

Parcels Price and Services Overview of Changes

Effective January 11, 2021, unless otherwise noted



This overview is a notice of the changes affecting the services you or an authorized user of your agreement with Canada Post use. **Please share this information with the appropriate representatives within your organization.**

In a year where Canadians shifted much of their shopping online in response to COVID-19, Canada Post has been delivering significant parcel volumes while keeping our people and customers safe. We are also handling a wider variety of items as Canadians are increasingly ordering larger household items online.

On January 11, 2021, we are introducing adjustments to Domestic, USA and International parcel prices and services.

While the new parcel prices reflect the costs of serving a growing number of addresses and of processing and delivery, we have worked to ensure they remain competitive and are consistent with past years' adjustments.

The following services are affected by the 2021 price and service changes:

Domestic

Priority™
Xpresspost™
Xpresspost™ Certified
Xpresspost™ Banking
Expedited Parcel™
Regular Parcel™
Library Materials
Day Old Chicks

USA/International

Priority™ Worldwide
Xpresspost™ – USA and International
Expedited Parcel™ – USA
International Air & Surface Parcel
Small Packet™ – USA & International
Tracked Packet™ – USA & International

Average price increase

Domestic

Prices for Domestic Parcel Services will increase 3.9% for most commercial customers depending on individual shipping profiles which is consistent with the 2020 increase.

USA/International

Prices for USA/International Parcel Services, depending on individual shipping profiles, will see an average increase of 1% for most customers.

The Non-Express Fuel Surcharge will start to apply to Small Packets.

Ancillary Fees

Changes to surcharge prices (refer to the Customer Guide for detailed specifications):

- Manual Document will increase to \$1.50
- Non-Manifested Item will increase to \$1.50
- Default Weight Level will increase to 7 kg

The Oversize surcharge will increase to \$15. This surcharge only applies to items where the longest side is greater than 1 m and/or items where the second longest side is greater than 76 cm.

The Unpackaged surcharge will increase to \$15. This will apply to items that are unpackaged, such as tires.

If an item is both Oversize and Unpackaged, the surcharge will only apply once.

The Out-of-spec surcharge for items that exceed maximum size or weight specifications will increase to \$200.

This change applies to Domestic and USA/International (excluding Priority Worldwide and Packets) when the item's actual weight is greater than 30 kg, and/or one side is greater than 2 m and/or Length + Girth is greater than 3 m.

The latest *Parcel Services Customer Guide* is always available at canadapost.ca/parcelservices