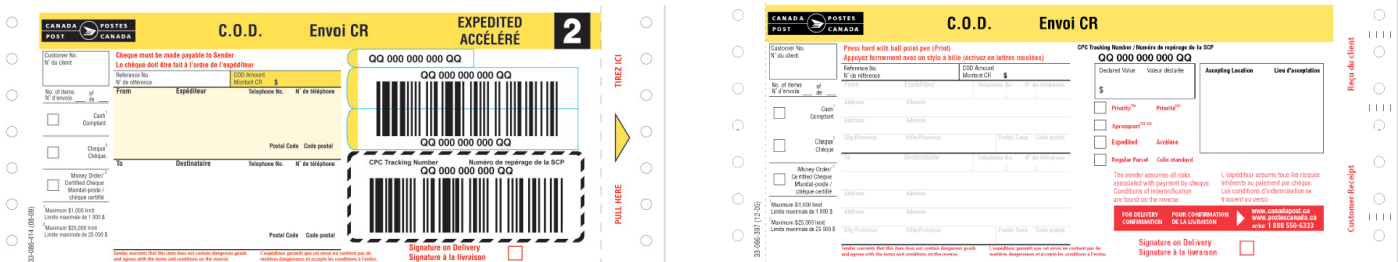


DISCONTINUE ACCEPTANCE OF OBSOLETE COLLECT ON DELIVERY (C.O.D.) SHIPPING LABELS EFFECTIVE APRIL 3, 2017

In 2014 the manual Collect on Delivery (C.O.D.) labels (forms #33-086-397 and #33-086-414) were removed from inventory and no longer provided to customers for use. In order to limit the impact on customers, and to ease the transition to alternate C.O.D. labels, Canada Post has provided more than a two year transition period. These labels are now obsolete and will no longer be accepted on items as of April 3, 2017.

Any item shipped using these obsolete manual C.O.D. labels after April 3, 2017 will be returned to the shipper. Return charges will apply and the C.O.D. service fee will not be refunded.



To ensure you are not subjected to these delays and charges, we request you immediately discard any remaining C.O.D. labels and begin using one of the other options to create a C.O.D. label:

- Complete the simple online form at canadapost.ca/COD and print the barcoded C.O.D. label with your information, or
- Prepare shipping labels using Canada Post's Electronic Shipping Tools (EST) at canadapost.ca/EST.

You can also take your parcel to the post office where a clerk will be pleased to prepare the COD label for you. Search for a post office near you at canadapost.ca/postoffice.

The [Parcel Services Customer Guide](#) and [Canada Postal Guide](#) will be amended to reflect this change.