



Learn about shipment preparation

This section offers a series of tips to ensure that your shipments arrive at their final destination safely, securely and on time.

Maximize processing efficiency

Benefit from efficient parcel processing and accurate invoicing by promptly submitting complete shipment documentation.

Achieve dependable delivery

Delivery to your customers can be performed consistently and reliably when your shipments are properly packaged and labelled.

The ABCs of Shipping

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"> 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
Priority™ Worldwide		<ul style="list-style-type: none"> 300 mm x 220 mm x 2 mm (11.8 in. x 8.7 in. x 0.08 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.) 30 kg (66 lb.)
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) 1 kg (2.2 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.) 100 g (0.2 lb.) 	Based on maximum specifications of selected service

International destinations			
		Minimum sizes and weights	Maximum sizes and weights
Priority™ Worldwide		<ul style="list-style-type: none"> 300 mm x 220 mm x 2 mm (11.8 in. x 8.7 in. x 0.08 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.) 30 kg (66 lb.)
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.) 100 g (0.2 lb.) 	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

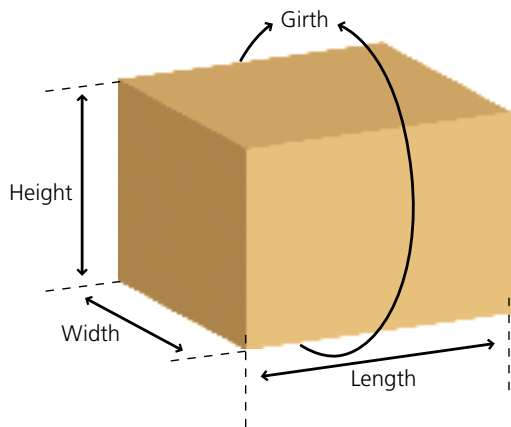
1. Some international destinations have maximum weight limits set below 30 kg and do not accept oversized items. To determine the exceptions for each international destination, visit canadapost.ca/internationallistings.

Note: For Prepaid products, see Section 4.

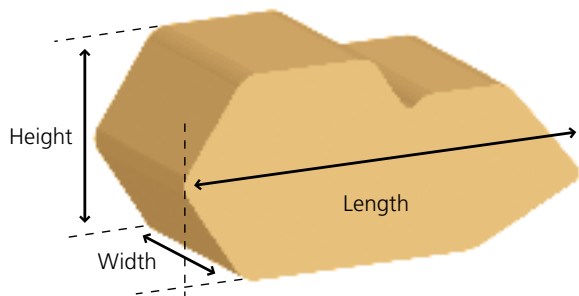
6.1.1 Measuring your item

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 (excluding the Priority Worldwide service)

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/internationalistings.

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.

- Tobacco¹
- Firearms²
- 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
- Batteries³
- Radiological devices

1. The originator of the shipment is solely accountable for ensuring that all tobacco shipments meet the requirements defined under the *Tobacco Act*.
2. Contact the Canadian Firearms Centre 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. 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* (<http://laws-lois.justice.gc.ca/eng/regulations/sor-98-209/FullText.html>).
 - *Storage, Display and Transportation of Firearms and Other Weapons by Businesses Regulations* (<http://laws-lois.justice.gc.ca/eng/regulations/SOR-98-210/FullText.htm>).
3. 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.

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 offensive odour,
- 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,¹ 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 613-992-4624, or visit Transport Canada's website at www.tc.gc.ca/tdg/safety-menu.htm.

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 Food shipments to the U.S.

The USFDA 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.

Note: All food shipments by Priority Worldwide service are prohibited.

6.2.4 Shipment restrictions of the Priority Worldwide service

Refer to the Priority Worldwide terms and conditions regarding items whose shipment is prohibited or restricted at canadapost.ca/priorityworldwide/terms.

6.3 Packaging your item for shipping

6.3.1 Requirements for shipments within Canada, to the U.S. and international destinations (excluding Priority Worldwide service)

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 documentation may be subject to delay or refused and returned to the sender. The customer may be required to pick up the item if

1. Examples of these low-risk dangerous goods include common products such as perfumes and certain other flammable liquids, some aerosol cans and particular cosmetics.

shipping could 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 lettertainers, 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

- All items must be tightly and securely wrapped with sufficient cushioning and reinforcing materials to prevent any loss or damage to the items or any potential damage to postal equipment or injuries to the persons handling the items.
- Canada Post strongly recommends the use of environmentally friendly packaging.
- 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.
- Polybags cannot be taped to a parcel and deposited as a single item.
- Two boxes 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 require 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.

Note: 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.

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*
Priority Worldwide envelopes	
Article number: 43-074-278	Size: 400 mm x 254 mm Maximum weight: 500 g Use: document shipments only
Priority Worldwide packs	
Article number: 43-074-279	Size: 394 mm x 305 mm Maximum weight: 1.5 kg 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 1-888-550-6333.
- 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.

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

- 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

6.4.1 Priority Worldwide item acceptance policy

You can pack your Priority Worldwide shipments in either your own packaging or the flat-rated envelope or pack available from Canada Post. All packages must be prepared and packed by the sender for safe transportation, assuming ordinary care in handling. Corrugated boxes in good rigid condition, which are large enough to allow cushioning of contents on the top, bottom and sides, should be used. Sturdy outside packaging constructed of corrugated fibreboard, wood, metal or plastic must be used. This outside packaging should be large enough to accommodate a Priority Worldwide shipping label and plastic pouch (available through canadapost.ca/obc).

6.4.2 Shipping documentation

The shipping label must include a barcode with a valid Priority Worldwide tracking number, complete address information for the sender and addressee, including valid postal code, telephone numbers, customer number, agreement number, weight and dimensions of shipment, content description, country of manufacture, declared value for carriage, declared value for customs, type of packaging, sender's authorization and date.

Note: Multi-piece shipments travelling under a single Priority Worldwide air waybill are not acceptable even if each item is addressed to the same addressee. Refer to the Priority Worldwide terms and conditions in Section 8.4 for further requirements and conditions regarding packaging.

6.5 Shipping charges and weight

6.5.1 Base price of your item

The base price¹ for shipping an item is set out on Canada Post price sheets available to the customer. These price sheets show the base price according to the item's actual weight and a corresponding volumetric equivalent of actual weight. See "How to calculate the volumetric equivalent of actual weight" in this section.

It is the customer's obligation to declare an item's actual weight on the shipment order or manifest at the time of shipping. The customer may also declare the item's dimensions or its volumetric equivalent of actual weight. It is the customer's sole responsibility to ensure all declarations are accurate.

Canada Post reserves the right, at its sole discretion, to re-weigh and/or measure the dimensions and calculate the volumetric equivalent of actual weight of any item. When auditing the customer's declaration, Canada Post uses only measuring devices approved for use in trade by Measurement Canada. When an item is cubed, the dimensions provided are the dimensions of the smallest box within which the item can be contained.

Determining your base price and total shipping charges

Canada Post determines the base price, within the prescribed weight and size limits of the specific product offering – the greater of an item's actual weight or its volumetric equivalent of actual weight.

The base price for an item, along with charges for options selected, applicable surcharges, additional fees and taxes, comprise the total shipping charges for the item and will appear on the customer's invoice or receipt.

The invoice or receipt sets out price adjustments for all items where Canada Post charges the base price on an actual weight or on a volumetric equivalent of actual weight, other than as declared by the customer.

Where the customer makes no declaration or if its declaration is, for whatever reason, unusable or unavailable, Canada Post charges for a default weight of 5 kg (11 lb.).

Customers who do not complete and submit all the documents necessary for the service, when required, or does not provide accurate information, the items contained in those shipments may, at the discretion of Canada Post:

- be returned to the sender at the customer's expense, to be made compliant by the customer, where possible;
- be processed and charged at the next or most appropriate product or service category, where available;
- be subject to a surcharge;
- be refused for mailing.

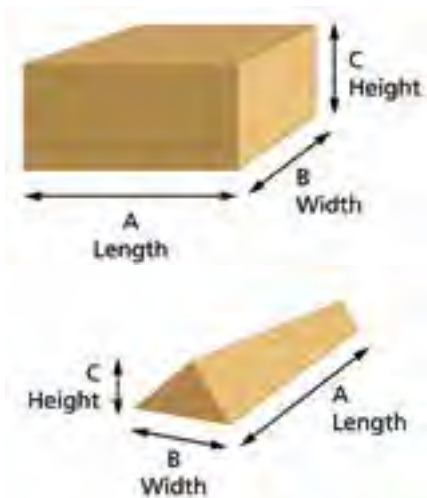
1. While the lowest base price for most services corresponds to the lowest actual weight or volumetric equivalent of actual weight of 0.750, some exceptions may apply; where the greater of actual weight and volumetric equivalent of actual weight exceeds 0.750, the base price will in all cases be determined by rounding the actual weight and volumetric equivalent of actual weight nearest to 0.500.

How to calculate the volumetric equivalent of actual weight (VE)

The volumetric equivalent of actual weight of an item is the item's volume divided by a density factor:

$$\text{volume} \div \text{density factor} = \text{volumetric equivalent of actual weight (VE)}$$

Volume is calculated by multiplying the item's length by width by height measured where the dimensions are greatest (as if the item fit into a box with six sides.)



A density factor of 6,000 (when measuring in cubic centimetres) or 166 (when measuring in cubic inches) is applicable to items shipped using Expedited Parcel or Regular Parcel. For Priority, Xpresspost, and all U.S. and international services (excluding Tracked Packet and Small Packet), use a density factor of 5,000 (when measuring in cm^3) or 139 (when measuring in in^3). Using these density factors reflects Canada Post's experience that an item of these densities will weigh approximately one kilogram.

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 $120,000 \text{ cm}^3$. 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 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 $120,000 \text{ cm}^3$. 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.

Volumetric equivalent of actual weight is not a unit of measure, a mass or a volume. It is a tool developed from long industry experience of typical parcel densities that allows more accurate pricing of an item given its weight and the space it occupies in a truck or an airplane.

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) that provide fast and flexible ways to prepare your shipping documentation. You can create labels online or generate manifests through a desktop software solution. For further details, refer to Section 5.3.

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 1-888-550-6333.

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. Visit canadapost.ca/labels for more information.
- To obtain the most recent specifications, contact cenauto@canadapost.ca.
- Only labels with a solid black print check bar – horizontal line below the service name and service identifier icon (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. Refer to Section 6.9.3 for the Priority Worldwide service.



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 both, the barcode and address section are applied 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.
- 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 1-888-550-6333.
- 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 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. This documentation 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 the Canada Post bulk manifest or Canada Post bill of lading. 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) or a customer-developed/third-party shipping system can be used to order shipping services, 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 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 1-888-550-6333. Domestic bills of lading are not required when using manifests and shipping labels.

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 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 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 written 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

Due to additional processing, labour and transportation costs incurred during the shipping of items that are not standard in size, dimension or packaging, Canada Post reserves the right to impose surcharges on these items. Other market factors beyond our control, such as increases in fuel costs, may also result in surcharges from time to time.

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 Priority Worldwide, Small Packet and Tracked Packet items. Customers are encouraged to use other non-cylindrical containers (for example, triangular ones) to avoid the surcharge.

Surcharge for oversized items

A surcharge will be applied to items with any dimensions exceeding one metre to reflect the required manual handling. See Section 6.1 for further details.

For U.S. and international shipments, oversized items are acceptable only if permitted by the destination. For more information, visit canadapost.ca/internationallistings.

Note: The oversized option is not available for Prepaid products.

Surcharge for unpackaged items

A surcharge will be applied to any item shipped without packaging (because its size or shape is not suitable for wrapping, such as a pail or a tire). An unpackaged item may be accepted if it is

- unlikely to be damaged or cause damage to postal equipment or other items,
- unlikely to cause injury to persons handling the item,
- shipped within Canada or to the U.S.

Note: The unpackaged option is not available for Prepaid products.

Surcharge for manual documents

A surcharge will be applied to each item submitted on a manual order documents (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.

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 sections 6.6.1 and 6.7.

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 have the items returned to sender at the customer's expense or a surcharge may apply.

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. On-Demand Pickup is offered for one-piece shipments or more and is offered at no charge when you include a Priority or Priority Worldwide item. Customers who require daily or regular Scheduled Pickup service will benefit from affordable fee structures.

Use the On-Demand Pickup service to arrange a one-time pickup at a time that's convenient for your business. A pickup fee per stop will apply, unless you include a Priority or Priority Worldwide item. Pickups can be arranged up to one month in advance for customers with an account number (five business days in advance for credit card customers), or on the same business day, provided the request is made before the local call-in cut-off times.

You can arrange On-Demand Pickup service or set up your 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 8.3.11.

6.8.4 Large volume drop-off

You can call Customer Service at 1-888-550-6333 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 monotoners 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, stable and the parcels must be either brick or block-piled, or combined with a corrugated pallet box (gaylord) 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 are highly recommended 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. Note that metal strapping is not permitted.

Double-stacking

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

The load must be structurally sound and stable. The 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 gaylords 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 shall 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, U.S. and international Prepaid products¹ 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 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 of 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.

A completed hard copy of the commercial invoice, 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 6.9.5, visit canadapost.ca/postalguide or call Customer Service at 1-888-550-6333. For any item shipped to an international destination **other than the U.S.** with a content value of CAD\$2,000 or higher, the sender must complete and attach the Canada Customs Export Declaration form no. B13A available at www.cbsa-asfc.gc.ca. Items containing controlled or regulated content are also subject to inspection by the Canadian Border Services Agency (CBSA); regardless of value, form no. B13A must be completed for these types of goods. There are additional details on the CBSA website at www.cbsa-asfc.gc.ca and, in particular A *Handy Customs Guide for Exporters*. For further information, refer to Section 6.2 on unacceptable items.

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,

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

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 (as well as FedEx™, in the case of Priority Worldwide items) 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.

The term "document" 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.

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.

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 (excluding Prepaid products) and International Parcel – Air or International Parcel – Surface. 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 could result in delays, non-delivery, voided delivery guarantees, if applicable, fines and/or customs seizure at the international destination.

- **Commercial clearance.** A customs broker is used when items are shipped using Priority Worldwide service. An electronic file containing details on the contents of each item is sent to the customs broker. The customs broker presents the items and the content information to customs officials of the destination country for clearance and assessment of duties and taxes.

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 Commercial customs clearance requirements for the Priority Worldwide service

Three copies of an accurately completed commercial invoice or invoice declaration must be attached to all Priority Worldwide non-document items.

Note: The commercial invoice or invoice declaration must be completed in English or in French with English translation. For customs purposes, all shipments must have an associated value. Documents should be assessed for a nominal value. Additional customs (import/export) documentation may be required, depending on the nature of the contents and the destination. It is the customer's responsibility to ensure that all required customs documentation is accurate and attached to the shipment, subject to commercial customs clearance. The customs broker or agent of the destination country may require payment of taxes, duties and any processing charges before the shipment is released. All items are subject to customs regulations of the destination country.

6.9.4 Undeliverable items

Undeliverable items will be returned at the sender's expense. For the Priority Worldwide service, the sender will be contacted to authorize the return and to agree to pay the applicable fees, duties and taxes. Otherwise, the item will be destroyed.

6.9.5 Customs documentation

Shipping internationally is easy when you use the customs information tool to

- determine the most accurate descriptions and harmonized system (HS) codes;
- look up estimated landed costs of your shipments, including estimated duties and taxes;
- learn about compliance information, including restrictions and prohibitions.

To help you complete your customs declaration or to learn more about customs, visit our online tool at canadapost.ca/dutiesandtaxes.

Note: When shipping commercial items other than documents, it is preferred that exporters provide the country of origin and the six-digit tariff number of the Harmonized Commodity Description and Coding System (HS code, developed by the World Customs Organization).