

Parcels Price and Services Overview of Changes

Effective January 15, 2018 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.**

The following products are affected by the 2018 price and service changes:

Domestic

Priority™
Xpresspost™
Xpresspost™ Certified
Xpresspost™ Banking
Expedited Parcel™
Regular Parcel™
Library Materials

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

As e-commerce and parcel shipments continue to grow, we are adjusting our pricing to help us meet increased demand, and the expectations of retailers and consumers for more convenience, flexibility and control. Aligning our rates to the market also allows us to continue investing in our plants, network and products.

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 2017 increase.

USA/International

Prices for USA/International Parcel Services, depending on individual shipping profiles, will see an average increase of 1.2% for most customers.

Change of density factor for Expedited Parcel

- To align with competitors, Canada Post will move to a density factor of 5,000 for Expedited Parcels. Priority and Xpresspost services moved to a 5,000 density factor in 2015. Regular Parcels will remain at the current density factor of 6,000.

New 0 to 100 g weight step for Small Packet (Air) and Tracked Packet

- Light Packet Services will be discontinued in favour of our value-added Small Packet service which offers a number of benefits including: fewer size restrictions, ability to print labels online, improved delivery times, and a new 0 to 100 g weight category.

New surcharge for suspended orders

- A new \$25 surcharge will be applied to all orders that suspend during the automated system validation process. Suspended orders require manual intervention to address the issue and reprocess the file (e.g., for missing mandatory information such as weight, postal code, content).

Redesigned manual shipping labels and prepaid envelopes

The final phase of our label redesign project takes effect January 15, 2018 and will affect manual shipping labels and prepaid envelopes. The new labels are easier to read and provide standardization across all labels. The key changes to be aware of are:

- The destination address is now at the top of the new label instead of the bottom.
- The barcode is more prominent.
- The signature option box has been moved to the middle of the label.

Reminder: Manual (non-barcoded) Small Packet labels to be discontinued

The manual (non-barcoded) Small Packet label will be discontinued as of January 15, 2018. These labels will no longer be available to order, but you may use up existing stock.

To continue using Small Packet services, you can bring your items to any automated post office to ensure barcoded labels are applied. You can also use an electronic shipping platform, such as our Electronic Shipping Tool (EST), to create barcoded labels at your place of business. EST is a secure shipping application that helps prepare your mailings using barcoded labels, creates your mailing documents, tracks your shipments and provides quotes on our shipping services, rates and features.

If you're a Solutions for Small Business customer, or a commercial customer without a parcel agreement – Snap Ship's for you. Keep in mind that Snap Ship is designed for customers shipping fewer than 50 parcels per day. If you ship more than that, you need EST 2.0. We encourage you to visit our website at canadapost.ca/shipping to learn how to register for and use any of our free shipping tools before you run out of stock.