

SELL ONLINE™

SHIPPING MODULE

STANDARD FEATURES

IMPLEMENTATION GUIDE

Version 8.5
January 2012

For Technical Assistance
Call 1 866 511-0546
Email to sellonline@canadapost.ca

Retailer General Information

The purpose of this guide is to provide you with helpful hints and suggestions to customize your electronic shipping profile account. This account created by Sell Online records information such as your warehouse postal code, handling charges, pick-up times, fulfillment times, delivery options, and box sizes. The Sell Online Shipping Module will use this information to determine the appropriate box size for a customer's order, as well as calculate the specific delivery dates and costs.

PRINT THIS DOCUMENT AND USE IT AS A COMPANION PIECE AS YOU CUSTOMIZE YOUR SHIPPING PROFILE.

Please note that your electronic profile will contain default values when it is first created. To ensure that the shipping module calculates accurate delivery dates and costs, you will need to change this information. This guide will help you do this.

HOW TO UPDATE YOUR ONLINE Sell Online RETAIL PROFILE ACCOUNT:

| | |
|---|--|
| If you are planning to integrate the Sell Online Shipping Module with your online store. | <ol style="list-style-type: none">1. If you do not have a Shipping Profile account you can request one by sending an e-mail to sellonline@canadapost.ca Once your account is created you will be notified of your retailer identification and password and given access to the developers resource site.2. Review this document and record your new values in the shipping profile on the web.3. Once your Sell Online shipping profile is added to the server go to http://sellonline.canadapost.ca/servlet/LogonServlet to customize your shipping profile. <p>Enter the name and password supplied to you by email. Click on "SUBMIT".</p> <p>If you have any technical questions please contact the Sell Online Help Desk at 1 866-511-0546 or send an e-mail to sellonline@canadapost.ca</p> |
| If you are planning to use a Sell Online approved partner to build your online store. | <ol style="list-style-type: none">1. Go to http://sellonline.canadapost.ca/servlet/LogonServlet to customize your shipping profile. Enter the name and password supplied to you by the partner service provider. Click on "Update Shipping Profile". Begin entering your information.2. If you have any technical questions please contact the Sell Online Help Desk at 1 866-511-0546 or send an e-mail to |

| | |
|--|--|
| | sellonline@canadapost.ca |
|--|--|

Shipping Services

1. Shipping Speeds and Delivery Options:

Full Range of Services

The Sell Online Shipping Module makes the selection of the shipping speed a part of your customers' checkout process. You may choose to offer any or all of the delivery speeds and options available to your customers, however it is important to understand what your specific shipping needs are, and match them to the Canada Post product or products that best suits these needs.

For example:

- If you are selling perishable items you may only want to offer Priority as a shipping option to guarantee time specific delivery.
- If you are shipping goods to the USA you will want to find out more about Xpresspost-USA
- If you are shipping goods internationally you may want to offer Priority Worldwide for time sensitive deliveries.

Shipping rates are broken down in to 3 sections:

- Canada
- USA
- International

As you will notice in all four examples below, your customers will be able to choose their shipment not by product but by speed and cost.

Domestic Destinations

Using Canada Post's delivery standards and rates, the Sell Online shipping model presents accurate delivery dates as well as shipping fees for any delivery point in Canada. For deliveries within Canada your customer will see a delivery selection chart something like this:

| Select One Option | Delivery Dates | Shipping & Handling Fee |
|---|---------------------------|-------------------------|
| <input checked="" type="radio"/> | Wednesday May 21, 2003 AM | \$ 14.66 |
| <input type="radio"/> | Wednesday May 21, 2003 | \$ 7.17 |
| <input type="radio"/> | Friday May 23, 2003 | \$ 5.72 |
| Based on a shipping date of May 20, 2003 | | |

Card for Pickup

Card for Pickup is a delivery option that allows your customers to have their purchase sent directly to a post office convenient for them to pick up, as opposed to being shipped to their home or business. The service is available to all Post Offices in Canada.

Using Canada Post's post office addressing information, the Sell Online Shipping Module presents the two nearest post offices to the postal code entered as part of the customer's shipping information.

Your customer will see a selection chart something like this:

ENGLISH

Address:

DESJARDINS PHARMACIE LTE
BYWARD MARKET: ATTN BERNADETTE
298 DALHOUSIE ST
OTTAWA ON K1N 7E0

Today's Hours:

Counter: 08:30 - 18:00

FRENCH

Adresse:

DESJARDINS PHARMACIE LTE
BYWARD MARKET P.O.
298 RUE DALHOUSIE
OTTAWA ON K1N 7E0

Heures d'ouverture d'aujourd'hui:
Service au comptoir: 08:30 - 18:00




TIP:

Pick Up @ The Post Office can be combined with any of the Canada Post Distribution Products that are used in the Sell Online Shipping Module. The addressing for a Pick Up @ The Post Office item must be displayed on the shipping label in the following manner and the words "Pick up @ the Post Office" in the attention box:

FRENCH

| | | |
|--|--------------|---|
| XPRESSPOST | | 1 |
| FROM | EXPÉDITEUR |  |
| COMPAGNIE 123 456 RUE MAIN TORONTO ON M5A 4R6 | | |
| TO | DESTINATAIRE | |
| M JEAN TREMBLAY (416) 732-1234 A/S BUREAU DE POSTE BASELINE 1000 RUE BASELINE TORONTO ON M1T 3J0 | | |
|  55HG2+ GT 000 000 005 CA | | |
|  | | |
| ATTENTION | | |
| CARTE RETENUE POUR RAMASSAGE CARD FOR PICKUP | | SI VOUS NE LEVEZ PAS SÉLECTEZ LA LIÈVRE POSTALE |
| <small>Évitez d'envoyer des objets dangereux ou dangereux. Evitez d'envoyer des objets dangereux ou dangereux.</small> | | |

ENGLISH

| | | |
|--|--------------|---|
| XPRESSPOST | | 1 |
| FROM | EXPÉDITEUR |  |
| 123 COMPANY 456 MAIN ST TORONTO ON M5A 4R6 | | |
| TO | DESTINATAIRE | |
| MR JOHN SMITH (416) 732-1234 C/O BASELINE POSTAL OUTLET 1000 BASELINE DR TORONTO ON M1T 3J0 | | |
|  55HG2+ GT 000 000 005 CA | | |
|  | | |
| ATTENTION | | |
| PICK UP @ THE POST OFFICE RAMASSAGE AU BUREAU DE POSTE | | NE PAS LEVER L'OBJET NE PAS LEVER L'OBJET |
| <small>Évitez d'envoyer des objets dangereux ou dangereux. Evitez d'envoyer des objets dangereux ou dangereux.</small> | | |

USA Destinations

For deliveries to the USA your customer will see a delivery selection chart something like this:

| Select One Option | Delivery Dates | Shipping & Handling Fee |
|---|------------------------|-------------------------|
| <input checked="" type="radio"/> | Wednesday May 21, 2003 | \$ 55.83 |
| <input type="radio"/> | Wednesday May 28, 2003 | \$ 17.94 |
| <input type="radio"/> | 2 to 4 weeks | \$ 10.74 |
| Based on a shipping date of May 20, 2003 | | |

International Destinations

For international deliveries your customer will see a delivery selection chart something like this:

| Select One Option | Delivery Dates | Shipping & Handling Fee |
|---|---------------------|-------------------------|
| <input checked="" type="radio"/> | Monday May 26, 2003 | \$ 78.27 |
| <input type="radio"/> | 7 to 12 days | \$ 35.55 |
| <input type="radio"/> | 1 to 3 months | \$ 13.55 |
| Based on a shipping date of May 20, 2003 | | |

Please note that the delivery dates for shipments to the USA and internationally can be delayed due to customs regulations. Therefore, it is suggested that you include a disclaimer that accompanies the shipping module stating that delivery dates outside Canada are approximations that do not include delays due to customs.

The shipping options boxes above should also include an explanation of the "Delivery Date" and "Shipping and Handling Fee" for the consumer. Canada Post requires the following definitions to be included:

- "Delivery date is a combination of Canada Post delivery standards and the retailer's fulfillment time", and
- "The shipping cost is the cost of shipping using Canada Post services and the retailer's handling costs".



Technical Alert:

- The shipping options should be displayed as illustrated.
- The explanation of the delivery date, and shipping and handling can be presented to your consumers as:
 1. A note on the web page.
 2. A hyperlink so that the definition is displayed when a consumer clicks on the "Delivery Date" or "Shipping and Handling" within the shipping options box.

A pop-up window that appears when the consumer moves their cursor over the "Delivery Date" or "Shipping and Handling" within the shipping options box.



Tip:

- It is good business practice for your warehouse to confirm the items purchased by your consumer, and the delivery option that they have selected. An email message is a reliable way to stay in contact and to avoid any confusion over an order.

2. Shipping Rates: Order Specific

By selecting order specific shipping rates, you can also offer your consumers shipping discounts. For example, the Sell Online™ Shipping Module automatically charges your consumers the small business rates (SBR). However, the rates that you pay can be passed to your consumers. Please note that Domestic, Xpresspost - USA and Priority Worldwide have different business rate levels, and Priority Worldwide Pak is a "YES" "NO" default. Your shipping profile is set to default to SBR for each case. Before you change these settings, it is recommended that you determine the rate level for your business by contacting a Canada Post representative. ■

You can choose which delivery speed you want to display to your consumer by clicking on your shipping profile.

SERVICES SELECTION

In your shipping profile select the services that you want to offer your customers:

Domestic Services

| |
|------------|
| Priority |
| Xpresspost |
| Expedited |
| Regular |

U.S. and International Service

| |
|--|
| Priority Worldwide (USA / International) |
| Xpresspost – USA (USA) |
| Air Parcel (International) |
| Surface Parcel (International) |



Technical Alert:

- Display the shipping fee sent by the Sell Online™ Shipping Module.
- Refer to the Architecture Document to determine where the data elements are.



Tip:

- In order for Sell Online™ to calculate order specific rates you will need to record the dimension and weight of your inventory. Instructions that explain how to do this are included in sections 8 and

9 of this guide. Remember that once this data is captured, you will not be required to measure and weigh each parcel for shipment.

3. Default Shipping Rates

Server performance and access can be affected by technical difficulties or timeouts caused by heavy Internet traffic. To avoid having your consumers wait online for an extended period of time, default shipping rates and dates can be displayed when server access is slow. You can set your default rates in one of two ways.

Historical Average Method

One method to determine your default rates is to review your historical shipping data and calculate the average shipping rates rounded to the closest dollar.

Use the table below to record your calculations, then transfer these to your own shipping profile.

| | Your Default Rates |
|--------------------------------|---------------------------|
| Priority | \$ |
| Xpresspost | \$ |
| Expedited | \$ |
| Regular | \$ |
| Priority Worldwide USA | \$ |
| Xpresspost USA | \$ |
| Air Parcel (USA) | \$ |
| Surface Parcel (USA) | \$ |
| Priority Worldwide INTL | \$ |
| Air Parcel (International) | \$ |
| Surface Parcel (International) | \$ |



Tip:

- While it is important to be as accurate as possible, there may not be enough shipping data to calculate averages. In this case you must make your best educated guess. Remember that the default rates can be changed at any time. Careful monitoring of shipments will indicate the appropriateness of your default rates.

Default Rates Based on Weight

Your default rates can also be set to parcel weight. While this method is not as accurate as shipping calculations based on weight and box dimension, it is more accurate than historical averages. Please note that this feature must be switched on in your Sell Online™ Retailer Profile.



Technical Alert:

- Orders that are very large (i.e. more than 50 items) may experience a time-out. For example, if you are selling pens that are only available in multiples of 1, an order for 50 pens may cause the server to time-out. However, this problem can be avoided by packaging your pens in boxes of 50. This allows the customer to order 1 box of fifty pens, and ensures that the server replies with a valid cost.

4. Signature Options

Signature Confirmation

Two default signature options can be displayed.

1. Require Signature indicates that a signature must be received before the package will be turned over to the recipient. Fill in the box to request that a signature be required. Charges may or may not be applied for a signature according to the service; see Table 10.4 "Delivery Options" for further information.
2. Signature requirement amount allows you to indicate at what dollar amount you want a signature to be required before the package will be turned over to the recipient. Fill in the dollar amount in the box to request at what value a signature is required.

| | |
|-------------------------------------|--------------------------|
| Retailer ID | YR_STORE |
| Company Name | YOURSTORE.COM |
| Postal Code | H3B3X2 |
| Turnaround Time | 24 (hours) |
| Pick up time | 12τ h 00τ min |
| Add Insurance | € |
| Insurance activation amount | 0.00 \$ |
| Require Signature | € |
| Signature requirement amount | 0.00 \$ |

5. Insurance Options

Two default insurance options can be displayed.

1. Add Insurance can be activated to automatically apply insurance to the article(s) being shipped. Insurance is applied based on their predetermined value.
2. Insurance activation amount allows you to indicate the dollar amount where you want insurance to be automatically applied to the article(s) being shipped. Insurance is applied based on their predetermined value.

| | |
|------------------------------------|---------------|
| Retailer ID | YR_STORE |
| Company Name | YOURSTORE.COM |
| Postal Code | H3B3X2 |
| Turnaround Time | 24 (hours) |
| Pick up time | 12τ h 00τ min |
| Add Insurance | € |
| Insurance activation amount | 0.00 \$ |
| Require Signature | € |
| Signature requirement amount | 0.00 \$ |

6. Fixed Order Turnaround Time

The order turnaround time is the number of hours required to fulfill an order. This includes receiving an order, collecting the items for an order and packing these items into a box. The following table was designed to help you determine your turnaround time.

Table 6.1
Order Turnaround Time

| | Estimated Time per order (hrs) |
|---------------------------------|---------------------------------------|
| Receive order from online store | |
| Collect goods from warehouse | |
| Pack goods into shipping box | |
| Prepare box for shipping | |
| Total Turnaround Time | |



Tip:

- It is important for you to be as accurate as possible in your estimate because the turnaround time affects when a consumer receives their goods. An unrealistic turnaround time (i.e. too tight) may cause your supply chain unnecessary stress, or possibly, to miss deadlines. In the latter case this could cause general consumer dissatisfaction, as consumers do not receive their goods as notified.
- Remember that your online store can be accessed from all over the world. Consider international times zones when indicated your turnaround time.
- It is good business practice to advise your consumers about the status of their orders. An email message to notify them that their order has been shipped and the expected date of delivery is an effective way to keep your consumers informed.

7. Shipping Services Bundled

This bundle of shipping services allows you to customize your shipping rates on a product-by-product basis without changing your eCommerce application.

Shipping rates are broken down in to 3 sections:

- Canada
- USA
- International

For *each* service that you select, within each destination, you must work across from left to right and indicate the following:

- whether or not you are offering free shipping of this service
- which shipping rate method you are using
- your default amount



Tip:

- For further information on:
- “Use default shipping by weight?” refer to **3. Default Shipping Rates**
- “Use Pak?” refer to **2. Shipping Rates Order Specific**

For deliveries within Canada the default chart will look like the one shown on the following page. You have the option to select from all of the services offered; i.e.: Priority, Xpresspost, Expedited, and Regular.

Shipping rates to the USA follow Canada, and shipping rates to international destinations follow USA.

If you **DO NOT** change the “Free shipping activation amount” from “0”, your customer will be charged for the shipment of their purchases, according to the perimeters that you set within your shipping profile. Wrong – if you put “0” it will add free shipping for all!

If you **DO** change the “Free shipping activation amount”, you must indicate at what dollar amount you want free shipping to be activated.

For example:

- If you want to pay for ALL shipments, leave the activation amount at the default value of 00.00 \$ this directly contrasts what was said above!
- If you only want to pay for shipments valued at \$100.00 or more, change the activation amount to the value of 100.00 \$

Shipping Profile

Shipping Services

Retailer ID CPC_DEMO_XML

Company Name Canada Post Demo XML

Do not use Default Rates ?










Use Priority Worldwide Pak ?

Free shipping activation amount \$

Shipping Rates To Canada

| Select Service ? | Offer Free Shipping? | Select Shipping Rate Method ? | Select Default Amount ? |
|-------------------------------------|--------------------------|---|---------------------------------------|
| Priority | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Xpresspost | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Expedited | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Regular | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |

Shipping Rates to the U.S.

| Select Service  | Offer Free Shipping?  | Select Shipping Rate Method  | Select Default Amount  |
|--|--|--|---|
| Priority Worldwide USA | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/>  <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Xpresspost USA | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/>  <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Expedited US Business Contract | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Rate Level 1"/>  <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Tracked Packet - USA | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Rate Level 1"/>  <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Small Packets Air | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/>  <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="10.00"/> \$ |

Shipping Rates to International Destinations

| Select Service | Offer Free Shipping? | Select Shipping Rate Method | Select Default Amount |
|---------------------------------------|--------------------------|--|---------------------------------------|
| Priority Worldwide INTL | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| XpressPost International | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Air Parcel | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Surface Parcel | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Tracked Packet - International | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="15.00"/> \$ |
| Small Packets Air | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="40.00"/> \$ |
| Small Packets Surface | | | |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="radio"/> Calculated <input type="text" value="Small Business Rate"/> <input type="radio"/> Flat Rate <input type="text" value="0.00"/> \$ | <input type="text" value="14.00"/> \$ |

8. Inventory Measurement

Add/Modify/Delete Boxes

All Stock Keeping Unit (SKU) items in your inventory must be measured. A SKU uniquely identifies each item in your inventory. For example, a clothing retailer will have a separate SKU for each shirt style in their inventory.

As the retailer, you are responsible for measuring and recording the length, width and height of each item that you plan to sell from your on-line store. Using a tape measure follow the steps listed below for each SKU. Remember that all measurements should be in centimeters.



Technical Alert:

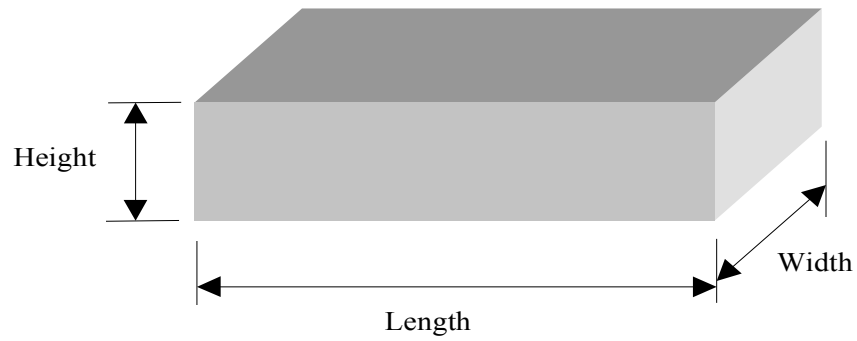
- Items with the same dimension do not need be measured individually. (i.e. CDs, books, or videos). One measurement will suffice provided that your technical team has identified in their database which SKUs share the common measurements.



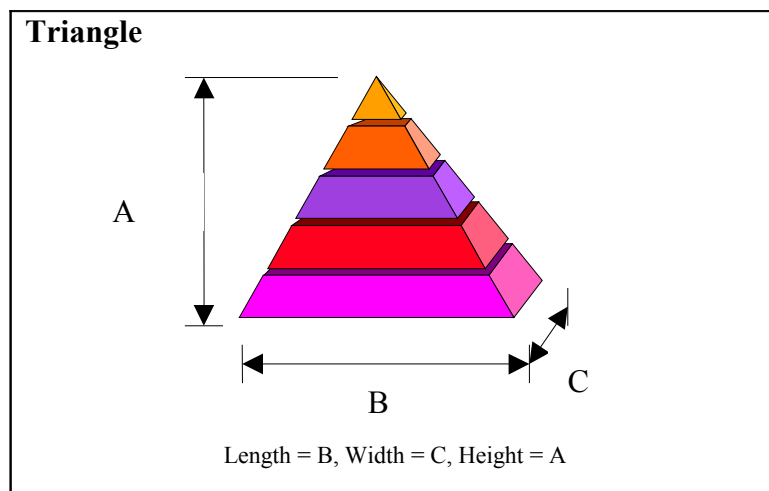
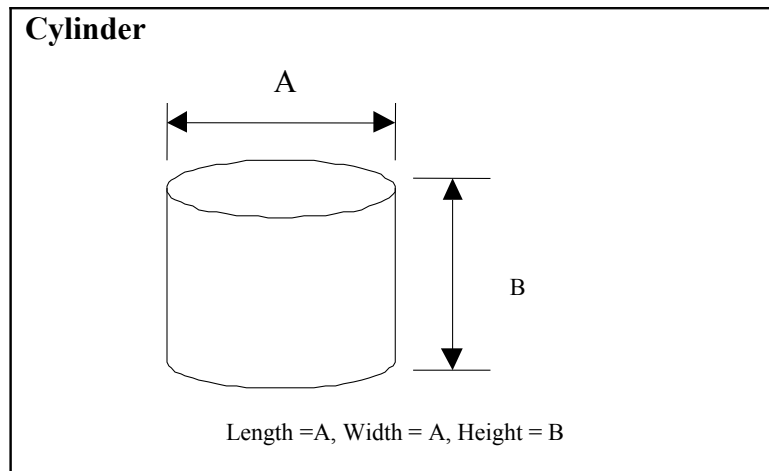
Tip:

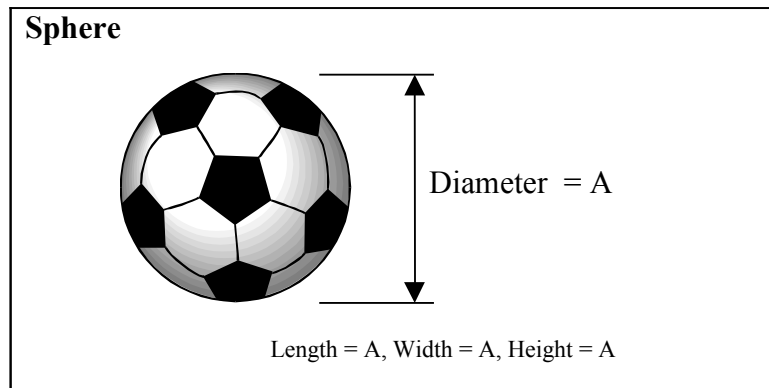
- Always measure items as you would ship them, not as you would display them.

1. Measure the item's largest dimension from end to end and record this measurement as the length;
2. Measure the item's second largest dimension from end to end and record this measurement as the width;
3. Measure the item's smallest dimension from end to end and record this measurement as the height.



To measure irregular shaped items, such as a cylinder, triangle or sphere, please follow the directions outlined below.





The final measurement you need to make is the metric weight. Once you have measured and weighed all your SKU items, you will need to ensure that they do not exceed the maximum allowable dimensions and weight. The size restrictions for domestic shipments are detailed in your Parcel Services Customer Guide and Canadian Postal Guide. Alternatively you can refer to the Canada Post web site to learn more about these restrictions. There are also size restrictions for USA and international shipments. These restrictions are outlined below.

| Delivery Service | Max. Dimension ¹ (length, width OR height) | Max Girth ² | Max Weight |
|---|--|------------------------|------------|
| Domestic Delivery Services ³ | 200 cm | 300 cm | 30 kg |
| Xpresspost USA | 200 cm | 274 cm | 30 kg |
| Priority Worldwide | 200 cm | 300 cm | 30 kg |

Notes:

1. No single dimension (length, width or height) can exceed this size
2. Girth = Length + (Width x 2) + (Height x 2)
3. Domestic Delivery services include: Priority, Xpresspost, Expedited and Regular

If you would like to have these items that exceed the maximum allowable dimensions or weights available on your site, then they must be shipped using a different method and cannot be passed to the Sell Online™ Shipping Module.

The measurements that you have gathered should be placed in your catalogue so that their values can be passed to the Sell Online™ Server for further calculations of delivery times and rates. Remember that once this data is captured, you will not be required to measure and weigh each parcel for shipment. The information will be sent to the warehouse.

Shipping Boxes

Your largest box size should be large enough to accommodate the largest SKU items in your inventory, yet provide enough packaging protection from general shipping and handling. The smallest box size should be small enough to accommodate your small items and still give your consumers good value for shipping charges. The number of boxes between these two extremes is up to you. Remember that shipping charges are calculated primarily on the volume of the box.

Your largest box should not exceed the maximum allowable dimensions outlined above. When your box dimensions are entered into your online retailer shipping profile, some fields may be highlighted in red or yellow. This is to alert you that the box you entered does not conform to the domestic and international size restrictions. The meaning of these codes is illustrated below. If your boxes fit within the size restrictions outlined above, no colour will appear.

| | YELLOW | RED |
|---|---------------|------------|
| 1. Your box size is too large to be delivered within Canada. | | ☐ |
| 2. Your box size is too large to be delivered to USA | ☐ | ☐ |
| 3. Your box size is too large to be delivered internationally | ☐ | ☐ |

Another factor you should consider in your selection of shipping boxes is its sturdiness. The boxes that you select should be strong enough to hold the weight of the goods that will be shipped and to protect the goods from shipping and handling.

| Box Variable | Definition |
|---------------------|--|
| Box Description | Box name |
| Weight Limit | Maximum weight that can be packed in a box. |
| Weight | The weight of the box. Typically 0.5 kilogram |
| Length (cm) | The longest dimension of the box from end to end. |
| Width (cm) | The medium dimension of the box from end to end. |
| Height (cm) | The shortest dimension of the box from end to end. |

You can Add, Modify, and Delete your list of Shipping Boxes by filling in or modifying the profile, and clicking on SAVE.

Add Box

| | |
|---------------------|-------------|
| Description | |
| Weight Limit of Box | kg |
| Box weight | kg |
| Length | cm |
| Width | cm |
| Height | cm |
| | |
| Save | Back |

Add/Modify/Delete Boxes

| | Description | Weight Limit of Box (kg) | Box Weight (kg) | Length (cm) | Width (cm) | Height (cm) |
|---|-------------|--------------------------|-----------------|-------------|------------|-------------|
| 0 | Small Box | 20.000 | 0.600 | 1.0 | 2.0 | 3.0 |
| 0 | toto | 30.000 | 10.000 | 10.0 | 10.0 | 10.0 |

Add Box Modify Item Delete Item

Back

9. Add/Modify/Delete Empty Space Items

To help you increase your online sales, Sell Online™ provides an Empty Space option. Once your customer has completed their selection of goods, if there is space still available in the shipping container, you can provide them with a selection of items that if added to their purchase, will not increase their cost of shipping.

You can add, modify, and delete your list of Empty Space Items by filling in or modifying the profile, and clicking on SAVE.

Modify Empty Box Space

| | |
|-------------|-------------|
| Description | Herve |
| Length | 20.0 cm |
| Width | 20.0 cm |
| Height | 20.0 cm |
| | |
| Save | Back |

Add/Modify/Delete Empty Space Items

| | Description | Length (cm) | Width (cm) | Height (cm) |
|---|-------------|----------------|---------------|----------------|
| 0 | Little Box | 1.0 | 2.0 | 3.0 |
| 0 | Big Box | 34.0 | 3.0 | 3.0 |
| 0 | Medium Box | 20.0 | 20.0 | 10.0 |

Modify Item Delete Item

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10. Handling Fees

Your handling fee should be sufficient to cover your costs for filling online orders. Typically, companies will charge a uniform handling fee for all orders. However, this expense will vary directly with the complexity and size of the order. The challenge is to compensate for unique and large orders in your calculations. The following tables were designed to help you identify the costs associated with a handling fee. However, some of these costs identified in the table may already be included in the base price of the product. Therefore, be careful not to double charge your consumer.

Table 10.1
Flat Rate Handling Fee

| | Estimated Cost per Order |
|------------------------|---------------------------------|
| Cost of shipping box | \$ |
| Packing Material | \$ |
| Labour | \$ |
| Delivery Options | \$ |
| Other (see table 10.2) | \$ |

Some delivery options are not included in the shipping charge, and are available for an additional cost. In this case you may want to incorporate these charges in your handling fee.

Table 10.2
Weight Based Handling Fee

| LEVEL | Lower Weight (kg or lbs.) | Upper Weight (kg or lbs.) | Handling Fee |
|--------------|----------------------------------|----------------------------------|---------------------|
| 1 | 0 | | \$ |
| 2 | | | \$ |
| 3 | | | \$ |
| 4 | | | \$ |
| 5 | | | \$ |

Table 10.3
Quantity Based Handling Fee

| LEVEL | Lower Item Quantity | Upper Item Quantity | Handling Fee |
|-------|---------------------|---------------------|--------------|
| 1 | 1 | | \$ |
| 2 | | | \$ |
| 3 | | | \$ |
| 4 | | | \$ |
| 5 | | N/A | \$ |

Table 10.4
Delivery Options

| Service | Delivery Confirmation | Signature | Additional Coverage | Total Cost of Delivery Options |
|--------------------|--|-----------|---------------------|--------------------------------|
| Priority | Please refer to the Canada Post website for up-to-date Option pricing. | | | |
| Xpresspost | | | | |
| Expedited | | | | |
| Regular | | | | |
| Priority Worldwide | | | | |
| Xpresspost USA | | | | |
| Air Parcel | | | | |
| Surface Parcel | | | | |

*These totals can be included in the delivery option section
as part of your handling fee*



Technical Alert:

- The handling fee will be part of the data you will receive from the Sell Online™ Shipping Module. You can instruct your technical team to display this separately as the handling fee or to combine it with the shipping charge.
- Refer to the Architecture Document to determine where to find the data elements.

11. Return Service

The ability to return unwanted goods at no risk is often a consideration for consumers contemplating an online purchase. In fact, approximately 10 - 20% of items ordered will be returned for a variety of reasons (e.g. quality did not match expectations, wrong size ordered, etc.)

Canada Post's standard return service allows consumers to return parcels without paying for the shipping simply by adding the words "Return to Sender" on the package. The Retailer is then invoiced for the shipping fee.

A notification about the return service that you offer through Canada Post can help reduce consumer's apprehension in buying products from you. It is recommended that the following wording be included on your site and on your invoice:

"If you are not satisfied with your purchase, you can return them at no charge through Canada Post. Simply add the words "Return to Sender" on your package and deposit it at a Canada Post retail outlet or in a street mailbox."

12. Collect on Delivery (COD)

Some consumers are wary of providing their credit card numbers over the Internet. To ease consumer's concern of unauthorized use of their credit card number, Canada Post offers a collect on delivery (COD) service whereby retailers can instruct Canada Post to collect cash, cheque, or a post-dated cheque as payment. These instructions, along with the delivery address, are included on the COD label that is attached to the parcel.

Your website should include an explanation that outlines the terms of payment upon delivery. One of the following three explanations can be used:

| | |
|--------------------------|---|
| Cash | <i>Cash, money order or certified cheque</i> |
| Cash or Cheque | <i>Cheque dated on delivery date made payable to the sender, cash, money order, or certified cheque.</i> |
| Post-dated Cheque | <i>Post-dated cheque made payable to the sender, cash, money order, certified cheque or cheque dated on delivery date made payable to the sender.</i> |



Tip:

- Check with a Canada Post sales representative to find out how much this service costs, as well as to obtain the COD shipping labels.