

How to use our shipping labels

This easy-to-use chart will help you make sure your items are packaged and labelled correctly and reach their final destination safely, securely and on time. **If the barcode on your item cannot be scanned by our automated processing equipment**, the service delivery guarantee will no longer apply, online tracking information may be affected, all requests for claim payments will be voided, **and you may have to pay a barcode label correction fee.**

Only shipping labels produced according to the most recent label specifications and approved by Canada Post are acceptable. To obtain these specifications, contact cenauto@canadapost.ca. Additional copies of this poster are available from canadapost.ca/shippinglabels.

Display this poster where shipping labels are produced or applied.
Not in shipping? Please pass it on.
Changes are identified in bold.

DO

DON'T



Box

Do select a rigid, good quality corrugated cardboard container. Make sure the shipping label is visible and affixed flat and wrinkle-free to the box flap or largest side of the item. If the item is too small, ensure the barcode is not placed over a crease.



Don't fold, wrinkle or crease the label or apply it crooked or on the small side of the box.



Don't wrap the barcode around the edge of the box or in any other way that makes it difficult to scan.



Don't place the barcode over a seam or box closure as the label may become raised.



Do apply quality packaging tape and secure strapping, if required, without covering any part of the label.



Don't cover any part of the label with strapping.



Don't cover or alter the barcode in any way.



Don't apply the label onto the box seam or cover the label with reflective material such as tape.



Polybag

Do pack contents tightly in polybag, while ensuring sufficient surface area for the label. Make sure the shipping label is visible and affixed flat and wrinkle-free to the largest side of the item.



Don't pack items loosely as this makes them difficult to process.



Don't wrinkle or crease the label as this makes the barcode difficult to scan.



Don't wrap the barcode around the edge or in any other way that makes it difficult to scan.



Tube

Do affix the label lengthwise so that the sides of the barcode point toward the ends of the tube.



Don't affix the label around the edge of the tube as this makes the barcode difficult to scan.



Prepaid envelope

Do apply preprinted or electronically generated labels in a straight, upright position.



Don't apply the label crooked or outside the area indicated.



Shipping labels

Do produce labels according to the most recent label specifications with high print quality.



Don't incorrectly load label stock in your printer, causing labels to be printed off-centre.



Don't use faded labels with low print quality or gaps in the Print Check Bar.



Don't exclude any required information on the labels. **Incorrect or incomplete information may result in an address correction fee.** Need a postal code? Visit canadapost.ca/postalcode.



Delivering the Online World

