

# Commercial Customer Change Request Form



## Section A – Current Information (Required)

FOR ALL ACCOUNT CHANGE REQUESTS, COMPLETE ONLY SECTIONS RELEVANT TO THE CHANGE

|                  |                                       |
|------------------|---------------------------------------|
| Customer Number  | Customer Legal Name                   |
| Requester's Name | Effective Date of Change (YYYY-MM-DD) |

## Section B – New Legal Name (Provide Supporting Documentation)

|       |  |
|-------|--|
| Legal | Operating Name (if different from Legal) |
|-------|--|

Please provide any one of the listed supporting documentation.<sup>1</sup>

- Certificate of Change of Name
- Certificate of Incorporation
- Master Business License
- Articles of Amendment
- Certificate of Amendment
- Letter of Patent ( for societies , associations and other relevant business entities)

<sup>1</sup>Our Credit Department may contact you. Documents required may vary by type of change or province.

## Section B – 1 New Ownership, Merger or Acquisition

Please list all customer account numbers affected by this change.

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Section C – Address Change (If all addresses are the same as the physical address, please only complete the physical address section)

|                  |                   |                |             |         |
|------------------|-------------------|----------------|-------------|---------|
| Physical Address | Street # and Name | City, Province | Postal code | Country |
|------------------|-------------------|----------------|-------------|---------|

If there is a change to your physical address and you have a Recurring (Scheduled) pick up at this address, please call 1-888-550-6333 to update your pick up location

Do you have an active Recurring (Scheduled) pickup at your current address? Yes  No

When will be last day you will require pickup at your old address?

If there is a change to your physical address and redirection is required, this should be done at [canadapost.ca/mailforwarding](http://canadapost.ca/mailforwarding) or at a post office.

|                                  |                   |                |             |         |
|----------------------------------|-------------------|----------------|-------------|---------|
| Mailing - General Correspondence | Street # and Name | City, Province | Postal code | Country |
| Billing - Invoicing              | Street # and Name | City, Province | Postal code | Country |
| Business Reply Mail              | Street # and Name | City, Province | Postal code | Country |

Do you want your Business Reply Mail redirected? Yes  No

If you would like to have your Business Reply Mail redirected, you are required to purchase a Change of Address Notification at [canadapost.ca/mailforwarding](http://canadapost.ca/mailforwarding) or at a retail post office.

If you decide not to purchase the Change of Address Notification service, any Business Reply Mail pieces bearing the previous address and currently in circulation will not be delivered to your new address.

Please visit the Canada Post Online Business Centre at [canadapost.ca/brm](http://canadapost.ca/brm) to create your new artwork once we have completed the address change.

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## Section D – New Contact Information (select all relevant options)

| Contact Type  | Contact Name   |  | Contact Title | Contact Email Address | Telephone No. |
|---|--|--|---------------|-----------------------|---------------|
| Prime (Main Contact) <sup>1</sup>   | Add  |  |               |                       |               |
|   | Remove   |  |               |                       |               |
| Account administrator <sup>1</sup>  | Add  |  |               |                       |               |
|   | Remove   |  |               |                       |               |
| Billing (Name appears on Invoice) <sup>1</sup>  | Add  |  |               |                       |               |
|   | Remove   |  |               |                       |               |
| General Accounting Contact (alternate billing)  | Add  |  |               |                       |               |
|   | Remove   |  |               |                       |               |
| Business Reply Mail   | Add  |  |               |                       |               |
|   | Remove   |  |               |                       |               |
| Undeliverable Publications Mail   | Add  |  |               |                       |               |
|   | Remove   |  |               |                       |               |
| Communication Preferences (To receive notices of changes to your Canada Post Agreement by email) <sup>2</sup> | Add  |  |               |                       |               |
|   | Remove   |  |               |                       |               |
| Manage My Account (MMA) <sup>3</sup>  | Provide Canada Post username (if available)<br><br><input type="checkbox"/> Add new user<br><input type="checkbox"/> Update user<br><input type="checkbox"/> Remove user<br><br><i>If multiple users, please add details in the box on page 3.</i> |  |               |                       |               |

<sup>1</sup> Each account can only have one Prime, one Account administrator and one Billing contact. Adding new contacts will result in removing existing one on file.

<sup>2</sup> This applies to email notice only, and does not prevent Canada Post from sending notice of changes to your Canada Post Agreement by other methods specified in the Customer Guide for each applicable Canada Post service.

<sup>3</sup> Manage My Account (MMA) is a digital tool that allows you to access your invoice history, view your credit limit, and pay your invoices online. To take advantage of Online Payment you must have access to MMA. Fill in section D above to request access to MMA and complete the Online Payment Form found at <https://www.canadapost-postescanada.ca/cpo/mc/assets/pdf/business/40-070-055E.pdf>.

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## Section E – Invoicing

| Delivery option                             | Description   | Contact Information (Mandatory)  | Selection                       |
|---|---|----------------------------------|---------------------------------|
| Electronic PDF Invoice <sup>1,2</sup>       | Notification sent through email with secure login to retrieve PDF copy through <a href="http://Canadapost.ca">Canadapost.ca</a>           | Name:                            | <input type="checkbox"/> Add    |
|   |   | Phone #:                         | <input type="checkbox"/> Remove |
|   |   | Email:                           |                                 |
| Electronic Data File Invoice <sup>1,2</sup> | Details of each mailing in a TXT file that you can export to a spreadsheet or database. Secure transfer of TXT file through Epost Connect | Name:                            | <input type="checkbox"/> Add    |
|   |   | Phone #:                         | <input type="checkbox"/> Remove |
|   |   | Email:                           |                                 |
| Printed Copy (Opt Out Only) <sup>2</sup>    | Delivered to the billing address on file by a Canada Post delivery agent  | <input type="checkbox"/> Opt Out |                                 |

<sup>1</sup> To add more than one contact to receive PDF Image and/or Invoice Data File, please provide the additional contact's name, phone number, email, and selected invoice delivery option in the box below.

<sup>2</sup> If you have selected to receive your invoices electronically through a PDF Image and/or Invoice Data File, we recommend Opting Out of receiving Printed Copy.

Please provide us with any additional information or instructions for a change request that is not captured in the previous sections.

Please email the completed Commercial Customer Change Request Form to Customer Data Management at: [CDMPublic@canadapost.postescanada.ca](mailto:CDMPublic@canadapost.postescanada.ca)

For assistance in completing the form, please call Customer Data Management at 1-800-267-7651 and select option 4.