

September 2020 update to shipping tools include:

Update to the Multiples customer number project for EST 2.0

We've added the customer name to appear beside the customer number.

Prepaid name change

EST desktop displays the detailed size of the prepaid.

One size naming convention to be used internally and externally:

Current English Description	Updated English Description	Current French Description	Updated French Description
Standard	Small	Standard	Petit
Letter	Medium	Lettre	Moyen
Pack	Large	Paquet	Grand

July 2020 update to shipping tools include:

Changes to credit card payment and Single Sign-On for Canada Post shipping tools

Security code (CVV/CVC number) will be required on credit card orders

Starting July 11, 2020, Commercial and Solutions for Small Business customers using a previously saved credit card to pay for orders on **EST Business Desktop 2.0** will be required to enter the security code (CVV/CVC number) from the back of their credit card. This change is being implemented to comply with security regulations.

Mail Service Providers (MSP) will need to review this new requirement with any of their customers who have provided them with credit card information. If obtaining the customer's security code is not feasible, MSPs will need to arrange for an alternate method of payment for these customers.

Enabling direct access to multiple customer numbers under one Single Sign-On profile

As of July 11, 2020, mailers with multiple customer numbers linked to a Single Sign-On (SSO) profile will be able to sign in and select any of the linked customer numbers before using. Currently, users are required to create multiple usernames for each of the linked accounts, resulting in the need to manage separate sign-on credentials for each customer number.

Note: Allow a delay of 1hr when adding a business to your profile before being able to select in EST 2.0

[Learn more](#) (attach pdf)

February 2020 updates to shipping tools include:

EST 2.0 - Neighbourhood Mail allows customer to override mail pieces by delivery mode

Previously, customer can only override the total mail pieces to be delivered. Customers can now override by individual delivery mode – Houses, Apartment, Farms and Businesses.

EST 2.0 - Neighbourhood Mail file import limits mail pieces to the total point of calls available

Previously, for import files type 1, 2, 3 and 4, customer was able to specify more mail pieces than the point of calls available up to 110%, the cap has been changed so that the mail pieces cannot be more than the total number of point of calls.