



IMPORTANT UPDATES

Any description of change is provided for reference and convenience purposes only. The description of change does not form part of the Agreement between the customer and Canada Post.

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	Posted on August 11, 2017	Effective on August 11, 2017
Clarified addressing requirements.		Machineable Mail - Designing - v1.2 - Mandatory Requirements - Standard and Mandatory Requirements - Oversize
Revision	Posted on May 23, 2017	Effective on May 23, 2017
Clarified sealing requirements.		Machineable Mail - Designing - v1.1 - Mandatory Requirements - Standard and Mandatory Requirements - Oversize
Added Lucida (Plain and Italic) to the list of acceptable fonts.		Machineable Mail - Designing - v1.1 - Section 5 "Addressing"
Amendment v1.0	Posted on November 18, 2016	Effective on January 16, 2017
Introduced Data and Targeting module in the Personalized Mail Customer Guide.		Service Overview - Section 2 "Data and Targeting"
Updated to reflect 2017 prices.		Service Overview - Section 3 "Personalized Mail pricing"
Increased the Special Handling - maximum: width - Oversize (flexible) from 270 mm to 380 mm length - Oversize (rigid) and Dimensional from 300 mm to 380 mm.		Service Overview - Section 4.1 "Measurements - Size and weight"
New "Data and Targeting" module added to the Customer Guide. The module provides a comprehensive view of Canada Post's Data & Targeting solutions to complement your Smartmail Marketing™ campaigns.		
Updated to reflect 2017 prices.		Pricing - Section 1 "Prices"
Added definitions for self-mailers (single-sheet and multiple-sheet).		Machineable Mail - Designing - Mandatory Requirements - Standard
Added a list of tested and approved "script" fonts.		Machineable Mail - Designing - Section 5 "Addressing"
Increased dimensions of Personalized Mail Special Handling.		Special Handling - Designing - Size and Weight
Updated the requirements for placing mail items into containers.		Machineable Mail - Preparing - Section 3.1 "Placing mail items in containers"
Removed the requirement to include the destination plant where the mailing will be deposited on containers and shipping labels.		Machineable Mail - Preparing - throughout document.
Removed Lettermail Presort category.		Paying and Terms - Section 4.3 "Postage meter"

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.

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

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Service Overview



Personalized Mail™

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PURPOSE OF THIS SERVICE OVERVIEW

This *Service Overview* is an outline of the *Canada Post Personalized Mail™ Customer Guide* available at canadapost.ca/cppmguides.

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 your mailing needs and expectations are met.

1 WHAT IS PERSONALIZED MAIL SERVICE?

The Personalized Mail service is a proven and effective direct marketing and advertising medium that offers customers the ability to personalize their mailing and tailor their promotional messages to specific consumers or prospects.

1.1 What is acceptable as Personalized Mail?

Personalized Mail mailings are acceptable when:

- all items have the same purpose and the same goal, the content does not have to be identical. The primary intention (main messaging) of the mail items is to motivate an individual to take action by:
 - promoting a product, service, program or event
 - soliciting donations or contributions
 - reporting on financial performance, primarily for promotional purposes, or
 - supporting your loyalty card program. Includes all mailings relating to loyalty card programs. Excludes credit and/or debit cards with or without reward points.

Mini-catalogues are acceptable as Personalized Mail. A Mini-catalogue is defined as printed matter with a list of items for sale containing item description, item numbers and/or prices. Mini-catalogues must contain a minimum of 8 pages or panels and meet Machineable Standard Personalized Mail service requirements.

To qualify as Personalized Mail service, mailings must:

- be deposited and paid for in Canada for delivery in Canada
- meet the Personalized Mail definition
- consist of a minimum of 500 items for Machineable Mail or 1,000 items for Special Handling mail.

1.2 What is unacceptable as Personalized Mail?

Items with the primary intent to provide businesses and consumers with educational material, transactional or informational communications are unacceptable as Personalized Mail.

- Educational material may include; updates to professional handbooks, opinion surveys and census.
- Transactional communications may include: invoices, receipts, tax forms, proxies, fulfillment of products or services, paid subscriptions, replacement or renewal of cards (i.e., credit and/or debit cards), identification cards and thank you mailings that are not a part of a loyalty program.
- Informational communications may include; recycling or waste calendars, recall notices, annual reminders, notifications of changes, renewal notices and election (voting) notices.

NOTE: The above examples are not meant to be exhaustive.

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. These delivery standards are not guaranteed.

	IN BUSINESS DAYS		
	LOCAL	PROVINCIAL	NATIONAL*
Machineable Mail - Standard	3	4	5
Machineable Mail - Oversize Special Handling	3	3 - 5	4 - 8

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

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 MAIL FORWARDING

Items that cannot be delivered as originally addressed because the addressee has moved will be forwarded to the addressee at no extra charge while there is a Mail Forwarding request in effect.

Mail bearing the name of the addressee followed by the words "OR OCCUPANT" or similar wording, or mail bearing a non-personalized descriptor, such as "OCCUPANT", will not be forwarded. In such cases, the item will be delivered to the original destination address.

NOTE: *Mail Forwarding* is not available for items in the Dimensional Personalized Mail category.

1.5 Service options

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

1.5.1 RETURN TO SENDER

Personalized Mail items that cannot be delivered as originally addressed will be returned to the sender if:

- the Return to Sender option was selected and paid for at the time the *Order (Statement of Mailing)* was created
- the item carries the correct RETURN POSTAGE GUARANTEED postal indicia. Visit canadapost.ca/indicia for more information regarding the postal indicia
- the item is addressed to an address which does not have a *Mail Forwarding* request in effect for that addressee, and
- only one return address appears on the outside of the item and that address is Canadian.

If there is no *Mail Forwarding* service in effect for the addressee and if the item does not bear the correct RETURN POSTAGE GUARANTEED postal indicia, the item will be treated as undeliverable and disposed of or recycled, as determined by Canada Post.

Mail bearing the name of the addressee followed by the words "OR OCCUPANT" or similar wording, or mail bearing a non-personalized descriptor, such as "OCCUPANT", will not be returned to the sender. In such cases, the item will be delivered to the original destination address.

NOTE: Return to Sender is not available for items in the Dimensional Personalized Mail category or metered items. Such items will be treated as undeliverable.

1.5.1.1 Return address

If a return address is used, it must be Canadian. Dual return addresses are also acceptable as long as there is one Canadian return address. However, if Return to Sender is requested, there must be only one return address showing and it must be Canadian.

NOTE: Canada Post does not return items to addresses outside of Canada.

The return address printed on the item may vary provided the mailing originates from the same mail owner (e.g. customer number must be the same on all items).

1.6 Undeliverable Personalized Mail items

Items are treated as undeliverable if:

- 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: Undeliverable Personalized 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

SOLUTIONS	DEFINITION
Canada Complete™	
List rentals from Canada Post offer you the ideal combination of accuracy, reach and targeting. With more than 14 million addresses available, you can send a campaign from coast to coast in Canada, or to specific high-potential customers close to your business. Choose to exclude your existing customers to maximize the value of your acquisition campaign.	
<ul style="list-style-type: none"> • Consumer lists • Business lists 	Cost-effective and accurate targeting of prospects based on a set of geographic, demographic, psychographic and behaviour criteria. Canada Complete lists provide access to Canadian residential, multi-unit building/apartment, and business addresses. Customers can choose from two Canada Complete list options: Consumers and Business (with the added option to target only Home Offices).
Data Management Services	
Canada Post Data Management Services correct and enhance the data hygiene of your mailing list. Start with Address Accuracy and then select additional data cleansing features to suit your business needs and budget.	
<ul style="list-style-type: none"> • Standard Services • Premium Services 	Corrects, completes and standardizes mailing addresses on your list. When your addresses are accurate, more of your mail can be delivered and reach the intended audience. Canada Post offers missing suite information (suite infill), name and address validation and other services that can increase deliverability and in turn drive a higher return on investment.
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"> • Postal Code Address Data • Point of Call Address Data • Postal Code Latitude/Longitude Data • Postal Outlet Data • Municipal Amalgamation Data 	Helps your business do many things, like validate addresses for mailing and data hygiene purposes, presorting your mail to save on postage, 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 so much more than sorting mail.
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/cppmguides.

PRICING

3 PERSONALIZED MAIL PRICING

In order to access Personalized Mail prices, the customer must meet all applicable requirements, including specifications, Address Accuracy, and mail preparation and presortation requirements for Personalized Mail service.

Category	Price per Item					
Machineable	Standard¹ Up to 50 g			Oversize Up to 500 g		
	\$0.47			\$0.70 + \$0.0034 per g over 50 g		
Special Handling	Standard		Oversize		Dimensional	
	Up to 50 g	Over 50 g up to 100 g	Up to 500 g	Over 500 g up to 1.36 kg	Up to 500 g	Over 500 g up to 1.36 kg
	\$0.52	\$0.57	\$0.65 + \$0.0034 per g over 50 g	\$2.59 + \$0.0040 per g over 500 g	\$1.48 + \$0.0018 per g over 50 g	\$2.89 + \$0.0040 per g over 500 g
	Price per Item					
Option						
Return to Sender ²	\$0.01					

¹ Machineable Standard price also applies to Machineable Mini-catalogue.

² Return to Sender fee per item applies upfront to the entire volume declared in the Order (Statement of Mailing).

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/cppmguides.

DESIGNING

4 DESIGNING PERSONALIZED MAIL

To be eligible as Personalized Mail, the items mailed must meet the criteria specified (content, format and physical characteristics) for the Personalized 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.

The Personalized Mail service is available in two categories:

- Machineable - available for Standard and Oversize mail items
- Special Handling - available for Standard, Oversize and Dimensional mail items.

4.1 Measurements - Size and weight

Items within a given mailing can have different sizes, weights and thicknesses provided the items remain within the same weight category. Each item within a mailing must originate from the same mail owner. Imperial equivalents are provided for convenience only.

MACHINEABLE MAIL						
SIZE / ITEM		LENGTH	WIDTH	THICKNESS	ASPECT RATIO	WEIGHT
Standard*	min.	140 mm (5.6 in.)	90 mm (3.6 in.)	0.18 mm (0.007 in.)	1.3:1	2 g (0.07 oz.)
	max.	245 mm (9.6 in.)	156 mm (6.1 in.)	5 mm (0.2 in.)	2.6:1	50 g (1.76 oz.)
Oversize	min.	140 mm (5.6 in.)	90 mm (3.6 in.)	0.5 mm (0.02 in.)	N/A	10 g (0.4 oz.)
	max.	380 mm (14.9 in.)	270 mm (10.6 in.)	20 mm (0.8 in.)	N/A	500 g (17.6 oz.)

* Square Envelopes are acceptable (min. size of 140 mm x 140 mm x 0.18 mm and max. size of 156 mm x 156 mm x 5 mm).

NOTE: Machineable Standard cards and self-mailers must be rectangular in shape.

SPECIAL HANDLING					
SIZE / ITEM		LENGTH	WIDTH	THICKNESS	WEIGHT
Standard	min.	100 mm (3.9 in.)	70 mm (2.8 in.)	0.18 mm (0.007 in.)	N/A
	max.	245 mm (9.6 in.)	156 mm (6.1 in.)	5 mm (0.2 in.)	100 g (3.5 oz.)
Oversize	min.	100 mm (3.9 in.)	70 mm (2.8 in.)	0.18 mm (0.007 in.)	N/A
	max. (flexible)	380 mm (14.9 in.)	380 mm (14.9 in.)	35 mm (1.4 in.)	1.36 kg (3 lb.)
	max. (rigid)	380 mm (14.9 in.)	130 mm (5.1 in.)	35 mm (1.4 in.)	1.36 kg (3 lb.)
Dimensional	min.	100 mm (3.9 in.)	70 mm (2.8 in.)	35 mm (1.4 in.)	N/A
	max.	380 mm (14.9 in.)	130 mm (5.1 in.)	55 mm (2.2 in.)	1.36 kg (3 lb.)

NOTE: Machineable Oversize cards must be sent using a Special Handling option.

4.2 Designing requirements

These requirements are intended to assist mailers and their suppliers to create mail items that are suitable for efficient processing by Canada Post.

	MACHINEABLE MAIL REQUIREMENTS	SPECIAL HANDLING REQUIREMENTS
	Standard Items	
Shape	Rectangular cards and self-mailers. Rectangular or square envelopes as per size specifications	Any, including odd shapes
Address orientation	Horizontal or vertical orientation	Horizontal or vertical orientation
Paper	No glossy finish	Any stock/coating
Graphics/colours	Some requirements apply	Any
Sealing	Envelopes: must be fully sealed on all sides Folded self-mailers: clip or spot seal acceptable (per specifications)	Optional
Quiet zone	Within and around the address block	Within and around the address block
Address fonts and types	Some requirements apply	Any, as long as human readable
Flexibility and firmness	Must be flexible	May be flexible or rigid
Enclosures	Must meet certain requirements	Any (except non-mailable matter)
Machine readability target	95%	Not applicable
Oversize Items		
Shape	Rectangular or square	Any, including odd shapes
Address orientation	Horizontal or vertical orientation	Horizontal or vertical orientation
Paper	Some requirements apply, even though coating is acceptable	Any stock/coating
Graphics/colours	Any	Any
Sealing	Must be sealed (envelopes/wrapper)	Optional
Quiet zone	Within and around the address block	Within and around the address block
Address fonts and types	Some requirements apply	Any, as long as human readable
Flexibility and firmness	May be flexible or rigid	May be flexible or rigid
Enclosures	Must meet certain requirements	Any (except non-mailable matter)
Machine readability target	85%	Not applicable

For further information, visit the “Designing” module at canadapost.ca/cppmguides.

Ensure each item, including any sample(s), is mailable and consider the following:

1. If the item contains a scented item, it must be sealed in such a manner that prevents the scent from escaping. Similarly, liquids and powders must be packaged appropriately. A scented item produced using micro-encapsulated scent infused ink/lacquers does not need to be sealed provided the scented area 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 must be packaged and labelled to minimize the potential for allergic reactions.

Visit “ABCs of Mailing” and “Non-mailable Matter” in the *Canada Postal Guide* for more information.

4.2.1 CREATIVE OPTIONS

Canada Post's Personalized Mail service enables customers to be creative with their Direct Mail campaigns. Die-cuts, tip-ons, video in print/digital advertising, repositionable notes, and scented mail are only a few of the possibilities that are available to engage recipients and help increase response rates.

PREPARING

5 MAIL PRESORTATION AND PREPARATION

Proper mail preparation is important to ensure that Personalized Mail items are processed and delivered efficiently. Adjustments and/or surcharges may be applied to improperly prepared mailings. The customer remains responsible to meet all applicable requirements. See the Paying and Terms module, *General Terms and Conditions - Section 5 "Criteria for Qualification"*.

Mail presortation is the process of placing items in an address-based order, grouping and containerizing the items based on a common destination. Mail presortation is required for Special Handling items only.

Mail preparation is the process of facing and containerizing the items and labelling the containers and shipping units. It helps ensure machineability of mail (where applicable), protection of mail, identification of the type of mail and ease of handling.

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

	MACHINEABLE MAIL REQUIREMENTS	SPECIAL HANDLING REQUIREMENTS
	STANDARD AND OVERSIZE	STANDARD, OVERSIZE AND DIMENSIONAL
Presortation software	Not applicable	Mandatory
Delivery Mode Code	Not applicable	Current version required
Grouping levels	Not applicable	DMD, DF, DCF, FCP and Residue
Minimum number of items per grouping	Not applicable	8
Separation of groupings	Not applicable	As per the presortation software (bundling, separator cards or edgemarking)
Labelling groupings	Not applicable	DMD,DF,DCF, FCP and Residue (Optional Endorsement Line [OEL] is also available)
Container levels	Not applicable	DF, City, DCF, FCP and Residue
Container type	Standard: letterflatainers (LFTs) Oversize: flats tubs	Standard: letterflatainers (LFTs) Oversize: flats tubs
	(In the event lids are not available, we recommend cardboard separators be used between each level to protect your mail items.)	
Placing groupings in containers	Not applicable	As per presortation software
Labelling containers	Mandatory (Unless containers are in a shipping unit and the shipping unit is clearly labelled [2D barcoded labels are optional].)	Mandatory 2D barcoded labels
Shipping unit levels	Not applicable	DF, City, DCF, FCP and Residue (If using shipping units)
Labelling shipping units	Mandatory	Mandatory

For further information, visit the "Preparing" module at canadapost.ca/cppmguides.

CREATING AN ORDER

6 CREATING AN ORDER (STATEMENT OF MAILING)

An *Order (Statement of Mailing)* must be properly completed and transmitted electronically using the Electronic Shipping Tools (EST). Non-transmitted *Orders (Statements of Mailing)* may be subject to a surcharge. For information on surcharges, visit the “Pricing” module at canadapost.ca/cppmguides.

NOTE: 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 mailing, weekends and statutory holidays. Weekend and statutory holiday deposits are considered deposited on the following business day.

6.1 Electronic Shipping Tools (EST)

Customers have the option of using either the EST Online version or the EST 2.0 version.

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.

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

	MACHINEABLE MAIL REQUIREMENTS	SPECIAL HANDLING REQUIREMENTS
Mailing Plan Import File	Optional	Mandatory
Electronic Shipping Tools (EST)	Mandatory	Mandatory
Minimum volume per deposit	500 items (phantom pricing will apply)	1,000 items (phantom pricing will apply)
Sample of mail item at time of deposit	Mandatory	Mandatory
Address Accuracy	Mandatory for over 5,000 items	Mandatory for over 5,000 items
Order (Statement of Mailing)	May be included on the same <i>Order</i> as Special Handling mail items	May be included on the same <i>Order</i> as Machineable Mail items

NOTE: To confirm that the items meet Canada Post’s specifications for Personalized Mail, one representative sample of each item with different physical characteristics (weight, size) must be submitted for review on induction. To verify the mailing is compliant prior to depositing, refer to our “[Self-Assessment Tool](#)” for Standard Machineable mail items or contact a Commercial Service Network (CSN) Representative at 1-866-757-5480.

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

DEPOSITING

7 DEPOSITING THE MAILING

Personalized Mail must be deposited in accordance with the requirements set out in the Agreement and its supporting documentation. If Personalized Mail items are deposited under a particular preparation option (Machineable Mail and Special Handling) and do not meet the requirements for that option, the customer may choose:

- to pay a surcharge, if applicable
- to re-work the mailing so as to meet the requirement
- to have the mail processed using another option, if the items qualify, or
- to use another appropriate Canada Post service.

7.1 Required at time of deposit

Each Personalized 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)*
- sample(s) of the item, including all enclosures, attachments and wrapping, identical to the item being mailed.

Each deposit of Special Handling mail must include the exportable file of Mailing Plans generated and imported into the EST.

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)*.

7.2 Where to deposit

All items must be deposited with an authorized representative at the deposit location selected on the *Order (Statement of Mailing)*. Items cannot be deposited into street letter boxes or other mail receptacles.

Daily maximum volumes of mail apply 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	N/A
	(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.

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/cppmguides.

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.

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

Data and Targeting



Personalized Mail™

- Canada Complete™
- Data Management Services
- Licensed Data Products
- Marketing Insights

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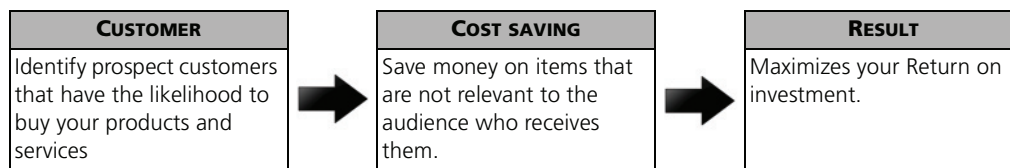
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DATA AND TARGETING

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.

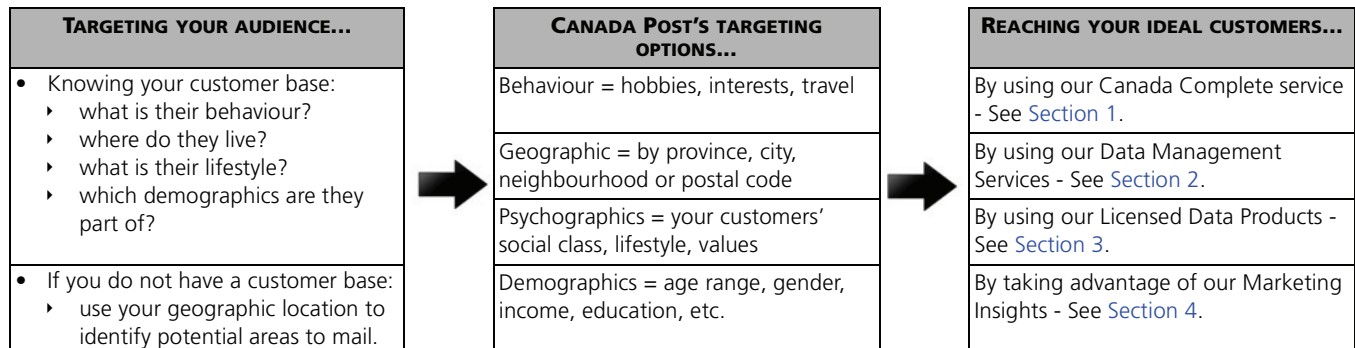
INTRODUCTION

Personalized Mail service is a proven and effective direct marketing medium that offers you the ability to personalize your mailing and tailor your promotional messages to specific customers or prospects. If you do not have a customer list, our targeting solutions can help you target prospects at the postal code level (using addresses), with the added benefit of accessing accurate lists of Canadian residential, multi-unit building/apartment, small office/home office (SOHO) and business addresses.



HOW TO USE DATA AND TARGETING

Canada Post's targeting tools/solutions 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.



NOTE: See "[Data and Targeting solutions at a glance:](#)" for an overview of the Sections.

DATA AND TARGETING SOLUTIONS AT A GLANCE:

Solutions	Definition
Canada Complete™	
List rentals from Canada Post offer you the ideal combination of accuracy, reach and targeting. With more than 14 million addresses available, you can send a campaign from coast to coast in Canada, or to specific high-potential customers close to your business. Choose to exclude your existing customers to maximize the value of your acquisition campaigns.	
<ul style="list-style-type: none"> Consumer lists Business lists (SOHO also available) 	Cost-effective and accurate targeting of prospects based on a set of geographic, demographic, psychographic and behaviour criteria. Canada Complete lists provide access to Canadian residential, multi-unit building/apartment, and business addresses. Customers can choose from two Canada Complete list options: Consumers and Business (with the added option to target only Home Offices).
Data Management Services	
Canada Post Data Management Services correct and enhance the data hygiene of your mailing list. Start with Address Accuracy and then select additional data cleansing features to suit your business needs and budget.	
<ul style="list-style-type: none"> Standard Services Premium Services 	Corrects, completes and standardizes mailing addresses on your list. When your addresses are accurate, more of your mail can be delivered and reach the intended audience. Canada Post offers missing suite information (suite infill), name and address validation and other services that can increase deliverability and in turn drive a higher return on investment.
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"> Postal Code Address Data Point of Call Address Data Postal Code Latitude/Longitude Data Postal Outlet Data Municipal Amalgamation Data 	Helps your business do many things, like validate addresses for mailing and data hygiene purposes, sorting your mail to save on postage, 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 so much more than sorting mail.
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.

CANADA COMPLETE™

1 WHAT IS CANADA COMPLETE?

Canada Complete provides you with access to Canada's most comprehensive lists from a database that meets Canada Post's addressing standards and Address Accuracy requirements, combined, where available, with consumer and business name information. Enhance the targeting in your list by pinpointing specific audiences based on geographic, demographic and lifestyle criteria that best match your prospects.

Customers can choose from two Canada Complete lists:

MASTERFILE	DEFINITION
Consumer	A list of residential addresses that allows for the best market penetration with the option to personalize with consumer names.
Business	A list that targets active Canadian businesses with the option to include business names, contacts, and titles (including Small Office Home Office [SOHO]).

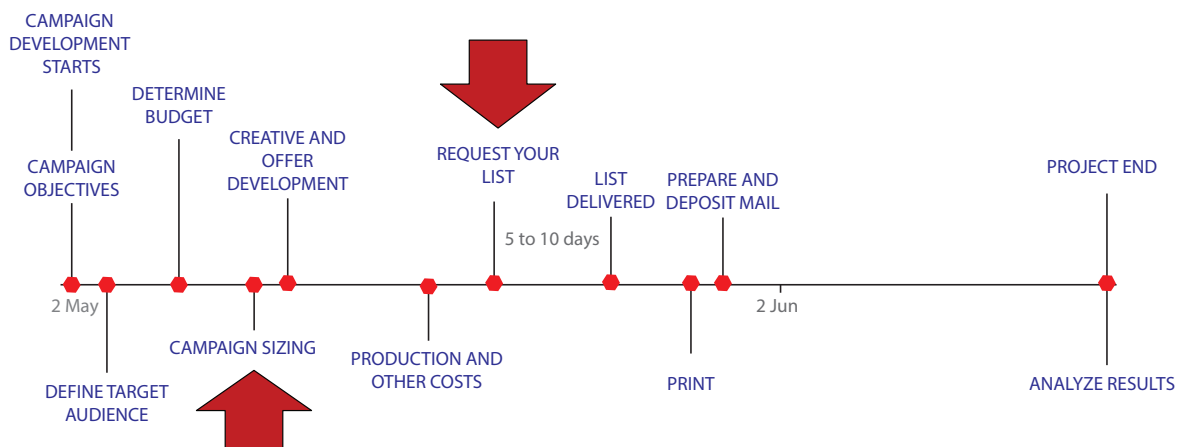
1.1 How can it help your marketing campaign?

Canada Post reaches more than 14 million households and businesses. Canada Complete can be used to create a targeted campaign as it provides geographic, demographic and lifestyle information. Canada Complete allows you to create a list of potential customers that resembles your existing customers or target audience, driving a better return on investment.

1.2 Where does it fit in your marketing plan?

When planning a Canada Complete mailing, there are two important steps that should be included in a campaign planning timeline after objectives and budgets are allocated:

1. **Campaign sizing:** Request a count of the target market and criteria that you plan to mail to. This step takes approximately three to five business days. A counts request provides you with an estimate of the number of mail items that should be printed.
2. **Request your list:** Request a mailing list to match your count request. This step should be made well in advance of the print date leaving at least five to ten business days to complete.



1.3 List select options

Canada Complete lists from Canada Post help you reach the right audience when you are planning a Personalized Mail campaign. Business and Consumer Lists targeting criteria ensures your campaign targets your best prospects:

LISTS SELECTS	LINK
Business lists targeting criteria	canadapost.ca/listoptions-b
Consumer lists targeting criteria	canadapost.ca/listoptions-c
E-commerce shoppers	
E-commerce recipients	Reach online shoppers by targeting areas that receive the highest number of parcels from Canada Post's parcel delivery database.
Other consumer lists	
Automotive	Customize your messaging with information on a household's vehicle type, make and year.
Interests	Target prospects who have indicated their interests through self-reported information.
Lifestyle (PRIZM5)	This list classifies neighbourhoods by 66 lifestyle types, providing insight into consumer behaviour.

1.4 Pricing

Canada Complete prices are available for business and consumer target audiences.

- Business
- Consumer

1.5 List rental specification

LIST RENTAL	
Minimum order quantity	5,000 records
List validity period	90 days
List orders greater than 100,000 records	are eligible for additional savings
Address standardization and address accuracy for the output file	included
Suppression of CMAs "Do not mail" addresses	included (not applicable for businesses)
Deceased suppression on addresses with consumer names	included
Suppression of previous order (up to 12 months from file delivery)	included
Inter-dupe lists within one order	included
Re-use option	available for a fee
Targeting criteria	available for a fee
Phone numbers (Phone numbers are only available as a supplement to a mailing list order. It cannot be rented as a stand-alone list)	available for a fee
Suppression of other lists you provide	available for a fee (up to a maximum of \$5,000)
Suppression of the 'Do not call' phone list	available for a fee (not applicable for Business Direct)
Repeat customers with list orders greater than 40,000 records	are eligible for additional volume pricing

1.6 How to access list rental

Canada Complete 5-step process:

STEP 1: CONTACTING THE DATA AND TARGETING EXPERTS

You can contact the Business Speciality Team by sending an email to data.targetingsolutions@canadapost.ca and an agent will contact you within 24 hours.

- When discussing your list needs, you will be asked information about who you would like to target, including: geographical parameters; how many addresses would you like in your list; what demographic or other criteria you would like to use to reach your best prospects; if you have a list of existing customers to suppress, etc.
- You will require as well:
 - A commercial customer number "ACCOUNT" status and credit in good standing
 - Information about your third-party mail service provider.

STEP 2: SUBMITTING YOUR FILES AND RECEIVING A QUOTE

Send us your targeted list(s) of postal codes and suppression file(s) for an estimate of available addresses:

- You can provide up to 5 files with your target postal codes and up to 5 suppression files in the same file format
- File delivery and pickup will be facilitated using a secure service.

	POSTAL CODE FILE(S)	SUPPRESSION FILE(S)
File format	<ul style="list-style-type: none"> • Excel, Comma Separated Value (CSV), Tab delimited, Dbase (DBF), MS Access (MDB), ASCII fixed length (TXT) • Character encoding: UTF-8 	<ul style="list-style-type: none"> • Excel, Comma Separated Value (CSV), Tab delimited, Dbase (DBF), MS Access (MDB), ASCII fixed length (TXT) • Character encoding: UTF-8
File structure	<ul style="list-style-type: none"> • No column title • One column non-case sensitive 6-digit postal codes, with or without a space between the FSA and LDU components (Examples: A1B 2C3 or A1B2C3 or a1B 2c3) <p>Example: R2E1E9 R2G1H1 R2G1H8 R2G1J2 R2G1P8</p> <p>NOTE: If you do not have a Postal Code file, we can help - Using our targeting services, we will work with you to identify the geographic, demographic and lifestyle/business characteristics of your target prospects, then identify the Postal Codes (delivery routes do not apply and are not accepted) that offer the best match.</p>	<ul style="list-style-type: none"> • No column title • Single to multiple columns • Header information: <ol style="list-style-type: none"> 1. Unparsed address form (#lh/unparsed) Address Muni Prov PC Example: 22 RANCH RD WINNIPEG MB R2G3E1 2. Unparsed address form with two address lines (#lh/unparsed2) Address1 Address2 Muni Prov PC Example: 18 RANCH RD UNIT 201 WINNIPEG MB R2G3E1 3. Residential address in parsed form (#lh/civicparsed) Unit Type Unit Number Street Number Street Number Suffix Street Name Street Type Street Direction Municipality Province Postal Code Example: 20 GLOUCESTER ST MONCTON NB E1A4E6 <p>NOTE: The customer suppression file(s) shall in no event, disclose the identity of any customer, or in any other way disclose personal information, including names.</p>
Address Accuracy Program	<ul style="list-style-type: none"> • Participation in the Address Accuracy Program is mandatory for all mailings greater than 5,000 items. 	

STEP 3: FINALIZING YOUR ORDER

To have your order processed:

- The Business Speciality Team will help you finalize the details of your *Order* and you will receive a price estimate.
- As soon as you approve the *Order* and agree to pricing, you will sign the Canada Complete List Rental Agreement.
- Your authorized third-party must also have signed the Canada Complete Third-Party Mail Service Provider License Agreement
 - If phone numbers are selected and you are leveraging a third-party telemarketing company to call on your behalf, they must also sign the Canada Complete Telemarketer License Agreement.

NOTE: Your *Order* will be processed only once we have all the signed agreements and the final targeted postal code and/or suppression file(s) from you.

STEP 4: YOUR ORDER IS READY

Your list is delivered to your authorized third-party mail service provider:

- The Canada Complete list will be ready in a minimum of 5 - 10 business days, from the time your *Order* is finalized.
- Canada Post will delivery your list through *epost Connect™*, in the following format:
 - File Format: .TXT, pipe-delimited
 - Character encoding: UTF-8
 - File structure:
 - Header information (#lh/unparsed)
 - No column title
 - 5-8 columns depending on the list type ordered (including global addressee or consumer/business name column). Note that only one generic descriptor in the addressee column can be used for the output file.

Consumer masterfile Global Addressee Address Muni Prov PC Example: ADDRESSEE 22 RANCH RD WINNIPEG MB R2G3E1	Business masterfile (with business name) Business Name Address Muni Prov PC Example: BUSINESS NAME 22 RANCH RD WINNIPEG MB R2G3E1
OR	OR
Consumer masterfile (with consumer name) First Name Last Name Address Muni Prov PC Example: FIRST NAME LAST NAME 22 RANCH RD WINNIPEG MB R2G3E1	Business masterfile (with business name and contact name) First Name Last Name Business Name Address Muni Prov PC Example: FIRST NAME LAST NAME BUSINESS NAME 22 RANCH RD WINNIPEG MB R2G3E1
OR	OR
Business masterfile Global Addressee Address Muni Prov PC Example: ADDRESSEE 22 RANCH RD WINNIPEG MB R2G3E1	Business masterfile (with business name, contact name and title) First Name Last Name Business Name Address Muni Prov PC Example: FIRST NAME LAST NAME TITLE BUSINESS NAME 22 RANCH RD WINNIPEG MB R2G3E1

- Your file will be available for pick up by your third-party service provider for 10 days (after which the file will be removed).
- The list is valid for 90 days from the time it is delivered by Canada Post. This means that you have 90 days to mail using this list.
- With each list rental, Canada Post will provide your authorized service provider with a Statement of Accuracy (with an accuracy rate of at least 95%).

- **If phone numbers are selected as a supplement to your mailing list order:** Canada Post will deliver 1 output phone list through *epost Connect*, to either you or your authorized third-party telemarketer in the following format:
 - File Format: .TXT, pipe-delimited
 - Character encoding: UTF-8
 - File structure:
 - Header information (#lh/unparsed)
 - 5-8 columns depending on the list type ordered

Consumer masterfile	Business masterfile
City/Province/FSA/Phone Number Example: WINNIPEG/MB/R2G/4165551234	City/Province/FSA/Phone Number Example: WINNIPEG/MB/R2G/4165551234

NOTE: Consumer names, business names, contact and title will be included in the phone list file if they were selected in the address mailing file.

Payment Terms

- The only method of payment available to customers for list services (both options) is "ACCOUNT".

STEP 5: CREATING AN ORDER AND DEPOSITING YOUR MAIL

You are ready to mail:

Detailed information can be found in the modules listed:

MODULE	LIST ORDERS
Creating an Order	Statement of Mailing <ul style="list-style-type: none"> • All <i>Orders</i> should be prepared and submitted using the Electronic Shipping Tools (EST) either the online or desktop versions (EST 2.0) NOTE: Manual <i>Orders</i> are not accepted.
Pricing	Address Accuracy <ul style="list-style-type: none"> • All <i>Orders</i> greater than 5,000 items must include an address accuracy percentage as provided by Canada Post on the Statement of Accuracy.
Depositing	<ul style="list-style-type: none"> • Mailing must be deposited within 90 days from the date the list is provided by Canada Post.
Pricing	<ul style="list-style-type: none"> • Applicable postage is due upon deposit.

1.7 Canada Complete - Terms and Conditions

The Canada Complete Agreement is subject to the [List Rental](#) Terms and Conditions (Supplement Terms and Conditions - [Phone List Rental](#)). The delivery of your mailing is subject to the General Terms and Conditions found in the "Paying & Terms" module.

DATA MANAGEMENT SERVICES

2 WHAT IS DATA MANAGEMENT SERVICES?

Canada Post **Data Management Services** corrects and enhances the data hygiene of your mailing list. Start with Address Accuracy and then select additional data cleansing features to suit your business needs and budget.

There are two types of service offerings:

- **Standard services** - services that are available throughout the “List and Data” industry. Also available through Canada Post:
 - recognized Service Bureaus: canadapost.ca/ncoa.
 - recognized software vendors: canadapost.ca/presortationsoftware
- **Premium services** - services that go above and beyond to validate the accuracy of the mailing list and in some cases are unique to Canada Post.

STANDARD SERVICES

STANDARD SERVICES	
Address Accuracy	<ul style="list-style-type: none"> • validates and corrects key mailing address elements in your records.
Duplicate identification	<ul style="list-style-type: none"> • identifies address duplicates or name and address duplicates.
National Change of Address (NCOA)	<ul style="list-style-type: none"> • identifies consumers (including deceased estates) and businesses that have purchased the Mail Forwarding for Moves service within the last 6 years, and who have granted permission to share their addresses with organizations with whom they do business.
CMAs Do Not Contact suppression	<ul style="list-style-type: none"> • identifies records of people on the Canadian Marketing Association’s Do Not Contact list.

PREMIUM SERVICES

PREMIUM SERVICES	
Name and address validation	<ul style="list-style-type: none"> • validates consumer or business name and address records against a proprietary Canada Post database, providing insights on whether an individual or business has received mail within the last 90 days.
Suite infill	<ul style="list-style-type: none"> • identifies consumer or business name and address records with missing suite numbers and appends missing suite information, where available.
Residential rural to civic conversion	<ul style="list-style-type: none"> • identifies rural addresses that have been converted to civic addressing and appends the new civic address, where available.
Deceased suppression	<ul style="list-style-type: none"> • identifies deceased contacts in your name and address records by matching it to a master database of deceased Canadians.
Data append	<ul style="list-style-type: none"> • the overlaying of name, telephone number, demographic and/or interest data on to a customer file to gain a deeper understanding of a consumer’s, household’s or business’ characteristics, such as the number of mail items received by a particular address.

NOTE 1: All Standard and Premium services are fee-based.

2: Address Accuracy is a pre-requisite and mandatory for all Standard and Premium services.

3: Repeat customers can leverage an existing Canada Post Address Accuracy report for any Standard and/or Premium services within 30 days of Canada Post providing a Statement of Accuracy. Standard Address Accuracy fees will apply after 30 days.

2.1 Service option details

SERVICE	PRE-REQUISITE	TURN-AROUND TIME (UP TO 3M RECORDS)	NAME OF ADDRESSEE REQUIRED	AVAILABILITY (RESIDENTIAL/BUSINESS)	RUN PROCESS
Address Accuracy	None	3 - 5 days	No	Both	All records
NCOA	Address Accuracy	3 - 5 days	Yes	Both	All records
Duplicate identification	Address Accuracy	3 - 5 days	No	Both	All records
CMA suppression	Address Accuracy	3 - 5 days	No	Residential	Valid records
Name and address validation	Address Accuracy	5 - 7 days	Yes	Both	Valid records
Suite infill	Address Accuracy	5 - 7 days	Yes	Both	All records
Rural to civic conversion	Address Accuracy	5 - 7 days	Yes	Residential	Valid records
Deceased suppression	Address Accuracy	5 - 7 days	Yes	Residential	All records
Data append	Address Accuracy	5 - 7 days	No	Both	Valid records

2.2 Pricing

Prices will vary depending on the size of your list and the number of data cleansing features you select. [Contact us](#) or call 1-877-281-4137 to discuss your needs and request a quote.

2.3 How to order 4-step process

STEP 1: CONTACT THE DATA AND TARGETING EXPERTS

- You can contact your Canada Post representative or our Business Speciality Team at 1-877-281-4137 or email at data.targetingsolutions@canadapost.ca.

STEP 2: FINALIZE THE DETAILS OF YOUR ORDER

To have your order processed:

- The Business Speciality Team will help you finalize the details of your order and you will receive a price estimate.
- As soon as you approve the *Order* and agree to pricing, you will be asked to sign the Data Management Services Agreement.

Your order will be processed once we have all signed agreements and final customer data file(s) from you.

STEP 3: TRANSMIT YOUR FILE

- Send us your customer data file using our *epost Connect™* service. File delivery and pickup will be facilitated using a secure service.

NOTE: If more than one file is transmitted, additional fees will be applied per file. You can provide up to five files in the same file format.

- Your customer file must have a minimum of the following data columns:
 - › ID number (it does not have to be unique)
 - › Address line 1
 - › City
 - › Province
 - › Postal Code
- An additional 10 columns of data are acceptable
- Acceptable file formats:

FILE FORMAT	ADDRESS FORMAT	DESCRIPTION	SAMPLE (USING PIPE DELIMITED FILE TYPE)
Excel, Comma delimited (.csv) with string qualifier, Dbase (.dbf), Tab delimited (.txt), Pipe-delimited (.txt)	Civicparsed*	Record with address in parsed format	Record ID Unit Type Unit Number Street Number Street Number Suffix Street Name Street Type Street Direction Municipality Province Postal Code First Name Last Name
	Unparsed	Record with unparsed address form	Record ID Address Muni Prov PC First Name Last Name
	Unparsed2	Record with unparsed address form 2	Record ID Address1 Address2 Muni Prov PC First Name Last Name

* To achieve the most accurate output files, all the output files will be in the Address Format of Unparsed or Unparsed2.

NOTE: Files that are not provided in the acceptable file formats may incur additional charges.

STEP 4: YOUR ORDER IS READY

- Your customer file will be ready in 3 - 5 business days for Standard services and 5 - 7 business days for Premium services (up to three million records) from the time your order is finalized. For customer files greater than 3 million records, a quote for estimated file delivery will be provided to you.
- Canada Post will deliver output files through a secure service, in the following format:

FILE FORMAT	ADDRESS FORMAT	DESCRIPTION	SAMPLE (USING PIPE DELIMITED FILE TYPE)
txt, pipe-delimited, character encoding: UTF-8, header information	Unparsed	Record with unparsed address form	Record ID new_add1 new_city new_prv new_pstcde First Name Last Name Misc... Status NCOA NCOA_cntry Duplicates CMA Deceased Rural_to_Civic Name_Address_Validation Suite_Infilled old_add1 old_city old_prv old_pstcde
	Unparsed2	Record with unparsed address form 2	Record ID new_add1 new_add2 new_city new_prv new_pstcde First Name Last Name Misc... Status NCOA NCOA_cntry Duplicates CMA Deceased Rural_to_Civic Name_Address_Validation Suite_Infilled old_add1 old_city old_prv old_pstcde

- NOTE 1:** File and Address formats that require a different final output file than Unparsed or Unparsed2 may incur additional charges.
- 2:** For additional information on Address Accuracy and your Statement of Accuracy, please refer to the “Pricing” module.

2.4 Data Management Services - Terms and Conditions

The Data Management Services Agreement is subject to the [Data Management Services](#) Terms and Conditions. The delivery of your mailing is subject to the General Terms and Conditions found in the “Paying & Terms” module.

LICENSED DATA PRODUCTS

3 WHAT ARE LICENSED DATA PRODUCTS?

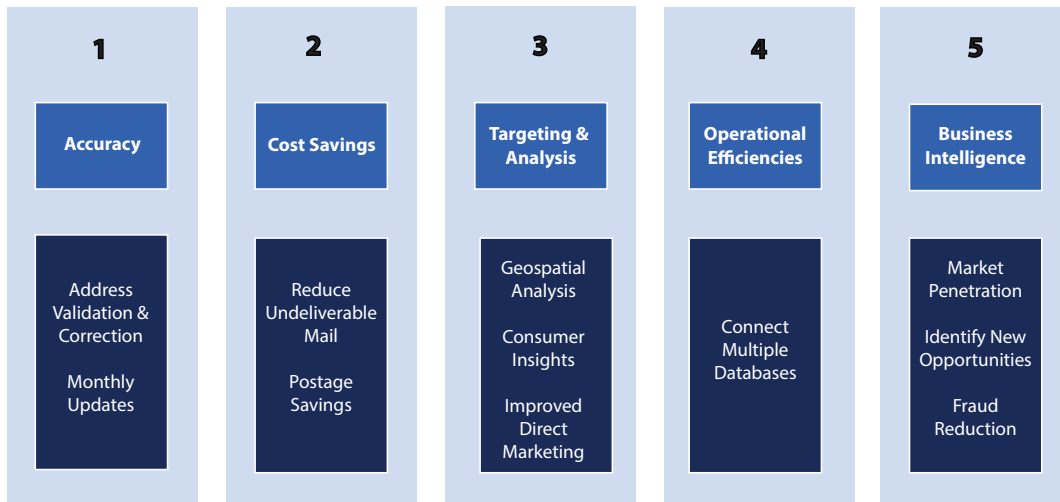
Licensed Data Products provide geographic information to support your business objectives, which can be used internally for address verification, or for many other business purposes. Licensed Data Products enable your business to work with the most current and updated monthly copy of Canada Post's address database, available in six different products to suit a variety of business needs, including location intelligence, business analysis, address verification and more. The six database products are Postal Code Address Data (PCAD), Point of Call Address Data (POC), Postal Code Latitude/Longitude Data, Postal Outlet Data, Delivery Mode Data and Municipal Amalgamation Data.

3.1 Database products

SERVICE	DESCRIPTION	IDEAL FOR																																										
Postal Code Address Data (PCAD)	<ul style="list-style-type: none"> A list of all postal codes in the country and the range of addresses associated with each one (e.g., K1S 1A1 addresses range from 1 Main Street to 19 Main Street). <table border="1"> <thead> <tr> <th>Civic Range</th> <th>Street Name</th> <th>Suite Range</th> <th>Street Direction</th> <th>Municipality</th> <th>Province</th> <th>Postal Code</th> </tr> </thead> <tbody> <tr> <td>1 - 19</td> <td>Main Street</td> <td></td> <td>East</td> <td>Ottawa</td> <td>Ontario</td> <td>K1S 1A1</td> </tr> <tr> <td>1 - 17</td> <td>Main Street</td> <td></td> <td>West</td> <td>Ottawa</td> <td>Ontario</td> <td>K1S 1A3</td> </tr> <tr> <td>1 - 61</td> <td>Clydesdale Drive</td> <td></td> <td></td> <td>North York</td> <td>Ontario</td> <td>M2J 3N2</td> </tr> <tr> <td>2370 - 2370</td> <td>Bayside Road</td> <td>1101-1135</td> <td>SW</td> <td>Ottawa</td> <td>Ontario</td> <td>T4B 0M9</td> </tr> </tbody> </table>	Civic Range	Street Name	Suite Range	Street Direction	Municipality	Province	Postal Code	1 - 19	Main Street		East	Ottawa	Ontario	K1S 1A1	1 - 17	Main Street		West	Ottawa	Ontario	K1S 1A3	1 - 61	Clydesdale Drive			North York	Ontario	M2J 3N2	2370 - 2370	Bayside Road	1101-1135	SW	Ottawa	Ontario	T4B 0M9	<ul style="list-style-type: none"> checking and validating addresses to improve data hygiene overlying other data to gain customer intelligence 							
Civic Range	Street Name	Suite Range	Street Direction	Municipality	Province	Postal Code																																						
1 - 19	Main Street		East	Ottawa	Ontario	K1S 1A1																																						
1 - 17	Main Street		West	Ottawa	Ontario	K1S 1A3																																						
1 - 61	Clydesdale Drive			North York	Ontario	M2J 3N2																																						
2370 - 2370	Bayside Road	1101-1135	SW	Ottawa	Ontario	T4B 0M9																																						
Point of Call Data (POC)	<ul style="list-style-type: none"> The most comprehensive address database available in Canada, with more than 13 million residential addresses. It is the best foundation for all location-based intelligence for companies, and the premium source of addresses in Canada. It contains urban addresses in Canada, including individual suite information for urban and suburban apartments, as well as PO boxes for rural addresses (where available). It offers a unique identifier (Master Address Key) for each individual address that does not change. For your businesses, internal use only. 	<ul style="list-style-type: none"> offering a competitive edge via location-based marketing intelligence to link different or unique data from across numerous data sets to provide better analytics 																																										
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"> <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
Postal Code	Latitude	Longitude	Confidence Score	FSA	Community Name	Province																																						
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L5J 1W8	43.50	-19.64	1	L5J	Mississauga	ON																																						
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 																																										
Delivery Mode Data	<ul style="list-style-type: none"> Provides all the information you need to sort your mail and get the best price for your mailing. The file contains postal codes and their related delivery modes. 	<ul style="list-style-type: none"> preparing Personalized Mail campaigns 																																										
Municipal Amalgamation Data	<ul style="list-style-type: none"> Provides updated address information whenever municipal areas are merged. The data cross-references old and new addresses and helps you to keep your customer database current and clean. 	<ul style="list-style-type: none"> ensuring addresses are updated when municipalities merge reducing undeliverable mail 																																										

3.2 Using address data in your organization

Accurate and complete **address data can deliver many benefits** to help your organization improve its customer intelligence and targeting abilities. When planning a Direct Mail Marketing Campaign, for example, the offer and creative are important, but if your message is not delivered to the right customers, the campaign will not be as successful as it could otherwise be. Mining address data to identify your best opportunities is the smart way to market and the best way to mail.



3.3 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 other 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
Boost the performance of your address list by ensuring it's accurate to identify new prospects and connect your database through unique mailing ID's for each address	Point of Call Data (POC)
Gather location-based intelligence to establish premiums, improve market penetration, and make better-informed business decisions	Postal Code Address Data (PCAD)
Validate and correct customer addresses	Postal Code Address Data (PCAD) Point of Call Data (POC)
Develop applications, gain insights into customer locations and preferences, and conduct customer analysis	Postal Code Address Data (PCAD) Postal Code Latitude/Longitude Data
Use data in a product or service for third parties	Point of Call Data (POC)
Reduce the level of invalid addresses and undeliverable mail items	Postal Code Address Data (PCAD)
Gather enhanced location-based intelligence to have the largest competitive edge when prospect targeting	Point of Call Data (POC)
Ensure address lists are completely up-to-date and inclusive of municipal changes	Municipal Amalgamation Data

3.4 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 Speciality 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.

3.5 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.

3.5.1 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

3.5.2 OVERVIEW OF TECHNICAL SPECIFICATIONS AND SAMPLE DATA FILES

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

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

NOTE: There are no technical specifications or sample data for Point of Call or Municipal Amalgamation Data Licenses.

MARKETING INSIGHTS

4 WHAT IS MARKETING INSIGHTS?

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

- Profile your database or your trade area
- Determine market penetration
- Visually see a trade area through mapping
- Measure campaign results

4.1 How can it help your Personalized 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.

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

MAPS:

- Map only - a map identifying specific FSAs can help visualize the Smartmail coverage.
- Map with route information - this type of map helps those with their own customer databases to map points of call.

Pricing



Personalized Mail™

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PRICING

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

1 PRICES

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

Category	Price per Item					
Machineable	Standard ¹ Up to 50 g			Oversize Up to 500 g		
	\$0.47			\$0.70 + \$0.0034 per g over 50 g		
Special Handling	Standard		Oversize		Dimensional	
	Up to 50 g	Over 50 g up to 100 g	Up to 500 g	Over 500 g up to 1.36 kg	Up to 500 g	Over 500 g up to 1.36 kg
	\$0.52	\$0.57	\$0.65 + \$0.0034 per g over 50 g	\$2.59 + \$0.0040 per g over 500 g	\$1.48 + \$0.0018 per g over 50 g	\$2.89 + \$0.0040 per g over 500 g
	Price per Item					
Option						
Return to Sender ²	\$0.01					

¹ Machineable Standard price also applies to Machineable Mini-catalogue.

² Return to Sender fee per item applies upfront to the entire volume declared in the Order (Statement of Mailing).

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 on Personalized Mail, visit canadapost.ca/cppmguides.

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.

1.2 Minimum volume commitment of 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.

The phantom price is applied to the difference between 500 items for Machineable Mail or 1,000 items for Special Handling mail and the actual volume deposited if less than 500 items for Machineable Mail or 1,000 items for Special Handling mail. The price charged will equal the lowest price in the category of Personalized Mail that is being accessed.

NOTE 1: The phantom price is only available for single deposits (not available for partial mailing deposits).

2: The difference in postage paid between the actual volume mailed and the minimum volume may be paid by postage meter impression or will be invoiced.

1.3 Progressive pricing

Progressive pricing is a pricing process that allows graduated prices when items exceed the Machineable base weight of 50 g and Special Handling base weight of 100 g. The process applies a charge per gram in addition to the base price for the portion of the weight that exceeds the 50 g base weight.

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.

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	<ul style="list-style-type: none"> The customer’s company name and mailing address.
2. Canada Post Customer Number	<ul style="list-style-type: none"> The customer’s seven-digit number found on their Canada Post contract.
3. Total Number of Records Processed	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> The Address Accuracy level indicates the percentage of accurate urban and rural addresses. This percentage is always calculated to one decimal place.
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.

STATEMENT OF ACCURACY (SOA)

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
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.

Designing



Machineable Mail

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DESIGNING

The “Designing” module provides all the detailed information needed when designing and creating your machineable mail item. This section includes mandatory requirements such as address placement, postage zone, sealing, dimensions and weight to ensure that we can process your mail items with our automated equipment to avoid delays and surcharges. The machineable mail section also includes best practices for optimal processing.

INTRODUCTION

The Machineable Mail section of the “Designing” module has been developed to help mailers and their suppliers create mail items (Standard or Oversize) that can be processed by Canada Post’s automated equipment to ensure your mail is processed efficiently and without delay.

This guide consists of the following sections:

General Design Requirements - Must be met in order to use the service.

Mandatory Requirements (Standard or Oversize) - All requirements in this section must be met in order to access the machineable mail option and avoid surcharges. To help you become more familiar with our services and tools, you can view our “How to videos” at canadapost.ca/howtovideos.

Best Practices for Optimal Processing (Standard or Oversize) - Specifications in this section are recommended for optimal performance in our machines. Follow these standards to ensure that your mail can be efficiently processed by Canada Post’s automated equipment.

Please note that the graphics in this document are used for illustration only and are not exhaustive.

GENERAL DESIGN REQUIREMENTS

1 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.

Customers may use Canada Post postal indicia on items delivered by Canada Post without prior authorization. See canadapost.ca/indicia for the requirements, artwork and the specifications.

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:

- certain markings that could be confused with Canada Post’s designators, services, or indicia. These must not be used. Some examples include:
 - 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, such as Priority Mail, Express Mail, 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 Non-mailable matter

Generally, non-mailable matter means any mail that:

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

NOTE: Sexually explicit material is defined as 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.

It is the customer’s obligation to ensure an item does not constitute non-mailable matter (further to Canada Post’s Non mailable Matter Regulations) and is otherwise acceptable for mailing.

For information on unacceptable items, please refer to the [Non-mailable Matter](#) section of the *Canada Postal Guide*.

1.1.1 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://lois-laws.justice.gc.ca/eng/regulations/C.R.C.,_c._1295.

UNDERSTANDING MACHINE PROCESSING

In order to successfully process your mail through our sorting equipment, the mail item must be machineable and readable.

Our **machineability** requirements ensure that your mail items can efficiently travel through Canada Post’s automated equipment. These requirements include size and weight, aspect ratio as well as elements of the mail item’s construction (such as its strength, flexibility and sealing). To help you become more familiar with our services and tools, you can view our “How to videos” at canadapost.ca/howtovideos.

Our **readability** requirements ensure that Canada Post’s automated equipment can find and read the address on each of your mail items. These requirements include the location and printing of addresses, postage and quiet zones.

Canada Post automated equipment must be able to read at least 95% of the addresses on Standard mail items and 85% of the addresses on Oversize mail items in any given mailing. If the mailing does not meet this expectation, Canada Post may request future mail items to be redesigned.

NOTE: Markings on your mail item may occur during processing in our automated equipment.

Canada Post offers free evaluation services that will assess the machineability and readability of your mail items. See [Section 11](#) for more information.

MANDATORY REQUIREMENTS - STANDARD

SIZE / ITEM	LENGTH	WIDTH	THICKNESS	ASPECT RATIO (LENGTH/WIDTH)	WEIGHT	
Standard*	Minimum	140 mm (5.6 in.)	90 mm (3.6 in.)	0.18 mm (0.007 in.)	1.3:1	2 g (0.07 oz.)
	Maximum	245 mm (9.6 in.)	156 mm (6.1 in.)	5 mm (0.2 in.)	2.6:1	50 g (1.76 oz.)

* Square Envelopes are acceptable - min. 140 mm x 140 mm x 0.18 mm and max. 156 mm x 156 mm x 5 mm.

MACHINEABILITY	Shape	Rectangular cards and self-mailers. Envelopes that do not meet the square dimensions must be rectangular.				
	Material	<ul style="list-style-type: none"> • Must be paper; items cannot be made of plastic or wrapped in plastic. • Minimum paper weight for: <ul style="list-style-type: none"> ▸ envelope: 75 gsm (approx. 20 lb. bond) ▸ folded self-mailer: 90 gsm (approx. 60 lb. text) ▸ card and postcard: 160 gsm (approx. 60 lb. cover) • Must be sufficiently flexible to bend; items cannot be rigid. 				
	Enclosures	<ul style="list-style-type: none"> • Any paper enclosure is acceptable. • Flexible magnets, CD/DVD, single coin, key tags and plastic cards are acceptable when firmly attached. • Liquids, powders and gels are unacceptable unless tested and approved by Canada Post prior to deposit. 				
	Sealing	<ul style="list-style-type: none"> • Envelopes must be closed and sealed with adhesive, with no more than 35 mm of the flap unsealed on each end. To prevent envelopes from sticking together, do not apply a surplus amount of adhesive. They must not be sealed with staples, clasps or other similar devices. • Folded self-mailers: (See reverse side for illustrated examples.) <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 50%; text-align: center;">Single-sheet self-mailers</th> <th style="width: 50%; text-align: center;">Multiple-sheet self-mailers</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Are formed by a single sheet of paper, folded once or multiple times into panels. • Must have the fold or continuous seal along the bottom edge plus a clip/spot seal on top. </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Contain multiple sheets of paper, folded once or multiple times into panels and are bound / stitched together. • Must have the fold or continuous seal along the bottom edge and either: <ul style="list-style-type: none"> ▸ a clip/spot seal on top and leading edge; or ▸ two clip/spot seals on the leading edge. </td> </tr> </tbody> </table>	Single-sheet self-mailers	Multiple-sheet self-mailers	<ul style="list-style-type: none"> • Are formed by a single sheet of paper, folded once or multiple times into panels. • Must have the fold or continuous seal along the bottom edge plus a clip/spot seal on top. 	<ul style="list-style-type: none"> • Contain multiple sheets of paper, folded once or multiple times into panels and are bound / stitched together. • Must have the fold or continuous seal along the bottom edge and either: <ul style="list-style-type: none"> ▸ a clip/spot seal on top and leading edge; or ▸ two clip/spot seals on the leading edge.
	Single-sheet self-mailers	Multiple-sheet self-mailers				
<ul style="list-style-type: none"> • Are formed by a single sheet of paper, folded once or multiple times into panels. • Must have the fold or continuous seal along the bottom edge plus a clip/spot seal on top. 	<ul style="list-style-type: none"> • Contain multiple sheets of paper, folded once or multiple times into panels and are bound / stitched together. • Must have the fold or continuous seal along the bottom edge and either: <ul style="list-style-type: none"> ▸ a clip/spot seal on top and leading edge; or ▸ two clip/spot seals on the leading edge. 					
Creative Features	<p>Items with the following features must be tested and approved by Canada Post prior to deposit:</p> <table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • alternative sealing locations • zipper seals / perforations on the exterior items • non-paper enclosures within a self-mailer • tip-on placed on a card </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • square self-mailers and cards • die-cuts placed along the top, leading or trailing edge • decorative and creative font. </td> </tr> </table> <p>Once tested and approved, the service ticket # must be written on the <i>Order (Statement of Mailing)</i> at the time of deposit.</p>	<ul style="list-style-type: none"> • alternative sealing locations • zipper seals / perforations on the exterior items • non-paper enclosures within a self-mailer • tip-on placed on a card 	<ul style="list-style-type: none"> • square self-mailers and cards • die-cuts placed along the top, leading or trailing edge • decorative and creative font. 			
<ul style="list-style-type: none"> • alternative sealing locations • zipper seals / perforations on the exterior items • non-paper enclosures within a self-mailer • tip-on placed on a card 	<ul style="list-style-type: none"> • square self-mailers and cards • die-cuts placed along the top, leading or trailing edge • decorative and creative font. 					
READABILITY	Addressing	<p>Each item must bear a complete address which includes an individual, company or non-personalized descriptor (e.g., "OCCUPANT"), a street address, municipality, province and a valid Postal Code^{OM}.</p> <ul style="list-style-type: none"> • Address zone Whether vertically or horizontally oriented, the complete address must appear inside the following area: <ul style="list-style-type: none"> ▸ 35 mm from the top ▸ 10 mm from the bottom, left and right edges <p>Address labels and windows must be within the address zone.</p> <ul style="list-style-type: none"> • Quiet zone <ul style="list-style-type: none"> ▸ Around the address block, leave at least 5 mm clear of printing and dark colours. ▸ For window envelopes, ensure that the entire address remains fully visible through the window, even if the enclosure shifts within the envelope. 				
	Postage zone	<ul style="list-style-type: none"> • The top-right area is reserved for postage, measuring a width of 74 mm and a height of 35 mm (100 mm width for postage meters). • The indicia must be placed on the same side as the destination address (the front). • If the indicia is placed outside the postage zone it must be located above and to the right of the address. 				
	Return address zone	<ul style="list-style-type: none"> • The preferred location is on the front of the item above the address zone (35 mm from the top). • Must be the same orientation as the destination address. • A minimum vertical separation of 15 mm is required between the bottom of the return address and the top of the destination address. 				
	Fonts	<p>Human readable commercially available fonts where the font characters are well defined and:</p> <ul style="list-style-type: none"> ▸ Do not overlap to the line above or below ▸ Do not contain text effects (i.e. shadow, emboss, etc.) ▸ Do not contain random heights within characters ▸ Are not calligraphy style fonts (i.e. <i>The quick brown fox jumps over the lazy dog</i>). ▸ Good contrast between address and background. Fonts must be a dark colour (preferably black). 				

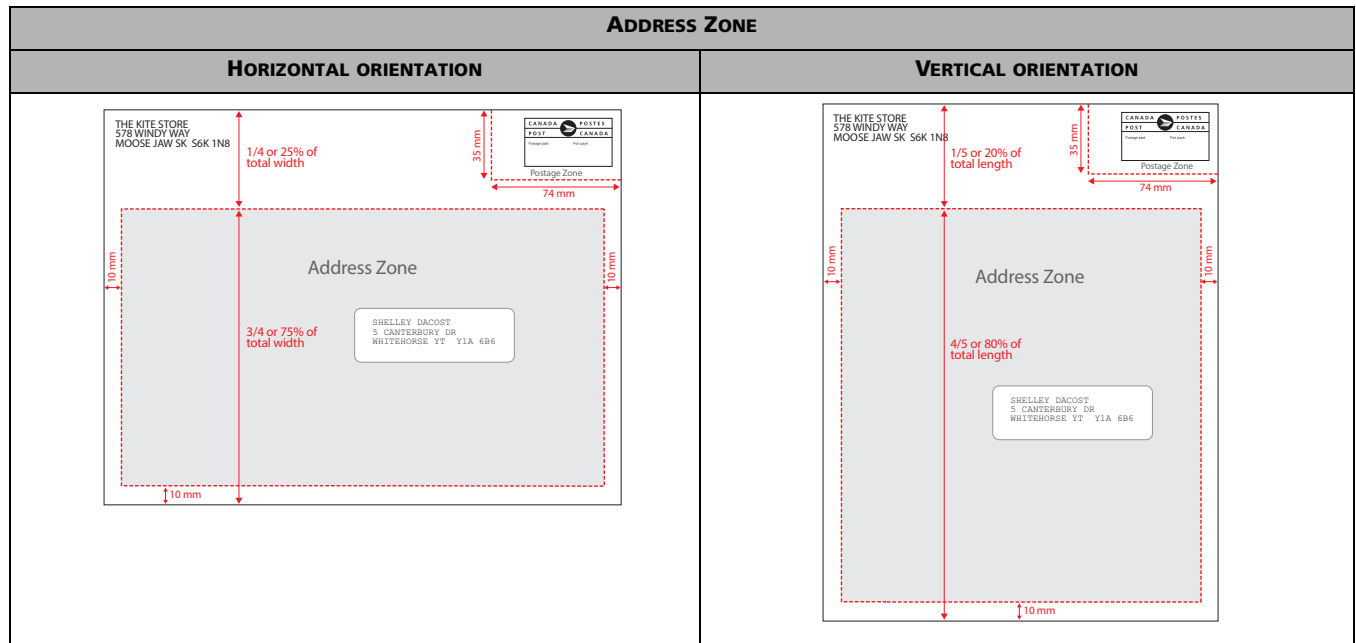
NOTE: Failure to meet these mandatory requirements may result in mail delays or surcharges. Not all creative designs and sealing options are mentioned above, assessment of your physical mail item is recommended.

MANDATORY REQUIREMENTS - OVERSIZE

Size / Item	Length	Width	Thickness	Weight	
Oversize	Minimum	140 mm (5.6 in.)	90 mm (3.6 in.)	0.5 mm (0.02 in.)	10 g (0.4 oz.)
	Maximum	380 mm (14.9 in.)	270 mm (10.6 in.)	20 mm (0.8 in.)	500 g (17.6 oz.)

MACHINEABILITY	Shape	Must be rectangular or square.
MACHINEABILITY	Material	<ul style="list-style-type: none"> • Must be paper or plastic • Minimum paper weight for: <ul style="list-style-type: none"> ▸ envelope: 90 gsm (approx. 60 lb. text) ▸ folded self-mailer: 90 gsm (approx. 60 lb. text) ▸ card and postcard: 160 gsm²(approx. 60 lb. cover) • Minimum plastic requirements (wrapper): <ul style="list-style-type: none"> ▸ covered with transparent or opaque material (max. haze of 75%, 159 gloss unit or less) ▸ must be at least 0.03 mm thick and be low-slip coated • Items can be packaged in material either flexible or rigid • Items must remain horizontal when held by the edge in one hand (optional for Other Lettermail) • Unwrapped item cover pages are strong enough to withstand machine processing without damage (at least twice as thick as the inside pages).
	Enclosures	<ul style="list-style-type: none"> • Any paper enclosure is acceptable. • Flexible magnets, CD/DVD, single coin, key tags and plastic cards are acceptable when firmly attached. • Liquids, powders and gels are unacceptable unless tested and approved by Canada Post prior to deposit. • Enclosures within a wrapper/envelope, must closely fit the outer wrapper/envelope.
	Sealing	<ul style="list-style-type: none"> • Envelopes and wrapped items must be closed and sealed with adhesive, with no more than 35 mm of the flap unsealed on each end. To prevent items from sticking together, do not apply a surplus amount of adhesive. They must not be sealed with staples, clasps or other similar devices.
	Creative Features	<p>Items with the following features must be tested and approved by Canada Post prior to deposit:</p> <ul style="list-style-type: none"> • alternative sealing locations • zipper seals / perforations on the exterior items • non-paper enclosures within a self-mailer • tip-on placed on a card • square self-mailers and cards • die-cuts placed along the top, leading or trailing edge • decorative and creative fonts. <p>Once tested and approved, the service ticket # must be written on the <i>Order (Statement of Mailing)</i> at the time of deposit.</p>
READABILITY	Addressing	<p>Each item must bear a complete address which includes an individual, company or non-personalized descriptor (e.g., "OCCUPANT"), a street address, municipality, province and a valid Postal Code^{OM}.</p> <ul style="list-style-type: none"> • Address zone • Whether vertically or horizontally oriented, the complete address must appear inside the following area: <ul style="list-style-type: none"> ▸ 10 mm from the bottom, left and right edges; ▸ for horizontal address orientation, one-quarter of the items height measured from the top edge down ▸ for vertical address orientation, one-fifth of the items length measured from the edge above the address down. <p>Address labels and windows must be within the address zone.</p> <ul style="list-style-type: none"> • Quiet zone <ul style="list-style-type: none"> ▸ Clear of printing and dark colours, above the top line of the address block, leave at least 6 mm; 10 mm to the left, right and below of the address block. ▸ For window envelopes, ensure that the entire address remains fully visible through the window, even if the enclosure shifts within the envelope. <p>For Publications Mail items, the basic identifying information may be placed above the addressing information, as part of the address block, or in the area 35 mm high by 100 mm long in the upper right corner of the mail item.</p>
	Postage zone	<ul style="list-style-type: none"> • The top-right area is reserved for postage, measuring a width of 74 mm and a height of 35 mm (100 mm width for postage meters). • The indicia must be placed on the same side as the destination address (the front). • If the indicia is placed outside the postage zone it must be located above and to the right of the address.
	Return address zone	<ul style="list-style-type: none"> • The preferred location is on the front of the item above the address zone (one-quarter [horizontal] / one-fifth [vertical] from the top). • Must be the same orientation as the destination address. • A minimum vertical separation of 18 mm is required between the bottom of the return address and the top of the destination address.
	Fonts	<p>Human readable commercially available fonts where the font characters are well defined and:</p> <ul style="list-style-type: none"> ▸ Do not overlap to the line above or below ▸ Do not contain text effects (i.e. shadow, emboss, etc.) ▸ Do not contain random heights within characters ▸ Are not calligraphy style fonts (i.e. <i>The quick brown fox jumps over the lazy dog</i>). ▸ Good contrast between address and background. Fonts must be a dark colour (preferably black).

NOTE: Failure to meet these mandatory requirements may result in mail delays or surcharges. Not all creative designs and sealing options are mentioned above, assessment of your physical mail item is recommended.



BEST PRACTICES FOR OPTIMAL PROCESSING

In testing we have found that the following specifications have optimal performance in our machines. Follow these standards to ensure that your mail can be efficiently processed by Canada Post's automated equipment. Machineable mail must meet the size and weight requirements. See **Mandatory Requirements (Standard or Oversize)** for details.

MACHINEABILITY

2 MATERIAL

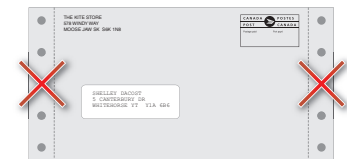
FLEXIBILITY

Standard items	Our sorting equipment requires the item to be flexible enough that it can bend around rollers without being damaged or causing damage to the equipment. To ensure optimum flexibility your mail item should bend around a circular surface.
Oversize items	Do not have to bend. They may be packaged in material that is either flexible or rigid, such as paperboard or corrugated cardboard. NOTE: Cardboard boxes may have difficulty entering our mail processing machines. In certain cases, boxes are acceptable if enclosed in an envelope or wrapper that covers their sharp edges enough to enable a smooth entrance into the machines. If you plan to include cardboard boxes in your mail items, we recommend you first have them assessed by a Canada Post representative.

SELF-MAILER CONSTRUCTION

Because of their unique design and construction, self-mailers have certain specific requirements in addition to those outlined in [Section 3 "Enclosures"](#).

Pinhole feed strip	<ul style="list-style-type: none"> Pinhole feed strips, which may have been attached to the self-mailer during its production must be removed before mailing.
Tear-off stubs	<ul style="list-style-type: none"> Tear-off stubs may only be located to the left of the destination address.
Perforations	<ul style="list-style-type: none"> Perforations must be produced without punching out any paper. Perforations along tear-off stubs should be slightly displaced from one layer to another so that the perforations do not align with one another. This will increase the bending resistance of the self-mailer.



WINDOW MATERIAL

If you are using window envelopes, ensure that all windows are covered with transparent material that has:

- enough transparency to allow visibility with a maximum haze of 75%
- uniform clarity
- no wrinkles, creases or blemishes
- a gloss reading (on the side facing out) of 159 gloss units or less.

PAPER TYPE

Recommendations: The paper used for the outer covering of the mail item should be:

- opaque enough to prevent any printing or graphics from showing through the envelope (an opacity of 80% or greater is recommended), no translucent paper
- smooth, without any raised areas (a measurement of between 25 and 330 Sheffield Smoothness Units (it is recommended to avoid using paper with raised or projected areas)
- a reflectance between 30% and 96% is recommended, excluding the 2D barcode quiet zone
- clear of dark fibres, background patterns, textures, or watermarks
- clear of fluorescent ink.

For more information, please refer to ["Appendix B: Test – Outer Cover Material"](#).

NOTE: Optimal card size of 165 mm (length) x 108 mm (width) and paper grain direction long.

UNWRAPPED ITEMS (OVERSIZE ONLY)

Recommendations: Oversize items don't always need a wrapper. Open items, such as brochures, catalogues, magazines and newspapers, may be sent without a wrapper provided the following requirements are met:

- items are at least 0.5 mm thick and weigh at least 10 g
- cover pages are strong enough to withstand machine processing (paper at least twice as thick as the inside pages)
- items are bound along the longest side
- items are bound so they stay flat and even, without bulges. Binding methods such as staples, glue, or stitches are acceptable, but spring spines are not, since they cause items to bulge
- if gatefold covers are used, they must be the same width as the mail item, not folded to cover only part of it.

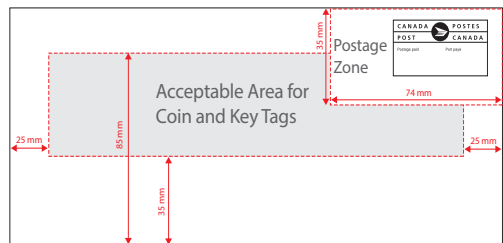
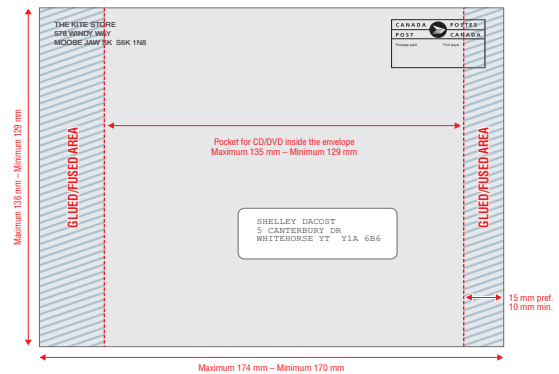
3 ENCLOSURES

Enclosures are permitted provided they do not damage postal equipment, other mail, or cause injury to postal employees. For optimum processing, ensure the mail item does not vary in thickness more than 2 mm across its length and width. Enclosures that vary in thickness are acceptable provided the thickness of the thinnest enclosure is no less than half the thickness of the thickest. Non-paper can tear through their envelopes or wrappers during machine processing, to prevent this, give special attention to both the strength of their wrappings and how well the enclosures fit within them.

EXAMPLES OF ACCEPTABLE NON-PAPER ENCLOSURES

<p>Flexible magnets</p>	<p>Magnets are acceptable as enclosures provided they are:</p> <ul style="list-style-type: none"> • not so strongly magnetized that they cause envelopes to stick to each other or to the equipment • firmly attached to the mail item • attached so that the non-magnetized (image) side faces the address side of the envelope.
<p>CD/DVD</p>	<p>A single CD or DVD is acceptable if it is placed inside a pocket within a flexible envelope. It cannot be enclosed in a hard jewel case. The following requirements must also be met:</p> <ul style="list-style-type: none"> • the envelope dimensions must be no more than 174 mm x 136 mm and no less than 170 mm x 129 mm • the inside pocket must be between 129 mm and 135 mm in width • left and right edges of the envelope must be glued (fused) as shown • the trailing edge of the envelope must be glued along its entire height. <p>NOTE: Designs that deviate from these requirements must be submitted to Canada Post for approval.</p>
<p>Plastic card</p>	<p>A single plastic card (e.g., credit card) is acceptable provided it is:</p> <ul style="list-style-type: none"> • firmly attached to the insert so the card cannot move inside the envelope, and • positioned at least 19 mm up from the bottom edge and at least 10 mm from the right edge.
<p>Key tags/Single Coin</p>	<p>Key tags / Single Coin are acceptable as enclosures provided they are:</p> <ul style="list-style-type: none"> • firmly attached to the insert with glue or adhesive to prevent any movement • positioned within the area comprised between 35 mm and 85 mm up from the bottom edge and 25 mm in from the left and right edges of the envelope; and outside the postage zone. <p>NOTE: Key tags must be made of a flexible material (not metallic). Any window(s) used in envelopes to make the coin visible must be covered.</p>

CD or DVD envelope requirements



ADDITIONAL REQUIREMENTS FOR OVERSIZE MAIL ITEMS

<p>In envelopes (window and non-window)</p>	<p>Enclosures that are more than 1.5 mm thick should be no more than 25 mm shorter or narrower than its envelope. If it does not meet these dimensions, secure it to another enclosure that does. If an enclosure must be read through an envelope window but is not secured to the envelope, it could shift position and become unreadable. To prevent this, make sure it is no more than 15 mm smaller than the envelope in either length or width.</p>
<p>In transparent wrappers</p>	<p>The wrapper must not exceed the length or the width of the enclosure by more than 20 mm, or by more than 40 mm in length and 10 mm in width.</p>
<p>In unwrapped items</p>	<p>To confirm that an enclosure is an integral part of your unwrapped mail item a "pinch test" must be performed. 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.</p>

EXAMPLES OF UNACCEPTABLE NON-PAPER ENCLOSURES

- | | | |
|--------------------|------------------------------|----------------------|
| • bottle caps | • sharp objects such as pins | • seeds |
| • keys | • jewellery | • packets of liquid |
| • pencils and pens | • glass | • powdered materials |

4 ENVELOPE CONSTRUCTION

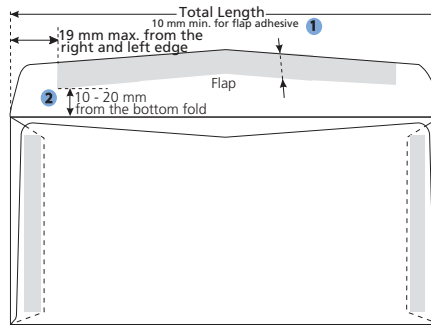
ENVELOPES

Envelopes must be closed and sealed with adhesive. To prevent envelopes from sticking together, do not apply a surplus amount of adhesive.

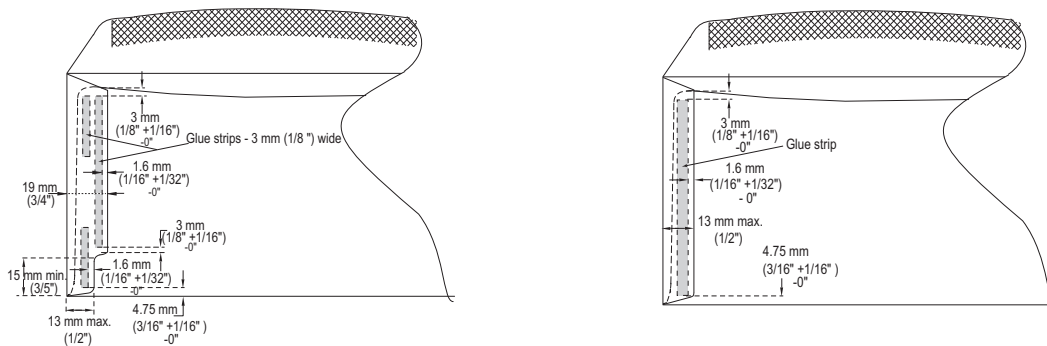
1. Flap adhesive must be wide enough (at least 10 mm) to ensure complete and secure sealing.
2. The portion of the envelope flap without adhesive must be between 10 and 20 mm from the bottom fold and 19 mm from the right and left edges.

Split gumming on envelope flaps is acceptable on items provided the following conditions are met:

- ▶ the gummed sections cover at least 60% of the fold line
- ▶ the tips of pointed flaps must be gummed.



- To ensure smooth processing of your envelopes, we recommend that the back panel of your envelope covers the side flaps.
 - ▶ If your envelopes are constructed in such a way that the back panel is covered by the side flaps, then follow the sealing requirements illustrated.



SELF-MAILERS

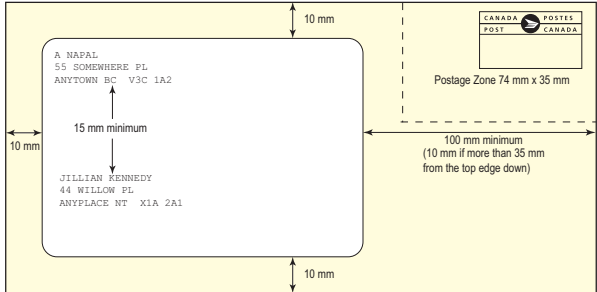
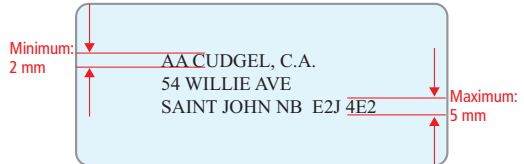
Single sheet	For optimal processing, clip or spot seal the right and left edges in addition to the top. NOTE: Fold-over self-mailers may have perforations around the edges for opening the item.
Multiple sheet	For optimal processing, continuously seal all four edges, preferably with no gaps larger than 1 mm. If a continuous glue strip is used, it must be applied along the entire length of the shorter panel's top edge. The top and bottom panels must not meet in the middle. NOTE: If you are using a perforated clip seal, test the strength of your perforation by bending it back and forth a minimum of five times. This will ensure your mail item is strong enough to withstand machine processing.

READABILITY

5 ADDRESSING

Canada Post's automated equipment must be able to read at least 95% of the addresses on Standard mail items and 85% of the addresses on Oversize mail items in any given mailing. If the mailing does not meet this expectation, Canada Post may request future mail items to be redesigned.

REQUIREMENTS			
Address Block	<p>For optimum readability, use the following guidelines when printing addresses:</p> <ul style="list-style-type: none"> the address block should be left justified (aligned to the left margin) all the characters in the address block should be printed in the same font at the same height. The optimal character height is between 2 mm and 5 mm do NOT use punctuation unless it is part of a proper name, such as in "ST. JOHN'S". uppercase is recommended between address lines there should be a minimum space of 0.5 mm and no larger than one blank line when determining the space the municipality, province or territory, and Postal Code^{OM} should always appear on the same line there should be one space between the municipality and province or territory two spaces between the province or territory and Postal Code limit the number of characters in one line to preferably less than 30, but no more than 40. If the last line of the address has more than 40 characters, move the Postal Code to the next (last) line by itself, and align its left margin with the other address lines if the address block is skewed, the angle should be less than five degrees relative to the bottom edge of the mail item. <p>For detailed information on the format, structure, and acceptable abbreviations for destination addresses, please refer to the Addressing Guidelines section of the <i>Canada Postal Guide</i>.</p> <p>Postcards - If used, the dividing line between the address block and graphics/text must be:</p> <ul style="list-style-type: none"> at least 0.5 mm 5 mm to the left of the address. 		
Acceptable Fonts	<ul style="list-style-type: none"> White font on a black or a dark coloured background is not acceptable. Ensure characters are clear and well-defined. <p>NOTE: The following recommended "Script" fonts have been tested in our automated equipment:</p> <table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Bradley Hand Bradley Plain Arphic Pengyokaisho Briem Plain Briem Italic </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Caflich Plain Caflich Italic Lucidia Plain Lucidia Italic </td> </tr> </table>	<ul style="list-style-type: none"> Bradley Hand Bradley Plain Arphic Pengyokaisho Briem Plain Briem Italic 	<ul style="list-style-type: none"> Caflich Plain Caflich Italic Lucidia Plain Lucidia Italic
<ul style="list-style-type: none"> Bradley Hand Bradley Plain Arphic Pengyokaisho Briem Plain Briem Italic 	<ul style="list-style-type: none"> Caflich Plain Caflich Italic Lucidia Plain Lucidia Italic 		
Address Labels	<p>If using address labels, ensure that the label is:</p> <ul style="list-style-type: none"> firmly affixed to the item located within the address zone and that the quiet zone around the address is respected white or a light colour. 		
Window	<p>If you are using windows on your mail item, ensure that all windows are covered with transparent materials. The address window must:</p> <ul style="list-style-type: none"> be located within the address zone be large enough to show all of the destination address even if the enclosure shifts within the envelope. 		

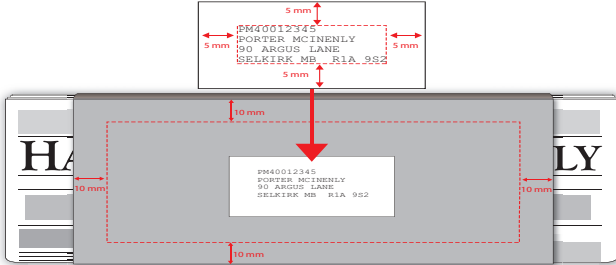



REQUIREMENTS

Auxiliary Window	<p>In addition to the main address window, other (auxiliary) window(s) may appear either on the front or back of the mail item. If the auxiliary window is located on the front of the mail item, it must be:</p> <ul style="list-style-type: none"> at least 10 mm away from the edges clearly separated from the address window by a space of at least 7 mm to accommodate shifting, leave 7 mm to 10 mm around the address block cannot be located within the postage zone. <p>For more information, please refer to “Appendix B: Test – Outer Cover Material”.</p> <p>For Oversize items: If the auxiliary window is located on the back of the mail item, it must be at least 15 mm away from the edges.</p>
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5.1 Address Zone on newspapers (Oversize only)

REQUIREMENTS FOR OVERSIZE MAIL ITEMS

On a wrapped newspaper	<p>The destination address must be parallel to the longest edge and appear inside the area at least 10 mm from all edges of the wrapper or sleeve.</p> 
On unwrapped newspapers	<p>The address must be positioned parallel to the folded edge of the newspaper. The destination address must appear:</p> <ul style="list-style-type: none"> in the upper left corner of the newspaper at least 10 mm from the top and left edges. 

6 POSTAGE ZONE

REQUIREMENTS

Postage Zone	<p>Paid by postal indicia</p> <ul style="list-style-type: none"> Mail items paid by postal indicia may have graphics inside the postage zone as long as the postal indicia are human readable. <p>For postal indicia specifications and artwork, refer to canadapost.ca/indicia.</p> <p>Paid by postage meter impression</p> <ul style="list-style-type: none"> Mail items paid by postage meter impression must not have any graphics inside the postage zone. For more information on postage meter impressions, please refer to “Paying for your Mail” at canadapost.ca/postalguide. <p>BASIC IDENTIFYING INFORMATION (PUBLICATIONS MAIL ONLY)</p> <p>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:</p> <ul style="list-style-type: none"> on the front or back cover, or spine if perfect bound; or on the address label or address carrier; or in the postage zone.  <p style="text-align: right; font-size: small;">For illustration purposes only.</p>
---------------------	--

7 QUIET ZONES

Quiet zones are areas on a mail item that must be left clear of printing, images and dark colours. This is to ensure that Canada Post's automated equipment can easily find and read addressing information, then apply the barcode that makes efficient processing possible.

REQUIREMENTS	
Standard items	<p>Canada Post's equipment applies a fluorescent barcode on the back side of the item. We recommend the following quiet zones on the back of the item:</p> <ul style="list-style-type: none"> • For items with horizontal address orientation - the area 15 mm high by 140 mm long measured from the bottom left edge (optional for Lettermail). • For items with vertical address orientation - the area 140 mm high by 15 mm long measured from the bottom right edge (optional for Lettermail).

8 OTHER CONSIDERATIONS

APPLICATION OF REPOSITIONABLE NOTES (RPNs)

RPNs are acceptable on items provided they meet the following requirements:

- they must be square in shape
- they must not exceed 76.2 mm x 76.2 mm (3 in x 3 in) in size
- glue strips must cover at least one-third of the total width of the note (e.g., a 25.4 mm [1 in] glue strip on a 76.2 mm [3 in] note)
- they must be applied by a machine, not manually
- the glue strip must be positioned across the top edge of the label
- they may be applied on front of mail piece, within the address zone
- they must not display addressing information
- they must not contain fluorescent or phosphorescent ink
- only one note may be applied per mail item.

We recommend RPNs be located:

- at least 5 mm from the address block
- at least 10 mm from all edges.

9 CUSTOMER OWNED BARCODE

PLACEMENT OF CUSTOMER BARCODES

Customers may apply barcodes to the left or above the address block as follows:

- if positioned **vertically**, the barcode must be located at least 5 mm from the left edge of the address block
- if positioned **horizontally**, we recommend locating the barcode at least 5 mm above the addressing block, as part of the address block.

Certain types of barcodes may interfere with mail processing, therefore, please refer to the acceptable barcodes. Such barcodes must be covered or placed inside the envelope.

If using other barcodes, please contact the Commercial Service Network team. (See [Section 11](#).)


Acceptable Barcodes	
• Codabar	• EAN-UCC 14 (ITF)
• DUN-14	• SCC-14
• Interleaved 2-of-5	• SCC-14 (ITF)
• ITF-14	• UPC-A
• MSI Plessey	• UPC-E
• Telepen	• UCC 12
• Tri-Optic	• Plessey
• EAN Bookland	• UPC Shipping container
• EAN-JAN-13	• Code 39 (if tested by Canada Post first)
• EAN-JAN-8	• Code 93
• EAN-UCC 14	

10 CANADA POST 2D BARCODING OPTION

2D BARCODE

What it is	Canada Post offers customers the option of using a 2D data matrix barcode on mail items to increase creativity and help improve readability. The barcode contains service type, address information (Postal Code & address locators) and customer data.
Benefits of use	<p>Using the Canada Post 2D Item barcode allows more creativity on the mail item, including:</p> <ul style="list-style-type: none"> • script, decorative and italic fonts for the destination address • use of any colour envelope, including dark black. <p>As an additional benefit, the 2D barcode has 21 alpha-numeric spaces reserved for customer use. Examples of what can be captured in this field:</p> <ul style="list-style-type: none"> • job/docket number • unique identifier related to the addressee (e.g.: a membership number etc.). <p>This barcode ensures we can process your piece if we are unable to read the destination address.</p>

2D BARCODE

Using a 2D barcode	<ul style="list-style-type: none"> 2D barcodes must be printed on the mail item and are unique to the destination address. The 2D barcodes can appear anywhere on the front of your mail item provided it does not over-lap the postal indicia or address information. It can be displayed through address windows. For optimal performance, the barcode should be to the right or left of the destination address. The barcode size and symbology MUST meet the barcode technical requirements listed below. The Canada Post customer number used in the barcode must be the same as the indicia, the mail owner, or the party paying for the mailing. 																																																												
Barcode technical requirements	<p>The barcode is Data Matrix ECC200. The barcode is surrounded on all four sides by a quiet zone border (margin).</p> <p>The barcode technical specifications:</p> <table border="1" data-bbox="345 443 915 693"> <tr><td>Minimum X Dimension</td><td>20 mils (0.508 mm)</td></tr> <tr><td>Aspect Ratio</td><td>1:1 (Square)</td></tr> <tr><td>Max Number of Rows</td><td>32</td></tr> <tr><td>Max Number of Columns</td><td>32</td></tr> <tr><td>Max Number of Data Regions</td><td>4</td></tr> <tr><td>Minimum size of individual cell</td><td>20 mils (0.508 mm)square</td></tr> <tr><td>Minimum Size of Bar Code area (symbol only, without Quiet Zone)</td><td>640 mils (16.256 mm) square</td></tr> <tr><td>Minimum Size of Quiet Zone (3 times X dimension)</td><td>60 mils (1.524 mm)</td></tr> <tr><td>Minimum Size of Bar Code area including Quiet Zone</td><td>760 mils (19.304 mm)</td></tr> <tr><td>Colour</td><td>Black barcode on White background</td></tr> <tr><td>Print Quality Grade</td><td>Grade 3 as specified by ISO/IEC 15415</td></tr> <tr><td>Minimum printer resolution:</td><td>203 dpi</td></tr> </table> <div style="display: flex; align-items: center; justify-content: space-between;"> <div data-bbox="1019 354 1097 388" style="font-size: small;"> B4N3V9 6504188928 </div> <div data-bbox="1019 407 1130 510">  </div> <div data-bbox="1175 417 1377 499" style="font-size: small;"> MR. TEST MAIL 32 ALEXANDRIA ST PO BOX 116 STN MAIN KENTVILLE NS B4N 3V9 </div> </div> <p style="text-align: right; font-size: x-small;">Illustration purposes only.</p>	Minimum X Dimension	20 mils (0.508 mm)	Aspect Ratio	1:1 (Square)	Max Number of Rows	32	Max Number of Columns	32	Max Number of Data Regions	4	Minimum size of individual cell	20 mils (0.508 mm)square	Minimum Size of Bar Code area (symbol only, without Quiet Zone)	640 mils (16.256 mm) square	Minimum Size of Quiet Zone (3 times X dimension)	60 mils (1.524 mm)	Minimum Size of Bar Code area including Quiet Zone	760 mils (19.304 mm)	Colour	Black barcode on White background	Print Quality Grade	Grade 3 as specified by ISO/IEC 15415	Minimum printer resolution:	203 dpi																																				
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Barcode content requirements	<p>The 2D barcode contains a 58 ASCII character string. The string is comma-delimited.</p> <p>Example: 46005 RIVERSIDE DRIVE CHILLIWACK BC V2P 3K7 Customer Text: ABCDEFGHIJKLMNOPQRSTU Barcode String: (note: ^ represents a space) CAF,V2P3K7,0050,^^^^^,0,1234567890,ABCDEFGHIJKLMN NOPQRSTU</p> <p>NOTE: Address Locators are portions of the street address used with the Postal Code to establish a single point of call. See Appendix A: Customer Address Locator Derivation Rules on how to encode AL1 and AL2.</p> <table border="1" data-bbox="940 716 1437 1102"> <thead> <tr> <th>FIELD</th> <th>DESCRIPTION</th> <th>CHARACTERS</th> <th>NOTE</th> </tr> </thead> <tbody> <tr><td>Country</td><td>CA</td><td>2</td><td>Must be CA</td></tr> <tr><td>CPC DCI</td><td>F</td><td>1</td><td>Must be F</td></tr> <tr><td>DELIMITER</td><td>,</td><td>1</td><td>Must be comma</td></tr> <tr><td>DESTINATION POSTAL CODE</td><td>Destination Postal Code</td><td>6</td><td></td></tr> <tr><td>DELIMITER</td><td>,</td><td>1</td><td>Must be comma</td></tr> <tr><td>AL1</td><td>Address Locator 1</td><td>4</td><td>SEE APPENDIX A</td></tr> <tr><td>DELIMITER</td><td>,</td><td>1</td><td>Must be comma</td></tr> <tr><td>AL2</td><td>Address Locator 2</td><td>5</td><td>SEE APPENDIX A</td></tr> <tr><td>DELIMITER</td><td>,</td><td>1</td><td>Must be comma</td></tr> <tr><td>SERVICE TYPE</td><td>0</td><td>3</td><td>0 for Addressed Admail and Lettermail</td></tr> <tr><td>DELIMITER</td><td>,</td><td>1</td><td>Must be comma</td></tr> <tr><td>CUSTOMER NUMBER</td><td>Your Customer # with leading 0's</td><td>10</td><td>Eg: 0001234567</td></tr> <tr><td>DELIMITER</td><td>,</td><td>1</td><td>Must be comma</td></tr> <tr><td>CUSTOMER SPECIFIC DATA</td><td>Free Form text</td><td>21</td><td>Alpha Numeric Characters Only</td></tr> </tbody> </table>	FIELD	DESCRIPTION	CHARACTERS	NOTE	Country	CA	2	Must be CA	CPC DCI	F	1	Must be F	DELIMITER	,	1	Must be comma	DESTINATION POSTAL CODE	Destination Postal Code	6		DELIMITER	,	1	Must be comma	AL1	Address Locator 1	4	SEE APPENDIX A	DELIMITER	,	1	Must be comma	AL2	Address Locator 2	5	SEE APPENDIX A	DELIMITER	,	1	Must be comma	SERVICE TYPE	0	3	0 for Addressed Admail and Lettermail	DELIMITER	,	1	Must be comma	CUSTOMER NUMBER	Your Customer # with leading 0's	10	Eg: 0001234567	DELIMITER	,	1	Must be comma	CUSTOMER SPECIFIC DATA	Free Form text	21	Alpha Numeric Characters Only
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<p>To arrange for technical support integrating the 2D barcode on your mail item contact a Commercial Service Network (CSN) Representative at 1-866-757-5480.</p>																																																													

11 ASSESS YOUR MAIL ITEMS BEFORE MAILING

To ensure that your mailing can be processed on our machines and that your mail items meet the requirements for Machineable Mail, Canada Post offers free evaluation services.

Customers have several assessment options available:

Standard Self-Assessment Tool	Complete your own self-assessment by using our “ Standard Self-Assessment Tool ” found in the Quick Links.
Electronic sample evaluation	<p>Contact a Commercial Service Network (CSN) representative at 1-866-757-5480 to provide an electronic sample (PDF format) of your mail item. The electronic sample must clearly show how the item will be constructed, and includes the following:</p> <ul style="list-style-type: none"> • finished item size (e.g.: length, width, thickness and approximate weight) • paper basis weight • fold locations (self-mailers) • sealing location and sealing method (self-mailers and envelopes) • window location (if applicable) and address location. <p>NOTE: Our CSN representative may request additional testing if the electronic sample does not provide enough information. Physical approval testing is required when Creative Features are used (see the Mandatory Requirements section for details).</p>
Physical approval testing	<p>Customers requiring a physical test of their mail items on our mail processing equipment must send 200 samples of the final version of the mailing to be tested on our mail processing equipment as arranged through a CSN representative at 1-866-757-5480 (a service ticket number and the address to send your samples to will be provided). This process is optional, unless your mail item utilizes Creative Features defined in the Mandatory Requirements section.</p> <p>NOTE: To test readability, your mail items must be addressed. You can use the same address on all items. Any valid Canadian address is acceptable.</p> <hr/> <p>When 200 samples are not available for physical testing, the Mail Standards and Testing team can provide feedback on a to-scale mock-up (prototype). To have your prototype evaluated, contact the CSN at 1-866-757-5480.</p> <p>NOTE: Canada Post cannot provide approval on a prototype. This service is meant to provide feedback on designs prior to producing 200 items for physical testing.</p>

APPENDIX A: CUSTOMER ADDRESS LOCATOR DERIVATION RULES

OVERVIEW

The Address Locator is a 9 character string, consisting of upper case letters, numbers and spaces. The Address Locator (AL) is comprised of two distinct fields, AL1 and AL2:

$$AL = AL1 (DDDZ) + AL2 (ZZZZZ)$$

The Address Locator is only determined for Canadian addresses.

Precedence	There are four basic rules to derive the address locator. In cases where an address could have more than one rule applied to it, they should be used in the following order of priority: <ol style="list-style-type: none"> 1. Rural Route 2. Lock Boxes 3. Street Address 4. Building Address
-------------------	--

ADDRESS LOCATOR RULES

Rural Route (RR) addresses If the mailing address is for a Rural Route, then the Address Locator must be derived as follows.

<i>Composition of AL1</i>	All four characters are filled with a space character. <table border="1" style="margin-left: 20px;"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td> </tr> <tr> <td>{space}</td><td>{space}</td><td>{space}</td><td>{space}</td> </tr> </table>	1	2	3	4	{space}	{space}	{space}	{space}		
1	2	3	4								
{space}	{space}	{space}	{space}								
<i>Composition of AL2</i>	The first character is an "R", followed by the last 4 digits of the service number. If the service number is less than 4 digits, then the service number is right aligned, padding the characters to the left of the service number with spaces. <table border="1" style="margin-left: 20px;"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td> </tr> <tr> <td>R</td><td></td><td></td><td></td><td>Service Number</td> </tr> </table>	1	2	3	4	5	R				Service Number
1	2	3	4	5							
R				Service Number							

Example of Address Locator for Rural Route Addresses

RR2 BOX 36 SITE 302								
VICTORIAVILLE QC G6P 6R9								
AL1	^	^	^	^	(unused, blank)			
AL2	R	^	^	^	^			
Address Locator	^	^	^	R	^	^	^	^
<small>Spaces are depicted with the "^" character for illustration purposes only.</small>								

Lock Box addresses If the mailing address is for a Lock Box, but not for a Rural Route, then the Address Locator must be derived as follows.

<i>Composition of AL1</i>	All four characters are filled with a space character. <table border="1" style="margin-left: 20px;"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td> </tr> <tr> <td>{space}</td><td>{space}</td><td>{space}</td><td>{space}</td> </tr> </table>	1	2	3	4	{space}	{space}	{space}	{space}		
1	2	3	4								
{space}	{space}	{space}	{space}								
<i>Composition of AL2</i>	The first character is a "B" followed by the last four digits of the box number. If the box number is less than four digits, the number should be right aligned, padding the left side with spaces. <table border="1" style="margin-left: 20px;"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td> </tr> <tr> <td>B</td><td></td><td></td><td></td><td>Box Number</td> </tr> </table>	1	2	3	4	5	B				Box Number
1	2	3	4	5							
B				Box Number							

Examples of Address Locator for Lock Box Addresses

PO BOX 2051 STN C								
ETOBICOKE ON M9V 2G2								
AL1	^	^	^	^	(unused, blank)			
AL2	B	2	0	5	1			
Address Locator	^	^	^	B	2	0	5	1
<small>Spaces are depicted with the "^" character for illustration purposes only.</small>								
PO BOX 150 STN A								
OTTAWA ON K1N 8V1								
AL1	^	^	^	^	(unused, blank)			
AL2	B	^	1	5	0			
Address Locator	^	^	^	B	^	1	5	0
<small>Spaces are depicted with the "^" character for illustration purposes only.</small>								

ADDRESS LOCATOR RULES

Street Addresses If the mailing address contains a Street number and name, but is not for a Rural Route or Lock Box, then the Address Locator must be derived as follows.

Composition of AL1 AL1 consists of the last three digits of the street number, followed by a suffix, if applicable. If the street number is less than three digits, the number should be right aligned, padding the characters to the left of the street number with spaces. If the street address doesn't contain a suffix, the fourth character is always zero (0).

1	2	3	4
Street Number			suffix

Suffix Values

The following table list the valid values for the suffix character in the Address Locator.

IF the Street Number Suffix is:	THEN the fifth position of the Address Locator is:
No Suffix	0
A letter (A, B, C ... Z)	The letter (A, B, C ... Z)
¼	1
½	2
¾	3

Composition of AL2 All five characters are filled with a space character.

1	2	3	4	5
{space}	{space}	{space}	{space}	{space}

Examples of Address Locator for Street Addresses

46005 RIVERSIDE DRIVE	
CHILLIWACK BC V2P 3K7	
AL1	0050 (last character = "0" for no suffix)
AL2	^^^^ (unused, blank)
Address Locator	0050^^^^
<i>Spaces are depicted with the "A" character for illustration purposes only.</i>	
1815 RUE CARDINAL	
MONTREAL QC H4E 1N3	
AL1	8150 (last character = "0" for no suffix)
AL2	^^^^ (unused, blank)
Address Locator	8150^^^^

Building Addresses If the mailing address contains a street number and name and a building unit number (like office, suite, apartment number), but is not for a Rural Route or Post Office Box, then the Address Locator must be derived as follows.

Composition of AL1 Composition of AL1 is the same as for Street Addresses (above).

Composition of AL2 Last 5 characters of the unit number in the building. A "unit" could be an apartment or business. If the unit number is less than 5 characters, then the unit number is right aligned padding the left characters of the unit number with spaces.

1	2	3	4	5
Unit Number				

Examples of Address Locator for Building Addresses

1440 TYANADAGA PARK DR SUITE 110	
BURLINGTON ON L7P 3H2	
AL1	4400 (last character = "0" for no suffix)
AL2	^^110 (unused positions padded with spaces)
Address Locator	4400^^110
<i>Spaces are depicted with the "A" character for illustration purposes only.</i>	
182A D'ARCY ST APT 205	
COBOURG ON K9A 5H8	
AL1	182A (last character = "A" for suffix)
AL2	^^205 (unused positions padded with spaces)
Address Locator	182A^^205

APPENDIX B: TEST – OUTER COVER MATERIAL

CHARACTERISTICS	TEST	REQUIRED RESULTS
Electrostatic Charge Retention	American Standards Testing Method (ASTM) D4470	<2.0 kV
Ink Absorbency	<ol style="list-style-type: none"> 1. Use a spatula to apply a thick layer of K&N testing ink over a spot larger than the aperture of the reflectance photometer. 2. Leave the ink on the paper for exactly 120 seconds. <p>NOTE: Apply enough ink so that the spot remains well wetted for the full 120 seconds.</p> <ol style="list-style-type: none"> 3. At 120 seconds, use a spatula to remove the excess ink. 4. Wipe off remaining unabsorbed ink with a soft towel. 5. Wait 24 hours. 6. Adjust a diffuse reflectance photometer to read 100% using the Commission Internationale de l'Éclairage (C.I.E.) Y tri-stimulus filter, illuminant "C" and a sample of the front surface of the tested sample. Read the diffuse reflectance over the ink spot. 	Max reflectance = 90%
Luminescence	Compare the sample with "Domtar Lynx Opaque Cover" or a similar card stock as determined from time to time by Canada Post.	Less than these cards.
Opacity	Technical Association of the Pulp and Paper Industry (TAPPI) - T425.	80% or greater
Reflectance	TAPPI - T452.	Min. area reflectance = 30% Max. area reflectance = 96% Max. variation = 5%
Smoothness	TAPPI Useful Method - UM-518.	Between 25 & 330 Sheffield Smoothness Units
Thickness – cards or items ready for mailing	TAPPI - T411.	Not less than 0.18mm

Designing



Special Handling

(including Publications Mail Delivery Facility Presort)

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DESIGNING

The “Designing” module provides all the detailed information needed when designing and creating your Special Handling (including Publications Mail Delivery Facility Presort) mail item. This section includes requirements for general design, dimensions and weight, recommendations for address placement and postage zone to ensure we can process your mail items.

GENERAL DESIGN REQUIREMENTS

1 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.

Customers may use Canada Post postal indicia on items delivered by Canada Post without prior authorization. See canadapost.ca/indicia for the requirements, artwork and the specifications.

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:

- certain markings that could be confused with Canada Post's designators, services, or indicia. These must not be used. Some examples include:
 - 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, such as Priority Mail, Express Mail, 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 Non-mailable matter

Generally, non-mailable matter means any mail that:

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

NOTE: Sexually explicit material is defined as 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.

It is the customer’s obligation to ensure an item does not constitute non-mailable matter (further to Canada Post’s Non-mailable Matter Regulations) and is otherwise acceptable for mailing.

For information on unacceptable items, please refer to the [Non-mailable Matter](#) section of the *Canada Postal Guide*.

1.1.1 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://lois-laws.justice.gc.ca/eng/regulations/C.R.C.,_c._1295.

SIZE AND WEIGHT


Imperial equivalents are provided for convenience only.

PERSONALIZED MAIL™ SIZE / ITEM		LENGTH	WIDTH	THICKNESS	WEIGHT
Standard	Min.	100 mm (3.9 in.)	70 mm (2.8 in.)	0.18 mm (0.007 in.)	N/A
	Max.	245 mm (9.6 in.)	156 mm (6.1 in.)	5 mm (0.2 in.)	100 g (3.5 oz.)
Oversize	Min.	100 mm (3.9 in.)	70 mm (2.8 in.)	0.18 mm (0.007 in.)	N/A
	Max. (flexible)	380 mm (14.9 in.)	380 mm (14.9 in.)	35 mm (1.4 in.)	1.36 kg (3 lb.)
	Max. (rigid)	380 mm (14.9 in.)	130 mm (5.1 in.)	35 mm (1.4 in.)	1.36 kg (3 lb.)
Dimensional	Min.	100 mm (3.9 in.)	70 mm (2.8 in.)	35 mm (1.4 in.)	N/A
	Max.	380 mm (14.9 in.)	130 mm (5.1 in.)	55 mm (2.2 in.)	1.36 kg (3 lb.)
PUBLICATIONS MAIL SIZE / ITEM		LENGTH	WIDTH	THICKNESS	WEIGHT
Standard	Min.	100 mm (3.9 in.)	70 mm (2.8 in.)	0.18 mm (0.007 in.)	N/A
	Max.	245 mm (9.6 in.)	156 mm (6.1 in.)	5 mm (0.2 in.)	100 g (3.5 oz.)
Oversize	Min.	100 mm (3.9 in.)	70 mm (2.8 in.)	0.18 mm (0.007 in.)	N/A
	Max.	380 mm (14.9 in.)	380 mm (14.9 in.)	55 mm* (2.2 in.)	1.36 kg (3 lb.)

* Newspaper rolls cannot exceed 130 mm in thickness.

2 QUIET ZONES

Quiet zones are areas on a mail item that must be left clear of printing, graphics, images and dark colours. This is to ensure that Canada Post’s employees can easily find and read addressing and proof of payment information.

REQUIREMENTS	
Within and around the address block	<p>Leave the area within the address block and at least 3 mm around the address block clear of printing, images and dark colours.</p> 

BEST PRACTICES FOR OPTIMAL HANDLING

On testing we have found that the following specifications have optimal performance to ensure that your mail can be efficiently handled by Canada Post's employees.

CONSTRUCTION

3 MATERIAL

We recommend using the following specifications:

OUTER COVER MATERIAL

Paper weights:

- **Envelope / Sleeve** - at least 60 gsm (approx. 16 lb.)
 - **Self-mailer** - at least 60 gsm (approx. 16 lb.)
 - **Card / Postcard** - at least 135 gsm (approx. 50 lb.)
- Any paper type may be used for the outer covering of the mail item. The following are examples:
- coated paper
 - paper containing:
 - raised or special effect printing
 - background patterns or watermarks
 - bright colours.

Transparent wrapping

Recommended thickness:

- **Plastic bag** - at least 0.05 mm
- **Plastic film** - at least 0.02 mm

Plastic or similar outer covers may be used on Special Handling mail items. If the address label is affixed to the item under the transparent wrapper, ensure that the transparent material allows enough visibility with a maximum haze of 75%.

NOTE: For details on how transparent wrappers must be constructed, please see [Section 4 "Construction of the Item"](#).

WINDOW MATERIAL

If you are using window envelopes with a transparent material, ensure it has:

- enough transparency to allow visibility with a maximum haze of 75%
- uniform clarity
- no wrinkles, creases or blemishes
- a gloss reading (on the side facing out) of 159 gloss units or less.

FLEXIBILITY

They may be flexible or rigid.

Mail items may be packaged in material such as paperboard, corrugated cardboard, cardboard boxes, plastic wrappers or boxes, or CD/DVD jewel cases.

NOTE: Oversize items exceeding 380 mm x 130 mm in size should be flexible in order to fit into mail receptacles.

Mail items must be firm enough to allow efficient handling and processing and prevent loss or damage to the integrity of the items.

4 CONSTRUCTION OF THE ITEM

FORMAT OPTIONS	
Envelope	<p>Envelopes must be sealed. Sealing methods may include buttons, strings, or other similar devices provided they will not prevent smooth handling and processing of the items. If staples are used, they must be properly clinched, and sharp ends must be fully concealed.</p> <p>The sealing flaps may be located on the front (the address side) or the back of the envelope.</p> <p>For Window Envelope construction: Windows can be covered or uncovered.</p> <p>In addition to the main address window, other (auxiliary) windows may appear on the front and/or the back of the mail item. Ensure that the destination address window is easy to identify, and that it's large enough to show the entire destination address.</p> <p>If an enclosure must be read through an envelope window but is not secured to the envelope, it could shift and become unreadable. To prevent this, make sure it is no more than 15 mm smaller than the envelope in either length or width.</p>
Self-mailer	<p>Self-mailers may be sent sealed, spot sealed, or unsealed. Sealing methods may include buttons, strings, or other similar devices provided they will not prevent smooth handling and processing of the items. If staples are used, they must be properly clinched, and sharp ends must be fully concealed.</p> <p>For unsealed multi-page self-mailers, ensure that:</p> <ul style="list-style-type: none"> • all pages are securely bound together • the top page doesn't lift more than 20 mm from the preceding page when the item is placed flat. If it does, seal it or add a closing tab on the longest edge of the self-mailer. <p>Single-page folded self-mailers may be left unsealed provided that the top folded page doesn't lift more than 20 mm when the item is placed flat.</p>
Sleeve	<p>Ensure that sleeves:</p> <ul style="list-style-type: none"> • fit reasonably tight around the item to prevent excessive movement and slippage • are securely glued or tabbed with the close line on the back of the item • positioned around the center of the item • do not obscure the address.
Card / Postcard	<p>If perforation is used, ensure that it won't tear easily during handling and delivery.</p>
Transparent wrapper	<p>Ensure that:</p> <ul style="list-style-type: none"> • the address label is firmly attached to the outside of the wrapper, or, if affixed to the contents under the wrapper, is clearly visible to the human eye • the sealing line of the wrapper is on the back of the mail item. If placed on the front, it must not obscure the address, even if the contents shift • the wrapper fits reasonably tight in order to prevent excessive movement of the contents. The wrapper must not exceed the length or the width of the contents by more than 40 mm • if it is not possible to write on the wrapper, it must either have a 20 mm wide opaque band on its front (the address side), or an address label attached to the outside of the wrapper that is large enough for postal endorsements*. <p>* An example of a postal endorsement is "NO SUCH ADDRESS" written by a letter carrier on the band or label.</p>
Unwrapped item	<p>Mail items may be sent without a wrapper. Open items, such as brochures, catalogues, magazines and booklets, may be sent unsealed. The cover pages must be produced from paper stock that meets the requirements outlined in Section 3 "Material". All pages must be securely bound using staples, glue, stitches, spring spines, or other binding methods. Items may be bound along the longest or the shortest edge.</p> <p>NOTE: Newspapers must be folded in such a way to preserve the integrity of the item during processing and delivery. Loose-leaf newsletters and publications must be enclosed in an envelope or plastic wrapper.</p>

5 ENCLOSURES

KEY REQUIREMENTS
<p>For efficient handling and processing, ensure that enclosures:</p> <ul style="list-style-type: none"> • cannot damage other mail or cause injury to postal employees (such as magnets must not be so strongly magnetized that they cause mail items to stick to each other) • won't tear through their envelope or wrapping during handling and delivery (Liquids and powders must be appropriately packaged to prevent the content from escaping.) • allow efficient mail preparation, such as grouping and containerization • do not bear postal indicia (for Publications Mail item Basic Identifying Information) or second destination address for another product that is visible on the outside of the mail item. <p>If enclosures are used in unwrapped items, they must be securely attached to the mail item.</p> <p>NOTE: In order to confirm that an enclosure is an integral part of your unwrapped mail item a "pinch test" must be performed. 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.</p>

KEY REQUIREMENTS**EXAMPLES OF ACCEPTABLE NON-PAPER ENCLOSURES**

- | | |
|--|---|
| <ul style="list-style-type: none"> • CDs and DVDs • coins • foodstuffs / product samples • jewellery • keys | <ul style="list-style-type: none"> • magnets • pens and pencils • plastic cards • seeds • video-in-print / digital advertising |
|--|---|

ADDRESSING THE MAIL ITEM

6 ADDRESSING

Each item must be addressed to a specific individual or company name or to a non-personalized descriptor, including “OCCUPANT” or similar wording. Each item must include the complete mailing address, including the valid Postal Code^{OM} for that address.

Use the following guidelines when printing addresses:

- good contrast between the address and the background
- are well-defined and human readable.

The Delivery Mode Code (DMC) must be included in the address to qualify for the Special Handling option (not required for Publications Mail Delivery Facility Presort). Requirements are found in the applicable “Preparing” module.

The destination address must be complete and in the format shown in the [Addressing Guidelines](#) section of the *Canada Postal Guide*.

6.1 Addressing labels

If using address labels, ensure that they are:

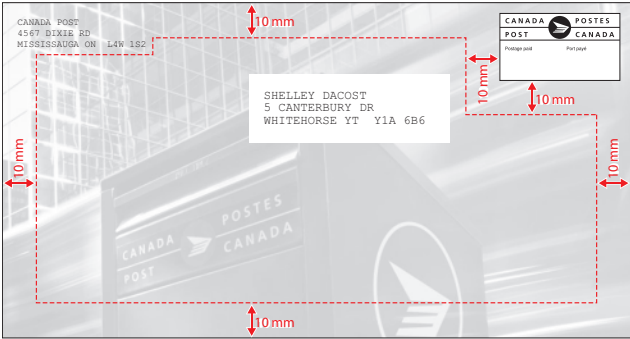
- firmly affixed to the item within the address zone
- white or a light colour.

6.2 Address, Postage and Return Address Zones

Canada Post’s employees always look for address and postage information in certain areas on the mail item, we have developed specific layout standards for Special Handling items. These standards focus on three key areas:

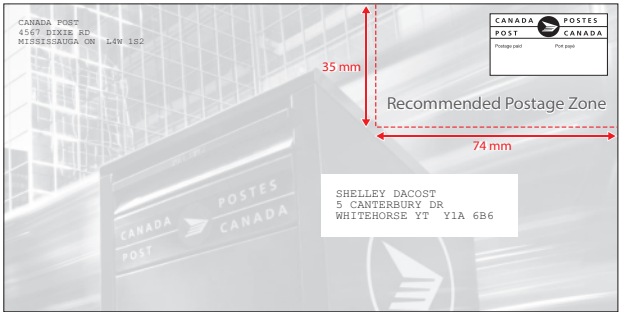
1. Address zone (including Quiet zone)
2. Postage zone, and
3. Return address zone.

6.2.1 ADDRESS ZONE

ADDRESS ZONE	
On envelopes	<p>The destination address may be positioned parallel to the longest edge of the mail item (horizontal address orientation) or perpendicular to the longest edge (vertical address orientation). We recommend printing the destination address anywhere in the space below the top 35 mm of the mail item and at least 10 mm from the left, right and bottom edges.</p> <p>In some cases, to preserve the integrity of your mail item's design, you may place the destination address within the top 35 mm of the item provided that it can be easily identified by Canada Post's employees and cannot be mistaken for the return address.</p> <p>The Destination address must always be positioned:</p> <ul style="list-style-type: none"> • at least 10 mm from all the edges of the mail item • to the right and below the return address when a return address is used • outside the recommended return address zone when there is no return address • on the same side as the indicia • to the left of the indicia and NOT above it • at least 10 mm from the indicia.  <p>NOTE: For Publications Mail items the Basic Identifying Information may be used in lieu of the postal indicia.</p>
On wrapped or unwrapped mail items	<p>The destination address must appear on or in the transparent wrapper, on the sleeve or on the insert and be located at least 10 mm from all edges.</p> <p>Magazines - The destination address may be positioned parallel (horizontal address orientation) or perpendicular (vertical address orientation) to the longest edge of the magazine.</p> <p>Newspapers - The address must be positioned parallel to the folded edge (final fold) of the newspaper.</p> <p>NOTE: Ensure that the destination address is completely visible.</p>

6.2.2 POSTAGE ZONE

Proof of payment is required for processing mail items, including handling of undeliverable Publications Mail items. Proof of payment (indicia or meter impression) must be located on the same side of the mail item as the destination address and have the same orientation (horizontal or vertical) as the destination address. Proof of payment may appear in the form of:

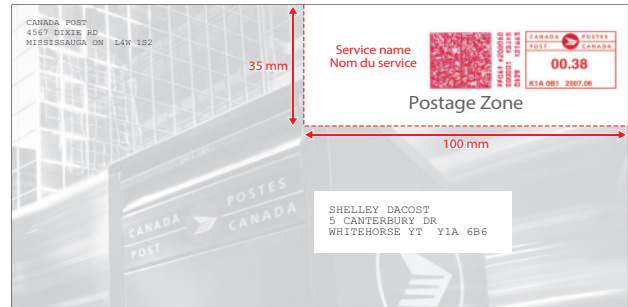
POSTAL INDICIA	
<p>We recommend printing the indicia in the area 35 mm high by 74 mm long in the upper right corner of the mail item. The indicia may also be placed in any other area provided that it can be easily identified by Canada Post's employees. The indicia must always be to the right of the destination address and NOT below it and at least 10 mm from the destination address. Mail items paid by indicia may have graphics inside the postage zone as long as the indicia are human readable.</p> <p>For specifications and artwork, please refer to canadapost.ca/indicia.</p> <p>NOTE: Publications Mail may use Basic Identifying Information in lieu of postal indicia.</p>	

METER IMPRESSION (EXCLUDING DIMENSIONAL PERSONALIZED MAIL AND PUBLICATIONS MAIL)

We recommend applying the meter impression in the area 35 mm high by 100 mm long in the upper right corner of the mail item. Mail items paid by meter impression must not have any graphics or dark colours inside the postage zone.

For more information on postage meter impressions, please refer to Paying For Your Mailing, Section 2.2 "Postage Meter Impression" of the *Canada Postal Guide*.

For illustration purposes only.



BASIC IDENTIFYING INFORMATION (PUBLICATIONS MAIL ONLY)

If Basic Identifying Information is used as proof of payment, we recommend printing the Basic Identifying Information on or near the address label.

The Basic Identifying Information may also be printed anywhere on the outside of the Publications Mail item provided that it is clearly visible and can be easily found by Canada Post's employees. Options include:

- the cover (front, back or spine) of a magazine
- the front or back page of a newspaper/newsletter
- on an address label or address carrier.

PM12345678



PM is the abbreviation for Publications Mail.
The Agreement number is assigned by Canada Post.

6.2.3 RETURN ADDRESS ZONE

RETURN ADDRESS

On mail items

The return address, if present, may appear on either the front or back of the mail item.

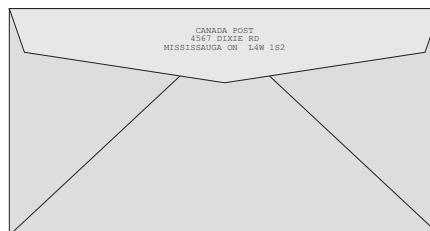
The return address must have the same orientation (horizontal or vertical) as the destination address.

If the return address is located on the front, we recommend printing it in the upper left corner of the mail item within 35 mm from the top edge and at least 100 mm away from the right edge.



If the return address is located on the back, we recommend printing it near the top edge, centered between the left and right edges.

NOTE: Other areas of the mail item are also acceptable for printing the return address, provided that it is placed above and to the left of the destination address and it cannot be mistaken for the destination address. Ensure that it can be easily identified by Canada Post's employees. This is especially important if the Return to Sender indicia is used.



When mail item is wrapped

The return address, if present, must be clearly visible on or through the wrapper. It may appear on either the front (the address side) or the back of the item.

When mail item is unwrapped

The return address, if present, may appear in one of the following locations:

- on one of the first five pages of the host publication
- on the first page of the table of contents of the host publication
- in the masthead of the host publication
- on a clearly identifiable insert card securely enclosed in the host publication
- on the outside of the host publication.

7 OTHER CONSIDERATIONS

APPLICATION OF REPOSITIONABLE NOTES (RPNs)

RPNs may only be applied to paper-based coverings, such as envelopes, self-mailers and cards. They may not be used on plastics or polybags.

RPNs may:

- be square, rectangular or any other shape that do not have long protruding edges
- be any size, as long as they fit within the area available for the application of RPNs; however, the recommended maximum size is 76.2 mm x 76.2 mm (3 in. x 3 in.)
- be applied in up to:
 - three sheets on top of each other in one specified location, or
 - two different locations if only single sheets are used.

RPNs must:

- be applied by machine, not manually, and only in a specific area
 - have glue strips that cover at least one-third of the total width of the note [e.g., a 25.4 mm (1 in.) glue strip on a 76.2 mm (3 in.) note].
- Also, ensure that the glue strip is positioned across:
- the top edge of the RPN on Standard and Dimensional items with horizontal address orientation
 - the bottom edge of the RPN on Standard and Dimensional items with vertical address orientation
 - the bottom or toward the right edge of the mail item on Oversize and Dimensional items with horizontal address orientation
 - the bottom or toward the left edge of the mail item on Oversize and Dimensional items with vertical address orientation.

PLACEMENT OF RPNs

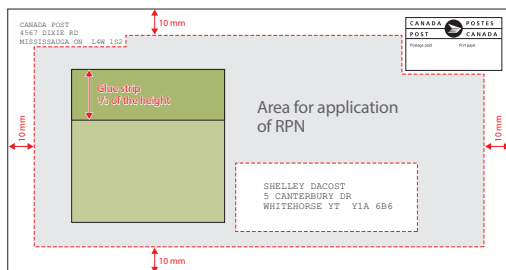
RPNs may be placed on the front (the address side) or the back of the item.

If placed on the front, ensure that RPNs appear in the area shown, located:

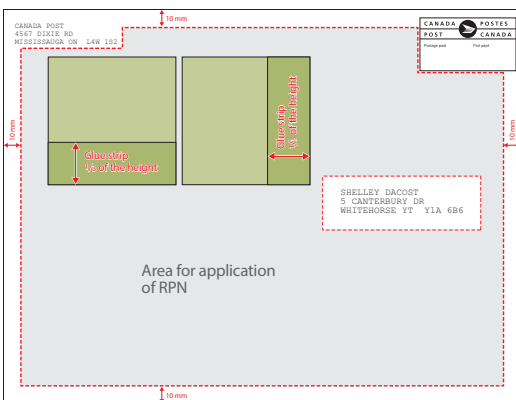
- at least 6 mm from the top and 10 mm from the bottom, left and right edges of the address block
- at least 10 mm from the top, bottom, left and right edges
- outside the postage zone (see [Section 6.2.2 "Postage zone"](#)) if paid by postal indicia or meter impression
- outside the return address zone (see [Section 6.2.3 "Return address zone"](#)) if the return address is present.

HORIZONTAL ADDRESS ORIENTATION

Standard and Dimensional items:

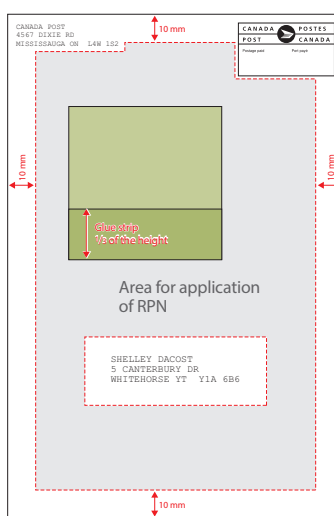


Oversize items:

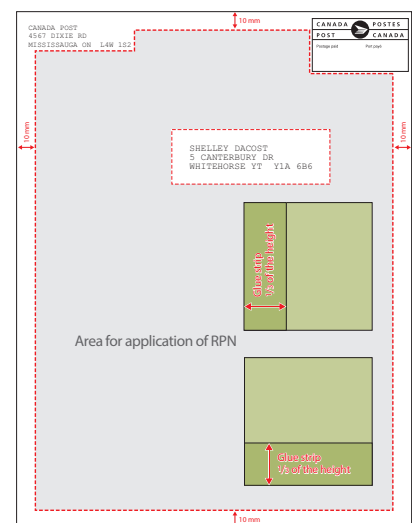


VERTICAL ADDRESS ORIENTATION

Standard and Dimensional items:



Oversize items:



8 HAVE YOUR MAIL ITEMS ASSESSED BY A CANADA POST REPRESENTATIVE

If you wish to ensure that your mail items meet all the requirements outlined in this guide, please contact a Commercial Service Network (CSN) representative at 1-866-757-5480.

Preparing



Machineable Mail

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PREPARING

The “Preparing” module provides detailed information you will need when preparing your Machineable Mail items prior to depositing your mailing at a Canada Post facility. Information in this module includes brick-piling, acceptable containers and shipping units, container fill and labelling requirements.

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

NOTE: The figures in these sections are used for illustration only.

1 MAIL PREPARATION OPTION FOR MACHINEABLE MAIL

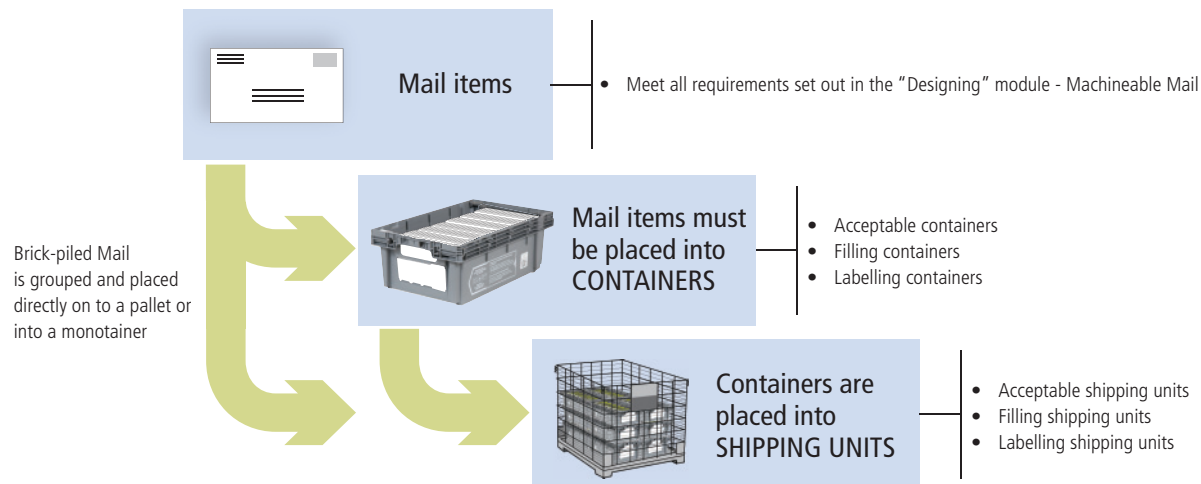
Machineable Mail is a mail preparation option for Standard and Oversize mailings.

Mail Preparation is the process of facing and containerizing mail items and labelling containers. It helps ensure machineability of mail, protection of mail, identification of the type of mail and ease of handling.

Brick-piled Mail (available for Oversize Incentive Lettermail annual/financial reports only)

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 Machineable Mail Overview



Requirements

- be accompanied by an *Order (Statement of Mailing)* prepared, transmitted electronically and submitted using Canada Post’s Electronic Shipping Tools (EST).
- For each *Order (Statement of Mailing)*:
 - 500 items* for Personalized Mail and Publications Mail
 - 1,000 items* for Incentive Lettermail .
- Sample of mail item at time deposit is mandatory (not applicable for Incentive Lettermail).
- Address Accuracy: required for over 5,000 items.
- Deposited in Canada for delivery in Canada.

* You may deposit less than the minimum volume required provided that the difference is paid at the applicable phantom price. The phantom price is only available for single deposits - it is not available on partial mailings.

2 BEFORE YOU START

Machineable Mail items must meet our machineability and readability requirements so they can be processed by our automated equipment. We must be able to machine-read at least 95% of addresses in a Standard mailing and at least 85% of addresses in an Oversize mailing or we may request future mailing be redesigned.

2.1 Containerization

Containerization is the process of packaging the mail for shipment. Mail items are placed into containers suitable for handling through Canada Post's processes. These containers are then 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 - See [Section 3.3.3 "Preparing pallets or monotainers for Brick-piling"](#).

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.

2.1.1 ACCEPTABLE CONTAINERS

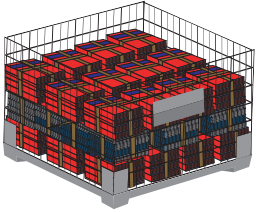
Container dimensions are the measurements inside the container. Imperial equivalents are provided for convenience only.


ACCEPTABLE 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.)

ACCEPTABLE CANADA POST-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER WEIGHT (WITHOUT LID)	LENGTH	WIDTH	HEIGHT	MAX. WEIGHT (INCLUDING MAIL, CONTAINER AND LID)
<p>Flats tub: For Oversize items.</p>  <p>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.</p>	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.)
ACCEPTABLE CUSTOMER-SUPPLIED CONTAINERS					
<p>Cardboard Boxes: For Standard and Oversize items.</p> 	<p>Customer-supplied cardboard containers must:</p> <ul style="list-style-type: none"> • meet the requirements outlined in this guide • be completely sealed and be sturdy to withstand handling during processing • meet the dimensions outlined above. 				

2.1.2 ACCEPTABLE SHIPPING UNITS

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)	
<p>Monotainer</p> 	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.)

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

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

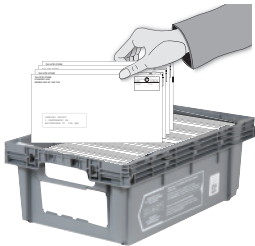
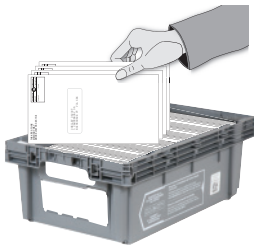
The mail preparation process requires:

- **Placing mail items in containers.**
- **Placing containers or Brick-piled mail items in shipping units** - containers or Brick-piled mail items with a common destination are placed into shipping units (monotainers or pallets).

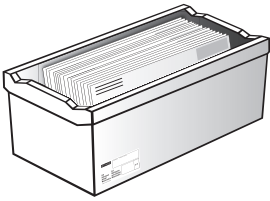
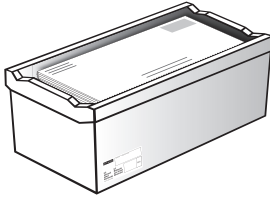
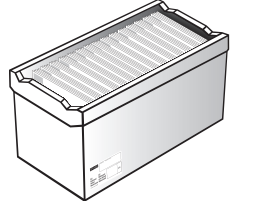
3.1 Placing mail items in containers

Follow these guidelines when placing mail items in containers:

1. For Standard mail, ensure all items face the same direction with the destination address facing the front (label side) of the container.

PLACEMENT OF STANDARD MAIL ITEMS	
WITH HORIZONTAL ADDRESS ORIENTATION	WITH VERTICAL ADDRESS ORIENTATION
 <p>Postal indicia must appear in the upper right-hand corner.</p>	 <p>Postal indicia must appear in the upper left-hand corner.</p>

2. For Oversize mail, ensure all items face the same direction.

PLACEMENT OF OVERSIZE MAIL ITEMS IN A FLATS TUB		
WITH HORIZONTAL ADDRESS ORIENTATION	LAYING FLAT	STANDING VERTICALLY
 <p>For items too wide to fit, place the mail standing horizontally.</p>	 <p>Mail can be placed within the container laying flat.</p>	 <p>Mail can be placed standing vertically, facing the narrow side of the flats tub.</p>

3. In order to help facilitate mail processing, customers should not fill containers to full capacity. Space should be left for an operator to insert both hands in the container to remove the mail.

NOTE: Ensure the items do not stick together as they may be damaged during processing or jam and/or damage the equipment.


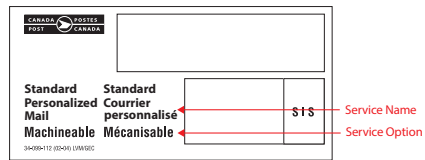
4. Only the last container may be less than full. To maintain the integrity of the mail in the last container, we recommend using packing material to protect mail items from shifting in the container.

3.2 Labelling containers

All containers must be labelled. Labelling individual containers is not required only if all containers are placed in monotainers or on pallets (see Section 3.3 “Placing containers or Brick-piled mail items in shipping units”). For label specifications, visit canadapost.ca/labels.

For Incentive Lettermail, all containers within a mixed Lettermail services monotainer must have labels (see Section 3.3.5 “Preparing monotainers with mixed Lettermail services”).

NOTE: Large-volume mailers may choose between producing labels individually or in continuous strips (1 up, 2 up, etc.) as best suited to the intended overprinting process.

ROUTING INFORMATION	OPTIONAL 2D BARCODED LABEL (SERP GENERATED)
<ul style="list-style-type: none"> the service name (e.g., Incentive Lettermail/Poste-lettres à tarifs préférentiels; Personalized Mail/Courrier personnalisé; Publications Mail/Poste-publications) the service size / item (Standard Machineable or Oversize Machineable) 	 <p>Labelling the container with a 2D barcoded label is optional.</p>
	<p>Example of Label (not SERP generated)</p> 

PLACEMENT OF LABEL ON A CONTAINER

If you are using Canada Post-supplied containers, insert container labels into the label holder prior to depositing your mailing.



NOTE: If you are using customer-supplied cardboard containers, affix a container label on the side of each container. You can order self-adhesive labels online at canadapost.ca/obc under form number 33-086-732 or by telephone at 1-888-550-6333.

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

Shipping units (monotainers and pallets - also referred to as skids) are used to group containers or to Brick-pile Mail intended for one *Order (Statement of Mailing)* or bound for the same destination (e.g., all mail items for Vancouver arrive on one pallet). This reduces the handling and helps ensure timely delivery.

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.

BRICK-PILED MAIL ITEMS	
CATEGORY	SPECIFICATIONS
Machineable Oversize Incentive Lettermail	<ul style="list-style-type: none"> applicable only to annual/financial reports

3.3.1 FILLING SHIPPING UNITS

TYPE OF SHIPPING UNIT	FILLING SHIPPING UNITS REQUIREMENTS		
	DESTINATION	MINIMUM	MAXIMUM
Pallet	Any (when using containers) Brick-piled Mail	<ul style="list-style-type: none"> No minimum requirement 	<ul style="list-style-type: none"> 48 letterflatainers (LFTs), or 32 flats tubs, or 1.5 m (including height of pallet) Height: 1.5 m Weight: 900 kg (Canada Post pallet weighs 9 kg)
Monotainer	Mail destined within and outside the province of deposit	<ul style="list-style-type: none"> No minimum requirement 	<ul style="list-style-type: none"> 48 letterflatainers (LFTs) (40 letterflatainers 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

3.3.2 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.

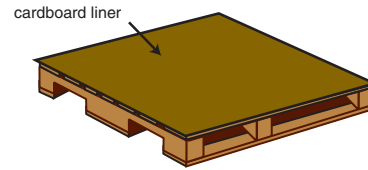
NOTE: If using plastic pallets, it is recommended to apply four cross straps encompassing both the pallet bottom and the containers. Metal strapping is not permitted.



3.3.3 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.

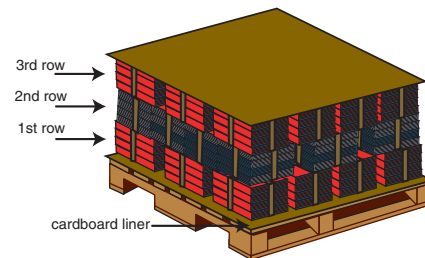


BUILDING ROWS ON PALLETS OR IN MONOTAINERS

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:

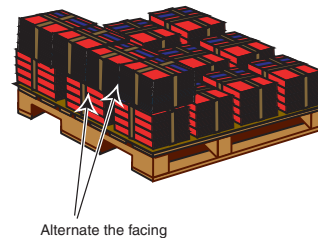
Pallets with loads that exceed 500 mm in height must have a cardboard liner at the halfway mark to prevent load separation during transport. If a load is only 500 mm, it should be stable enough that a halfway liner is not necessary. When a cardboard liner is used, face the bundles above and below the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



NOTE: Level 2 Brick-piling must have a separator sheet between delivery facilities.

BUILDING ROWS ON PALLETS OR IN MONOTAINERS

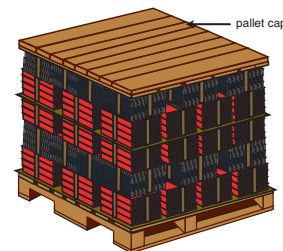
To ensure a stable load for mail with spines, a cardboard liner is required for each new row, whether pallets or monotainers are being used. Alternate the facing of spines for each row; that is, turn the books 180 degrees instead of 90 degrees as with other types of mail. Keep adding rows until they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

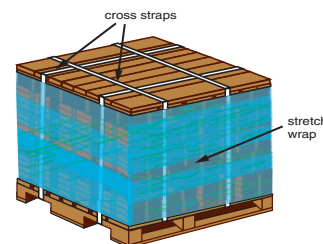
NOTE: The design of monotainers makes it unnecessary to further secure the contents if the bundles have been brick-piled properly.



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.



3.3.4 LABELLING SHIPPING UNITS

All pallets and monotainers must be labelled. This will ensure that your mail is directed to the appropriate facility within Canada Post's network. For customers using SERP software to prepare their Machineable Mail, a 2D barcoded shipping unit label is available and optional. We recommend that the *Order (Statement of Mailing)* number be written on the label.

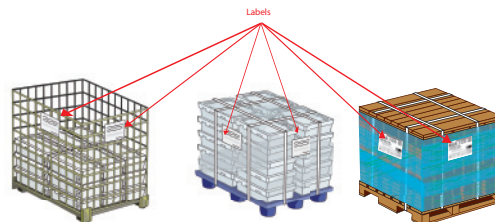
LABELS SPECIFICATIONS

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. Labels may also be prepared in legal portrait format 216 mm x 355 mm (8.5 in. x 14 in.)
- 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 (e.g., Incentive Lettermail/Poste-lettres à tarifs préférentiels; Personalized Mail/Courrier personnalisé; Publications Mail/Poste-publications) • the service size / item (Standard Machineable or Oversize Machineable) 	

TWO SIDES OF THE PALLET OR MONOTAINER MUST BE LABELLED



NOTE: For customers wishing to include other internal directives on the shipping containers, a label colour different than white is recommended.

3.3.5 PREPARING MONOTAINERS WITH MIXED LETTERMAIL SERVICES

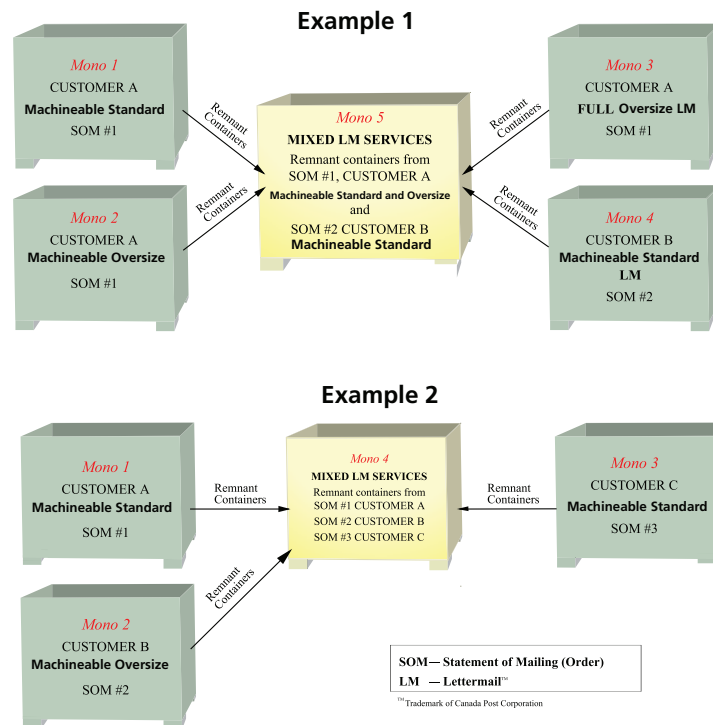
3.3.5.1 *Mixing Lettermail services*

Customers with small numbers of remnant containers for different Lettermail service categories (e.g. Standard and Oversize Machineable Incentive Lettermail and Standard and Other Lettermail [Meter or Postal Indicia]) may place the containers within the same monotainer* provided the following requirements are met:

- only one mixed monotainer is permissible per deposit and per *Order (Statement of Mailing)*. If there are enough containers to make one full mixed services monotainer, the monotainer must be filled to capacity before starting another mixed services monotainer
- the containers for each service must be physically separated within the monotainer (e.g. by corrugated plastic or cardboard that covers the entire surface area of the monotainer)
- customers should identify the number of containers per *Order (Statement of Mailing)* in the EST if they are mixing mail from different *Orders (Statements of Mailing)* in the last monotainer. If the number of containers to be used with the mailing is unknown at the time the EST *Order (Statement of Mailing)* is created, it may be hand written in the appropriate container box on the *Order (Statement of Mailing)* prior to induction of the mailing to Canada Post
- if items are brick-piled within the mixed services monotainer (only allowed for annual financial reports - Oversize Incentive Lettermail, Standard items in Letterflatainers [LFTs]) can be placed on top of brick-piled mailings.

* In cases where monotainers are not available from Canada Post, pallets (skids) will be accepted, as long as the pallet (skid) is clearly marked as per the requirements above and the containers are securely placed on the pallet (skid).

Examples of acceptable mixed Lettermail services monotainers



3.3.5.2 Labelling monotainers containing mixed Lettermail services

Mixed Lettermail services monotainers must have labels that clearly indicate:

- an *Order (Statement of Mailing)* number(s)
- types of the Lettermail services included in the monotainer (service name and service option).

LETTERMAIL STANDARD MACHINEABLE SOM # C123456789	LETTERMAIL STANDARD MACHINEABLE SOM # C234567899
LETTERMAIL OVERSIZE MACHINEABLE SOM # C345678899	LETTERMAIL OVERSIZE MACHINEABLE SOM # C987654321

3.3.5.3 Labelling containers within the mixed Lettermail services monotainers

All containers within the mixed Lettermail services monotainer must be properly labelled with the Lettermail service and option names. In addition, if the mail is from various *Orders (Statements of Mailing)*, the *Order (Statement of Mailing)* number(s) of the mail contained therein must be indicated on each container label and/or the *Orders (Statements of Mailing)* and the associated container labels are to be colour-coded for identification purposes. The colour identifier must be clearly visible from a distance of 1.5 m and a colour other than green or red.

3.3.6 STACKING PALLETS OR MONOTAINERS

Multiple pallets going to the same destination, as per the National Presortation Schematic (NPS), may be stacked on top of each other as long as they are secured together with straps. Stacking during storage and transportation uses warehouse space more efficiently. For example, where there are two pallets – one going to Vanier Station and one going to Merivale depot – these two pallets may be strapped together and identified to Ottawa (City Consolidation).

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

Preparing



Special Handling Mail

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PREPARING

The “Preparing” module provides detailed information that you will need when preparing your Special Handling mail items prior to depositing your mailings at a Canada Post facility. Information in this module includes grouping and bundling of your items, acceptable containers and shipping units, container fill and labelling requirements and brick-piling.

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

NOTE 1: The figures in these sections are used for illustration only.

2: Software developers may obtain more detailed information about our requirements by consulting our *Presortation Technical Specifications* (PTS). If developers of presortation software find any discrepancy between this module and the *Presortation Technical Specifications* (PTS), the information in the PTS takes precedence.

1 MAIL PRESORTATION AND PREPARATION OPTION FOR SPECIAL HANDLING

Special Handling is a mail preparation and presortation option that allows mailers to sort their mail items to specific letter carrier walks (or other delivery routes) using presortation software recognized by Canada Post. When you prepare and presort mail to meet our specifications, your mail will bypass various processing steps and mail distribution facilities within our network.

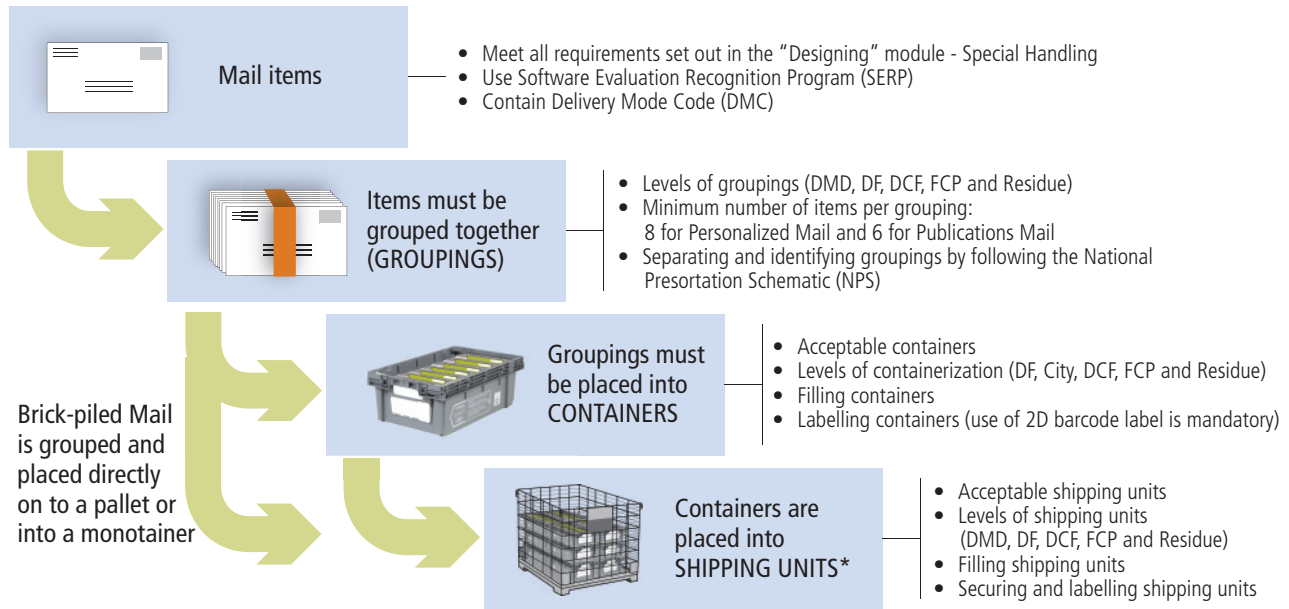
Mail Presortation is the process of sorting and grouping mail items bound for a common destination. Mail presortation is based on the National Presortation Schematic (NPS) and is performed using presortation software recognized by Canada Post [Software Evaluation Recognition Program (SERP)].

When you prepare your mail, you must use presortation software recognized by Canada Post. This software evaluates information from input files (such as mailing lists) to determine the groupings, containers and shipping units that can be created from them while meeting all our specifications for the service. The software also determines the appropriate sequence of mail items so you can arrange all groupings and mail items in them accordingly.

Mail Preparation is the process of preparing containers and shipping units for a common destination. It involves labelling groupings, containers and shipping units in such a way that Canada Post can bypass various processing steps and facilities within its mail distribution network.

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 Special Handling Overview



*Use of monos/pallets is mandatory for Dimensional Personalized Mail and optional for Standard and Oversize Personalized Mail and Publications Mail

Requirements

- be accompanied by an *Order (Statement of Mailing)* prepared, transmitted electronically and submitted using Canada Post's Electronic Shipping Tools (EST).
- At least 1,000 items* per *Order (Statement of Mailing)*.
- Sample of mail item at time deposit is mandatory.
- Address Accuracy: required for over 5,000 items.
- Deposited in Canada for delivery in Canada.

* You may deposit less than the minimum volume required provided that the difference is paid at the applicable phantom price. The phantom price is only available for single deposits - it is not available on partial mailings.

2 BEFORE YOU START

Special Handling mail must be presorted, grouped and containerized using an approved software under the Software Evaluation Recognition Program.

2.1 Software Evaluation Recognition Program (SERP)

Our Software Evaluation and Recognition Program (SERP) exists to evaluate the accuracy of presortation software programs. SERP is open to all in-house or commercial software developers who would like their software to be recognized by Canada Post.

For more information, to have your software evaluated or to find a list of approved software vendors by Canada Post, please visit canadapost.ca/presortationsoftware.

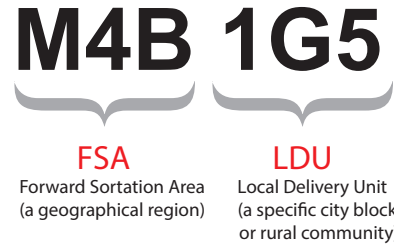
The software does the following:

- sorts mail items:
 - by their **Postal Code^{OM}**, and
 - according to the delivery route identified by the **Delivery Mode Code (DMC)**
- groups mail items by a common destination according to the **National Presortation Schematic (NPS)**.

2.1.1 POSTAL CODE

The Postal Code is a six-character alphanumeric code in the form of ANA NAN, in which “A” represents a letter of the alphabet, and “N” represents a number. It is an integral part of every postal address in Canada, and was designed to help sort mail, both mechanically and manually.

NOTE: Rural areas are identified by a zero in the FSA (e.g., M0L 3K2).

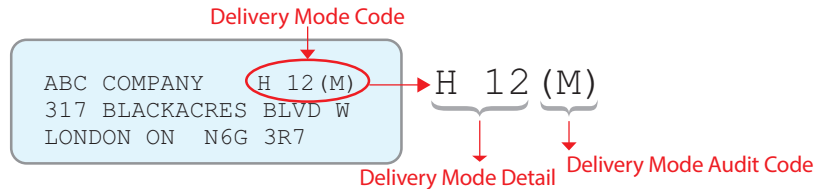


For more detailed information, please visit [Section 5 of Addressing Guidelines](#) in the *Canada Postal Guide*.

2.1.2 DELIVERY MODE CODE (DMC)

The Delivery Mode Code is an identifier of a specific delivery route (also known as mode) for an individual address.

The DMC consists of two parts, a Delivery Mode Audit Code (DMAC) and a Delivery Mode Detail (DMD).



The Delivery Mode Detail (DMD)

identifies the letter carrier route or delivery mode as well as the letter carrier responsible for delivery.

The Delivery Mode Audit Code (DMAC) identifies which version of the National Presortation Schematic (NPS) and Delivery Mode Data Product was used to prepare a mailing.

The DMC must be printed and placed in the address block of every item.

2.1.2.1 Delivery Mode Code Placement

The DMC may appear on any non-address line in or above the address block, that is, on any line that does not contain delivery information. When placed on the same line as street addresses, city or province names, or Postal Codes a 10 mm space between the delivery address information line and the DMC must be maintained.

DMC PLACEMENT ON ADDRESSES...	
WITH THREE OR MORE LINES	WITH FOUR OR MORE LINES
<p>3 to 4 blank spaces to the right of the non-address line</p> <p>ABC COMPANY H 12 (M) 317 BLACKACRES BLVD W LONDON ON N6G 3R7</p> <p>Lines containing delivery information</p>	<p>3 to 4 blank spaces to the right of the longest non-address line</p> <p>ABC COMPANY (M) ATTN: AL MARTINEAU H12 317 BLACKACRES BLVD W LONDON ON N6G 3R7</p> <p>Audit Code and DMD are vertically aligned</p> <p>Lines containing delivery information</p>
ABOVE THE ADDRESS BLOCK	ON THE SAME LINE
<p>Up to 2 lines above the address block, 3 to 4 blank spaces to the right of the non-address line</p> <p>ABC COMPANY H 12 (M) 317 BLACKACRES BLVD W LONDON ON N6G 3R7</p>	<p>a 10 mm space between the delivery address information line and the DMC must be maintained</p> <p>ABC COMPANY 317 BLACKACRES BLVD W H 12 (M) LONDON ON N6G 3R7</p> <p>10 mm</p>

2.1.3 NATIONAL PRESORTATION SCHEMATIC (NPS)

The National Presortation Schematic (NPS) indicates how mail is distributed through specific Canada Post facilities. It lists all Forward Sortation Areas (FSAs) and shows how to consolidate mail into groupings and containers. The four NPS levels of consolidation are:

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

NOTE: Any mail items that cannot be consolidated to one of these four levels will be consolidated as Residue.

Canada Post updates the NPS monthly to reflect the changing inventory of Canadian addresses. These monthly updates also appear in presortation software recognized by Canada Post. In order to receive optimal service and avoid surcharges, you must ensure that you are using the most current version of both the Delivery Mode Data and the recognized presortation software. For more detailed information, please visit canadapost.ca/nps.

2.2 Containerization

Containerization is the process of packaging the mail for shipment. Mail item groupings 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 - See [Section 3.3.4 "Preparing pallets or monotainers for Brick-piling"](#).

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.

2.2.1 ACCEPTABLE CONTAINERS

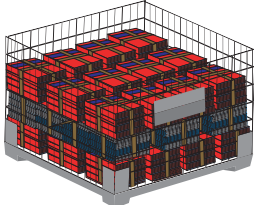

Container dimensions are the measurements inside the container. Imperial equivalents are provided for convenience only.

ACCEPTABLE CANADA POST-SUPPLIED CONTAINERS	SIZE AND WEIGHT				
	CONTAINER WEIGHT (WITHOUT LID)	LENGTH	WIDTH	HEIGHT	MAX. WEIGHT (INCLUDING MAIL, CONTAINER AND LID)
<p>Letterflatainer (LFT): For Standard items</p>  <p>Letterflatainers (LFTs) are designed in such a way that lids are not required.</p>	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.)
<p>Flats tub: For Oversize and Dimensional items</p>  <p>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.</p>	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.)
ACCEPTABLE CUSTOMER-SUPPLIED CONTAINERS					
<p>Cardboard Box: For Standard, Oversize and Dimensional items</p> 	<p>Customer-supplied cardboard containers must:</p> <ul style="list-style-type: none"> • meet the requirements outlined in this guide • be completely sealed and be sturdy to withstand handling during processing • meet the dimensions outlined above. 				

2.2.2 ACCEPTABLE SHIPPING UNITS

THE USE OF PALLETS OR MONOTAINERS IS:	
MANDATORY	OPTIONAL
<ul style="list-style-type: none"> Dimensional items Brick-piled items 	<ul style="list-style-type: none"> Containerized Standard and Oversize items

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.)	1.22 m (48 in.)	1.02 m (40 in.)	Height:	1.5 m (59 in.)
	Is the weight of a plastic pallet supplied by Canada Post. The minimum ordering quantity for plastic pallets is 40 units.			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 AND PRESORTATION

The mail presortation and preparation process requires:

1. **Grouping and identifying mail items** for a common destination and placing them in a specific (address-based) order. For Brick-piling mail items, step 2 is not required.
2. **Placing groupings in containers** - groupings with a common destination are placed into containers in a specific order.
3. **Placing containers or Brick-piled mail items in shipping units** - containers or Brick-piled mail items with a common destination are placed into shipping units (monotainers or pallets).

3.1 Grouping and identifying mail items

All items in a mailing must be part of a grouping. All groupings (except Residue) must have a minimum of eight items for Personalized Mail mailings or a minimum of six items for Publications Mail mailings. If this minimum requirement is not met, the items are consolidated to the next level.

3.1.1 LEVELS OF GROUPINGS

The presortation software will determine which groupings are possible for a given mailing.

TYPE OF GROUPINGS	THE PRESORTATION SOFTWARE WILL GROUP TOGETHER MAIL ITEMS THAT HAVE A COMMON DESTINATION AND/OR SORTATION
Delivery Mode Direct (DMD)	Group all items delivered by the same letter carrier (a DMD grouping).
NPS Level 1 - Delivery Facility (DF)	Group all items delivered from the same postal station or letter carrier depot (a DF grouping).
NPS Level 3 - Distribution Centre Facility (DCF)	Group all items delivered in the same area, such as a city and surrounding area (a DCF grouping).
NPS Level 4 - Forward Consolidation Point (FCP)	Group all items delivered in the same province (an FCP grouping).
Residue	Place all remaining items into a Residue grouping.

NOTE: Oversize Publications Mail items that are larger than 28.9 cm x 40.5 cm (11.4 in. x 15.9 in.) and do not fit within a Flats tub, may be Brick-piled up to level 5 (Residue) when depositing at a Receipt Verification Unit (RVU). Customers must ensure that the pallet is labelled as "Residue" and submit the container labels with the Order (Statement of Mailing) when depositing the mail.

The software begins by creating all possible DMD groupings. Then:

- if not enough items remain to create a DMD grouping, it will create all possible DF groupings
 - if not enough items remain to create a DF grouping, it will create all possible DCF groupings
 - if not enough items remain to create a DCF grouping, it will create all possible FCP groupings
 - for all items that cannot be grouped at any other level, it will create Residue groupings.

For each grouping it creates, the software also determines the sequence of the mail items within the grouping.

3.1.2 SEPARATING AND IDENTIFYING GROUPINGS

Once your mail has been presorted, make sure it can withstand handling. Preserve the integrity of your groupings by separating them in their containers, using one of the following acceptable methods:

- **Bundling**
- **Separator cards**
- **Edgemarking**

Mail items within groupings must all face the same direction.

3.1.2.1 Bundling

A bundle is a group of mail items identified and secured together by strapping (e.g., elastic bands, string, or plastic straps) or by shrink-wrapping. Shrink-wrapping is an acceptable method of bundling for Oversize and Dimensional items only.

BUNDLING REQUIREMENTS		
TYPE OF MAILING	MAX. BUNDLE THICKNESS	MIN. NUMBER OF ITEMS PER BUNDLE
Standard	100 mm (4 in)	eight for Personalized Mail six for Publications Mail
Oversize and Dimensional	200 mm (8 in)	

When a bundle exceeds the maximum thickness and there are sufficient items to create a full second bundle, it is preferable to split the total number of items into two equal bundles, rather than create one full bundle and one very small bundle. For example, if there is a Standard bundle of 52 items with a thickness of 125 mm, make two bundles of 26 items. When bundles exceed the maximum thickness of 200 mm, it is preferable to make two evenly divided bundles.

NOTE: The maximum thickness takes precedence over the minimum number of items. The last Residue bundle has no minimum number of items, although it still must follow the specifications for maximum thickness per bundle.

IDENTIFYING BUNDLE OPTIONS

OPTION 1 - BUNDLING LABELS

When using **bundling** as a separation method, DCF, FCP and Residue bundles must be identified with a bundle label (also called a facing slip). DMD and DF bundles do not require labels.

DCF	FCP	RESIDUE

ROUTING INFORMATION ON BUNDLE LABELS

<ul style="list-style-type: none"> Postal Code of the DCF, as per the NPS (e.g. KOK 9Z0) name of the DCF (e.g., BELLEVILLE ON DCF) service size / item (Special Handling) 	<ul style="list-style-type: none"> Postal Code of the FCP, as per the NPS (e.g., KOA 9Z0) name of the FCP with the forward abbreviation FWD (e.g., OTTAWA ON FWD) service size / item (Special Handling) 	<ul style="list-style-type: none"> name of the deposit facility (e.g., OTTAWA ON) the word "RESIDUE" service size / item (Special Handling)
--	---	--

Additional information may appear above or below the routing information as long as the routing information is more prominent.

OPTION 2 - OPTIONAL ENDORSEMENT LINE (OEL)

OELs can be generated by the presortation software and printed directly onto the first mail item in each bundle.

OELs must meet the following:

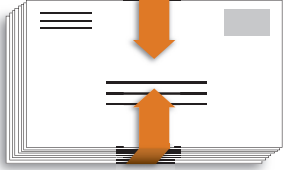
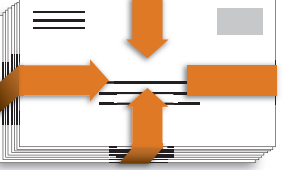
- consolidation information is printed on the top line of the address block or label
- font type and size is identical to that of the address (an UPPERCASE font is recommended), and
- is visible if positioned within a window.

DCF	FCP	RESIDUE

SECURING BUNDLE OPTIONS

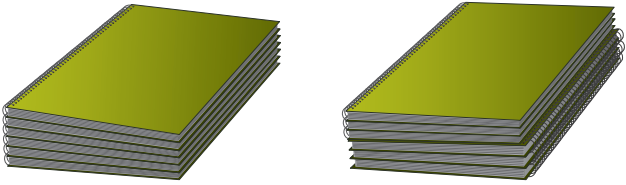
OPTION 1 - STRAPPING

The **strapping material** must be strong and tight enough to hold the bundle together, without the contents sliding, when held vertically.

SIZE / ITEM	STRAPPING REQUIREMENT
<ul style="list-style-type: none"> Standard items Oversize items [only for bundles placed in Level 1 (DF) containers] 	 <p>Single strapping</p>
<ul style="list-style-type: none"> Oversize and Dimensional <p>NOTE: Except for bundles placed in Level 1 (DF) containers</p>	 <p>Double strapping</p>

OPTION 2 - SHRINK-WRAPPING

Shrink-wrapping is an acceptable method of bundling for Oversize and Dimensional items.

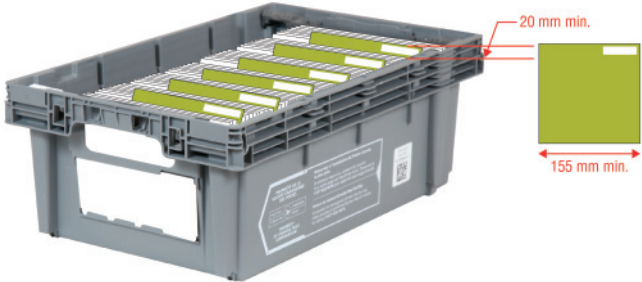
SHRINK-WRAPPING REQUIREMENT	
<ul style="list-style-type: none"> The plastic used for shrink-wrapping must be strong enough to ensure the bundles remain secured during handling. 	<p>If your mail items are bound using spines, to create an even bundle, you may place the bottom half of the bundle with its spines facing the opposite way than the top half of the bundle.</p>  <p>Acceptable Preferred</p>

3.1.2.2 Separator cards

A separator card is used to indicate breaks between groupings.

SEPARATOR CARDS MUST:

- be made of thin, rigid cardboard of any colour (a weight of 120 to 160 grams per square metre)
- extend at least 20 mm above the mail items
- be at least 155 mm wide
- be placed in front of the first mail item in each grouping. If a grouping is too large to fit into one container, a second separator card is required at the front of the second container.



When using **separator cards** as a separation method, each DCF, FCP and Residue grouping must be identified on the part of the separator card visible above the mail items. The following information must be provided:

FOR DCF GROUPINGS	FOR FCP GROUPINGS	FOR RESIDUE GROUPINGS
<ul style="list-style-type: none"> Postal Code of the DCF, as per the NPS (e.g., KOK 9Z0) name of the DCF (e.g., BELLEVILLE ON DCF), and the service size / item Special Handling. 	<ul style="list-style-type: none"> Postal Code of the FCP, as per the NPS (e.g., KOA 9Z0) name of the FCP with the forward abbreviation FWD (e.g., OTTAWA ON FWD) the service size / item Special Handling. 	<ul style="list-style-type: none"> name of the deposit facility (e.g., OTTAWA ON) the word "Residue" the service size / item Special Handling.

3.1.2.3 Edgemarking

Edgemarking is an acceptable way of separating groupings within a container. Edgemarking means applying ink or paint to the top edge of a mail item. Edgemarks are only applied to the first item in each grouping.

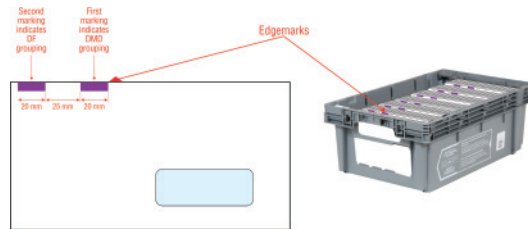
EDGEMARKING REQUIREMENTS

The following requirements must be met:

- their colour significantly contrasts with that of the mail item
- the same colour is used for edgemarking the entire mailing
- the edgemarking begins approximately 40 mm from the upper-right edge of the mail item.

The edgemarks should be approximately 20 mm long, separated by a gap of approximately 25 mm:

- the marking nearest the upper-right edge indicates a Delivery Mode Direct (DMD) grouping
- the additional markings indicate Delivery Facility (DF), Distribution Centre Facility (DCF) and Forward Consolidation Point (FCP) groupings.



NOTE: It is acceptable for DCF and FCP groupings to have only two marks, but the marks must be in the DMD and DF locations.

3.2 Placing groupings in containers

Special Handling groupings must be deposited in containers. Groupings in containers must all face the same direction.

3.2.1 LEVELS OF CONTAINERS

The presortation software will determine which container levels are possible for a given mailing.

LEVELS OF CONTAINERS (ALSO REFERRED TO AS CONSOLIDATION LEVELS)	CONTAINERS ARE CREATED BY PUTTING TOGETHER GROUPINGS THAT HAVE A COMMON DESTINATION AND/OR SORTATION
NPS Level 1 - Delivery Facility (DF)	Groupings to be delivered on routes in the same letter carrier depot.
NPS Level 2 - City	Groupings to be delivered in the same area, such as a city and surrounding area.
NPS Level 3 - Distribution Centre Facility (DCF)	Groupings to be delivered in the same area, such as a city and surrounding area.
NPS Level 4 - Forward Consolidation Point (FCP)	Groupings to be delivered in the same province.
Residue	Remaining groupings.

The software begins by creating all possible DF containers. Then:

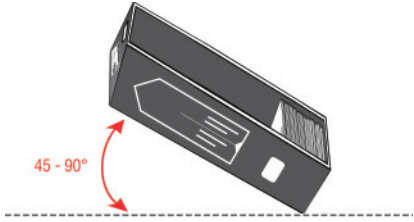

- if not enough groupings remain to create a DF container, it will create all possible City or DCF containers
 - if not enough groupings remain to create City or DCF containers, it will create all possible FCP containers
 - for groupings that cannot be containerized at any other level, it will create Residue containers.

The software will also determine the appropriate order of groupings within each container.

Groupings inside containers must be physically separated by one of the three acceptable methods - bundling, separator cards, or edgemarking.

3.2.2 FILLING CONTAINERS


MINIMUM REQUIREMENTS FOR FILLING CONTAINERS			
CONSOLIDATION LEVEL	IF ONLY 1 CONTAINER TO A DESTINATION,	IF MULTIPLE CONTAINERS TO A DESTINATION	
	FILL TO A CAPACITY OF:	ALL CONTAINERS EXCEPT THE LAST, FILL TO A CAPACITY OF:	LAST CONTAINER, FILL TO A CAPACITY OF:
Level 1 - DF	50%	95%	No Minimum
Level 2 - City	70%		
Level 3 - DCF	70%		
Level 4 - FCP	50%		
Residue	No Minimum		

ASSESSING CONTAINER FILL	PRESERVING INTEGRITY OF MAIL PREPARATION
<p>To assess how full your container is, tip it on its short end at a 45-90° angle. Once its contents have been compressed by their own weight, measure the length of space occupied against the total length of the container. Express this ratio as a percentage, then compare it with our minimum requirements for that type of container.</p> 	<p>For any container with less than 95% of capacity, when using:</p> <ul style="list-style-type: none"> • separator cards or edgemarking as a separation method, you must use packing. • bundle with strapping as a separation method, we recommend adding packing. 

3.2.3 LABELLING CONTAINERS

All containers must be labelled with their destination details using routing information from the National Presortation Schematic (NPS). Correctly labelling your containers will ensure your mail is directed to the appropriate work centre within a Canada Post facility.

The use of 2D barcoded container labels for Special Handling mailings is mandatory. The presortation software will provide the information you need to print on container labels. These labels must be bilingual and must include the following details:

ROUTING INFORMATION	EXAMPLE OF LABEL
<ul style="list-style-type: none"> • the service name (e.g., Personalized Mail/Courrier personnalisé) • the service size / item (Special Handling/Manutention spéciale) • the following NPS routing information (on all but Residue containers): <ul style="list-style-type: none"> ▸ the facility Postal Code (e.g., K1G 2C0) ▸ the facility name (e.g., OTTAWA) ▸ the province, in abbreviated form (e.g., ON), and the routing destination (e.g., LCD Centretown). <p>NOTE: Ensure that the content of the label matches that of the container.</p>	

PLACEMENT OF LABEL ON A CONTAINER

If you are using Canada Post-supplied containers, insert container labels into the label holder prior to depositing your mailing.



NOTE: If you are using customer-supplied cardboard containers, affix a container label on the side of each container. You can order self-adhesive labels online at canadapost.ca/obc under form number 33-086-732 or by telephone at 1-888-550-6333.

BARCODED CONTAINER LABELS

For 2D barcode label specification visit canadapost.ca/labels

Physical labels must be submitted for testing and will be evaluated for barcode data content, print quality and overall label layout.

SERP ADMINISTRATOR
 ORDER ACCEPTANCE
 CANADA POST CORPORATION
 2701 RIVERSIDE DRIVE - N0520
 OTTAWA ON K1A 0B1

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

Shipping units (monotainers and pallets - also referred to as skids) are used to group containers or to Brick-pile Mail intended for one *Order (Statement of Mailing)* or bound for the same destination (e.g., all mail items for Vancouver arrive on one pallet). This reduces the handling and helps ensure timely delivery.

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.

BRICK-PILED MAIL ITEMS

CATEGORY	SPECIFICATIONS
Oversize items	<ul style="list-style-type: none"> all spines are faced in the same direction (when applicable) each bundle is shrink-wrapped or double-strapped the height of each bundle cannot exceed: <ul style="list-style-type: none"> 200 mm (8 inches) for Oversize mail

3.3.1 LEVELS OF SHIPPING UNITS

Canada Post encourages the consolidation of containers to monotainers or pallets, as per the National Presortation Schematic (NPS).

LEVELS OF CONSOLIDATION

NPS Level 1 - Delivery Facility (DF)*	The presortation software will determine the consolidation levels that can be created for a given mailing, based on the number of containers. Containers in shipping units must meet the consolidation requirements set out in the National Presortation Schematic (NPS). The level of consolidation will vary depending on the destination of the container. NOTE: If containers are not consolidated within the shipping units as per the NPS, then the shipping unit label must be identified as Residue.
NPS Level 2 - City	
NPS Level 3 - Distribution Centre Facility (DCF)	
NPS Level 4 - Forward Consolidation Point (FCP)	
Residue	

* Containers prepared in a Level 1 (DF) monotainer may be nested and deposited without lids. In such case, we recommend covering monotainers with cardboard to protect the load.

The software begins by creating all possible DF shipping units. Then:

- if not enough containers remain to create a full DF shipping unit, it will create all possible City or DCF shipping units
 - if not enough containers remain to create City or DCF shipping units, it will create all possible FCP shipping units
 - for all remaining containers that cannot be consolidated to any NPS level, it will create Residue shipping units.

3.3.2 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 150 mm - one row or weight 90 kg • for Forward - height 300 mm or weight 180 kg 	<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 	

3.3.3 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.

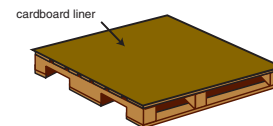
NOTE: If using plastic pallets, it is recommended to apply four cross straps encompassing both the pallet bottom and the containers. Metal strapping is not permitted.



3.3.4 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:

- keep adding rows of bundles until they reach at least 150 mm (Local)* or 300 mm (Forward), not including the pallet.

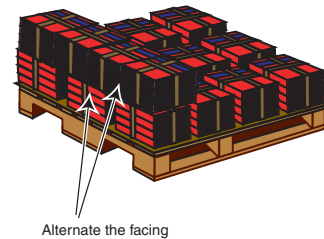
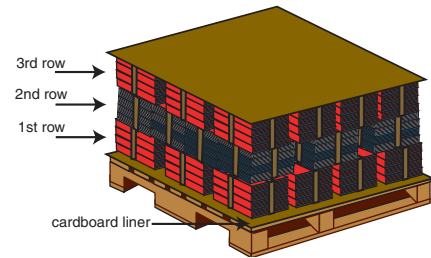
Pallets with loads that exceed 500 mm in height must have a cardboard liner at the halfway mark to prevent load separation during transport. If a load is only 500 mm, it should be stable enough that a halfway liner is not necessary. When a cardboard liner is used, face the bundles above and below the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

* delivery and induction are performed within the same province.

NOTE: Level 2 Brick-piling must have a separator sheet between delivery facilities.

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.

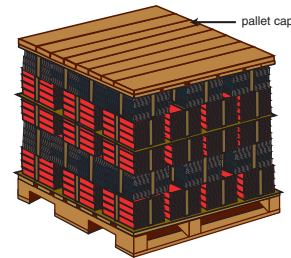
Keep adding rows until they reach the maximum height or the maximum weight, whichever comes first. For a pallet load, the maximum height including base and pallet cap is 1.5 m. A pallet cap should be made of wood (sturdy paper or cardboard is also acceptable).



SECURE THE PALLET

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

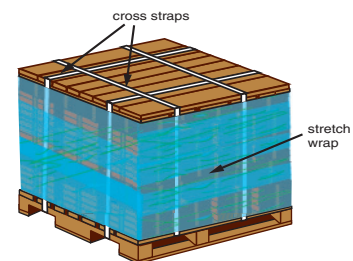
NOTE: The design of monotainers makes it unnecessary to further secure the contents if the bundles have been brick-piled properly.



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.




3.3.5 LABELLING SHIPPING UNITS

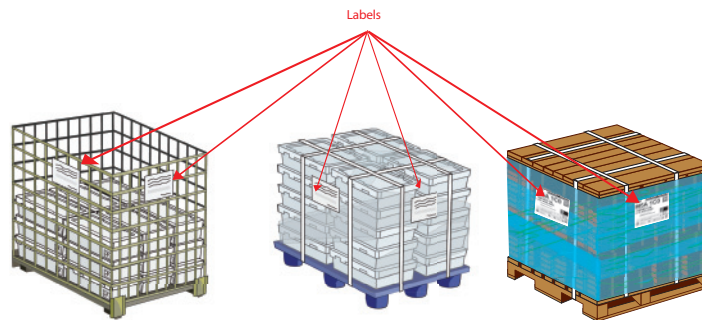
All pallets and monotainers must be labelled. SERP generated labels may contain an optional 2D barcode. This will ensure that your mail is directed to the appropriate facility within Canada Post's network. We recommend that the Order (*Statement of Mailing*) number be written on the label.

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. Labels may also be prepared in legal portrait format 216 mm x 355 mm (8.5 in. x 14 in.)
- 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 2D BARCODED LABEL
<ul style="list-style-type: none"> the service name (Personalized Mail/Courrier personnalisé; Dimensional Personalized Mail/Courrier personnalisé extradimensionnelle, or Publications Mail/Poste-publications) the service size / item (Special Handling/Manutention spéciale) the following NPS routing information (on all but Residue pallets or monotainers): <ul style="list-style-type: none"> the Postal Code of the Canada Post deposit facility (e.g., KOA 9Z0) the name of the facility (e.g., OTTAWA) the province, in abbreviated form (e.g., ON), and the routing designation (e.g., DCF) <p>NOTE: Labels for Residue monotainers or pallets and all labels generated without the use of SERP software must display the name of the deposit facility and the word "Residue."</p>	
TWO SIDES OF THE PALLET OR MONOTAINDER MUST BE LABELLED	



NOTE: For customers wishing to include other internal directives on the shipping containers, a label colour different than white is recommended.

3.3.6 STACKING PALLETS OR MONOTAINERS

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 secured together with straps. Stacking during storage and transportation uses warehouse space more efficiently. For example, where there are two pallets – one going to Vanier Station and one going to Merivale depot – these two pallets may be strapped together and identified to Ottawa (City Consolidation).

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

Creating An Order



Personalized Mail™

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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 providing a sample, paperwork, partial mailings and using weighted average weight when creating your order.

1 PROVIDE A SAMPLE

One representative sample of each item with different physical characteristics (weight, size) must be submitted for review on deposit.

Customers are encouraged to have their mail items verified for compliance prior to depositing their mailing by contacting a Commercial Service Network (CSN) Representative at 1-866-757-5480.

2 CREATING AN ORDER (STATEMENT OF MAILING)

An *Order (Statement of Mailing)* must be properly completed and transmitted electronically using the Electronic Shipping Tools (EST). Non-transmitted *Orders (Statements of Mailing)* may be subject to a surcharge. For additional information regarding surcharges, visit the “Pricing” module at canadapost.ca/cppmguides.

The use of the EST to prepare and transmit *Orders (Statements of Mailing)* is mandatory.

Machineable Mail may be included on the same *Order (Statement of Mailing)* as Special Handling.

NOTE: 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 mailing, weekends and statutory holidays. Weekend and statutory holiday deposits are considered deposited on the following business day.

2.1 Electronic Shipping Tools (EST)

Customers have the option of using either the EST Online version or the EST 2.0 version. 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 through the Canada Post website at canadapost.ca/newuser. For technical enquiries, customers can call the Technical Help Line at 1-800-277-4799.

2.1.1 MAILING SUMMARY AND MAILING DETAILS

The *Mailing Summary* includes general information regarding the customer and the presortation software used for mailing. The *Mailing Details* document includes a detailed breakdown of the mail preparation and presortation information.

Canada Post and the SERP (Software Evaluation and Recognition Program) vendors have developed a file import functionality, the Presort Mailing Plan Import Program, which reduces the amount of data that the customer needs to enter when preparing *Orders (Statements of Mailing)*.

The functionality allows customers to import their Mailing Plans directly into the EST, using both the Electronic Shipping Tools (EST) 2.0 and the EST Online versions. The SERP software will also generate the hard copy *Mailing Summary* and *Mailing Details* reports which will only be required upon request by Canada Post.

Visit canadapost.ca/presortationsoftware for a list of recognized presortation software vendors.

NOTE: Information on how to create a machineable mail import file (optional) is available at canadapost.ca/est.

2.1.2 PARTIAL MAILINGS

If a mailing is deposited in more than one day:

- the customer must select the **Partial Mailing** option if using the EST or check the appropriate box on the manual *Order (Statement of Mailing)*
- the total mailing cost must be declared on the *Order (Statement of Mailing)* for the entire mailing accompanying the first portion of the mailing. The customer will be invoiced for the total mailing as declared on the *Order (Statement of Mailing)*
- the *Order (Statement of Mailing)*, along with one representative sample of each item, must be deposited with the first partial mailing

- each subsequent individual partial mailing must be accompanied by the applicable copy of the *Order (Statement of Mailing)* for the declared deposit location identified on the *Order (Statement of Mailing)*
- each individual partial mailing must meet the minimum volume requirement of 500 items for Machineable Mail and 1,000 items for Special Handling mail
- all partial mailings within an *Order (Statement of Mailing)* must be deposited in full no later than 15 business days from the first deposit date.

2.1.3 WEIGHTED AVERAGE WEIGHT

A mailing may be comprised of items of varying weights (including items above and below the base weight). In such cases, the customer may choose to enter information on the *Order (Statement of Mailing)* using the weighted average weight per item.

Separate average weights can either be calculated by the EST 2.0 or manually and entered on the *Order (Statement of Mailing)* for the following weight categories:

CATEGORIES	SIZE / ITEM	WEIGHT CATEGORIES	
Machineable	Standard	up to 50 g	N/A
	Oversize	up to 500 g	N/A
Special Handling	Standard	up to 50 g	over 50 g up to 100 g
	Oversize	up to 500 g	over 500 g up to 1.36 kg
	Dimensional	up to 500 g	over 500 g up to 1.36 kg

When customers enter the individual weights in the EST 2.0, the application determines the appropriate weight bands. In the *Order (Statement of Mailing)* one line is created for each weight band with the proper quantity and average weight. The *Order (Statement of Mailing)* displays both the actual weight and the calculated average weight. Customers still have the option to enter an average weight.

Example: A customer has a mailing of 5,000 items of Special Handling - Standard. The mailing is comprised of various weights above and below 50 g. In this example, two calculations of average weight must be completed and entered separately on the *Order (Statement of Mailing)* for pricing purposes: one entry for the portion of the mailing up to 50 g and one entry for the portion over 50 g.

Weighted average weight calculation – up to 50 g

SPECIAL HANDLING	A	B	C	D
	NUMBER OF ITEMS	WEIGHT PER ITEM	TOTAL WEIGHT	TOTAL (C) DIVIDED BY TOTAL (A) = WEIGHTED AVERAGE WEIGHT
	1,500	30 g	45,000 g	
	500	45 g	22,500 g	
Total	2,000		67,500 g	33.8 g

Weighted average weight calculation – over 50 g

SPECIAL HANDLING	A	B	C	D
	NUMBER OF ITEMS	WEIGHT PER ITEM	TOTAL WEIGHT	TOTAL (C) DIVIDED BY TOTAL (A) = WEIGHTED AVERAGE WEIGHT
	1,000	55 g	55,000 g	
	2,000	60 g	120,000 g	
Total	3,000		175,000 g	58.3 g

Depositing



Personalized Mail™

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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 DEPOSITING THE MAIL

Personalized Mail items must be deposited in accordance with the requirements set out in the Agreement and its supporting documentation.

If mail items are deposited under a particular preparation option (Machineable Mail and Special Handling) and do not meet the requirements for that option, the customer may choose:

- to pay a surcharge, if applicable
- to re-work the mailing so as to meet the requirement
- to have the mail processed using another option, if the items qualify, or
- to use another appropriate Canada Post service.

2 AT THE 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.

Each deposit of Special Handling mail must include the exportable file of Mailing Plans generated and imported into the EST.

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)*.

2.1 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 products and all volumes with the exception of machineable mail (i.e.: mail prepared in accordance with the Machineable Mail Specifications). Not all RVUs are approved to accept all types of Machineable Mail.
Commercial Deposit Centres (CDCs)	Facilities that are equipped to accept, verify, and process commercial mailings with the exception of Machineable Publications Mail (customers will be referred to the nearest RVU). 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 all commercial products except Machineable Publications Mail. These deposit locations can accept up to the equivalent of five containers. Customers exceeding the acceptable volumes will be referred to the nearest CDC or RVU.
Delivery Facilities	Accepts Neighbourhood Mail™ for local delivery (to a maximum of full coverage for the Delivery facility).

2.2 Where to deposit

All items must be deposited with an authorized representative at the deposit location selected on the *Order (Statement of Mailing)*. Items cannot be deposited into street letter boxes or other mail receptacles.

Daily maximum volumes of mail apply 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	N/A
	(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.

NOTE: Commercial Deposit Centre (CDC) Levels 1, 2 and 3 and Delivery Facilities are not equipped to process mail received in monotainers or pallets that are double-stacked.

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.

Paying and Terms



Paying for your Mailing

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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

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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.