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UNADDRESSED ADMAIL

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 1.6 “Information Sources” on page 4 for other information sources.

1 OVERVIEW

1.1 Who Should Use This Guide

This Guide is for Canada Post Customers and explains what they need to do in order to prepare an Unaddressed Admail mailing for deposit to Canada Post.

1.2 What Is Unaddressed Admail?

Unaddressed Admail is one of Canada Post’s targeted direct mail services. It consists of printed matter and product samples that are not addressed to specific delivery addresses in Canada. Items must be unaddressed but may bear wording, such as: “householder”, “occupant”, “resident” or “boxholder”, without any further address.

Our Unaddressed Admail service delivers advertising messages to more than 14 million addresses served by Canada Post. Unaddressed Admail provides geographic, demographic and lifestyle information to target mailings to neighbourhoods or localities that have the highest potential audience – without a Customer database. Customers can target specific geographically defined areas in Canada, either locally or nationally, directing the message to an area as small as a single postal route, and target the message to homes, apartments, farms or businesses, or any combination of the four.

The impact of an Unaddressed Admail item is defined by the four Rs – the item is received, read, recalled and responded to. Unaddressed Admail can help build Customer traffic, develop relationship marketing with groups of Customers, or advertise a special offer. Customers can easily measure the effectiveness of their campaign by including a Business Reply Mail™ card.

Canada Post’s Unaddressed Admail service puts the power of direct mail into the hands of every advertiser. Due to its vast delivery network, Canada Post is able to get the mail received, read, recalled and responded to by more Canadians.

Visit www.canadapost.ca/uasupportdocuments for a list of support documents detailing Unaddressed Admail requirements.

1.3 What Is Mail Preparation?

Mail preparation is the process of bundling mail items, placing the bundles in containers (which includes bags) and identifying the mailing to ensure that the mailing is delivered as expected.

1.4 Requirements for Unaddressed Admail

To qualify as Unaddressed Admail:

- the mail items must be mailed in Canada for delivery in Canada
- the mail items must meet all Canada Post requirements for service and type of mail such as size, weight and thickness. Consult the appropriate *Customer Guide* (see section 1.6 “Information Sources” on page 4), and
- the mail items must meet any requirement specified in the Agreement and the *Canada Postal Guide*.

Table 1: Unaddressed Admail Key Requirements

KEY REQUIREMENTS	
Minimum volume per deposit* (see section 2.6 “Electronic Shipping Tools” on page 8 for more information)	<ul style="list-style-type: none"> • the complete distribution of one route • the complete distribution to houses only, apartments only, farms only, businesses only or any combination, on one route • if the Customer deposits less than the required distribution within a Delivery Facility, Canada Post will deliver the items at that Delivery Facility until the quantities are depleted. For example, if the Customer deposits 4,000 items at a Letter Carrier Facility that requires 5,000 Unaddressed Admail items, Canada Post will deliver the 4,000 items starting with the first Letter Carrier route the Customer selects until the items are depleted. The Customer may select the Letter Carrier or Non-Letter Carrier Delivery routes that will receive less than full coverage using the Electronic Shipping Tools or by indicating the quantities on the Unaddressed Admail Delivery Slip (see section 3.3 “Complete the Unaddressed Admail Delivery Slip (ADS) (Step 3)” on page 12 and Figure 6 for more information)
Maximum items per bundle	<ul style="list-style-type: none"> • 200 items or 4 inches in bundle height • the mailing must be bundled in equal amounts except the last bundle for each Delivery Facility, which may be smaller (the Residue bundle)
Maximum bundle thickness	<ul style="list-style-type: none"> • 100 mm for mailings with items weighing less than 500 g • for delivery in Non-Letter Carrier offices ONLY: 200 mm for mailings with items weighing 500–1,000 g or 8 inches in bundle height
Container requirements	<ul style="list-style-type: none"> • small mailbags A-6 • large mailbags A-3 • Customer-supplied containers pre-approved by Canada Post
Labelling mailbags/Customer-supplied containers	<ul style="list-style-type: none"> • Urban or Rural Delivery Facility/Rural Delivery
Levels of consolidation for Monotainers/Pallets	<ul style="list-style-type: none"> • Urban Delivery Facility/Rural Delivery Facility – NPS Level 1 • City – NPS Level 2 • Distribution Centre Facility (DCF) – NPS Level 3 • Forward Consolidation Point (FCP) – NPS Level 4
Label	<ul style="list-style-type: none"> • Canada Post-produced: white with black ink • Customer-produced: white with black ink

* The Customer must still use the most current Householder data available.

1.5 Physical Characteristics

Each Unaddressed Admail item must meet the applicable size and weight requirements as outlined below. Questions concerning the mailing of items should be directed to a Canada Post Representative. Table 2 and Table 3 provide size and weight specifications.

Table 2: Items Delivered on Letter Carrier Routes*

CATEGORY		LENGTH		WIDTH		THICKNESS		WEIGHT	
		METRIC	IMPERIAL	METRIC	IMPERIAL	METRIC	IMPERIAL	METRIC	IMPERIAL
Residential Distribution	max.	35.56 cm	14 in	15.24 cm	6 in	1.91 cm	0.75 in	230 g	8.1 oz
Business Distribution	max.	35.56 cm	14 in	25.4 cm	10 in	1.91 cm	0.75 in	230 g	8.1 oz
Minimum size for both Residential and Business Distribution	min.	70 cm ² area			10.85 in ²	0.18 mm	0.007 in	N/A	N/A

Table 3: Items Delivered on Non-Letter Carrier Routes**

CATEGORY		LENGTH		WIDTH		THICKNESS		WEIGHT	
		METRIC	IMPERIAL	METRIC	IMPERIAL	METRIC	IMPERIAL	METRIC	IMPERIAL
Residential and Business Distribution	max.	35.56 cm	14 in	28 cm	11 in	3.81 cm	1.5 in	1,000 g	35.3 oz
Samples	max.	22.86 cm	9 in	15.24 cm	6 in	2.54 cm	1 in	500 g	17.6 oz
Residential and Business Distribution/Samples	min.	N/A		N/A		N/A		N/A	

NOTE : For mailings destined to Non-Letter Carrier Routes containing items weighing over 500 g and up to 1,000 g, the Customer must schedule the mailing by contacting a Canada Post Representative or calling the Commercial Service Network at 1-800-260-7678.

- * The delivery mode that falls under the specifications of Letter Carrier Routes is simply "LC" (for Letter Carrier).
- ** All other delivery modes, which include RR (rural routes), SS (suburban services), GD (general delivery), LB (lock boxes), CF (call for), MR (motorized routes) and DIR (directs) fall under the specifications for "Non-Letter Carrier Routes".

1.6 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 4: Quick Reference Chart

INFORMATION SOURCES	WEB ADDRESSES
Artwork for 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
Customer Guide (including all amendments)	www.canadapost.ca/customer_guides
Electronic Shipping Tools	www.canadapost.ca/obc
FSA and Letter Carrier Walk Maps	www.canadapost.ca/uasupportdocuments
GeoPost™ Plus	www.canadapost.ca/uasupportdocuments
Glossary of Canada Post terms	www.canadapost.ca/postalservices
Householder Counts for Urban and Rural Delivery	www.canadapost.ca/uasupportdocuments
National Presortation Schematic	www.canadapost.ca/nps
Unaddressed Admail support documents	www.canadapost.ca/uasupportdocuments
Your Guide to Preparing Unaddressed Admail	www.canadapost.ca/uasupportdocuments

2 WHAT YOU NEED TO KNOW BEFORE YOU START

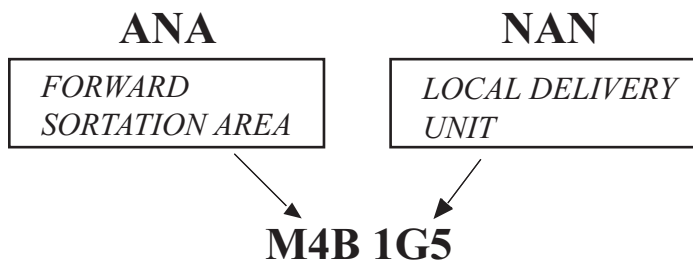
This section explains basic information on postal codes, householder counts, maps, the National Presortation Schematic (NPS), Delivery Modes, Electronic Shipping Tools (EST), and mailing and distribution plans that the Customer needs to know for preparing Unaddressed Admail mailings.

2.1 The Postal Code

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 5).

Table 5: 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 Householder Counts

Information about the delivery areas served by Canada Post's delivery offices is segmented into the number of houses, apartments, farms and business points of call that help Customers determine the number of items needed for their mailing.

The national database of Householder Counts is available on CD-ROM or by download from a secured Canada Post FTP site on a 12-month subscription basis, which includes monthly updates. Visit www.canadapost.ca/uasupportdocuments for Individual Householder Counts, which are available free of charge.

For information on Data Products, contact a Canada Post Representative at 1-800-363-3459, visit the Canada Post Address Management Tools web page at www.canadapost.ca/am or send an email to data.product@canadapost.ca

2.3 Maps

2.3.1 FSA MAPS

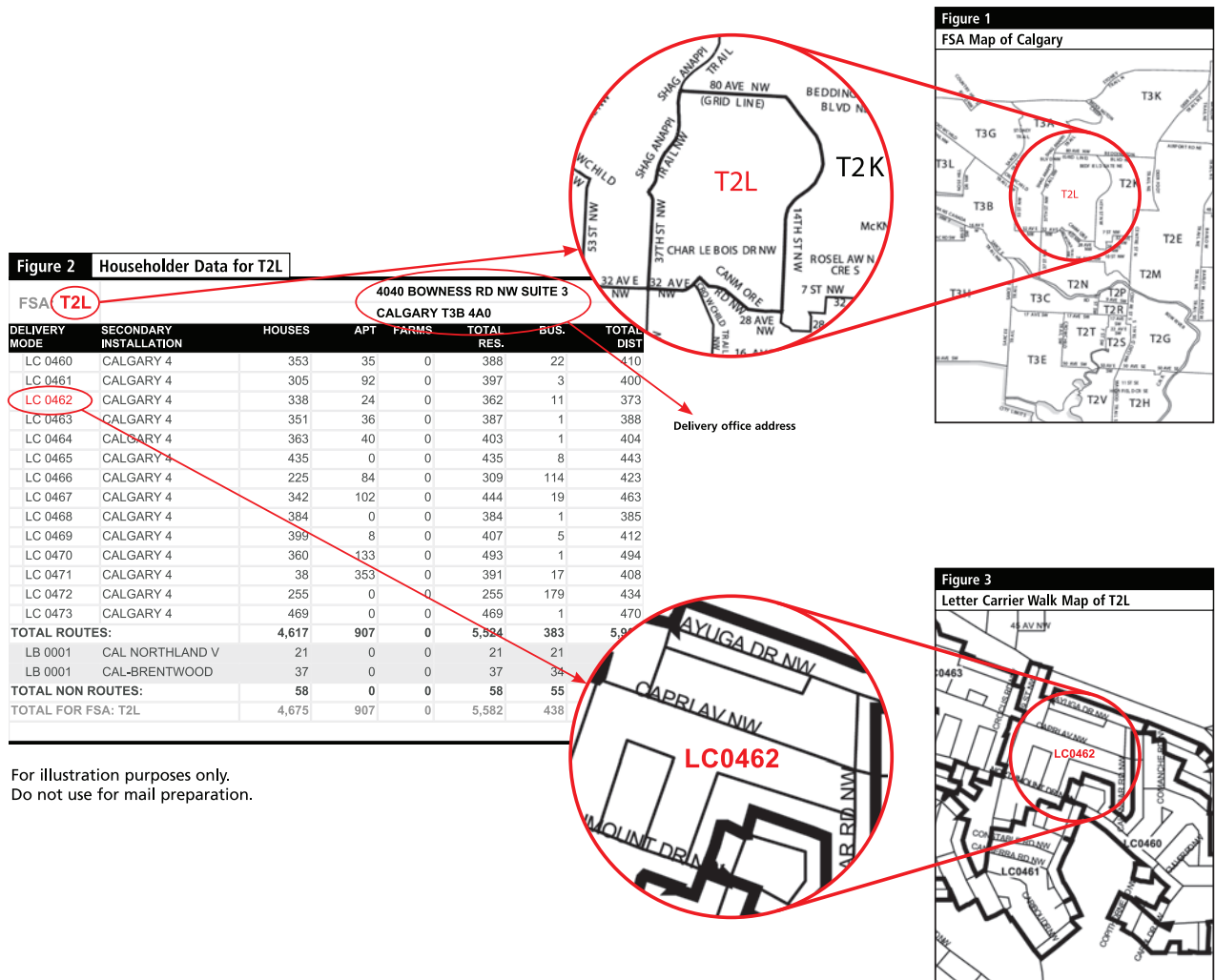
An FSA (Forward Sortation Area) is the first three characters of a postal code and represents a specific geographic area.

The FSA Maps identify the specific geographic boundaries for every FSA in Canada. This information is invaluable for anyone trying to determine sales territories, plan coverage for a direct mail campaign, or study new locations for a retail store or business. Visit www.canadapost.ca/uasupportdocuments to view FSA Maps online.

2.3.2 LETTER CARRIER WALK MAPS

Letter Carrier Walk Maps provide the actual routes, or walks, covered by the Letter Carriers. This is particularly useful for targeting local neighbourhoods. This information can be easily transferred to the *Unaddressed Admail Delivery Slip* to provide delivery instructions for Canada Post, to ensure items are delivered to the specific target audience. Visit www.canadapost.ca/uasupportdocuments to view the Letter Carrier Walk Maps online.

Figure 2:



2.4 National Presortation Schematic (Non-Lettermail)

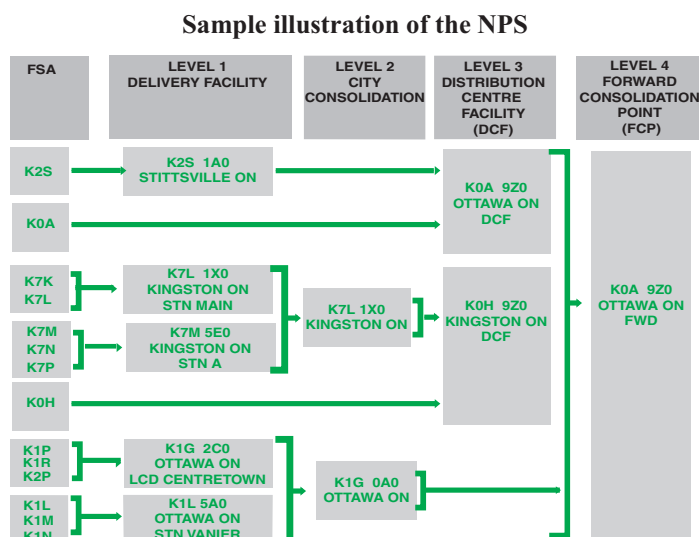
The National Presortation Schematic (NPS) is a set of tables that indicates how to consolidate mail through Canada Post's mail distribution network, beginning with the FSA.

The Non-Lettermail NPS is used as a consolidation tool for all Canada Post Communication products. The NPS has four levels of access:

- Level 1 – Delivery Facility
- Level 2 – City
- Level 3 – Distribution Consolidation Facility (DCF), and
- Level 4 – Forward Consolidation Schematic (FCP).

Following the NPS levels of access is key to consolidation of Unaddressed Admail (as shown in Figure 3).

Figure 3: 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.

2.5 Delivery Modes

A Delivery Mode refers to the methods of delivery. Examples of Delivery Modes are:

- Letter Carrier Route (LC)
- Call For (CF)
- Direct (DIR)
- General Delivery (GD)
- Rural Route (RR)
- Lock Boxes (PO Box)
- Suburban Services (SS)
- Motorized Route (MR)

2.6 Electronic Shipping Tools

In order to access Contract prices, *Orders (Statements of Mailing)* must be prepared and submitted using the Electronic Shipping Tools (EST).

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

NOTE : The “Fully Featured” or “Express Order Entry” versions of the Electronic Shipping Tools (EST) can be used to automatically generate all required bar-coded labels and documentation required for use, at the time of mailing.

Unaddressed Admail mailings prepared using the “fully featured” or “Express Order Entry” versions of the Electronic Shipping Tools will have access to *Track a Mailing*. To view a demo of its capabilities, visit www.canadapost.ca/uasupportdocuments and click on the icon with the bar code for *Track a Mailing*.

2.7 Mailing and Distribution Plans

Before the Customer can prepare the mailing, a distribution plan is needed (if EST is used) or a mailing plan (for manual orders). These plans will guide the number of containers for each delivery facility and the labelling.

If the Customer uses EST, it generates a distribution plan, regardless of the number of destinations for the mailing.

When preparing *Orders (SOM)* manually, the Customer must prepare a mailing plan. The Customer can use any format as long as the following information is included:

- Customer name
- Customer account number
- *Order (Statement of Mailing)* serial number
- control number(s) of each *Unaddressed Admail Delivery Slip (ADS)* in the mailing (there may be more than one Unaddressed ADS for a Delivery Facility, depending on the nature of the mailing, see section 3.3 “Complete the Unaddressed Admail Delivery Slip (ADS) (Step 3)” on page 12 for more information)
- postal code of the Delivery Facility listed on each Unaddressed ADS
- volumes forwarded to each Delivery Facility.

If the Customer is mailing to ten (10) or fewer destinations, the mailing plan information should be placed on the *Order (Statement of Mailing)*; if the Customer is mailing to more than ten (10) destinations, a *Manifest* with the mailing plan information must be produced.

NOTE : If the Customer chooses to manually prepare an *Order* using a hard-copy SOM, a processing fee applies per manual *Order (SOM)*. Contract prices cannot be accessed using a manual *Order (SOM)*. Manual *Orders* containing Contract prices will be subject to applicable Non-Contract prices upon deposit. The applicable volume, however, will still count toward the annual volume commitment.

3 STEPS FOR PREPARING UNADDRESSED ADMAIL

Mail that has met all the requirements for Unaddressed Admail (see section 1.4 “Requirements for Unaddressed Admail” on page 2) goes through up to five steps for mail preparation:

1. **Place the Mail Items in Equivalent-sized Bundles (Step 1).**
2. **Place the Bundles in Containers (Step 2).**
3. **Complete the Unaddressed Admail Delivery Slip (ADS) (Step 3).**
4. **Label the Containers (Step 4)** – Correct labelling ensures that mail is expedited to the Canada Post Delivery Facility.
5. **Make Up Monotainers and Pallets (Step 5)** – Monotainers and pallets make it much easier to move the mail because it reduces the amount of handling and ensures the complete mailing arrives simultaneously at any one destination.

3.1 Place the Mail Items in Equivalent-sized Bundles (Step 1)

3.1.1 BUNDLING

A “bundle” describes a number of mail items secured together by double strapping (using elastic bands, string or plastic straps). Shrink wrapping is not permitted for Unaddressed Admail.

The maximum thickness of a bundle is shown in Table 6.

Table 6: Bundling Specifications

MAXIMUM THICKNESS	MAXIMUM NUMBER OF ITEMS*	WEIGHT
100 mm (4 inches)	200 items	Less than 500 g (17.6 oz)
200 mm (8 inches)	200 items	500–1,000 g (17.6–35.3 oz)

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

** Applicable to Non-Letter Carrier Offices only.

Placing the mail in bundles in the following manner assists in distributing the mail to the appropriate Delivery Facility.

The mailing must be bundled in equal amounts of not more than 200 items in each bundle, not to exceed the thicknesses specified in Table 6. All bundles should contain equal quantities, except the last bundle of a mailing for each Delivery Facility, which may be smaller and is referred to as the Residue bundle.

For example:

“Anytown” Delivery Facility will be required to deliver 1,255 flyers.

The standard bundle size for the mailing is 200 items.

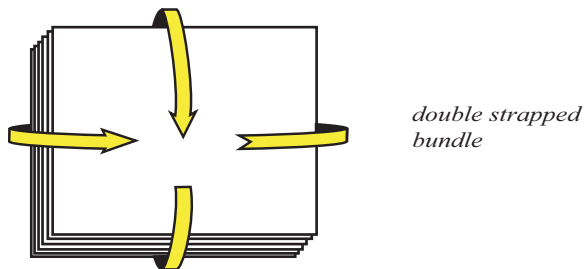
The mail for “Anytown” would be prepared in six bundles of 200 items and one Residue bundle of 55 items.

$$(6 \times 200) + 55 \text{ items} = 1,255 \text{ items}$$

3.1.2 DOUBLE-STRAPPING

Each bundle must be securely tied or banded (double-strapped) to prevent breaking open during handling or while in transit (as shown in Figure 4).

Figure 4: Example of Double-Strapping



3.2 Place the Bundles in Containers (Step 2)

All items in a single mailing must be deposited in bags, or in Customer-supplied containers pre-approved by Canada Post.

Unaddressed Admail must be placed in one or more containers for each Delivery Facility.

The weight of each container (the container plus the mailing) must not exceed 25 kg (55 lbs.).

3.2.1 TYPES OF CONTAINERS

Customers can use two types of containers for the movement of Unaddressed Admail through Canada Post's mail distribution network: mailbags or Customer-supplied containers pre-approved by Canada Post.

The same type of container must be used for the entire deposit.

3.2.1.1 Mailbags

Two types of bags are used for the movement of mail (as shown in Figure 5):

- small mailbags A-6
- large mailbags A-3

The supply of bags is dependent on availability by Canada Post. In instances where bags are not available, Customers must use Canada Post pre-approved Customer-supplied containers. Table 7 lists the specifications for each type.

Figure 5: Example of Mailbags



Table 7: Unaddressed Admail, Mailbag Specifications

MAILBAG TYPE	WEIGHT	LENGTH	WIDTH	MAX WEIGHT (INCLUDING BAG)
Large (A-3) Bag	1 kg (2.2 lbs.)	1030 mm (40.55 in)	685 mm (26.97 in)	25 kg (55 lbs.)
Small (A-6) Bag	0.5 kg (1.1 lbs.)	610 mm (24.02 in)	559 mm (22.01 in)	25 kg (55 lbs.)

3.2.1.2 Customer-supplied Containers

Canada Post must pre-approve the use of other containers. Such containers must, at minimum, meet the following guidelines:

- are sturdy, i.e., able to withstand normal handling during processing (sorting with other bags, transporting, opening, emptying, etc.)
- made from non-toxic and environmentally friendly materials
- have a ratio of length, width and height that is reasonable, that is, that the container can easily be handled and transported by Canada Post equipment
- have a maximum weight that does not exceed 25 kg (55 lbs.) for a mailbag, a box or a Customer-supplied container
- must be labelled to Canada Post requirements
- are disposable (since they cannot be returned)
- do not resemble bags or containers that are commonly used for disposal or recycling (e.g., garbage bags, recycling bins).

3.3 Complete the Unaddressed Admail Delivery Slip (ADS) (Step 3)

The *Unaddressed Admail Delivery Slip (ADS)*, (as shown in Figure 6), serves to identify the mailing and is attached to the Residue bundle for each Delivery Facility. It includes the specific delivery instructions, including the selected Forward Sortation Area (FSA) and route numbers.

If the Customer submits the *Order* manually or uses the “Statement of Mailing (SOM) only” version (instead of using EST), the completed Unaddressed ADS for each Delivery Facility must be stamped PAID by the Receipt Verification Unit (RVU) or Corporate Retail Counter, before the Customer attaches Part 3 to the Residue Bundle. Part 3 of the Unaddressed ADS is proof of payment by the Delivery Facility.

Figure 6: Unaddressed Admail Delivery Slip, Form #40-076-527

There are three parts to the Unaddressed ADS:

- **Part 1: Mailer copy** – The Customer keeps the first page of the Unaddressed ADS for their files.
- **Part 2: Attach to the Statement of Mailing** – When the mailing is for 10 or fewer Delivery Facilities and the Customer is not using EST, staple the second page of the Unaddressed ADS to the back of the SOM (see section 2.7 “Mailing and Distribution Plans” on page 8 for more information). If the Customer uses a *Manifest*, Part 2 of the Unaddressed ADS for the files may also be kept.
- **Part 3: Insert in the last container for each Delivery Facility** – Attach the third page of the Unaddressed ADS to the Residue bundle, which is placed in the last container for each Delivery Facility. For example, if the Customer is sending 40 bags to a Delivery Facility, the Residue bundle can be inserted with the Unaddressed ADS attached in the bag labelled as 40 of 40.

3.4 Label the Containers (Step 4)

All containers must be labelled to their destination based on the Householder counts available on CD-ROM or on the Canada Post website at www.canadapost.ca/uasupportdocuments or the Non-Lettermail NPS (Level 1 – Delivery Facility). If the Customer uses EST, these are generated automatically. Correct labelling of containers ensures that mail is directed to the correct Delivery Facility.

When the Customer deposits Canada Post mailbags, label the mailbags 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.

3.4.1 TAG AND LABEL INFORMATION REQUIREMENTS

Mail bag labels must be in bilingual format and include the service name (Unaddressed Admail). The tag or label serves to identify the Delivery Facility; the mailing; and the service requirements. The following information is required:

- **Mailed by:** Indicate the name and mailing address of the company preparing the mailing for deposit with Canada Post.
- **Mailed on behalf of:** The name and mailing address of the company that owns the mail piece.
- **Delivery Facility:** The name of the Canada Post Delivery Facility as defined in the Canada Post Householder counts information available on CD-ROM or on the Canada Post website at www.canadapost.ca/uasupportdocuments, or the NPS Level 1.
- **Number of Containers:** Indicate the number of containers going to the same Delivery Facility in the format provided (e.g., 2 of 3 means that the container is the second of three containers for the Delivery Facility).
- **Delivery Start Date:** Indicate the date that delivery is to begin.

3.4.2 VINYL LABEL HOLDERS

For mail bags, the Customer may use a vinyl label holder (as shown in Figure 7), securely attached to the corner of the bag by a plastic cable tie or twine (as shown in Figure 8). If the Customer does, there is no need to attach a tie-on tag or to produce a bag label (keeper tag). Customers need only insert a completed label into the vinyl label holder.

Figure 7:

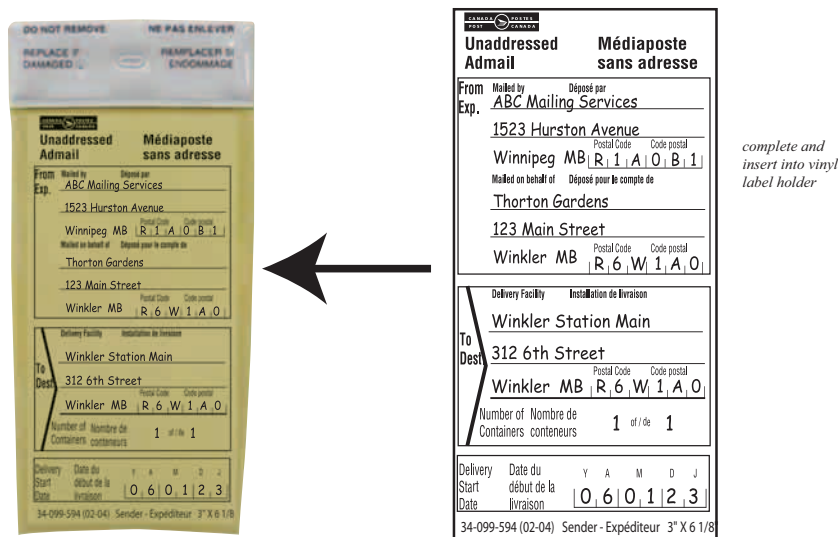
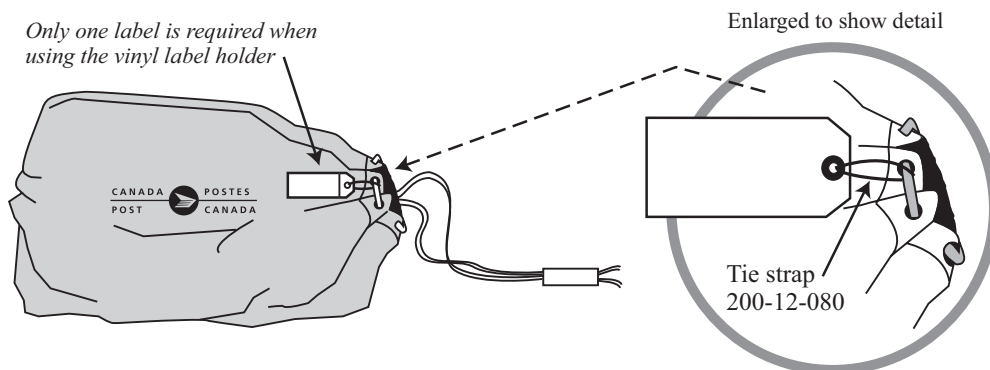


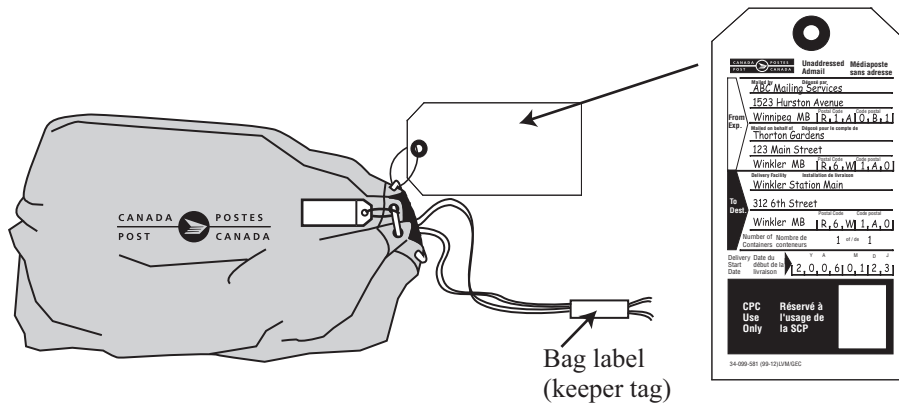
Figure 8:



If the Customer does not use vinyl label holders, use tie-on tags on all mailbags, fastening the tags securely by plastic cable ties or twine to the neck of the bag (as shown in Figure 9) before deposit (see section 3.4.2 “Vinyl Label Holders” on page 13 for more information).

Bags with tie-on tags must also bear a bag label or keeper tag (as shown in Figure 9). Insert bag label in the label holder. 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 9:



3.4.3 PRODUCING TIE-ON TAGS AND LABELS

The Customer has three options for producing tie-on tags and labels:

- order from Canada Post
- print from Canada Post templates, or
- make custom tie-on tags and labels using Canada Post specifications.

To order labels, contact the Canada Post Customer Relationship Network (1-888-550-6333 or 1-800-260-7678) and use the label form number to order labels. The label form numbers are listed in Table 8.

Table 8: Unaddressed Admail, Form Numbers for Tie-on Tags and Labels

DESCRIPTION	FORM NUMBER	ORDERING INFORMATION
Tie-on Tags: Specifications Artwork	34-099-581 (99-12) LVM/GEC (white stock with black ink)	Order from the Canada Post Customer Relationship Network 1-888-550-6333 1-800-260-7678
Tie-on Tags: Peel-Off Label (supplied by Canada Post)	33-086-523 (99-12) LVM/GEC (white stock with routing detail printed in black ink)	
Continuous Self-adhesive Label	34-099-120 (00-07) LVM/GEC (white stock with black ink)	
Vinyl Label Holders	SO-54	
Blank Labels	34-099-596	
Plastic Tie Straps	200-12-080	

Self-adhesive labels can be affixed only to Customer-supplied containers such as boxes.

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.

3.4.4 SPECIAL INSTRUCTIONS FOR PRODUCING LABELS

- labels must fit into label holders and be easily extracted from the label holders
- labels must be in bilingual format
- for Customer-supplied containers, place labels in the same location on each container: on the top or the side of the container.

3.4.5 CUSTOMER-GENERATED LABEL

Customers using the Unaddressed Admail Peel Off Label (#33-086-523) can simply detach the tractor feed and insert the label into the vinyl label holder without removing the adhesive label from the protective backing (as shown in Figure 10).

Customers who use the Electronic Shipping Tools (EST) can generate adhesive labels that can be affixed to blank labels (Form #34-099-596) (as shown in Figure 11). The label can then be inserted into the vinyl label holder.

Figure 10:

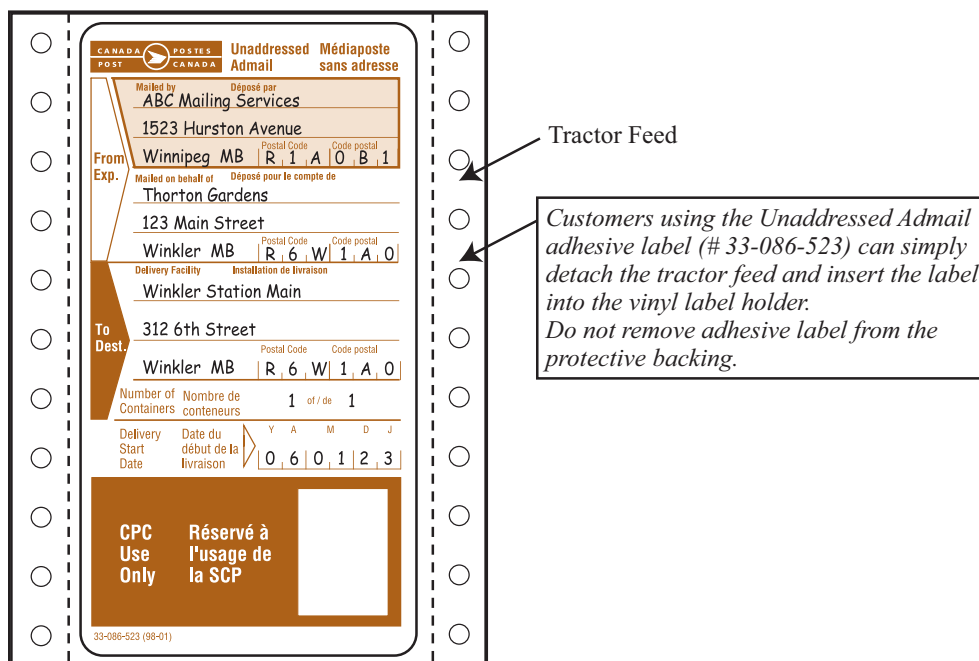
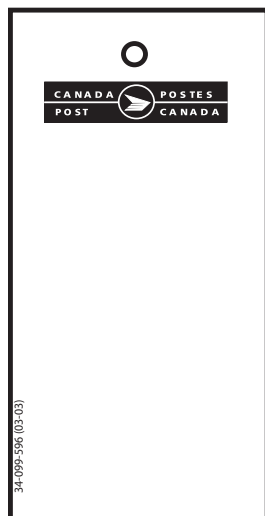


Figure 11:



3.4.6 TIE-ON TAG (FORM #34-099-581)

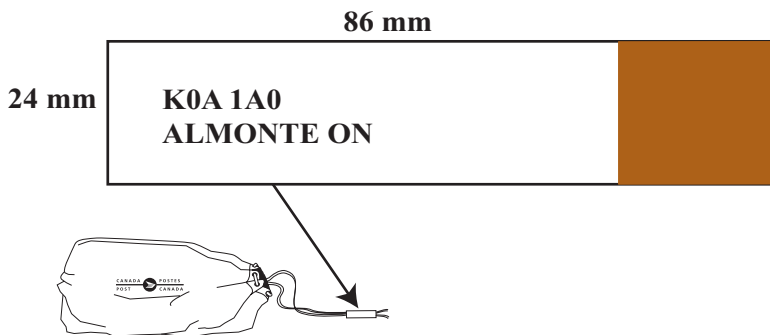
Customers can continue the present practice of affixing the Unaddressed Admail tie-on-tag (Form #34-099-581) and keeper label if they do not wish to use the vinyl label holder, or they can simply insert the completed Unaddressed Admail tie-on-tag into the vinyl label holder without completing a keeper tag.

Keeper tag Customers use the tie-on tag (Form #33-099-581) on Canada Post mailbags but do not insert it into the vinyl label holder. The keeper label is inserted into the metal tag holder provided on Canada Post mailbags and contains information on the name of the Canada Post Delivery Facility as defined in the Canada Post Householder data tapes, or the NPS Level 1.

Customers provide their own keeper labels using Canada Post templates (as shown in Figure 12).

Figure 12:

Sample of keeper tag (Label Holder of a mailbag)



3.4.7 LABELLING CUSTOMER-SUPPLIED CONTAINERS

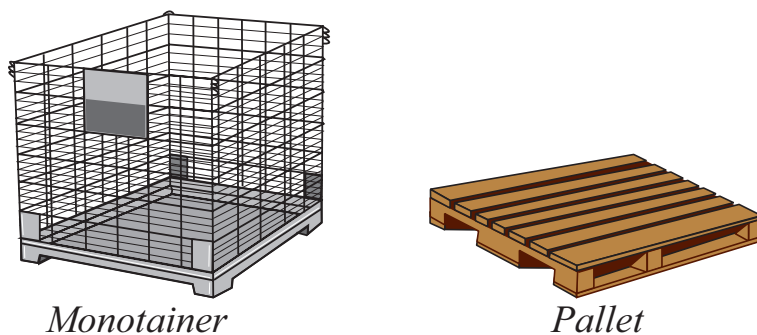
The Customer can complete the Unaddressed Admail adhesive label (Form # 33-086-523) and affix it to the container. Place the label on the top or the side of the container, and in the same location on each container.

3.5 Make Up Monotainers and Pallets (Step 5)

A monotainer (as shown in Figure 13) 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 mailbags or Customer-supplied containers. The Customer must provide pallets.

Figure 13:



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 Unaddressed Admail, but Canada Post encourages the Customer to consolidate mailbags or Customer-supplied hardsided containers by using monotainers or pallets. (Monotainers are preferable for consolidating mailbags.)

Table 9: Monotainer and Pallet Specifications

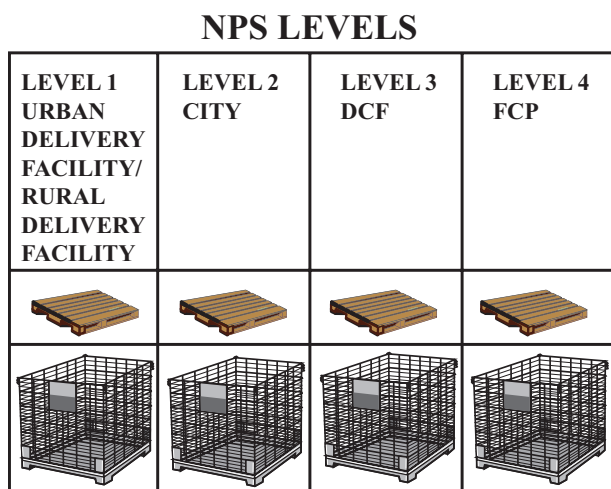
SPECIFICATION	PALLET	MONOTAINER
Length	1.22 m	1.322 m
Width	1.02 m	1.067 m
Height	150 mm	1.115 m
Maximum weight (including mail and container)	900 kg	900 kg (monotainer is 97 kg)
Requirements	<ul style="list-style-type: none"> minimum load height: 500 mm maximum load height: 1.5 m (including height of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

If the Customer chooses to consolidate the Customer-supplied containers or bags using pallets or monotainers, the following illustrations show how to use the NPS for container consolidation.

3.5.1 USING THE NPS TO MAKE UP MONOTAINERS AND PALLETS

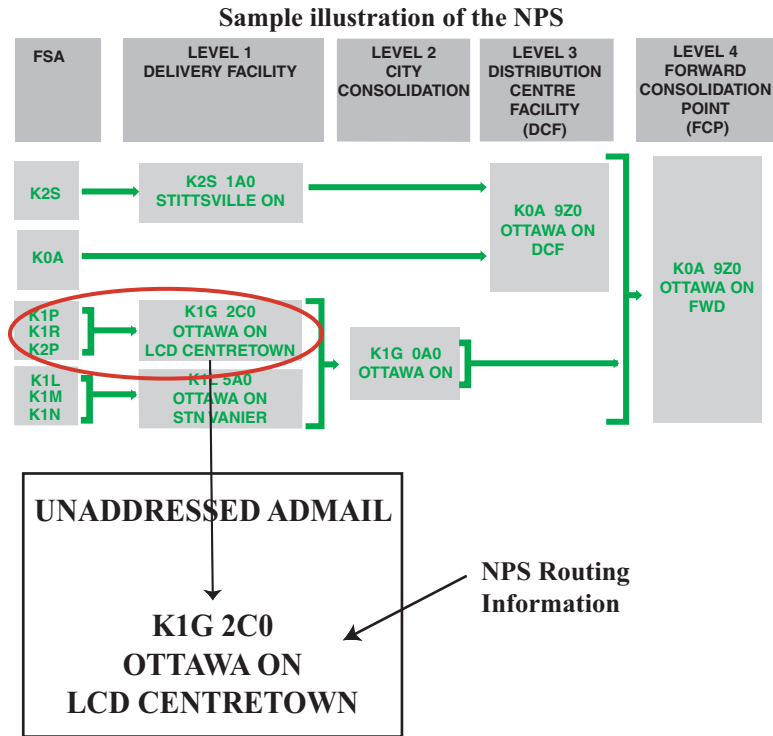
The Customer may consolidate bags/containers into monotainers or onto pallets for all four levels of the NPS (as shown in Figure 14).

Figure 14:



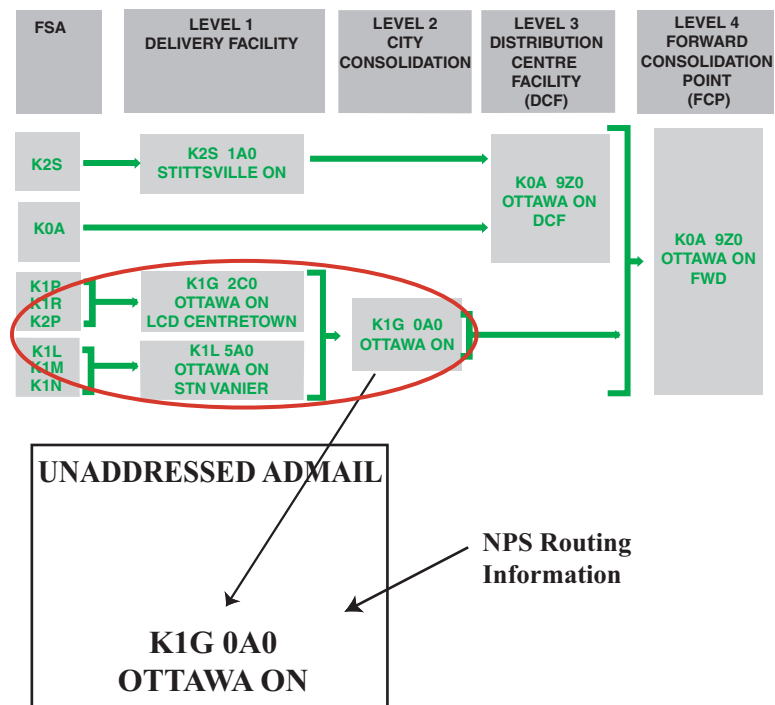
If the Customer has sufficient bags/Customer-supplied containers to fill a monotainer or pallet, make an Urban Delivery Facility or a Rural Delivery Facility (both Level 1) monotainer or pallet. Figure 15 shows the label the Customer would produce when there are enough bags/Customer-supplied containers to fill a monotainer or pallet for K1P, K1R and K2P (see section 3.5.2 “Labelling Monotainers and Pallets” on page 22 for more information).

Figure 15:



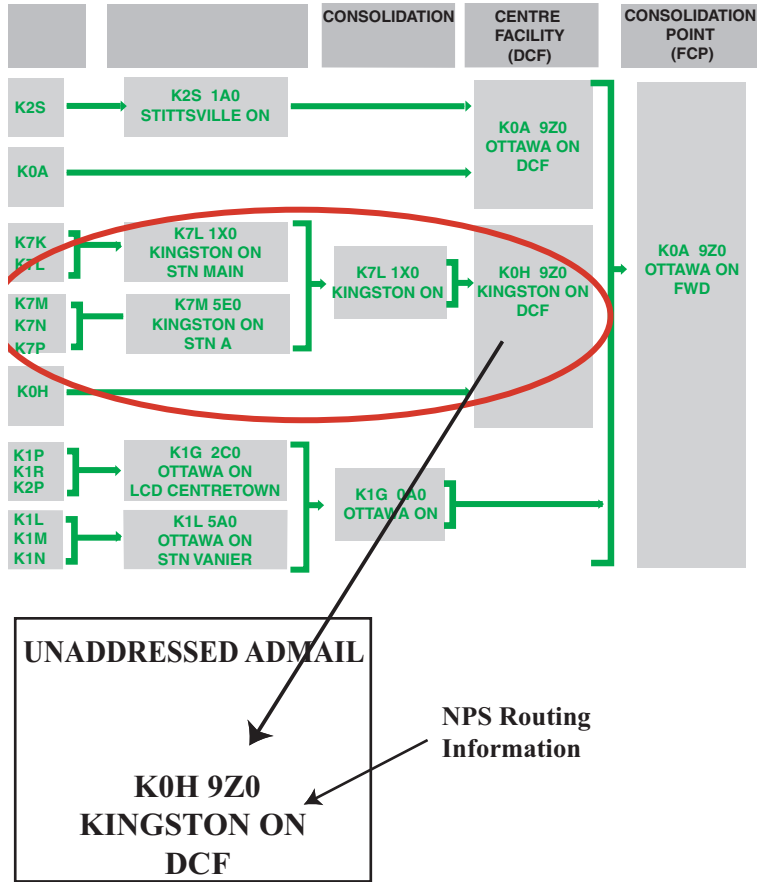
If not, next option is to consolidate bags/containers for more than one Urban Delivery Facility (as indicated by brackets of inclusion on the NPS) to make a City Consolidation (Level 2) monotainer or pallet. For example, consolidate bags/Customer-supplied containers for K1P, K1R and K2P with bags/containers for K1L, K1M and K1N (as shown in Figure 16).

Figure 16:



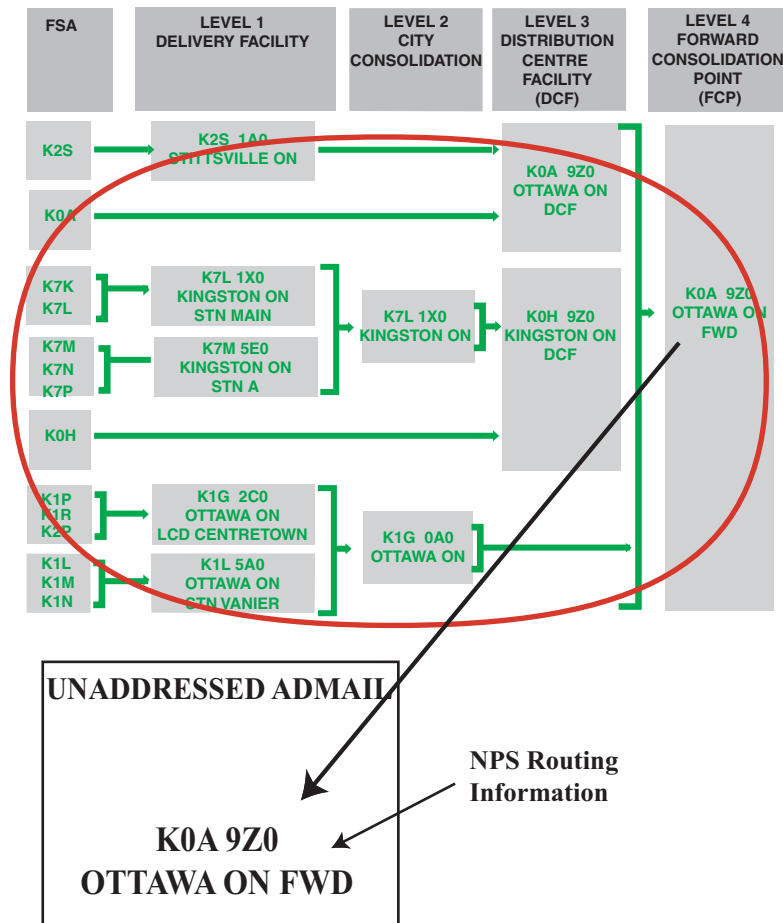
If the Customer does not have enough bags/Customer-supplied containers for City Consolidation, determine whether DCF Consolidation is permitted for the next level. If it is permitted in the NPS Routing Information, consolidate bags/containers with other Urban and/or Rural Delivery Facilities (as indicated by brackets of inclusion on the NPS), to make a DCF (Level 3) monotainer or pallet. For example, consolidate bags/containers for K7K and K7L with those for K0H (as shown in Figure 17).

Figure 17:



If DCF consolidation is not permitted or if the Customer does not have enough containers for DCF consolidation, consolidate bags/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 bags/containers for K2S and K0A (as shown in Figure 18).

Figure 18:



3.5.2 LABELLING MONOTAINERS AND PALLETS

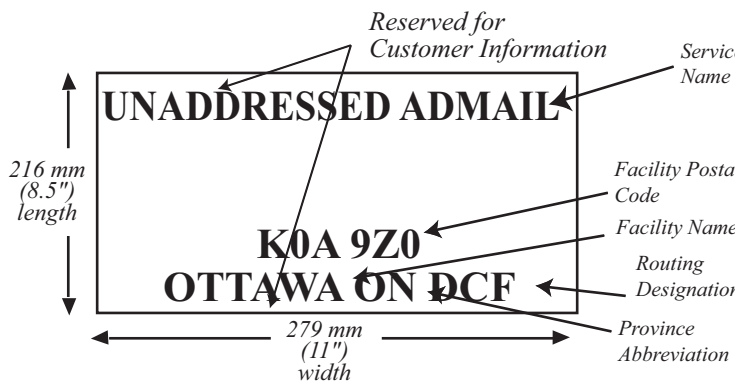
Labelling monotainers and pallets ensures that mail is directed to the appropriate work centre within a Canada Post facility.

Each label must be white with black lettering and must include the following information (as shown in Figure 19):

- Service name (Unaddressed Admail)
- NPS routing information, as follows:
 - facility postal code (e.g., KOA 9Z0)
 - facility name (e.g., OTTAWA)
 - province abbreviation (e.g., ON), and
 - routing designation (e.g., DCF).

Figure 19 shows what information should be on a Residue label for a monotainer or pallet.

Figure 19:



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

Each pallet or monotainer should have two labels on different sides (as shown in Figure 20).

Figure 20:

