

All post offices

Free postal services to deployed members of the Canadian Forces serving overseas – 2022/2023 program

Canada Post is continuing with the free delivery of letters and parcels to deployed troops from their family and friends during the 2022 holiday season. We understand how important these messages are to the Canadian men and women serving overseas.

This will be the seventeenth consecutive year Canada Post offers the following services:

- **Free delivery of letters weighing up to 500 g** (Standard and Other Lettermail) to deployed troops, continuing until **December 31, 2023**.
- **Free Regular Parcel service** to designated Canadian Forces overseas missions from **October 11, 2022, to January 13, 2023**.

These items are sent to the three Canadian Forces Bases identified below, where Parcels are forwarded through the Canadian Forces postal system:

- ALL PO BOX NUMBERS, STATION FORCES, HALIFAX NS B3K 5X5
- ALL PO BOX NUMBERS, STATION FORCES, VICTORIA BC V9A 7N2
- ALL PO BOX NUMBERS, STATION FORCES, BELLEVILLE ON K8N 5W6

Free Canadian Forces Lettermail service information

- Lettermail (Standard and Other) weighing up to 500 g is free.
- Registered Mail is not accepted.
- No meter label or postage should be affixed to the item.
- In order for the Canadian Forces to determine where the letter is being shipped to once it gets to the temporary overseas Air Force Base, the addressee information must include:
 - Rank, initials and name of the Canadian Forces member
 - Section or Mess number
 - HMCS (name of ship) or Unit
 - Postal box number
 - Name of the city, province and postal code

Processing free Canadian Forces Lettermail

- Accept the item and place it in the mail stream. Canada Post mail processing facilities know to process these items and not return them to the sender.
- If your post office processes *turnaround mail*, place all free letters destined to one of the three Canadian Forces Bases in your Turnaround Mail letter flattainer and dispatch as per normal procedures.

NOTE: Be sure to not include items weighing more than 500 g as they must be processed under the free Regular Parcel service.

- If your post office does not process *turnaround mail*, dispatch the free letters as per normal procedures.

Free Canadian Forces Regular Parcel service information

- **Only Regular Parcel service is free.**
- Oversize or Overweight parcels are not accepted.
- The maximum weight of parcels is **20 kg** as per the rules and guidelines of the Canadian Forces Postal Service. *Canada Postal Guide: Other Products and Services, Canadian Forces Postal Service.*
- For the Canadian Forces to determine where the parcel is being shipped once it gets to the temporary overseas Air Force Base, the addressee information must include:
 - Rank, initials and name of the Canadian Forces member
 - Section or Mess number
 - HMCS (name of ship) or Unit
 - Postal Box number
 - Name of the city, province and Postal Code
- A manual **International Parcel Air/Surface CP72 Shipping Label** (43-074-172) must be completed and affixed to the item.
- If the customer wishes to send a package using another service, such as *Xpresspost™*, the applicable counter rate applies.
- If the customer wishes to purchase additional options (i.e., Coverage or Signature), the applicable charges apply.
- No postage should be affixed to the item. Canada Post mail processing facilities know to process these items and not to return to the sender. **EXCEPTION:** If an additional option is purchased, postage should be affixed to the parcel.

IMPORTANT: To ensure the proper Customs Declaration Form is used and addressing information is accurate, parcels must be deposited at a post office, not in a Street Letter Box where they could be at risk of being returned to sender or undelivered.

Authorized dealer post offices

- The free Regular Parcel service is a temporary offer and a goodwill gesture.
- There is minimal impact to Authorized Dealers. Based on an average post office, there will be approximately \$4.27 loss in contribution (in waived fees) per Dealer for the duration of the free Regular Parcel program.
- Margins will apply to any additional options purchased by the customer (i.e., Coverage or Signature).

Non-automated post offices: Accept and process the item as a Domestic Regular Parcel and affix an *International Parcel Air/Surface CP72 Shipping Label* (43-074-172). Despatch in the applicable mailstream.

RPOS post offices: Follow the steps below to process the free Regular Parcel service to deployed Canadian Forces member overseas in RPOS.