



From anywhere... to anyone

DETAILS ON SURCHARGES CHANGES **FOR BUSINESS REPLY MAIL™ AND INTERNATIONAL BUSINESS REPLY MAIL**

This document provides additional details as a follow-up to the customer communication of July 2006 when Canada Post notified customers about a new mailing anomaly surcharge structure and changes to the read rate adjustment for Machineable mail, effective January 15, 2007.

As per Terms and Conditions - section 5.3 of the 2007 Customer Guides, "Items presented for mailing to Canada Post may be verified to determine compliance with applicable terms and conditions. Items determined not to be compliant may, at the discretion of Canada Post, be:

- returned at the Customer's expense, to be made compliant by the Customer, where possible;
- processed and charged at the next or most appropriate Product or Service category, where available;
- subject to a surcharge;
- refused for mailing."

Canada Post consults regularly with mailers to ensure we understand their needs and that they understand Canada Post's requirements. We understand that mailing anomalies do sometimes occur within normal production cycles and that feedback to the mailer is important to prevent future mailing issues.

Based on customer feedback, Canada Post has developed a new framework for the application of mailing anomaly surcharges that is fair and consistently applied across the Direct Marketing and Transaction Mail services.

Effective January 15, 2007, there will be a change to the surcharge structure to replace the existing Business Reply Mail (BRM) and International Business Reply Mail (IBRM) Out of Spec surcharges. **A surcharge of 10¢ per item will apply to mail items that do not fully meet the applicable requirements.**

An invoice will be sent to customers regarding any applicable surcharges along with a description of the non-compliance issue. If other areas of non-compliance were identified, up to two additional non-compliance matters will be indicated on the invoice to enable the Customer to take corrective action and reduce the risk of future surcharges.

BRM and IBRM Surcharge Structure/Descriptions

Effective January 15, 2007

Due to the limited space on the invoice, surcharge details are abbreviated. The following tables identify:

- amount of the surcharge;
- abbreviated description of the anomaly (as it will appear on the invoice) linked to further online information; and
- quick reference description details

10¢ NON-COMPLIANCE SURCHARGE PER ITEM*

Invoice description (alphabetical order)	Description details
BRM artwork element incorrect	One or more elements of the Business Reply Mail artwork is incorrect
BRM artwork element missing	One or more elements of the Business Reply Mail artwork is missing
BRM specs non-compliance	Business Reply Mail specifications are non-compliant
IBRM artwork element incorrect	One or more elements of the International Business Reply Mail artwork is incorrect
IBRM artwork element missing	One or more elements of the International Business Reply Mail artwork is missing
IBRM specs non-compliance	International Business Reply Mail specifications are non-compliant

*Classification and amount of surcharge subject to change at any time immediately upon Notice to the Customer.