration

Our Web Services can be easily integrated into your ecommerce platform. As a member of the Canada Post Developer Program, you'll enjoy single-point access to a wide range of Web Services, resources and tools to attract, support and retain your online customers:

- Quick and easy registration and a user-friendly interface to get you up and running quickly.
- Easy-to-use, ready-made application programming interfaces (APIs) to save you time and effort.
- A community discussion forum to exchange ideas, resources and information.
- Expert support to ensure a smooth experience from start to finish.
- Comprehensive resources like code samples, supporting documentation and online support at your fingertips.

To learn more about Canada Post Web Services, visit canadapost.ca/developerprogram.

5.4 Online tools

Our online tools can help you track items, find shipment information, manage your accounts, and order products and supplies whenever you need them. Simple, accurate and fast solutions for your business – at no additional charge.

5.4.1 Track items

Assign up to one reference number for each parcel, offer customers delivery updates by email, and create manifest reports to monitor shipments when submitting manifests using EST Desktop 2.0, Web Services or a customer-developed/third-party shipping software. For more details or to track shipped items, visit canadapost.ca/business.

5.4.2 Find a post office

Your customers can easily find a post office's address and hours of operation if a parcel is shipped there for pickup. To find the nearest post office, visit canadapost.ca/postoffice.



5.4.3 Manage your account

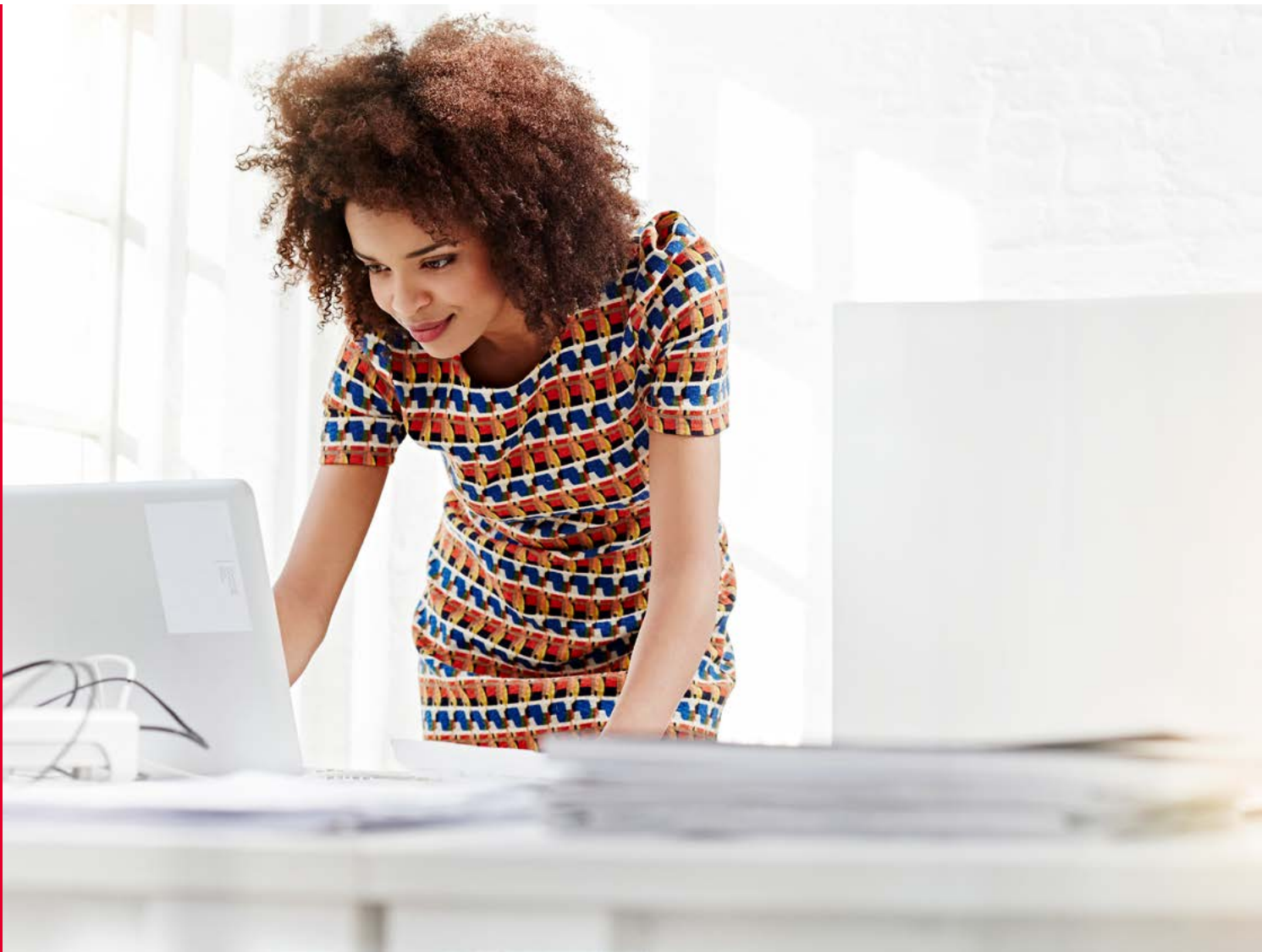
With this integrated suite of accounting-based tools:

- 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. For more information, call the Canada Post Credit Management group at 1-800-267-7651 or email at cmg@canadapost.ca.

5.4.4 Ordering shipping supplies

Ordering envelopes and other shipping supplies is easy and convenient. Go to canadapost.ca/shop to browse items and track your orders. Payment is simple: Use a major credit card or charge items to your Canada Post account.





6. The ABCs of shipping

Proper shipment preparation is key to optimizing speed, reducing costs and delivering an exceptional customer experience. The following section provides Canada Post's requirements and guidelines for efficient, cost-effective packaging and shipping.



6.1 Minimum and maximum sizes and weights

Minimum and maximum sizes and weights for all Parcel Services are provided in the tables below. Domestic parcels are further divided into size categories. Parcel size categories are only applicable when the customer is required to sort parcels prior to pickup or deposit. For information on customer pre-sortation requirements, see **section 6.7**.

Canada			
Service	Size category	Minimum sizes and weights	Maximum sizes and weights
Priority™ Xpresspost™ Xpresspost Certified Expedited Parcel™ Regular Parcel™	Document	<ul style="list-style-type: none"> 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) 50 g (0.1 lb.) 	<ul style="list-style-type: none"> 380 mm x 270 mm x 20 mm (15.0 in. x 10.6 in. x 0.79 in.) 1.36 kg (3 lb.)
	Packet	<ul style="list-style-type: none"> 100 mm x 70 mm x 15 mm (3.9 in. x 2.8 in. x 0.6 in.) 50 g (0.1 lb.) 	<ul style="list-style-type: none"> No one dimension may exceed 41 cm (16.1 in.) Max. L x H x W = 3,220 cubic cm (196.5 cubic in.) 1.36 kg (3 lb.)
	Parcel	<ul style="list-style-type: none"> Exceeds the maximum dimension or weight of a packet 230 mm x 200 mm x 25 mm (9.1 in. x 7.9 in. x 1.0 in.) 100 g (0.2 lb.) 	<ul style="list-style-type: none"> No one dimension may exceed 2 m (78.7 in.)¹ Max. L + G = 3 m (118 in.)² 30 kg (66 lb.)¹
	Triangular mailing tubes	<ul style="list-style-type: none"> 100 mm x 23 mm x 23 mm (3.9 in. x 0.9 in. x 0.9 in.) 50 g (0.1 lb.) 	<ul style="list-style-type: none"> No one dimension may exceed 2 m (78.7 in.)¹ Max. L + G = 3 m (118 in.)² 30 kg (66 lb.)¹

United States			
Service	Minimum sizes and weights	Maximum sizes and weights	
Xpresspost – USA	<ul style="list-style-type: none"> 210 mm x 140 mm x 1 mm (8.3 in. x 5.5 in. x 0.039 in.) 50 g (0.1 lb.) 	<ul style="list-style-type: none"> No one dimension may exceed 1.5 m (59 in.) Max. L + G = 2.74 m (107.9 in.)² 30 kg (66 lb.)¹ 	
Expedited Parcel – USA	<ul style="list-style-type: none"> 210 mm x 140 mm x 5 mm (8.3 in. x 5.5 in. x 0.2 in.) 100 g (0.2 lb.) 	<ul style="list-style-type: none"> No one dimension may exceed 2 m (78.7 in.) Max. L + G = 2.74 m (107.9 in.)² 30 kg (66 lb.)¹ 	
Small Packet™ USA – Air Tracked Packet™ – USA	<ul style="list-style-type: none"> 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) 50 g (0.1 lb.) 	<ul style="list-style-type: none"> No one dimension may exceed 600 mm (23.6 in.) Max. L + H + W = 900 mm (35.4 in.) 2 kg (4.4 lb.) 	
Triangular mailing tubes	<ul style="list-style-type: none"> 210 mm x 45 mm x 45 mm (8.3 in. x 1.8 in. x 1.8 in.) 50 g 	<ul style="list-style-type: none"> Based on maximum specifications of selected service 	

L = length; H = height; W = width; G = girth (girth is the distance around the item, measured at right angles to the length); m = meters; cm = centimetres; mm = millimetres; kg = kilograms; lb. = pounds; in. = inches.

1. Additional handling surcharges may apply if the item is deemed oversized based on its dimensions. Refer to **section 6.6** for more details. For the safety of all employees, individual items weighing more than 22.7 kg (50 lb.) must bear an Overweight Parcel sticker (article 33-086-456). To order Overweight Parcel stickers, visit canadapost.ca/shop.
2. See **section 6.1.1** for more information.

Note: For Prepaid product size and weight specifications, see **section 4**.



International

Service	Minimum sizes and weights	Maximum sizes and weights
Xpresspost – International	• 210 mm x 140 mm x 1 mm	• No one dimension may exceed 1.5 m (59 in.) ^{1,2}
International Parcel – Air	• (8.3 in. x 5.5 in. x 0.039 in.)	• Max. L + G = 3 m (118 in.) ³
International Parcel – Surface	• 100 g (0.2 lb.)	• 30 kg (66 lb.) ^{1,2}
Small Packet International – Air	• 140 mm x 90 mm x 1 mm	• No one dimension may exceed 600 mm (23.6 in.)
Small Packet International – Surface	• (5.5 in. x 3.5 in. x 0.039 in.)	• Max. L + H + W = 900 mm (35.4 in.)
Tracked Packet – International	• 50 g (0.1 lb.)	• 2 kg (4.4 lb.)
Triangular mailing tubes	• 210 mm x 45 mm x 45 mm • (8.3 in. x 1.8 in. x 1.8 in.) • 50 g (0.1 lb.)	• Based on maximum specifications of selected service

L = length; H = height; W = width; G = girth (girth is the distance around the item, measured at right angles to the length); m = meters; cm = centimetres; mm = millimetres; kg = kilograms; lb. = pounds; in. = inches.

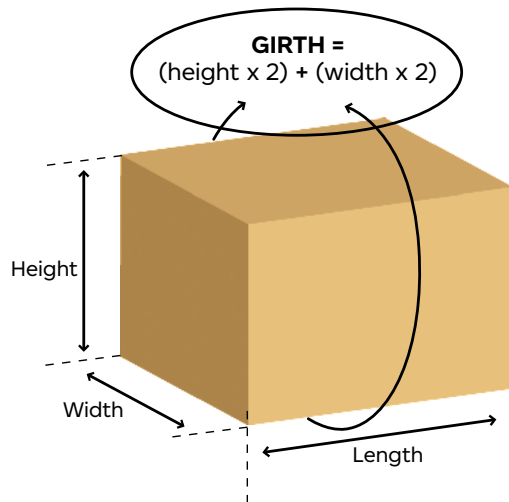
1. Additional handling surcharges may apply if the item is deemed oversized based on its dimensions. Refer to **section 6.6** for more details. For the safety of all employees, individual items weighing more than 22.7 kg (50 lb.) must bear an Overweight Parcel sticker (article 33-086-456). To order Overweight Parcel stickers, visit canadapost.ca/shop.
2. Some international destinations have maximum weight limits set below 30 kg and do not accept oversized items. Exceptions apply. To find exceptions for each international destination, visit canadapost.ca/internationallistings.
3. See **section 6.1.1** for more information.



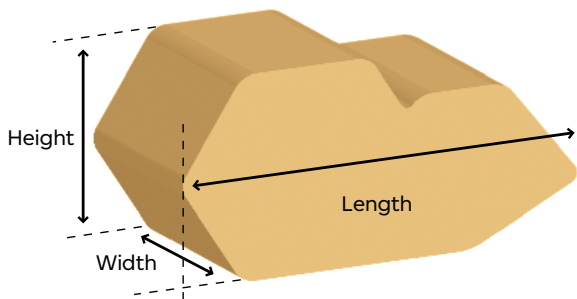
6.1.1 Measuring your parcel

There are two methods to calculate the maximum dimensions of your parcel:

- length + girth
- length + (height x 2) + (width x 2)



For an odd-shaped non-rectangular parcel, measurements are taken at the widest points.



Note: Weights and measures are governed by the *Weights and Measures Act* and Regulations. Visit [Justice Laws Website](https://www.justice.gc.ca/eng/laws/laws-e/justice-laws-websites.html) for details.

6.2 Unacceptable items

6.2.1 Shipments within Canada, to the U.S. and international destinations

Customers are responsible for ensuring all parcel contents can be legally shipped under applicable law. Canadian legislation, including but not limited to the *Criminal Code*, the *Canada Post Corporation Act* (including, without limitation, the Non-mailable Matter Regulations), the *Tobacco Act* and the *Transportation of Dangerous Goods Act*, can restrict and/or prohibit the shipping of certain items. For shipments outside Canada, restricted and prohibited items vary by destination.

Note: Shipping restrictions and prohibitions change from time to time. It is the customer's responsibility to ensure all parcel contents comply with the most current applicable Canadian and international laws and regulations.

When shipping outside of Canada, the customer is responsible for ensuring all customs documentation is properly completed and orders are electronically transmitted in advance of pickup or drop-off of their shipment. For more information on shipping to international destinations, visit canadapost.ca/internationallistings.

Refer to the ABCs of Mailing and Non-mailable Matter sections of the *Canada Postal Guide* at canadapost.ca/postalguide for more information on content, quantity and documentation restrictions and requirements.



6.2.2 Prohibited and restricted items

The following list is a general overview of items that are prohibited or that may be subject to special shipping restrictions based on shipping method and recipient (for more information, visit the Non-mailable Matter section of the *Canada Postal Guide* at canadapost.ca/nonmailable):

- tobacco and vaping products¹
- cannabis²
- firearms³
- intoxicating beverages
- drugs and other controlled substances
- medical materials
- liquid and dry patient specimens, including biological specimens⁴
- pharmaceuticals
- perishable items
- liquids, liquefiable substances and powders
- animals
- plants
- batteries⁵
- radiological devices.

Parcels are also prohibited from containing any item that:

- may pose a danger to Canada Post employees or others,
- may soil or damage equipment,
- emits any type of odour,
- is prohibited by law.

Note: Air-security regulations are subject to change as a result of regulatory updates from Transport Canada and other government agencies. For the latest updates to prohibitions and restrictions, visit the Non-mailable Matter section of the *Canada Postal Guide* at canadapost.ca/nonmailable.

Canada Post can accept shipments containing exempted qualifying dangerous goods,⁶ subject to the following conditions:

- Dangerous goods must meet all respective limited quantity and excepted quantity requirements as per the *Transportation of Dangerous Goods Act* and Regulations, including but not limited to all marking and additional packaging requirements.
- The sender must classify and handle the limited quantity or excepted quantity of applicable dangerous goods as required under the *Transportation of Dangerous Goods Act* and Regulations.
- Qualifying limited quantity or excepted quantity of applicable dangerous goods may only be shipped within Canada by ground using the Regular Parcel or Expedited Parcel services. Shipping dangerous goods (including those in limited quantity or excepted quantity) by air, to a remote location (for example, Air Stage offices as listed at canadapost.ca/airstageoffices) or outside Canada is prohibited. Visit the Non-mailable matter section of the

1. The customer is solely responsible for ensuring all shipments containing tobacco or vaping products comply with the requirements set out in the *Tobacco and Vaping Products Act*.
2. The customer is solely responsible for ensuring all shipments containing cannabis products comply with the requirements set out in the *Cannabis Act*. For details, refer to the ABCs of Mailing section of the *Canada Postal Guide* at canadapost.ca/abcmailing.
3. Before shipping a firearm within Canada, contact the Canadian Firearms Program at 1-800-731-4000 to confirm it is allowed. If allowed, the firearm must be shipped using the Expedited Parcel™ service with the Proof of Age option. As firearms cannot be sent by air, they cannot be shipped to Air Stage offices or with Xpresspost™ or Priority™ services. For a list of remote locations, visit canadapost.ca/airstageoffices. Firearms cannot be mailed to international destinations under any circumstances, as defined by the *Firearms Act*.
4. For details on packaging permissible liquid and dry patient specimens, refer to the ABCs of Mailing section of the *Canada Postal Guide* at canadapost.ca/abcmailing.
5. As a general rule, most batteries used in consumer electronic products can be accepted for shipping. For restrictions on shipping lithium batteries, refer to the ABCs of Mailing section of the *Canada Postal Guide* at canadapost.ca/abcmailing.
6. Examples include common products such as perfumes and certain other flammable liquids, some aerosol cans and particular cosmetics.



Canada Postal Guide at canadapost.ca/nonmailable for more information.

To determine whether items are classified as dangerous goods, consult the manufacturer/supplier, call the Canadian Transport Emergency Centre (CANUTEC) at 613-996-6666 or visit Transport Canada's website at tc.canada.ca.

Canada Post will not accept parcels containing dangerous goods or displaying dangerous goods symbols, unless all conditions are met. Canada Post assumes all markings and labels on a parcel identify the actual contents. Packages containing evidence of former hazardous material contents cannot be accepted. Visit the Non-mailable Matter section of the *Canada Postal Guide* at canadapost.ca/nonmailable for more information.

6.2.3 Prohibited and restricted shipments to the U.S.

For more information on U.S. import restrictions, prohibited items and required documentation, consult the International Destination Listing at canadapost.ca/internationallistings.

6.2.3.1 Shipments of prescription drugs to the U.S.

The U.S. Food and Drug Administration (FDA) and U.S. Customs and Border Protection (CBP) retain sole discretion over whether to allow drugs into the U.S. As such, Canada Post assumes no liability for loss, delay or damage of cross-border shipments containing prescription drugs.

For more information, refer to the Customs Requirements section of the *Canada Postal Guide* at canadapost.ca/customsrequirements.

6.2.3.2 Commercially prepared food shipments to U.S.

The U.S. Food and Drug Administration (FDA) requires prior notice of all shipments to the U.S. containing commercially prepared food. This includes, but is not limited to, items containing food for human or animal consumption, vitamins, dietary supplements, herbal remedies and food additives or colouring.

For more information, refer to the Customs Requirements section of the *Canada Postal Guide* at canadapost.ca/customsrequirements.

6.3 Packaging your item for shipping

6.3.1 Requirements for shipments within Canada, to the U.S. and international destinations

All parcels must meet Canada Post's packaging requirements. Parcels shipped outside Canada must meet the packaging requirements of the destination. Parcels must not contain dangerous or prohibited materials. Packing and wrapping methods may vary depending on the item being shipped.

The customer is responsible for ensuring items are securely wrapped with sufficient cushioning and reinforcing material to prevent:

- loss or damage to the item;
- damage to postal equipment or other mail; and
- injury to persons handling the item.

As a guideline, parcels should be able to withstand a drop of approximately one metre (39.3 in.) onto concrete to prevent potential damage or breakage.



Parcels must also be properly labelled with a barcoded shipping label¹ approved by Canada Post and accompanied by appropriate shipping documentation.

Improperly packaged or labelled parcels, parcels with missing or illegible customs or content information on the shipping label, and parcels lacking proper and accurate electronic customs data may be delayed or refused and returned to the sender. The customer may be required to pick up the parcel if shipping could damage the item further.

For information on unpackaged items, refer to **section 6.6**.

Note: Canada Post containers such as lettertainers, flatainers and mailbags are not to be used as shipping containers. Such containers can be used for consolidating multiple items. In such instances, each item within the container must be properly packaged, addressed, labelled with a barcoded shipping label¹ approved by Canada Post, and include proof of payment in the form of a Canada Post manifest or postal indicia.

6.3.2 Interior packaging

Parcel contents must be packaged securely and held firmly in place to prevent movement during transit. Use cushioning materials to surround the item and prevent any movement.

To fill empty spaces and prevent shifting, Canada Post strongly recommends using sustainable and recyclable materials, for example:

- folded, layered, rolled or shredded cardboard;
- biodegradable packing peanuts;
- paper or biodegradable bubble wrap;
- cloth;
- crushed, rolled or shredded paper.

6.3.3 Exterior packaging

To avoid delays, the contents of all parcels must be properly identified.

Boxes and packaging may be reused if in good condition and all previous markings, barcodes and labels have been fully removed or covered. Boxes and other types of packaging previously used for restricted items or non-mailable matter can be reused if all information referring to restricted items or non-mailable matter is covered.

In addition:

- Canada Post strongly recommends environmentally friendly packaging.
- Ensure all items are securely wrapped with sufficient cushioning and reinforcing material to prevent item damage or loss, damage to postal equipment or other mail, and injury to persons handling the item. Parcels should not have handles, loops or loose material that could get caught in sorting equipment.
- Polybags and similar packaging must be wrapped tightly to protect items, while ensuring sufficient surface area for shipping labels to be applied flat and wrinkle-free.
- Individual parcels must be deposited as separate items with their own unique tracking label. Failure to do so may result in delays, additional fees or items being returned to the sender. Without limiting the foregoing, individual parcels (i.e., boxes or polybags) must not be strapped, taped or otherwise bound together and deposited as a single parcel.
- Packaging should be appropriately sized, shaped, and strong enough for parcel contents. Some contents may require special packaging to meet legal requirements.

1. The Small Packet service does not include a tracking barcode.



- All seams should be sealed with quality packaging tape to ensure parcels remain closed. Do not use string, masking tape or ordinary household tape.
- Regulations are in place for wood packaging materials entering North America. For more information, visit [U.S. Customs and Border Protection](#).

6.3.3.1 Convenience packaging

Canada Post offers a number of packaging solutions for shipments prepared using Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system.

Product	Article number	Size and use
Priority Flexipack envelopes	33-086-393	Size: 406 mm x 304 mm Use: documents and small items*
Xpresspost Flexipack envelopes	33-086-577	Size: 406 mm x 304 mm Use: documents and small items*

* Contents must be tightly enclosed and held firmly in place by interior cushioning. Refer to section 6.3.2 for more information.

How to order

- Visit the Prepaid products section at [canadapost.ca/shop](#).
- Call Customer Service at 1-866-757-5480.
- Contact your Canada Post sales representative.

6.3.4 Parcel preparation checklist

Before sending a parcel, ensure the following:

- Applicable shipping labels are properly affixed to every parcel, including Prepaid envelopes. Only barcoded shipping labels¹ approved by Canada Post will be accepted. Placing a duplicate shipping label or other form of identification inside the package before sealing is recommended.
- The name, complete address and complete return address are clearly printed on the parcel or shipping label. Only one return address can appear on the parcel. A complete address includes the postal code and contact telephone number. For more information, visit [canadapost.ca/addressingguidelines](#).
- The service type is identified on the shipping label.
- All options have been selected at the time of shipping. If using Canada Post's manual labels, appropriate stickers have been applied for the selected options.
- An acceptable proof of payment (Canada Post manifest or postal indicia) is visible.
- The greater of the actual weight or the volumetric equivalent of actual weight of the parcel is indicated on the bill of lading or manifest. Prepaid products are excepted. For more information, refer to section 6.4.
- If using Canada Post's manual labels, appropriate stickers have been applied for the selected options.
- For parcels weighing more than 22.7 kg (50 lb.), Overweight Parcel stickers (article 33-086-456) have been applied. To order Overweight Parcel stickers, visit [canadapost.ca/shop](#).

1. The Small Packet service does not include a tracking barcode.



6.4 Shipping charges and weight

6.4.1 Base price of your parcel

6.4.1.1 Preparing your shipping documentation

Each parcel's actual weight must be declared on the shipment order or manifest at the time of shipping. The parcel's dimensions (length x width x height) or volumetric equivalent of actual weight may also be included. See **section 6.4.1.4** for more information on calculating volumetric equivalent of actual weight.

The customer is responsible for ensuring all declarations are accurate.

6.4.1.2 Our right to audit

Canada Post may audit any or all declarations. Audits will be conducted using only measuring devices approved for use in trade by Measurement Canada.

Note: When a parcel is cubed, the dimensions provided are the dimensions of the smallest hexahedron (six-sided box) within which the item can be contained.

6.4.1.3 How we charge

Canada Post may, at its sole discretion, charge the base price based on:

- the sender's declaration;
- the results of a Canada Post audit; or
- a default weight of 7 kg (15.4 lb.) if the declaration is missing or unusable for any reason.

If the base price is adjusted as the result of an audit, the adjustment will appear on a subsequent invoice.

Parcel shapes and dimensions may change during transit, which may affect the parcel's volumetric equivalent of actual weight. Canada Post reserves the right to adjust the price and surcharges based on any changes to parcel dimensions.

If the required shipping documents are incomplete, inaccurate or not submitted for any reason, Canada Post at its discretion may:

- return the parcel at your expense to make them compliant;
- process and charge for the parcel at the next or most appropriate product or service category;
- apply a surcharge;
- refuse to process the parcel.

Canada Post reserves the right to add to a current invoice any unbilled amounts from invoices issued within the previous 90 days.

In addition to the base price, surcharges may be applied. For more information, see **section 6.6** or visit canadapost.ca/prices.

6.4.1.4 How we calculate the base price for shipping parcels

The base price¹ for shipping a parcel is based on the greater of the parcel's actual weight or the volumetric equivalent of actual weight within the prescribed weight and size limits of the specific service used, as indicated on the price sheets provided.

Follow these steps to confirm the base price for shipping a parcel:

1. Select the parcel service you wish to use.
2. Look up the rate code for your shipment by cross-referencing the postal codes for the shipment's origin and destination.

1. The lowest base price for most services corresponds to an actual weight of 0.5 kg, or volumetric equivalent of actual weight of 0.5. For every additional 0.5 kg of actual weight or 0.5 volumetric equivalent of actual weight, or fraction or part thereof, the base price increases in accordance with the price sheets provided to you. Most services also have a base price corresponding to parcels having an actual weight of 0.501 kg to 0.750 kg, or a volumetric equivalent of actual weight of 0.501 to 0.750. Some exceptions apply. See the price sheets provided for additional details.



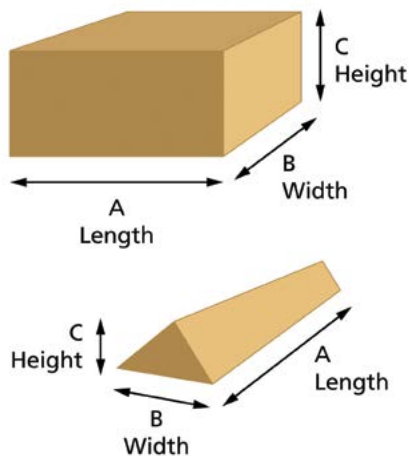
3. Calculate the parcel's actual weight and the volumetric equivalent of its actual weight.
4. Take the greater of the two numbers.
5. Refer to Canada Post's price sheets to find the base price associated with the number in step 4.

How to cube an item and calculate the volumetric equivalent of actual weight

Volumetric equivalent of actual weight is not a unit of measure, a mass or a volume. It is a tool developed according to an industry standard of typical parcel densities to help calculate a more accurate shipping price for a parcel's weight and the space it occupies in a truck or an airplane.

Step 1: Measure the parcel's dimensions

Measure the parcel's length, width and height where these dimensions are greatest. Measure irregularly shaped parcels in the same manner.



The parcel's largest dimensions are the dimensions of the smallest box within which the parcel can be entirely contained.

Step 2: Cube the parcel

Calculate the parcel's cube by multiplying its length, width and height, as measured in step 1.

Your parcel's cube, or cubic volume, is the amount of space it occupies as if it were contained in the smallest box referred to in step 1.

Step 3: Calculate the volumetric equivalent of the parcel's actual weight

Calculate the volumetric equivalent of the parcel's actual weight by dividing its cube, or cubic volume, as measured in step 2 by a density factor.

The formula used to calculate the volumetric equivalent of the parcel's actual weight is $\text{cubic volume} \div \text{density factor} = \text{volumetric equivalent of actual weight}$.

The density factor is a number that reflects the fact that parcels weighing a certain amount are generally of a certain size or volume:

Canada Post applies a density factor of 5,000 (when measuring in cubic centimetres) or 139 (when measuring in cubic inches) to Priority, Xpresspost and Expedited Parcel services, as well as all U.S. and international services (excluding Tracked Packet and Small Packet).

Canada Post applies a density factor of 6,000 (when measuring in cubic centimetres) or 166 (when measuring in cubic inches) for the Regular Parcel service.

Example 1

A parcel measures 100 cm x 60 cm x 20 cm with an actual weight of 8 kg. Based on the parcel's dimensions, its volume is 120,000 cm³. If it were shipped using Xpresspost, a density factor of 5,000 would apply resulting in a volumetric equivalent of actual weight of 24.

Because the volumetric equivalent of actual weight of 24 is greater than the actual weight of 8 kg, the correct shipping charge is based on a volumetric equivalent of 24.



Example 2

A parcel measures 100 cm x 60 cm x 20 cm with an actual weight of 26 kg. Based on the parcel's dimensions, its volume is 120,000 cubic cm. If it were shipped using Regular Parcel, a density factor of 6,000 would apply resulting in a volumetric equivalent of actual weight of 20.

Because the actual weight is greater than the volumetric equivalent of actual weight, the correct shipping charge is based on an actual weight of 26 kg.

6.5 Mandatory shipping documentation¹

6.5.1 Shipping labels

Only shipping labels produced and affixed according to Canada Post's most recent label specifications will be accepted. Labels that are improperly created or affixed may affect parcel delivery, tracking information and requests for claims.

Canada Post's Electronic Shipping Tools (EST) and Web Services provide fast and flexible ways to prepare shipping documentation, including labels and electronic manifests. For more details, refer to **sections 5.1 and 5.3**.

Labels produced using a customer-developed/third-party shipping system will also be accepted. For more details, refer to **section 5.2**.

Domestic shipping labels can also be ordered at canadapost.ca/shop or by calling Customer Service at 1-866-757-5480.

6.5.1.1 Verifying print quality

- All shipping labels must be produced in strict compliance with Canada Post's manufacturing specifications and remain compliant at all times. These specifications exist to ensure barcodes can be scanned and parcels can be processed using our automated sorting equipment. To obtain the most recent specifications or for more information, contact cenauto@canadapost.ca.
- Paper and thermal shipping labels must be white. Coloured labels are not permitted.
- To be processed by our equipment, labels must feature a solid black print check bar or horizontal line at the base of the label. Refer to image in **section 6.5.1.2**.
- Labels with white lines or dots in the print check bar (circled in the image in **section 6.5.1.2**) indicate less than optimal barcode print quality and may not be read by our scanning equipment. If this occurs, the printer ribbon or ink cartridge may need to be cleaned or replaced, or the printer may need servicing.

6.5.1.2 Self-adhesive and non-adhesive labels

Adhesive labels affixed directly to parcels as well as labels affixed to parcels with tape or by any other means must have a minimum peel-adhesive or shear-strength value to stainless steel of one-pound force per square inch.

1. Failure to meet shipping documentation requirements will void the On-Time Delivery Guarantee. Canada Post reserves the right to cancel the On-Time Delivery Guarantee without notice if a customer repeatedly fails to meet shipping documentation requirements. For more information, see **section 7.3.21.10**.



2

Expedited Parcel™ | Colis accélérés™

100 ROSEBURY ST
CORNELIA ST
TORONTO ON T8T P9D

T8T P9D

1234 5678 8765 9876 N° DE REPÉRAGE

MANIFEST REQ
MANIFESTE REQ

M/E: 1234567
P/F: 5671234

A/C

Print check bar

- When using Canada Post's manual labels, do not place stickers or markings on the 2D barcodes in the corners of the "To" section as this could prevent proper scanning. Be sure to remove the tear-away customer receipt.
- Shipping labels and other shipping documentation can be inserted into a plastic pouch for protection. Shipping labels must be inserted so the barcode is visible through the plastic and not folded or creased. Plastic pouches (form 200-12-555) are available at canadapost.ca/shop or from Customer Service at 1-866-757-5480.
- For mailing tubes, affix labels lengthwise with the sides of the barcode pointing toward the tube ends to facilitate barcode scanning. The On-Time Delivery Guarantee does not apply to cylindrical mailing tubes as they must be manually sorted. Triangular or rectangular containers are highly recommended.

6.5.1.3 Affixing shipping labels to your parcel

- Shipping labels must be visible and affixed flat and wrinkle-free on the largest side of the parcel. Labels must not wrap around parcel edges or be applied in any manner that makes it difficult to scan the barcode. For example, visit canadapost.ca/shippinglabels.
- For parcels smaller than the shipping label, the label can be wrapped around the parcel's edges as long as the barcode and address section are flat and do not wrap.
- Avoid placing labels over seams and box closures.
- Do not cover labels with strapping or reflective material such as tape.
- For Prepaid products, ensure labels are applied straight, flat and wrinkle-free within the area indicated on the back of the envelope.



6.5.1.4 Using tracking numbers

- Every parcel must have its own shipping label with a unique tracking number.
- Canada Post does not accept multiple-piece shipments with duplicate tracking numbers.
- Customers can only use tracking numbers assigned to them by Canada Post and must not manufacture their own.
- Tracking numbers must not be reused within the previous 365 days.
- Parcels with a previously used tracking number will be returned to the sender.
- Business Reply Mail™ addresses must not be used for Parcel Services.



6.5.2 Manifests and bills of lading

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.

Manifests can be created electronically using Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system. Manifests can only be prepared manually by using a Canada Post bulk manifest. Bills of lading can only be prepared manually using bill of lading labels. When using these manual order documents, a surcharge will be applied to each parcel submitted on the document.

6.5.2.1 Electronically generated manifests

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.

6.5.2.2 Bulk manifest (form 33-086-565)

Bulk manifests can be used for Prepaid products with options, as well as U.S. and international parcels. For detailed instructions on how to complete a bulk manifest, visit canadapost.ca/bulkmanifest.

6.5.2.3 Bill of lading (Canada)

Bills of lading are only available with preprinted customer information by calling Customer Service at 1-866-757-5480. Domestic bills of lading are not required when using manifests and shipping labels. Parcels with bills of lading can be picked up or deposited at a retail post office or commercial deposit centre.

For detailed instructions on how to complete a bill of lading, visit canadapost.ca/billoflading.

6.5.3 Data accuracy of shipping documentation

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

- customer number and agreement number;
- complete address, including but not limited to:
 - origin and destination addresses;
 - valid postal codes;
 - sender's first and last name and/or company name;
 - recipient's first and last name and/or company name;

- recipient's telephone number;

- shipping service and options selected;
- actual weight of the parcel; you may also include the parcel's dimensions or volumetric equivalent of actual weight.¹

For parcels destined for the U.S. or an international destination, complete and accurate electronic advanced customs and package content information is required. This includes:

- the reason for export;
- non-delivery instructions;
- a detailed description and the quantity of each item in the parcel;
- total line item unit value for each item in the parcel;
- parcel net weight (i.e., parcel contents excluding packaging) and gross weight (i.e., total parcel weight including packaging).

Supporting documentation such as approval from a governing authority (FDA Prior Notice, licence or permit) or a tax registration number (Import One Stop Shop, IOSS) may also be required.

6.5.3.1 Customs documentation

Complete and accurate electronic customs and parcel content information must be provided for all parcels destined for the U.S. or an international destination. Failure to do so may result in the parcel being returned to the sender or delayed. It may also result in non-delivery, the voiding of the On-Time Delivery Guarantee (if otherwise applicable), fines and/or customs seizures at the destination.

Parcel content details must be captured in English or French and can be translated into the destination language. Refer to **section 6.8** for more information on customs clearance.

1. Refer to **section 6.4** for more information.



Shipping documentation may be transmitted to or shared with domestic or international customs and postal administrations or designated postal operators. This information will be used to facilitate customs processes for the delivery of postal items. For more information about Canada Post's personal information practices, visit canadapost.ca/privacy.

6.6 Fuel and special handling surcharges

Canada Post applies surcharges to parcels, including but not limited to surcharges for:

- non-standard parcel sizes, dimensions, weight and/or packaging;
- fuel costs;
- deposits during a peak period;
- other factors that may affect Canada Post's costs or operations.

6.6.1 Fuel surcharge

Canada Post reserves the right to apply a fuel surcharge on all parcels. This surcharge will be applied to base shipping prices and any applicable additional weight charges. Current details of the fuel surcharge are available at canadapost.ca/fuelsurcharge.

6.6.2 Mailing tube surcharge

A surcharge will be applied to mailing containers that are cylindrical in shape as they incur higher handling costs. The surcharge does not apply to Small Packet and Tracked Packet parcels. Customers are strongly encouraged to use triangular or rectangular containers to avoid this surcharge.

6.6.3 Additional handling surcharge

A surcharge will be applied to any parcel that requires additional or special handling. Additional or special handling may be required due to a parcel's size, weight, packaging, shape, or if the parcel could be damaged or if it poses a threat to postal equipment, other parcels or persons handling the parcel.

6.6.3.1 Oversized items

A surcharge will be applied to any oversized parcel. A parcel is considered oversized if it has any dimension exceeding one metre (39.4 in.) and/or measures more than 76 cm (30 in.) along its second-longest side.

For U.S. and international shipments, an oversized parcel will be accepted only if permitted by the destination. For more information, visit canadapost.ca/internationallistings.

6.6.3.2 Unpackaged items

A surcharge will be applied to any unpackaged item. An item may be considered unpackaged if:

- it is not fully encased in an outer shipping container such as a corrugated cardboard box;
- it has excessively loose packaging;
- it is an irregular, cylindrical or round shape, regardless of whether it is wrapped in plastic or cellophane (e.g., tire, carpet);
- the parcel contents protrude outside the surface area and packaging (e.g., muffler, tailpipe).

Proper packaging is the sole responsibility of the customer. For more information, refer to **section 6.3**.



6.6.4 Out-of-spec surcharge

A parcel is considered out-of-spec if it meets any of the following criteria:

- any dimension exceeds two metres (78.7 in.);
- the length and girth combined exceed three metres (118 in.); or
- the weight exceeds 30 kg (66 lb.).

A surcharge will be applied to all out-of-spec parcels accepted by Canada Post. At any point in time, an out-of-spec parcel may be refused or returned to the sender. Out-of-spec parcels are delivered at the sole discretion of Canada Post and additional fees may be applied.

6.6.5 Surcharge for manual documents

A surcharge will be applied to each parcel submitted on a manual order document such as a bill of lading or bulk manifest to recover the higher costs of processing manual forms.

6.6.6 Non-transmitted order surcharge

A surcharge will be applied to orders where the electronic manifest data file has not been received by Canada Post on the same day prior to or at the time of drop-off or pickup. All parcels must be accompanied by a Canada Post order document (manifest or bill of lading) at the time of deposit.

6.6.7 Non-manifested item surcharge

A surcharge will be applied to parcels shipped with Canada Post that are not declared on the electronic manifest data file.

6.6.8 Suspended order surcharge

A surcharge will be applied to all orders suspended due to errors in the electronic manifest data file that require manual intervention and reprocessing. Examples of errors include but are not limited to: missing mandatory information; inaccurate shipping information; and discrepancies between customer information and the customer profile.

6.6.9 Address correction and barcode label fee

A fee will be applied to all parcels that have incomplete or incorrect addressing data or illegible barcodes that cannot be processed through our automated systems. For information on shipping requirements for barcoding and addressing, refer to **section 6.5.1**.

The address correction and barcode label fee will apply as follows:

Parcel services	Address correction fee	Barcode label correction fee
Canada	Yes	Yes
U.S. and international	N/A	Yes

6.7 Depositing parcels at Canada Post

To maximize operational efficiency, customers may be required to prepare and deposit shipments depending on a variety of factors. These include but are not limited to:

- customer location;
- location of the Canada Post-approved drop-off facility;
- parcel size;
- service type used;
- parcel destination.

For example, as determined by Canada Post, customers may be required to:

- schedule a deposit time;
- sort parcels according to size, service type or destination;
- arrange for multiple drop-offs or pickups throughout the day.

For pickups and drop-offs comprising more than 20 parcels, the customer must sort all parcels according to size category (for example, a split of parcels, packets and documents).



Minimum and maximum sizes and weights for each size category are set out in **section 6.1**.

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.

For shipments with parcels deposited at multiple locations, a separate manifest is required for each deposit location. Parcels deposited at a location not specified on the manifest or not included on the manifest will be exempted from the On-Time Delivery Guarantee and may be refused, returned to the sender at the customer's expense, and/or subject to a surcharge.

6.7.1 Post office

Parcels can be deposited at any post office during advertised hours of acceptance. To locate a nearby post office, visit canadapost.ca/postoffice.

6.7.2 Drop-off at Canada Post-approved postal facilities

Parcels can be deposited on business days during advertised hours of acceptance. In certain northern regions and remote areas, deposits at a specific facility may be required. To locate a local drop-off facility for specific parcel types and volumes, visit canadapost.ca/depositlocations.

6.7.3 Pickup Services

Canada Post offers a wide range of Pickup Services. One-Time On-Demand Pickup is offered for one-piece shipments or more and is offered at no charge when you include a Priority™ parcel. Customers who require daily or

regular Recurring (Scheduled) Pickup service will benefit from affordable fee structures.

Use the One-Time On-Demand Pickup service to arrange pickup at a time that's convenient for your business. A pickup fee per stop will apply unless you include a Priority item. A pickup can be arranged up to 90 calendar days in advance for customers with an account number or a credit card saved in their customer profile as a method of payment (five business days in advance without a credit card saved in the customer profile), or on the same business day, provided the request is made before the local call-in cut-off times.

One-Time On-Demand Pickup service and Recurring (Scheduled) Pickup service can be arranged or set up using Canada Post's online request tool. Visit canadapost.ca/pickup for a list of areas where Canada Post offers Pickup Services or to request a pickup. Refer to **sections 2.3.7** and **3.4.6** for further information. For terms and conditions, refer to **section 7.3.11**.

6.7.4 Large volume drop-off

To schedule a time to deposit a large number of parcels at a Canada Post-approved postal facility, call Customer Service at 1-866-757-5480. Scheduling and volume requirements may vary by location.

Large volumes of parcels can only be dropped off in monotainers provided by Canada Post or placed on customer-supplied pallets.

6.7.4.1 Monotainers

Monotainers can be filled up to 25 mm (1 in.) below the top of the container. Monotainers must not weigh more than 907 kg (2,000 lb.), including the weight of the monotainer (93 kg or 205 lb.).

6.7.4.2 Pallets

Pallets must be sturdy and stable, and parcels must be brick-piled or block-piled. Pallets must



be combined with a cardboard monotainer for smaller or non-stackable items. Pallet loads must be structurally sound and contained within the footprint of the pallet.

Pallet specifications are as follows:

- Pallets must not exceed 1.22 m (48 in.) in length and 1.02 m (40 in.) in width.
- Pallets should allow four-way entry by a Canada Post forklift and two-way entry by a Canada Post hand jack.
- The openings for forks should be a minimum of 102 mm (4 in.) in height on opposite sides of the pallet that do not have bottom deck boards, and a minimum of 89 mm (3.5 in.) for opposite sides that have bottom deck boards.

A single pallet and its load must not exceed 178 cm (70 in.) in height. Appropriate measures must be taken to prevent shifting, tipping and collapsing. Stretch-wrapping or plastic straps are required to secure loads. Pallets and pallet

loads should be covered by three turns of stretch-wrapping. Alternatively, loads should be strapped four ways. Metal strapping is not permitted.

6.7.4.3 Double-stacking

Pallets and monotainers can be double-stacked. The total height of double-stacked pallets and their contents, or two monotainers and their contents, must not exceed 224 cm (88 in.). Additionally, the combined weight of the two pallets and their contents, or two monotainers and their contents, must not exceed 1,814 kg (4,000 lb.). This weight limit includes the weight of the monotainers (93 kg or 205 lb. each) or pallets, as applicable.

For double-stacked pallets, heavy items must be on the bottom and lighter items on top. The two pallets must be secured together with plastic straps or stretch wrap. The bottom load should have a sturdy, horizontal flat surface or otherwise be capped.



For double-stacked monotainers, the bottom cardboard monotainer must be capped (i.e., have a lid).

6.7.5 Street letter boxes, community mailboxes and group mailboxes

Canada Post Prepaid products (other than Priority Prepaid) can be deposited in street letter boxes, community mailboxes and group mailboxes if size permits and no additional options are being purchased.

Canada, U.S. and international parcels (other than Priority items) processed and paid for using an account number, credit card or supplier account through Canada Post's Shipping Manager tool may be deposited in street letter boxes, community mailboxes and group mailboxes, if size permits. For more information on the Shipping Manager tool, see **section 5.1.2**.

Prepaid Priority parcels and Priority parcels should not be deposited in street letter boxes, community mailboxes or group mailboxes due to their rapid transit schedule. Doing so will void the On-Time Delivery Guarantee.

Parcels deposited after the last collection time specified on the street letter box, community mailbox or group mailbox (as applicable) are considered as being deposited on the next business day.

Parcels deposited in street letter boxes, community mailboxes and group mailboxes do not receive an acceptance scan. The first scan event will occur when the item is processed at a Canada Post facility.

To find local cut-off times for Parcel Services, visit canadapost.ca/parcelservices/cutofftimes.

6.8 Customs regulations and shipping requirements

6.8.1 General

Data provided in a customs declaration, also referred to as Electronic Advanced Data (EAD), is required for all items shipped from Canada to destinations outside of Canada. Each U.S. and international parcel service has a unique shipping label, which includes a customs declaration area to be completed accurately for items that are not documents.¹

It is the customer's responsibility to ensure all required customs documentation is accurately completed and attached to the shipment. Orders must be transmitted to Canada Post on the same day prior to shipment drop-off or pickup. Failure to do so could result in surcharges, drop-off or pickup being refused, or the parcel being returned to sender at the customer's expense.

Completing all required paperwork electronically in advance of shipping can help avoid delays in customs clearance and delivery, and reduce the risk of parcels being held or refused entry by customs authorities.

Canada Post is not liable for any direct, indirect, general, special, incidental or consequential damages resulting from the sender's failure to accurately complete all required information on any Canada Post form for any U.S. and international shipping services. All shipments are subject to all applicable laws and regulations in Canada and the destination.

1. The term "documents" is used to describe a shipment of paper having no value, which does not require a commercial invoice. It includes, without limitation, business or personal correspondence.



A completed hard copy of the customs declaration created using Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system must be included with the shipping label for each shipment. Customs declarations can be incorporated into shipping labels.

For information on basic customs document requirements, refer to **section 6.8.4**, visit the Customs Requirements section of the *Canada Postal Guide* at canadapost.ca/customsrequirements, or call Customer Service at 1-866-757-5480.

Special requirements are in place for items shipped to international destinations other than the U.S. with a content value of CAD\$2,000 or more. Visit the Customs Requirements section of the *Canada Postal Guide* at canadapost.ca/customsrequirements to learn more.

All shipments are subject to inspection by customs authorities and other government agencies at the destination. Undervaluing or providing an inaccurate list of parcel contents may result in seizure, delivery delays or refused entry.

It is the customer's responsibility to ensure the accuracy of all required information. Canada Post assumes no responsibility for the accuracy, completeness or applicability of a customs declaration or any other documentation. To find out more about customs requirements, visit the Customs Requirements section of the *Canada Postal Guide* at canadapost.ca/customsrequirements.

6.8.2 Customs clearance process

6.8.2.1 Postal presentation

When a parcel is shipped using a U.S. or international parcel service, Canada Post tenders the parcel to the destination's designated postal operator. The receiving designated operator presents the parcel for clearance and assessment of duties and taxes.

Electronic customs and item content information are required for all mandatory fields at order creation for all U.S. and international parcel services. Customers using Canada Post's Electronic Shipping Tools (EST), Web Services or a customer-developed/third-party shipping system will be required to input mandatory customs and parcel content information to process a shipment.

Failure to provide the required information may result in the item being returned to the sender for proper completion or in delays, non-delivery, voided delivery On-Time Delivery Guarantees (if otherwise applicable), fines and/or customs seizure at the destination.

Customs officials retain sole discretion to decide which parcels require inspection and whether they meet applicable requirements. Any taxes, duties and processing fees are payable by the recipient.



6.8.3 Undeliverable items

Undeliverable items will be returned at the sender's expense. Otherwise, the item will be destroyed.

Importer's Ref. La réf. de l'importateur	Sender's Ref. La réf. de l'exportateur
*NON - DELIVERY INSTRUCTIONS DIRECTIVES RELATIVES À NON - LIVRAISON Sender check one. Expéditeur cochez un.	
A Return at SENDER'S EXPENSE Renvoyer AUX FRAIS DE L'EXPÉDITEUR	<input type="checkbox"/> OR OU B ABANDON ABANDON <input type="checkbox"/>

6.8.4 Customs documentation

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

- sender's first and last name, telephone number and complete and valid address;
- recipient's first and last name, telephone number and complete and valid address;
- reason for export;
- quantity;
- detailed description of parcel contents;
- total line item value, including currency and total declared value for the entire package;
- net weight (i.e., parcel contents excluding packaging) for each individual item per line;
- gross weight (i.e., total parcel weight including packaging).

False or incomplete information, including "N/A", may result in your parcel being rejected by customs authorities.

6.8.4.1 Harmonized system code

A harmonized system (HS) code is strongly recommended for commercial goods to avoid delays, facilitate customs clearance and ensure accurate application of duties and taxes. Delays to many European countries are common due to missing HS codes.

Note: A six-digit HS Tariff Code is required for goods sold to customers in EU countries and should be provided for each line item.

6.8.4.2 Tax registration number

A tax registration number can be provided if the destination has a program (e.g., Import One Stop Shop [IOSS], United Kingdom Value-Added Tax [VAT], VAT On E-Commerce [VOEC], Malaysia Low Value Goods) that allows the shipper to prepay VAT in advance of delivery. When using these programs, check with your shipping system provider or marketplace to confirm which field should be used. These programs are optional and, if not used, duties, taxes and handling fees may be collected at the time of delivery.

For more information, visit canadapost.ca/VATremittance.





7. Pricing, payment and general terms and conditions

Learning about pricing, payment and general terms and conditions ensures you get the most out of your agreement with Canada Post.



7.1 Pricing

Pricing information for Canada Post Parcel Services is provided on price sheets, available separately.

The customer acknowledges that the base price for items shipped is determined by a number of factors, including, but not limited to:

- the service(s) selected;
- the weight and size of items;
- the origin and destination of the items;
- the number and location of induction points (postal facility where the items are posted);
- the volume commitment (if specified in the Agreement);
- the spend commitment (if specified in the Agreement). Without limiting **section 7.3.16 “Amendments”**, Canada Post may increase the customer’s spend commitment from time to time to reflect price increases to any of the Products and Services.

The customer acknowledges that it represents the above facts to Canada Post and that Canada Post relies upon them in determining the base price. These facts as represented to Canada Post are known as the customer’s “Shipping Profile.” The customer acknowledges that material changes to its Shipping Profile must be promptly communicated to Canada Post and that Canada Post may thereupon amend the base price to reflect the change(s) on thirty (30) calendar days’ written Notice. Should the customer fail to communicate such change(s) to its Shipping Profile, and should Canada Post learn of it notwithstanding, Canada Post may amend the base price accordingly on thirty (30) calendar days’ written Notice.

7.2 Paying for Your Mailing

7.2.1 Payment Method Options

The following describes various payment method options acceptable for payment of Parcel Services. However, not all options may be accepted at all Canada Post facilities.

- If you have pre-approved credit terms, you may elect “ACCOUNT” as a method of payment. The mailing will then be invoiced and charged to your account and applicable credit terms will apply. See **section 7.2.1.1 “Pre-approved Credit Terms – Account”** for details.
- Customers who do not qualify for credit terms must provide full payment at non-discounted prices at the time of mailing. Otherwise, the mailing will not be accepted. See **section 7.2.1.6 “Payment at Time of Mailing – No Credit Terms”** for details.

7.2.1.1 Pre-approved Credit Terms – Account

7.2.1.2 Use of “ACCOUNT”

Customers with pre-approved credit terms may elect “ACCOUNT” as a method of payment. The mailing is to be invoiced and charged to the customer’s account and applicable credit terms will apply. Following approval by Canada Post and continued credit worthiness as determined by Canada Post, at its discretion, credit terms of net fifteen (15) calendar days from date of invoice will apply.

2.1 Invoice

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 My Accounts"** for further information.

2.2 Account Settlement

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 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

3.1 Late Payment

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.



3.2 Account Administration Fees

Return Payments

An administrative fee will be applied on any payment that is dishonoured for any reason, including a payment returned due to Non-Sufficient Funds (NSF). The customer agrees to reimburse Canada Post for all costs, including legal fees and bank charges, incurred as a result of late or dishonoured payments.

Document Copies

Customers requiring duplicate copies of invoices may access them through our free online service. See **section 7.2.1.5 “Manage My 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.

Corrections

Customers requiring corrections to orders or invoices or customers transmitting invalid or late electronic orders, where Canada Post is not responsible, are subject to additional service fees.

Investigations

In the event Canada Post is requested to investigate invoice discrepancies (including, but not limited to service guarantee failures), Canada Post may apply an additional fee for the number of disputed items submitted that Canada Post has investigated and determined to be correctly charged as originally invoiced.

Canada Post reserves the right to amend administration fees at any time without prior notification. A list of account administration fees is available upon customer request by contacting the Credit Management Group at 1-800-267-7651.

7.2.1.4 Statement of Account

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 My Accounts

You can manage your accounts at 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

6.1 Payment Method Options at Time of Mailing

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

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.

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.

7.2.1.8 Authorized Users

The customer may wish to allow another party to use their agreement or customer Number. Please refer to the Agreement Activation Form and to **section 7.3.1 "Definitions"** and **section 7.3.9 "Authorized Users"** in the General Terms and Conditions. A Canada Post representative can explain under what conditions this is possible and who may be considered as an authorized user.

7.2.1.9 Supplier Account

A Supplier Account is an acceptable method of payment.



7.3 General Terms and Conditions

The following Terms and Conditions apply to Parcel Services. Canada Post is in the business of providing mail and other related delivery Products and Services. The parties wish to set out the terms by which Canada Post will provide and the customer will use such Products and Services. In consideration of the mutual obligations specified in this Agreement, the parties agree to the following:

7.3.1 Definitions

1.1 “Affiliate” means an affiliated body corporate as defined by the *Canada Business Corporations Act*, as amended from time to time.

1.2 “Agreement” has the meaning set out in section 7.3.14.

1.3 “Agreement Year” means twelve (12) consecutive calendar months falling between two (2) anniversary dates.

1.4 “Applicable Published Prices” means, with respect to each Product and Service, the applicable prices, including any applicable fees, charges or surcharges, and less any applicable rebates, set by Canada Post and in effect at the time of mailing, as published and/or made available by Canada Post for general application to its customers, as amended from time to time.

1.5 “Authorized User” means a party designated by the customer and who is approved by Canada Post to have access to the Products and Services offered under this Agreement. Unless otherwise specified in this Agreement, an authorized user has full access to the Products and Services offered under this Agreement.

1.6 “Business Day” means a day other than Saturday, Sunday, a statutory holiday and any day normally observed as a holiday by Canada Post.

1.7 “COD Amount” means the amount to be collected on behalf of the shipper, by Canada Post, from the addressee or the addressee’s representative, as specified by the shipper on the Collect on Delivery form/ shipping label.

1.8 “Customer-Developed/Third-Party Shipping System” means software approved by Canada Post, which allows for automated preparation of shipping documentation, including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at canadapost.ca/elinkprogram.

1.9 “Customer Guide” means the document of the same name issued by Canada Post for each of the Products and Services, as amended from time to time.

1.10 “Electronic Shipping Tools (EST)” means the software system made available under licence by Canada Post, which allows for automated preparation of shipping documentation, including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at canadapost.ca/est.

1.11 “Electronic Goods” means electronic devices or their mechanisms, memory and all ancillary or related data storage devices, including but not limited to computers, televisions, tablets, cellular phones, smartwatches, audio equipment, media recording devices, cameras, camcorders, GPS and car audio equipment.

1.12 “Fragile Items” means items of an inherently fragile nature, including but not limited to, vinyl records, glass, framed glass, mirrors, crystal, ceramics, pottery, porcelain, and china.



1.13 “Item” means a single Item or mail piece prepared and mailed using one of the Products and Services in accordance with this Agreement.

1.14 “Major Urban Centre” is an area with a processing facility for sorting, processing, and distributing parcels and mail. Delivery standards to and from major urban centres are shortest because parcels and mail do not need to be transported to or from a processing facility before they are delivered.

1.15 “Non-Major Urban Centre” is an area without a processing facility. Delivery standards to or from non-major urban centres are longer because non-local parcels and mail need to be transported to or from a processing facility before they can be delivered.

1.16 “Peak Period” means a period of time during which the overall volume of Items deposited by Canada Post customers is likely to be higher than at other times, as determined by Canada Post. Peak Period includes, but is not limited to, the two to four month-long period beginning in October or November every year (as the case may be), with the specific dates as stipulated by Canada Post.

1.17 “Peak Surcharge” means a surcharge, as determined by Canada Post from time to time, applicable to Items deposited by the Customer under this Agreement during a Peak Period.

1.18 “Products and Services” means any of the Products and Services offered for sale as described in the *Canada Postal Guide* or other Canada Post publication of application to commercial customers generally, including the applicable Customer Guide.

1.19 “Recipient” refers to anyone who resides at the destination address.

1.20 “Supplier” means a party approved by Canada Post to act as payor for the Products and Services consumed by a third party.

1.21 “Supplier-Account” means money held in trust for, or credit extended by a Supplier to a third party to pay for Products and Services consumed by the third party.

1.22 “Subsidiary” means a subsidiary body corporate as defined by the *Canada Business Corporations Act*, as amended from time to time.

1.23 “Term” means the period set out in the Customer Guide for each Product or Service.

1.24 “Volume Allocation” means a limit set by Canada Post on the volume of Items that the Customer may deposit under this Agreement. A Volume Allocation may apply to the volume of Items (a) in a single deposit, (b) over a prescribed period of time and/or (c) as otherwise stipulated by Canada Post.

1.25 “Volume Surcharge” means a surcharge, as determined by Canada Post from time to time, applicable to any Items deposited by the Customer under this Agreement that exceed a Volume Allocation.

1.26 Other terms not specifically defined in this Agreement have the meanings defined in the applicable Customer Guide, the *Canada Postal Guide* or other Canada Post publication of application to customers generally.

7.3.2 Canada Post’s Obligations

2.1 Canada Post agrees to deliver Items of each Product and Service mailed under this Agreement according to the applicable delivery standards set out in the Customer Guide or canadapost.ca/deliverystandards and of general application to Canada Post’s customers, as amended from time to time. Unless expressly stated in this Agreement, delivery standards



established by Canada Post for its Products and Services are not performance guarantees.

2.2 Canada Post agrees to provide or make available to the customer upon execution of this Agreement, the *Canada Postal Guide* or other material published by Canada Post, including the Customer Guide corresponding to a particular Product or Service of general application to customers, and any subsequent amendment thereto.

7.3.3 Customer's Obligations

3.1 The customer agrees to prepare and mail Items in accordance with this Agreement.

3.2 The customer agrees to purchase and pay for the Products and Services at the Applicable Published Prices specified in the Price Sheet, subject to any applicable rebates, plus all applicable fees, charges, surcharges and taxes. The Applicable Published Prices charged are subject to verification, correction and adjustment for any applicable fees, charges, surcharges and taxes.

3.3 The customer agrees to pay for the Products and Services purchased using the payment method(s) specified in the applicable Customer Guide.

3.4 If so specified in the Agreement, the customer agrees to meet:

- a) the minimum volume of Items required per deposit or per annual volume commitment for each Product and Service;
- b) the minimum spend required per annual spend commitment for each Product and Service. Only base prices, options and surcharges paid count toward the minimum spend. Base prices are net of any discounts and adjustments applied and exclude taxes and duties.

3.5 If so specified in the Agreement for a Product or Service, the customer shall include an accurate electronic order, in such form as

approved or stipulated by Canada Post, with each mailing.

3.6 Use of Marks and Indemnification Obligation:

Except as specifically provided for in this Agreement, no party shall use any trademarks, trade names, official marks and any other rights of another party ("the Marks") without the prior written authorization of such other party. Nothing contained in this Agreement is intended as an assignment or grant of any right, title or interest in or to the Marks. The customer warrants that it is the owner or licensed user of the Marks, and has the authority to and does grant Canada Post and its Designated Representative the right to use such Marks as required to perform under this Agreement. Any use by the customer of Canada Post's intellectual property or third-party intellectual property used under licence by Canada Post, including, but not limited to, usage of any Canada Post logos or trade names must be approved in writing in advance by Canada Post.

The customer shall indemnify Canada Post from any and all claims, demands, loss or damage suffered by Canada Post and its Designated Representative as a result of, or in any way connected with the artwork (including Marks) provided by or on behalf of the customer.

3.7 In addition to the indemnity contained in **section 7.3.6**, the customer shall indemnify Canada Post from any and all claims, demands, loss or damage, direct or indirect, suffered by Canada Post and its Designated Representative as a result of, or in any way connected to the customer's failure to abide by the terms and conditions of this Agreement.



7.3.4 Exclusive Privilege

4.1 The customer acknowledges that Canada Post has, pursuant to and in accordance with the *Canada Post Corporation Act* and Regulations, the sole and exclusive privilege of collecting, transmitting and delivering letters within Canada. Without prejudicing any other rights or remedies Canada Post may otherwise have, the customer agrees that Canada Post may terminate the Agreement if the customer, or any Authorized User of the customer, directly or indirectly contravenes this privilege.

If the Agreement is terminated for contravention of this privilege, then, in addition to any amounts otherwise due, the customer shall pay to Canada Post an amount equal to the difference between the amount paid or payable for all items mailed up to the date of termination and the amount that would have been payable for that volume, at current undiscounted prices, that would have been payable, but for this Agreement.

7.3.5 Criteria for Qualification

5.1 The customer is responsible for ensuring that all Items comply with the requirements set out in this Agreement and the *Canada Post Corporation Act* and Regulations; and, for international Items, the Universal Postal Union (UPU) requirements and any receiving postal administration or designated operator requirements and the laws of the country of destination, all as may be amended from time to time. Items not complying with these requirements may not be mailed under this Agreement. Canada Post retains the right to refuse to accept any Item that it, at its sole discretion, deems unacceptable.

5.2 All items are subject to pricing verification and correction in accordance with these Terms and Conditions.

5.3 Items presented for mailing to Canada Post may be verified to determine compliance with applicable Terms and Conditions. Items determined not to be compliant may, at the discretion of Canada Post, be:

- a) returned at the customer's expense, to be made compliant by the customer, where possible;
- b) processed and charged at the next or most appropriate Product or Service category, where available;
- c) subject to a surcharge;
- d) refused for mailing;
- e) deemed undeliverable; undeliverable items will be disposed of in accordance with the *Canada Post Corporation Act* and Regulations.

5.4 Canada Post may correct the customer's order documentation if it contains incomplete or incorrect information.

5.5 Canada Post shall not be responsible for meeting any delivery standards, where applicable, for delays arising from the mailing of non-compliant Items.

7.3.6 Surcharges, Peak Periods and Volume Allocations

6.1 Items mailed under this Agreement are subject to all applicable surcharges and fees, including the surcharges and fees described in **sections 6.4.1 and 6.6** of the Customer Guide.

6.2 Receiving postal administration or designated operator surcharge:

The customer agrees to reimburse Canada Post for any incremental terminal dues costs such as, but not limited to, bulk mail and remail charges that are applied by the receiving postal administration or designated operator, as specified in the Universal Postal Union Convention.



6.3 Without limiting any of its rights under this Agreement, Canada Post may, upon thirty (30) days' notice (a) stipulate one or more Peak Periods, (b) implement Volume Allocations, Volume Surcharges and/or Peak Surcharges; or (b) modify existing Volume Allocations, Volume Surcharges and/or Peak Surcharges.

6.4 Canada Post may amend the surcharges and fees described in this **section 7.3.6** immediately upon notice (except for Peak Surcharges, for which Canada Post will give the notice specified in **section 7.3.6.3**).

6.5 Notwithstanding anything else in this Agreement, Canada Post may deliver notices under this **section 7.3.6** by posting them on Canada Post's website at canadapost.ca/notice, canadapost.ca/parcelservices or such other webpage that Canada Post may designate from time to time.

7.3.7 Currency

7.1 Unless expressly noted to the contrary, all monetary amounts are stated and shall be paid in Canadian currency.

7.3.8 Audits

8.1 On request, the customer shall permit Canada Post and its authorized representatives access to its premises and, if applicable, those of Authorized Users and the Mailer, On Behalf of the Customer, during the Term, and for a reasonable period of time after the expiry or earlier termination of this Agreement. The customer agrees to facilitate Canada Post's access, examination and audit of the records, databases and information relating to the Items mailed under this Agreement and the customer's obligations, including, if applicable, those of Authorized Users and the Mailer, On Behalf of the Customer, under this Agreement.

7.3.9 Authorized Users

9.1 All references to the customer include the customer's Authorized Users and any actions taken by an Authorized User are deemed to be the actions of the customer. The designation of Authorized User is subject to the approval of Canada Post. The list of Authorized Users is set out in an appendix to this Agreement.

9.2 The customer may amend the list of Authorized Users upon consent of Canada Post.

9.3 An Authorized User who ceases to be an Affiliate, Subsidiary or a franchisee of the customer will no longer be entitled to mail Items under this Agreement as of the date upon which it ceases to be an Affiliate, Subsidiary or a franchisee of the customer. In the event that an Authorized User ceases to be an Affiliate, Subsidiary or a franchisee of the customer, the customer shall give Notice to Canada Post within thirty (30) calendar days of such change in relationship.

9.4 The customer is responsible for the compliance by each Authorized User with this Agreement. In the event that an Authorized User fails to pay for Products or Services provided under this Agreement, the customer shall pay the amount owing.

7.3.10 Mailers, on Behalf of the Customer

10.1 Canada Post will accept Items mailed by another party on behalf of the customer, provided that the mailing of such Items complies with the Terms and Conditions of this Agreement. The customer shall require a Mailer, on Behalf of the Customer, to abide by the Agreement. The actions taken by the Mailer, on Behalf of the Customer, are deemed to be the actions of the customer.



7.3.11 One-Time On-Demand Pickup or Recurring (Scheduled) Pickup for Third-Parties

11.1 In locations where Canada Post provides One-Time On-Demand Pickup or Recurring (Scheduled) Pickup service, Canada Post agrees to pick up Parcel Services items for delivery from a third party ("Third Party") designated by the customer, provided that the mailing of such items complies with the Terms and Conditions of this Agreement and the customer agrees to pay all charges incurred by the Third Party, including the One-Time On-Demand Pickup or Recurring (Scheduled) Pickup fee and postage for delivery of the items. The customer shall require the Third Party to abide by the Agreement and the actions taken by the Third Party are deemed to be the actions of the customer.

11.2 The customer may terminate the Third-Party Pickup and Delivery service upon thirty (30) calendar day written Notice to Canada Post.

7.3.12 Resale or Interlining

12.1 The customer agrees that any Products and Services purchased under this Agreement are for the customer's own use as an end user or for the use of an Authorized User. Unless otherwise expressly permitted by Canada Post, the customer will not sell or permit the resale of any services or supplies received from Canada Post, nor use the Products and Services offered under this Agreement for the purposes of interlining. Interlining is the process in which a carrier uses another carrier's transportation service in the course of a continuous freight movement.

7.3.13 Assignment

13.1 The customer shall not assign this Agreement without the prior written consent of Canada Post, and any purported assignment without prior consent is void. Canada Post may assign the benefits of this Agreement or make any arrangements that would result in the performance, in whole or in part, of the obligations of Canada Post under this Agreement by a person other than Canada Post.

13.2 If the customer amalgamates, merges or enters into a similar business combination with any other entity, including, without limitation, by means of (a) acquisition of all or substantially all of the assets of another entity; or (b) the sale of all or substantially all of the assets to another party, then, for the purpose of this Agreement, such amalgamation, merger or combination will be deemed to be an assignment requiring the prior written consent of Canada Post.

7.3.14 Entire Agreement and Alterations

14.1 All references to this Agreement shall be deemed to include:

- a) the Agreement Activation Form(s);
- b) these General Terms and Conditions;
- c) this Customer Guide;
- d) the applicable Price Sheet(s);
- e) the Credit Application Form, if applicable;
- f) the *Canada Postal Guide*;
- g) any appendices and any documents referenced therein;
- h) all as may be amended from time to time.

14.2 Without limiting the generality of section 7.3.14.1, in the event of any inconsistency between this Agreement and any document other than the *Canada Post Corporation Act* or its Regulations, the terms of this Agreement shall prevail and be interpreted in the order of priority listed in the order of priority listed above.



14.3 No representations, warranties, negotiations or conditions, either verbal or written, will bind the parties except as expressly set out in this Agreement. Except as set out in **section 7.3.15 “Waiver,”** no agent or representative of either party to this Agreement has authority to alter the provisions of this Agreement, and any such purported alteration shall not be binding.

7.3.15 Waiver

15.1 Except as specifically stated in this Agreement, no waiver or amendment of this Agreement shall be binding unless executed in writing by the appropriate party’s authorized representative. No waiver of any provision of this Agreement shall constitute a continuing waiver, unless otherwise expressly provided. Acceptance of Items for mailing shall not constitute a waiver by Canada Post of the customer’s obligations under this Agreement.

7.3.16 Amendments

16.1 Canada Post reserves the right to modify, discontinue Products or Services, or otherwise amend this Agreement, including prices, by giving the customer thirty (30) calendar days’ written notice as specified in this Agreement.

16.2 Canada Post reserves the right to amend the *Canada Postal Guide* without notice to the customer.

7.3.17 Survival

17.1 The termination or expiry of this Agreement will not affect the survival and enforceability of any provision of this Agreement that is expressly or implicitly intended to remain in force after such termination or expiry.

7.3.18 Severability

18.1 If any part of the Agreement is unenforceable or invalid for any reason whatsoever, such part shall be severable from the remainder of the Agreement, and its unenforceability or invalidity shall not affect the enforceability or validity of the remaining parts of the Agreement.

7.3.19 Governing Law

19.1 This Agreement is made subject to and in accordance with the *Canada Post Corporation Act* (the “Act”), R.S.C. 1985, c. C-10, as amended from time to time, and any of the Regulations, which are or may be from time to time made under the Act.

19.2 If the customer’s address is not in a Canadian province or territory, this Agreement shall be governed by, and interpreted under, the laws in force in the province of Ontario, Canada. The forum for any legal proceedings shall be the province of Ontario, Canada.

7.3.20 Excusable Delay

20.1 Except for the customer’s payment obligations, neither party shall be liable to the other for any failure to perform, or delay in the performance of, any obligation under the Agreement due to causes beyond its reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable, delays caused by customs authorities, provided that the party experiencing such circumstances immediately notifies the other party in writing of the circumstances and minimizes, to the extent reasonably practicable, the impact of such circumstances on the performance of the obligations under the Agreement.



7.3.21 Limitation of Liability and Claims

21.1 Types of Claims

There are four (4) types of customer claims under this Agreement:

- **Loss claims** – Claims made by the customer for Items that are lost by Canada Post. Only Items for which Liability Coverage is included or purchased may be eligible for loss claims (other than the reimbursement of shipping charges).
- **Damage claims** – Claims made by the customer for Items that are damaged by Canada Post. For certainty, Items delivered with missing content due to Canada Post's processing or handling (provided that Canada Post's packaging requirements are complied with by the shipper), are considered to be damaged. Only Items for which Liability Coverage is included or purchased may be eligible for damage claims (other than the reimbursement of shipping charges).
- **COD service failure claims** – Claims made by the customer for COD Items (i.e., shipments for which the COD option is purchased) that have been delivered, but for which COD funds have not been submitted to the customer by Canada Post. Only Items for which Liability Coverage is included or purchased may be eligible for COD service failure claims (other than the reimbursement of shipping charges).
- **Delay claims** – Claims made by the customer for delayed delivery of Items. Only Items shipped using a service having an On-Time Delivery Guarantee against published delivery standards may be eligible for delay claims.

No shipment is eligible for more than one (1) claim. Without limiting the foregoing, only one (1) type of claim may be made for a shipment, as between claims for loss, damage, COD service failure, and delay.

Exclusions and conditions apply. Canada Post is not responsible for payment of any loss, damage, COD service failure or delay claim that does not satisfy the requirements of **section 7.3.21 "Limitation of Liability and Claims"**.

21.2 Limitation of Liability

Except as otherwise explicitly specified in **section 7.3.21 "Limitation of Liability and Claims"**, Canada Post shall not be responsible for any direct, indirect, general, special, incidental or consequential damages whatsoever arising out of this Agreement, regardless of whether arising under contract, tort (including without limitation, negligence and/or gross negligence) or any other legal theory, even if Canada Post is expressly advised of the possibility of such damages. Without limiting the foregoing:

- a) Canada Post's only liability arising out of this Agreement is for loss claims, damage claims, COD service failure claims, and delay claims made in accordance with, and eligible for payment under, **section 7.3.21 "Limitation of Liability and Claims"**. A brief description of each type of claim is set out in **section 7.3.21.1 "Types of Claims"**.

Canada Post's only liability for any such claims is as explicitly set out in **sections 7.3.21.5 "Obligation to Repair, Replace, or Pay a Claim for Lost or Damaged Items"**, **7.3.21.6 "Payment for Loss, Damage and COD Service Failure Claims"**, **7.3.21.10.2 "Obligation to Provide Replacement Service or Pay a Claim for Delayed Items"**, and/or **7.3.21.10.3 "Delay Claims Payments"**, as applicable; and



- b) Canada Post shall have no liability whatsoever for any loss or damage of a consequential, remote or indirect nature arising from, or in any way connected with, Canada Post's failure to deliver, or delay in delivering time-sensitive mailings on time. Such loss or damage shall expressly include without limitation, loss or damage arising from the mailing of tenders, proposals, court documents, or solicitations of any kind.

This limitation of liability applies to the fullest extent permitted by law.

21.3 Availability of Liability Coverage – Loss, Damage and COD Service Failure Claims

Liability Coverage (plus applicable shipping charges) sets out the maximum amount payable by Canada Post for loss claims, damage claims, and COD service failure claims. Exceptions and conditions apply. Refer to sections 7.3.21.4 “Exclusions and Restrictions on Claims”, 7.3.21.5 “Obligation to Repair, Replace, or Pay a Claim for Lost or Damaged Items” and 7.3.21.6 “Payment for Loss, Damage and COD Service Failure Claims” for further details.

- a) **Parcel Services – Canada.** Most shipments mailed and delivered within Canada (excluding Literature for the Blind) using any one of the following services:
- Priority™;
 - Xpresspost™ (excluding Xpresspost™ Certified);
 - Expedited Parcel™;
 - Regular Parcel™ (excluding Library materials); or
 - Prepaid products (excluding Xpresspost™ Certified),

include Liability Coverage of up to \$100, except for Regular Parcel™. For certainty, Liability Coverage is not offered for Xpresspost™ Certified, regardless of

whether it is ordered as a prepaid product. Notwithstanding anything to the contrary: (i) the first \$100 of Liability Coverage must be purchased for the Regular Parcel™ service, and (ii) Prepaid products do not offer the COD option.

Additional Liability Coverage may be purchased in increments of \$100 up to \$5,000 for most items shipped within Canada using the services listed above. Except for the Priority™ service, which offers the Signature option at no extra charge, purchase of the Signature option is mandatory when purchasing additional Liability Coverage of \$200 or more.

- b) **Parcel Services – U.S. and Other International Destinations.** Most shipments mailed using any one of the following services:

- Xpresspost™ – USA;
- Expedited Parcel™ – USA;
- Tracked Packet™ – USA;
- Xpresspost™ – International;
- Tracked Packet™ – International;
- International Parcel – Air; or
- International Parcel – Surface,

include Liability Coverage of up to \$100.

Additional Liability Coverage may be purchased in increments of \$100 up to \$1,000 for most U.S. and international shipments, except for Tracked Packet™ – USA and Tracked Packet™ – International.

Note: Liability Coverage is not available for Small Packet™ USA – Air, Small Packet™ International – Air, and Small Packet™ International – Surface.



- c) All options (including without limitation, additional Liability Coverage, Signature, and COD) must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Canada Post will not refund the shipper for excess Liability Coverage purchased. Additional Liability Coverage purchased does not apply to any returns, including without limitation, Return to Sender and return solutions/parcel return labels.

Only the following reissuing fees are covered under available Liability Coverage for loss and damage claims: passport fees, duplicate passport photo cost, immigration visa fees, driver's licence fees, birth certificate fees, financial instrument cancellation fees, airline tickets reissuing fees, and additional postage fees.

Exclusions and conditions apply. The availability and limits of Liability Coverage may vary based on a number of factors, including without limitation, destination country, service used, nature of the Item being shipped, and compliance with this Agreement.

21.4 Exclusions and Restrictions on Claims

Notwithstanding anything to the contrary and regardless of whether other items were included in the shipment:

- a) Shipments containing any of the following items are not eligible for any loss, damage, or COD service failure claims:
- bank notes or coins, with the exception of collectors' bank notes and collectors' coins specified in 7.3.21.4(b);
 - stocks;
 - bonds;

- negotiable premium coupons, or other securities or other instruments, whether financial or legal, that are negotiable by the bearer, coupons (excluding gift certificates);
- lottery tickets;
- trading stamps;
- loyalty cards;
- travellers' cheques;
- liquid and dry patient specimens, including without limitation, biological specimens;
- cremated remains;
- organs;
- living organisms, including without limitation, plants and animals; or
- any unacceptable item as defined by the Non-mailable Matter Regulations, as amended from time to time (for more details, visit canadapost.ca/nonmailable).

- b) The maximum per claim amount payable by Canada Post for loss, damage, and COD service failure claims is limited to:

- i) \$500 for shipments containing:
- collectors' coins that are shipped directly from a retailer and are accompanied by an order confirmation from the retailer;
 - jewellery;
 - manufactured and non-manufactured precious stones and metals;
 - cancelled or uncanceled postage stamps; or
 - any item that is not otherwise specified in **section 7.3.21.4 "Exclusions and Restrictions on Claims"** and derives its value primarily from its uniqueness, limited quantity or availability, or from being a collectible, including but not limited to trading cards, memorabilia, comic books, autographed items, antiques and art.



- ii) \$100 for shipments containing:
 - collectors' bank notes that are shipped directly from a retailer and are accompanied by an order confirmation from the retailer;
 - gift certificates;
 - gift cards; or
 - phone cards.
- c) Shipments containing any of the following are not eligible for damage claims:
 - Fragile Items;
 - perishable items;
 - temperature-sensitive items; or
 - items requiring refrigeration or temperature-controlled transport.
- d) Shipments containing Electronic Goods are not eligible for damage claims if they are shipped in any packaging other than:
 - the manufacturer's original packaging, which is undamaged and has retained its intended shape and strength;
 - packaging that abides by Canada Post's packaging guidelines (refer to the ABCs of Mailing portion of the *Canada Postal Guide* at canadapost.ca/postalguide for more details on packaging guidelines); or
 - Canada Post's packaging for the shipment of electronics, including, but not limited to tablets and smartphones.
- e) Any loss or damage claims made in relation to any type of data storage medium, device or vehicle, regardless of whether or not contained within an Electronic Good, are limited to the replacement cost of the data storage medium, device or vehicle, and not the value of its content. Without limiting the foregoing, Canada Post is not responsible for the loss of data stored on any type of storage medium, device or vehicle, regardless of whether or not contained within an Electronic Good.
- f) Shipments mailed to destinations outside of Canada containing prescription or non-prescription drugs, or other items that may be subject to export or import prohibition or restriction are not eligible for any claims for loss, damage, or delay.
- g) Items shipped in packaging that does not abide by Canada Post's packaging guidelines are not eligible for any claims for loss, damage, or delay. Refer to the ABCs of Mailing portion of the *Canada Postal Guide* at canadapost.ca/abcmailing for more details on packaging guidelines.
- h) Canada Post is not responsible for any monetary instrument accepted by Canada Post for or on behalf of the customer that is for any reason dishonoured by the issuer thereof. Without limiting the foregoing, the customer is solely responsible for the method of payment tendered by the addressee to Canada Post for COD Items.
- i) No Item is eligible for a COD service failure claim if:
 - i) the COD service was used for the collection of funds owed on a previous transaction, or
 - ii) the COD amount exceeds the actual value of the item shipped.
- j) No Item is eligible for any claim for loss, damage, COD service failure, or delay if any of the following apply:
 - a common carrier would have been exempt from legal liability;
 - the loss, damage, COD service failure, or delay (as applicable) is not the fault of Canada Post;
 - the Item is lost, damaged, delayed, or experiences a COD service failure due to events not reasonably foreseeable or controllable by Canada Post;



- the Item is delivered without complaint or evidence of loss, damage, COD service failure, or delay (as applicable), or if insufficient evidence is produced;
 - no scan is recorded on the Item or there is no evidence of the Item being, or having been, in the course of post. A scan that includes the term “shipment” only signifies that the shipping document (or manifest) was scanned and does not indicate a scan recorded on the individual Item;
 - the addressee or sender fails to co-operate with Canada Post’s investigation;
 - the Item is of a commercial nature and was not requested by the addressee;
 - the claim is a result of the customer’s failure to comply with the requirements applicable to the service selected, including without limitation, shipping items that do not fall within our product specifications and/ or are not adequately packaged to ensure safe transit through our network;
 - the claim is for a shipment, or an item contained in a shipment, that is excluded from Liability Coverage or otherwise not eligible for the type of claim made;
 - the loss, damage, delay, or COD service failure was wholly or partially the fault of the sender;
 - the amount claimed is not a direct result of the loss, damage, delay, or COD service failure of the Item;
 - the Item or claim does not comply with all requirements set out in **section 7.3.21 “Limitation of Liability and Claims”**; or
 - the claim is for: (i) a prohibited item or shipment containing a prohibited item, or (ii) a restricted item or shipment containing a restricted item, for which Canada Post’s special restrictions and requirements have not been met. See **section 6.2.2 “Prohibited and restricted items”**, the Non-mailable Matter portion of the *Canada Postal Guide*, and the ABCs of Mailing portion of the *Canada Postal Guide* for more details on prohibited and restricted items. The *Canada Postal Guide* can be found at canadapost.ca/postalguide.
- k) No Item is eligible for more than one (1) claim. Without limiting the foregoing, only one (1) type of claim may be made, as between claims for loss, damage, COD service failure, and delay.
- l) No Item is eligible for any claim for loss if delivery is evidenced by Photo Confirmation of Delivery.

21.5 Obligation to Repair, Replace, or Pay a Claim for Lost or Damaged Items

For valid loss and damage claims, Canada Post may, in its sole discretion:

- i) replace or repair the shipment or Item lost or damaged, or
- ii) make a claims payment to the customer for the lost or damaged shipment or Item in accordance with **section 7.3.21.6(a) “Loss and Damage Claims Payments”**.



21.6 Payment for Loss, Damage and COD Service Failure Claims

a) **Loss and Damage Claims Payments.** Every claims payment made by Canada Post for loss or damage of an Item for which Liability Coverage was included or purchased is limited to an amount equal to:

- i) the lesser of:
 - the amount of Liability Coverage included or purchased at the time of shipment;
 - the maximum per claim amount payable under **section 7.3.21.4(b)** (if applicable); or
 - the actual value of the lost or damaged item shipped. The actual value will equal the sender's cost, retail cost, repair cost, depreciated value, or replacement value, as deemed appropriate by Canada Post in its sole discretion,
- ii) less any compensation received by the claimant from any other source,
- iii) plus shipping charges for the Item. Shipping charges consist of the base price, fuel surcharge, and base price adjustments (see **section 6.4.1 "Base price of your parcel"** for details), if any. Shipping charges exclude all fees for options (i.e., Signature, Signature Hard Copy, Proof of Age, additional Liability Coverage, COD, Pickup Services, and any other options set out in the Customer Guide), surcharges (other than the fuel surcharge), and any other charges set out in the Customer Guide.

Every claims payment made by Canada Post for loss or damage of an Item for which Liability Coverage was not included or purchased is limited to an amount equal to the Item's shipping charges (see **section 7.3.21.6(a)(iii)** for a description of shipping charges).

No amount will be paid for the loss or damage of any Item, other than what is explicitly set out above.

If a lost Item is found after a claims payment has been made, then the sender or the addressee may take delivery of the Item, provided that Canada Post is repaid for the claims payment and the Item is picked up within three (3) months from the date Canada Post sends Notice that the Item has been found.

Canada Post reserves the right, in its sole discretion, to retain any damaged Item if the claims payment is paid in full.

b) **COD Service Failure Claims Payments.**

Every COD service failure claims payment made by Canada Post for an Item for which Liability Coverage was included or purchased is limited to an amount equal to:

- i) the lesser of:
 - the COD amount;
 - the amount of Liability Coverage included or purchased at the time of shipment; or
 - the maximum per claim amount payable under **section 7.3.21.4(b)** (if applicable),
- ii) less any compensation received by the claimant from any other source.

Every COD service failure claims payment made by Canada Post for an Item for which Liability Coverage was not included or purchased is limited to an amount equal to the Item's shipping charges (see **section 7.3.21.6(a)(iii)** for a description of shipping charges).

No amount will be paid for any COD service failure other than what is explicitly set out above.

If COD funds are transmitted to the sender of the COD Item after a claims payment has been made, then Canada Post will



invoice the sender for the amount of the claims payment.

- c) **General.** Without limiting sections 7.3.21.6(a) “Loss and Damage Claims Payments” or 7.3.21.6(b) “COD Service Failure Claims Payments”, no payment will be made for any expense incurred by the sender or the addressee in submitting a claim for a payment. No interest is payable on any claims payment. The value of the Item must be declared on the shipping documentation. No claims payment will be made where otherwise excluded or restricted under section 7.3.21 “Limitation of Liability and Claims”. All claims payments will be made to the sender of the Item.

21.7 Time to Submit a Claim for Loss, Damage or COD Service Failure

Any claim for loss or damage must be submitted to Canada Post within ninety (90) calendar days of the shipping date for domestic shipments, or six (6) months of the shipping date for international shipments. Any claim for COD service failure must be submitted to Canada Post within one hundred and twenty (120) calendar days of the shipping date. Canada Post is not obligated to act on any claim until all applicable shipping charges have been paid. The first claim must be made under any insurance or other source for compensation obtained elsewhere. Canada Post is not liable to the insurer.

21.8 Making a Claim for Loss, Damage or COD Service Failure

To initiate a claim for loss, damage, or COD service failure, the customer must contact the Commercial Customer Service at 1-866-757-5480 or initiate a claim online at canadapost.ca/support. The customer must provide reasonable particulars in support of the claim, including the following documentation:

- a) proof of mailing showing Liability Coverage;

- b) proof of postage;
- c) proof of additional Liability Coverage obtained and paid, if applicable;
- d) proof of COD fee paid and COD amount (applicable only to COD service failure claims);
- e) proof of value (i.e., documentation acceptable to Canada Post showing proof of the sender’s value of the lost or damaged item, such value being the sender’s cost, retail cost, repair cost, depreciated value, or replacement value, as deemed appropriate by Canada Post in its sole discretion);
- f) any non-recoverable provincial sales tax; and
- g) such other documentation as requested by Canada Post.

21.9 Right to Verify Claims

Canada Post reserves the right to independently review and verify any and all claims. For damage claims, upon Canada Post’s request, the sender or addressee must make the shipment available for inspection by Canada Post.

Canada Post will deny any claim for insufficient proof or for failure by an addressee or sender to co-operate with Canada Post’s investigation.

21.10 On-Time Delivery Guarantee – Claims for Delay

21.10.1 On-Time Delivery Guarantee. Only those services with an On-Time Delivery Guarantee against published delivery standards may be eligible for delay claims. Refer to the Customer Guide for which services include the On-Time Delivery Guarantee as a feature. Refer to the Customer Guide or visit canadapost.ca/deliverystandards for details on delivery standards.

The On-Time Delivery Guarantee is based on the service provided, from the time of acceptance of the Item by Canada Post (as evidenced by the Item’s first physical



item level scan) to the time delivery was first attempted. Notwithstanding anything to the contrary, manifest scans do not signify acceptance of any Item for the purpose of the guarantee. Deposits on days other than Business Days are deemed to be accepted on the next Business Day. Items deposited after the last collection time specified on the street letter box or after the cut-off time of the postal facility approved by Canada Post are deemed to be deposited on the next Business Day. Visit canadapost.ca/parcelservices/cutofftimes for the list of our facilities and their respective cut-off times. These times are subject to change without notice.

Under the On-Time Delivery Guarantee for Priority™, Xpresspost™ and Expedited Parcel™ shipments within Canada, a claim for delay may only be submitted and will only be paid if, during a Peak Period, the Item is sent by one of these three services and is delivered two or more Business Days after the published delivery standards. The start and end dates for a Peak Period will be posted to canadapost.ca/notice, when available.

The On-Time Delivery Guarantee does not apply to Xpresspost™ and Expedited Parcel™, when shipping items from or to Air Stage offices. The Priority™ service is not available for shipping items from or to Air Stage offices. The On-Time Delivery Guarantee does not apply to Regular Parcel™, Package Redirection, and Return to Sender items. The On-Time Delivery Guarantee does not apply if otherwise excluded or restricted under **section 7.3.21.4 “Exclusions and Restrictions on Claims”** or elsewhere in the Customer Guide.

The On-Time Delivery Guarantee is void if the shipping label is incomplete or illegible, or if the customer is non-compliant with our specifications or requirements, including but not limited to barcode label quality or incomplete or incorrect addressing data. The On-Time Delivery Guarantee is void for

shipments that require special handling, such as items that are non-standard in size, dimension or packaging, including but not limited to cylindrical mailing tubes, oversized items, or unpackaged items (see **sections 6.1 “Minimum and maximum sizes and weights”** and **6.4 “Shipping charges and weight”**). Failure to comply with our specifications or requirements may result in the Item being returned to the sender for proper completion or could result in delays, non-delivery, voided On-Time Delivery Guarantee, and/or if applicable, fines and customs seizure at the international destination. If your item bears a tracking number that was used on a previous shipment, the item will be returned to the sender.

The On-Time Delivery Guarantee does not apply in the case of delay caused by an event beyond the reasonable control of Canada Post, including but not limited to, inclement weather, acts of God, epidemics, acts of terrorism, acts of war, flight or ferry delays or cancellations, riots, labour disruptions, customs or other regulatory authorities, unanticipated surges in volume, any act or default of the customer, or any failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable.

The On-Time Delivery Guarantee for any or all services may be cancelled, suspended, or modified by Canada Post, in its sole discretion, at any time without prior notice. Without limiting the foregoing, Canada Post reserves the right to cancel the On-Time Delivery Guarantee without notice if a customer repeatedly fails to meet Canada Post's shipping documentation requirements.

21.10.2 Obligation to Provide Replacement Service or Pay a Claim for Delayed Items.

For valid delay claims, Canada Post may, in its sole discretion: (i) provide a replacement service equivalent to the service used for the delayed Item, or (ii) make a claims payment



to the customer for the delayed shipment or Item in accordance with **section 7.3.21.10.3 “Delay Claims Payments”**.

21.10.3 Delay Claims Payments. Every claims payment made by Canada Post for delay is limited to the amount of shipping charges paid for the delayed Item. Shipping charges consist of the base price, fuel surcharge, and base price adjustments (see **section 6.4.1 “Base price of your parcel”** for details), if any. Shipping charges exclude all fees for options (i.e., Signature, Signature Hard Copy, Proof of Age, Proof of Identity, additional Liability Coverage, COD, Pickup Services, and any other options set out in the Customer Guide), surcharges (other than the fuel surcharge), and any other charges set out in the Customer Guide.

No amount will be paid for the delayed delivery of any Item, other than what is explicitly set out above. Without limiting the foregoing, no payment will be made for any expense incurred by the sender or the addressee in submitting a claim for a payment. No interest is payable on any claims payment. No claims payment will be made where otherwise excluded or restricted under **section 7.3.21 “Limitation of Liability and Claims”**. All claims payments will be made to the sender of the Item.

21.10.4 Delay Claims – Time to Submit, Making a Claim, and Right to Verify. To initiate a claim for delay, the customer must:

- contact the Commercial Customer Service at 1-866-757-5480, or
- create an online service ticket at canadapost.ca/parcelsupport, within thirty (30) Business Days from the delivery standard date, according to Canada Post’s latest published delivery standards. Canada Post is not obligated to act on any claim until all applicable shipping charges have been paid.

In addition to Canada Post’s right to independently review and verify claims as set out in **section 7.3.21.9 “Right to Verify Claims”**, the customer must provide proof of acceptance by Canada Post of the delayed Item.

Canada Post is the sole source of performance data for making payment calculations. Refer to this Customer Guide or visit canadapost.ca/deliverystandards for details on delivery standards.

7.3.22 Termination

22.1 Either party may terminate this Agreement at any time, without cause, by giving thirty (30) calendar days’ written Notice to the other.

22.2 Either party may immediately terminate this Agreement upon written Notice to the other party if at any time during the Term:

- a) either party ceases to carry on business or makes a sale in bulk of all or substantially all of its assets; or
- b) either party becomes insolvent or bankrupt, or files any proposal or makes any assignment for the benefit of creditors; or
- c) a receiver, trustee or other person with like powers is appointed to handle the affairs or property of either party; or
- d) an order is made for the winding-up or liquidation of either party; or
- e) either party continues to be in default of any of its obligations after being provided thirty (30) calendar days’ Notice of the default.

22.3 Should the customer fail to purchase Products and Services under this Agreement for a period of more than twelve (12) consecutive months, Canada Post may terminate the Agreement or amend the list of Authorized Users without notice.

22.4 Termination of this Agreement shall be without prejudice to any rights of the customer or Canada Post that have accrued prior to the date of termination.



22.5 Neither party shall have a right to damages as a result of termination of this Agreement.

7.3.23 Notices

23.1 Any Notice given by either party shall be in writing and delivered personally, by Registered Mail™, by Priority™, by Xpresspost™ or by Expedited Parcel™. Alternatively, for Notices (a) under **section 7.3.6** of this Customer Guide and/or (b) relating to Amendments to the Agreement, Canada Post may provide the Notice via email to the customer or by posting the Notice at canadapost.ca/notice, canadapost.ca/parcelservices or such other webpage that Canada Post may designate from time to time.

Notices to Canada Post shall be sent to:

CUSTOMER DATA MANAGEMENT
CANADA POST CORPORATION
2701 RIVERSIDE DR SUITE B0230
OTTAWA ON K1A 0B1

Notices to the customer shall be sent to the customer's prime contact at the mailing or email address set out in the Agreement Activation Form.

23.2 Notices delivered personally shall be deemed received at the time of delivery. Notices sent by Registered Mail™ shall be deemed received on the fourth Business Day following the date of mailing. Notices sent by Priority™ or Xpresspost™ shall be deemed received on the second Business Day following the date of mailing. Notices sent by Expedited Parcel™ shall be deemed received on the seventh Business Day following the date of mailing. Weekend and statutory holiday mailings will count as originating on the following Business Day.

23.3 Either party may change its address by giving Notice to the other party.

23.4 The customer agrees that Canada Post may update the customer's address information obtained from any source, including any Mail Forwarding form submitted to Canada Post, for the purpose of contacting the customer with respect to this Agreement.

7.3.24 Confidentiality

24.1 Definition of "Confidential Information": Means all information, whether disclosed in written, oral or visual form, which is identified as confidential at the time of disclosure or that a reasonable person would consider, from the nature of the information or circumstances of disclosure, as being confidential. Confidential Information includes, but is not limited to, customer lists, including Personal Information under the *Privacy Act*, as amended, information relating to the research, development, technology, shipping and tracking data, pricing, finances, marketing or business plans and general affairs of the other party or any subsidiary of such other party.

24.2 For certainty, all shipping information such as tracking and billing data, that Canada Post makes available to customers through its various web applications and other electronic communications (including, but not limited to, Intelligence 360, invoice data files and Automated Parcel Tracking) is proprietary to Canada Post and Confidential Information. This Confidential Information is for the exclusive use of the Customer and may not be shared with a third party for any purpose whatsoever. Any such unauthorized disclosure is a breach of the Agreement.



24.3 Each party to this Agreement (the “Receiving Party”) agrees to hold all Confidential Information of the other party (the “Disclosing Party”) in confidence and not use any Confidential Information other than permitted by this Agreement. The Receiving Party shall not disclose any Confidential Information of the Disclosing Party without the prior written consent of the Disclosing Party, other than to those employees, agents, subcontractors or representatives of the Receiving Party who have a need to know such Confidential Information for the purposes contemplated in this Agreement.

24.4 Section 7.3.24.3 will not apply to any information which:

- a) is publicly available;
- b) is independently developed by the Receiving Party;
- c) is known by the Receiving Party without restriction on disclosure prior to its initial disclosure by the Disclosing Party;
- d) is lawfully received from a third party on a non-confidential basis; or
- e) is required to be disclosed by government or court order or other legal process, provided that the Receiving Party will promptly notify the disclosing Party of such requirement and will take reasonable steps to permit the Disclosing Party to prevent or limit such disclosure.

24.5 Confidential Information also does not include such observations and general knowledge of consumer and business trends in the purchase and sale of goods and services as a party to this Agreement may learn in providing or receiving any product or service under this Agreement and uses in the development and sale of new products and services.

24.6 The Confidential Information shall be maintained by the Receiving Party in the same manner as the Receiving Party keeps its own Confidential Information of a similar nature and in any event shall be kept in accordance with the same care as a reasonable and prudent person would care for such Information.

24.7 Canada Post has policies and procedures in place to protect the Confidential Information and Personal Information, as defined in the *Privacy Act* that it handles. Canada Post is subject to the federal *Privacy Act* and the *Canada Post Corporation Act*. Any third parties who are involved in handling Confidential Information on behalf of Canada Post are required to agree to appropriate contractual provisions.

24.8 Upon execution of the Agreement, any confidentiality obligations set out in any other agreement, relating in any way to parcel services, entered into by the parties shall be subject to these General Terms and Conditions, including, without limitation, the limitation of liability in **section 7.3.21**. In the event of any conflict or inconsistency between the terms and conditions of such agreement and these General Terms and Conditions, these General Terms and Conditions shall prevail to the extent of the conflict or inconsistency.

7.3.25 Language

25.1 It is the express wish of the parties that this Agreement, as well as all related documents, be written in the English language. *Les parties ont demandé expressément que la présente et tout document afférent soient rédigés en anglais.*



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