

Canada Post Update

Monday, December 06, 2021

Update on the situation in British Columbia

The flooding and landslides that have occurred in British Columbia have been devastating. Many roads, rail lines and bridges have been damaged. The road infrastructure remains fragile and remains subject to closures and restrictions thus impacting our ability to carry certain mail and parcel products into and out of the province and reaching certain communities within the province.

We continue with our contingencies to fly items of various services such as Lettermail™ (regular and oversized), Machineable Personalized Mail™, Xpresspost™ and Priority™ into and out of B.C. These items are being delivered within the province where it is safe to do so and where there is road access. Of note that these products flying into and out of the province may experience delays.

We are having some challenges delivering to the following communities either due to flooding or road access. With some of the road access being established, this situation can change, we will endeavor to update you daily on the changes.

- Merrit (FSA V1K): Residents have re-entered the town of Merrit in various phases. We started to deliver to Points of Call where it is safe to do so on Wednesday Dec 01 and were very successful with a large portion. The post office re-opened on Friday Dec 03. Please note there is a backlog of mail and parcels to work through as residents have been without delivery for some time.
- Abbotsford (FSA V2T, V2S, V3G & V4X): there is some flooding impacting about 1,300 points of call out of 57K points of call.
- Yarrow: 70 points of call evacuated (Postal Code V2R 5E0)
- Quilchena (FSA: V0E 2R0): 99 points of call impacted due to flooding are delivered out of Merrit and they have been confirmed as being accessible, delivery has resumed.
- Chilliwack: 271 points of call impacted (FSA V2R)

At this time, we continue to have challenges moving Canada Post Neighbourhood Mail™, Publications Mail™, Special Handling Personalized Mail™, Regular Parcel™ and Expedited Parcel™. We do have a backlog of these products in BC destined for outside BC and products for BC from outside BC. All options are being considered to enable us to move these products safely. Items that are delayed remain secure within our network. At this time, we continue to expect delays of up to two weeks as we clear the backlog. Please take this into consideration when inducting these products.

We are applying *force majeure* scans to help notify customers of the delays on all barcoded items that are impacted.

Update on the situation in Newfoundland

Ferries to and from Newfoundland continue to be intermittently cancelled due to weather resulting in delays resulting in a backlog. The trans-Canada has reopened to one lane which will assist with the backlog. Please consider using XP or PC for time sensitive items.

We are applying *force majeure* scans to help notify customers of the delays on all barcoded items that are impacted.

Please refer to our Canada Post [service alerts](#) for updates.

SUPPORTING YOU DURING PEAK

This report provides an overview of the status of the Canada Post network to help you set delivery expectations with your customers during the holiday season. This report is prepared with information available to Canada Post as of 7 a.m. EST and is posted daily by 10 a.m. EST Monday to Friday until Friday January 7th. As issues may evolve during the day, please regularly check the [service alerts](#) posted on [canadapost.ca](#) for the latest information. Please note there will be no reports issued on December 27th, 28th and January 3rd.

Customers may experience delays due to heavy parcel volumes and continued safety measures. Please use our tracking service on [canadapost.ca/track](#) for the most current delivery status for your items. Our call centres have no further information.

To identify impacted FSAs (first three characters of the postal code) associated with delays, a reference chart is provided at the end of the document.

PREPARING YOUR MAILINGS

To ensure efficient processing and minimize delays, please prepare your mail in accordance with our guides:

- [The ABCs of Shipping](#)
- [Smartmail Marketing Customer Guide](#)

Please remember that items that exceed the maximum parcel specifications will not be processed and will be subject to surcharges:

- Weight must not exceed 30 kg (66 lbs); or
- Any dimension must not exceed 200 cm (78.7 in); or
- The length and girth (2 x Width + 2 x Height) combined must not exceed 300 cm (118 in).

ABOUT THE REPORT

The daily report consists of four Tables: Significant Issues, Processing Parcels, Processing Non-Parcels, and Delivery Operations.

Table 1: provides an update on matters that can impact our customers such as issues related to tools and systems, weather that may impact our operations over the next 24 hours, transportation delays and the average call centre wait times from the previous business day.

Table 2: provides a status update on any parcel and packet delays you can expect as your product moves through our processing plants in major cities.

- If product is required to move through several plants before reaching its destination, the delays will be cumulative.
- **Green** indicates there are no issues and processing are as planned with a 1 day or less delay to our service standards.
- **Yellow** indicates a delay. An estimated delay beyond our service standards delay will be denoted along with comments when warranted. Example: 3 days means that our delay is 3 days beyond our current service standard.
- If product is inducted at a post office, please refer to the closest processing site as an indicator of status.
- **IMPORTANT NOTE:** During our peak season it is possible to see induction scans in another processing plant (other than the one you usually see) as we load level products to provide the most efficient processing. Do not induct your product into an alternate plant to try and circumvent delays.

Table 3: provides a status on processing our Lettermail™ (both regular size and oversize), Personalized Mail™ and Neighbourhood Mail™ products in major urban cities.

- If product is required to move through several plants before reaching its destination, the delays will be cumulative.
- **Green** indicates there are no significant issues reported.
- **Yellow** indicates a delay. An estimated delay beyond our service standard delay will be denoted along with comments when warranted. Example: 3 days means that our delay is 3 days beyond our current service standard.

Table 4: provides a status on our delivery operations and identifies any significant delays in major urban cities. Delivery delays impact all products. Delays denoted in the applicable processing plants would be cumulative to the delivery delay.

- **Green** indicates there are no significant issues reported.
- Delivery comments provide insights into delivery issues from the previous day.
- Updates highlighted in **yellow** provide an estimate of the expected delay and include comments when warranted.

Monday, December 06, 2021

Table 1: Significant Issues Update

Canada Post tools and systems	On December 3, Canada Post customer service & escalation agents could not open emails in CRM and were unable to respond to customer updates & inquiries. A fix was developed and deployed by 13:30 to resolve the issue.
Weather that may impact our operations over the next 24 hours	<p>A lot of active weather in store across Canada today, which can impact transportation and delivery.</p> <p>Snowfall in Vancouver, Vancouver Island, Sunshine Coast and Fraser Valley in BC.</p> <p>Extreme cold in Northern AB.</p> <p>Snowfall and winter storm for Northern and Southern ON.</p> <p>Freezing rain in Eastern ON.</p> <p>Snowfall and winter storm in most of QC.</p> <p>Snowfall in Western NF.</p>
Potential transportation delays	Ferries to and from Newfoundland continue to be intermittently cancelled due to weather resulting in delays and a subsequent backlog. The trans-Canada reopened to one lane which is assisting with the backlog. Please consider using XP or PC for time sensitive items.

	<p>Due to adverse weather conditions including flooding, rockslides and mudslides in British Columbia, the road infrastructure in BC remains fragile and remains subject to closures and restrictions affecting transportation of mail and parcels across Western Canada. Customers may experience some delays in receiving items coming from or destined to British Columbia. See Section: Update on the situation in British Columbia for details.</p>	
Average call centre wait times (based on previous day actuals)	Consumers: 2 min 08 sec	Commercial customers: 0 min 47 sec
Other	<p>We had a very successful weekend with regards to processing and delivery across the country.</p> <p>For updated information on international destinations (excluding the U.S.A.) where service is available, may be suspended or where we anticipate some delays, please refer to our Service Alerts. There are no issues with service to and from the United States.</p>	

Table 2: Parcel and Packet Processing in Major Urban Cities

(updates from previous day appear in red)

City	Domestic	Domestic Oversized Items	Outbound International USA	Outbound International *ROW	Comments
St John's	*	*	*	*	*Due to the intermittent ferry services to and from NL over the last several days there are some delays. No issues with processing once the mail products are received.
Halifax					
Saint John					
Moncton					
Quebec					
Montreal					
GTA					
Ottawa					
Hamilton					
Windsor					
London					
Kitchener					
Thunder Bay					
Winnipeg					
Regina					
Saskatoon					
Calgary					
Edmonton					
Vancouver	*	*	*	*	See Section: Update on the situation in British Columbia for details.
Other: Sudbury	2 days	2 days			Processing delays, contingencies enacted to recover

*ROW: Rest of World

Table 3: Lettermail™, Personalized Mail™ and Neighbourhood Mail™
Processing in Major Urban Cities

(updates from previous day appear in red)

City	Lettermail™	Oversized Lettermail™	Personalized Mail™	Neighbourhood Mail	Comments
St John's	*	*	*	*	*Due to the intermittent ferry services to and from NL over the last several days there are some delays. No issues with processing once the mail products are received.
Halifax					
Saint John					
Moncton					
Quebec					
Montreal					
GTA					
Ottawa					
Hamilton					
Windsor					
London					
Kitchener					
Thunder Bay					
Winnipeg					
Regina					
Saskatoon					
Calgary					
Edmonton					
Vancouver	*	*	*	*	See Section: Update on the situation in British Columbia for details.

Table 4: Delivery Operations in Major Urban Cities

(updates from previous day appear in red)

City	Delivery	Comments
St John's		
Halifax		Mail delivery was impacted due to flooding in Dingwall, Neils Harbor and St Margaret's Village in NS on Friday.
Saint John		
Moncton		
Quebec		
Montreal		
GTA		
Ottawa		
Hamilton		
Windsor		
London		
Kitchener		
Thunder Bay		
Winnipeg		
Regina		
Saskatoon		
Calgary		
Edmonton		Due to weather, there were challenges delivering in Grand Prairie AB Thursday, delivery resumed on Friday.
Vancouver	*	<p>*See Section: Update on the situation in British Columbia for details.</p> <p>Merrit: Residents have re-entered the town of Merrit in various phases. We started to deliver to Points of Call where it is safe to do so on Wednesday Dec 01 and were very successful with a large portion. The alert has been removed from our Web Site as delivery has resumed. The post office re-opened on Friday Dec 03. Please note there is a backlog of mail and parcels to work through as residents have been without delivery for some time.</p> <p>Quilchena (FSA: V0E 2R0): 99 points of call impacted due to flooding are delivered out of Merrit and they have been confirmed as being accessible, delivery has resumed.</p>

Delivery FSAS by processing facility

Processing facility	Major urban centre FSAs	Non-major urban centre FSAs
BC – Vancouver (V7B)	V1M, V2P-V4S, V4W-V7Y	V0A, V0B-V0L, V0M, V0N, V0V, V0X, V1A-V1Z, V2A-V2N, V4T-V4V, V8A-V8J
BC – Victoria (V8Z)	V8L-V9E, V9L, V9Z	V0P-V0S, V8K, V9G-V9K, V9M-V9Y
AB – Calgary (T2E)	T1X-T1Z, T2, T3	T0J-T0M, T1A-T1W, T4A-T4H, T4M-T4T
AB – Edmonton (T5L)	T5, T6, T8A-T8H, T8N, T8T	T0A-T0H, T4J, T4L, T4V, T4X, T7A-T7Z, T8L, T8R-T8S, T8V-T9S, T9W-T9X, X1A, Y1A
SK – Regina (S4P)	S4K-S4Z	S0A, S0C, S0G, S0H, S0N, S2V, S3N-S4H, S6H-S6K, S9H
SK – Saskatoon (S7K)	S7A-S7C, S7H-S7W	S0E, S0J-S0M, S6V-S6X, S9A, S9V, S9X, T9V
MB – Winnipeg (R3H)	R1C, R2C-R4L, R5A	P0T-P0V, P0W, P0X, P0Y, P7 A-P9N, R0A-R0E, R0G- R0H, R0J, R0K, R0L, R0M, R1A-R1B, R1N, R5G-R9A
ON – Hamilton (L8E)	L2A-L3M, L7L-L7T, L8B, L8E-L9C, L9G-L9H, L9K, N1A, N3L-N4B	L0R-L0S, N0A, N0E, N4K-N4L
ON – Kitchener (N2E)	N1C-N1L, N1P-N2V, N3C-N3H	N0B, N0C, N0G, N0H, N0K, N1M, N2Z, N3A-N3B, N4K- N4N, N4W, N4Z, N5A
ON – London (N5Y)	N4G, N4S-N4V, N4X, N5C-N7X	N0J, N0L-N0N, N8H-N9Y
ON – Ottawa/PQ - Gatineau (K1G)	J8L-J9A, J9B, J9H, J9J, K1A-K4R, K7C, K7S	H0M, J0X, K0A-K0G, K0J, K6A-K7A, K7H, K7V-K8H
ON – Sudbury (P3A)	P3A-P3G	P0H-P0S, P1A-P1C, P3A-G, P4N-P4R, P6A-P6C
ON – Toronto (L4W-WPDH, L5W-Gateway, L6W-Toronto LVM)	L1A-L1Z, L3P-L3T, L3X-L4L, L4P, L4S-L7K, L9E, L9L, L9N, L9P, L9R, L9T-L9W, M (all)	K0H, K0K-K0M, K7G, K7K-K7R, K8N-K9V, L0A-L0P, L3V, L4M, L4N, L4R, L9J, L9M, L9S, L9X, L9Y, L9Z, P0A- P0G
ON – Thunder Bay (P7B)	P7A-P7L	P0T-P0X, P8N-P9N
ON – Windsor (N8W)	N8N-N9K	N0P-N0R, N7L-N7M, N8A-N8M, N9V-N9Y
PQ – Montreal (H0A)	H1A-H9X, J3E-J3N, J3V-J5C, J5R, J5Y-J6A, J6J-J6K, J6R, J6V-J7R, J7V, J7W	G0X, G8T-G9X, J0A-J0W, J0Y, J0Z, J1A-J3B, J3P-J3T, J5J-J5M, J5T-J5X, J6E, J6N, J6S, J6T, J7T, J7X-J7Z, J8A- J8H, J9E, J9L-J9Z, X0A
PQ – Quebec City (G2C)	G1A-G3A, G3E, G3G, G3J, G3K, G3S, G6C, G6J, G6K, G6V-G7A	A0P, A0R, A2V, G0A-G0E, G0G, G0H-G0V, G0W, G0Y, G0Z, G3B, G3C, G3H, G3L, G3M, G3N, G3Z, G4A, G4R- G6B, G6E, G6G, G6H, G6L-G6T, G7B-G8P
NS – Halifax (B3K)	B2V-B3B, B3H-B4G	B0C, B0E-B0J, B0K, B0L-B0W, B1A-B2N, B2R-B2T, B3E, B3G, B4H-B5A, B6L, B9A
NB – Saint John (E2L)	E2E-E2S	E2V, E3L, E5A-E5V
NB – Moncton (E1A)	E1A-E1J, E3A-E3G	E1N, E1V-E1X, E2A, E3N-E4Z, E6A-E9H
PE – Charlottetown (C1A)	C1A-C1E	C0A, C0B, C1N
NL – St. John's (A1B)	A1A-A1H, A1N	A0A-A0C, A0E-A0N, A1K-A1M, A1S-A2N, A5A, A8A