

## 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)

Q

[Export contacts](#)

Name ↑	Company ↑	Country ↑	Address	Action
<a href="#">gtest27</a>		CA		⋮
<a href="#">Jane</a>		CA	Edison, Chicoutimi, QC, G7H 6H3	⋮
<a href="#">Recipient Library</a>		CA	123-1053 Merivale Rd, Ottawa, ON, K1Z 6A9	⋮

Search for your contact using the search bar.

click on the contact to create a label.

You can edit or delete a contact by clicking on the 3 dots.

- Create a shipping label
- Edit contact details
- Delete contact

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[Back to address book](#)

## View contact details

[Edit contact details](#) [Delete](#)

Name  
Recipient Library

Country  
CA

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

Email  
optional@gmail.com

Once selected, you can edit the existing contact in the address book, cancel or proceed with creating a shipping label.

Create a shipping label

Cancel

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#### Option 2 – From scratch

# Create a shipping label

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

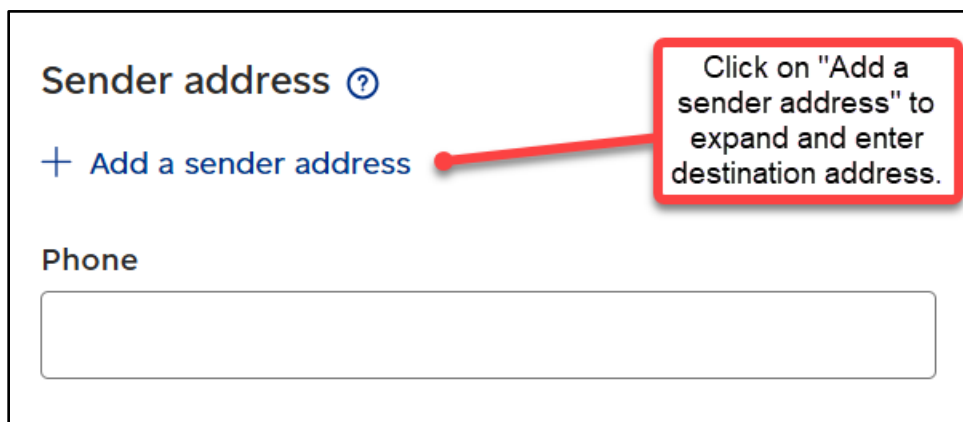
Create a shipment

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

## Start shipping now

To begin, create a shipment.

### C) Entering the Sender's address information



Sender address ?

+ Add a sender address

Phone

Click on "Add a sender address" to expand and enter destination address.

This screenshot shows the 'Sender address' form. A red callout box points to the '+ Add a sender address' link, instructing the user to click it to expand the form and enter the destination address. Below the link is a 'Phone' label and an empty text input field.

### D) Sender address



Sender address ?

Sender name

Company (Optional)

Address [Enter address manually](#)

**Save** Cancel

Fill out each section. The "Company" field is optional. Ensure to click save before proceeding to next step.

This screenshot shows the expanded 'Sender address' form. It contains three main sections: 'Sender name' with a text input field containing 'Enter a name', 'Company (Optional)' with an empty text input field, and 'Address' with a text input field and a link 'Enter address manually'. At the bottom, there are 'Save' and 'Cancel' buttons. A red callout box points to the 'Sender name' input field, instructing the user to fill out each section, noting that the 'Company' field is optional and to click 'save' before proceeding to the next step. The 'Save' button is also circled in red.

## E) How to enter an address

Sender name ×

Enter a 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 1L5

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

2701-1480 Riverside Dr Ottawa, ON, K1G 5H2

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

Start typing to see your saved recipients

Company (Optional)

Country

Canada

Address Enter with auto-complete

1 This field is mandatory

Apartment or unit (Optional)

City

Province

Postal Code

## F) Entering the tracking information

Phone

(999) 999-9999 ext 123\_\_

Enter the sender phone number (mandatory field).

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

Continue

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.

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 

☒ Save recipient details to your address book.

**Continue**

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

## 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 [?](#)

**Continue**

choose between "box, mailer or triangular mailing tube" AND "Document"

Please note :

"Cylindrical tube", "Unpackaged", "Prepaid envelope" are not available for library material shipment.

## 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  cm

Width  cm

Height  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 in all locations. [Click here](#) to see additional options at Solutions for \$

Library Materials

\$1.84

Carbon-Neutral Shipping

Continue

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

Library Materials

\$1.84

Carbon-Neutral Shipping

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.

The price with taxes will be displayed.



click on "Cancel" to cancel your transaction.


## M) Create you shipping label

[< Back](#)

# Create a shipping label

### Payment

VISA  

☐  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.


### Order Summary

#### Shipment


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](mailto: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

### Don't have a printer?

No printer? No problem! Your email receipt contains a code for each shipment that you can bring to a full-service post office on your smartphone or tablet. We'll scan them and print your labels for you.

If you're bringing multiple shipments, it's important to remember where each printed label belongs. To help keep track, mark your shipments (for example, with the receiver's last name and postal code).

Note that not all post offices offer this service. Visit [preferred location](#) to make sure your preferred location offers standard shipping services. Also note that damaged device screens may prevent us from scanning the code properly.

### Order details

Payment method  
Credit card

Order Number  
D908841700

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### 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.

Add contact

Click on add a contact.

Contacts (3)

Search contacts

Export contacts

Name ↑	Company ↑	Country ↑	Address	Action
<a href="#">gtest27</a>		CA	730 Toronto Rd - Rte 241, Toronto, PE, C0A 1N0	
<a href="#">Jane</a>		CA	12-788 Rue Thomas-Edison, Chicoutimi, QC, G7H 6H3	
<a href="#">Recipient Library</a>		CA	123-1053 Merivale Rd, Ottawa, ON, K1Z 6A9	

1

 of 1 pages 

Results per page 10

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

Enter address manually

Edit address

Phone (Optional)

(613) 999-9999 ext 0901\_

Email (Optional)

Lirbary@gmail.com

Click on "Save".

Save

Cancel

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- 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

Enter address manually

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.

Continue



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

a.

The screenshot shows a 'Deliver to' form with fields for Name, Company (Optional), Country (set to Canada), Address (with a mandatory error message), and Apartment or unit (Optional). A 'Summary' box on the right shows 'Total before taxes \$0.00', 'Estimated taxes \$0.00', and 'Estimated total \$0.00'. A red callout box points to a 'Cancel' link in the summary box, stating: 'Click on cancel at any time during the label creation process.'

b.

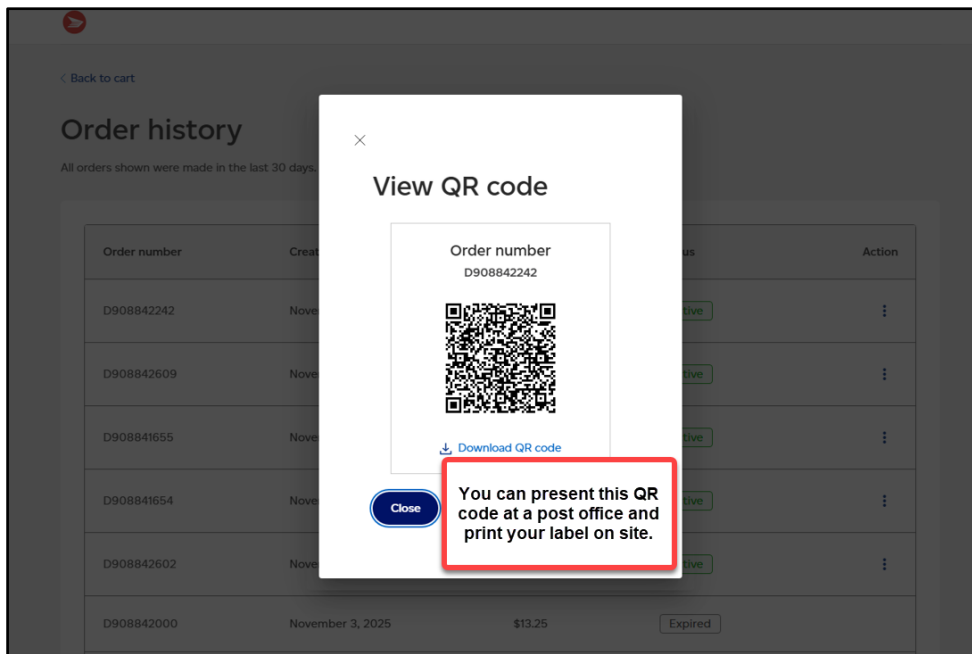
The screenshot shows a confirmation screen titled 'Unfinished shipping label'. It states: 'If you cancel now, you'll lose the information you've entered for this shipping label.' There are two buttons: 'Stay and finish label' and 'Discard changes'. A red callout box points to the 'Discard changes' button, stating: 'Click on "Discard changes" to go back to the "create a label" landing page.'

## 3) Order history

The screenshot shows the 'Order history' page with a table of orders. A red callout box states: 'Orders will show for 30 days.' Another red callout box states: '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.' A third red callout box points to the 'Cancel a shipping label' option in the 'Action' column, stating: '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.'

Order number	Creation date	Total cost	Status	Action
D908842242	November 7, 2025	\$6.43	Active	View QR code Print label Cancel a shipping label
D908842609	November 7, 2025	\$16.89	Active	
D908841655	November 7, 2025	\$104.03	Active	
D908841654	November 7, 2025	\$15.02	Active	
D908842000	November 7, 2025	\$13.25	Expired	

#### 4) QR code



If you have any questions regarding the library shipping tool, please contact:  
[ecommerceadvisor@canadapost.ca](mailto:ecommerceadvisor@canadapost.ca)

Resources:

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