

Athabasca University Library
1 University Drive
Athabasca, AB Canada T9S 3A3

August 3rd 2017

To whom it may concern,

There have been a few Canada Post retail outlets that are having problems accepting Library Materials return labels. We have had extensive discussions with our representative at Canada Post. They informed us that postal outlets should NOT be trying to scan the labels or enter them in the system. They should just be depositing them in their outgoing mail.

If your package is not too big, then you can just drop it in a street letter box.

Canada Post is supposed to be sending out a notice to all the postal outlets. If staff members at retail outlets need to clarify this information they can call us at the phone number below.

Don't hesitate to contact us if you continue to have problems.

We apologize for the inconvenience.

Best regards

AU Library

Phone numbers

From Canada/US: (800) 788-9041, ext. 6254

From Calgary: (403) 263-6465, ext. 6254

From Edmonton: (780) 421-8700, ext. 6254