

XPRESSPOST™-INTERNATIONAL

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
January 16, 2012	Netherlands Antilles is now known as Dutch Caribbean.	Throughout the document
	Service is now available to Curacao and Sint Maarten (Dutch part).	section 1 section 7.3 section 8.4
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 XPRESSPOST-INTERNATIONAL?

Xpresspost-International service provides speedy and guaranteed delivery of documents and parcels to certain international destinations.

Canada Post's Xpresspost-International service is also available with an Agreement. Contract Customers must consult their *Customer Guide* to obtain detailed information about Canada Post's Xpresspost-International service. Contract Customers may also visit 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.

Xpresspost-International service delivers to the following destinations:

- Argentina
- Belgium
- China
- Dutch Caribbean
- Germany
- Hungary
- Japan
- Morocco
- Poland
- Spain
- Taiwan
- Australia
- Belize
- Curacao
- El Salvador
- Greece
- Iceland
- Kenya
- Netherland
- Portugal
- St. Kitts & Nevis
- United Kingdom (Great Britain)
- Austria
- Brazil
- Cyprus
- Ethiopia
- Grenada
- Ireland
- Korea (South)
- New Zealand
- Saint Lucia
- Sweden
- Bahamas
- Cayman Islands
- Czech Republic
- Finland
- Guyana
- Israel
- Luxembourg
- Norway
- Singapore
- Switzerland
- Barbados
- Chile
- Denmark
- France
- Hong Kong
- Italy
- Malaysia
- Philippines
- Sint Maarten (Dutch part)
- Syria

The service includes On-time Delivery Guarantee, Delivery Confirmation and Coverage for loss or damage up to \$100CDN (some exceptions and conditions apply). Customers may also purchase Additional Coverage.

All items must bear an Xpresspost-International shipping label and must be posted in Canada for international delivery.

Xpresspost-International items may not be combined with Collect on Delivery, Registered Mail (including Advice of Receipt), Literature for the Blind or Redirection.

1.1 Xpresspost-International Prepaid Envelope

The prepaid envelope is a flat priced, postage included envelope available for documents only. Coverage for loss or damage does not apply.

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 Xpresspost-International:

- any item that is or contains any dangerous substance or article prohibited by law or defined as a dangerous good (for more information see [Non-mailable Matter](#), 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 or Customs Regulations of the destination country. For more information on individual country restrictions and prohibitions, see [International Destination Listing](#).

3 SIZE AND WEIGHT

Each Xpresspost-International item must meet the size and weight specifications shown in Table 1.

Table 1: Xpresspost-International Size and Weight

CATEGORY		LENGTH	WIDTH	HEIGHT	WEIGHT
Documents and Parcels	min.	210 mm	140 mm	1 mm	–
Countries accepting oversize	max.	Length: 1.5 m Length + Girth: 3 m			20 to 30 kg
Countries not accepting oversize	max.	Length: 1 m Length + Girth: 2 m			20 to 30 kg
Prepaid Letter	max.	380 mm	240 mm	–	500 g

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.

See [International Shipping Chart](#) to find which countries accept oversize or parcels over 20 kg.

NOTE 1: An oversize charge applies if an item exceeds 1 m in any dimension (length, width or height).

2: 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 Xpresspost-International items. Some restrictions or conditions may apply.

Table 2: Xpresspost-International Proofs of Payment

CONSUMER/VENTUREONE CUSTOMER
<ul style="list-style-type: none"> • meter impression • postage stamp • postal indicia (produced by the Ship-in-a-click™ service)

5.2 Methods of Payment

Table 3 lists the acceptable methods of payment for Xpresspost-International items. Some restrictions or conditions may apply.

Table 3: Xpresspost-International Methods of Payment

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

6 DELIVERY STANDARDS AT A GLANCE

On-time Delivery Guarantee is available in as little as 4 to 7 business days between major urban centres in Canada and select destinations. Some exceptions apply. See [section 5.5 Xpresspost™-International of Delivery Standards](#) for complete details.

7 FEATURES

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

7.1 On-time Delivery Guarantee

Xpresspost-International includes an On-time Delivery Guarantee (some conditions apply). Canada Post offers replacement service or credit equivalent to the shipment charges (transportation charges) if the Customer's shipment is not delivered on time, as measured against the published delivery standards for Xpresspost-International and in accordance with the General Terms and Conditions. See General Terms and Conditions at canadapost.ca/generalterms for more information.

NOTE 1: It is highly recommended to include the addressee's name and telephone number on the item.

2: On-time Delivery Guarantee does not apply to post office box addresses.

3: The On-time Delivery Guarantee is void on any shipments that are delayed by Customs or by any other regulatory authority.

7.2 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.
3. When the item prepared is sorted and prepared for dispatch to the foreign postal administration.

Tracking of items by a foreign postal administration is available:

1. When the item reaches the international destination.
2. When the delivery was attempted or 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. Delivery Confirmation is not available for items mailed to United States territories and possessions, United States Army Post Offices (APO's) and military installations.

7.3 Delivery to Post Office Box

Items can be delivered to post office boxes in a country where this type of delivery is available. On-time Delivery Guarantee is not available for items addressed to post office boxes.

The following destinations allow delivery to post office boxes:

- Argentina
- Australia
- Austria
- Bahamas
- Barbados
- Belgium
- Belize
- Brazil
- Cayman Islands
- Chile
- Curacao
- Cyprus
- Czech Republic
- Dutch Caribbean
- Ethiopia
- Finland
- France
- Greece
- Grenada
- Guyana
- Hong Kong
- Hungary
- Iceland
- Ireland
- Israel
- Japan
- Korea (South)
- Malaysia
- Morocco
- Netherlands
- New Zealand
- Poland
- Singapore
- Sint Maarten (Dutch part)
- Spain
- St. Kitts & Nevis
- Switzerland
- Syria

7.4 Customs Clearance

Canada Post will provide a presentation of all items to the exchange office in the destination country. Issues related to duties and admissions will be the responsibility of the addressee (importer of record).

7.5 Coverage for Loss or Damage

Coverage of up to \$100CDN is included in the fee for Xpresspost-International items. Certain exceptions apply. To determine the limit of coverage, see [International Shipping Chart](#).

Coverage is not available for prepaid envelopes. 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 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 for more information.

7.6 Return to Sender

Xpresspost-International 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 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 bar coded 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 Xpresspost-International shipments, for a fee. Certain exceptions apply.

The maximum declared value for liability coverage is \$500CDN for shipments 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 shipments containing phone cards.

Also, 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 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 for more information.

8.4 Signature

Customers can request a signature on Xpresspost-International items to certain destinations, for a fee (free of charge with the purchase of prepaid envelopes). Following delivery, the name of the person who signed for the item (consignee) will be posted on Canada Post's website.

Signature is available for shipments addressed to the following destinations:

- | | | | | |
|-------------------|---------------|----------------------------------|------------|---------------------|
| • Argentina | • Bahamas | • Barbados | • Belize | • Cayman Islands |
| • Chile | • China | • Curacao | • Cyprus | • Czech Republic |
| • Dutch Caribbean | • El Salvador | • Ethiopia | • Finland | • France |
| • Germany | • Greece | • Grenada | • Guyana | • Hungary |
| • Iceland | • Kenya | • Luxembourg | • Malaysia | • Morocco |
| • New Zealand | • Norway | • Philippines | • Poland | • Portugal |
| • Saint Lucia | • Singapore | • Sint Maarten (Dutch part) | • Spain | • St. Kitts & Nevis |
| • Switzerland | • Syria | • United Kingdom (Great Britain) | | |

9 LABELS AND DOCUMENTATION REQUIRED

Every Xpresspost-International item must have all of the following information:

- an Xpresspost-International bar-coded shipping label or a bar-coded shipping label produced by the Electronic Shipping Tools (EST) or by a third-party shipping system in a plastic pouch (generic plastic pouch) affixed to the parcel. Shipping labels can be ordered by visiting canadapost.ca/cpo/mc/business/tools/est.jsf or by calling Customer Service at 1.888.550.6333.
- the address of the addressee and the name and telephone number of the sender, including a Canadian return address clearly printed on the shipping label affixed to the item

- acceptable proof of payment (postage stamps, postal indicia, or meter impression)
- the **Customs Declaration** portion accurately completed on the Xpresspost-International shipping label (see [Customs Requirements](#) for more information)
- any document (invoice, licence, certificate, permit, etc.) required by the International Customs regulations.

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

NOTE: Domestic Xpresspost or Xpresspost-USA shipping labels must not be used.

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.

NOTE: Oversize items can be shipped, where permitted by the destination, for a fee.

11 ADDRESSING

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

12 DEPOSIT OF XPRESSPOST-INTERNATIONAL

The Customer can deposit Xpresspost-International items at any one of the following locations:

- at a post office
- in a street letter box (prepaid products and items processed by a Canada Post online shipping system)

For the purposes of the on-time guarantee, 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 XPRESSPOST-INTERNATIONAL

Xpresspost-International items will be delivered in accordance with the procedures of the destination.