

# Parcel Services shipping in Canada

Last Updated: October 07, 2025

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# 1. Overview

Parcel Services shipping in Canada is for people who need to ship documents or parcels.

You must deposit the items in Canada for delivery in Canada.

The following services are available:

## Priority

Priority™ is our fastest shipping service for time-sensitive items.

## Xpresspost

Xpresspost™ is a fast and cost-effective shipping service.

## Xpresspost Certified

Xpresspost™ Certified is our document-shipping service that captures the recipient's signature on delivery of the item. This product is ideal for sending important notices or legal or court documents. If the receiver refuses to sign for the item, the item will be sent back to the original shipper (Return to Sender).

## Expedited Parcel

Expedited Parcel™ is a cost-effective ground shipping service available to customers with a Standing Offer Agreement and to Solutions for Small Business™ cardholders only.

## Regular Parcel

Regular Parcel™ is a cost-effective ground shipping service.



*Please note:*

Products and services are subject to terms and conditions set out in the [General Terms and Conditions](#).

Our Parcel Services are also available with a Standing Offer Agreement. If you're a customer with a Standing Offer Agreement, you must consult the Parcel Services customer guide to get detailed information and applicable terms and conditions. Customers with a Standing Offer Agreement may also consult our [list of Parcel Services support documents](#) or [contact us](#) for general information.

## Prepaid products

Prepaid products are flat-priced and postage included. You can buy them in advance and use them as needed.

### Prepaid envelopes

Prepaid envelopes are available for Priority and Xpresspost. Prepaid envelopes are also available for Regional and National destinations.

Prepaid envelopes include:

- On-Time Delivery Guarantee
- Delivery Confirmation and the ability to track your items online
- Up to \$100 Liability Coverage for loss or damage (shipments in Canada and to the U.S. only)

### Prepaid labels

Prepaid labels are available for Priority, Xpresspost, and Expedited Parcel services. Prepaid labels are only available to customers with a Standing Offer Agreement. You must order prepaid labels in advance, as we need to overprint them with your name and address. Prepaid labels can't be used on Oversize or unpackaged items, items to air stage offices, or items to the Nunavut, Northwest Territories, or Yukon regions.

**Note:** To set up a contract for Prepaid labels, contact your Canada Post sales representative.

### Flat rate box

Flat rate box is a convenient way to ship items (up to 5 kg [11 pounds]) in Canada.



See the [Size and weight - Prepaid products section](#) for more information.

## Xpresspost Certified

Xpresspost™ Certified is a service for sending documents that captures the recipient's signature upon delivery of the item. This service is ideal for sending important notices as well as legal and court documents. Xpresspost Certified offers features that meet certain legislative and regulatory requirements such as Automated Delivery Confirmation and signature capture. Customers are solely responsible for ensuring that the Xpresspost Certified service meets their internal, legal, and all other requirements. It's only available to customers with a Standing Offer Agreement.

We've designed the [Parcel Services customer guide](#) to give you the detailed information needed to get the most from our Xpresspost Certified service. You can also call the Commercial Service Network at 1-866-757-5480 for general information on products and services.

**Note:** To set up a contract for Xpresspost Certified products, contact your Canada Post sales representative.

## How to order prepaid envelopes and labels/return an order

To place an order:

- Visit [canadapost.ca/shop](https://canadapost.ca/shop) (for envelopes only).
- Send an email to [commercial.orderdesk@canadapost.ca](mailto:commercial.orderdesk@canadapost.ca) (for envelopes only).
- [Contact customer service](#) (envelopes or labels).

Note: Minimum and maximum order quantities apply for Prepaid products. To obtain contract information on our product and services or to place a large order, contact your Canada Post sales representative. A lead time of three to six months could be required for a large order, depending on product availability.

Customers ordering Prepaid envelopes without a pre-affixed shipping label must have an active commercial account to produce the free-of-charge labels. Customers must use their envelopes prior to closing their account.

Prepaid products should be used within three years of purchase. Canada Post cannot guarantee delivery for Prepaid products older than three years.

To make a claim for a lost or damaged order:

- [Contact customer service](#).
- Send an email to [commercial.orderdesk@canadapost.ca](mailto:commercial.orderdesk@canadapost.ca).

Note: A claim for a lost or damaged order must be made within 60 calendar days from the date of order. Proof of damage may be required.

### ***Return policy***

The item must be eligible for a return:

- The item must be new, unopened and in its original, unmarked packaging.
- Free-of-charge items (no fee for the items, not including shipping) and Prepaid commercial shipping labels are not returnable.

To return an order:

- The item must be new, unopened and in its original, unmarked packaging.
- [Contact our customer service](#) within 10 calendar days following delivery.
- We'll email you a return authorization number (if the item is eligible), a return shipping label (for returns shipped within Canada only) and instructions.
- Return the item within 30 calendar days of the date you receive the return instructions. Include the return authorization number and packing slip from your original order in your return shipment.

Note: The issued refund will be based on the original method of payment. You may incur a restocking fee. We will not refund any shipping fees.

For more information, visit ["Return items purchased online."](#)

## 2. Unacceptable items

Any item is considered unacceptable if it:

- Is a dangerous substance or article prohibited by law or defined as a dangerous good
- Contains a dangerous substance or article prohibited by law or defined as a dangerous good
- Doesn't meet the size and weight specifications for the service
- May:

- Soil, taint, or damage mail or mail equipment
- Expose a person to danger
- Emit offensive odours
- Contains food perishables or live animals that don't meet applicable shipping requirements
- Is improperly prepared or insecurely packed or wrapped

We won't deliver items that:

- Are offensive and contain sexually explicit material
- Emit an odour of any kind
- Contain any information relating to:
  - Bookmakers
  - Pool-setting
  - Betting
  - Wagering
  - Unlawful schemes
- Relate to schemes to defraud the public

You have the responsibility of making sure that the contents meet all current applicable requirements and the item or items can be shipped under Canadian legislation, including but not limited to the:

- Criminal Code
- **Canada Post Corporation Act**
- Non-Mailable Matter Regulations
- **Tobacco and Vaping Products Act**
- **Cannabis Act**
- **Transportation of Dangerous Goods Act**
- General Terms and Conditions



Prohibitions or restrictions on the acceptance of certain articles for mailing may apply. Refer to Non-mailable matter for more information.

### 3. Size and weight restrictions

Each item must meet the following size and weight specifications.

#### *In this section*

- Documents (Priority, Xpresspost, Expedited Parcel, Regular Parcel)
  - Parcels (Priority, Xpresspost, Expedited Parcel, Regular Parcel)
  - Mailing tube (Priority, Xpresspost, Expedited Parcel, Regular Parcel)
  - Oversize items
  - Out-of-spec surcharge
  - Priority envelopes (rigid paper) maximum requirements (prepaid product)
  - Xpresspost envelopes (rigid paper) maximum requirements (prepaid product)
  - Xpresspost bubble (plastic) envelopes maximum requirements (prepaid product)
  - Xpresspost Certified maximum requirements (prepaid product)
  - Flat rate box maximum requirements (prepaid product)
- 

## Documents (Priority, Xpresspost, Expedited Parcel, Regular Parcel)

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<b><i>Length</i></b>	140 mm	380 mm
	5.5 inches	15 inches
<b><i>Width</i></b>	90 mm	270 mm
	3.5 inches	10.6 inches
<b><i>Height</i></b>	1 mm	20 mm
	0.039 inches	0.79 inches
<b><i>Length + girth <sup>1</sup></i></b>	Not applicable	Not applicable
<b><i>Weight <sup>2</sup></i></b>	50 g	1.36 kg
	0.1 pounds	3 pounds

<sup>1</sup> Girth is (height x 2) + (width x 2)

<sup>2</sup>Individual items deposited weighing over 22.7 kg (50 pounds) must bear an overweight parcels sticker (33-086-456).

For an odd-shaped non-rectangular item, we take measurements at the widest points.

Weight and measurement are governed by the ***Weights and Measures Act and Regulations*** and its Terms and Conditions. Visit the [Measurement Canada website](#) for details.

## Parcels (Priority, Xpresspost, Expedited Parcel, Regular Parcel)



<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<i>Length</i>	230 mm	2 m
	9.1 inches	78.7 inches
<i>Width</i>	200 mm	2 m
	7.9 inches	78.7 inches
<i>Height</i>	25 mm	2 m
	1 inch	78.7 inches
<i>Length + girth <sup>1</sup></i>	Exceeds the maximum dimension or weight of a packet	3 m 118 inches
<i>Weight <sup>2</sup></i>	100 g	30 kg
	0.2 pounds	66 pounds

<sup>1</sup> Girth is (height x 2) + (width x 2)

<sup>2</sup> Individual items deposited weighing over 22.7 kg (50 pounds) must bear an Overweight Parcels sticker (33-086-456).

For an odd-shaped non-rectangular item, we take measurements at the widest points.

Weight and measurement are governed by the ***Weights and Measures Act and Regulations*** and its terms and conditions. Visit the [Measurement Canada website](#) for details.

# Mailing tube (Priority, Xpresspost, Expedited Parcel, Regular Parcel)

We'll apply a surcharge to mailing tubes that are cylindrical.

<i>Requirement</i>	<i>Minimum</i>	<i>Maximum</i>
<b>Size</b>	100 mm x 23 mm x 23 mm	2 m x 2 m x 2 m 78.7 inches x 78.7 inches x 78.7 inches
<sup>1</sup>	Exceeds the maximum dimension or weight of a packet	3 m 118 inches
<b>Weight</b>	50 g 0.1 pounds	30 kg 66 pounds

<sup>1</sup> Girth is (height x 2) + (width x 2)

## Oversize items

We'll apply a surcharge to all Oversize items.

We consider an item Oversize if it:

- Has any dimension exceeding 1 m (39.4 inches)

or

- Measures more than 76 cm (30 inches) along its second longest side

## Out-of-spec surcharge

We consider an item out-of-spec if it exceeds the maximum size or weight specifications in any of the above tables.

We'll apply a surcharge to an out-of-spec item. At any point, we may refuse the item or return it to the shipper. We may deliver the item at our sole discretion and we may apply extra fees.

## Prepaid products

You must order prepaid labels in advance, as we need to overprint them with your name and address. Prepaid labels are only available to customers who have signed a Standing Offer Agreement for prepaid products.

You can't use prepaid labels on:

- Oversize or unpackaged items
- Items to air stage offices
- Items to the Nunavut, Northwest Territories, or Yukon regions

## Priority envelopes (rigid paper) maximum requirements

<i>Requirement</i>	<i>Medium</i>	<i>Large</i>
<i>Length</i>	318 mm	394 mm
<i>Width</i>	241 mm	314 mm
<i>Thickness</i>	15 mm	30 mm
<i>Weight</i>	500 g	1 kg

## Xpresspost envelopes (rigid paper) maximum requirements

<i>Requirement</i>	<i>Small</i>	<i>Medium</i>	<i>Large</i>
<i>Length</i>	260 mm	318 mm	394 mm
<i>Width</i>	159 mm	241 mm	314 mm
<i>Thickness</i>	15 mm	15 mm	30 mm
<i>Weight</i>	500 g	500 g	1 kg

Value packs are available for Xpresspost™ service. A value pack includes a discount (sold in bundles of four) and is available in small and medium size.

## Xpresspost bubble (plastic) envelopes maximum requirements

<i>Requirement</i>	<i>Small</i>	<i>Large</i>
<i>Length</i>	247 mm	400 mm
<i>Width</i>	190 mm	292 mm
<i>Weight</i>	500 g	1.36 kg

## Xpresspost Certified maximum requirements

<i>Requirement</i>	<i>Small</i>
<i>Length</i>	260 mm
<i>Width</i>	159 mm
<i>Thickness</i>	15 mm
<i>Weight</i>	500 g

## Flat rate box maximum requirements

Flat rate boxes are available at post offices. You can also buy them online. No discount is available for this product.

<i>Requirement</i>	<i>Small</i>	<i>Medium</i>	<i>Large</i>
<i>Length</i>	35 cm	39 cm	40 cm
<i>Width</i>	26 cm	26 cm	30 cm
<i>Height</i>	5 cm	12 cm	19 cm
<i>Weight</i>	5 kg	5 kg	5 kg

## 4. Pricing

To get information on pricing <sup>1</sup> see our:

- [Consumer \(counter\) prices](#)
- [Business prices \(including Solutions for Small Business\)](#)

<sup>1</sup> Volumetric equivalent of actual weight may apply. See [ABCs of mailing](#) for more information.

## 5. Acceptable methods of payment

Acceptable methods of payment for consumers and Solutions for Small Business customers using Parcel Services shipping in Canada:

- Cash
- Certified cheque
- Credit card (where available)
- Debit card (where available)
- Money order

Terms and conditions apply.

For more information, see [Paying for your mailing](#).

## 6. Acceptable proofs of payment

Acceptable proofs of payment for consumers and Solutions for Small Business customers using Parcel Services shipping in Canada:

- Postage stamp
- Any electronic label generated by Canada Post shipping tools or produced at our post office locations

Terms and conditions apply.

For more information, see [Paying for your mailing](#).

## 7. Delivery standards

Here's an overview of delivery standards for Parcel Services shipping in Canada.

### Parcel Services shipping in Canada delivery standards overview

<i>Delivery area</i>	<i>Priority<sup>TM</sup></i>	<i>Xpresspost<sup>TM</sup></i>	<i>Expedited Parcel<sup>TM</sup></i>	<i>Flat rate box</i>	<i>Regular Parcel<sup>TM</sup></i>
<i>Major Urban Centres <sup>1</sup></i>					
<i>Local</i>	Next day	Next day	1 - 2 days	1 - 2 days	1 - 3 days
<i>Regional</i>	Next day	Next day	1 - 4 days	1 - 4 days	3 - 6 days
<i>National</i>	Next day	2 days	2 - 8 days	2 - 8 days	4 - 10 days
<i>Non-Major Urban Centres <sup>1</sup></i>					
<i>Local</i>	Next day	Next day	1 - 2 days	1 - 2 days	2 - 3 days
<i>Regional</i>	1 - 2 days	2 days	2 - 5 days	2 - 5 days	3 - 7 days

<i>Delivery area</i>	<i>Priority<sup>TM</sup></i>	<i>Xpresspost<sup>TM</sup></i>	<i>Expedited Parcel<sup>TM</sup></i>	<i>Flat rate box</i>	<i>Regular Parcel<sup>TM</sup></i>
<b>National</b>	1 - 3 days	3 days	4 - 12 days	4 - 12 days	4 - 13 days
<b>Northern Regions and Remote Centres <sup>1</sup></b>					
<b>Local</b>	5 days	5 days	6 - 7 days	6 - 7 days	6 - 9 days
<b>Regional</b>	5 - 7 days	5 - 7 days	6 - 14 days	6 - 14 days	6 - 14 days
<b>National</b>	5 - 8 days	5 - 8 days	6 - 14 days	6 - 14 days	7 - 14 days

<sup>1</sup> Some exceptions apply. See [Delivery standards](#) for details.

<sup>2</sup> Exact delivery standards exist for every origin-destination combination. Find the specific delivery standard from your postal code to a Canadian destination at [canadapost.ca/deliverytool](http://canadapost.ca/deliverytool).

Actual delivery times depend on origin, destination, weather conditions and other factors.

## Definition of terms

**Regional:** An item moves within the same region. For example, Vancouver to Winnipeg.

**National:** An item moves between Canadian regions. For example, Vancouver to Halifax.

**Major Urban Center:** An area with a processing facility for sorting, processing, and distributing parcels and mail.



***Non-major urban centre:*** An area without a processing facility.

## Canadian regions

### ***Atlantic***

- Newfoundland and Labrador
- Prince Edward Island
- Nova Scotia
- New Brunswick

### ***Central***

- Quebec
- Ontario (including Northwestern Ontario Postal Codes<sup>OM</sup> P7A to P7L, P8N, P8T, P9A, P9N, and P0T to P0Y)

### ***Western***

- British Columbia
- Alberta
- Saskatchewan
- Manitoba

### ***Nunavut East***

- X0A

### ***Nunavut West***

- X0B
- X0C

### ***Northwest Territories***

- X0E
- X0G
- X1A

### ***Yukon***

Yukon is its own region

## Important information about Parcel Services shipping in Canada delivery standards

- Priority service isn't available to or from air stage offices.
- On-Time Delivery Guarantee isn't available <sup>1</sup> to or from air stage offices for:
  - Xpresspost™
  - Expedited Parcel™
  - Flat rate box

<sup>1</sup> Exceptions apply.

Delivery standards are the expected transit time – in business days – from the next business day after deposit to the first delivery attempt. Delivery standards exclude the day of mailing, weekends, and statutory holidays. We consider any item deposited on a statutory holiday, on a weekend, or after local cut-off times (for example, after the last collection time specified on the street letter box or after the post office cut-off time), as deposited on the next business day.

Delivery standards don't apply to:

- Redirected or returned items
- Improperly packaged or prepared items
- Incorrectly addressed items

Other exceptions apply.

Delivery standards are subject to change without notice. Terms and conditions apply. For more information, visit our [Delivery standards page](#).

Our On-Time Delivery Guarantee applies to some services (see the table on the [Features and options overview page](#)). Except where the On-Time Delivery Guarantee applies, all delivery standards are estimates only and aren't guaranteed. The On-Time Delivery Guarantee may be modified during a peak period or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to:

- Acts of God
- Inclement weather
- Epidemics
- Acts of terrorism
- Acts of war
- Flight or ferry delays or cancellations
- Riots
- Labour disruption
- Customs or other regulatory authorities
- Unanticipated surges in volume
- Any act or default of the customer,

- or any failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable.

The On-Time Delivery Guarantee is subject to terms and conditions. For more information, see the [General Terms and Conditions](#).

## 8. Features and options

### 8.1 Features and options overview

A feature is provided automatically as part of the basic service.

An option is a service enhancement that's not included automatically as part of the basic service.

If you want to add an option to your selected service, you must select the option at the time of shipping to ensure it's properly captured and linked to the unique tracking number.

You may select options when using Canada Post's Electronic Shipping Tools (EST), Snap Ship, or when you affix an extra Canada Post approved label or sticker on the shipping label.

Most options are available for an extra fee.

#### *In this section*

- Features and options for Parcel Services – Canada
- Features and options for Prepaid products
- Features and options for Xpresspost Certified

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### Features and options for Parcel Services – Canada

Legend:

✓ means the feature is included with the service

\$ means the option comes with an extra fee

— means the feature or option isn't available with the service

<i>Features and options</i>	<i>Priority™</i>	<i>Xpresspost™</i>	<i>Expedited Parcel™</i>	<i>Flat rate box</i>	<i>Regular Parcel™</i>
<u>On-Time Delivery Guarantee</u>	✓	✓	✓	✓	—
<i>Tracking Events and Services</i>					
<u>Tracking and Delivery Confirmation</u>	✓	✓	✓	✓	✓
<u>Delivery updates (by email and text message)</u>	✓	✓	✓	✓	✓
<i>Coverage options</i>					
<u>Liability coverage</u> <sup>1</sup>	✓	✓	✓	✓	\$
<u>Additional Liability Coverage</u> <sup>2</sup>	\$	\$	\$	—	\$
<i>Collect on Delivery option</i>					
<u>Collect On Delivery (COD)</u> <sup>3</sup>	\$	\$	\$	—	\$

Features and options	Priority™	Xpresspost™	Expedited Parcel™	Flat rate box	Regular Parcel™
<i>Environmental sustainability</i>					
<u>Carbon neutral shipping</u>	—	—	✓	✓	✓
<i>Signature and identity services</i>					
<u>Signature</u>	✓	\$	\$	—	\$
<u>Signature hard copy<sup>4</sup></u>	\$	\$	\$	—	\$
<u>Proof of Age (18, 19 or 21)<sup>5</sup></u>	\$	\$	\$	—	\$
<i>Flexible delivery options</i>					
<u>Leave at Door (Do not Card)</u>	✓	✓	✓	—	✓
<u>Do Not Safe Drop</u>	✓	✓	✓	—	✓
<u>Card (Hold) for Pickup</u>	✓	✓	✓	—	✓

<i>Features and options</i>	<i>Priority™</i>	<i>Xpresspost™</i>	<i>Expedited Parcel™</i>	<i>Flat rate box</i>	<i>Regular Parcel™</i>
<u><i>Deliver to Post Office</i></u>	—	✓	✓	—	—
<i>Pickup services</i>					
<u><i>Recurring (Scheduled) Pickup</i></u>	\$	\$	\$	—	\$
<u><i>One-time On-Demand Pickup</i></u>	✓	\$	\$	—	\$
<u><i>One-time Third-Party On-Demand Pickup</i></u>	✓	\$	\$	—	\$
<i>Returns</i>					
<u><i>Return to Sender</i></u>	\$	\$	\$	—	\$

<sup>1</sup> Up to \$100.

<sup>2</sup> Up to \$5,000. The purchase of the Signature option is mandatory for Additional Liability Coverage.

<sup>3</sup> Up to \$5,000. (\$999 cash and \$100 credit card). This option is not available at a non-automated post office.

<sup>4</sup> Image is available. You must select Signature at the time of mailing.

<sup>5</sup> A signature will be obtained upon delivery.

# Features and options for Prepaid products

Legend:

✓ means the feature is included with the service

\$ means the option comes with an extra fee

— means the feature or option isn't available with the service

~~\$~~ represents a no-charge option

	Priority™ — Prepaid envelope	Priority™ — Prepaid label	Xpresspost™ — Prepaid envelope	Xpresspost™ — Prepaid label	Expedited Parcel™ — Prepaid envelope
<i>Tracking and delivery</i>					
<u>On-Time Delivery Guarantee</u>	✓	✓	✓	✓	✓
<u>Tracking and Delivery Confirmation</u>	✓	✓	✓	✓	✓
<u>Delivery updates (by email and text message)</u>	✓	✓	✓	✓	✓
<u>Reference Number Tracking</u>	✓	✓	✓	✓	✓

	Priority™ –	Priority™ –	Xpresspost™ –	Xpresspost™ –	Expedited Parcel™ –
Features and options	Prepaid envelope	Prepaid label	Prepaid envelope	Prepaid label	Prepaid envelope
Coverage options					
<u>Liability Coverage</u> (up to \$100)	✓	✓	✓	✓	✓
<u>Additional Liability Coverage</u> (up to \$5,000) <sup>1</sup>	\$	\$	\$	\$	\$
Signature					
<u>Signature</u>	<del>\$</del>	<del>\$</del>	\$	\$	\$
<u>Signature Hard Copy</u> <sup>2</sup>	\$	\$	\$	\$	\$
<u>Proof of Age</u> 1	\$	—	\$	—	—
Flexible delivery options					
<u>Leave at Door (Do Not</u>	✓	—	✓	—	—



	Priority™ –	Priority™ –	Xpresspost™ –	Xpresspost™ –	Expedited Parcel™ –
Features and options	Prepaid envelope	Prepaid label	Prepaid envelope	Prepaid label	Prepaid envelope
<u>Card</u> ) <sup>1</sup>					
<u>Do Not Safe Drop</u> <sup>1</sup>	✓	—	✓	—	—
<u>Card (Hold) for Pickup</u> <sup>1</sup>	✓	—	✓	—	—
<u>Pickup Services</u>					
<u>Recurring (Scheduled) Pickup</u> <sup>3</sup>	\$	\$	\$	\$	\$
<u>One-Time On-Demand Pickup</u> <sup>4</sup>	<del>\$</del>	<del>\$</del>	\$	\$	\$
<u>Third-Party Recurring (Scheduled) Pickup</u> <sup>3</sup>	\$	\$	\$	\$	\$
<u>One-Time Third-Party On-Demand</u>	<del>\$</del>	<del>\$</del>	\$	\$	\$

	<i>Priority™</i>	<i>Priority™</i>	<i>Xpresspost™</i>	<i>Xpresspost™</i>	<i>Expedited Parcel™</i>
	–	–	–	–	–
<i>Features and options</i>	<i>Prepaid envelope</i>	<i>Prepaid label</i>	<i>Prepaid envelope</i>	<i>Prepaid label</i>	<i>Prepaid envelope</i>

### Pickup <sup>4</sup>

### *Returns*

<u>Return to Sender</u> <sup>5</sup>	\$	\$	\$	\$	\$
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<sup>1</sup> Available with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system. The purchase of the Signature option is mandatory for additional Liability Coverage.

<sup>2</sup> The signature image is available at no additional charge.

<sup>3</sup> Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit our [Request a pickup page](#) for a list of areas where Canada Post offers Pickup Services or to request a pickup.

<sup>4</sup> One-Time On-Demand Pickup is free when customers have an active Recurring (Scheduled) Pickup. Visit our [Request a pickup page](#) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>5</sup> All associated Return to Sender shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.



#### *Please note:*

All options must be selected at the time of mailing. Exceptions and conditions apply. Contact your Canada Post sales representative for details.

## Features and options for Xpresspost Certified

Legend:

✓ means the feature is included with the service

\$ means the option comes with an extra fee

<i>Features and options</i>	<i>Xpresspost™ Certified</i>
<i>Tracking and Delivery</i>	
<u><i>On-Time Delivery Guarantee</i></u>	✓
<hr/>	
<u><i>Tracking and Delivery Confirmation</i></u>	✓
<hr/>	
<u><i>Automated Delivery Confirmation</i></u> <sup>1</sup>	✓
<hr/>	
<u><i>Delivery updates (by email and text message)</i></u>	✓
<hr/>	
<u><i>Reference Number Tracking</i></u>	✓
<hr/>	
<i>Signature</i>	
<u><i>Signature</i></u>	✓
<hr/>	
<u><i>Signature Hard Copy</i></u> <sup>2</sup>	\$
<hr/>	

## Features and options

## Xpresspost™ Certified

### Pickup Services

Recurring  
(Scheduled)  
Pickup <sup>3</sup>

\$

One-Time On-  
Demand Pickup <sup>4</sup>

\$

Third-Party  
Recurring  
(Scheduled)  
Pickup <sup>3</sup>

\$

One-Time Third-  
Party On-Demand  
Pickup <sup>4</sup>

\$

### Returns

Return to Sender <sup>5</sup>

\$

<sup>1</sup> Available when Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system is used.

<sup>2</sup> Signature image is available at no additional charge.

<sup>3</sup> Recurring (Scheduled) Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit our [Request a pickup page](#) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>4</sup> One-Time On-Demand Pickup is free when customers have an active Recurring (Scheduled) Pickup. Visit our [Request a pickup page](#) to see where Canada Post offers Pickup Services or to request a pickup.

<sup>5</sup> All associated Return to Sender shipping fees are the responsibility of the customer and are based on the Xpresspost Certified returns rate.



***Please note:***

All options must be selected at time of shipping. Liability Coverage isn't available.

## 8.2 On-Time Delivery Guarantee

We offer replacement service or credit equivalent to the shipping charges if we don't deliver your shipment on time, as measured against the published delivery standards. Terms and conditions apply. See the applicable [General Terms and Conditions](#) for more information.

Regular Parcel™ service doesn't offer an On-Time Delivery Guarantee.

On-Time Delivery Guarantee doesn't apply to items sent to or from air stage offices.

For example:

- Items sent to an air stage office using Xpresspost™, Expedited Parcel™, or flat rate box
- Items shipped using a Return Service label
- Return to Sender items

Other exceptions apply.

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 our [Notice page](#)) or suspended due to causes beyond Canada Post's reasonable control, including, but not limited to:

- Acts of God
- Inclement weather
- Epidemics
- Acts of terrorism
- Acts of war
- Flight or ferry delays or cancellations
- Riots
- Labour disruptions

- Customs or other regulatory authorities
- Unanticipated surges in volume
- Any act or default of the customer,
- or any failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable.

Find the delivery standard from your postal code to a Canadian destination in our [Delivery standards tool](#).

## 8.3 Tracking Events and Services

Tracking gives you the latest information on the location and status of your item. We update our information as it becomes available.

### *In this section*

- Tracking and Delivery Confirmation
  - Delivery updates
- 

## Tracking and Delivery Confirmation

Our advanced tracking technology allows you and your customers to know the status of barcoded items, regardless of their destination. You can choose to receive delivery status updates automatically by email and have these updates sent to your customers or your customers can also request to receive text message updates when using our tracking tool at [canadapost.ca/track](https://canadapost.ca/track) or our mobile app.

You can view the progress of each of your barcoded parcel deliveries through our system anytime online. We log each item-tracking event and display it through our online tracking system for one year. You can view and print a Delivery Confirmation online for up to one year once your parcel is delivered. A hard copy of a Delivery Confirmation is also available up to seven years through customer service.

Visit our [Track page](#) or [contact customer service](#).

At the time of label creation, we assign a unique tracking number to each parcel item. We track items as they travel through the delivery network.

Label creation and tracking events may occur when:

- Someone electronically creates a shipping label using:

- Our Electronic Shipping Tools (EST)
  - Snap Ship
  - Shipping Manager
  - A customer-developed or third-party shipping system approved by us
- We pick up an item from your location or drop it off at a Canada Post site.
- We sort the item in a major Canada Post facility.
- The item approaches the final stages of the delivery process, and we send it out for delivery with our delivery agents.
- The item is ready for you to pick up at one of our facilities for large volume receivers.
- We successfully deliver the item, or it's deemed undeliverable and returned to sender.
- We make a delivery attempt, but the recipient isn't available to accept the delivery. We'll leave a Delivery Notice Card indicating where the recipient can pick up the item.
- We issue a final Delivery Notice Card if no one has picked up the item at the post office.
- An item isn't deliverable because it was shipped to an incorrect address, the recipient refused to accept the delivery, or no one claims the item at a post office. We'll then return the shipment to the sender or send it to a secure facility for disposal.
- The shipper has made an error in the postal delivery address. We'll try to correct the error and have the item delivered. If we can't determine the correct delivery address, we'll return the item to the sender.
- We made an error in the transportation of the item causing a possible delay.
- We're experiencing circumstances beyond our control (for example, transportation delays, demonstrations, or a power outage in the public grid), causing a possible delay of the delivery. We'll make force majeure scans in the event of severe weather and natural disasters such as:
  - Major snow storm
  - Ice
  - Unplowed streets
  - Extreme heat
  - Cold weather
  - Tornado
  - Hurricane



***Please note:***

Some exceptions may apply (see "Excusable Delay" in the [General Terms and Conditions](#)).

# Delivery updates

## By email

Delivery Updates is a free option that allows you to receive email notifications of item-tracking events as they occur.

This option is available to all customers creating parcel Orders with our Electronic Shipping Tools (EST) or Snap Ship.

The option is also available if you use Track at [canadapost.ca](https://canadapost.ca).

You may enter a total of four email addresses per shipment.

Delivery Updates tracking-event types include (Available with email notifications):

Ship - Indicates that the shipment Order has been created, and that someone has given us the item for delivery (only available when using EST or Snap Ship) (Available with email notifications).

Exception - Notifies you of any unforeseen delivery interruptions (Available with email and text message notifications).

Some examples include:

- Items that we return to the sender or refuse
- Items delayed due to circumstances beyond our control
- Addressing errors
- Transportation errors

Delivery - Notifies you (available with email and text message notifications) when the item is:

- Out for delivery
- Ready for pickup at a post office
- Confirmed delivered to a residence, community mailbox, or parcel locker

## Online

We commit to providing a delivery scan event for every barcoded item that's:

- Successfully delivered
- Determined to be undeliverable and returned to the sender

This event gives electronic confirmation of the delivery status. Upon delivery, or attempted delivery, the tracking number is scanned, and the system captures the date and time. This information is usually available on our [Track page](#) immediately after



delivery and no later than noon the next business day after delivery.

By phone

You can receive updates through an automated phone response system by [contacting customer service](#).

## 8.4 Coverage options

### Liability coverage

Priority™, Xpresspost™, and Expedited Parcel™ services (including Prepaid products) include up to \$100 liability coverage against loss, damage or COD service failure<sup>1</sup>

You must buy the first \$100 of liability coverage for Regular Parcel™. The availability and limits of liability coverage may vary according to the nature of the items you ship and the service you use. Terms and conditions apply. See the [Limitation of Liability section of the General Terms and Conditions](#) for more information.

Liability coverage isn't included for Xpresspost™ Certified.

1. Prepaid products do not offer the COD option.

### Additional Liability Coverage

If you wish to purchase additional Liability Coverage, it is available in increments of \$100, up to \$5,000 for most items shipped within Canada, including most Prepaid products and labels. Except for the Priority service, which offers the Signature option at no extra charge, purchase of the Signature option is mandatory when purchasing additional Liability Coverage of \$200 or more. All options must be selected at the time of shipping to ensure they are properly captured and linked to the unique tracking number. Exceptions and conditions apply. Terms and conditions apply. See our [General Terms and Conditions](#) for more information.

## 8.5 Collect on Delivery (COD)

Collect on Delivery (COD) is available for most domestic parcel shipments, for an additional fee. This option isn't available at non-automated post offices. To select the COD option, you must prepare and transmit your parcel order using Canada Post's Electronic Shipping Tools (EST), a third-party shipping system approved by Canada Post, or Canada Post's Web Services. Before the item is handed over to the addressee,

the addressee or the addressee's representative must pay the COD amount as specified by the shipper on the Collect on Delivery form/shipping label. After collection, the COD funds are submitted to the shipper by cheque or electronic fund transfer and may be subject to a remittance delay of 10 business days. COD is available for transaction up to \$999.99 at the post office or when using our [COD tool](#). For commercial customers with a Standing Offer Agreement, COD is available for transactions of up to \$5,000.

## Maximum COD value depending on method of payment

<i>Method of payment</i>	<i>Value</i>
<i>Credit card</i>	Up to \$100
<i>Cash <sup>1</sup></i>	Up to \$1,000
<i>Debit card <sup>2</sup></i>	Up to \$5,000
<i>Certified cheque <sup>3</sup></i>	Up to \$5,000
<i>Bank draft <sup>3</sup></i>	Up to \$5,000
<i>Money order <sup>4</sup></i>	Up to \$5,000

<sup>1</sup>Canadian or American currency.

<sup>2</sup>Where available. You may need to call your bank to increase your limit.

<sup>3</sup>Must be made payable to Canada Post.

<sup>4</sup>The maximum amount per money order is \$999.99. All money orders must be made payable to Canada Post Corporation.

## Important information about Collect on Delivery

When selecting the COD option, the shipper must ensure that the COD amount does not exceed the actual value of the item shipped.

You can't send items that the addressee hasn't requested or use the COD option to collect funds owing to you (the shipper) from a previous transaction. All money orders, bank drafts, and certified cheques for the collected amount must be made payable to Canada Post.

The shipper assumes all risks associated with payments by:

- Money order
- Bank draft
- Certified cheque

### ***When the COD item is undeliverable***

If the addressee cannot be located, the addressee fails or refuses to pay the COD amount, or a manual shipping label is used, the item will be deemed undeliverable and will be returned to the shipper. Return charges will apply. The COD option fee will not be refunded.

### ***COD service failure***

If a COD item has been delivered but the COD funds were not submitted to the shipper, the shipper may submit a claim for COD service failure. Canada Post's liability is limited to an amount equal to the lesser of the COD amount or the amount of Liability Coverage included or purchased. Exceptions and conditions apply.

If a shipper wants to maximize available Liability Coverage against COD service failure, the shipper may purchase additional Liability Coverage for their COD item so the total available Liability Coverage is equal to the COD amount. <sup>2</sup>The COD amount should never be greater than the actual value of the item shipped. Canada Post will not refund the shipper for excess Liability Coverage purchased.

1. The COD option is not available with Prepaid products or when using a manual shipping label (33-086-397 or 33-086-414)
2. Exceptions and conditions apply. Refer to Terms and Conditions either online or at the post office for further details.



***Please note:***

- Debit and credit cards aren't an acceptable method of payment in non-automated post offices.
- You can't return or refund a COD item through us once the addressee accepts it.
- Should the addressee want a refund for a Collect on Delivery item, this must be arranged between the sender and the addressee.
- The hold period for COD items is 15 calendar days (30 calendar days for northern addresses). Once the holding period has ended, we deem unclaimed COD items undeliverable and return them to the sender.
- The COD option isn't available with Prepaid products or when using a manual shipping label (33-086-397 or 33-086-414).

## 8.6 Environment sustainability

### ***Carbon Neutral Shipping***

The Regular Parcel, Expedited Parcel services and the flat rate box include carbon neutral shipping. Carbon neutral shipping is achieved through the purchase of carbon offsets, which consists of balancing the emissions generated from shipping with funding of environmental initiatives that will remove the equivalent amount of emissions from the atmosphere. See our [corporate sustainability page](#) to learn more about our plan and how we're helping to deliver a sustainable future. Visit our [Sustainable Delivery](#) page to learn more about carbon-neutral shipping.

## 8.7 Signature and identity services

Our Signature and identity services ensure that:

- A personal hand-off of the item occurs at delivery and that there's proof of this activity
- We only hand the item over to a person with acceptable ID proving the required age (18, 19, or 21)

### ***In this section***

- Signature
  - Signature Hard Copy
  - Proof of Age (18, 19, or 21)
- 

## Signature

By buying the Signature option (a no-charge option for the Priority™ service and Xpresspost™ Certified), you'll ensure that a personal hand-off of the item occurs at delivery, and that there's proof of this activity. We record the name of the person signing and the signature. You must select Signature at the time of shipping to ensure it's properly captured and linked to the unique tracking number. Buying the Signature option is mandatory for Additional Liability Coverage. For Priority, the no-charge Signature option must be selected when Additional Liability Coverage is purchased.

If the receiver refuses to provide a signature, the delivery agent will indicate "SIGNATURE REFUSED" for item-tracking purposes. Before we can hand the item over, the delivery agent will capture the first initial and last name of the receiver. This process varies for items shipped by Xpresspost™ Certified. If the receiver refuses to sign for the item, we'll send the Xpresspost Certified item back to the original shipper (Return to Sender).

### ***When we collect the signature at the door:***

When someone answers the door, the delivery agent will get the signature and the signatory's name, then hand the item to the receiver. We don't deliver Signature items to children. If there's no answer at the door, the delivery agent will leave a Delivery Notice Card in the addressee's mail receptacle that directs the addressee to the designated post office to pick up the item.

### ***When the signature is collected at the post office:***

Only the addressee, someone living at the same address (co-habitant), or the addressee's authorized representative can pick up an item with Signature at the post office.

The addressee must present one valid piece of government-issued photo identification that shows the same address as on the item. Visit our [Policies page](#) for details.

If an individual is picking up an item addressed to another individual, they must present one valid piece of government-issued photo identification and one of the following:

- A Delivery Notice Card or a copy of the Delivery Notification email signed by the addressee with the printed name of the individual authorized to pick up the item.

- A legal document showing their authority to act on behalf of the other individual. For example, power of attorney or appointment as trustee.
- A letter of authorization.

If a co-habitant is picking up a parcel at the post office on behalf of someone living at the same address, we'll need one valid piece of government-issued photo identification with the same address as the address on the item. If the piece of identification doesn't show the address, we'll need proof of residence (for example, a utility bill).

## Signature Hard Copy

If you selected the Signature option at the time of shipping and need a hard copy of the name and signature of the individual who signed for the item, we offer this option.

## Proof of Age (18, 19, or 21)

Proof of Age is available (for a fee) to:

- Solutions for Small Business cardholders
- Commercial shippers who use a Canada Post-approved electronic shipping system

The Proof of Age option ensures that, when the receiver appears to be less than 30 years of age, we'll:

- Ask for photo identification (ID) proving age
- Record the signature and name of the signatory

We'll only hand the item over to a person with an acceptable ID proving the required age (18, 19, or 21) you selected as part of the Proof of Age option. Visit our [Policies page](#) for a list of age of majority identification by province or territory.



***Please note:***

As the legal age for certain goods may differ from age of majority by province or territory, it's your responsibility to make sure that you select the proper age under the Proof of Age option.

## 8.8 Flexible delivery options

The following free flexible delivery options are available to Solutions for Small Business cardholders or commercial customers with a Standing Offer Agreement (excluding FlexDelivery™) when using our Electronic Shipping Tools (EST) or Snap Ship (excluding Ship Online).

### *In this section*

- Leave at Door (Do not Card)
  - Do Not Safe Drop
  - Card (Hold) for Pickup
  - Deliver to Post Office
  - FlexDelivery (for non-contract customers)
- 

## Leave at Door (Do not Card)

The Leave at Door (Do not Card) option is only available for items that we usually deliver to the door. We'll make a delivery attempt at the door.

If no one is available and the item fits:

- We'll leave it in the addressee's mail receptacle

If the item doesn't fit or the mail receptacle is full and there's a safe-drop location (an appropriate safe place where the item is sheltered from the weather and so it's not seen by passers-by):

- We'll safe-drop the item and a photo will be taken to confirm the delivery (Photo Confirmation of Delivery feature). The photo displays the location of the delivered item and can be viewed online by the addressee in their Canada Post account.

If safe-drop isn't possible:

- We'll leave a Delivery Notice Card and the item will be available for pickup at the designated post office

## Do Not Safe Drop

The Do Not Safe Drop option only changes the delivery process for items where we make a delivery attempt at the door.

We'll leave the item in the addressee's mail receptacle.

If the item doesn't fit:

- We'll make a delivery attempt at the door

If no one is available to receive the item:

- We'll leave a Delivery Notice Card and the addressee will be able to pick up the item at the designated post office

## Card (Hold) for Pickup

The Card (Hold) for Pickup option is ideal for shipments containing temperature sensitive items. We'll leave a Delivery Notice Card for the addressee and forward the item to the designated post office. The addressee or a representative need to show one valid piece of government-issued photo identification when picking up the item. We won't make a delivery attempt at the door.

## Deliver to Post Office

Deliver to Post Office is a delivery option available through our Web Services (not available in Snap Ship as a delivery option). The option allows your online consumers the choice to have their items delivered using Xpresspost™ or Expedited Parcel™ services to a post office of their preference and convenience. We have an extensive network of secure post office facilities, which also makes this option ideal for high-value or temperature-sensitive items. We won't make a delivery attempt at the door.

We'll issue an automated email notification to the addressee once the item is delivered to the post office. The email notification will advise that the parcel is ready for pickup. If the item isn't picked up after 5 days, the addressee will receive a second email and a phone message reminding them to pick up the item.

We'll ask the addressee or a representative to show one valid piece of government-issued photo identification at the post office for authentication. After 15 days, if the item hasn't been picked up, we'll return it to the originating address shown on the shipping label.

## FlexDelivery (for non-contract customers)

FlexDelivery™ is an exclusive Canada Post service that allows the option to have online purchases delivered to your post office of choice (not available in Snap Ship as a delivery option).

Here's how to set up FlexDelivery:

1. Complete a free, one-time, [FlexDelivery online registration](#).
2. Choose your preferred post office locations. You'll receive a FlexDelivery address to use for each location and your unique identification number.



3. Buy online using your FlexDelivery address as your delivery address.

The merchant (who accepts deliveries to post office boxes) ships the item.

Example:

JOHN DOE  
PO BOX 99900 MJ 123 456  
RPO CANADA POST PL  
OTTAWA ON K1V 2R3

We'll issue a First Notice email to the addressee once the item is delivered to the post office. The email advises that the parcel is ready for pickup. If no one picks up the item after 5 calendar days, the addressee will receive a Final Notice email and a phone message reminding them to pick up the item.

We'll ask the addressee or a representative to show one valid piece of government-issued photo identification at the post office for authentication. After 15 calendar days, if no one picks up the item, we'll return it to the originating address shown on the shipping label.

## 8.9 Pickup services

We offer convenient parcel pickup services. If you have parcels that are ready to ship, let us pick them up for you.

### *In this section*

- Recurring (Scheduled) Pickup
  - One-Time On-Demand Pickup
  - One-Time Third-Party On-Demand Pickup
- 

### Recurring (Scheduled) Pickup

The Recurring (Scheduled) Pickup service is suited to more frequent shippers. Recurring (Scheduled) Pickup is available on business days and may be arranged at a mutually agreed time, ensuring efficient deposit of your items into our delivery network.

### Fee levels

We base Recurring (Scheduled) Pickup fees on your total annual parcel shipping purchases per pickup location. A weekly fee makes it easier to plan and budget, particularly if shipment volumes fluctuate from week to week. There are three Recurring (Scheduled) Pickup fee levels.

<i>Annual parcel shipping purchases</i>	<i>Fees</i>
<b>\$15,000 or more</b>	No fee
<b>Between \$2,500 and \$14,999</b>	Available for a weekly fee
<b>Less than \$2,500</b>	Recurring (Scheduled) Pickup isn't available

Annual (12 month) parcel shipping purchases include parcel shipping and associated option fees, but exclude pickup fees and taxes.

We'll review your parcel shipping purchases per pickup location to determine your pickup service availability and associated fees.

Recurring (Scheduled) Pickup is available to:

- Customers with a Standing Offer Agreement (paying by account or by credit card)
- Solutions for Small Business cardholders (paying by credit card)

Shipping purchases of U.S. and International Parcel Services can be consolidated with shipping purchases of Canadian Parcel Services to determine your weekly fee.

## One-Time On-Demand Pickup

Use One-Time On-Demand Pickup service to arrange a one-time pickup at a time that's convenient for your business. We'll apply a pickup fee per stop unless shipping using Priority™.

You can arrange pickups:

- Up to 90 days in advance using an account number or a credit card saved in your profile as a method of payment

- 5 business days in advance without a credit card saved in your profile
- On the same business day, if you make the request before the local call-in cut-off times

## One-Time Third-Party On-Demand Pickup

One-Time Third-Party On-Demand Pickup allows you to authorize a Canada Post pickup at a third-party location or at another address. You can arrange for the third-party pickup yourself or give your Canada Post account number to a third party to arrange for the One-Time On-Demand Pickup. If you want to let a third party use your account number for a One-Time Third-Party On-Demand Pickup, contact your sales representative.

Visit our [Request a pickup page](#) at any time or [contact customer service](#) during business hours to:

- Arrange a One-Time On-Demand Pickup
- Confirm pickup availability
- Check call-in cut-off times for your area

## 8.10 Return to Sender

We'll treat a parcel as a Return to Sender item when one or more of the following conditions exist and no one has opened the parcel:

- The item is refused or endorsed as moved or unknown (occupant)
- The item is unclaimed by the receiver
- The delivery address is incomplete or doesn't exist
- The item is an originating outgoing item and doesn't bear a parcel return service label
- You use a manual Collect on Delivery (COD) shipping label (33-086-397 or 33-086-414)

We try to deliver all parcels. But, if we can't complete delivery, we'll return a parcel to the originating address on the shipping label. If the item remains unaltered, the Return to Sender shipping fee excludes the fees for features and options. All associated Return to Sender shipping fees are your (the shipper's) responsibility. The fees are based on the greater of the actual weight or volumetric equivalent of actual weight.

All On-Time Delivery Guarantees are voided on Return to Sender items. We treat Return to Sender items refused by you (the shipper) as undeliverable and dispose of them or recycle them at your expense, as per our policy on undeliverable items.



***Please note:***

We include liability coverage against loss or damages of up to \$100 for:

- Priority™
- Xpresspost™
- Expedited Parcel™

Additional Liability Coverage isn't available.

## 9. Identifier labels

Depending on which service you use to ship your item you may need to attach an identifier label.

### Labels

Items must bear the destination and return addresses, and a barcoded label with a service identifier (Regular, Expedited, Xpresspost™ or Priority™).



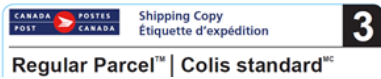
Priority™ identifier  
label (33-086-386)



Xpresspost™  
identifier label (33-  
086-572)



Expedited Parcel™  
identifier label (40-  
076-589)



Regular Parcel™  
identifier label (top of  
form 33-086-561)

## 10. Packaging requirements

All items must conform to our packaging requirements and must not contain dangerous or prohibited materials. Items may be subject to delay or we may refuse the item and return it at your expense if it's improperly packaged, improperly labelled, or lacks proper documentation.

If you deposit unpackaged items not of a size or shape suitable for wrapping (such as pails or tires) you must pay an Unpackaged Items Surcharge.



***Please note:***

- We never combine the Oversize Surcharge and Unpackaged items Surcharge. If you pay the Unpackaged items Surcharge, then we waive the Oversize Surcharge and vice versa.
- We'll apply a surcharge to cylindrical mailing tubes.

## Unpackaged items

We'll apply a surcharge to all unpackaged items.

We consider an item unpackaged <sup>1</sup> if:

- It's not fully encased in an outer shipping container. For example, a corrugated cardboard box.

- It has excessively loose packaging.
- It's irregularly shaped, cylindrical, or round. It doesn't matter if you wrap the item in plastic or cellophane. For example, tires or carpets.
- The contents of the item protrude outside the surface area or packaging. For example, mufflers or tailpipes.

<sup>1</sup> This list isn't exhaustive.



***Please note:***

- Proper packaging is solely your responsibility.
- The flat rate box contents must fit in the defined dimensions, allowing for the flaps to seal properly. You can't alter the shape or size of the Flat rate box.
- For specific packaging requirements, see [ABCs of mailing](#).

## 11. Addressing requirements

All items must bear a legible mailing address and a Canadian return address including:

- The correct Postal Code<sup>OM</sup>
- A Canada Post authorized barcode
- Proof of payment

See [Addressing guidelines](#) for more information.



***Please note:***

If any addressing deficiency causes a delay in delivery of an item, the service guarantee won't apply.

## 12. Depositing requirements

We offer the following options for the deposit of items:

### ***Post office***

You may deposit items at a post office during advertised hours of acceptance. Visit our [Support page](#) to find the Canada Post approved postal facility.

### ***Street letter box***

If size permits, you may deposit the following items into a street letter box (excluding Priority™ items):

- Prepaid products can be dropped off at any Canada Post facility, in any Canada Post street letter box (if no additional options are being purchased) or picked up with Canada Post's Pickup Services
- Items processed and paid (by credit card or supplier account) through Electronic Shipping Tools (EST) or Ship Online



#### ***Please note:***

It's unacceptable to deposit Priority items in street letter boxes, parcel receptacles, or other such mail receptacles because of the rapid transit schedule for these packages. The On-Time Delivery Guarantee doesn't apply to items you deposit in such receptacles.

## 13. Delivery options

We offer the following options for the delivery of items in Canada.

### Items with Signature (without the Collect on Delivery option)

<i>Delivery destination</i>	<i>Procedure</i>
<b><i>Community mailbox and group mailbox</i></b>	<p>We'll make a delivery attempt at the addressee's door <sup>1</sup>.</p> <p>If no one is available, we'll leave a Delivery Notice Card <sup>3</sup> at the door.</p>
<b><i>Door</i></b>	<p>We'll make a delivery attempt at the addressee's door <sup>1</sup>.</p> <p>If no one is available, we'll leave a Delivery Notice Card <sup>3</sup> at the door.</p>
<b><i>Rural mailbox</i></b>	<p>We'll make a delivery attempt at the addressee's door <sup>1</sup>.</p> <p>If no one is available, we'll leave a Delivery Notice Card <sup>3</sup> at the door.</p>
<b><i>Post office box or general delivery</i></b>	<p>We'll leave a Delivery Notice Card <sup>2</sup> in the addressee's post office box.</p>

## Items with Collect on Delivery (including Signature option)

<i>Delivery destination</i>	<i>Procedure</i>
<b><i>Community mailbox and group mailbox</i></b>	<p>We'll leave a Delivery Notice Card <sup>2</sup> in the mail receptacle.</p>
<b><i>Door</i></b>	<p>We'll leave a Delivery Notice Card <sup>2</sup> at the door.</p>



<i>Delivery destination</i>	<i>Procedure</i>
<i>Rural mailbox</i>	We'll leave a Delivery Notice Card <sup>2</sup> in the mailbox.
<i>Post office box or general delivery</i>	We'll leave a Delivery Notice Card <sup>2</sup> in the addressee's post office box.

## Items without Signature or Collect on Delivery

<i>Delivery destination</i>	<i>Procedure</i>
<i>Community mailbox and group mailbox</i>	<p>We'll deliver the item to the mail receptacle or parcel compartment.</p> <p>If the item is too large for the mail receptacle or parcel compartment, we'll make a delivery attempt at the addressee's door <sup>1</sup>.</p> <p>If no one is available, we may safe drop <sup>3</sup> the item or leave a Delivery Notice Card <sup>2</sup> at the door.</p>
<i>Door</i>	<p>We'll deliver the item to the door.</p> <p>If no one is available and the item is too large for the mail receptacle, we may safe drop <sup>3</sup> the item or leave a Delivery Notice Card <sup>2</sup> at the door.</p>
<i>Rural mailbox</i>	<p>We'll deliver the item to the mail receptacle.</p> <p>If the item is too large, we'll leave a Delivery Notice Card <sup>2</sup> in the mailbox.</p>

<i>Delivery destination</i>	<i>Procedure</i>
<b><i>Post office box or general delivery</i></b>	<p>We'll deliver the item to the addressee's post office box.</p> <p>If the item is too large, we'll leave a Delivery Notice Card <sup>2</sup> in the post office box.</p>

<sup>1</sup> In rural areas, when the mail receptacle is a community mailbox, group mailbox, or a rural mailbox, we'll make a delivery attempt at the door when the door is within 500 m of the line of travel. Otherwise, we'll leave a Delivery Notice Card <sup>2</sup> in the addressee's mail receptacle.

<sup>2</sup> We use a Delivery Notice Card to show that the item is available for pickup at a nearby post office. We'll send a Final Notice Card to the addressee if they haven't picked up the item after 5 calendar days. We'll hold the item at the post office for 15 calendar days, after which time we'll return it to the sender.

For apartment buildings, we'll make a delivery attempt at the door. In buildings with an intercom, we consider attempting to contact the addressee using the intercom as a delivery attempt. In cases where the elevator is out of service, we'll attempt delivery where reasonably possible, taking safety into consideration. Otherwise, we'll leave a Delivery Notice Card for the addressee.

For condominiums, the security guard or concierge may sign on behalf of the customer according to the resident's condominium agreement and the official Letter of Authorization form they complete and submit. The resident must provide a copy of either document to us.

<sup>3</sup> It's at our discretion to consider leaving the item in a safe-drop location, if the item doesn't need a signature or Collect on Delivery. For an apartment building, we may leave the item with the building administration personnel.

## 14. Accepting a commercial mailing in Canada

Before accepting a commercial mailing, make sure:

- Each parcel has a unique shipping label affixed to it and listed on the Manifest. A completed Manifest may be submitted with a shipment containing more than one parcel.
- A Bill of Lading form is acting as a combination Manifest/shipping label for a single item.
- Items bear a full and complete "to" address and a Canadian return address.

- Item weight doesn't exceed 30 kg.
- Each item's shipping label delivery options, dimensions, and weight match the Order documents.
- Each item has an official Canada Post barcode that's:
  - Intact
  - Legible (not covered up)
  - Flat (not folded, crinkled, or creased)
  - Ideally placed lengthwise on the item
- Barcodes aren't folded around or over the side of the item.