

# Parcel Services for Contract Customers: Canada

Download customer guide

## Parcel Sevices Customer Guide effective July 2, 2025.

### List of amendments

No. 1 – 02/07/2025

#### Sections

#### Pricing:

- Find a rate
- <u>Rate code look-up</u>
- <u>Commercial Prices for Parcel Services</u>
- Fuel surcharge
- Features, options and other surcharges

#### Creating an order:

- Online solutions E-commerce solutions and shipping tools
- How to prepare a bulk manifest
- How to use a bill of lading (BOL)
- <u>Approval of customer-generated shipping</u> and container labels

#### Paying and general terms:

Payment and terms

#### Preparing:

- Addressing guidelines
- <u>ABCs of shipping</u>
- Prohibited and restricted items Non-mailable matter
- Packaging guidelines for polybags
- Packaging guide
- How to use shipping labels
- Find a postal code
- <u>AddressComplete<sup>™</sup></u>

#### Depositing:

- Find a post office
- Find a deposit location
- <u>Cut-off times</u>
- <u>Request a pick-up</u>

# **Other links**

- <u>Delivery standards</u>
- <u>E-commerce solutions</u>
- Web solutions
- Parcel returns
- Postal services information

- <u>Tracking</u>
- Delivery service alerts
- <u>Notice on rates and services</u>
- Glossary