

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
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
April 24, 2011	Prepaid Envelopes now have a "Thickness" requirement.	section 3

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1 WHAT IS XPRESSPOST?

Xpresspost is a service for documents and parcels that provides delivery next day local, next day to 2 days regional, and 2 days national, between most major urban centres.

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

Customers can ship any item by Xpresspost, provided the item:

- meets the size and weight specifications for this service
- is properly prepared and packaged
- does not contain any prohibited mail or a dangerous good.

Xpresspost must be shipped in Canada for delivery in Canada.

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

1.1 Prepaid Products

Prepaid products are flat-priced, postage-included envelopes, labels and bubble packs, in regional and national formats, which are purchased in advance and used as required. They can be dropped at any post office or in a street letter box.

Prepaid envelopes and labels can be ordered by calling 1.888.550.6333. Prepaid labels must be ordered in advance (as they need to be overprinted with the Customer's name and address) and are only available to Customers who have signed a specific Agreement for prepaid products.

Prepaid labels cannot be used on:

- Oversize or Unpackaged items
- items shipped to Air Stage offices
- items shipped to Nunavut, Northwest Territories or Yukon regions.

1.2 How We Define “Regional” and “National”

Regional: For use between points within the same region (e.g.: Vancouver to Winnipeg).

Table 1: Canadian Regions

REGIONS	DEFINITIONS
Atlantic	Newfoundland and Labrador, Prince Edward Island, Nova Scotia and New Brunswick
Central	Québec and Ontario, including Northwestern Ontario (Postal Codes ^{OM} P7A to L, P8N, P8T, P9A, P9N, P0T to Y)
Western	British Columbia, Alberta, Saskatchewan, Manitoba and Northwestern Ontario (Postal Codes ^{OM} P7A to L, P8N, P8T, P9A, P9N, P0T to Y)
Nunavut	X0A
Nunavut	X0B and X0C
Northwest Territories	X0E, X0G and X1A
Yukon	Yukon

NOTE: Prepaid label pricing applies to Atlantic, Central and Western regions only, with the exception of Air Stage Offices. All shipment prices to Air Stage Offices and northern regions are based on non-prepaid prices.

National: For use between regions within Canada (e.g.: Vancouver to Halifax).

2 UNACCEPTABLE ITEMS

Any Xpresspost item is considered unacceptable if:

- it is or contains any dangerous substance or article prohibited by law or defined as a dangerous good (see [Non-mailable Matter](#) for more information)
- it does not meet the size and weight specifications for this service (see Table 2 for more information)
- it may soil, taint or damage mail or mail equipment, expose a person to danger or emit offensive odours
- it contains food perishables or live animals that do not meet applicable shipping requirements
- it is improperly prepared or insecurely packed or wrapped.

3 SIZE AND WEIGHT

Each Xpresspost item must meet the size and weight specifications shown in Table 2.

Table 2: Xpresspost Size and Weight

CATEGORY		LENGTH	WIDTH	HEIGHT / THICKNESS	WEIGHT
Documents and Parcels	max.	Length: 2 m Length + Girth: 3 m			30 kg
	min.	100 mm	70 mm	1 mm	–
Prepaid Products					
Envelopes					
▸ Standard	max.	260 mm	159 mm	15 mm	500 g
▸ Letter	max.	318 mm	241 mm	15 mm	500 g
▸ Pack	max.	390 mm	295 mm	30 mm	1 kg
Cushion Envelopes					
▸ Standard	max.	260 mm	194 mm	–	500 g
▸ Pack	max.	378 mm	320 mm	–	1.36 kg
Occasion (while quantities last)					
▸ Box	max.	203 mm	127 mm	308 mm	1.5 kg
▸ Bubble Pack	max.	254 mm	406 mm	–	1 kg

An Oversize charge applies if an item exceeds 1 m in any dimension (length, width or height). The maximum allowable dimension must not be exceeded. If the weight is not recorded on the shipping documentation, the greater of the volumetric weight, actual weight or a standard “default” weight of 5 kg will be applied. 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.

Prepaid labels are available for Xpresspost, for contract Customers only, in two (2) weight levels:

- 1.36 kg (up to 3,220 cm³)
- 5 kg (up to 30,000 cm³).

NOTE: The minimum size for a mailing tube is: 100 mm x 23 mm x 23 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 3 lists the acceptable proofs of payment for Xpresspost items. Some restrictions or conditions may apply.

Table 3: Xpresspost 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 4 lists the acceptable methods of payment for Xpresspost items. Some restrictions or conditions may apply.

Table 4: Xpresspost 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

For more information, see [Paying For Your Mailing](#).

6 DELIVERY STANDARDS AT A GLANCE

The delivery standards for the Xpresspost service are guaranteed. Some exceptions apply.

Table 5: Xpresspost Delivery Standards

DELIVERY ZONE	LOCAL	REGIONAL	NATIONAL
Major Urban Centres	next day	next day*	2 days
Non-major Urban Centres	next day	2 days*	3 days*
Northern Regions and Remote Centres	next day	up to 5 days	up to 7 days

* Some exceptions apply.

See [section 4.2 Xpresspost™ and Xpresspost™ Certified of Delivery Standards](#) for more information.

For a list of FSAs for Major Urban Centres and Non-Major Urban Centres, visit Delivery Standards of the *Canada Postal Guide* under [section 4 "Parcel Services Domestic" Table 11](#).

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 includes an On-time Service Guarantee. Canada Post offers replacement service or credit of the shipping charges (transportation charges), if the sender's shipment is not delivered on time, as measured against the published delivery standards for Xpresspost, in accordance with the General Terms and Conditions. See General Terms and Conditions at canadapost.ca/generalterms for more information. Customers can also call Customer Service at 1.888.550.6333.

7.2 Tracking and Delivery Confirmation

Canada Post has deployed systems and capabilities throughout the delivery network to scan bar-codes and track parcels at the following stages of delivery:

1. when a shipping label is created electronically using Canada Post-approved electronic shipping software;
2. when an item is picked up from the Customer's location by Canada Post or dropped off at a Canada Post site;
3. when the item is sorted in a major Canada Post facility;
4. when the item approaches the final stages of the delivery process and is sent "Out for Delivery" with our delivery agents;
5. when the item is ready to be picked up at one of Canada Post's facilities for Large Volume Receivers;
6. when the item is successfully delivered or is deemed Undeliverable / Return to Sender;
7. when a delivery attempt is made, but the recipient is not available to accept the delivery, a Delivery Notice Card is left indicating where the item can be picked up;
8. when a *Final Delivery Notice Card* is issued if the item has not been picked up at the post office;
9. when an item is not deliverable because it was shipped to an incorrect address, or the recipient refused to accept the delivery, or the item is unclaimed at a post office, the shipment will be returned to the sender or sent to the Undeliverable Mail Office;
10. when the shipper has made an error in the postal delivery address, Canada Post will attempt to correct the error and have the item delivered; in the event that Canada Post is unable to determine the correct delivery address, the item will be returned to the sender;
11. when Canada Post has made an error in the transportation of the item causing a possible delay;
12. when Canada Post is experiencing circumstances beyond its control causing a possible delay of the delivery. Force Majeure scans will be made in the event of:
 - ▶ **severe weather/natural disasters** – major snow, ice, unplowed streets, extreme heat, cold weather, tornado, hurricane, etc.
 - ▶ **transportation delays**
 - ▶ **civil unrest**
 - ▶ **power outage** (public grid).

NOTE: Some exceptions may apply (see "Excusable Delay" in the [Terms and Conditions](#)).

Canada Post commits to providing a Delivery scan event for every bar-coded item that is successfully delivered or determined to be undeliverable and returned to the sender. This provides electronic confirmation of the delivery status. Upon delivery, or attempted delivery, the tracking number is scanned and the date and time are captured. This information is usually available immediately after delivery or no later than noon the next business day following delivery at canadapost.ca or through an automated phone response system by calling 1.888.550.6333.

7.3 Coverage for Loss or Damage

Coverage of up to \$100 is included in the fee for Xpresspost items, including prepaid products. Certain items are excluded. The value of the item must be declared on the shipping documentation. See General Terms and Conditions at canadapost.ca/generalterms for more information.

7.4 Safe Drop

When an item will not fit in the addressee's regular mail receptacle, leaving it in a Safe Drop location will be considered. To be considered as a Safe Drop, the item must not require a signature, must not be in an area which is not authorized for safe drop, and cannot be left in the open (e.g. doorstep). A *Safe Drop* card, indicating the location of the Safe Drop, is left at the time of delivery.

7.5 Redirection

Provided the addressee has filed a *Change of Address Notification* and the service is still in effect, Canada Post will redirect the item, whenever possible, to the new address at no additional charge. The item must be mailed within Canada.

7.6 Return to Sender

Xpresspost items that cannot be delivered or redirected will be returned to 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.

8 OPTIONS

An option is a service enhancement which is not included automatically as part of the basic service. The Customer must select the option by checking a box or affixing an additional label or sticker. 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 barcoded items. To receive notifications, Customers must select this option, enter a valid email address and select the types of events for which they want to be notified. This option is available to all Customers using:

- EST - desktop, online or Express Order Entry (EOE) - Ship in Canada
- Ship-in-a-click.

8.3 Signature

Provided the Signature option was selected at the time of shipping, delivery information will be available at no charge, usually by noon on the business day following delivery. This delivery information can be obtained on Canada Post's website, by contacting Customer Service at 1.888.550.6333. Some exceptions apply in smaller centres.

If the Customer (including someone living at the same address) is picking up a carded item at the post office:

- an acceptable government-issued photo ID will be required.

If the Customer authorizes someone not living at the same address to pick up the carded item, the authorized representative (in addition to one valid piece of government-issued photo id) must present the following:

- a signed *Delivery Notice Card* with the authorized individual's name and the signature of the addressee must be presented; or
- a legal document demonstrating the Customer's authority to act on behalf of the other individual, such as, a power of attorney, an appointment as trustee or a letter of authorization.

NOTE: If the addressee or his/her representative refuses to sign for the item, Canada Post will ask the addressee to print his name in block letters. If the addressee refuses, Canada Post will deliver the item and indicate "SIGNATURE REFUSED" in the **Signature** box.

A space will be included on the *Delivery Notice Card* for the addressee to authorize someone else to pick up the item (e.g. a third-party not living at the same address as the addressee).

A *Self-declaration* form is available for third-party authorization for entities such as businesses and organizations. This form requires the name and address of the business or entity, the name(s) and signature(s) or the individual(s) receiving authority, and the title, name and signature of the individual picking up the item, witnessed by a post office employee.

8.4 Signature Hard Copy

If the Signature option was purchased at the time of shipping and if a signature was captured at the time of delivery, a secured signature image will be available, at no additional charge, on Canada Post's website. A hard copy of the signature is also available, for a fee, by contacting Customer Service at 1.888.550.6333. The Signature Hard Copy will be sent to the sender via Lettermail or by facsimile within three (3) business days of the sender's request.

8.5 Additional Coverage

Additional Coverage is available up to \$5,000 for most Xpresspost shipments, including prepaid products, for a fee. Certain exceptions apply. The value of the item must be declared on the shipping documentation. See General Terms and Conditions at canadapost.ca/generalterms for more information.

8.6 Collect on Delivery (COD)

Available for a fee, this option allows an item to be shipped and delivered to the addressee, and an amount of money collected for the item from the addressee in the form of cash or a cheque, post-dated cheque or money order. The sender will specify the amount of money to be collected and the payment option. The collected amount is then returned to the sender. The maximum amount that Canada Post will collect is \$1,000 where the payment option is cash and \$25,000 in the case of a cheque. All cheques are made payable to the sender. The Customer assumes all risks associated with payment by cheque. Collect on Delivery service must not be used to collect an amount owed on a previous transaction.

NOTE: The COD service option is not available with prepaid products.

8.7 Card for Pick Up

This option is available, free of charge, to Customers who use an electronic shipping system. The sender must add the notation "CARD FOR PICK UP" in the **Attention** box of the shipping label, to ensure that Canada Post does not deliver the item. Canada Post notifies the addressee that the item is to be picked up at the post office. The addressee will be required to show identification before the item is released.

8.8 Leave at Door

This option is available, free of charge, to Customers who use an electronic shipping system. It applies to items normally delivered to the door. The sender must add the notation "LEAVE AT DOOR" in the **Attention** box of the shipping label. If no one is available to accept it, the item will be left at the door.

8.9 Do Not Safe Drop

This option is available, free of charge, to Customers who use an electronic shipping system. The sender must add the notation "DO NOT SAFE DROP" in the **Attention** box of the shipping label. If no one answers the door when delivery is attempted, a *Delivery Notice* card is left and the addressee must pick up the item at the post office.

8.10 Proof of Age (18 or 19)

This option is available, for a fee, to Customers who use an electronic shipping system. The sender must note "PROOF OF AGE" in the **Attention** box of the shipping label. Photo I.D. will be asked at the time of delivery if the addressee appears to be less than 25 years of age. A signature will be obtained upon delivery. See [section 4.3.2 Mail Addressed to Children of Policies](#) for an age of majority by province or territory listing.

8.11 Literature for the Blind

Materials for the use of the blind mailed in Canada for delivery in Canada may be sent free of charge. See [Literature for the Blind](#) for more information.

9 LABELS AND DOCUMENTATION REQUIRED

Xpresspost items must bear an Xpresspost bar coded label or a bar-coded label along with an Xpresspost identifier label 33-086-572 (as shown in Figure 1), as well as the destination and return addresses.

Figure 1: Xpresspost Identification Label



10 PACKAGING

Each shipment should be packed to protect the contents and ensure safe transportation with normal care and handling.

Customers who deposit unpackaged items (i.e. pails, tires, etc.) must pay an Unpackaged Items Surcharge.

NOTE 1: 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.

2: A surcharge will be applied to mailing tubes that are cylindrical in shape.

11 ADDRESSING

All items must bear a legible mailing address and a Canadian return address including the correct Postal Code, a Canada Post authorized bar code, proof of payment, and an Xpresspost service identifier. See [Addressing Guidelines](#) for more information.

12 DEPOSIT OF XPRESSPOST

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

- at a post office
- in a street letter box [prepaid products and items processed and paid (by credit card, or postage meter) through Electronic Shipping Tools, Online or Express Order Entry - Ship in Canada, if size permits].

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

Table 6: Canada Post provides the following options for the delivery of Xpresspost items:

CATEGORY	MAIL USUALLY DELIVERED TO THE DOOR	MAIL DELIVERED TO COMMUNITY MAIL BOXES AND GROUP MAIL BOXES	MAIL DELIVERED TO RURAL MAIL BOXES	MAIL DELIVERED TO POST OFFICE BOXES AND GENERAL DELIVERY
Items where a signature or collection of funds is required	A delivery attempt* will be made to the door. If no one is available, a <i>Delivery Notice</i> card** will be left at the door.	A delivery attempt will be made at the addressee's door***. If no one is available, a <i>Delivery Notice</i> card will be left at the door.	A delivery attempt will be made at the addressee's door***. If no one is available, a <i>Delivery Notice</i> card** will be left at the door.	A delivery notification will be left in the addressee's post office box.
Items where no signature or collection of funds is required	The item will be delivered to the door. If no one is available and the item is too large for the Customer's mail receptacle, the item may be safe dropped**** or a <i>Delivery Notice</i> card** will be left at the door.	The item will be delivered to the CMB mail receptacle or parcel compartment. If the item is too large for the parcel compartment, a delivery attempt will be made at the door; if no one is available, the item may be safe dropped**** or a <i>Delivery Notice</i> card** will be left at the door. For parcel items being delivered in areas outside of major urban centres, a <i>Delivery Notice</i> card** will be left in the mail receptacle, directing the addressee to their local post office to pick up their item.	The item will be delivered to the mail receptacle. If the item is too large for the mailbox, a <i>Delivery Notice</i> card** will be left in the mailbox.	The item will be delivered to the addressee's post office box. If the item is too large for the post office box, a delivery notification will be left in the post office box.

- * For apartment buildings, a delivery attempt will be made to the door. In buildings with an intercom, attempting to contact the Customer using the intercom is considered a delivery attempt. In cases where the elevator is out of service, the delivery person will attempt delivery wherever physically possible, taking into consideration the employee's safety and welfare; otherwise, a *Delivery Notice Card*** will be left for the addressee.
- ** A *Delivery Notice Card* is used to show that the item is available for pick up at a nearby post office. A *Final Notice Card* will be sent to the addressee if the item has not been picked up after 5 calendar days. The item will be held at the post office for a total of 15 calendar days after which time it will be returned to the sender.
- *** In rural areas, a delivery attempt will be made at the door when the door is within 0.5 km of the line of travel. Otherwise a *Delivery Notice Card*** will be left in the addressee's mail receptacle.
- **** It is at Canada Post's discretion to consider leaving the item in a Safe Drop location provided the item does not require the collection of funds or signature. For an apartment building, the item may be left with the building administration personnel. A *Safe Drop Card*, indicating the location of the Safe Drop, will be left in the addressee's mail receptacle at the time of delivery at the time of delivery.

NOTE: For a list of Major Urban Centres, visit Delivery Standards of the *Canada Postal Guide*, under "section 4 Parcel Services (Domestic)" - Table 11.

For information about picking up an item at the post office, see [Identification Requirements](#) (for printed version, see section 9 of ABCs of Shipping).