

XPRESSPOST™-USA

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
June 20, 2011	Added information "On-Demand Pickup".	section 8.1
	Clarification made to terms "must" and "recommended".	section 7.1 section 9 section 11
June 6, 2011	Added information to "Size and Weight" on returned parcels.	section 3

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1 WHAT IS XPRESSPOST-USA?

Xpresspost-USA is a service for documents and parcels that provides speedy and guaranteed delivery to the U.S.A. The service includes On-time Delivery Guarantee, Delivery Confirmation and Coverage for loss or damage up to \$100CDN (some exceptions apply). Customers may also purchase Additional Coverage.

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

Prepaid containers are available for Xpresspost-USA as follows:

- Envelopes are flat-priced and available for documents only
- Value Packs - bundles of four (4) Letter size envelopes. Value Packs include a discount in the bundle price, and are available at post offices only.

NOTE: Coverage for loss or damage does not apply.

All items must bear an Xpresspost-USA shipping label and must be posted in Canada for delivery in the U.S.A.

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

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-USA:

- 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 odour
- 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 Xpresspost-USA item must meet the size and weight specifications shown in Table 1.

Table 1: Xpresspost-USA Size and Weight

CATEGORY		LENGTH	WIDTH	HEIGHT	WEIGHT
Documents and Parcels	max.	Length: 1.52 m Length + Girth: 2.74 m			30 kg
	min.	210 mm	140 mm	1 mm	–
Prepaid Envelopes					
Letter	max.	318 mm	241 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.

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

2: If the weight is not indicated on the *Manifest*, a default weight of 5 kg applies.

3: 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-USA items. Some restrictions or conditions may apply.

Table 2: Xpresspost–USA 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-USA items. Some restrictions or conditions may apply.

Table 3: Xpresspost–USA 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 2 and 3 business days between major urban centres in Canada to the U.S.A. Some exceptions apply. See [section 5.4 Xpresspost™-USA 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-USA includes an On-time Delivery Service 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-USA 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: The On-time Delivery Guarantee does not apply to post office box addresses, food items, nor to items mailed to U.S. territories and possessions, United States Army Post Offices (APO's) or military installations.

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

7.2 Signatory Name

Following delivery, the name of the person who signed for the item will be available on Canada Post's "Track" web page.

NOTE: Customers can request a hard copy signature on items for a fee (free of charge with the purchase of prepaid envelopes).

7.3 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.

7.4 Delivery to Post Office Box

Items will be delivered to a post office box where this type of delivery is available. No delivery guarantee applies to items addressed to a post office box.

7.5 Customs Clearance

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

7.6 Coverage for Loss or Damage

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

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, 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 for more information.

7.7 Return to Sender

Xpresspost-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 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 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 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, 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 for more information.

9 LABELS AND DOCUMENTATION REQUIRED

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

- an Xpresspost-USA bar coded shipping label (except prepaid envelopes, which include a pre-affixed bar coded label) or a bar coded shipping label produced by the Electronic Shipping Tools (EST) or by a third-party shipping system. 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 or meter impression); except prepaid envelopes, which are purchased in advance
- the **Customs Declaration** portion accurately completed on the Xpresspost-USA shipping label (see [Customs Requirements](#) for more information)
- any document (invoice, licence, certificate, permit, etc.) required by *United States Customs and Border Protection* or other regulatory authorities (FDA, FCC, etc.). All items must have the declared value indicated in the **Customs Declaration** portion of the shipping label.

NOTE: To facilitate the delivery process, it is highly recommended that the name and telephone number of the addressee is included and clearly printed on the shipping label affixed to the item.

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

NOTE: Domestic Xpresspost or Xpresspost-International 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.

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. It is highly recommended to include the shipper's and addressee's telephone numbers. See [Addressing Guidelines](#) for more information.

12 DEPOSIT OF XPRESSPOST–USA

The Customer can deposit Xpresspost–U.S.A. 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–USA

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