

Preparing for the 2024 Holiday Season



Helping your business prepare for your busiest time of year.

This year's peak season is from **November 4, 2024, to January 12, 2025.**

We're scaling up our operations and enhancing our network to support your business through this holiday season.

Key mailing dates

 Canada Delivery standards between most major centres in Canada					
Zone	Priority™	Xpresspost™	Expedited Parcel™	Regular Parcel™	Sending cards
Local	December 23	December 23	December 20-23	December 19-20	December 19
Regional	December 23	December 23	December 18-23	December 16-19	December 18
National	December 20-23	December 20	December 12-20	December 10-18	December 17

Anticipated mailing dates as of August – subject to change without notice. During peak season, on-time delivery guarantees will be paid when delivery occurs two or more business days after the published delivery standards.

 United States			
Cards	Xpresspost™	Expedited Parcel™	Tracked Packet™ Small Packet™
December 12	December 17	December 13	December 12

Visit canadapost.ca/servicealerts to see the latest information on suspended destinations and delays to U.S. and international destinations.



Pickups

Plan ahead and be prepared that an increase in your sales might require more frequent pickups!

Canada Post offers pickup services in most urban and suburban areas. Visit canadapost.ca/pickup and use the Online Pickup Request tool:

- Schedule on-demand and recurring (scheduled) pickup requests.
- Cancel or modify an existing pickup request.

Request pickups as far in advance as possible and provide details at time of request.

Canada Post Operations

Activity	Dates	Notes
Remembrance Day	November 11	To be determined based on needs.
Christmas Day	December 25	Closed.
Boxing Day	December 26	Closed.
	December 27	Regular operations.
New Year's Day	January 1	Closed.
	January 2	Regular operations.

We encourage customers to spread out volumes and ask their customers to shop early and help manage delivery expectations.



Manifesting for EST 2.0

- Canada Post's Electronic Shipping Tools (EST) 2.0 shipping system prints shipping labels, transmits the electronic version of the manifest to Canada Post, and prints paper copies of the manifest. **The paper copy of the manifest must accompany all items dropped off or picked up.**
- The electronic manifest data file containing complete and accurate shipment information must be transmitted to Canada Post on the same day and prior to drop-off or pickup of that shipment. Items where the electronic manifest data file has not been transmitted at the time of drop-off or pickup **may be refused or will be subject to a surcharge.**



Peak season delivery guarantees

The Canada Post on-time guarantee policy is modified during peak season.

Note: Claims for late deliveries may only be submitted if an item sent within Canada via Priority™, Xpresspost™ and Expedited Parcel™ is delivered two or more business days after the published delivery standards.

For more information on how to file a claim, visit canadapost.ca/support.

Find the delivery standard from your postal code to a Canadian destination at canadapost.ca/deliverytool.

For more information about delivery standards, review section 2.5 in the Canada Post [Parcel Services Customer Guide](#).



Peak season surcharges

Avoid additional charges!

Review our shipping requirements and specifications to avoid unexpected surcharges.

Out-of-spec surcharge of \$400

Applies to an item whose weight is greater than 30 kg or whose one side is greater than 2 m or length + girth is greater than 3 m.

Oversize surcharge of \$30

Applies to an item whose length is greater than 1 m or whose second-longest side is greater than 76 cm.

Unpackaged surcharge of \$30

Applies to items that are not packaged – for example, tires. For more information on how to measure your item, review section 6.1 of the Canada Post [Parcel Services Customer Guide](#).



Dangerous goods

If you are uncertain whether your items are dangerous for shipping:

- Verify with the manufacturer or supplier.
- Call the Canadian Transport Emergency Centre (CANUTEC) at 1-613-992-4624.
- Visit Transport Canada's website at tc.canada.ca.

Refer to ABCs of mailing and Non-mailable matter sections of the Postal Guide at canadapost.ca/postalguide for more information on shipment requirements about contents, quantities and documentation.

For more information about dangerous goods, visit canadapost.ca/dangerousgoods.



Ordering equipment

You may inquire about or order our equipment (containers and shipping units) by contacting the National Empty Container Facility (NECF) order desk by phone at 905-565-0480, by fax at 905-564-6830, by email at necfteo@canadapost.ca or through a regional equipment coordinator.

The supply of our equipment depends on conditions and availability. When our equipment is not available, Canada Post pre-approved customer-supplied containers (e.g., cardboard boxes) or pallets must be used.



Online service tickets

Customers can create their own service tickets online at canadapost.ca/support for the following types of inquiries:

- Lost parcels
- Damaged parcels
- Parcels delivered to the wrong address

Please note that a service ticket cannot provide any other tracking information than what is available on canadapost.ca/track.



Use our online track tool

You can track a package with our online track tool at canadapost.ca/track and on your mobile device when you download the Canada Post app.

Track by tracking number, delivery notice card or reference number:

- In the Tracking numbers box, enter a tracking number. To track more than one package, press Enter and type another tracking number.
- Select the Track button to view your results.

Remember to sign up for email notifications and text message notifications of delivery updates!



Notification subscription tool

- You can subscribe if you would like to receive notifications directly to your inbox for both significant events and daily updates during peak season.
- Peak season status of the network updates via the subscription tool will be available from **November 25, 2024, to January 10, 2025**.
- Subscribe to receive these email notifications at canadapost.ca/servicealerts.



Resources

- Service alerts: canadapost.ca/servicealerts
- Canada Post business content: canadapost.ca/smallbusiness
- Canada Post online store: canadapost.ca/shop
- Pickup portal: canadapost.ca/pickup
- Track: canadapost.ca/track
- Delivery standards: canadapost.ca/deliverystandards
- Canada Post support and chat: canadapost.ca/support



Contact lines

Order desk, tracking, claims and pickups
(8 am to 8 pm, ET): 1-866-757-5480

Electronic Shipping Tools and technical helpdesk
(available anytime): 1-877-376-1212

Billing and payment department
(8 am to 8 pm, ET): 1-800-267-7651, option 1