

Features, options and other surcharges: Shipping within Canada



For more information, refer to your *Parcel Services Customer Guide* or the *Canada Postal Guide* at canadapost.ca/postalservices.

| PARCEL SERVICES: CANADA | | | | |
|--|---|---|-----------------------------------|-----------------------------------|
| FEATURES AND OPTIONS | PRIORITY™ | XPRESSPOST™ | EXPEDITED PARCEL™ | REGULAR PARCEL™ |
| Tracking and delivery | | | | |
| On-Time Delivery Guarantee | ✓ | ✓ | ✓ | |
| Tracking and Delivery Confirmation | ✓ | ✓ | ✓ | ✓ |
| Delivery Updates | ✓ | ✓ | ✓ | ✓ |
| Reference Number Tracking | ✓ | ✓ | ✓ | ✓ |
| Coverage and COD options | | | | |
| Liability Coverage (up to \$100) | ✓ | ✓ | ✓ | \$2.75 |
| Additional Liability Coverage (up to \$5,000) ¹ | | | \$2.75 per additional \$100 | |
| Collect on Delivery (COD) up to \$5,000 (up to 1,000 cash) ² | \$7.25 | \$7.25 | \$7.25 | \$7.25 |
| Environmental sustainability | | | | |
| Carbon-neutral shipping | | | ✓ | ✓ |
| Signature and identity services | | | | |
| Signature | ■ | \$2.00 | \$2.00 | \$2.00 |
| Signature Hard Copy ³ | \$7.25 | \$7.25 | \$7.25 | \$7.25 |
| Proof of Age ⁴ | \$3.00 | \$3.00 | \$3.00 | \$3.00 |
| Flexible delivery options | | | | |
| Leave at Door (Do Not Card) ⁴ | ✓ | ✓ | ✓ | ✓ |
| Do Not Safe Drop ⁴ | ✓ | ✓ | ✓ | ✓ |
| Card (Hold) for Pickup ⁴ | ✓ | ✓ | ✓ | ✓ |
| Deliver to Post Office ⁴ | | ✓ | ✓ | |
| Pickup services | | | | |
| Recurring (Scheduled) Pickup ⁵ | | Free with \$15,000 or more of annual parcel shipping purchases per pickup location / \$7.50 per week with \$2,500 to \$14,999 of the same purchases per pickup location | | |
| Third-Party Recurring (Scheduled) Pickup ⁵ | | \$7.50 per week per additional address | | |
| One-Time On-Demand Pickup ⁶ | ■ | \$3.50 | \$3.50 | \$3.50 |
| One-Time Third-Party On-Demand Pickup ⁶ | ■ | \$3.50 | \$3.50 | \$3.50 |
| Returns | | | | |
| Parcel returns labels ⁴ | \$ | \$ | \$ | \$ |
| Return to Sender ⁷ | \$ | \$ | \$ | \$ |
| Redirection service | | | | |
| Package Redirection ⁸ | \$13.00 | \$13.00 | \$13.00 | \$13.00 |
| Other services and charges | | | | |
| Mailing tube surcharge | \$2.00 | \$2.00 | \$2.00 | \$2.00 |
| Additional handling surcharge ⁹ (for oversized item, if length, width or height exceeds 1 m; and unpackaged item) | \$21.00 / \$30.00 ¹² | \$21.00 / \$30.00 ¹² | \$21.00 / \$30.00 ¹² | \$21.00 / \$30.00 ¹² |
| Manual document surcharge | \$2.00 | \$2.00 | \$2.00 | \$2.00 |
| Fuel surcharge may apply | Visit canadapost.ca/fuelsurcharge | | | |
| Non-transmitted order surcharge | \$25.00 | \$25.00 | \$25.00 | \$25.00 |
| Non-manifested item surcharge | \$2.00 | \$2.00 | \$2.00 | \$2.00 |
| Barcode label and address correction fee ¹⁰ | \$7.00 | \$7.00 | \$7.00 | \$7.00 |
| Suspended order surcharge | \$25.00 | \$25.00 | \$25.00 | \$25.00 |
| Out-of-spec surcharge ¹¹ | \$300.00 / \$400.00 ¹² | \$300.00 / \$400.00 ¹² | \$300.00 / \$400.00 ¹² | \$300.00 / \$400.00 ¹² |

✓ Feature included in the service (no additional charge).

\$ Available for a fee.

■ Available as a no-charge option for the Priority service.

- The purchase of the Signature option is mandatory for additional Liability Coverage.
- Some exceptions apply to acceptable methods of payments. For more details, see section 2.3.4.3. in the *Parcel Services Customer Guide*.
- Signature image is available at no additional charge.
- Available for shipments prepared with Canada Post's Electronic Shipping Tools (EST) or a customer-developed/third-party shipping system.
- Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
- One-Time On-Demand Pickup is free when customers have an active subscription to the Recurring (Scheduled) Pickup service. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
- All associated Return to Sender shipping fees are the responsibility of the customer and are based on the greater of the actual weight or volumetric equivalent of actual weight.
- The fee for Package Redirection is per package. Shipping costs to the new destination address also apply. Payment will apply upon successful redirection. Package Redirection is eligible for tracked parcels processed through the Canada Post network and destined for Canadian addresses. View the **terms and conditions** including eligibility requirements.
- The unpackaged item and oversized item surcharges will not be combined. Customers mailing unpackaged items that are also oversized will only be charged a single fee. For more details, see section 6.7 in the *Parcel Services Customer Guide*.
- The barcode label and address correction fee will not be combined. Customers with an illegible barcode that also have an incomplete or incorrect address will only be charged a single fee of \$7.
- For an item that exceeds our maximum size or weight specifications (any dimension over 2 m; length and girth combined over 3 m; weight over 30 kg).
- Peak season surcharges (October 30, 2023 to January 14, 2024).

NOTE: All options must be selected at the time of shipping. Exceptions and conditions apply. Visit canadapost.ca/postalguide.

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Features, options and other surcharges: Shipping to U.S. destinations



For more information, refer to your *Parcel Services Customer Guide* or the *Canada Postal Guide* at canadapost.ca/postalservices.

| PARCEL SERVICES: UNITED STATES | | | | |
|--|--|----------------------------------|--------------------------|----------------------------|
| FEATURES AND OPTIONS | XPRESSPOST™ – USA | EXPEDITED PARCEL™ – USA | TRACKED PACKET™ – USA | SMALL PACKET™ USA – AIR |
| Tracking and delivery | | | | |
| On-Time Delivery Guarantee | ✓ | | | |
| Tracking and Delivery Confirmation | ✓ | ✓ | ✓ | |
| Delivery Updates | ✓ | ✓ | ✓ | |
| Reference Number Tracking | ✓ | ✓ | ✓ | |
| Delivery to a Post Office Box | ✓ | ✓ | ✓ | ✓ |
| Coverage options | | | | |
| Liability Coverage (up to \$100) | ✓ | ✓ | ✓ | |
| Additional Liability Coverage (up to \$1,000) | | \$2.75 per \$100 | | |
| Signature | | | | |
| Signature | ◆ | | | |
| Pickup Services | | | | |
| Recurring (Scheduled) Pickup ¹ | Free with \$15,000 or more of annual parcel shipping purchases per pickup location \$7.50 per week with \$2,500 to \$14,999 of the same purchases per pickup location | | | |
| One-Time On-Demand Pickup ² | \$3.50 | | | |
| Third-Party Recurring (Scheduled) Pickup ¹ | \$7.50 per week per additional address | | | |
| One-Time Third-Party On-Demand Pickup ² | \$3.50 | | | |
| Redirection Service | | | | |
| Package Redirection ³ | \$13.00 | \$13.00 | \$13.00 | |
| Customs clearance | | | | |
| Postal Presentation and Handling | ✓ | ✓ | ✓ | ✓ |
| Other services and charges | | | | |
| Mailing tube surcharge | \$2.00 | \$2.00 | | |
| Additional handling surcharge ^{4,5} (for oversized item, if length, width or height exceeds 1 m; and unpackaged item) | \$21.00 / \$30.00 ⁷ | \$21.00 / \$30.00 ⁷ | | |
| Manual document surcharge | \$2.00 | \$2.00 | \$2.00 | \$2.00 |
| Fuel surcharge may apply | Visit canadapost.ca/fuelsurcharge | | | |
| Non-transmitted order surcharge | \$25.00 | \$25.00 | \$25.00 | \$25.00 |
| Non-manifested item surcharge | \$2.00 | \$2.00 | \$2.00 | \$2.00 |
| Barcode label correction fee | \$7.00 | \$7.00 | \$7.00 | \$7.00 |
| Suspended order surcharge | \$25.00 | \$25.00 | \$25.00 | \$25.00 |
| Out-of-spec surcharge ⁶ | \$300.00 / \$400.00 ⁷ | \$300.00 / \$400.00 ⁷ | | |

✓ Feature included in the service (no additional charge).

◆ Signatory name is automatically included at no additional charge and is provided when available.

1. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
2. One-Time On-Demand Pickup is free when customers have an active subscription to the Recurring (Scheduled) Pickup service. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.
3. The fee for Package Redirection is per package. Shipping costs to the new destination address also apply. Payment will apply upon successful redirection. Package Redirection is eligible for tracked Canada Post U.S-bound items up until they are processed in an exchange office. View the [terms and conditions](#) including eligibility requirements.
4. The unpackaged item and oversized item surcharges will not be combined. Customers mailing unpackaged items that are also oversized will only be charged a single fee. For more details, see section 6.7 in the *Parcel Services Customer Guide*.
5. For an oversized item, some exceptions may apply. Refer to the international destination listing at canadapost.ca/postalguide.
6. For an item that exceeds our maximum size or weight specifications (any dimension over 2 m; length and girth combined over 3 m; weight over 30 kg).
7. Peak season surcharges (October 30, 2023, to January 14, 2024).

NOTE: All options must be selected at the time of shipping. Exceptions and conditions apply. Visit canadapost.ca/postalguide.

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Features, options and other surcharges: Shipping to international destinations outside the U.S.



For more information, refer to your *Parcel Services Customer Guide* or the *Canada Postal Guide* at canadapost.ca/postalservices.

| PARCEL SERVICES: INTERNATIONAL OUTSIDE THE U.S. | | | | |
|--|--|---|------------------------------------|--|
| FEATURES AND OPTIONS | XPRESSPOST™ - INTERNATIONAL | INTERNATIONAL PARCEL – AIR OR SURFACE | TRACKED PACKET™ - INTERNATIONAL | SMALL PACKET™ INTERNATIONAL – AIR OR SURFACE |
| Tracking and delivery | | | | |
| On-Time Delivery Guarantee | ✓ + | | | |
| Tracking and Delivery Confirmation | ✓ | ⊙ | ✓ | |
| Delivery Updates | ✓ | | ✓ | |
| Reference Number Tracking | ✓ | | ✓ | |
| Delivery to a Post Office Box | ✓ ▸ | ✓ | ✓ | ✓ |
| Coverage options | | | | |
| Liability Coverage (up to \$100) | ✓ | ✓ | ✓ | |
| Additional Liability Coverage (up to \$1,000) | + \$2.75 per \$100 | | | |
| Signature | | | | |
| Signature | ◆ | | | |
| Pickup Services | | | | |
| Recurring (Scheduled) Pickup ¹ | Free with \$15,000 or more of annual parcel shipping purchases per pickup location \$7.50 per week with \$2,500 to \$14,999 of the same purchases per pickup location | | | |
| One-Time On-Demand Pickup ² | \$3.50 | | | |
| Third-Party Recurring (Scheduled) Pickup ¹ | \$7.50 per week per additional address | | | |
| One-Time Third-Party On-Demand Pickup ² | \$3.50 | | | |
| Redirection Service | | | | |
| Package Redirection ³ | \$13.00 | \$13.00 | \$13.00 | |
| Customs clearance | | | | |
| Postal Presentation and Handling | ✓ | ✓ | ✓ | ✓ |
| Other services and charges | | | | |
| Mailing tube surcharge | \$2.00 | \$2.00 | | |
| Additional handling surcharge ^{4,5} (for oversized item, if length, width or height exceeds 1 m; and unpackaged item) | \$21.00 / \$30.00 ⁷ | \$21.00 / \$30.00 ⁷ | | |
| Manual document surcharge | \$2.00 | \$2.00 | \$2.00 | \$2.00 |
| Fuel surcharge may apply | Visit canadapost.ca/fuelsurcharge | | | |
| Non-transmitted order surcharge | \$25.00 | \$25.00 | \$25.00 | \$25.00 |
| Non-manifested item surcharge | \$2.00 | \$2.00 | \$2.00 | \$2.00 |
| Barcode label correction fee | \$7.00 | \$7.00 | \$7.00 | \$7.00 |
| Suspended order surcharge | \$25.00 | \$25.00 | \$25.00 | \$25.00 |
| Out-of-spec surcharge ⁶ | \$300.00 / \$400.00 ⁷ | \$300.00 / \$400.00 ⁷ | | |

✓ Feature included in the service (no additional charge).

◆ Signatory name is automatically included at no additional charge and is provided when available.

⊙ Tracking information available only for events within Canada.

▸ Delivery to a post office box is offered at destinations where available.

+ Available to certain destinations.

1. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.

2. One-Time On-Demand Pickup is free when customers have an active subscription to the Recurring (Scheduled) Pickup service. Visit canadapost.ca/pickup to see where Canada Post offers Pickup Services or to request a pickup.

3. The fee for Package Redirection is per package. Shipping costs to the new destination address also apply. Payment will apply upon successful redirection. Package Redirection is eligible for tracked Canada Post international outbound items up until they are processed in an exchange office. View the [terms and conditions](#) including eligibility requirements.

4. The unpackaged item and oversized item surcharges will not be combined. Customers mailing unpackaged items that are also oversized will only be charged a single fee. For more details, see section 6.7 in the *Parcel Services Customer Guide*.

5. For an oversized item, some exceptions may apply. Refer to the international destination listing at canadapost.ca/postalguide.

6. For an item that exceeds our maximum size or weight specifications (any dimension over 2 m; length and girth combined over 3 m; weight over 30 kg).

7. Peak season surcharges (October 30, 2023, to January 14, 2024).

NOTE: All options must be selected at the time of shipping. Exceptions and conditions apply. Visit canadapost.ca/postalguide.

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