

Shipping Instructions:

Outbound shipments are comprised of a variety of items such as courier envelopes, returns to suppliers, dangerous goods items, equipment and other miscellaneous items.

Cut-off times

To ensure same day processing of your outbound courier shipments, you must call the Dispatcher at 780-492-4122 before noon and indicate that you require same day processing. (This does not include shipments requiring special handling, e.g., customs or dangerous goods paperwork, bulk shipments.)

Courier pick-up times

Purolator, Fedex, Canada Post, and UPS pick up daily between 2:00 and 4:00 P.M. Other couriers/carriers are called in as necessary. While every effort will be made to send the shipments out, other carriers may not be available for same day pick-up. Awareness of these cut-off times is extremely important to allow preparation of necessary shipping documents by Shipping and to meet courier pick-up times and courier departure connections.

Package requirements

Please ensure that each package in your shipment is securely packed and labelled with both a return and delivery address.

Package pick-up arrangements

To facilitate the handling of outbound courier items and to ensure shipment is made the same day, we suggest the following procedures:

- Ensure that your item is properly packaged and that a completed [shipping form](#) accompanies your shipment. Please include your speed code and the recipient's account number (if applicable).
- For shipments leaving Canada, please ensure that the section pertaining to exports is completed.
- Make the item available to Shipping as early in the day as possible.
- Use the morning mail service. Mail collected in the morning arrives in the Materials Management Building at 11:30 A.M. which allows time to process the item the same day.
- If items miss the morning mail pick-up, call Dispatch at 780-492-4122 for a special pick-up to meet cut-off times.
- Bulk shipments require prior notification to be guaranteed same-day processing.
- One shipping form can be used for bulk shipments. Address the shipping form to "various". If you are completing your own courier waybill, please contact the Shipping office at 780-492-4121 or 780-492-2739 for further instructions.

Dangerous Goods

Shipments containing goods regulated by the Transportation of Dangerous Goods Act must be handled in accordance with the Act. Specifically, a shipper's declaration for dangerous goods listing the contents, product identification number, class number, packing group and quantity must accompany each shipment. Packages containing dangerous goods must be properly addressed, correctly labelled and their contents fully documented on the shipper's declaration prior to pick-up by our dispatch drivers. The shipping form must also be completed and accompany the dangerous goods package. Incorrect content labels or inapplicable labels must be removed from reused cartons. Please call Shipping at 780-492-4121 prior to having the shipment picked up to ensure that your documentation is accurate and to avoid shipment delays.