
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. All approved Tag Dealers will receive an email with their account and login information. If you have not received this email or if you have misplaced your login information, 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 assist you.

Q: I would like to cease selling tags but I still have inventory, can I sell out my stock?

A: Yes, you can sell the rest of the inventory you have and once you have done so, contact CCIA to have your account closed. A cease tag dealer package will be sent to you with the steps and information needed to close your account successfully.

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 the next business day.

Q: Why didn't I receive an invoice?

A: Invoices are available online via the eServices section of the tag order 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