

RETURNING RESOURCES

You can now return School of Hope resources via Canada Post, *at no charge to you.*

Please DO NOT RETURN C.O.D.

We have included instructions below for printing them from the Canada Post website at:

canadapost.ca

Creating a Return Label

Select **Tools** from the bar at the top of the website.
Scroll down to the heading **Print Return Label** and select.

Return Information

If asked for a reference number, please use your family or student name.

Our Canada Post Return ID Number is: PR268579

- Fill in your name, address and other contact information and continue following the directions.
- Check the box that says **less than 65lb** for the weight. **If** your box weighs more, please use a second box as overweight incurs more expense. You will need to complete and print a second label as each box must have its' own tracking number. (If you are returning the exact same resources in the box you received them in, the weight will be on the original shipping label).
- Select **Continue**. Review the information you provided is correct. If you need to make any changes, select **Edit**. When you are ready to proceed, select **Get Label**.
- You will be brought to a screen indicating your label was successfully created. You will also receive an email with a copy of the return label and the tracking number. You can print the label immediately by selecting **Print Label**.

If you are unable to print off a label, please contact Monica at monica.beck@ecacs16.ab.ca for the information required to return resources you are taking directly to the Post Office. A **new label** must be printed for each package.

Email Notifications

If you wish you can track the parcel's return to the School by using the tracking number on the shipping label. Select one or both of the events that will trigger an email:

- Exception:** You will be notified of any unforeseen delivery interruptions.
- Delivery:** You will be notified when the merchant has received your item.