

QUESTIONS and ANSWERS

WEB AND TOOLS

Q: Can I prepare and submit Orders (SOM) via CPC Electronic Shipping Tools during a work disruption? Will I get billed immediately?

A: The EST tools (except Precision Targeter) will be available for preparing and submitting Orders. However, the billing process will only trigger when the mailings and Orders are deposited/scanned at a CPC facility.

Q: Why is Precision Targeter not available during work disruption?

A: Given the large number of small businesses throughout Canada that use this tool, we want to ensure that these customers do not invest in a mailing that cannot be delivered.

Q: Can I still pay by credit card? Will I get charged right away?

A: Credit cards can continue to be used as a method of payment. However, credit cards will only be charged when normal business activities resume. Based on the credit card company policy, the funds representing the order may be held for a period of time. Customers should communicate with their credit card provider for details.

Q: Will Canada Post release the presort software data during labour disruption (e.g. DMC code)?

A: Yes, the software data update will be released on the regular published schedule.

Q: What is the impact to my mailing if DMC codes are outdated at the time of deposit or resumed delivery?

A: Canada Post will accept mailings with outdated DMC codes for up to 30 days after the end of a work disruption.

Q: When preparing a Neighbourhood Mail (UA) mailing, will the householder count be updated?

A: Yes, the householder count data will be updated and released on the regular published schedule.

DURING WORK DISRUPTION

Generic

Q: In the event of a labour disruption, will Canada Post stockpile customer shipments?

A: We will neither be accepting new shipments during a labour disruption nor have secure space for the storage of customers' trailers.

Q: Can I get mail back from Canada Post, if deposited before the work disruption?

A: No, recovery of mail will not be possible during a work disruption because Canada Post facilities will not be accessible.

Q: What about my Neighbourhood Mail or other items that are stale-dated? Can I intercept or shred? What are my options?

A: No, mail will not be accessible for the customer during a work disruption because Canada Post facilities will not be accessible. Mail that was already accepted will be delivered as addressed upon return to work. However, Canada Post will make every effort to deliver all mail items prior to a work disruption.

Q: Can I still get equipment? When will it be available? If no equipment is available, what are my options?

A: Equipment must be ordered prior to the work disruption. No equipment will be available during the work disruption. If no equipment is available, we suggest you use cardboard boxes or brick piling.

Q: If there is a CUPW labour disruption, would that include both the urban and rural route carriers?

A: Yes, if there is a labour disruption, there will be no delivery of mail across the entire network (urban and rural Canada).

Q: Can customers still submit mail items for Machineable Mail testing purposes?

A: Yes, mail testing will still be available during a work disruption but items will need to be sent to Ottawa using an alternative delivery company.

Q: Can I still get my mail item assessed through Customer Service? Will I still be able to receive a pre-approval letter?

A: Yes, the Customer Service contact center will remain open for customer support.

Q: Will Canada Post bill my account for mailings that are deposited and accepted on the day of the work disruption?

A: In the event of a full labour disruption, invoicing for Canada Post services will be suspended and return to normal on the regular schedule following a return to work.

Incentive Lettermail

Q: Can customers deliver their own mail even though the envelopes would have the CPC indicia?

A: No. The delivery of letters is regulated in Canada under the exclusive privilege provisions in sections 14 and 15 of the *Canada Post Corporation Act*. These provisions would still apply during a labour disruption. As well, all Canada Post indicia and labels are the property of Canada Post Corporation and cannot be used on any letters or parcels delivered by any party other than Canada Post.

Q: In the event of a labour disruption, is it OK to use envelopes bearing the Canada Post indicia, and for businesses and other organizations to deliver their mailings themselves?

A: No. All Canada Post indicia and labels are the property of Canada Post Corporation and cannot be used on any letters or parcels delivered by any party other than Canada Post. As well, the delivery of letters is regulated under the exclusive privilege provisions in sections 14 and 15 of the *Canada Post Corporation Act*. These provisions would still apply during a labour disruption.

Q: Can a customer (alternate carrier) deliver their mail item/bill if they include a promotional item with the bill (with or without indicia)?

A: The delivery of letters is regulated in Canada under the exclusive privilege provisions in sections 14 and 15 of the *Canada Post Corporation Act*. These provisions would continue to apply during a labour disruption. As well, all Canada Post indicia and labels are the property of Canada Post Corporation and cannot be used on any letters or parcels delivered by any party other than Canada Post.

Publications Mail

Q: Will I still get my weekly Publications Mail UPM file?

A: Yes, the UPM files will be available until there is no more UPM items available to process. Billing activities will resume upon return to work.

BACK TO WORK

Generic

Q: If mail preparation documents (e.g. SOM, container labels) were completed before the work disruption, do I need to re-work or reprint Orders/labels when work resumes?

A: No, if your items are containerized as per current mail preparation process, no changes will be required. For Neighbourhood Mail, labels with Date Specific delivery will be delivered as "upon receipt" until normal processing resumes (note: the Option fee for Specified delivery start date mailings will be waived on all Orders created after June 20). The fee will re-apply once normal delivery is reinstated.

Q: Will the Delivery standards for DM/TM apply on back to work?

A: Mail in the system will be delivered as quickly as possible, and we will work hard to return service back to normal.

Q: Will I get any refunds for my mail items not delivered on time or for any other services or options?

A: Given advance notice, there will be no credit or refunds on mail that was trapped in our network or for mailings that experienced delivery delays.

Q: Will Offers be extended?

A: Offers currently in the market with a plan mailing date during a labour disruption will be extended on a case by case basis.

Q: What happens to contracts that have a minimum volume commitments and/or downgrade clause? Will these be enforced?

A: Any downgrades that were scheduled during the work disruption will be suspended. We will also adjust volume commitment calculation according to the length of the work disruption.

Q: What happens to Solutions for Small Business customer with volume commitments and downgrade adjustment?

A: Any downgrade scheduled during the work disruption will be suspended.

Q: Can I deposit my partial mailings (subsequent portion) not already deposited?

A: Yes, the deposited windows will be extended beyond 15 days.

Q: Can I cancel and get credit for the portion of my partial mailing not deposited?

A: Yes, Canada Post will consider the request and provide credit. Please use

the current process for manifest or SOM cancellation.

Q: If I receive mail pick-up service today, will this continue during a labour disruption?

A: No, all pick-up of mail will be postponed.

Q: Will Canada Post issue any rebates, refunds, credit or any compensation due to the work disruption?

A: There will be no rebates, refunds or credit. Given advance notice is provided to customers, there will be no compensation for the creative / production cost or loss of business.

Neighbourhood Mail

Q: Will there be Date Specific prioritization for Neighbourhood Mail, for back to work?

A: No, the priority will be given to the mail already inducted with Mail Operations (in the plants/delivery depots). Labels with Date Specific delivery will be delivered as "upon receipt" until normal processing resumes (note: the Option fee for Specified delivery start date mailings will be waived on all Orders created after June 20). The fee will re-apply once normal delivery is reinstated.

Q: If mail is prepared as Date Specific and not inducted but held because of work disruption, when they induct, it will be treated as Upon Receipt. Will they get credit for the price difference?

A: Yes, NM mailings with Date Specific delivery will be delivered as "upon receipt" until normal processing resumes. The Option fee for Specified delivery start date mailings will be waived on all Orders created after June 20. The fee will reapply once normal delivery is reinstated.

Data and Targeting Solutions (professional services)

Q: Can I request Canada Complete lists and sizing requests during a labour disruption?

A: Yes, both sizing requests and list requests will be accepted. The list can be used up to 90 days as per usual Terms and Conditions. Should the list usage be delayed beyond that due to the disruption, we will update it at no cost. However, no refunds will be provided.

Q: Can I request a Neighbourhood Mail list and sizing requests during a labour disruption?

A: No. Neighbourhood Mail lists generation and sizing request activities will be suspended during the labour disruption.

Q: If I have requested a Canada Complete list prior to the labour disruption, can I use my list after the labour disruption?

A: Yes, but the list must be used within 90 days of delivery from Canada Post.

Q: If I have requested a Neighbourhood list prior to the labour disruption, can I use my list after the labour disruption?

A: Yes, but only if the list is within valid "mail by dates".

Q: Will other Data Management Services and Market Insight services be available?

A: Yes, these services will be available. No refunds will be provided due to a labour disruption.

Q: Will I be able to acquire a new data license during the labour disruption?

A: Yes. However there will be no refunds.