



Canada Post National Stamp Retailer program



Drive traffic to your store and increase your product offering

When you join Canada Post's National Stamp Retailer program, you provide your customers with a valuable, convenient service that allows them to save time and effort; two things that are sure to increase their loyalty to you. Stamps are in high demand by consumers and businesses. Adding stamps and stamp products to your retail mix can be a powerful traffic builder, and a great competitive advantage. By offering postage stamps, your company will be associated with the Canada Post brand, which is one of the most trusted in Canada.

Why join the program?

- Increase your revenue
- Increase customer satisfaction
- Drive more traffic to your store
- Acquire new customers and retain existing ones
- Follow a simple ordering process for stamps delivered right to your door
- Get a 5% product discount

Requirements

- Sign a stamp retailer shop agreement
- Submit a completed pre-authorized debit (PAD) application form
- Have a GST/HST number
- Submit a completed credit application form

Ordering

Ordering is done via the online link for all stamp shops.

The **confirmation email** that you receive when an order is placed outlines the product articles and quantities. It is important to **validate your order at this time**. If there is an error and you need to modify the order, contact the Retail Service Centre by immediately replying to the confirmation email, as all sales of products are final. When you submit an order to Canada Post, orders received

- before 3 pm (eastern time) are processed the same day
- after 3 pm (eastern time) are processed the following day.

The shipping date should be three business days after your order is processed.

ORDERING AND SHIPPING OPTIONS

Central distribution

There is one central customer account number for billing and one shipping destination. Through central distribution, a national retailer can order directly from Canada Post and control the distribution to its individual participating stores.

Direct shipment

National retailers or individual participating stores order directly from Canada Post. There's one central customer account number for billing, and an individual store customer account number for direct shipment.

Deliveries

Once orders are processed, the shipments enter the Canada Post mail stream and are delivered in accordance to delivery standards for the **Expedited Parcel™** service with signature option.

Delivery standards for **Expedited Parcel** items with signature (within major urban centres):

- local, 1 business day
- regional, 1 to 3 business days
- national, 2 to 5 business days

The Canada Post warehouse is located in Ottawa.

Shipments may come in several boxes, depending on ordered quantities. In this case, boxes will be identified as 1 of 3, 2 of 3, etc. All boxes of the same shipment may not arrive at destination on the same day.

Tracking

Canada Post is unable to track shipments until a first delivery scan is completed. This scan is done at the delivery facility the morning the item is scheduled for delivery. A subsequent scan is completed when the item is either delivered to the customer or when a delivery notice card is left. Scan codes will identify if the item has been successfully delivered to the retailer or if the item is awaiting pickup by the retailer.

Our retailers are asked to wait a minimum of 10 business days after placing orders to request delivery status.

Delivery to customers

Customers must verify the contents of their order on receipt. If it includes the number of multiple boxes, make sure customers count the number of boxes and confirm tracking numbers before providing a signature.

Returns policy

All sales of Canada Post products are final, except if they are received in damaged condition. Damaged products must be reported to Canada Post immediately on receipt.

Terms

- All orders must be paid by pre-authorized payment.
- Payment must be made 30 days from the invoice date.

Complete details: stampretailing@canadapost.ca

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