

New automatic billing process for eLink parcels not declared on a manifest

Overview of Changes

Effective July 1, 2017 unless otherwise stated



To provide customers with optimal flexibility, Canada Post's eLink services allow you to print shipping labels in advance of completing and submitting a manifest/order document. As a result, there is a possibility that parcels received by Canada Post for shipping are mistakenly omitted from the manifest(s) submitted with the parcels. Parcels not listed on a manifest are considered unpaid. In accordance with our current process, any unpaid items are subsequently billed manually to your account.

Effective July 1, 2017, **automatic billing** will replace the current manual process of billing eLink parcels not declared on a manifest. The automated process will ensure that invoicing is more up-to-date and will allow customers to reconcile their accounts in a timely manner. The current processing surcharge of \$0.95 per item for non-manifested parcels will continue to apply.

Each time non-manifested parcels are charged to your account, you will receive an email with all details, including a list of item identifier numbers.

For additional details on these changes, please refer to the *2016 Parcel Services Customer Guide*, at canadapost.ca/customerguides.

Please share this information with the appropriate representative within your organization.