



## Canada Post introduces new delivery options and expanded retail services for Canadian consumers

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Weekend parcel delivery, home pickup and new services at post offices are improving the customer experience

OTTAWA – Canada Post is introducing new delivery options – including weekend delivery – and expanding its services at post offices to improve convenience and value for Canadians. The company continues to take steps to rebuild trust with Canadians while innovating and enhancing the customer experience.

More convenience in receiving, sending and tracking packages

This fall, Canada Post will begin weekend parcel delivery in the metropolitan areas of Ottawa, Montréal and Toronto. This service expansion will speed up delivery times for Canadians in key markets and help Canada Post remain competitive to meet seven-day delivery market standards. Weekend delivery operations will begin in Ottawa in early October and expand to Montréal and Toronto by late November, with expansion to other major centres anticipated in 2027.

To make it easier for Canadians to send packages and return online purchases, new

and more convenient options are available. Canada Post's Home Pickup service, launched this summer, is currently available for about 8.5 million addresses. The service allows customers to schedule a parcel pickup at their door for a flat fee of \$3.50 (plus tax). Canada Post's flat rate boxes and envelopes also provide Canadians with a hassle-free option to send items anywhere in Canada for a fixed price.

With millions of online purchases returned every year, Canadians are also looking for convenient return options. Labelled, prepaid return parcels can be deposited in any Quick Drop Kiosk. To return products purchased from Amazon or select other retailers, customers can drop off their unpackaged items at a post office at no cost using our box-free, label-free returns service.

Canadians can track packages they've sent, as well as items they're expecting to receive, using the Canada Post mobile app. Customers can also use MyMail, available for free within the app, to get alerts and updates about mail headed to their address or community



mailbox.

Offering Canadians more convenience and enhanced options at post offices

To support Canadians in the resale market, Canada Post is trialling a new service called Swap Spot. It lets buyers and sellers on platforms like Facebook Marketplace, Kijiji, LesPAC and Craigslist use a post office as a secure and convenient drop-off and pickup location. With Swap Spot, the seller drops off an item at an agreed-to post office, and the buyer picks it up on their own schedule. Canada Post collects a flat fee of \$5 per transaction (plus tax). Swap Spot is currently available at post offices in Calgary, Hamilton, the Ottawa-Gatineau region and the greater Vancouver area.

Canada Post is also expanding financial services at its post offices. Western Union is now our money transfer partner, with the global service available at post offices across the country. In a partnership with KOHO, the

Canada Post MyMoney™ Account offers a spending and savings account with low-fee and no-fee plans. Canada Post also has a partnership with Payment Source, where customers can load funds into their accounts, reload wallets or make bill payments in person at a post office.

Canada Post is adapting to changes in how Canadians use the post office. The company has been rolling out Post Point, a lighter dealer model. Faster and more convenient, Post Point locations provide quicker access to the core retail services Canadians use the most, including picking up and dropping off packages. Separately, a recent partnership with Staples Canada provides Canada Post Small Business Shipping Services at dozens of Staples locations in Ontario, Alberta and British Columbia – including domestic and international shipping, parcel drop-off and returns, flat-rate boxes, prepaid envelopes and stamps.

Source: [Canada Post](#)