

Questions or Concerns?

Contact the shipper/vendor, or courier directly for any concerns regarding package tracking, lost or damaged packages or for any shipping complaints.



Courier Contact Info

UPS: 1-800-742-5877
ups.com

Purolator: 1-800-744-7123
purolator.com

PUDO: 1-844-300-8533
pudo.ca

Loomis Express: 1-855-256-6647
loomisexpress.com

Canpar: 1-800-387-9335
canpar.com

ICS Courier: 1-888-427-8729
icscourier.ca



Scanning



Custom Stamps



Fax Service



Copy & Print



Comb Binding



Shredding

Submit files for printing
Visit print.compusave.ca

We sell shipping supplies.

- Shipping boxes
- Packing tape
- Bubble mailers
- Poly mailers
- Flex & Seal
- Bubble wrap
- Label Pouches
- Shipping Scales
- Label Printers

Parcel Drop Off / Pickup

CompuSave Office Pro is a **UPS Access Point** and a **PUDO Point** for your packages. Here are the shipping services we offer.

Drop Off

Drop off your parcels which are ready to ship. Parcels are considered ready to ship if packaged & sealed and have a pre-paid shipping label from a supported courier, shown above.

Premium Service rates will apply to packages not ready to ship.

Pick Up Missed Shipments

If you were not available to receive a shipment when a courier driver attempted a delivery, they may leave a note to pickup at CompuSave.

Re-route Shipments

If your package is already on its way to your location, but you won't be available to receive it, some couriers & online stores will allow you to re-route your incoming packages to CompuSave. Check with the courier or online store directly.

Ship to UPS Access Point or PUDO Point

When ordering online, some businesses allow you the option to ship to a **UPS Access Point** or a **PUDO Point** - such as CompuSave.

Shipping Tips

Securing your items.

- Package items in a cardboard box, poly mailer or bubble mailer. **Do not ship items in a clear bag or material that will easily rip.**
- We recommend against using a Ziploc bag as they can easily be opened and the contents removed.
- Use **void fill** (*crumpled paper or bubble wrap*) to prevent items from shifting during shipping.
- Securely close packages with packing tape on all open edges. **Do not use Scotch or masking tape to seal packages.**

Shipping label tips.

- We require a **pre-paid shipping label** from one of our supported couriers. (*See front page.*)
- Print the label "regular size" which is generally around 5" x 7". You can also email us the label for printing. (*Charges apply.*)
- Use a **label pouch** to attach your shipping label.
- Make sure the label is flat on the package with the full label visible.
- Ensure there are no wrinkles or folds on the entire barcode.
- If taping the label to your package, tape all edges so the label doesn't get caught and ripped. **Do not tape over the barcode(s).**
- Each package requires a unique shipping label. **Do not duplicate a label for several packages.**
- Do not attach more than 1 shipping label on a package.

Commercial invoices (*border crossing paperwork*).

- For any US destination packages, Commercial Invoices are required for border crossing.
- If your shipment is a return, the Commercial Invoice can typically be obtained from the company you are shipping to.
- **3 copies** of the Commercial Invoice are required, all of which are to be signed & dated.
- Commercial invoices must be in a **packing slip pouch** on the **outside** of the package. **Do not tape them to your package.**



Premium Shipping Services

Ready to Ship. \$0

Your package is considered "Ready to Ship" if all of the following apply:

1. Your items are securely packaged and the package is properly sealed.
2. A pre-paid shipping label, from a supported courier is applied, without wrinkles or folds on the entire barcode.
3. For US shipments, you provide 3x signed & dated Commercial Invoices.

Silver Level. \$1 Convenience Fee - *per package*

This service level includes up to:

1. **Printing** of a single, supplied, pre-paid shipping label.
2. **Label pouch** for shipping label.
3. **Printing** of 3 copies of supplied, signed & dated Commercial Invoice.
4. **Label pouch** for Commercial Invoices.

Gold Level. \$2 Convenience Fee - *per package*

This service level includes up to:

1. All or any of the services from Silver Level.
2. **Void fill** to keep the contents of your package secure.
3. **Packing tape** to seal your package.

Platinum Level. \$3 Convenience Fee - *per package*

This service level includes up to:

1. All or any of the services from Silver & Gold Levels.
2. Assistance with **matching Commercial Invoices** to proper package.
3. Resolve issues with **multiple shipping labels** on a single package.

Pack & Ship Service. (Canadian addresses only)

- Provide your products to be shipped, along with a suitable shipping container, or purchase from our in-stock selection.
- We'll securely package your shipment for you.
- Provide the shipping address & shipment value if you require insurance.
- We will quote service options from various couriers, with estimated delivery periods.

\$7 to \$10 Convenience Fee

(*above & beyond shipping rate & required packaging materials*)