



IMPORTANT UPDATES

DESCRIPTION OF CHANGE		LOCATION
Amendment	Posted on August 17, 2017	Effective on September 18, 2017
Eliminated the Signature option for customer notification.		General Terms and Conditions - with a Standing Offer Agreement - v2.0 - Section 22 "Notices"
Revision v1.1	Posted on March 22, 2017	Effective on March 22, 2017
Added - We recommend that the Order (Statement of Mailing) number be written on the label.		Preparing - Section 3.4.4 "Labelling shipping units"
Amendment v1.0	Posted on November 18, 2016	Effective on January 16, 2017
Introduced Data and Targeting module in the Neighbourhood Mail Customer Guide.		Service Overview - Section 2 "Data and Targeting"
Discontinued the supply of letterainers.		Service Overview - throughout document.
New "Data and Targeting" module added to the Customer Guide. The module provides a comprehensive view of Canada Post's Data and Targeting solutions to complement your Smartmail Marketing™ campaigns.		
Updated to reflect 2017 prices.		Pricing - Section 1 "Prices"
Added that the item must bear the customer's name (which may be an authorized user).		Designing - Section 1.1.1 "Customer identification"
Clarified the definition of Co-op Mailings.		Designing - Section 1.2 "Co-op mailings"
Removed Lettermail Presort category.		Paying and Terms - Section 4.3 "Postage meter"

Please note that when there is an amendment or a revision to the document, the version number will be modified as follows:

- an amendment increases the first digit in the version (e.g., version, 3.0)
- a revision increases the second digit in the version (e.g., version 1.1, 1.2)
- the version number restarts at 1.0 every January of a given year.

INTRODUCTION

New and improved Customer Guides

The Service Overview is an outline of each module. The details within each module form the *Customer Guide* and is part of the Agreement between the customer and Canada Post. It is the customer's obligation to meet all requirements outlined in the Agreement.

MODULES	
Service Overview	The Service overview module is a quick reference document that provides a summary of key information pertaining to the service. This module can be used by customers, mail service providers and agencies to ensure that your mailing needs and expectations are met.
Data and Targeting	The Data and Targeting module provides a more in-depth look at Canada Post Data and Targeting Solutions as a component of Smartmail Marketing™. This module is available for Personalized Mail and Neighbourhood Mail services.
Pricing	The Pricing module provides detailed information on pricing for service options such as standard and oversize. This module also includes pricing information related to address accuracy, phantom pricing, incentives, item and order level surcharges and adjustments (if applicable).
Designing	The Designing module provides all the detailed information needed when designing and creating your mail item. This module includes mandatory requirements to ensure that we can process your mail efficiently avoiding delays and surcharges.
Preparing	The Preparing module provides detailed information that you will need when preparing your mail items prior to depositing your mailings at a Canada Post facility.
Creating an Order	The Creating an order module provides general information that you will need prior to depositing your mail.
Depositing	The Depositing module provides information on the documents you will require at the time of deposit. This section will help ensure that your mail is deposited at a location that is properly equipped and capable of handling your mail on time.
Paying and Terms	The Paying and Terms module has two sections. The paying for your mailing section describes the different payment and proof of payment options available for the service you have chosen. The terms section contains the general terms and conditions of your agreement.

Customers should ensure they are using the most current version of the *Customer Guide*, including all amendments and other applicable documents, which are posted on the Canada Post website at:

- Business Reply Mail™ – canadapost.ca/brmguides
- Incentive Lettermail™ – canadapost.ca/ilmguides
- International Incentive Letter-post™ – canadapost.ca/ilpguides
- Neighbourhood Mail™ – canadapost.ca/cpnmguides
- Personalized Mail™ – canadapost.ca/cppmguides
- Publications Mail™ – canadapost.ca/pmguides

Communicating with Canada Post

FOR ENQUIRIES REGARDING	WEBSITE	CALL
General Information on products and services	canadapost.ca/postalservices	Commercial Service Network 1-866-757-5480
Electronic Shipping Tools (EST)	canadapost.ca/newuser	Technical Help Line 1-800-277-4799
Payment and Account Information	email cmg@canadapost.ca	Credit Management Group 1-800-267-7651

TABLE OF CONTENTS

Customer Guide

Service Overview

Data and Targeting

Pricing

Designing

Creating An Order

Preparing

Depositing

Paying for your Mailing

General Terms and Conditions

Customers with a Standing Offer Agreement

Service Overview



Neighbourhood Mail™

TABLE OF CONTENTS

Purpose of this Service Overview	1
Service Overview	1
1 What is Neighbourhood Mail service?	1
1.1 What is acceptable as Neighbourhood Mail?	1
1.2 What is unacceptable as Neighbourhood Mail?	2
1.3 Delivery standards.	2
1.4 Service features	3
1.4.1 Consumers' choice	3
1.5 Undeliverable Neighbourhood Mail items	3
Data and Targeting	3
2 Data and Targeting.	3
2.1 Who can I target?	3
2.1.1 Residential and business delivery area counts and maps	3
2.2 Service options.	4
2.2.1 Transportation	4
2.2.2 Specified Delivery Start Date	4
Pricing	5
3 Neighbourhood Mail pricing	5
Designing	5
4 Designing Neighbourhood Mail	5
4.1 Measurements - Size and weight	5
4.2 Creative options	6
Creating An Order	6
5 Creating an Order (Statement of Mailing)	6
Preparing	7
6 Mail Preparation	7
Depositing	7
7 Required at time of deposit.	7
7.1 Where to deposit	8
Paying and Terms	8
8 Payment Terms and Terms and Conditions	8

PURPOSE OF THIS SERVICE OVERVIEW

This *Service Overview* is an outline of the *Canada Post's Neighbourhood Mail™ Customer Guide* available at canadapost.ca/cpnmguides.

The *Customer Guide* forms part of the Agreement between the customer and Canada Post. It explains the qualifications and other terms and conditions under which this service is provided. Customers should ensure they are using the most current version of the *Customer Guide*, including all amendments and other applicable documents. It is the customer's obligation to meet all the requirements outlined in the Agreement.

NOTE: Some words and expressions used in this document have a specific meaning. See "Paying and Terms" module, *General Terms and Conditions*, Section 1 "Definitions" or the [Glossary](#) for the definition of specific terms referenced throughout this document and this Agreement.

SERVICE OVERVIEW

The "Service Overview" module is a quick reference document that provides a summary of key information pertaining to this service including, qualifying criteria, options, delivery standards, pricing, designing and mail preparation. This module can be used by customers, mail service providers and agencies to ensure that their mailing needs and expectations are met.

1 WHAT IS NEIGHBOURHOOD MAIL SERVICE?

Neighbourhood Mail is one of Canada Post's targeted direct mail services. It consists of printed and non-printed matter such as product samples that are not addressed to specific delivery addresses in Canada. Our Neighbourhood Mail service delivers advertising messages to more than 15.7 million mailboxes served by Canada Post. Neighbourhood Mail provides geographic, demographic and lifestyle information to target mailings to neighbourhoods or localities that have the highest potential audience – without a customer database.

The Neighbourhood Mail service provides unduplicated coverage of both urban and rural markets. Customers who are mailing with Canada Post's Neighbourhood Mail service can select and target the areas and neighbourhoods of their best prospects based on demographic and geographic information, using Canada Post's database, Statistics Canada data and a combination of other data sources.

With Canada Post's targeting tools, customers can determine the number of items required to reach their audience (by Forward Sortation Area [FSA] and delivery mode [e.g., Letter Carrier Walk LC0001]) and the postal facility that will be delivering their Neighbourhood Mail.

To qualify as Neighbourhood Mail service, mailings must:

- be mailed in Canada for delivery in Canada
- meet the minimum volume requirements:
 - the complete distribution of a given route; or
 - the complete distribution to only houses, apartments, farms, businesses, or any combination, on a given route.
- meet all Canada Post requirements outlined in the Neighbourhood Mail Agreement.

1.1 What is acceptable as Neighbourhood Mail?

Items must be unaddressed but may bear wording, such as "HOUSEHOLDER", "OCCUPANT", "RESIDENT", "BUSINESS OWNER", "MARKETING MANAGER", "PURCHASING MANAGER" or "BOXHOLDER" without a destination address. In order to provide maximum flexibility and choice, the customer's advertising piece can take on a variety of forms and content, including, but not limited to:

- | | | |
|-------------|-----------------|--------------------------|
| • flyers | • newspapers | • community newspapers |
| • cards | • coupons | • co-op mailings |
| • envelopes | • catalogues | • inserts and enclosures |
| • brochures | • single sheets | • CDs and DVDs |
| • samples | • magazines | |

1.2 What is unacceptable as Neighbourhood Mail?

Items submitted as Neighbourhood Mail that do not meet the requirements specified for Neighbourhood Mail and the various mail preparation and other requirements outlined in this Agreement, may not qualify for Neighbourhood Mail service and prices.

For information on unacceptable items, see [Non-mailable Matter](#) of the *Canada Postal Guide* at canadapost.ca/nonmailable or refer to the *Canada Post Corporation Act and Regulations*.

1.3 Delivery standards

Delivery standards are estimates of how long it will take for the mail to be delivered from the point of deposit to the destination points. Delivery standards will vary based on the options selected (i.e., Canada Post transportation and physical characteristics). These delivery standards are not guaranteed. Visit canadapost.ca/transportationtime for additional information.

Delivery standards are comprised of two components, transportation time and delivery cycle, which added together determine the delivery standard.

DEFINITIONS	
Transportation Time	Transportation time is the number of business days required to move items from the Canada Post facility where the customer deposits to the Canada Post facility from which the items will be delivered. If the customer deposits their mailing by 11:00 am at the same facility from where items will be delivered, transportation time does not apply.
Delivery Cycle	The delivery cycle reflects the number of business days normally required to complete delivery of mail items. The delivery cycle varies based on the weight and size of the item, as well as the type of route (Letter Carrier or Non-Letter Carrier) targeted. The delivery cycle must be added to the transportation time.

Transportation Time	LOCAL*	PROVINCIAL	NATIONAL**
	2 business days	3 - 4 business days	3 - 7 business days

* Within major centres, local means the geographic area served by the main Canada Post facility of that major centre. When Neighbourhood Mail items are deposited at this facility, the transportation time applies to moving the items to the other facilities within that geographic area. In all other areas (e.g., rural), local means the specific delivery office from which the items will be delivered.

** Excludes non-major urban centres, northern regions and remote areas.

Delivery Mode	SIZE / ITEM	WEIGHT	DELIVERY CYCLE
Letter Carrier routes	Standard	up to 115 g (4.1 oz.)	3 business days
		over 115 g up to 230 g (4.1 oz. - 8.1 oz.)	5 business days
	Oversize	up to 230 g (up to 8.1 oz.)	5 business days
Non-Letter Carrier routes	Standard and Oversize	up to 500 g (17.6 oz.)	1 business day
		over 500 g up to 1,000 g (17.6 oz. - 35.3 oz.)	3 - 5 business days

NOTE 1: Delivery standards are calculated from the day of deposit (day 0) plus the number of business days required for delivery. The number of days excludes the day of the mailing, weekend and statutory holidays. Weekend and statutory holiday deposits are considered deposited on the following day.

2: Customers can consult the residential and business delivery area counts and maps at canadapost.ca/precisiontargeter to determine which delivery mode applies to their mailing.

For detailed information, visit [Delivery Standards](#) of the *Canada Postal Guide*.

1.4 Service features

A feature is provided as part of the basic service.

1.4.1 CONSUMERS' CHOICE

Customers can target more effectively by respecting the wishes of consumers who indicate, through a self-produced notice on their mailbox or mail receptacle, that they do not wish to receive unaddressed material. The only exemptions are materials from Elections Canada and Provincial Chief Electoral Officers, House of Commons mailings, material from municipal election officials (or the Deputy returning officer) and community newspapers who can target total point of call. Therefore, the item is received by consumers who want to receive it. Visit our Householder Data, which is available online at canadapost.ca/precisiontargeter for the breakdown of delivery points with and without these notices.

1.5 Undeliverable Neighbourhood Mail items

Undeliverable Neighbourhood Mail items will be disposed of or recycled, as determined by Canada Post. For more information, consult the [Undeliverable Mail](#) section of the *Canada Postal Guide*.

DATA AND TARGETING

2 DATA AND TARGETING

Data and Targeting provides a more in-depth look at Canada Post Data and Targeting Solutions as a component of Smartmail Marketing™. When a list is used wisely, businesses can target top customers, get their brand directly into the right hands, and boost profits in a cost-effective way.

2.1 Who can I target?

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.

NOTE: Target areas may include multiple types of points of call. For example, customers can maximize their reach of home owners by selecting farms and homes on a targeted postal route.

2.1.1 RESIDENTIAL AND BUSINESS DELIVERY AREA COUNTS AND MAPS

Delivery areas served by Canada Post's delivery offices are segmented by houses, apartments, farms and business points of call to help customers determine the number of items needed for their mailing. The delivery areas listed below are defined as follows:

HOUSEHOLDER TYPE	DESCRIPTION
Houses:	Include residential dwellings that may be: detached, semi-detached or attached in a row. These dwellings have separate entrances and may be horizontal (in a row) or vertical (one on top of the other). If a business is operated from a house that is also used as a residence, the point of call is to be classified as a house.
Apartments:	Include self-contained residential units within a high-rise or low-rise multiple-unit building of three or more such units that share a common main entrance to the building. If a business is operated from an apartment which is also used as a residence, the point of call is to be classified as an apartment.
Businesses:	Include buildings and structures where the primary activity is commercial, industrial or institutional (institutional includes but is not limited to churches, hospitals, nursing homes, and schools). If a business is operated from a house or apartment which is also used as a residence, it is to be classified as a house or apartment.
Farms:	Include residential and business buildings associated with a defined area of land (ex. fields) used to grow crops, raise animals or fish. The point of call does not necessarily have to belong to any farming association to be classified as a farm.

NOTE: 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 canadapost.ca/precisiontargeter to view the residential and business delivery area counts and maps.

TARGETING SOLUTIONS	DEFINITION
Targeting Solutions and Tools	
Provides customers with mapping tools that are interactive and user-friendly. For complex targeting requirements, you can contact our experts for marketing advice and support.	
<ul style="list-style-type: none"> Snap Admail™ 	A fast and easy online tool to help small businesses create effective direct mail campaigns on any budget. Includes creative templates and print/production of mail item.
<ul style="list-style-type: none"> Precision Targeter™ 	The Precision Targeter application offers enhanced targeting capabilities, pricing visibility and a simple-to-use order entry system that streamlines the entire process.
<ul style="list-style-type: none"> Professional Services 	Professional Services from Canada Post Data team is available to clients with advanced or complex targeting requirements.
Licensed Data Products	
Provides geographic information to support your business objectives. Licensed Data Products let you work with the most current and updated monthly copy of Canada Post's address database. You can license it for use within your company or as part of a product or service you offer.	
<ul style="list-style-type: none"> Householder Data Householder Elite Data Postal Code Latitude/Longitude Data Postal Outlet Data 	Helps your business do many things, like evaluate address counts to prepare for a mailing, to reduce fraud within your business, to drill down on market penetration rates, or by connecting demographic and location data to gather business insights. With the most accurate, complete, and up-to-date data available, you can use Canada Post Licensed Data Products for more than just mailing.
Marketing Insights	
Provides customers the ability to gain insights into their customer database, their target market and trade area as well as review their marketing campaign performance.	
<ul style="list-style-type: none"> Profile Analysis Response Analysis Penetration Analysis Maps 	Helps with competitive positioning and overall market strategies.

For further information, visit the "Data and Targeting" module at canadapost.ca/cpnmguides.

2.2 Service options

An option is a service enhancement that is not provided automatically as part of the basic service.

2.2.1 TRANSPORTATION

If customers wish to deposit the entire mailing at a single deposit location, Canada Post will transport these items to the delivery offices for a fee. Alternatively, the transportation fee will not apply when customers transport their items directly to the appropriate delivery facility(ies). When a customer deposits their Neighbourhood Mail item(s) at a Distribution Centre Facility (DCF) for delivery to a Letter Carrier delivery office located in the same facility, transportation fees will not apply.

2.2.2 SPECIFIED DELIVERY START DATE

If a customer wishes to specify a delivery start date for their entire mailing (i.e. begin delivery on the same day in all delivery installations), they must select this option when creating their Order in EST.

For specific deposit requirements, see the "Depositing" module, [Section 1.1 "When to deposit"](#).

PRICING

3 NEIGHBOURHOOD MAIL PRICING

In order to access Neighbourhood Mail prices, the customer must meet all applicable requirements, including size and weight specifications, and mail preparation requirements for Neighbourhood Mail service.

Weight	Price per Item	
	Standard	Oversize
Up to 50 g	16.0¢	17.3¢
Over 50 g up to 100 g	18.1¢	19.7¢
Over 100 g	27.4¢ + 0.24¢ per g over 100 g	28.6¢ + 0.24¢ per g over 100 g

Options	Standard	Oversize
Transportation	1.0¢	1.0¢
Specified Delivery Start Date	1.0¢	No charge

Qualifying Customers may have access to lower prices by signing an Agreement. For further details contact the Commercial Service Network. All prices are subject to applicable rebates, discounts, fees, surcharges, adjustments and taxes.

For further information, visit the "Pricing" module at canadapost.ca/cpnmguides.

DESIGNING

4 DESIGNING NEIGHBOURHOOD MAIL

To be eligible as Neighbourhood Mail, the items mailed must meet the criteria specified (content, format and physical characteristics) for the Neighbourhood Mail service and must be prepared for mailing in such a manner as to prevent loss or damage to any item and permit easy verification of each item.

4.1 Measurements - Size and weight

Items delivered by Canada Post Letter Carriers have different size and weight specifications than those delivered on Non-Letter Carrier delivery routes.

Each Neighbourhood Mail item must meet the applicable size and weight requirements as outlined below.

NOTE 1: The metric unit is the official measure. Imperial equivalents are provided for reference and convenience only.

2: Measurements include all inserts and enclosures.

ITEMS DELIVERED ON LETTER CARRIER ROUTES*					
SIZE / ITEM		LENGTH	WIDTH	THICKNESS	WEIGHT
Minimum size		70 cm ² area (10.9 in. ²)		0.18 mm (0.007 in.)	N/A
Standard	max.	30.50 cm (12 in.)	15.24 cm (6 in.)	1.91 cm ** (0.75 in.)	230 g (8.1 oz.)
Oversize	max.	30.50 cm (12 in.)	22.85 cm (9 in.)	1.91 cm ** (0.75 in.)	230 g (8.1 oz.)

* The delivery mode that falls under the specifications of Letter Carrier Routes is simply "LC" (for Letter Carrier).

** The thickness of a Neighbourhood Mail item must be measured at the thickest area of the item.

ITEMS DELIVERED ON NON-LETTER CARRIER ROUTES*					
SIZE / ITEM		LENGTH	WIDTH	THICKNESS	WEIGHT
Standard	max.	30.50 cm (12 in.)	15.24 cm (6 in.)	3.81 cm (1.5 in.)	1,000 g (35.3 oz.)
Oversize	max.	35.56 cm (14 in.)	28 cm (11 in.)	3.81 cm (1.5 in.)	1,000 g (35.3 oz.)

* 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".

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 1-866-757-5480.

4.2 Creative options

Neighbourhood Mail service enables customers to be creative with their direct mail campaigns. It consists of printed matter and non-printed matter such as product samples for delivery that are not addressed to a specific address in Canada.

The following creative options may increase response rates of your direct mail campaigns. These guidelines should be considered when creating an item. Customers should confirm with a Canada Post representative regarding the specification requirements to be followed in order to ensure the item is acceptable for the Neighbourhood Mail service.

OPTIONS	REQUIREMENTS
Enclosures and attachments	Inserts such as samples, magnets and Business Reply Mail can be placed in a newspaper, magazine, catalogue, envelope or self-mailer. Refer to designing module for acceptable requirements.
Die-Cut mail	We require a minimum of 7-point card stock to prevent the item from bending. Items can be non-printed matter such as rubber, plastic, laminate, vinyl, leather or wood (subject to testing and approval).
Application of tip-ons	Must be firmly affixed with glue and does not separate from the item during processing. Lie flat on the item and if magnetized, must be weak enough to be handled without de-magnetizing the contents of other items (e.g. credit cards).
Repositionable notes (RPN)	Must be applied with a glue strip that must be a minimum of a third (1/3) of the total width of a repositionable note (e.g. 26 mm wide for a 76 mm label).
Scented admail items	Acceptable criteria: <ul style="list-style-type: none"> • Unsealed mail items containing micro-encapsulated inks and lacquers. To prevent premature release of the scent, the scented patch must be covered or contained within the mail item. • Sealed mail items containing scents that are not micro-encapsulated inks and lacquers.
Variable printing	Items that contain variable printing, such as different offers or business locations, and do not require specific delivery instructions, are acceptable for delivery provided that the item's customer identification, physical dimensions, and advertised products or services remain the same. These items will be distributed at random and do not require special bundling and labelling requirements.

NOTE: To be eligible the items mailed must meet the criteria specified for the Neighbourhood Mail service and must be prepared for mailing in such a manner as to prevent loss or damage to any item and permit easy verification of each item.

For further information, visit the "Designing" module at canadapost.ca/cpnmguides.

CREATING AN ORDER

5 CREATING AN ORDER (STATEMENT OF MAILING)

Customers must use our Electronic Shipping Tools (EST) to prepare and transmit an *Order (Statement of Mailing)*. The use of the EST Online, Precision Targeter, or the EST 2.0 version of EST to prepare and transmit *Orders* is mandatory to access Contract prices.

- Manually prepared *Orders* are subject to Non-contract prices and a *Neighbourhood Mail Delivery Slip* is required.
- Non-transmitted *Orders* may be subject to a surcharge. For information on surcharges, visit the "Pricing" module at canadapost.ca/cpnmguides.

Customers are required to provide a copy of the *Order* to an authorized Canada Post representative at every deposit location (i.e. RVU and CDC) at the time of mailing or before transporting the items to a delivery facility.

NOTE: When using Electronic Shipping Tools (EST) or Precision Targeter for Specified Delivery Start Date mailings, the application will calculate your deposit date based on the day of deposit (day 0) plus the number of business days required for delivery. The number of days excludes the day of mailing, weekends and statutory holidays. Weekend and statutory holiday deposits are considered deposited on the following business day.

The following reference table provides a summary of the key requirements when creating an order.

REQUIREMENTS	
Electronic Shipping Tools (EST)	Mandatory for Contract Customers (otherwise non-contract prices apply).
Minimum volume per deposit	The minimum volume for distribution is: <ul style="list-style-type: none"> the complete distribution of a given route; or the complete distribution to only houses, apartments, farms, businesses, or any combination, on a given route. When mailing to more than one route: <ul style="list-style-type: none"> less than full coverage of a given route is permitted, however these items will be delivered until depleted (in no particular order).
Order (Statement of Mailing)	Mandatory
Mailing Plan Import File	Optional
Version specific	Optional
Partial Mailing or Downstream Deposits	Optional

For further information, visit the “Creating an Order” module at canadapost.ca/cpnmguides.

PREPARING

6 MAIL PREPARATION

Proper mail preparation is important to ensure that Neighbourhood Mail items are processed and delivered efficiently. The customer is responsible to meet all applicable requirements.

Mail preparation is the process of bundling mail items securely, placing them in Canada Post supplied containers, *Flexipack*™ pouches, or customer-supplied boxes pre-approved by Canada Post, and labelling the containers with the urban or rural delivery facility where the containers will be delivered.

The following reference table provides a summary of the key requirements when preparing your mailing.

STANDARD AND OVERSIZE REQUIREMENTS	
Maximum n° of items per bundle	200 items
Container type	Standard: Letterflainers (LFTs) and Flexipacks Oversize: flats tubs (In the event lids are not available, we recommend cardboard separators be used between each level to protect your mail items)
Shipping unit types	Monotainers and pallets
Placing bundles in containers	Mandatory
Labelling containers	Mandatory
Labelling shipping units	Mandatory

The supply of Canada Post equipment is dependent on conditions and availability. In instances where Canada Post equipment is not available, Canada Post pre-approved customer-supplied containers (e.g.: cardboard boxes) and/or pallets must be used.

For further information, visit the “Preparing” module at canadapost.ca/cpnmguides.

DEPOSITING

7 REQUIRED AT TIME OF DEPOSIT

Each *Order (Statement of Mailing)* must be accompanied by:

- two printed copies of the electronically prepared and transmitted *Order (Statement of Mailing)* or the original of a manually prepared *Order (Statement of Mailing)*
- sample(s) of the item, including all enclosures, attachments and wrapping, identical to the item being mailed.

Customers are not required to complete an Agreement but must fill out an *Order (Statement of Mailing)* for each deposit. The customer's signature on the *Order (Statement of Mailing)* confirms that the customer has acknowledged and read the Terms and Conditions on the back of the paper *Orders (Statements of Mailing)* or included with the electronic *Order (Statement of Mailing)*.

NOTE: Customers are required to provide a copy of the *Order (Statement of Mailing)* to an authorized Canada Post representative at every deposit location (i.e., RVU and CDC) at the time of mailing or before transporting the items to a delivery facility.

7.1 Where to deposit

All items must be deposited with an authorized representative at the deposit location selected on the *Order (Statement of Mailing)*.

Daily maximum volumes of mail have been implemented for certain types of deposit locations.

RECEIPT VERIFICATION UNIT (RVU)	COMMERCIAL DEPOSIT CENTRES (CDC)*			CORPORATE POST OFFICE*		DELIVERY FACILITY
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 1	LEVEL 2	
No maximum	2 shipping units**	3 shipping units**	7 shipping units**	5 containers	12 containers	No maximum at the delivery facility responsible for local delivery.***
	(monotainers/pallets)					

* This location type is not equipped to process mail received in monotainers or pallets that are double-stacked.

** A monotainer can accommodate approximately 48 letterflainers (LFTs) (40 letterflainers with lids) or 24 Flats tubs.

*** Not applicable for mailings requiring transportation to another delivery facility.

NOTE: Parliamentary mailings using Neighbourhood Mail are to be deposited only in Ottawa at the House of Commons Post Office.

A look-up tool called **Find a Deposit Location** is available at canadapost.ca/depositlocations to help you identify the right deposit location for your mailing based on Postal Code^{OM}, mail type and quantity. In addition, this tool will provide further information such as the deposit location address and deposit location cut-off times.

NOTE: Items deposited after the deposit location cut-off times are considered as being deposited on the next business day.

For further information, visit the "Depositing" module at canadapost.ca/cpnmguides.

PAYING AND TERMS

8 PAYMENT TERMS AND TERMS AND CONDITIONS

Various payment method options are acceptable to Canada Post however, not all options are available to all customers and not all options are accepted at all Canada Post facilities. Refer to the Payment Terms for complete details.

Canada Post will provide, and the Customer will use, mail products and services specified in the Terms and Conditions for customers with a "Standing Offer Agreement" or the General Terms and Conditions for customers without a "Standing Offer Agreement". Refer to the applicable Terms and Conditions (canadapost.ca/generalterms).

PAYMENT TERMS	TERMS AND CONDITIONS	
Paying For Your Mailing	With a "Standing Offer Agreement"	Without a "Standing Offer Agreement"

Data and Targeting



Neighbourhood Mail™

- Targeting Solutions & Tools
- Licensed Data Products
- Marketing Insights

TABLE OF CONTENTS

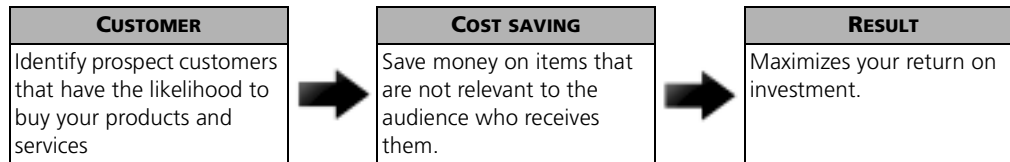
Data and Targeting	1
Introduction	1
Targeting Solutions and Tools.	3
1 Solutions and tools.	3
1.1 Snap Admail™	3
1.2 Precision Targeter™	3
1.3 Professional Services	3
Licensed Data Products	4
2 What are Licensed Data Products?	4
2.1 Database products	4
2.2 Choosing the right data licensing option.	5
2.3 How do I license Canada Post data and determine pricing?	5
2.4 When does Canada Post upload data files?	6
2.4.1 2017 data schedule	6
2.5 Overview of technical specifications and sample data files.	6
Marketing Insights	7
3 What is Marketing Insights?	7
3.1 How can it help your Neighbourhood Mail marketing campaign?	7

DATA AND TARGETING

The "Data and Targeting" module provides a more in-depth look at Canada Post Data and Targeting Solutions as a component of Smartmail Marketing™. Canada Post can help you use data to maximize the impact of your message through data analysis, list hygiene, and more. When a list is used wisely, businesses can target top customers, get their brand directly into the right hands, and boost profits in a cost-effective way.

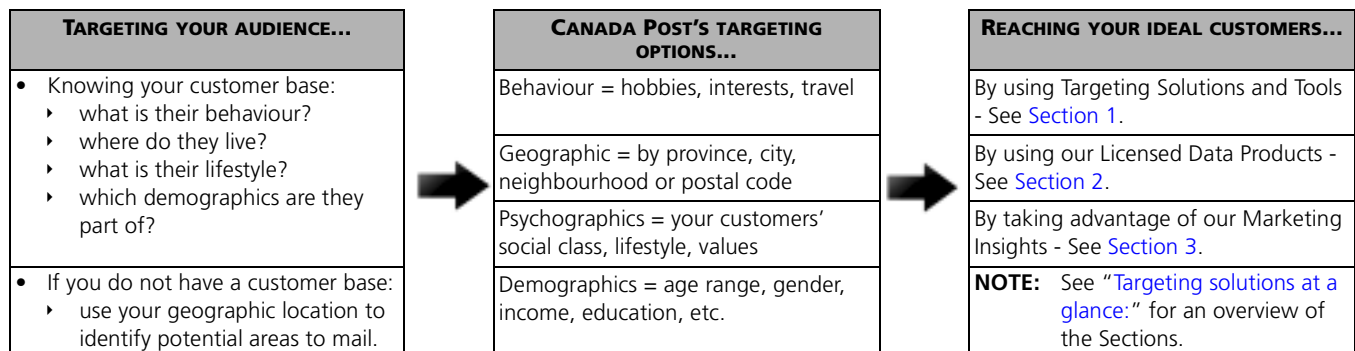
INTRODUCTION

Neighbourhood Mail service delivers advertising messages to more than 15.7 million mailboxes served by Canada Post. You can choose your delivery areas based on geographic, age, education and lifestyle information.



HOW TO TARGET USING NEIGHBOURHOOD MAIL SERVICE

Canada Post's targeting tools can help you find your target customer by selecting and targeting neighbourhoods or localities that have the highest potential to respond to an offer based on their characteristics – without a customer database.



Target locally or nationally, directing the message to an area as small as a single postal route or as many postal routes across the country. Whether you selected area, you can further refine your targeting to reach specific address types. Target the message to:

- Houses** Include residential dwellings that may be: detached, semi-detached or attached in a row. These dwellings have separate entrances.
- Apartments** Include self-contained residential units within a high-rise or low-rise multiple-unit building of three or more such units that share a common main entrance to the building.
- Businesses** Include buildings and structures where the primary activity is commercial, industrial or institutional (institutional includes but is not limited to churches, hospitals, nursing homes, and schools).
- Farms** Include residential and business buildings associated with a defined area of land (ex. fields) used to grow crops, raise animals or fish. The point of call does not necessarily have to belong to any farming association to be classified as a farm.

NOTE: If a business is operated from a house or apartment which is also used as a residence, the point of call is to be classified as a house or apartment.

TARGETING SOLUTIONS AT A GLANCE:

TARGETING SOLUTIONS	DEFINITION
Targeting Solutions and Tools	
Provides mapping tools that are interactive and self-serve. For complex targeting requirements, you can contact our experts for marketing advice and support.	
<ul style="list-style-type: none"> Snap Admail™ 	A fast and easy online tool to help small businesses create effective direct mail campaigns on any budget. Includes creative templates and print/production of mail item.
<ul style="list-style-type: none"> Precision Targeter™ 	The Precision Targeter application offers enhanced targeting capabilities, pricing visibility and a simple-to-use order entry system that streamlines the entire process.
<ul style="list-style-type: none"> Professional Services 	Professional Services from Canada Post Data team is available to clients with advanced or complex targeting requirements.
Licensed Data Products	
Provides geographic information to support your business objectives. Licensed Data Products let you work with the most current and updated monthly copy of Canada Post's address data. You can license it for use within your company or as part of a product or service you offer.	
<ul style="list-style-type: none"> Householder Data Householder Elite Data Postal Code Latitude/Longitude Data Postal Outlet Data 	Helps your business do many things, like evaluate address counts to prepare for a mailing, to reduce fraud within your business, to drill down on market penetration rates, or by connecting demographic and location data to gather business insights. With the most accurate, complete, and up-to-date data available, you can use Canada Post Licensed Data Products for more than just mailing.
Marketing Insights	
Provides the ability to gain insights into your customer database, target market and trade area as well as review your marketing campaign performance.	
<ul style="list-style-type: none"> Profile Analysis Response Analysis Penetration Analysis Maps 	Helps with competitive positioning and overall market strategies.

TARGETING SOLUTIONS AND TOOLS

1 SOLUTIONS AND TOOLS

Canada Post's **Neighbourhood Mail Targeting** provides the ability to reach your best customers with your Neighbourhood Mail campaigns. You can target your campaign using online tools and professional services.

1.1 Snap Admail™

Snap Admail offers thousands of easy-to-use templates to help customers plan, create, print and deliver their Neighbourhood Mail campaigns. As an end-to-end solution, it is ideal for both Small Office, Home Office (SOHO) and small business customers who are looking for quick help developing their own campaign materials. Available at canadapost.ca/snapadmail.

• Step 1: Target	Find the best neighbourhoods to target with our powerful and user-friendly « point and click » mapping tool.
• Step 2: Design	Choose a postcard or flyer size, then browse over a thousand free design templates. You can also upload your own artwork or get professional design help.
• Step 3: Launch	Place your order online, then relax. We do everything for you including printing, preparing the mailing, and delivery. No paperwork or drop-offs required.

1.2 Precision Targeter™

An intuitive and innovative online application that takes you from targeting to ordering in five easy steps. Available at canadapost.ca/precisiontargeter.

• Step 1: Describe your mailing	Precision Targeter will prompt you for details about your mailing, including a description of your mail item, your campaign dates and budgeting requirements (costs compared with number of items). The more details you provide, the more accurate the estimate.
• Step 2: Rank by demographics	Select from up to three demographic categories to define your target audience. For example, choose marital status, age and education level.
• Step 3: Define your delivery area	There are many ways to define your delivery areas, including proximity to your business (like radius, drive time and distance) or choose by municipality or FSA (the first three characters of a postal code). The interactive maps can also be used to help customize your delivery areas and create your targeting analysis.
• Step 4: Review your mailing	View a summary of your mailing. Download, email or save your targeting analysis for up to 13 months. You can even import your targeting analysis into Canada Post's EST 2.0 or export it to your mail service provider.
• Step 5: Place your order	When you're ready to place your order, select "Order Now." The application will guide you through the steps required to prepare your mail and it will create all of the documentation needed for you to bring your mailing in for delivery.

1.3 Professional Services

Available for clients with advanced marketing campaigns and targeting.

• Step 1: Contact Business Specialty Team	<ul style="list-style-type: none"> ▶ To contact the Business Specialty Team, please submit an online enquiry and you will be contacted within 24 hours or call 1-877-281-4137. ▶ You will require a Customer number (ACCOUNT) and credit in good standing.
• Step 2: Finalize the details of your request	<p>To finalize the details of your targeting request.</p> <ul style="list-style-type: none"> ▶ The Business Specialty Team will help you finalize the details of your order and you will receive a price estimate with a description of the request. ▶ As soon as you approve the order, agree to pricing, and sign the Analytics and Targeting - Request Form your request will be processed.

LICENSED DATA PRODUCTS

2 WHAT ARE LICENSED DATA PRODUCTS?

Licensed Data Products provide geographic information to support your business objectives, which can be used internally for business insights, to plan counts for a Direct Mail Marketing Campaign, and much more. Licensed Data Products enable your business to work with the most current and updated monthly copy of Canada Post's address database, available in four different products to suit a variety of business needs, including householder counts, location intelligence, business analysis and more. The four database products are Householder Data, Householder Elite Data, Postal Code Latitude/Longitude Data, and Postal Outlet Data.

2.1 Database products

SERVICE	DESCRIPTION	IDEAL FOR																																										
Householder Data	<ul style="list-style-type: none"> Indicates the number of houses, apartments, farms and businesses within an area defined by the first 3 characters of a postal code (Forward Sortation Area or FSA). The list is also broken down by the routes the letter carriers follow to deliver the mail. <div style="margin-top: 10px;"> <p>Forward Sortation Area (FSA): A1Y → Letter Carrier (LC) Walks per FSA: LC0021</p> <p>Counts per Walk (LC0021)</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Address Type</th> <th>Houses</th> <th>Apartment</th> <th>Farms</th> <th>Total Res.</th> <th>Businesses</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Consumer's Choice</td> <td>412</td> <td>135</td> <td>0</td> <td>547</td> <td>22</td> <td>569</td> </tr> <tr> <td>Total Points of Call</td> <td>454</td> <td>152</td> <td>0</td> <td>606</td> <td>25</td> <td>631</td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 5px;">For Illustration Purposes Only.</p> </div>	Address Type	Houses	Apartment	Farms	Total Res.	Businesses	Total	Consumer's Choice	412	135	0	547	22	569	Total Points of Call	454	152	0	606	25	631	<ul style="list-style-type: none"> counting how many items you need for Neighbourhood Mail campaigns understanding market penetration rates 																					
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Householder Elite Data	<ul style="list-style-type: none"> Shows the number of houses, apartments, farms and businesses within an area defined by a complete postal code. The list is also broken down by the routes the letter carriers follow to deliver the mail, including all the information you need to send mail using Canada Post's Electronic Shipping Tools. <div style="margin-top: 10px;"> <p>Postal Code: A1Y 1A7 → Letter Carrier (LC) Walks per Postal Code: LC0021</p> <p>Counts per Walk (LC0021)</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Address Type</th> <th>Houses</th> <th>Apartment</th> <th>Farms</th> <th>Total Res.</th> <th>Businesses</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Consumer's Choice</td> <td>412</td> <td>135</td> <td>0</td> <td>547</td> <td>22</td> <td>569</td> </tr> <tr> <td>Total Points of Call</td> <td>454</td> <td>152</td> <td>0</td> <td>606</td> <td>25</td> <td>631</td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 5px;">For Illustration Purposes Only.</p> </div>	Address Type	Houses	Apartment	Farms	Total Res.	Businesses	Total	Consumer's Choice	412	135	0	547	22	569	Total Points of Call	454	152	0	606	25	631	<ul style="list-style-type: none"> getting the most detailed counts for Neighbourhood Mail campaigns drilling down on market penetration rates gathering business intelligence for analysis 																					
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Postal Code Latitude/Longitude Data	<ul style="list-style-type: none"> Allows organizations to determine geographic coordinates at the Postal Code level. It also includes the number of houses and apartments served by the Postal Code. For rural areas (where available), centroid (center point) is identified at the town or city level. <table border="1" style="width: 100%; border-collapse: collapse; text-align: center; margin-top: 10px;"> <thead> <tr> <th>Postal Code</th> <th>Latitude</th> <th>Longitude</th> <th>Confidence Score</th> <th>FSA</th> <th>Community Name</th> <th>Province</th> </tr> </thead> <tbody> <tr> <td>L5J 1W8</td> <td>43.50</td> <td>-79.64</td> <td>1</td> <td>L5J</td> <td>Toronto</td> <td>ON</td> </tr> <tr> <td>A0A 1V0</td> <td>47.48</td> <td>-53.16</td> <td>4</td> <td>A0A</td> <td>Bacon Cove</td> <td>NL</td> </tr> <tr> <td>T9G 1N4</td> <td>53.36</td> <td>-113.71</td> <td>2</td> <td>T9G</td> <td>Devon</td> <td>AB</td> </tr> <tr> <td>N5P 1A2</td> <td>42.77</td> <td>-81.21</td> <td>2</td> <td>N5P</td> <td>London</td> <td>ON</td> </tr> <tr> <td>L5J 1W8</td> <td>43.50</td> <td>-19.64</td> <td>1</td> <td>L5J</td> <td>Mississauga</td> <td>ON</td> </tr> </tbody> </table>	Postal Code	Latitude	Longitude	Confidence Score	FSA	Community Name	Province	L5J 1W8	43.50	-79.64	1	L5J	Toronto	ON	A0A 1V0	47.48	-53.16	4	A0A	Bacon Cove	NL	T9G 1N4	53.36	-113.71	2	T9G	Devon	AB	N5P 1A2	42.77	-81.21	2	N5P	London	ON	L5J 1W8	43.50	-19.64	1	L5J	Mississauga	ON	<ul style="list-style-type: none"> conducting analysis linking demographics with locations gathering business intelligence for analysis
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Postal Outlet Data	<ul style="list-style-type: none"> Outlines all the postal outlets that are open, closed or amalgamated in Canada, with their respective serving delivery installation name and postal outlet address. It includes insights into PO Box management, and potential for Convenience PO Box, versus Primary delivery mode PO Boxes. 	<ul style="list-style-type: none"> reducing fraud within your business gathering business intelligence for analysis 																																										

2.2 Choosing the right data licensing option

By licensing Canada Post data, you get access to a database that can be mined in diverse ways for information that can be put to use in marketing planning, process development, and many other areas of your business. Data is a critical component of **Smartmail Marketing** because targeting your best customers is an important step that advanced demographic data can help you achieve. Working with the most accurate information available for your campaign will help to improve your customer list, which ultimately improves response rates and marketing effectiveness.

Here are some examples of how a data licence can satisfy your business's needs so that you choose the right data option for your business:

BUSINESS NEED	LICENCE RECOMMENDATION
Gain insights into market penetration areas for an upcoming Neighbourhood Mail Campaign	Householder Data (FSA Level) Householder Elite Data (Postal Code Level)
Find out how many mail items you will need before starting your Neighbourhood Mail Campaign	Householder Data (FSA Level) Householder Elite Data (Postal Code Level)
Gain insights into customer locations and preferences, and conduct customer analysis	Postal Code Latitude/ Longitude Data
Reduce fraud within your business	Postal Outlet Data

Select the Licensed Data Product that provides you with the information your business needs, in the format you prefer

	HOUSEHOLDER	HOUSEHOLDER ELITE	POSTAL CODE LAT/LONG	POSTAL OUTLET
Address Type Counts by FSA	✓	✓	✓	
Address Type Counts by Postal Code		✓	✓	
Address Type Counts by Letter Carrier Walks	✓	✓		
Latitude / Longitude by Postal Code			✓	
Postal Outlet Addresses by Postal Code				✓

2.3 How do I license Canada Post data and determine pricing?

Subscribing to a licensed data product from Canada Post is easy when you follow these three simple steps:

1. **Complete and submit** a Scope of Usage form describing how you plan to use the data.
 - a) Complete the form found online at: canadapost.ca/cpo/mc/assets/pdf/business/pcdp_scopeofusage_en.pdf
 - b) Submit the completed form to our Business Specialty Team via email at data.targetingsolutions@canadapost.ca, or by fax at **416-204-4410**.

If you have questions you can call us at **1-877-281-4137**.

2. An agent will review your submission and **provide you with a quote**.
3. We will supply you with the appropriate license agreement based on the data product and intended usage outlined for your business. We will then **send you the data** by secure FTP transfer, as well as monthly updates thereafter.

2.4 When does Canada Post upload data files?

We make new data files available each and every month to ensure that you are always using the most up-to-date address database information. Once a Data License Agreement has been completed and signed, the FTP Portal information will be provided to you for future data pick-ups.

2.4.1 2017 DATA SCHEDULE

DATA POSTED TO FTP SITE	DATA SHIPPED TO CUSTOMERS	RESTRUCTURE IMPLEMENTATION DATE	VALID FOR MAILINGS FROM...TO...
December 9, 2016	December 12, 2016	January 16, 2017	January 13 to February 9, 2017
January 6, 2017	January 9, 2017	February 13, 2017	February 10 to March 9, 2017
February 3, 2017	February 6, 2017	March 13, 2017	March 10 to April 6, 2017
March 3, 2017	March 6, 2017	April 10, 2017	April 7 to May 11, 2017
March 31, 2017	April 3, 2017	May 15, 2017	May 12 to June 15, 2017
May 5, 2017	May 8, 2017	June 19, 2017	June 16 to July 13, 2017
June 9, 2017	June 12, 2017	July 17, 2017	July 14 to August 17, 2017
July 7, 2017	July 10, 2017	August 21, 2017	August 18 to September 14, 2017
August 11, 2017	August 14, 2017	September 18, 2017	September 15 to October 12, 2017
September 8, 2017	September 11, 2017	October 16, 2017	October 13 to November 16, 2017
October 6, 2017	October 10, 2017	November 20, 2017	November 17 to December 14, 2017
November 10, 2017	November 13, 2017	December 18, 2017	December 15 to January 11, 2018
December 8, 2017	December 11, 2017	January 15, 2018	January 12 to February 15, 2018

2.5 Overview of technical specifications and sample data files

Technical specifications include - general specifications, file descriptions and record descriptions.

TECHNICAL SPECIFICATIONS	DOWNLOAD SAMPLE DATA
Householder Data	Sample data
Householder Elite Data	Sample data
Postal Code Latitude/Longitude	Sample data
Postal Outlet	Sample data
If you have questions, you can call us at 1-877-281-4137.	

MARKETING INSIGHTS

3 WHAT IS MARKETING INSIGHTS?

Canada Post **Marketing Insights** provides you insights that can help with planning and analysing a marketing campaign. Canada Post can help you:

- Profile a customer address, a postal code list or geographical area
- Determine market penetration
- Visually see a trade area through mapping
- Measure campaign results

3.1 How can it help your Neighbourhood Mail marketing campaign?

Marketing Insights can help you make decisions to plan an effective campaign and then analyse its performance.

PROFILE ANALYSIS:

Understanding the unique attributes of your customers. Profiling analysis features include:

- Trade area characteristics - find out who lives in and around your business for better targeting
- Customer demographic analysis - tailor your message by audience life stage, lifestyle, ethnic origin, etc. and reach new prospects that look like your best customers.

RESPONSE ANALYSIS:

- The response analysis report will help you quantify the success of your marketing campaign and provide insight into the attributes that differentiate higher responding consumers (responders vs the target list)

PENETRATION ANALYSIS:

- Point of Call to Route: percentage of households that you have in a database file for each route
- Postal Code to Route: percentage of the postal codes in a database for each route
- Point of Call to Postal Code: the customer distribution for each valid postal code that exists in your input file

MAPS:

- Map only - a map identifying specific FSAs can help visualize the Smartmail coverage. This can also be accessed through Precision Targeter.
- Map with route information - this can be used for visually identifying the routes covered by a Neighbourhood Mail campaign based on selected criteria. This type of map can also help those with their own customer databases to map those points of call.

Pricing



Neighbourhood Mail™

TABLE OF CONTENTS

Pricing	1
1 Prices	1
1.1 Incentives	1
2 Adjustments and Surcharges	1
2.1 Adjustments	2
2.2 <i>Order (Statement of Mailing)</i> Level Surcharges	2

PRICING

The “Pricing” module provides detailed information on pricing for service options such as Standard and Oversize. This module also includes pricing information related to incentives and adjustments and surcharges.

1 PRICES

In order to take advantage of Neighbourhood Mail prices, the customer must meet all applicable requirements, including specifications, and mail preparation requirements for Neighbourhood Mail, as outlined in this Agreement.

	Price per Item	
Weight	Standard	Oversize
Up to 50 g	16.0¢	17.3¢
Over 50 g up to 100 g	18.1¢	19.7¢
Over 100 g	27.4¢ + 0.24¢ per g over 100 g	28.6¢ + 0.24¢ per g over 100 g
Options	Standard	Oversize
Transportation	1.0¢	1.0¢
Specified Delivery Start Date	1.0¢	No charge

Qualifying customers may have access to lower prices by signing an Agreement. For further details contact the Commercial Service Network. All prices are subject to applicable rebates, discounts, fees, surcharges, adjustments and taxes.

For information on Neighbourhood Mail, visit canadapost.ca/cpnmguides.

1.1 Incentives

Qualifying customers may be offered discounts and/or rebates from time to time as part of promotional campaigns or in exchange for providing Canada Post with a testimonial.

2 ADJUSTMENTS AND SURCHARGES

As per the *Terms and Conditions* Section 5 “Criteria for Qualification” items presented for mailing to Canada Post may be verified to determine compliance with applicable terms and conditions. Items determined to have anomalies that may result in additional handling or expense to Canada Post or that may affect our quality of service may, at the discretion of Canada Post, be:

- returned at the customer's expense, to be reworked by the customer, where possible
- processed and charged at the next or most appropriate Product or Service category, where available
- subjected to a surcharge; or
- refused for mailing.

2.1 Adjustments

Adjustments will apply in situations where inaccuracies are noted on an *Order (Statement of Mailing)* or during processing such as*:

- errors in volume, weight, or service type selected
- failure to use the Electronic Shipping Tools (EST) software when mandatory for the declared service.

* This list is not meant to be exhaustive.

2.2 Order (Statement of Mailing) Level Surcharges

INVOICE DESCRIPTION	DESCRIPTION DETAILS
Non-transmitted <i>Order</i> surcharge.	\$45.00 for Non-transmitted <i>Orders (Statements Of Mailing)</i> prior to deposit of mailing.

NOTE: The classification and amount of surcharges can be subject to change at any time immediately upon notice to the customer. This list is not meant to be exhaustive.

Designing



Neighbourhood Mail™

TABLE OF CONTENTS

Designing	1
1 Measurements - Size and Weight	1
1.1 Format	1
1.1.1 Customer identification	2
1.1.2 No destination address	2
1.1.3 Markings	2
1.1.3.1 No postal indicia	2
1.2 Co-op mailings	2
1.3 Enclosures and attachments	3
1.3.1 Creative options for Neighbourhood Mail	3
1.4 Non-mailable matter	4
1.4.1 Solicitations by mail	4

DESIGNING

The “Designing” module provides all the detailed information needed when designing and creating your mail item.

Items submitted as Neighbourhood Mail that do not meet the content, format and physical characteristics specified for Neighbourhood Mail and other requirements outlined in this Agreement, may be subject to price adjustments and/or surcharges or may not qualify for Neighbourhood Mail service and prices.

1 MEASUREMENTS - SIZE AND WEIGHT

Items delivered by Canada Post Letter Carriers have different size and weight specifications than those delivered on Non-Letter Carrier delivery routes.

Each Neighbourhood Mail item must meet the applicable size and weight requirements as outlined below.

NOTE 1: The metric unit is the official measure. Imperial equivalents are provided for reference and convenience only.

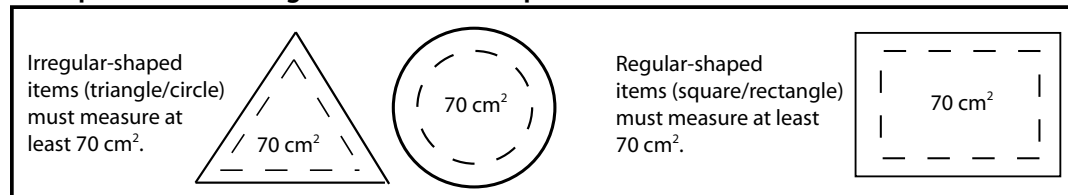
2: Measurements include all inserts and enclosures.

ITEMS DELIVERED ON LETTER CARRIER ROUTES*					
CATEGORY SIZE / ITEM		LENGTH	WIDTH	THICKNESS	WEIGHT
Minimum size		70 cm ² area (10.9 in. ²)		0.18 mm (0.007 in.)	N/A
Standard	max.	30.50 cm (12 in.)	15.24 cm (6 in.)	1.91 cm ** (0.75 in.)	230 g (8.1 oz.)
Oversize	max.	30.50 cm (12 in.)	22.85 cm (9 in.)	1.91 cm ** (0.75 in.)	230 g (8.1 oz.)

* The delivery mode that falls under the specifications of Letter Carrier Routes is simply “LC” (for Letter Carrier).

** The thickness of a Neighbourhood Mail item must be measured at the thickest area of the item.

Examples of measuring minimum size requirements



ITEMS DELIVERED ON NON-LETTER CARRIER ROUTES*					
CATEGORY SIZE / ITEM		LENGTH	WIDTH	THICKNESS	WEIGHT
Standard	max.	30.50 cm (12 in.)	15.24 cm (6 in.)	3.81 cm (1.5 in.)	1,000 g (35.3 oz.)
Oversize	max.	35.56 cm (14 in.)	28 cm (11 in.)	3.81 cm (1.5 in.)	1,000 g (35.3 oz.)

* 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”.

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 1-866-757-5480.

1.1 Format

To be eligible as Neighbourhood Mail, the items mailed must meet the criteria specified for the Neighbourhood Mail service and must be prepared for mailing in such a manner as to prevent loss or damage to any item and permit easy verification of each item.

NOTE: It is acceptable for items to contain an address (e.g. business location) on the back or front of the item, however, it cannot be designed in a way where it can be confused as a destination address. Options include removing the province and/or Postal Code or placing the address elements on the same line. For Business Reply Mail™ items, the specific Business Reply Mail address may be visible.

1.1.1 CUSTOMER IDENTIFICATION

Each Neighbourhood Mail item must bear the customer's name (which may be an authorized user).

In the case of co-op mailings and/or mailings completed on behalf of a group, the name of the customer (i.e., the owner of the agreement, an authorized user, or of the mailing completed *on behalf of the group*) must be clearly identified on the item, for example: Mailed by "NAME OF CUSTOMER (SENDER)" in order to inform the recipient of who the sender is.

1.1.2 NO DESTINATION ADDRESS

Items must be unaddressed but may bear wording, such as "HOUSEHOLDER", "OCCUPANT", "RESIDENT", "BUSINESS OWNER", "MARKETING MANAGER", "PURCHASING MANAGER" or "BOXHOLDER" without a destination address.

1.1.3 MARKINGS

Customers may use the "Delivered by" logo on items delivered by Canada Post with the prior written consent of the Director, Marketing and Brand or her/his designate. They can be contacted at info.brand@canadapost.ca. Visit canadapost.ca/logo for available artwork.

Any unauthorized use is an offence under the [Canada Post Corporation Act and Regulations](#) as well as being an infringement of Canada Post's trade-marks and official marks.

Note that an item will be considered non-mailable matter if, on the outside, it is marked or labelled with any of the following that were not provided or authorized by Canada Post:

- any design likely to be mistaken for a postage stamp, meter impression, service label or any other mark suggesting that postage has been paid
- any label or endorsement implying that it will be given special handling, delivered faster or be provided with any service that has not been purchased by the customer. However, customers may include labels on items that are directed to the addressee as an instruction that is clearly related only to the enclosure and would not otherwise result in the item being non-mailable matter. (Examples of acceptable wording include "URGENT", "RUSH" and "IMPORTANT COMMUNICATION ENCLOSED"), and
- any facsimile of any label, endorsement or marking used by Canada Post that might cause confusion so as to affect its handling, e.g., confusion as to the service the customer has paid for.

It is the customer's obligation to obtain approval for any proposed endorsement or other markings from Canada Post prior to printing.

1.1.3.1 No postal indicia

There are no postal indicia for the Neighbourhood Mail service. Postal indicia markings are not acceptable on Neighbourhood Mail items with the **exception of the Business Reply Mail indicia and/or the "Basic Identifying Information" for Publications Mail items** mailed as Neighbourhood Mail items.

Visit canadapost.ca/indicia for more information regarding postal indicia.

1.2 Co-op mailings

Co-op mailings are items that feature promotional content from two or more organizations. Co-op items are typically printed as booklets or enclosed in an envelope. Directories, newsletters, calendars and community newspapers are not considered co-op mailings.

Minimum advertising space requirement

- When participating in a co-op mailing, Canada Post requires the co-op owner, which can include the owner of the agreement, an authorized user, or the mail on behalf of to advertise on a minimum of 10% of the space visible on the outside of the item. Other participants are not subject to minimum space requirements.

How advertising space will be calculated

- When items are enclosed in an opaque wrapper (opaque bag or envelope), the minimum advertising space of 10% applies to the wrapper itself.
- When items are enclosed in a clear wrapper (such as a poly wrapper), the minimum advertising space of 10% applies to the items visible from the outside of the wrapper, unless otherwise printed on the wrapper itself.

Criteria to qualify as an advertiser

- To be an advertiser, customers must make a descriptive representation for the purpose of directly promoting the sale of a product or service to the recipient. Offers include, but are not limited to, discount coupon or special offer on a product or service. Customers cannot simply print their name at the bottom of a single sheet or card and be considered an advertiser.

Canada Post reserves the right to refuse, at its sole discretion, any Co-op mailing that does not meet its criteria, including, without limitation, a mailing by a customer that is primarily engaged in the reselling of the Co-op Mailing Service rather than promoting its own products or services.

1.3 Enclosures and attachments

ENCLOSURE AND ATTACHMENT	
Samples	<p>A sample consists of non-printed matter, or a trial size portion of an actual product. It may be distributed on its own, attached, or enclosed in an envelope with or without printed matter. A sealed envelope may contain a single sample or multiple samples. The customer will be charged based on the overall weight of the item, including the sample(s). Some restrictions apply. For instance, CDs and DVDs are not acceptable in hard jewel cases, however, they can be mailed using soft plastic cases such as DVD movie cases.</p> <p>Ensure each item, including any sample(s), is mailable and consider the following:</p> <ol style="list-style-type: none"> 1. If it contains a scented item, it is to be sealed in such a manner that prevents the scent from escaping. Similarly, liquids and powders must be appropriately packaged. However, if it contains a scented item produced using micro-encapsulated scent infused ink/lacquers, it does not need to be sealed provided the scented patch is covered or contained within the mailed item. 2. If it contains a common allergen item such as peanuts, sesame seeds, tree nuts (e.g. almonds, walnuts) or eggs, it is to be packaged properly and labelled to minimize the potential for allergic reactions.
Inserts	<p>Inserts can be placed in a newspaper, magazine, catalogue, envelope or self-mailer. To be acceptable the Inserts must be attached, enclosed or folded into the Neighbourhood Mail item in order to become an integral part of the item and not become separated during normal handling of the mail.</p> <p>NOTE: In order to confirm that an insert is an integral part of an item, a “pinch test” must be performed.</p> <p>How to perform the “pinch test”: Place the middle of the item’s fold (or spine) in the palm of your hand, between your thumb and fingers. Grasp the item tightly, and shake it back and forth (horizontally) with its open end facing downward. If the inserts become separate during this test the item is not acceptable and must be reworked by the customer by doing one of the following:</p> <ul style="list-style-type: none"> • enclose the item, including inserts, within a “plastic” wrapper or envelope (also referred to as a polybag) • affix stickers, tape or tabs to the top and bottom open edges of a folded item, or on the open edge opposite the fold, or on all the open edges • enclose the inserts into a newspaper by enclosing all inserts within one insert or wrapper to create one spine and then placing the insert package within one quadrant of the newspaper, ensuring the spine of the insert is facing the outside edge of the newspaper • place the inserts within the pages of the item and then fold the item to form a common fold • if there are two sections to the item, place the insert between the two sections and then fold the item to form a common fold • staple the inserts, provided that the staples are enclosed or covered in a manner that prevents exposure during normal handling • glue the inserts, provided that both the glue and the paper are strong enough to retain the insert within the item.
Magnets	<p>Magnets cannot be mailed as a Neighbourhood Mail item; however, they are acceptable when enclosed (e.g. in envelopes, self-mailers or folded wrappers, etc.) or attached (e.g. to a backer card, printed matter or other non-printed matter, etc.) if the magnetized portion of the item is covered. The item, including the magnet, should be reviewed for approval by an authorized Canada Post Representative prior to mailing.</p>
Business Reply Mail™	<p>A Business Reply Mail™ item (card or envelope) may be included as part of a Neighbourhood Mail item.</p>

1.3.1 CREATIVE OPTIONS FOR NEIGHBOURHOOD MAIL

The following creative options may increase response rates of your direct mail campaigns. These guidelines should be considered when creating an item. Customers should confirm with a Canada Post representative regarding the specification requirements to be followed in order to ensure the item is acceptable for the Neighbourhood Mail service.

DIE-CUT MAIL

- minimum of 7-point card stock to prevent the item from bending
- non-printed matter such as rubber, plastic, laminate, vinyl, leather or wood (subject to testing and approval).

APPLICATION OF TIP-ONS

- firmly affixed with glue and does not separate from the item during normal processing
- lie flat on the item
- if magnetized, must be weak enough to be handled without de-magnetizing the contents of other items (e.g. credit cards).

REPOSITIONABLE NOTES (RPN)

- applied with a glue strip that must be a minimum of a third (1/3) of the total width of a repositionable note (e.g. 26 mm wide for a 76 mm label)
- applied mechanically
- applied anywhere on the item
- applied on paper-based coverings, such as envelopes.

SCENTED ADMAIL ITEMS

- unsealed mail items containing micro-encapsulated inks and lacquers. To prevent premature release of the scent, the scented patch must be covered or contained within the mail item
- sealed mail items containing scents that are not micro-encapsulated inks and lacquers.

VARIABLE PRINTING

- contain variable printing, such as different offers or business locations, and do not require specific delivery instructions, are acceptable for delivery provided that the item's customer identification, physical dimensions, and advertised products or services remain the same.
- will be distributed at random and do not require special bundling and labelling requirements.

1.4 Non-mailable matter

Generally, non-mailable matter means, but is not limited to, any mail:

- that is prohibited by law (e.g., illegal, obscene, fraudulent)
- that fails to meet certain physical characteristics or marking requirements
- that contains products or substances that could:
 - cause injury to those handling the mail
 - cause damage to postal equipment or other items, or
 - cause entrapment of other items
- that contains sexually explicit material unless it is sent in an opaque envelope with the words "ADULT MATERIAL" or similar wording.

NOTE: Sexually explicit material that is sent as Neighbourhood Mail means images or representations of nudity that are suggestive of sexual activity; images or representations of sexual intercourse, with no context suggesting violence or degradation; or written text that describes sexual acts in a way that is more than purely technical, with no context suggesting violence or degradation.

Any item bearing a modified postage stamp in contravention of Section 52, or bearing a word or mark in contravention of Section 58, of the *Canada Post Corporation Act and Regulations* is also non-mailable matter. Dangerous substances or articles prohibited by law are not acceptable as Neighbourhood Mail.

It is a customer's obligation to ensure an item does not constitute non-mailable matter, and is otherwise acceptable for mailing. For information on how non-compliant items will be handled, refer to the Paying and Terms module of the General Terms and Conditions at canadapost.ca/cpnmguides.

1.4.1 SOLICITATIONS BY MAIL

Solicitations (offers) having the general appearance of a bill, invoice, or statement of account where there is no obligation to make a payment in relation to the offer unless accepted, must adhere to the regulatory obligations detailing wording and format requirements. For the official requirements of the *Solicitations by Mail Regulations* made under the *Canada Post Corporation Act*, go to <http://laws.justice.gc.ca/en/showtdm/cr/C.R.C.-c.1295>.

Creating An Order



Neighbourhood Mail™

TABLE OF CONTENTS

Creating An Order	1
1 Creating an Order (Statement of Mailing)	1
1.1 Electronic Shipping Tools (EST)	1
1.1.1 Precision Targeter application	1
1.2 Preparing your <i>Orders</i> manually	2
1.3 Version specific mailings	2
1.4 Partial mailings and downstream deposits	3
1.5 Consumers' Choice	3
1.5.1 Community newspapers	3
1.5.2 Parliamentary mailings using Neighbourhood Mail	4

CREATING AN ORDER

The “Creating an Order” module provides general information that you will need prior to depositing your mail. This module includes requirements for preparing mailing electronically and manually, version specific and variable printing, partial mailings and downstream deposits, consumers’ choice, community newspaper and parliamentary mailings.

1 CREATING AN ORDER (STATEMENT OF MAILING)

Customers must use our Electronic Shipping Tools (EST) to prepare and transmit an *Order (Statement of Mailing)*. The use of the EST Online, Precision Targeter, or the EST 2.0 version of EST to prepare and transmit *Orders* is mandatory to access Contract prices.

- Manually prepared *Orders* are subject to Non-contract prices and a *Neighbourhood Mail Delivery Slip* is required.
- Non-transmitted *Orders* may be subject to a surcharge. For information on surcharges, visit the “Pricing” module at canadapost.ca/cpnmguides.

NOTE: When using Electronic Shipping Tools (EST) or Precision Targeter for Specified Delivery Start Date mailings, the application will calculate your deposit date based on the day of deposit (day 0) plus the number of business days required for delivery. The number of days excludes the day of mailing, weekends and statutory holidays. Weekend and statutory holiday deposits are considered deposited on the following business day.

1.1 Electronic Shipping Tools (EST)

Customers have the option of using either the EST Online version, Precision Targeter, or the EST 2.0 version of the Electronic Shipping Tools (EST). The EST 2.0 can be downloaded to prepare and transmit *Orders (Statements of Mailing)*.

The EST software is free of charge and can be accessed online or downloaded (EST 2.0) through the Canada Post website at canadapost.ca/newuser. For technical enquiries, customers can call the Technical Help Line at 1-800-277-4799.

NOTE: Customers are required to provide a copy of the *Order (Statement of Mailing)* to an authorized Canada Post representative at every deposit location (i.e., RVU and CDC) at the time of mailing or before transporting the items to a deposit facility. An *Order* must be properly completed and transmitted prior to drop-off of the mailing. A copy of the *Order* must accompany the first deposit of the mailing.

1.1.1 PRECISION TARGETER APPLICATION

The Precision Targeter application is an online application providing customers the ability to create and prepare a Neighbourhood Mail campaign. See canadapost.ca/precisiontargeter.

The application provides a simplified user experience enabling customers to access existing tools (e.g., walk maps, geographic and demographic data, etc.) as well as other basic attributes such as:

- a) Searching by multiple levels of geography (e.g., municipality or FSA) through the use of GIS (Geographic Information Systems) mapping software.
- b) Defining target areas by using parameters such as Radius, Drive Time, Drive Distance, etc.
- c) Allowing the user to identify, select and modify address attributes.

The application also allows users to *Order* once they have completed their targeting and obtained their pricing information. Customers can easily configure their mail plan online.

1.2 Preparing your Orders manually

When preparing manual *Orders (Statements of Mailing)*, a **mailing plan** must be prepared and a *Neighbourhood Mail Delivery Slip* must be completed. The following requirements must be met:

MANUALLY PREPARED ORDERS (STATEMENTS OF MAILING) REQUIREMENTS

- Customer name
- Customer account number
- *Order (Statement of Mailing)* serial number
- control number(s) of each *Neighbourhood Mail Delivery Slip* in the mailing (there may be more than one *Neighbourhood Mail* for a Delivery Facility, depending on the nature of the mailing)
- Postal Code of the Delivery Facility listed on each *Neighbourhood Mail*
- volumes forwarded to each Delivery Facility.

PREPARING A DELIVERY SLIP

The *Neighbourhood Mail Delivery Slip* serves to identify the mailing and is attached to the last container (Residue bundle) for each Delivery Facility. It includes the specific delivery instructions, including the selected Forward Sortation Area (FSA) and route numbers.

The completed *Neighbourhood Mail* for each Delivery Facility must be back stamped with the RVU stamp by the Receipt Verification Unit (RVU) or the office stamp by the Corporate Retail Counter or the Corporate Retail Counter barcoded label must be attached before the customer attaches Part 1 to the Residue Bundle. Part 2 of the *Neighbourhood Mail* is proof of payment by the Delivery Facility.

TWO PART FORM

Part 1: On Residue Bundle in Last Container – Attach the first page to the Residue bundle. For example, if 40 containers are being sent to a Delivery Facility, the Residue bundle can be inserted with the form attached in the container labelled as 40 of 40.

Part 2: Mailer copy – The customer keeps the second page of the form for their files.

FORM NUMBER 40-076-527

The form is titled "Neighbourhood Mail Delivery Slip" and "Feuille de dépôt Courrier de quartier". It contains the following sections:

- Customer Identification:** Fields for Customer Name, Account Number, and Delivery Office Address.
- Mailed by:** Fields for Name and Telephone Number, and Customer Number.
- Title of mail piece:** Field for the title of the article.
- Statement of Mailing:** Fields for Mailing Number, Office of Payment, and Branch of Payment.
- Coverage:** Checkboxes for Houses, Apartments, Farms, and Businesses.
- Size Selection:** Options for Standard (up to 26.5 x 15.24 cm), Oversize 1 (up to 38.1 x 22.86 cm), and Oversize 2 (up to 38.1 x 28 cm).
- Dimensions:** Fields for Dimensions 1 and 2.
- Signature:** Field for the mailer's signature.
- Barcode:** A barcode at the bottom left.

NOTE: Contract prices cannot be accessed using a manual *Order (Statement of Mailing)*. Manual *Orders (Statements of Mailing)* 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 when mailings are deposited at a Receipt Verification Unit (RVU).

1.3 Version specific mailings

If customers wish to send different versions of items within a Neighbourhood Mail mailing (e.g., identical envelopes with varying content) to specific delivery routes within a delivery installation, customers must ensure that each version:

- is identified with a distinct title in the **Title of Mail Piece** field on the container label
- is entered on separate lines on the *Order (Statement of Mailing)*
- is bundled and containerized separately, and
- has the Forward Sortation Area (FSA) and target area (i.e., houses, apartments, farms, businesses) printed on the piece, if there are different versions per Letter Carrier route or Non-Letter Carrier delivery mode

When preparing a manual *Order*, the customer must ensure that each version:

- has its own *Neighbourhood Mail Delivery Slip*
- has container labels that indicate the *Neighbourhood Mail Delivery Slip* control number
- is bundled and containerized separately.

1.4 Partial mailings and downstream deposits

REQUIREMENTS	
Partial Mailings	<p>Customers wishing to deposit a mailing over multiple days at one Deposit Location should:</p> <ul style="list-style-type: none"> enter each Partial Mailing as a separate line when using Fully Featured (EST online or Electronic Shipping Tools 2.0) with the applicable Deposit Date and associated volume submit three copies of the <i>Order (Statement of mailing)</i> with the first deposit each subsequent deposit must be accompanied by two copies of the <i>Order (Statement of mailing)</i> applicable for the declared deposit date and location be deposited in full no later than 15 business days from the first deposit date. <p>1. Deposit dates and associated volumes must be declared in EST when mailing Upon Receipt Neighbourhood Mail as a Partial Mailing.</p> <p>For "Upon receipt" - transportation paid mailing If a single deposit date is specified, and the mailing is deposited over multiple dates, the delivery date will be adjusted to reflect the date of the last deposit.</p> <p>2. <i>Orders (Statements of Mailing)</i> for partial mailings cannot be prepared and submitted using Precision Targeter applications or "Express Order Entry" version of the EST.</p>
Downstream Deposits	<p>Customers wishing to deposit a Neighbourhood Mail mailing in more than one day and deposit at multiple deposit locations should:</p> <ul style="list-style-type: none"> enter each Downstream Deposit as a separate line when using Fully Featured (EST online or Electronic Shipping Tools 2.0) with the applicable Deposit Date, Deposit Location and associated volume submit three copies of the <i>Order (Statement of mailing)</i> with the first deposit each subsequent deposit must be accompanied by two copies of the <i>Order (Statement of mailing)</i> applicable for the declared deposit date and location be deposited in full no later than 15 business days from the first deposit date. <p><i>Orders (Statements of Mailing)</i> for downstream deposits cannot be prepared and submitted using Precision Targeter applications or "Express Order Entry" version of the EST.</p>

1.5 Consumers' Choice

Customers can target more effectively by respecting the wishes of consumers who indicate, through a self-produced notice on their mailbox or mail receptacle, that they do not wish to receive unaddressed material. The only exemptions are materials from Elections Canada and Provincial Chief Electoral Officers, House of Commons mailings, material from municipal election officials (or the Deputy returning officer) and community newspapers who can target total point of call. Therefore, the item is received by consumers who want to receive it. Visit our Householder Data, which is available online at canadapost.ca/precisiontargeter for the breakdown of delivery points with and without these notices.

Subject to Consumers' Choice, Neighbourhood Mail items are delivered to the consumer's regular mail location (e.g., to the door, mail receptacle, community mailbox, group mailbox and/or Post Office Box).

NOTE: Electoral Candidates sending promotional materials using the Neighbourhood Mail service are not exempt from the Consumers' Choice Program. Canada Post will continue to respect consumers' wishes to not receive unaddressed materials from Electoral Candidates.

1.5.1 COMMUNITY NEWSPAPERS

In order to be considered a community newspaper, the item must:

- be a newspaper
- meet the Neighbourhood Mail size and weight specifications
- contain a maximum ratio of 70% advertising, including all enclosures, to 30% news/editorial/community notices content
- be published not more than three times a week
- serve the community in which it is published through its news and editorial content, and this news and editorial content must be relevant to any other communities to which the paper is distributed as a community newspaper and not as a newsletter, and
- not be a newsletter intended for a special interest group or consist of a printed sheet or pamphlet containing news or information.

If the content requirement is not met, the item may qualify as Neighbourhood Mail, but will not be exempt from Consumers' Choice Program (i.e., the item will not qualify for Total Points of Call).

1.5.2 PARLIAMENTARY MAILINGS USING NEIGHBOURHOOD MAIL

Parliamentary mailings using Neighbourhood Mail may be used by members of the House of Commons to send printed matter to constituents, free of charge, up to four times per calendar year. These mailings must consist of printed matter only. Members of the House of Commons are entitled to Parliamentary Neighbourhood Mail beginning on the day that their election to the House is announced in the *Canada Gazette* and up to 10 days after they leave office. All mailings must be mailed in Ottawa through the House of Commons Post Office. Additional mailings, after the first four mailings, are subject to the applicable price. Contact a Canada Post representative to obtain prices.

Preparing



Neighbourhood Mail™

TABLE OF CONTENTS

Preparing	1
1 Mail Preparation Option for Neighbourhood Mail	1
1.1 Neighbourhood Mail Overview	1
2 Before You Start	1
2.1 Distribution and Mailing plans	1
2.2 Residential and business delivery area counts and maps	2
2.2.1 Delivery modes	2
2.3 National Presortation Schematic	2
2.4 Containerization	3
2.4.1 Acceptable container options	4
2.4.2 Acceptable shipping unit options	5
3 Mail Preparation	6
3.1 Bundling	6
3.1.1 Securing Bundles	6
3.2 Placing bundles into containers	7
3.2.1 Filling containers	7
3.3 Labelling containers	7
3.4 Placing containers or Brick-piled mail items in shipping units	8
3.4.1 Filling shipping units	9
3.4.2 Preparing pallets for containers	9
3.4.3 Preparing pallets or monotainers for Brick-piling	9
3.4.4 Labelling shipping units	10
3.4.5 Stacking pallets or monotainers	11

PREPARING

The “Preparing” module provides detailed information that you will need when preparing your mail items prior to depositing your mailings at a Canada Post facility. Please ensure you are using the most recent version of this guide and other support documents that detail our requirements, qualifications, terms and conditions, and pricing.

It is your obligation to meet all the requirements outlined in your Customer Agreement.

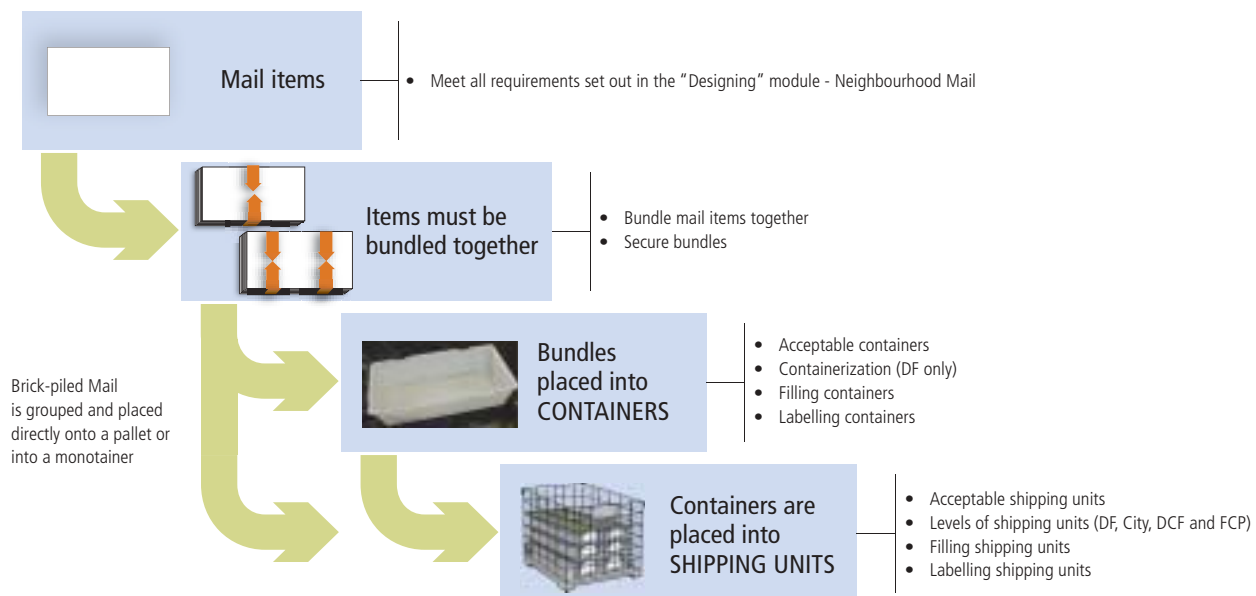
NOTE: The figures in this document are used for illustration only.

1 MAIL PREPARATION OPTION FOR NEIGHBOURHOOD MAIL

Mail preparation is the process of bundling mail items securely, placing them in Canada Post supplied containers, *Flexipack*™ pouches, or customer-supplied boxes pre-approved by Canada Post, and labelling the containers as urban or rural delivery facility where the containers will be delivered.

Brick-piled Mail is a method used to secure mail items without containers onto a pallet or in a monotainer. Pallets and monotainers can be used for transportation (as a single unit) of mail items from the customer’s location to an approved Canada Post facility where the mail will be deposited.

1.1 Neighbourhood Mail Overview



The **minimum volume** for distribution is:

- the complete distribution of a given route; or
- the complete distribution to only houses, apartments, farms, businesses, or any combination, on a given route.
- when mailing to more than one route:
 - less than full coverage of a given route is permitted (these items will be delivered in no particular order until depleted).

2 BEFORE YOU START

Neighbourhood Mail items must be bundled and containerized as per the selected mailing and distribution plan.

2.1 Distribution and Mailing plans

Before preparing the mailing, a distribution plan or a mailing plan is required. These plans will guide the number of containers for each delivery facility and the labelling.

2.2 Residential and business delivery area counts and maps

DELIVERY AREA 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 canadapost.ca/data for Individual Householder Counts, which are available free of charge or send an email to data.targetingsolutions@canadapost.ca.

FSA MAPS	ROUTE MAPS
The FSA Maps identify the specific geographic boundaries for every FSA in Canada. The maps will assist in determining sales territories, plan coverage for a marketing campaign, or study new locations for a retail store or business.	Residential and Business Delivery Area Maps provide the actual routes (walks), covered by the Letter Carriers. This is particularly useful for targeting local neighbourhoods.

Visit canadapost.ca/precisiontargeter to view the FSA Maps online.

2.2.1 DELIVERY MODES

METHODS OF DELIVERY

- | | |
|---|---|
| <ul style="list-style-type: none"> Letter Carrier Route (LC) Call For (CF) Direct (DIR) General Delivery (GD) | <ul style="list-style-type: none"> Rural Route (RR) Lock Boxes (PO Box) Suburban Services (SS) Motorized Route (MR) |
|---|---|

2.3 National Presortation Schematic

The Non-Lettermail National Presortation Schematic (NPS) is used for Neighbourhood Mail service and indicates how mail is distributed through specific Canada Post facilities. It lists all Forward Sortation Areas (FSAs) and shows how to consolidate containers into shipping units. The four NPS levels of consolidation are:

NPS LEVEL 1 - DF	NPS LEVEL 2 - CITY	NPS LEVEL 3 - DCF	NPS LEVEL 4 - FCP
Delivery Facility	City	Distribution Centre Facility	Forward Consolidation Point

Canada Post updates the NPS monthly to reflect the changing inventory of Canadian addresses. In order to avoid delays and extra handling charges, the current version of the National Presortation Schematic must be used. For more detailed information, please visit canadapost.ca/nps.

2.4 Containerization

Containerization is the process of packaging the mail for shipment. Bundles are placed into containers suitable for handling through Canada Post's processes. These containers are then labelled and placed into shipping units (pallets or monotainers) suitable for handling through our transportation network.

NOTE: Containers are not used when Brick-piling Mail. Mail items are secured directly onto a pallet or in a monotainer. Brick-piling can only be used to transport items directly to an Urban Delivery Facility or to a Rural Delivery Facility (NPS Level 1).

You may enquire about or order our equipment (containers and shipping units) by contacting the National Equipment Container Facility (NECF) order desk, by telephone at 905-565-0480, by fax at 905-564-6830, by email at necfteo@canadapost.ca or through a Regional Equipment Coordinator.





The supply of Canada Post equipment is dependent on conditions and availability. In instances where Canada Post equipment is not available, Canada Post pre-approved customer-supplied containers (e.g.: cardboard boxes) and/or pallets must be used.

LIST OF REGIONAL EQUIPMENT COORDINATORS			
Atlantic	Nova Scotia/ PEI: Halifax Tel: 902-494-4001 EXT 44707 New Brunswick: Moncton Tel: 506-381-5347 Saint John Tel: 506-653-5270 St. John's NL: wayne.power@canadapost.ca sharilee.way@canadapost.ca	Québec	Montréal: Tel: 514-345-7369 Fax: 514-345-7388
Huron Rideau	Ottawa: Tel: 613-734-1431 Fax: 613-734-1479 Email: equipmentline.ompp@canadapost.ca Hamilton: National Equipment Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: necfteo@canadapost.ca London: Tel: 519-473-6738	Prairie	Winnipeg: Tel: 204-987-5100 EXT 72045 Edmonton: Tel: 780-945-2600 Ext 53292 FAX: 780-945-2608 Calgary: Tel: 403-974-2000 EXT 42170
Greater Toronto Area	National Equipment Container Facility (NECF): Tel: 905-565-0480 Fax: 905-564-6830 Email: necfteo@canadapost.ca	Pacific	Vancouver: Tel: 604-276-5538

NOTE: Canada Post's equipment may only be used when using Canada Post's products or services. It remains our exclusive property. Personal use is not permitted. You are responsible for ensuring that the equipment remains in good condition, reasonable wear-and-tear accepted.

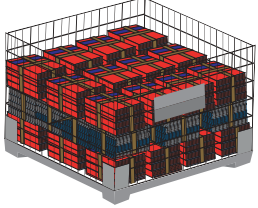

2.4.1 ACCEPTABLE CONTAINER OPTIONS

When targeting multiple delivery facilities in a mailing, customers may vary the type of containers used, provided the same type of container is used for each delivery facility. Container dimensions are the measurements inside the container. Imperial equivalents are provided for convenience only.

CANADA POST-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER WEIGHT (WITHOUT LID)	LENGTH	WIDTH	HEIGHT	MAX. WEIGHT (INCLUDING MAIL, CONTAINER AND LID)
Letterflatainer (LFT): For Standard items.  Letterflatainers (LFTs) are designed in such a way that lids are not required.	0.995 kg (2.2 lb.)	394 mm (15.6 in.)	244 mm (9.6 in.)	156 mm (6.1 in.) [with lid]	22.7 kg (50 lb.)
Flats tub: For Oversize items 	1.7 kg (3.7 lb.)	405 mm (15.9 in.)	240 mm (9.4 in.)	303 mm (11.9 in.)	22.7 kg (50 lb.)
	Flats tubs should be deposited with lids. In the event lids are not available, we recommend cardboard separators be used between each level of flats tubs to protect your mail items.				
ACCEPTABLE CANADA POST-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER WEIGHT (WITHOUT LID)	LENGTH	WIDTH	HEIGHT	MAX. WEIGHT (INCLUDING MAIL, CONTAINER AND LID)
Flexipack Pouch Small (241558) 	N/A	N/A	406 mm (16 in.)	305 mm (12 in.)	6 kg (13 lb.)
ACCEPTABLE CUSTOMER-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER	LENGTH	WIDTH	HEIGHT	WEIGHT
Cardboard Containers 	Box - max.	535 mm (21.06 in.)	251 mm (9.8 in.)	303 mm (11.9 in.)	22.7 kg (50 lb.)
	Customer-supplied cardboard containers must: <ul style="list-style-type: none"> • meet the requirements outlined in this guide • be completely sealed and be sturdy to withstand handling during processing. 				

2.4.2 ACCEPTABLE SHIPPING UNIT OPTIONS

Imperial equivalents are provided for convenience only.

ACCEPTABLE SHIPPING UNITS	SIZE AND WEIGHT			
	WEIGHT	LENGTH	WIDTH	MAX. HEIGHT AND WEIGHT (INCLUDING MAIL AND SHIPPING UNIT)
Monotainer 	97 kg (213.8 lb.)	1.322 m (52 in.)	1.067 m (42 in.)	Height: 1.115 m (43.8 in.) Weight: 900 kg (1,984.2 lb.)
Pallet (plastic and wood) 	9 kg (19.8 lb.) Is the weight of a plastic pallet supplied by Canada Post. The minimum ordering quantity for plastic pallets is 40 units.	1.22 m (48 in.)	1.02 m (40 in.)	Height: 1.5 m (59 in.) Weight: 900 kg (1,984.2 lb.)

PALLET CONSTRUCTION SPECIFICATIONS

Pallets must conform to:

- ▶ ASTM - D1185 - [Standard Test Methods for Pallets and related Structures Employed in Materials Handling and Shipping](#)
- ▶ ISO-8611 - [Pallets for Materials Handling - Flat Pallets - Part 3: Maximum Working Loads](#)
- ▶ [Uniform Standard for Wood Pallets by National Wooden Pallet & Container Association \(USA\)](#).

Pallet must be built so their bottom deck boards do not obstruct entry by a forklift; should be accessible by a forklift on all four sides and by a hand jack on two side

Openings for forks must be:

- ▶ at least 102 mm (4") in height on the sides of the pallet without bottom deck boards; and
- ▶ at least 89 mm (3.5") in height on the sides with bottom deck boards

Critical dimensions of mail handling equipment:

- ▶ distance across forks: max. 686 mm (27 in.)
- ▶ distance between forks: min. 204 mm (8 in.)
- ▶ height of the lowered fork: max. 89 mm (3.5 in.)

ADDITIONAL WOODEN PALLET REQUIREMENTS

- the block design is recommended
- must be able to withstand temperatures of -40°C to 40°C, and severe weather conditions
- must not have critical defects (i.e. exposed nails, significant splits, missing wood, decay or damaged parts)
- the top surface must be flat allowing for safe loading and unloading of mail without tipping or sliding

3 MAIL PREPARATION

The mail preparation process requires:

1. **Bundling** - For Brick-piling mail items, step 2 (Placing bundles into containers) is not required.
2. **Placing bundles into containers.**
3. **Labelling containers** - Correct labelling ensures that mail is sent to the correct Delivery Facility.
4. **Placing containers or Brick-piled mail items in shipping units.**

3.1 Bundling

A “bundle” describes a number of mail items secured together, including inserts and samples.

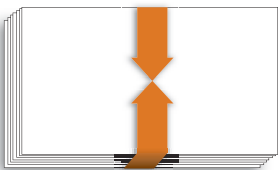
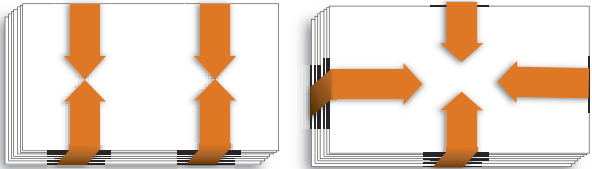
All bundles must contain equal quantities (bundles of 25, 50, 100), except the last bundle of a mailing for each Delivery Facility which may be smaller and is referred as the Residue bundle. Neighbourhood Mail items, including inserts and samples, must be bundled securely to prevent from breaking open during handling or while in transit to the delivery facility responsible for delivery.

The maximum height takes precedence over the number of items.

BUNDLING SPECIFICATIONS			
WEIGHT CATEGORIES	ITEMS DELIVERED BY:	MAX. HEIGHT OF EACH BUNDLE	MAX. NUMBER OF ITEMS PER BUNDLE
Items weighing less than 500 g (17.6 oz.)	Letter Carriers and Non-Letter Carriers	15.24 cm (6 in.)	200 items
Items weighing 500 g to 1,000 g (17.6 - 35.3 oz.)	Non-Letter Carriers	20.0 cm (8 in.)	200 items

Each Delivery Facility targeted by your mailing will receive at least one bundle. Use the distribution plan generated by Canada Post Electronic Shipping Tools (EST) or Precision Targeter as a reference.

3.1.1 SECURING BUNDLES

STRAPPING	
TYPE OF STRAPPING	STRAPPING REQUIREMENT
Single strapping: <ul style="list-style-type: none"> • Plastic or paper strapping material • Elastic bands when placed in hardsided containers or customer supplied boxes • It is recommended, but not mandatory, to have the strapping applied to the shorter dimension of the bundle. 	 <p>Single strapping</p>
Double strapping: <ul style="list-style-type: none"> • Strings or manually-applied plastic straps. 	 <p>Double strapping</p>

3.2 Placing bundles into containers

Neighbourhood Mail must be placed in one or more containers for each Delivery Facility.

3.2.1 FILLING CONTAINERS

All containers are to be filled according to the container label, without exceeding 22.7 kg. There are no minimum fill requirements when hardsided containers with lids are used. Lids are recommended when containers are less than 50% full, subject to availability.

To maximize the use of container fill, for uneven bundles, items can be placed width wise or length wise in the container. When preparing containers, ensure items do not exceed the maximum height.

3.3 Labelling containers

All containers must be labelled to their destination based on the Householder Counts or the NPS (Level 1 – Delivery Facility). Canada Post's shipping tool will generate container labels that meet Canada Post requirements.

LABEL INFORMATION REQUIREMENTS

Container labels must be bilingual and include the service name. The 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
Mailed on behalf of	The name and mailing address of the company that owns the mail item
Delivery Facility	The name of the Canada Post Delivery Facility as defined in the Canada Post Householder counts information 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

There are two options for producing labels:

PRODUCING LABELS

Generated automatically when using	the "Fully Featured" (EST Online or EST 2.0), Precision Targeter application and "Express Order Entry" using blank paper (minimum 20 lb. paper stock) or using Canada Post supplied blank self-adhesive label form. When printing container labels ensure the print setting are set to "Actual Size".
Customer-generated or manually prepared	the customer prepares the labels using a preprinted label form available through Canada Post.

ORDERING LABELS

DESCRIPTION	FORM NUMBER
Blank self-adhesive label form For use with Fully Featured, Precision Targeter application and Express Order Entry	#33-086-813 (printed with black ink) 

PRODUCING LABELS

Preprinted label form

For use with Flexipack pouches or customer-supplied containers such as boxes

#33-086-523 (overprint with black ink)

		Neighbourhood Courier de quartier	
Mailed by: ABC MAILING SERVICES			
1523 HURSTON AV.			
From:	WINNIPEG MB	R 1 A 0 R 1	
123 MAIN ST. THORTON GARDENS			
WINKLER MB	R 6 W 1 A 0		
WINKLER STATION MAIN			
To:	312 6TH ST.		
WINKLER MB	R 6 W 1 A 0		
Number of Containers: 1 of 1			
Delivery Date	Start	End	
2015	10	3	
USAGE			
For Bags:		Pour des sacs :	
- Strip off tractor feed holes		- Détachez les trous d'avancement	
- Leave backing intact		- Laissez le support intact	
- Insert into label holder		- Insérez-le dans le porte-étiquette	
For Boxes:		Pour des boîtes :	
- Peel off label		- Enlevez l'étiquette	
- Stick onto box		- Collez sur la boîte	
<small>16-086-523 (16-01)</small>			

Tractor Feed

When using the Neighbourhood Mail adhesive label (# 33-086-523), with Canada Post-supplied hardsided containers, do not remove adhesive label from the protective backing, simply detach the tractor feed and insert the label into the label holder.

Order online at canadapost.ca/obc or by calling 1-888-550-6333 or 1-800-260-7678.

Labels must fit (or be folded to fit) into label holders without removing the adhesive label from the protective backing and be easily extracted from the label holders.

- **Canada Post containers:** labels must be placed in the label holder before depositing at a Canada Post facility.
- **Customer-supplied containers or Flexipack pouches:** labels must be placed in the same location on each container, either on the top or the side. For Flexipack pouches, affix the label on the designated area on each pouch.

NOTE: It is possible to ship Neighbourhood Mail containers using other shipping service options, such as the Canada Post Parcel Services (Priority™, Xpresspost™ or Expedited Parcel™). The Neighbourhood Mail container label must be used along with the shipping label (the specification for the maximum container weight of 22.7 kg applies). The Neighbourhood Mail container label provides mail processing and delivery instructions for your items to the delivery facility. Both the container label and the shipping label must be visible, affixed flat and wrinkle-free, positioned side by side on the flap of the box or on the largest side of the container.

3.4 Placing containers or Brick-piled mail items in shipping units

Shipping units (monotainers and pallets, which are also referred to as skids) are used to group containers or to Brick-pile Mail.

Shipping units to group containers can be used to hold all the mail that is part of one *Order (Statement of Mailing)* or to combine mail bound for the same destination (i.e. all mail going to Vancouver could be on one pallet). This reduces the handling and helps ensure timely delivery. When pallets are used to consolidate *Flexipack* pouches, Gaylord-type packaging must be used to stabilize the pallets.

Brick-piled Mail is a method used to secure mail items without containers onto a pallet or in a monotainer. Pallets and monotainers can be used for transportation (as a single unit) of mail items from the customer's location to an approved Canada Post facility where the mail will be deposited.

3.4.1 FILLING SHIPPING UNITS

TYPE OF SHIPPING UNIT	FILLING SHIPPING UNITS REQUIREMENTS		
	DESTINATION	MINIMUM	MAXIMUM
Pallet	Any (when using containers)	<ul style="list-style-type: none"> 18 letterflainers (LFTs), or 12 flats tubs, or 500 mm (excluding height of pallet) 	<ul style="list-style-type: none"> 48 letterflainers (LFTs), or 32 flats tubs, or 1.5 m (including height of pallet)
	Brick-piled Mail	<ul style="list-style-type: none"> for Local - height 100 mm - one row for Forward - height 200 mm- two rows 	<ul style="list-style-type: none"> Height: 1.5 m Weight: 900 kg (Canada Post pallet weighs 9 kg)
Monotainer	Mail destined within the province of deposit	<ul style="list-style-type: none"> 18 letterflainers (LFTs), or 12 flats tubs Brick-piled mail - 50% of the height 	<ul style="list-style-type: none"> 48 letterflainers (LFTs) (40 letterflainers with lids), or 24 flats tubs or contents may be piled up to 25 mm below the top of the monotainer Brick-piled mail - Height: 1.115 m; Weight: 900 kg
	Mail destined outside the province of deposit	<ul style="list-style-type: none"> 27 letterflainers (LFTs), or 18 flats tubs Brick-piled mail - 75% of the height 	

NESTING OF HARSDSIDED CONTAINERS WITHOUT LIDS

Customers preparing mailings in hardsided containers for a direct Urban Delivery Facility or a Rural Delivery Facility (both Level 1) monotainer may nest hardsided containers without lids. It is recommended that full monotainers be covered with cardboard to protect the load. When using pallets (Canada Post reusable plastic pallets or wooden pallets), lids must be used and nesting of hardsided containers is not acceptable.

3.4.2 PREPARING PALLETS FOR CONTAINERS

PALLETS

All pallets must be securely fastened and structurally sound. To preserve the integrity of your mailing, ensure that:

- three layers of stretch-wrapping are applied around the pallet and its load, or
- cross-strapping is applied.

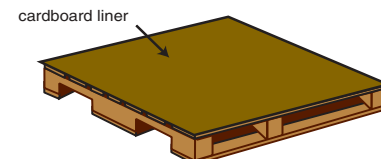
NOTE: If using plastic pallets, it is recommended to apply four cross straps encompassing both the pallet bottom and the containers. Metal strapping is not permitted.



3.4.3 PREPARING PALLETS OR MONOTAINERS FOR BRICK-PILING

PALLETS

Place a pallet right side up and line the bottom of the pallet with a suitable cardboard liner to cover the holes.

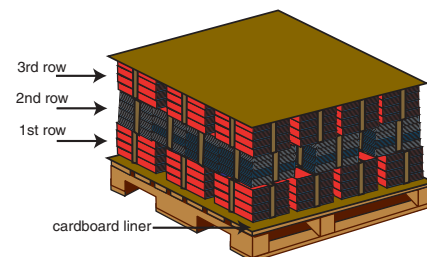


BUILDING ROWS ON PALLETS OR IN MONOTAINERS

In the first row, place bundles of mail lengthwise along the length of the pallet or monotainer. The entire pallet must be covered by bundles of mail. The centre of the pallet must not be left empty. In the second row, place bundles of mail lengthwise along the width of the container.

Continue alternating the direction of the bundles in each row to ensure that the bundles maintain an even surface and to ensure the load remains stable during handling.

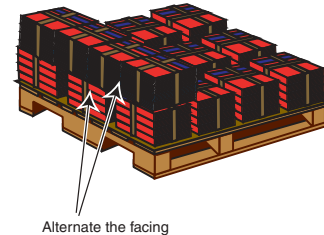
Pallets with loads that exceed 500 mm in height must have a cardboard liner at the halfway mark to prevent load separation during transport. If a load is only 500 mm, it should be stable enough that a halfway liner is not necessary. When a cardboard liner is used, face the bundles above and below the cardboard liner the same way instead of opposite length/width-wise.



BUILDING ROWS ON PALLETS OR IN MONOTAINERS

To ensure a stable load for mail with spines, a cardboard liner is required for each new row, whether pallets or monotainers are being used. Alternate the facing of spines for each row; that is, turn the books 180 degrees instead of 90 degrees as with other types of mail.

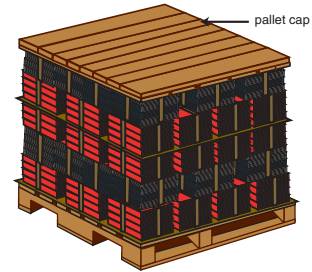
Keep adding rows until they reach the maximum height or the maximum weight, whichever comes first. For a pallet load, the maximum height including base and pallet cap is 1.5 m. A pallet cap should be made of wood (sturdy paper or cardboard is also acceptable).



SECURE THE PALLET

Completed pallets are to be capped on top of the load.

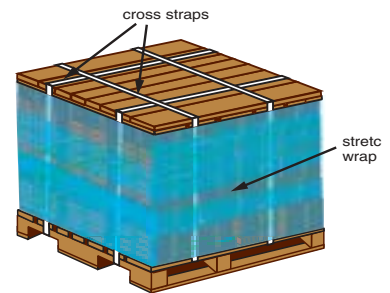
NOTE: The design of monotainers makes it unnecessary to further secure the contents if the bundles have been brick-piled properly.



All pallets must be securely fastened and structurally sound. To preserve the integrity of your mailing, ensure that:

- three layers of stretch-wrapping are applied around the pallet and its load, or
- cross-strapping is applied (Metal strapping is not permitted).

NOTE: When the mail items are irregularly shaped or have a glossy finish and may slide around, four cross straps must be applied encompassing both the pallet cap and bottom to ensure the load is secure. For all other mailings, the four cross straps are optional, but highly recommended for additional security of all loads.



Canada Post may refuse improperly secured pallets.

3.4.4 LABELLING SHIPPING UNITS

All pallets and monotainers must be labelled. Labels are generated by Canada Post's shipping tools. We recommend that the *Order (Statement of Mailing)* number be written on the label.

LABELS SPECIFICATIONS

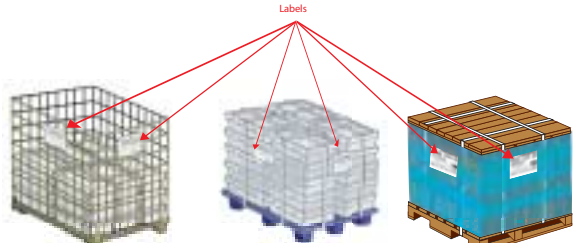
Labels must be white and meet the following requirements:

- measure 216 mm high by 279 mm wide (8.5 in. x 11 in.) in letter landscape or letter portrait format.
- be printed in black in a font size large enough to occupy the entire label
- prominently display the facility name (which must be visibly larger than all other information)
- be visible on two sides on the pallet or monotainer.

ROUTING INFORMATION	EXAMPLE OF LABEL
<ul style="list-style-type: none"> • the service name (Neighbourhood Mail/Courrier de quartier) • NPS routing information, as follows: <ul style="list-style-type: none"> ▸ facility Postal Code (e.g. K0A 9Z0) ▸ facility name (e.g., OTTAWA) ▸ province abbreviation (e.g., ON), and ▸ routing designation (e.g., DCF). 	

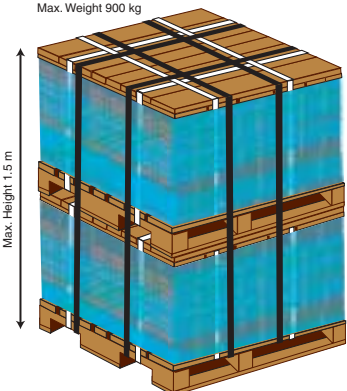
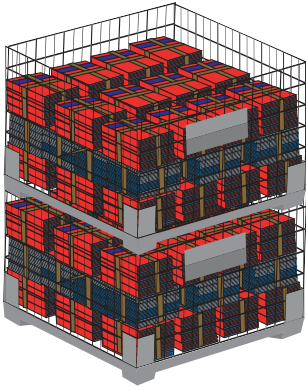
LABELS SPECIFICATIONS

TWO SIDES OF THE PALLET OR MONOTAINER MUST BE LABELLED



3.4.5 STACKING PALLETS OR MONOTAINERS

For increased efficiency and easier processing, multiple pallets going to the same destination, as per the National Presentation Schematic (NPS), may be stacked on top of each other as long as they are securely attached with straps. For example, two pallets - each serving different stations - may be strapped together and sent to the same depot, providing the depot serves both stations.

PALLET	MONOTAINER
Two pallets strapped together must not exceed 1.5 m in height or 900 kg in weight.	Two monotainers stacked together must not exceed 1,800 kg; each monotainer must not exceed 900 kg.
	

Depositing



Neighbourhood Mail™

TABLE OF CONTENTS

Depositing	1
1 Required at Time of Deposit	1
1.1 When to deposit	1
1.2 Deposit location types	2
1.3 Where to deposit	2

DEPOSITING

The “Depositing” module provides information on the documents you will require at the time of deposit. This section will help ensure that your mail is deposited at a location that is properly equipped and capable of handling your mail on time.

1 REQUIRED AT TIME OF DEPOSIT

Each Neighbourhood Mail *Order (Statement of Mailing)* must be:

- accompanied by two printed copies of the electronically prepared and transmitted *Order (Statement of Mailing)* or the original of a manually prepared *Order (Statement of Mailing)*
- provided to an authorized Canada Post representative at the postal facility approved by Canada Post at the time of mailing, or before transporting the items directly to a local delivery facility and deemed to be the office of payment as declared on the Neighbourhood Mail Delivery Slip.
- one representative sample for each variation (weight, size, content) must be provided at the time of deposit. Otherwise, one sample item will be removed from the mailing for Canada Post’s records and verification at the time of deposit.

NOTE: Customers are required to provide a copy of the *Order (Statement of Mailing)* to an authorized Canada Post representative at every deposit location (i.e., RVU and CDC) at the time of mailing or before transporting the items to a delivery facility.

1.1 When to deposit

Customers may choose between one of the following two delivery options:

WHEN DEPOSITING..	« SPECIFIED DELIVERY START DATE » MAILINGS	« UPON RECEIPT » MAILINGS
at a Delivery Installation responsible for local delivery in an urban centre:	<ul style="list-style-type: none"> • customers must deposit their mailing no later than 11:00 a.m. on the day prior to the specified delivery start date. • mailings cannot be deposited earlier than 72 hours (three business days) prior to the delivery start date. 	<ul style="list-style-type: none"> • the mailings deposited by 11:00 a.m. may be delivered (subject to operation capacity) the next business day. • mailings received after 11:00 a.m. may result in the delivery beginning the second business day after the deposit of the mailing.
at a Non-Letter Carrier office for local delivery (including corporate offices and depots approved to accept):	<ul style="list-style-type: none"> • customers may deposit their mailing any time on the business day prior to the delivery start date. • mailings cannot be deposited earlier than 72 hours (three business days) prior to the delivery start date. 	<ul style="list-style-type: none"> • mail delivery may (subject to operation capacity) begin on the next business day.
at a Drop-off Location for Canada Post to transport nationally or regionally to the local Delivery Installations:	<ul style="list-style-type: none"> • customers can deposit their mailing as determined by the number of business days required by Canada Post Delivery Standards to meet the delivery start date. • mailings cannot be deposited earlier than 48 hours (two business days) prior to the determined deposit date. 	<ul style="list-style-type: none"> • delivery will follow the above guidelines once it has arrived at the local delivery office.

NOTE 1: The delivery start date as indicated on the *Order (Statement of Mailing)* will be adjusted to “upon receipt” delivery for all mailings deposited earlier or later than the required times as indicated above.

2: Items deposited after the deposit location cut-off times are considered as being deposited on the next business day. Visit canadapost.ca/cutofftimes for a list of select deposit location cut-off times.

1.2 Deposit location types

We have assessed the capabilities of our deposit locations to ensure they are properly equipped and capable of handling your mail efficiently and on time. The type of mail and the volume which can be accepted in each of these facilities have been defined into the following Deposit Location Types:

LOCATION TYPE	DEFINITION
Receipt Verification Units (RVUs)	Accepts all volumes.
Commercial Deposit Centres (CDCs)	Facilities that are equipped to accept, verify, and process commercial mailings. Commercial mailings deposited at a CDC will continue to be processed at a Canada Post mail processing plant. Customers exceeding the acceptable volumes will be referred to the nearest RVU.
Corporate Post Offices	Accepts up to the equivalent of five containers. Customers exceeding the acceptable volumes will be referred to the nearest CDC or RVU.
Delivery Facilities	Accepts for local delivery (to a maximum of full coverage for the Delivery facility).

1.3 Where to deposit

All items must be deposited with an authorized representative at a deposit location approved by Canada Post, including any retail postal facilities selected on the *Order (Statement of Mailing)*. Items cannot be deposited into street letter boxes or other mail receptacles.

Daily maximum volumes of mail have been implemented for certain types of deposit locations.

RECEIPT VERIFICATION UNIT (RVU)	COMMERCIAL DEPOSIT CENTRES (CDC)*			CORPORATE POST OFFICE*		DELIVERY FACILITY
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 1	LEVEL 2	
No maximum	2 shipping units**	3 shipping units**	7 shipping units**	5 containers	12 containers	No maximum at the delivery facility responsible for local delivery***
	(monotainers/pallets)					

* This location type is not equipped to process mail received in monotainers or pallets that are double-stacked.

** A monotainer can accommodate approximately 48 letterflatiners (LFTs) (40 letterflatiners with lids) or 24 Flats tubs.

*** Not applicable for mailings requiring transportation to another delivery facility.

NOTE: Parliamentary mailings using Neighbourhood Mail are to be deposited only in Ottawa at the House of Commons Post Office.

A look-up tool called **Find a Deposit Location** is available at canadapost.ca/depositlocations to help you identify the right deposit location for your mailing based on Postal Code^{OM}, mail type and quantity. In addition, this tool will provide further information such as the deposit location address and hours of deposit. Parliamentary mailings using Neighbourhood Mail are to be deposited only in Ottawa at the House of Commons Post Office.

Neighbourhood Mail items destined for the same Canada Post Delivery Installation must be deposited on the same date. The delivery cycle start and end date will be adjusted based on the date and time that the mailing is actually received.

Customers may deposit mailings that include a portion for local delivery and the remaining portion requiring transportation. However, they must be prepared in separate letterflatiners, flats tubs, customer-supplied container(s), monotainer(s) or pallet(s) when applicable.

Neighbourhood Mail prices apply to items destined for delivery within the area served by the delivery facility where the items are deposited. If the customer wishes to have Canada Post forward items to any other delivery area, a Transportation fee will apply. Transportation fees apply to all Neighbourhood Mail items transported from a Canada Post facility to any other delivery facility.

Paying and Terms



Paying for your Mailing

TABLE OF CONTENTS

Paying For Your Mailing 1

1 Application 1

2 Payment Method Options 1

 2.1 Use of Account 1

 2.1.1 Personalized Mail™, Incentive Lettermail™, International Incentive Letter-post™, Publications Mail™ and Neighbourhood Mail™ 1

 2.1.2 Business Reply Mail 1

3 Pre-Approved Credit Terms - Account 1

 3.1 Use of Account 1

 3.2 Invoice 1

 3.3 Account settlement 1

 3.4 Past due amounts and administration fees 2

 3.4.1 Late payment 2

 3.4.2 Account administration fees 2

 3.5 Statement of Account (SOA) 2

 3.6 Manage My Accounts 2

4 Payment at Time of Mailing – No Credit Terms 2

 4.1 Overview of payment method options at time of mailing 2

 4.2 Credit card 3

 4.3 Postage meter 3

5 Proof of Payment and Use of Postal Indicia 3

6 Authorized Users 3

PAYING FOR YOUR MAILING

1 APPLICATION

The information found in *Paying for Your Mailing* applies to the following products and services: Personalized Mail™, Business Reply Mail™, Incentive Lettermail™, International Incentive Letter-post™, Publications Mail™ and Neighbourhood Mail™.

2 PAYMENT METHOD OPTIONS

The following describes various payment method options acceptable to Canada Post. However, not all options may be accepted at all Canada Post facilities.

2.1 Use of Account

2.1.1 PERSONALIZED MAIL™, INCENTIVE LETTERMAIL™, INTERNATIONAL INCENTIVE LETTER-POST™, PUBLICATIONS MAIL™ AND NEIGHBOURHOOD MAIL™

- Customers with pre-approved credit terms may elect "ACCOUNT" as a method of payment if the mailing is to be invoiced and charged to the customer's Account and for applicable credit terms to apply. See [Section 3 "Pre-Approved Credit Terms - Account"](#) for details.
- Customers who do not qualify for credit terms must provide full payment at the time of mailing. Otherwise, the mailing will not be accepted. See [Section 4 "Payment at Time of Mailing – No Credit Terms"](#) for details.

2.1.2 BUSINESS REPLY MAIL

Customers must use an Account to access and pay for Business Reply Mail services. See [Section 3 "Pre-Approved Credit Terms - Account"](#) for details.

3 PRE-APPROVED CREDIT TERMS - ACCOUNT

3.1 Use of Account

Customers with pre-approved credit terms may elect "ACCOUNT" as a method of payment if the mailing is to be invoiced and charged to the customer's Account and for applicable credit terms to apply or if Business Reply Mail services are used. Following approval by Canada Post and continued credit worthiness as determined by Canada Post, at its discretion, credit terms of net 15 days from date of invoice will apply.

3.2 Invoice

For Personalized Mail, Incentive Lettermail, International Incentive Letter-post, Publications Mail and Neighbourhood Mail, if Account was selected to pay for a mailing, Canada Post will provide the customer with an invoice that summarizes the charges posted to their account. The charges reflected on the invoice are a summary of the mailings/*Orders (Statements of Mailing)* that a customer has submitted to Canada Post with the following exceptions:

- Customers who elect to pay for services via credit card will not receive an invoice. However, Canada Post does provide details for credit card transactions via epost™. Visit epost.ca to sign up for epost or for more details on this service. For more information on credit card as a payment option, see [Section 4.2 "Credit card"](#).
- Manual *Orders (Statements of Mailing)* for Neighbourhood Mail items submitted at a post office and depot (locations approved to accept Neighbourhood Mail) are not reflected on the invoice.
- Customer's can access a copy of their invoice through our free online service. See [Section 3.6 "Manage My Accounts"](#) for further information.

For Business Reply Mail, Canada Post will provide the customer with an invoice for Business Reply Mail that summarizes the charges posted to their account. The charges reflected on the invoice are either of the annual fee and/or of a summary of the Business Reply Mail items returned to the customer. Large volume receivers of Business Reply Mail are eligible to receive their invoices on a weekly basis. To qualify, customers must receive over 35,000 items of Business Reply Mail annually.

To sign up for weekly invoicing, please contact the Credit Management Group at 1-800-267-7651.

For all services, the customer should advise the Credit Management Group at 1-800-267-7651 of any discrepancies. Invoice/billing discrepancies must be brought to Canada Post's attention within 90 days of the date of the invoice, after which time such invoice will be deemed accepted by the customer.

In the event that Canada Post is requested to respond to any invoicing discrepancy initiated by, (i), the customer or, (ii), any third-party on behalf of customer within the period mentioned above, Canada post reserves the right to charge the customer an adjustment and/or investigation fee(s) (the investigation fees will apply in cases where Canada Post determines that disputed charges were correctly calculated on the original invoice or *Order*).

Canada Post reserves the right, at its sole discretion, to refuse a request for a refund or credit of charges for any *Order* when such request is made by any party other than the payer.

3.3 Account settlement

Accounts may be settled using one of the following:

- Pre-authorized bank payment
- Pre-authorized credit card payment, upon Canada Post approval
- Online payment (see [Section 3.6](#))
- Payment by cheque or money order.

Customers wishing to sign up for pre-authorized or online payment need to complete and submit the applicable form, which can be obtained at canadapost.ca/caf or from a Canada Post Representative.

Cheques or money orders must be made payable to "CANADA POST CORPORATION", include the Canada Post customer number and be accompanied by the remittance information. Payment must be sent to the following address:

PAYMENT PROCESSING
CANADA POST
2701 RIVERSIDE DR
OTTAWA ON K1A 1L7

Customers should allow up to three business days for payment processing.

3.4 Past due amounts and administration fees

3.4.1 LATE PAYMENT

Past due amounts will be subject to a late payment fee. The late payment fee will be calculated at a rate of 1.5% per month (18% per annum). Canada Post may amend the late payment fee rate at any time upon Notice to the customer.

If an amount becomes past due, Canada Post may elect to apply any money otherwise received from the customer or any money due to the customer by Canada Post towards bad debts first. Such right of set off shall be without prejudice and in addition to any other rights Canada Post may have.

No interest will be paid by Canada Post on any funds held in the customer's account.

3.4.2 ACCOUNT ADMINISTRATION FEES

Return payments: An administrative fee will be applied on any payment that is dishonoured for any reason, including a payment returned due to Non Sufficient Funds (NSF). The customer agrees to reimburse Canada Post for all costs, including legal fees and bank charges, incurred as a result of late or dishonoured payments.

Document copies: Customer's requiring duplicate copies of invoices, may access them through our free online service. See [Section 3.6](#) for further information. Requests for duplicate invoices or other documentation [e.g. *Order (Statement of Mailing)*, Packing Slips, etc.] fulfilled through our Account Management Group are subject to service fees for items up to six months from their creation date. Additional fees will apply for items older than six months, if available.

Corrections: Customers requiring corrections to *Orders*, invoices, or customers transmitting invalid or late electronic *Orders*, where Canada Post is not responsible, are subject to additional service fees.

Canada Post reserves the right to amend administration fees at any time without prior notification. A list of account administration fees is available upon customer request by contacting the Credit Management Group at 1-800-267-7651.

Investigations: In the event Canada Post is requested to investigate invoice discrepancies (including, but not limited to service guarantee failures), Canada Post may apply an additional fee for the number of disputed items submitted which Canada Post investigates and determines to be correctly charged as originally invoiced.

3.5 Statement of Account (SOA)

A Statement of Account (SOA) will be provided monthly to the customer if the customer used their Account to pay for their mailing or for Business Reply Mail services. Such a *Statement of Account* (SOA) will summarize each of the invoices processed and any related adjustments and payments made during the month, as well as any balance owing at the end of the month.

3.6 Manage My Accounts

The "Manage My Accounts" section available on our "Online Business Centre (OBC)" at canadapost.ca/obc provides a convenient and secure environment through which:

- Customers can access their account information online
- Customers may view the status of their accounts and make payment online through the "Manage My Accounts" page
- Customers can update credit card information online through "Manage My Accounts" under "Manage My Profile".

Visit canadapost.ca/obc or call the Credit Management Group at 1-800-267-7651 to obtain a user ID and password for access to Manage My Accounts.

4 PAYMENT AT TIME OF MAILING – NO CREDIT TERMS

This section applies to Personalized Mail, Incentive Lettermail, International Incentive Letter-post, Publications Mail and Neighbourhood Mail. For Business Reply Mail, please refer to [Section 2.1.2 "Business Reply Mail"](#) and [Section 3 "Pre-Approved Credit Terms - Account"](#).

4.1 Overview of payment method options at time of mailing

For customers without pre-approved credit terms, full payment at the time of mailing must be made by:

- certified business cheque (payment by uncertified business cheque is subject to approval by Canada Post)
- cash (post offices only)
- money order
- credit card (some conditions apply). See [Section 4.2 "Credit card"](#). For updating credit card information only, please refer to [Section 3.6 "Manage My Accounts"](#)
- debit card (some conditions apply)
- meter (some conditions apply). See [Section 4.3 "Postage meter"](#).

4.2 Credit card

VISA, MasterCard and American Express credit cards may be available as a method of payment option:

- when the Canada Post Electronic Shipping Tools (EST) is used and the customer chooses credit card. The credit card will be charged at the time of mailing
- as set out in the *Canada Postal Guide* or other material published by Canada Post and of general application to Canada Post's customers, as amended from time to time.

NOTE 1: Some conditions and restrictions apply.

- 2: With the exception of customers enrolled for pre-authorized credit card payment, credit cards are not accepted in payment of invoices or for settlement of Account balances.
- 3: Credit cards are accepted at Canada Post facilities only where credit card authorization facilities are available.

4.3 Postage meter

Payment by postage meter impression is an available method of payment only for the following:

- ▶ Personalized Mail (Standard Machineable 50 g and Standard Special Handling up to 100 g - excluding Dimensional Personalized Mail)
- ▶ Standard Lettermail
- ▶ Other Lettermail (Non-Standard and Oversize)
- ▶ Incentive Lettermail (Standard up to 50 g and Oversize up to 100 g).
- ▶ U.S.A. Standard Letter-post
- ▶ U.S.A. Other Letter-post (Non-Standard and Oversize)
- ▶ International Standard Letter-post
- ▶ International Other Letter-post (Non-Standard and Oversize).

NOTE 1: Payment by postage meter impression on the item cannot be used to pay for Publications Mail, International Incentive Letter-post or Neighbourhood Mail items.

- 2: The Return to Sender service options are not available if postage meter payment is used.

The customer may elect "METER" as a method of payment for qualifying items by placing a postage meter impression on each item to sufficiently cover the cost of mailing.

Personalized Mail Items need only the month and the year (the day can be omitted from the date stamp) shown as six numeric characters in the format YYYY.MM. The name of the service must appear to the left of the postage meter impression in English and French.

Incentive Lettermail The name of the service must appear to the left of the postage meter impression in English and French.

NOTE: For more information on postage meter impressions, visit Paying For Your Mailing, [Section 2.2 "Postage Meter Impression"](#) of the *Canada Postal Guide*. See [Section 5 "Proof of Payment and Use of Postal Indicia"](#) for additional information.

5 PROOF OF PAYMENT AND USE OF POSTAL INDICIA

Personalized Mail, Incentive Lettermail and Business Reply Mail items must bear the appropriate postal indicia on the addressed side of each item for all methods of payment options, unless the items are being paid using a postage meter impression. Payment by postage meter refers to payment by placing a postage meter impression on each item of mail qualifying for meter payment (see [Section 4.3 "Postage meter"](#)).

For Publications Mail, the use of a postal indicia or the applicable "Basic Identifying Information" is required as a proof of payment.

A postal indicia cannot be used for Neighbourhood Mail items (refer to the Neighbourhood Mail, Service Overview Module [Section 1.1.3.1 "No postal indicia"](#)).

NOTE 1: Postal Indicia requirements and artwork can be obtained through a Canada Post Representative or electronically at canadapost.ca/indicia.

- 2: Business Reply Mail artwork can be obtained at canadapost.ca/obc through the Business Reply Mail Artwork Online tool, which includes the postal indicia.

6 AUTHORIZED USERS

The customer may wish to allow another party to use their Agreement or customer number. Please refer to the *Agreement Activation Form* and to [Section 1 "Definitions"](#) and [Section 9 "Authorized Users \(excludes Business Reply Mail™ service\)"](#) in the General Terms and Conditions. A Canada Post Representative can explain under what conditions this is possible and who may be considered as an Authorized User.

NOTE: For the Business Reply Mail (BRM) service: authorized users are not permitted.

Paying and Terms



General Terms and Conditions Customers with a Standing Offer Agreement

TABLE OF CONTENTS

General Terms and Conditions
With a Standing Offer Agreement 1

1 Definitions 1

2 Canada Post’s Obligations 2

3 Customer’s Obligations 2

4 Exclusive Privilege 3

5 Criteria for Qualification 3

6 Surcharges 3

7 Currency 3

8 Audits 4

9 Authorized Users (excludes Business Reply Mail™ service) 4

10 Mailers, On Behalf Of 4

11 Resale or Interlining 4

12 Assignment 4

13 Entire Agreement and Alterations 4

14 Waiver 5

15 Amendments 5

16 Survival 5

17 Severability 5

18 Governing Law 5

19 Excusable Delay 5

20 Limitation of liability 5

21 Termination 5

22 Notices 6

23 Confidentiality 6

24 Language 6

25 Ownership of Mail (excludes Business Reply Mail™ service) 6

GENERAL TERMS AND CONDITIONS WITH A STANDING OFFER AGREEMENT

Canada Post is in the business of providing mail and other related delivery products and services. The parties wish to set out the terms by which Canada Post will provide and the Customer will use such products and services. In consideration of the mutual obligations specified in this Agreement, the parties agree to the following:

1 DEFINITIONS

1.1

"**Affiliate**" means an affiliated body corporate as defined by the *Canada Business Corporations Act* as amended from time to time.

1.2

"**Agreement**" has the meaning set out in [section 13](#).

1.3

"**Agreement Year**" means 12 consecutive calendar months falling between two anniversary dates.

1.4

"**Applicable Published Prices**" means, with respect to each Product and Service, the applicable prices, including any applicable fees, charges or surcharges, and less any applicable rebates, set by Canada Post and in effect at the time of mailing, as published and/or made available by Canada Post for general application to its Customers, as amended from time to time.

1.5

"**Authorized User**" means a party designated by the Customer and who is approved by Canada Post to have access to the Products and Services offered under this Agreement. Unless otherwise specified in this Agreement, an Authorized User has full access to the Products and Services offered under this Agreement.

1.6

"**Business Day**" means a day other than Saturday, Sunday, a statutory holiday and any day normally observed as a holiday by Canada Post.

1.7

"**Customer-Developed/Third-Party Shipping system**" means the suite approved by Canada Post, which allows for automated preparation of shipping documentation, including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at canadapost.ca/eLink.

1.8

"**Customer Guide**" means the document of the same name issued by Canada Post for each of the Products and Services, as amended from time to time.

1.9

"**Electronic Goods**" means electronic devices or their mechanisms, memory and all ancillary or related data storage devices, including but not limited to computers, televisions, tablets, cellular phones, audio equipment, media recording devices, cameras, camcorders, GPS and car audio equipment.

1.10

"**Electronic Shipping Tools (EST)**" means the software system made available under license by Canada Post or a third party shipping system approved by Canada Post, which allows for automated preparation of shipping documentation including labels, and contains other features to facilitate shipping with Canada Post, and which is further described at canadapost.ca/est.

1.11

"**Fragile Items**" means items of an inherently fragile nature such as, but not limited to, glass, framed glass, mirrors, crystal, ceramics, pottery, porcelain and china, perishable items or items requiring refrigeration or temperature-controlled transport.

1.12

"**Item**" means a single item or mail piece prepared and mailed using one of the Products and Services in accordance with this Agreement.

1.13

"**Products and Services**" means any of the Products and Services, with the exception of Priority™ Worldwide service, offered for sale as described in the *Canada Postal Guide* or other Canada Post publication of application to commercial Customers generally, including the applicable *Customer Guide*.

1.14

"**Subsidiary**" means a subsidiary body corporate as defined by the *Canada Business Corporations Act* as amended from time to time.

1.15

"**Term**" means the period set out in the *Customer Guide* for each Product or Service.

1.16

Other terms not specifically defined in this Agreement have the meanings defined in the applicable *Customer Guide*, the *Canada Postal Guide* or other Canada Post publication of application to customers generally.

2 CANADA POST'S OBLIGATIONS

2.1

Canada Post agrees to deliver Items of each Product and Service mailed under this Agreement according to the applicable delivery standards set out in the *Customer Guide* or canadapost.ca/deliverystandards and of general application to Canada Post's Customers, as amended from time to time. Unless expressly stated in this Agreement, delivery standards established by Canada Post for its Products and Services are not performance guarantees.

2.2

Canada Post agrees to provide or make available to the Customer upon execution of this Agreement, the *Canada Postal Guide* or other material published by Canada Post, including the *Customer Guide* corresponding to a particular Product or Service of general application to Customers, and any subsequent amendment thereto.

3 CUSTOMER'S OBLIGATIONS

3.1

The Customer agrees to prepare and mail Items in accordance with this Agreement.

3.2

The Customer agrees to purchase and pay for the Products and Services at the Applicable Published Prices specified in the *Price Sheet*, subject to any applicable rebates plus all applicable fees, charges, surcharges and taxes. The Applicable Published Prices charged are subject to verification, correction and adjustment for any applicable fees, charges, surcharges and taxes.

3.3

The Customer agrees to pay for the Products and Services purchased using the payment method(s) specified in the applicable *Customer Guide*.

3.4

If so specified in the Agreement, the Customer agrees to meet the minimum volume of Items required per deposit or per annual commitment for each Product and Service.

3.5

If so specified in the Agreement for a Product or Service, the Customer shall include an electronic order, in such form as approved or stipulated by Canada Post, with each mailing.

3.6

Use of Marks and Indemnification Obligation

Except as specifically provided for in this Agreement, no party shall use any trademarks, trade names, official marks and any other rights of another party ("the Marks") without the prior written authorization of such other party. Nothing contained in this Agreement is intended as an assignment or grant of any right, title or interest in or to the Marks. The Customer warrants that it is the owner or licensed user of the Marks, and has the authority to and does grant Canada Post and its Designated Representative the right to use such Marks as required to perform under this Agreement. Any use by the Customer of Canada Post's intellectual property or third-party intellectual property used under licence by Canada Post, including, but not limited to usage of any Canada Post logos or trade names must be approved in writing in advance by Canada Post.

The Customer shall indemnify Canada Post from any and all claims, demands, loss or damage suffered by Canada Post and its Designated Representative as a result of, or in any way connected with the artwork (including Marks) provided by or on behalf of the Customer.

3.7

Customized Postal Indicia

Use of Images

The image submitted must be suitable for family audiences.

The image cannot contain any trademarks, trade names, official marks and any other rights of another party ("the Marks") without the prior written authorization of such other party. The Customer warrants that it is the owner or licensed user of the Marks, and has the authority to and does grant Canada Post and its agents the right to use such Mark's as required in performing its obligations.

The Customer shall indemnify Canada Post from any and all claims, demands, loss or damage suffered by Canada Post and its agents as a result of, or in any way connected with the artwork (including Marks) provided by or on behalf of the Customer.

In the event that an image depicts one or more individuals is submitted, the customer represents and warrants that it has the permission of the individual(s) depicted to use the image. In the case of an image of a celebrity or an image that appears to have been taken without the knowledge of the individual being depicted, the customer may be asked to provide written proof of permission (by way of email or mail) to use the image.

Canada Post reserves the right to refuse any proposed Customized Postal Indicia design that it, at its sole discretion, deems unsuitable for any reason.

Items with Customized Postal Indicia are not considered postage paid and must be inducted with an *Order (Statement of Mailing)* at a Canada Post facility.

Customized Postal Indicia products designs are subject to change without notice.

4 EXCLUSIVE PRIVILEGE

4.1

The Customer acknowledges that Canada Post has, pursuant to and in accordance with the *Canada Post Corporation Act and Regulations*, the sole and exclusive privilege of collecting, transmitting and delivering letters within Canada. Without prejudicing any other rights or remedies Canada Post may otherwise have, the Customer agrees that Canada Post may terminate the Agreement if the Customer, or any Authorized User of the Customer, directly or indirectly contravenes this privilege. If the Agreement is terminated for contravention of this privilege, then, in addition to any amounts otherwise due, the Customer shall pay to Canada Post an amount equal to the difference between the amount paid or payable for all Items mailed up to the date of termination and the amount that would have been payable for that volume, at current undiscounted prices, that would have been payable, but for this Agreement.

5 CRITERIA FOR QUALIFICATION

5.1

The Customer is responsible for ensuring that all Items comply with the requirements set out in this Agreement and, except for Priority™ Worldwide services, the *Canada Post Corporation Act and Regulations*; and, for international Items, the Universal Postal Union (UPU) requirements and any receiving postal administration or designated operator requirements and the laws of the country of destination, all as may be amended from time to time. Items not complying with these requirements may not be mailed under this Agreement. Canada Post retains the right to refuse to accept any Item that it, in its sole discretion, deems unacceptable.

5.2

Mailings not previously approved by Canada Post and assessed by the Customer, or on behalf of the Customer, are subject to pricing verification and correction by Canada Post.

5.3

Items presented for mailing to Canada Post may be verified to determine compliance with applicable Terms and Conditions. Items determined not to be compliant may, at the discretion of Canada Post, be:

- a) returned at the Customer's expense, to be made compliant by the Customer, where possible;
- b) processed and charged at the next or most appropriate Product or Service category, where available;
- c) subject to a surcharge;
- d) refused for mailing; or
- e) deemed undeliverable; undeliverable items will be disposed of in accordance with the Canada Post Corporation Act and Regulations.

5.4

Canada Post may correct the Customer's order documentation if it contains incomplete or incorrect information.

5.5

Canada Post shall not be responsible for meeting any delivery standards, where applicable, for delays arising from the mailing of non-compliant Items.

6 SURCHARGES

6.1

Items mailed under this Agreement may be subject to one or more of the following surcharges:

- Surcharges for non-compliance with mail specification or preparation requirements;
- Fuel surcharge;
- Mailing tube surcharge;
- Oversize (OS) surcharge;
- Unpackaged surcharge;
- Non-transmitted Order surcharge;
- Non-manifested Item surcharge.

Details regarding such surcharges are set out in the applicable *Customer Guide*. Canada Post may amend the surcharges at any time immediately upon Notice to the Customer.

6.2 Receiving Postal Administration or Designated Surcharge

The Customer agrees to reimburse Canada Post for any incremental terminal dues costs such as, but not limited to, bulk mail and remail charges that are applied by the receiving postal administration or designated operator, as specified in the Universal Postal Union Convention.

7 CURRENCY

7.1

Unless expressly noted to the contrary, all monetary amounts are stated and shall be paid in Canadian currency.

8 AUDITS

8.1

On request, the Customer shall permit Canada Post and its authorized representatives access to its premises and, if applicable, those of Authorized Users and the Mailer, On Behalf Of the Customer, during the Term, and for a reasonable period of time after the expiry or earlier termination of this Agreement. The Customer agrees to facilitate Canada Post's access, examination and audit of the records, databases and information relating to the Items mailed under this Agreement and the Customer's obligations, including, if applicable, those of Authorized Users and the Mailer, On Behalf Of the Customer, under this Agreement.

9 AUTHORIZED USERS (EXCLUDES BUSINESS REPLY MAIL™ SERVICE)

All references to the Customer include the Customer's Authorized Users and any actions taken by an Authorized User are deemed to be the actions of the Customer. The designation of Authorized User is subject to the approval of Canada Post. The List of Authorized Users is set out in an appendix to this Agreement.

The Customer may amend the List of Authorized Users upon consent of Canada Post.

An Authorized User who ceases to be an Affiliate, Subsidiary or a franchisee of the Customer will no longer be entitled to mail Items under this Agreement as of the date upon which it ceases to be an Affiliate, Subsidiary or franchisee of the Customer. In the event that an Authorized User ceases to be an Affiliate, Subsidiary or a franchisee of the Customer, the Customer shall give Notice to Canada Post within 30 calendar days of such change in relationship.

The Customer is responsible for the compliance by each Authorized User with this Agreement. In the event that an Authorized User fails to pay for Products or Services provided under this Agreement, the Customer shall pay the amount owing.

10 MAILERS, ON BEHALF OF

10.1

Canada Post will accept Items mailed by another party on behalf of the Customer, provided that the mailing of such Items complies with the Terms and Conditions of this Agreement. The Customer shall require a Mailer, On Behalf Of, to abide by the Agreement. The actions taken by the Mailer, On Behalf Of, are deemed to be the actions of the Customer.

11 RESALE OR INTERLINING

11.1

The Customer agrees that any Products and Services purchased under this Agreement are for the Customer's own use as an end user or for the use of an Authorized User. Unless otherwise expressly permitted by Canada Post, the Customer will not sell or permit the resale of any services or supplies received from Canada Post, nor use the Products and Services offered under this Agreement for the purposes of interlining. Interlining is the process in which a carrier uses another carrier's transportation service in the course of a continuous freight movement.

12 ASSIGNMENT

12.1

The Customer shall not assign this Agreement without the prior written consent of Canada Post and any purported assignment without prior consent is void. Canada Post may assign the benefits of this Agreement or make any arrangements that would result in the performance, in whole or in part, of the obligations of Canada Post under this Agreement by a person other than Canada Post.

12.2

If the Customer amalgamates, merges or enters into a similar business combination with any other entity, including without limitation by means of

- a) acquisition of all or substantially all of the assets of another entity; or
- b) the sale of all or substantially all of the assets to another party, then, for the purpose of this Agreement, such amalgamation, merger or combination will be deemed to be an assignment requiring the prior written consent of Canada Post.

13 ENTIRE AGREEMENT AND ALTERATIONS

13.1

All references to this Agreement shall be deemed to include:

- a) The *Agreement Activation Form(s)*;
- b) These General Terms and Conditions;
- c) The applicable *Customer Guide(s)*;
- d) The applicable *Price Sheet(s)*;
- e) The *Credit Application Form*, if applicable;
- f) The *Canada Postal Guide*;
- g) Any appendices and any documents referenced therein;

all as may be amended from time to time.

13.2

Without limiting the generality of the above, in the event of any inconsistency between this Agreement, and any document other than the *Canada Post Corporation Act* or its *Regulations*, the terms of this Agreement shall prevail and be interpreted in the order of priority listed above.

13.3

No representations, warranties, negotiations or conditions, either verbal or written, will bind the parties except as expressly set out in this Agreement. Except as set out in the section on "Waiver" below, no agent or representative of either party to this Agreement has authority to alter the provisions of this Agreement, and any such purported alteration shall not be binding.

14 WAIVER

14.1

Except as specifically stated in this Agreement, no waiver or amendment of this Agreement shall be binding unless executed in writing by the appropriate party's authorized representative. No waiver of any provision of this Agreement shall constitute a continuing waiver unless otherwise expressly provided. Acceptance of Items for mailing shall not constitute a waiver by Canada Post of the Customer's obligations under this Agreement.

15 AMENDMENTS

15.1

Canada Post reserves the right to modify, discontinue Products or Services, or otherwise amend this Agreement, including prices, by giving the Customer 30 calendar days' written Notice as specified in this Agreement.

15.2

Canada Post reserves the right to amend the *Canada Postal Guide* without Notice to the Customer.

16 SURVIVAL

16.1

The termination or expiry of this Agreement will not affect the survival and enforceability of any provision of this Agreement that is expressly or implicitly intended to remain in force after such termination or expiry.

17 SEVERABILITY

17.1

If any part of the Agreement is unenforceable or invalid for any reason whatsoever, such part shall be severable from the remainder of the Agreement and its unenforceability or invalidity shall not affect the enforceability or validity of the remaining parts of the Agreement.

18 GOVERNING LAW

18.1

This Agreement is made subject to and in accordance with the *Canada Post Corporation Act* (the "Act"), R.S.C. 1985, c. C-10, as amended from time to time, and any of the *Regulations*, which are or may be from time to time made under the *Act*.

18.2

If the Customer's address is not in a Canadian province or territory, this Agreement shall be governed by, and interpreted under, the laws in force in the province of Ontario, Canada. The forum for any legal proceedings shall be the province of Ontario, Canada.

19 EXCUSABLE DELAY

19.1

Except for the Customer's payment obligations, neither party shall be liable to the other for any failure to perform, or delay in the performance of, any obligation under the Agreement due to causes beyond its reasonable control, including, but not limited to, acts of God, epidemics, labour disruptions, failures or fluctuations in electrical power, heat, light, air conditioning or telecommunications equipment or lines, or other equipment if applicable, delays caused by customs authorities, provided that the party experiencing such circumstances immediately notifies the other party in writing of the circumstances and minimizes, to the extent reasonably practicable, the impact of such circumstances on the performance of the obligations under the Agreement.

20 LIMITATION OF LIABILITY

20.1

Canada Post reserves the right to independently review and verify any and all claims made by the Customer arising from missed delivery and/or service commitments.

20.2

Except as specified in the *Customer Guide* for the Product or Service, Canada Post shall not be responsible for any direct, indirect, general, special or consequential damages arising out of the Agreement regardless of whether such damages result from loss, mishandling or delay in delivery of any Item.

21 TERMINATION

21.1

Either party may terminate this Agreement at any time, without cause, by giving 30 calendar days' written Notice to the other.

21.2

Either party may immediately terminate this Agreement upon written Notice to the other party if at any time during the Term:

- a) either party ceases to carry on business or makes a sale in bulk of all or substantially all of its assets; or

- b) either party becomes insolvent or bankrupt, or files any proposal or makes any assignment for the benefit of creditors; or
- c) a receiver, trustee or other person with like powers is appointed to handle the affairs or property of either party; or
- d) an order is made for the winding up or liquidation of either party; or
- e) either party continues to be in default of any of its obligations after being provided 30 calendar days' Notice of the default.

21.3

Should the Customer fail to purchase Products and Services under this Agreement for a period of more than 12 consecutive months, Canada Post may terminate the Agreement or amend the List of Authorized Users without notice.

21.4

Termination of this Agreement shall be without prejudice to any rights of the Customer or Canada Post that have accrued prior to the date of termination.

21.5

Neither party shall have a right to damages as a result of termination of this Agreement.

22 NOTICES

22.1

Any Notice given by either party shall be in writing and delivered personally, by Registered Mail, by Priority™ or by Xpresspost™. Alternatively, Notices regarding Amendments to this Agreement by Canada Post may be sent to the Customer via email or by Canada Post posting such changes on Canada Post's website (canadapost.ca/notice), including in particular canadapost.ca/customerguides, which will be deemed received upon posting.

Notices to Canada Post shall be sent to:

AGREEMENT MONITORING
CANADA POST CORPORATION
2701 RIVERSIDE DR SUITE B0230
OTTAWA ON K1A 0B1

Notices to the Customer shall be sent to the Customer's general contact at the mailing or email address set out in the *Agreement Activation Form*.

22.2

Notices delivered personally shall be deemed received at the time of delivery, Notices sent by Registered Mail shall be deemed received on the fourth Business Day following the date of mailing, and Notices sent by Priority™ or Xpresspost™ shall be deemed received on the second Business Day following the date of mailing. Weekend and statutory holiday mailings will count as originating on the following Business Day.

22.3

Either party may change its address by giving Notice to the other party.

22.4

The Customer agrees that Canada Post may update the Customer's address information obtained from any source, including any *Mail Forwarding* request form submitted to Canada Post, for the purpose of contacting the Customer with respect to this Agreement.

23 CONFIDENTIALITY

23.1

Except as may be required by law or for those Terms and Conditions that have been made publicly available by Canada Post, neither party nor their employees (including directors and officers) or agents shall disclose to any third party, with the exception of Authorized Users, prices or any other Terms or Conditions contained in this Agreement.

23.2

Canada Post has policies and procedures in place to protect the confidential information that it handles. Canada Post is subject to the federal *Privacy Act* and the *Canada Post Corporation Act*. Any third parties who are involved in handling confidential information on behalf of Canada Post are required to agree to appropriate contractual provisions.

24 LANGUAGE

24.1

It is the express wish of the parties that this Agreement, as well as all related documents, be written in the English language. *Les parties ont demandé expressément que la présente ainsi que tout document afférent soient rédigés en anglais.*

25 OWNERSHIP OF MAIL (EXCLUDES BUSINESS REPLY MAIL™ SERVICE)

The Customer agrees that Items mailed under this Agreement will be mailed only on the Customer's or its Authorized User's behalf, and that Items will not include commingled mail, being consolidated mail of a type or from sources other than those approved by Canada Post.