



Canada Post Community Mailbox User Guide

My community mailbox location:

My module #:

My compartment #:



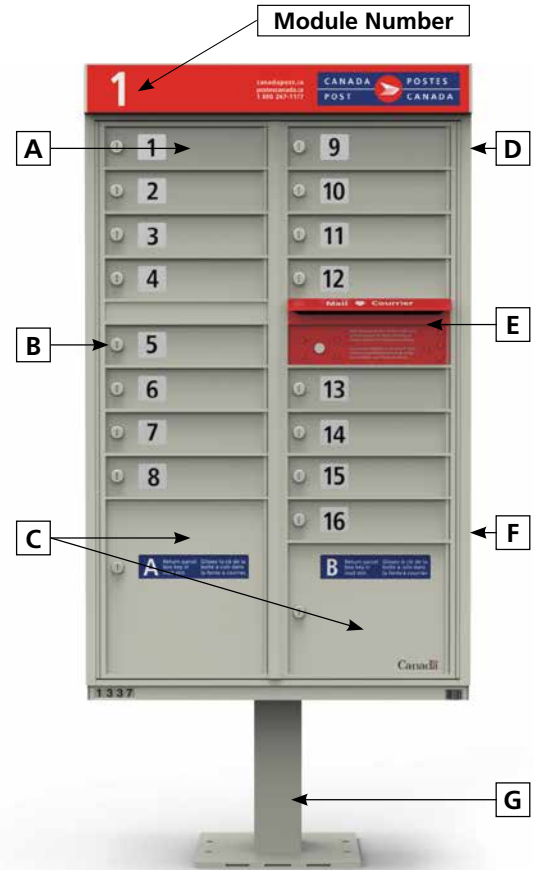
Designed for the changing needs of Canadians.

With Canadians mailing less and less each year, we have to make changes to secure the postal service for everyone and not become a drain on taxpayers. By transitioning door-to-door delivery to community mailboxes, we can protect your mail service, while reducing the cost of providing it.

If you have questions about your community mailbox, please contact our customer service at **1-844-454-3009** or visit **canadapost.ca**.

Features of your community mailbox

- A. Wide individual compartments
- B. Heavy-duty locks
- C. Large parcel compartments
- D. High-grade aluminum construction
- E. Outgoing mail slot
- F. Designed for superior security and safety
- G. Sturdy base



Designed for security and safety

The new community mailboxes are designed for safety and security. While resting on a sturdy base fastened to a concrete pad, the box is designed to allow slight movement, which makes it more resistant to any potential impact or tampering. It's even designed to survive hurricane-level winds. The base is also narrow, which allows snow to be cleared more easily.

Your Community Mailbox

“Where do I get my mail?”

When you receive your key package, you will also receive a letter that provides the location of your community mailbox, as well as your module and compartment number. If you no longer have the letter or if you are a new resident and do not know where to get your mail, please call customer service at **1-844-454-3009**.

Most community mailboxes have three to four modules installed side by side. To find the mailbox compartment assigned to your household, first look at the upper corner of each module and find your module number, then locate your compartment number.



Community mailbox locations are determined through careful planning. We worked with your municipality and considered safety, street lighting, and sidewalk access as well as survey feedback from your neighbourhood in choosing your site.

Your Community Mailbox

“What happens if I don’t pick up my mail for a long time?”

Your mailbox compartment is large enough to hold several days’ worth of mail for a typical Canadian household. If it gets too full, Canada Post will try to contact you.

“What if I receive mail that was put in the wrong slot? How do I return mail to sender?”

Simply put a diagonal line through the address on the front of the letter and place it in the outgoing mail slot at your community mailbox.

“How do I get replacement keys for my compartment?”

To protect the privacy and security of your mail, we do not keep copies of the keys to your mailbox compartment. If you need extra copies of your keys, you can have them cut

at a locksmith. If you lose your keys, visit canadapost.ca or call our customer service at **1-844-454-3009**. We’ll replace the lock and then inform you of where you can pick up your new keys.

“What happens if my key is not working or my lock seizes or freezes?”

Extreme winter weather can sometimes make it difficult to open or unlock your community mailbox. If one of your keys is not working, try the other keys you received to see if they work. If you still can’t open your compartment, contact our customer service at **1-844-454-3009**. We’ll send someone out to open the box and conduct preventative maintenance. Please do not try to de-ice or lubricate the lock as that could damage it.

“I’m moving out. What do I do with my community mailbox keys?”

Simply leave your mailbox compartment keys for the new residents. You can help the new residents by leaving behind this Guide and ensuring the location of your community mailbox, along with your module and compartment numbers, are written on the cover in the space provided.

“I have mobility issues that may affect my access to my mailbox. What should I do?”

Canada Post understands that some seniors and Canadians with disabilities may not be able to get to their community mailbox. We are committed to ensuring that everyone can access the postal service. If you need special accommodation because you have significant mobility issues and lack alternatives

to access your community mailbox, please visit **canadapost.ca** or contact customer service at **1-844-454-3009**.

“I have a different problem with my community mailbox. What should I do?”

If you have further questions about your community mailbox or your compartment, please visit our Q & A Forum on **canadapost.ca** where you can ask, read or share a question. You can also contact customer service at **1-844-454-3009**.



Wide individual compartments fit the parcels that Canadians receive most and let large mail like magazines lie flat.

Getting Parcels

“How do I retrieve my parcels?”

Your mail and smaller parcels will be locked in your compartment. Larger parcels are delivered to the large parcel compartments in community mailboxes. Retrieving a large parcel is easy.

1. When your parcel is delivered, you'll find a clearly tagged key inside your household compartment.
2. Look at your community mailboxes to locate the module and parcel compartment indicated on the key tag.
3. Open the parcel compartment and retrieve your parcel.
4. Close and lock the parcel compartment and place the parcel key in the outgoing mail slot.

There is only one key produced per parcel lock. If the key is not returned, the lock will be changed.



Large parcel compartments are big enough to accept more than 80% of the parcels and packets mailed in Canada.

“What if all the parcel compartments are full?”

If all the compartments are full, Canada Post will attempt a delivery to your home. If no one is home, we will leave a Delivery Notice Card advising you that the item will be available for pickup at a nearby post office.

“What if I don’t pick up my parcel for a long time?”

If a parcel is left in a parcel box for more than two days, we will remove the package and leave a notice advising you that your item will be available for pickup at your nearby post office.

“What happens if a parcel is too big for the compartments or requires a signature?”

For parcels that are too large for the compartments or require a signature, Canada Post will attempt

delivery to your door. Items that do not require a signature may be left at your door if there is a safe place that is sheltered from the weather and cannot be seen by passers-by. If nobody is home and there is no safe place to leave the parcel, we will leave a notice advising you that your item will be available for pickup at your nearby post office.

“I have a different problem with receiving parcels. What should I do?”

If you have further questions about receiving parcels at your community mailbox, please visit our Q & A Forum on [canadapost.ca](https://www.canadapost.ca) where you can ask, read or share a question. You can also contact customer service at **1-844-454-3009**.

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Keep our community litter-free. Please take all your mail with you.