

# How to use our shipping labels

This easy-to-use chart will help you make sure your items are packaged and labelled correctly and reach their final destination safely, securely and on time. **If the barcode on your item cannot be scanned by our automated processing equipment**, the service delivery guarantee will no longer apply, online tracking information may be affected, all requests for claim payments will be voided, **and you may have to pay a barcode label correction fee.**

Only shipping labels produced according to the most recent label specifications and approved by Canada Post are acceptable. To obtain these specifications, contact [cenauto@canadapost.ca](mailto:cenauto@canadapost.ca). Additional copies of this poster are available from [canadapost.ca/shippinglabels](http://canadapost.ca/shippinglabels).

Display this poster where shipping labels are produced or applied.  
Not in shipping? Please pass it on.  
Changes are identified in bold.

## DO

## DON'T



### Box

**Do** select a rigid, good quality corrugated cardboard container. Make sure the shipping label is visible and affixed flat and wrinkle-free to the box flap or largest side of the item. If the item is too small, ensure the barcode is not placed over a crease.



**Don't** fold, wrinkle or crease the label or apply it crooked or on the small side of the box.



**Don't** wrap the barcode around the edge of the box or in any other way that makes it difficult to scan.



**Don't** place the barcode over a seam or box closure as the label may become raised.



**Do** apply quality packaging tape and secure strapping, if required, without covering any part of the label.



**Don't** cover any part of the label with strapping.



**Don't** cover or alter the barcode in any way.



**Don't** apply the label onto the box seam or cover the label with reflective material such as tape.



### Polybag

**Do** pack contents tightly in polybag, while ensuring sufficient surface area for the label. Make sure the shipping label is visible and affixed flat and wrinkle-free to the largest side of the item.



**Don't** pack items loosely as this makes them difficult to process.



**Don't** wrinkle or crease the label as this makes the barcode difficult to scan.



**Don't** wrap the barcode around the edge or in any other way that makes it difficult to scan.



### Tube

**Do** affix the label lengthwise so that the sides of the barcode point toward the ends of the tube.



**Don't** affix the label around the edge of the tube as this makes the barcode difficult to scan.



### Prepaid envelope

**Do** apply preprinted or electronically generated labels in a straight, horizontal position.



**Don't** apply the label crooked or outside the area indicated.



### Shipping labels

**Do** produce labels according to the most recent label specifications with high print quality.



**Don't** incorrectly load label stock in your printer, causing labels to be printed off-centre.



**Don't** use faded labels with low print quality or gaps in the Print Check Bar.



**Don't** exclude any required information on the labels. **Incorrect or incomplete information may result in an address correction fee.** Need a postal code? Visit [canadapost.ca/postalcode](http://canadapost.ca/postalcode).



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