

Parcel Services (U.S. and International)

Last Updated: August 1, 2023

Table of contents

| | |
|---|----|
| 1. Overview | 2 |
| 2. Unacceptable items | 3 |
| 3. Size and weight restrictions | 5 |
| 4. Pricing | 12 |
| 5. Acceptable methods of payment | 13 |
| 6. Acceptable proofs of payment | 13 |
| 7. Delivery standards | 14 |
| 8. Features and options | |
| 8.1 Features and options overview | 16 |
| 8.2 On-Time Delivery Guarantee | 21 |
| 8.3 Tracking Events and Services | 22 |
| 8.4 Coverage options | 25 |
| 8.5 Signature | 26 |
| 8.6 Pickup services | 26 |
| 8.7 Return to Sender | 28 |
| 8.8 Customs clearance | 29 |
| 9. Labels and documentation | 30 |
| 10. Packaging requirements | 32 |
| 11. Addressing requirements | 33 |
| 12. Depositing requirements | 34 |
| 13. Delivery options | 34 |
| 14. Accepting a commercial Order | 34 |

1. Overview

Parcel Services Shipping to the U.S. and to International Destinations is for people who need to ship documents, packets, or parcels.

All items are subject to our [size and weight restrictions](#).

The following products are available for shipping to the U.S.:

Xpresspost – USA

Xpresspost™ – USA is a fast and cost-effective delivery service.

Expedited Parcel – USA

Expedited Parcel™ – USA is an affordable ground delivery service.

Small Packet – USA (Air)

Small Packet™ - USA (Air) is a cost-effective shipping service for sending small and lightweight items.

Tracked Packet – USA

Tracked Packet™ – USA is a reliable shipping service for sending small and lightweight items.

The following products are available for shipping to International destinations:

Xpresspost – International

Xpresspost™ – International is a fast and cost-effective delivery service.

Tracked Packet – International

Tracked Packet™ – International is a reliable shipping service for sending small and lightweight items.

International Parcel – Air

International Parcel™ Air is a cost-effective shipping service to send larger parcels.

International Parcel – Surface

International Parcel™ Surface is our most economical shipping service for sending larger parcels.

Small Packet – International (Air)

Small Packet – International (Air) is a cost-effective shipping service for sending small and lightweight items.

Small Packet – International (Surface)

Small Packet – International (Surface) is our most economical shipping service for sending small and lightweight items.



Please note:

Products and services are subject to the terms and conditions outlined in the [General Terms and Conditions](#).

Our Parcel Services are also available with a Standing Offer Agreement. If you're a customer with a Standing Offer Agreement, you must consult the Parcel Services customer guide to get detailed information and applicable terms and conditions. Customers with a Standing Offer Agreement may also consult our [list of Parcel Services support documents](#) or call a Commercial Service Network representative at 1-866-757-5480 for general information.

2. Unacceptable items

You're solely responsible for ensuring that your item is acceptable for mailing.

Any item is considered unacceptable if it:

- Is a dangerous substance or article prohibited by law
- Contains a dangerous substance or article prohibited by law
- Doesn't meet the size and weight specifications for the service
- May:

- Soil, taint, or damage mail or mail equipment
- Expose a person to danger
- Emit offensive odours or odours of any kind
- Contains food perishables or live animals that don't meet applicable shipping requirements
- Is improperly prepared or insecurely packed or wrapped

We won't deliver items that:

- Are offensive and contain sexually explicit material
- Contain any information relating to:
 - Bookmakers
 - Pool-setting
 - Betting
 - Wagering
 - Unlawful schemes
- Relate to schemes to defraud the public

You have the responsibility of making sure that the contents meet all current applicable requirements and that the item or items can be shipped under Canadian legislation, including but not limited to, the:

- [Criminal Code](#)
- [**Canada Post Corporation Act**](#)
- [Non-Mailable Matter Regulations](#)
- [**Tobacco and Vaping Products Act**](#)
- [**Transportation of Dangerous Goods Act**](#)
- [General Terms and Conditions](#)

Prohibitions or restrictions on the acceptance of certain articles for mailing may apply.

Related documents

[Non-mailable matter](#)

[International destination listing](#)

[Customs requirements](#)

3. Size and weight restrictions

Each item must meet the following size and weight specifications.

In this section

- Xpresspost – USA
 - Expedited Parcel – USA
 - Tracked Packet – USA and Small Packet – USA
 - Mailing tube – USA
 - Xpresspost – International and International Parcel (to destinations accepting Oversize)
 - Xpresspost – International and International Parcel (to destinations not accepting Oversize)
 - Tracked Packet – International and Small Packet – International
 - Mailing tube – International
-

Xpresspost – USA

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|--------------------|----------------|----------------|
| <i>Length</i> | 210 mm | 1.5 m |
| | 8.3 inches | 59 inches |
| <i>Width</i> | 140 mm | 1.5 m |
| | 5.5 inches | 59 inches |

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|------------------------------------|----------------|----------------|
| <i>Height</i> | 1 mm | 1.5 m |
| | 0.039 inches | 59 inches |
| <i>Length + girth ¹</i> | Not applicable | 2.74 m |
| | | 107.9 inches |
| <i>Weight</i> | Not applicable | 30 kg |
| | | 66 pounds |

¹

Expedited Parcel – USA

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|--------------------|----------------|----------------|
| <i>Length</i> | 210 mm | 2 m |
| | 8.3 inches | 78.7 inches |
| <i>Width</i> | 140 mm | 2 m |
| | 5.5 inches | 78.7 inches |
| <i>Height</i> | 5 mm | 2 m |
| | 0.2 inches | 78.7 inches |

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|---|----------------|------------------------|
| <i>Length + girth ¹</i> | Not applicable | 2.74 m 107.9 inches |
| <i>Weight</i> | Not applicable | 30 kg 66 pounds |

1

Tracked Packet – USA and Small Packet – USA

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|---------------------------------------|----------------------|-----------------------|
| <i>Length</i> | 140 mm 5.5 inches | 600 mm 23.6 inches |
| <i>Width</i> | 90 mm 3.5 inches | 600 mm 23.6 inches |
| <i>Height</i> | 1 mm 0.039 inches | 600 mm 23.6 inches |
| <i>Length + width + height</i> | Not applicable | 900 mm 35.4 inches |

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|--------------------|----------------|--------------------|
| <i>Weight</i> | Not applicable | 2 kg 4.4 pounds |

Mailing tube – USA

We'll apply a surcharge to mailing tubes that are cylindrical, excluding when shipping via Small Packet™ and Tracked Packet™ services.

| <i>Requirement</i> | <i>Minimum</i> |
|--------------------|--|
| <i>Dimensions</i> | 210 mm x 45 mm x 45 mm 8.3 inches x 1.8 inches x 1.8 inches |
| <i>Weight</i> | 50 g 0.1 pounds |

Xpresspost – International and International Parcel (to destinations accepting Oversize)

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|--------------------|----------------|----------------|
| <i>Length</i> | 210 mm | 1.5 m |

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|------------------------------------|----------------|-----------------|
| | 8.3 inches | 59 inches |
| <i>Width</i> | 140 mm | 1.5 m |
| | 5.5 inches | 59 inches |
| <i>Height</i> | 1 mm | 1.5 m |
| | 0.039 inches | 59 inches |
| <i>Length + girth ¹</i> | Not applicable | 3 m |
| | | 118 inches |
| <i>Weight</i> | Not applicable | Up to 30 kg |
| | | Up to 66 pounds |

¹

Xpresspost – International and International Parcel (to destinations not accepting Oversize)

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|--------------------|----------------|----------------|
| <i>Length</i> | 210 mm | 1 m |

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|------------------------------------|----------------|-----------------|
| | 8.3 inches | 39.4 inches |
| <i>Width</i> | 140 mm | 1 m |
| | 5.5 inches | 39.4 inches |
| <i>Height</i> | 1 mm | 1 m |
| | 0.039 inches | 39.4 inches |
| <i>Length + girth ¹</i> | Not applicable | 2 m |
| | | 78.7 inches |
| <i>Weight</i> | Not applicable | Up to 30 kg |
| | | Up to 66 pounds |

¹

Tracked Packet – International and Small Packet – International

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|--------------------|----------------|----------------|
| <i>Length</i> | 140 mm | 600 mm |

| <i>Requirement</i> | <i>Minimum</i> | <i>Maximum</i> |
|--------------------------------|----------------|----------------|
| | 5.5 inches | 23.6 inches |
| <i>Width</i> | 90 mm | 600 mm |
| | 3.5 inches | 23.6 inches |
| <i>Height</i> | 1 mm | 600 mm |
| | 0.039 inches | 23.6 inches |
| <i>Length + width + height</i> | Not applicable | 900 mm |
| | | 35.4 inches |
| <i>Weight</i> | Not applicable | 2 kg |
| | | 4.4 pounds |

Mailing tube – International

We'll apply a surcharge to mailing tubes that are cylindrical, excluding when shipping via Small Packet™ and Tracked Packet™ services.

| <i>Requirement</i> | <i>Minimum</i> |
|--------------------|-------------------------------|
| <i>Dimensions</i> | 210 mm x 45 mm x 45 mm |
| | 8.3 inches x 1.8 inches x 1.8 |

| <i>Requirement</i> | <i>Minimum</i> |
|--------------------|----------------|
| | inches |
| Weight | 50 g |
| | 0.1 pounds |

For the maximum weight accepted by each destination, refer to either the:

- [International destination listing](#)
- or
- [International shipping chart](#)

If we can't determine the dimensions and weight of any returned parcel, we reserve the right to charge based on a default weight of 1 kg (2.2 pounds) for domestic Parcel Services and 750 g (26.4 ounces) for Prepaid envelopes and labels.

For an odd-shaped non-rectangular item, we take measurements at the widest points.

The ***Weights and Measures Act and Regulations*** and its terms and conditions govern weight and measurement. Visit the [Measurement Canada website](#) for details.

Out-of-spec surcharge

We consider an item out-of-spec if it exceeds our maximum size or weight specifications in the above tables.

We'll apply a surcharge to an out-of-spec item that comes into our possession. At any point, we may refuse the item or return it to the shipper. We may deliver the item at our sole discretion and we may apply extra fees.

4. Pricing

To get information on pricing ¹ see our:

- [Consumer \(counter\) prices](#)

- [Business prices \(including Solutions for Small Business\)](#)

¹ Volumetric equivalent of actual weight may apply. See [ABCs of mailing](#) for more information.

5. Acceptable methods of payment

Acceptable methods of payment for consumers and Solutions for Small Business customers using Parcel Services include:

- Cash
- Certified cheque
- Credit card ¹
- Debit card ¹
- Money order

Terms and conditions apply.

For more information, see [Paying for your mailing](#).

¹ Where available.

6. Acceptable proofs of payment

Acceptable proofs of payment for consumers and Solutions for Small Business customers using Parcel Services include:

- Meter impression
- Postage stamp
- Postal indicia

Terms and conditions apply.

For more information, see [Paying for your mailing](#).

7. Delivery standards

This is an overview of delivery standards for Parcel Services shipping to the U.S. and to International destinations.

Parcel Services (U.S. and International) delivery standards

| <i>Service</i> | <i>U.S. delivery standard (in business days)</i> | <i>International delivery standard (in business days)</i> |
|--|--|---|
| <i>Xpresspost™ – USA</i> | 2 and 3 days | Not available |
| <i>Expedited Parcel™ – USA</i> | 4 to 7 days | Not available |
| <i>Tracked Packet™ – USA</i> | 4 to 7 days | Not available |
| <i>Xpresspost™ – International</i> | Not available | 4 to 7 days (for most destinations) |
| <i>Tracked Packet™ – International</i> | Not available | 6 to 10 days |
| <i>International Parcel™(Air)</i> | Not available | 6 to 10 days |
| <i>International Parcel™(Surface)</i> | Not available | 4 to 12 weeks |

| <i>Service</i> | <i>U.S. delivery standard (in business days)</i> | <i>International delivery standard (in business days)</i> |
|--------------------------------|--|---|
| <i>Small Packet™ (Air)</i> | 5 to 8 days | 6 to 12 days |
| <i>Small Packet™ (Surface)</i> | Not available | 4 to 12 weeks |

Important information about Parcel Services (U.S. and International) delivery standards

Delivery standards are the expected transit time – in business days – from the day of deposit (day 0) to the day delivery was first attempted.

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.

Delivery standards exclude the day of mailing, weekends, statutory holidays, and time in customs.

We consider an item deposited on a weekend, statutory holiday, or after local cut-off times as deposited on the following business day.

Please note: Business days and observed holidays may vary for U.S. and International destinations. Depending on availability in the U.S. or select destinations, items may be delivered on a Saturday. Saturday doesn't count as a business day for delivery standards.

Our On-Time Delivery Guarantee applies to some services (see the table on the [Features and options overview page](#)). Except where the On-Time Delivery Guarantee applies, all delivery standards are estimates only and aren't guaranteed. The On-Time Delivery Guarantee may be modified during a peak period or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to:

- Acts of God
- Inclement weather
- 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 is subject to terms and conditions. For more information, see the [General Terms and Conditions](#).

Delivery Standards are subject to change without notice. Terms and conditions apply. For more information, visit our [Delivery standards page](#).

8. Features and options

8.1 Features and options overview

A feature is provided automatically as part of the basic service. For certain features, there may be a fee.

An option is a service enhancement that's not included automatically as part of the basic service.

If you want to add an option to your selected service, you must select the option at the time of shipping to ensure it's properly captured and linked to the unique tracking number.

You may select options when:

- Using our Electronic Shipping Tools (EST)
- Using Snap Ship
- You affix an extra Canada Post approved label or sticker on the shipping label

Most options are available for an extra fee.

Features and options for Parcel Services – U.S.

Legend:

✓ means the feature is included with the service

\$ means the option comes with an extra fee

— means the feature or option isn't available with the service

| <i>Features and options</i> | <i>Xpresspost™ – USA</i> | <i>Expedited Parcel™ – USA</i> | <i>Tracked Packet™ – USA</i> | <i>Small Packet™ – USA (Air)</i> |
|---|--------------------------|--------------------------------|------------------------------|----------------------------------|
| <u><i>On-Time Delivery Guarantee</i></u> | ✓ | — | — | — |
| <i>Tracking Events and Services</i> | | | | |
| <u><i>Tracking and Delivery Confirmation</i></u> | ✓ | ✓ | ✓ | — |
| <u><i>Delivery updates (by email and text message)</i></u> | ✓ | ✓ | ✓ | — |
| <u><i>Delivery to a post office box (where available)</i></u> | ✓ | ✓ | ✓ | ✓ |
| <i>Coverage options</i> | | | | |
| <u><i>Liability coverage (up to \$100)</i></u> | ✓ | ✓ | ✓ | — |
| <u><i>Additional Liability coverage (up to \$1,000)</i></u> | \$ | \$ | — | — |

| <i>Features and options</i> | <i>Xpresspost™ – USA</i> | <i>Expedited Parcel™ – USA</i> | <i>Tracked Packet™ – USA</i> | <i>Small Packet™ – USA (Air)</i> |
|---|--------------------------|--------------------------------|------------------------------|----------------------------------|
| <i>Signature</i> | | | | |
| <u><i>Signature</i></u> | ✓ | — | — | — |
| <i>Pickup services</i> | | | | |
| <u><i>Recurring (Scheduled) Pickup</i></u> | \$ | \$ | \$ | \$ |
| <u><i>One-time On-Demand Pickup</i></u> | \$ | \$ | \$ | \$ |
| <u><i>One-time Third-Party On-Demand Pickup</i></u> | \$ | \$ | \$ | \$ |
| <i>Returns</i> | | | | |
| <u><i>Return to Sender</i></u> | \$ | \$ | \$ | \$ |
| <i>Customs clearance</i> | | | | |
| <u><i>Postal presentation</i></u> | ✓ | ✓ | ✓ | ✓ |
| <u><i>Commercial clearance</i></u> | — | — | — | — |

Features and options for Parcel Services – International

Legend:

✓ means the feature is included with the service

\$ means the option comes with an extra fee

— means the feature or option isn't available with the service

| <i>Features and options</i> | <i>Xpresspost™ - International</i> | <i>International Parcel™ (Air and Surface)</i> | <i>Tracked Packet™ - International</i> | <i>Small Packet™ - International (Air and Surface)</i> |
|---|------------------------------------|--|--|--|
| <u><i>On-Time Delivery Guarantee</i></u> | Available to certain destinations | — | — | — |
| <i>Tracking Events and Services</i> | | | | |
| <u><i>Tracking and Delivery Confirmation</i></u> | ✓ | — | ✓ | — |
| <u><i>Delivery updates (by email and text message)</i></u> | ✓ | — | ✓ | — |
| <u><i>Delivery to a post office box (in destination, where offered)</i></u> | ✓ | ✓ | ✓ | ✓ |
| <i>Coverage options</i> | | | | |
| <u><i>Liability coverage</i></u> | ✓ | ✓ | ✓ | — |

| <i>Features and options</i> | <i>Xpresspost™ - International</i> | <i>International Parcel™ (Air and Surface)</i> | <i>Tracked Packet™ - International</i> | <i>Small Packet™ - International (Air and Surface)</i> |
|---|---|--|--|--|
| <i>(up to \$100)</i> | | | | |
| <i><u>Additional Liability coverage (up to \$1,000)</u></i> | \$ | \$ | — | — |
| <i><u>Signature</u></i> | | | | |
| <i><u>Signature</u></i> | ✓ (only the signatory name is available) | — | — | — |
| <i><u>Pickup services</u></i> | | | | |
| <i><u>Recurring (Scheduled) Pickup</u></i> | \$ | \$ | \$ | \$ |
| <i><u>One-time On-Demand Pickup</u></i> | \$ | \$ | \$ | \$ |
| <i><u>One-time Third-Party On-Demand Pickup</u></i> | \$ | \$ | \$ | \$ |
| <i><u>Returns</u></i> | | | | |

| <i>Features and options</i> | <i>Xpresspost™ - International</i> | <i>International Parcel™ (Air and Surface)</i> | <i>Tracked Packet™ - International</i> | <i>Small Packet™ - International (Air and Surface)</i> |
|------------------------------------|------------------------------------|--|--|--|
| <u><i>Return to Sender</i></u> | \$ | \$ | \$ | \$ |
| <i>Customs clearance</i> | | | | |
| <u><i>Postal presentation</i></u> | ✓ | ✓ | ✓ | ✓ |
| <u><i>Commercial clearance</i></u> | — | — | — | — |

8.2 On-Time Delivery Guarantee

We offer replacement service or credit equivalent to the shipping charges if we don't deliver your shipment on time, as measured against the published delivery standards. Terms and conditions apply. See the [General Terms and Conditions](#) for more information.

It's your responsibility to make sure that the address information is complete, accurate, and legible.

This includes, but isn't limited to:

- Origin and destination
- Valid postal code
- Sender name and/or company name
- Recipient name and/or recipient company name
- Recipient telephone number

Please note:

- When the shipping label is incomplete or illegible, On-Time Delivery Guarantee isn't available for Xpresspost™ – USA and Xpresspost™ – International. Failure to comply

may result in any one or more of the following:

- The item being returned to sender for proper completion
- Delays
- Non-delivery
- Voided delivery guarantees (if applicable)
- Fines
- Customs seizure at the international destination
- The On-Time Delivery Guarantee feature doesn't apply to a post office box address, food items, or items mailed to U.S. territories and possessions or United States Army Post Offices (APOs) or military installations. Other exclusions apply.
- The On-Time Delivery Guarantee may be modified during a peak period.
- The On-Time Delivery Guarantee doesn't apply in the case of delay or non-delivery caused by an event beyond our control 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.

8.3 Tracking Events and Services

Tracking gives you the latest information on the location and status of your item. We update our information as it becomes available.

In this section

- Tracking and Delivery Confirmation
- Delivery updates

- Delivery to a post office box
-

Tracking and Delivery Confirmation

We've deployed systems and capabilities throughout the delivery network to scan barcodes and track items when:

- You use Electronic Shipping Tools (EST), Shipping Manager, or Snap Ship to create a shipping Order electronically
- We first accept the item via:
 - An Automated Post Office
 - A Postal Facility
 - One-time On-Demand Pickup
 - One-time Third-party On-demand Pickup
- We sort and prepare a deposited item for dispatch to the postal administration or designated operator

Tracking of items by a postal administration or designated operator is available:

- When the item reaches the destination
- If the item goes through the detailed customs inspection process
- When the item reaches the final stages of the delivery process (attempted delivery or successful delivery)

Please note: We'll provide tracking information for delivery confirmation upon delivery or attempted delivery from the postal administration or designated operator. This provides positive information that the item arrived at its destination. The item number (ID) is scanned, and the date captured.

The information is usually available:

- By noon the next business day after delivery
- Via an automated phone response system
- Online (www.canadapost.ca)

Delivery Confirmation isn't available for items mailed to American military post offices or U.S. territory addresses.

Delivery updates

By email

Delivery updates is a free option that allows you to receive email notifications of item-tracking events as they occur.

This option is available when you create a parcel Order with our Electronic Shipping Tools (EST) or Snap Ship.

The option is also available if you use Track at canadapost.ca.

You may enter a total of four email addresses per shipment.

Delivery updates tracking-event types include:

Ship - Indicates that the shipment Order has been created, and that someone has given us the item for delivery (only available when using EST or Snap Ship). (Available with email notifications)

Exception - Notifies you of any unforeseen delivery interruptions. (Available with email and text message notifications)

For example:

- Items that are returned to the sender or refused
- Items delayed due to circumstances beyond our control
- Addressing errors
- Transportation errors

Delivery - Notifies you (available with email and text message) when the item is:

- Out for delivery
- Ready for pickup at a post office
- Confirmed delivered to a residence, community mailbox, or parcel locker

Online

We commit to providing a delivery scan event for every barcoded item that's:

- Successfully delivered
- Determined to be undeliverable and returned to the sender

This event gives electronic confirmation of the delivery status. Upon delivery, or attempted delivery, the tracking number is scanned, and the system captures the date and time. This information is usually available on our [Track page](#) immediately after delivery and no later than noon the next business day after delivery.

By phone

You can receive updates through an automated phone response system by [contacting customer service](#).

Delivery to a post office box

Items will be delivered to a post office box in a destination where this type of delivery is available. Items addressed to a post office box aren't eligible for the On-Time Delivery Guarantee or the Money Back Guarantee.

8.4 Coverage options

Liability coverage

We include up to CAN\$100 in the fee (excluding Small Packet™). You must enter the declared value of the item on the shipping label and other documentation if applicable.

Coverage isn't available for documents, shipments containing food products, and items excluded from liability coverage in the [General Terms and Conditions](#).

Terms and conditions apply. See [Limitation of Liability in the General Terms and Conditions](#) for more information.

Additional Liability Coverage

Additional Liability Coverage of up to CAN\$1,000 is available for certain shipments (for a fee). You must select all options at the time of shipping to make sure they're properly captured and linked to the unique tracking number. You must declare the covered value of the item on the shipping documentation. Terms and conditions apply. See the [General Terms and Conditions](#) for more information.



Please note:

To figure out if coverage is available for a shipping destination, refer to either the:

- [International destination listing tool](#)
- or
- [International shipping chart](#)

8.5 Signature

Signature ensures that a personal hand-off of the item occurs at delivery and provides proof of this activity. You can get the name of the signatory by visiting our [Support page](#) (exceptions may apply in some areas).

We automatically include Signature in the service at no extra charge and provide it when available for:

- Xpresspost™ – International
- Xpresspost™ – USA

8.6 Pickup services

We offer convenient parcel pickup services. If you have parcels that are ready to ship, let us pick them up for you.

In this section

- Recurring (Scheduled) Pickup
- One-time On-Demand Pickup
- One-time Third-Party On-Demand Pickup

Recurring (Scheduled) Pickup

The Recurring (Scheduled) Pickup service is suited to more frequent shippers. Recurring (Scheduled) Pickup is available on business days and may be arranged at a mutually agreed time, ensuring efficient deposit of your items into our delivery network.

We base Recurring (Scheduled) Pickup fees on your total annual parcel shipping purchases per pickup location. A weekly fee makes it easier to plan and budget, particularly if shipment volumes fluctuate from week to week. There are three Recurring (Scheduled) Pickup fee levels:

Recurring (Scheduled) Pickup fee levels

Annual parcel shipping purchases

Recurring (Scheduled) Pickup fees

\$15,000 or more

No fee

Between \$2,500 and \$14,999

Available for a weekly fee

Less than \$2,500

Recurring (Scheduled) Pickup isn't available



Please note:

Annual (12 month) parcel shipping purchases include parcel shipping and associated option fees, but exclude pickup fees and taxes.

We'll review your parcel shipping purchases per pickup location to determine your pickup service availability and associated fees.

Recurring (Scheduled) Pickup is available to:

- Customers with a Standing Offer Agreement (paying by account or by credit card)
- Solutions for Small Business cardholders (paying by credit card)

We'll combine shipping purchases of U.S. and International Parcel Services with shipping purchases of Canadian Parcel Services to determine your weekly fee.

One-time On-Demand Pickup

Use the One-time On-Demand Pickup service to arrange a one-time pickup at a time that's convenient for your business. We'll apply a pickup fee per stop unless shipping using Priority.

You can arrange pickups:

- Up to 90 days in advance using an account number or a credit card saved in your profile as a method of payment
- 5 business days in advance without a credit card saved in your profile

- On the same business day, if you make the request before the local call-in cut-off times

One-time Third-Party On-Demand Pickup

One-time Third-Party On-Demand Pickup allows you to authorize a Canada Post pickup at a third-party location or at another address. You can arrange for the third-party pickup yourself or give your Canada Post account number to a third party to arrange for the One-time On-Demand Pickup. If you want to let a third party use your account number for a One-time Third-Party On-Demand Pickup, contact your sales representative.

Visit our [Request a pickup page](#) at any time or [contact customer service](#) during business hours to:

- Arrange a One-time On-Demand Pickup
- Confirm pickup availability
- Check call-in cut-off times for your area

8.7 Return to Sender

Items that can't be delivered will be returned to the sender for a fee, payable by the sender.

Where the item bears postage stamps or a meter impression denoting the original amount of postage, the item will be returned for an amount equal to the original postage (less any option fee) using the postage due process.

The return of an item depends on the regulations for return of mail in the specific destination.

Items are returned to the sender when:

- The addressee refuses or doesn't claim the item
- The delivery address is incomplete or doesn't exist
- The addressee is no longer at the address and no forwarding address is available
- An improper shipping label has been applied
- The item's dimensions or weight exceeds the allowed maximum
- The item's customs and content information are incomplete or illegible
- The item bears a tracking number that was used on a previous shipment
- The destination refuses entry to the item

You're responsible for the Return to Sender service fee, regardless of the reason for the return. We treat returned items you refuse (as the shipper in Canada) as undeliverable and dispose of them or recycle them at your expense, as per our policy on undeliverable items.



Please note:

We include liability coverage against loss or damages of up to CAN\$100 for:

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

Additional Liability Coverage isn't available.

8.8 Customs clearance

Postal presentation

Postal presentation and handling are available for U.S. and International services.

We tender the shipped item to the receiving destination's designated postal operator. The receiving postal administration or designated operator presents the item for clearance and assessment of duties and taxes.

Visit our [Customs form page](#) to enter complete customs and package content information. The Customs form will generate a barcode that can be printed or sent to any mobile device. The barcode will be scanned at the post office to make depositing the item easier.

You need to input mandatory customs and item content information to process a shipment if you use:

- Electronic Shipping Tools (EST)

- Snap Ship
- A third-party shipping system approved by Canada Post
- A custom developed shipping software approved by Canada Post

Failure to do so may result in any or all of the following:

- The item being returned to the sender for proper completion
- Delays
- Non-delivery
- Voided delivery guarantees (if applicable)
- Fines
- Customs seizure at the international destination

9. Labels and documentation

Every item must have:

- A shipping label which must be visible and affixed flat and wrinkle-free to the largest side of the item. Avoid wrapping the label around the edges of the item or applying it in a manner that makes it difficult to scan the barcode.
- A complete address, including but not limited to:
 - Origin and destination
 - Valid Postal Code
 - Sender name or company name
 - Sender telephone number
 - Recipient name or recipient company name
 - Recipient telephone number
- An acceptable proof of payment.
- Item content information accurately completed for each item in the electronic Customs Declaration part of the shipping label. The information must include the:
 - Sender's name, telephone number and address;
 - Recipient's name, telephone number and address
 - Reason for export
 - Non-delivery instructions
 - Quantity
 - Description

- Unit value, including currency
- Weight information
- Any accompanying document (invoice, licence, certificate, permit, and so on) required by the destination.
- The declared value indicated in the electronic Customs Declaration part of the shipping label.
- Harmonized system (HS) code is strongly recommended to avoid delays (further facilitates customs clearance and ensures accurate application of duties and taxes); there are many European countries where delays are common due to a missing HS code.

Please note:

- It's your responsibility to make sure all electronic customs documentation and item content information and certificates for the goods you ship are provided and that the documents are complete, accurate, and legible. Failure to do so may result in any or all of the following:
 - The item being returned to sender at your expense
 - Delays
 - Non-delivery
 - Voided guarantees (if applicable)
 - Fines
 - Customs seizure in the international destination
- You must provide customs and item content information in English or French. You can translate the information into the language of the destination. Shipping documentation may be sent or shared with domestic or international customs and postal administrations or designated postal operators. The information will be used to facilitate customs formalities in respect of, or for the delivery of, postal items. For more information about our personal information practices, visit our [Privacy Centre](#).
- You should contact the appropriate local bureau of the Department of Foreign Affairs and International Trade for information about:
 - Tariffs, taxes, and other import charges
 - Any requirements for certificates of origin

You may access permits and certificates from the [Trade Documentation website](#). Also, see our [Customs requirements page](#) for more information.

- You must not use Business Reply Mail™ addresses for Parcel Services.

Indicia and other markings

Except for those markings required by us for the mailing of an item, no other indicia or markings may appear on the item unless they're Canada Post approved.

Application of the Canada Post authorized indicia and other markings must follow the requirements as set out on our [Postal indicia requirements page](#).

Please note: All International Parcel or Small Packet™ items intended for transmission by air mail must bear the words “PAR AVION” printed in block lettering.

The words must be:

- On the address side of the item in the upper left-hand corner
- Under the sender's name and address
- In bold capital letters in black or blue ink or in bold capital letters in white on a blue or black label

Similarly, you may add the words “AIR MAIL” printed in block lettering to the item.

10. Packaging requirements

You must securely package all items with enough cushioning and reinforcing material to prevent:

- Loss of or damage to the items
- Damage to postal equipment or other mail
- Injury to people handling the items

Items may be subject to delay or may be refused and returned to the sender at your expense if:

- You improperly package or label the items
- The items are missing or showing illegible customs or item content information on the shipping label
- You mis-declare the items or the items lack proper documentation

You may need to pick up the item if shipping could damage the item further.

Customers who ship Oversize or unpackaged items (pails, tires, and so on) must pay a surcharge.



Please note:

- We never combine the Oversize Surcharge and Unpackaged Items Surcharge. If you pay the Unpackaged Items Surcharge, then we waive the Oversize Surcharge and vice versa.
- FedEx has the right to open and inspect any shipment to make sure it doesn't contain prohibited or dangerous goods.

11. Addressing requirements

The address information on the shipping label must be:

- Legible
- Completed correctly as specified in our [Addressing guidelines](#) including, but not limited to:
 - The recipient name or recipient company name
 - Recipient telephone number

If any addressing deficiency causes a delay in delivery of an item, the service guarantee won't apply.

Xpresspost – International destination list

See the [International shipping chart](#) for a list of selected destinations and to see if it's acceptable to address the item to a PO box and where Signature is available.

Tracked Packet – International destination list

For a list of selected destinations, see the [International shipping chart](#).



Please note:

- It's mandatory to include a U.S. ZIP code for all U.S. destinations.
- You're responsible for signing all documentation where applicable. Employees aren't allowed to sign the shipping label or the Invoice Declaration/Commercial Invoice on the sender's behalf.

12. Depositing requirements

We offer the following options for the deposit of items:

Post office

You may deposit items at a post office during advertised hours of acceptance.

Street letter box

If size permits, and a manifest doesn't need to accompany the item, you may deposit items processed with the online version of Electronic Shipping Tools (EST) into a street letter box.

13. Delivery options

All items will be delivered under the procedures of the destination.

14. Accepting a commercial Order

Before accepting a commercial mailing, make sure:

- Each parcel has a unique shipping label affixed to it and listed on the manifest. A completed manifest may be submitted with a shipment containing more than one parcel.
- A bill of lading form is acting as a combination manifest/shipping label for a single item.
- Items bear a full and complete "to" address and a Canadian return address.
- Item weight doesn't exceed 30 kg (Canada). This may be less for parcels to international destinations.
- Each item's shipping label delivery options, dimensions, and weight match the Order documents.
- Each item has an official Canada Post barcode that's:

- Intact
 - Legible (not covered up)
 - Flat (not folded, crinkled, or creased)
 - Ideally placed lengthwise on the item
- Barcodes aren't folded around or over the side of the item.