

# Small Packets – U.S.A. and International



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## **What is it?**

A Small Packet is a package usually containing goods. The maximum weight for a Small Packets item to the U.S.A. is 1 kg, and 2 kg to other international destinations.

U.S.A. and International Small Packet prices are available for items that meet the correct size and weight requirements. Small Packets must be posted in Canada for delivery in a foreign country, and must bear a Canadian return address.

## **Unacceptable Items**

The following items are unacceptable as Small Packets. Any item:

- that is or contains any dangerous substance or article prohibited by law or defined as a dangerous good. [Go to Section B – Chapter 7, Non-mailable Matter](#), or refer to the *Non-mailable Matter Regulations* and to the *Transportation of Dangerous Goods Act*
- that does not meet the size and weight specifications for this service
- that may soil, taint or damage mail or mail equipment, expose a person to danger or emit offensive odors
- containing food perishables or live animals that do not meet applicable shipping requirements
- improperly or insecurely packed or wrapped
- in contravention of applicable Universal Postal Union prohibitions and Customs Regulations of the destination country, as well as U.S.A.'s Department of Transportation Regulations. The United States prohibits or applies restrictions on the acceptance of certain articles for transmission by post. For more information on individual country restrictions and prohibitions, [Go to Section H, Country Listing](#).

# Small Packets – U.S.A. and International

## Size and Weight

CATEGORY		LENGTH	WIDTH	HEIGHT	WEIGHT
Small Packets	max.	Length + width + height = 90 cm Any dimension = 60 cm			1 kg (U.S.A.) 2 kg (International)
	min.	140 mm	90 mm	1 mm	–

## Payment Options

### Proofs of Payment

The following proofs of payment are acceptable for Small Packet items. Some restrictions or conditions may apply.

CONTRACT CUSTOMERS	CONSUMER CUSTOMERS
<ul style="list-style-type: none"> <li>• Meter impression</li> <li>• Postage stamp*</li> <li>• Postal Indicia</li> </ul>	<ul style="list-style-type: none"> <li>• Postage stamp</li> <li>• Postal indicia (produced by the Ship-in-a-click™ service)</li> </ul>

\*A postage stamp cannot be applied to a Small Packet item ordered through the Electronic Shipping Tools or a third-party shipping system.

### Methods of Payment

The following methods of payment are acceptable for Small Packet items. Some restrictions or conditions may apply.

CONTRACT CUSTOMERS	CONSUMER CUSTOMERS
<ul style="list-style-type: none"> <li>• Account</li> <li>• Business cheque</li> <li>• Cash*</li> <li>• Credit card (where available)</li> <li>• Debit card (where available)*</li> <li>• Meter</li> <li>• Money Order*</li> </ul>	<ul style="list-style-type: none"> <li>• Cash</li> <li>• Certified cheque</li> <li>• Credit card (where available)</li> <li>• Debit card (where available)</li> <li>• International Reply Coupon</li> <li>• Meter</li> <li>• Money Order</li> <li>• Postage stamp</li> <li>• Traveller's cheque</li> </ul>

\*Payment by cash, debit card or Money Order is available only to customers paying at a postal outlet.

For more information on payment options, [Go to Section B – Chapter 5, Paying for a Mailing.](#)

## Service Standards

These service standards are not guaranteed. Service standards are estimates of how long it will take for the mail to be delivered.

CATEGORY	DELIVERY ZONE	
	U.S.A.	INTERNATIONAL
Small Packets – Air	4 to 10 business days	6 to 10 business days
Small Packets – Surface	6 to 12 business days	4 to 6 weeks

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# Small Packets – U.S.A. and International

## Features

A feature is provided automatically as part of the basic service.

**Return to Sender:** Small Packet items that cannot be delivered will be returned to sender for a fee. Return of Small Packets is dependent upon the regulations for return of mail in the destination country.

**Coverage for loss or damage:** Coverage of \$100 is included for Small Packets. Canada Post's liability is limited to the actual value of the item if less than \$100.

Canada Post shall have no liability for loss, damage or rifling of items containing bank notes, stocks, bonds or other securities negotiable by the bearer, lottery tickets, travellers' cheques or non-mailable matter, as well as any article prohibited by law in Canada or in the destination country. Also, no coverage is available on food items to the U.S.A. [Go to General Terms and Conditions.](#)

## Options

Not applicable

## Labels and Documentation Required

Every U.S.A. and International Small Packet must have:

- the names, addresses and telephone numbers (where possible) of the sender and the addressee clearly printed on a label affixed to the item;
- the Canadian return address of the customer clearly printed on a label affixed to the item;
- proof of payment (postage stamps, postal indicia, or meter impression);
- a Small Packets CN22 Customs label and the *Customs Declaration* accurately completed;
- Small Packets must also be accompanied by any document (invoice, licence, certificate, permit, etc.) required by Customs regulations.

All items must have the weight listed on the *Customs Declaration* portion of the shipping label.

All shipments to the U.S.A. containing commercially-prepared food for human or animal consumption must be preceded by a *Prior Notice of Imported Food Shipments*. The *Prior Notice* number provided by the U.S.A. Food and Drug Administration (FDA) must be included on the Customs documentation prior to shipping. More information on the *Prior Notice* can be obtained from the FDA.

For information on Customs documentation, [Go to Section B – Chapter 6, Customs Requirements.](#)

## Manifest (order)

Contract customers must submit a *Manifest*. Customers who electronically transmit their *Order* using the Electronic Shipping Tools or a third-party shipping system and apply to their mail items the label generated by the shipping system can benefit from a 3% discount. For more details, contact a Canada Post Sales representative.

Two paper copies of the electronic order, or the original hard copy *Manifest*, must be given at the time of mailing to an authorized Canada Post employee at the Receipt Verification Unit (RVU) or at the postal facility approved by Canada Post.

## Format

Small Packets may be mailed sealed or unsealed. If sealed, they may be opened, if needed, to verify their contents.

## Packaging

All items must be securely packaged with sufficient cushioning and reinforcing material to prevent loss of or damage to the items, damage to postal equipment or other mail and injury to persons handling the items. Items must not consist of dangerous or prohibited articles.

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# Small Packets – U.S.A. and International

## ***Addressing***

Addresses must be legible and complete. Small Packets must bear a Canadian return address. [Go to Section B – Chapter 3, Addressing.](#)

## ***Deposit of U.S.A. and International Small Packets***

Items may be deposited at:

- a postal outlet
- a mail processing plant
- a street letter box (items processed by a Canada Post online shipping system only).

## ***Delivery of U.S.A and International Small Packets***

Canada Post transfers U.S.A. and International Small Packet items to transfer points for delivery by the postal administration of the destination country.

## ***General Terms and Conditions***

[Go to General Terms and Conditions.](#)