Commercial Customer Change Request Form

CANADA POST POSTES CANADA

Section A – Current Information

Customer Number	Customer Legal Name	Old Postal Code

FOR ALL ACCOUNT CHANGE REQUESTS, COMPLETE ONLY SECTIONS RELEVANT TO THE CHANGE

Effective Date of Change _____
YYYY-MM-DD

Section B – New legal Name (Provide Supporting Documentation)

Legal	Operating Name (if different from above)

Please provide any one of the listed supporting documentation.

- Certificate of Change of Name
- Certificate of Incorporation
- Master Business License
- Articles of Amendment
- Certificate of Amendment
- Form W-9 (Request for Taxpayer Identification Number and Certification)
- Annual report

Section B-1 new Ownership, Merger or Acquisition

Provide all customer numbers impacted. You may be contacted by our Credit Department.

Customer Numbers

Section C – Address Change (If all addresses are the same as the physical address please only complete the physical address section)

	Street # and Name	City, Province	Postal code	Country
Physical Address				
If there is a change to your physical address and if redirection is required, this should be done at the post office or at canadapost.ca/mailforwarding. If there is a change to your physical address and you have a scheduled pick up at this address please call 1-888-550-6333 to avoid cancellation of your pick up.				
Mailing - General Correspondence				
Billing – Hard Copy Invoicing				

Commercial Customer Change Request Form

	Street # and Name	City, Province	Postal code	Country
Business Reply Mail				

Do you want your Business Reply Mail to be redirected Yes ☐ No ☐

If you would like to have your Business Reply Mail redirected, you are required to purchase a Change of Address Notification at canadapost.ca/mailforwarding or at a retail post office.

Please visit the Canada Post Online Business Centre at canadapost.ca/brm to create your new artwork once we have completed the address change.

Section D - New Contact Information (select all relevant options)

Contact Type	Contact Name		Contact Title	Email address	Telephone No.
Prime (Main Contact)	Add				
	Remove				
Billing (Name appears on Invoice)	Add				
	Remove				
General Accounting Contact (alternate billing)	Add				
	Remove				
Business Reply Mail	Add				
	Remove				
Undeliverable Publications Mail	Add				
	Remove				

Section E – Communication Preferences

☐ By seleting this box you wish to receive notices of changes to your Canada Post agreement electronically

By selecting to receive your notices of changes to your Canada Post agreement and/or your invoices via electronic mail; you agree to notify Canada Post of any updates or changes to the email address you have provided as the prime contact.

Name	Email

(for changes to your agreement) or Electronic Invoice contact.

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Section F – Invoicing

Delivery Method	Description	Contact Information	Selection
PDF – Epost Connect	Secure transfer and pick up with notification through Epost Connect imaged document	Email	☐ Select ☐ Remove
PDF – MMA (Manage My Account)	Customer must log in to MMA (Manage My Account) to retrieve invoices.	Canadapost.ca username	☐ Select ☐ Remove
Data File - Epost Connect	Secure transfer and pick up with notification through Epost Connect CSV file	Email	☐ Select ☐ Remove
Physical	Delivery by Delivery Agent	This will be mailed to your Billing Address on our records	☐ Select ☐ Remove

*****If you have selected to receive your invoices electronically we recommend removing the physical delivery of your invoices.*****

Please provide us with any additional information or instructions for a change request that is not captured in the previous sections.

Please email the completed Commercial Customer Change Request Form to Customer Account Services Email address: cdmpublic@canadapost.ca.

For assistance on completing the form please call Customer Account Services at 1-800-267-7651 and select option 4.