

The ABCs of shipping

These key shipping and packaging tips can help you minimize costs, while optimizing efficiency and speed. Effective shipment preparation ultimately improves your customers' delivery experience.



6.1 Minimum and maximum sizes and weights

Canada

| | | Minimum sizes and weights | Maximum sizes and weights |
|--|--------------------------|---|--|
| Priority™ Xpresspost™ Xpresspost™ Certified Expedited Parcel™ Regular Parcel™ | Document | <ul style="list-style-type: none"> 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) 50 g (0.1 lb.) | <ul style="list-style-type: none"> 380 mm x 270 mm x 20 mm (15.0 in. x 10.6 in. x 0.79 in.) 1.36 kg (3 lb.) |
| | Packet | <ul style="list-style-type: none"> 100 mm x 70 mm x 15 mm (3.9 in. x 2.8 in. x 0.6 in.) 50 g (0.1 lb.) | <ul style="list-style-type: none"> No one dimension may exceed 41 cm (16.1 in.) Max. L x W x H = 3,220 cm³ (196.5 in.³) (see section 6.1.1) 1.36 kg (3 lb.) |
| | Parcel | <ul style="list-style-type: none"> Exceeds the maximum dimension or weight of a packet 230 mm x 200 mm x 25 mm (9.1 in. x 7.9 in. x 1.0 in.) 100 g (0.2 lb.) | <ul style="list-style-type: none"> No one dimension may exceed 2 m (78.7 in.) Max. L + G = 3 m (118 in.) (see section 6.1.1) 30 kg (66 lb.) |
| | Triangular mailing tubes | <ul style="list-style-type: none"> 100 mm x 23 mm x 23 mm (3.9 in. x 0.9 in. x 0.9 in.) 50 g (0.1 lb.) | <ul style="list-style-type: none"> No one dimension may exceed 2 m (78.7 in.) Max. L + G = 3 m (118 in.) (see section 6.1.1) 30 kg (66 lb.) |

United States

| | | Minimum sizes and weights | Maximum sizes and weights |
|--|--|--|---|
| Xpresspost™ – USA | | <ul style="list-style-type: none"> 210 mm x 140 mm x 1 mm (8.3 in. x 5.5 in. x 0.039 in.) 50 g (0.1 lb.) | <ul style="list-style-type: none"> No one dimension may exceed 1.5 m (59 in.) Max. L + G = 2.74 m (107.9 in.) 30 kg (66 lb.) |
| Expedited Parcel™ – USA | | <ul style="list-style-type: none"> 210 mm x 140 mm x 5 mm (8.3 in. x 5.5 in. x 0.2 in.) 100 g (0.2 lb.) | <ul style="list-style-type: none"> No one dimension may exceed 2 m (78.7 in.) Max. L + G = 2.74 m (107.9 in.) 30 kg (66 lb.) |
| Small Packet™ USA – Air Tracked Packet™ – USA | | <ul style="list-style-type: none"> 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) 50 g (0.1 lb.) | <ul style="list-style-type: none"> No one dimension may exceed 600 mm (23.6 in.) Max. L + H + W = 900 mm (35.4 in.) (see section 6.1.1) 2 kg (4.4 lb.) |
| Triangular mailing tubes | | <ul style="list-style-type: none"> 210 mm x 45 mm x 45 mm (8.3 in. x 1.8 in. x 1.8 in.) 50 g (0.1 lb.) | <ul style="list-style-type: none"> Based on maximum specifications of selected service |

International destinations

| | | Minimum sizes and weights | Maximum sizes and weights |
|---|--|---|--|
| Xpresspost™ – International International Parcel – Air International Parcel – Surface | | <ul style="list-style-type: none"> 210 mm x 140 mm x 1 mm (8.3 in. x 5.5 in. x 0.039 in.) 100 g (0.2 lb.) | <ul style="list-style-type: none"> No one dimension may exceed 1.5 m (59 in.) (exceptions apply¹) Max. L + G = 3 m (118 in.) 30 kg (66 lb.) (exceptions apply¹) |
| Small Packet™ International – Air Small Packet™ International – Surface Tracked Packet™ – International | | <ul style="list-style-type: none"> 140 mm x 90 mm x 1 mm (5.5 in. x 3.5 in. x 0.039 in.) 50 g (0.1 lb.) | <ul style="list-style-type: none"> No one dimension may exceed 600 mm (23.6 in.) Max. L + H + W = 900 mm (35.4 in.) 2 kg (4.4 lb.) |
| Triangular mailing tubes | | <ul style="list-style-type: none"> 210 mm x 45 mm x 45 mm (8.3 in. x 1.8 in. x 1.8 in.) 50 g (0.1 lb.) | <ul style="list-style-type: none"> Based on maximum specifications of selected service |

Legend: L = length; H = height; W = width; G = girth (girth is the distance around the item, measured at right angles to the length); m = metres; cm = centimetres; mm = millimetres; kg = kilograms; lb. = pounds; in. = inches

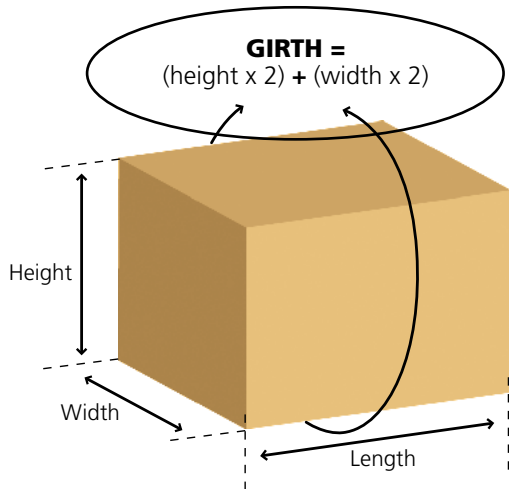
- Handling surcharges may apply if the item is deemed oversized based on its dimensions; refer to section 6.7 for more information.
- Some international destinations have maximum weight limits set below 30 kg and do not accept oversized items. To determine the exceptions for each international destination, visit canadapost.ca/internationallistings.

Note: For Prepaid products, see section 4.

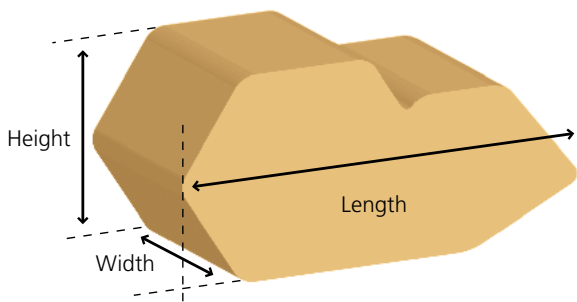
6.1.1 Measuring your item

There are two methods to calculate the maximum dimensions of your item:

- length + girth
- length + (height x 2) + (width x 2)



For an odd-shaped non-rectangular item, measurements are taken at the widest points.



Note: Weights and measures are governed by the *Weights and Measures Act* and Regulations. Visit www.mc.ic.gc.ca for details.

6.2 Unacceptable items

6.2.1 Shipments within Canada, to the U.S. and international destinations

The customer has the responsibility of ensuring that the contents of an item can be shipped under law. Canadian legislation, including but not limited to the *Criminal Code*, the *Canada Post Corporation Act* (including, in particular, the *Non-mailable Matter Regulations*), the *Tobacco Act* and the *Transportation of Dangerous Goods Act*, can prohibit the shipping of certain items. Restricted and prohibited items also vary by country.

Note: Restrictions change from time to time. Therefore, the customer must ensure that the contents meet all current

applicable requirements. When shipping outside of Canada, the customer must ensure that the items meet all current applicable requirements related to transport restrictions and those of the destination country and that all properly completed customs documentation is provided. For more information on shipping items to international destinations, visit canadapost.ca/internationallistings.

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

6.2.2 Prohibited and restricted items

The list that follows is a general overview of prohibited items, or items that may have special restrictions on how or to whom they may be shipped. For more information on any of the items below, visit canadapost.ca/nonmailable.

- Tobacco and vaping products¹
- Cannabis²
- Firearms³
- Intoxicating beverages
- Drugs and other controlled substances
- Medical materials
- Liquid and dry patient specimens, including biological specimens (for details on packaging permissible liquid and dry patient specimens, refer to the *Canada Postal Guide* at canadapost.ca/postalguide under ABCs of Mailing)
- Pharmaceuticals
- Perishable items
- Liquids, liquefiable substances and powders
- Animals
- Plants
- Batteries¹
- Radiological devices

1. The originator of the shipment is solely accountable for ensuring that all shipments containing tobacco or vaping products meet the requirements defined under the *Tobacco and Vaping Products Act*.
2. The originator of the shipment is solely accountable for ensuring that all cannabis shipments meet the requirements defined under the *Cannabis Act*. (For details refer to the *Canada Postal Guide* at canadapost.ca/postalguide under ABCs of Mailing.)
3. Contact the Canadian Firearms Program at 1-800-731-4000 to determine whether it is permissible to post the firearm within Canada. If it is determined permissible, the firearm is to be shipped using the Expedited Parcel service with the Proof of Age option. Firearms cannot be sent by air. Therefore, it is not permitted to send firearms to Air Stage offices and it is not permitted to ship firearms with Xpresspost and Priority services. For remote locations, see **Air Stage offices** listed in the *Canada Postal Guide*. For international destinations, under no circumstances can firearms be mailed as defined under the *Firearms Act*:
 - *Storage, Display, Transportation and Handling of Firearms by Individuals Regulations* (<https://laws-lois.justice.gc.ca/eng/regulations/SOR-98-209/FullText.html>).
 - *Storage, Display and Transportation of Firearms and Other Weapons by Businesses Regulations* (<https://laws-lois.justice.gc.ca/eng/regulations/SOR-98-210/FullText.html>).

Note: In addition, customers shall not ship items that

- contain products or substances likely to harm Canada Post employees,
- can soil and damage equipment,
- expose a person to danger,
- emit an odour of any kind,
- are prohibited by law.

Customers should also be aware that air security regulations can change as a result of regulatory updates from other government agencies such as Transport Canada. For the latest updates to prohibitions and restrictions, visit canadapost.ca/nonmailable.

Canada Post can accept to ship items containing exempted qualifying dangerous goods,² subject to the following:

- Dangerous goods must meet all respective limited quantity and excepted quantity requirements as per the *Transportation of Dangerous Goods Act and Regulations*, including but not limited to, marking and additional packaging requirements.
- The customer must meet the requirements to classify and handle the limited quantity or excepted quantity of applicable dangerous goods as required under the *Transportation of Dangerous Goods Act and Regulations*.
- The qualifying limited quantity or excepted quantity of applicable dangerous goods can only be shipped within Canada by ground using Regular Parcel or Expedited Parcel services. Dangerous goods (including those in limited quantity or excepted quantity) are prohibited when shipping by air and outside of Canada and must not be shipped to a remote location (for example, Air Stage offices as listed in the *Canada Postal Guide*). Visit canadapost.ca/postalguide under ABCs of Mailing for further information.

If you are uncertain whether your items are dangerous, you should verify with the manufacturer/supplier, call the Canadian Transport Emergency Centre (CANUTEC) at 613-996-6666, or visit Transport Canada's website at www.tc.canada.ca.

Note: If these conditions are not met, Canada Post will not accept packages that contain dangerous goods or that display dangerous goods symbols. Canada Post must assume that all markings and labels on a package identify the actual contents. If any evidence of former hazardous material contents is visible on the box, the package cannot be accepted. Visit canadapost.ca/nonmailable for further information.

6.2.3 Prohibited and restricted shipments to the U.S.

To obtain additional information on U.S. import restrictions, prohibited items and required documentation, consult the International Destination Listing at canadapost.ca/internationallistings.

6.2.3.1 Shipment of prescription drugs to the U.S.

Senders and recipients must be aware that it is solely at the discretion of the U.S. Food and Drug Administration (FDA) and U.S. Customs and Border Protection (CBP) whether or not to allow entry of drugs into the U.S. For this reason, Canada Post shall have no liability for loss, delay or damage of cross-border shipments containing prescription drugs. For more information, visit canadapost.ca/postalguide under Customs Requirements.

6.2.3.2 Commercially prepared food shipments to U.S.

The FDA requires prior notice of all shipments to the U.S. that contain commercially prepared food. This includes, but is not limited to, items that contain food for human or animal consumption, vitamins, dietary supplements, herbal remedies and food additives or colouring. For more information, visit canadapost.ca/postalguide under Customs Requirements.

1. As a general rule, most batteries, such as sizes AA, AAA, C and D used in consumer electronic products can be accepted for shipping. For restrictions on lithium batteries, refer to the *Canada Postal Guide* at canadapost.ca/postalguide under ABCs of Mailing.
2. Examples of these low-risk dangerous goods include common products such as perfumes and certain other flammable liquids, some aerosol cans and particular cosmetics.

6.3 Packaging your item for shipping

6.3.1 Requirements for shipments within Canada, to the U.S. and international destinations

All items must conform to the packaging requirements of Canada Post and of the destination country, and must not contain dangerous or prohibited materials. Packing and wrapping methods may also vary according to the item to be shipped.

The customer is responsible to ensure that the item is securely wrapped with sufficient cushioning and reinforcing material to prevent loss of or damage to the item, damage to postal equipment or other mail, and injury to persons handling the item. As a guideline, the customer's packaging should withstand a drop of approximately one metre (39.3 in.) on to concrete in order to prevent potential damage or breakage.

Items that are improperly packaged or labelled, are missing or showing illegible customs or item content information on the shipping label, are misdeclared or lack proper electronic documentation may be subject to delay or refused and returned to the sender. The customer may be required to pick up the item if shipping can damage the item further. Shipped items need to be properly labelled with a barcoded shipping label¹ approved by Canada Post, and must be accompanied by appropriate shipping documentation.

Refer to section 6.7 for information on unpackaged items. Canada Post containers, such as letterainers, flatainers and mailbags, are not to be used as shipping containers. However, when these containers are used for consolidation of a customer's items, every item inside the container must be properly packaged and addressed, and bear a barcoded shipping label¹ approved by Canada Post as well as proof of payment in the form of a Canada Post manifest or postal indicia.

6.3.2 Interior packaging

Contents must be secured and held firmly in place. Use cushioning materials to surround the item to prevent any movement. To help fill empty spaces and curb movement, you can use the following:

- cardboard (folded, in layers, rolled or shredded)
- loose fill of polystyrene foam peanuts
- bubble wrap
- cloth
- cotton wool
- newspapers (crushed, rolled or shredded).

Contents should be wrapped separately and packed firmly in the carton.

6.3.3 Exterior packaging

It is important to ensure that there is no confusion about the identity of the contents of packages being mailed. For example, boxes and other types of packaging that have been used previously for restricted items or non-mailable matter must not be reused for mailing other goods, unless they are rewrapped in a manner to cover all information that refers to restricted items or non-mailable matter. Other types of boxes can be reused for shipping if they are of good quality and all former package markings, barcodes and labels have been removed or completely obliterated. Also, be mindful of the following:

- Canada Post strongly recommends the use of environmentally friendly packaging.
- To prevent any loss or damage to the items or any potential damage to postal equipment or injuries to the persons handling the items, all items must be tightly and securely wrapped with sufficient cushioning and reinforcing materials and must not have handles, loops or loose material that could get caught in the sorting equipment.
- Because our sorting process is mechanized, polybags and similar packaging in particular must be snugly wrapped around the item, virtually taking its shape, while protecting it and ensuring there is sufficient surface area for the shipping label to be applied flat and wrinkle-free.
- Two items (i.e. boxes and polybags) or more cannot be strapped, taped or bound together by any other means and be deposited as a single item or multi-pieces.
- Select packaging with the right size, shape and strength for your goods. Some contents requires special packaging to meet legal requirements.
- Firmly seal all seams of the item with quality packaging tape to ensure that your item stays closed. Do not use string, masking tape or ordinary household tape.
- The U.S., in co-operation with Mexico and Canada, implemented regulations for wood packaging materials entering North America. For further information, visit www.cbp.gov.

1. The Small Packet service does not include a tracking barcode.

6.3.4 Convenience packaging

For customers preparing shipments with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, Canada Post also offers a number of packaging solutions (containers).

| Priority Flexipack™ envelopes | |
|-------------------------------|--|
| Article number: 33-086-393 | Size: 406 mm x 304 mm Use: documents and small items* |

| Xpresspost Flexipack envelopes | |
|--------------------------------|--|
| Article number: 33-086-577 | Size: 406 mm x 304 mm Use: documents and small items* |

* Contents must be tightly enclosed and held firmly in place by interior cushioning. Refer to section 6.3.2.

How to order

- Visit canadapost.ca/shop.
- Call Customer Service at 1-866-607-6301.
- Contact your Canada Post sales representative.

6.3.5 Checklist for preparing your packages

- The applicable shipping label must be properly affixed to every item, including Prepaid envelopes. Only barcoded shipping labels¹ approved by Canada Post are acceptable. It is recommended to include a duplicate shipping label or other form of identification inside your package before sealing it.
- The name and complete address as well as the complete return address must be clearly printed on the item or on the shipping label. Only one return address can appear on the item. A complete address includes the postal code and contact telephone number. Visit canadapost.ca/addressingguidelines for details.
- The service type must be identified on the shipping label.
- All options must be selected at the time of shipping.
- An acceptable proof of payment (Canada Post manifest or postal indicia) must be visible.

- The greater of the actual weight or the volumetric equivalent of actual weight of the item (except Prepaid products) must be indicated on the bill of lading or on the manifest. For more information, refer to section 6.5.
- When using Canada Post's manual labels, appropriate stickers must be used for selected options.
- For the safety of all employees, individual items weighing more than 22.7 kg (50 lb.) must bear an Overweight Parcel sticker (article 33-086-456). To order Overweight Parcel stickers, visit the Online Business Centre at canadapost.ca/obc.

6.4 Shipment preparation for Priority Worldwide items

Note: The Priority Worldwide service was discontinued on August 1, 2023.

1. The Small Packet service does not include a tracking barcode.

6.5 Shipping charges and weight

6.5.1 Base price of your item

Preparing your shipping documentation

You must declare each item's actual weight on the shipment order or manifest at the time of shipping. You may also include the item's dimensions (length x width x height) or the volumetric equivalent of its actual weight (see below, "How to cube an item and calculate the volumetric equivalent of its actual weight").

It is your responsibility to ensure that your declarations are accurate.

Our right to audit

Canada Post may audit any or all of your declarations. Should we do so, we will use only measuring devices approved for use in trade by Measurement Canada.

Note: When an item is cubed, the dimensions provided are the dimensions of the smallest hexahedron (six-sided box) within which the item can be contained.

How we charge

Whether we audit your declarations or not, we may, at our sole discretion, charge the base price

- on the basis of your declaration,
- on the basis of our audit or
- where your declaration is missing or unusable for whatever reason, on the basis of a default weight of 7 kg (15.4 lb.).

Where we charge the base price on the basis of our audit, price adjustments will appear on your next invoice or a subsequent invoice.

Note: Package shape and dimensions may change during transit, which can affect the package's dimensions and, therefore, the volumetric equivalent of its actual weight. Canada Post reserves the right to adjust the price and surcharges, as the case may be, based on the altered dimensions.

If you do not complete and submit all the documents for a shipment, as required, or if the documents are inaccurate or incomplete for any reason, the items of the shipment may, at the discretion of Canada Post

- be returned to you at your expense to make them compliant,
- be processed and charged at the next or most appropriate product or service category, where available,
- be subject to a surcharge,
- be refused for shipping.

Canada Post reserves the right to include on a current invoice any amount not previously billed for invoices dated 90 calendar days prior to the date of the current invoice.

In addition to the base price, we also apply surcharges. See section 6.7 for further details or visit canadapost.ca/prices.

How we calculate the base price for shipping your item

The base price¹ for shipping your item is based on the greater of the item's actual weight and volumetric equivalent of actual weight within the prescribed weight and size limits of the specific product offering used, as indicated on the price sheets provided.

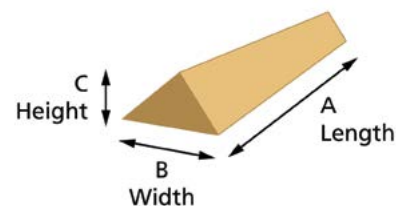
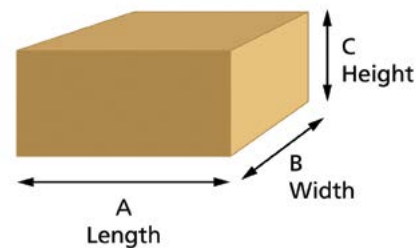
To confirm the base price for shipping your item, you can follow these three steps:

1. Calculate the item's actual weight and the volumetric equivalent of its actual weight.
2. Take the greater of these two numbers.
3. Refer to our price sheets and find the base price associated with that number.

How to cube an item and calculate the volumetric equivalent of its actual weight

Step 1: Measure the item's dimensions

Measure your item's length, width and height where these dimensions are greatest. Measure items of irregular shape in the same manner.



Your item's largest dimensions are the dimensions of the smallest box within which the item can be contained.

Step 2: Cube the item

Calculate the item's cube by multiplying its length, width and height, as measured in step 1.

Your item's cube, or cubic volume, is the amount of space it occupies as if it were contained in the smallest box referred to in step 1.

1. The lowest base price for most services corresponds to an actual weight of 0.500 kg, or volumetric equivalent of actual weight of 0.500. For every additional 0.500 kg of actual weight or 0.500 volumetric equivalent of actual weight, or fraction or part thereof, the base price increases in accordance with the price sheets we provide you. Most services also have a base price corresponding to items having an actual weight of 0.501 kg to 0.750 kg, or a volumetric equivalent of actual weight of 0.501 to 0.750. Some exceptions apply. See the price sheets we provide you for additional details.

Step 3: Calculate the volumetric equivalent of the item's actual weight

Calculate the item's volumetric equivalent of its actual weight by dividing its cube, or cubic volume, as measured in step 2 by a density factor.

The formula we use to calculate the volumetric equivalent of the item's actual weight is

$$\text{cubic volume} \div \text{density factor} = \frac{\text{volumetric equivalent}}{\text{actual weight}}$$

The density factor is a number that reflects the fact that items weighing a certain amount are generally of a certain size or volume:

- We apply a density factor of 5,000 (when measuring in cubic centimetres) or 139 (when measuring in cubic inches) to Priority, Xpresspost and Expedited Parcel services, as well as all U.S. and international services (excluding Tracked Packet and Small Packet).
- We apply a density factor of 6,000 (when measuring in cubic centimetres) or 166 (when measuring in cubic inches) for the Regular Parcel service.

Note: Volumetric equivalent of actual weight is not a unit of measure, a mass or a volume. It is a tool developed according to an industry standard of typical parcel densities, which helps to calculate a more accurate shipping price for an item's weight and the space it occupies in a truck or an airplane.

Example 1

An item measures 100 cm x 60 cm x 20 cm with an actual weight of 8 kg. Based on the parcel's dimensions, its volume is 120,000 cm³. If it were shipped using Xpresspost service, a density factor of 5,000 would apply resulting in a volumetric equivalent of actual weight of 24.

Because the volumetric equivalent of actual weight of 24 is greater than the actual weight of 8 kg, the correct shipping charge is based on a volumetric equivalent of 24.

Example 2

An item measures 100 cm x 60 cm x 20 cm with an actual weight of 26 kg. Based on the parcel's dimensions, its volume is 120,000 cm³. If it were shipped using Regular Parcel service, a density factor of 6,000 would apply resulting in a volumetric equivalent of actual weight of 20.

Because the actual weight is greater than the volumetric equivalent of actual weight, the correct shipping charge is based on actual weight of 26 kg.

6.6 Mandatory shipping documentation¹

6.6.1 Shipping labels

Only shipping labels produced according to the most recent label specifications and approved by Canada Post are acceptable with your shipment. Labels created and affixed improperly may affect the delivery of your item, tracking information and requests for claims.

Canada Post offers Electronic Shipping Tools (EST) provide fast and flexible ways to prepare your shipping documentation. You can create labels online and generate manifests through a desktop software solution. For further details, refer to section 5.3.1.

Labels produced using a customer-developed/third-party shipping system are also an acceptable means to prepare your shipping documentation. For further details, refer to section 5.3.2.

If you are not using Electronic Shipping Tools (EST), you can order shipping labels for your items by visiting canadapost.ca/obc or by calling Customer Service at 1-866-607-6301.

Verifying print quality

- All shipping labels must be produced according to Canada Post's manufacturing specifications and must be compliant at all times. These specifications exist to ensure that barcodes can be scanned and that parcels can be processed using our mechanized sorting equipment. Paper and thermal shipping labels must be white; coloured labels are not permitted. Contact cenauto@canadapost.ca for more information.
- To obtain the most recent specifications, contact cenauto@canadapost.ca.
- Only labels with a solid black print check bar – horizontal line at the base of the label (see image on next page) – can be processed by our equipment.
- Labels with white lines or dots in the print check bar (circled in image on next page) indicate less than optimal barcode print quality and may not be read by our scanning equipment. If this occurs, the printer ribbon or ink cartridge may need to be cleaned or replaced, or the printers used to produce these labels may need servicing.

1. Failure by the customer to meet shipping documentation requirements will void the On Time Delivery Guarantee. Canada Post reserves the right to cancel the On-Time Delivery Guarantee without notice in the event that a customer repeatedly fails to meet shipping documentation requirements (see section 7.3.21.10).

Pressure-sensitive labels

Any pressure-sensitive label affixed directly to a mail piece or non-pressure sensitive label (i.e. a letter-size printout label) affixed to a mail piece with tape or by any other means must have a minimum peel-adhesive or shear-strength value to stainless steel of one pound-force per square inch.



Affixing the shipping label to your item

- The shipping label must be visible and affixed flat and wrinkle-free to the largest side of the item; it must not wrap around the edges of the item or be applied in any manner that makes it difficult to scan the barcode. For more examples, visit canadapost.ca/shippinglabels.
- For items smaller than the shipping label, wrapping the label around the edges is acceptable as long as the barcode and address section are flat and do not wrap.
- Avoid placing the label over a seam or box closure.
- Do not cover the label with strapping or reflective material such as tape.
- For Prepaid products, ensure that labels are applied straight, flat and wrinkle-free within the area indicated on the back of the envelope.
- When using Canada Post's manual labels, ensure that there are no stickers or markings on the 2D barcodes located in the corners of the "To" section, which could prevent our equipment from reading them properly. The tear-away customer receipt must also be removed.
- The shipping label and other shipping documentation can be inserted into a plastic pouch for protection. The shipping label must be inserted so that the barcode is not folded or creased and is visible through the plastic. The plastic pouch (form 200-12-555) is available at canadapost.ca/obc or from Customer Service at 1-866-607-6301.

- Labels for mailing tubes must be affixed lengthwise so that the sides of the barcode point toward the ends of the tube to facilitate barcode scanning. The delivery guarantee does not apply to cylindrical mailing tubes. The use of triangular or rectangular containers is highly recommended.



Using tracking numbers

- Every item must have its own shipping label with a unique tracking number.
- Canada Post does not accept multiple-piece shipments with duplicate tracking numbers.
- Customers can only use tracking numbers assigned to them by Canada Post and must not manufacture their own.
- Tracking numbers must not be re-used within 365 days.
- Items bearing a tracking number that was used on a previous shipment will result in the item being returned to the sender.

Note: Business Reply Mail™ addresses must not be used for Parcel Services.

6.6.2 Manifests and bills of lading

Unless otherwise indicated on the shipping label, all items shipped by Canada Post must be accompanied by a paper copy of the transmitted manifest or bill of lading at the time of deposit or acceptance, which accurately describes the contents of the shipment and the deposit location. The manifest can be created electronically by using Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, or it can be prepared manually by only using a Canada Post bulk manifest. A bill of lading can only be prepared manually using the bill of lading labels. When using these manual order documents, a fee will apply to each item submitted on the document.

Electronically generated manifest

Canada Post's Electronic Shipping Tools (EST), Parcel Web Services or customer-developed/third-party shipping systems, print shipping labels, transmit the electronic version of the manifest to Canada Post and print 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.

For Expedited Parcel – USA, Xpresspost – USA, Xpresspost – International, International Parcel – Air or International Parcel – Surface, customers must include mandatory customs data elements and item content information, in the manifest data file transmitted to Canada Post at the time of drop-off or before pickup. Failure to comply may result in the item being returned to the sender, delays, non-delivery or voided guarantee.

Bulk manifest (form 33-086-565)

- The bulk manifest can be used for some services: Prepaid products with options, U.S. and international items.
- For detailed instructions on how to complete a bulk manifest, visit canadapost.ca/bulkmanifest.

Bill of lading (Canada)

Bills of lading are only available with overprinted customer information by calling Customer Service at 1-866-607-6301. Domestic bills of lading are not required when using manifests and shipping labels. An item with a bill of lading must be deposited at a retail post office or commercial deposit centre.

Note: For detailed instructions on how to complete a bill of lading, visit canadapost.ca/domesticbol.

6.6.3 Data accuracy of shipping documentation

It is the customer's responsibility to ensure that data entered for label creation, manifesting and customs clearance is complete, accurate and legible. This includes the following:

- customer number and agreement number;
- complete address, including but not limited to origin and destination, valid postal code, sender name and company name, recipient name and recipient company name, and recipient telephone number;
- shipping service and options selected;

- package weight – the greater of the actual weight or volumetric equivalent of actual weight, or actual weight and package dimensions; refer to section 6.5 for more information on the base price of your item;
- for items sent to international destinations – customs (reason for export, non-delivery instructions) and package content information (for each item, the quantity, description, unit value and weight).

Customs documentation

Complete and accurate electronic customs and item content information must be provided. Failure to do so may result in the item being returned to the sender or delays, non-delivery, voided delivery guarantees (if applicable), fines or customs seizure at the international destination. Item content details must be captured in English or French and can be translated into the language of the destination country. Refer to section 6.9 for more information on customs clearance. Shipping documentation may be transmitted to or shared with domestic or international customs and postal administrations or designated postal operators.

The information will be used to facilitate customs processes for the delivery of postal items. For more information about Canada Post's personal information practices, go to canadapost.ca/privacy.

6.7 Fuel and special handling surcharges

Canada Post may apply surcharges to some items, including the following:

- non-standard sizes, dimensions, weight or packaging;
- fuel costs;
- deposits during a peak period;
- other factors that may affect Canada Post's costs or operations.

Fuel surcharge

Canada Post reserves the right to apply a fuel surcharge on all items. Such a surcharge will be applied to the base shipping prices and any applicable additional weight charges. Current details of the fuel surcharge are available at canadapost.ca/fuelsurcharge.

Mailing tube surcharge

A surcharge will be applied to mailing containers that are cylindrical in shape, as they incur higher handling costs. The surcharge does not apply to Small Packet and Tracked Packet items. Customers are encouraged to use other non-cylindrical containers (for example, triangular ones) to avoid the surcharge.

Additional handling surcharge

A surcharge will be applied to an item that requires additional or special handling. This item will incur higher handling costs due to the nature of its size, weight, packaging or shape. Also, an item may be subject to the surcharge if it can cause damage to postal equipment or other items, if it can be damaged or can cause injury to persons handling the item.

Canada Post reserves the right to apply a surcharge to an item that, at Canada Post's sole discretion, requires additional handling.

Oversized items

A surcharge will be applied to any oversized item. An item is considered oversized if

- it has any dimension exceeding one metre (39.4 in.), and/or,
- it measures more than 76 cm (30 in.) along its second longest side.

For U.S. and international shipments, an oversized item will be accepted only if permitted by the destination country. For more information, visit canadapost.ca/internationallistings.

Unpackaged items

A surcharge will be applied to any unpackaged item. An item is considered unpackaged if, but not limited to the following:

- it is not fully encased in an outer shipping container (e.g. corrugated cardboard box);
- it has excessively loose packaging;
- it is of irregular, cylindrical or round shape, whether wrapped in plastic or cellophane, or not (e.g. tire, carpet);
- the contents of the item protrudes outside the surface area and packaging (e.g. muffler, tailpipe).

Note: Proper packaging is the sole responsibility of the shipper. For further details, refer to section 6.3.

Out-of-spec surcharge

An item is considered out-of-spec if it exceeds our maximum size or weight specifications and any of the following conditions apply:

- any dimension exceeds two metres (78.7 in.);
- the length and girth combined exceed three metres (118 in.);
- the weight exceeds 30 kg (66 lb.).

A surcharge will be applied to an out-of-spec item that comes into the possession of Canada Post. At any point in time, the item may be refused or returned to the shipper. The item may be delivered at the sole discretion of Canada Post and additional fees may be applied.

Surcharge for manual documents

A surcharge will be applied to each item submitted on a manual order document (for example, bill of lading and bulk manifest) to recover the higher costs of processing manual forms.

Non-transmitted order surcharge

A fee will be applied to orders that have not been transmitted to an authorized Canada Post facility on the same day and prior to drop-off or pickup of shipments. All items that are dropped off or picked up must be accompanied by a Canada Post order document (manifest or bill of lading) at the time of deposit.

Non-manifested item surcharge

A fee will be applied if an item is shipped with Canada Post and is not declared in the electronic order.

Suspended order surcharge

A fee will be applied to all orders (electronic manifest data file) that are suspended during the validation process. Suspended orders require manual intervention to correct errors and reprocess the file. Examples of errors include missing mandatory information such as the incorrect weight of the item, the wrong postal code or customer information that differs from the customer profile.

Barcode label and address correction fee

A fee will be applied to parcels that have incomplete or incorrect addressing data or illegible barcodes that cannot be processed through our automated systems. To meet existing shipping requirements for barcoding and addressing, refer to section 6.6.1.

The fee will apply as follows:

| Parcel services | Address correction fee | Barcode label correction fee |
|------------------------|-------------------------------|-------------------------------------|
| Canada | ✓ | ✓ |
| U.S. and international | N/A | ✓ |

6.8 Depositing your items at Canada Post

To maximize the operational efficiency of our equipment and network, the customer may be required to prepare and deposit shipments depending on a variety of factors. These include, but are not limited to, the location of the customer or Canada Post-approved drop-off facility or the size, service type or destination of the items being shipped. For example, as determined by Canada Post, customers may be required to

- schedule a deposit time;
- sort mail according to size, service type or destination;
- perform multiple drop-offs or pickups throughout the day.

For pickups and drop-offs comprising more than 20 items, the customer is expected to sort mail according to shape (for example, a split of parcels, of packets and of documents). Minimum and maximum sizes and weights for each shape category are summarized in section 6.1.

Where applicable all items shipped by Canada Post must be accompanied by a paper copy of the transmitted manifest or bill of lading at the time of pickup or deposit, which accurately describes the contents of the shipment and the deposit location.

When there are shipments with items being deposited at multiple locations, one manifest is required for each deposit location. Items deposited at a location other than the one stated on the manifest or not included on a manifest will not receive a service guarantee, may be refused, may be returned to the sender at the customer's expense or may be subject to a surcharge.

6.8.1 Post office

Items can be deposited at any post office during advertised hours of acceptance. To find a post office near you, visit canadapost.ca/postoffice.

6.8.2 Drop-off at Canada Post-approved postal facilities

Items can be deposited on business days during advertised hours of acceptance.

In certain remote areas, depositing a shipment at a specific facility may be required.

For detailed information on the location of the drop-off facilities, as well as the products and volumes acceptable for shipment, visit canadapost.ca/depositlocations.

6.8.3 Pickup Services

Canada Post offers a wide range of Pickup Services. One-Time On-Demand Pickup is offered for one-piece shipments or more and is offered at no charge when you include a Priority item. Customers who require daily or regular Recurring (Scheduled) Pickup service will benefit from affordable fee structures.

Use the One-Time On-Demand Pickup service to arrange pickup at a time that's convenient for your business. A pickup fee per stop will apply, unless you include a Priority item. A pickup can be arranged up to 90 calendar days in advance for customers with an account number or a credit card saved in the customer profile as a method of payment (five business days in advance without a credit card saved in the customer profile), or on the same business day, provided the request is made before the local call-in cut-off times.

You can arrange One-Time On-Demand Pickup service or set up your Recurring (Scheduled) Pickup service using our online request tool. Visit canadapost.ca/pickup for a list of areas where Canada Post offers Pickup Services or to request a pickup. Refer to sections 2.3.7 and 3.4.6 for further information. For terms and conditions, refer to section 7.3.11.

6.8.4 Large volume drop-off

You can call Customer Service at 1-866-607-6301 to schedule the drop-off time for depositing large volumes of items at any Canada Post-approved postal facility. Scheduling and volume requirements may vary by location.

Large volumes of parcels can be dropped off in monotainers provided by Canada Post or placed on pallets supplied by the customer.

A monotainer can be filled up to 25 mm (1 in.) below the top of the container and can be shipped double-stacked. The maximum weight of the monotainer must not exceed 900 kg (1,984 lb.), including the weight of the monotainer (97 kg or 213.8 lb.).

When pallets are used they must be sturdy and stable, and the parcels must be either brick or block-piled, or combined with a cardboard monotainer for smaller or non-stackable items. The load must be contained within the footprint of the pallet and be structurally sound. The height of a single pallet and its load must not exceed 178 cm (70 in.).

Stretch-wrapping or plastic straps is required to secure the load. Three turns of stretch-wrapping should cover around the pallet and the pallet load, or the load should be strapped four ways. Metal strapping is not permitted.

Double-stacking

Pallets of parcels and monotainers can be double-stacked. The combined height of the two loads must not exceed 224 cm (88 in.) and the combined weight of the two pallets and the load or the two monotainers must not exceed 900 kg (1,984 lb.).

The load must be structurally sound and stable. Heavy items must be on the bottom pallet and lighter items, on top. The two pallets must be secured together with plastic straps or stretch wrap. The bottom load should have a sturdy, horizontal flat surface or otherwise be capped (bottom cardboard monotainer must be capped for double-stacking).

Note: All pallets, single- and double-stacked, must be structurally sound, and appropriate measures should be taken to prevent shifting, tipping and collapsing.

Pallet specifications

- The pallet must not exceed 1.22 m (48 in.) in length and 1.02 m (40 in.) in width.
- The pallet should allow four-way entry by a Canada Post forklift and two-way entry by a Canada Post hand jack.
- The openings for forks should be a minimum of 102 mm (4 in.) in height on opposite sides of the pallet that do not have bottom deck boards and a minimum of 89 mm (3.5 in.) for opposite sides that have bottom deck boards.

6.8.5 Street letter box

Canada Prepaid products may be deposited into street letter boxes, including community mailboxes and group mailboxes, if no additional options are being purchased.

Canada, U.S. and international items processed and paid (by account number, credit card or supplier account) through Canada Post's Electronic Shipping Tools (EST) Online or EST Express Order Entry – Ship in Canada, may be deposited into a street letter box if size permits.

Items deposited after the last collection time specified on the street letter box are considered as being deposited on the next business day.

Items deposited in a street letter box do not receive an acceptance scan.

To find local cut-off times for Parcel Services, visit canadapost.ca/parcelservices/cutofftimes.

6.9 Customs regulations and shipping requirements

6.9.1 General

Customs documentation is one of the most important elements of international shipments. Completing all of the required paperwork electronically in advance will reduce the risk of your item being held by customs. Understanding and following these requirements speed up clearance and delivery. It is the customer's responsibility to ensure that all required customs documentation is attached to the shipment.

Canada Post is not liable for any direct, indirect, special, incidental or consequential damages resulting from the sender's failure to complete all required information on any of Canada Post's forms for U.S. and international shipping services. All shipments are subject to all applicable laws and regulations in Canada and the destination country.

Customs documentation is required for all items shipped from Canada. Each U.S. and international service has a unique shipping label, which includes a customs declaration area to be completed accurately for items that are not documents.

The term "documents" is used to describe a shipment of paper of no value and does not require a commercial invoice. It includes, without limitation, business or personal correspondence.

A completed hard copy of the customs declaration, generated using either Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system, must be included with the shipping label for each shipment.

For information on basic customs document requirements, refer to section 6.9.4, visit canadapost.ca/postalguide or call Customer Service at 1-866-607-6301. There are special requirements for any item shipped to an international destination other than the U.S. with a content value of CAD\$2,000 or higher. Visit canadapost.ca/postalguide to learn more.

Note: All shipments are subject to inspection by authorities in the destination country. Undervaluing or providing an inaccurate list of an item's content may result in seizure, delivery delays or refusal of entry of the item by the destination country. It is the customer's responsibility to ensure the accuracy of the required information. Canada Post assumes no responsibility for the accuracy, completeness or applicability of a customs declaration or any other documentation. To find out more about customs requirements, visit canadapost.ca/postalguide.

1. Priority items are **not acceptable** for street letter box deposit because of the rapid transit schedule for these packages.

6.9.2 Customs clearance processes

One of the two following types of customs clearance applies, depending on the shipping services used.

- **Postal presentation.** When items are shipped using Xpresspost – USA, Expedited Parcel – USA, Xpresspost – International, International Parcel – Air, International Parcel – Surface, Small Packet USA – Air, Small Packet International – Air or Small Packet International – Surface, Tracked Packet – USA, Tracked Packet – International, Canada Post tenders the item to the receiving country's designated postal operator. The receiving designated operator presents the item for clearance and assessment of duties and taxes.
- Electronic customs and item content information will be required for all mandatory fields, at order creation for the following services: Xpresspost – USA, Expedited Parcel – USA, Xpresspost – International and International Parcel – Air or International Parcel – Surface, Tracked Packet USA, Tracked Packet International, Small Packet USA and Small Packet International. Commercial customers using any of Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system will be required to input mandatory customs and item content information in order to process a shipment. Failure to do so may result in the item being returned to the sender for proper completion or in delays, non-delivery, voided delivery guarantees, if applicable, fines and customs seizure at the international destination.

In either case, customs officials decide which items require inspection and whether they meet applicable requirements. Any taxes, duties and processing fees are payable by the receiver.

6.9.3 Undeliverable items

Undeliverable items will be returned at the sender's expense. Otherwise, the item will be destroyed.

6.9.4 Customs documentation

The following fields of the customs declaration must be completed accurately to facilitate timely customs clearance and delivery at destination:

- sender's name, telephone number and address;
- recipient's name, telephone number and address;
- reason for export;
- quantity;
- description;
- value, including currency;
- harmonized system (HS) code is strongly recommended to avoid delays (further facilitates customs clearance and ensures accurate application of duties and taxes); there are many European countries where delays are common due to a missing HS code.