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High and Low Density Presort

HIGH AND LOW DENSITY 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.

Notice for Developers of Presortation Software: If there is any discrepancy between this Guide and the *Presortation Technical Specifications* (PTS), the PTS takes precedence.

1 OVERVIEW

1.1 Who Should Use This Guide

This Guide is for Canada Post Customers that use presortation software and explains how to do High and Low Density Presort for the following service only:

• Incentive Lettermail.

Visit www.canadapost.ca/ilmsupportdocuments documents for a list of support documents detailing Incentive Lettermail 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 HIGH AND LOW DENSITY PRESORT?

The High and Low Density Presort option allows Customers to presort mail (that is, sequence, group and place mail in containers) using presortation software recognized by Canada Post, allowing Canada Post to bypass various processing steps and facilities within its mail distribution network and to pass savings on to Customers. High Density Presort is used by Customers such as utility companies who generate high-density mailings in a delivery area; it requires a minimum of 500 items of mail per deposit. Low Density Presort is used by Customers such as banks (e.g., banks would likely use Low Density for bank statements, since not everyone on the same street uses the same bank); it requires a minimum of 5,000 items of mail per deposit.

1.2   Requirements for High and Low Density Presort

To qualify for High and Low Density presortation:

- the mailing must account at least 500 items for High Density Presort and 5,000 items for Low Density Presort

- the mail items must be mailed in Canada for delivery in Canada

- the mail items must meet all Canada Post physical requirements for service and type such as size and weight. Consult the appropriate *Customer Guide* (see section 1.3 "Information Sources" on page 3)

- the mail items must meet any requirement specified in the Agreement, the Presort Technical Specifications and the *Canada Postal Guide*, and

- the mailing must use presortation software recognized by Canada Post.

Commingling of Incentive Lettermail 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: High and Low Density Presort Key Requirements

KEY REQUIREMENTS	HIGH DENSITY PRESORT	LOW DENSITY PRESORT
Minimum volume per deposit*	500 identical items per deposit	5,000 identical items per deposit
Density requirement	• 80% of the deposit must consist of a minimum of 50 items per Delivery Mode (DM) or Rural Delivery Facility (RDF); the remaining 20% of the deposit must consist of a minimum of five (5) items per DM or RDF • minimum 1 full container to DF or DCF	• minimum one (1) full container to Delivery Facility (DF) or Distribution Centre Facility (DCF)
Mail type	Short and Long (S/L)	S/L & Oversize (O/S)
Delivery Mode Code required	Yes**	Yes**
Levels of consolidation (groupings)	• Delivery Mode • Rural Delivery Facility – Level 1	• Delivery Mode • Rural Delivery Facility – Level 1
Minimum items per grouping	5 items	5 items
Levels of consolidation (containers)	• Urban Delivery Facility/Rural Delivery Facility – Level 1 • Distribution Centre Facility (DCF) – Level 3 (where permitted)	• Urban Delivery Facility/Rural Delivery Facility – Level 1 • Distribution Centre Facility – Level 3 (where permitted)
Container requirements	• Lettertainer: S/L	• Lettertainer: S/L • Flats Tub: O/S
Address Accuracy*	Required on all deposits**	Required on all deposits**
Machine readability	Not applicable	Not applicable

* Phantom Pricing, that is, charges for mail volumes that the Customer commits to but does not meet, will be applied to mailings that do not meet the minimum deposit requirement.

** Customers who deposit Short and Long (S/L) High and Low Density Presort mail in Non-Letter Carrier offices (not serviced by Letter Carriers) for delivery within that same office, are exempt from Address Accuracy and Delivery Mode Code (DMC) requirements. All other requirements to access the High and Low Density Presort service option must be met.

*** 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.

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 Custom*er Guide*, then the *Canada Postal Guide.*

Table 2: Quick Reference Chart

INFORMATION SOURCES	WEB ADDRESSES
Address Accuracy Program Customer Guide	www.canadapost.ca/am
Artwork for postal indicia and container labels	www.canadapost.ca/postalservices
Canada Post Act and Regulations	laws.justice.gc.ca/en/C-10/index.html
Canada Postal Guide	www.canadapost.ca/postalguide
Canadian Postal Standards	www.canadapost.ca/postalstandards
Customer Guide **(including all amendments)**	www.canadapost.ca/customer_guides
Delivery Mode Data Product (updated monthly; also available on CD-ROM)	www.canadapost.ca/offerings/address_management/can/other_data-e.asp
Glossary of Canada Post terms	www.canadapost.ca/postalservices
Incentive Lettermail support documents	www.canadapost.ca/ilmsupportdocuments
Lettermail National Presortation Schematic (LPNS)	www.canadapost.ca/nps
List of Recognized Presortation Software Vendors	www.canadapost.ca/am_list
Recognized Presortation and Bar Code Recognition Software	www.canadapost.ca/am_list
Recognized Software: Address Accuracy, Validation and Correction and Postal Code Lookup	www.canadapost.ca/common/offerings/address_management/pdf/addaccu-e.pdf

2 WHAT YOU NEED TO KNOW BEFORE YOU START

This section explains basic information on postal codes, Delivery Mode Codes, alphanumeric sequencing and the National Presortation Schematic (NPS) that Customers need to know for preparing High and Low Density Presort 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 number.

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

Figure 1: Postal Code Segments
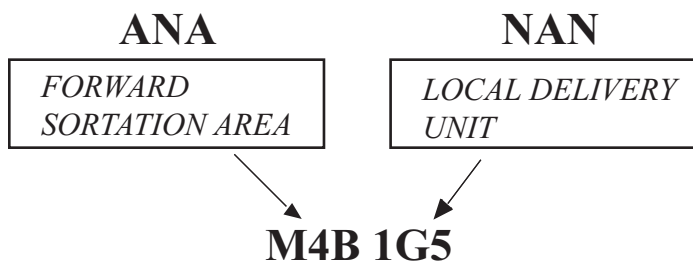
The first segment (the first three characters) represents a Forward Sortation Area (FSA). The first letter indicates a major geographical region (as shown in Table 3).

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 under Addressing.

2.2   Delivery Mode Code

The Delivery Mode Code (DMC) appears to the right of an address (as shown in Figure 2) and identifies a specific type of delivery and a specific delivery route for urban mail. The DMC is required on each item of urban mail for High and Low Density presortation.

Figure 2: Delivery Mode Code
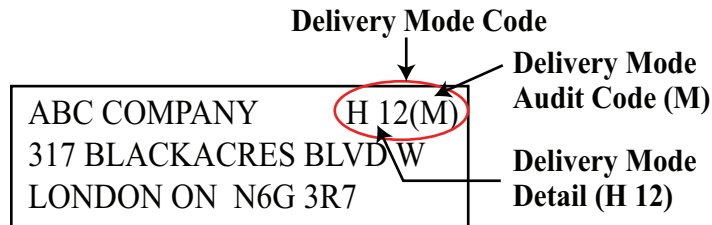
The DMC consists of the Delivery Mode Audit Code and Delivery Mode Details (DMDs).

2.2.1 DELIVERY MODE AUDIT CODE

The Delivery Mode Audit Code is required on all urban and rural mail for High and Low Density Incentive Lettermail.

The Delivery Mode Audit Code identifies which version of the Delivery Mode Data was used to prepare a mailing. The Delivery Mode Audit Code is a code that appears on the mail item and changes every five to six weeks. It allows a Receipt Verification Unit (RVU) to identify if the Customer is using the current presort tape. The Delivery Mode Audit Code must be placed in parentheses (see Figure: 2 "Delivery Mode Code" on page 5).

2.2.2 DELIVERY MODE DETAILS

The DMD is a combination of alphabetical and/or numerical characters representing a particular type of mail delivery in an urban area. The DMD includes the Delivery Mode type (e.g., H) and the Delivery Mode Detail. There is no DMD for rural postal codes.

The purpose of the DMD is to establish how to group items, that is, items with the same DMD will be grouped together.

The alphabetic characters of the DMD denote the Delivery Mode type. Delivery Mode types are indicated by the following letters:

A = Delivery to a block face address

B = Delivery to an apartment building

E = Delivery to a business building

G = Delivery to a large-volume receiver

H = Delivery via a rural route

J = General Delivery

K = Delivery to a Post Office box (PO Box), not a community mail box (CMB)

M = Delivery to a large-volume receiver (PO Box)

T = Delivery via a suburban service

X = Delivery via a mobile route

Z = Postal code is retired (No further delivery to this code)

The letter denoting Delivery Mode type is not always required. For instance, it is possible that the same Letter Carrier can serve A, B, E and G. In this case, because the software groups the four Delivery Mode types together to the same Letter Carrier Route – that is, the numeric characters – it will not print the alphabetic character denoting the Delivery Mode type (as shown in Figure 3).
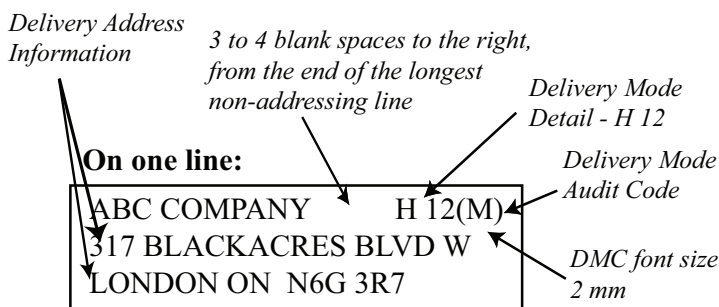
Figure 3: Delivery Mode Type

```
ABC COMPANY          12(M)
317 BLACKACRES BLVD W
LONDON ON  N6G 3R7
```
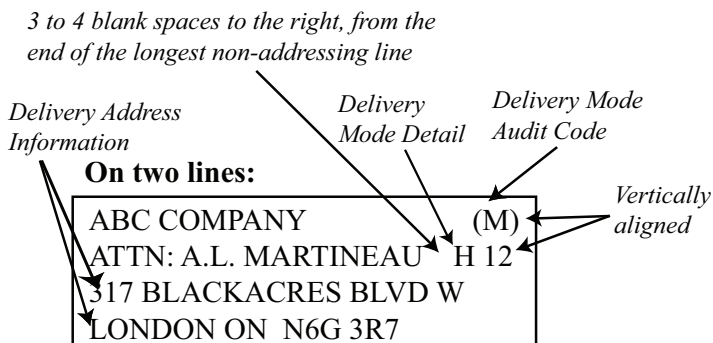
2.2.3 PLACEMENT OF DELIVERY MODE CODE

A DMC can appear up to two lines above the address block or three to four blank spaces to the right of any line in the address block that does not contain the delivery address information, that is, lines containing company and personal names and titles, and building names. It cannot appear on the same line as street addresses, city or province names, or postal codes. Examples of placement are shown in Figure 4, Figure 5, and Figure 6.

Figure 4: DMC Placement – Example 1

Delivery Address Information

3 to 4 blank spaces to the right, from the end of the longest non-addressing line

Delivery Mode Detail - H 12

Delivery Mode Audit Code

On one line:

```
ABC COMPANY        H 12(M)
317 BLACKACRES BLVD W
LONDON ON  N6G 3R7
```

DMC font size 2 mm

Suitable for addresses with three (or more) lines.

Figure 5: DMC Placement – Example 2

3 to 4 blank spaces to the right, from the end of the longest non-addressing line

Delivery Address Information

Delivery Mode Detail

Delivery Mode Audit Code

On two lines:

```
ABC COMPANY              (M)
ATTN: A.L. MARTINEAU   H 12
317 BLACKACRES BLVD W
LONDON ON  N6G 3R7
```

Vertically aligned

Suitable for addresses with four (or more) lines.

Figure 6: DMC Placement – Example 3

Up to two lines above the address block, 3 to 4 blank spaces to the right, from the end of the longest non-addressing line

Delivery Mode Detail (H 12)

Delivery Mode Audit Code (M) represents the version of the Delivery Mode Data product. The use of parentheses is required around the Audit Code

On one line:

```
                   H 12(M)
 ABC COMPANY
 317 BLACKACRES BLVD W
 LONDON ON  N6G 3R7
```
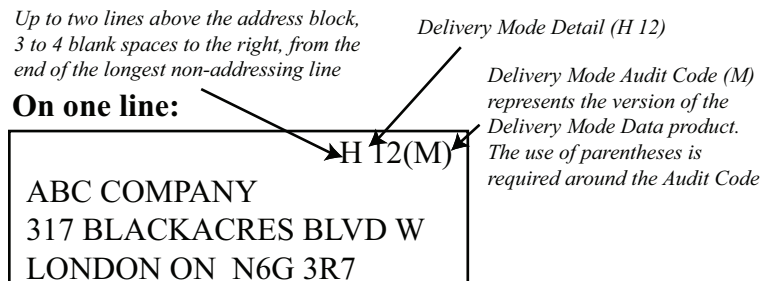
Suitable for placement of DMC above the address block.

2.3   Alphanumeric Sequencing

2.3.1   ALPHANUMERIC SEQUENCING BY DELIVERY MODE DETAILS

Canada Post requires that groupings be sequenced by the DMDs in alphanumeric order. Within DMDs, they must then be sorted by FSA, and then LDU within each Delivery Facility.

The software first sorts records with DMDs that have numeric characters only in numerical, ascending (e.g., 1, 2, 3, etc.) order. It then sorts records with DMDs that have alphabetical characters in the left-most positions alphabetically, in ascending order and then by any numerical characters in numeric, ascending order (e.g., CF, DIR, GD, H1, H10, H11, etc.).

For overall sequencing of DMDs, ascending order is preferred. If the Customer prefers descending order, that is acceptable as long as the entire mailing is in descending order (as shown in Table 4).

Table 4: Examples of Alphanumeric Sequencing of DMDs

| ASCENDING ORDER	DESCENDING ORDER
1	T11
2	T10
3	T1
4	RET
5	P2
6	P1
7	H11
CF	H10
GD	GD
H1	DIR
H10	CF
H11	11
P1	10
P2	5
RET	4
T1	3
T10	2

2.3.2 SEQUENCING BY POSTAL CODE

This type of sequencing is done after sortation by DMD. This is usually done by the software.

When sequencing by postal code, first sequence by the FSA (the first three characters), as shown in Figure 7.

Figure 7: Example of Sequencing by FSA
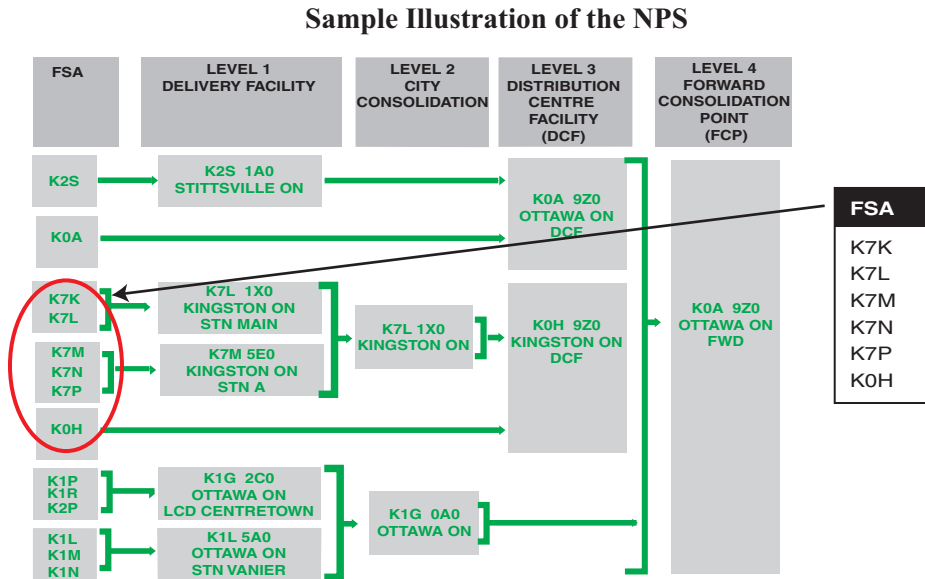
Sample Illustration of the NPS

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.

Then, within each FSA, sequence by LDU (the last three characters of the postal code, as shown in Table 5).

Table 5: Example of Alphanumeric Sequencing by LDU

FSA	LDUs WITHIN THE FSA		
K1A	1A1	4A9	5C9
	1A2	4B1	5H1
	1A4	4B3	5J6
	1B1	4B8	6L4
	1B2	4C2	6L9

2.4   Lettermail National Presortation Schematic

The National Presortation Schematic (NPS) has two schematics: for Lettermail and for Non-Lettermail. For High and Low Density, the Customer must use the Lettermail NPS.
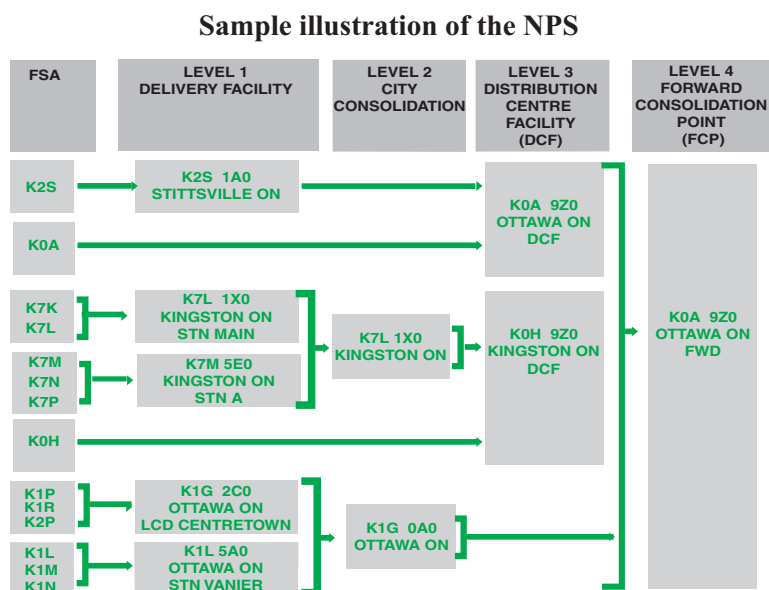
The Lettermail National Presortation Schematic (NPS) is a set of tables that indicates how to consolidate mail through Canada Post's mail distribution network, beginning with the FSA.

The NPS is used for all Canada Post presortation processes, including High and Low Density 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 8).

Figure 8: Illustration of the NPS

Sample illustration of the NPS

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

2.4.1 LEVELS OF ACCESS FOR GROUPINGS

Figure 9 shows the NPS levels of access for grouping mail for High and Low Density presortation. Incentive Lettermail requires a minimum of five items to create a grouping. For urban mail, mail is grouped by the DMD; no other groupings of urban mail are permitted. Rural Delivery Facility (RDF) groupings are considered as Level 1 of the NPS.

NOTE : There is no residue mail in High and Low Density Incentive Lettermail. If a Customer cannot make up a grouping to a DMD or a Rural Delivery Facility, the remainder of the mail is set aside and may qualify for Machineable or Lettermail prices.

Figure 9: NPS Levels for Groupings
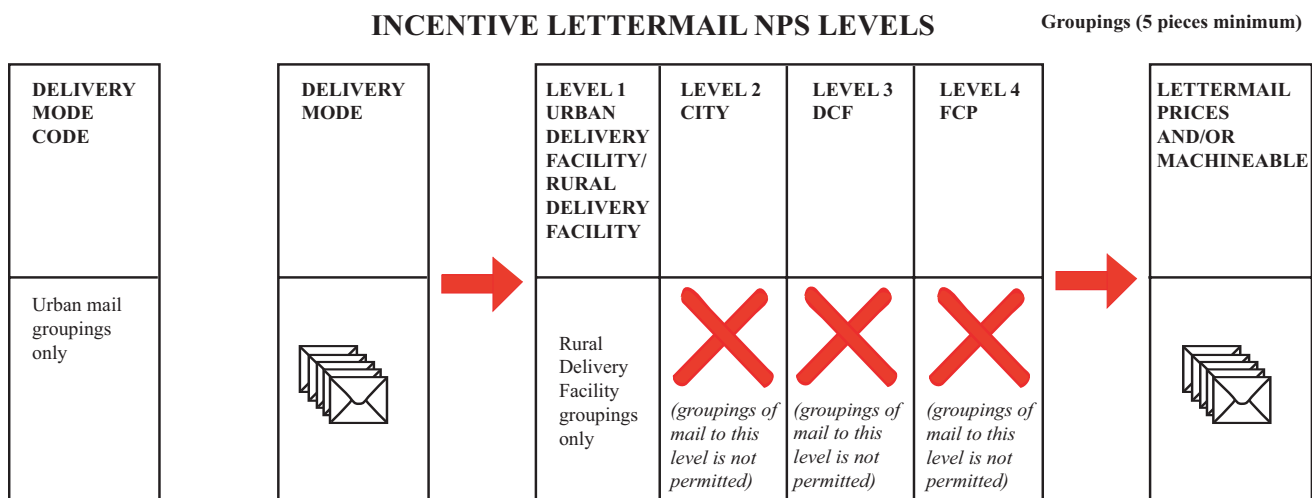
2.4.2 USING CONTAINERS

The Customer consolidates groupings into containers. Figure 10 shows the NPS access levels for containerization of High and Low Density Incentive Lettermail. (See section 5 "Place the Groupings in Containers (Step 3)" on page 18 for more information.) Containers may access NPS Level 1, Urban Delivery Facility and Rural Delivery Facility, and Level 3, Distribution Centre Facility (DCF), where DCF access is permitted. Some major urban centres do not consolidate to a DCF (see section 5.2 "Levels of Containerization" on page 20 for more information).

Figure 10: NPS Levels for Containerization
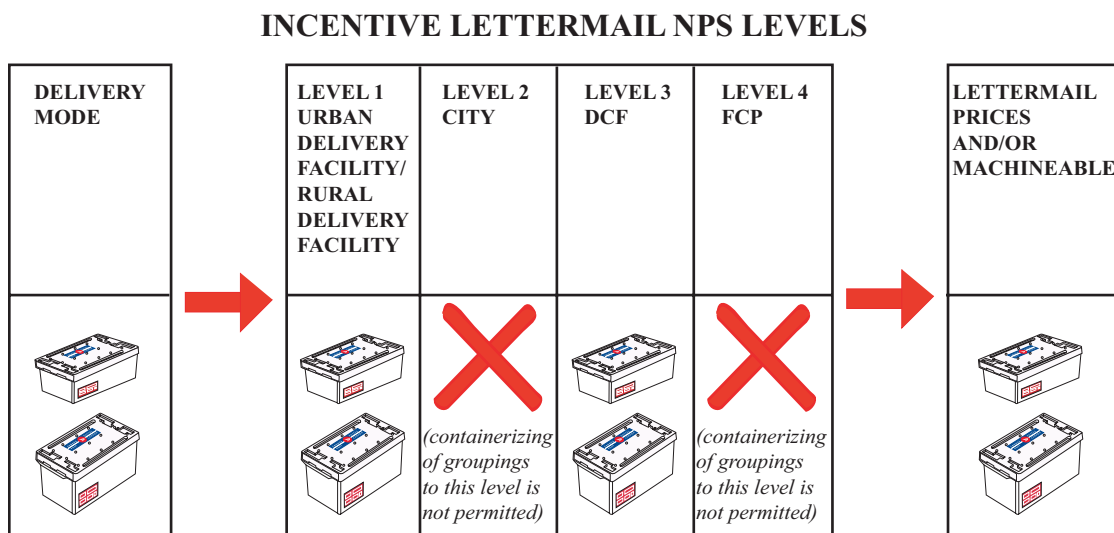
2.5　Steps for High and Low Density Presort

The essential steps for High and Low Density presortation are:

1. **Sequence the Mail (Step 1)** – The software will generate address labels in order by postal codes, delivery mode codes and alphanumeric sequencing.

2. **Group the Mail (Step 2)** – This involves segregating the mail, including labelling for some groupings. This step prepares the mail for placing it in containers. Some software does this task.

3. **Place the Groupings in Containers (Step 3)** – 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 the mail and maintain the integrity of the presortation, ensuring efficient handling by Canada Post.

6. **Prepare the Mailing Summary (Step 6)** – If the Customer does not complete this step, the deposit will be refused.

3　SEQUENCE THE MAIL (STEP 1)

The first step in presorting mail is called sequencing. Sequencing is the process of placing the mail in order to prepare for grouping the mail.

The software should already sort the mail by NPS level:

- NPS Level 1 Urban

- NPS Level 1 Rural

NOTE :　Mail is not grouped to NPS Level 2 City Consolidation (City), Level 3 Distribution Centre Facility (DCF) or Level 4 Forward Consolidation Point (FCP).

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 11). The Customer can use descending order, provided it is used consistently for the entire mailing.

Figure 11: Sequencing in Ascending Order
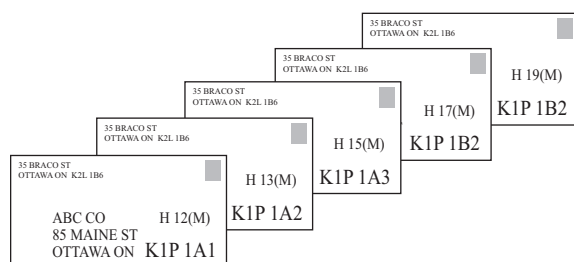
3.1   Sequencing Urban Mail (Level 1)

If the software has not already done so, sequence urban mail by the following information:

1. Sort by Urban Delivery Facility in NPS order.

2. Within each Urban Delivery Facility, sequence in alphanumeric order by Delivery Mode Detail (DMD) (as shown in Figure 12).

3. Within each DMD, sequence in alphanumeric order by Forward Sortation Area (FSA) (as shown in Figure 12).

4. Within each FSA, sequence in alphanumeric order by Local Delivery Unit (LDU) (as shown in Figure 12) or by Delivery Address Information (DAI) as listed in Table 6: "Sequencing Urban Mail by Delivery Address Information" on page 12. (Sequencing by DAI is an option, not a requirement.)

Figure 12: Examples of Sequencing

Within each Urban Delivery Facility, sort by DMD.

Within each DMD, sort by FSA.

Within each FSA, sort by LDU in alphanumeric order or by DAI within each FSA, as shown in Table 6.

DAI

LDU

Table 6: Sequencing Urban Mail by Delivery Address Information

| SEQUENCE ORDER		
Sequence by:	street name	in alphanumeric order
Then by	street type	in alphanumeric order
Then by	street direction	in alphanumeric order
Then by	street number	group all odd numbers together in ascending alphanumeric order and then group all even numbers together
Then by	suite number	in alphanumeric order

3.2 Sequencing Rural Mail (Level 1)

If the software has not already done so, sequence NPS Rural mail items by the following information (as shown in Figure 13):

NOTE : Rural mail is easily recognizable since the second character of the first segment (FSA) of the postal code is always zero (e.g., K0A, K0H).

1. Sort by Rural Delivery Facility in NPS order.

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

Figure 13: Sequencing Rural Mail
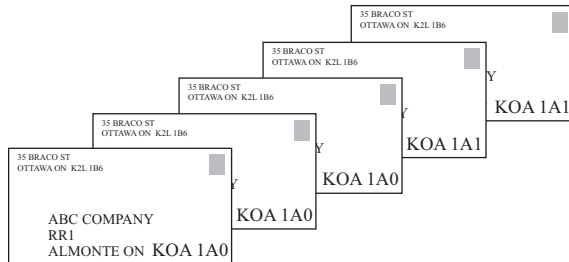
4 GROUP THE MAIL (STEP 2)

Grouping is the process of combining mail together by a common element. Some software does this step entirely.

NOTE 1: A minimum of 5 items is required for grouping High and Low Density Incentive Lettermail.

2: 80% of the deposit must consist of a minimum of 50 items per Delivery Mode (DM) or Rural Delivery Facility (RDF); the remaining 20% of the deposit must consist of a minimum of five (5) items per Delivery Mode (DM) or Rural Delivery Facility (RDF).

4.1 Grouping Elements

Key grouping elements for urban and rural mail are outlined in Table 7 (see also Figure: 10 "NPS Levels for Containerization" on page 10).

Table 7: Grouping Elements

CATEGORY	GROUPING ELEMENT	GROUPINGS CONSIST OF...
Urban Mail	Delivery Mode Detail (DMD) (up to a four-character code representing a particular Letter Carrier Walk identifier or other mode of delivery) DMC can also be used.	All urban addresses that fall under the same DMD (DMC can also be used).
Rural Mail	Rural Delivery Facility (Level 1)	All rural addresses (identified by a 0 in FSA) where the first five characters of the postal code are identical.

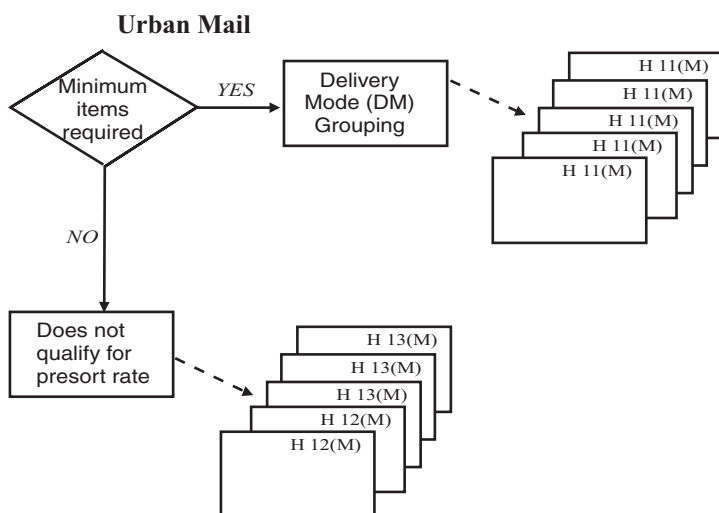## 4.2   Grouping Urban Mail (Level 1)

Within an Urban Delivery Facility, group mail by Delivery Mode Detail (DMD) when there are enough items to make a grouping (as shown in Figure 14).

Figure 14: Grouping Urban Mail
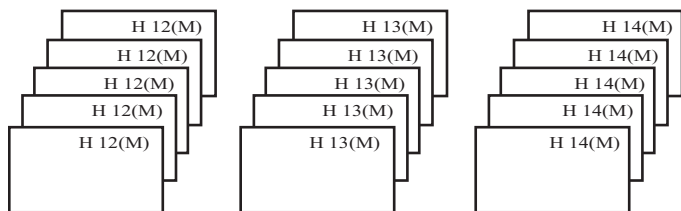
If the Customer does not have enough items in a DMD for a grouping, those mail items are set aside and may qualify for Machineable or Lettermail prices.
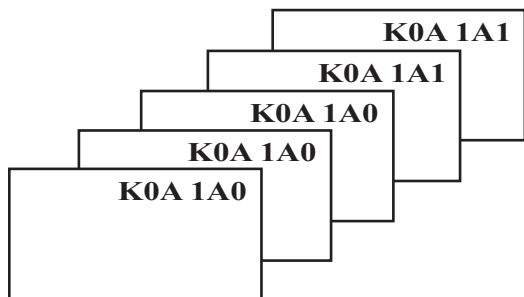
Figure 15:

4.3   Grouping Rural Mail (Level 1)

For Rural mail (Level 1), group mail by Rural Delivery Facility. In the example shown in Figure 16, the first five characters of the postal code represent a Rural Delivery Facility; the sixth character identifies service codes within the facility.
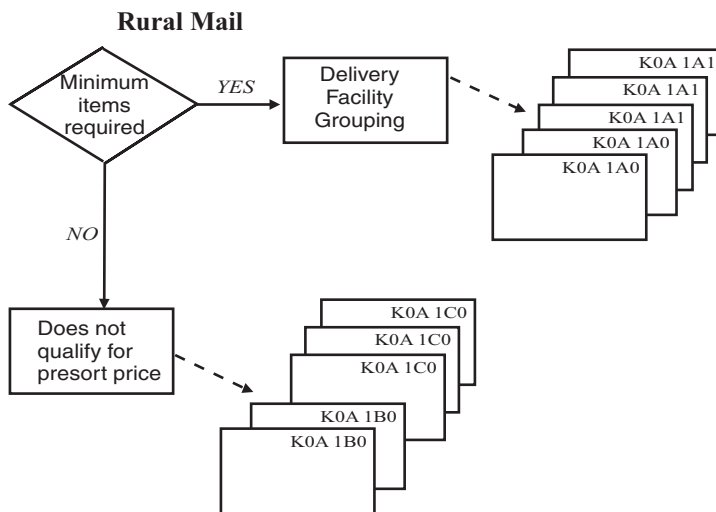
Figure 16: Grouping Rural Mail

If the Customer does not have enough items in a Rural Delivery Facility for a grouping, those mail items are set aside and may qualify for Machineable or Lettermail prices.

Figure 17:

4.4   Segregating Groupings

To maintain the integrity of the mail presortation during handling, groupings are placed within containers (that is, hardsided containers) and must be segregated by:

*   separator cards, or

*   edgemarking.

Bundling is not permitted for segregating groupings for High and Low Density Incentive Lettermail. However, after one or more full containers to the same destination have been completed, one less-than-full container to the same destination is allowed. To maintain the integrity of the sort in the less-than-full container, single-strapped groupings of mail items is permitted instead of separator cards or edgemarking. For awkward items in less-than-full containers, double-strapping is also permitted. Double-strapping must be used for O/S items in hardsided containers as shown in Figure 17.

Figure 18: Example of Double-Strapping for Oversize Items

Double strap O/S items in hardsided containers as well as awkward items in less-than-full containers.
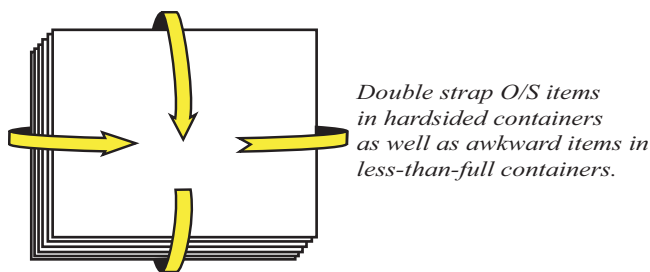
When using separator cards or edgemarking to segregate groupings, there is no maximum number of items per grouping. For example, if the Customer has 100 items for one grouping, only one edgemark or separator card is to be used to identify the start of the grouping while still grouping items. (When placing groupings in containers, if a grouping is too large to fit in one container, a second separator card at the beginning of the second container is needed. And if the span of two containers results in placing fewer than the minimum number of items per grouping in the next container, that is acceptable.)

4.4.1 SEPARATOR CARDS

Separator cards are used to indicate a break between groupings as shown in Figure 18. There is no requirement to use the separator card to label the groupings.

Figure 19: Separator Cards

At least 20 mm of the separator card must show above the mail items.
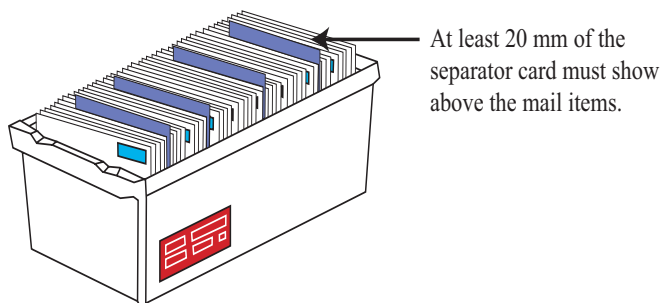
Separator cards are made of thin, rigid cardboard (a weight of 120 to 160 grams per square metre is normally adequate), and can be any colour. They must also:

• extend at least 20 mm above the top of the mail

• be at least 155 mm wide (1/2 the width of the container) to minimize the likelihood of the card tipping sideways (as shown in Figure 20)

• be placed in front of the first mail item in each grouping, and

• be big enough and heavy enough card stock to prevent cards from sliding under the level of the mail or tipping sideways.

Figure 20: Separator Card Dimensions

20 mm
above item
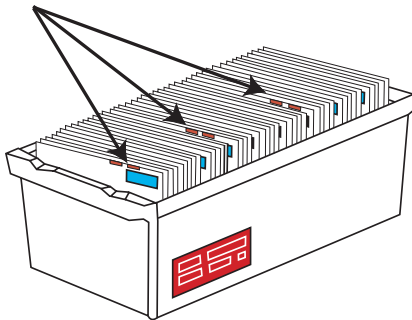(approximately)

155 mm
(approximately)
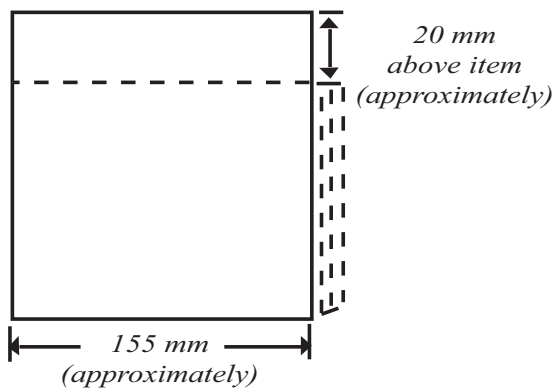
The Customer may use other types of separators (for example, the re-use of card stock that is no longer needed for its original purpose, such as advertising) with prior Canada Post approval.

4.4.2 EDGEMARKING

Edgemarking refers to the use of ink or paint applied to the top edge of a mail item (envelope or box) to indicate a break between groupings within a hardsided container. The same colour is used for the entire mailing. Some software performs this task. Edgemarks are applied only to the first item at the beginning of each grouping (as shown in Figure 21).

Figure 21: Edgemarking

If the Customer uses edgemarking:

• the colour of edgemarks must significantly contrast with the colour of the mail items

• edgemarks must begin approximately 40 mm from the right upper edge of the mail item

• the first marking indicates a DMD grouping and is approximately 20 mm long

• the second edgemarking indicates a Delivery Facility grouping and is approximately 30 mm long (as shown in Figure 22)

• there is a gap of approximately 25 mm between the DMD mark and the Delivery Facility mark.

Figure 22 shows the preferred method for edgemarking, in which both the DMD mark and the Delivery Facility mark are included. Canada Post will accept a single mark which can identify either DMD or Delivery Facility, but any type of single mark must be in the location indicated for DMD.

Figure 22: Edgemarking Dimensions
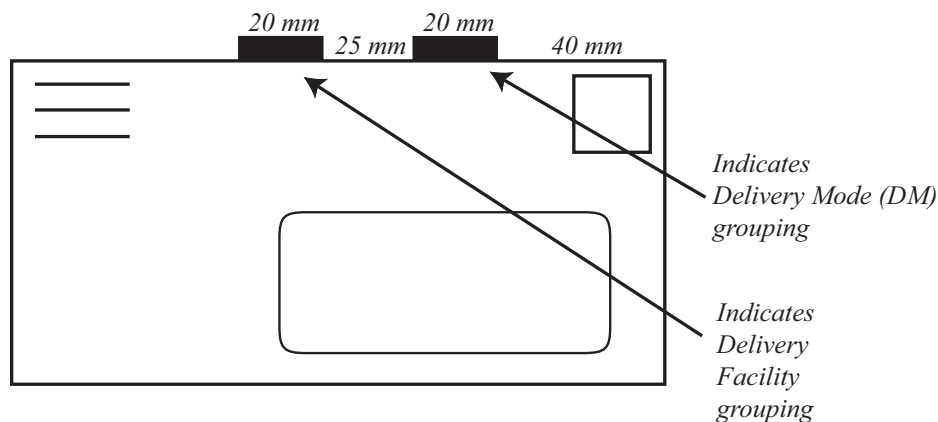
Edgemarking to identify the end of the container for operational use is acceptable, but should not be placed in either of the locations reserved for the DMD or Delivery Facility.

5 PLACE THE GROUPINGS IN CONTAINERS (STEP 3)

5.1 Hardsided Containers

Canada Post accepts two basic types of hardsided containers for the movement of High and Low Density Incentive Lettermail:

- **Lettertainers** are used for Short and Long (S/L) mail only
- **Flats tubs** are used for Oversize (O/S) mail only.

The same type of container must be used for the entire deposit. All containers must be deposited with lids (as shown in Figure 23) unless other local arrangements have been made with a Canada Post Representative.

Figure 23: Hardsided Containers with Lids

Lettertainer
(for S/L mail only)

Flats Tub
(for O/S mail only)
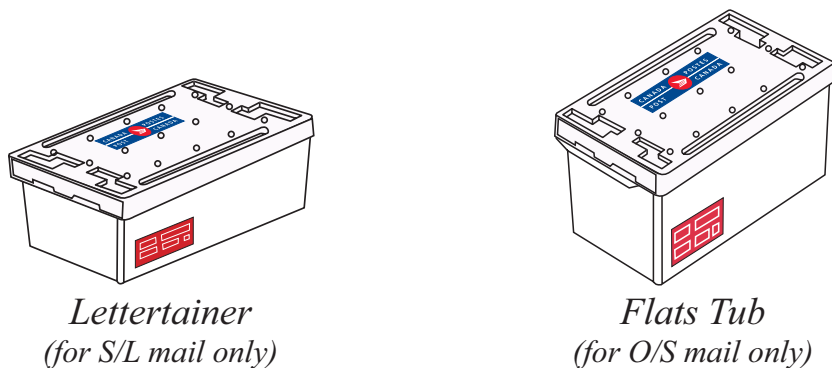
NOTE : Other hardsided containers may be used with prior approval from Canada Post.

The maximum weight of a hardsided container and its contents cannot exceed 25 kg. 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 mail in hardsided containers in the same direction (as shown in Figure 24).

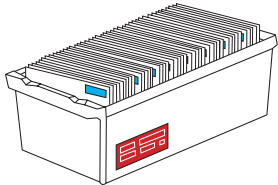**Figure 24: Facing Mail in Hardsided Containers**
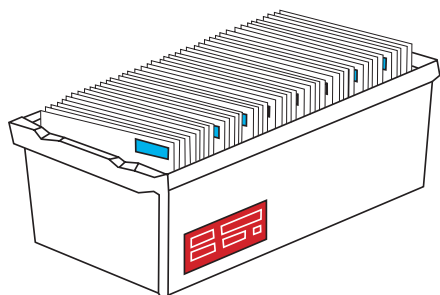
5.1.1 HARDSIDED CONTAINER FILL REQUIREMENTS

All containers should be full (as shown in Figure 25 and Figure 26). While the ideal is that all containers be 100% full, the minimum acceptable is 90%. A container is considered full when:

- the contents and the container weigh 25 kg. This maximum weight must not be exceeded, even if it is necessary to reduce the number of items in the container. (In that instance, less-than-full containers are acceptable.) Items in less-than-full containers must be bundled to maintain the integrity of the sort

- its 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 90% of the container's length. This holds true even when only one container is going to a destination.

Figure 25: Full Lettertainer

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

Figure 26: Full Flats Tub
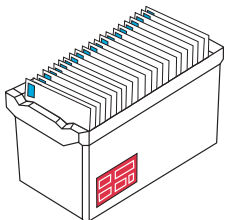
Full Flats Tub
(for O/S mail only)

After the Customer has filled one or more hardsided containers to the same destination, there may be 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 (as shown in Figure 27).
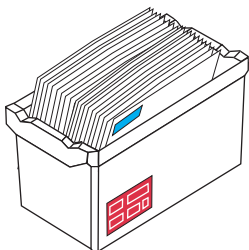
Figure 27: Less-Than-Full Container
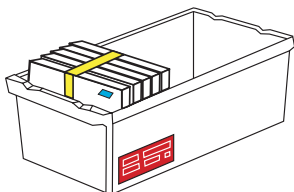
Less than full container,
strapped to maintain
sort integrity

Mail can be placed lengthwise in the container only when no other options can be used (as shown in Figure 28).

Figure 28: Mail in Lengthwise Direction

5.2   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 Delivery Facility. Also, if a grouping is too large to fit in one container, the Customer would need to prepare and insert a second separator card or edgemarking at the beginning of the second container for that grouping. Table 9 lists how to use groupings to consolidate mail in containers (see also Figure: 10 "NPS Levels for Containerization" on page 10).

Table 9: Elements for Consolidating Mail in Containers

GROUPING ELEMENT	CONTAINERS CONSIST OF GROUPINGS FOR…
Urban Delivery Facility (Level 1)	Delivery Mode Details (DMDs) and Forward Sortation Areas (FSAs)
Rural Delivery Facility (Level 1)	Rural Delivery Facility
Distribution Centre Facility (DCF) (Level 3), where permitted	DMD groupings and Rural Delivery Facility groupings that could not fill a container for Level 1 in the same DCF container

5.2.1   URBAN DELIVERY FACILITY (LEVEL 1) WHERE DCF CONSOLIDATION IS NOT PERMITTED

The following applies to Urban Delivery Facilities where DCF (Level 3) consolidation is not permitted.

Some major urban centres do not consolidate to a DCF (as shown in Table 10). For these major urban centres, there is no DCF access for the groupings.

**Table 10: Major Urban Centres That Do Not Consolidate to a DCF**

MAJOR URBAN 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

1. Where there is sufficient volume to fill at least one container for an Urban Delivery Facility, create a container for that facility (as shown in Figure 29).

2. After one or more full containers to the same Delivery Facility have been completed, one less-than-full container to the same Delivery Facility is allowed.

3. If there is less than one container, mail does not qualify as Presort.

The following flowchart demonstrates how urban mail can be containerized when only Level 1 consolidation is permitted.

The Customer must have a minimum of one full container for the mail to qualify as Presort.

Figure 29:
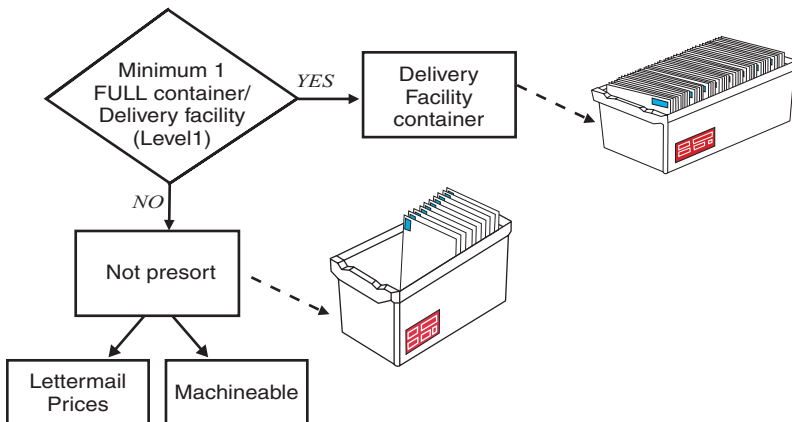
5.2.2 URBAN DELIVERY FACILITY (LEVEL 1) WHERE DCF CONSOLIDATION IS PERMITTED

The following applies to Urban Delivery Facilities where DCF (Level 3) consolidation is permitted.

1. For urban mail where there is sufficient volume to fill at least one container for an Urban Delivery Facility, create a container for that facility (as shown in Figure 30).

2. If there is less than one container, the urban mail may be combined with other urban or rural mail within the same DCF to fill a minimum of one container for the DCF.

5.2.3 RURAL DELIVERY FACILITY (LEVEL 1)

1. For rural mail where there is sufficient volume to fill at least one container for a Rural Delivery Facility, create a container for that facility (as shown in Figure 30).

2. If there is less than one full container, this rural mail may be combined with other urban or rural mail within the same DCF (Level 3) to fill a minimum of one container for the DCF.

Figure 30:
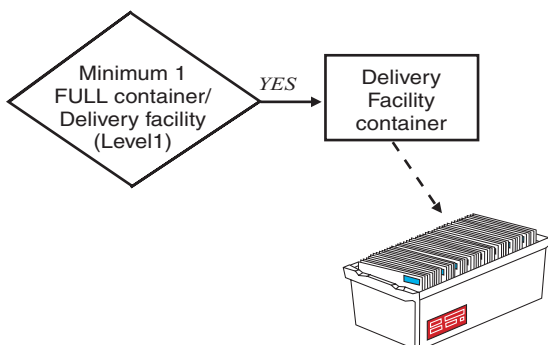
5.2.4   DISTRIBUTION CENTRE FACILITY (LEVEL 3)

The following applies to Urban Delivery Facilities where DCF consolidation is permitted.

1. Figure 31 demonstrates how urban and/or rural mail can be combined within a DCF (Level 3) container where DCF consolidation is permitted.

2. After one or more full containers to the same DCF have been completed, one less-than-full container to the same DCF is allowed.

3. If there is only less than one container for the DCF, the mail does not qualify as Presort.

Figure 31:

This final addition demonstrates the containerizing urban and rural levels together to a DCF.
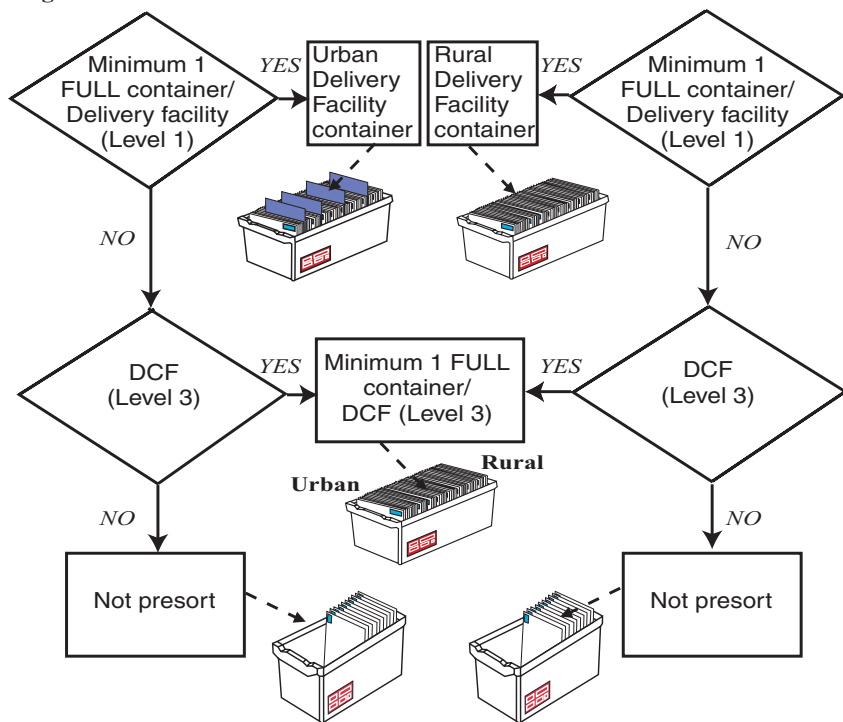
NOTE : Mail that qualifies for containerization at Level 1 in a major urban centre cannot qualify at Level 3 where there is no DCF consolidation. That is, if the Customer has 1 ½ containers of mail that qualifies at Level 1 (Urban or Rural Delivery Facility), it is forbidden to combine the 1/2 container of this mail with other Urban or Rural Delivery Facility mail to qualify at Level 3. This would be a less-than-full container.

5.3   Sequencing Groupings within Hardsided Containers

It is important to maintain the integrity of the presort when the Customer places the mailing in containers. Customers must:
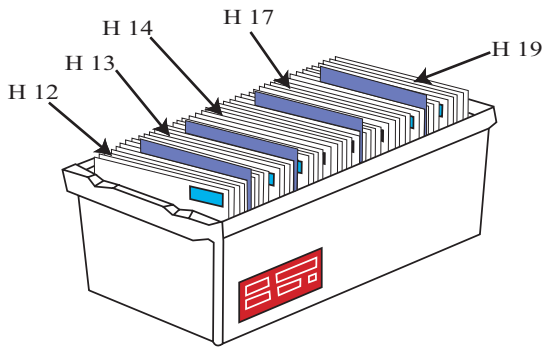
• maintain alphanumeric order when placing the mail in containers

• face all mail in the same direction, and

• use any edgemarkings or separator cards when preparing for the groupings.

1. **Urban Delivery Facility Container** (as shown in Figure 32):
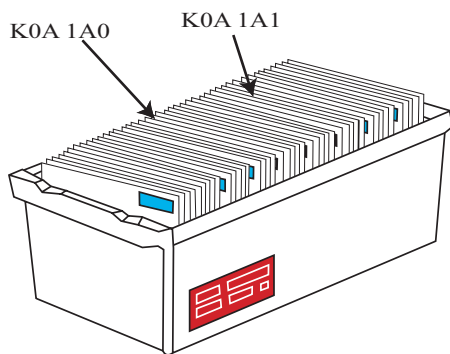
   ‣ sequence by DMD in alphanumeric order.

Figure 32: Urban Delivery Facility Container

2. **Rural Delivery Facility Container** (as shown in Figure 33):

   ‣ sequence by facility's full postal code in alphanumeric order (e.g., K0A 1A0, K0A 1A1 ALMONTE ON).

Figure 33: Rural Delivery Facility Container

3. **DCF Container** (as shown in Figure 34):

   ‣ first, sequence by **Urban Delivery Facilities**, in NPS order and by DMD within Urban Delivery Facilities, and

   ‣ then, sequence by **Rural Delivery Facilities**, by full postal code in alphanumeric order.

Figure 34: DCF Container
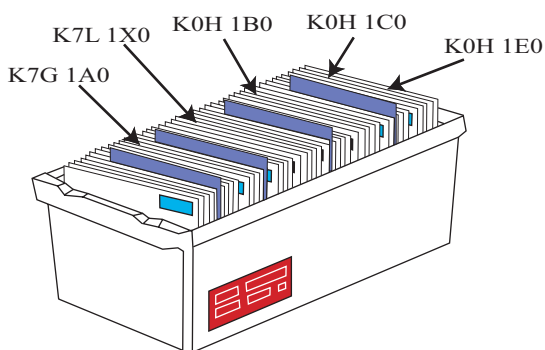
6   LABEL THE CONTAINERS (STEP 4)

All containers must be labelled to their destination using routing information determined from the NPS. Correct labelling of containers ensures that mail is directed to the appropriate work centre within a Canada Post facility. For example:

- an addressed Urban Delivery Facility container would be labelled as follows:

  P2A 1R0 PARRY SOUND ON
  PARRY SOUND STN MAIN

- an addressed Distribution Centre Facility would be labelled as follows:

  L0M 9Z0
  BARRIE ON DCF

6.1   Labels, Service and Routing Information

Container labels for Incentive Lettermail must be white with black lettering and a black bar. They must be bilingual and include the following information (as shown in Figure 35):

- Service name (e.g., S/L Lettermail)

- Service option (e.g., High Density Presort)

- NPS routing information as follows:

  ‣ facility postal code

  ‣ facility name (e.g., OTTAWA)

  ‣ province abbreviation (e.g., ON), and

  ‣ routing designation (e.g., LCD Centretown).

Figure 35: Incentive Lettermail Container Label
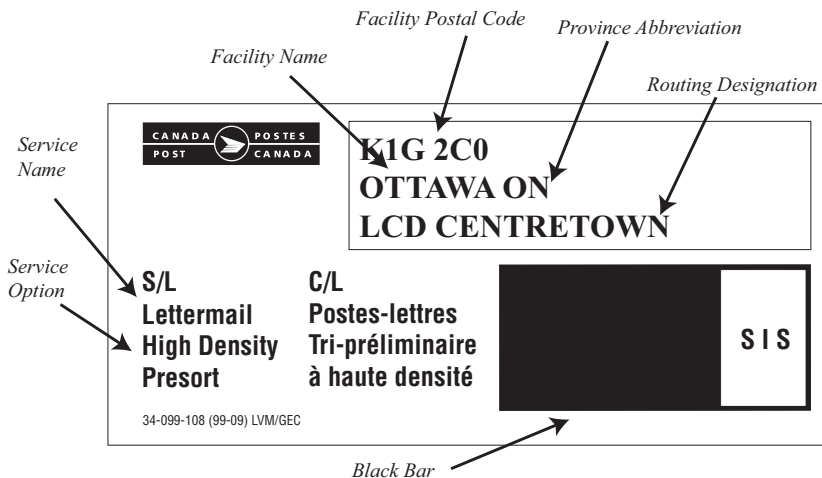
6.1.1 NPS ROUTING INFORMATION

Table 11: How Containers Are To Be Labelled

CONTAINER CONTENTS	NPS ROUTING INFORMATION
Delivery Mode Grouping	Urban Delivery Facility Level 1
Rural Delivery Facility Grouping	Rural Delivery Facility Level 1
Urban and/or Rural Delivery Facility Groupings (within the same DCF)	Distribution Centre Facility (DCF) Level 3

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

Figure 36:

Figure 37:

Figure 38:

MAKE UP LEVEL	LETTERMAIL NPS ROUTING
1	K1G 2C0 OTTAWA ON LCD CENTRETOWN
2	K1G 0A0 OTTAWA ON
3	K0A 9Z0 OTTAWA ON DCF
4	K0A 9Z0 OTTAWA ON FWD

LEVEL 3 - Distribution Centre Facility
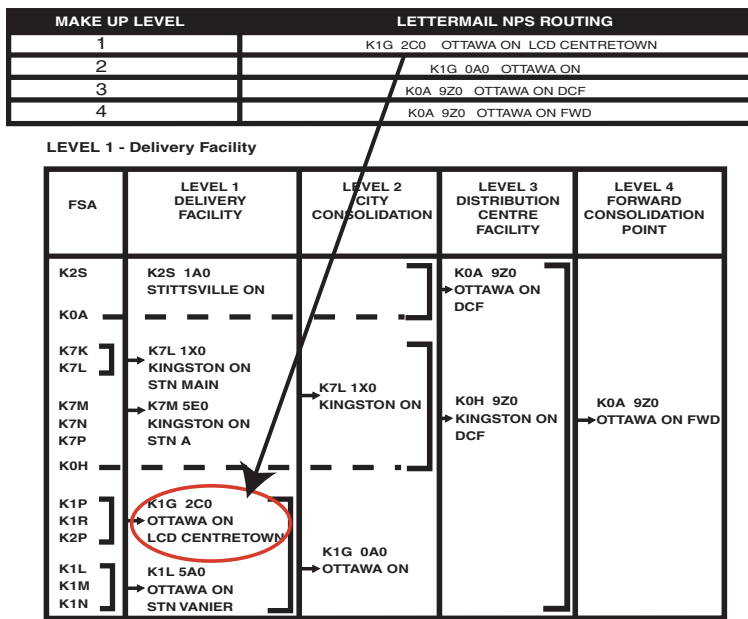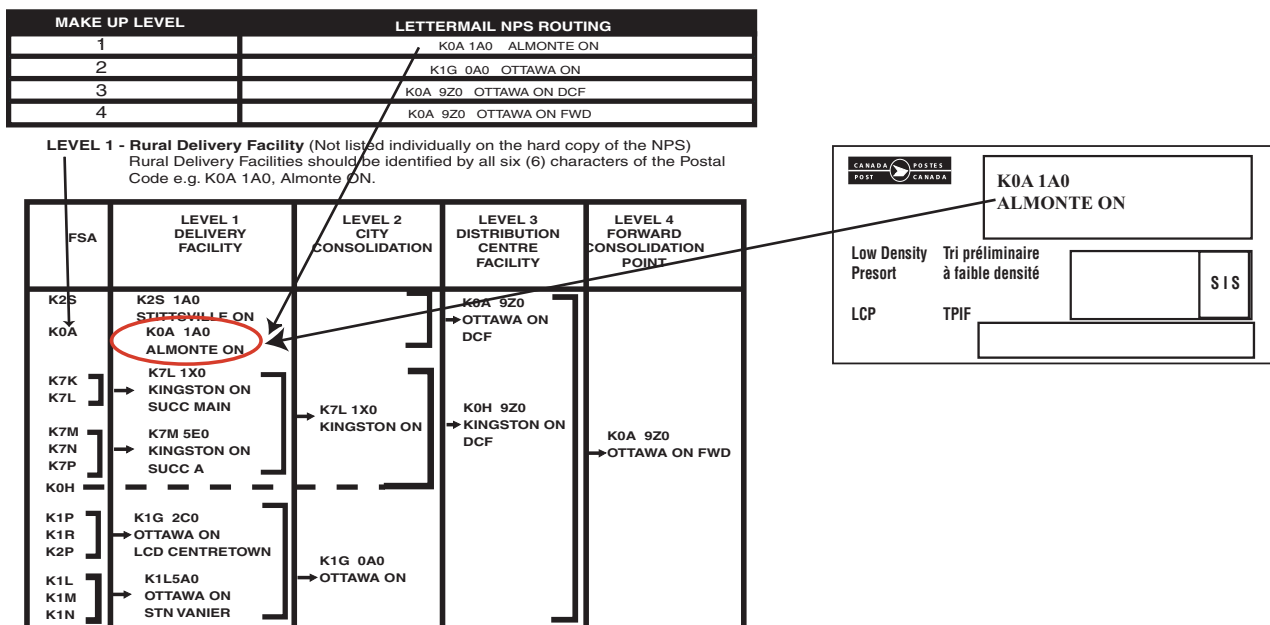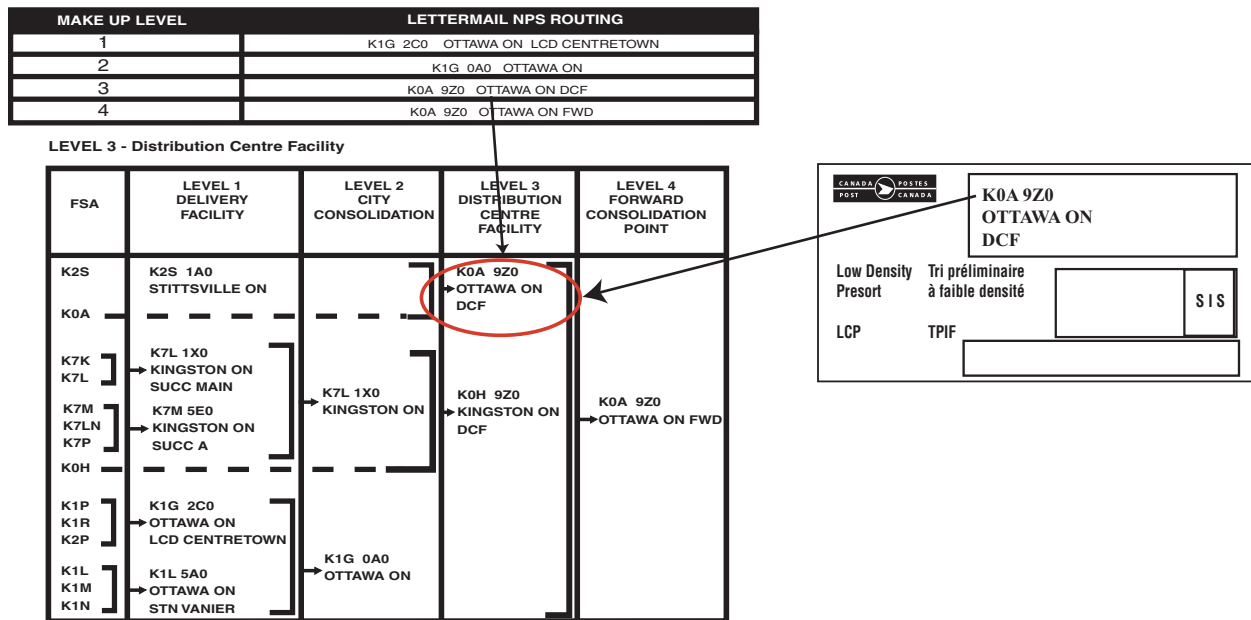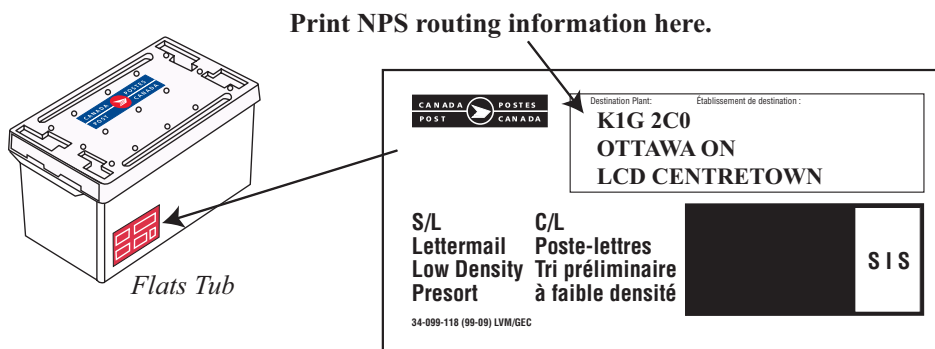

6.2   Labelling Hardsided Containers

Labels must be placed in the label holder on hardsided containers (as shown in Figure 39) before being deposited.

Figure 39: Label Holder for Hardsided Containers

6.3   Producing Labels

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 12 lists the label form numbers.

Table 12: Form Numbers for Hardsided Container Labels

TYPE OF MAIL	FORM NUMBER	ORDERING INFORMATION
S/L Lettermail – Low Density Presort	34-099-118 (99-09) 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 Lettermail – Low Density Presort	34-099-109 (99-09) LVM/GEC (white stock with black ink)	
S/L Lettermail – High Density Presort	34-099-108 (99-09) LVM/GEC (white stock with black ink)	

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.

6.3.1 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.

7 MAKE UP MONOTAINERS AND PALLETS (STEP 5)

A monotainer (as shown in Figure 40) 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 wooden platform used for the conveyance of hardsided containers or bags and/or Brick-piled mail items (visit www.canadapost.ca/mailpreparation under Brick-piling). Customers must provide their own pallets.

Figure 40:
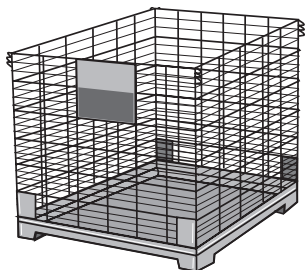
Monotainer   *Pallet*

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.

Canada Post encourages the Customer to consolidate lettertainers and flats tubs by using pallets and, when available, monotainers.

NOTE : Containers with items sorted as High Density or Low Density can be consolidated onto the same pallet or in the same monotainer.

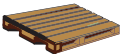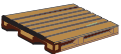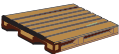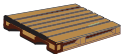**Table 13: Monotainer and Pallet Specifications**

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	• minimum load: at least 18 lettertainers or 12 flats tubs • maximum load: 48 lettertainers or 32 flats tubs • 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	• holds 36 lettertainers or 24 flats tubs • contents may be piled up to 25 mm below the top of the monotainer
Fill requirements for mail destined for within province of deposit	No change in requirements by destination: • minimum load height 500 mm • maximum height (including pallet) 1.5 m	• at least 18 lettertainers or 12 flats tubs
Fill requirements for mail destined for outside province of deposit	No change in requirements by destination: • minimum load height 500 mm • maximum height (including pallet) 1.5 m	• at least 27 lettertainers or 18 flats tubs

7.1 Using the Lettermail 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 in Figure 41).

Figure 41:

7.1.1 CONSOLIDATING CONTAINERS WHERE DCF CONSOLIDATION IS NOT PERMITTED

1. If there are sufficient containers to fill a monotainer or pallet, make an Urban Delivery Facility or a Rural Delivery Facility (both Level 1) monotainer or pallet (as shown in Figure 42). Figure 42 also shows an example of the label (see section 7.2 "Labelling Monotainers and Pallets" on page 35 for more information) the Customer would produce when there are enough containers to fill a monotainer or pallet for K1P, K1R and K2P.

Figure 42:
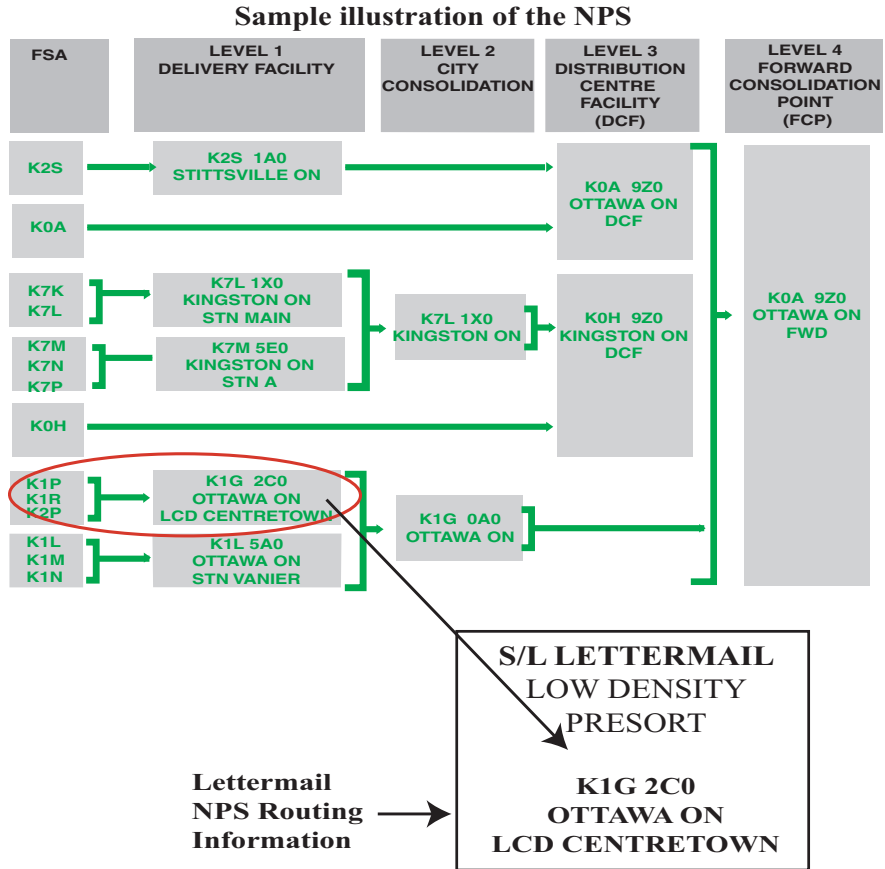
Sample illustration of the NPS

2. 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 in Figure 43; which also shows an example of the label the Customer would produce).

Figure 43:
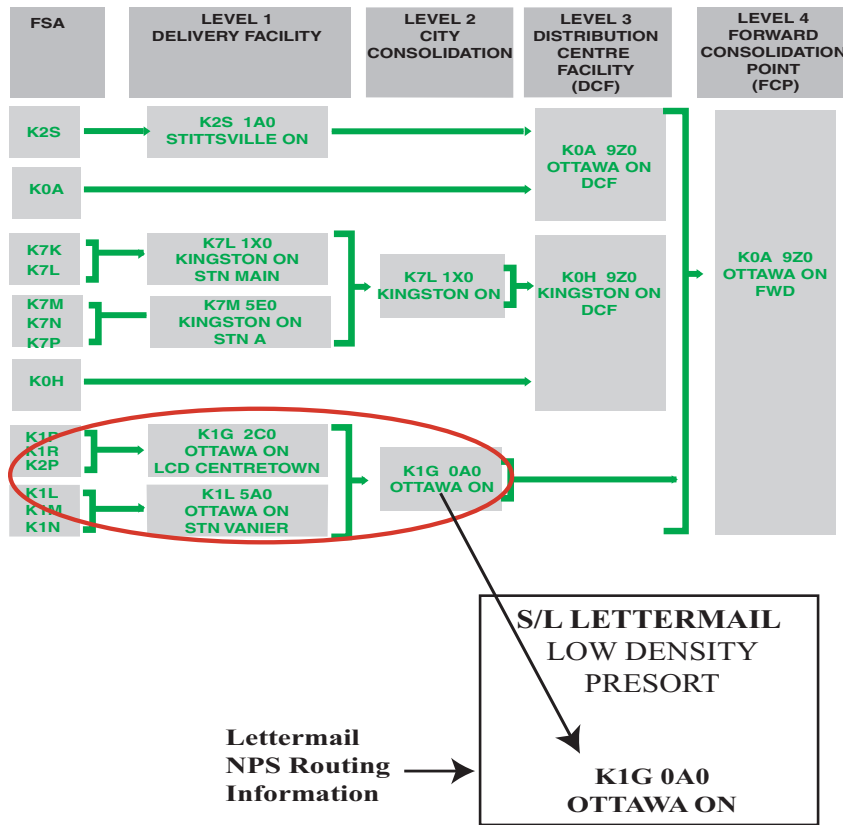
3. Where DCF Consolidation is not permitted (as indicated on the NPS), if there are not enough containers for City Consolidation, consolidate containers with other Urban and/or Rural Delivery Facilities (as indicated by brackets of inclusion on the NPS), to make an FCP (Level 4) monotainer or pallet. For example, consolidate containers for K1P, K1R and K2P and/or K1L, K1M and K1N above with those for K2S, K0A and K0H (as shown in Figure 44; which also shows an example of the label the Customer would produce).
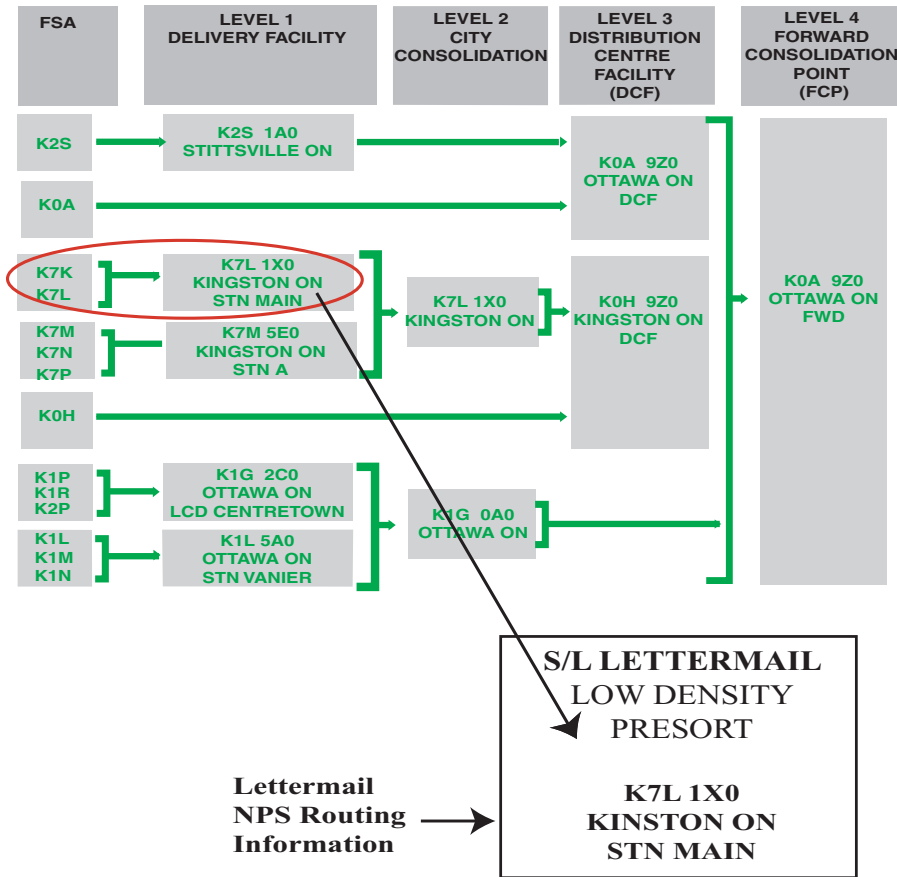
Figure 44:
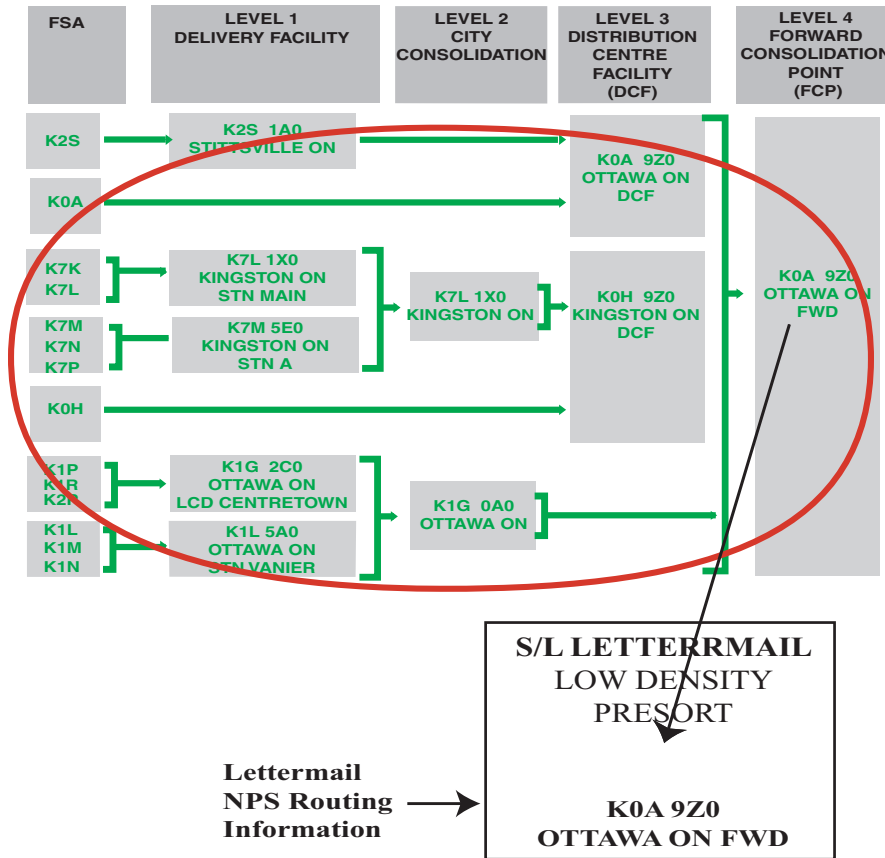
7.1.2 CONSOLIDATING CONTAINERS WHERE DCF CONSOLIDATION IS PERMITTED

1. If the Customer has sufficient containers to fill a monotainer or pallet, make an Urban Delivery Facility or a Rural Delivery Facility (both Level 1) monotainer or pallet (as shown in Figure 45). Figure 45 also shows an example of the label the Customer would produce to fill a monotainer or pallet for K7K and K7L.

Figure 45:

2. 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. See section 7.1.1 "Consolidating Containers Where DCF Consolidation Is Not Permitted" on page 29 for more information).

3. Where DCF consolidation is permitted, if the Customer does not have enough containers for City Consolidation, 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 K7K and K7L above with those for K0H (as shown in Figure 46; which also shows an example of the label the Customer would produce).

Figure 46:
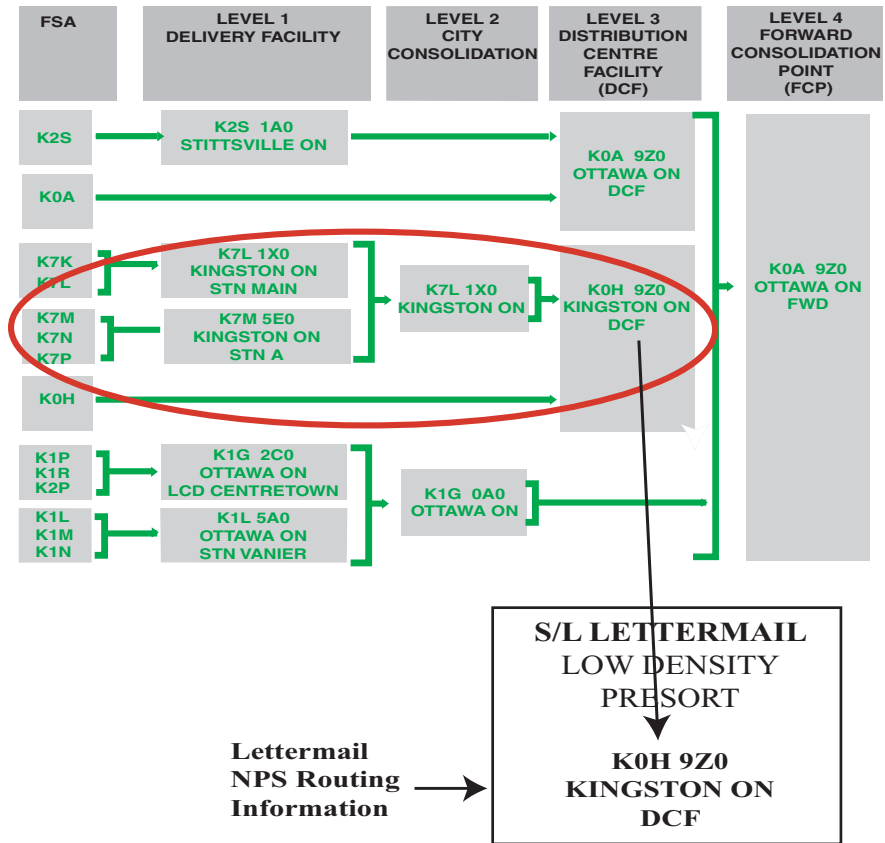
4. If the Customer does not have enough containers for DCF consolidation, consolidate containers with other Urban and/or Rural Delivery Facilities (as indicated by brackets of inclusion on the NPS), to make an FCP (Level 4) monotainer or pallet. For example, consolidate all of the above with containers for K1P, K1R and K2P and/or K1L, K1M and K1N and/or K2S and K0A (as shown in Figure 47; which also shows an example of the label the Customer would produce).

Figure 47:
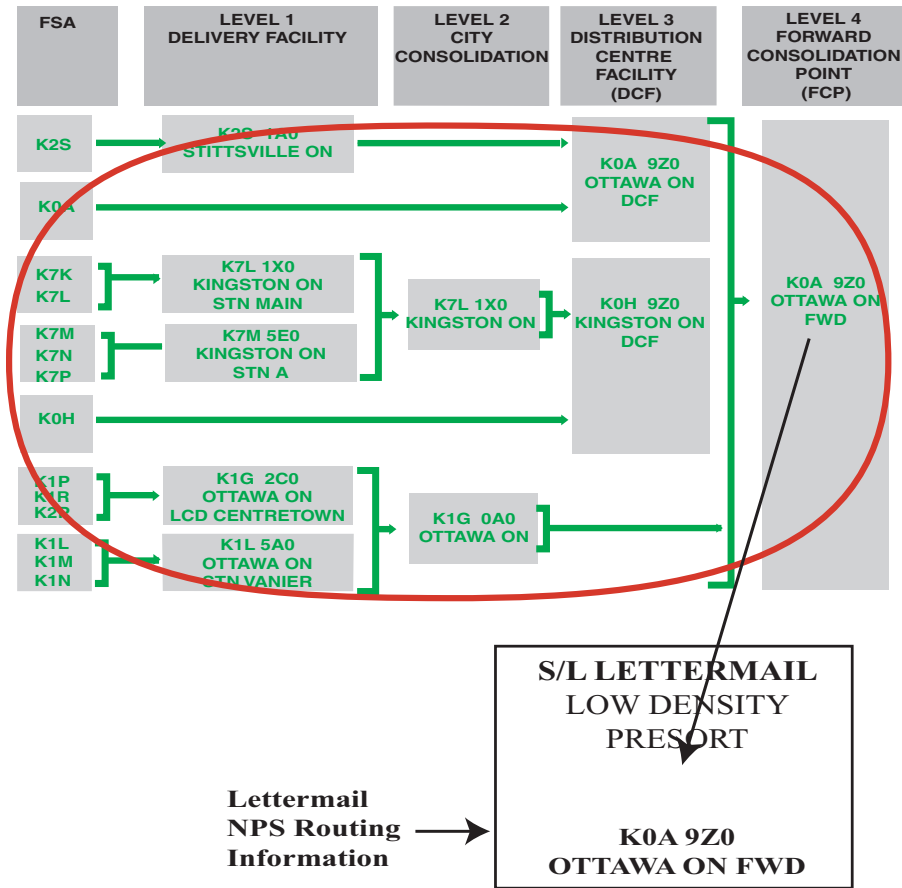
Remaining containers that cannot be consolidated to NPS Levels 1 to 4 can be placed in a monotainer or on a pallet and labelled according to Figure 49.

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.
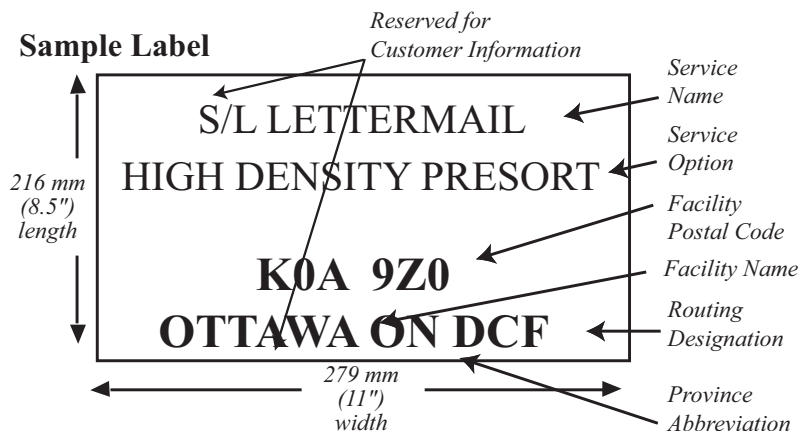
7.2.1 CONTAINERS THAT COULD BE CONSOLIDATED TO NPS LEVELS 1 TO 4

Each label must be white with black lettering and must include the following information (as shown in Figure 48):

- Service name (e.g., S/L Lettermail)

- Service option (e.g., High Density Presort)

- National Presortation Schematic (NPS) routing information as follows:

  ‣ facility postal code (e.g., K0A 9Z0)

  ‣ facility name (e.g., OTTAWA)

  ‣ province abbreviation (e.g., ON), and

  ‣ routing designation (e.g., DCF).

Choose a font size large enough to use the entire label. The destination plant must be visibly larger than other information, including Customer information.
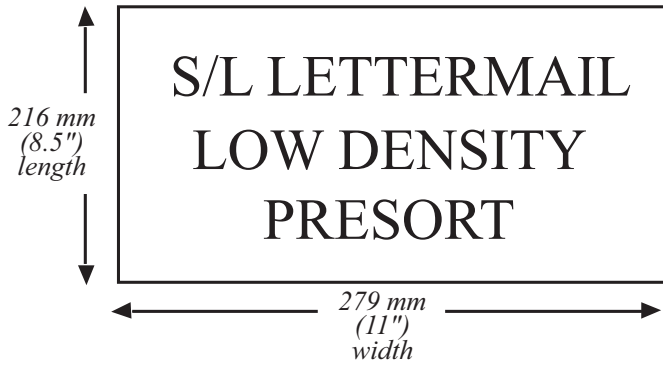
Figure 48:

7.2.2 CONTAINERS THAT COULD NOT BE CONSOLIDATED TO NPS LEVELS 1 TO 4

Remaining containers that could not be consolidated to NPS Levels 1 to 4 can be placed in a monotainer or on a pallet and labelled as follows (as shown in Figure 49):

- Service name (e.g., S/L Lettermail), and

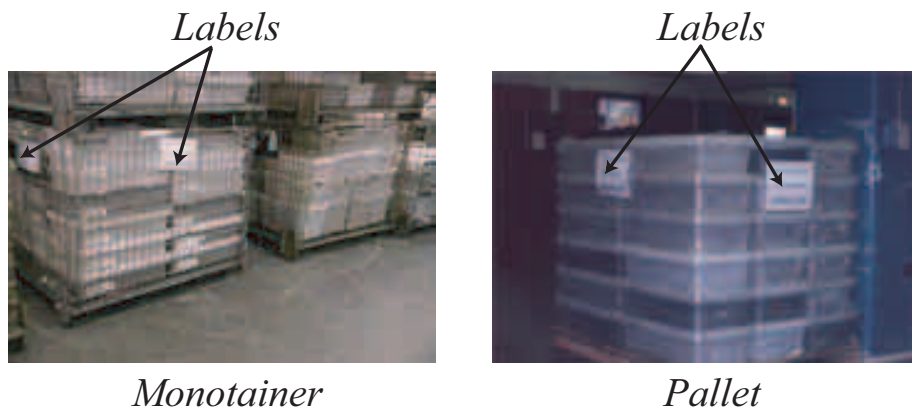- Service option (e.g., Low Density Presort).

Figure 49:

S/L LETTERMAIL
LOW DENSITY
PRESORT

216 mm
(8.5")
length

279 mm
(11")
width

7.2.3 ATTACHING LABELS TO MONOTAINERS AND PALLETS

Each pallet or monotainer should have two labels on different sides (as shown in Figure 50).

Figure 50:

Labels

Labels

Monotainer

Pallet

8 PREPARE THE MAILING SUMMARY (STEP 6)

8.1 What is a Mailing Summary?

The Mailing Summary is a software-generated report that captures the presortation details and parameters associated with the mailing. A Mailing Summary in hard-copy format must be submitted with each High Density and Low Density mailing, at the time and location of deposit. (An electronic version may be acceptable if the Customer obtains prior approval from Canada Post.)

The Mailing Summary must contain the following information, subject to approval by Canada Post.

8.1.1 GENERAL INFORMATION

- Customer name
- Customer address
- Customer telephone number
- Customer contract number
- Service name
- Service option
- Statement of Mailing #: (entered at a later date)
- Delivery Mode Data Product valid for mailing dates
- Delivery Mode Audit Code

8.1.2 SOFTWARE NAME AND VERSION

8.1.2.1 Software Parameters

- Lists all parameters and/or defaults used (i.e., piece weight, maximum container weight, Office of Deposit, etc.)
- # of Monotainers/Pallets
- # of Containers.

Table 14: Volume Distribution

LEVELS OF CONSOLIDATION	RESTRUCTURED ITEMS	NON-RESTRUCTURED ITEMS	TOTAL ITEMS
Delivery Mode Direct			
Delivery Facility			
Distribution Centre Facility			
Forward Consolidation Point			

8.2 Mailing Details

The Mailing Details are required only when requested by Canada Post. They must contain the following:

- NPS Level of Access, service option and routing information for monotainers and pallets (if applicable) and containers within monotainers or pallets; and
- Delivery Mode Details, type, size, and routing information for groupings and bundles within containers (section 6 "Label the Containers (Step 4)" on page 24).

Table 15: Sample Layout for Mailing Details by Container

CONTAINER TYPE	NPS LEVEL OF ACCESS	ROUTING INFORMATION
Monotainer #1	FCP	V0E 9Z0 KAMLOOPS BC FWD
Lettertainer #1	CITY	V2C 5P0 KAMLOOPS BC

Table 16: Sample Layout for Mailing Details by Grouping

GROUPING	LEVEL	VOLUME	DMD	ROUTING INFORMATION
1	DMD	150	3	V2B 3H0 KAMLOOPS BC STN NORTH DEL CTR
2	DMD	150	6	V2B 3H0 KAMLOOPS BC STN NORTH DEL CTR
3	DF	200	-	V0K 1L0 EAGLE CREEK BC
-	**Total**			-
-	500			-

Table 17: Delivery Office Volume Summary

CONTAINER TYPE AND COUNT	ITEM COUNT	DELIVERY INSTALLATION POSTAL CODE	ROUTING INFORMATION
1 Lettertainer	51	J0B 9Z0	SHERBROOKE QC DCF
3 Flat Tubs	44	J0E 9Z0	GRANBY QC DCF
Total			-
4	95		-