

Improvements to Parcel Pickup Service coming in 2020

This overview is a notice of the changes which affect the services you or an authorized user of your Agreement with Canada Post use.

Canada Post is working to improve its parcel pickup services to better meet your needs. This year we have invested in our backend systems and are introducing enhancements to provide you with a more convenient and flexible service.

Effective immediately, One-Time On-Demand Pickup is free of charge when you have an active Recurring (Scheduled) Pickup in place and need an off-schedule pickup.

Beginning February 10, 2020, Canada Post will introduce several enhancements to its commercial parcel pickup service. A new and improved **Request a pickup** tool will be available at canadapost.ca/pickup, featuring a more intuitive and efficient interface that makes it easier and quicker to request pickups. With this updated tool, you will be able to:

- **Select a Primary Pickup Address** that's based on your fulfillment location. Your parcel revenue will be automatically assigned to your Primary Pickup Address.
- **Request One-Time On-Demand Pickups up to 90 days in advance.**
- **Pay via credit card or your account for Recurring (Scheduled) Pickup and One-Time On-Demand Pickup.**
- **Set up to three variable times for Recurring (Scheduled) Pickup.**

Additionally within the tool, we have streamlined pickup requests enabling us to better match vehicle and equipment to your pickup request based on the information you have provided.

For details on our parcel specifications, please see the Parcel Services Customer Guide at www.canadapost.ca/parcelservices.

Please share this information with the appropriate representative within your organization.