

# EXPEDITED PARCEL™-USA

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
December 20, 2011	eBay Flat Rate Boxes have been discontinued and are no longer available.	section 3
June 20, 2011	Added information "On-Demand Pickup".	section 8.1
June 6, 2011	Added information to "Size and Weight" on returned parcels.	section 3

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## 1 WHAT IS EXPEDITED PARCEL-USA?

Expedited Parcel-USA consists of parcels shipped from Canada for delivery to the U.S.A. Expedited Parcel-USA is available to consumers and commercial Customers who do not electronically transmit customs information.

Canada Post's Expedited Parcel-USA service is also available with an Agreement. Contract Customers must consult their *Customer Guide* to obtain detailed information about Canada Post's Expedited Parcel-USA service. Contract Customers may also visit [canadapost.ca/postalservices](http://canadapost.ca/postalservices) under Parcel Services for a list of support documents or call a Commercial Service Network Representative at 1.866.757.5480 for general information on Canada Post's products and services.

Expedited Parcel-USA items may not be combined with Collect on Delivery (COD), Registered (including Advice of Receipt), Literature for the Blind or Signature.

All items must bear an Expedited Parcel-USA shipping label and must be posted in Canada for delivery in the USA.

**NOTE:** Products and services are subject to the terms and conditions outlined in the [General Terms and Conditions](#).

## 2 UNACCEPTABLE ITEMS

The following items are unacceptable as Expedited Parcel-USA:

- any item that is or contains any dangerous substance or article prohibited by law or defined as a dangerous good (see [Non-mailable Matter](#) for more information, or refer to the [Non-mailable Matter Regulations](#) and to the [Transportation of Dangerous Goods Act](#))
- any item that does not meet the size and weight specifications for this service (see Table 1 for more information)
- any item that may soil, taint or damage mail or mail equipment, expose a person to danger or emit offensive odours
- any item that contains food perishables or live animals that do not meet applicable shipping requirements
- any item that is improperly or insecurely packed or wrapped
- any item that is in contravention of applicable Universal Postal Union prohibitions, and U.S.A.'s Department of Transportation or Customs Regulations. The United States prohibits or applies restrictions on the acceptance of certain articles for transmission by post. For more information on restrictions and prohibitions, see [International Destination Listing](#).

## 3 SIZE AND WEIGHT

Each Expedited Parcel-USA item must meet the size and weight specifications shown in Table 1.

**Table 1: Expedited Parcel–USA Size and Weight**

CATEGORY		LENGTH	WIDTH	HEIGHT	WEIGHT
Parcels	max.	Length: 2 m Length + Girth: 2.74 m			30 kg
	min.	210 mm	140 mm	5 mm	–

An oversize charge applies if an item exceeds 1 m in any dimension (length, width or height). If the dimensions and weight of any returned parcel cannot be determined, Canada Post reserves the right to charge based on a default weight of 1 kg for Domestic Parcel Services and 750 g for prepaid envelopes and labels.

**NOTE:** The minimum size for a mailing tube is: 210 mm x 45 mm x 45 mm. A surcharge will be applied to mailing tubes that are cylindrical in shape.

## 4 PRICING INFORMATION

To obtain information on pricing\*:

- see [Counter Prices](#)
- see [Business Prices](#).
  - \* Volumetric weight may apply. See [section 3.4 Weigh and Measure the Item of ABCs of Mailing - Personal](#) for more information.

## 5 PAYMENT OPTIONS

### 5.1 Proofs of Payment

Table 2 lists the acceptable proofs of payment for Expedited Parcel-USA items. Some restrictions or conditions may apply.

**Table 2: Expedited Parcel–USA Proofs of Payment**

CONSUMER/VENTUREONE CUSTOMER
<ul style="list-style-type: none"> <li>meter impression</li> <li>postage stamp</li> </ul>

### 5.2 Methods of Payment

Table 3 lists the acceptable methods of payment for Expedited Parcel-USA items. Some restrictions or conditions may apply.

**Table 3: Expedited Parcel–USA Methods of Payment**

CONSUMER/VENTUREONE CUSTOMER
<ul style="list-style-type: none"> <li>cash</li> <li>certified cheque</li> <li>credit card (where available)</li> <li>debit card (where available)</li> <li>money order</li> <li>traveller's cheque</li> </ul>

## 6 DELIVERY STANDARDS AT A GLANCE

The delivery standards are from 4 up to 8 business days between major urban centres in Canada to the U.S.A. Delivery standards are estimates of how long it will take for the mail to be delivered. These delivery standards are not guaranteed.

## 7 FEATURES

A feature is something that is provided as part of the basic service. The available features are described below.

### 7.1 Tracking and Delivery Confirmation

Canada Post has deployed systems and capabilities throughout the delivery network to scan bar codes and track items at various stages:

1. When a shipping order is created electronically when using a Canada Post or third-party shipping system.
2. When the item is first accepted by Canada Post via an automated post office or a postal facility.

Tracking of items by a foreign postal administration is available:

1. When the item reaches the final stages of the delivery process.
2. When the item has been successfully delivered.

This service feature provides confirmation that the item arrived at its destination. Upon delivery, or attempted delivery, the item Identification Number is scanned and the date captured. The information is usually available by noon the next business day following delivery, via an automated phone response system by calling 1.888.550.6333 or online at [canadapost.ca](http://canadapost.ca). Delivery Confirmation is not available for items mailed to United States territories and possessions, United States Army Post Offices (APO's) and military installations.

## 7.2 Customs Clearance

Canada Post will provide a presentation of all items to U.S.A. Customs. Issues related to duties and admissions will be the responsibility of the addressee (importer of record).

## 7.3 Coverage for Loss or Damage

Coverage of up to \$100CDN is included in the fee for Expedited Parcel-USA items. Certain exceptions apply.

Canada Post shall have no liability for loss, damage or rifling of items containing bank notes, stocks, bonds or other securities negotiable by the bearer, lottery tickets, travellers' cheques, food items or non-mailable matter, as well as any article prohibited by law in Canada or in the destination country. See General Terms and Conditions at [canadapost.ca/generalterms](http://canadapost.ca/generalterms) for more information.

## 7.4 Return to Sender

Expedited Parcel-USA items that cannot be delivered or redirected will be returned to the sender for a fee, payable by the sender. Where the item bears postage stamp(s) or meter impression denoting the original amount of postage, the item will be returned for an amount equal to the original postage, less any option fee, using the postage due process. Where the Customer Number is located on the item, the item will be returned and the Customer will be invoiced an amount equal to the original fee paid, less any option fee.

# 8 OPTIONS

An option is a service enhancement which is not included automatically as part of the basic service. Most options are available for an additional fee. The available options are described below.

## 8.1 On-Demand Pickup

On-Demand Pickup services are available to all Canada Post Customers with a "Standing Offer Agreement" (paying by Account or by credit card) and to VentureOne cardholders (paying by credit card).

There is no minimum volume requirement when arranging a Canada Post On-Demand Pickup. A pickup fee per stop will apply unless shipping using either *Priority*™ Next A.M. or *Priority*™ Worldwide. Pickups can be arranged up to one month in advance for "ACCOUNT" Customers, 5 Business Days in advance for Customers paying by credit card or on the same Business Day, provided the request is made before the local call-in cut-off time.

Third-Party On-Demand Pickup allows Customers to authorize a Canada Post pickup at a third party location or alternate address. "ACCOUNT" Customers can arrange for the additional pickup locations themselves or provide their seven-digit Canada Post Customer Number to their third-party, authorizing the third-party to arrange for On-Demand Pickup service. It is also acceptable for the authorized third-party to pay for the pickup by credit card.

To arrange an On-Demand Pickup, Customers may contact Customer Service at 1.888.550.6333. Visit [canadapost.ca/pickup](http://canadapost.ca/pickup) for areas where Canada Post offers pick-up services and for call-in cut-off times.

## 8.2 Delivery Updates

Delivery Updates is a free option that allows customers to request to receive email notifications whenever scan events occur on their barcoded items. Customers must select this option, enter a valid email address and select the event type in order to receive email notifications. This option is available to all customers using the following:

- Electronic Shipping Tools (EST) - desktop or online
- Ship-in-a-click.

## 8.3 Additional Coverage for Loss or Damage

Additional Coverage is available up to \$1,000CDN for Expedited Parcel-USA shipments, for a fee. Certain exceptions apply.

The maximum declared value for liability coverage is \$500CDN for the items containing:

- coins
- jewellery
- manufactured and non-manufactured precious metals
- precious stones
- gold bullion
- gold dust
- cancelled or uncanceled postage stamps
- gift certificates.

The maximum declared value for liability coverage is \$100CDN for items containing phone cards.

Canada Post shall have no liability for loss, damage or rifling of items containing bank notes, stocks, bonds or other securities negotiable by the bearer, lottery tickets, travellers' cheques, food items or non-mailable matter, as well as any article prohibited by law in Canada or in the destination country. See General Terms and Conditions at [canadapost.ca/generalterms](http://canadapost.ca/generalterms) for more information.

## 9 LABELS AND DOCUMENTATION REQUIRED

Every Expedited Parcel-USA item must have all of the following information:

- an Expedited Parcel-USA bar-coded shipping label. Shipping labels can be ordered by visiting [canadapost.ca/cpo/mc/business/tools/est.jsf](http://canadapost.ca/cpo/mc/business/tools/est.jsf) or by calling Customer Service at 1.888.550.6333.
- the names and addresses should include telephone numbers of the sender and the addressee clearly printed on a label affixed to the item
- acceptable proof of payment (postage stamps or meter impression)
- the **Customs Declaration** portion accurately completed on the Expedited Parcel-USA shipping label (see [Customs Requirements](#) for more information)
- any document (invoice, licence, certificate, permit, etc.) required by United States Customs regulations.

All items must have the declared value indicated in the *Customs Declaration* portion of the shipping label.

The importation of food and drugs is strictly regulated in the U.S.A. Please refer to [Customs Requirements](#) for more information.

## 10 PACKAGING

All items must be securely packaged with sufficient cushioning and reinforcing material to prevent loss of or damage to the items, damage to postal equipment or other mail and injury to persons handling the items. Items must not consist of dangerous or prohibited articles.

Oversize and unpackaged items (i.e. pails, tires, etc.) are available for shipping by Customers who must pay a surcharge.

**NOTE:** The Oversize Surcharge and Unpackaged Items Surcharge are never combined. If a Customer pays the Unpackaged Items Surcharge, then the Oversize Surcharge is waived and vice versa.

## 11 ADDRESSING

All items must bear a legible address including the correct ZIP Code, and should include the shipper's and addressee's telephone numbers. See [Addressing Guidelines](#) for complete details.

## 12 DEPOSIT OF EXPEDITED PARCEL-USA

Expedited Parcel-USA items may be dropped off during advertised hours of acceptance at:

- a post office
- a street letter box (items processed by a Canada Post online shipping tool only).

Items deposited after the last collection time specified on the street letter box are considered as being deposited on the next business day.

## 13 DELIVERY OF EXPEDITED PARCEL-USA

Expedited Parcel-USA items will be delivered in accordance with the procedures of the destination.