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Parcel Services for Contract Customers: Canada

Download customer guide

List of amendments

On October 21, 2026, Canada Post provided notice of Amendment No. 5 to the *Parcel Services Customer Guide*, which related to weekend delivery and was scheduled to take effect on November 21, 2026. **Amendment No. 5 will not take effect on November 21, 2026, and the current *Parcel Services Customer Guide* effective October 1, 2026, will continue to apply.** An amendment relating to weekend delivery will be announced at a later date, in accordance with the *Parcel Services Customer Guide*.

- No. 4 – 01/10/2026
- No. 3 – 05/29/2026
- No. 2 – 05/12/2025
- No. 1 – 02/07/2025

Sections

Pricing:
- Find a rate
- Rate code look-up
- *Commercial Prices for Parcel Services*
- 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)
- Approval of customer-generated shipping and container labels

Paying and general terms:
- Payment and terms

Preparing:
- Addressing guidelines
- ABCs of shipping
- Prohibited and restricted items – Non-mailable matter
- Packaging guidelines for polybags
- Packaging guide
- How to use shipping labels
- Find a postal code
- AddressComplete™

Depositing:
- Find a post office
- Find a deposit location
- Cut-off times
- Request a pick-up

Other links

- Delivery standards
- E-commerce solutions
- Web solutions
- Parcel returns
- Postal services information
- Tracking
- Delivery service alerts
- Notice on rates and services
- Glossary