
Q: How do I start with the Tag Order Website?

A: To get started with the Tag Order Website, a CDMV tag order account, username, and password are required.

Please contact the CCIA Tag Order Desk at (1-877-909-BEEF, press 2) or email orderdesk@canadaid.ca and an Order Desk Agent will be happy to setup an account for you.

If you have provided an email address at the time of the account creation, you will receive a confirmation email that will provide your username, password and the tag order website (tags.canadaid.ca).

Q: What time is the daily cut off for orders to be shipped?

A: Orders received by 2:00pm MST will be shipped out same day, after 2:00pm MST they will be shipped on the next business day.

Q: Will I receive an invoice?

A: Yes, an invoice will be sent with the shipment. All invoices are also available online via the eServices section of the website, the day after an order is shipped. [Click here](#) for instructions on how to view your invoices and other eServices options.

Q: Do you offer Volume Discounts?

A: Volume discounts are not available as our prices are very competitive.

Q: How are orders shipped?

A: Orders are shipped via Canada Post or Purolator depending on the destination address type.

Note: Purolator cannot ship to box number addresses. If they are your preferred shipping company, please ensure you have a street address as your ship to location. All orders with a box number destination address will be shipped via Canada Post.

Q: What is the shipment timeline?

A: Once you have placed your order, it should be received within 3 – 5 business days.

Note: If your tags were shipped Canada Post and you have not yet received them, please call your local post office to ensure your package is not awaiting pick up.

Q: What are the shipping costs?

A: Shipping cost are as follows:

- Orders less than \$250.00- \$7.95
- Orders less than \$500.00 - \$4.95
- Orders over \$500.00- No charge