Addressing

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Overview

Canada Post's computerized systems can decipher a wide range of addressing styles – from handwritten notation to typed and printed labels, but studies show that a consistent approach to mail addressing leads to more efficient handling. For Canada Post's Customers, large and small, this translates into better service and lower costs. Consistent and accurate addressing eliminates the need for extra handling or redelivery by Canada Post. Standardized addressing ensures that mail is consistently "delivered on time, the first time, every time."

The guidelines in this chapter promote the most technologically efficient formats for addressing. It does not limit mailers to any one format. In some cases, because of individual preference or other considerations, mailers may not be able to follow these formats.

For more technical information on the physical characteristics necessary for effective processing by Canada Post's automated systems, Go to Canadian Postal Standards.

General Information

Addressing Guidelines

- Addresses should be written in upper case; however, mailers may wish to use lower case due to individual preference or other considerations.

- Postal codes should be printed in upper case with the first three elements separated from the last three by one space (no hyphens). If the postal code is not formatted in this manner, the mail may be delayed.

- The municipality, province or territory, and postal code should always appear on the same line. There should be one space between the municipality, province or territory and two spaces between the province or territory and postal code.

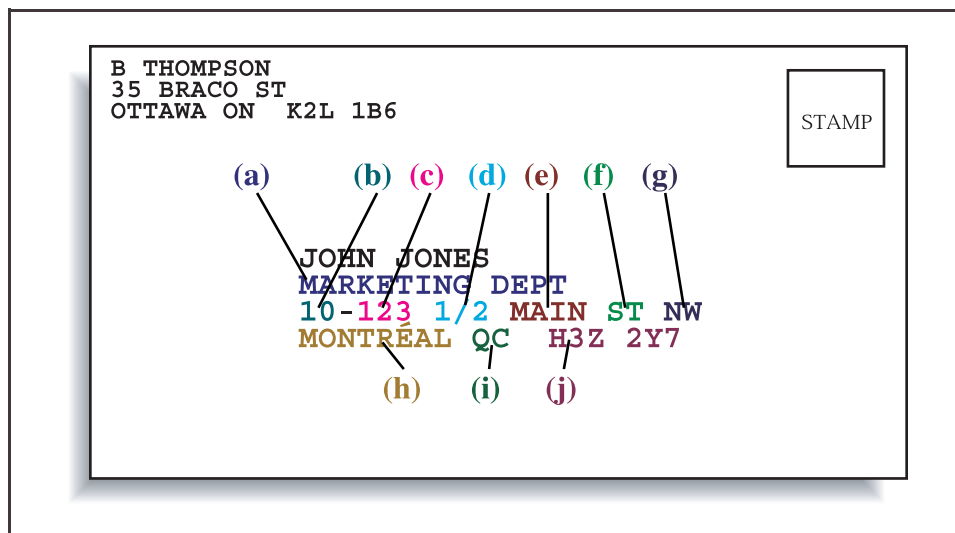- Characters in the address block should not be underlined.

- Punctuation should not be used unless it is part of a proper name, (ST. JOHN'S). However, mailers may wish to use punctuation due to individual preference or other considerations.

- Accents may be used as they are an integral part of language but they are not considered to be punctuation.

- The # symbol should never be used, nor the French equivalent n⁰ as part of the address.

- All lines of an address should be formatted with a uniform left margin and should be less than 40 characters per line, excluding spaces.

- Space between address lines should be at least 0.5 mm but no more than one blank line between lines of addressing.

- All characters should be larger than 2 mm and smaller than 5 mm from the top to bottom (10 to 12-point). Return addresses may use smaller characters and should not be larger than the destination address.

- Only non-proportional fonts (characters which occupy the same width) should be used. The following are examples of acceptable fonts: OCR B, Letter Gothic, Elite, Lotus Line-Draw, MS Line Draw, Courier, Courier New, Pica and Copy Pica.

- Return addresses should be formatted in the same fashion as the destination address, and located in the top-left corner of the mail piece, clearly separated from the destination address, or on the back of the mail piece at the top. The return address is mandatory on Priority Courier, Xpresspost, Expedited Parcel and Regular Parcel items.

Illustrations

The following examples illustrate Canada Post's recommended addressing guidelines.

Civic Addresses (Street Addresses)
Figure B.3.1


```
B THOMPSON
35 BRACO ST
OTTAWA ON   K2L 1B6                      STAMP


         (a)        (b) (c)  (d) (e)  (f)   (g)


              JOHN JONES
              MARKETING DEPT
              10-123 1/2 MAIN ST NW
              MONTRÉAL QC   H3Z 2Y7
                 (h)     (i)    (j)
```

(a)   **Additional delivery information** is optional data that a mailer wishes to include. (title, floor, etc.) It is always placed above the civic address.
(b)   A **unit number** is placed before the civic number with a hyphen between, OR after the street type, using an acceptable unit identifier (ex. APT 10). Please see Unit Designators for a list. The unit information may be placed on the line above the street information if space is an issue.
(c)   The **civic number** is the official number assigned to an address by the municipality.

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(d)   When a **civic number suffix** is present, there is no space when it is alpha (123A), and there is one space when it is a fraction (123 1/2).

(e)   The **street name** is the official name recognized by each municipality and should not be translated. (Ex.: Main is not Principale.) There is no space between a numerical street name with an ordinal or an alphanumeric character. (Ex.: 2ND ST or 36A ST). When the street name is numeric, there is only one space (no hyphen) between the civic number and the street name. (Ex.: 123 22ND AVE).

(f)   The **street type** is provided by the municipality. Common abbreviations should be used. Please see Street Types below for a complete list. In some instances, the street type is also the street name (THE PARKWAY). The only street types that may be translated are:

ST	=	RUE
AVE	=	AV
BLVD	=	BOUL

A French street type is placed before the street name, unless it is an ordinal number (1re, 2^{e}, PREMIÈRE, DEUXIÈME, etc.)

(g)   The **street direction** uses the common one- or two-letter abbreviation. Please see Street Directions for a complete list.

(h)   The official **municipality** name, as provided to Canada Post, the official abbreviation of the municipality, or an official alternate name, should be used and should not be translated. (Ex.: TROIS-RIVIÈRES is not THREE RIVERS.)

(i)   The **province** should always be presented using the recognized two-letter symbol. Please see Province and Territory Symbols for a complete listing. Mailers may wish to have the province written in full and placed in brackets. Ex.: (Québec)

(j)   The **postal code** should be in upper case and placed two spaces to the right of the province with one space between the first three and last three characters.

Post Office Box Addresses
Figure B.3.2
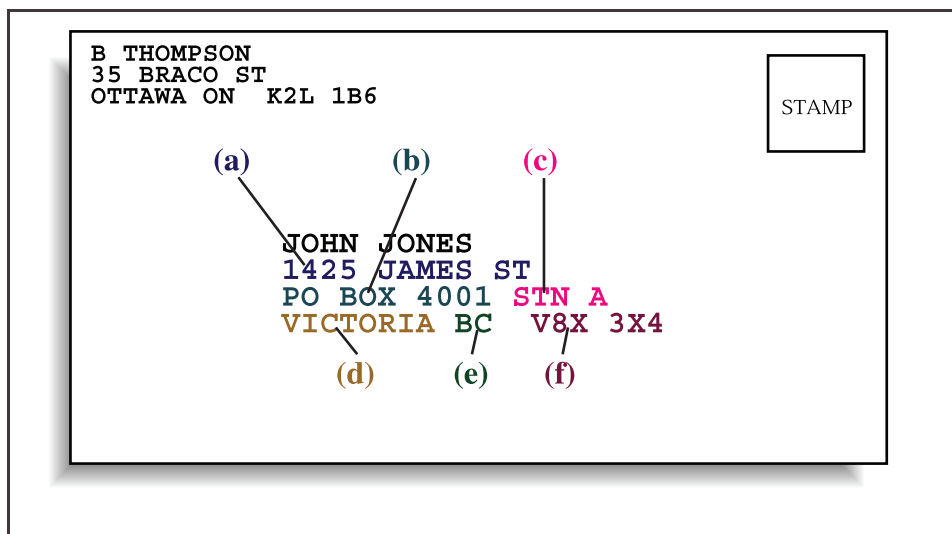
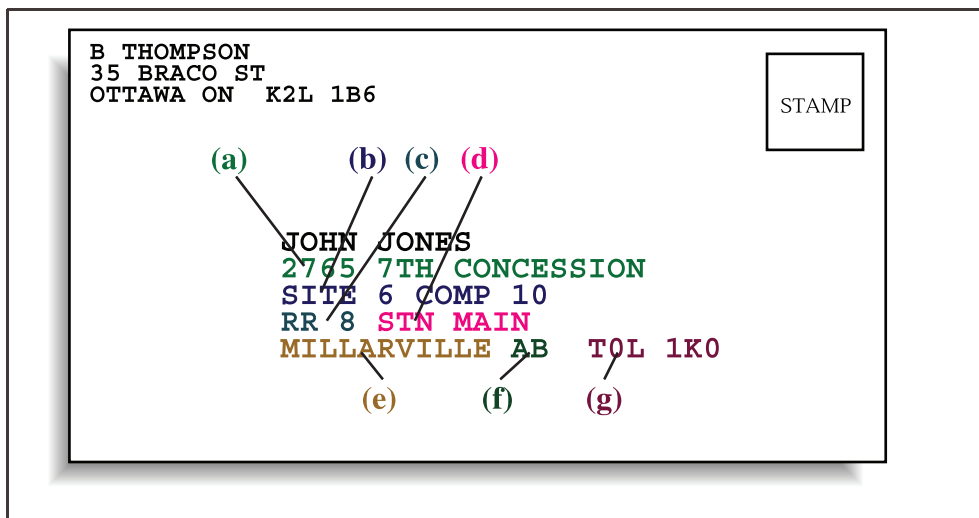(a)   **Additional delivery information** is optional data that a mailer wishes to include. (title, floor, municipal address, etc.) It is always placed above the post office box address.

(b)   The **post office box number** should always be placed on the line just above the municipality, province and postal code. The # symbol should not be used, nor the French equivalent n^{o}. Punctuation should not be used.

(c) **Station information** should be present to direct mail to the proper postal installation when there is more than one installation within a municipality.

Station = STN

Retail Postal Outlet = RPO

(d) The official **municipality** name, as provided to Canada Post, the official abbreviation of the municipality, or an official alternate name, should be used and should not be translated. (Ex.: TROIS-RIVIÈRES is not THREE RIVERS.)

(e) The **province** should always be presented using the recognized two-letter symbol. Please see Province and Territory Symbols below for a complete listing. Mailers may wish to have the province written in full and placed in brackets. Ex.: (Québec)

(f) The **postal code** should be in upper case and placed two spaces to the right of the province with one space between the first three and last three characters.

Rural Route Addresses
Figure B.3.3

```
B THOMPSON
35 BRACO ST
OTTAWA ON  K2L 1B6                         STAMP


         (a)        (b) (c) (d)


           JOHN JONES
           2765 7TH CONCESSION
           SITE 6 COMP 10
           RR 8 STN MAIN
           MILLARVILLE AB   TOL 1K0
               (e)        (f)      (g)
```

(a) Many **rural areas** now have civic addresses. Civic addresses may be added above the rural route. In some locations, the **rural route (RR)** designator is no longer required.

(b) **Additional address information** is often required for delivery to this type of address. Some examples include: SITE/ COMPARTMENT, LOT/CONCESSION, civic address, attention line, title, floor. The word BOX should not be used in place of COMPARTMENT.

(c) The **rural route** identifier should use the two-letter symbol (RR, SS, MR), followed by the number, one space to the right. The # symbol should not be used, nor the French equivalent, n°. Punctuation should not be used in RR, SS, or MR.

(d) **Station information** should be present to direct mail to the proper postal installation when there is more than one installation within a municipality.

Station = STN

Retail Postal Outlet = RPO

(e) The official **municipality** name, as provided to Canada Post, the official abbreviation of the municipality, or an official alternate name, should be used and should not be translated. (Ex.: TROIS-RIVIÈRES is not THREE RIVERS.)

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(f) The **province** should always be presented using the recognized two-letter symbol. Please see Province and Territory Symbols below for a complete listing. Mailers may wish to have the province written in full and placed in brackets. Ex.: (Québec)

(g) The **postal code** should be in upper case and placed two spaces to the right of the province with one space between the first three and last three characters.
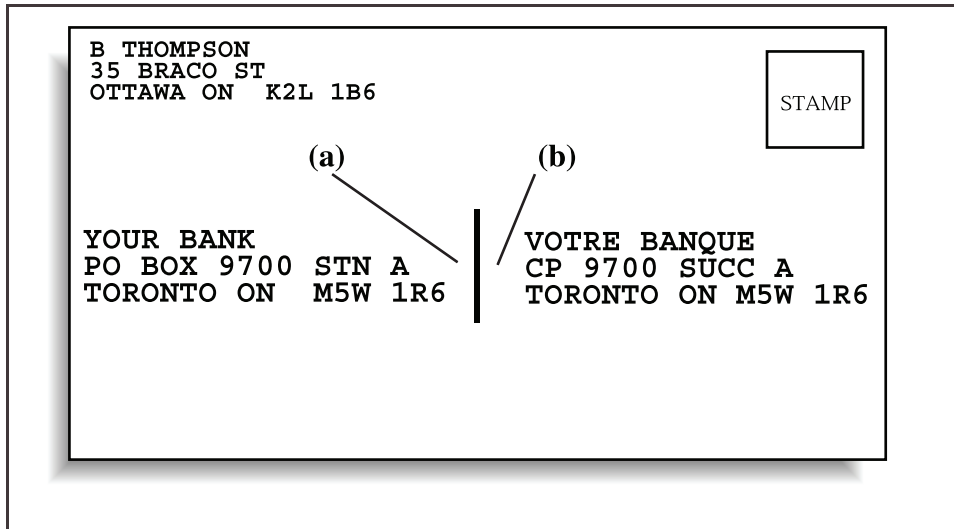
General Delivery Addresses
Figure B.3.4
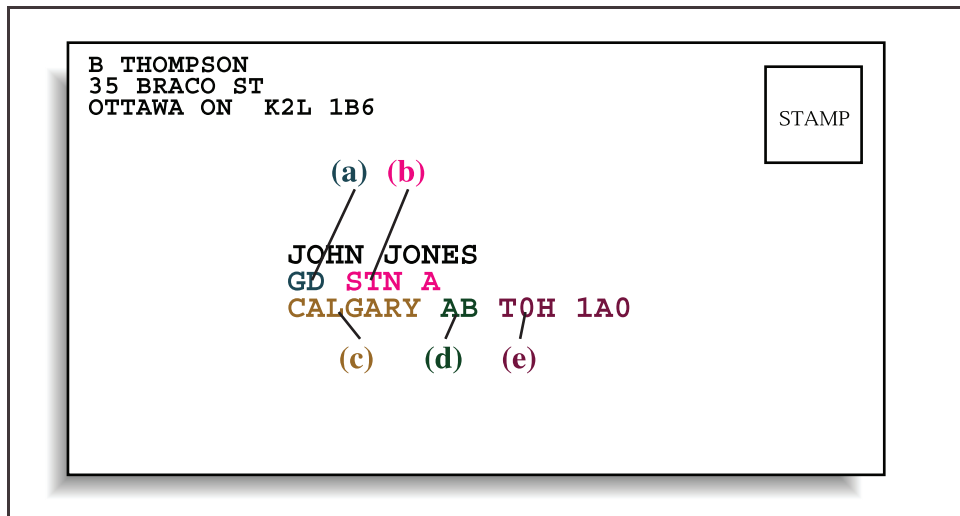
(a) The **General Delivery** indicator should be the two-letter abbreviation "GD." Punctuation should not be used.

(b) **Station information** should be present to direct mail to the proper postal installation when there is more than one installation within a municipality.

Station	=	STN
Retail Postal Outlet	=	RPO

(c) The official **municipality** name, as provided to Canada Post, the official abbreviation of the municipality, or an official alternate name, should be used and should not be translated. (Ex.: TROIS-RIVIÈRES is not THREE RIVERS.)

(d) The **province** should always be presented using the recognized two-letter symbol. Please see Province and Territory Symbols below for a complete listing. Mailers may wish to have the province written in full and placed in brackets. Ex.: (Québec)

(e) The **postal code** should be in upper case and placed two spaces to the right of the province with one space between the first three and last three characters.

Bilingual Addresses
Figure B.3.5

```
B THOMPSON
35 BRACO ST
OTTAWA ON  K2L 1B6
                                              STAMP

        (a)              (b)

YOUR BANK              VOTRE BANQUE
PO BOX 9700 STN A     CP 9700 SUCC A
TORONTO ON  M5W 1R6   TORONTO ON M5W 1R6
```

(a)   A **solid black line** must be placed between the two addresses. It must be a minimum of 0.7 mm thick.
(b)   There must be a **clear space** on each side of the black line. This clear space should be approximately 10 mm.

Military Addresses
Military addressing is defined as mail sent to or by the Department of National Defense, Canadian Forces personnel, their dependents and civilians attached to Canadian Forces served through Canadian Forces Post Offices and Fleet Mail Offices. Go to Section E – Chapter 12, *Canadian Forces Mail*.

United States of America Addresses
Addressing elements required by the United States Postal Service should be prepared according to the United States postal standards.

Figure B.3.6

```
B THOMPSON
35 BRACO ST
OTTAWA ON  K2L 1B6
CANADA                                        STAMP


     (a)      JOHN JONES
              4417 BROOKS ST NE
              WASHINGTON DC  20019-4649
              USA
                      (b)    (c)   (d)
        (e)
```
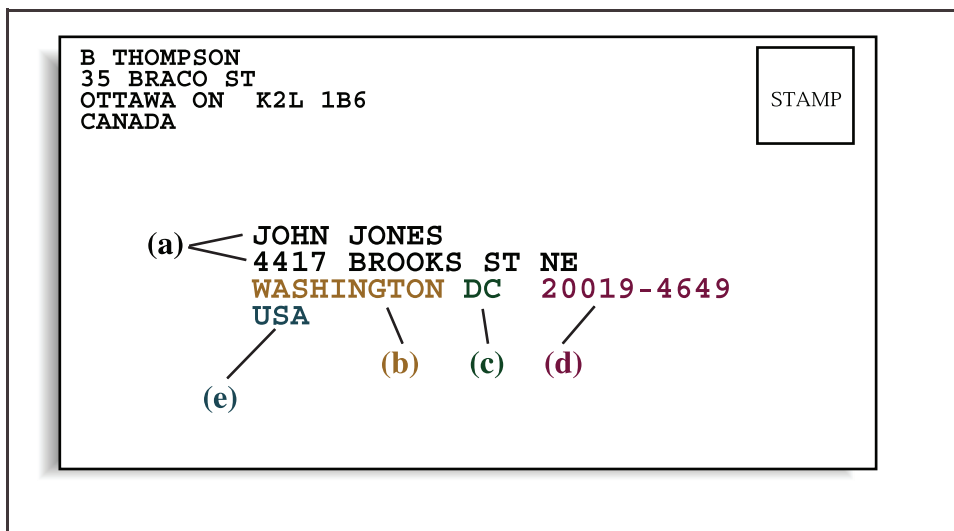
(a)   All U.S.A. mail items must be addressed to a specific individual, organization or company name.

Addressing

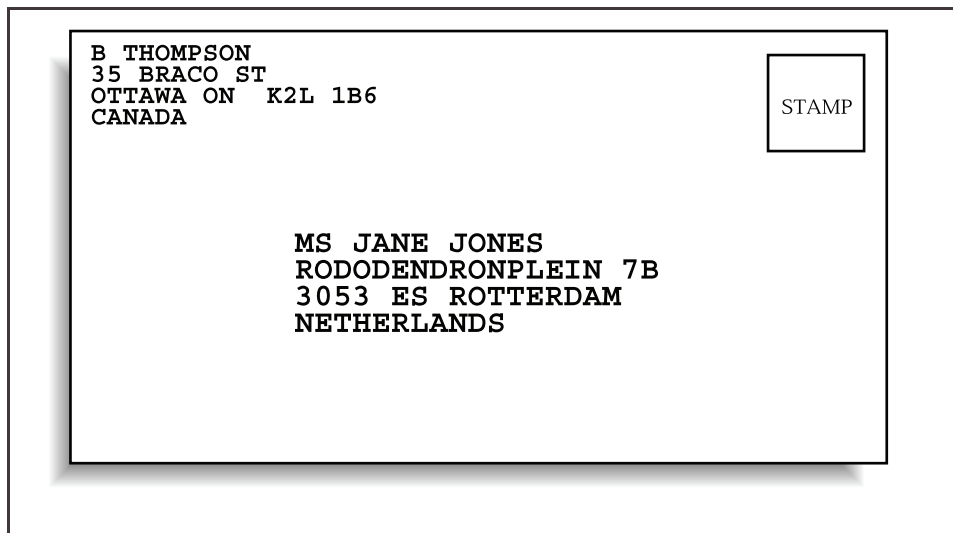(b) The full **municipality** name should be used and should appear as the first component in the second last line of the address block.

(c) The two-letter **state symbol** is preferred over the full state name. The state symbol should appear on the second last line of the address following the municipality, separated by one space. Please see *United States of America – States, Territories and Possessions* below for a complete listing.

(d) The **ZIP code** must be separated from the state symbol by two spaces. It may be either five or nine digits. If the nine-digit format is used, a hyphen will be used to separate the fifth and sixth digits.

(e) The **country name** should appear alone on the last line of the address block.

International Addresses

Figure B.3.7

```
B THOMPSON
35 BRACO ST
OTTAWA ON  K2L 1B6            ┌────────┐
CANADA                        │ STAMP  │
                              └────────┘



          MS JANE JONES
          RODODENDRONPLEIN 7B
          3053 ES ROTTERDAM
          NETHERLANDS
```

All international mail items must be addressed to a specific individual, organization or company name. Also, to ensure proper processing, the country name should be spelled correctly and in full. (Ex.: UAE is not acceptable for UNITED ARAB EMIRATES. Go to Section H, *International Destination Listing*, for a complete listing and correct spelling of countries.

The name of the country should be the last entry on the address. It is placed at the bottom, below the municipality/city name and any postal code/zip code information.)

> Canada Post encourages all mailers to respect the wishes of Customers in matters of format. These guidelines have taken care to accommodate the requirements of the English and French languages by recognizing and accepting the use of upper- and lower- case characters, including accents, as well as the full spelling of and punctuation between addressing elements.

International Destination Names

Go to Section H, *International Destination Listing*.

Symbols and Abbreviations Recognized by Canada Post

Street Types

STREET TYPE	ABBREVIATION	STREET TYPE	ABBREVIATION
Abbey	ABBEY	Côte	CÔTE
Acres	ACRES	Cour	COUR
Allée	ALLÉE	Cours	COURS
Alley	ALLEY	Court	CRT
Autoroute	AUT	Cove	COVE
Avenue (English)	AVE	Crescent	CRES
Avenue (French)	AV	Croissant	CROIS
Bay	BAY	Crossing	CROSS
Beach	BEACH	Cul-de-sac	CDS
Bend	BEND	Dale	DALE
Boulevard (English)	BLVD	Dell	DELL
Boulevard (French)	BOUL	Diversion	DIVERS
By-pass	BYPASS	Downs	DOWNS
Byway	BYWAY	Drive	DR
Campus	CAMPUS	Échangeur	ÉCH
Cape	CAPE	End	END
Carré	CAR	Esplanade	ESPL
Carrefour	CARREF	Estates	ESTATE
Centre (English)	CTR	Expressway	EXPY
Centre (French)	C	Extension	EXTEN
Cercle	CERCLE	Farm	FARM
Chase	CHASE	Field	FIELD
Chemin	CH	Forest	FOREST
Circle	CIR	Freeway	FWY
Circuit	CIRCT	Front	FRONT
Close	CLOSE	Gardens	GDNS
Common	COMMON	Gate	GATE
Concession	CONC	Glade	GLADE
Corners	CRNRS	Glen	GLEN

Addressing

STREET TYPE	ABBREVIATION	STREET TYPE	ABBREVIATION
Green	GREEN	Mountain	MTN
Grounds	GRNDS	Orchard	ORCH
Grove	GROVE	Parade	PARADE
Harbour	HARBR	Parc	PARC
Heath	HEATH	Park	PK
Heights	HTS	Parkway	PKY
Highlands	HGHLDS	Passage	PASS
Highway	HWY	Path	PATH
Hill	HILL	Pathway	PTWAY
Hollow	HOLLOW	Pines	PINES
Île	ÎLE	Place (English)	PL
Impasse	IMP	Place (French)	PLACE
Inlet	INLET	Plateau	PLAT
Island	ISLAND	Plaza	PLAZA
Key	KEY	Point	PT
Knoll	KNOLL	Pointe	POINTE
Landing	LANDNG	Port	PORT
Lane	LANE	Private	PVT
Limits	LMTS	Promenade	PROM
Line	LINE	Quai	QUAI
Link	LINK	Quay	QUAY
Lookout	LKOUT	Ramp	RAMP
Loop	LOOP	Rang	RANG
Mall	MALL	Range	RG
Manor	MANOR	Ridge	RIDGE
Maze	MAZE	Rise	RISE
Meadow	MEADOW	Road	RD
Mews	MEWS	Rond-point	RDPT
Montée	MONTÉE	Route	RTE
Moor	MOOR	Row	ROW
Mount	MOUNT	Rue	RUE

STREET TYPE	ABBREVIATION	STREET TYPE	ABBREVIATION
Ruelle	RLE	Vale	VALE
Run	RUN	Via	VIA
Sentier	SENT	View	VIEW
Square	SQ	Village	VILLGE
Street	ST	Villas	VILLAS
Subdivision	SUBDIV	Vista	VISTA
Terrace	TERR	Voie	VOIE
Terrasse	TSSE	Walk	WALK
Thicket	THICK	Way	WAY
Towers	TOWERS	Wharf	WHARF
Townline	TLINE	Wood	WOOD
Trail	TRAIL	Wynd	WYND
Turnabout	TRNABT		

Street Directions

ENGLISH	SYMBOL	FRENCH	SYMBOL
East	E	Est	E
North	N	Nord	N
Northeast	NE	Nord-Est	NE
Northwest	NW	Nord-Ouest	NO
South	S	Sud	S
Southeast	SE	Sud-Est	SE
Southwest	SW	Sud-Ouest	SO
West	W	Ouest	O

Unit Designators

The following are the most technologically efficient unit designators. In some cases, because of individual preference or other considerations, a mailer may use other unit designators.

ENGLISH UNIT DESIGNATOR	ABBREVIATION	FRENCH UNIT DESIGNATOR	ABBREVIATION
Apartment	APT	Appartement	APP
Suite	SUITE	Bureau	BUREAU
Unit	UNIT	Unité	UNITÉ

Addressing

Canadian Provinces and Territories

ENGLISH NAME	SYMBOL	FRENCH NAME
Alberta	AB	Alberta
British Columbia	BC	Colombie-Britannique
Manitoba	MB	Manitoba
New Brunswick	NB	Nouveau-Brunswick
Newfoundland and Labrador	NL	Terre-Neuve-et-Labrador
Northwest Territories	NT	Territoires du Nord-Ouest
Nova Scotia	NS	Nouvelle-Écosse
Nunavut	NU	Nunavut
Ontario	ON	Ontario
Prince Edward Island	PE	Île-du-Prince-Édouard
Québec	QC	Québec
Saskatchewan	SK	Saskatchewan
Yukon	YT	Yukon

States, Territories and Possessions – United States of America

STATE	SYMBOL	STATE	SYMBOL
Alabama	AL	District of Columbia	DC
Alaska	AK	Florida	FL
American Samoa	AS	Georgia	GA
Arizona	AZ	Guam	GU
Arkansas	AR	Hawaii	HI
Armed Forces Americas (except Canada)	AA	Idaho	ID
Armed Forces Africa Armed Forces Canada Armed Forces Europe Armed Forces Middle East	AE	Illinois	IL
		Indiana	IN
		Iowa	IA
Armed Forces Pacific	AP	Kansas	KS
California	CA	Kentucky	KY
Colorado	CO	Louisiana	LA
Connecticut	CT	Maine	ME
		Marshall Islands	MH
Delaware	DE	Maryland	MD

STATE	SYMBOL	STATE	SYMBOL
Massachusetts	MA	Oklahoma	OK
Michigan	MI	Oregon	OR
Micronesia (Federated States of)	FM	Palau	PW
Minnesota	MN	Pennsylvania	PA
Minor Outlying Islands	UM	Puerto Rico	PR
Mississippi	MS	Rhode Island	RI
Missouri	MO	South Carolina	SC
Montana	MT	South Dakota	SD
Nebraska	NE	Tennessee	TN
Nevada	NV	Texas	TX
New Hampshire	NH	Utah	UT
New Jersey	NJ	Vermont	VT
New Mexico	NM	Virgin Islands	VI
New York	NY	Virginia	VA
North Carolina	NC	Washington	WA
North Dakota	ND	West Virginia	WV
Northern Mariana Islands	MP	Wisconsin	WI
Ohio	OH	Wyoming	WY

Postal Code

The postal code is an integral part of every postal address in Canada. The postal code was designed to aid in sorting mail by both mechanized and manual methods. It also enables the Customer to presort mail, thereby bypassing a number of sorting processes within Canada Post and reducing costs.

The Structure of the Postal Code

The postal code is a six-character uniformly structured, alphanumeric code in the form "ANA NAN" where "A" represents an alphabetic character and "N" represents a numeric character. A postal code is made up of two segments: "forward sortation area" and "local delivery unit."

The forward sortation area is a combination of three characters (alpha-numeric-alpha). It identifies a major geographic area in an urban or a rural location.

The local delivery unit is a combination of three characters (numeric-alpha-numeric). It identifies the smallest delivery unit within a forward sortation area.

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ANA	NAN
FORWARD **S**ORTATION **A**REA	**L**OCAL **D**ELIVERY **U**NIT

M4B 1G5
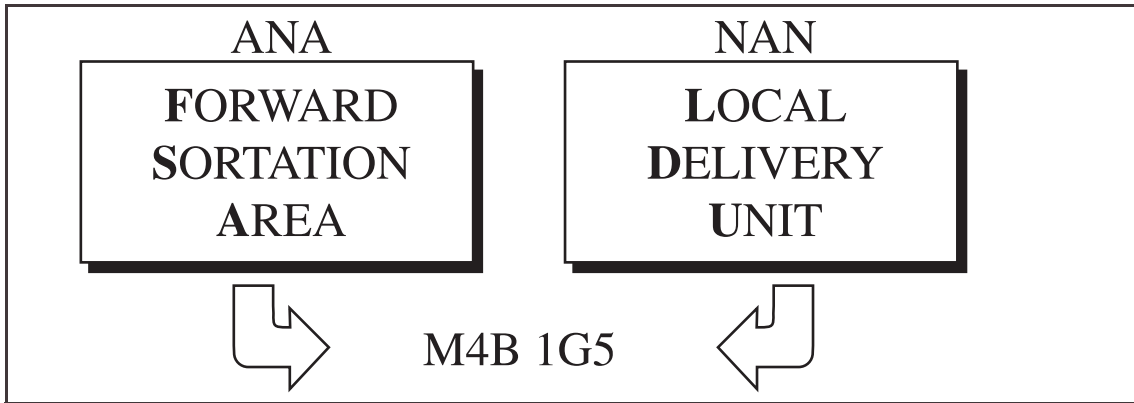
Forward Sortation Area – The First Segment of the Postal Code

The "forward sortation area" or "FSA" represents a specific area within a major geographic region or province. The forward sortation area provides the basis for the primary sorting of forward mail.

The **first character** of the forward sortation area segment identifies one of the 18 major geographic areas, provinces or districts:

Figure B.3.9

The **second character** of the forward sortation area is an important component of mail preparation as it identifies either:

- an urban postal code: numerals 1 to 9 (E2J). Urban postal codes are generally serviced by Letter Carrier or community mailboxes; or
- a rural postal code: numeral 0 (zero) (A0A). Rural postal codes are serviced by rural route drivers and/or postal outlets.

The **third character** of the forward sortation area segment (E2J) in conjunction with the first two characters, describes an exact area of a city or town or other geographic area.

Figure B.3.10

Saint John NB
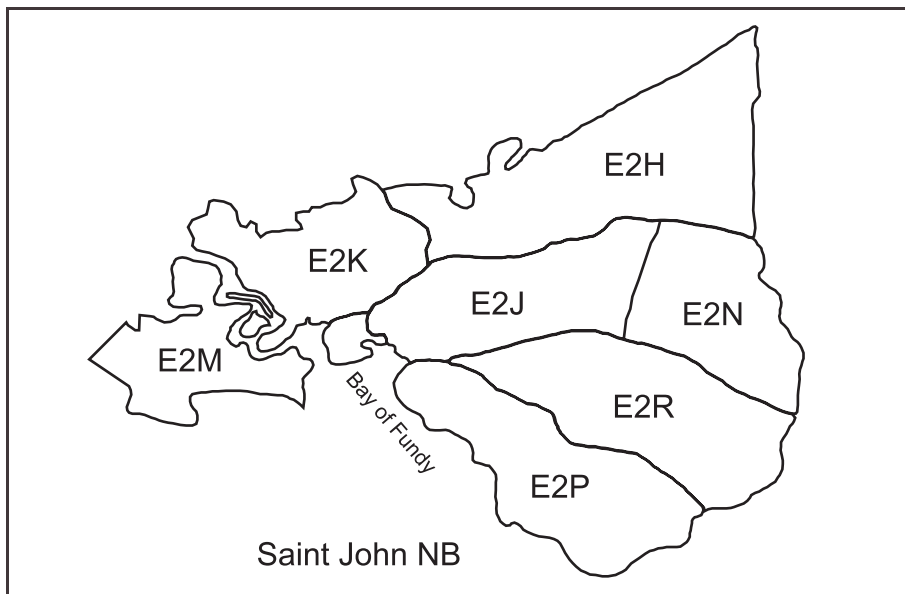
Local Delivery Unit – The Second Segment of the Postal Code

The "local delivery unit" or "LDU", identified by the last three characters of the postal code, allows for a more final sort within a forward sortation area.

In **urban areas**, the last three characters 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**, the last three characters, together with the forward sortation area, identify a specific rural community.

Postal Code Address Data

Canada Post's postal code address data is used to determine or verify the correct postal code for an address anywhere in Canada or identify the complete range of addresses that correspond to any one postal code. The data is available by download from a secured Canada Post FTP site, on CD-ROM or IBM cartridge, and is updated and distributed monthly.

Delivery Mode data, Householder and Householder-Plus data are also available. Additional information on postal code data is available at : www.canadapost.ca/offerings/address_management/can/other_data-e.asp.

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Canadian Postal Code Searching Tools

The **Canadian Postal Code Directory**© contains postal code information for all addresses in Canada. It facilitates postal code lookup and verification.

The *Canadian Postal Code Directory* can be purchased in hard copy through the National Philatelic Centre at 1-800-565-4362, or at selected postal outlets.

Free postal code lookup is available to Customers through Canada Post's website at: « www.canadapost.ca/ tools/pcl/bin/advanced-e.asp ».

Postal codes can also be obtained by calling 1-900-565-2633 for service in English or 1-900-565-2634 for service in French.

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Address Accuracy Program

Address Accuracy is a program designed to improve delivery by encouraging Customers to accurately address mail. Every item must be addressed to a specific individual or company. In the case of Addressed Admail and Catalogue Mail, items may also be addressed to a non-personalized descriptor, such as "Occupant" or similar wording. Every item must display a complete mailing address including any required suite or unit information as well as the valid postal code for that address. If the mailing address is not complete, the mail may be delayed or returned.

Consistent and accurate addressing eliminates the need for extra handling and/or redelivery. For Customers, this translates into a more efficient service and lower costs. Accurate addressing helps ensure the mail is delivered on time, every time.

Participation in the Address Accuracy Program is mandatory for all Machineable, Letter Carrier Presort (LCP), and NDG Presort mailings greater than 5,000 items.

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.

Customers must record their Address Accuracy percentage and expiry date obtained from their *Statement of Accuracy* (SOA) on their *Order* (*Statement of Mailing*). Failure to record the Address Accuracy percentage and expiry date on the *Order* (*Statement of Mailing*) will result in the application of a surcharge.

Customers are requested to keep a valid copy of the *Statement of Accuracy* (SOA) on file in the event that Canada Post requests a copy.

In the case of Incentive Lettermail, Address Accuracy applies to Low Density Presort and Machineable mailings greater than 5,000 items, as well as to High Density Presort mailings greater than 500 items deposited in a Letter Carrier office. Customers who deposit Short and Long (S/L) High Density Presort mail in non-letter carrier offices (not serviced by letter carriers) for delivery within that same office, are exempt from the Address Accuracy requirements. All other requirements to access the High Density Presort service option must be adhered to.

More information on the Address Accuracy Program can be found in the *Address Accuracy Program Customer Guide*, on the Canada Post website at www.canadapost.ca/address_management or from a Canada Post Representative.

Address Validation, Address Correction and Postal Code Look-Up

Canada Post recognizes several software packages that provide mailers with automated means to perform address validation, address correction and postal code lookup.

Recognized Addressing Software

For a list of recognized addressing software, visit *Software Evaulation and Recognition Program* at: www.canadapost.ca/offerings/address_management/pdf/serp-e.pdf