



Preparing for the 2022 Holiday Season

Helping your business prepare for your busiest time of year.



This year's peak season is from **October 31, 2022, to January 15, 2023**

We're scaling up our operations and enhancing our network to support your business through this holiday season.

With additional staff, vehicles, extended hours at select retail locations, and additional pickup locations, we are committed to delivering a service you can count on.

Key mailing dates

 Canada Delivery standards between most major centres in Canada				
Zone	Priority™	Xpresspost™	Expedited Parcel™	Regular Parcel™
Local	December 22	December 22	December 21	December 20
Regional	December 21	December 21	December 19-21	December 16-20
National	December 21	December 21	December 13-20	December 9-19

Anticipated mailing dates as of August – subject to change without notice. During peak season, on-time delivery guarantees will be paid when delivery occurs two or more business days after the published delivery standards.

 United States				
Cards	Priority™ Worldwide	Xpresspost™	Expedited Parcel™	Tracked Packet™ / Small Packet™
December 12	December 21	December 15	December 13	December 12

Visit canadapost.ca/servicealerts to see the latest information on suspended destinations and delays to U.S. and international destinations.

Delivery standards are based on normal delivery conditions and are subject to change without notice. The on-time delivery guarantee may be modified during a peak period (see canadapost.ca/notice) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, delays in customs, equipment failures or unanticipated surges in volume. Find the delivery standard from your postal code to a U.S. destination at canadapost.ca/deliverystandards.



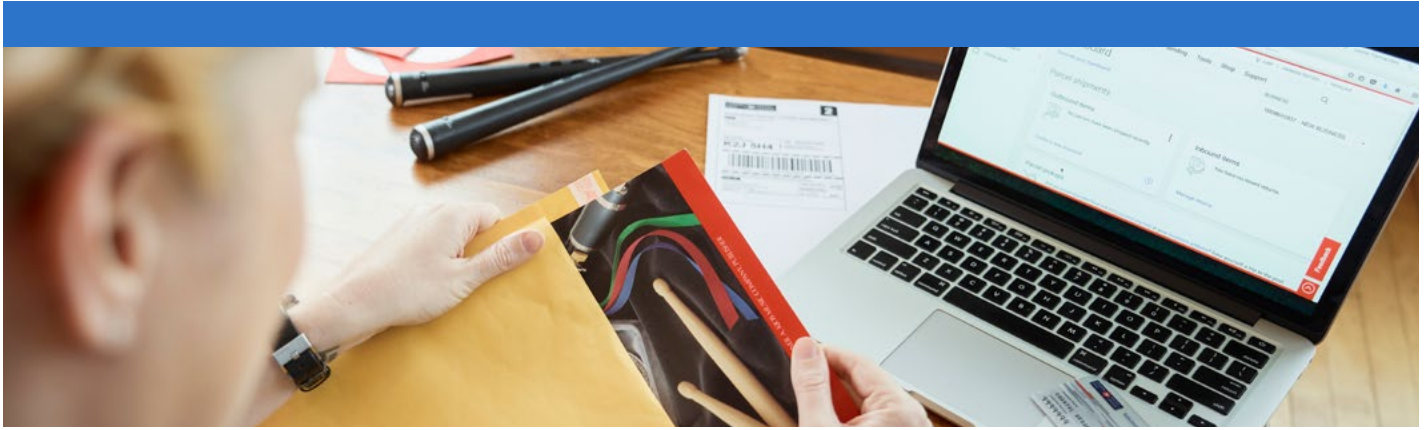
Pickups

Plan ahead and be prepared that an increase in your sales might require more frequent pickups!

Canada Post offers pickup services in most urban and suburban areas. Visit canadapost.ca/pickup and use the Online Pickup Request tool to:

- Schedule on-demand and recurring (scheduled) pickup requests.
- Cancel or modify an existing pickup request.

Request pickups as far in advance as possible and provide details at time of request.



Manifesting for EST 2.0

- Canada Post's Electronic Shipping Tools (EST) 2.0 shipping system prints shipping labels, transmits the electronic version of the manifest to Canada Post, and prints paper copies of the manifest. **The paper copy of the manifest must accompany all items dropped off or picked up.**
- The electronic manifest data file containing complete and accurate shipment information must be transmitted to Canada Post on the same day and prior to drop-off or pickup of that shipment. Items where the electronic manifest data file has not been transmitted at the time of drop-off or pickup **may be refused or will be subject to a surcharge (\$1.50 per item).**



Peak season delivery guarantees

The Canada Post on-time guarantee policy is modified during peak season.

Note: Claims for late deliveries may only be submitted if an item sent within Canada via Priority™, Xpresspost™ and Expedited Parcel™ is delivered two or more business days after the published delivery standards.

For more information on how to file a claim, visit canadapost.ca/support.

Find the delivery standard from your postal code to a Canadian destination at canadapost.ca/deliverytool.

For more information about delivery standards, review section 2.5 in the [Canada Post Parcel Services Customer Guide](#).



Peak season surcharges

Avoid additional charges!

Review our shipping requirements and specifications to avoid unexpected surcharges.

Out-of-spec surcharge of \$400

Items where the **weight** is greater than 30 kg and/or one side is greater than 2 m and/or length + girth is greater than 3 m.

Oversize surcharge of \$25

Items where the **length** of the item is > 1 metre and/or where the second longest side is greater than 76 cm.

Unpackaged surcharge of \$25

Items that are not packaged – for example, tires. For more information on how to measure your item, review section 6.1 of the [Canada Post Parcel Services Customer Guide](#).



Dangerous goods

If you are uncertain whether your items are dangerous for shipping:

- Verify with the manufacturer or supplier.
- Call the Canadian Transport Emergency Centre (CANUTEC) at 1-613-992-4624.
- Visit Transport Canada's website at www.tc.canada.ca.

Refer to ABCs of mailing and Non-mailable matter sections of the *Postal Guide* at canadapost.ca/postalguide for more information on shipment requirements about contents, quantities and documentation.

For more information about dangerous goods, visit canadapost.ca/dangerousgoods.



Online service tickets

Customers can create their own service tickets online at canadapost.ca/support for the following types of inquiries:

- Lost parcels
- Damaged parcels
- Parcels delivered to the wrong address

Please note that a service ticket cannot provide any other tracking information than what is available on canadapost.ca/track.



Use our online track tool

You can track a package with our online track tool at canadapost.ca/track and on your mobile device when you download the Canada Post app.

Track by tracking number, delivery notice card or reference number:

- In the Tracking Number(s) box, enter a tracking number. To track more than one package, press Enter and then type another tracking number.
- Select the Track button to view your results.

Remember to sign up for email notifications of delivery updates!



Stay informed on the status of our network

- Regular updates on the status of our network during peak season.
- Timely insights into any delivery challenges, any significant delays at our facilities across the country, and other situations that may impact processing and delivery.
- For daily updates on the status of the network, visit canadapost.ca/status from November 21, 2022, to January 6, 2023.



Resources

Web links:

- Service alerts: canadapost.ca/alerts
- Canada Post business content: canadapost.ca/business
- Canada Post login: canadapost.ca/businesslogin
- Canada Post online store: canadapost.ca/shop
- Pickup portal: canadapost.ca/pickup
- Track: canadapost.ca/track
- Delivery standards: canadapost.ca/deliverystandards
- Canada Post support and chat: canadapost.ca/support



Contact lines

Order desk, tracking, claims and pickups
(8 am to 8 pm, ET): 1-866-757-5480

Electronic Shipping Tools and technical helpdesk (available 24/7): 1-877-376-1212

Billing and payment department
(8 am to 8 pm, ET): 1-800-267-7651