

Pricing



Publications Mail™

IMPORTANT UPDATES

DESCRIPTION OF CHANGE		LOCATION
Amendment v1.0	Posted on November 18, 2016	Effective on January 16, 2017
Updated to reflect 2017 prices.		Section 1 "Prices"
Clarified prices applicable to sample enclosures.		Section 1.4 "Samples"

Changes and enhancements introduced in 2016:

DESCRIPTION OF CHANGE		LOCATION
Revision v1.2	Posted on May 30, 2016	Effective on May 30, 2016
Clarified the guidelines and the applicable pricing as it pertains to samples within Publications Mail.		Section 1.4 "Samples"
Updated the "5¢ non-compliance surcharge per item" table to remove "customer number in the postal indicia does not match the Order".		Section 4.1 "Surcharges Structure/Descriptions"
Revision v1.1	Posted on April 1, 2016	Effective on April 1, 2016
Removed the approval process when using the Customized Postal Indicia.		Postal Indicia

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 2.0, 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.

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PRICING

The "Pricing" module provides detailed information on pricing for service options such as standard, oversize, machineable, special handling and delivery facility presort. This module also includes pricing information related to address accuracy, phantom pricing, item and order level surcharges and adjustments.

1 PRICES

In order to access Publications Mail prices, the customer must meet all applicable requirements, including specifications, Address Accuracy, and mail preparation and presortation requirements for Publications Mail, as outlined in this Agreement.

Category	Price per Item		
Machineable	Standard Up to 50 g	Oversize Up to 500 g	
	\$0.47	\$0.74 + \$0.0036 per g over 100 g	
Special Handling¹	Standard and Oversize - Up to 1.36 kg		
	Local	Regional	National
	\$0.54 + \$0.0038 per g over 200 g	\$0.57 + \$0.0038 per g over 200 g	\$0.60 + \$0.0038 per g over 200 g
Delivery Facility Presort	Standard and Oversize - Up to 1.36 kg		
	Local Rural	Regional Rural	National
	\$0.44 + \$0.0028 per g over 100 g	\$0.58 + \$0.0035 per g over 100 g	\$0.75 + \$0.0037 per g over 100 g

Features/Options	Price per Item
Samples	
Per Loose Sample ²	\$0.10
Bundles of Unaddressed Copies	Up to 22.7 kg
Per Bundle	\$2.35 + \$3.65 per kg
Undeliverable (uPM)	Up to 22.7 kg
Return Postage ³	\$1.58 + \$2.80 per kg
uPM Processing Fee	\$1.25

¹ Special Handling category pricing applies to all types of groupings determined by the presortation software [Delivery Mode Direct (DMD), Delivery Facility (DF), Distribution Centre Facility (DCF), Forward Consolidation Point (FCP) and Residue].

² The price "per loose sample" does not apply to sample(s) that are bound or affixed to pages within the publication, however the weight of these sample(s) must be included in the overall weight of the publication. The weight of loose samples should not be included with the weight of the publication.

³ Applies to Publications Mail items (including Bundles of Unaddressed Copies) that are returned by mail, in addition to the uPM processing fee.

Use of the Electronic Shipping Tools (EST) to prepare, transmit and submit an *Order (Statement of Mailing)* is mandatory to access Machineable and Special Handling prices. A manually prepared *Order* will be priced at the applicable Delivery Facility Presort - National prices.

All prices are subject to any applicable rebates, discounts, fees, surcharges, adjustments and taxes. For further details please visit our website at canadapost.ca/pmguides.

1.1 Undeliverable Publications Mail (uPM)

Publications Mail items are treated as undeliverable mail if one or more of the following applies:

- the item does not bear a complete and valid address
- the item is addressed to a non-existent address
- the item is refused by the addressee
- delivery is prohibited by law
- the item cannot otherwise be delivered to the address.

NOTE: The Undeliverable Publications Mail (uPM) fee does not apply to items that have a valid address and include a:

- (1) Postal Code^{OM} in the correct format
- (2) valid province for the Postal Code
- (3) valid address for the Postal Code,
- (4) valid suite number for the address.

There are two undeliverable Publications Mail options available :

DESCRIPTION	REQUIREMENT
Electronic Data Report	
An email will be sent on a weekly basis, to the customer-supplied email address(es) linked to the Publications Mail agreement number. The electronic data report is sent through a secure file transfer service for each title containing the applicable address(es).	Email address(es) must be provided to Canada Post.
uPM returned by Mail	
Undeliverable Publications Mail item (including Bundles of Unaddressed Copies) will be returned by mail, to the Canadian return address provided within publication.	<p>Unwrapped Publications Mail Items: When your Publications Mail items are unwrapped, your return address must appear as follows: RETURN UNDELIVERABLE ITEMS TO COMPANY/DEPARTMENT 123 MY ADDRESS ST MYCITY ON M9M 9M9 The return address must be visible in one of the following locations:</p> <ul style="list-style-type: none"> • the front or back cover; or • the first five pages of the publication; or • the first page of the table of contents; or • in the masthead of the publication; or • a clearly identifiable insert card securely enclosed in the publication.
	<p>Wrapped/enveloped Publications Mail items: When your Publications Mail items are wrapped or placed in an envelope, your return address must appear as follows:</p> <ul style="list-style-type: none"> • clearly visible on or through the outside of the wrapper/ bundle • on an address carrier, clearly visible through a polybag • for machineable items, the return address must not be printed in the address zone. Refer to the Design module at canadapost.ca/pmguides.

NOTE: When Bundles of Unaddressed Copies are undeliverable, the bundle is considered the Publications Mail item.

1.2 Minimum volume and phantom pricing

Customers may deposit less than the minimum volume requirement provided that the difference between the actual volume and the minimum volume is paid at the applicable phantom price.

NOTE: The phantom price is only available for single deposits (not available for partial mailing deposits).

SPECIAL HANDLING		DELIVERY FACILITY PRESORT
National	National prices apply to mail deposited at any approved postal facility for delivery anywhere in Canada that does not qualify as Local or Regional (usually outside the province).	The Delivery Facility Presort National price applies to all items mailed at a postal facility for delivery at any other postal facility in Canada. Phantom pricing applies to Delivery Facility Presort National mailings that do not meet the minimum volume requirement.
Regional/Regional Rural	Refer to the Publications Mail Special Handling Distance-Based Pricing Exceptions List (Local and Regional Designations)	The Delivery Facility Presort Regional Rural price applies to all items mailed at a postal facility for delivery at post offices that have no Letter Carrier delivery and that are located in the same or adjacent provinces as the accepting postal facility.
Local/Local Rural	Local prices apply to mail deposited at an approved postal facility for delivery within the same city or town, with some exceptions specified in the SERP software origin-destination table. NOTE: Special Handling Local is defined differently than Delivery Facility Presort Local Rural. Refer to the Publications Mail Special Handling Distance-Based Pricing Exceptions List (Local and Regional Designations)	The Delivery Facility Presort Local Rural price applies to items mailed at a post office with no Letter Carrier delivery for delivery at that post office. <i>Orders (Statements of Mailing)</i> containing qualified Delivery Facility Presort Local Rural items do not have a minimum volume requirement (even if some Delivery Facility Presort National items are included on the <i>Order [Statement of Mailing]</i>). NOTE: Delivery Facility Presort Local Rural is defined differently than Special Handling Local.

1.3 Bundles of Unaddressed Copies

The Bundles of Unaddressed Copies price applies to Bundles of Unaddressed Copies mailed at a postal facility for delivery at any other postal facility in Canada, and addressed to a news dealer or other bulk receiver.

1.4 Samples

A sample consists of non-printed matter or a trial-sized portion of an actual product that is used to promote a brand name, product or service. Samples can be either loose or bound / affixed to a given publication.

1.4.1 LOOSE SAMPLES

The sample price applies to “loose samples” that are included in a publication. Two or more loose samples mounted on the same backing or packaged together are considered a single sample. The weight of “loose samples” must not be included with the overall weight of the publication when creating the *Order*. Loose samples must be packaged such that they do not become separated during normal handling of the mail.

1.4.2 BOUND/AFFIXED SAMPLES

The price per loose sample does not apply to sample(s) that are bound or affixed to pages within a publication, however the weight of these sample(s) must be included in the overall weight of the publication.

All publication including sample(s) and wrapping/packaging must not exceed the maximum size and weight requirements for Publications Mail.

POSTAL INDICIA

A Postal Indicia is a marking that identifies the service name and the customer number. It must be printed or applied to each mail item. The indicia must be created by using Canada Post-supplied artwork.

Detailed postal indicia requirements, specifications and artwork can be downloaded from canadapost.ca/indicia.

CUSTOMIZED POSTAL INDICIA

Customized Postal Indicia gives commercial customers the opportunity to leverage the upper-right corner of an item for marketing purposes. Canada Post reserves the right to refuse any Customized Postal Indicia design that it, at its sole discretion, deems non-mailable (see [Non-mailable Matter](#) in the *Canada Postal Guide*).

NOTE: All Postal Indicia items must be accompanied by an *Order (Statement of Mailing)* and must be deposited at a Canada Post facility and not in a street letterbox.

BASIC IDENTIFYING INFORMATION (PUBLICATIONS MAIL ONLY)

The Publications Mail (PM) Agreement number is required for proof of payment, processing, and for undeliverable Publications Mail items. The PM number must be clearly visible, in minimum 6-point font, and located as follows:

- on the front or back cover, or spine if perfect bound; or
- on the address label or address carrier; or
- in the postage zone.

ADDRESS ACCURACY PROGRAM

Address Accuracy is a program designed to improve delivery by encouraging customers to accurately address mail. Every item must be addressed to a specific individual or a company. Each item must have a complete mailing address, including any required suite or unit information as well as the valid Postal Code^{OM} for that address. If the mailing address is not complete, the mail may be delayed or returned. Consistent and accurate addressing eliminates the need for extra handling and/or redelivery. For customers, this translates into a more efficient service and lower costs. Accurate addressing helps ensure the mail is delivered on time, every time.

Participation in the *Address Accuracy Program* is mandatory for all mailings greater than 5,000 items.

The standard for Address Accuracy is 95%. This means that 95% of the addresses on the customer's database are determined to be valid when compared to the Canada Post database. This is done by using [Canada Post-recognized software](#) that performs address validation and/or address validation and correction or by using a mail service provider who offers this service. If the percentage on the *Statement of Accuracy (SOA)* produced by the software is less than 95%, an adjustment will be applied to the mailing.

ADJUSTMENTS ARE CALCULATED (FOR ILLUSTRATION PURPOSES ONLY) AS FOLLOWS:

$$\text{Volume of Mail} \times (95\% \text{ minus customer's Actual Address Accuracy } \%) \times 0.05 = \text{Total Adjustment}$$

For example, on a mailing of 12,000 items with an Address Accuracy rate of 91%, the adjustment would be:
 $12,000 \times (95\% - 91\%) \times \$0.05 = \$24.00$ adjustment added to the cost of the mailing

Canada Post encourages customers to use the Data Management Services to clean and standardize their address lists while removing addresses that are undeliverable, duplicated, incorrect, or have requested to not be contacted. For more information visit canadapost.ca/datamanagementservices.

A *Statement of Accuracy (SOA)* is used to report the percentage of accurate addresses on a mailing list. The SOA must be generated a minimum of once a year but is encouraged more frequently to help reduce the number of undeliverable mail items. A *Statement of Accuracy (SOA)* includes the following information:

STATEMENT OF ACCURACY (SOA)

1. Customer Name and Address	• The customer's company name and mailing address.
2. Canada Post Customer Number	• The customer's seven-digit number found on their Canada Post contract.
3. Total Number of Records Processed	• The total number of records (or addresses) included in the evaluation, which must be equal to or greater than the number of items being deposited.
4. Address Accuracy Level	• The Address Accuracy level indicates the percentage of accurate urban and rural addresses. This percentage is always calculated to one decimal place.

STATEMENT OF ACCURACY (SOA)	
4.1 Questionable Apartment Addresses	<ul style="list-style-type: none"> If a mailing address does not have a unit number and there are no unit numbers available in the Canada Post database, the address is recognized as Valid but reported as Questionable.
4.2 Questionable Rural Addresses	<ul style="list-style-type: none"> If the mailing address is recognized as Valid based solely on the Postal Code, the address is reported as Questionable. In order to be complete, rural addresses must include delivery mode (e.g. RR), civic/street range or PO Box.
5. Address Accuracy Expiry Date: yyyy/mm/dd	<ul style="list-style-type: none"> The expiry date of the Address Accuracy percentage is always one year from the date the SOA was produced.
6. Software Company Name and Software Version	<ul style="list-style-type: none"> The name of the software company used to evaluate the database, and the software version, are required. Only current versions produced by recognized software vendors are accepted.
7. Canada Post Address Data Used: yyyy/mm/dd	<ul style="list-style-type: none"> The effective date of the Address Data used (current version required).

Customers must record their Address Accuracy percentage and expiry date obtained from their *Statement of Accuracy (SOA)* on their *Order (Statement of Mailing)*. Failure to record the Address Accuracy percentage and expiry date on the *Order (Statement of Mailing)* will result in the application of an adjustment to the cost of the mailing using 56% as the customer's Address Accuracy percentage.

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

More information on the *Address Accuracy Program* can be found at canadapost.ca/am or from a Canada Post Representative.

ADJUSTMENTS AND SURCHARGES

2 OVERVIEW

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.

The following sections provide detailed information on the adjustments and surcharges that may apply to your mailings if they do not meet the service requirements stipulated in this guide and your Agreement. This list is not meant to be exhaustive.

3 ADJUSTMENTS

Adjustments will continue to 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, or
- Address Accuracy requirements are not met.

3.1 Address Accuracy Requirements

If the percentage on the Statement of Accuracy (SOA) produced by Canada Post-recognized software is less than 95%, an adjustment will be applied to the mailing at the time the *Order (Statement of Mailing)* is transmitted electronically using EST or at the time the *Order* is deposited at Canada Post.

ADJUSTMENTS ARE CALCULATED AS FOLLOWS:

Total Volume x (95% - customer's Actual Address Accuracy %) x 5¢ = Total Adjustment

NOTE: Failure to record the Address Accuracy percentage and Expiry Date on the *Order (Statement of Mailing)* will result in the application of an adjustment to the cost of the mailing using the National Average Address Accuracy percentage of 56%.

4 ITEM LEVEL SURCHARGES

If mailings presented to Canada Post are found to be non-compliant and are subject to a surcharge, either a 5¢ or 10¢ surcharge will be applied to all items in a given mailing. In the case of multiple mailing anomalies, only one surcharge (the higher) will be applied.

An invoice will be sent to customers regarding any applicable adjustments and surcharges along with a description of the non-compliance issue. If other areas of non-compliance were identified, up to four additional non-compliance matters will be indicated on the invoice to enable the customer to take corrective actions and reduce the risk of future surcharges. The customer will continue to be contacted when mailing anomalies greater than \$100.00 are identified.

Surcharges are applied to each non-compliant service category based on the "actual" versus "declared" volumes indicated on the *Order (Statement of Mailing)* and are billed to the "paid by" account as per the original *Order (Statement of Mailing)*.

Refer to the applicable "Preparing" module at canadapost.ca/postalservices for complete details.

4.1 Surcharges Structure/Descriptions

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

- the amount of the surcharge
- the abbreviated description of the anomaly (as it will appear on the invoice) and
- quick reference description details.

5¢ NON-COMPLIANCE SURCHARGE PER ITEM	
INVOICE DESCRIPTION (ALPHABETICAL ORDER)	DESCRIPTION DETAILS
Address elements/format issues	Address elements or address format had elements that did not meet the addressing requirements
Basic ID missing/misplaced	Basic Identification information is missing or misplaced in Publications Mail item
Bundle labelling issues	Bundles have been incorrectly labelled
Bundle requirements not met	Requirement for the minimum number of items or for the thickness per bundle is not met
Bundle separation issues	The method used for separating the bundles (i.e separator cards, edgemarking) does not meet the specifications
Bundle thickness issues	The bundle thickness is not as per the specifications
Cdn. Return Add. issue on BUC	Canadian Return Address is missing on the Bundles of Unaddressed Copies (BUC) of Publications Mail
Cdn. Return Address issues	Canadian Return Address is not correct, missing or misplaced
Container fill not met	Container(s) not filled as per the specifications
Container issues	Appropriate container was not used secured or wrapped and/or lid was not secured to the container
Container labels missing	Container labels are missing on one or more container
DMC code issues	Delivery Mode Code did not meet the standard for formatting and location or is not valid or not visible
Enclosure non-compliance	Enclosures or inserts do not meet the specifications
Graphics/printing issue	Placement of unacceptable markings and/or graphics on a mail piece
Indicia placement issues	Requirement for Postal Indicia placement was not met

5¢ NON-COMPLIANCE SURCHARGE PER ITEM	
INVOICE DESCRIPTION (ALPHABETICAL ORDER)	DESCRIPTION DETAILS
Label missing 2D barcode	Barcoded container/shipping unit labels do not depict 2D barcode
Label spec. not met	Label size and paper stock requirement not met
Mail items improperly faced	All mail within a container is not faced in the same direction
Mailing Plan missing	The Presort Mailing Plan has not been imported or the mailing summary not provided
Mono/Pallet missing label	Monotainers/pallets labels are missing on one or more shipping unit
Plastic wrapper issues	Wrapper exceeds contents by more than allowable as per specifications
Strapping issues	Strapping used to secure the bundles is non-compliant

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.

10¢ NON-COMPLIANCE SURCHARGE PER ITEM	
INVOICE DESCRIPTION (ALPHABETICAL ORDER)	DESCRIPTION DETAILS
2D barcode incorrect match	2D barcode information doesn't match contents of container or Presort Mailing Plan
Address labels not secured	Labels used for address are not secured to the mail piece
Address slips from window	Content has slipped within the window of the envelope making the address not possible to read
Address template issues	Address is not in the address zone as per the product's addressing template requirement
Brick-piling issues	Brick-piling specifications have not been met
Bundle sequencing issues	Bundles have been incorrectly sequenced within a container
Container labels incorrect	Container labels used do not match the content of the container
Envelope window issues	Window of the envelope does not meet specification
Flexibility issues	Mail does not meet flexibility specifications
Items improperly sealed	Mail items not properly or fully sealed or unwrapped items are not properly sealed to support processing
Items sticking together	Mail items sticking together
Mail separation non-compliance	Mail separation specifications not met
Mail sequencing issues	Mail sequencing specifications not met
Minimum item size not met	Mail piece minimum size requirement not met
Minimum item weight not met	Mail piece minimum weight requirement not met
Mono/Pallet 2D barcode issue	2D barcode information doesn't match contents of monotainer/pallet
Mono/Pallet labels incorrect	Mono/pallet labels used do not match the content of the container or missing or incorrect information
Notation missing on BUC	"Publications Mail Bundle to this Address" notation is missing on Bundles of Unaddressed Copies (BUC)
Pallet size/wrap issues	Issues with the pallet size or pallet wrapping
Product shape non-compliance	Shape of the mail piece does not meet specification
Quiet zone around add block	Quiet zone around the address block has been compromised

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.

5 ORDER (STATEMENT OF MAILING) LEVEL SURCHARGES

\$45.00 NON-TRANSMITTED ORDER	
INVOICE DESCRIPTION	DESCRIPTION DETAILS
Non-transmitted <i>Order</i> surcharge	<i>Order (Statement Of Mailing)</i> not transmitted 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.