



Parcel Services Customer Guide

The Guide and its amendments are available
at canadapost.ca/parcelservices.
Effective January 16, 2017

Shipping to the United States and International Destinations

3.1 Parcel Services – United States

Shipping options

**Delivery by
10:30 a.m.*
next business day**

Priority™ Worldwide

An international express service offered by Canada Post, as an agent for FedEx™. This service offers an On-Time Money-Back Guarantee and delivery by 10:30 a.m. the next business day to most destinations in the U.S. The service also includes the following features at no additional cost: recipient's name and signature, commercial customs clearance, detailed tracking information and up to \$100-declared value for carriage. On-Demand Pickup service is included at no charge (where available).

**Delivery in 2 and
3 business days**

Xpresspost™ – USA

Your best choice when you need to send documents or parcels to the U.S. quickly and cost-effectively. The Xpresspost – USA service provides fast delivery, including On-Time Delivery Guarantee†, delivery confirmation with signature, up to \$100 Liability Coverage for shipments and the ability to track your items easily online.

**Delivery in
as little as 4
business days for
larger parcels**

Expedited Parcel™ – USA

An affordable shipping service for sending larger parcels to the U.S. The service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online.

**Delivery in as
little as 4 business
days for small
and lightweight
items**

Tracked Packet™ – USA

A reliable shipping service for small and lightweight items (less than 1 kg) to the U.S. Ideally suited for e-commerce, the service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online.

**Delivery in as
little as 5 business
days for small
and lightweight
items**

Small Packet™ – USA Air

A cost-effective shipping service for sending small and lightweight items (less than 1 kg) to the U.S.

* Refer to the Priority Worldwide terms and conditions in Section 8.4 for details.

† Exceptions and conditions apply. Refer to Section 3.4.1 for more details.

3.2 Parcel Services – International destinations outside the U.S.

Shipping options

Delivery in 2 to 3 business days[†]

Priority™ Worldwide

An international express service offered by Canada Post, as an agent for FedEx™. This service offers an On-Time Money-Back Guarantee and delivery in two or three business days to most of the industrialized world. The service also includes these features at no additional cost: recipient's name and signature, commercial customs clearance, detailed tracking information and up to \$100-declared value for carriage. The On-Demand Pickup service is included at no charge (where available).

Delivery in as little as 4 business days

Xpresspost™ – International

Your best choice when you need to send documents or parcels to international destinations quickly and cost-effectively. The Xpresspost – International service is available to more than 50 destinations worldwide and provides fast delivery with an On-Time Delivery Guarantee, up to \$100 Liability Coverage and the ability to easily confirm the status of your items online. For the list of destinations where this service is available, visit canadapost.ca/xpresspostinternationalen.

Delivery in as little as 6 business days

Tracked Packet™ – International

A reliable shipping service for small and lightweight items (less than 2 kg) to select international destinations. Ideally suited for e-commerce, the service includes up to \$100 Liability Coverage and the ability to track your items and confirm delivery online. For the list of destinations where this service is available, visit canadapost.ca/trackedpacket.

Delivery in as little as 6 business days for small and lightweight items

Small Packet™ International – Air

A cost-effective shipping service for sending small and lightweight items (less than 2 kg) internationally.

Delivery in as little as 12 business days for larger parcels

International Parcel – Air

A cost-effective shipping service to send larger parcels to international destinations. This service is available to destinations not served by Xpresspost – International.

Delivery in 4 and up to 12 weeks[△] for small and lightweight items

Small Packet™ International – Surface

The most economical shipping service for sending small and lightweight items (less than 2 kg) that are not time-sensitive to destinations worldwide.

Delivery in 4 and up to 12 weeks[△]

International Parcel – Surface

The most economical shipping service for sending larger parcels that are not time-sensitive to international destinations.

Note: Exceptions and conditions apply. Visit canadapost.ca/postalguide. For more accurate delivery standard information, visit canadapost.ca/deliverystandards.

[†] Refer to the Priority Worldwide terms and conditions in Section 8.4 for details.

[△] Depending on destination.

Legend for table 3.3 (page 21)

- ✓ Feature included in the service (no additional charge).
 - On-Time Money-Back Guarantee.
 - * Visit canadapost.ca/priorityworldwide/pobox for availability.
 - ▮ Delivery to a Post Office Box is offered at destinations where available.
 - ~ An additional charge will apply for declared value for carriage over \$100. See the Priority Worldwide terms and conditions at canadapost.ca/priorityworldwide/terms.
 - \$ Available for a fee.
 - ◆ Signature is automatically included at no additional charge and is provided when available.
 - + Available to certain destinations.
 - ⊙ Tracking information available only for events within Canada.
 - 1. Scheduled Pickup is free when customers purchase \$15,000 or more of parcel shipping services annually per pickup location. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
 - 2. The fee for On-Demand Pickup is per stop. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
- Note: All options must be selected at the time of shipping. Exceptions and conditions apply. Visit canadapost.ca/postalguide.

3.3 Features, options and other value-added services: Shipping to the U.S. and international destinations

Parcel Services – United States						
Features and options	Priority™ Worldwide	Xpresspost™ – USA	Expedited Parcel™ – USA	Tracked Packet™ – USA	Small Packet™ USA – Air	
Tracking and Delivery						More information
On-Time Delivery Guarantee	✓•	✓				p. 22
Tracking and Delivery Confirmation	✓	✓	✓	✓		p. 22
Delivery Updates	✓	✓	✓	✓		p. 22
Reference Number Tracking	✓	✓	✓	✓		p. 23
Delivery to a Post Office Box	*	✓	✓	✓	✓	p. 23
Coverage Options						More information
Liability Coverage (up to \$100)	~	✓	✓	✓		p. 23
Additional Liability Coverage (up to \$1,000)	~\$	\$	\$			p. 23
Signature						More information
Signature	◆	◆				p. 23
Pickup Services						More information
Scheduled Pickup ¹		\$	\$	\$	\$	p. 24
On-Demand Pickup ²	✓	\$	\$	\$	\$	p. 24
Third-Party Scheduled Pickup ¹		\$	\$	\$	\$	p. 24
Third-Party On-Demand Pickup ²	✓	\$	\$	\$	\$	p. 24
Customs Clearance						More information
Postal Presentation and Handling		✓	✓	✓	✓	p. 25
Commercial	✓					p. 25

Parcel Services – International						
Features and options	Priority™ Worldwide	Xpresspost™ – International	International Parcel – Air or Surface	Tracked Packet™ – International	Small Packet™ International – Air or Surface	
Tracking and Delivery						More information
On-Time Delivery Guarantee	✓•	✓+				p. 22
Tracking and Delivery Confirmation	✓	✓	⊙	✓		p. 22
Delivery Updates	✓	✓		✓		p. 22
Reference Number Tracking	✓	✓		✓		p. 23
Delivery to a Post Office Box	*	✓D	✓	✓	✓	p. 23
Coverage Options						More information
Liability Coverage (up to \$100)	~	✓	✓	✓		p. 23
Additional Liability Coverage (up to \$1,000)	~\$	\$+	\$			p. 23
Signature						More information
Signature	◆	\$+				p. 23
Pickup Services						More information
Scheduled Pickup ¹		\$	\$	\$	\$	p. 24
On-Demand Pickup ²	✓	\$	\$	\$	\$	p. 24
Third-Party Scheduled Pickup ¹		\$	\$	\$	\$	p. 24
Third-Party On-Demand Pickup ²	✓	\$	\$	\$	\$	p. 24
Customs Clearance						More information
Postal Presentation and Handling		✓	✓	✓	✓	p. 25
Commercial	✓					p. 25