

**Q10. If customers don't have access to credit card as a method of payment, what other options are available?**

To replace the credit card, a new self-serve, online payment option was introduced in January 2005 in the Manage My Accounts section of the On-line Business Centre. Customers simply select the invoices or transactions they want to pay from the convenience of their computer and their payment will be withdrawn from their bank account and applied to their Canada Post account on the next business day.

- More information regarding this service is available at [www.canadapost.ca/obc](http://www.canadapost.ca/obc)
- To obtain online payment, customers can complete the application form available from [www.canadapost.ca/caf](http://www.canadapost.ca/caf)

Customers who currently use pre-authorized credit card to simplify account reconciliation and eliminate late payment fees, may be interested in Pre-authorized Bank Payment. With this service, payment for invoices will be withdrawn directly from the customer's bank account instead of charged to their credit card on the due date of the invoice(s).

- To take advantage of the pre-authorized payment service, customers can complete the form available from [www.canadapost.ca/caf](http://www.canadapost.ca/caf)

# Questions and Answers

## Changes affecting Unaddressed Admail as of May 16, 2005

**Q1. What changes are affecting Unaddressed Admail as of May 16, 2005?**

Consistent with other Communication Business services, as of May 16, 2005 Electronic Shipping Tools (EST) will become mandatory to access contract prices for Unaddressed Admail. Additionally, as of that date manual Orders (Statements of Mailing) for Unaddressed Admail will be subject to the following depending on their location of deposit:

Unaddressed Admail manual Orders (SOMs)	RVU	Retail Outlet & Depots*
Access to contract price when using a manual Order	NO	NO
Access to billing when using a manual Order	YES**	NO
Must be paid at time of mailing	NO**	YES
Volumes contribute to annual volume commitment when using a manual Order	YES	NO
Manual Order processing fee applies	YES	NO

\* applies to Retail Outlets and Depots currently accepting Unaddressed Admail

\*\* if customer qualifies for billing with Canada Post

**Q2. If customers want to maintain their Unaddressed Admail contract prices, payment options and volume commitments, what are their alternatives?**

Customers wishing to maintain their Unaddressed Admail contract prices, payment options and volume commitments will be required to prepare and submit their Orders (Statements of Mailing) using Canada Post's Electronic Shipping Tools (EST) software. With EST customers:

- have access to applicable contract prices
- continue to have mail volumes contribute to their annual volume commitment
- are not subject to the manual Order processing fee
- have access to the automation incentive
- have the ability to track their mailing, and much more.

EST is a suite of tools that automate the preparation and processing of Orders (Statements of Mailing) for mailing with Canada Post. For the user, EST reduces paperwork, saves time and improves billing/transaction accuracy and provides access to potential automation incentives. Electronic Shipping Tools software is free for Canada Post commercial customers.

EST is more flexible than ever. Depending on the nature and scope of their mailings, customers can choose from three different online versions to automate their Unaddressed Admail Orders (Fully featured, SOM Only, and Express Order Entry).

Type of Mailer	Recommended EST Version	Versions and Access Point	Key Features
Large mailings that are <ul style="list-style-type: none"> <li>• frequent, or</li> <li>• national</li> </ul>	<b>Fully Featured</b>	Desktop and online via Canada Post's website	<ul style="list-style-type: none"> <li>• prints all required bar-coded labels and documentation</li> <li>• deducts a 2% automation incentive</li> <li>• provides billing options as applicable</li> <li>• volumes contribute to annual volume commitment</li> <li>• access to Track a Mailing</li> </ul>
Smaller mailings that are <ul style="list-style-type: none"> <li>• infrequent, and</li> <li>• mailer creates their own documents and container labels</li> </ul>	<b>SOM Only</b>	Desktop and online via Canada Post's website	<ul style="list-style-type: none"> <li>• prints Order (Statement of Mailing) only</li> <li>• provides billing options as applicable</li> <li>• volumes contribute to annual volume commitment</li> </ul>
Targeting one specific delivery area in four easy steps	<b>Express Order Entry</b>	February 20/05 Online via customer's corporate website* or April 18/05 Online via Canada Post's website	<ul style="list-style-type: none"> <li>• prints all required bar-coded labels and documentation</li> <li>• deducts a 2% automation incentive</li> <li>• easy online credit card payment**</li> <li>• volumes contribute to annual volume commitment</li> <li>• access to Track a Mailing</li> </ul>

\* for customer meeting certain criteria, details at [www.canadapost.ca/est\\_uam](http://www.canadapost.ca/est_uam)

\*\* some exceptions apply

**Q3. Why is Canada Post making EST mandatory for Customers to access their Unaddressed Admail contract prices?**

Canada Post is making Electronic Shipping Tools mandatory to access Unaddressed Admail contract prices in order to reduce the cost of processing manual Orders, as well as to be consistent with all other Communications Business services.

**Q4. What is the Electronic Shipping Tool (EST) software and how does it benefit users?**

EST is a suite of tools that automate the preparation and processing of Orders (Statements of Mailing) and Manifests for mailing with Canada Post. For the user, EST reduces paperwork, saves time and improves billing/transaction accuracy and provides access to potential automation incentives. Electronic Shipping Tools software is free for Canada Post commercial customers. Customers can register online by completing the User ID and Password Request Form from the Online Business Centre at [www.canadapost.ca/obc](http://www.canadapost.ca/obc)

**Q5. Where can a customer obtain more information about Electronic Shipping Tools (EST)?**

Customers can obtain more information and registration details about EST online at [www.canadapost.ca/obc](http://www.canadapost.ca/obc)

**Q6. Where can a customer obtain more information about Electronic Shipping Tools (EST) as it relates to Unaddressed Admail?**

Customers can obtain more information and demonstrations about various EST solutions for Unaddressed Admail online at [www.canadapost.ca/est\\_uam](http://www.canadapost.ca/est_uam)

**Q7. When were Unaddressed Admail customers first notified of Electronic Shipping Tools (EST) becoming mandatory to access contract prices?**

Customers who have an Unaddressed Admail Agreement and their Authorized Users were first notified of EST becoming mandatory to access contract prices in July 2004. This change was scheduled to take effect on January 17, 2005 however in order to provide our customers sufficient time and adequate tools to adapt to submitting automated Orders (Statements of Mailing), in January 2005 we advised customers that we were "waiving" (delaying) the requirement of using the Electronic Shipping Tools (EST) to access Unaddressed Admail contract prices until further notice.

**Q8. When were Unaddressed Admail customers first notified that they would have to pay for manual Orders (Statements of Mailing) at the time of mailing?**

Customers who have an Unaddressed Admail Agreement and their Authorized Users were first advised that manual Orders would be subject to payment at the time of mailing in a letter sent early January 2005. An excerpt of the letter follows below. All customers will be sent a notification in April advising the changes are effective May 16, 2005.

**Excerpt from the January 2005 letter to customers:**

*"In order to provide our customers sufficient time and adequate tools to adapt to submitting automated Orders, we are "waiving" the requirement of using the Electronic Shipping Tools (EST) to access Unaddressed Admail contract prices on January 17, 2005, until further notice. This is a change from what was previously communicated in the letter we sent you in July. In keeping with our commitment, once a new implementation date has been set, we will provide you with advance notice. At that time, we will also be introducing processing changes for Orders that continue to be inducted manually at a Retail Outlet or Depot:*

*=> Payment will be due on induction (billing will not be offered for Manual Orders);*

*=> Volumes inducted using a manual Order will no longer be applied toward your Unaddressed Admail annual volume commitment;*

*=> There will be no \$5.00 Manual Processing Fee."*

**Q9. Why should customers automate their Orders (Statements of Mailing) by using Electronic Shipping Tools (EST)?**

Effective May 16, 2005, manual Orders (Statements of Mailing) for Unaddressed Admail will be subject to non-contract prices. Additionally manual Orders may be subject to the following:

a. Mail Items deposited using a manual Order will not contribute to a volume commitment (annual or otherwise)

b. payment in full, is required at the time of mailing (cash or cash equivalent)

c. payment of the \$5.00 manual Order processing fee may be applicable depending on where mail is dropped off.

Alternatively, customers can prepare and submit Orders using Canada Post's Electronic Shipping Tools (EST) software (refer to Q2 for more details).