

New Library Material Shipping Tool – Training Material – Dec 2025

A) Library Material Shipping tool landing page

Create a shipping label

[Address book](#) [Order history](#)

You can check your "Order history" for up to 30 days and reprint your label for up to 5 days after its creation.

[Create a shipment](#)

Click on "Address book" to create a shipping label for an address already saved.

Click on "create a shipment" if you wish to create a shipping label for an address not already saved in the address book.

Start shipping now

To begin, create a shipment.

B) Create a shipment

Option 1 – From the address Book

Contacts (3)

Search for your contact using the search bar.

Search contacts [Q](#)

[Export contacts](#)

Name	Company	Country	Address	Action
gtest27		CA		⋮
Jane		CA	Edison, Chicoutimi, QC, G7H 6H3	⋮
Recipient Library		CA	123-1053 Merivale Rd, Ottawa, ON, K1Z 6A9	⋮

1 of 1 pages Results per page 10

[Create a shipping label](#) [Edit contact details](#) [Delete](#)

View contact details

Name: Recipient Library
Country: CA
Address: 123-1053 Merivale Rd, Ottawa, ON, K1Z 6A9
Email: optional@gmail.com

[Create a shipping label](#) [Cancel](#)

version 20251203-0.0.41 - EOE

Option 2 – From scratch

Create a shipping label

[Address book](#) [Order history](#)

[Create a shipment](#)

Start shipping now

To begin, create a shipment.

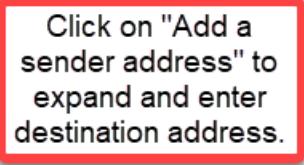
Select "create a shipment" to create a label from scratch.

C) Entering the Sender's address information

Sender address 

+ Add a sender address

Phone



D) Sender address

Sender address 

Sender name

Enter a name

Company (Optional)

Address

Enter address manually

 Save Cancel



E) How to enter an address

Sender name

Company (Optional)

Address

2 [Enter address manually](#)

1 [AddressComplete](#)

Save Cancel

Toggle between "Auto-complete" and "Enter address manually".

Option 1 – AddressComplete: auto-populated addresses

Address

Enter address manually

2701 rivers

2701 Riverside Dr Ottawa, ON - 9 Addresses

2701 Riverside Dr Ottawa, ON, K1A 0B1

2701 Riverside Dr Ottawa, ON, K1A 1L7

2701 Riverside Dr Ottawa, ON, K1A 0R8

2701-130 River St Toronto, ON, M5A 0R8

2701-1480 Riverside Dr Ottawa, ON, K1G 5H8

2701-1510 Riverside Dr Ottawa, ON, K1G 4X5

00 ▾

AddressComplete

Enter destination address using the address complete feature to populate address automatically.

Option 2 – Enter address manually

2 Deliver to

Name

Company (Optional)

Country

Address [Enter with auto-complete](#)

This field is mandatory

Apartment or unit (Optional)

City

Province

Postal Code

F) Entering the tracking information

Phone

(999) 999-9999 ext 123

Updates

Send delivery status updates

Email

testfield@gmail.com

Additional email for updates (Optional)

Library_Employee1@gmail.com

Additional email for updates (Optional)

Library_Employee2@gmail.com

Enter the sender phone number (mandatory field).

We always send an order receipt to the email address registered on each shipment. You can also receive delivery status updates for each shipment at this same email address if you toggle the "send delivery status updates" option. You can also CC up to two other email addresses (for example, a co-worker). Recipients can also receive delivery updates. You can set this when you enter their details in the next step.

Continue

G) How to enter the Recipient information (refer to step “E - How to enter an address”)

(this section will be pre-populated if you chose the create a shipment from the address book)

Name

Recipient Library

Company (Optional)

Country

Canada

Address

Enter address manually

123 merivale

123-1053 Merivale Rd Ottawa, ON, K1Z 6A9

AddressComplete

Enter destination address using the AddressComplete feature to populate address automatically.



H) Additional recipient and shipment information

Phone (Optional) 

Phone number must be 10 digits, starting with the area code.

Email (Optional) 

optional@gmail.com

Reference number (Optional) 

8989K1V

Cost centre (Optional) 

1233

Enter destination details such as phone number, email, reference number and cost center. These are optional but recommended for expense reconciliation.

Save recipient details to your address book.

Continue

I) Package type selection

3 Package

i Sending lithium batteries, aerosols, perfumes or other hazardous items? Visit [Dangerous goods overview](#) to reduce delays or seizure of items.

Learn about prohibited and restricted items. [?](#)

Select package type [?](#)

Box, mailer or triangular mailing tube

Cylindrical tube (surcharges apply)

Unpackaged (surcharges apply)

Document

Prepaid envelope [?](#)

**choose between "box, mailer or triangular mailing tube" AND "Document"
Please note :
"Cylindrical tube", "Unpackaged", "Prepaid envelope" are not available for library material shipment.**

Continue

J) Entering Parcel weight and dimensions (you will only be prompted to enter the weight of your item if you chose the “Document” package type option)

[⇄ Switch to imperial](#)

Length Width Height

cm cm cm

Weight [?](#)

kg

Continue

K) Shipping service selection (libraries only have one shipping service choice)

Select a shipping service

Sort By: [Cheapest](#) [Fastest](#)

Not all shipping services are available for this item. [View services](#) to see additional options at Solutions for Shipping.

select the proposed price for your package before clicking on "continue".

Library Materials

\$1.84

 Carbon-Neutral Shipping [\(i\)](#)

[Continue](#)

L) Transaction summary

Summary

Library Materials	\$1.84
<hr/>	
Total before taxes	\$1.84
<hr/>	
Estimated taxes ⓘ	\$0.24
Estimated total	\$2.08

Buy now

Cancel

The price with taxes will be displayed.

Summary

Library Materials	\$1.84
<hr/>	
Total before taxes	\$1.84
<hr/>	
Estimated taxes ⓘ	\$0.24
Estimated total	\$2.08

Buy now

Cancel

click on "Cancel" to cancel your transaction.

M) Create you shipping label

Payment

Mastercard ****5907

Pay with a new credit card

Pay

By clicking the pay button you agree that charges will be made to your chosen method of payment. Please note that your order is subject to verification, which may result in [an adjustment](#) to the value of your order. All adjustments will be made to your original method of payment.

Select the saved credit card you wish to use or pay with a new one.

Order Summary	
1 Regular Parcel™	
Shipping Service	\$30.81
Total before taxes	\$37.13
Taxes	\$4.83
Shipment total	\$41.96

N) Confirmation screen

Create a shipping label

We've received your order. What's next?

A confirmation email is on its way to nagaraju.kasarla@innovapost.com. It has your payment receipt and other important details, including all the information below.

Get your order ready

We've created a unique, one-time-use label for each shipment in your order. Labels are available for 5 days.

Guaranteed delivery times are valid only if the order is picked up by Canada Post by the cut-off times published on the day you order.

Print your label **Create new shipment**

Order details

Payment method
Credit card

Order Number
D908841700

Help us improve your shipping experience

Take a quick survey to help us make our shipping tools even better. It only takes a few minutes.

[Fill out the survey >](#)

From this screen, you can print your shipping label and proceed with creating a new shipment.

Appendix

- 1) How to create a new contact:
 - a. from the address book

Address book

Add contacts and use their information to create shipping labels.

Contacts (3)

Name	Company	Country	Address	Action
gtest27		CA	730 Toronto Rd - Rte 241, Toronto, PE, COA 1NO	⋮
Jane		CA	12-788 Rue Thomas-Edison, Chicoutimi, QC, G7H 6H3	⋮
Recipient Library		CA	123-1053 Merivale Rd, Ottawa, ON, K1Z 6A9	⋮

Search contacts

Add contact

Click on add a contact.

[Back to address book](#)

Add contact

All fields are mandatory unless otherwise specified.

Name
tesfield

Company (Optional)

Country
Canada

Address
2701 Riverside Dr
Ottawa Ontario K1A 0B1

Edit address

Phone (Optional)
(613) 999-9999 ext 0901_

Email (Optional)
Libraby@gmail.com

Click on "Save".

version 20251208-0.0.45 - EOE

- b. While creating an order

2 Deliver to

Name
Tesfield

Company (Optional)
Library SK

Country
Canada

Address
123-670 Kenderdine Rd
Saskatoon Saskatchewan S7N 4W3

Edit address

Phone (Optional)
Phone number must be 10 digits, starting with the area code.
(613) 999-9999 ext 0901_

Send updates to an additional email

Add a reference number

Cost centre

Save recipient details to your address book.

Click save "recipient details" to save a new contact.

2) How to cancel the creation of a shipping label.

a.

② Deliver to

Name
Start typing to see your saved recipients

Company (Optional)

Country
Canada

Address
Enter with auto-complete

! This field is mandatory

Apartment or unit (Optional)

Summary

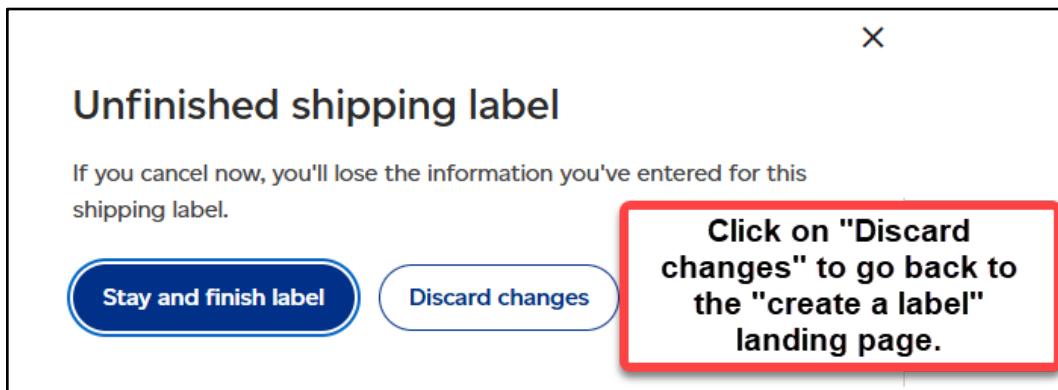
Total before taxes \$0.00

Estimated taxes ⓘ \$0.00

Estimated total \$0.00

Cancel

b.



3) Order history

Back to cart

Order history

Orders will show for 30 days.

All orders shown were made in the last 30 days. Shipping labels can be printed for 5 days while an order is active.

The label can be re-printed for up to 5 days after its creation. You can also view and download the QR code if you wish to print your label at the post office.

Order number	Creation date	Total cost	Status	Action
D908842242	November 7, 2025	\$6.43	Active	⋮
D908842609	November 7, 2025	\$16.89	Active	⋮
D908841655	November 7, 2025	\$104.03	Active	⋮
D908841654	November 7, 2025	\$15.02	Active	⋮

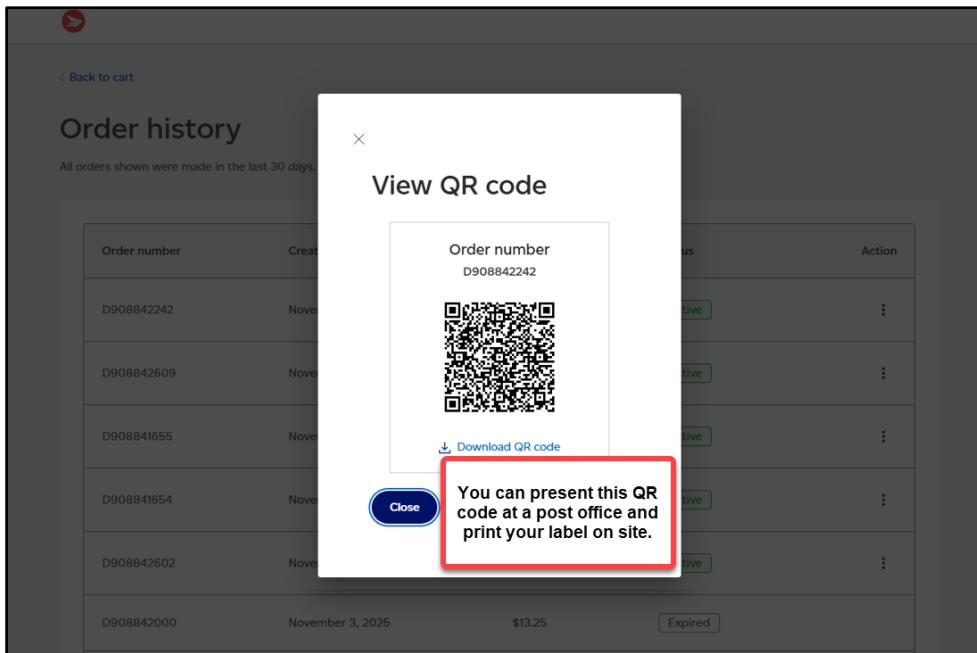
You can cancel a shipping label from this screen. However, with event-based billing, you'll only be billed for items that are physically scanned in Canada Post's network and you'll no longer be required to submit label cancellation requests for items not shipped.

View QR code

Print label

Cancel a shipping label

4) QR code



If you have any questions regarding the library shipping tool, please contact:
ecommerceadvisor@canadapost.ca

Resources:

[Library Materials - Overview | Canada Post](#)