

Direct Shipping Vendor's tool setup

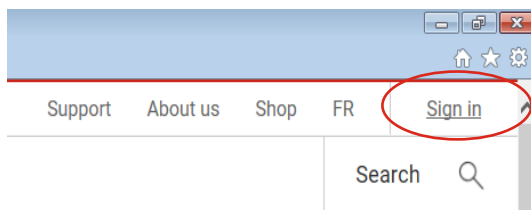
As a vendor, you can use one of the following

- [EST 2.0](#) (Canada Post's electronic shipping tools)
- 3rd party [WebServices](#) API shipping software
- 3rd party [eLink](#) Shipping system or Customer Developed system

The following guide will walk you through creating an online profile. Your online profile can be used for Manage my account, shipping, returns, ordering supplies, ePost, etc.

To create your online profile

- Click on canadapost.ca.
- Click on **Sign in** (top right corner) and then on **Register now**.
- Click on **Create Business Profile**.



Fill in all mandatory fields

- Enter your **Canada Post customer number** and **Postal code** and click on **Create profile**.
- Enter your **Contract number** and click on **Continue**.
- Fill in your **Contact information**. Job title, your title, first name, last name.
- **Telephone**. If you would like anyone in your department to be able to reset the password when necessary, choose a generic phone number.
- **Email address**. You can provide the main email address of the user or a generic email address for your department, which will allow anyone in your department to reset the password when necessary. A valid email is necessary as you will need to confirm and validate to continue. After set up, you can edit your email address in My Profile.
- Choose a **user ID**.
- Choose a **password** that meets the security rules.

Password

- ✓ Must be 8 to 32 characters.
- ✓ Must contain at least 1 uppercase and 1 lowercase letter.
- ✓ Must contain at least 1 number or special character (8, &, #, !, @, \$).

- Select and the answer to your secret questions.
- Check the [Terms and Conditions](#) if you accept them.
- An email is sent to you, click on **Verify now**

Verify your email

Verify your email address for your new Canada Post account. This link will expire in 48 hours.

Verify now

- Click on **Sign in**.



Successful verification

You've successfully verified your email. Sign in to access your profile.

Sign in

[Go to homepage](#)

Continue on to

- Page 3 for [EST 2.0](#) (Electronic Shipping Tool).
- Page 5 for [WebServices](#) API keys.
- Page 6 for [eLink](#) or Customer developed systems
- Page 7 for ordering [supplies](#)
- Page 8 for ordering a [pickup](#).

EST 2.0 (Electronic Shipping Tools)

The following guide will walk you through downloading EST 2.0 as well as setting preferences and defaults.

Note: If you are using a [3rd party WebServices](#) API shipping software, go to page 5.

- Download EST 2.0. Use the same user ID and password that you created for your online profile. <https://canadapostfiles.s3.amazonaws.com/bdt/EST2.0Setup.exe>

Note: To download and run EST 2.0 on a Mac requires two things:

- a copy of an emulation software (Parallels or VMFusion); and
 - a copy of Windows.
- Enter your **User Id** and **Password**. You will be asked to create a workgroup (ex., Shipments). A workgroup allows users at your workplace to share data including imported files, order history and address books.
 - You will be asked where to save your address. Choose the Canada Post server so that your company’s other computers can access all addresses and orders.

Select the Address Book Location

☒ Please store my address information on the Canada Post server

☐ Please store my address information locally on my desktop (internal database)

☐ Please connect to an alternate database (external)

- Click on **Device configuration**.
- Choose your printer from the dropdown and click on **Apply to All**.
 - If you have a thermal printer, change the Shipping Labels printer to your thermal printer and change your paper type to Thermal Paper.

Printers

Default Printer (Must Support Plain Paper)

Default Printer: GATEWAY BW WALL Apply to All

Specific Printer Assignment

Document Type	Printer	Paper Type
Shipping Labels	GATEWAY BW WALL	Thermal Paper



Setting the defaults

Now you can set defaults. Below are the most common preferences:

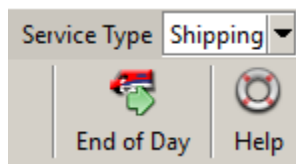
- Click on **Configuration**.
- Click on **Preferences and Defaults**.
 - Change **Site Address** to your physical address.
 - Deactivate the mailing side under **Service Types** (if this is for shipping only).
 - Change **Customer Address** (address displayed on label) to your merchant's address.
 - Under **Service and Options**, select **Expedited**.
 - Also select any options your merchant has asked for (ex., Do not safe drop).
 - Under Shipping then **Billing Information**, assign the contract number. **Note** that there is a **Mailing** and then **Billing Information**.
 - Under **Return Label**, choose **Expedited** as the service and under **Return address**, use from address.
 - Under **Manifest**, select the **Always print detailed manifest** checkbox.
 - Under **Start-up**, select the **Open New Shipment Windows** checkbox.
 - On **Process/Print**, select the **Open new/next Shipment** radio button and check the **Clear Shipping data** checkbox.
 - Under **Validations**, select mandatory **Ref #1** or **Cost Centre** fields, as directed by your merchant.

End of day

A Manifest must be completed daily for all your shipments created in EST desktop 2.0 in order to send the tracking numbers to Canada Post electronically.

NOTE if end of day is not completed, then each parcel will have a surcharge applied

- Click on End of day



- Only printed shipping labels are going to be in the end of day
- If you have more than one Shipment folder, you can uncheck one and **Refresh Manifests** to only transmit the checked folder
- Click on **My Shipments are picked up by Canada Post** or change the address in Configuration, then Data Maintenance then Favourite Post Office
- Then click on Transmit/Print

3rd party Web services creating API keys

The following guide will walk you through creating API keys to use in your 3rd party WebServices shipping software. For a full list, visit canadapost.ca/webservices.

- Go to canadapost.ca and click on Developer Program or go to canadapost.ca/cpotools/.
- On the Developer Program page, click on **Join NOW**.

Developer Program

Connecting your business to Canada Post

Integrate our web services directly into your e-commerce platform, website or custom applications using our APIs.



- Accept the **Terms and Conditions**.

Canada Post Developer Program Agreement



- You will see the API keys. Copy and paste both the **Development** and **Production** keys.

✓ You have successfully joined the program.

API Keys

Name	Key Number (username : password)			Status	New Passkey
Development	55	f2b : 0ec	lecb	Active	<button>Regenerate</button>
Production	a8a	y99e : 067f	d2c	Active	<button>Regenerate</button>

The API key can now be inputted into your 3rd party shipping tool.

3rd party eLink or CDS

The following guide will walk you through using a 3rd party eLink Shipping Systems or have an approved Customer Developed system.

For complex shipping and mailing needs, use shipping software from our approved third-party vendors or design your own custom software. For a full list, visit

https://www.canadapost.ca/web/en/products/details.page?article=use_third-party_vend

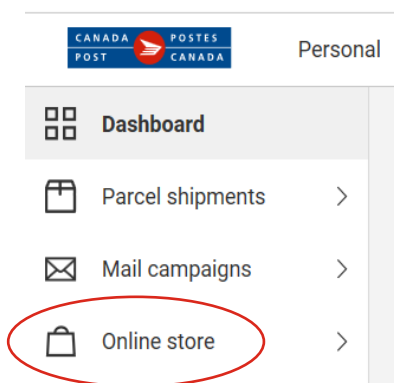
You will need to request a new site set up. For more information please email

cenauto@canadapost.ca

Ordering supplies

Canada Post commercial customers can order supplies such as labels and pickups. The following will guide you through ordering online or by phone.

1. **By phone**, call 1-800-260-7678
2. **Online**, go to canadapost.ca and follow the instructions below.
 - Click on your username at the top right corner, then click on **Dashboard**.
 - Click **Online store**.



Labels and clear pouches

- Thermal rolls 500 per roll (8 rolls per box) item #33-086-829.
 - There is a little tear away that has the parcel tracking number on it.
- Thermal labels Z fold 2,000 per stack (4,000 per box) item #533086672.
 - Primarily used for Neighbourhood Mail container labels.
 - There is no tear away with the parcel tracking number.
 - Folds flat for when you are printing many shipping labels at a time.
- Adhesive transparent pouches (1 pack contains 100 sheets) item #33-086-593.
 - When you print labels on a laser printer.

Note: Orders typically take 5 to 10 business days to be delivered. For large quantities, you may want to inform your Canada Post sales rep to ensure the order is not blocked.

Ordering an On-demand pickup

An on-demand same-day pickup can be arranged any time before 2 pm.

- **By phone** at 1-800-260-7678.
- Or **online** in two ways:
 - When completing your **End of day** in EST 2.0.
 - Or at canadapost.ca, on your **Dashboard** click on **Request a parcel pickup**.

Parcel pickups



Did you know Canada Post will [pick up your parcels](#) at your [business address](#)? Save yourself a trip to the post office. We'll come to you.

[Request a parcel pickup](#)