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Machineable mail

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MACHINEABLE MAIL

Canada Post has made every reasonable effort to ensure the information provided in this Guide is accurate at the time of publication. For further details, Customers should refer to their Agreement and other sources. See section 1.3 “Information Sources” on page 2 for other information sources.

1 OVERVIEW

1.1 Who Should Use This Guide

This Guide is for Canada Post Customers to explain what they need to do to prepare Machineable Mail for deposit for the following services:

- Addressed Admail, excluding Dimensional Addressed Admail
- Incentive Lettermail
- Publications Mail

1.1.1 WHAT IS MACHINEABLE MAIL?

Machineable Mail is prepared in a way that allows Canada Post to process it efficiently. The type of mail is clearly identified and mail items are arranged so that they can be read by Canada Post’s automated equipment.

1.2 Requirements for Machineable Mail

To qualify as Machineable Mail, the mail items must meet any requirement specified in the Agreement with Canada Post, as well as the requirements for service and type of mail such as reliability read rate, size and weight. Table 1 summarizes these requirements, but the Customer must also consult the appropriate *Customer Guide* (see section 1.3 “Information Sources” on page 2).

Table 1: Machineable Mail, Key Requirements

KEY REQUIREMENTS	INCENTIVE LETTERMAIL		ADDRESSED ADMAIL		PUBLICATIONS MAIL	
	s/L	o/s	s/L	o/s	s/L	o/s
Container requirements	Lettertainer	Flats Tub	Lettertainer	Flats Tub	Lettertainer	Flats Tub
Machine readability	95%	85%	90%	80%	90%	80%
Minimum volume per deposit*	5,000 items per deposit		• 1,000 items per deposit for Addressed Admail • 5,000 per deposit for AdCard		1,000 items per deposit	

KEY REQUIREMENTS	INCENTIVE LETTERMAIL		ADDRESSED ADMAIL		PUBLICATIONS MAIL	
	s/L	o/s	s/L	o/s	s/L	o/s
Label	white and black ink		white with black ink		<ul style="list-style-type: none"> regular: white with black ink time-committed: white with black ink and PMS 470 (terra cotta) 	
Address accuracy**	95% for deposits in excess of 5,000 items		95% for deposits in excess of 5,000 items		95% for deposits in excess of 5,000 items	
Machine Readability Requirements and Evaluation of Samples	optional		optional		optional	

* Phantom pricing will be applied to mailings that do not meet the minimum deposit requirement.

** If address accuracy of a mailing is less than 95%, Canada Post will adjust the charges applied to the mail items with inaccurate addresses.

1.3 Information Sources

This *Mail Preparation and Presortation Guide* forms part of the Agreement noting that the *Canada Postal Act and Regulations* takes precedence, then the Customer's Agreement, then the *Customer Guide*, then the *Canada Postal Guide*.

Table 2: Quick Reference Chart

INFORMATION SOURCES	WEB ADDRESSES
<i>Address Accuracy Program</i> <i>Customer Guide</i>	www.canadapost.ca/am
Addressed Admail support documents	www.canadapost.ca/aasupportdocuments
Artwork for postal indicia and container labels	www.canadapost.ca/postalservices
<i>Canada Post Act and Regulations</i>	laws.justice.gc.ca/en/C-10/index.html
<i>Canada Postal Guide</i>	www.canadapost.ca/postalguide
Canadian Postal Standards	www.canadapost.ca/postalstandards
<i>Customer Guide (including all amendments)</i>	www.canadapost.ca/customer_guides
Glossary of Canada Post terms	www.canadapost.ca/postalservices
Incentive Lettermail support documents	www.canadapost.ca/ilmsupportdocuments
Publications Mail support documents	www.canadapost.ca/pmsupportdocuments

2 WHAT YOU NEED TO KNOW BEFORE YOU START

2.1 Steps for Preparing Machineable Mail

Mail that has met all the necessary requirements (see section 1.2 “Requirements for Machineable Mail” on page 1) goes through up to five steps of mail preparation:

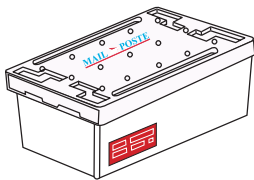
1. **Choose the Correct Type of Container (Step 1)** – Use lettertainers for Short and long (S/L) mail items. Use flats tubs for Oversize (O/S) mail items.
2. **Place the Mail Properly in Containers (Step 2)** – Proper placement helps ensure that Canada Post’s automated equipment functions smoothly.
3. **Label the Containers (Step 3)** – Correct labelling ensures that mail items is directed to the appropriate work centre within a Canada Post facility.
4. **Make up Monotainer and Pallet (Step 4)** – Monotainers and pallets make it much easier to move the mail because it means the Customer and Canada Post handle one object instead of several.
5. **Deposit the Mail (Step 5)** – The Customer must deposit at an approved site and present all the required and properly completed documentation.

3 CHOOSE THE CORRECT TYPE OF CONTAINER (STEP 1)

Canada Post uses two types of hardsided containers for moving the mail: lettertainers and flats tubs. The Customer can obtain these containers from any Canada Post plant and the Canada Post Equipment Warehouse. These containers have lids. If The Customer is depositing their Machineable Mail in monotainers, lids are optional.

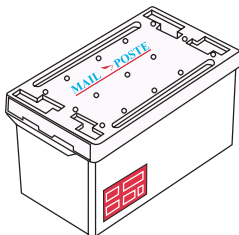
Short and long (S/L) mail items should be placed in lettertainers (as shown in Figure 1). Oversize (O/S) mail items should be placed in flats tubs (as shown in Figure 2).

Figure 1: Lettertainer



Lettertainer
(S/L mail only)

Figure 2: Flats Tub



Flats Tub
(O/S mail only)

Other hardsided containers may be used if they meet the specifications in Table 3 and the Customer has received prior approval from Canada Post.

Table 3: Hardsided Container Specifications

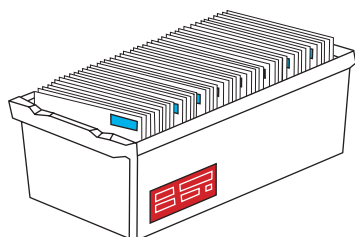
TYPE OF CONTAINER	WEIGHT	LENGTH	WIDTH	HEIGHT	MAXIMUM WEIGHT (INCLUDING CONTAINER)
Lettertainer	1.8 kg	535 mm	251 mm	156 mm	25 kg
Flats Tub	1.7 kg	405 mm	240 mm	303 mm	25 kg

4 PLACE THE MAIL PROPERLY IN CONTAINERS (STEP 2)

4.1 Rules for Placing Mail in Containers

- Place mail items in the container with the address and postal indicia all facing in the same direction.
There is only one acceptable way to place S/L mail items in a lettertainer (as shown in Figure 3).

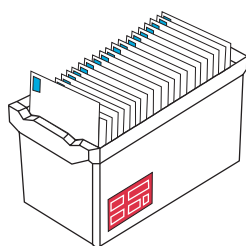
Figure 3:



Lettertainer
Have postal indicia and addresses facing the same way.

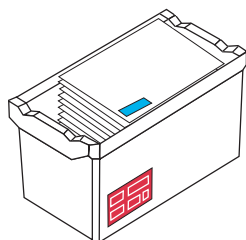
There are three choices for facing O/S mail items in a flats tub (as shown in Figure 4, Figure 5, and Figure 6).

Figure 4:

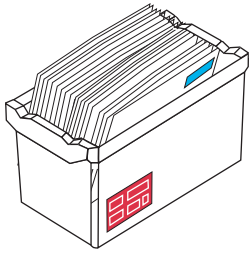


Flats Tub
Mail can be placed standing vertically, facing the narrow side of the flats tub. The address and postal indicia must all face in the same direction.

Figure 5:



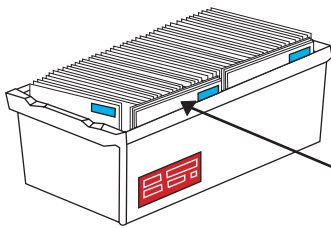
Flats Tub
Mail can be placed within the container lying flat, with the addresses and postal indicia all facing in the same direction.

Figure 6:*Flats Tub*

For mail items too wide to fit as in Figure 4 or too tall to fit as in Figure 5, place the mail standing horizontally, facing the wider side of the flats tub. The address and postal indicia must all face in the same direction.

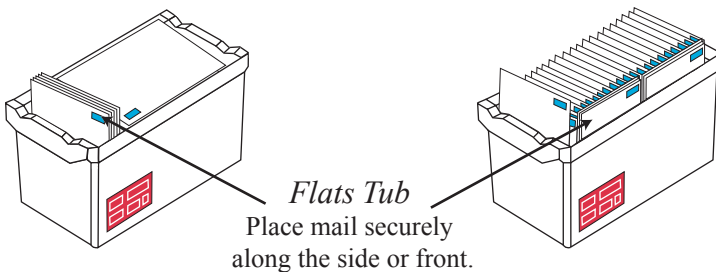
2. Make use of all space available in the container.

If there's room in a lettertainer, place mail items securely along one side (as shown in Figure 7) or both sides of the container. When placing mail items along the sides, the addresses and postal indicia should face outward.

Figure 7:*Lettertainer*

Place mail securely along the side.

If there's room in a flats tub, place mail items securely along the front or side of the container (as shown in Figure 8).

Figure 8:*Flats Tub*

Place mail securely along the side or front.

3. Fill all containers to capacity; they must not weigh more than 25 kg (including the weight of the container) when filled. Only the last container may be less than full since it will hold any mail items left over. If the Customer is concerned about the mail items jostling in a container that's not full, bundle the mail items or place crumpled-up paper at the end to brace the mail items.
4. Make sure all containers have their lids, unless the Customer is depositing monotainers or has made other arrangements with Canada Post.

5 LABEL THE CONTAINERS (STEP 3)

5.1 Labelling Containers

Place labels in the label holders on containers before depositing the mailing. The Customer does not need to label individual containers if:

- the Customer deposits the mailing at the mechanized plant where it will be processed (for example, mail destined for Vancouver that is deposited at the Vancouver plant; see section 7.1 “Deposit Sites” on page 9 for more information)
- if the Customer places all containers in monotainers or pallets – Canada Post requires a label only for each monotainer or pallet indicating the destination mechanized plant (see section 6 “Make up Monotainer and Pallet (Step 4)” on page 7).

5.2 Producing Container Labels

If the Customer is producing labels using Canada Post templates or producing their own labels, the site www.canadapost.ca/postalservices under Container Labels offers both camera-ready artwork for the templates and Canada Post specifications for producing custom labels.

NOTE : If the Customer is a large-volume mailer, the Customer may choose between producing labels individually or in continuous strips (1 up, 2 up, etc.) as best suited to the intended overprinting process.

5.2.1 SPECIAL INSTRUCTIONS

- print one side only
- labels must fit into label holders and be easily extracted from the label holders
- labels must be in bilingual format
- use PMS 470 (Terra Cotta) colouring for time-committed Publications Mail
- if the Customer is depositing the mailing at the mechanized plant where it will be processed (for example, mail destined for Vancouver that is deposited at the Vancouver plant; see section 7.1 “Deposit Sites” on page 9), there is no need to enter the destination plant on the container tag.

The Customer may also order labels. Contact the Customer Relationship Network (1-888-550-6333 or 1-800-260-7678) and use the label form number to order labels. Table 4 lists the label form numbers.

Table 4: Form Numbers for Lettertainer and Flats Tub Labels

TYPE OF MAIL	FORM NUMBER	ORDERING INFORMATION
S/L Incentive Lettermail	34-099-111 (99-06) LVM/GEC (white stock with black ink)	Order from the Canada Post Customer Relationship Network 1-888-550-6333 1-800-260-7678
O/S Incentive Lettermail	34-099-110 (99-06) LVM/GEC (white stock with black ink)	
S/L Publications Mail	34-099-114 (99-06) LVM/GEC (white stock with black ink)	
O/S Publications Mail	34-099-115 (99-06) LVM/GEC (white stock with black ink)	
S/L Publications Mail (Time-committed)	34-099-117 (99-06) LVM/GEC (white stock with terra cotta/PMS 470 ink; routing detail is printed in black)	
O/S Publications Mail (Time-committed)	34-099-116 (99-06) LVM/GEC (white stock with terra cotta/PMS 470 ink; routing detail is printed in black)	
S/L Addressed Admail	34-099-112 (99-06) LVM/GEC (white stock with black ink)	
O/S Addressed Admail	34-099-113 (99-06) LVM/GEC (white stock with black ink)	

6 MAKE UP MONOTAINER AND PALLET (STEP 4)

Canada Post encourages the Customer to consolidate lettertainers and flats tubs by using pallets or monotainers. During peak periods (such as Christmas), the Customer may not always be able to obtain the number of monotainers wanted.

Monotainers and pallets keep together mail items intended for the same destination (e.g., all mail items for Vancouver arrives on one pallet), which reduces the amount of handling and helps ensure a complete mailing arrives at its destination at the same time.

Table 5: Pallet and Monotainer Specifications

CATEGORY	PALLET	MONOTAINER
Length	1.22 m	1.322 m
Width	1.02 m	1.067 m
Height	150 mm	1.115 m
Maximum weight (including mail and container)	900 kg	900 kg (monotainer is 97 kg)
Requirements	<ul style="list-style-type: none"> • minimum load height: 500 mm • maximum load height: 1.5 m (including height of the pallet) • stretch wrapping required three times around the pallet as well as the pallet load • must allow four-way entry by a Canada Post forklift and two-way entry by a Canada Post pallet jack 	<ul style="list-style-type: none"> • holds 36 lettertainers or 24 flats tubs • contents may be piled up to 25 mm below the top of the monotainer

6.1 Labelling Monotainers and Pallets

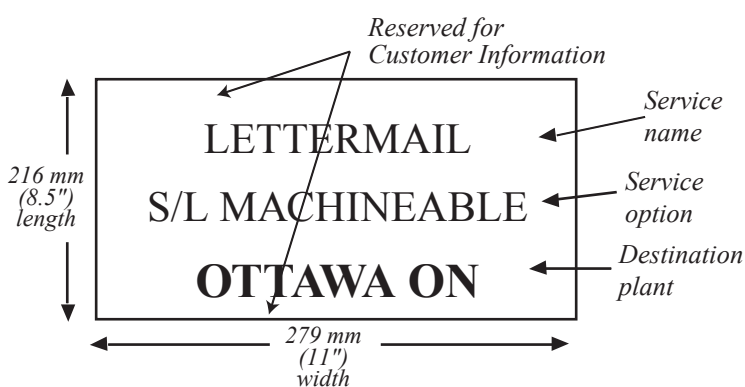
Labelling monotainers and pallets ensures that mail items are directed to the appropriate work centre within a Canada Post facility.

Each label must be white with black lettering and must include the following information (as shown in Figure 9):

- Service name (Publications Mail, Addressed Admail or Lettermail)
- Service option (e.g., S/L Machineable or O/S Machineable)
- Destination plant (e.g., OTTAWA ON).

NOTE : If a monotainer or pallet contains time-committed Publications or Lettermail Machineable Mail in containers with no lids, then the monotainer must also identify the contents as time-committed Machineable Mail. If a monotainer or pallet contains Addressed Admail or Publications Mail, then the monotainer or pallet does not need a time-committed label because the container labels are already visible.

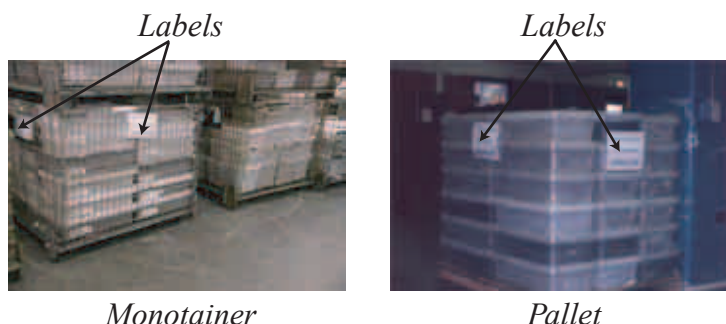
Figure 9:



Choose a font size large enough to use the entire label. The destination plant must be visibly larger than other information, including Customer information.

Each pallet or monotainer should have two labels: one along the width and one along the length (as shown in Figure 10).

Figure 10:



7 DEPOSIT THE MAIL (STEP 5)

Except for monotainers, all containers being deposited must have their lids unless other arrangements have been made with Canada Post. Each mailing must be accompanied by all the required and properly completed documentation (see the appropriate *Customer Guide* listed under section 1.3 "Information Sources" on page 2).

7.1 Deposit Sites

Deposit Machineable Mail at one of the Canada Post approved sites listed in Table 6.

Table 6: Machineable Mail Approved Deposit Sites

SHORT AND LONG (S/L) APPROVED SITES	OVERSIZE APPROVED SITES	ADDRESS
St. John's NL	N/A**	98 KENMOUNT RD ST. JOHN'S NL A1B 3T3
Halifax NS	N/A**	6175 ALMON ST HALIFAX NS B3K 5N4
Saint John NB	N/A**	125 ROTHESAY AVE SAINT JOHN NB E2L 2B0
Québec QC	N/A**	300 ST-PAUL ST QUÉBEC QC G1K 3W0
Montréal Léo-Blanchette QC	Montréal Léo-Blanchette QC	555 MCARTHUR ST ST-LAURENT QC H4T 1T4
Ottawa ON	Ottawa ON	1424 CALEDON PL OTTAWA ON K1A 0C1
Toronto South Central ON	Toronto South Central ON	969 EASTERN AVE TORONTO ON M4L 1A5
Hamilton ON	Hamilton ON	393 MILLEN RD STONEY CREEK ON L8E 5A8
London ON	London ON	951 Highbury Ave LONDON ON N5Y 1B0
Windsor ON	N/A**	4255 WALKER RD WINDSOR ON N8W 4W0
Winnipeg MB	Winnipeg MB	266 GRAHAM AVE WINNIPEG MB R3C 0K4
Regina SK	N/A**	2200 SASKATCHEWAN DR REGINA SK S4P 0B5
Saskatoon SK	N/A**	817 51 ST E SASKATOON SK S7K 5C6
Calgary AB	Calgary AB	1100 49 AVE NE CALGARY AB T2E 0A0
Edmonton AB	Edmonton AB	12135 149 ST EDMONTON AB T5L 2J0
Vancouver BC	Vancouver BC	349 WEST GEORGIA ST VANCOUVER BC V6B 1Y9
Victoria BC	N/A**	4181 GLANFORD AVE VICTORIA BC V8Z 4B0

* Subject to change without notice.

** Not accepted at this location.

