

Parcels Price and Services Overview of Changes Effective January 14, 2019, unless otherwise noted



This overview is a notice of the changes affecting the services you or an authorized user of your agreement with Canada Post use. **Please share this information with the appropriate representatives within your organization.**

On January 14, 2019, we are introducing price and product changes to our Domestic, USA and International Parcel Services to help us meet increased demand, and continue to invest in our plants, network and products.

The following products are affected by the 2019 price and service changes:

Domestic

Priority™
Xpresspost™
Xpresspost™ Certified
Xpresspost™ Banking
Expedited Parcel™
Regular Parcel™
Library Materials
Day Old Chicks

USA/International

Priority™ Worldwide
Xpresspost™ – USA and International
Expedited Parcel™ – USA
International Air and Surface Parcel
Small Packet™ – USA and International
Tracked Packet™ – USA and International

Average price increase

Domestic

Prices for Domestic Parcel Services will increase by an overall average of 4% for most customers depending on individual shipping profiles which is consistent with the 2018 increase.

USA/International

Prices for USA/International Parcel Services, depending on individual shipping profiles, will see an average increase of 2% for most customers.

Overview of product changes

- Introduction of Signature as a service feature to Xpresspost-International.
- Introduction of new 1.5 kg and 2.0 kg weight steps for *Tracked Packet - USA* and *Small Packet USA - Air* items.
- Changes to features, options and surcharge prices (refer to the Customer Guide for detailed specifications):
 - Signature option fee will increase to \$1.75
 - Proof of Age fee will increase to \$3
 - Mailing Tube surcharge will increase to \$2
 - Oversize and Unpackaged price will be \$12 per item (Oversize fee will apply if one side is longer than one metre and/or if the second longest side is greater than 76 cm)
 - A surcharge of \$100 for items that exceed the maximum size or weight specifications

Safe shipping practices reminder

Below are some important safe shipping practices. Handling items that exceed our documented parcel specifications can be hazardous for our employees whose safety is our top priority. Following safe shipping practices also ensures your shipments arrive at their final destination safely, securely and on time. We thank you for your understanding and cooperation.

■ Follow all parcel specifications for more efficient delivery

To avoid any possible issues or delays in processing, please ensure your items are prepared following all parcel specifications. For more details, please see the *Parcel Services Customer Guide, Section 6.1: Minimum and maximum sizes and weights* at canadapost.ca/parcelservices.

■ Use the new lithium battery mark



The lithium battery handling label has been revised for global use and is now known as the lithium battery mark (see image to the left).

Use this new mark on parcels that require a lithium battery label as of January 1, 2019. For more information on shipping lithium batteries, refer to the *ABCs of Mailing* at canadapost.ca/postalguide.

■ Avoid unstable shipping pallets

There has been an increase in shipping pallets arriving at Canada Post facilities with loads that are unstable or over the maximum height, creating a safety hazard for our employees.

- Please avoid stacking heavy or large, irregular items on top of lighter items as this can unbalance the pallet.
- The maximum allowable height for a pallet is 178 cm (70 inches).

Preparing pallets in accordance with our *Parcel Services Customer Guide, Section 6.8: Depositing your items at Canada Post* at canadapost.ca/parcelservices helps ensure your shipment is processed efficiently and delivered on time. It also reduces the risk of injury for our employees.