

UNIT

15

Postal and Shipping Services

REVIEW QUESTIONS

PART A

Complete the following sentences by filling in the blanks.

1. A/An _____ is necessary on all outgoing mail so that the item can be sent back to the sender if it is undeliverable.
2. The company that transports a shipment is called the _____.
3. The cost of postage is based on (a) _____, (b) _____, (c) _____, and (d) _____.
4. When the transportation costs are paid for by the sender, they are said to be _____.
5. The company to which the shipment is going is called the _____.
6. The cost of shipping goods is based on _____, _____, and _____.
7. A valuable original document such as a lease, contract, or architectural drawing should be sent by Canada Post's _____.
8. Canada Post's electronic _____ is an order entry software tool available free to commercial customers.
9. The bill of lading from the shipper to the purchaser is a/an _____.
10. Courier company charges are based on _____, _____, and _____.
11. The sender of a package may buy _____ to protect it from loss, damage, or rifling.
12. _____ service is available for 5000+ electronic letters each year.

PART B

Indicate your answer by circling True or False in each of the following.

1. A bill of lading must be prepaid by the carrier. True or false?
2. A pro bill form contains details that are pertinent only to the carrier. True or false?

3. Customs declaration forms must be completed for every package leaving Canada. True or false?
4. Canada Post will insert the postal code for you if you do not include it. True or false?
5. Postage meter/ mailing machines are available in manual, automatic, and computerized versions. True or false?
6. Items posted at airmail prices must have an "airmail" sticker affixed. True or False?

PART C

Answer the following questions in the space provided.

1. List four steps to be followed for dealing efficiently with incoming mail.

2. Describe briefly the main features of Canada Post's priority courier service.

3. If Canada Post service is disrupted, what alternatives are there?

4. List six tips to ensure prompt delivery of your outgoing mail.

5. Which service might a company select if it was mailing up to 30 kg of printed papers to a single U.S. address daily?

CALCULATIONS

Insert the answers to the following calculations in the spaces provided.

1. Compare the cost of mailing a package from Vancouver to Calgary. The package weighs 500 g. Refer to On-the-Job Activity 5 to calculate the cost to mail. Contact a courier company to find out how much its service costs. Which one is cheaper?

2. What is the cost of sending a 2-kg parcel by courier if the charges are \$5.95 per kilogram and there is a \$10.00 pickup charge?

3. You are sending an item valued at \$850 by parcel mail, registered. The postage cost is \$9.08, which includes \$250 of indemnity. For each additional \$100 of indemnity required, you must pay \$0.43. How much will it cost to mail the parcel, fully insured, including 7% GST?

4. You are sending out a bulk mailing of 1000 letters in oversized envelopes. One-quarter of the letters can be sent for \$0.59, one-third for \$0.69, 386 for \$1.10, and the remainder for \$1.99. What is the total cost of the mailing?

5. Your monthly statement from your courier company just arrived. The total was \$242.50. You sent 10 letters and some small parcels during the month. If a letter cost \$9.50 plus \$5.00 pickup and a parcel costs \$14.50 and the same pickup charge, how many parcels did you send last month?

RESEARCH ACTIVITIES

1. Several manufacturers make postage meters. Review some recent business magazines and locate three manufacturers and their products. Now create an attractive table that compares the features of the equipment.
2. Contact manufacturers of mailroom equipment and have them send you promotional material with which you can:
 - create a comparative table of features
 - create a bulletin board display and explain the items to your colleagues.
3. Working in pairs or small groups, select an item from the following list and obtain information about it. Make your findings available to the rest of your colleagues by means of either an oral or multimedia presentation, a bulletin board display, or a handout.
 - Canada Postal Guide
 - Canada Post e-mail services
 - Canada Post customs requirements

- automated mail-handling equipment
 - mailroom procedures in a large organization
 - mailroom procedures in a small office
 - Canada Post's definition of a well-packed parcel
 - parcel post service variations
 - the computer and mailing practices.
4. Research what Canada Post will not accept for transport through the mail system and then decide how you would send such items as hazardous goods, etc. Discuss your findings with your colleagues.
 5. Your manager, Marlie Yee, has asked you to research data on Canadian exports for the last 10 years. The specific information she requires is:
 - a) Are there any trends? If so, graph them.
 - b) Which countries are Canada's principal trading partners?
 - c) What import/export assistance do the Export Development Corporation and the Department of Foreign Affairs and International Trade offer to Canadian companies?Be prepared to present your research findings in a brief oral presentation.
 6. Many interesting careers exist in transportation and international marketing. Find out what community college or university courses are offered, the length of the programs, the placement success rate, and the prerequisite requirements. Present your findings in an oral report.
 7. Find out what government programs exist for businesses moving into the import and export business. Present your findings in an oral report.
 8. Is there any difference in the export documentation required to ship goods to members of the European Union and Asia-Pacific countries? Present your findings in an e-mail to your instructor.
 9. Research and compare the costs of shipping a 30-kg carton from Saskatoon to Moncton. Remember you can ship by truck, rail, air, or courier to name a few methods. Present your findings in an e-mail to your instructor.
 10. What computer programs are available to assist the transportation industry in the transportation of goods? Present your findings in a short written report.
 11. You want to take advantage of business opportunities that exist under the North American Free Trade Agreement.

Brainstorm a list of the types of products or services that might be the basis for creating a new business that would be successful in your area. Apply problem-solving techniques to the items on your list, until you establish the one idea that your group feels would work. Defend your opinion to your colleagues.
 12. Research mailing/shipping software available today. Some software is available from courier companies, other software can be purchased from retail outlets. Obtain copies or sales information and present your findings in a written report.

ON-THE-JOB ACTIVITIES

1. Provide the missing postal codes for the following addresses.

- | | |
|---|---|
| (1) Nelson Financial Services
449 University Avenue
Charlottetown, PE | (4) Mr. and Mrs. B. Stewart
15 Green Crescent
Whitehorse, YT |
| (2) Morofke and Company
1100 Blanche Boulevard
Baie-Comeau, PQ | (5) Connie's Catering
1588 Franklin Avenue
Bathurst, NB |
| (3) Mrs. M. Singh
35376 Durieu Road
R.R. #3, Mission, BC | (6) Mr. and Mrs. S. Leblanc
2620 - 47th Avenue
Lloydminster, SK |

2. Mailing charges in your company have been increasing recently. You want to find out why this is happening, which department(s) is responsible, and what types of items are being mailed. Design a form for your mail room staff to complete each day. You are interested in knowing:

- types of items mailed (letters, parcels, etc.)
- quantity of each type
- special services used (e.g., registered)
- cost per item
- total cost

3. Visit your local Canada Post office and obtain a sample of a priority courier form (bill of lading). Complete the form for delivery of a package weighing 1 kg from your company, Tusker International Consulting Ltd., to the first address on the list in Activity 1 in this section. The package is for the attention of Mrs. A. Dahl; her telephone number is (902) 459-6578. Tusker International's address is: 443 Summerset Drive, Victoria, BC V9B 4N5, and your telephone number is (250) 987-2442. Indicate that a signature is required on delivery.

4. Each of the following addresses has something wrong with it. Circle the error and either indicate the nature of the error or insert the correction on the line provided.

- | | |
|---|---|
| (1) Mr. Harold De Corte
105 Picaro Drive
Downsview, ON
3M3 2B7 | (8) Mr. Rodolfo Sneed
7904 Tenth Avenue
Edmonton
T6K 3S5 |
|---|---|

(2) Eric W. Tagashira
2400 Finch Avenue, W.
Weston, ON
M9M 2G8

(9) Messrs. Graham & Nguyen
116 Morton Avenue,
Brantford, ON
N3R 2P1

(3) Miss E. Hershey
6955 4th Street
Burnaby, BC
V5E 2H5

(10) Professor G. Kohut
205 Richard Road
Ontario, North Bay
P1R 5C5

(4) Mr. R. & Mrs. E. Lozinski
R.R. #3
Newcastle, NB
E1V 1B3

(11) Mlle. Jeannette Vincent
3332, rue Limoges
Montreal, NB
H4K 1Y1

(5) Dr. John P. Aganval, Ph.D.
280 Scarlett Road
Islington, ON
M4A 4S4

(12) Mrs. June Vince
1327 Portage Avenue
Winnipeg, M
RTJ 2R6

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(6) Martyn Manufacturing Co. Ltd.
1340 Ferry Drive
Port Coquitlam, BC

(13) Miss Julia C. Freiter
Camrose, AB
T4K 2R7

(7) Mr. Mortimer Gee
95 Knightsbridge Road
SK
S4P 3G5

(14) Mr. Jake Wemer
Glace Bay, NS B1A 4Y5

5. Postal rates change as the cost of doing business for Canada Post increases. Complete the following table with the current postage rates for the following categories and weights.

Up to and including	30 g	50 g	100 g	200 g	500 g	1 kg	2 kg
Lettermail							
Letter packages - U.S.							
Letter packages - International							
Small Packets (U.S.) - Surface							
Small Packets (U.S.) - Air							
Small Packets (Int.) - Surface							
Small Packets (Int.) - Air							

6. Use the postal rate information you gathered above to calculate the cost of mailing each of the following items from Ontario to international destinations.

a) An urgent airmail 55-g letter to New Zealand

b) A 670-g package of material samples to Paris, France

- c) A letter and photographs, mass 380 g, to Hong Kong.

- d) Two antique frames, mass 0.95 kg, to U.S.

- e) Twenty pages of a manuscript, mass 550 g, to Amsterdam for printing

7. Obtain a customs declaration and complete it for samples to be sent to Norboru Yoshii at Nippon Electronics from the Chang Corporation. The samples include: removable hard drive (500 g) with a value of \$345, pocket modem (100 g) with a value of \$199, and pocket messaging system (80 g) with a value of \$149. In case of non-delivery, the Chang Corporation wants the package returned as quickly as possible.
8. Which type of service would best suit the goods to be shipped in the following circumstances?
- a) Two computers to a missionary society in Zimbabwe from Sydney, Nova Scotia

- b) The removal of all of your company's equipment and furniture (for ten employees) from Prince Rupert to your new head office in Victoria

- c) A set of architectural drawings, mass 2 kg, from Winnipeg to Regina by the next day

- d) A guide dog by the fastest route from Calgary to Toronto

- e) A large consignment of fruit from the Annapolis Valley in the Maritimes to Quebec City

- f) A 300-page manuscript from Brampton to your publisher in Trois-Rivieres, to arrive a week from today

- g) A consignment of 30 kg of fresh salmon from Nanaimo to Denver, Colorado

- h) An antique grinding wheel (mass 180 kg) to Camrose, Alberta, from Saskatoon on a COD basis

- i) Four paintings, mass 20 kg, to Ottawa to your employer's new office from her former office in Toronto

- j) The furniture from a new employee's former home in Pembroke, Ontario, to a new one in Kenora, Ontario
-
- k) A package that must be delivered to downtown Montreal this afternoon from Dorval, Quebec
-
- l) A parcel of urgent medical supplies from St. John's, Newfoundland to Labrador City
-
- m) A gift of a pen set to a business colleague in Scotland
-
- n) A tractor to a customer in Sydney, Australia, from a manufacturer in Vancouver. The customer wants the cheapest shipping mode possible.
-
- o) Ten new cars from General Motors in Oshawa, Ontario, to a dealer in Windsor, Ontario
-
- p) Six new cars from General Motors in Oshawa to a dealer in Frankfurt
-
- q) Aircraft parts from Boeing in Seattle to a grounded aircraft in Bombay
-
9. Plan a class debate: "Private couriers will eventually put Canada Post out of business."
10. Your company quotes transportation costs in various foreign currencies. Design a spreadsheet to calculate the exchange rate between the Canadian dollar and the currencies of the following countries: Japan, China, Germany, Brazil, India, the United Kingdom, and the United States.
11. Your company uses the services of temporary employees. Often these employees are unaware of transportation terminology and do not know how to complete transportation forms. You have, therefore, been asked to prepare a section of a new, online, computer help program.
- The first item you have been asked to prepare is a list of transportation terms and their definitions. At a minimum, your list should include the terms: bill of lading, CIF, COD, drawback, FOB, LCL, manifest, tariff, and waybill.
- The second item you have been asked to prepare is a list of your local transportation companies (air, ship, rail, truck, bus, courier, and postal) and the areas they serve. This list should include telephone and fax numbers, and e-mail addresses (where applicable).

The third item for the online help system is a sample and description of how to complete the bills of lading, customs forms, etc., for the transportation companies you have listed. Your supervisor suggests scanning the forms, numbering the sections of the forms, providing instructions for completion of the forms, and then displaying a completed form. Evaluate these suggestions and then complete the project.

WHAT WOULD YOU DO?

In the space provided, indicate what you would do in the following situations.

1. A courier company has assured you of overnight delivery from central to western Canada. The courier company literature outlines this service. You send an item from Ottawa to Edmonton, but it takes two days.

2. You need to ship urgent medical supplies to Mount Royal Hospital. The supplies are required by tomorrow morning. It is lunch time and a fierce winter storm has shut down all roads and airports in your area. Transportation is not likely to start moving again until late tomorrow. The storm is not forecast to strike anywhere near Mount Royal Hospital. One of your competitors is located 15 minutes from Mount Royal.

3. You want a letter to arrive at its destination faster than regular mail will permit.

4. A customer telephones to complain that a shipment sent by rail has been severely damaged.

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5. The president of your company has informed all departments that they must cut costs by 10 percent. A new transportation company with substantially lower costs than those of other companies has opened in your area. Your business requires you to meet tight transportation deadlines.

6. You are embarrassed by the obvious attention the mail carrier who delivers to your office is giving you.

7. You have been asked to send a sales promotion leaflet to 10 000 area residents, informing them of an upcoming sale.

8. A new mail carrier refuses to deliver mail to your company because she is pregnant and feels that the ramp up to your office is too steep and slippery in wet or frosty weather.

9. One of your co-workers has told you that your company is shipping hazardous waste illegally.

10. You need to find six postal codes that are missing from outgoing invoices and you do not have access to a postal code directory.

11. You want to buy some protection for the contents of a package of books you are sending to a customer.

12. You want to send a copy of an insurance policy to a firm in Winnipeg and be sure that it is received.

13. You work for a bank. You want to send an envelope containing some Canada Savings Bonds to a client in Montreal.

14. Your company has its own fleet of delivery trucks. To cut costs, the company has eliminated regular truck maintenance. "There is no point in fixing what isn't broken," says the company owner. You think some of the trucks are in a dangerous condition.

15. You sent an elderly client a \$50 postal money order. He writes to tell you that, unfortunately, his dog ate the money order.

16. You sent an urgent package by courier to Wong & Associates yesterday afternoon. Phil Wong telephones you this morning to say that the package has not arrived.

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17. Your company is located in Edmonton, Alberta. You shipped some goods by sea to Japan last week. You learn this morning that the dock workers at the Vancouver port are on strike and are likely to be out for several weeks. The goods must be delivered within three weeks.

18. Your office is moving in three months' time. Your supervisor asks you to make sure that mail goes to the new address.

19. Your company is located in one of Canada's major centres. Your supervisor says that a quotation on a large building site must go out today for guaranteed next-day delivery.

20. Your employer, in Toronto, wants a copy of an important contract to be delivered to a client in London, England, tomorrow.

21. Your lawyer is serving some legal documents on a corporation in Winnipeg, Manitoba. For legal reasons, she needs proof of receipt.

22. Your office is receiving large quantities of junk mail. You are in charge of the mail room.

23. Your company purchases goods for resale. You are new to the company. An invoice is received for goods delivered by a supplier. Your supervisor has asked you to enter the invoice into your company's accounting records. There are two expense accounts in the accounting records: Delivery Expense and Transportation-in Expense.

24. Your supervisor tells you that your company wants to make sure it receives payment from a customer who has just ordered a quilt worth \$250 and who has a poor credit rating. You are responsible for making appropriate mailing arrangements.

25. Your supervisor's cousin owns a transportation company. Your supervisor has asked you to use this company, even though you know that the costs are higher than those of other companies.
