



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);

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](#).



m = meters; cm = centimetres; mm = millimetres; kg = kilograms; lb. = pounds; in. = inches.

International		
Service	Minimum sizes and weights	Maximum sizes and weights
Xpresspost – International	<ul style="list-style-type: none"> • 210 mm x 140 mm x 1 mm 	<ul style="list-style-type: none"> • No one dimension may exceed 1.5 m (59 in.)^{1,2}
International Parcel – Air	<ul style="list-style-type: none"> • (8.3 in. x 5.5 in. x 0.039 in.) 	<ul style="list-style-type: none"> • Max. L + G = 3 m (118 in.)³
International Parcel – Surface	<ul style="list-style-type: none"> • 100 g (0.2 lb.) 	<ul style="list-style-type: none"> • 30 kg (66 lb.)^{1,2}
Small Packet International – Air	<ul style="list-style-type: none"> • 140 mm x 90 mm x 1 mm 	<ul style="list-style-type: none"> • No one dimension may exceed 600 mm (23.6 in.)
Small Packet International – Surface	<ul style="list-style-type: none"> • (5.5 in. x 3.5 in. x 0.039 in.) 	<ul style="list-style-type: none"> • Max. L + H + W = 900 mm (35.4 in.)
Tracked Packet – International	<ul style="list-style-type: none"> • 50 g (0.1 lb.) 	<ul style="list-style-type: none"> • 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 (0.1 lb.) 	<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.

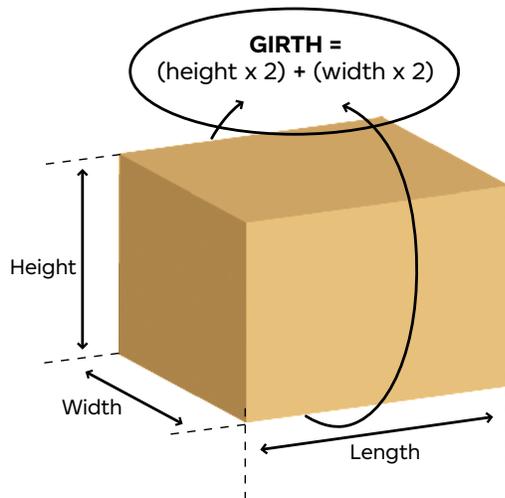
1. Additional handling surcharges may apply if the item is deemed oversized based on its dimensions. Refer to **section 6.6** for more details. For the safety of all employees, individual items weighing more than 22.7 kg (50 lb.) must bear an Overweight Parcel sticker (article 33-086-456). To order Overweight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



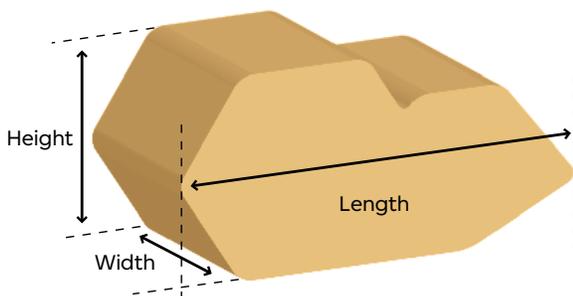
6.1.1 Measuring your parcel

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-res/weights-measures.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 letterainers, 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.

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

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.



- 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.



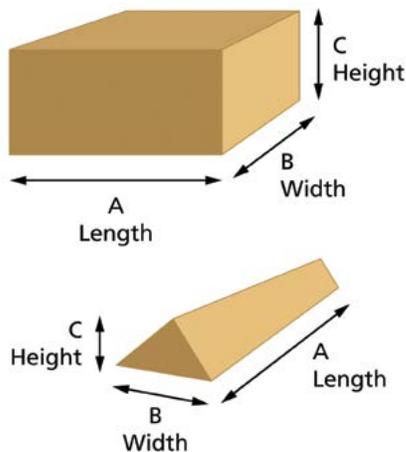
3. Calculate the parcel's actual weight and the volumetric equivalent of its actual weight.
4. Take the greater of the two numbers.
5. Refer to Canada Post's price sheets to find the base price associated with the number in step 4.

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**.





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.

- 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.



6.5.1.4 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 that indicate “Manifest required” must include a paper copy of the transmitted manifest or bill of lading at the time of deposit or pickup. 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.

All parcels that indicate “Manifest required” must be accompanied by a paper copy of the manifest.

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 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 and/or the voiding of the On-Time Delivery Guarantee (if otherwise applicable).

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.

Shipping documentation may be transmitted to or shared with domestic or international

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



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/internationalistings.

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 must be accompanied by a paper copy of the transmitted manifest or bill of lading at the time of deposit or pickup. The document must accurately describe the contents of the shipment and the deposit location.

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.

