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## NDG Presort

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# NDG PRESORT

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 3 for other information sources.

## 1 OVERVIEW

### 1.1 Who Should Use This Guide

This Guide is for Canada Post Customers to explain how to do NDG presort for the following services:

- Addressed Admail (AA), excluding Dimensional Addressed Admail
- Catalogue Mail, and
- Publications Mail.

Visit [www.canadapost.ca/customer\\_guides](http://www.canadapost.ca/customer_guides) documents for a list of support documents detailing the requirements, qualifications, terms and conditions and pricing.

#### 1.1.1 WHAT IS MAIL PRESORTATION AND PREPARATION?

**Mail preparation** is the process of facing and containerizing the items and labelling the containers. It helps ensure machineability of mail (where applicable), protection of mail, identification of the type of mail and ease of handling.

**Mail presortation** is the process of sequencing, grouping and containerizing the items and labelling the containers to allow Canada Post to bypass various processing steps and facilities within its mail distribution network.

#### 1.1.2 WHAT IS NDG PRESORT?

The NDG option allows Customers to presort items manually according to the National Presortation Schematic (NPS; see section 2.2 “National Presortation Schematic (Non-Lettermail)” on page 5 for more information), allowing Canada Post to bypass various processing steps and facilities within its mail distribution network.

#### 1.1.3 WHY SAY “NDG”

“NDG” stands for “National Distribution Guide.” This is the former name of the National Presortation Schematic (NPS), which this presort is based on. When NDG was changed to NPS, the term NDG Presort was kept for operational reasons.

## 1.2 Requirements for NDG Presort

To qualify for NDG presortation:

- the mailing must meet minimum volume requirements for the appropriate service option
- the mail items must be mailed in Canada for delivery in Canada
- the mail items must meet all Canada Post requirements for the appropriate service and type of mail such as size and weight. Consult the appropriate *Customer Guide* (see section 1.3 “Information Sources” on page 3), and
- the mail items must meet any requirement specified in the Agreement, the Presort Technical Specifications and the *Canada Postal Guide*.

Commingling of NDG Presort items is not permitted. Commingling occurs when a number of separate and notably different mailings are combined to achieve the minimum deposit requirement or sufficient densities to achieve discount prices.

**Table 1: NDG Presort Key Requirements**

KEY REQUIREMENTS	ADDRESSED ADMAIL	CATALOGUE MAIL	PUBLICATIONS MAIL
Minimum volume per deposit*	1,000 items per Order	2,500 items per deposit	<ul style="list-style-type: none"> <li>• a minimum of 50 items per Order for mailings comprised of NDG National items (phantom pricing is available at NDG National base price)</li> <li>• no minimum volume requirement for mailings containing qualified NDG Regional*** and/or Local Rural items (even if some NDG National items are included on the Order)</li> </ul>
Mail type	Short and Long (S/L) and Oversize (O/S)	O/S	S/L & O/S
Delivery Mode Code Required	No		
Minimum items per grouping (except Residue)	8 items	4 items	6 items
Levels of consolidation (groupings)	<ul style="list-style-type: none"> <li>• Urban Delivery Facility/Rural Delivery Facility – Level 1</li> <li>• Distribution Centre Facility (DCF) – Level 3</li> <li>• Forward Consolidation Point (FCP) – Level 4</li> <li>• Residue</li> </ul>	<ul style="list-style-type: none"> <li>• Urban Delivery Facility/Rural Delivery Facility – Level 1</li> <li>• Distribution Centre Facility (DCF) – Level 3</li> <li>• Forward Consolidation Point (FCP) – Level 4</li> <li>• Residue</li> </ul>	<ul style="list-style-type: none"> <li>• Urban Delivery Facility/Rural Delivery Facility – Level 1</li> <li>• Distribution Centre Facility – Level 3</li> <li>• Forward Consolidation Point – Level 4</li> <li>• Residue</li> </ul>
Levels of consolidation (containers)	<ul style="list-style-type: none"> <li>• Urban Delivery Facility/Rural Delivery Facility – Level 1</li> <li>• City – Level 2</li> <li>• Distribution Centre Facility (DCF) – Level 3</li> <li>• Forward Consolidation Point (FCP) – Level 4</li> <li>• Residue</li> </ul>	<ul style="list-style-type: none"> <li>• Urban Delivery Facility/Rural Delivery Facility – Level 1</li> <li>• City – Level 2</li> <li>• Distribution Centre Facility (DCF) – Level 3</li> <li>• Forward Consolidation Point (FCP) – Level 4</li> <li>• Residue</li> </ul>	<ul style="list-style-type: none"> <li>• Urban Delivery Facility/Rural Delivery Facility – Level 1</li> <li>• City – Level 2</li> <li>• Distribution Centre Facility – Level 3</li> <li>• Forward Consolidation Point – Level 4</li> <li>• Residue</li> </ul>
Container requirements	<ul style="list-style-type: none"> <li>• lettertainer: S/L</li> <li>• flats Tub: O/S</li> <li>• bag: S/L &amp; O/S</li> </ul>	<ul style="list-style-type: none"> <li>• bag: O/S</li> </ul>	<ul style="list-style-type: none"> <li>• lettertainer: S/L</li> <li>• flats Tub: O/S</li> <li>• bag: S/L &amp; O/S</li> </ul>
Address Accuracy**	Deposits in excess of 5,000 items		

\* Customers may deposit less than the minimum volume requirement provided that the difference between the actual volume and the minimum volume is paid at the phantom price.

\*\* Address Accuracy is a program designed to improve delivery by encouraging Customers to accurately address mail. The standard for Address Accuracy is 95%. This means that 95% of the addresses on the Customer's database are determined to be valid. This is done by using a Canada Post-recognized address validation and/or address validation and correction software. If the percentage on the *Statement of Accuracy* (SOA) produced by the software is less than 95%, an adjustment will be applied to the mailing.

\*\*\* In order to qualify for this price category, at least 50% of the total addressed copies in the publication issue mailed must be either Regional or a combination of Local Rural and Regional. Otherwise, NDG National prices will apply to the nominal Regional portion of the mailing.

## 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 Customer Guide</i>	<a href="http://www.canadapost.ca/am">www.canadapost.ca/am</a>
Addressed Admail support documents	<a href="http://www.canadapost.ca/aasupportdocuments">www.canadapost.ca/aasupportdocuments</a>
Artwork for postal indicia and container labels	<a href="http://www.canadapost.ca/postalservices">www.canadapost.ca/postalservices</a>
<i>Canada Post Act and Regulations</i>	<a href="http://laws.justice.gc.ca/en/C-10/index.html">laws.justice.gc.ca/en/C-10/index.html</a>
<i>Canada Postal Guide</i>	<a href="http://www.canadapost.ca/postalguide">www.canadapost.ca/postalguide</a>
Canadian Postal Standards	<a href="http://www.canadapost.ca/postalstandards">www.canadapost.ca/postalstandards</a>
Catalogue Mail support documents	<a href="http://www.canadapost.ca/catsupportdocuments">www.canadapost.ca/catsupportdocuments</a>
<i>Customer Guide</i> (including all amendments)	<a href="http://www.canadapost.ca/customer_guides">www.canadapost.ca/customer_guides</a>
Electronic Shipping Tools	<a href="http://www.canadapost.ca/obc">www.canadapost.ca/obc</a>
Glossary of Canada Post terms	<a href="http://www.canadapost.ca/postalservices">www.canadapost.ca/postalservices</a>
National Presortation Schematic (LPNS)	<a href="http://www.canadapost.ca/nps">www.canadapost.ca/nps</a>
Publications Mail support documents	<a href="http://www.canadapost.ca/pmsupportdocuments">www.canadapost.ca/pmsupportdocuments</a>
Recognized Software: Address Accuracy, Validation and Correction and Postal Code Lookup	<a href="http://www.canadapost.ca/common/offerings/address_management/pdf/addaccu-e.pdf">www.canadapost.ca/common/offerings/address_management/pdf/addaccu-e.pdf</a>

## 2 WHAT YOU NEED TO KNOW BEFORE YOU START

This section explains basic information on postal codes, FSA sequencing and the National Presortation Schematic (NPS) that the Customer needs to know for preparing NDG mailings.

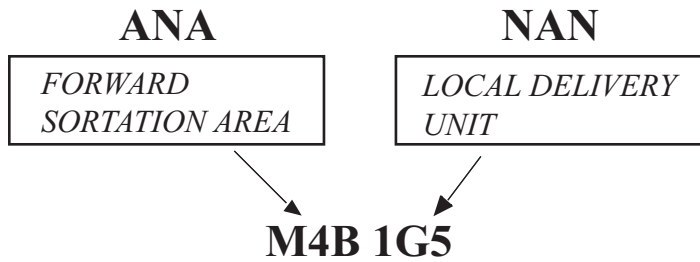
### 2.1 The Postal Code

The postal code is an integral part of every postal address in Canada. It was designed to aid in sorting mail by both mechanized and manual methods.

The postal code is a six-character, alphanumeric code in the form of ANA NAN in which "A" represents a letter of the alphabet and "N" represents a digit. See section 2.1.1 "Sequencing by Forward Sortation Area (FSA)" on page 5 for more information

For example, the postal code **M4B 1G5** is made up of two segments (as shown in Figure 1).

**Figure 1: Postal Code Segments**



The first segment (the first three characters) represents a Forward Sortation Area (FSA). The first letter indicates which major geographical region (as shown in Table 3).

**Table 3: Major Geographical Regions**

FIRST LETTER OF POSTAL CODE	GEOGRAPHICAL REGION	FIRST LETTER OF POSTAL CODE	GEOGRAPHICAL REGION
A	Newfoundland and Labrador	M	Metropolitan Toronto
B	Nova Scotia	N	Southwestern Ontario
C	Prince Edward Island	P	Northern Ontario
E	New Brunswick	R	Manitoba
G	Eastern Québec	S	Saskatchewan
H	Metropolitan Montréal	T	Alberta
J	Western Québec	V	British Columbia
K	Eastern Ontario	X	Northwest Territories Nunavut Territories
L	Central Ontario	Y	Yukon

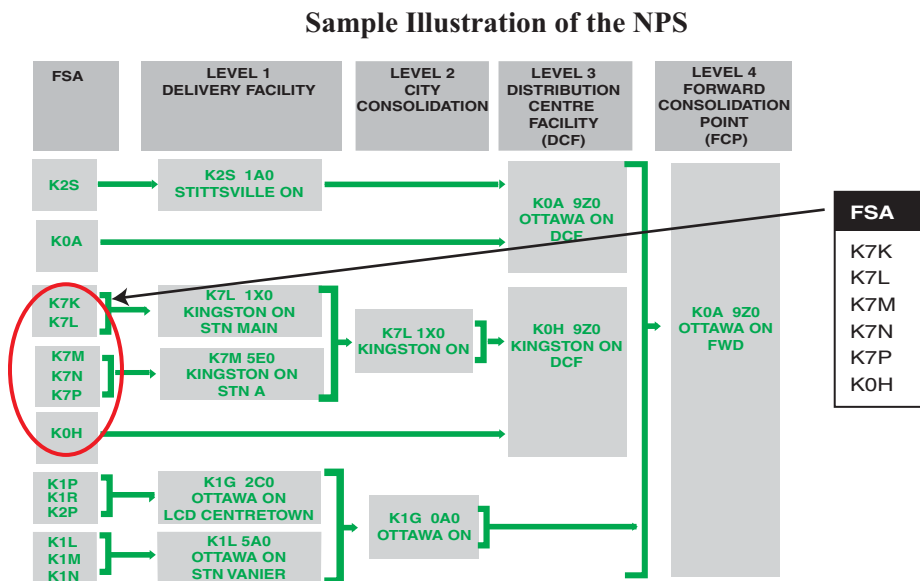
The second segment represents a Local Delivery Unit (LDU). It identifies the smallest delivery unit within an FSA. In urban areas, the LDU may indicate a specific city block (one side of a street between two intersecting streets), a single building or, in some cases, a large-volume mail receiver. In rural areas (as indicated by the zero in the FSA), the LDU combines with the FSA to identify a specific rural community.

For more information on postal codes, visit [www.canadapost.ca/postalguide](http://www.canadapost.ca/postalguide) under Addressing.

## 2.1.1 SEQUENCING BY FORWARD SORTATION AREA (FSA)

When sequencing by FSA, first sequence by the FSA (the first three characters) according to the NPS (as shown in Figure 2).

**Figure 2: Example of Sequencing by FSA**



**NOTE:** Canada Post updates the National Presortation Schematic (NPS) monthly. The NPS sample illustrations may not reflect the current NPS. To receive optimal service, Customers must use the current version of the NPS.

## 2.2 National Presortation Schematic (Non-Lettermail)

The National Presortation Schematic (NPS) has two schematics: for Lettermail and for Non-Lettermail. The Customer must use the correct NPS, depending on the type of mail sorted. For NDG Presort, use the Non-Lettermail NPS.

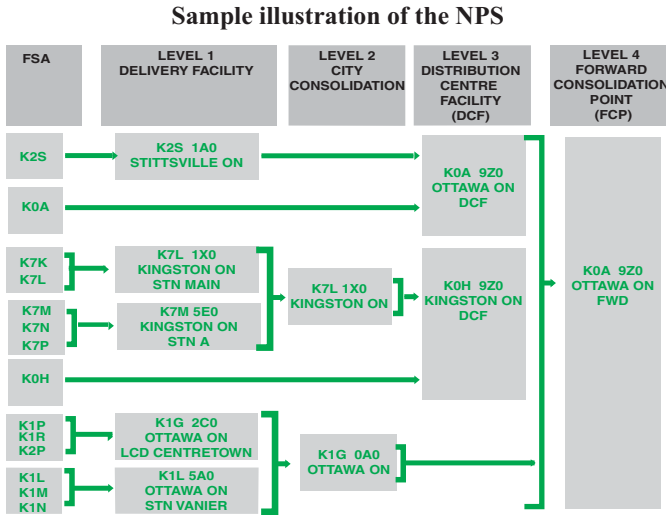
The Lettermail National Presortation Schematic (NPS) is a set of tables that indicates how to consolidate mail through Canada Post's mail distribution network, beginning with the FSA.

The NPS is used for all Canada Post presortation processes, including NDG Presort. The NPS has four levels of access:

- Level 1 – Delivery Facility (Urban or Rural)
- Level 2 – City
- Level 3 – Distribution Centre Facility (DCF), and
- Level 4 – Forward Consolidation Point (FCP).

Following the NPS levels of access is key to sequencing, grouping, containerizing and labelling mail for presortation (as shown in Figure 3).

**Figure 3: Sample Illustration of the Non-Lettermail national Presortation Schematic**



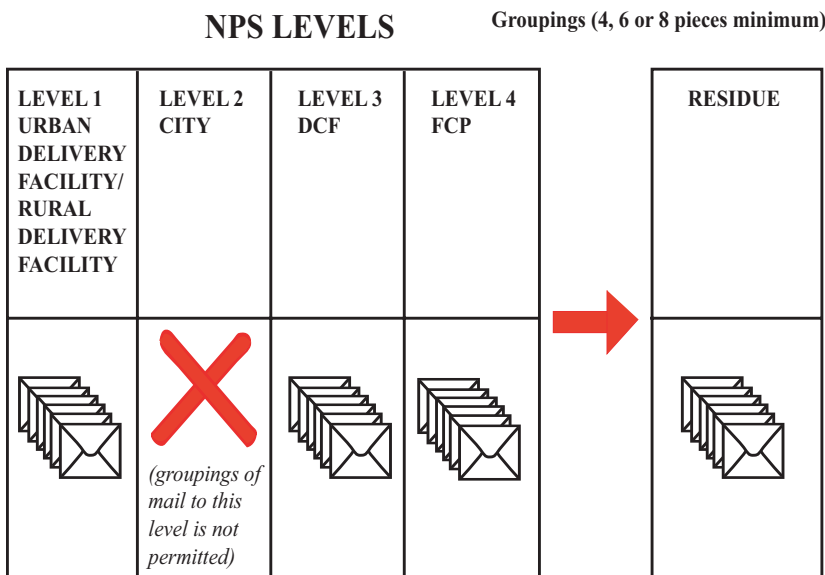
**NOTE:** Canada Post updates the National Presortation Schematic (NPS) monthly. The NPS sample illustrations may not reflect the current NPS. To receive optimal service, Customers must use the current version of the NPS.

To avoid delays and extra handling charges, the Customer must use the current version, available on the Canada Post website at [www.canadapost.ca/nps](http://www.canadapost.ca/nps).

### 2.2.1 LEVELS OF ACCESS FOR GROUPINGS

Figure 4 shows the NPS levels of access for grouping mail for NDG presortation. Addressed Admail requires a minimum of eight items to create a grouping. Catalogue Mail requires a minimum of four items to create a grouping. Publications Mail requires a minimum of six items to create a grouping. The Customer first consolidates to Level 1; if there are not enough items for that level, consolidate to Level 3; if there are not enough items for that level, consolidate to Level 4; if there are still not enough items, consolidate to Residue.

**Figure 4: NPS Levels for Grouping Mail**





## 2.3 Electronic Shipping Tools

Customers can obtain the Electronic Shipping Tools (EST), free of charge, by registering for a user ID and password at [www.canadapost.ca/obc](http://www.canadapost.ca/obc). For technical inquiries regarding the Electronic Shipping Tools (EST), please call the Technical Help Line at 1-800-277-4799.

Customers have the option of using either the Electronic Shipping Tools (EST) online, or the desktop version, which can be downloaded to prepare *Orders* offline and submitted later. This method reduces paperwork and opportunities for error, while providing added Customer convenience.

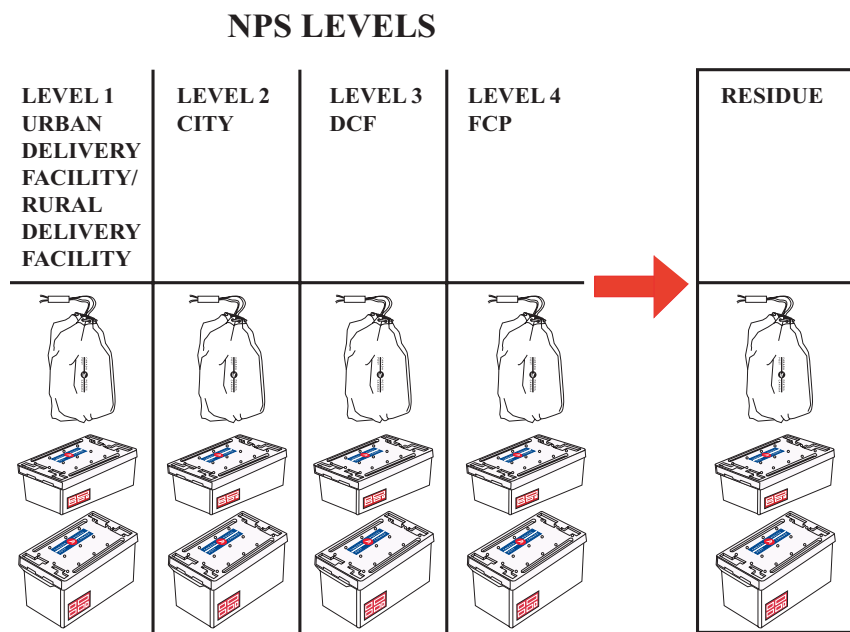
Customers can go to [www.canadapost.ca/obc](http://www.canadapost.ca/obc) for more information.

## 2.4 Using Containers

The Customer consolidates groupings in containers. The Customer can use lettertainers, flats tubs or bags for Addressed Admail and Publications Mail. Bags are the only containers allowed for Catalogue Mail.

The NPS groupings that the Customer places in a container determine the container’s NPS access level. For example, when the Customer does not have enough groupings for Level 1 consolidation, consider preparing a container for a Level 2 consolidation. Figure 5 shows the NPS access levels for containerization of mail. See section 5 “Place the Groupings in Containers (Step 3)” on page 19 for more information.

**Figure 5: NPS Levels for Containerization**



**NOTE :** Catalogue Mail uses only bags.

## 2.5 Steps for NDG Presort

The essential steps for NDG presortation are:

1. **Sequence the Mail (Step 1)** – This manual sort is by FSA only, but must be sequenced in NPS order.
2. **Group the Mail (Step 2)** – This step prepares the mail for placing it in containers.
3. **Place the Groupings in Containers (Step 3)** – Groupings are placed in containers in NPS order. Proper facing will ensure efficient handling of the mailing.
4. **Label the Containers (Step 4)** – Correct labelling ensures that mail is directed to the appropriate work centre within a Canada Post facility and/or downstream destination
5. **Make Up Monotainers and Pallets (Step 5)** – Monotainers and pallets make it much easier to move large volumes of mail and maintains the integrity of the presortation, ensuring efficient handling by Canada Post.

## 3 SEQUENCE THE MAIL (STEP 1)

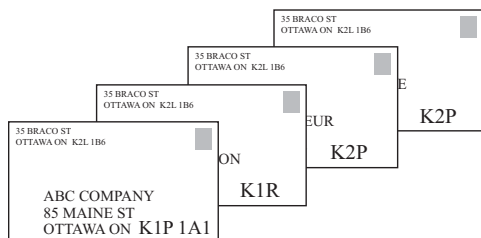
The first step in presorting mail is called sequencing. “Sequencing” is the process of placing the mail in the necessary order in preparation for NPS grouping, as enumerated below:

- NPS Level 1 Urban
- NPS Level 1 Rural
- NPS Level 3 Distribution Centre Facility (DCF)
- NPS Level 4 Forward Consolidation Point (FCP)

**NOTE :** Mail is not grouped to NPS Level 2 City Consolidation.

For all levels of sortation, Canada Post prefers sequencing in ascending order (i.e., from lowest to highest numerically or alphabetically; as shown in Figure 6). The Customer can use descending order, provided it is used consistently for the entire mailing.

**Figure 6: Sequencing the Mail**

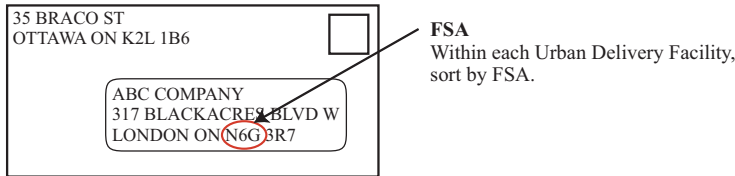


### 3.1 Sequencing Urban Mail (Level 1)

Sequence NPS Level 1 Urban mail items by the following information (as shown in Figure 7):

- Sort by Urban Delivery Facility in NPS order.
- Within each Urban Delivery Facility, sequence by the Forward Sortation Area (FSA) in NPS order.

**Figure 7: Sequencing Urban Mail (Level 1)**

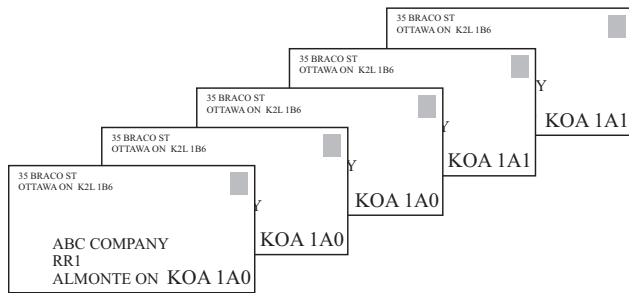


### 3.2 Sequencing Rural Mail (Level 1)

Sequence NPS Level 1 Rural mail items by the following information (as shown in Figure 8):

- Sort by Rural Delivery Facility in NPS order.
- Within each Rural Delivery Facility, sequence items by all six characters of the postal code, in alphanumeric order.

**Figure 8: Sequencing Rural Mail (Level 1) by Postal Code**



### 3.3 Sequencing Mail by DCF (Level 3)

DCF groupings typically consist of a combination of urban and rural mail. However, some major urban centres do not consolidate to a DCF (as shown in Table 4). These major urban areas consolidate to an FCP (Level 4).

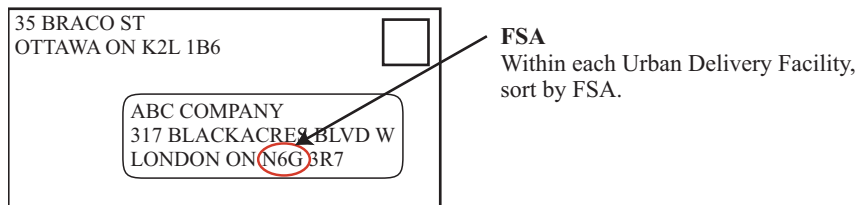
**Table 4: Major Urban Centres That Do not Consolidate to a DCF**

MAJOR CENTRE NAME	
Calgary AB	Québec QC
Edmonton AB	Regina SK
Halifax NS (includes Dartmouth)	Saint John NB
Hamilton ON	Saskatoon SK
Kitchener ON	Toronto ON (and Greater Toronto area)
London ON	Vancouver BC
Montréal QC	Victoria BC
Moncton NB	Windsor ON
Ottawa ON	Winnipeg MB

Where DCF consolidation is permitted, sequence mail items by the following information (as shown in Figure 9):

1. Within each DCF, sort by Urban Delivery Facility (Level 1) in NPS order.
2. Within each Urban Delivery Facility, sort by Forward Sortation Area (FSA), in NPS order.
3. Repeat 1 and 2 above for each Urban Delivery Facility.
4. After all Urban Delivery Facilities are sequenced, sequence by Rural Delivery Facility in NPS order.
5. Within each Rural Delivery Facility, sequence by all six characters of the postal code in alphanumeric order.

**Figure 9: Sequencing Mail by DCF (Level 3)**



### 3.4 Sequencing Mail by FCP (Level 4)

Sequence mail by FCP (Level 4) by the following information:

1. Sequence each FCP in NPS order.
2. Within each FCP, sort by DCF (Level 3) in NPS order.
3. Within each DCF where DCF consolidation is permitted, sort by Urban Delivery Facility (Level 1) and Rural Delivery Facility in NPS order.
4. Within each Urban Delivery Facility, sort by Forward Sortation Area (FSA) in NPS order.
5. Repeat 4 above for each Urban Delivery Facility.
6. After all Urban Delivery Facilities are sequenced, sort by Rural Delivery Facility in NPS order.
7. Within each Rural Delivery Facility, sequence by all six characters of the postal code in alphanumeric order.
8. Repeat 1–7 above for each DCF within the FCP.
9. For major urban centres where DCF consolidation is not permitted, sort by Urban Delivery Facility (Level 1) in NPS order within the Forward Consolidation Point (FCP).
10. Within each Urban Delivery Facility, sort by Forward Sortation Area (FSA), in NPS order.
11. Repeat 10 above for each Urban Delivery Facility that does not consolidate to a DCF within the FCP.

## 4 GROUP THE MAIL (STEP 2)

Grouping is the process of combining mail together by a common element.

**NOTE 1:** A minimum of 8 items is required for grouping Addressed Admail.

**2:** A minimum of 4 items is required for grouping Catalogue Mail.

**3:** A minimum of 6 items is required for grouping Publications Mail.

## 4.1 Grouping Elements

Key grouping elements for urban and rural mail are outlined in Table 5 (see also Figure :4 “NPS Levels for Grouping Mail” on page 6).

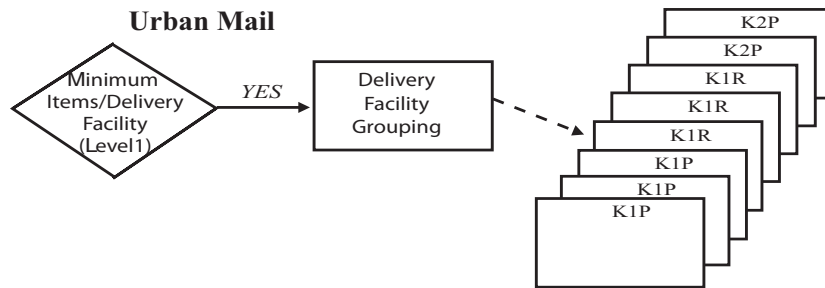
**Table 5: Grouping Elements**

GROUPING ELEMENT	DESCRIPTION	GROUPINGS CONSIST OF...
Urban Delivery Facility (Level 1)	Urban Delivery Facility	Two or more FSAs within a single Urban Delivery Facility
Rural Delivery Facility (Level 1)	Rural Delivery Facility	All rural addresses (identified by a 0 in FSA) where the first five characters of the postal code are identical
Distribution Centre Facility (DCF) (Level 3)	Level 3 is a combination of Urban Delivery Facilities (where DCF consolidation is permitted) and Rural Delivery Facilities	One or more Urban Delivery Facilities (where DCF consolidation is permitted) and/or Rural Delivery Facilities within the same DCF
Forward Consolidation Point (FCP) (Level 4)	Level 4 is a combination of DCF and/ or Urban Delivery Facilities that do not consolidate to a DCF	One or more DCFs within the same FCP and/or one or more Urban Delivery Facilities that do not consolidate to a DCF within the same FCP
Residue	Residue mail is mail that the Customer cannot make up in accordance with the NPS because of insufficient volume to qualify to consolidate to an NPS level	Any combination of the above, but must be sequenced in NPS order

## 4.2 Grouping Urban Mail (Level 1)

For Urban mail (Level 1), if the Customer has the minimum number of items for the service option (8 for Addressed Admail; 4 for Catalogue Mail; 6 for Publications Mail) for a Delivery Facility, create an Urban Delivery Facility grouping (as shown in Figure 10).

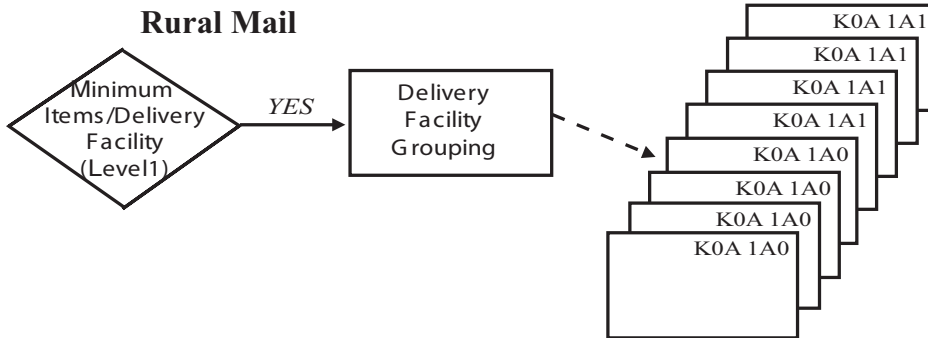
**Figure 10: Grouping mail by Urban Delivery Facility (Level 1)**



### 4.3 Grouping Rural Mail (Level 1)

For Rural mail (Level 1), group mail by Rural Delivery Facility. In the example in Figure 11, the first five characters of the postal code represent the Rural Delivery Facility.

**Figure 11: Grouping mail by Rural Delivery Facility (Level 1)**

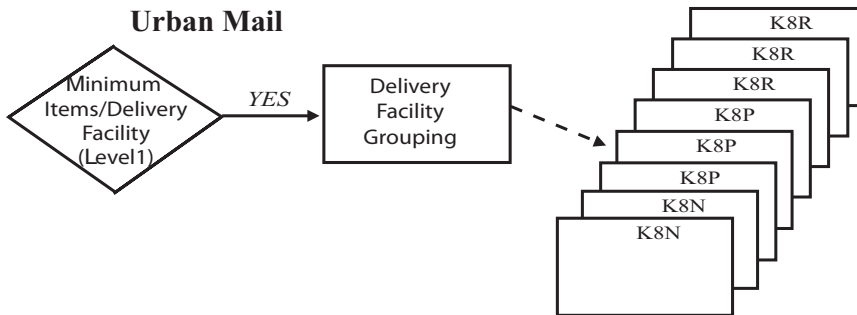


### 4.4 Grouping Mail for DCF (Level 3)

DCF groupings typically consist of a combination of urban and rural mail. However, some major urban centres do not consolidate to a DCF (see Table 4: “Major Urban Centres That Do not Consolidate to a DCF” on page 9). The NPS identifies DCFs that permit consolidation.

Group mail for DCF (Level 3) as indicated by the NPS. For example, Figure 12 shows a grouping of FSAs beginning with K8N, K8P and K8R, for DCF Belleville ON STN MAIN – K1P 5J0.

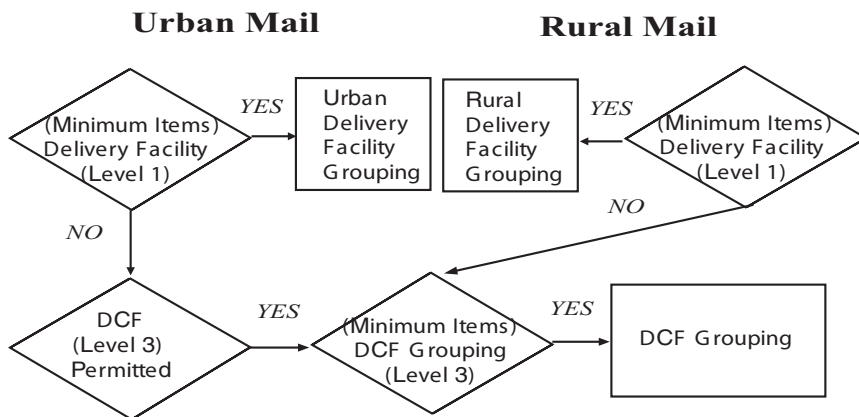
**Figure 12: Grouping Mail by DCF (Level 3)**



If the Customer does not have the minimum number of items required for an Urban Delivery Facility grouping, the urban mail may be combined with rural mail within the same DCF (Level 3), as indicated by the NPS, to create a DCF grouping.

Figure 13 shows how urban and rural mail can be combined for a DCF grouping.

**Figure 13: DCF Grouping (Level 3)**



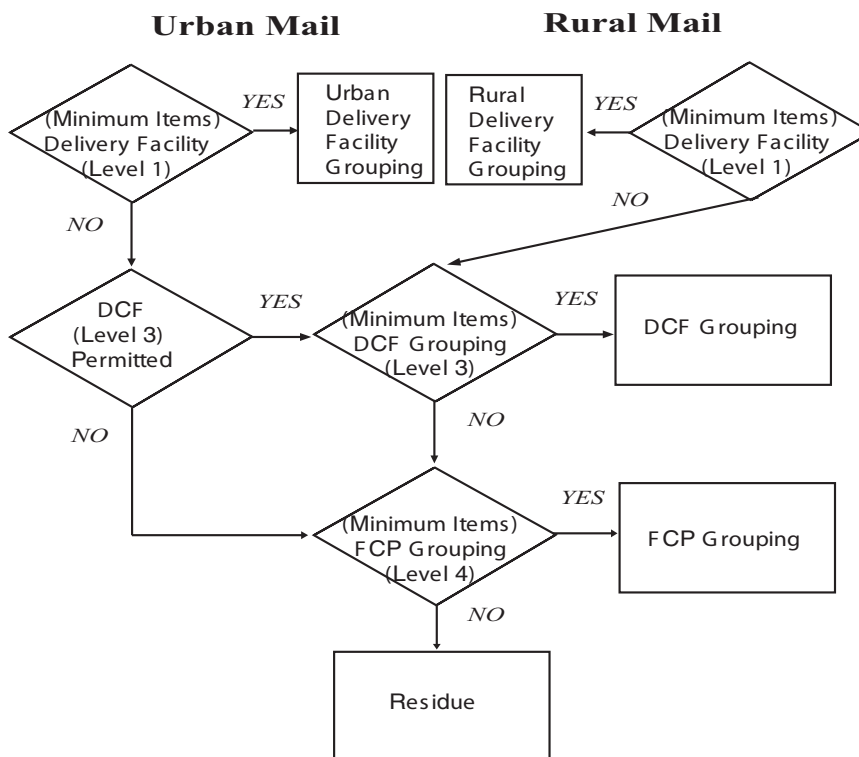
If the Customer does not have the minimum number of items required for a DCF grouping, create an FCP grouping. See section 4.5 “Grouping Mail for FCP (Level 4)” on page 13 for more information.

If there are not enough items for a grouping at Level 1 for major urban centres where DCF consolidation is not permitted, consolidate at an FCP (Level 4).

## 4.5 Grouping Mail for FCP (Level 4)

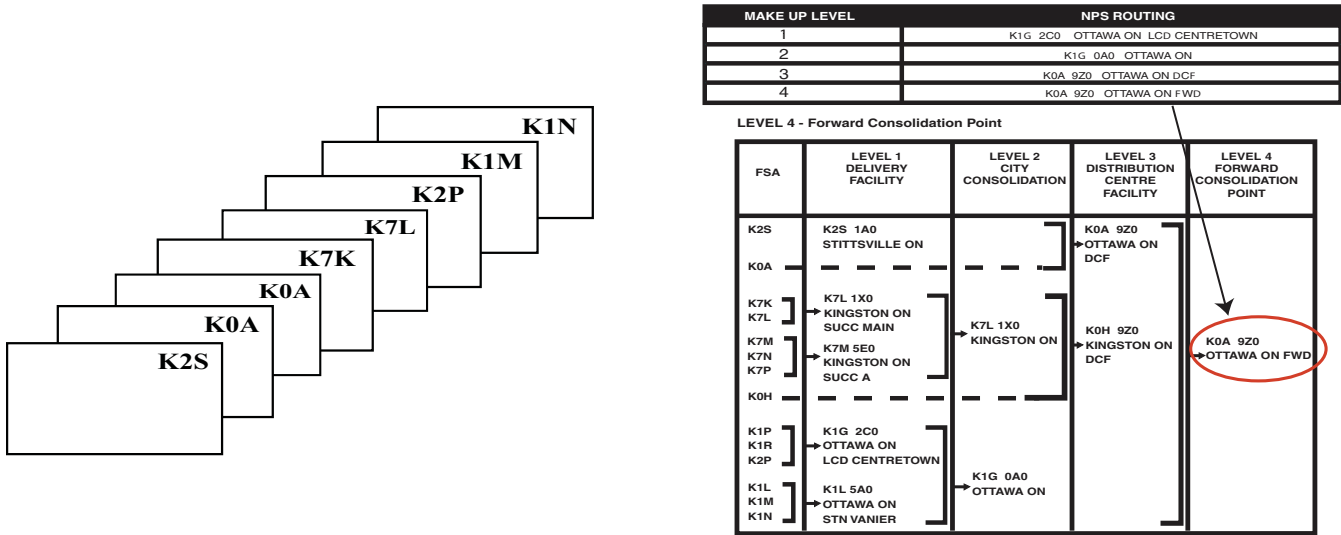
FCP (Level 4) groupings typically consist of a combination of mail destined for major urban/rural delivery facilities and mail destined for Distribution Centre Facilities (DCFs) within the same FCP for which there are not enough items per DCF. Figure 14 shows how mail can be combined for an FCP grouping.

**Figure 14: FCP Grouping (Level 4)**



Group mail for FCP as indicated by the NPS (as shown in Figure 15).

Figure 15: Grouping Mail for FCP



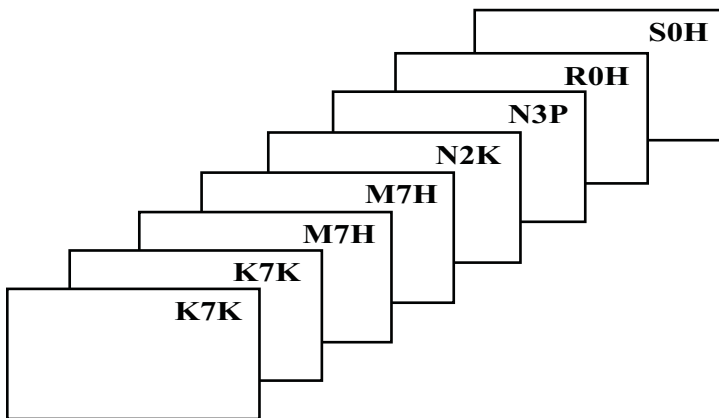
## 4.6 Grouping Mail for Residue

Residue mail is mail that the Customer cannot make up in accordance with the NPS because there is not enough mail volume to qualify to consolidate to an NPS level. Residue mail must be labelled to and worked at the originating Office of Deposit.

If the Customer does not have the minimum number of items required for an FCP grouping, then create a Residue grouping. The Residue grouping has no minimum number of items. All items must be facing the same way with the address visible on the top side of the grouping.

- Group mail for Residue in NPS order (as shown in Figure 16).

Figure 16: Grouping Mail for Residue





## 4.7 Bundling Groupings

To maintain the integrity of the mail presortation during handling, groupings are placed within containers (that is, hardsided containers or bags) and are segregated by bundling, which includes shrink-wrapping.

**NOTE :** NDG Presort does not identify groupings using separator cards or edgemarking.

DCF, FCP and Residue groupings must be identified for each bundle.

A “bundle” describes a number of mail items secured together by strapping (using elastic bands, string or plastic straps) or by shrink-wrapping. The maximum thickness of a bundle is shown in Table 6.

**Table 6: Bundling Specifications**

MAXIMUM THICKNESS	MINIMUM NUMBER OF ITEMS*
100 mm (4 inches) for S/L	<ul style="list-style-type: none"> <li>• 4 for Catalogue</li> <li>• 6 for Publications Mail</li> <li>• 8 for Addressed Admail</li> </ul>
200 mm (8 inches) for O/S	<ul style="list-style-type: none"> <li>• 4 for Catalogue</li> <li>• 6 for Publications Mail</li> <li>• 8 for Addressed Admail</li> </ul>

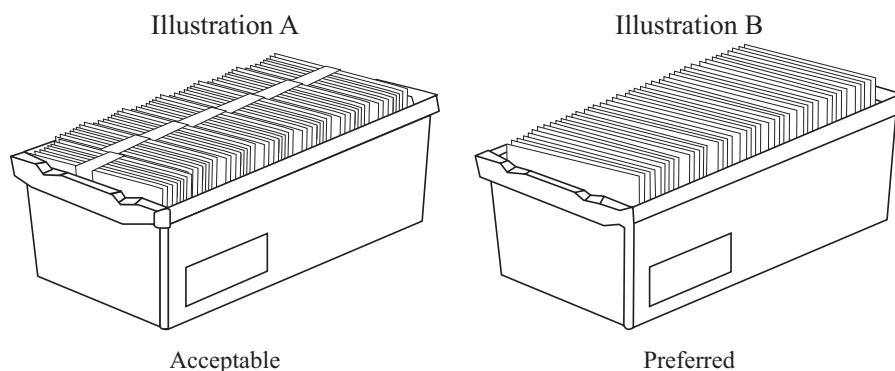
\* The maximum thickness takes precedence over the minimum number of items. The last, Residue, bundle has no minimum number of items, although it still must follow the rules for maximum thickness per bundle or grouping.

When a bundle exceeds the maximum thickness and there are sufficient items to create a full second bundle, it is preferable to split the total number of items into two equal bundles, rather than create one full bundle and one very small bundle. For example, if the Customer has a S/L bundle of 52 items with a thickness of 125 mm, make two bundles of 26 items.

If a bundle exceeds the maximum thickness, and there are insufficient items to create a full second bundle, it is acceptable to split the bundle, resulting in fewer than the minimum number of items in the second bundle rather than creating a Residue bundle. For example, if the Customer has an O/S bundle of 11 items with a thickness of 250 mm, split the bundle into two bundles, one containing six items and the other containing five.

**NOTE :** Do not bundle mail when the Customer has a full hardsided container of mail for Level 1 of the NPS (Urban or Rural Delivery Facility).

**Figure 17:**



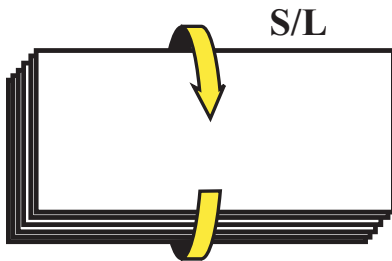
**NOTE :** For Urban and Rural Delivery Facilities only (Level 1 of the NPS). If the Customer has sufficient items to meet the lettertainer fill requirement, the option of not strapping the bundles is available. They must, however, be placed in NPS sequence within the lettertainer (see illustrations A and B). Should the Customer have an additional lettertainer that is less-than-full, addressed to the same Delivery Facility, the items within the last container must be bundled and single-strapped to maintain the integrity of the sortation and bundling.

### 4.7.1 SINGLE STRAPPING (HARDSIDED CONTAINERS)

Strapping must be strong enough to hold the bundle together when held vertically, without the contents sliding. Single-strapping (as shown in Figure 18) is sufficient for the following types of mail to be placed in hardsided containers:

- Short/Long (S/L) Addressed Admail (AA) and Publications Mail, and
- Oversize (O/S) AA and Publications Mail grouped for Level 1 of the NPS only.

**Figure 18: Single-Strapping (Hardsided Containers)**



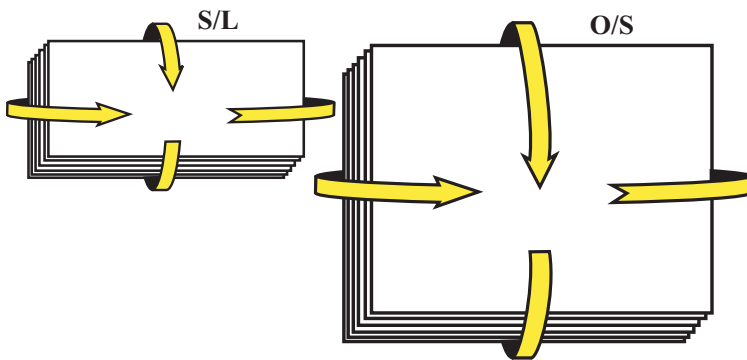
### 4.7.2 DOUBLE-STRAPPING (BAGS AND HARDSIDED CONTAINERS)

Strapping must be strong enough to hold the bundle together when held vertically, without the contents sliding. Double-strapping must be used for all items to be placed in bags and for O/S items in hardsided containers as listed (as shown in Figure 19):

- Short/Long (S/L) AA and Publications Mail (bags)
- Oversize (O/S) AA, Catalogue Mail and Publications Mail (bags), and
- Oversize (O/S) AA and Publications Mail (hardsided containers), but not for Level 1.

**Figure 19: Double Strapping (Bags and Hardsided Containers)**

#### Bags and Hard-sided Containers



*Note: Double-strap all bundles for use in bags.*

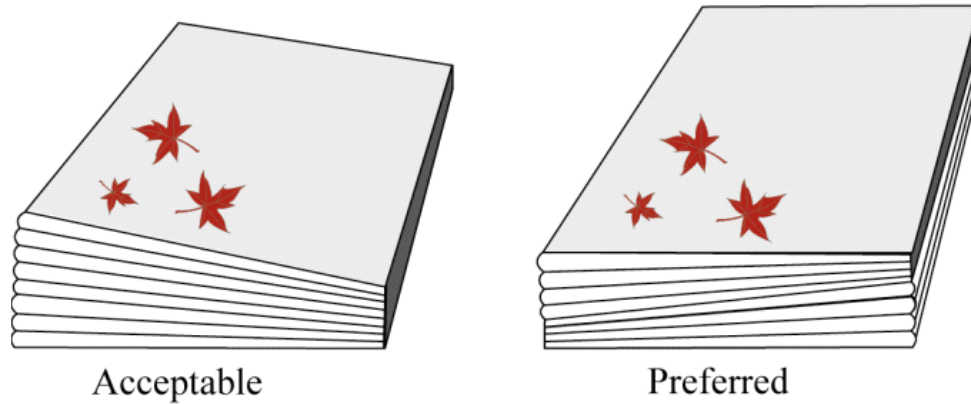
### 4.7.3 SHRINK-WRAPPING

Shrink-wrapping is an acceptable method of bundling O/S items of Addressed Admail and Publications Mail items. The plastic used for the shrink-wrapping must be strong enough to ensure the bundle remains secured during handling.

#### 4.7.4 UNEVEN SPINES

A bundle with publications whose spines make the mail pile uneven may have the bottom half of the bundle with its spines facing one way and the top half with its spines facing the other way to create a level bundle (as shown in Figure 20). All destination addresses and postal indicia must still face in the same direction.

**Figure 20: Bundling Uneven Spines**



### 4.8 Labelling Bundles

When bundling, the Customer must use a bundle label (also called a facing slip) to identify DCF (Level 3), FCP (Level 4) and Residue groupings (as shown in Table 7).

**Table 7: Labelling Bundles**

NPS LEVEL	GROUPING	LABEL REQUIRED
Not Applicable	Forward Sortation Area	No
Level 1	Urban Delivery Facility	No
Level 1	Rural Delivery Facility	No
Level 3	Distribution Centre Facility (DCF)	Yes
Level 4	Forward Consolidation Point (FCP)	Yes
Not Applicable	Residue	Yes

#### 4.8.1 BUNDLE LABEL SPECIFICATIONS

Bundle labels must be 86 mm high by 95 mm wide. They must be white and securely fastened to the bundle. For shrink-wrapped bundles, labels can be placed, but not glued, on or under the plastic film; however, the label contents must remain clearly visible.

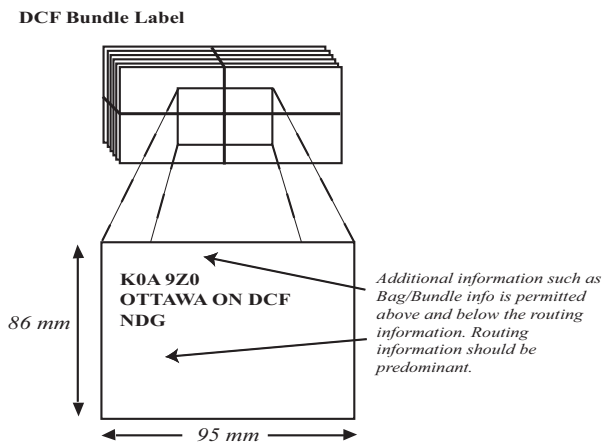
### 4.8.2 LABELS FOR DISTRIBUTION CENTRE FACILITY (DCF) BUNDLES

For DCF bundles, the label must include the following routing information:

- postal code of the DCF, as per the NPS, e.g., K0A 9Z0;
- name of the DCF, e.g., OTTAWA ON DCF; and
- service option, i.e., NDG.

Additional information, such as which bag or which bundle, is permitted above or below the routing information. However, the routing information must be predominant. Figure 21 shows a sample bundle label for a DCF grouping.

**Figure 21: DCF Bundle Label**



### 4.8.3 LABELS FOR FORWARD CONSOLIDATION POINT (FCP) (LEVEL 4) BUNDLES

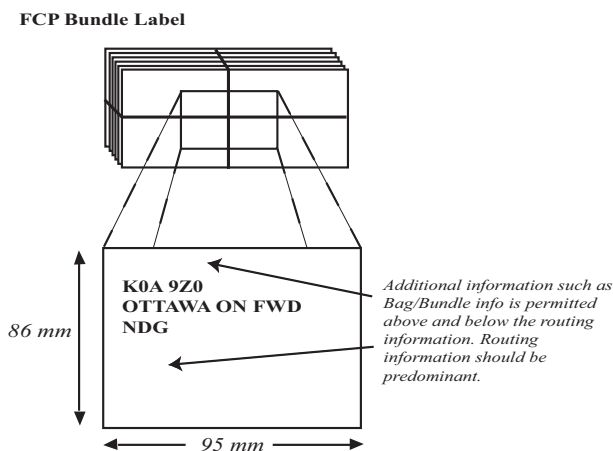
For FCP groupings, the label must include the following routing information:

- postal code of the FCP, e.g., K0A 9Z0
- name of FCP, e.g., OTTAWA ON FWD, and
- service option, e.g., NDG.

Additional information, such as bag/bundle information, is permitted above or below the routing information. However, the routing information must be predominant.

Figure 22 shows a sample label for an FCP grouping.

**Figure 22: FCP Bundle Label**



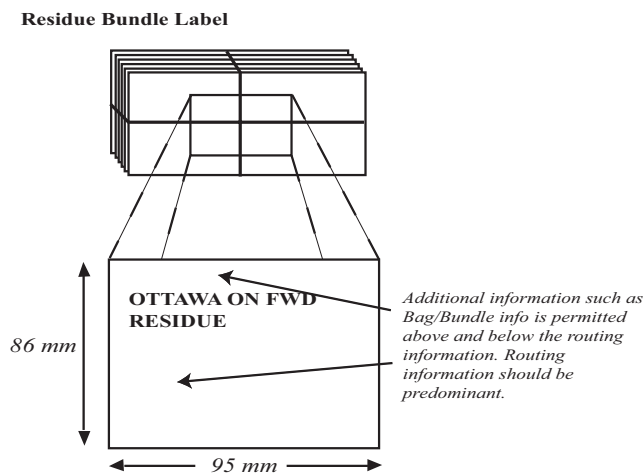
## 4.9 Labelling Residue

Labels for Residue groupings cannot show a postal code. Instead, the label must include the following routing information:

- name of the Office of Deposit with the forward abbreviation “FWD”, e.g., OTTAWA ON FWD
- the word “Residue”, and
- the service option, e.g., NDG.

Additional information, such as bag/bundle information, is permitted above or below the routing information. However, the routing information must be predominant.

**Figure 23: Residue Bundle Label**



## 5 PLACE THE GROUPINGS IN CONTAINERS (STEP 3)

Canada Post accepts four types of containers, including two types of hardsided containers and two types of bags, as described below. The same type of container must be used for the entire deposit.

**NOTE :** The Customer cannot use hardsided containers for Catalogue Mail.

### 5.1 Hardsided Containers

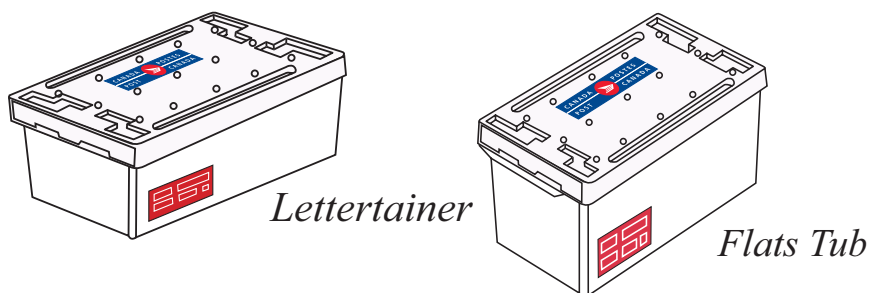
There are two basic types of hardsided containers:

**Lettertainers** (as shown in Figure 24) are used for Short and Long (S/L) for:

- Publications Mail
- Addressed Admail

**Flats tubs** (as shown in Figure 24) are used for Oversize (O/S) for **Publications Mail**.

**Figure 24: Hardsided Containers**



**NOTE :** Other hardsided containers may be used with prior approval from Canada Post.

The maximum weight of a hardsided container (including the container) cannot exceed 25 kg. All containers must be deposited with lids unless other local arrangements have been made with a Canada Post Representative. Table 8 lists the specifications for hardsided containers.

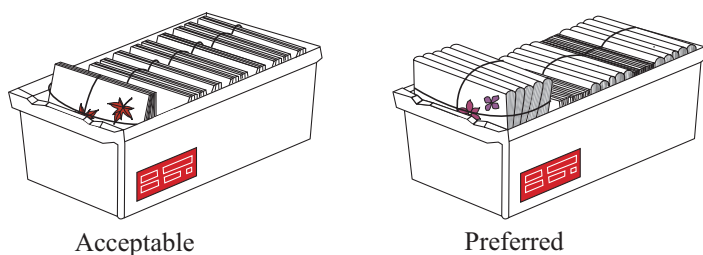
**Table 8: Hardsided Container Specifications**

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

Face all bundles in the same direction (as shown in Figure 27).

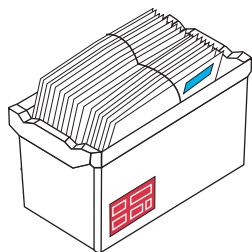
To maximize the use of space for uneven bundles, the preferred method is to have all spines lined up in each bundle, but alternate the bundles. However, it is acceptable to place the mail so that all the spines rest on the bottom of the container or at the top (as shown in Figure 25).

**Figure 25: Uneven Bundles**



Mail can be placed lengthwise in the container (as shown in Figure 26), but only when none of the other options can be used.

**Figure 26: Lengthwise Direction**



### 5.1.1 HARSDIDED CONTAINER FILL REQUIREMENTS

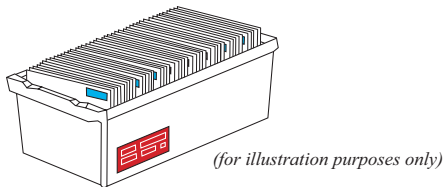
All containers should be full (as shown in Figure 27). While the ideal is that all containers be 100% full, the minimum acceptable is:

- 95% full when more than one container is going to the same destination, and
- 70% percent full when only one container is going to a specific destination.

A container is considered full when:

- the contents and the container weigh 25 kg. This maximum weight must not be exceeded, even if the Customer needs to reduce the number of items in the container, or
- if it weighs less than 25 kg, then the container's contents, when the container is tipped on its short end at a 45–90° angle, are compressed by their own weight to fill at least 95% of the container's length if more than one container is going to a specific destination or 70% when only one container is going to a destination. If such a container contains less than 70%, consolidate that mail to the next level.

**Figure 27: Example of a Full Container**



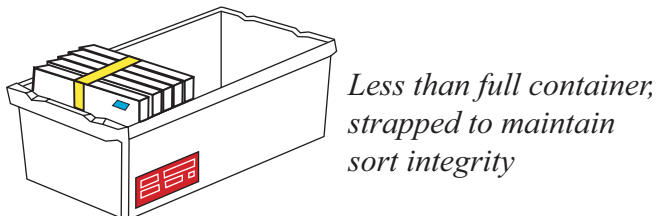
*Full Lettertainer  
(for S/L mail only)*

There is no minimum fill requirement when there is only one Residue container.

### 5.1.2 DEALING WITH LEFTOVER MAIL ITEMS FOR HARSDIDED CONTAINERS

After the Customer has filled as many hardsided containers as possible to the same destination and still has mail items to that destination left over, the Customer may prepare one less-than-full container for that destination. The less-than-full container has no minimum fill requirement, but the Customer must keep the mail in its presorted order by strapping or bundling the mail items. The Customer may use single-strapping for O/S bundles in hardsided containers accessing Level 1 of the NPS. For all other types of mail, use double-strapping (as shown in Figure 28).

**Figure 28: Less-than-full Container, Single Strapping**



Here are some guidelines for dealing with leftover mail items that cannot fill a container:

- **Urban consolidation applies to those Urban Delivery Facilities with no DCF (Level 3) consolidation** – Where there is sufficient volume to fill at least one container for an Urban Delivery Facility, prepare a container for that Facility. If not, where there is sufficient volume to fill at least one container at the City Level (Level 2), prepare a City container. If there is less than one container at the City Level, prepare an FCP container. If there is less than one container of FCP, place the mail in a Residue container. (The last Residue container has no minimum number of groupings.)
- **Urban consolidation applies to those Delivery Facilities with DCF (Level 3) consolidation** – For urban mail, where there are sufficient groupings to fill at least one container for an Urban Delivery Facility, prepare a container for that facility. If not, where there are sufficient groupings to fill at least one container at the City Level (Level 2), prepare a City container. If not, the urban groupings, the rural groupings and the DCF groupings (Level 3), can be combined to create a DCF container. If not, where there are sufficient urban and rural groupings, DCF groupings within the same FCP and that FCP (Level 4), combine the groupings to prepare an FCP container. If there is less than one container for the FCP, place this mail in the Residue container.
- When the Customer cannot fit the last bundle into a container, and without the last bundle the container would be less than 95% full, the bundle may be broken, ensuring that the minimum number of items is in the next container. If the minimum bundle requirement cannot be met, the Customer may move the whole bundle into the next container and leave the other container at less than 95% full.

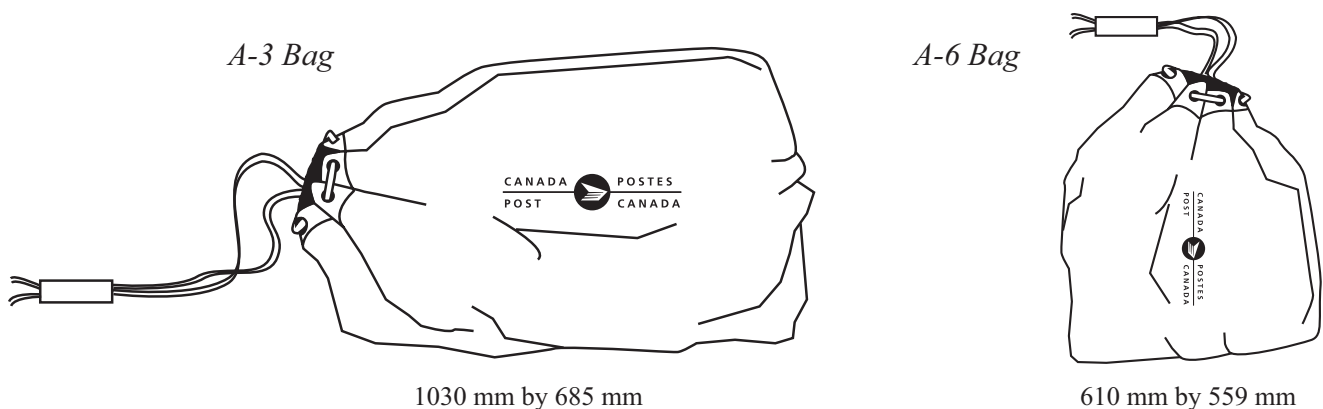
## 5.2 Bags

There are two types of bags (as shown in Figure 29):

- **Large bags (A-3)** are used for Short and Long (S/L) and Oversize (O/S) Publications Mail and Addressed Admail. A large bag must contain at least 6 bundles or weigh at least 7 kg.
- **Small bags (A-6)** are used for Short and Long (S/L) and Oversize (O/S) Publications Mail and Addressed Admail. A small bag must contain at least 4 bundles or weigh at least 3.5 kg.

If the Customer is using bags, the entire mailing must be in the same-sized bags.

**Figure 29: Large (A-3) and Small (A-6) Bag**





The maximum weight of a bag (including the bag) cannot exceed 25 kg. Table 9 lists the specifications for bags.

**Table 9: Bag Specifications**

BAG TYPE	WEIGHT	LENGTH	WIDTH	MAX WEIGHT (INCLUDING BAG)	MIN. NUMBER OF BUNDLES/WEIGHT
Large bag (A-3)	1 kg	1030 mm	685 mm	25 kg	6 bundles or 7 kg
Small bag (A-6)	0.5 kg	610 mm	559 mm	25 kg	4 bundles or 3.5 kg

If there are not six (6) bundles or 7 kg required to fill a large bag or the four (4) bundles or 3.5 kg needed to fill a small bag, consolidate the mail to the next level. However, the Customer cannot consolidate to the next level mail that qualifies for containerization at Level 1 (see section 5.3 “Levels of Containerization” on page 23 for more information). For example, if the Customer has 22 bundles for a Delivery Facility and has placed a maximum of 20 bundles weighing 25 kg in one bag, all 22 bundles must be containerized to the Delivery Facility. The two remaining bundles cannot be consolidated to the next level. In this instance, the Customer would put the two bundles in another bag for DF (Level 1), but only because the Customer already has at least one full container to the Delivery Facility.

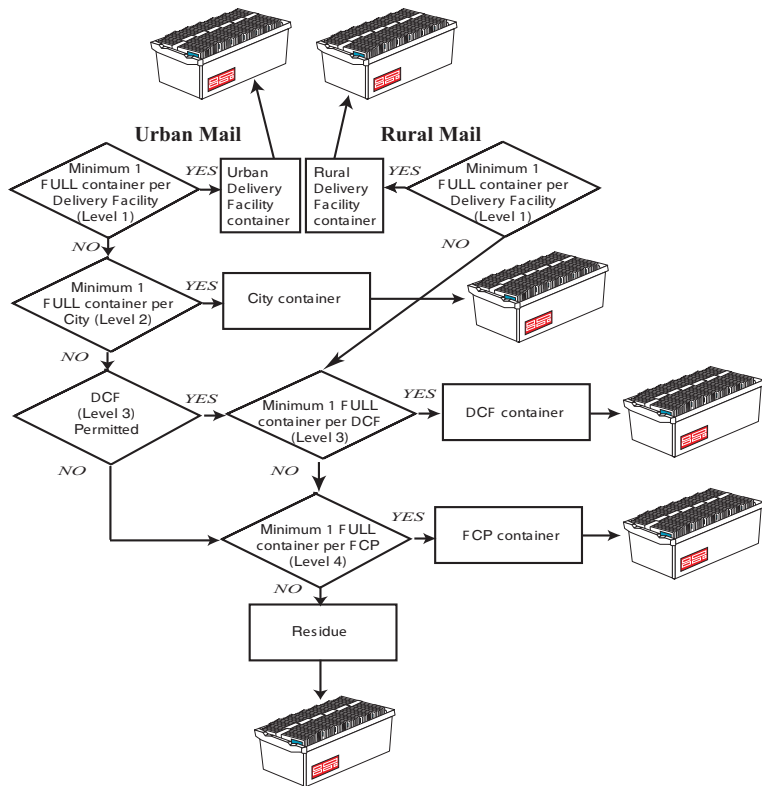
## 5.3 Levels of Containerization

When placing groupings in containers, the Customer needs to consider how to sort them and how much mail is needed to fill a container for a type of delivery facility (see section 5.3.1 “Rules for Consolidating Mail in Containers” on page 24).

Table 10 lists how to use groupings to consolidate mail in containers. Figure :30 “Consolidating Mail in Containers” on page 24 shows the steps for deciding when to consolidate to the next level.

**Table 10: Elements for Consolidating Mail in Containers**

CONSOLIDATING ELEMENT	CONTAINERS CONSIST OF GROUPINGS FOR..
Urban Delivery Facility (Level 1)	Urban Delivery Facility
Rural Delivery Facility (Level 1)	Rural Delivery Facility
City Consolidation (Level 2)	Urban Delivery Facility in the same city when there are not enough mail items to fill at least one container for Urban Delivery Facility
Distribution Centre Facility (DCF) (Level 3), where permitted	Urban Delivery Facility and Rural Delivery Facility in the same DCF that could not fill a container for Level 1 or Level 2
Forward Consolidation Point (FCP) (Level 4)	Urban Delivery Facility, Rural Delivery Facility and DCF in the same FCP and/or one or more Urban Delivery Facilities that do not consolidate to a DCF within the same FCP that could not fill a container for Level 1, Level 2 or Level 3
Residue	Any combination of items that could not fill a container for Level 1, Level 2, Level 3 or Level 4

**Figure 30: Consolidating Mail in Containers**

### 5.3.1 RULES FOR CONSOLIDATING MAIL IN CONTAINERS

Follow these rules for consolidating mail in containers:

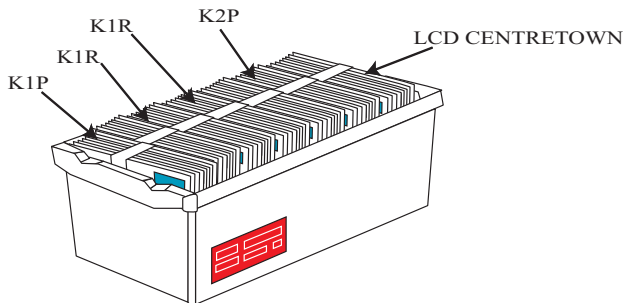
- consolidate to the lowest grouping/container possible
- if there are sufficient groupings to fill at least one container for a Delivery Facility (Level 1), create a container for that facility
- if there are sufficient groupings to fill at least one container for City (Level 2), create a City container
- in the major urban area where DCF (Level 3) consolidation is not permitted, if the Customer is unable to create a Delivery Facility (Level 1) or a City (Level 2) container, create an FCP (Level 4) container
- where DCF (Level 3) consolidation is permitted and if the Customer is unable to fill at least one container to a Delivery Facility (Level 1), or one container to a City (Level 2), create a DCF (Level 3) container with the urban, rural and DCF groupings
- if the Customer does not have sufficient groupings to meet the minimum fill requirement of a DCF (Level 3) container, create an FCP (Level 4) container
- if the Customer does not have sufficient groupings to meet the minimum fill requirement of a FCP (Level 4) container, create a Residue container.

## 5.4 Sequencing Groupings within Hardsided Containers

It is important to maintain the integrity of the presort that the Customer and/or the software has already done. Here are some rules for placing groupings in hardsided containers (sequencing is not required when bags are used):

1. Consider first whether the Customer has enough mail for a single Urban Delivery Facility or single Rural Delivery Facility (both Level 1) to fill at least one container. If not, consolidate the mail to the Level 2, City Consolidation, and determine whether the Customer has enough for at least one container. If not, consolidate to a DCF, where permitted. If none of these options are viable, consolidate to Level 4, FCP. For information regarding Residue, see section 5.4.1 “Residue Containers” on page 25.
2. Maintain **NPS** order as the Customer places the mail in containers.
3. Face all mail in the same direction.
4. If the Customer has two rows of mail in the same container, have the first row start on the left moving from front to back and the second row start where the first row left off, also moving from front to back (as shown in Figure 31).

**Figure 31: Sequencing Two Rows of Mail in a Hardsided Container**

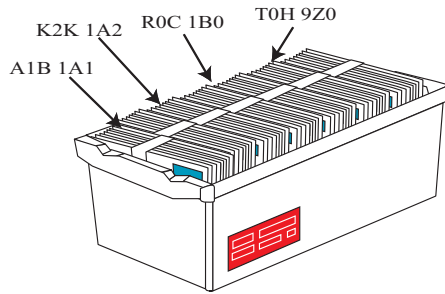


### 5.4.1 RESIDUE CONTAINERS

For mail that cannot fit in containers consolidated to the four NPS levels, prepare a Residue container and sequence the mail as follows:

1. If there is only one Residue grouping, place it in NPS order in its own container. (This container would not have to be consolidated in a monotainer or a pallet.)
2. Sequence by Forward Consolidation Point (FCP) (Level 4) in NPS order.
3. Then, within each Forward Consolidation Point, sequence by Distribution Centre Facility (Level 3) in NPS.
4. Then, within each Distribution Centre Facility (DCF), sequence by Urban Delivery Facility (Level 1) where DCF consolidation is permitted in NPS order.
5. Within each Urban Delivery Facility, sequence by Delivery Facility groupings in **NPS** order.
6. Repeat this step for each Urban Delivery Facility within a DCF.
7. Then, sequence by Rural Delivery Facility, by postal code in alphanumeric order.
8. Then, sequence by DCF grouping (Level 3) in NPS order.
9. Repeat Steps 2 through 5 above for each DCF within a FCP.
10. Then, sequence by City where DCF consolidation is not permitted in NPS order.
11. Repeat this step for each Urban Delivery Facility that does not consolidate to a DCF within an FCP.
12. Then, sequence by FCP (Level 4) groupings in NPS order.
13. Repeat Steps 2 through 8 for each FCP, in NPS order.
14. Then sequence by Residue grouping in NPS order.

**Figure 32: Residue Container**



## 6 LABEL THE CONTAINERS (STEP 4)

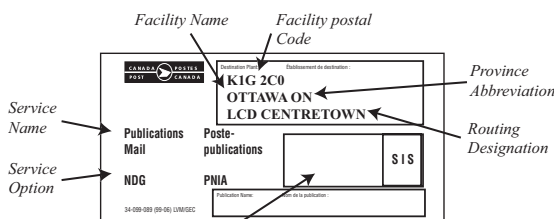
All containers must be labelled to their destination using routing information determined from the National Presortation Schematic (NPS). Correct labelling of containers ensures that mail is directed to the appropriate work centre (e.g., City, FWD) within a Canada Post facility.

### 6.1 Labels/Tags, Service and Routing Information

Container labels and bag tags must be bilingual and include the following information (as shown in Figure 33):

- Service name (Addressed Admail, Catalogue or Publications Mail)
- Service option (e.g., NDG)
- NPS routing information (see section 6.1.1 “NPS Routing Information” on page 27 for more information) as follows:
  - facility postal code
  - facility name (e.g., OTTAWA), province abbreviation (e.g., ON, MB, SK), and
  - routing designation (e.g., STN Vanier, LCD Centretown).

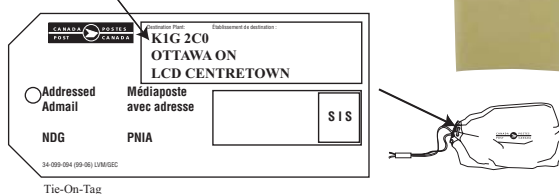
**Figure 33: Labels/Tags, Service and Routing Information**



*For Time-committed Publications Mail this area is reserved for a Terra cotta bar.*

*This label can also be used for bags if vinyl label holder option is used.*

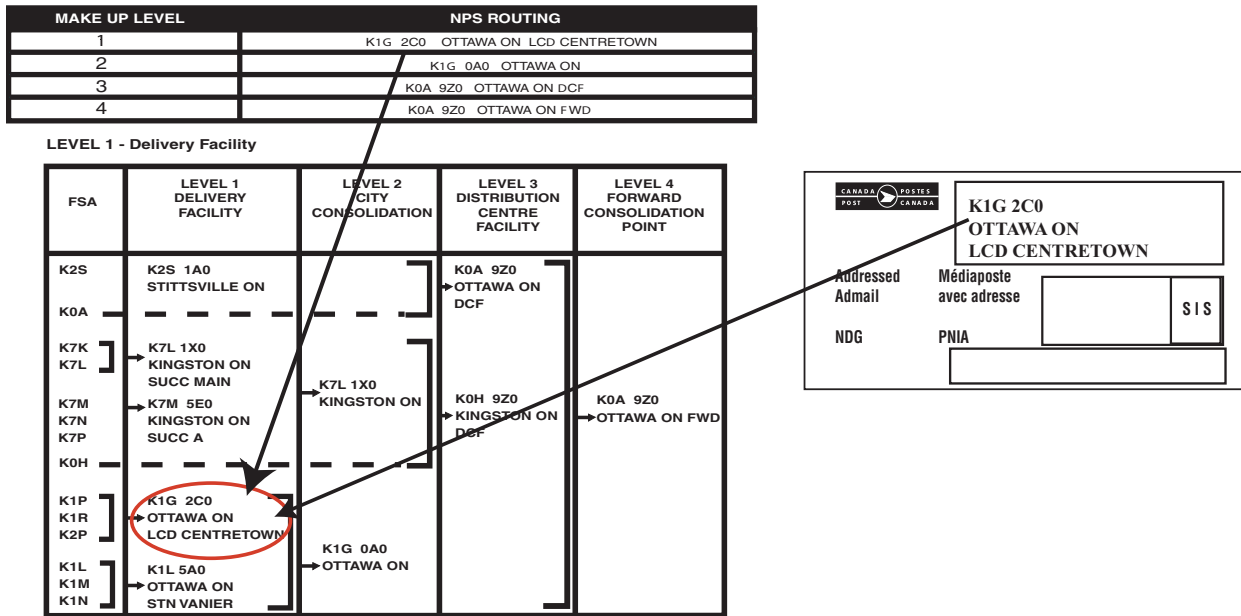
It is preferred to print NPS routing information here.



### 6.1.1 NPS ROUTING INFORMATION

Figure 34, Figure 35, Figure 36, Figure 37, and Figure 38 show examples of how to determine routing information from the National Presortation Schematic (NPS).

**Figure 34: Routing Information, Urban Delivery Facility (Level 1)**



**Figure 35: Routing Information, Rural Delivery Facility (Level 1)**

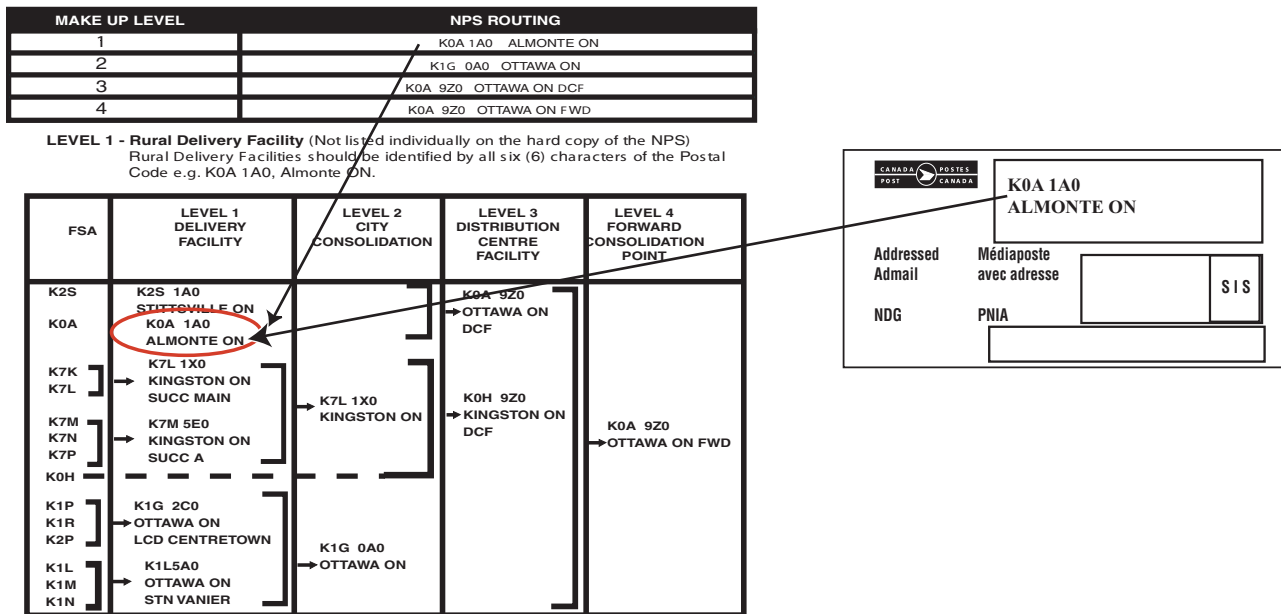


Figure 36: Routing Information, City Consolidation (Level 2)

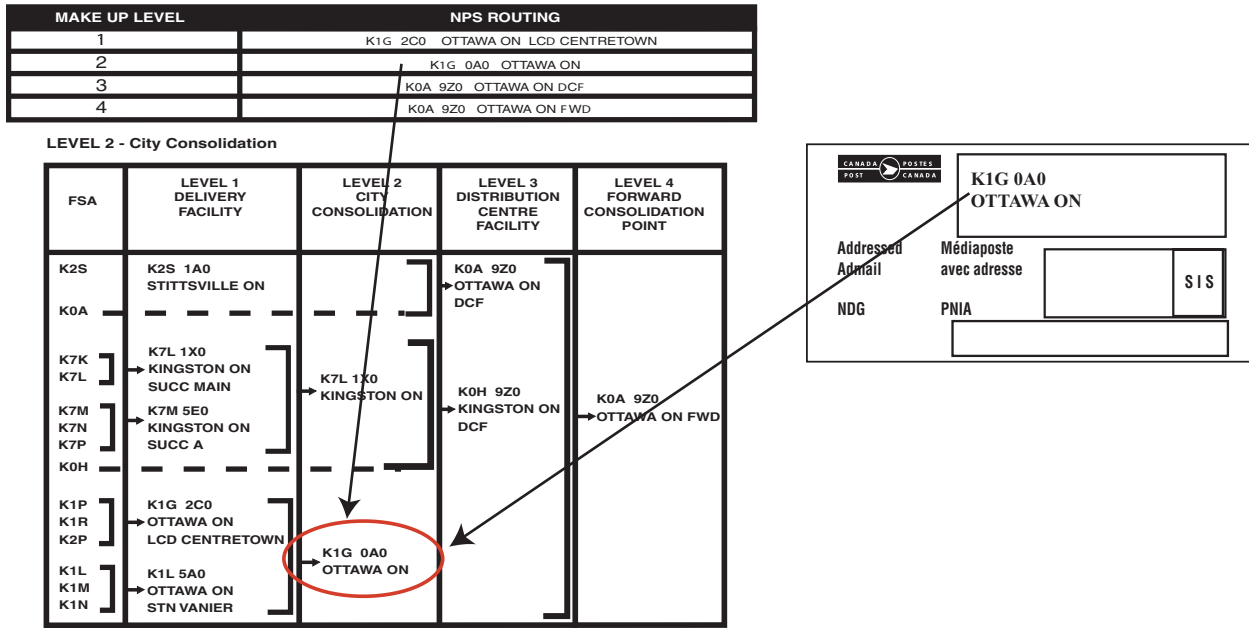
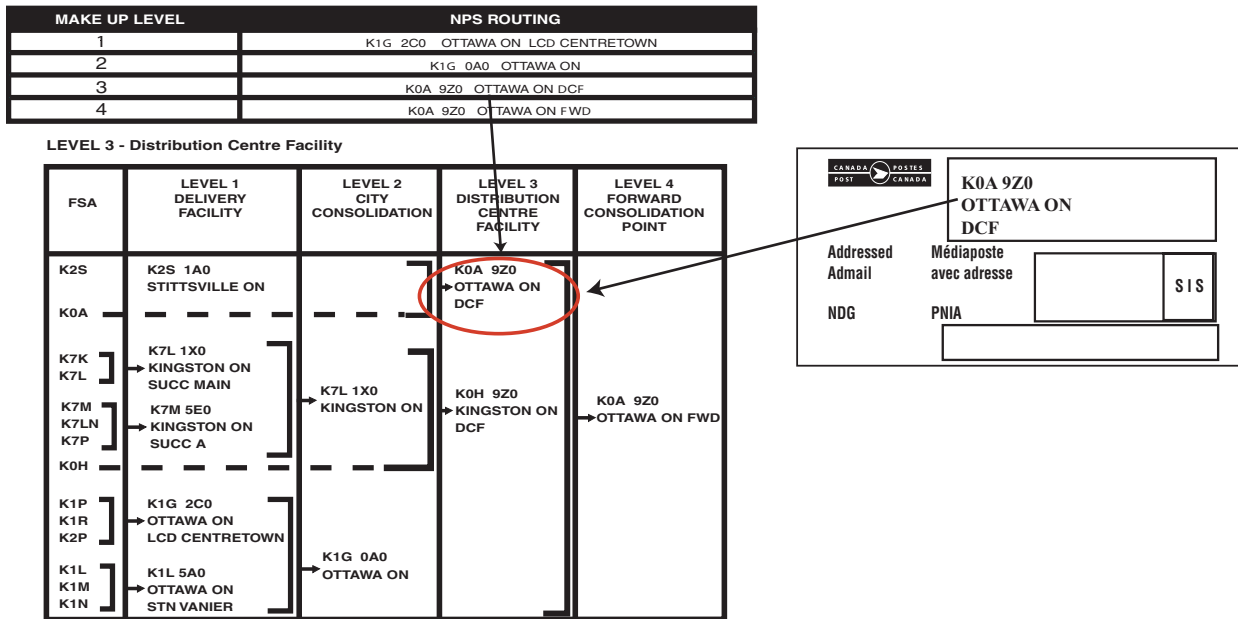
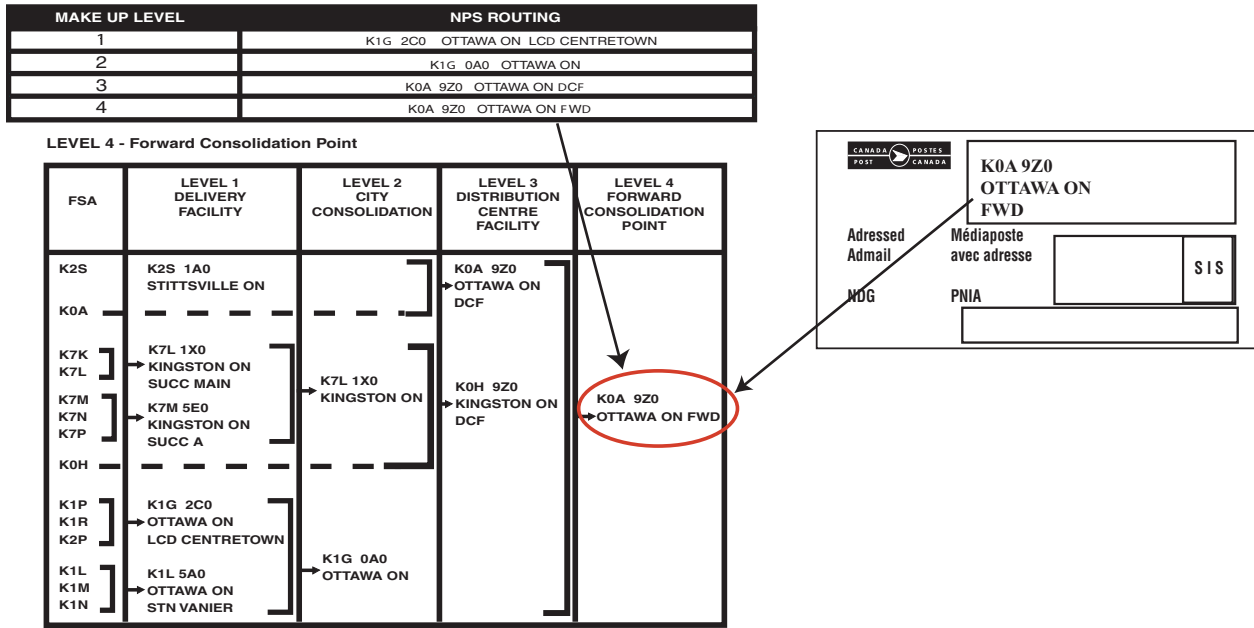


Figure 37: Routing Information, DCF (Level 3)



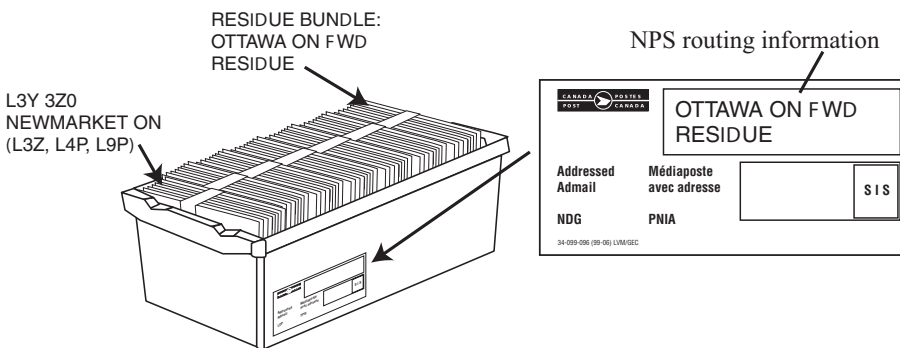
**Figure 38: Routing Information, FCP (Level 4)**



**6.1.1.1 Labelling Residue Containers**

Labels for Residue containers and bags require the name of the Office of Deposit, as well as FWD and the word "Residue" (as shown on Figure 39). In certain areas, a Canada Post Representative may request that the Customer address the Residue containers/bags to the office responsible for processing the Residue mail instead of the Office of Deposit.

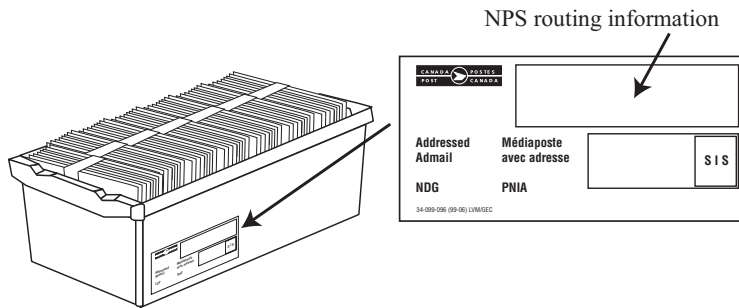
**Figure 39: Routing Information for Residue Containers**



## 6.2 Labelling Hardsided Containers

Labels must be placed in the label holder on hardsided containers (as shown on Figure 40) before being deposited.

**Figure 40: Label Holder, Hardsided Containers**



**Table 11: Labelling Containers**

NPS LEVEL	CONTAINER	LABELLED TO...
<b>Delivery Facility (Level 1)</b>	FSA Direct	Urban Delivery Facility
	Urban Delivery Facility	Urban Delivery Facility
	Rural Delivery Facility	Rural Delivery Facility
<b>City Consolidation (Level 2)</b>	City	City
<b>DCF (Level 3)</b>	Distribution Centre Facility	Distribution Centre Facility
<b>FCP (Level 4)</b>	Forward Consolidation Point	Forward Consolidation Point
<b>Residue</b>	Residue	Office of Deposit
		FWD
		Residue

**NOTE :** The label requirements for Residue containers and bags are "Office of Deposit," "FWD" and "Residue." In certain areas, however, Canada Post may request that the Customer label the Residue containers/bags to the office responsible for processing the Residue mail.



## 6.3 Labelling Bags

When the Customer deposits Canada Post mailbags, have the mailbags labelled with a vinyl label holder (which are used on their own, without keeper labels) or with tie-on tags and keeper labels. Attach all labels securely.

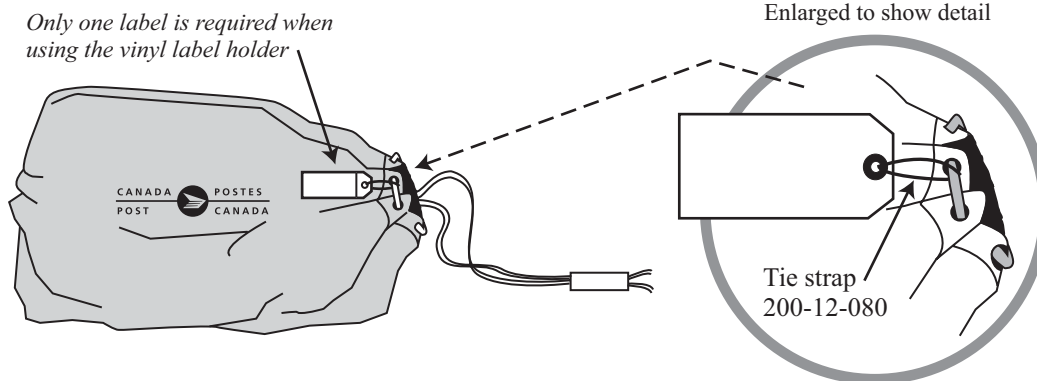
### 6.3.1 VINYL LABEL HOLDERS

For mailbags, the Customer may use a vinyl label holder (as shown on Figure 41) securely attached to the corner of the bag by a plastic cable tie or twine (as shown on Figure 42). If the Customer does, there is no need to attach a tie-on tag (as shown on Figure 43) or to produce a bag label (keeper tag) (as shown on Figure 44). Customers need only insert a hardsided container label into the vinyl label holder.

**Figure 41: Vinyl Label Holder**



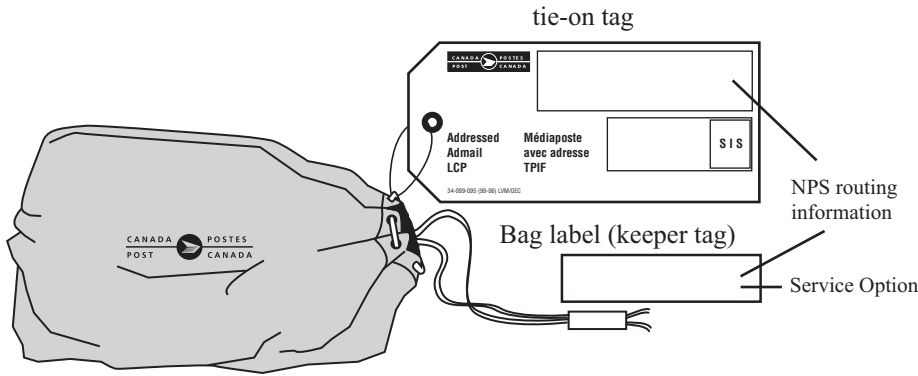
**Figure 42: Where to Attach a Vinyl Label Holder**



### 6.3.2 TIE-ON TAGS AND BAG LABELS (KEEPER TAGS)

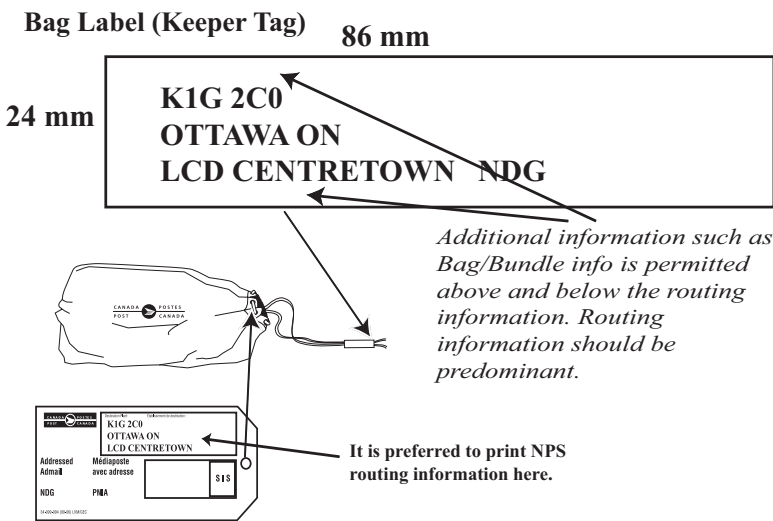
If the Customer does not use vinyl label holders (as shown on Figure 41), use tie-on tags on mail bags. Fasten the tags securely by plastic cable ties or twine to the neck of the bag (as shown on Figure 42) before deposit.

**Figure 43: Tie-on Tag for Bags**



Bags with tie-on tags must also bear a bag label or keeper tag. Insert bag label in the label holder (as shown on Figure 41). Bag labels must contain the complete NPS Routing information for which the bundles are destined, and all the information must show after the Customer inserts the label into the label holder.

**Figure 44: Bag Label (Keeper Tag)**



## 6.4 Producing Labels and Tie-on Tags

The Customer has three options for producing labels:

- ordering labels from Canada Post
- printing labels from Canada Post templates, or
- making custom labels using Canada Post specifications.

To 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 11 lists the label form numbers.

**Table 12: Form Numbers for Labels and Tie-on Tags**

TYPE OF MAIL	FORM NUMBER	ORDERING INFORMATION
<b>Hardsided Container Labels</b>		
Addressed Admail – NDG	34-099-097 (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
Publications Mail – NDG	34-099-089 (99-06) LVM/GEC (white stock with black ink)	
Publications Mail (Time-committed) – NDG	34-099-091 (99-06) LVM/GEC (white stock with terra cotta/PMS 470 ink; routing detail is printed in black)	
<b>Tie-on Tags</b>		
Addressed Admail – NDG	34-099-094 (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
Catalogue Mail – NDG	34-099-601 (03-12) LVM/GEC *	
Publications Mail – NDG	34-099-092 (99-06) LVM/GEC (white stock with black ink)	
Publications Mail (Time-committed) – NDG	34-099-093 (99-06) LVM/GEC (white stock with terra cotta/PMS 470 ink; routing detail is printed in black)	

\* The Catalogue Mail – NDG label is designed to be inserted in a vinyl label holder (SO-54).

If the Customer is producing labels using Canada Post templates or producing their own labels, the site [www.canadapost.ca/postalservices](http://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.

### 6.4.1 SPECIAL INSTRUCTIONS FOR PRODUCING LABELS

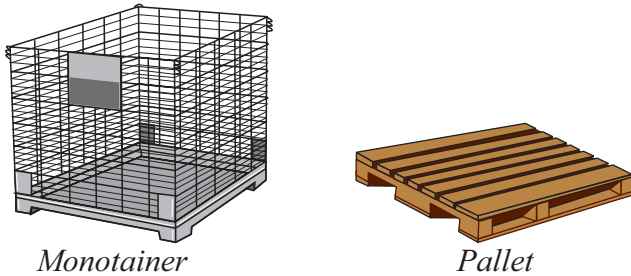
- print one side only
- labels must fit into label holders and be easily extracted from the label holders
- labels must be in bilingual format
- use PMS 470 (Terra Cotta) colouring for time-committed Publications Mail.

## 7 MAKE UP MONOTAINERS AND PALLETS (STEP 5)

A monotainer (as shown in Figure 45) is a large, collapsible, steel-frame container provided by Canada Post. During peak periods, such as Christmas, the Customer may not always be able to obtain the number of monotainers wanted.

A pallet (also referred to as a skid) is a platform used for the conveyance of hardsided containers or bags and/or Brick-piled mail items (visit [www.canadapost.ca/mailpreparation](http://www.canadapost.ca/mailpreparation) under Brick-piling). Customers must provide their own pallets.

**Figure 45: Monotainer and Pallet**



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

Use of monotainers or pallets is optional for Addressed Admail, Catalogue Mail and Publications Mail but Canada Post encourages the Customer to consolidate lettertainers and flats tubs by using monotainers or pallets, and if the Customer has monotainers, to consolidate bags.




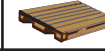




**Table 13: Monotainer and Pallet Specifications**

CATEGORY	PALLET	MONOTAINDER
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"> <li>• minimum load: at least 18 lettertainers or 12 flats tubs</li> <li>• maximum load: 48 lettertainers or 32 flats tubs</li> <li>• minimum load height: 500 mm</li> <li>• maximum load height: 1.5 m (including height of the pallet)</li> <li>• stretch-wrapping required three times around the pallet as well as the pallet load</li> <li>• must allow four-way entry by a Canada Post forklift and two-way entry by a Canada Post pallet jack</li> </ul>	<ul style="list-style-type: none"> <li>• holds 36 lettertainers or 24 flats tubs</li> <li>• contents may be piled up to 25 mm below the top of the monotainer</li> </ul>
Fill requirements for mail destined for within province of deposit	No change in requirements by destination: <ul style="list-style-type: none"> <li>• minimum load height 500 mm</li> <li>• maximum height (including pallet) 1.5 m</li> </ul>	<ul style="list-style-type: none"> <li>• at least 18 lettertainers or 12 flats tubs</li> <li>• for presorted bags, at least 50 percent full by height, that is, not by weight</li> </ul>
Fill requirements for mail destined for outside province of deposit		<ul style="list-style-type: none"> <li>• at least 27 lettertainers or 18 flats tubs</li> <li>• for presorted bags, at least 75 percent full by height</li> </ul>

## 7.1 Using NPS to Make up Monotainers and Pallets

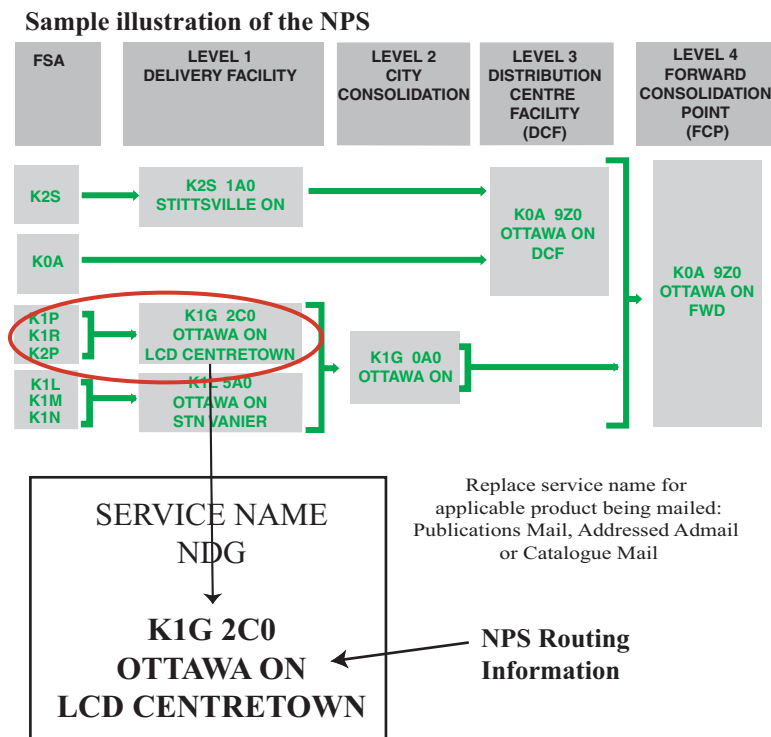
The Customer may consolidate containers into monotainers or onto pallets for all four levels of the NPS (as shown on Figure 46).

**Figure 46: Monotainers and Pallets, NPS Levels**

NPS LEVELS			
LEVEL 1 URBAN DELIVERY FACILITY/ RURAL DELIVERY FACILITY	LEVEL 2 CITY	LEVEL 3 DCF	LEVEL 4 FCP
			
			

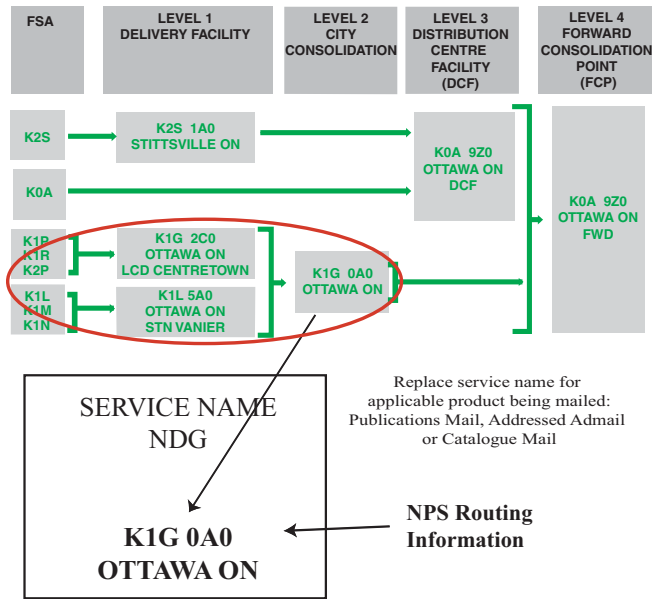
If the Customer has sufficient containers to fill a monotainer or pallet, an Urban Delivery Facility or a Rural Delivery Facility (both Level 1) monotainer or pallet is to be made. Figure 47 shows the label the Customer would produce when there are enough containers to fill a monotainer or pallet for K1P, K1R and K2P. See section 7.2 “Labelling Monotainers and Pallets” on page 37 for more information.

**Figure 47: Monotainers and Pallets Level 1 Delivery Facility (Level 1)**



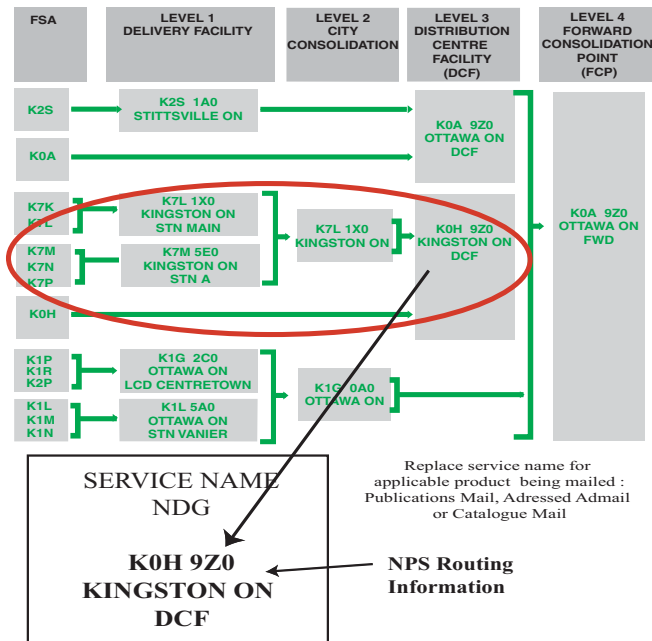
If not, the next option is to consolidate containers for more than one Urban Delivery Facility (as indicated by brackets of inclusion on the NPS) to make a City Consolidation (Level 2) monotainer or pallet. For example, consolidate containers for K1P, K1R and K2P with containers for K1L, K1M and K1N (as shown on Figure 48).

**Figure 48: Monotainers and Pallets, City Consolidation (Level 2)**



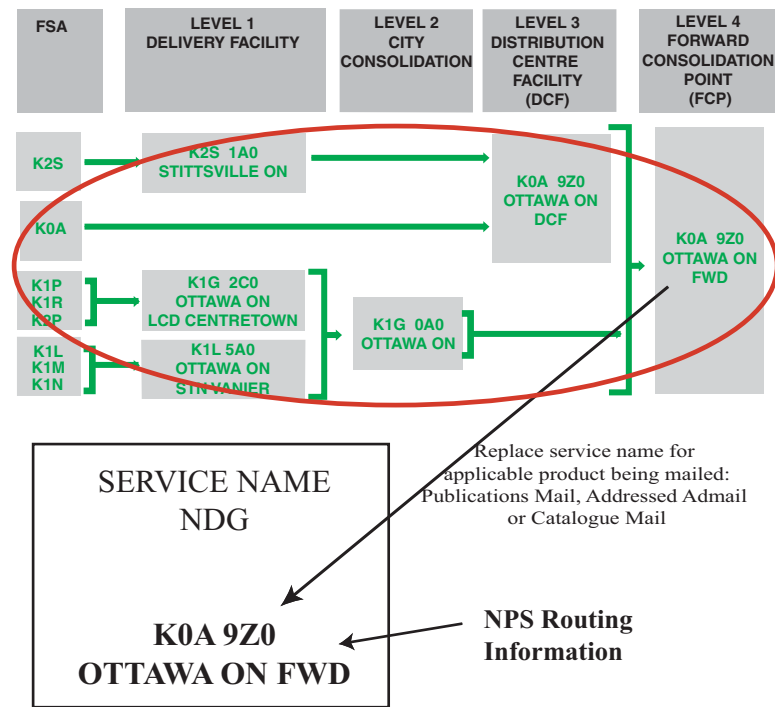
If the Customer does not have enough containers for City Consolidation, the Customer must determine whether DCF Consolidation is permitted for the next level. If it is permitted, consolidate containers with other Urban and/or Rural Delivery Facilities (as indicated by brackets of inclusion on the NPS), to make a DCF (Level 3) monotainer or pallet. For example, consolidate containers for K7K and K7L above with those for K0H (as shown on Figure 49).

**Figure 49: Monotainers and Pallets (Where DCF Consolidation is Permitted), DCF (Level 3)**



If DCF consolidation is not permitted or if the Customer does not have enough containers for DCF consolidation, consolidate containers with other Urban and/or Rural Delivery Facilities (as indicated by brackets of inclusion on the NPS), to make an FCP (Level 4) monotainer or pallet. For example, consolidate all of the above with containers for K2S and KOA (as shown on Figure 50).

**Figure 50: Monotainers and Pallets (Where DCF Consolidation is not permitted), FCP (Level 4)**



Remaining containers that cannot be consolidated to NPS Levels 1 to 4 can be placed in a Residue monotainer or pallet.

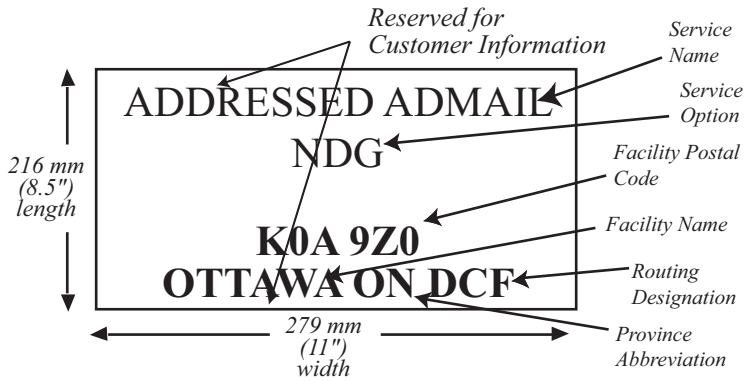
## 7.2 Labelling Monotainers and Pallets

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

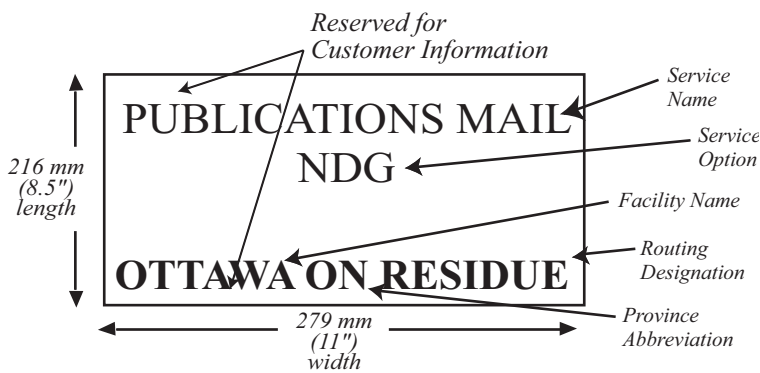
Each label must be white with black lettering and must include the following information (as shown on Figure 51):

- Service name (Publications Mail, Addressed Admail or Catalogue Mail)
- Service option (e.g., NDG)
- National Presortation Schematic (NPS) routing information, if it is not a Residue container, as follows:
  - facility postal code (e.g., K0A 9Z0)
  - facility name (e.g., OTTAWA)
  - province abbreviation (e.g., ON, MB, SK)
  - routing designation (e.g., DCF).

**Figure 51: Monotainer and Pallet Label**



**Figure 52: Residue Container Label**



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

Each pallet or monotainer should have two labels on different sides (see Figure 53).

**Figure 53: Labels Attached to Two Sides**

